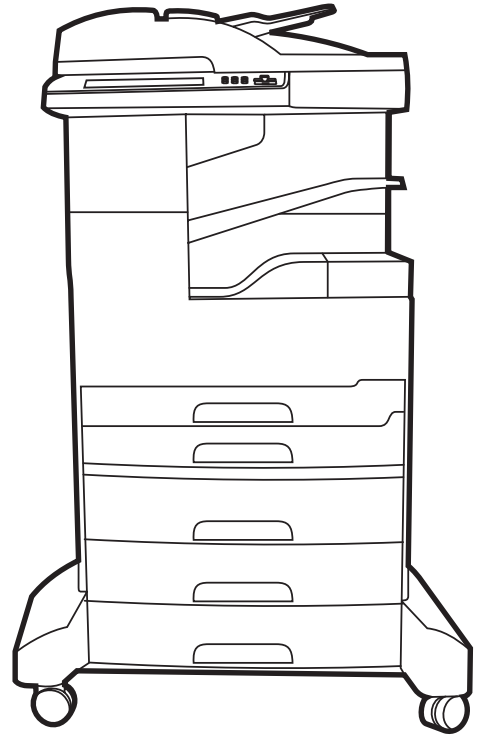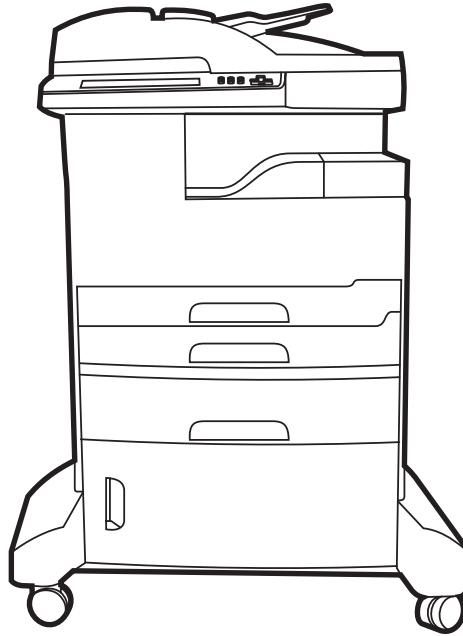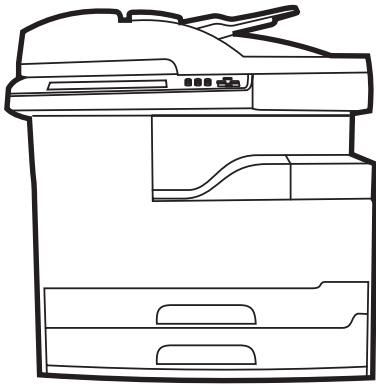# HP LaserJet M5025/M5035 MFP
User Guide

HP LaserJet M5025 and HP LaserJet M5035 Series MFP

User Guide

Table of contents

5 Device features

6 Printing tasks

Appendix E Working with memory and print server cards

Glossary

Index

1 Basics

- [Device comparison](#)
- [Features comparison](#)
- [Walkaround](#)
- [Device software](#)

Device comparison

HP LaserJet M5025 MFP
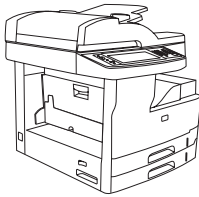
- The HP LaserJet M5025 MFP prints up to 25 pages-per-minute (ppm).

- 256 megabytes (MB) of random access memory (RAM), upgradable up to 512 MB

- 100-sheet multipurpose tray (tray 1) and two 250-sheet input trays (trays 2 and 3)

- 250-sheet output bin

- Hi-Speed universal serial bus (USB) 2.0 port and enhanced input/output (EIO) slot

- HP Jetdirect full-featured embedded print server to connect to 10Base-T/100Base-TX networks

- Basic digital sending

- Flatbed scanner and 50-page automatic document feeder (ADF)

HP LaserJet M5035 MFP

- The HP LaserJet M5035 MFP prints up to 35 ppm.

- 256 MB of RAM, upgradable up to 512 MB

- 100-sheet multipurpose tray (tray 1) and two 250-sheet input trays (trays 2 and 3)

- 250-sheet output bin

- Hi-Speed USB 2.0 port and EIO slot

- HP Jetdirect full-featured embedded print server to connect to 10Base-T/100Base-TX networks

- Enhanced digital sending

- Flatbed scanner and 50-page ADF

HP LaserJet M5035X MFP
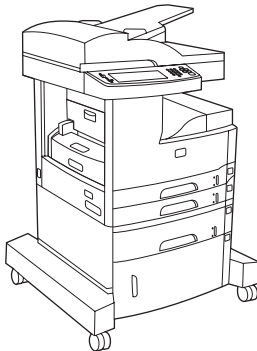
HP LaserJet M5035 MFP, plus:

- Automatic 2–sided (duplex) printing, receiving faxes, and copying.

- V.34 fax modem and 4-MB flash fax-storage memory.

- 500-sheet input tray (tray 4)

- Storage cabinet

HP LaserJet M5035XS MFP
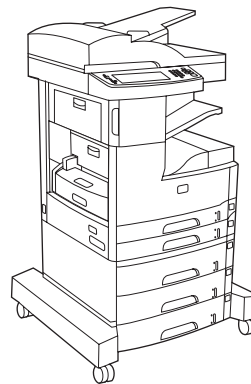
HP LaserJet M5035X MFP, plus:

- Two 500-sheet input trays (trays 5 and 6) replace the HP LaserJet M5035X MFP storage cabinet

- Automatic 30-page stapler with a 500-sheet output bin

Features comparison

Feature	Description
Performance	● 460 MHz processor
User interface	● Graphical touch-screen control panel with control-panel help ● HP Easy Printer Care software (a Web-based status and troubleshooting tool) ● Windows® and Macintosh printer drivers ● Embedded Web server to gain access to support and to order supplies (administrator tool for network-connected models only)
Printer drivers	● HP PCL 5 ● HP PCL 6 ● PostScript® 3 emulation
Resolution	● FastRes 1200—produces 1200-dots-per-inch (dpi) print quality for fast, high-quality printing of business text and graphics ● ProRes 1200—produces 1200-dpi printing for the best quality in line art and graphic images
Storage features	● 40 gigabyte (GB) hard drive ● Fonts, forms, and other macros ● Job retention
Fonts	● 80 internal fonts available for both PCL and PostScript 3 emulation ● 80 printer-matching screen fonts in TrueType format available with the software solution ● Additional fonts can be added by installing a USB font card.
Accessories	● Optional fax capability (standard on the HP LaserJet M5035X MFP and HP LaserJet M5035XS MFP) ● Integrated stand that contains either one 500-sheet input tray plus a storage cabinet (HP LaserJet M5035X MFP only) or three 500-sheet input trays (HP LaserJet M5035XS MFP only) ● Optional duplexer (standard on the HP LaserJet M5035X MFP and the HP LaserJet M5035XS MFP) ● Automatic 30-page stapler with a 500-sheet output bin (HP LaserJet M5035XS MFP only) ● 100-pin 133 MHz dual inline memory modules (DIMMs)
Copying and sending	● Modes for text, graphics, and mixed text and graphics formats ● A job-interrupt feature (at copy boundaries) ● Multiple pages per sheet ● Control-panel animations (for example, jam recovery) ● E-mail compatibility ● A sleep feature that saves energy ● Automatic duplex (two-sided) scanning NOTE An automatic duplex printing accessory is required for two-sided copying.

Feature	Description
Connectivity	● Hi-Speed USB 2.0 connection (one external host USB-A connector, one external-device USB-B connector, and two internal host USB-A connectors)
	● HP Jetdirect full-featured embedded print server
	● HP Web Jetadmin software
	● Enhanced input/output (EIO) slot
	● FIH connector
Environmental features	● Sleep delay setting
	● ENERGY STAR® qualified
Supplies	● The supplies status page contains information about toner level, page count, and estimated pages remaining.
	● The device checks for and authentic HP print cartridge at cartridge installation.
	● Internet-enabled supply-ordering capabilities (using HP Easy Printer Care software)
Accessibility	● The online user guide is compatible with text screen-readers.
	● The print cartridge can be installed and removed by using one hand.
	● All doors and covers can be opened by using one hand.
	● Media can be loaded into input trays by using one hand.

Walkaround

Device parts

Before using the device, familiarize yourself with the parts of the device.
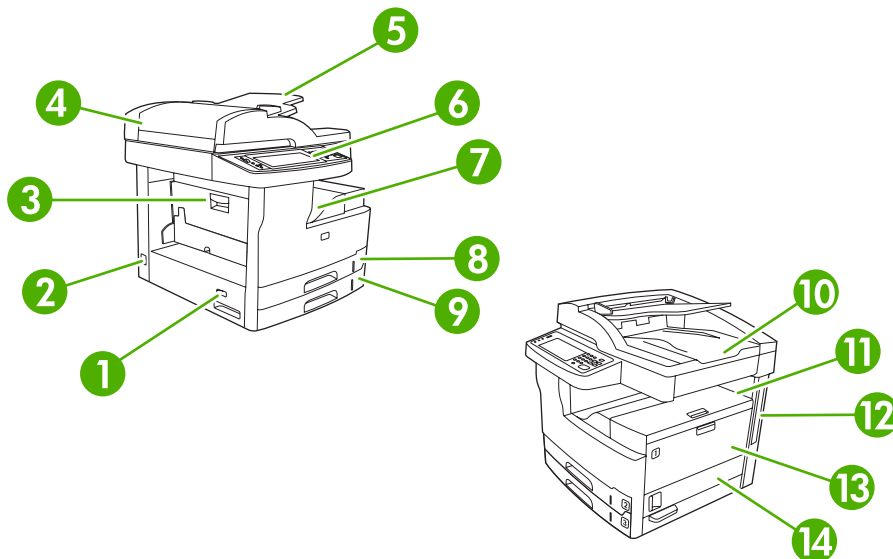
Figure 1-1 **HP LaserJet M5025 MFP** and **HP LaserJet M5035 MFP**

1	On/off switch
2	Power connection
3	Jam access door (for access to printer jams)
4	ADF top cover (for access to ADF jams)
5	ADF input tray (for fax/copy/scan documents)
6	Control panel
7	Output bin
8	Tray 2
9	Tray 3
10	ADF output bin
11	Upper-right door (for access to the print cartridge)
12	Interface ports (see Interface ports)
13	Tray 1 (pull to open)
14	Right-side access door
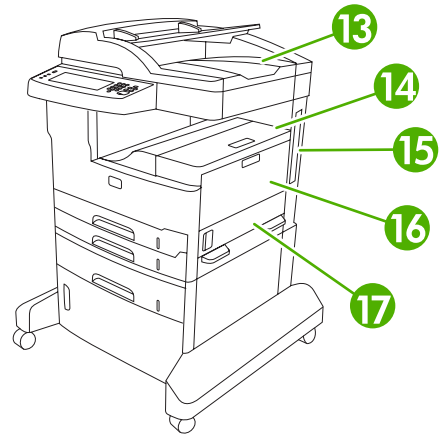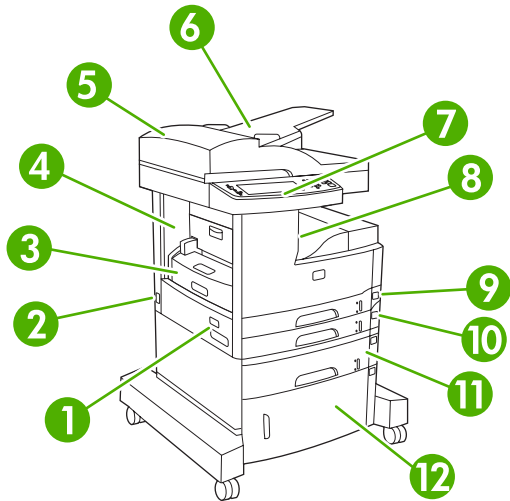
Figure 1-2 HP LaserJet M5035X MFP

1	On/off switch
2	Power connection
3	Automatic duplexer
4	Jam access door (for access to printer jams)
5	ADF top cover (for access to ADF jams)
6	ADF input tray (for fax/copy/scan documents)
7	Control panel
8	Output bin
9	Tray 2
10	Tray 3
11	Tray 4
12	Storage cabinet
13	ADF output bin
14	Upper-right door (for access to the print cartridge)
15	Interface ports (see Interface ports)
16	Tray 1 (pull to open)
17	Right-side access door
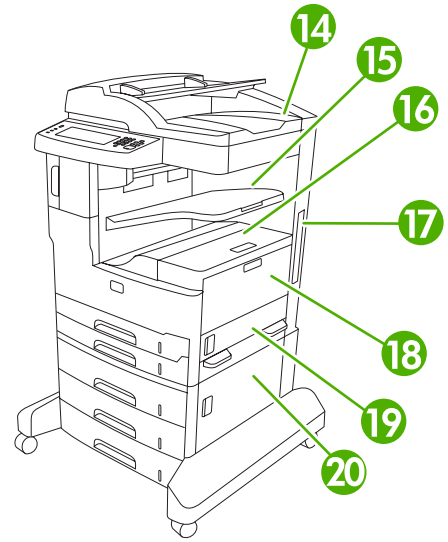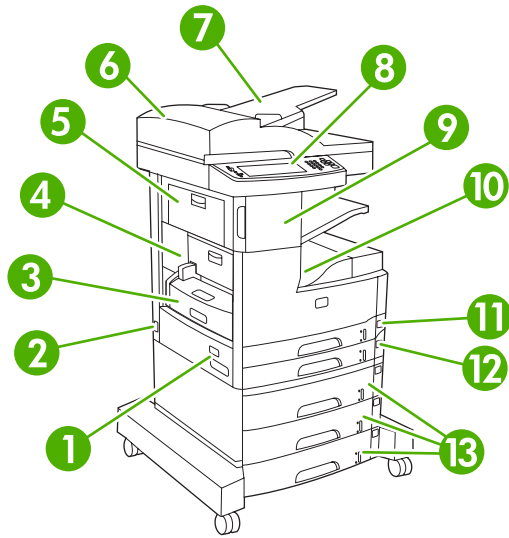
Figure 1-3 HP LaserJet M5035XS MFP

1	On/off switch
2	Power connection
3	Automatic duplexer
4	Jam access door (for access to printer jams)
5	Upper-left door
6	ADF top cover (for access to ADF jams)
7	ADF input tray (for fax/copy/scan documents)
8	Control panel
9	Automatic stapler
10	Output bin
11	Tray 2
12	Tray 3
13	Trays 4, 5, and 6
14	ADF output bin
15	Stapler output bin
16	Upper-right door (for access to the print cartridge)
17	Interface ports (see Interface ports)
18	Tray 1 (pull to open)
19	Right-side access door
20	Lower-right access door

Interface ports

The device has one EIO slot and three ports for connecting to a computer or a network.
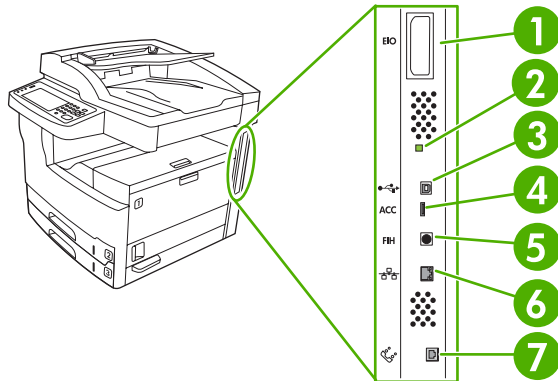
1	EIO slot
2	"Heartbeat" LED
3	Hi-Speed USB 2.0 connection
4	USB accessory connection
5	Foreign interface harness (FIH) port
6	Network connection
7	Fax connection (for connecting to an optional analog fax accessory)

Device software

The printing-system software is included with the device. See the getting started guide for installation instructions.

The printing system includes software for end users and network administrators, and printer drivers for access to the features and communication with the computer.

📝 **NOTE** For a list of printer drivers and updated software, go to www.hp.com/go/M5025_software or www.hp.com/go/M5035_software.

Supported operating systems

The device supports the following operating systems:

Full software installation

- Windows XP (32-bit and 64-bit)
- Windows Server 2003 (32-bit and 64-bit)
- Windows 2000
- Mac OS X V10.2.8, V10.3, V10.4 and later

Printer driver only

- Linux (Web only)
- UNIX model scripts (Web only)

📝 **NOTE** For Mac OS V10.4 and later, PPC and Intel Core Processor Macs are supported.

Supported printer drivers

Operating system	PCL 5	PCL 6	Postscript level 3 emulation
Windows	✔	✔	✔
Mac OS X V10.2.8, V10.3, V10.4 and later			✔
Linux[1]			✔

1 For Linux, download the postscript level 3 emulation driver from www.hp.com/go/linuxprinting.

The printer drivers include online Help that has instructions for common printing tasks and also describes the buttons, checkboxes, and drop-down lists that are in the printer driver.

Select the correct printer driver

Printer drivers allow you to gain access to the features of the device and allow the computer to communicate with the device (using a printer language). Check the installation notes and readme files on the CD for additional software and languages.

The device uses the PCL 5, PCL 6, and PostScript 3 emulation printer description language (PDL) drivers.

● Use the PCL 6 printer driver for the best overall performance.

● Use the PCL 5 printer driver for general office printing.

● Use the PS driver for printing from PostScript-based programs, for compatibility with PostScript Level 3 needs, or for PS flash font support.

Operating system[1]	PCL 5	PCL 6	PS 3 emulation
Windows 2000[2]	✔	✔	✔
Windows XP (32-bit)[3]	✔	✔	✔
Windows Server 2003 (32-bit)	✔	✔	✔
Windows Server 2003 (64-bit)	✔	✔	✔
Mac OS X V10.2 and later			✔

[1] Not all features are available from all drivers or operating systems.
[2] For Windows 2000 and Windows XP (32-bit and 64-bit), download the PCL 5 driver from www.hp.com/go/M5025_software or www.hp.com/go/M5035_software.
[3] For Windows XP (64-bit), download the PCL 6 driver from www.hp.com/go/M5025_software or www.hp.com/go/M5035_software.

The printer drivers include online Help that has instructions for common printing tasks and also describes the buttons, checkboxes, and drop-down lists that are in the printer driver.

Universal printer drivers

The HP Universal Print Driver Series for Windows includes separate HP postscript level 3 emulation and HP PCL 5 versions of a single driver that provides access to almost any HP device while providing system administrator with tools to manage devices more effectively. The Universal Print Driver is included on the device CD, under the Optional Software section. For more information, go to www.hp.com/go/universalprintdriver.

Driver Autoconfiguration

The HP LaserJet PCL 5, PCL 6, and PS level 3 emulation drivers for Windows 2000 and Windows XP feature automatic discovery and driver configuration for device accessories at the time of installation. Some accessories that the Driver Autoconfiguration supports are the duplexing unit, optional paper trays, and dual inline memory modules (DIMMs).

Update Now

If you have modified the device configuration since installation, the driver can be automatically updated with the new configuration. In the **Properties** dialog box (see Open the printer drivers), on the **Device Settings** tab, click the **Update Now** button to update the driver.

HP Driver Preconfiguration

HP Driver Preconfiguration is a software architecture and set of tools that you can use to customize and distribute HP software in managed corporate printing environments. Using HP Driver Preconfiguration, information technology (IT) administrators can preconfigure the printing and default settings for HP printer drivers before installing the drivers in the network environment. For more information, see the *HP Driver Preconfiguration Support Guide*, which is available at www.hp.com/go/hpdpc_sw.

Priority for print settings

Changes to print settings are prioritized depending on where the changes are made:

> **NOTE** The names of commands and dialog boxes might vary depending on your software program.

- **Page Setup dialog box**: Click **Page Setup** or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed here override settings changed anywhere else.

- **Print dialog box**: Click **Print**, **Print Setup**, or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed in the **Print** dialog box have a lower priority and do *not* override changes made in the **Page Setup** dialog box.

- **Printer Properties dialog box (printer driver)**: Click **Properties** in the **Print** dialog box to open the printer driver. Settings changed in the **Printer Properties** dialog box do not override settings anywhere else in the printing software.

- **Default printer driver settings**: The default printer driver settings determine the settings used in all print jobs, *unless* settings are changed in the **Page Setup**, **Print**, or **Printer Properties** dialog boxes.

- **Printer control panel settings**: Settings changed at the printer control panel have a lower priority than changes made anywhere else.

Open the printer drivers

Operating System	To change the settings for all print jobs until the software program is closed	To change the default settings for all print jobs	To change the device configuration settings
Windows 2000, XP, and Server 2003	1. On the **File** menu in the software program, click **Print**. 2. Select the driver, and then click **Properties** or **Preferences**. The steps can vary; this procedure is most common.	1. Click **Start**, click **Settings**, and then click **Printers** or **Printers and Faxes**. 2. Right-click the driver icon, and then select **Printing Preferences**.	1. Click **Start**, click **Settings**, and then click **Printers** or **Printers and Faxes**. 2. Right-click the driver icon, and then select **Properties**. 3. Click the **Device Settings** tab.
Mac OS X V10.2.8, V10.3, V10.4 and later	1. On the **File** menu, click **Print**. 2. Change the settings that you want on the various pop-up menus.	1. On the **File** menu, click **Print**. 2. Change the settings that you want on the various pop-up menus. 3. On the **Presets** pop-up menu, click **Save as** and type a name for the preset. These settings are saved in the **Presets** menu. To use the new settings, you must select the saved preset option every time you open a program and print.	1. In the Finder, on the **Go** menu, click **Applications**. 2. Open **Utilities**, and then open **Print Center** (OS X V10.2.8) or **Printer Setup Utility**. 3. Click on the print queue. 4. On the **Printers** menu, click **Show Info**. 5. Click the **Installable Options** menu. NOTE Configuration settings might not be available in Classic mode.

Software for Macintosh computers

The HP installer provides PostScript® Printer Description (PPD) files, Printer Dialog Extensions (PDEs), and the HP Printer Utility for use with Macintosh computers.

For network connections, use the embedded Web server (EWS) to configure the device. See Embedded Web server.

The printing system software includes the following components:

● **PostScript Printer Description (PPD) files**

   The PPDs, in combination with the Apple PostScript printer drivers, provide access to device features. Use the Apple PostScript printer driver that comes with the computer.

● **HP Printer Utility**

   Use the HP Printer Utility to set up device features that are not available in the printer driver:

   ● Name the device.

   ● Assign the device to a zone on the network.

   ● Assign an internet protocol (IP) address to the device.

   ● Download files and fonts.

   ● Configure the device for IP or AppleTalk printing.

   You can use the HP Printer Utility when your device uses a universal serial bus (USB) cable or is connected to a TCP/IP-based network. For more information, see Use the HP Printer Utility for Macintosh.

   NOTE The HP Printer Utility is supported for Mac OS X V10.2 or later.

Remove software from Macintosh operating systems

To remove the software from a Macintosh computer, drag the PPD files to the trash can.

Utilities

The device is equipped with several utilities that make it easy to monitor and manage the device on a network.

HP Web Jetadmin

HP Web Jetadmin is a browser-based management tool for HP Jetdirect-connected printers within your intranet, and it should be be installed only on the network administrator's computer.

To download a current version of HP Web Jetadmin and for the latest list of supported host systems, visit www.hp.com/go/webjetadmin.

When installed on a host server, any client can gain access to HP Web Jetadmin by using a supported Web browser (such as Microsoft® Internet Explorer 4.x or Netscape Navigator 4.x or later) by navigating to the HP Web Jetadmin host.

Embedded Web server

The device is equipped with an embedded Web server, which provides access to information about device and network activities. This information appears in a Web browser, such as Microsoft Internet Explorer or Netscape Navigator.

The embedded Web server resides on the device. It is not loaded on a network server.

The embedded Web server provides an interface to the device that anyone who has a network-connected computer and a standard Web browser can use. No special software is installed or configured, but you must have a supported Web browser on your computer. To gain access to the embedded Web server, type the IP address for the device in the address line of the browser. (To find the IP address, print a configuration page. For more information about printing a configuration page, see Use information pages.)

For a complete explanation of the features and functionality of the embedded Web server, see Use the embedded Web server.

HP Easy Printer Care software

The HP Easy Printer Care software is a program that you can use for the following tasks:

- Checking the device status

- Checking the supplies status

- Setting up alerts

- Viewing device documentation

- Gaining access to troubleshooting and maintenance tools

You can view the HP Easy Printer Care software when the device is directly connected to your computer or when it is connected to a network. To download the HP Easy Printer Care software, go to www.hp.com/go/easyprintercare.

Supported operating systems

For information about supported operating systems, go to www.hp.com/go/easyprintercare.

Supported browsers

To use the HP Easy Printer Care software, you must have one of the following browsers:

- Microsoft Internet Explorer 5.5 or later

- Netscape Navigator 7.0 or later

- Opera Software ASA Opera 6.05 or later

All pages can be printed from the browser.

Other components and utilities

Windows	Macintosh OS
• Software installer — automates the printing system installation	• PostScript Printer Description files (PPDs) — use with the Apple PostScript drivers that come with the Mac OS
• Online Web registration	• The HP Printer Utility — change device settings, view status, and set up printer-event notification from a Mac. This utility is supported for Mac OS X V10.2 and later.

2 Control panel

Use the control panel

The control panel has a VGA touchscreen that provides access to all device functions. Use the buttons and numeric keypad to control jobs and the device status. The LEDs indicate overall device status.

Control-panel layout

The control panel includes a touchscreen graphical display, job-control buttons, a numeric keypad, and three light-emitting diode (LED) status lights.
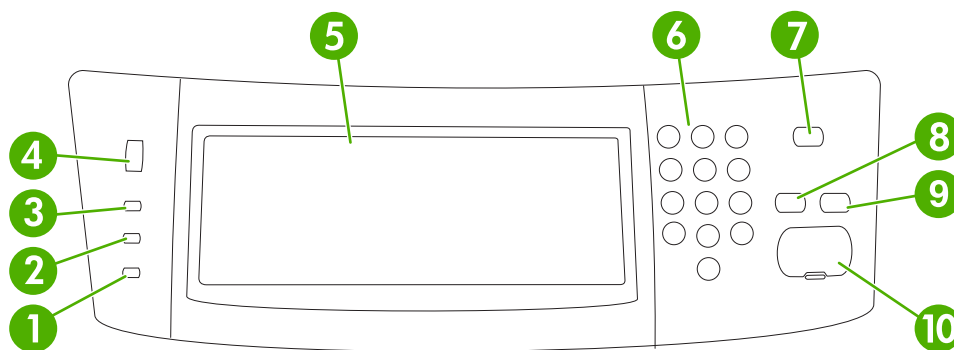
1	**Attention** light	The Attention light indicates that the device has a condition that requires intervention. Examples include an empty paper tray or an error message on the touchscreen.
2	**Data** light	The Data light indicates that the device is receiving data.
3	**Ready** light	The Ready light indicates that the device is ready to begin processing any job.
4	Brightness-adjustment dial	Turn the dial to control the brightness of the touchscreen.
5	Touchscreen graphical display	Use the touchscreen to open and set up all device functions.
6	Numeric keypad	Allows you to type numeric values for number of copies required and other numeric values.
7	Sleep button	If the device is inactive for a long period of time, it automatically enters a sleep mode. To place the device into sleep mode or to reactivate the device, press the Sleep button.
8	Reset button	Resets the job settings to factory or user-defined default values.
9	Stop button	Stops the active job. While stopped, the control panel shows the options for the stopped job (for example, if you press the Stop button while the device is processing a print job, the control panel message prompts you to cancel or resume the print job).
10	Start button	Begins a copy job, starts digital sending, or continues a job that has been interrupted.

Home screen

The home screen provides access to the device features, and it indicates the current status of the device.

NOTE Depending on how the system administrator has configured the device, the features that appear on the home screen can vary.

1	Features	Depending on how the system administrator has configured the device, the features that appear in this area can include any of the following items:
		● Copy
		● Fax
		● E-mail
		● Secondary E-mail
		● Network Folder
		● Job Storage
		● Workflow
		● Supplies Status
		● Administration
2	Device status line	The status line provides information about the overall device status. Various buttons appear in this area, depending on the current status. For a description of each button that can appear in the status line, see Buttons on the touchscreen.
3	Copy count	The copy count box indicates the number of copies that the device is set to make.
4	Help button	Touch the Help button to open the embedded help system.
5	Scroll bar	Touch the up or down arrows on the scroll bar to see the complete list of available features.
6	Sign Out	Touch Sign Out to sign out of the device if you have signed in for access to restricted features. After you sign out, the device restores all options to the default settings.
7	Network Address	Touch Network Address to find information about the network connection.
8	Date and time	The current date and time appear here. The system administrator can select the format that the device uses to show the date and time, for example 12-hour format or 24-hour format.

Buttons on the touchscreen

The status line on the touchscreen provides information about the status of the device. Various buttons can appear in this area. The following table describes each button.

	Home button. Touch the home button to go to the Home screen from any other screen.
	Start button. Touch the Start button to begin the action for the feature that you are using. **NOTE** The name of this button changes for each feature. For example, in the Copy feature, the button is named Start Copy.
	Stop button. If the device is processing a print or fax job, the Stop button appears instead of the Start button. Touch the Stop button to halt the current job. The device prompts you to cancel the job or to resume it.
	Error button. The error button appears whenever the device has an error that requires attention before it can continue. Touch the error button to see a message that describes the error. The message also has instructions for solving the problem.
	Warning button. The warning button appears when the device has a problem but can continue functioning. Touch the warning button to see a message that describes the problem. The message also has instructions for solving the problem.
	Help button. Touch the help button to open the built-in online Help system. For more information, see Control-panel help system.

Control-panel help system

The device 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.

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

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

Use the Administration menu

Use the administration menu to set up default device behavior and other global settings, such as the language and the format for date and time.

Navigate the Administration menu

From the Home screen, touch Administration to open the menu structure. You might need to scroll to the bottom of the Home screen to see this feature.

The Administration menu has several sub-menus, which are listed on the left side of the screen. Touch the name of a menu to expand the structure. A plus sign (+) next to a menu name means that it contains sub-menus. Continue opening the structure until you reach the option that you want to configure. To return to the previous level, touch Back.

To exit the Administration menu, touch the Home button (⌂) in the upper-left corner of the screen.

The device has built-in Help that explains each of the features that are available through the menus. Help is available for many menus on the right-hand side of the touchscreen. Or, to open the global Help system, touch the Help button (❓) in the upper-right corner of the screen.

The tables in the sections that follow indicate the overall structure of each menu.

Information menu

Use this menu to print information pages and reports that are stored internally on the device.

Table 2-1 Information menu

Menu item	Sub-menu item	Sub-menu item	Values	Description
Configuration/Status Pages	Administration Menu Map		Print (button)	Shows the basic structure of the Administration menu and current administration settings.
	Configuration Page		Print (button)	A set of configuration pages that show the current device settings.
	Supplies Status Page		Print (button)	Shows the status of supplies such as cartridges, maintenance kits, and staples.
	Usage Page		Print (button)	Shows information about the number of pages that have been printed on each paper type and size.
	File Directory		Print (button)	A directory page that contains information for any mass-storage devices, such as flash drives, memory cards, or hard disks, that are installed in this device.
Fax Reports	Fax Activity Log		Print (button)	Contains a list of the faxes that have been sent from or received by this device.
	Fax Call Report	Fax Call Report	Print (button)	A detailed report of the last fax operation, either sent or received.
		Thumbnail on Report	Yes No (default)	Choose whether or not to include a thumbnail of the first page of the fax on the report.
		When to Print Report	Never auto print Print after any fax job Print after fax send jobs Print after any fax error Print after send errors only Print after receive errors only	
	Billing Codes Report		Print	A list of billing codes that have been used for outgoing faxes. This report shows how many sent faxes were billed to each code.
	Blocked Fax List		Print	A list of phone numbers that are blocked from sending faxes to this device.
	Speed Dial List		Print	Shows the speed dials that have been set up for this device.
Sample Pages/Fonts	PCL Font List		Print	A list of printer control language (PCL) fonts that are currently available on the device.
	PS Font List		Print	A list of PostScript (PS) fonts that are currently available on the device.

Default Job Options menu

Use this menu to define the default job options for each function. If the user does not specify the job options when creating the job, the default options are used.

The Default Job Options menu contains the following sub-menus:

● Default Options for Originals

● Default Copy Options

● Default Fax Options

● Default E-mail Options

● Default Send To Folder Options

● Default Print Options

Default Options for Originals

📝 **NOTE** Values shown with "(default)" are the factory-default values. Some menu items have no default.

Table 2-2 Default Options for Originals menu

Menu item	Values	Description
Paper Size	Select a paper size from the list.	Select the paper size that is most often used for copy or scan originals.
Number of Sides	1 (default)	Select whether copy or scan originals are most often single-sided or double-sided.
	2	
Orientation	Portrait (default)	Select the orientation that is most often used for copy or scan originals. Select Portrait if the short edge is at the top or select Landscape if the long edge is at the top.
	Landscape	
Optimize Text/Picture	Manually Adjust (default)	Use this setting to optimize the output for a particular type of original. You can optimize the output for text, pictures, or a mixture.
	Text	
	Photograph	If you select Manually Adjust, you can specify the mix of text and pictures that will most often be used.
Image Adjustment	Darkness	Use this setting to optimize the output for darker or lighter originals that you scan or copy.
	Background Cleanup	Increase the Background Cleanup setting to remove faint images from the background or to remove a light background color.
	Sharpness	Adjust the Sharpness setting to clarify or soften the image.

Default Copy Options

NOTE Values shown with "(default)" are the factory-default values. Some menu items have no default.

Table 2-3 Default Copy Options menu

Menu item	Sub-menu item	Values	Description
Number of Copies		Type the number of copies. The factory default setting is 1.	Set the default number of copies for a copy job.
Number of Sides		1 (default) 2	Set the default number of sides for copies.
Staple/Collate	Staple	None (default) One left angled	Set up options for stapling and collating sets of copies. When you make multiple copies of a document, collating places the pages in the correct order, one set at a time, rather than placing all copies of each page next to each other.
	Collate	Off On (default)	
Output Bin		Output Bin <X>	Select the default output bin, if applicable, for copies.
Edge-To-Edge		Normal (recommended) (default) Edge-To-Edge Output	If the original document is printed close to the edges, use the Edge-To-Edge feature to avoid shadows that can appear along the edges. Combine this feature with the Reduce/Enlarge feature to ensure that the entire page is printed on the copies.

Default Fax Options

NOTE Values shown with "(default)" are the factory-default values. Some menu items have no default.

Table 2-4 Fax Send menu

Menu item	Sub-menu item	Values	Description
Resolution		Standard (100x200dpi) (default) Fine (200x200dpi) Superfine (300x300dpi)	Use this feature to set the resolution for sent documents. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller.
Fax Header		Prepend (default) Overlay	Use this feature to select the position of the fax header on the page. Select Prepend to print the fax header above the fax content and move the fax content down on the page. Select Overlay to print the fax header over the top of the fax content without moving the fax content down. Using this option could prevent a single-page fax from flowing onto another page.

Table 2-5 Fax Receive menu

Menu item	Values	Description
Forward Fax	Fax Forwarding Change PIN	To forward received faxes to another fax device, select Fax Forwarding and Custom. When you select this menu item for the fist time, you are prompted to set up a PIN. You will be prompted to enter that PIN every time you try to use this menu. This is the same PIN that is used to access the Fax Printing menu.
Stamp Received Faxes	Enabled Disabled (default)	Use this option to add the date, time, sender's phone number, and page number to each page of the faxes that this device receives.
Fit to Page	Enabled (default) Disabled	Use this feature to shrink faxes that are larger than Letter-size or A4-size so that they can fit onto a Letter-size or A4-size page. If it this feature set to Disabled, faxes larger than Letter or A4 will flow across multiple pages.
Fax Paper Tray	Select from the list of trays.	Select the tray that holds the size and type of paper that you want to use for incoming faxes.
Output Bin	Select from the list of output bins.	Select the default output bin, if applicable, to use for faxes.

Default E-mail Options

Use this menu to set default options for e-mails that are sent from the device.

> **NOTE** Values shown with "(default)" are the factory-default values. Some menu items have no default.

Menu item	Values	Description
Document File Type	PDF (default)	Choose the file format for the e-mail.
	JPEG	
	TIFF	
	M-TIFF	
Output Quality	High (large file)	Choosing higher quality for output increases the size of the output file.
	Medium (default)	
	Low (small file)	
Resolution	75 DPI	Use this feature to select the resolution. Use a lower setting to create smaller files.
	150 DPI (default)	
	200 DPI	
	300 DPI	
Color/Black	Color scan (default)	Specify whether the e-mail will be in black or in color.
	Black/white scan	
TIFF Version	TIFF 6.0 (default)	Use this feature to specify the TIFF version to use when saving scanned files.
	TIFF (Post 6.0)	

Default Send to Folder Options

NOTE This menu appears only for the HP LaserJet M5035 MFP models.

Use this menu to set default options for scan jobs sent to the computer.

NOTE Values shown with "(default)" are the factory-default values. Some menu items have no default.

Menu item	Values	Description
Color/Black	Color scan Black/white scan (default)	Specify whether the file will be in black or in color.
Document File Type	PDF (default) M-TIFF TIFF JPEG	Choose the file format for the file.
TIFF version	TIFF 6.0 (default) TIFF (post 6.0)	Use this feature to specify the TIFF version to use when saving scanned files.
Output Quality	High (large file) Medium (default) Low (small file)	Choosing higher quality for output increases the size of the output file.
Resolution	75 DPI 150 DPI (default) 200 DPI 300 DPI	Use this feature to select the resolution. Use a lower setting to create smaller files.

Default Print Options

Use this menu to set default options for jobs that are sent from a computer.

> **NOTE** Values shown with "(default)" are the factory-default values. Some menu items have no default.

Table 2-6 Default Print Options menu

Menu item	Sub-menu item	Values	Description
Copies Per Job		Type a value.	Use this feature to set the default number of copies for print jobs.
Default Paper Size		(List of supported sizes.)	Choose a paper size.
Default Custom Paper Size	Unit of measure	Millimeters Inches	Configure the default paper size that is used when the user selects Custom as the paper size for a print job.
	X Dimension		Configure the width measurement for the Default Custom Paper Size.
	Y Dimension		Configure the height measurement for the Default Custom Paper Size.
Output Bin		<Binname>	Select the default output bin for print jobs.
Print Sides		1-sided (default) 2-sided	Use this feature to select whether print jobs should be single-sided or double-sided by default.
2-Sided Format		Book style Flip style	Use this feature to configure the default style for 2-sided print jobs. If Book style is selected, the back side of the page is printed the right way up. This option is for print jobs that are bound along the left edge. If Flip style is selected, the back side of the page is printed upside-down. This option is for print jobs that are bound along the top edge.

Time/Scheduling menu

Use this menu to set options for setting the time and for setting the device to enter and exit sleep mode.

NOTE Values shown with "(default)" are the factory-default values. Some menu items have no default.

Table 2-7 Time/Scheduling menu

Menu item	Sub-menu item	Sub-menu item	Values	Description
Date/Time	Date Format		YYYY/MMM/DD (default)	Use this feature to set the current date and time, and to set the date format and time format that are used to time-stamp outgoing faxes.
			MMM/DD/YYYY	
			DD/MMM/YYYY	
	Date	Month		
		Day		
		Year		
	Time Format		12 hour (AM/PM) (default)	
			24 hour	
	Time	Hour		
		Minute		
		AM		
		PM		
Sleep Delay			20 minutes	Use this feature to select the time interval that the device should remain inactive before entering Sleep Mode.
			30 minutes (default)	
			45 minutes	
			1 hour (60 minutes)	
			90 minutes	
			2 hours	
			4 hours	
Wake Time	Monday		Off (default)	Select Custom to set a wake time for each day of the week. The device exits sleep mode according to this schedule. Using a sleep schedule helps conserve energy and prepares the device for use so that users do not have to wait for it to warm up.
	Tuesday		Custom	
	Wednesday			
	Thursday			
	Friday			
	Saturday			
	Sunday			

Table 2-7 Time/Scheduling menu (continued)

Menu item	Sub-menu item	Sub-menu item	Values	Description
Fax Printing	Fax Printing Mode		Store all received faxes	If you have concerns about the security of private faxes, use this feature to store faxes rather than having them automatically print by creating a printing schedule.
			Print all received faxes	For the fax printing schedule, the control panel prompts you to select days and times to print faxes.
			Use Fax Printing Schedule	
	Change PIN			Select Change PIN to change the PIN number that users must provide to print faxes.

Management menu

Use this menu to set up global device-management options.

NOTE Values shown with "(default)" are the factory-default values. Some menu items have no default.

Table 2-8 Management menu

Menu item	Sub-menu item	Values	Description
Stored Job Management	Quick Copy Job Storage Limit	Select the maximum number of jobs to store	Use this menu to view and manage any jobs that are stored on the device.
	Quick Copy Job Held Timeout	1 Hour	
		4 Hours	
		1 Day	
		1 Week	
Sleep mode		Disable	Use this feature to customize the sleep mode settings for this device.
		Use Sleep Delay (default)	Select Use Sleep Delay to set the device to enter sleep mode after the delay that is specified in the Time/Scheduling menu.
Manage Supplies	Supply Low/Order Threshold	Select a value in the range.	Use this menu to carry out administrative supply management tasks such as changing the threshold when supplies should be ordered.
	Replace Black Cartridge	Stop at low	
		Stop at out	
		Override at out (default)	

Initial Setup menu

The Initial Setup menu contains the sub-menus shown:

- Networking and I/O menu

- Fax Setup menu

- E-mail Setup menu

NOTE Values shown with "(default)" are the factory-default values. Some menu items have no default.

Networking and I/O

Table 2-9 Networking and I/O

Menu item	Sub-menu item	Values	Description
I/O Timeout		Select a value in the range. The factory default setting is 15 seconds.	I/O timeout refers to the elapsed time before a print job fails. If the stream of data that the device receives for a print job gets interrupted, this setting indicates how long the device will wait before it reports that the job has failed.
Parallel Input **NOTE** This item appears only if an EIO accessory is installed.	High Speed	No Yes (default)	Use the High Speed setting to configure the speed that the parallel port uses to communicate with the host.
	Advanced Functions	Enabled (default) Disabled	Use the Advanced Functions setting to enable or disable bidirectional parallel communication.
Embedded Jetdirect EIO <X> Jetdirect	See Table 2-10 Jetdirect menus for the list of options.		

Table 2-10 Jetdirect menus

Menu item	Sub-menu item	Sub-menu item	Values and Description
TCP/IP	Enable		Off: Disable the TCP/IP protocol. On (default): Enable the TCP/IP protocol.
	Host Name		An alphanumeric string, up to 32 characters, used to identify the device. This name is listed on the HP Jetdirect configuration page. The default host name is NPIxxxxxx, where xxxxxx is the last six digits of the LAN hardware (MAC) address.
	IPV4 Settings	Config Method	Specifies the method that TCP/IPv4 parameters will be configured on the HP Jetdirect print server. Bootp: Use BootP (Bootstrap Protocol) for automatic configuration from a BootP server. DHCP: Use DHCP (Dynamic Host Configuration Protocol) for automatic configuration from a DHCPv4 server. If selected and a DHCP lease exists, DHCP

Table 2-10 Jetdirect menus (continued)

Menu item	Sub-menu item	Sub-menu item	Values and Description
			Release and DHCP Renew menus are available to set DHCP lease options.
			Auto IP: Use automatic link-local IPv4 addressing. An address in the form 169.254.x.x is assigned automatically.
			Manual: Use the Manual Settings menu to configure TCP/IPv4 parameters.
		DHCP Release	This menu appears if Config Method was set to DHCP and a DHCP lease for the print server exists.
			No (default): The current DHCP lease is saved.
			Yes: The current DHCP lease and the leased IP address are released.
		DHCP Renew	This menu appears if Config Method was set to DHCP and a DHCP lease for the print server exists.
			No (default): The print server does not request to renew the DHCP lease.
			Yes: The print server requests to renew the current DHCP lease.
		Manual Settings	(Available only if Config Method is set to Manual) Configure parameters directly from the printer control panel:
			IP Address: The unique IP address of the printer (n.n.n.n), where n is a value from 0 to 255.
			Subnet Mask: The subnet mask for the printer (m.m.m.m), where m is a value from 0 to 255.
			Syslog Server: The IP address of the syslog server used to receive and log syslog messages.
			Default Gateway: The IP address of the gateway or router used for communications with other networks.
			Idle Timeout: The time period, in seconds, after which an idle TCP print data connection is closed (default is 270 seconds, 0 disables the timeout).
		Default IP	Specify the IP address to default to when the print server is unable to obtain an IP address from the network during a forced TCP/IP reconfiguration (for example, when manually configured to use BootP or DHCP).
			Auto IP: A link-local IP address 169.254.x.x is set.
			Legacy: The address 192.0.0.192 is set, consistent with older HP Jetdirect devices.
		Primary DNS	Specify the IP address (n.n.n.n) of a Primary DNS Server.
		Secondary DNS	Specify the IP address (n.n.n.n) of a Secondary Domain Name System (DNS) Server.

Table 2-10 Jetdirect menus (continued)

Menu item	Sub-menu item	Sub-menu item	Values and Description
	IPV6 Settings	Enable	Use this item to enable or disable IPv6 operation on the print server.
			Off (default): IPv6 is disabled.
			On: IPv6 is enabled.
		Address	Use this item to manually configure an IPv6 address.
			Manual Settings: Use the Manual Settings menu to enable and manually configure a TCP/ IPv6 address.
		DHCPV6 Policy	Router Specified: The stateful auto-configuration method to be used by the print server is determined by a router. The router specifies whether the print server obtains its address, its configuration information, or both from a DHCPv6 server.
			Router Unavailable: If a router is not available, the print server should attempt to obtain its stateful configuration from a DHCPv6 server.
			Always: Whether or not a router is available, the print server always attempts to obtain its stateful configuration from a DHCPv6 server.
		Primary DNS	Use this item to specify an IPv6 address for a primary DNS server that the print server should use.
		Manual Settings	Use this item to manually set IPv6 addresses on the print server.
			Enable: Select this item and choose On to enable manual configuration, or Off to disable manual configuration.
			Address: Use this item to type a 32 hexadecimal digit IPv6 node address that uses the colon hexadecimal syntax.
	Proxy Server		Specifies the proxy server to be used by embedded applications in the device. A proxy server is typically used by network clients for Internet access. It caches Web pages, and provides a degree of Internet security, for those clients.
			To specify a proxy server, enter its IPv4 address or fully-qualified domain name. The name can be up to 255 octets.
			For some networks, you may need to contact your Independent Service Provider (ISP) for the proxy server address.
	Proxy Port		Type the port number used by the proxy server for client support. The port number identifies the port reserved for proxy activity on your network, and can be a value from 0 to 65535.

Table 2-10 Jetdirect menus (continued)

Menu item	Sub-menu item	Sub-menu item	Values and Description
IPX/SPX	Enable		Off: Disable the IPX/SPX protocol.
			On (default): Enable the IPX/SPX protocol.
	Frame Type		Selects the frame-type setting for your network.
			Auto: Automatically sets and limits the frame type to the first one detected.
			EN_8023, EN_II, EN_8022, and EN_SNAP: Frame-type selections for Ethernet networks.
AppleTalk	Enable		Off (default): Disable the AppleTalk protocol.
			On: Enable the AppleTalk protocol.
DLC/LLC	Enable		Off (default): Disable the DLC/LLC protocol.
			On: Enable the DLC/LLC protocol.
Security	Print Sec Page		Yes: Prints a page that contains the current security settings on the HP Jetdirect print server.
			No (default): A security settings page is not printed.
	Secure Web		For configuration management, specify whether the embedded Web server will accept communications using HTTPS (Secure HTTP) only, or both HTTP and HTTPS.
			HTTPS Required: For secure, encrypted communications, only HTTPS access is accepted. The print server will appear as a secure site.
			HTTP/HTTPS optional: Access using either HTTP or HTTPS is permitted.
	IPsec or Firewall		Specify the IPsec or Firewall status on the print server.
			Keep: IPsec/Firewall status remains the same as currently configured.
			Disable: IPsec/Firewall operation on the print server is disabled.
	Reset Security		Specify whether the current security settings on the print server will be saved or reset to factory defaults.
			No*: The current security settings are maintained.
			Yes: Security settings are reset to factory defaults.
Diagnostics	Embedded Test		This menu provides tests to help diagnose network hardware or TCP/IP network connection problems.
			Embedded tests help to identify whether a network fault is internal or external to the device. Use an embedded test to check hardware and communication paths on the print server. After you select and enable a test and set the execution time, you must select Execute to initiate the test.
			Depending on the execution time, a selected test runs continuously until either the device is turned off, or an error occurs and a diagnostic page is printed.

Table 2-10 Jetdirect menus (continued)

Menu item	Sub-menu item	Sub-menu item	Values and Description
		LAN HW Test	**△ CAUTION** Running this embedded test will erase your TCP/IP configuration.
			This test performs an internal loopback test. An internal loopback test will send and receive packets only on the internal network hardware. There are no external transmissions on your network.
			Select Yes to choose this test, or No to not choose it.
		HTTP Test	This test checks operation of HTTP by retrieving predefined pages from the device, and tests the embedded Web server.
			Select Yes to choose this test, or No to not choose it.
		SNMP Test	This test checks operation of SNMP communications by accessing predefined SNMP objects on the device.
			Select Yes to choose this test, or No to not choose it.
		Select All Tests	Use this item to select all available embedded tests.
			Select Yes to choose all tests. Select No to select individual tests.
		Data Path Test	This test helps to identify data path and corruption problems on an HP postscript level 3 emulation device. It sends a predefined PS file to the device, However, the test is paperless; the file will not print.
			Select Yes to choose this test, or No to not choose it.
		Execution Time [H]	Use this item to specify the length of time (in hours) that an embedded test will be run. You can select a value from 1 to 60 hours. If you select zero (0), the test runs indefinitely until an error occurs or device is turned off.
			Data gathered from the HTTP, SNMP, and Data Path tests is printed after the tests have completed.
		Execute	No*: Do not initiate the selected tests.
			Yes: Initiate the selected tests.

Table 2-10 Jetdirect menus (continued)

Menu item	Sub-menu item	Sub-menu item	Values and Description
	Ping Test		This test is used to check network communications. This test sends link-level packets to a remote network host, then waits for an appropriate response. To run a ping test, set the following items:
		Dest Type	Specify whether the target device is an IPv4 or IPv6 node.
		Dest IP	IPV4: Type the IPv4 address. IPV6 : Type the IPv6 address.
		Packet Size	Specify the size of each packet, in bytes, to be sent to the remote host. The minimum is 64 (default) and the maximum is 2048.
		Timeout	Specify the length of time, in seconds, to wait for a response from the remote host. The default is 1 and the maximum is 100.
		Count	Specify the number of ping test packets to send for this test. Select a value from 1 to 100. To configure the test to run continuously, select 0.
		Print Results	If the ping test was not set for continuous operation, you can choose to print the test results. Select Yes to print results. If you select No (default), results are not printed.
		Execute	Specify whether to initiate the ping test. Select Yes to initiate the test, or No to not run the test.

Table 2-10 Jetdirect menus (continued)

Menu item	Sub-menu item	Sub-menu item	Values and Description
	Ping Results		Use this item to view the ping test status and results using the control panel display. You can select the following items:
		Packets Sent	Shows the number of packets (0 - 65535) sent to the remote host since the most recent test was initiated or completed.
		Packets Received	Shows the number of packets (0 - 65535) received from the remote host since the most recent test was initiated or completed.
		Percent Lost	Shows the percent of ping test packets that were sent with no response from the remote host since the most recent test was initiated or completed.
		RTT Min	Shows the minimum detected roundtrip- time (RTT), from 0 to 4096 milliseconds, for packet transmission and response.
		RTT Max	Shows the maximum detected roundtrip- time (RTT), from 0 to 4096 milliseconds, for packet transmission and response.
		RTT Average	Shows the average round-trip-time (RTT), from 0 to 4096 milliseconds, for packet transmission and response.
		Ping In Progress	Shows whether a ping test is in progress. Yes indicates a test in progress, and No indicates that a test completed or was not run.
		Refresh	When viewing the ping test results, this item updates the ping test data with current results. Select Yes to update the data, or No to maintain the existing data. However, a refresh automatically occurs when the menu times out or you manually return to the main menu.
Link Speed			The link speed and communication mode of the print server must match the network. The available settings depend on the device and installed print server. Select one of the following link configuration settings:

CAUTION If you change the link setting, network communications with the print server and network device might be lost.

Auto (default): The print server uses auto-negotiation to configure itself with the highest link speed and communication mode allowed. If auto-negotiation fails, either 100TX HALF or 10TX HALF is set depending on the detected link speed of the hub/switch port. (A 1000T half-duplex selection is not supported.)

10T Half: 10 Mbps, half-duplex operation.

10T Full: 10 Mbps, Full-duplex operation.

100TX Half: 100 Mbps, half-duplex operation.

100TX Full: 100 Mbps, full-duplex operation.

Table 2-10 Jetdirect menus (continued)

Menu item	Sub-menu item	Sub-menu item	Values and Description
			100TX Auto: Limits auto-negotiation to a maximum link speed of 100 Mbps.
			1000TX Full: 1000 Mbps, full-duplex operation.
Print Protocols			Use this item to print a page that lists the configuration of the following protocols: IPX/SPX, Novell NetWare, AppleTalk, DLC/LLC.

Fax Setup

Menu item	Sub-menu item	Sub-menu item	Values	Description
Required Settings	Location		(Countries/regions listed)	Configure the settings that are legally required for outgoing faxes.
	Date/Time			
	Fax Header Information	Phone Number		
		Company Name		
PC Fax Send			Disabled	Use this feature to enable or disable PC Fax Send. PC Fax Send enables users to send faxes through the device from their computers if they have the correct driver installed.
			Enabled (default)	

Table 2-11 Fax Setup menu (continued)

Menu item	Sub-menu item	Sub-menu item	Values	Description
Fax Send Settings	Fax Dial Volume		Off	Use this feature to set the volume of the tones that you hear while the device dials the fax number.
			Medium (default)	
			High	
	Error Correction Mode		Enabled (default)	When Error Correction Mode is enabled and an error occurs during fax transmission, the device sends or receives the error portion again.
			Disabled	
	JBIG Compression		Disabled	The JBIG Compression reduces fax-transmission time, which can result in lower phone charges. However, using JBIG Compression sometimes causes compatibility problems with older fax machines. If this occurs, turn off the JBIG Compression.
			Enabled (default)	
	Maximum Baud Rate		Select a value from the list.	Use this feature to set the maximum baud rate for receiving faxes. This can be used as a diagnostic tool for troubleshooting fax problems.
	Dialing Mode		Tone (default)	Select whether the device should use tone or pulse dialing.
			Pulse	
	Redial On Busy		The range is between 0 and 9. The factory default is 3 times.	Type the number of times the device should attempt to redial if the line is busy.
	Redial On No Answer		Never (default)	Use this feature to specify the number of times the device should attempt to dial if the recipient fax number does not answer.
			Once	
			Twice	NOTE Twice is available in locations other than the United States and Canada.
	Redial Interval		The range is between 1 and 5 minutes. The factory default is 5 minutes.	Use this feature to specify the number of minutes between dialing attempts if the recipient number is busy or not answering.
	Detect Dial Tone		Enabled	Use this feature to specify whether the device should check for a dial tone before sending a fax.
			Disabled (default)	
	Dialing Prefix		Off (default)	Use this feature to specify a prefix number that must be dialed when sending faxes from the device.
			Custom	
	Billing Codes		Off (default)	When billing codes are enabled, a prompt appears that asks the user to enter the billing code for an outgoing fax.
			Custom	
		Minimum Length	The range is between 1 and 16 digits. The default is 1 digit.	

Table 2-11 Fax Setup menu (continued)

Menu item	Sub-menu item	Sub-menu item	Values	Description
Fax Receive Settings	Rings To Answer		The range varies by location. The factory default is 2 rings.	Use this feature to specify the number of rings that must occur before the fax modem answers.
	Ring Interval		Default (default) Custom	Use this feature to control the time between rings for incoming faxes.
	Ringer Volume		Off Low (default) High	Set the volume for the fax ring-tone.
	Blocked Fax Numbers	Add Blocked Numbers	Type the fax number to add.	Use this feature to add or delete numbers from the blocked fax list. The blocked fax list can contain up to 30 numbers. When the device receives a call from one of the blocked fax numbers, it deletes the incoming fax. It also logs the blocked fax in the activity log along with job-accounting information.
		Remove Blocked Numbers	Select a fax number to remove.	
		Clear All Blocked Numbers	No (default) Yes	

E-mail Setup

Use this menu to enable the e-mail feature and to configure basic e-mail settings.

NOTE To configure advanced e-mail settings, use the embedded Web server. For more information, see Use the embedded Web server.

Table 2-12 E-mail Setup menu

Menu item	Values	Description
Address Validation	On (default) Off	This option enables the device to check e-mail syntax when you type an e-mail address. Valid e-mail addresses require the "@" sign and a ".".
Find Send Gateways		Search the network for SMTP gateways that the device can use to send e-mail.
SMTP Gateway	Enter a value.	Specify the IP address of the SMTP gateway that is used to send e-mail from the device.
Test Send Gateway		Test the configured SMTP gateway to see if it is functional.

Send Setup menu

Table 2-13 Send Setup menu

Menu item	Values	Description
Replicate MFP	Enter a value (IP Address).	Copy the local Send settings from one device to another.
Allow Transfer to New DSS **NOTE** This item appears only for the HP LaserJet M5035 MFP models.		Use this feature to allow the transfer of the device from one HP Digital Sending Software (DSS) server to another. HP DSS is a software package that handles digital sending tasks such as faxing, e-mail, and sending a scanned document to a network folder.
Allow Use of Digital Send Service **NOTE** This item appears only for the HP LaserJet M5035 MFP models.		This feature allows you to configure the device for use with an HP Digital Sending Software (DSS) server.

Device Behavior menu

NOTE   Values shown with "(default)" are the factory-default values. Some menu items have no default.

Table 2-14 Device Behavior menu

Menu item	Sub-menu item	Sub-menu item	Values	Description
Language			Select the language from the list.	Use this feature to select a different language for control-panel messages. When you select a new language, the keyboard layout might also change.
Key Press Sound			On (default) Off	Use this feature to specify whether you hear a sound when you touch the screen or press buttons on the control panel.
Inactivity Timeout			Type a value between 10 and 300 seconds. The factory default is 60 seconds.	Use this feature to specify the amount of time that elapses between any activity on the control panel and the device resetting to the default settings.
Warning/Error Behavior	Clearable Warnings		On Job (default)	Use this feature to set the amount of time that a clearable warning appears on the control panel.
	Continuable Events		Auto continue (10 seconds) (default) Touch OK to continue	Use this option to configure the device behavior when the device encounters certain errors.
	Jam Recovery		Auto (default) On Off	Use this feature to configure how the device handles pages that are lost during a jam.

Table 2-14 Device Behavior menu (continued)

Menu item	Sub-menu item	Sub-menu item	Values	Description
Tray Behavior	Use Requested Tray		Exclusively (default) First	Use this feature to control how the device handles jobs that have specified a specific input tray.
	Manually Feed Prompt		Always (default) Unless Loaded	Use this feature to indicate whether a prompt should appear when the type or size for a job does not match the specified tray and the device pulls from the multipurpose tray instead.
	PS Defer Media		Enabled (default) Disabled	Use this feature to choose either the PostScript (PS) or HP paper-handling model.
	Use Another Tray		Enabled (default) Disabled	Use this feature to turn on or off the control-panel prompt to select another tray when the specified tray is empty.
	Size/Type Prompt		Display Do not display (default)	Use this feature to control whether the tray configuration message appears whenever a tray is opened or closed.
	Duplex Blank Pages		Auto (default) Yes	Use this feature to control how the device handles two-sided jobs (duplexing).
	Image Rotation		Standard (default) Alternate	This option is available if the device does not have a finisher that requests rotation. Image Rotation allows users to put paper in the input tray using the same orientation, regardless of whether a finisher is installed. Select the Standard setting to match the loading orientation of other devices that have a finisher. Select the Alternate setting to use a different loading orientation that might work better with preprinted forms that are used on legacy products.
Stapler/Stacker 📝 **NOTE** This item appears only if a stapler/stacker is installed.	Staple		None One left angled	Use this feature to set stapling characteristics for the device.
	Staples Out		Continue (default) Stop	

Table 2-14 Device Behavior menu (continued)

Menu item	Sub-menu item	Sub-menu item	Values	Description
General Copy Behavior	Scan Ahead		Enabled (default) Disabled	Use this feature to turn on no-wait scanning. With Scan Ahead enabled, the pages in the original document are scanned to disk and held until the device becomes available.
	Auto Print Interrupt		Enabled Disabled	When this feature is enabled, copy jobs can interrupt print jobs that are set to print multiple copies. The copy job is inserted into the print queue at the end of one copy of the print job. After the copy job is complete, the device continues printing the remaining copies of the print job.
	Copy Interrupt		Enabled Disabled	When this feature is enabled, a copy job that is currently printing can be interrupted when a new copy job is started. You are prompted to confirm that you want to interrupt the current job.
General Print Behavior	Default Paper Size		Select from the list of paper sizes.	Use this feature to configure the default paper size used for print jobs.
	Override A4/Letter		No Yes (default)	Use this feature to print on letter-size paper when an A4 job is sent but no A4-size paper is loaded in the device (or to print on A4 paper when a letter-size job is sent but no letter-size paper is loaded). This option will also override A3 with ledger-size paper and ledger with A3-size paper.
	Manual Feed		Enabled Disabled (default)	When this feature is enabled, the user can select manual feed from the control panel as the paper source for a job.
	Courier Font		Regular (default) Dark	Use this feature to select which version of the Courier font you want to use.
	Wide A4		Enabled Disabled (default)	Use this feature to change the printable area of A4-size paper. If you enable this option, eighty 10-pitch characters can be printed on a single line of A4 paper.
	Print PS Errors		Enabled Disabled (default)	Use this feature to select whether a PostScript (PS) error page is printed when the device encounters a PS error.
	Print PDF Errors		Enabled Disabled (default)	Use this feature to select whether a PDF error page is printed when the device encounters a PDF error.
	Personality		Auto (default) PCL PDF PS	Select the printer language that the device should use. Normally you should not change the language. If you change the setting to a specific language, the device does not automatically switch from one language to another unless specific software commands are sent to the device.

Table 2-14 Device Behavior menu (continued)

Menu item	Sub-menu item	Sub-menu item	Values	Description
	PCL	Form Length	Type a value between 5 and 128 lines. The factory default is 60 lines.	PCL is a set of printer commands that Hewlett-Packard developed to provide access to printer features.
		Orientation	Portrait (default) Landscape	Select the orientation that is most often used print jobs. Select Portrait if the short edge is at the top or select Landscape if the long edge is at the top.
		Font Source	Select the source from the list.	Use this feature to select the font source for the user-defined soft default font.
		Font Number	Type the font number. The range is between 0 and 999. The factory default is 0.	Use this feature to specify the font number for the user-soft default font using the source that is specified in the Font Source menu item. The device assigns a number to each font and lists it on the PCL font list (available from the Administration menu).
		Font Pitch	Type a value between 0.44 and 99.99. The factory default is 10.00.	If Font Source and Font Number indicate a contour font, then use this feature to select a default pitch (for a fixed-spaced font).
		Font Point Size	Type a value between 4.00 and 999.75. The factory default is 12.00.	If Font Source and Font Number indicate a contour font, then use this feature to select a default point size (for a proportional-spaced font).
		Symbol Set	PC-8 (default) (50 additional symbol sets from which to choose)	Use this feature to select any one of several available symbol sets from the control panel. A symbol set is a unique grouping of all the characters in a font.
		Append CR to LF	No (default) Yes	Use this feature to configure whether a carriage return (CR) is appended to each line feed (LF) encountered in backwards-compatible PCL jobs (pure text, no job control).
		Suppress Blank Pages	No (default) Yes	This option is for users who are generating their own PCL, which could include extra form feeds that would cause blank pages to be printed. When Yes is selected, form feeds are ignored if the page is blank.
		Media Source Mapping	Standard (default) Classic	Use this feature to select and maintain input trays by number when you are not using the device driver, or when the software program has no option for tray selection.

Print Quality menu

> **NOTE** Values shown with "(default)" are the factory-default values. Some menu items have no default.

Table 2-15 Print Quality menu

Menu item	Sub-menu item	Values	Description
Set Registration	Source	All trays Tray <X>: <contents> (choose a tray)	Use Set Registration to shift the margin alignment to center the image on the page from top to bottom and from left to right. You can also align the image on the front with the image printed on the back. Select the source input tray for printing the Set Registration page.
	Test Page	Print (button)	Print a test page for setting the registration. Follow the instructions that are printed on the page to adjust each tray.
	Adjust Tray <X>	Shift from -20 to 20 along the X or Y axes. 0 is the default.	Perform the alignment procedure for each tray. When it creates an image, the device *scans* across the page from side to side as the sheet *feeds* from top to bottom into the device.
Fuser Modes	<Paper Type>		Configure the fuser mode associated with each media type.
	Restore Modes	Restore (button)	Restore the fuser modes to the default settings.
Optimize	High Transfer	Normal (default) Increased	Optimize print engine parameters to get the best possible print quality for all jobs in addition to specifying media type.
	More Separation 1	Off (default) On	
	More Separation 2	Off (default) On	
	Line Detail	Off (default) On	
	Fuser Temp	Normal Reduced	
	Restore Optimize	Restore (button)	Reset all the Optimize parameters to the factory default settings.
Resolution		300 600 FastRes 1200 (default) ProRes 1200	Use this feature to select the print resolution.
REt		Off Light	Enable Resolution Enhancement technology (REt), which produces print output with smooth angles,

Table 2-15 Print Quality menu (continued)

Menu item	Sub-menu item	Values	Description
		Medium (default) Dark	curves, and edges. All print resolutions, including FastRes 1200, benefit from REt.
Economode		Enabled Disabled (default)	When Economode is enabled, the device prints with a reduced amount of toner per page; however, the print quality of the page is slightly reduced.
Toner Density		Choose from a range of 1 to 5. 3 is the default.	Lighten or darken the print on the page. 1 is the lightest and 5 is the darkest.
Calibration/Cleaning	Auto Cleaning	Enabled Disabled (default)	When auto-cleaning is on, the device prints a cleaning page when the page count reaches the value that is set in Cleaning Interval. **NOTE** Available on the HP LaserJet M5035X and HP LaserJet M5035XS MFP.
	Cleaning Interval	1000 (default) 2000 5000 10000 20000	Set the interval when the cleaning page should be printed. The interval is measured by the number of pages printed. **NOTE** Available on the HP LaserJet M5035X and HP LaserJet M5035XS MFP.
	Auto Cleaning Size	Letter A4	Select the size of paper used for the cleaning page. **NOTE** Available on the HP LaserJet M5035X and HP LaserJet M5035XS MFP.
	Create Cleaning Page	Create (button)	Generate a page for cleaning excess toner off the pressure roller in the fuser. The page has instructions that guide you through the cleaning process. **NOTE** Not available when an automatic duplexer is installed.
	Process Cleaning Page	Process (button)	Process the cleaning page that was created by using the Create Cleaning Page menu item. The process takes up to 2.5 minutes. If an automatic duplexer is installed, this item creates the cleaning page and processes it.

Troubleshooting menu

NOTE Values shown with "(default)" are the factory-default values. Some menu items have no default.

Table 2-16 Troubleshooting menu

Menu item	Sub-menu item	Sub-menu item	Values	Description
Event Log			Print (button)	Use this feature to show the 50 most recent events in the event log. Touch Print to print the full event log.
Calibrate Scanner			Calibrate	Use this feature to compensate for offsets in the scanner imaging system (carriage head) for ADF and flatbed scans. You might need to calibrate the scanner if it is not capturing the correct sections of scanned documents.
Fax T.30 Trace	T.30 Report			Use this feature to print or configure the fax T.30 trace report. T.30 is the standard that specifies handshaking, protocols, and error correction between fax machines.
	When to Print Report		Never auto print	
			Print after any fax job	
			Print after fax send jobs	
			Print after any fax error	
			Print after send errors only	
			Print after receive errors only	
Fax Transmit Signal Loss			A value between 0 and 30.	Use this feature to set loss levels to compensate for phone line signal loss. You should not modify this setting unless requested to do so by an HP service representative because it could cause the fax to stop functioning.
Fax V.34			Normal (default) Off	Use this feature to disable V.34 modulations if several fax failures have occurred or if phone line conditions require it.
Fax Speaker Mode			Normal (default) Diagnostic	This feature can be used by a technician to evaluate and diagnose fax issues by listening to the sounds of fax modulations. The factory default setting is Normal.
Paper Path Sensors				Initiate a test of the paper path sensors.

Table 2-16 Troubleshooting menu (continued)

Menu item	Sub-menu item	Sub-menu item	Values	Description
Paper Path Test	Test Page		Print (button)	Generate a test page for testing paper handling features. You can define the path that is used for the test in order to test specific paper paths.
	Source		All trays Tray 1 Tray 2 (Additional trays are shown, if applicable.)	Specify whether the test page will be printed from all trays or from a specific tray.
	Destination		A list of output bins appears.	Select the output option for the test page. You can choose to send the test page to all output bins or only to a specific bin.
	Duplex		Off (default) On	Select whether the duplexer should be included in the Paper Path test.
	Copies		1 (default) 10 50 100 500	Select how many pages should be sent from the specified source as part of the Paper Path test.

Table 2-16 Troubleshooting menu (continued)

Menu item	Sub-menu item	Sub-menu item	Values	Description
Finishing Paper Path Test	Stapling	Finishing Options	Choose from a list of available options.	Test paper handling features for the finisher. Select the option that you want to test.
		Media Size	Letter	Select the paper size for the Finishing Paper Path Test.
			Legal	
			A4	
			Executive (JIS)	
			8.5 x 13	
		Media Type		Select the paper type for the Finishing Paper Path Test.
		Copies		Select the number of copies to include in the Finishing Paper Path Test.
		Duplex	Off	Select whether to use the duplexer in the Finishing Paper Path Test. The default setting is 2 copies.
			On	
		Test Page	Print (button)	Print a test page to use for the Finishing Paper Path Test.
	Stacking	Media Size	Letter	Select the options that you want to use to test the stacker.
			Legal	
			A4	
			Executive (JIS)	
			8.5 x 13	
		Media Type	Select from a list of types.	Select the type of media to use for the Finishing Paper Path Test.
		Copies		Select the number of copies to include in the Finishing Paper Path Test. The default setting is 2 copies.
		Duplex	Off	Select whether to use the duplexer in the Finishing Paper Path Test.
			On	
		Test Page	Print (button)	Print a test page to use for the Finishing Paper Path Test.
Manual Sensor Test				Test the device sensors and switches for correct operation. Each sensor is displayed on the control-panel screen, along with its status. Manually trip each sensor and watch for it to change on the screen. Press the Stop button to abort the test.
Component Test				Exercise individual parts independently to isolate noise, leaking, or other issues. To start the test, select one of the components. The test will run the number of times specified by the Repeat option. You might be prompted to remove parts from the device during the test. Press the Stop button to abort the test.

Table 2-16 Troubleshooting menu (continued)

Menu item	Sub-menu item	Sub-menu item	Values	Description
Print/Stop Test			Continuous value from 0 to 60,000 milliseconds. The default is 0 milliseconds.	Isolate faults by stopping the device during the print cycle and observing where in the process the image degrades. To run the test, specify a stop time. The next job that is sent to the device will stop at the specified time in the process.
Scanner Tests				This menu item is used by a service technician to diagnose potential problems with the device scanner.
Control Panel	LEDs			Use this feature to make sure the components of the control panel are functioning correctly.
	Display			
	Buttons			
	Touchscreen			

Resets menu

Table 2-17 Resets menu

Menu item	Values	Description
Clear Local Address Book	Clear (button)	Use this feature to clear all addresses from the address books that are stored on the device.
Clear Fax Activity Log	Yes No (default)	Use this feature to clear all events from the Fax Activity Log.
Restore Factory Telecom Setting	Restore (button)	Use this option to restore the telephone-related settings that are in the Initial Setup menu to factory default values.
Restore Factory Settings	Restore (button)	Use this feature to restore all device settings to their factory defaults.
Clear Maintenance Message	Clear (button)	Clear the Order Maintenance Kit and Replace Maintenance Kit warning messages.
Clear Document Feeder Message	Clear (button)	Use this feature to clear the Order Document Feeder Kit and Replace Document Feeder Kit warning messages.
Reset Supplies	New Maintenance Kit (Yes/No) New Document Feeder Kit (Yes/No)	Notify the device that a new maintenance kit or document feeder kit has been installed.

Service menu

The Service menu is locked and requires a PIN for access. This menu is intended for use by authorized service personnel.

3 I/O Configuration

- USB configuration
- Network configuration

USB configuration

This device supports a USB 2.0 connection. You must use an A-to-B type USB cable for printing.
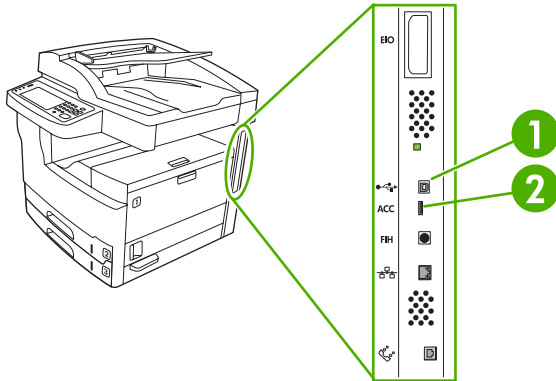
Figure 3-1 USB connection

1	USB connector
2	USB port (type B)

Network configuration

You might need to configure certain network parameters on the device. You can configure these parameters in the following locations:

- Installation software
- Device control panel
- Embedded Web server
- Management software (HP Web Jetadmin or HP LaserJet Utility for Macintosh)

> **NOTE** For more information about using the embedded Web server, see Use the embedded Web server

For more information on supported networks and network configuration tools, see the *HP Jetdirect Print Server Administrator's Guide*. The guide comes with printers in which an HP Jetdirect print server is installed.

This section contains the following information about configuring network parameters:

- Configure TCP/IPv4 parameters
- Configure TCP/IPv6 parameters
- Disable network protocols (optional)
- HP Jetdirect EIO print servers

Configure TCP/IPv4 parameters

If your network doesn't provide automatic IP addressing through DHCP, BOOTP, RARP, or another method, you might need to enter the following parameters manually before you can print over the network:

- IP address (4 bytes)
- Subnet mask (4 bytes)
- Default gateway (4 bytes)

Set an IP address

You can view the current IP address of the device from the control-panel Home screen by touching Network Address.

Use the following procedure to change the IP address manually.

1. Scroll to and touch Administration.
2. Scroll to and touch Initial Setup.
3. Touch Networking and I/O.
4. Touch Embedded Jetdirect.
5. Touch TCP/IP.

6.   Touch IPV4 Settings.

7.   Touch Config Method.

8.   Touch Manual.

9.   Touch Save.

10. Touch Manual Settings.

11. Touch IP Address.

12. Touch the IP Address text box.

13. Use the touchscreen keypad to type the IP address.

14. Touch OK.

15. Touch Save.

Set the subnet mask

1.   Scroll to and touch Administration.

2.   Scroll to and touch Initial Setup.

3.   Touch Networking and I/O.

4.   Touch Embedded Jetdirect.

5.   Touch TCP/IP.

6.   Touch IPV4 Settings.

7.   Touch Config Method.

8.   Touch Manual.

9.   Touch Save.

10. Touch Manual Settings.

11. Touch Subnet Mask.

12. Touch the Subnet Mask text box.

13. Use the touchscreen keypad to type the subnet mask.

14. Touch OK.

15. Touch Save.

Set the default gateway

1.   Scroll to and touch Administration.

2.   Scroll to and touch Initial Setup.

3.   Touch Networking and I/O.

4.   Touch Embedded Jetdirect.

5. Touch TCP/IP.

6. Touch IPV4 Settings.

7. Touch Config Method.

8. Touch Manual.

9. Touch Save.

10. Touch Manual Settings.

11. Touch Default Gateway.

12. Touch the Default Gateway text box.

13. Use the touchscreen keyboard to type the default gateway.

14. Touch OK.

15. Touch Save.

Configure TCP/IPv6 parameters

For information about configuring the device for a TCP/IPv6 network, see the HP Jetdirect Embedded Print Server Administrator's Guide.

Disable network protocols (optional)

By factory default, all supported network protocols are enabled. Disabling unused protocols has the following benefits:

● It decreases device-generated network traffic.

● It prevents unauthorized users from printing to the device.

● It provides only pertinent information on the configuration page.

● It allows the device control panel to display protocol-specific error and warning messages.

Disable IPX/SPX

NOTE Do not disable this protocol in Windows-based systems that print to the printer through IPX/SPX.

1. Scroll to and touch Administration.

2. Scroll to and touch Initial Setup.

3. Touch Networking and I/O.

4. Touch Embedded Jetdirect.

5. Touch IPX/SPX.

6. Touch Enable.

7. Touch Off.

8. Touch Save.

Disable AppleTalk

1. Scroll to and touch Administration.

2. Scroll to and touch Initial Setup.

3. Touch Networking and I/O.

4. Touch Embedded Jetdirect.

5. Touch AppleTalk.

6. Touch Enable.

7. Touch Off.

8. Touch Save.

Disable DLC/LLC

1. Scroll to and touch Administration.

2. Scroll to and touch Initial Setup.

3. Touch Networking and I/O.

4. Touch Embedded Jetdirect.

5. Touch DLC/LLC.

6. Touch Enable.

7. Touch Off.

8. Touch Save.

HP Jetdirect EIO print servers

HP Jetdirect print servers (network cards) can be installed in the EIO slot. These cards support multiple network protocols and operating systems. HP Jetdirect print servers facilitate network management by allowing you to connect a printer directly to your network at any location. HP Jetdirect print servers also support the Simple Network Management Protocol (SNMP), which provides remote printer management and troubleshooting through the HP Web Jetadmin software.

NOTE Configure the card through the control panel, the printer installation software, or HP Web Jetadmin. Refer to the HP Jetdirect print server documentation for more information.

4   Media and trays

General guidelines for media

Hewlett-Packard Company recommends testing any paper before buying it in large quantities.

> ⚠ **CAUTION** Using media that does not conform to the specifications listed here or in the *HP LaserJet Printer Family Print Media Guide* can cause problems that require service. *This service is not covered by the Hewlett-Packard warranty or service agreements.* To download a copy of the guide, go to www.hp.com/support/ljpaperguide.

Paper to avoid

The product can handle many types of paper. Using paper that does not meet specifications will cause lower print quality and increase the chance of jams.

- Do not use paper that is too rough. Use paper with a tested smoothness rating of 100–250 Sheffield.
- Do not use paper, other than standard 3-hole punched paper, that contains cutouts or perforations.
- Do not use multipart forms.
- Do not use paper that has already been printed on, or that has been fed through a photocopier.
- Do not use paper that contains a watermark if you are printing solid patterns.
- Do not use heavily embossed or raised-letterhead papers.
- Do not use papers that have heavily textured surfaces.
- Do not use offset powders or other materials that prevent printed forms from sticking together.
- Do not use paper that has a colored coating that was added after the paper was produced.

Paper that can damage the device

In rare circumstances, paper can damage the device. The following paper must be avoided to prevent possible damage to the device:

- Do not use paper with staples attached.
- Do not use transparencies, labels, or photo or glossy paper designed for Inkjet printers or other low temperature printers. Use only media that is specified for use with HP LaserJet printers.
- Do not use any media that produces hazardous emissions, or that melts, offsets, or discolors when exposed to the temperature of the fuser.
- Do not use paper that is embossed or coated, or any media that is not designed to withstand the fusing temperature of the device. Do not use letterhead paper or preprinted forms that are made with dyes or inks that cannot withstand the heat of the fuser.

To order HP LaserJet printing supplies, see Order parts, accessories, and supplies.
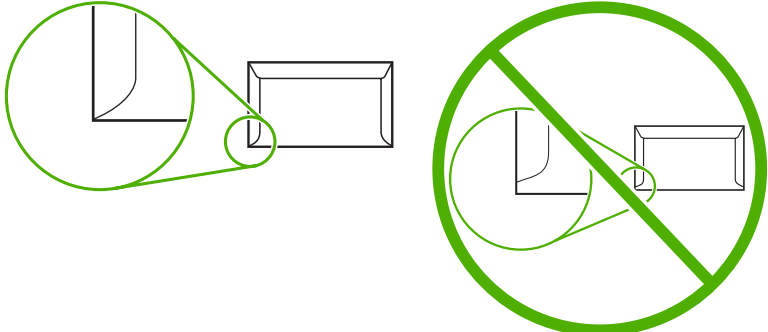
General media specifications

For complete paper specifications for all HP LaserJet devices, see the *HP LaserJet Printer Family Print Media Guide* (available at www.hp.com/support/ljpaperguide) .

Category	Specifications
Acid content	5.5 pH to 8.0 pH
Caliper	0.094 to 0.18 mm (3.0 to 7.0 mils)
Curl in ream	Flat within 5 mm (0.02 in)
Cut edge conditions	Cut with sharp blades with no visible fray.
Fusing compatibility	Must not scorch, melt, offset, or release hazardous emissions when heated to 200° C (392°F) for 0.1 second.
Grain	Long grain
Moisture content	4% to 6% by weight
Smoothness	100 to 250 Sheffield

Considerations for special media

Table 4-1 Media considerations

Media type	Considerations
Envelopes	• Use only tray 1 to print envelopes. Choose envelopes in the printer driver (see Select the correct printer driver).
	• Prior to printing, envelopes should lie flat with less than 6 mm (0.25 in) curl, and should not contain air.
	• Envelopes should not be wrinkled, nicked, or otherwise damaged.
	• Envelopes with a peel-off adhesive strip or with more than one flap that folds over to seal must use adhesives compatible with the heat and pressure in the device. The extra flaps and strips might cause wrinkling, creasing, or even jams and might even damage the fuser.
	• For the best print quality, position margins no closer than 15 mm (0.6 in) from the edges of the envelope. Avoid printing over the area where the envelope seams meet.
	• The device might print at a slower speed when printing envelopes. In addition, printing performance depends on the construction of the envelope. Always test a few sample envelopes before purchasing a large quantity.
	• Envelopes with double-side seam-construction are more likely to wrinkle. If you print envelopes with double-side seams, use only envelopes in which the seam extends all the way to the corner of the envelope.

⚠️ **WARNING!** Never use envelopes that contain coated linings, exposed self-stick adhesives, or other synthetic materials. These items can emit noxious fumes.

Media type	Considerations
Labels	• Print labels from tray 1.
	• Use only labels specified for use with HP LaserJet printers.
	• Prior to printing, labels must lie flat with no more than 13 mm (0.5 in) of curl in any direction.
	• Only use labels with no exposed backing between them.
	• **Condition:** Do not use labels with wrinkles, bubbles, or other indications of separation.
	• Remove label sheets from the output bin as they are printed to prevent them from sticking together.
	• Do not feed a sheet of labels through the device more than once. The adhesive backing is designed for one pass through the device.
	• Do not print on both sides of labels.

Table 4-1 Media considerations (continued)

Media type	Considerations
	CAUTION Failure to follow these guidelines can damage the device.
	If a sheet of labels becomes jammed in the device, see Clear jams.
	NOTE Choose labels in the printer driver (see Open the printer drivers).
Transparencies	● Print transparencies from tray 1.
	● Use only transparencies specified for use with HP LaserJet printers
	● Remove transparencies from the output bin as they are printed to prevent them from sticking together.
	● Place transparencies on a flat surface after removing them from the device.
	NOTE Choose transparencies in the printer driver (see Open the printer drivers).
Card stock and heavy media	You can print many types of card stock from the input tray, including index cards and postcards. Some card stock performs better than others because its construction is better suited for feeding through a laser printer.
	● Use tray 1 for card stock (164 g/m^2 to 199 g/m^2; 43- to 53-lb cover).
	● Card stock should lie flat with less than 5 mm (0.2 inch) of curl.
	● Make sure that the card stock is not wrinkled, nicked, or otherwise damaged.
	● Set margins at least 2 mm (0.08 inch) away from the edges.
	CAUTION In general, do not use paper that is heavier than the media specification recommended for this device. Doing so can cause misfeeds, jams, reduced print quality, and excessive mechanical wear. However, some heavier media, such as HP Cover Stock, can be used safely.
	NOTE Select **Cardstock** (164 g/m^2 to 199 g/m^2; 43- to 53-lb cover) in the printer driver.
Letterhead and preprinted forms	Letterhead is premium paper that often has a watermark, sometimes uses cotton fiber, and is available in a wide range of colors and finishes with matching envelopes. Preprinted forms can be made of a broad spectrum of paper types ranging from recycled to premium.
	Many manufacturers now design these grades of paper with properties optimized for laser printing and advertise the paper as laser compatible or laser guaranteed. Some of the rougher surface finishes, such as cockle, laid, or linen, might require the special fuser modes that are available on some printer models to achieve adequate toner adhesion.
	NOTE Some page-to-page variation is normal when printing with laser printers. This variation cannot be observed when printing on plain paper. However, this variation is obvious when printing on preprinted forms because the lines and boxes are already placed on the page.

Table 4-1 Media considerations (continued)

Media type	Considerations
	To avoid problems when using preprinted forms, embossed paper, and letterhead, observe the following guidelines:
	• Use preprinted forms and letterhead paper that have been printed by offset lithography or engraving.
	• When the form is preprinted, be careful not to change the moisture content of the paper, and do not use materials that change the paper's electrical or handling properties. Seal the forms in moisture-proof wrap to prevent moisture changes during storage.
	NOTE To print a single-page cover letter on letterhead, followed by a multiple-page document, feed the letterhead face up in tray 1, and load the standard paper into one of the other trays. The device automatically prints from tray 1 first.
Vellum	Vellum is special lightweight paper similar to parchment.
	• Print vellum from tray 1 only.
	• Do not print on both sides of vellum.
	NOTE From the printer driver, set the type of paper for tray 1 to **vellum** or **light**, and select the media by type.
Colored paper	Colored paper should be of the same high quality as white xerographic paper.
HP LaserJet Tough paper	• Use only HP LaserJet Tough paper. HP products are designed to work together for optimum printing results.
	• Handle HP LaserJet Tough paper by the edges. Oils from your fingers can cause print-quality problems.
Recycled paper	This device supports recycled paper. Recycled paper must meet the same specifications as standard paper. See the *HP LaserJet Printer Family Print Media Guide*. Hewlett-Packard recommends that recycled paper contain no more than 5% ground wood.

Select the correct fuser mode

The device automatically adjusts the fuser mode based on the media type to which the tray is set. For example, heavy paper, such as card stock, might need a higher fuser-mode setting in order to make the toner adhere better to the page, but transparencies need a lower fuser-mode setting to avoid damage to the device. The default setting generally provides the best performance for most print-media types.

The fuser mode can be changed only if the media type has been set for the tray that you are using. See Control print jobs. After the media type has been set for the tray, then the fuser mode for that type can be changed on the Administration menu in the Print Quality submenu at the device control panel. See Print Quality menu.

NOTE Using the High 1 or High 2 fuser mode setting improves the ability of the toner to adhere to paper, but it might cause other problems, such as excessive curl. The device might print at a slower speed when the fuser mode is set to High 1 or High 2. The table below describes the ideal fuser mode setting for supported media types.

Media type	Fuser mode setting
Plain	Normal
Preprinted	Normal
Letterhead	Normal
Transparency	Low 3
Prepunched	Normal
Labels	Normal
Bond	Normal
Recycled	Normal
Color	Normal
Light	Low 1
Card stock	Normal
Rough	High 1
Envelope	Envelope

To reset the fuser modes to the default settings, touch the Administration menu at the device control panel. Touch Print Quality, touch Fuser Modes, and then touch Restore Modes.

Select print media

This device accepts a variety of media, such as cut-sheet paper, including up to 100% recycled fiber content paper; envelopes; labels; transparencies; and custom-size paper. Properties such as weight, composition, grain, and moisture content are important factors that affect device performance and output quality. Paper that does not meet the guidelines that are outlined in this manual can cause the following problems:

- Poor print quality

- Increased jams

- Premature wear on the device, requiring repair

> ⚠ **CAUTION** Using media that does not meet HP specifications can cause problems for the device, requiring repair. This repair is not covered by the HP warranty or service agreements.

Automatic size-sensing

The device automatically senses the standard sizes of media loaded into trays 2 and 3 (and optional trays 4, 5, and 6) shown in the following list.

- A4 (297 x 210 mm; 11.7 x 8.27 inch)

- Letter (279 x 216 mm; 11 x 8.5 inch)

- B4-JIS (257 x 364 mm; 10.1 x 14.33 inch)

- B5-JIS (257 x 182 mm; 10.1 x 7.2 inch)

- Legal (216 x 356 mm; 8.5 x 14 inch)

- Executive (267 x 184 mm; 10.5 x 7.25 inch)

- A5 (210 x 148 mm; 8.27 x 5.83 inch)

- Executive JIS (216 x 330 mm; 8.5 x 13 inch)

- A3 (297 x 420 mm; 11.69 x 16.54 inch)

- Ledger (279 x 432 mm; 11 x 17 inch)

> 📝 **NOTE** A3- and ledger-size media are not supported in tray 2.

Supported media weights and sizes

This section contains information about the sizes, weights, and capacities of paper and other print media that each tray supports.

Table 4-2 Tray 1 specifications

Media type	Dimensions[1]	Weight	Capacity[2]
Paper	Minimum: 76 x 127 mm (3 x 5 inches) Maximum: 312 x 470 mm (12.25 x 18.5 inches)	60 to 199 g/m^2 (16 to 53 lb)	Up to 100 sheets of 60 to 120 g/m^2 (16 to 32 lb) paper. Fewer than 100 sheets of 120 to 199 g/m^2 (32 to 53 lb) paper (maximum stack height: 13 mm or 0.5 inch)
Transparencies and opaque film	Minimum: 76 x 127 mm (3 x 5 inches) Maximum: 312 x 470 mm (12.25 x 18.5 inches)	Thickness: 0.10 to 0.13 mm (4 to 5 mils)	Up to 13 mm (0.5 inch) stack height
Labels[3]	Minimum: 76 x 127 mm (3 x 5 inches) Maximum: 312 x 470 mm (12.25 x 18.5 inches)	Thickness: up to 0.23 mm (up to 9 mils)	Up to 13 mm (0.5 inch) stack height
Envelopes	Minimum: 76 x 127 mm (3 x 5 inches) Maximum: 312 x 470 mm (12.25 x 18.5 inches)	75 g/m^2 to 90 g/m^2 (20 to 24 lb)	Up to 10 envelopes

[1] The device supports a wide range of standard and custom sizes of print media. Check the printer driver for supported sizes.

[2] Capacity can vary depending on media weight and thickness, and environmental conditions.

[3] Smoothness: 100 to 250 (Sheffield).

Table 4-3 Tray 2 specifications

Media type	Dimensions[1]	Weight	Capacity[2]
Paper	Minimum: 148 x 210 mm (5.83 x 8.27 inches) Maximum: 297 x 364 mm (11.7 x 14.33 inches)	60 to 120 g/m^2 (16 to 32 lb)	Up to 250 sheets

[1] The device supports a wide range of standard and custom sizes of print media. Check the printer driver for supported sizes.

[2] Capacity can vary depending on the media weight and thickness, and environmental conditions.

Table 4-4 Tray 3 specifications

Media type	Dimensions[1]	Weight	Capacity[2]
Paper	Minimum: 148 x 210 mm (5.83 x 8.27 inches) Maximum: 297 x 432 mm (11.7 x 17 inches)	60 to 120 g/m^2 (16 to 32 lb)	Up to 250 sheets

[1] The device supports a wide range of standard and custom sizes of print media. Check the printer driver for supported sizes.

[2] Capacity can vary depending on the media weight and thickness, and environmental conditions.

Table 4-5 Optional trays 4, 5, and 6 specifications

Media type	Dimensions[1]	Weight	Capacity[2]
Paper	Minimum: 148 x 210 mm (5.83 x 8.27 inches) Maximum: 297 x 432 mm (11.7 x 17 inches)	60 to 120 g/m^2 (16 to 32 lb)	Up to 500 sheets

[1] The device supports a wide range of standard and custom sizes of print media. Check the printer driver for supported sizes.

[2] Capacity can vary depending on the media weight and thickness, and environmental conditions.

Table 4-6 Specifications for automatic 2-sided printing

Trays	Dimensions[1]	Weight	Capacity[2]
Tray 1	Minimum: 148 x 210 mm (5.83 x 8.27 inches) Maximum: 297 x 432 mm (11.7 x 17 inches)	60 to 120 g/m^2 (16 to 32 lb)	Up to 100 sheets
Tray 2	Minimum: 148 x 210 mm (5.83 x 8.27 inches) Maximum: 297 x 364 mm (11.7 x 14.33 inches)	60 to 120 g/m^2 (16 to 32 lb)	Up to 250 sheets
Tray 3 and optional trays 4, 5, and 6	Minimum: 148 x 210 mm (5.83 x 8.27 inches) Maximum: 297 x 432 mm (11.7 x 17 inches)	60 to 120 g/m^2 (16 to 32 lb)	Tray 3: up to 250 sheets Optional trays 4, 5, and 6: up to 500 sheets

[1] The device supports a wide range of standard and custom sizes of print media. Check the printer driver for supported sizes.

[2] Capacity can vary depending on the media weight and thickness, and environmental conditions.

Table 4-7 Specifications for automatic stapling and stacking

Operation	Dimensions[1]	Weight	Output-bin capacity[2]
Automatic stapling	Standard sizes supported: ● A4 (297 x 210 mm; 11.7 x 8.27 inch) ● Letter (279 x 216 mm; 11 x 8.5 inch)	60 to 120 g/m^2 (16 to 32 lb)	Up to 500 sheets

Table 4-7 Specifications for automatic stapling and stacking (continued)

Operation	Dimensions[1]	Weight	Output-bin capacity[2]
	📝 **NOTE** Automatic stapling is not supported for *rotated* A4- or letter-size media.		
Automatic stacking	Standard sizes supported: • A4 (297 x 210 mm; 11.7 x 8.27 inch) • Letter (279 x 216 mm; 11 x 8.5 inch) • B4-JIS (257 x 364 mm; 10.1 x 14.33 inch) • B5-JIS (257 x 182 mm; 10.1 x 7.2 inch) • Legal (216 x 356 mm; 8.5 x 14 inch) • Executive (267 x 184 mm; 10.5 x 7.25 inch) • A5 (210 x 148 mm; 8.27 x 5.83 inch) • Executive JIS (216 x 330 mm; 8.5 x 13 inch) • A3 (297 x 420 mm; 11.69 x 16.54 inch) • Ledger (279 x 432 mm; 11 x 17 inch) 📝 **NOTE** Automatic stacking is not supported for *rotated* A4- or letter-size media.	60 to 120 g/m^2 (16 to 32 lb)	Up to 500 sheets

[1] The device supports a wide range of standard and custom sizes of print media. Check the printer driver for supported sizes.
[2] Capacity can vary depending on the media weight and thickness, and environmental conditions.

Table 4-8 Specifications for the automatic document feeder (ADF)

Media type	Dimensions[1]	Weight	Capacity[2]
Paper	Minimum: 138 x 210 mm (5.43 x 8.27 inches) Maximum: 279 x 432 mm (11 x 17 inches)	60 to 120 g/m^2 (16 to 32 lb)	Up to 50 pages 📝 **NOTE** The automatic stapler can staple up to 30 sheets.

[1] The device supports a wide range of standard and custom sizes of print media. Check the printer driver for supported sizes.
[2] Capacity can vary depending on the media weight and thickness, and environmental conditions.

Printing and paper-storage environment

Ideally, the printing and paper-storage environment should be at or near room temperature, and not too dry or too humid. Remember paper is hygroscopic; it absorbs and loses moisture rapidly.

Heat works with humidity to damage paper. Heat causes the moisture in paper to evaporate, while cold causes it to condense on the sheets. Heating systems and air conditioners remove most of the humidity from a room. As paper is opened and used, it loses moisture, causing streaks and smudging. Humid weather or water coolers can cause the humidity to increase in a room. As paper is opened and used it absorbs any excess moisture, causing light print and dropouts. Also, as paper loses and gains moisture it can distort. This can cause jams.

As a result, paper storage and handling are as important as the paper-making process itself. Paper storage environmental conditions directly affect the feed operation.

Care should be taken not to purchase more paper than can be easily used in a short time (about 3 months). Paper stored for long periods might experience heat and moisture extremes, which can cause damage. Planning is important to prevent damage to a large supply of paper.

Unopened paper in sealed reams can remain stable for several months before use. Opened packages of paper have more potential for environmental damage, especially if they are not wrapped with a moisture-proof barrier.

The paper-storage environment should be properly maintained to ensure optimum product performance. The required condition is 20° to 24°C (68° to 75°F), with a relative humidity of 45% to 55%. The following guidelines should be helpful when evaluating the paper's storage environment:

● Paper should be stored at or near room temperature.

● The air should not be too dry or too humid (due to the hygroscopic properties of paper).

● The best way to store an opened ream of paper is to rewrap it tightly in its moisture-proof wrapping. If the product environment is subject to extremes, unwrap only the amount of paper to be used during the day's operation to prevent unwanted moisture changes.

● Proper storage of envelopes helps contribute to print quality. Envelopes should be stored flat. If air is trapped in an envelope, creating an air bubble, then the envelope might wrinkle during printing.

Load media into the input trays

Load tray 1 (multipurpose tray)

Load special print media, such as envelopes, labels, and transparencies, in tray 1 only. Load only paper in trays 2 and 3 (and optional trays 4, 5, and 6).

Tray 1 holds up to 100 sheets of paper, up to 75 transparencies, up to 50 sheets of labels, or up to 10 envelopes.

1. Open tray 1 by pulling the front cover down.
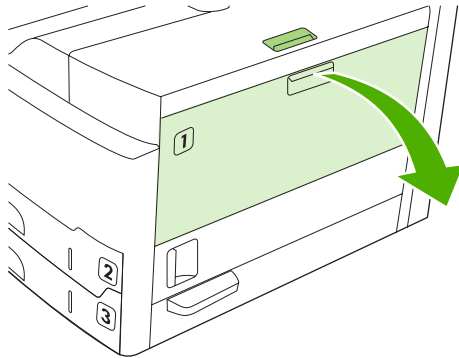
2. Slide out the plastic tray extender. If the media that is being loaded is longer than 229 mm (9 in), also flip open the additional tray extender.
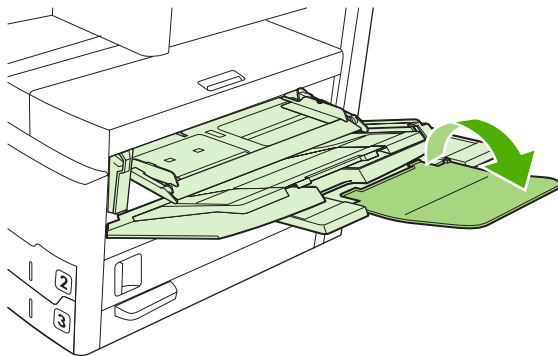
3. Slide the media-width guides slightly wider than the media.
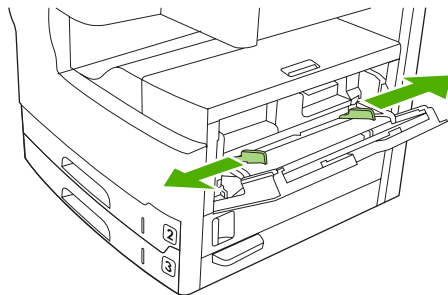
4. For single-sided printing or copying, place media into the tray with the side to be printed facing up and the top of the media toward the front of the device. The media should be centered between the media-width guides and under the tabs on the media-width guides.
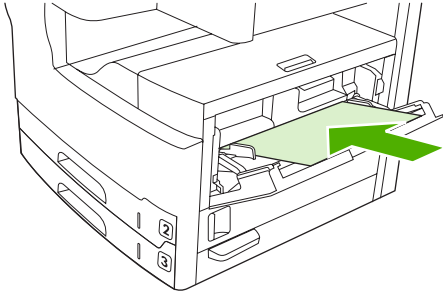
NOTE Load A4- and letter-size media with the *long* edge toward the device. Load other sizes (and load *rotated* A4- and letter-size media) with the *short* edge toward the device.

5. Slide the media-width guides inward until they lightly touch the media stack on both sides without bending it. Make sure that the media fits under the tabs on the media-width guides.
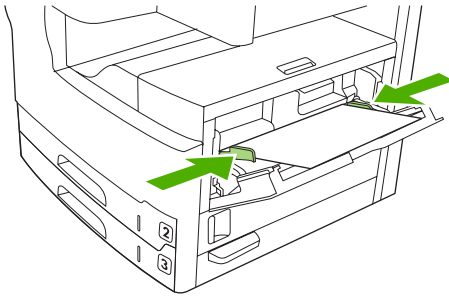
NOTE Do not add media to tray 1 while the device is printing. This could cause a jam. Do not close the front door when the device is printing.

Customize tray 1 operation

The device can be set to print from tray 1 if it is loaded, or to print only from tray 1 if the type of media that is loaded is specifically requested.

Setting	Explanation
Tray 1 size is set to **Any Size** Tray 1 type is set to **Any Type**	The device usually pulls media from tray 1 first unless it is empty or closed. If you do not keep media in tray 1 all the time, or if you use tray 1 only to manually feed media, keep the default settings of the tray 1 size and type. The default settings for both the tray 1 size and type are **Any**. You can change size and type settings for tray 1 by touching the **Trays** tab under **Supplies Status**, and then touching **Modify**.
Tray 1 size or type is set to anything other than **Any Size** or **Any Type**	The device treats tray 1 like the other trays. Instead of looking for media in tray 1 first, the device pulls media from the tray that matches type and size settings that are selected in the software. In the printer driver, you can select media from any tray (including tray 1) by type, size, or source. To print by type and size of paper, see Control print jobs.

Load trays 2 and 3 (and optional trays 4, 5, and 6)

Trays 2 and 3 (and optional trays 4, 5, and 6) support only paper. For supported paper sizes, see Select print media.

> **NOTE** To take advantage of automatic size-sensing in the trays, load letter- and A4-size paper with the short edge of the media toward the front of the tray, as detailed in the steps below.

1. Open the tray.
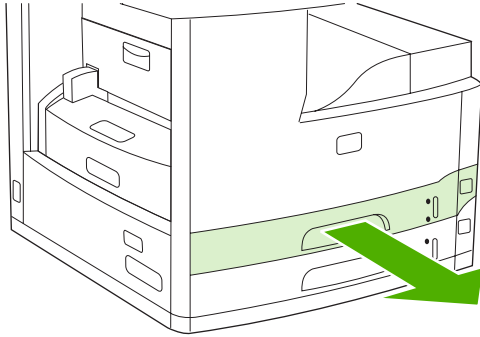
2. Press the tab on the paper-length guide and slide it so that the pointer matches the paper size that you are loading. Make sure that the guide clicks into place. Also adjust the side media-width guides so that the pointer matches the paper size that you are loading.
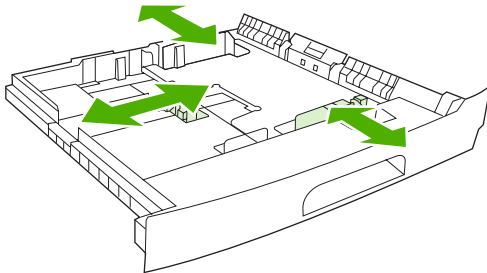
3. Place the paper in the tray, with the side to be printed facing down for single-sided printing, or facing up for automatic 2-side printing, and make sure that it is flat at all four corners. Keep the paper below the height tabs on the paper-length guide in the rear of the tray.
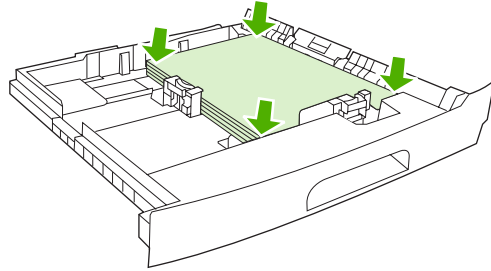
4. Slide the tray into the device.
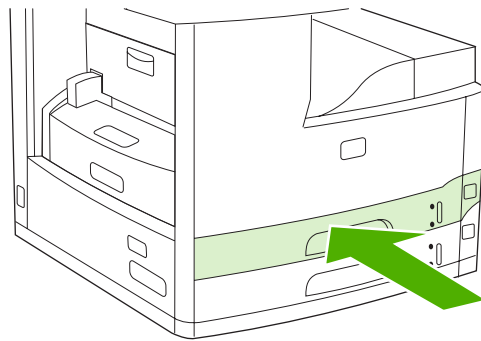
Load special media

The following table provides guidelines for loading special media and configuring the printer driver. Use the correct media-type setting in the printer driver to obtain the best print quality. For some types of media, the device reduces the print speed.

> **NOTE** In the Windows printer driver, adjust the media type on the **Paper** tab in the **Type is** drop-down list.
>
> In the Macintosh printer driver, adjust the media type on the **Printer features** pop-up menu in the **Media type** drop-down list.

Media type	Printer-driver setting	Tray 1 media orientation	Media orientation for other trays
Normal	Plain or unspecified	Side to be printed facing up	Side to be printed facing down
Envelopes	Envelope	Side to be printed facing up, stamp area nearest the device, short edge toward the device	Do not print envelopes from other trays.
Labels	Labels	Side to be printed facing up	Do not print labels from other trays.
Transparencies	Transparencies	Side to be printed facing up	Side to be printed facing down
Glossy	Plain or unspecified	Side to be printed facing up	Side to be printed facing down
Letterhead (single-sided printing)	Letterhead	Side to be printed facing up, with the top edge toward the front of the device	Side to be printed facing down, with the top edge toward the front of the device
Letterhead (2-sided printing)	Letterhead	Side to be printed facing down, with the top edge toward the front of the device	Side to be printed facing up, top edge toward the front of the device
Prepunched (single-sided printing)	Plain or unspecified	Side to be printed facing up, with the top edge toward the front of the device	Side to be printed facing down, with the top edge toward the front of the device
Prepunched (2-sided printing)	Plain or unspecified	Side to be printed facing down, with the top edge toward the front of the device	Side to be printed facing up, top edge toward the front of the device
Cardstock	Cardstock	Side to be printed facing up	Side to be printed facing down
Rough	Rough	Side to be printed facing up	Side to be printed facing down

Load documents for faxing, copying, and scanning

Load a document onto the scanner glass

Use the scanner glass to copy, scan, or fax small, lightweight (less than 60 g/m^2 or 16 lb), or irregularly-sized originals such as receipts, newspaper clippings, photographs, or old or worn documents.

1. Open the ADF lid.
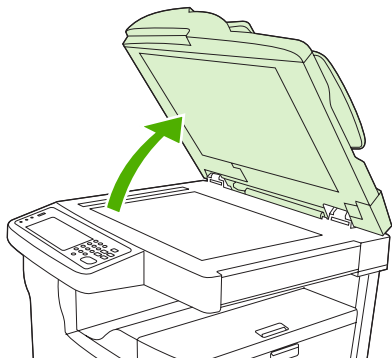
2. Place the document face-down on the scanner glass, as shown below:

   ● For letter- and A4-size documents, place the top right-hand corner of the document at the back, left corner of the scanner glass.

- For *rotated* letter- and A4-size documents, place the top *left*-hand corner of the document at the back, left corner of the scanner glass. Also use this orientation for B5-size media and for custom-size media that is less than 210 mm (8.25 inches) in width.

  NOTE Make sure that the media in the input tray is loaded in the rotated orientation.

- For legal-size, 11 x 17, and A3-size documents, place the top left-hand corner of the document at the back, left corner of the scanner glass.
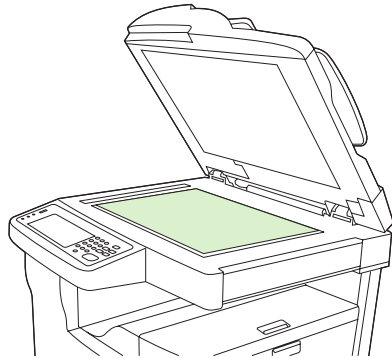
3. Close the ADF lid before you fax, copy, or scan the document.
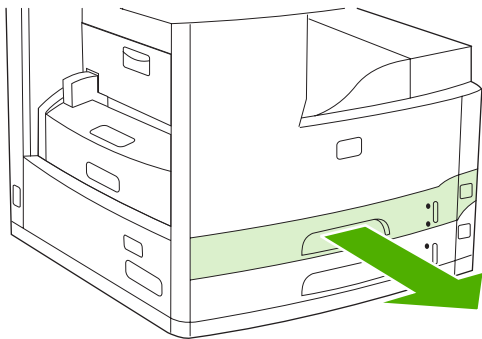
Load the automatic document feeder (ADF)

Use the ADF to copy, scan, or fax a document that has up to 50 pages (depending on the thickness of the pages).

1. Load the document face up in the ADF as shown below:

   ● For letter- and A4-size documents, insert the long edge of the document into the ADF with the top of the document toward the back of the device.
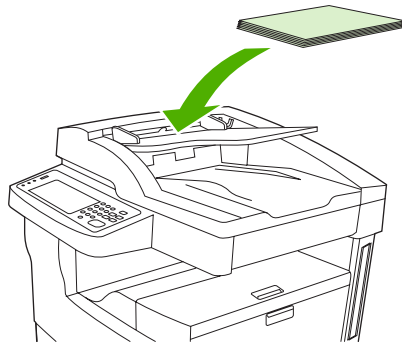
   ● For *rotated* letter- and A4-size documents, insert the *short* edge (the top of the document) into the ADF.
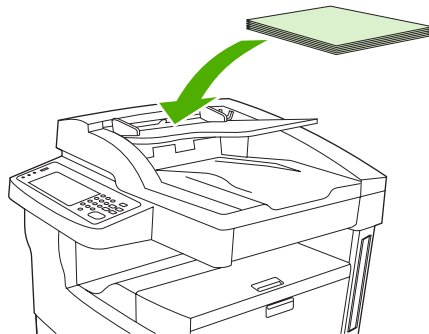
● For legal-size, 11 x 17, and A3-size documents, insert the short edge (the top of the document) into the ADF.
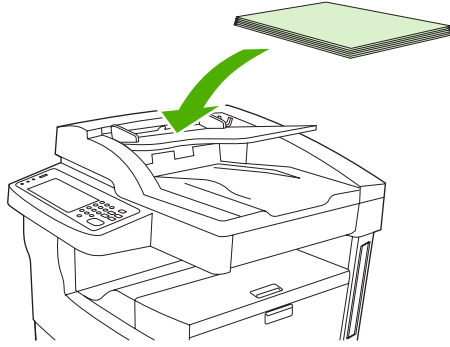
2. Slide the stack into the ADF until it does not move any farther.

3. Adjust the media guides until they are snug against the media.
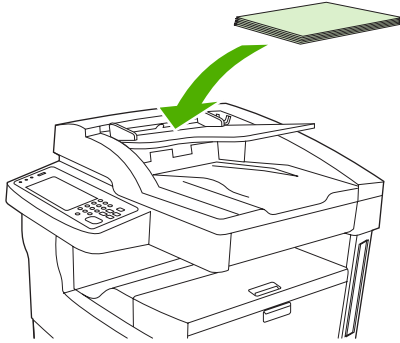
Print on rotated media

The device can print on letter, A4, A5, Executive, and B5 (JIS) print media in a rotated orientation (short-edge first) from tray 1 and from tray 2. Printing on rotated media is slower. Some types of media feed better when rotated, such as prepunched paper (especially when it is printed on both sides from the optional duplexer) or labels that do not stack flat.

NOTE To print on *rotated* A5, Executive, or B5 media, configure the media size as **Custom** in the printer driver.

Print from tray 1

1. Load media with the side to be printed facing up, and the top, short edge toward the device.
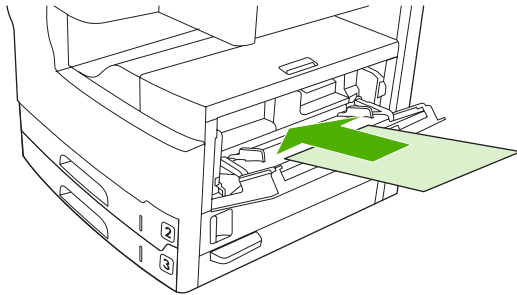
2. On the control panel, touch Supplies Status, touch the name of the tray, and then touch Modify.

3. Touch Custom.

4. Set the X Dimension and the Y Dimension. The labels in each tray indicate the X and Y directions.

5. In the printer driver or software program, select the paper size as you normally would (or select **Custom**) and select tray 1 as the media source.

Print from tray 2

1. Load paper with the side to be printed facing down, and the top, short-edge toward the right-hand side of the tray.
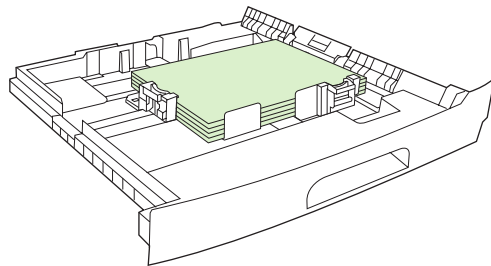
2. In the printer driver or software program, select the size and source of the rotated paper.

Print full-bleed images

Full-bleed images extend from edge to edge of the page. To achieve this effect, use larger paper, then trim its edges to the desired size.

⚠ **CAUTION**   Never print directly to the edge of paper. This causes toner to accumulate inside the device, which may affect print quality and damage the device. Print on paper up to 312 x 470 mm (12.28 x 18.5 in), leaving margins on all four sides of at least 2 mm (0.08 in).

📝 **NOTE**   When printing paper wider than 297 mm (11.7 in), do not use the optional duplexer.

Print on custom-size media

Custom-size paper can be printed from any of the trays. For media specifications, see Media and trays.

NOTE   Very small or very large custom-size paper should be printed from tray 1. The control panel can be set for one custom size at a time. Do not load more than one size of custom paper into the device.

For best printing performance when you print large numbers of small or narrow media and standard paper, print the standard paper first and then print the small or narrow media.

Guidelines for printing on custom-size paper

● Do not attempt to print from tray 1 on paper smaller than 76 mm (3 inches) wide or 127 mm (5 inches) long.

● Do not attempt to print from trays 2 or 3 (or from optional trays 4, 5, or 6) on paper smaller than 148 mm (5.83 inches) wide or 210 mm (8.27 inches) long.

● Set page margins at least 4.23 mm (0.17 in) away from the edges.

Set custom paper sizes

When custom paper is loaded, size settings need to be selected from the software program (the preferred method), the printer driver, or the control panel.

NOTE   All settings in the printer driver and software program (except configuring custom paper sizes) override control panel settings. (Software program settings override printer driver settings.)

If the settings are not available from the software, set the custom paper size from the control panel:

1. On the control panel, touch Supplies Status, touch the name of the tray, and then touch Modify.

2. Touch Custom.

3. Set the X Dimension and the Y Dimension. The labels in each tray indicate the X and Y directions.

4. In the software, select **Custom** as the paper size.

Load custom-size media into tray 1

Load custom-size media in tray 1 using the same procedures as for standard-size media. See Load tray 1 (multipurpose tray).

Load custom-size media into trays 2 and 3 (and optional trays 4, 5, and 6)

1. Pull open the tray and remove any media.
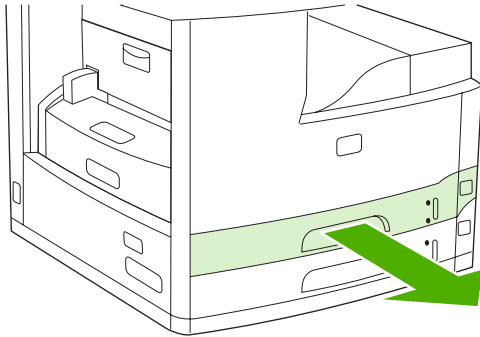
2. Press the tab on media guide in the front of the tray and slide it so that the pointer shows a size larger than the paper size. Also adjust the side media-width guide to a size larger than the paper size that you are loading.
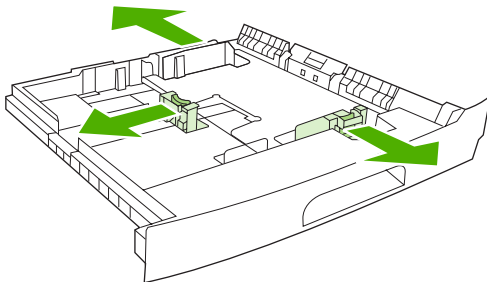
3. Place the media in the tray and make sure that it is flat at all four corners. Keep the stack below the height tabs on the paper-length guide in the rear of the tray.
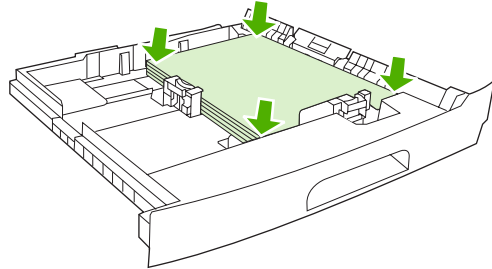
4. On the paper-length guide, press the tab and slide it up against the edge of the stack. Also slide the side media-width guides up against the edge of the stack.
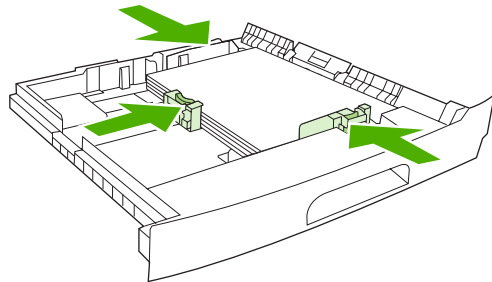
5. Slide the tray into the device.
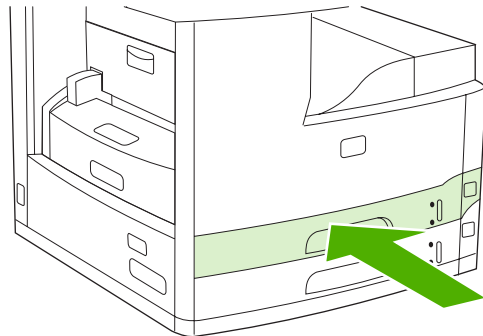
Control print jobs

When a job is sent to the printer, the printer driver controls what paper tray is used to pull media through the printer. By default, the printer automatically selects the tray, but a specific tray can be chosen based on three user-specified settings: **Source**, **Type**, and **Size**. These settings are available from the **Application Setting** dialog box, the **Print** dialog box, or the printer driver.

Setting	Description
Source	Directs the printer to pull paper from a user-specified tray. The printer tries to print from this tray, no matter what type or size media is loaded in it. To begin printing, load the selected tray with the correct type or size of print media for the print job. After loading the tray, the printer begins printing. If the printer does not begin printing: ● Verify the tray configuration matches the size or type of the print job. ● Press OK to have the printer try to print from another tray.
Type or Size	Directs the printer to pull paper or print media from the first tray that is loaded with the type or size that you selected. *Always print by Type for special print media such as labels or transparencies*.

5 Device features

- [Use the stapler](#)
- [Use job storage features](#)

Use the stapler

The automatic stapler is only available on the HP LaserJet M5035XS MFP.

The optional stapler/stacker can staple jobs of up to 30 sheets of 75 g/m^2 (20 lb) paper. The stapler can staple these sizes: A4, Letter, Legal, Executive (JIS), and 8.5x13. It can stack up to 500 sheets of paper.

- Paper weight can range from 60 to 120 g/m^2 (16 to 32 lb). Heavier paper might have a stapling limit of fewer than 30 sheets.

- If the job consists of only one sheet, or if it consists of more than 30 sheets, the MFP delivers the job to the bin, but the MFP does not staple the job.

- The stapler supports paper only. Do not try to staple other types of print media, such as envelopes, transparencies, or labels.

When you want the MFP staple a document, select stapling in the software. You can usually select the stapler in your program or printer driver, although some options might be available only in the printer driver. Where and how you make selections depends on your program or printer driver.

If you cannot select the stapler in the program or printer driver, select the stapler at the MFP control panel.

The stapler accepts print jobs if it is out of staples, but it does not staple the pages. The printer driver can be configured to disable the staple option if the staple cartridge is empty.

Load staples

Each staple cassette holds 5,000 unformed staples.

1. Open the stapler door.
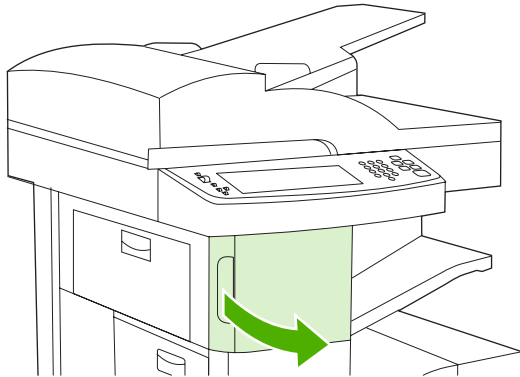
2. Lift up the green handle on the staple cartridge to dislodge it and then pull the cartridge out of the device.
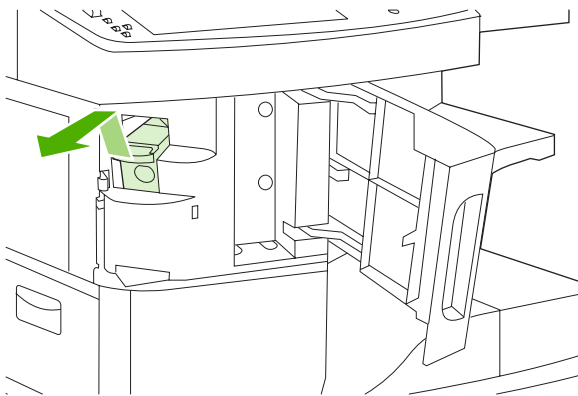
3. Insert the staple cartridge into the opening inside the stapler door and then press the green handle down.
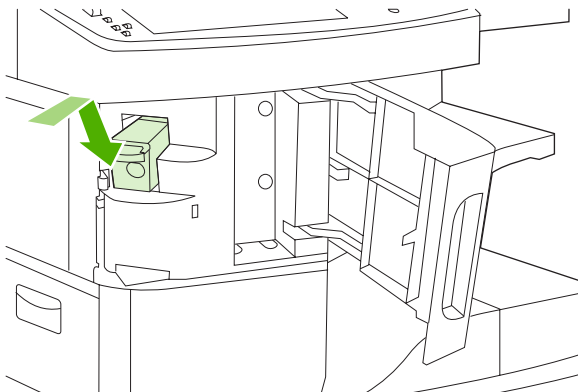
4. Close the stapler door.
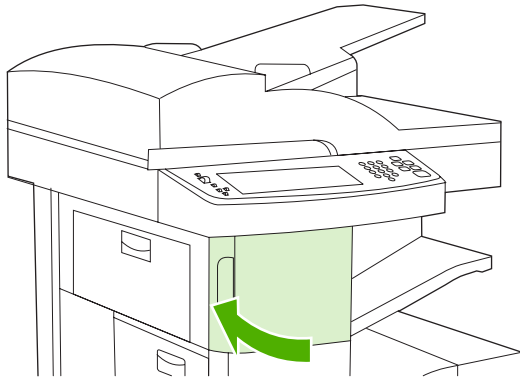
Staple media

Select the stapler at the control panel for printed jobs

1. Touch Administration, touch Device Behavior, touch Stapler/Stacker, and then touch Staple.

2. Touch the option that you want to use, either None or One left angled.

> **NOTE** Selecting the stapler at the printer control panel changes the default setting to Staple. It is possible that all print jobs will be stapled. However, settings that are changed in the printer driver override settings that are changed at the control panel.

Select the stapler in the printer driver for printed jobs (Windows)

> **NOTE** The following procedure changes the default setting to staple all print jobs.

1. Open the printer driver. See Open the printer drivers. Look for the column with the heading "To change the print job default settings."

2. On the **Output** tab, click the drop-down list under **Staple**, and click **One Staple Angled**.

> **NOTE** You can create a Quick Set with the appropriate settings.

Select the stapler in the printer driver for printed jobs (Mac)

Select the stapler by creating a new preset in the printer driver.

1. Open the printer driver. See Open the printer drivers. Look for the column with the heading "To change the print job default settings," and follow the instructions for the operating system that you are using.

2. Create the new preset.

Set the stapler at the control panel for all copy jobs

> **NOTE** The following procedure changes the default setting for all copy jobs.

1. Touch Administration, touch Default Job Options, touch Default Copy Options, and then touch Staple/Collate.

2. Touch the option that you want to use, either None or One left angled.

Set the stapler at the control panel for a single copy job

> **NOTE** The following procedure sets the stapling option for only the current copy job.

1. Touch Copyand then touch Staple/Collate.

2. Touch the option that you want to use, either None or Top left angled.

Configure the device to stop or continue when the staple cartridge is empty

You can specify whether the MFP stops printing when the staple cartridge is empty or if it continues printing but does not staple the jobs.

1. Touch Administration, touch Device Behavior, touch Stapler/Stacker, and then touch Staples Out.

2. Touch the option that you want to use:

   ● Select Stop to stop all printing until the staple cartridge is replaced.

   ● Select Continue to continue printing jobs without stapling them.

Use job storage features

The following job-storage features are available for this device:

- **Proof and hold jobs**: This feature provides a quick and easy way to print and proof one copy of a job and then print the additional copies.

- **Private jobs**: When you send a private job to the device, the job does not print until you provide the required personal identification number (PIN) at the control panel.

- **QuickCopy jobs**: You can print the requested number of copies of a job and then store a copy of the job on the device hard disk. Storing the job allows you to print additional copies of the job later.

- **Stored jobs**: You can store a job such as a personnel form, time sheet, or calendar on the device and allow other users to print the job at any time. Stored jobs also can be protected by a PIN.

Follow the instructions in this section to gain access to the job storage features at the computer. See the specific section for the type of print, copy, or scan job that you want to create.

> ⚠ **CAUTION** If you turn off the device, all QuickCopy, proof and hold, and private jobs are deleted.

Gain access to the job storage features

For Windows

1. On the **File** menu, click **Print**.

2. Click **Properties**, and then click the **Job Storage** tab.

3. Select the job storage mode that you want.

For Macintosh

In newer drivers: Select **Job Storage** in the pull-down menu in the **Print** dialog box. In older drivers, select **Printer Specific Options**.

Use the proof and hold feature

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

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

Create a proof and hold job

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

In the driver, select the **Proof and Hold** option and type a user name and job name.

The device prints one copy of the job for you to proof. Then, see Print the remaining copies of a proof and hold job.

Print the remaining copies of a proof and hold job

At the device control panel, use the following procedure to print the remaining copies of a job held on the hard disk.

1.   From the Home screen, touch Job Storage.

2.   Touch the Retrieve tab.

3.   Scroll to and touch the job storage folder that holds the job.

4.   Scroll to and touch the job that you want to print.

5.   Touch the Copies field to change the number of copies to print. Touch Retrieve Stored Job (⊕) to print the document.

Delete a proof and hold job

When you send a proof and hold job, the device automatically deletes your previous proof and hold job.

1.   From the Home screen, touch Job Storage.

2.   Touch the Retrieve tab.

3.   Scroll to and touch the job storage folder that holds the job.

4.   Scroll to and touch the job that you want to delete.

5.   Touch Delete.

6.   Touch Yes.

Use the private job feature

Use the private printing feature to specify that a job is not printed until you release it. First, set a 4-digit PIN by typing the PIN in the printer driver. The PIN is sent to the device as part of the print job. After you have sent the print job to the device, you must use the PIN to print the job.

Create a private job

To specify that a job is private, in the driver, select the Private Job option, type a user name and job name, and then type a four-digit PIN. The job will not print until you enter the PIN at the device control panel.

Print a private job

You can print a private job at the control panel after the job has been sent to the device.

1. From the Home screen, touch Job Storage.

2. Touch the Retrieve tab.

3. Scroll to and touch the job storage folder that holds the private job.

4. Scroll to and touch the private job that you want to print.

   > **NOTE** A private job will have a 🔒 [lock symbol] next to it.

5. Touch the PIN field.

6. Use the numeric keypad to type the PIN, and then touch **OK**.

7. Touch the Copies field to change the number of copies to print.

8. Touch Retrieve Stored Job (⊚) to print the document.

Delete a private job

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

1. From the Home screen, touch Job Storage.

2. Touch the Retrieve tab.

3. Scroll to and touch the job storage folder that holds the private job.

4. Scroll to and touch the private job that you want to delete.

   > **NOTE** A private job will have a 🔒 [lock symbol] next to it.)

5. Touch the PIN field.

6. Use the numeric keypad to type the PIN, and then touch OK.

7. Touch Delete.

Use the QuickCopy feature

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

The default number of different QuickCopy jobs that can be stored on the device is 32. At the control panel, you can set a different default number. See Use the Administration menu.

Create a QuickCopy job

> △ **CAUTION** If the device needs additional space to store newer QuickCopy jobs, the device deletes other stored QuickCopy jobs, starting with the oldest job. To permanently store a job and prevent the device from deleting it when space is needed, select the **Job Storage** option in the driver instead of the **QuickCopy** option.

In the driver, select the **QuickCopy** option, and then type a user name and a job name.

When you send the job to print, the device prints the number of copies that you set in the driver. To print more quick copies at the device control panel, see Print additional copies of a QuickCopy job.

Print additional copies of a QuickCopy job

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

1. From the Home screen, touch Job Storage.

2. Touch the Retrieve tab.

3. Scroll to and touch the job storage folder that holds the job.

4. Scroll to and touch the job that you want to print.

5. Touch the Copies field to change the number of copies to print.

6. Touch Retrieve Stored Job (⊚) to print the document.

Delete a QuickCopy job

Delete a QuickCopy job at the device control panel when you no longer need it. If the device requires additional space to store new QuickCopy jobs, the device automatically deletes other stored QuickCopy jobs, starting with the oldest job.

> 📝 **NOTE** Stored QuickCopy jobs can be deleted at the control panel or in HP Web Jetadmin.

1. From the Home screen, touch Job Storage.

2. Touch the Retrieve tab.

3. Scroll to and touch the job storage folder that holds the job.

4. Scroll to and touch the job that you want to delete.

5. Touch Delete.

6. Touch Yes.

Use the stored job feature

You can save a print job to the device hard disk without printing it. You can then print the job at any time at the device control panel. For example, you might want to download a personnel form, calendar, time sheet, or accounting form that other users can print when they need it.

You also can create a stored copy job at the device control panel that can be printed at a later time.

Create a stored copy job

1. Place the original document face-down on the glass or face-up in the ADF.

2. From the Home screen, touch Job Storage.

3. Touch the Create tab.

4. Specify the name for the stored job in one of these ways:

   - Select an existing folder from the list. Touch New Job and type a job name.

   - Touch the box below the existing Folder Name: or Job Name: on the right-hand side of the screen, and then edit the text.

5. A private stored job has a lock icon next to the name, and it requires that you specify a PIN to retrieve it. To make the job private, select PIN to Print and then type the PIN for the job. Touch OK.

6. Touch More Options to view and change other job storage options.

7. After all the options are set, touch Create Stored Job (⊚) in the upper-left corner of the screen to scan the document and store the job. The job is saved on the device until you delete it, so you can print it as often as necessary.

   For information about printing the job, see Print a stored job.

Create a stored print job

In the driver, select the **Stored Job** option, and then type a user name and job name. The job does not print until someone requests it at the device control panel. See Print a stored job.

Print a stored job

At the control panel, you can print a job that is stored on the device hard disk.

1. From the Home screen, touch Job Storage.

2. Touch the Retrieve tab.

3. Scroll to and touch the job storage folder that holds the stored job.

4. Scroll to and touch the stored job that you want to print.

5. Touch Retrieve Stored Job (⊚) to print the document.

6. Touch the Copies field to change the number of copies to print.

7. Touch Retrieve Stored Job (⊚) to print the document.

If the file has 🔒 (lock symbol) next to it, the job is a private job and requires a PIN. See Use the private job feature.

Delete a stored job

Jobs stored on the device hard disk can be deleted at the control panel.

1. From the Home screen, touch Job Storage.

2. Touch the Retrieve tab.

3. Scroll to and touch the job storage folder that holds the stored job.

4. Scroll to and touch the stored job that you want to delete.

5. Touch Delete.

6. Touch Yes.

If the file has 🔒 (lock symbol) next to it, the job requires a PIN to delete it. See Use the private job feature.

6 Printing tasks

Use features in the Windows printer driver

When you print from a software program, many of the product features are available from the printer driver. For complete information about the features that are available in the printer driver, see the printer-driver Help. The following features are described in this section:

● Create and use quick sets

● Use watermarks

● Resize documents

● Set a custom paper size from the printer driver

● Use different paper and printing covers

● Print a blank first page

● Print multiple pages on one sheet of paper

● Print on both sides of the paper

● Use the Services tab

> **NOTE** Settings in the printer driver and software program generally override control-panel settings. Software-program settings generally override printer-driver settings.

Create and use quick sets

Use quick sets to save the current driver settings for reuse. Quick sets are available on most printer-driver tabs. You can save up to 25 Print Task Quick Sets.

Create a quick set

1. Open the printer driver (see Open the printer drivers).

2. Select the print settings that you want to use.

3. In the **Print Task Quick Sets** box, type a name for the quick set.

4. Click **Save**.

Use quick sets

1. Open the printer driver (see Open the printer drivers).

2. Select the quick set that you want to use from the **Print Task Quick Sets** drop-down list.

3. Click **OK**.

> **NOTE** To use printer-driver default settings, select **Default Print Settings** from the **Print Task Quick Sets** drop-down list.

Use watermarks

A watermark is a notice, such as "Confidential," that is printed in the background of each page of a document.

1. On the **File** menu in the software program, click **Print**.

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

3. From the **Effects** tab, click the **Watermarks** drop-down list.

4. Click the watermark that you want to use. To create a new watermark, click **Edit**.

5. If you want the watermark to appear only on the first page of the document, click **First Page Only**.

6. Click **OK**.

To remove the watermark, click **(none)** in the **Watermarks** drop-down list.

Resize documents

Use the document resizing options to scale a document to a percentage of its normal size. You can also choose to print a document on a different size paper, with or without scaling.

Reduce or enlarge a document

1. On the **File** menu in the software program, click **Print**.

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

3. On the **Effects** tab, next to **% of Normal Size**, type the percentage by which you want to reduce or enlarge your document.

    You can also use the scroll bar to adjust the percentage.

4. Click **OK**.

Print a document onto a different paper size

1. On the **File** menu in the software program, click **Print**.

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

3. On the **Effects** tab, click **Print Document On**.

4. Select the paper size to print on.

5. To print the document without scaling it to fit, make sure that the **Scale to Fit** option is *not* selected.

6. Click **OK**.

Set a custom paper size from the printer driver

1. On the **File** menu in the software program, click **Print**.

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

3. On the **Paper** or **Paper/Quality** tab, click **Custom**.

4. On the **Custom Paper Size** window, type the name of the custom paper size.

5. Type the paper-size length and width. If you type a size that is too small or too large, the driver adjusts the size to the minimum or maximum size that is allowed.

6. If necessary, click the button to change the unit of measure between millimeters and inches.

7. Click **Save**.

8. Click **Close**. The name that you saved appears in the paper-size list for future use.

Use different paper and printing covers

Follow these instructions for printing a first page that is different from other pages in the print job.

1. Open the printer driver (see Open the printer drivers).

2. On the **Paper** or **Paper/Quality** tab, select the appropriate paper for the first page of the print job.

3. Click **Use Different Paper/Covers**.

4. In the list box, click the pages or covers that you want to print on different paper.

5. To print front or back covers, you must also select **Add Blank or Preprinted Cover**.

6. In the **Source is** and **Type is** list boxes, select the appropriate paper type or source for the other pages of the print job.

NOTE The paper size must be the same for all pages of the print job.

Print a blank first page

1. Open the printer driver (see Open the printer drivers).

2. On the **Paper** or **Paper/Quality** tab, click **Use Different Paper/Covers**.

3. In the list box, click **Front Cover**.

4. Click **Add Blank or Preprinted Cover**.

Print multiple pages on one sheet of paper

You can print more than one page on a single sheet of paper.
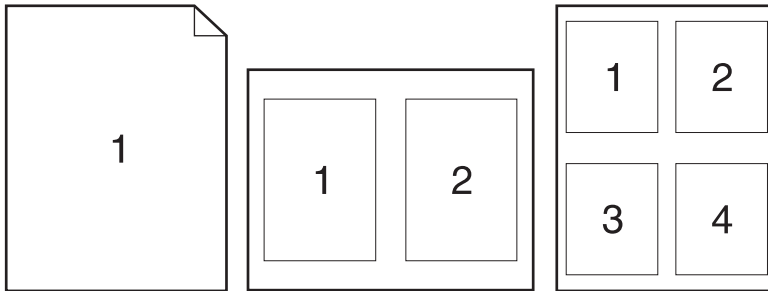
1. On the **File** menu in the software program, click **Print**.

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

3. Click the **Finishing** tab.

4. In the section for **Document Options**, select the number of pages that you want to print on each sheet (1, 2, 4, 6, 9, or 16).

5. If the number of pages is greater than 1, select the correct options for **Print Page Borders** and **Page Order**.

   - If you need to change the page orientation, click the **Finishing** tab, and then click **Portrait** or **Landscape**.

6. Click **OK**. The product is now set to print the number of pages per sheet that you have selected.

Print on both sides of the paper

When duplex printing is available, you can automatically print on both sides of a page. If duplex printing is not available, you can manually print on both sides of a page by feeding the paper through the product a second time.

> **NOTE** In the printer driver, **Print on Both Sides (manually)** is available only when duplex printing is not available or when duplex printing does not support the type of print media being used.

To configure the product for automatic or manual duplex printing, open the printer-driver properties, click the **Device Settings** tab, and then select the appropriate settings under **Installable Options**.

> **NOTE** The **Device Settings** tab is not available from within software programs.
>
> **NOTE** The procedure to open the printer-driver properties depends on the operating system that you are using. For information about opening the printer-driver properties for your operating system, see Open the printer drivers. Look for the column titled "To change the device configuration settings".

Use automatic duplex printing

1. Insert enough paper into one of the trays to accommodate the print job. If you are loading special paper such as letterhead, load it in one of the following ways:

    ●   For tray 1, load the letterhead paper with the front side up, bottom-edge first.

    ●   For all other trays, load the letterhead paper with front side down, and the top edge at the back of the tray.

    > **CAUTION** To avoid jams, do not load paper that is heavier than 105 g/m^2 (28 lb bond).

2. Open the printer driver (see Open the printer drivers).

3. On the **Finishing** tab, click **Print on Both Sides**.

    ●   If necessary, select **Flip Pages Up** to change the manner in which pages are turned, or select a binding option in the **Booklet Layout** list box.

4. Click **OK**.

Print on both sides manually

1. Insert enough paper into one of the trays to accommodate the print job. If you are loading special paper such as letterhead, load it in one of the following ways:

   - For tray 1, load the letterhead paper with the front side up, bottom-edge first.

   - For all other trays, load letterhead paper with front side down, and the top edge at the back of the tray.

   ⚠ **CAUTION** To avoid jams, do not load paper that is heavier than 105 g/m^2 (28 lb bond).

2. Open the printer driver (see Open the printer drivers).

3. On the **Finishing** tab, select **Print on Both Sides (manually)**.

4. Click **OK**.

5. Send the print job to the product. Follow the instructions in the pop-up window that appears before feeding the output stack into tray 1 for printing the second half.

6. Go to the product. Remove any blank paper that is in tray 1. Insert the printed stack with the printed side up, and the bottom-edge feeding into the product first. You must print the second side from tray 1.

7. If prompted, press a control-panel button to continue.

Layout options for printing on both sides

The four duplex orientation options are shown here. To select option 1 or 4, select **Flip Pages Up** in the printer driver.
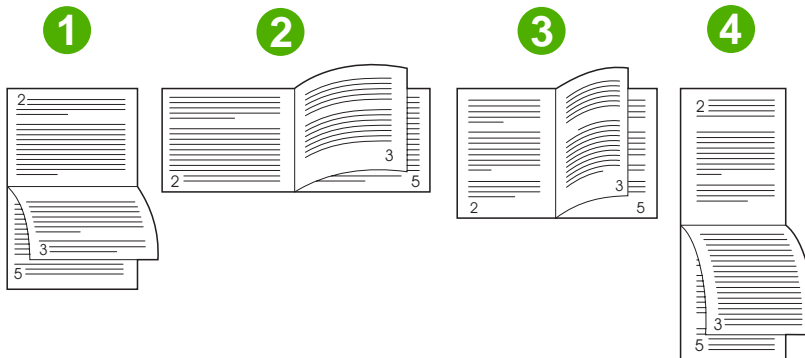
1. Long-edge landscape	Every other printed image is oriented upside-down. Facing pages are read continuously from top to bottom.
2. Short-edge landscape	Every printed image is oriented right-side-up. Facing pages are read from top to bottom.
3. Long-edge portrait	This is the default setting, and the most common layout used. Every printed image is oriented right-side-up. Facing pages are read from top to bottom.
4. Short-edge portrait	Every other printed image is oriented upside-down. Facing pages are read continuously from top to bottom.

Use the Services tab

If the product is connected to a network, use the **Services** tab to obtain product and supply-status information. Click the **Device and Supplies status icon** to open the **Device Status** page of the HP Embedded Web Server. This page shows the current status of the product, the percentage of life remaining for each supply, and information for ordering supplies. For more information, see Use the embedded Web server.

Use features in the Macintosh printer driver

When you print from a software program, many of the device features are available from the printer driver. For complete information about the features that are available in the printer driver, see the printer-driver Help. The following features are described in this section:

- Create and use presets

- Print a cover page

- Print multiple pages on one sheet of paper

- Print on both sides of the paper

NOTE Settings in the printer driver and software program generally override control-panel settings. Software-program settings generally override printer-driver settings.

Create and use presets

Use presets to save the current printer driver settings for reuse.

Create a preset

1. Open the printer driver (see Open the printer drivers).

2. Select the print settings.

3. In the **Presets** box, click **Save As...**, and type a name for the preset.

4. Click **OK**.

Use presets

1. Open the printer driver (see Open the printer drivers).

2. In the **Presets** menu, select the preset that you want to use.

NOTE To use printer-driver default settings, select the **Standard** preset.

Print a cover page

You can print a separate cover page for your document that includes a message (such as "Confidential").

1. Open the printer driver (see Open the printer drivers).

2. On the **Cover Page** or **Paper/Quality** pop-up menu, select whether to print the cover page **Before Document** or **After Document**.

3. In the **Cover Page Type** pop-up menu, select the message that you want to print on the cover page.

    NOTE To print a blank cover page, select **Standard** as the **Cover Page Type**.

Print multiple pages on one sheet of paper

You can print more than one page on a single sheet of paper. This feature provides a cost-effective way to print draft pages.
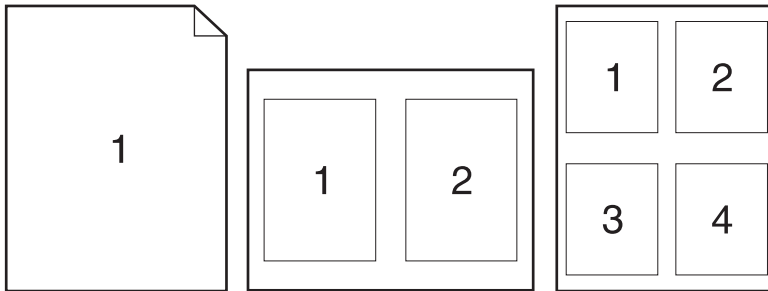
1. Open the printer driver (see Open the printer drivers).

2. Click the **Layout** pop-up menu.

3. Next to **Pages per Sheet**, select the number of pages that you want to print on each sheet (1, 2, 4, 6, 9, or 16).

4. Next to **Layout Direction**, select the order and placement of the pages on the sheet.

5. Next to **Borders**, select the type of border to print around each page on the sheet.

Print on both sides of the paper

When duplex printing is available, you can automatically print on both sides of a page. Otherwise, you can manually print on both sides of a page by feeding the paper through the device a second time.

⚠ **CAUTION** To avoid jams, do not load paper that is heavier than 105 g/m² (28-lb bond).

Use automatic duplex printing

1. Insert enough paper into one of the trays to accommodate the print job. If you are loading special paper such as letterhead, load it in one of the following ways:

    ●   For tray 1, load the letterhead paper face-up with the bottom edge feeding into the printer first.

    ●   For all other trays, load the letterhead paper face-down with the top edge at the back of the tray.

2. Open the printer driver (see Open the printer drivers).

3. Open the **Layout** pop-up menu.

4. Next to **Two Sided Printing**, select either **Long-Edge Binding** or **Short-Edge Binding**.

5. Click **Print**.

Print on both sides manually

1. Insert enough paper into one of the trays to accommodate the print job. If you are loading special paper such as letterhead, load it in one of the following ways:

    ●   For tray 1, load the letterhead paper face-up with the bottom edge feeding into the printer first.

    ●   For all other trays, load the letterhead paper face-down with the top edge at the back of the tray.

    ⚠ **CAUTION** To avoid jams, do not load paper that is heavier than 105 g/m² (28-lb bond).

2. Open the printer driver (see Open the printer drivers).

3. On the **Finishing** pop-up menu, select the **Manual Duplex** option.

    📝 **NOTE** If the **Manual Duplex** option is not enabled, select **Manually Print on 2nd Side**.

4. Click **Print**. Follow the instructions in the pop-up window that appears on the computer screen before replacing the output stack in tray 1 for printing the second half.

5. Go to the printer, and remove any blank paper that is in tray 1.

6. Insert the printed stack face-up with the bottom edge feeding into the printer first in tray 1. You *must* print the second side from tray 1.

7. If prompted, press the appropriate control-panel button to continue.

Cancel a print job

You can stop a print request by using the control panel or by using the software program. For instructions about how to stop a print request from a computer on a network, see the online Help for the specific network software.

> **NOTE** It can take some time for all printing to clear after you have canceled a print job.

Stop the current print job from the control panel

1. Press Stop on the control panel.

2. On the touchscreen, on the **Device Has Been Paused** screen, touch **Cancel current job**.

> **NOTE** If the print job is too far into the printing process, you might not have the option to cancel it.

Stop the current print job from the software program

A dialog box will appear briefly on the screen, giving you the option to cancel the print job.

If several requests have been sent to the device through your software, they might be waiting in a print queue (for example, in Windows Print Manager). See the software documentation for specific instructions about canceling a print request from the computer.

If a print job is waiting in a print queue (computer memory) or print spooler (Windows 2000 or XP), delete the print job there.

Click **Start** and then click **Printers**. Double-click the device icon to open the print spooler. Select the print job that you want to cancel, and then press Delete. If the print job is not cancelled, you might need to shut down and restart the computer.

7 Copy

This device can function as a standalone, walk-up copier. It is not necessary to install the printing system software on the computer, nor is it necessary to have the computer turned on to make photocopies. You can adjust the copy settings at the control panel. You can also copy originals by using either the ADF or the scanner glass. The device can process copying, printing, and digital-sending jobs simultaneously.

This chapter provides information about how to make copies and how to change copy settings, including the following topics:

- Use the Copy screen
- Set the default copy options
- Basic copy instructions
- Adjust the copy settings
- Change the copy-collation setting
- Copy two-sided documents
- Copy mixed-size originals
- Copy photos and books
- Combine copy jobs by using Job Build
- Cancel a copy job

It is recommended that you review the basic control-panel information before using the device copying functions. See Control panel for more information.

Use the Copy screen

From the Home screen, touch Copy to view the Copy screen. The Copy screen is shown in Figure 7-1 Copy screen. Note that only the first six copy features are immediately visible. In order to view additional copy features, touch More Options.
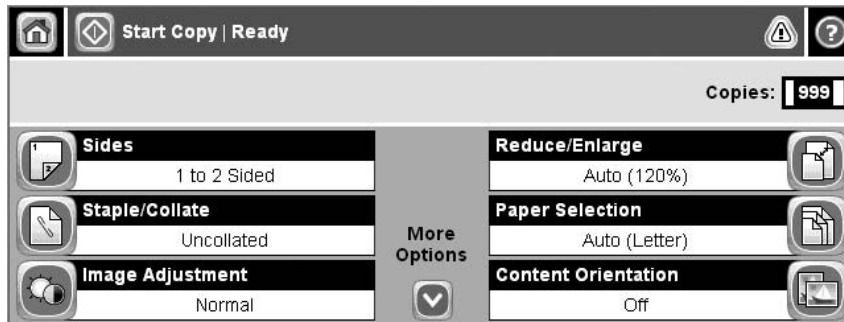
Figure 7-1 Copy screen

Set the default copy options

You can use the administration menu to establish default settings that apply to all copy jobs. If necessary, you can override most settings for an individual job. After that job is complete, the device returns to the default settings.

1. From the Home screen, scroll to and touch Administration.

2. Touch Default Job Options, and then touch Default Copy Options.

3. Several options are available. You can configure defaults for all options, or for only some options.

    For information about each option, see Adjust the copy settings. The built-in Help system also provides an explanation of each option. Touch the Help button (❓) in the upper-right corner of the screen.

4. To exit the administration menu, touch the Home button (🏠) in the upper-left corner of the screen.

Basic copy instructions

This section provides the basic instructions for copying.

Copy from the scanner glass

Use the scanner glass to make as many as 999 copies of small, lightweight media (less than 60 g/m^2 or 16 lb) or heavy media (more than 105 g/m^2 or 28 lb). This includes media such as receipts, newspaper clippings, photographs, old documents, worn documents, and books.

Place original documents face-down on the glass. Align the corner of the original with the upper-left corner of the glass.

To make copies by using the default copy options, use the numeric keypad on the control panel to select the number of copies, and press Start. To use customized settings, touch Copy. Specify the settings, and then press Start. For more information about using customized settings, see Adjust the copy settings.

Copy from the document feeder

Use the document feeder to make as many as 999 copies of a document that has up to 50 pages (depending on the thickness of the pages). Place the document into the document feeder with the pages facing up.

To make copies by using the default copy options, use the numeric keypad on the control panel to select the number of copies, and press Start. To use customized settings, touch Copy. Specify the settings, and then press Start. For more information about using customized settings, see Adjust the copy settings.

Before starting another copy job, retrieve the original document from the document-feeder output bin that is under the document feeder input tray, and retrieve the copies from the appropriate output bin.

Adjust the copy settings

The device offers several features so you can optimize copied output. These features are all available on the Copy screen.

The Copy screen consists of several pages. From the first page, touch More Options to go to the next page. Then touch the up or down arrow buttons to scroll to other pages.

For details about how to use an option, touch the option, and then touch the help (❓) button in the upper-right corner of the screen. The following table provides an overview of the copy options.

NOTE Depending on how the system administrator has configured the device, some of these options might not appear. The options in the table are listed in the order in which they can appear.

Option name	Description
Sides	Use this feature to indicate whether the original document is printed on one or both sides, and whether the copies should be printed on one or both sides.
Staple/Collate or Collate	If the optional HP Stapler/Stacker/Separator is attached, the Staple/Collate option is available. Use this feature to set up options for stapling and assembling the pages in sets of copies.
	If the optional HP Stapler/Stacker/Separator is not attached, the Collate option is available. Use this feature to assemble each set of copied pages in the same order as the original document.
Paper Selection	Use this feature to select the tray that holds the size and type of paper that you want to use.
Image Adjustment	Use this feature to improve the overall quality of the copy. For example, you can adjust the darkness and sharpness, and you can use the Background Cleanup setting to remove faint images from the background or to remove a light background color.
Content Orientation	Use this feature to specify the way the content of the original page is placed on the page: portrait or landscape.
Output Bin	Use this feature to select an output bin for the copies.
Optimize Text/Picture	Use this feature to optimize the output for a particular type of content. You can optimize the output for text or printed pictures, or you can manually adjust the values.
Pages per Sheet	Use this feature to copy multiple pages onto one sheet of paper.
Original Size	Use this feature to describe the page size of the original document.
Booklet Format	Use this feature to copy two or more pages onto one sheet of paper so you can fold the sheets in the center to form a booklet.
Edge-To-Edge	Use this feature to avoid shadows that can appear along the edges of copies when the original document is printed close to the edges. Combine this feature with the Reduce/Enlarge feature to ensure that the entire page is printed on the copies.
Job Build	Use this feature to combine several sets of original documents into one copy job. Also use this feature to copy an original document that has more pages than the document feeder can accommodate at one time.

Change the copy-collation setting

You can set the device to automatically collate multiple copies into sets. For example, if you are making two copies of three pages and the automatic collation is on, the pages print in this order: 1,2,3,1,2,3. If automatic collation is off, the pages print in this order: 1,1,2,2,3,3.

To use the automatic collation, the original document size must fit into the memory. If it does not, the device makes only one copy and a message appears notifying you of the change. If that happens, use one of the following methods to finish the job:

- Split the job into smaller jobs that contain fewer pages.

- Make only one copy of the document at a time.

- Turn off the automatic collation.

The collation setting you select is in effect for all copies until you change the setting. The default setting for automatic copy collation is On.

1. On the control panel, touch Copy.

2. Touch Staple/Collate.

3. Touch Collate.

Copy two-sided documents

Two-sided documents can be copied manually or automatically.

Copying two-sided documents manually

Copies resulting from this procedure are printed on one side, and need to be hand-collated.

1. Load the documents to be copied into the document feeder input tray with the first page facing up, and with the top of the page leading into the document feeder.

2. Touch Start Copy. The odd-numbered pages are copied and printed.

3. Remove the stack from the document feeder output tray and reload the stack with the last page facing up, and with the top of the page leading into the document feeder.

4. Touch Start Copy. The even-numbered pages are copied and printed.

5. Collate the odd- and even-numbered printed copies.
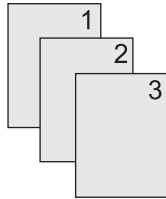
Copy two-sided documents automatically (duplex models only)

The default copy setting is one-sided to one-sided. Use the following procedures to change the setting so you can copy from or to documents that are two-sided.

Make two-sided copies from one-sided documents

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

2. On the control panel, touch Copy.

3. Touch Sides.

4. Touch **1–sided original, 2–sided output**.

5. Touch OK.

6. Touch Start Copy.

Make two-sided copies from two-sided documents

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

   > **NOTE** Two-sided copying from the flatbed scanner glass is not supported.

2. On the control panel, touch Copy.

3. Touch Sides.

4. Touch **2–sided original, 2–sided output**.

5. Touch OK.

6. Touch Start Copy.

Make one-sided copies from two-sided documents

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

2. On the control panel, touch Copy.

3. Touch Sides.

4. Touch **2–sided original, 1–sided output**.

5. Touch OK.

6. Touch Start Copy.

Copy mixed-size originals

You can copy original documents that are printed on different sizes of paper as long as the sheets of paper have one common dimension. For example, you could combine letter and legal sizes, or you could combine A4 and A5 sizes.

1. Arrange the sheets in the original document so they all have the same width.

2. Place the sheets face-up into the document feeder, and adjust both paper guides against the document.

3. From the Home screen, touch Copy.

4. Touch Original Size.

    > **NOTE** If this option is not on the first screen, touch More Options until the option appears.

5. Select Mixed Ltr/Lgl, and then touch OK.

6. Touch Start Copy.

Copy photos and books

Copy a photo

	NOTE Photos should be copied from the flatbed scanner, not from the document feeder.

1. Lift the lid and place the photo on the flatbed scanner with the picture-side down and the upper-left corner of the photo in the upper-left corner of the glass.

2. Gently close the lid.

3. Touch Start Copy.

Copy a book

1. Lift the lid and place the book on the flatbed scanner with the page that you want to copy at the upper-left corner of the glass.

2. Gently close the lid.

3. Gently press down on the lid to press the book to the flatbed scanner surface.

4. Touch Start Copy.

Combine copy jobs by using Job Build

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

1. Touch Copy.

2. Scroll to and touch Job Build.

3. Touch Job Build On.

4. Touch OK.

5. If necessary, select the desired copy options.

6. Touch Start Copy. After each page is scanned, the control panel prompts you for more pages.

7. If the job contains more pages, load the next page, and then touch Start Copy.

   If the job contains no more pages, touch **Finished** to print.

> **NOTE** In Job Build, if you scan the first page of a document by using the document feeder, then you must scan all of the pages in that document by using the document feeder. If you scan the first page of a document by using the scanner glass, then you must scan all of the pages in that document by using the scanner glass.

Cancel a copy job

To cancel the copy job that is currently running, touch Stop on the control panel. This pauses the device. Then touch Cancel current job.

NOTE If you cancel a copy job, clear the document from the flatbed scanner or from the automatic document feeder.

8 Scan and send e-mail

The device offers color-scanning and digital-sending capabilities. By using the control panel, you can scan black-and-white or color documents and send them to an e-mail address as an e-mail attachment. To use digital sending, the device must be connected to a local area network (LAN). The device connects directly to your LAN.

NOTE The device cannot copy or print in color, but it can scan and send color images.

This chapter addresses the following topics:

- Configure e-mail settings
- Use the Send E-mail screen
- Perform basic e-mail functions
- Use the address book
- Change e-mail settings for the current job
- Scan to a folder
- Scan to a workflow destination

Configure e-mail settings

Before you can send a document to e-mail, you must configure the device for e-mailing.

NOTE   The instructions that follow are for configuring the device at the control panel. You can also perform these procedures by using the embedded Web server. For more information, see Embedded Web server.

Supported protocols

The HP LaserJet M5025 MFP models support Simple Mail Transfer Protocol (SMTP). The HP LaserJet M5035 MFP models support SMTP and Lightweight Directory Access Protocol (LDAP).

SMTP

●   SMTP is a set of rules that define the interaction between programs that send and receive e-mail. In order for the device to send documents to e-mail, it must be connected to a LAN that has a valid SMTP IP address. The SMTP server must also have Internet access.

●   If you are using a LAN connection, contact your system administrator to obtain the IP address for your SMTP server. If you are connecting through a DSL connection, contact the service provider to obtain the SMTP server IP address.

LDAP

●   LDAP is used to gain access to a database of information. When the device uses LDAP, it searches a global list of e-mail addresses. As you begin to type the e-mail address, LDAP uses an auto-complete feature that supplies a list of e-mail addresses that match the characters you type. As you type additional characters, the list of matching e-mail addresses becomes smaller.

●   The device supports LDAP, but a connection to an LDAP server is not required in order for the device to be able to send to e-mail.

NOTE   If you need to change the LDAP settings, you must change them by using the embedded Web server. For more information, see Use the embedded Web server, or see the *Embedded Web Server User Guide* on the device CD.

Configure e-mail server settings

Consult your system administrator to find the IP address for the SMTP server. Or, find the IP address from the device control panel (touch Network Address). Then use the following procedures to manually configure and test the IP address.

Configure the SMTP gateway address

1.   From the Home screen, touch Administration.

2.   Touch Initial Setup.

3.   Touch E-mail Setup, and then touch SMTP Gateway.

4.   Type the SMTP gateway address, either as an IP address or as a fully qualified domain name. If you do not know the IP address or domain name, contact the network administrator.

5.   Touch OK.

Test the SMTP settings

1. From the Home screen, touch Administration.

2. Touch Initial Setup.

3. Touch E-mail Setup, and then touch Test Send Gateways.

   If the configuration is correct, **Gateways OK** appears on the control-panel display.

If the first test was successful, send an e-mail to yourself by using the digital-send feature. If you receive the e-mail, you have successfully configured the digital-sending feature.

If you do not receive the e-mail, use these actions to resolve issues with the digital-sending software:

● Check the SMTP and address to make sure that you typed them correctly.

● Print a configuration page. Verify that the SMTP gateway address is correct.

● Make sure that the network is operating correctly. Send an e-mail to yourself from a computer. If you receive the e-mail, the network is operating correctly. If you do not receive the e-mail, contact your network administrator or Internet service provider (ISP).

● Run the DISCOVER.EXE file. This program attempts to find the gateway. You can download the file from the HP Web site at www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.

Find gateways

If you do not know the SMTP gateway address, you can use one of the following methods to find it.

Find the SMTP gateway from the device control panel

1. From the Home screen, touch Administration.

2. Touch Initial Setup.

3. Touch E-mail Setup, and then touch Find Send Gateways.

   The touchscreen displays a list of detected SMTP servers.

4. Select the correct SMTP server, and then touch OK.

Find the SMTP gateway from an e-mail program

Because most e-mail programs also use SMTP to send e-mail and LDAP to address e-mail messages, you might be able to find the hostname of the SMTP gateway and LDAP server by looking at the settings for your e-mail program.

> **NOTE** The find gateway features might be unable to detect a valid SMTP server on the network if it uses an internet service provider (ISP). To find the ISP e-mail server address, contact the ISP.

Use the Send E-mail screen

Use the touchscreen to navigate through the options on the Send E-mail screen.
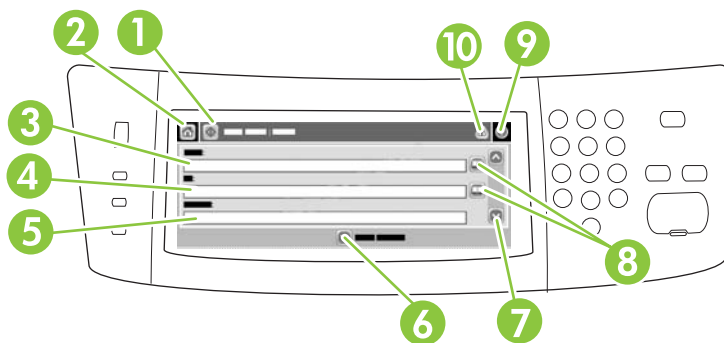
1	Send E-mail button	Touching this button scans the document and sends an e-mail file to the provided e-mail addresses.
2	Home button	Touching this button opens the Home screen.
3	From: field	Touch this field to open the keyboard, and then type your e-mail address. If the system administrator has configured the device to do so, this field might automatically insert a default address.
4	To: field	Touch this field to open the keyboard, and then type the e-mail addresses of those whom you want to receive the scanned document.
5	Subject: field	Touch this field to open the keyboard, and then type a subject title.
6	More Options button	Touch this button to change certain e-mail settings for the current scan job.
7	Scroll bar	Use the scroll bar to view and set up the CC:, BCC:, Message, and File Name fields. Touch any of those fields to open the keyboard and add the necessary information.
8	Address book buttons	Touch these buttons to use the address book to populate the To:, CC:, or BCC: fields. For more information, see Use the address book.
9	Help button	Touch this button for control-panel help. For more information, see Control panel.
10	Error/warning button	This button appears only when there is an error or warning in the status line area. Touch it to open a pop-up screen that will help you resolve the error or warning.

Perform basic e-mail functions

The device e-mail feature offers the following benefits:

● Sends documents to multiple e-mail addresses, saving time and delivery costs.

● Delivers files in black-and-white or in color. Files can be sent in different file formats that the recipient can manipulate.

With e-mail, documents are scanned into the device memory and sent to an e-mail address or multiple addresses as an e-mail attachment. Digital documents can be sent in several graphics formats, such as .TFF and .JPG, which allows recipients to manipulate the document file in various programs to meet their specific needs. Documents arrive in near-original quality, and then can be printed, stored, or forwarded.

In order to use the e-mail feature, the device needs to be connected to a valid SMTP local area network that includes Internet access.

Load documents

You can scan a document by using either the glass or the ADF. The glass and ADF can accommodate Letter-, Executive-, A4-, and A5-size originals. The ADF can also accommodate Legal-size originals. Smaller originals, receipts, irregular and worn documents, stapled documents, previously folded documents, and photographs should be scanned by using the glass. Multiple-page documents can be scanned easily by using the ADF.

Send documents

The device scans both black-and-white and color originals. You can use default settings or change the scanning preferences and file formats. The following are the default settings:

- Color

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

For information about changing the settings for the current job, see Change e-mail settings for the current job.

Send a document

1. Place the document face-down on the scanner glass or face-up in the ADF.

2. From the Home screen, touch E-mail.

3. If prompted, type your user name and password.

4. Complete the From:, To:, and Subject: fields. Scroll down and complete the CC:, BCC:, and Message fields if appropriate. Your user name or other default information might appear in the From: field. If so, you might not be able to change it.

5. (Optional) Touch More Options to change the settings for the document that you are sending (for example, the document's original size). If you are sending a two-sided document, you should select Sides and an option with a two-sided original.

6. Press Start to begin sending.

7. When you are finished, remove the original document from the scanner glass or ADF.

Use the auto-complete function

When you type characters into the To:, CC:, or From: fields on the Send E-mail screen, the auto-complete function is activated. As you type the required address or name by using the keyboard screen, the device automatically searches the address book list and completes the address or name by using the first match. You can then select that name by touching Enter, or continue typing the name until auto-complete finds the correct entry. If you type a character that does not match any entry in the list, the auto-complete text is removed from the display to indicate that you are typing an address that is not in the address book.

Use the address book

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

> **NOTE** You can also use the embedded Web server to create and manage the e-mail address book. For more information, see Embedded Web server.

Create a recipient list

1. From the Home screen, touch E-mail.

2. Complete one of the following steps:

   ● Touch To: to open the keyboard screen, and then type the recipients' e-mail addresses. Separate multiple e-mail addresses with a semicolon or by touching Enter on the touchscreen.

   ● Use the address book.

      a. On the Send E-mail screen, touch the address book button (⌨) to open the address book.

      b. Navigate the entries in the address book by using the scroll bar. Hold down the arrow to scroll quickly through the list.

      c. Highlight the name to select a recipient, and then touch the add button (⊞).

         You can also select a distribution list by touching the drop-down list at the top of the screen and then touching All, or add a recipient from a local list by touching Local in the drop-down list. Highlight the appropriate names, and then touch ⊞ to add the name to your list of recipients.

         You can remove a recipient from your list by scrolling to highlight the recipient, and then touching the remove button (✖).

3. The names in the recipient list are placed in the text line of the keyboard screen. If you want, you can add a recipient that is not found in the address book by typing the e-mail address on the keyboard. After you are satisfied with your recipient list, touch OK.

4. Touch OK.

5. Finish typing information in the CC: and Subject: fields on the Send E-mail screen, if necessary. You can check the list of recipients by touching the down arrow in the To: text line.

6. Press Start.

Use the local address book

Use the local address book to store frequently-used e-mail addresses. The local address book can be shared between devices that use the same server to gain access to the HP Digital Sending software.

You can use the address book when you type e-mail addresses in the From:, To:, CC:, or BCC: fields. You can also add or delete addresses in the address book.

To open the address book, touch the address book button (▣).

Add e-mail addresses to the local address book

1. Touch Local.

2. Touch ⊞.

3. (Optional) Touch the Name field, and in the keyboard that appears type a name for the new entry. Touch OK.

    The name is the alias for the e-mail address. If you do not type an alias name, the alias will be the e-mail address itself.

4. Touch the Address field, and in the keyboard that appears type the e-mail address for the new entry. Touch OK.

Delete e-mail addresses from the local address book

You can delete e-mail addresses that you no longer use.

> **NOTE** To *change* an e-mail address, you must first delete the address and then add the corrected address as a new address in the local address book.

1. Touch Local.

2. Touch the e-mail address that you want to delete.

3. Touch ✖.

    The following confirmation message appears: **Do you want to delete the selected address(es)?**

4. Touch Yes to delete the e-mail address(es) or touch No to return to the Address Book screen.

Change e-mail settings for the current job

Use the More Options button to change the following e-mail settings for the current print job:

Button	Description
Document File Type	Touch this button to change the type of file the device creates after scanning the document.
Output Quality	Touch this button to increase or decrease the print quality of the file being scanned. A higher quality setting produces a larger file size.
Resolution	Touch this button to change the scan resolution. A higher resolution setting produces a larger file size.
Color/Black	Touch this button to determine whether you will scan the document in color or in black-and-white.
Original Sides	Touch this button to indicate if the original document is one-sided or two-sided.
Content Orientation	Touch this button to select either the portrait or landscape orientation for the original.
Original Size	Touch this button to select the size of the document: letter, A4, legal, or mixed letter/legal.
Optimize Text/ Picture	Touch this button to change the scanning procedure based on the type of document that you are scanning.
Job Build	Touch this button to activate or deactivate the Job Build mode, which enables you to scan several small scan jobs and send them as one file.
Image Adjustment	Touch this button to change the darkness and sharpness settings, or to clean up background clutter on the original.

Scan to a folder

> 📝 **NOTE** This device feature is supported for the HP LaserJet M5035 MFP models only.

If the system administrator has made the feature available, the device can scan a file and send it to a folder on the network. Supported operating systems for folder destinations include Windows 2000, Windows XP, and Windows Server 2003, and Novell.

> 📝 **NOTE** You might be required to supply a user name and password in order to use this option, or to send to certain folders. See your system administrator for more information.

1. Place the document face-down on the scanner glass or face-up in the ADF.

2. From the Home screen, touch **Network Folder**.

3. In the Quick Access Folders list, select the folder in which you want to save the document.

4. Touch the **File Name** field to open the keyboard pop-up screen, and then type the file name.

5. Touch **Send to Network Folder**.

Scan to a workflow destination

> 📝 **NOTE** This device feature is provided by the optional Digital Sending Software product and is supported for the HP LaserJet M5035 MFP models only.

If the system administrator has enabled the workflow functionality, you can scan a document and send it to a custom workflow destination. A workflow destination gives you the ability to send additional information, along with the scanned document, to a specified network or file transfer protocol (FTP) location. Prompts for specific information appear on the control-panel display. The system administrator can also designate a printer as a workflow destination, which allows you to scan a document and then send it directly to a network printer for printing.

1. Place the document face-down on the scanner glass or face-up in the ADF.

2. From the Home screen, touch **Workflow**.

3. Select the destination to which you want to scan.

4. In the Text Field field, type the data that you want to accompany the file, and then touch **Send Workflow**.

9 Fax

The HP LaserJet M5035X MFP and HP LaserJet M5035XS MFP models come with an HP LaserJet analog fax accessory 300; already installed. Windows users can also install the optional HP Digital Sending Software (DSS), which provides digital faxing services.

For complete instructions for configuring the fax accessory and for using the fax features, see the *HP LaserJet Analog Fax Accessory 300 User Guide*. The guide is included with the HP LaserJet M5035X MFP and HP LaserJet M5035XS MFP.

This chapter provides information about the following topics.

● Analog fax

● Digital fax

Analog fax

When the HP LaserJet analog fax accessory 300 is installed, the MFP can function as a standalone fax machine.

The HP LaserJet M5035X MFP and HP LaserJet M5035XS MFP models come with an HP LaserJet analog fax accessory 300; already installed. For the HP LaserJet M5025 MFP and HP LaserJet M5035 MFP models, you can order this accessory as an option. See <u>Order parts, accessories, and supplies</u> for information about ordering the analog fax accessory.

Install the fax accessory

Use this procedure to install the analog fax accessory if it is not already installed.

1. Turn off the device, and disconnect all of the cables.
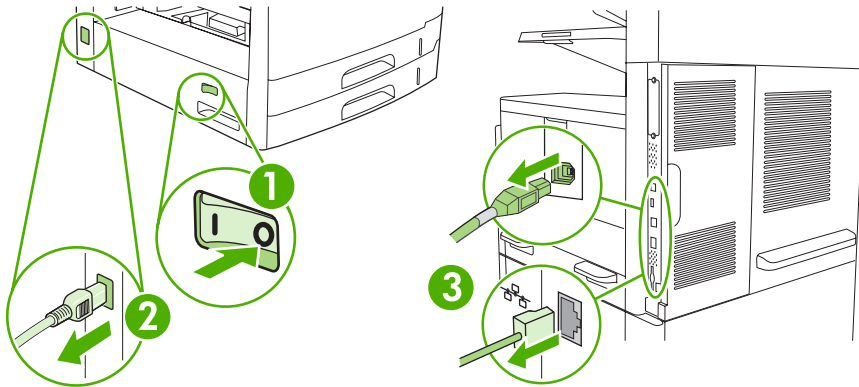
2. At the back of the device, remove the formatter cover.
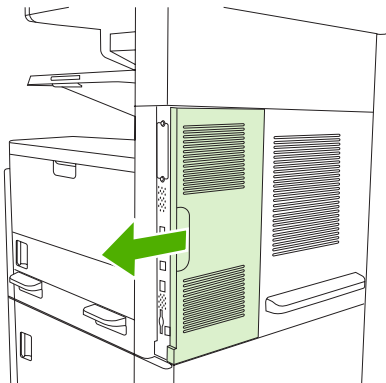
3. Open the formatter door.
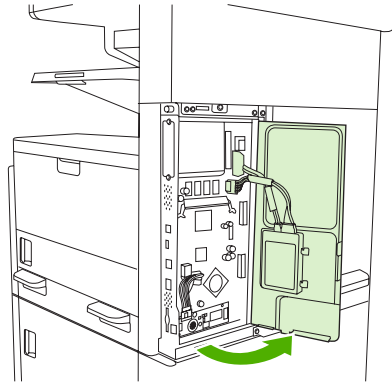
4. Remove the fax accessory from its antistatic pouch.
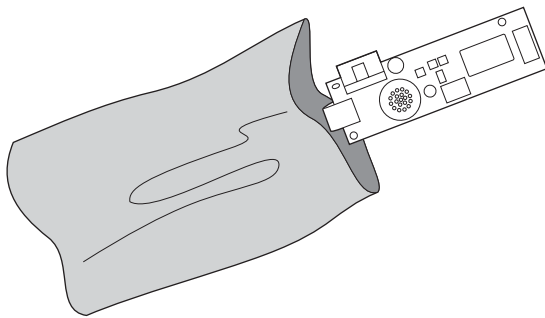
> ⚠ **CAUTION** The fax accessory contains parts that are sensitive to electrostatic discharge (ESD). When removing the fax accessory from its antistatic pouch and while installing it, use static protection, such as a grounding wrist strap that is connected to the metal frame of the device, or touch the metal frame of the device with your other hand.

5. Use the plastic clips to secure the fax accessory on the formatter.
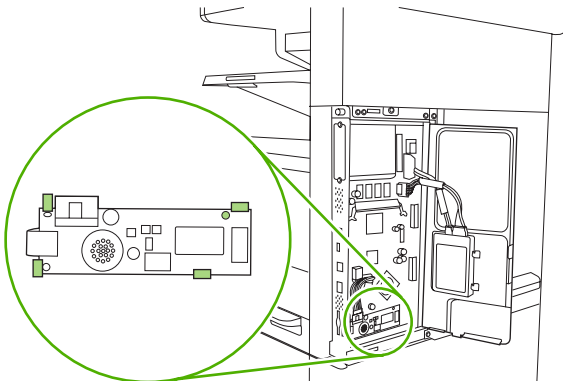
6. Locate the 16-wire cable near the lower corner of the formatter and plug the cable into the fax accessory.

> ✏️ **NOTE** If the cable doesn't seem to fit, try turning the cable around. Make sure the connector is correctly fastened to the fax accessory. Also make sure that the connector at the other end of the cable is correctly fastened to the formatter.
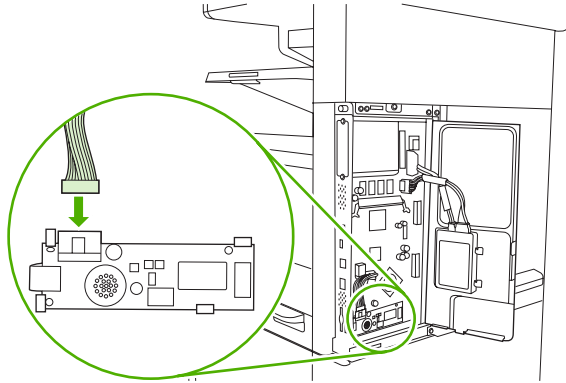
7. Close the formatter door.
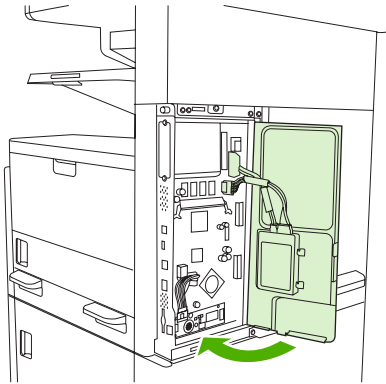
8. Replace the formatter cover.
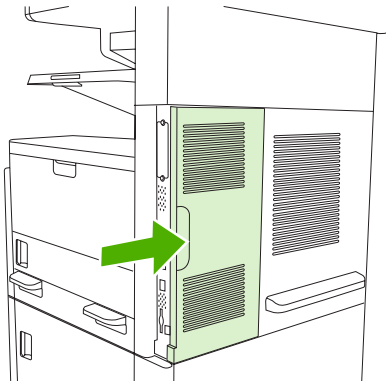
9. Reconnect the cables, and then turn on the device.
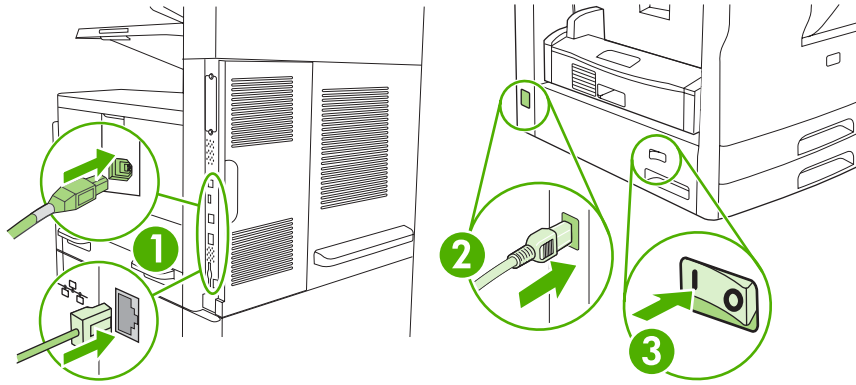
Connect the fax accessory to a phone line

When connecting the fax accessory to a phone line, ensure that the phone line that is being used for the fax accessory is a dedicated line that is not used by any other devices. In addition, this line should be an analog line because the fax will not function correctly if it is connected to some digital PBX systems. If you are not sure whether you have an analog or digital phone line, contact your telecom provider.

> **NOTE** HP recommends using the phone cord that comes with the fax accessory to ensure that the accessory functions correctly.

1. Locate the phone cord that is included in the fax accessory kit. Connect one end of the phone cord to the fax-accessory phone jack on the formatter. Push the connector until it clicks.
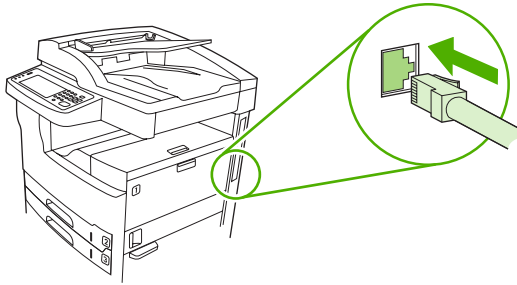
> ⚠ **CAUTION** Be sure to connect the phone line to the fax-accessory phone jack , which is near the bottom of the formatter. Do not connect the phone line to the HP Jetdirect LAN port, which is closer to the top of the formatter.

2. Connect the other end of the phone cord to the phone jack on the wall. Push the connector until it clicks or until it is securely seated. Because different types of connectors are used in different countries/regions, the connector might not make an audible click.

Configure and use the fax features

Before you can use the fax features, you must configure them in the control-panel menus. For example, you need to specify the following information:

●   Date and time

●   Location

●   Fax header

For complete information about configuring and using the fax accessory, and for information about troubleshooting fax-accessory problems, see the *HP LaserJet Analog Fax Accessory 300 User Guide*, which is provided with the fax accessory.

Digital fax

Digital faxing is available when you install the optional HP Digital Sending Software. For information about ordering this software, go to www.hp.com/go/lj5025_software or www.hp.com/go/lj5035_software.

With digital faxing, the device does *not* need to be connected directly to a phone line. Instead, the device can send a fax in one of three ways:

● **LAN fax** sends faxes through a third-party fax provider.

● **Microsoft Windows 2000 fax** is a fax modem and digital sender module that the computer uses to operate as a turnkey gateway fax.

● **Internet fax** uses an Internet fax provider to process faxes. The fax is delivered to a traditional fax machine or sent to the user's e-mail.

For complete information about using digital faxing, see the documentation that is provided with the HP Digital Sending Software.

10 Manage and maintain the device

- [Use information pages](#)
- [Configure e-mail alerts](#)
- [Use the HP Easy Printer Care software](#)
- [Use the embedded Web server](#)
- [Use HP Web Jetadmin software](#)
- [Use the HP Printer Utility for Macintosh](#)
- [Manage supplies](#)
- [Replace supplies and parts](#)
- [Clean the device](#)
- [Calibrate the scanner](#)

Use information pages

From the control panel, print pages that give details about the device and its current configuration. The table below provides the instructions for printing the information pages.

Page description	How to print the page
Menu map Shows the control-panel menus and available settings.	1. From the Home screen, touch Administration. 2. Touch Information. 3. Touch Configuration/Status Pages. 4. Touch Administration Menu Map. 5. Touch Print. The content of the menu map varies, depending on the options currently installed in the device. For a complete list of control panel menus and possible values, see Control panel.
Configuration page Shows device settings and installed accessories.	1. From the Home screen, touch Administration. 2. Touch Information. 3. Touch Configuration/Status Pages. 4. Touch Configuration Page. 5. Touch Print. **NOTE** If the device contains an HP Jetdirect print server or an optional hard disk drive, additional configuration pages print that provide information about those devices.
Supplies status page Shows print-cartridge toner levels.	1. From the Home screen, touch Administration. 2. Touch Information. 3. Touch Configuration/Status Pages. 4. Touch Supplies Status Page. 5. Touch Print. **NOTE** If you are using non-HP supplies, the supplies status page might not show the remaining life for those supplies. For more information, see HP policy on non-HP print cartridges.
Usage page Shows a page count for each size of paper printed, the number of one-sided (simplexed) or two-sided (duplexed) pages, and the average percentage of coverage.	1. From the Home screen, touch Administration. 2. Touch Information. 3. Touch Configuration/Status Pages. 4. Touch Usage Page. 5. Touch Print.
File directory Contains information for any mass storage devices, such as flash drives,	1. From the Home screen, touch Administration. 2. Touch Information. 3. Touch Configuration/Status Pages.

Page description	How to print the page
memory cards, or hard disks, that are installed in the device.	**4.** Touch File Directory. **5.** Touch Print.
Fax reports Five reports show fax activity, fax calls, billing codes, blocked fax numbers, and speed-dial numbers. 📝 NOTE Fax reports are available only on device models that have fax capabilties.	**1.** From the Home screen, touch Administration. **2.** Touch Information. **3.** Touch Fax Reports. **4.** Touch one of the following buttons to print the corresponding report: ● Fax Activity Log ● Fax Call Report ● Billing Codes Report ● Blocked Fax List ● Speed Dial List **5.** Touch Print. For more information, see the fax guide that came with the device.
Font lists Shows which fonts are currently installed in the device.	**1.** From the Home screen, touch Administration. **2.** Touch Information. **3.** Touch Sample Pages/Fonts. **4.** Touch either PCL Font List or PS Font List. **5.** Touch Print. 📝 NOTE The font lists also show which fonts reside on a hard disk accessory or DIMM.

Configure e-mail alerts

📝 **NOTE** If your company does not have e-mail, this feature might not be available.

You can use HP Web Jetadmin or the embedded Web server to configure the system to alert you of problems with the device. The alerts take the form of e-mail messages to the e-mail account(s) that you specify.

You can configure the following:

- The device(s) you want to monitor

- The alerts you want to receive (for example, alerts for paper jams, paper out, supplies status, and cover open)

- The e-mail account(s) to which the alerts should be forwarded

Software	Information location
HP Web Jetadmin	See Use HP Web Jetadmin software for general information about HP Web Jetadmin.
	See the HP Web Jetadmin Help system for details about alerts and how to set them up.
Embedded Web server	See Use the embedded Web server for general information about the embedded Web server.
	See the embedded Web server Help system for details about alerts and how to set them up.

Use the HP Easy Printer Care software

The HP Easy Printer Care software is a program that you can use for the following tasks:

- Check the device status.

- Check supplies status.

- Set up alerts.

- Gain access to troubleshooting and maintenance tools.

You can use the HP Easy Printer Care software when the device is directly connected to your computer or when it is connected to a network. To download the HP Easy Printer Care software, go to www.hp.com/go/easyprintercare.

NOTE You do not have to have Internet access to open and use the HP Easy Printer Care software. However, if you click a Web-based link, you must have Internet access to go to the site associated with the link.

Open the HP Easy Printer Care software

Use one of the following methods to open HP Easy Printer Care software:

- On the **Start** menu, select **Programs**, select **Hewlett-Packard**, and then select **HP Easy Printer Care software**.

- In the Windows system tray (in the lower-right corner of the desktop), double-click the HP Easy Printer Care software icon.

- Double-click the desktop icon.

HP Easy Printer Care software sections

Section	Options
Device List tab Shows information about each device in the **Devices** list	● Device information, including printer name, make, and model ● An icon (if the **View as** drop-down box is set to **Tiles**, which is the default setting) ● Any current alerts for the device If you click a device in the list, the HP Easy Printer Care software opens the **Overview** tab for that device.
Support tab Provides help information and links	● Provides device information, including alerts for items needing attention. ● Provides links to troubleshooting and maintenance tools.
Supplies Ordering window Provides access to online or e-mail supplies ordering	● Ordering list: Shows the supplies that you can order for each device. If you want to order a certain item, click the **Order** check box for that item in the supplies list. ● **Shop Online for Supplies** button: Opens the HP SureSupply Web site in a new browser window. If you have checked the **Order** check box for any items, the information about those items can be transferred to the Web site, where you will receive information on options for purchasing your selected supplies. ● **Print Shopping List** button: Prints the information for the supplies that have the **Order** check box selected.
Alert Settings window Allows you to configure the device to automatically notify you of device issues	● Alerts on or off: Activates or deactivates the alerts feature. ● When alerts appear: Sets when you want alerts to appear—either when you are printing to that particular device, or anytime there is a device event. ● Alert event type: Sets whether you want alerts for only critical errors, or for any error, including continuable errors. ● Notification method: Sets what type of alert should appear (pop-up message or desktop alert).
Overview tab Contains basic status information for the device	● **Devices** list: Shows the devices that you can select. ● **Device Status** section: Shows device status information. This section will indicate device alert conditions, such as an empty print cartridge. It also shows device-identification information, control-panel messages, and print-cartridge levels. After you correct a problem with the device, click the ↻ button to update the section. ● **Supplies Status** section: Shows detailed supplies status, such as the percentage of toner remaining in the print cartridge and the status of the media that is loaded in each tray. ● **Supplies Details** link: Opens the supplies status page to view more detailed information about device supplies, ordering information, and recycling information.
Find Other Printers window Allows you to add more printers to your printer list	Clicking the **Find Other Printers** link in the **Devices** list opens the **Find Other Printers** window. The **Find Other Printers** window provides a utility that detects other network printers so that you can add them to the **Devices** list and then monitor those devices from your computer.

Use the embedded Web server

> NOTE When the device is directly connected to a computer, use the HP Easy Printer Care software to view the device status.

- View device control status information

- Set the type of paper loaded in each tray

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

- View and change tray configurations

- View and change the device control panel menu configuration

- View and print internal pages

- Receive notification of device and supplies events

- View and change network configuration

- View support content that is specific to the current state of the device

When the device is connected to the network, the embedded Web server is automatically available. You can open the embedded Web server from Windows 95 and later.

To use the embedded Web server, you must have Microsoft Internet Explorer 4 and later or Netscape Navigator 4 and later. The embedded Web server works when the device is connected to an IP-based network. The embedded Web server does not support IPX-based or AppleTalk printer connections. You do not need Internet access to open and use the embedded Web server.

Open the embedded Web server by using a network connection

1. In a supported Web browser on your computer, type the device IP address or host name in the address/URL field. To find the IP address or host name, print a configuration page. See Use information pages.

   > NOTE After you open the URL, you can bookmark it so that you can return to it quickly in the future.

2. The embedded Web server has three tabs that contain settings and information about the device: the **Information** tab, the **Settings** tab, and the **Networking** tab. Click the tab that you want to view.

   See Embedded Web server sections for more information about each tab.

Embedded Web server sections

Tab or section	Options
Information tab Provides device, status, and configuration information	• **Device Status**: Shows the device status and shows the life remaining of HP supplies, with 0% indicating that a supply is empty. The page also shows the type and size of print paper set for each tray. To change the default settings, click **Change Settings**. • **Configuration Page**: Shows the information found on the configuration page. • **Supplies Status**: Shows the life remaining of HP supplies, with 0 percent indicating that a supply is empty. This page also provides supplies part numbers. To order new supplies, click **Order Supplies** in the **Other Links** area on the left side of the window. • **Event log**: Shows a list of all device events and errors. • **Usage page**: Shows a summary of the number of pages the device has printed, grouped by size and type. • **Device Information**: Shows the device network name, address, and model information. To change these entries, click **Device Information** on the **Settings** tab. • **Control Panel**: Shows messages from the device control panel, such as **Ready** or **Sleep mode on**. • **Print**: Allows you to send print jobs to the device.
Settings tab Provides the ability to configure the device from your computer	• **Configure Device**: Allows you to configure device settings. This page contains the traditional menus found on devices using a control-panel display. • **E-mail Server**: Network only. Used in conjunction with the **Alerts** page to set up incoming and outgoing e-mail, as well as to set e-mail alerts. • **Alerts**: Network only. Allows you to set up to receive e-mail alerts for various device and supplies events. • **AutoSend**: Allows you to configure the device to send automated e-mails regarding device configuration and supplies to specific e-mail addresses. • **Security**: Allows you to set a password that must be entered to gain access to the **Settings** and **Networking** tabs. Enable and disable certain features of the embedded Web server. • **Edit Other Links**: Allows you to add or customize a link to another Web site. This link is displayed in the **Other Links** area on all embedded Web server pages. • **Device Information**: Allows you to name the device and assign an asset number to it. Enter the name and e-mail address for the primary contact who will receive information about the device. • **Language**: Allows you to determine the language in which to display the embedded Web server information. • **Date & Time**: Allows time synchronization with a network time server. • **Wake Time**: Allows you to set or edit a wake time for the device. **NOTE** The **Settings** tab can be password-protected. If this device is on a network, always consult with the system administrator before changing settings on this tab.
Networking tab	Network administrators can use this tab to control network-related settings for the device when it is connected to an IP-based network. This tab does not appear if the device is

Tab or section	Options
Provides the ability to change network settings from your computer	directly connected to a computer, or if the device is connected to a network using anything other than an HP Jetdirect print server.
	NOTE The **Networking** tab can be password-protected.
Other links Contains links that connect you to the Internet	• **HP Instant Support™**: Connects you to the HP Web site to help you find solutions. This service analyzes your device error log and configuration information to provide diagnostic and support information specific to your device.
	• **Order Supplies**: Connects to the HP SureSupply Web site, where you will receive information on options for purchasing original HP supplies, such as print cartridges and paper.
	• **Product Support**: Connects to the support site for the device, from which you can search for help regarding general topics.
	NOTE You must have Internet access in order to use any of these links. If you use a dial-up connection and did not connect when you first opened the embedded Web server, you must connect before you can visit these Web sites. Connecting might require that you close the embedded Web server and reopen it.

Use HP Web Jetadmin software

HP Web Jetadmin is a Web-based software solution for remotely installing, monitoring, and troubleshooting network-connected peripherals. The intuitive browser interface simplifies cross-platform management of a wide range of devices, including HP and non-HP devices. Management is proactive, allowing network administrators the ability to resolve issues before users are affected. Download this free, enhanced-management software at www.hp.com/go/webjetadmin_software.

To obtain plug-ins to HP Web Jetadmin, click **plug-ins**, and then click the **download** link that is next to the name of the plug-in that you want. The HP Web Jetadmin software can automatically notify you when new plug-ins are available. On the **Product Update** page, follow the directions to automatically connect to the HP Web site.

If installed on a host server, HP Web Jetadmin is available to any client through a supported Web browser, such as Microsoft Internet Explorer 6.0 for Windows or Netscape Navigator 7.1 for Linux. Browse to the HP Web Jetadmin host.

NOTE Browsers must be Java-enabled. Browsing from an Apple PC is not supported.

Use the HP Printer Utility for Macintosh

Use the HP Printer Utility to configure and maintain a printer from a Mac OS X computer.

Open the HP Printer Utility

Open the HP Printer Utility in Mac OS X V10.2.8

1. Open the Finder, and then click **Applications**.

2. Click **Library**, and then click **Printers**.

3. Click **hp**, and then click **Utilities**.

4. Double-click **HP Printer Selector** to open the HP Printer Selector.

5. Select the device that you want to configure, and then click **Utility**.

Open the HP Printer Utility in Mac OS X V10.3, V10.4 and later

1. In the Dock, click the **Printer Setup Utility** icon.

   > **NOTE** If the **Printer Setup Utility** icon does not appear in the Dock, open the Finder, click **Applications**, click **Utilities**, and then double-click **Printer Setup Utility**.

2. Select the device that you want to configure, and then click **Utility**.

HP Printer Utility features

The HP Printer Utility consists of pages that you open by clicking in the **Configuration Settings** list. The following table describes the tasks that you can perform from these pages.

Item	Description
Configuration Page	Prints a configuration page.
Supplies Status	Shows the device supplies status and provides links for online supplies-ordering.
HP Support	Provides access to technical assistance, online supplies ordering, online registration, and recycling and return information.
File Upload	Transfers files from the computer to the device.
Upload Fonts	Transfers font files from the computer to the device.
Firmware Update	Transfers updated firmware files from the computer to the device.
Duplex Mode	Turns on the automatic two-sided printing mode.
Economode & Toner Density	Turns on the Economode setting to conserve toner, or adjusts toner density.
Resolution	Changes the resolution settings, including the REt setting.
Lock Resources	Locks or unlocks storage products, such as a hard disk.
Stored Jobs	Manages print jobs that are stored on the device hard disk.
Trays Configuration	Changes the default tray settings.
IP Settings	Changes the device network settings and provides access to the embedded Web server.
Bonjour Settings	Provides the ability to turn on or off Bonjour support or change the device service name that is listed on a network.
Additional Settings	Provides access to the embedded Web server.
E-mail Alerts	Configures the device to send e-mail notices for certain events.

Manage supplies

Using, storing, and monitoring the print cartridge can help ensure high-quality output.

Supplies life

The average cartridge yield is 15,000 pages in accordance with ISO/IEC 19752. Actual cartridge yield depends on specific use.

⚠ **CAUTION** The Economode feature allows the device to use less toner per page. Selecting Economode extends the life of the toner supply and reduces the cost per page but reduces print quality. The printed image is lighter but is adequate for printing drafts or proofs. Hewlett-Packard does not recommend full-time use of Economode. If Economode is used full-time, the toner supply might outlast the mechanical parts in the print cartridge. If print quality begins to degrade under these circumstances, install a new print cartridge even if the print cartridge still contains toner.

Approximate print-cartridge replacement intervals

Print cartridge	Page count	Approximate time period[1]
Black	15,000 pages[2]	6 months

[1] Approximate life is based on 2,000 pages per month.
[2] Approximate average A4-/letter-size page count based on approximately 5% coverage.

To order supplies online, go to www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.

Manage the print cartridge

Print-cartridge storage

Do not remove the print cartridge from its package until you are ready to use it.

⚠ **CAUTION** To prevent damage to the print cartridge, do not expose it to light for more than a few minutes.

Use genuine HP print cartridges

When you use a genuine new HP print cartridge, you can obtain the following supplies information:

● Percentage of supplies remaining

● Estimated number of pages remaining

● Number of pages printed

HP policy on non-HP print cartridges

Hewlett-Packard Company cannot recommend the use of non-HP print cartridges, either new or remanufactured. Because they are not HP products, HP cannot influence their design or control their quality.

To install a new HP print cartridge, see Change the print cartridge. To recycle the used cartridge, follow the instructions included with the new cartridge.

Print-cartridge authentication

The device automatically authenticates the print cartridge when it is inserted into the device. During authentication, the device notifies you whether a cartridge is a genuine HP print cartridge.

If the device control-panel message states that this is not a genuine HP print cartridge and you believe you purchased an HP print cartridge, see HP fraud hotline and Web site.

HP fraud hotline and Web site

Call the HP fraud hotline (1-877-219-3183, toll-free in North America) or go to www.hp.com/go/anticounterfeit when you install an HP print cartridge and the control-panel message says the cartridge is non-HP. HP will help determine if the cartridge is genuine and take steps to resolve the problem.

Your print cartridge might not be a genuine HP print cartridge if you notice the following:

● You are experiencing a high number of problems with the print cartridge.

● The cartridge does not look like it usually does (for example, the orange pull tab is missing, or the packaging differs from HP packaging).

Replace supplies and parts

Carefully follow the guidelines in this section when replacing device supplies.

Supply replacement guidelines

To facilitate the replacement of supplies, keep the following guidelines in mind when setting up the device.

- Sufficient space is required above and in the front of the device for removing supplies.

- The device should be located on a flat, sturdy surface.

For instructions on installing supplies, see the installation guides provided with each supply item or see more information at www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.

📝 **NOTE** Hewlett-Packard recommends the use of HP products in this device. Use of non-HP products may cause problems requiring service that is not covered by the HP warranty or service agreements.

Change the print cartridge

When a print cartridge approaches the end of useful life, a message appears on the control panel recommending that you order a replacement. The device can continue to print using the current print cartridge until a message appears instructing you to replace the cartridge.

1. Open the upper-right door door.
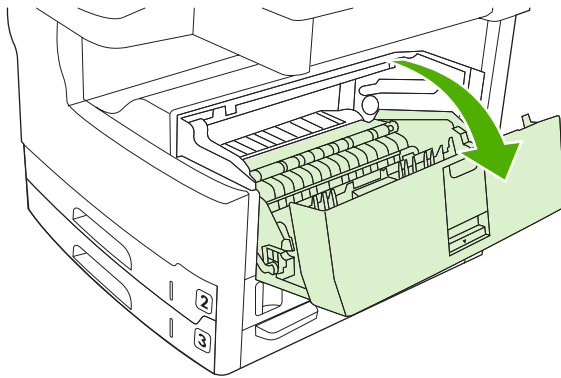
2. Remove the used print cartridge from the device.
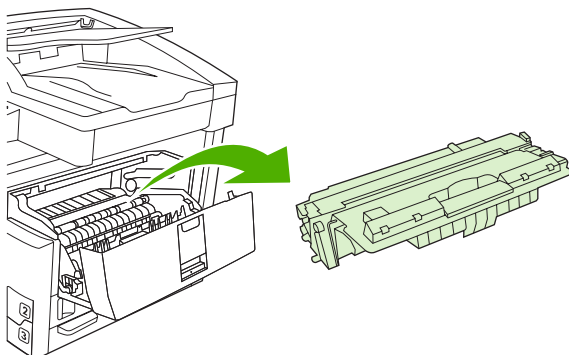
3. Remove the new print cartridge from the bag. Place the used print cartridge in the bag for recycling.
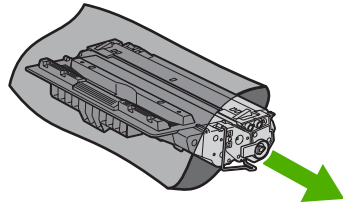
4. Grasp both sides of the print cartridge and distribute the toner by gently rocking the print cartridge.

> ⚠ **CAUTION** Do not touch the shutter or the surface of the roller.
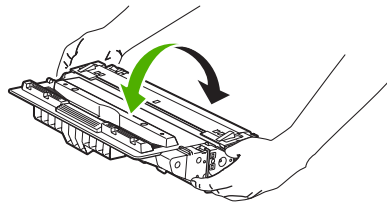
5. Remove the shipping tape and the orange tab from the new print cartridge. Discard the shipping tape according to local regulations.
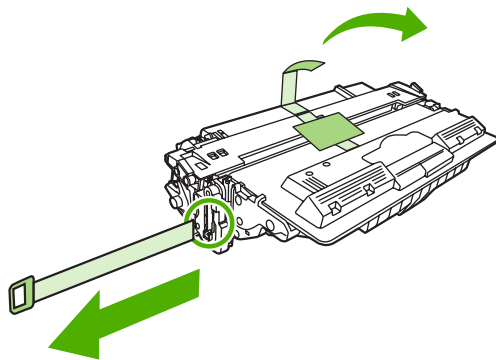
6. Align the print cartridge with the tracks inside the device, and, using the handle, insert the print cartridge until it is firmly seated, and then close the upper-right door.
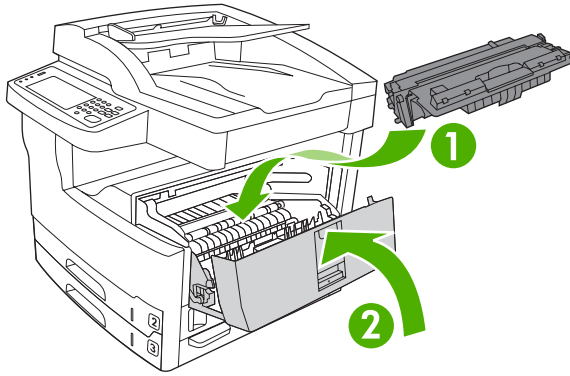
After a short time, the control panel should display **Ready**.

7. Installation is complete. Place the used print cartridge in the box in which the new cartridge arrived. See the enclosed recycling guide for recycling instructions.

8. If you are using a non-HP print cartridge, check the device control panel for further instructions.

For additional help, go to www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.

Perform preventive maintenance

The device requires periodic maintenance to maintain optimum performance. A control-panel message alerts you when it is time to purchase the preventive maintenance kits. Separate maintenance procedures are required for the printer-portion of the device (the print engine) and for the automatic document feeder (ADF).

Preventive maintenance for the print engine

You should replace certain parts when a control-panel message alerts you to perform printer maintenance.

When page count approaches 200,000 pages printed, the device alerts you to order a maintenance kit. The message can be temporarily cleared by using the **Clear Maintenance Message** item on the **Resets** submenu under Administration. When the page count reaches 200,000, you can no longer clear the message and you must install the maintenance kit. To check the number of pages that the device has printed since new maintenance-kit components were installed, print either a configuration page or a supplies-status page.

The print-engine maintenance kit includes the following items:

● Fuser

● Rollers (transfer, feed, and separation)

● Separation pads

● Installation instructions

Follow the instructions that come with the kit to install it.

> **NOTE** The maintenance kit is a consumable item and is not covered under the original warranty or under most extended warranties.

The ADF maintenance kit

When the device approaches 60,000 pages fed through the ADF, the device alerts you to order an ADF kit. This message appears approximately one month before the kit needs to be replaced. Order a new kit when this message appears. After feeding 60,000 pages through the ADF, the device alerts you to install the new ADF kit. Install the new kit at that time.

The ADF maintenance kit includes the following items:

● One pick-up roller assembly

● One separation pad

● An instruction sheet

Follow the instructions that come with the kit to install it.

Clean the device

During the printing process, paper, toner, and dust particles can accumulate inside the product. Over time, this buildup can cause print-quality problems, such as toner specks or smearing (see Solve print-quality problems). This product has a cleaning mode that can correct and prevent these types of problems.

Clean the exterior

Use a soft, damp, lint-free cloth to wipe dust, smudges, and stains off of the exterior of the device.

Clean the scanner glass

Dirty glass, from fingerprints, smudges, hair, and so on, slows down performance and affects the accuracy of special features such as fit-to-page and copy.

> **NOTE** If streaks or other defects appear only on copies produced using the automatic document feeder (ADF), clean the scanner strip (step 3). It is not necessary to clean the scanner glass.

1. Open the scanner lid.

2. Clean the glass by using a damp, lint-free cloth.
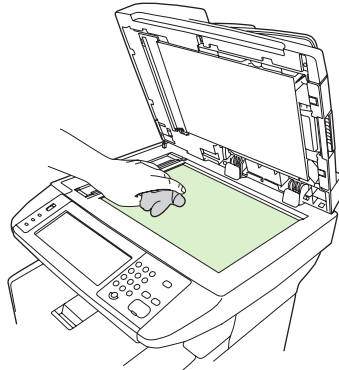
> **CAUTION** Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the device; these can damage the device. Do not place liquids directly on the glass. They might seep under it and damage the device.

3. Clean the scanner strip by using a damp, lint-free cloth.
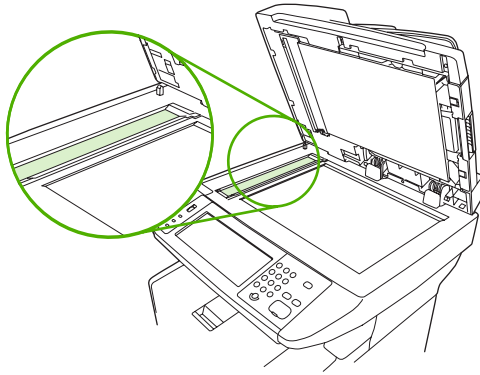
Clean the scanner lid backing

Minor debris can accumulate on the white document lid backing that is located underneath the scanner lid.

1. Open the scanner lid.

2. Clean the white document lid backing by using a soft cloth or sponge that has been moistened with a mild soap and warm water. Also, clean the scanner strip next to the ADF scanner glass.
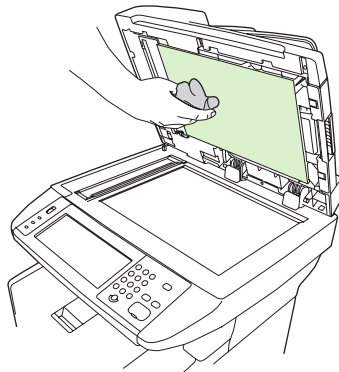
3. Wash the backing gently to loosen debris; do not scrub the backing.

4. Dry the backing by using a chamois or soft cloth.

⚠ **CAUTION**   Do not use paper-based wipes because they might scratch the backing.

5. If this does not clean the backing well enough, repeat the previous steps and use isopropyl alcohol to dampen the cloth or sponge, and then wipe the backing thoroughly with a damp cloth to remove any residual alcohol.

Clean the ADF

If the ADF has trouble feeding documents, clean the ADF pickup roller assembly.

1. Open the ADF cover.
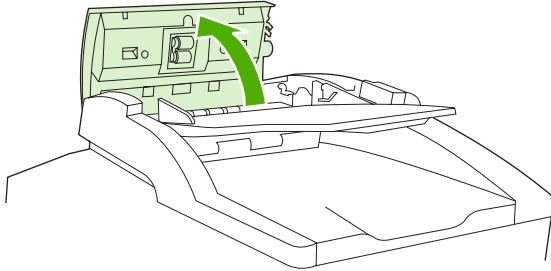
2. Wipe the ADF rollers with a soft, dry cloth.
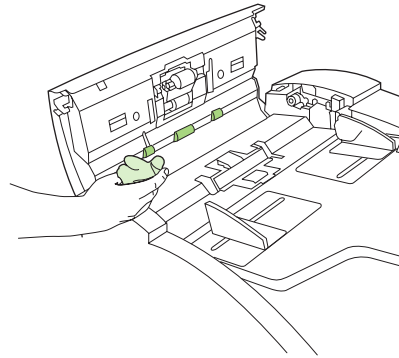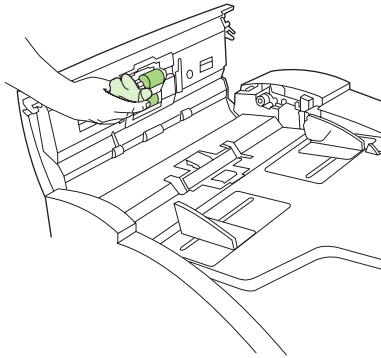
3. Close the ADF cover.
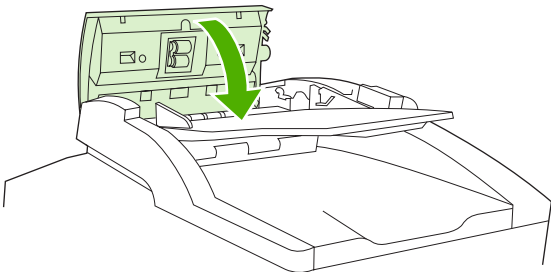
NOTE If you are experiencing jams in the ADF, contact a local HP-authorized service provider. See HP Customer Care.

Clean the paper path

1. From the Home screen, touch Administration.

2. Touch Print Quality.

3. Touch Calibration/Cleaning.

4. Touch Create Cleaning Page.

    The device prints a cleaning page.

5. Follow the instructions printed on the cleaning page.

Calibrate the scanner

Calibrate the scanner to compensate for offsets in the scanner imaging system (carriage head) for ADF and flatbed scans. Because of mechanical tolerances, the scanner's carriage head might not read the position of the image accurately. During the calibration procedure, scanner offset values are calculated and stored. The offset values are then used when producing scans so that the correct portion of the document is captured.

Scanner calibration should be carried out only if you notice offset problems with the scanned images. The scanner is calibrated before it leaves the factory. It needs to be calibrated again only rarely.

1. From the Home screen, touch Administration.

2. Touch Troubleshooting.

3. Touch Calibrate Scanner and then follow the instructions in the onscreen dialog box.

   The device starts the calibration process, and **Calibrating** appears on the touchscreen status line until the process is complete.

11 Problem solving

This troubleshooting information is organized to help you resolve printing problems. Choose the general topic or type of problem from the following list.

- Problem-solving checklist
- Problem-solving flowchart
- Solve general printing problems
- Control-panel message types
- Control-panel messages
- Common causes of jams
- Jam locations
- Jam recovery
- Clear jams
- Clear staple jams
- Solve print-quality problems
- Solve network printing problems
- Solve fax problems
- Solve copy problems
- Solve e-mail problems
- Solve common Windows problems
- Solve common Macintosh problems
- Solve Linux problems
- Solve PostScript problems

Problem-solving checklist

If you are experiencing problems, use the following checklist to identify the cause of the problem:

- Is the device connected to power?

- Is the device on?

- Is the device in the **Ready** state?

- Are all necessary cables connected?

- Do any messages appear on the control panel?

- Are genuine HP supplies installed?

- Was a recently replaced print cartridge installed correctly, and was the pull tab and/or attached tape on the cartridge removed?

For additional information about installation and setup, see the getting started guide.

If you cannot find solutions to problems in this guide, go to www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.

Factors that affect performance

Several factors affect the time it takes to print a job:

- The use of special paper (such as transparencies, heavy paper, and custom-size paper)

- Device processing and download time

- The complexity and size of graphics

- The speed of the computer you are using

- The USB connection

- The I/O configuration

- The amount of memory installed

- The network operating system and configuration (if applicable)

- Device personality (PCL or PS)

> **NOTE** Although additional memory can resolve memory problems, improve how the device handles complex graphics, and improve download times, it will not increase maximum printing speed (ppm).

Problem-solving flowchart

Symptom	Check	Possible causes	Possible solutions
The control-panel display is blank, no lights are lit, and the device makes no sounds from the motors.	Is the power on?	The power switch might be off. The power cord might be unplugged. The power outlet might not be working correctly. The internal power supply might have failed.	1. Make sure the device is plugged in and the power switch is on. 2. Test the power outlet by plugging the device into an outlet that is known to work. 3. If the problem persists, contact HP Customer Care. See HP Customer Care.
The control panel indicates an error.	Do error messages appear on the control-panel display?	Several conditions can cause an error message to appear.	1. Follow the instructions on the control panel to resolve the problem. 2. For more information, see Control-panel messages. 3. If the problem persists, contact HP Customer Care. See HP Customer Care.
	Are the main features, such as Copy and E-mail on the touchscreen inactive?	The scanner shipping lock might be in the locked position.	Make sure the scanner shipping lock is unlocked. The scanner lock is on the left side of the device, underneath the scanner.
Paper-feed problems	Do jams occur frequently?	The media does not meet specifications. Paper remains in the device after clearing a previous jam. Some of the shipping tape, cardboard, or shipping locks are still in the device. The maintenance kit items might be ready for replacement.	1. Make sure the media meets specifications for the device. See Select print media. 2. Open all doors and trays and check for jammed media. See Clear jams. 3. Make sure the print cartridge is installed correctly. See Change the print cartridge. 4. Install the device maintenance kit. See Perform preventive maintenance. 5. If the problem persists, contact HP Customer Care. See HP Customer Care.
	Do original documents feed correctly through the ADF?	The original document might be printed on media that is too light or too heavy for the ADF. The ADF rollers and separation pad might be dirty. The ADF maintenance kit parts might need to be replaced.	1. If the original document is printed on very heavy or light media, copy by using the flatbed glass. 2. Clean the ADF rollers and separation pad. See Clean the ADF. 3. Install the ADF maintenance kit. See Perform preventive maintenance. 4. If the problem persists, contact HP Customer Care. See HP Customer Care.

Symptom	Check	Possible causes	Possible solutions
Copy problems	Are copies blank?	The originals might have been loaded upside-down.	1. In the ADF, load original documents face-up. 2. On the scanner glass, load original documents face-down. 3. If the problem persists, contact HP Customer Care. See HP Customer Care.
	Are copies of poor quality from the ADF and the scanner glass?	The copy settings need to be adjusted for the original document.	See Adjust the copy settings. If the problem persists, contact HP Customer Care. See HP Customer Care.
	Are copies of poor quality only from the ADF?	The ADF glass strip might be dirty.	Clean the glass strip that is to the left of the scanner glass. See Clean the device. If the problem persists, contact HP Customer Care. See HP Customer Care.
	Are copies of poor quality only from the scanner glass?	The scanner glass might be dirty	Clean the scanner glass. See Clean the device. If the problem persists, contact HP Customer Care. See HP Customer Care.
Print-quality problems	Is the overall print quality poor? Is the printing too light? Do lines, streaks, or dots appear on the pages?	The media does not meet specifications. The print cartridge might be empty or damaged. The maintenance kit items might be ready for replacement.	1. Make sure the media meets specifications for the device. See Select print media. 2. Replace the print cartridge. See Change the print cartridge 3. Install the device maintenance kit. See Perform preventive maintenance. 4. If the problem persists, contact HP Customer Care. See HP Customer Care.
General printing problems	Can you print documents from a computer?	The computer cable might be defective. The printer driver might need to be reinstalled.	1. Try printing a configuration page at the control panel. Touch Network Address and then touch Print. If the page prints, the problem is with the cable or the driver. 2. Reconnect the cables. 3. Reinstall the printer driver. The printer driver is on the CD that came with the device. 4. If the problem persists, contact HP Customer Care. See HP Customer Care.

Symptom	Check	Possible causes	Possible solutions
	Can you print over the network?	The network might not be configured correctly.	1. Try connecting the computer directly to the device. If you can print, the problem is with the network configuration. See Solve network printing problems.
			2. If the problem persists, contact HP Customer Care. See HP Customer Care.
	Are you having problems printing from specific software programs?	The problem might be with the software program.	1. Try printing from a different software program. If you can print, the problem is with the original software program.
			2. See the documentation for the software program.
Stapling problems	Are jobs stapled?	The staple cassette might be jammed. The staple cassette might need to be replaced. The job might not be configured for stapling. You might be using a paper size that is not supported for stapling.	1. Remove the staple cassette and check if it is jammed or empty. See Clear staple jams.
			2. For copy jobs, select the Staple/Collate option at the control panel. For print jobs, make sure the stapler/stacker is configured in the printer driver.
			3. Use only Letter- or A4-size paper for staple jobs.
			4. If the problem persists, contact HP Customer Care. See HP Customer Care.
	Are the staples holding the pages together?	You might be using staples that are not made for this device. The job might have too many pages for stapling.	1. Replace the staple cartridge with a staple cartridge that is made for this device. See Order parts, accessories, and supplies.
			2. The stapler supports jobs that have 30 or fewer pages, or a 3 mm stack height.
			3. If the problem persists, contact HP Customer Care. See HP Customer Care.
	Are the staples in the correct location?	You might need to change the page orientation for the job.	1. For print jobs, adjust the page layout in the software program.
			2. For copy jobs, load the document into the ADF with the long-edge feeding first. See Load media into the input trays.
			3. If the problem persists, contact HP Customer Care. See HP Customer Care.

Symptom	Check	Possible causes	Possible solutions
Stacking problems	Are pages skewed?	The jam-access door might not be closed completely.	1. Make sure all the doors on the left side of the device are closed completely. 2. If the problem persists, contact HP Customer Care. See HP Customer Care.
	Are the pages stacked neatly?	The paper might not meet specifications for the device. The paper might be stored in an environment that does not meet specifications.	1. Use paper that meets specifications. See Select print media 2. Store media in an area that meets specifications. See Operating environment. 3. Try using paper from an unopened ream. 4. If the problem persists, contact HP Customer Care. See HP Customer Care.
E-mail problems	Are you able to send e-mail attachments? Does an "E-mail gateway not responding" message appear on the control panel?	The SMTP gateway might need to be reconfigured.	See Solve e-mail problems.
	Are you able to change the "From" e-mail address?	The device might be configured so that the "From" e-mail address cannot be changed. The device might require you to sign in before you can change the "From" e-mail address.	Use the embedded Web server to change these settings. See Use the embedded Web server.
	Are you able to change the file type or the color setting for e-mail attachments?	Change the settings at the control panel or by using the embedded Web server.	1. At the control panel, touch E-mail, and then touch More Options. See Change e-mail settings for the current job. 2. To change the settings by using the embedded Web server, see Use the embedded Web server.
	Do you receive a "job failed" e-mail message when you try to send an e-mail attachment?	The e-mail address to which you are sending the document might be incorrect. The file size might be larger than the maximum allowable size for the SMTP gateway.	1. Send a test e-mail from your computer. 2. Use the embedded Web server to change the maximum allowable size for e-mail attachments. See Use the embedded Web server.
Fax problems	Is the Fax feature on the control panel inactive?	You need to provide required settings before using the Fax feature.	1. At the control panel, touch Administration, touch Initial Setup, and touch Fax Setup. 2. Configure the settings for Location, Date/Time, and Fax Header.

Symptom	Check	Possible causes	Possible solutions
	Is the Fax feature on the control panel completely missing?	The fax accessory might be installed incorrectly.	1. Make sure the fax accessory is installed correctly and that none of the pins are bent. See Install the fax accessory. 2. Print a configuration page and check the modem status. It should indicate "Operational/Enabled". If the modem status is anything else, the problem is with the fax accessory.
	Is the Fax feature configured correctly but you cannot send faxes?	You must use the phone cord that came with the device. The phone cord might not be connected securely or the telephone line might not be working. You might have connected the device to a digital phone line instead of an analog phone line. The fax accessory requires an analog phone line.	See Solve fax problems. 1. Always use the phone cord that came with the device. 2. Test the telephone line by connecting a telephone to it and making a call. 3. Make sure you are connecting the device to an analog phone line.
	Is the Fax feature configured correctly but you cannot receive faxes?	A line splitter or surge-protection device might be interfering with incoming faxes. An answering machine or voice-mail system might be intercepting the incoming fax transmission.	See Solve fax problems. 1. Do not use line splitters or surge-protection devices. 2. Disconnect the answering machine or voice-mail system. 3. Set the number of rings-to-answer for the fax accessory to a lower number. See Initial Setup menu. 4. Make sure the device is connected to a dedicated analog phone line. Do not use a roll-over line.

Solve general printing problems

Device selects media from the wrong tray.

Cause	Solution
The tray selection in the software program might be incorrect.	For many software programs, the paper tray selection is found on the **Page Setup** menu within the program.
	Check tray type and size configurations at the control panel.
	For Macintosh computers, use the HP Printer Utility to change the priority of the tray.
The configured size and type do not match the size and type of the media that is loaded in the tray.	Through the control panel, change the configured size and type to match the size and type of the media that is loaded in the tray.

Device does not pull paper from tray.

Cause	Solution
The tray is empty.	Load paper in the tray.
The paper guides are set incorrectly.	To set the guides correctly, see Load media into the input trays.
	Make sure that the leading edge of the paper stack in the tray is even. An uneven edge can prevent the lift plate from rising.

Paper curls when it exits the device.

Cause	Solution
The paper curls when it exits to the top output bin.	Turn over the paper that you are printing on.
	Reduce the fusing temperature to reduce the curling. (See Print Quality menu)

Print job is extremely slow.

Cause	Solution
The job might be very complex. The maximum speed of the device cannot be exceeded even when more memory is added. Printing speeds might be automatically reduced when printing on custom-sized media. Note: Slower speeds are expected when printing on narrow paper or rotated paper, when printing from tray 1, or when the fuser mode is adjusted for certain types of media.	Reduce the complexity of the page or try adjusting the print-quality settings. If this problem occurs frequently, add memory to the device.

Print job is extremely slow.

Cause	Solution
You are printing a PDF or PostScript (PS) file but are using a PCL device driver.	Try using the PS device driver rather than the PCL device driver. (You can usually do this from a software program.)
In the device driver, **Optimize for:** is set to cardstock, heavy, rough, or bond paper.	In the device driver, set the type to plain paper (see Control print jobs).
	NOTE If you change the setting to plain paper, the print job will print faster. However, if you are using heavy media, for best results leave the device driver set to heavy even though printing might be slower.

Print job prints on both sides of the paper.

Cause	Solution
The device is set for duplexing.	See Open the printer drivers to change the setting, or see the online Help.

Print job contains only one page but the device processes the back side of the page as well (the page comes part of the way out, and then goes back into the device).

Cause	Solution
The device is set for duplexing. Even if the print job contains only one page, the device also processes the back side.	See Open the printer drivers to change the setting, or see the online Help.

Pages print, but are totally blank.

Cause	Solution
The sealing tape might still be on the print cartridge.	Remove the print cartridge and pull out the sealing tape. Reinstall the print cartridge.
The file might have blank pages.	Check the file to make sure that it does not contain blank pages.

The device prints, but the text is wrong, garbled, or incomplete.

Cause	Solution
The device cable is loose or defective.	Disconnect the device cable and reconnect it. Try a print job that you know works. If possible, attach the cable and device to another computer and try a print job that you know works. Finally, try a new cable.
The device is on a network or sharing device and is not receiving a clear signal.	Disconnect the device from the network and use USB cable to attach it directly to a computer. Print a job that you know works.

The device prints, but the text is wrong, garbled, or incomplete.

Cause	Solution
The wrong driver was selected in the software.	Check the software device selection menu to make sure that an HP LaserJet M5025 or HP LaserJet M5035 device is selected.
The software program is malfunctioning.	Try printing a job from another program.

The device does not respond when you select Print in the software.

Cause	Solution
The device is out of media.	Add media.
The device might be in the manual-feed mode.	Change the device from manual-feed mode.
The cable between the computer and the device is not connected correctly.	Disconnect and reconnect the cable.
The device cable is defective.	If possible, attach the cable to another computer and print a job that you know works. You might also try using a different cable.
The wrong device was selected in the software.	Check the software device selection menu to make sure that an HP LaserJet M5025 or HP LaserJet M5035 device is selected.
The device might have a jam.	Clear any jams, paying careful attention to the duplexer area (if your model has a duplexer). See Clear jams.
The software for the device is not configured for the device port.	Check the software device selection menu to make sure that it is using the correct port. If the computer has more than one port, make sure that the device is attached to the correct one.
The device is on a network and is not receiving a signal.	Disconnect the device from the network and use a parallel or USB cable to attach it directly to a computer. Reinstall the printing software. Print a job that you know works. Clear any stopped jobs from the print queue.
The device is not receiving power.	If no lights are on, check the power cord connections. Check the power switch. Check the power source.
The device is malfunctioning.	Check the control-panel display for messages and lights to determine if the device is indicating an error. Note any message and see Control-panel messages.

Control-panel message types

Four types of control-panel messages can indicate the status of or problems with the device.

Message type	Description
Status messages	Status messages reflect the current state of the device. They inform you of normal device operation and require no interaction to clear them. They change as the state of the device changes. Whenever the device is ready, not busy, and has no pending warning messages, the status message **Ready** appears if the device is online.
Warning messages	Warning messages inform you of data and print errors. These messages typically alternate with the **Ready** or status messages and remain until you touch OK. Some warning messages are clearable. If **Clearable Warnings** is set to **Job** on the device Device Behavior menu, the next print job clears these messages.
Error messages	Error messages communicate that some action must be performed, such as adding paper or clearing a jam.
	Some error messages are auto-continuable. If **Auto Continue** is set on the menus, the device will continue normal operation after an auto-continuable error message appears for 10 seconds.
	NOTE Pressing any button during the 10-second auto-continuable error message overrides the auto-continue feature, and the button function takes precedence. For example, pressing the Stop button pauses printing and offers the option to cancel the print job.
Critical-error messages	Critical error messages inform you of a device failure. Some of these messages can be cleared by turning the device off and then on. These messages are not affected by the **Auto Continue** setting. If a critical error persists, service is required.

Control-panel messages

Table 11-1 Control-panel messages

Control panel message	Description	Recommended action
10.32.00 - Unauthorized Supply	A supply has been installed that does not pass the authentication test for genuine HP supplies.	If you believe you purchased a genuine HP supply, visit us at www.hp.com/go/anticounterfeit. Any repair required as a result of using non-HP supplies or unauthorized supplies are not covered under warranty. HP cannot ensure the accuracy or the availability of certain features. To continue printing, touch **OK**.
10.XX.YY Supply memory error	The device cannot read or write to the print cartridge e-label, or the e-label is missing from the print cartridge.	Reinstall the print cartridge, or install a new HP print cartridge.
11.XX - Internal clock error To continue touch OK	The device real time clock has experienced an error.	Whenever the device is turned off and then turned on again, set the time and date at the control panel. See Time/Scheduling menu. If the error persists, you might need to replace the formatter.
13.XX.YY - Jam in Tray 1	Media is jammed in tray 1.	Remove the jammed media from tray 1. Follow the instructions in the onscreen dialog box, or see Clear jams from the tray 1 input area.
13.XX.YY - Jam in Tray X	Media is jammed in the specified tray.	Follow the instructions in the onscreen dialog box, or see Clear jams from the input areas of trays 2 and 3 or Clear jams from the input areas of optional trays.
13.XX.YY - Jam inside duplexer	Media is jammed in the duplexer.	Follow the instructions in the onscreen dialog box, or see Clear jams from the optional duplexer.
13.XX.YY - Jam inside left door	Media is jammed inside the left door.	Follow the instructions in the onscreen dialog box, or see Clear jams from the stapler/stacker.
13.XX.YY - Jam inside lower-left door	Media is jammed inside the lower-left door.	Follow the instructions in the onscreen dialog box, or see Clear jams from the output path.
13.XX.YY - Jam inside lower-right door	Media is jammed inside the lower-right door.	Follow the instructions in the onscreen dialog box, or see Clear jams from the input areas of optional trays.
13.XX.YY - Jam inside middle-right door	Media is jammed inside the middle-right door.	Follow the instructions in the onscreen dialog box, or see Clear jams from the input areas of trays 2 and 3.
13.XX.YY - Jam inside upper-right door	Media is jammed inside the upper-right door.	Follow the instructions in the onscreen dialog box, or see Clear jams from the print-cartridge area.
13.XX.YY - Paper wrapped around fuser	A jam has occurred because paper has wrapped around the fuser.	Follow the instructions in the onscreen dialog box.
13.XX.YY - Stapler jam inside stapler door	A jam has occurred inside the stapler door.	Follow the instructions in the onscreen dialog box, or see Clear staple jams.

Table 11-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
20 Insufficient memory To continue touch OK	The device received more data than can fit in the available memory. You might have tried to transfer too many macros, soft fonts, or complex graphics.	Touch OK to print the transferred data (some data might be lost), and then simplify the print job or install additional memory.
21 Page too complex To continue touch OK	The page formatting process was not fast enough for the device.	Touch OK to print the transferred data. (Some data might be lost.) If this message appears often, simplify the print job.
22 EIO <X> buffer overflow To continue touch OK	Too much data was sent to the EIO card in the specified slot (X). An incorrect communications protocol might be in use.	Touch OK to print the transferred data. (Some data might be lost.)
		Check the host configuration. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.)
22 Embedded I/O buffer overflow To continue touch OK	Too much data was sent to the embedded HP Jetdirect print server.	Touch OK to print the transferred data. (Some data might be lost.)
22 USB I/O buffer overflow To continue touch OK	Too much data was sent to the USB buffer.	Touch OK to clear the error message. (Data will be lost.)
30.1.YY Scanner failure	An error has occurred in the scanner.	Turn the device off and then on.
		Make sure the scanner lock is in the unlocked position.
		If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.)
40 Bad serial transmission To continue touch OK	A serial data error (parity, framing, or line overrun) occurred as data was being sent by the computer.	Touch OK to clear the error message. (Data will be lost.)
40 EIO <X> bad transmission To continue touch OK	The connection between the device and the EIO card in the specified slot has been broken.	Touch OK to clear the error message and continue printing.
40 Embedded I/O bad transmission To continue touch OK	A temporary printing error has occurred.	Turn the device off, and then turn the device on.
		If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or www.hp.com/go/M5025_software or www.hp.com/go/M5035_software.)
41.3 - Load tray <XX> To use another tray, touch OK	The specified tray does not contain the specified media size.	Touch OK to use a tray that contains media of the correct size.
41.3 - Load tray <XX>: <Type>, <Size>	The specified tray is loaded with media that is longer or shorter in the feed direction than the size configured for the tray.	Touch OK to display **Tray <X> Size**. Reconfigure the size in a tray so that the device will use a tray that is loaded with the size of media required for the print job. If the message does not clear automatically from the control-panel display, turn the device off, and then turn the device on.

Table 11-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
41.X Error To continue touch OK	A temporary printing error occurred.	Touch OK to clear the error. If the error is not cleared, turn the device off, and then turn the device on. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.)
49.XXXXX ERROR To continue turn off then on	A critical firmware error has occurred.	Turn the device off, and then turn the device on. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.)
50.X FUSER ERROR To continue turn off then on	A fuser error has occurred.	Turn the device off, and then turn the device on. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.)
51.XY ERROR To continue turn off then on	A temporary printing error has occurred.	Turn the device off, and then turn the device on. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.)
52.XY ERROR To continue turn off then on	A temporary printing error has occurred.	Turn the device off, and then turn the device on. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.)
53.XY.ZZ CHECK RAM DIMM SLOT <X> To continue turn off then on	A problem exists with the device memory. The DIMM that caused the error will not be used.	You might need to reinstall or replace the DIMM. Turn the device off, and then replace the DIMM. See Installing printer memory. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.)
54.XX ERROR	A temporary printing error has occurred.	Turn the device off, and then turn the device on. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/

Table 11-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
		support/M5025mfp or www.hp.com/support/ M5035mfp.)
55.XX.YY DC CONTROLLER ERROR To continue turn off then on	The print engine is not communicating with the formatter.	Turn the device off, and then turn the device on.
		If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/ support/M5025mfp or www.hp.com/support/ M5035mfp.)
56.XX ERROR To continue turn off then on	A temporary printing error has occurred.	Turn the device off, and then turn the device on.
		If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/ support/M5025mfp or www.hp.com/support/ M5035mfp.)
57.X ERROR To continue turn off then on	A temporary printing error has occurred.	Turn the device off, and then turn the device on.
		If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/ support/M5025mfp or www.hp.com/support/ M5035mfp.)
58.XX ERROR To continue turn off then on	A temporary printing error has occurred.	Turn the device off, and then turn the device on.
		If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/ support/M5025mfp or www.hp.com/support/ M5035mfp.)
59.XY ERROR To continue turn off then on	A temporary printing error has occurred.	Turn the device off, and then turn the device on.
		If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/ support/M5025mfp or www.hp.com/support/ M5035mfp.)
62 NO SYSTEM To continue turn off then on	A problem exists with the device firmware.	Turn the device off, and then turn the device on.
		If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/ support/M5025mfp or www.hp.com/support/ M5035mfp.)
64 ERROR To continue turn off then on	A scan buffer error occurred.	Turn the device off, and then turn the device on.
		If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/

Table 11-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
		support/M5025mfp or www.hp.com/support/M5035mfp.)
68.X Permanent storage full	The device NVRAM is full. Some settings saved in the NVRAM might have been reset to the factory defaults. Printing can continue, but some unexpected functions might occur if an error occurred in permanent storage.	Touch OK to clear the message. If the message is not cleared, turn the device off, and then turn the device on. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.)
68.X Permanent storage write fail	The device NVRAM is failing to write. Printing can continue, but some unexpected functions might occur if an error occurred in permanent storage.	Touch OK to clear the message. If the message is not cleared, turn the device off, and then turn the device on. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.)
68.X Storage error settings changed To continue touch OK	One or more device settings are invalid and have been reset to the factory-default settings. Printing can continue, but some unexpected functions might occur if an error occurred in permanent storage.	Touch OK to clear the message. If the message is not cleared, turn the device off, and then turn the device on. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.)
69.X ERROR To continue turn off then on	A temporary printing error occurred.	Turn the device off, and then turn the device on. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.)
79.XXXX ERROR To continue turn off then on	A critical hardware error occurred.	Turn the device off, and then turn the device on. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.)
8X.YYYY EIO ERROR To continue turn off then on	The EIO accessory card has encountered a critical error, as specified by **YYYY**.	Try the following actions to clear the message. 1. Turn the device off, and then turn the device on. 2. Turn the device off, reinstall the EIO accessory, and then turn the device on. 3. Replace the EIO accessory.

Table 11-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
8X.YYYY EMBEDDED JETDIRECT ERROR To continue turn off then on	The embedded HP Jetdirect print server has encountered a critical error, as specified by **YYYY**.	Turn the device off, and then turn the device on. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.)
Access denied menus locked	The control panel function that you are trying to use has been locked to prevent unauthorized access.	Contact the network administrator.
Action not currently available for Tray <X> Tray size cannot be any size/any custom	A duplexed (2-sided) document was requested from a tray that is set to **Any size** or **Any custom**. Duplexing is not allowed from a tray configured to **Any size** or **Any custom**.	Select another tray or reconfigure the tray.
Authentication Required	Authentication has been enabled for this feature or destination. A username and password are required.	Type the user name and password, or contact the network administrator.
Authentication Required To Use This Feature	A user name and password are required.	Type the user name and password, or contact the network administrator.
Bad duplexer connection	The duplex printing accessory is not connected correctly to the device.	Remove and reinstall the duplexer. If the message persists contact an HP-authorized service or support provider. See the HP support flyer, or go to www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.
Chosen personality not available To continue touch OK	A print job requested a language (personality) that is not available for this device. The job will not print and will be cleared from memory.	Print the job by using a printer driver for a different printer language, or add the requested language to the device (if possible). To see a list of available personalities, print a configuration page. See Use information pages.
Digital send communication error	An error has occurred during a digital send task.	Contact the network administrator.
Document feeder cover open	The document feeder (ADF) cover is open.	Close the document feeder (ADF) cover. Follow the instructions in the onscreen dialog box.
Document feeder empty	The document feeder (ADF) does not contain paper.	Load paper in the document feeder (ADF) input tray.
Document feeder paper jam	Media is jammed in the document feeder (ADF).	Follow the instructions in the onscreen dialog box. See Clear jams from the automatic document feeder (ADF).
Document feeder pick error	The document feeder (ADF) experienced an error while picking media.	Make sure that your original contains no more than 50 pages. Follow the instructions in the onscreen dialog box.
E-mail Gateway did not accept the job because the attachment was too large.	The scanned documents have exceeded the size limit of the server.	Send the job again using a lower resolution, smaller file size setting, or fewer pages. See Use the embedded Web server to learn how to reduce the size of the attachment. Contact the network administrator to enable

Table 11-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
		sending the scanned documents by using multiple e-mails.
E-mail Gateway did not respond. Job failed.	A gateway has exceeded the time out value.	Validate the SMTP IP address. See Solve e-mail problems.
E-mail Gateway rejected the job because of the addressing information. Job failed.	One or more of the e-mail addresses is incorrect.	Send the job again with the correct addresses.
Error executing Digital Send job. Job failed.	A digital send job has failed and cannot be delivered.	Try to send the job again.
Folder list is full. To add a folder, you must first delete a folder.	The device limits the number of folders that can be established.	Delete an unused folder to add a new folder.
HP digital sending: delivery error	A digital send job has failed and cannot be delivered.	Send the job again.
Insert or close tray <XX>	The specified tray is missing or open.	Insert or close the specified tray to continue.
Install black cartridge	The print cartridge has been removed or has been installed incorrectly.	Replace or reinstall the print cartridge correctly to continue printing.
Insufficient memory to load fonts/data <device> To continue touch OK	The device does not have enough memory to load the data (for example, fonts or macros) from the location specified.	Touch OK to continue without this information. If the message persists, add more memory.
Jam in document feeder	Media is jammed in the document feeder (ADF).	Remove jammed media from the document feeder (ADF). Follow the instructions in the onscreen dialog box, or see Clear jams from the automatic document feeder (ADF). If the message persists after all jams have been cleared, a sensor might be stuck or broken. Contact an HP-authorized service or support provider. See the HP support flyer, or go to www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.
LDAP server is not responding. Contact administrator.	The LDAP server has exceeded the time out value for an address request.	Verify the LDAP server address. See Solve e-mail problems. Contact the network administrator.
Load Tray 1: <type>, <size>	The tray is empty or configured for a different size than the size requested.	Follow the instructions in the onscreen dialog box.
Manually feed: <type>, <size>	The specified job requires manual feed from tray 1.	Load the requested media into tray 1. To override the message, touch OK to use a type and size of media that is available in another tray.
Network connection required for digital sending. Contact administrator.	A digital-sending feature has been configured, but a network connection is not detected.	Verify the network connection. See Solve network printing problems. Contact the network administrator.
Non HP supply installed Economode disabled	A non-HP supply or a refilled HP supply has been installed.	Follow the instructions in the onscreen dialog box.
Novell Login Required	Novell authentication has been enabled for this destination.	Enter Novell network credentials to access the copy and fax features.
Order black cartridge	The number of pages remaining for the print cartridge has reached the low threshold. The	Touch OK to continue printing until the print cartridge is out of toner.

Table 11-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
	device was set to stop printing when a supply needs to be ordered.	To order a new print cartridge, see Order parts, accessories, and supplies.
Order staple cartridge	Fewer than 20 staples remain in the staple cartridge. Printing can continue.	Order a new staple cartridge. See Order parts, accessories, and supplies.
Output bin <X> full	The specified output bin is full, and printing cannot continue.	Empty the bin to continue printing.
Output paper path open	The stapler door is open and must be closed before printing can continue.	Make sure the staple cartridge is snapped into position and that the stapler door is closed.
Password or name is incorrect. Please enter correct login.	The user name or password was typed incorrectly.	Retype the user name and password.
PIN is incorrect. Please enter a 4-digit PIN.	The PIN format is incorrect.	Type the 4-digit PIN.
PIN is incorrect. Please re-enter PIN.	The PIN was typed incorrectly.	Retype the PIN.
Please turn device off and install hard disk.	The requested job requires a hard disk, but the device does not have a hard disk installed.	Turn the device off and install a hard disk.
Reinsert duplexer	The duplexer has been removed and must be reinstalled.	Reinsert the duplexer in the device.
Replace black cartridge	The print cartridge is out of toner. Printing cannot continue because damage to the device might result. 📝 **NOTE** Depending on how the device is configured, this message might appear when it is time to order a new print cartridge. In this case, the message indicates that you can touch **OK** to continue printing.	Replace the print cartridge. See Change the print cartridge.
Replace black cartridge To continue touch OK	The print cartridge is out of toner.	Replace the print cartridge. (See Change the print cartridge.)
Replace staple cartridge	The stapler is out of staples.	Replace the staple cartridge. Load staples. For information about ordering a new staple cartridge, see Order parts, accessories, and supplies.
Resend stapler/stacker firmware	A problem occurred while updating the firmware for the stapler/stacker.	Send the upgrade again.
Sanitizing disk <X>% complete Do not power off	The hard disk is being cleaned.	Contact the network administrator.
Scan failure Press Start to rescan	The scan was unsuccessful and the document needs to be rescanned.	If necessary, reposition the document to rescan it, and then press Start.
SMTP gateway not responding	The SMTP gateway has exceeded a time out value.	Verify the e-mail server address. See Solve e-mail problems. Contact the network administrator.
The digital sending service at <IP Address> does not service this MFP. Contact administrator.	The device cannot communicate with the specified IP address.	Verify the IP address. Contact the network administrator.

Table 11-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
The digital sending service must be upgraded to support this version of the MFP firmware. Contact administrator.	The digital sending service is not supported by the device firmware version that is currently installed.	Check the firmware version. Contact the network administrator.
The folder you have entered is not a valid folder.	The folder name was entered incorrectly, or the folder does not exist.	Re-enter the folder name correctly, or add the folder.
Too many pages in job to staple	The maximum number of sheets the stapler can staple is 30.	For print jobs that have more than 30 pages, staple them manually.
Unable to connect	A network connection is not detected.	Verify the network connection. Contact the network administrator.
Unable to copy	The device was unable to copy the document. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.)	To temporarily hide this message in order to fax or send to e-mail, touch Hide.
Unable to send	A network connection is not detected.	Verify the network connection. Contact the network administrator.
Unable to send fax. Please check fax configuration.	The device is unable to send a fax job.	Contact the network administrator.
Unable to send job	The device is unable to send a job.	To temporarily hide this message in order to send e-mail, touch Hide. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.)
Unable to store job	The device is unable to store a job.	To temporarily hide this message in order to fax or send to e-mail, touch Hide. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.)
User name or password is incorrect. Please re-enter.	The user name or password was typed incorrectly.	Retype the user name and password.
User name, job name, or PIN is missing.	One or more of the required items has not been selected or typed.	Select the correct user name and job name, and type the correct PIN.

Common causes of jams

The device is jammed.

Cause	Solution
The media does not meet specifications.	Use only media that meets HP specifications. See Media and trays.
A component is installed incorrectly.	Verify that the print cartridge is correctly installed.
You are using media that has already passed through a device or copier.	Do not use media that has been previously printed on or copied.
An input tray is loaded incorrectly.	Remove any excess media from the input tray. Make sure that the stack is below the maximum stack height mark in the tray. See Load media into the input trays.
The media is skewed.	The input-tray guides are not adjusted correctly. Adjust them so they hold the stack firmly in place without bending it.
The media is binding or sticking together.	Remove the media, flex it, rotate it 180°, or flip it over. Reload the media into the input tray.
The media is removed before it settles into the output bin.	Reset the device. Wait until the page completely settles in the output bin before removing it.
During two-sided printing, you removed the paper before the second side of the document was printed.	Reset the device and print the document again. Wait until the page completely settles in the output bin before removing it.
The media is in poor condition.	Replace the media.
The internal tray rollers are not picking up the media.	If the media is heavier than 163 g/m^2 (43 lb), it might not be picked from the tray.
The media has rough or jagged edges.	Replace the media.
The media is perforated or embossed.	Perforated or embossed media does not separate easily. Feed single sheets from tray 1.
Device supply items have reached the end of their useful life.	Check the device control panel for messages prompting you to replace supplies, or print a supplies status page to verify the remaining life of the supplies. See Use information pages.
Paper was not stored correctly.	Replace the paper in the trays. Paper should be stored in the original packaging in a controlled environment.
Not all device packing material was removed.	Verify that the packing tape, cardboard, and plastic shipping locks have been removed from the device.

[1] If the device still continues to jam, contact HP Customer Support or your authorized HP service provider.

Jam locations

Use this illustration to troubleshoot jams in the device. For instructions about clearing jams, see Clear jams.
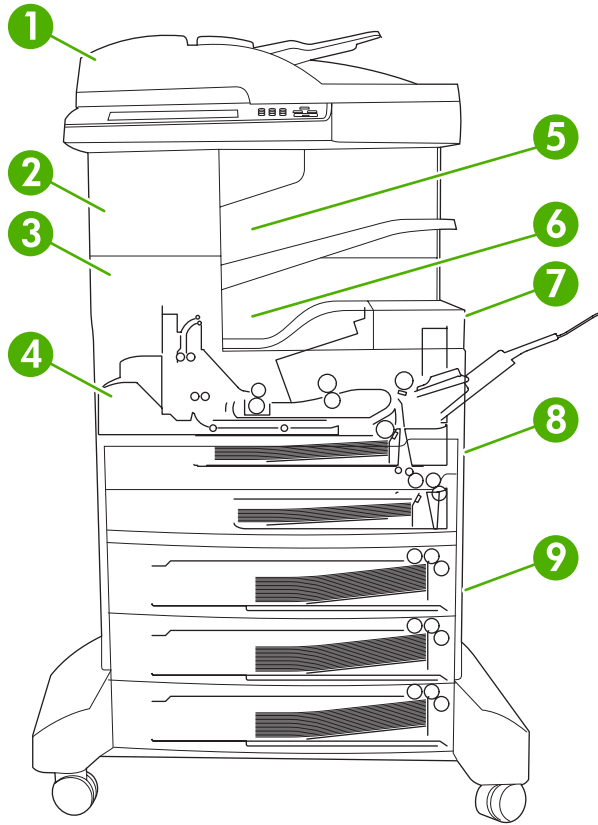
1	ADF	See Clear jams from the automatic document feeder (ADF).
2	Stapler/stacker	See Clear jams from the stapler/stacker for media jams or see Clear staple jams for staple jams.
3	Output path	See Clear jams from the output path.
4	Duplex path (for two-sided printing)	See Clear jams from the optional duplexer.
5	Stapler/stacker output bin	See Clear jams from the stapler/stacker.
6	Output bin	See Clear jams from the output path.
7	Print cartridge	See Clear jams from the print-cartridge area.
8	Input trays	See Clear jams from the tray 1 input area and Clear jams from the input areas of trays 2 and 3.
9	Optional input trays	See Clear jams from the input areas of optional trays.

Jam recovery

The device has a jam-recovery feature that determines if the device will reprint jammed pages after the jam is cleared.

- **Auto** instructs the device to automatically turn jam recovery on when sufficient device memory.

- **Off** instructs the device not to attempt to reprint jammed pages. This setting helps conserve device memory.

- **On** instructs the device to reprint any page that was involved in a paper jam after the jam has been cleared.

> **NOTE** During the recovery process, the device might reprint pages that were printed before the jam occurred. Be sure to remove any duplicated pages.

To improve print speed and increase memory resources, you might want to disable the jam recovery.

Turn off jam recovery

1. From the Home screen, touch Administration.

2. Touch Device Behavior.

3. Touch Warning/Error Behavior.

4. Touch Jam Recovery.

5. Touch Off.

6. Touch Save.

Clear jams

When clearing jams, be very careful not to tear the media. If a small piece of media remains in the device, it could cause additional jams.

Clear jams from the automatic document feeder (ADF)

Occasionally, media becomes jammed during a fax, copy, or scan job. When this happens, the control-panel message **Jam in document feeder** alerts you to the jam. To clear the jam, follow the instructions on the onscreen dialog box or follow the steps below.

1. Open the ADF cover.
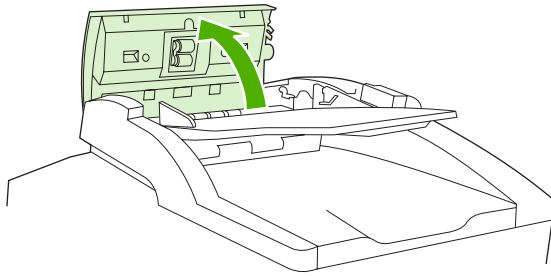
2. If you were copying two-sided documents, lift the green lever to open the reversing unit, and then remove any media from inside the reversing unit.
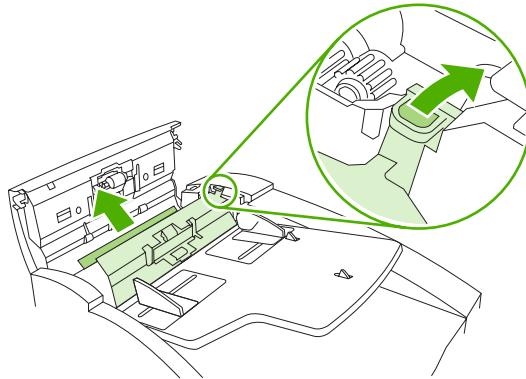
3. Gently try to remove the page without tearing it. Also pull paper from the ADF output bin. If you feel resistance, go to the next step.
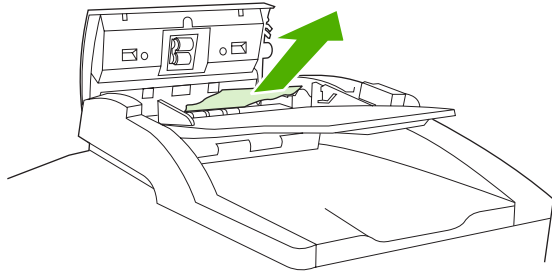
4. Turn the green wheel to advance the media out of the ADF.
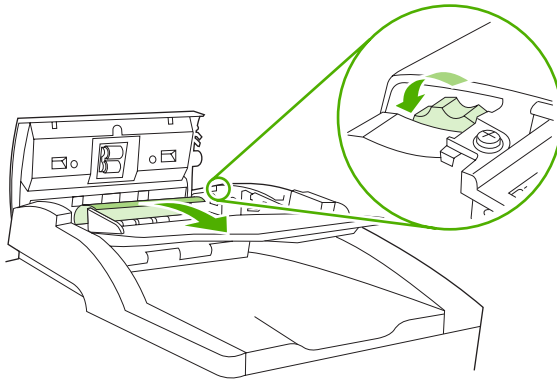
5. Close the ADF cover. If you were not able to remove all of the jammed media, continue to the next step.
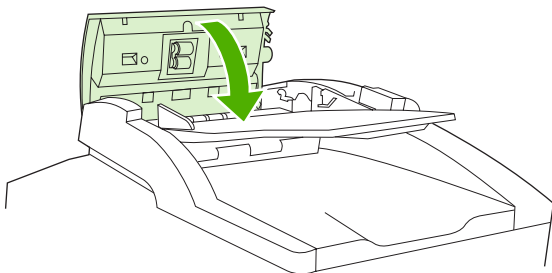
6. Open the ADF lid and gently loosen the media by using both hands.
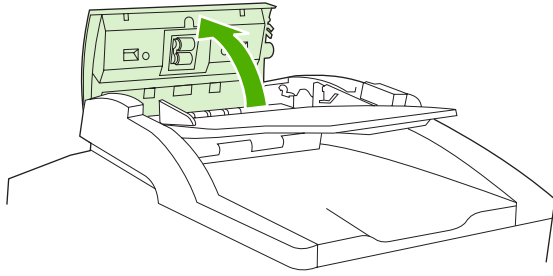
7. When the media is free, gently pull it out in the direction shown.
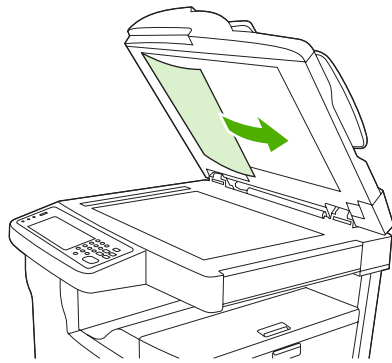
8. Close the lid to the flatbed scanner.
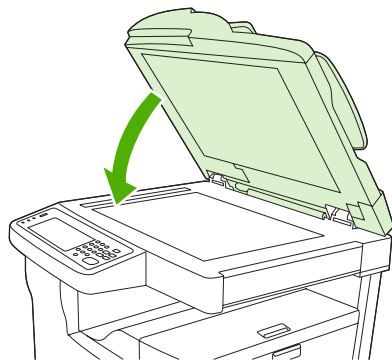
Clear jams from the stapler/stacker

The control-panel message **13.XX.YY Jam inside left door** on the HP LaserJet M5035XS MFP alerts you to a jam in the stapler/stacker. To clear the jam, follow the instructions on the onscreen dialog box or follow the steps below.

1. If the most of the jammed media is visible exiting the device into the stapler/stacker output bin, grasp both sides of the media and slowly pull the media out of the device.
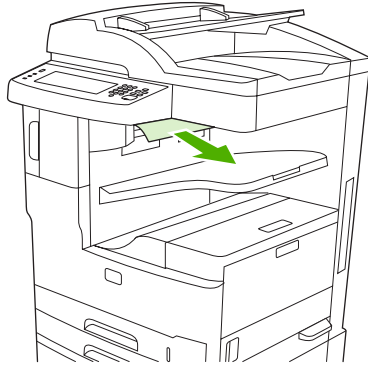
NOTE If media is jammed in the stapler/stacker, but most of the media is still inside the device, it is better to remove it through upper-left door.

2. Open the upper-left door.

3. Press the green bar to release any jammed media and look for jammed media inside the device.

4. Grasp both sides of the media, and slowly pull the media out of the device.

5. Close the upper-left door door. Make sure that both sides of the door snap into place.
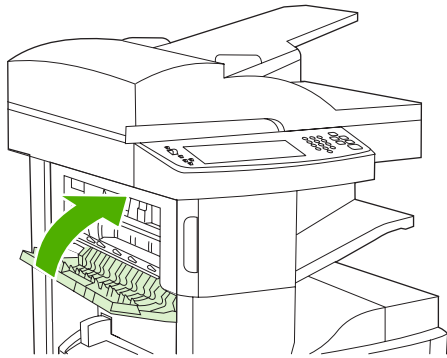
If a jam message persists, there is still media in the device. Look for media in other locations.

Clear jams from the output path

To clear jams in output path, follow the instructions on the onscreen dialog box or follow the steps below. The following control-panel messages alert you to jams in the output path:

- **13.XX.YY Jam inside left door** (HP LaserJet M5025 MFP, HP LaserJet M5035 MFP, and HP LaserJet M5035X MFP)

- **13.XX.YY Jam inside lower-left door** (HP LaserJet M5035XS MFP)

1. If the most of the jammed media is visible exiting the device into the output bin, grasp both sides of the media and slowly pull the media out of the device.
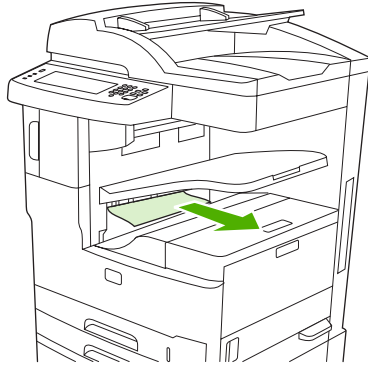
> **NOTE** If media is jammed in the output bin, but most of the media is still inside the device, it is better to remove it through jam-access door.

2. Open the jam-access door.
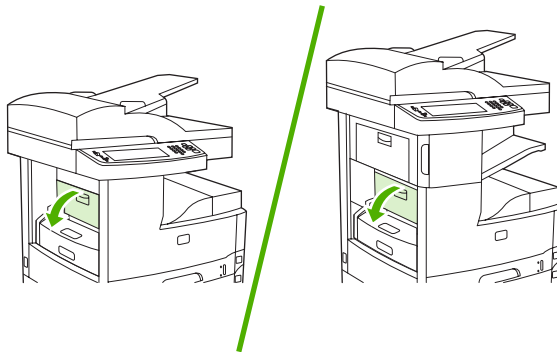
3. Grasp both sides of the media, and slowly pull the media out of the device. (There might be loose toner on the media. Be careful not to spill it on yourself or into the device.)
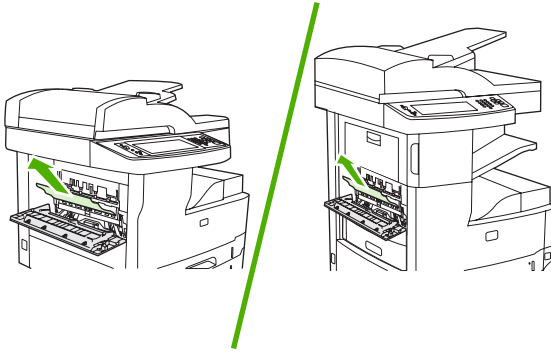
> **NOTE** If media is difficult to remove, try opening the upper-right door and removing the print cartridge to release pressure on the media.

4. Close the jam access door.
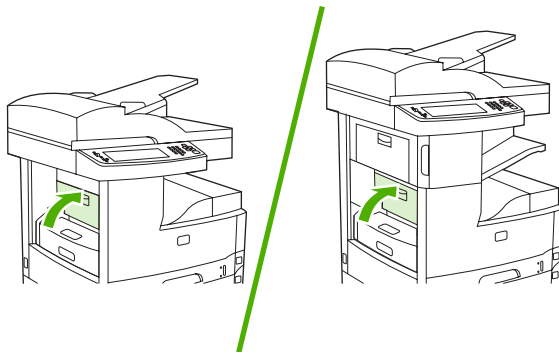
If a jam message persists, there is still media in the device. Look for media in other locations.

Clear jams from the optional duplexer

The control-panel message **13.XX.YY Jam inside duplexer** alerts you to a jam in the optional duplexer. To clear the jam, follow the instructions on the onscreen dialog box or follow the steps below.

1. Remove the duplexer.
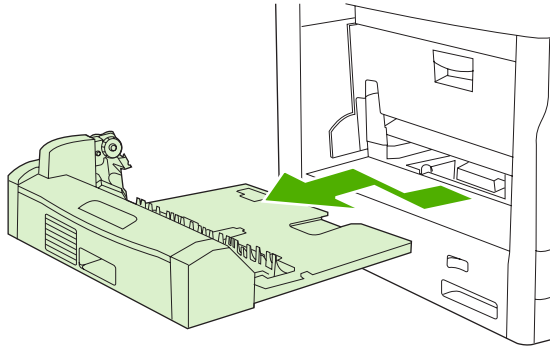
2. Remove any media from the duplexer.
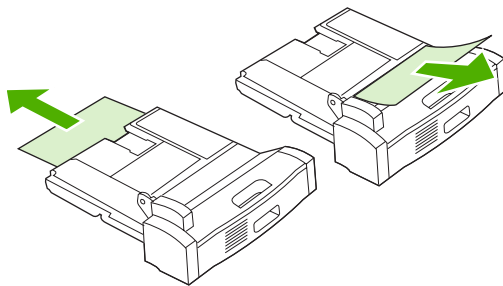
3. Reinstall the duplexer.
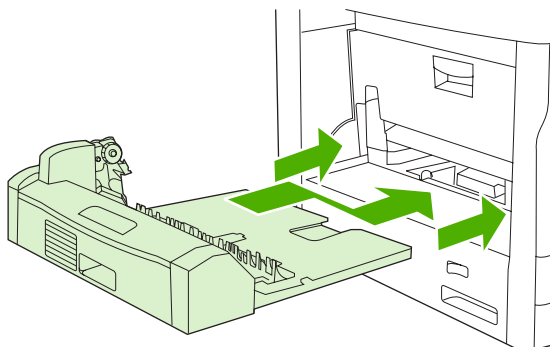
Clear jams from the print-cartridge area

The control-panel message **13.XX.YY Jam inside upper-right door** alerts you to a jam in the print-cartridge area. To clear the jam, follow the instructions on the onscreen dialog box or follow the steps below.

1. Open the jam access door.
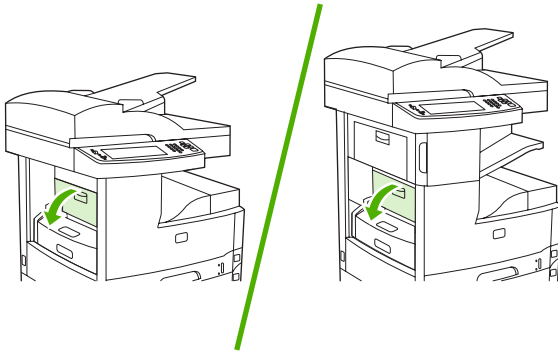
2. Open the upper-right door and remove the print cartridge.
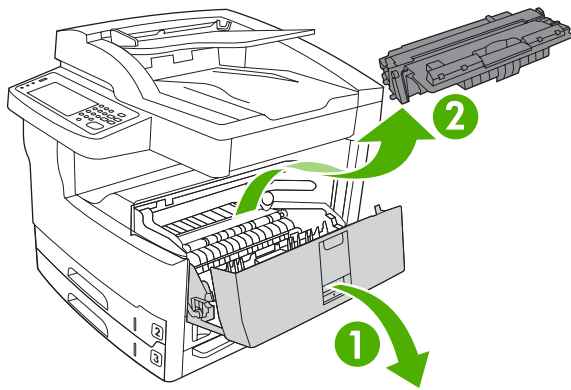
> ⚠ **CAUTION**   To prevent damage to the print cartridge, do not expose it to light for more than a few minutes.

3. Lift the metal plate inside the device.
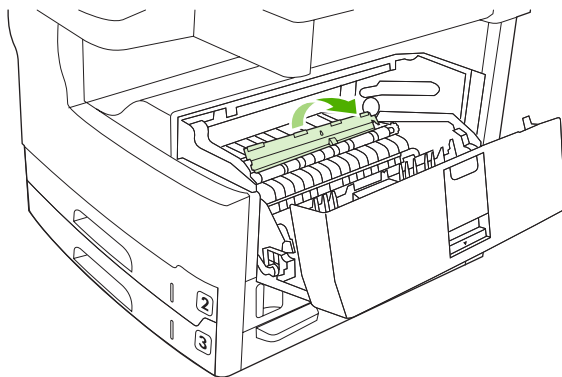
4. Slowly pull the media out of the device. Be careful to not tear the media.
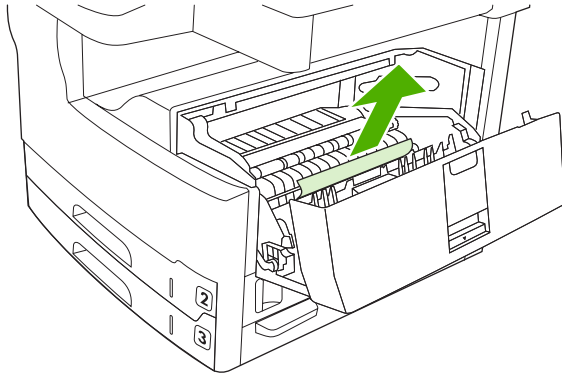
> ⚠️ **CAUTION** Avoid spilling loose toner. Use a dry, lint-free cloth, to clean any toner that might have fallen into the device. If loose toner falls into the device, it might cause temporary problems with print quality. Loose toner should clear from the paper path after a few pages are printed. If toner gets on your clothing, wipe it off with a dry cloth and wash clothing in cold water. (Hot water sets toner into fabric.)

5. Replace the print cartridge, and then close the upper-right door.
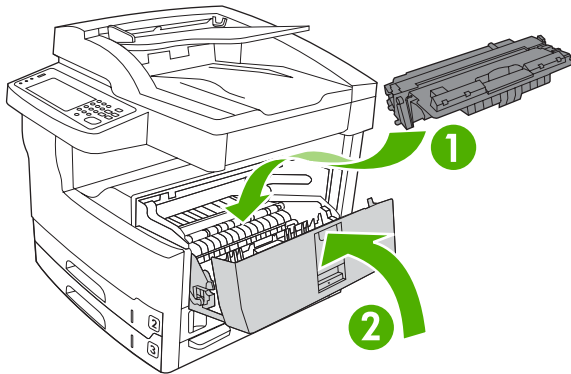
6. Close the jam access door.
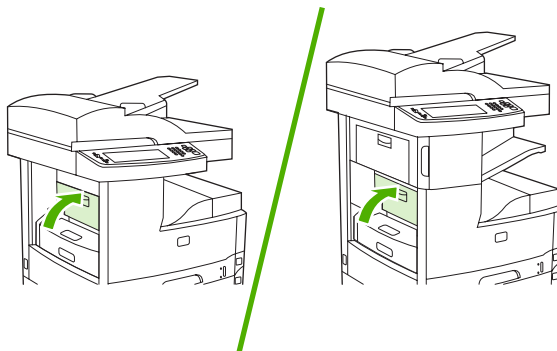
If a jam message persists, there is still media in the device. Look for media in other locations.

Clear jams from the input-tray areas

Clear jams from the tray 1 input area

The control-panel message **13.XX.YY Jam in Tray 1** alerts you to a jam in the tray 1 input area. To clear the jam, follow the instructions on the onscreen dialog box or follow the steps below.

1. If the edge of the media is visible in the feed area, slowly pull it out of the device.

2. If the edge of the media is not visible, remove media from tray 1 and see Clear jams from the print-cartridge area.

Clear jams from the input areas of trays 2 and 3

To clear jams in tray 2 and tray 3, follow the instructions on the onscreen dialog box or follow the steps below. The following control-panel messages alert you to jams in trays 2 and 3:

- **13.XX.YY Jam in Tray 2**

- **13.XX.YY Jam in Tray 3**

- **Jam inside lower-left door** (HP LaserJet M5025 MFP and HP LaserJet M5035 MFP)

- **Jam inside middle-left door** (HP LaserJet M5035X MFP and HP LaserJet M5035XS MFP)

1. Open the right-side access door. If the jammed page is visible, gently pull it out of the device.
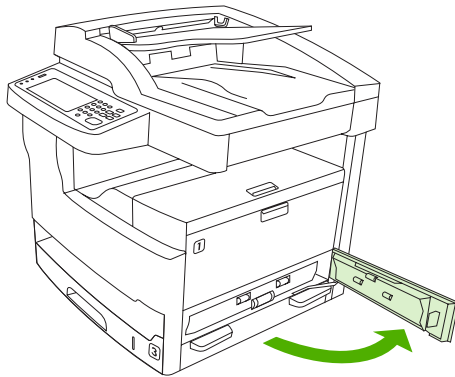
2. If you were not able to clear the jam by using the door, slide the tray out of the device, and remove any damaged paper from the tray.
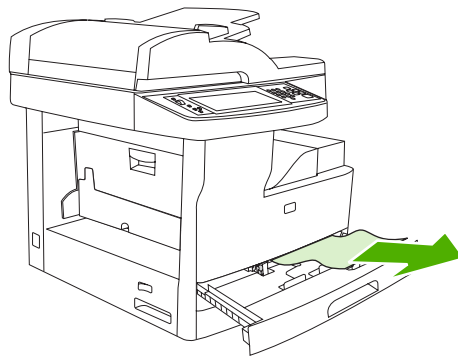
3. If the edge of the paper is visible in the feed area, slowly pull the paper toward the left side and then out of the device.
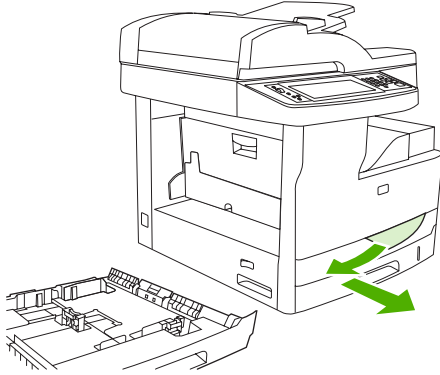
NOTE Do not force the paper if it will not move easily. If the paper is stuck in a tray, try removing it through the tray above (if applicable) or through the print-cartridge area.

4. Close the door and slide the tray back into the device.
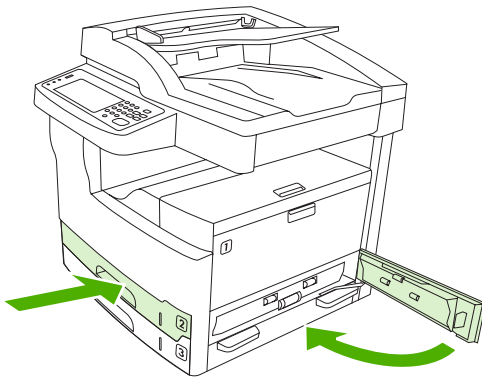
NOTE Before replacing the tray, make sure the paper is flat in the tray at all four corners and below the tabs on the guides.

NOTE If you were not able to clear the jam from the input area, paper might be jammed in the print-cartridge area. See Clear jams from the print-cartridge area.

If a jam message persists, there is still media in the device. Look for media in other locations.

Clear jams from the input areas of optional trays

To clear jams in optional trays, follow the instructions on the onscreen dialog box or follow the steps below. The following control-panel messages alert you to jams in optional trays:

- **13.XX.YY Jam in Tray 4** (HP LaserJet M5035X MFP and HP LaserJet M5035XS MFP)

- **13.XX.YY Jam in Tray 5** (HP LaserJet M5035XS MFP)

- **13.XX.YY Jam in Tray 6** (HP LaserJet M5035XS MFP)

- **Jam inside middle-left door** (HP LaserJet M5035X MFP and HP LaserJet M5035XS MFP)

- **Jam inside lower-left door** (HP LaserJet M5035X MFP and HP LaserJet M5035XS MFP)

1. Open the right-side access door. If the jam is in tray 5 or tray 6, also open the lower-right access door. If the jammed page is visible, gently pull it out of the device.
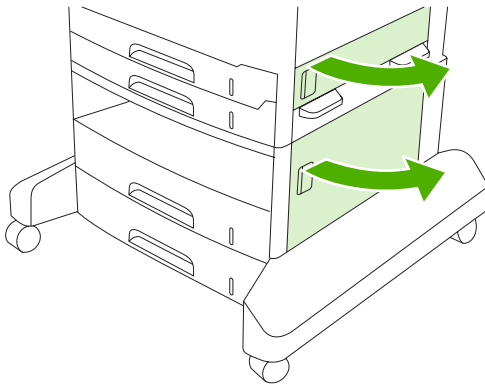
2. If you were not able to clear the jam by using the doors, slide the tray out of the device, and remove any damaged paper from the tray.
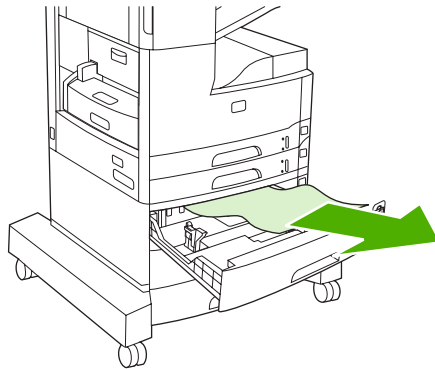
3. If the edge of the paper is visible in the feed area, slowly pull the paper toward the left side and out of the device.
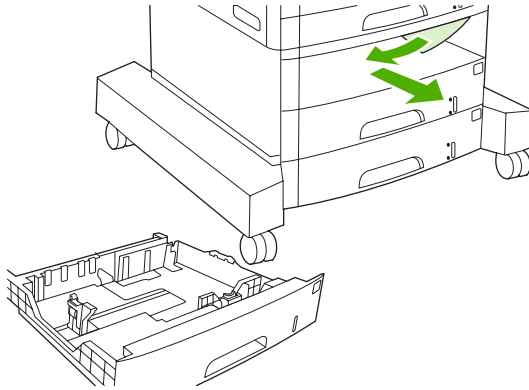
NOTE Do not force the paper if it will not move easily. If the paper is stuck in a tray, try removing it through the tray above (if applicable) or through the upper, right door.

4. Close the doors and slide the tray back into the device.
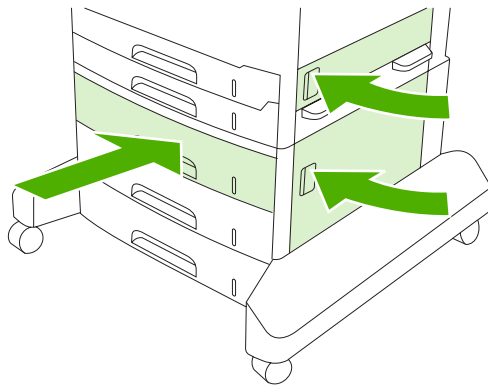
NOTE Before replacing the tray, make sure the paper is flat in the tray at all four corners and below the tabs on the guides.

NOTE If you were not able to clear the jam from the input area, paper might be jammed in the print-cartridge area. See Clear jams from the print-cartridge area.

If a jam message persists, there is still media in the device. Look for media in other locations.

Solve repeated jams

If jams occur frequently, try the following actions:

- Check all the jam locations. A piece of media might be stuck somewhere in the device.

- Check that media is correctly loaded in the trays, that the trays are correctly adjusted for the loaded media size, and that the trays are not overfilled.

- Check that all trays and paper-handling accessories are completely inserted into the device. (If a tray is open during a print job, a jam might occur.)

- Check that all covers and doors are closed. (If a cover or door is open during a print job, a jam might occur.)

- The sheets might be sticking together. Try bending the stack to separate each sheet. Do not fan the stack.

- If you are printing from tray 1, try feeding fewer sheets of media at a time.

- If you are printing small sizes (such as index cards), make sure that the media is oriented correctly in the tray.

- Turn over the media stack in the tray. Also, try rotating the stack 180°.

- Try rotating media to feed through the device from a different orientation.

- Check the media quality. Do *not* use damaged or irregular media.

- Use only media that meets HP specifications. See Media and trays.

- Do not use media that has already been used in a printer or copier. Do not print on both sides of envelopes, transparencies, vellum, or labels.

- Do not use media with staples or media that has had the staple removed. Staples can damage the device and can void warranty.

- Make sure that the power supplied to the device is steady and meets specifications. See Specifications.

- Clean the device. See Clean the device.

- Contact an HP-authorized service or support provider to perform routine maintenance. See the support flyer that was included with the device, or see HP Customer Care.

Clear staple jams

To reduce the risk of staple jams, make sure that you staple 30 or fewer pages of media (80 g/m^2 or 20 lb) at a time.

The control-panel message **13.XX.YY Stapler jam inside stapler door** on the HP LaserJet M5035XS MFP alerts you to a staple jam. To clear the jam, follow the instructions on the onscreen dialog box or follow the steps below.

1. Open the stapler door.
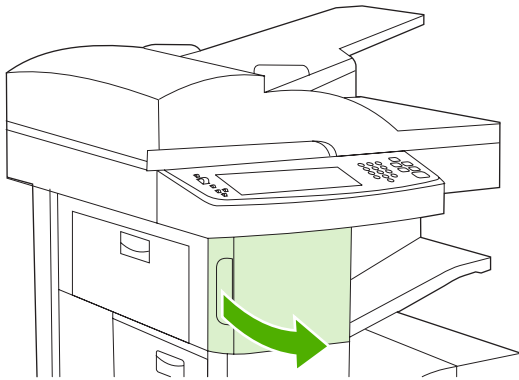
2. Lift up the green handle on the staple cartridge to dislodge it and then pull the cartridge out of the device.
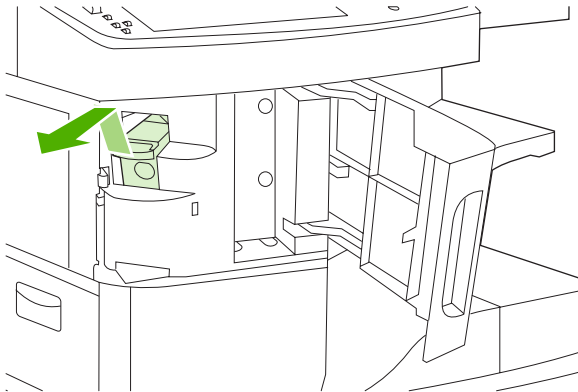
3. Clear any loose staples from the stapler and from the staple cassette.
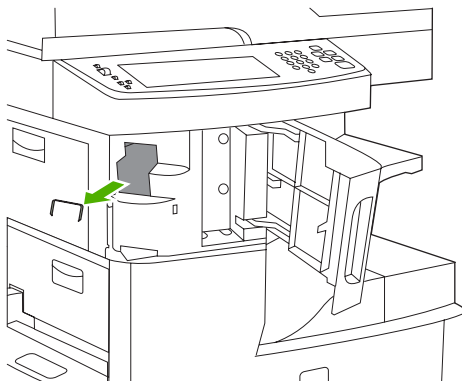
4. Lift up on the small lever at the back of the staple cartridge.
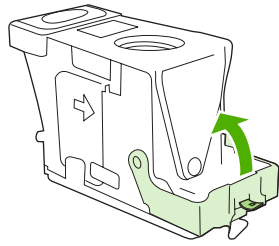
5. Remove the staples that protrude from the staple cartridge.
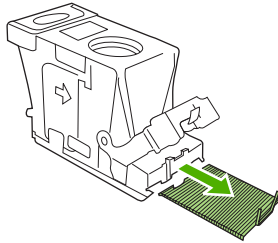
6. Close the lever at the back of the staple cartridge. Be sure that it snaps into place.
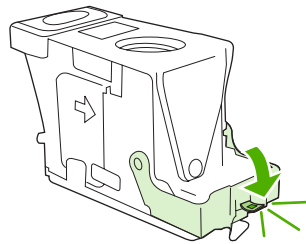
7. Insert the staple cartridge into the opening inside the stapler door and then press the green handle down.
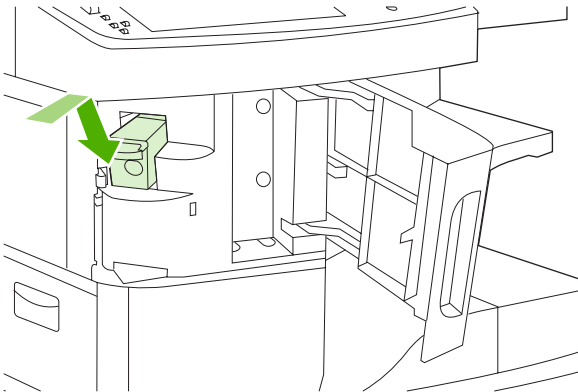
8. Close the stapler door.
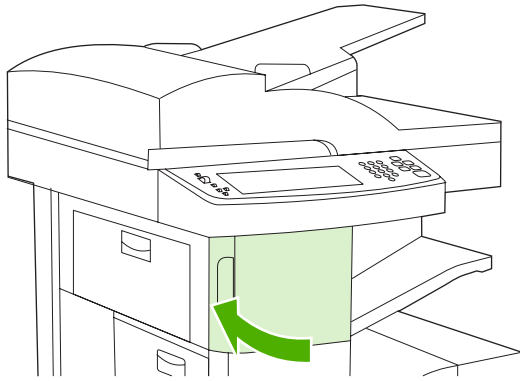
9. Test the stapler by printing or copying a staple job.

Repeat steps these steps, if necessary.

Solve print-quality problems

This section helps you define print-quality problems and what to do to correct them. Often print-quality problems can be handled easily by making sure that the device is correctly maintained, using print media that meets HP specifications, or running a cleaning page.

Print-quality problems associated with media

Some print-quality problems arise from the use of inappropriate media.

- Use media that meets HP specifications. See Media and trays.

- The surface of the media is too smooth. Use media that meets HP specifications. See Media and trays.

- The moisture content is uneven, too high, or too low. Use media from a different source or from an unopened ream.

- Some areas of the media reject toner. Use media from a different source or from an unopened ream.

- The letterhead you are using is printed on rough media. Use a smoother, xerographic media. If this solves your problem, ask the supplier of your letterhead to use media that meets the specifications for this device. See Media and trays.

- The media is excessively rough. Use a smoother, xerographic media.

- The driver setting is incorrect. To change the media type setting, see Control print jobs.

- The media that you are using is too heavy for the media type setting that you selected, and the toner is not fusing to the media.

Print-quality problems associated with the environment

If the device is operating in excessively humid or dry conditions, verify that the printing environment is within specifications. See Operating environment.

Print-quality problems associated with jams

Make sure that all sheets are cleared from the paper path. See Clear jams.

- If the device recently jammed, print two to three pages to clean the device.

- If the sheets do not pass through the fuser and cause image defects on subsequent documents, print three pages to clean the device. If the problem persists, print and process a cleaning page. See Clean the device.

Image defect examples

Use the examples in this image-defect table to determine which print-quality problem you are experiencing, and then see the corresponding reference pages to resolve the problem. These examples identify the most common print-quality problems. If you still have problems after trying the suggested remedies, contact HP Customer Support.
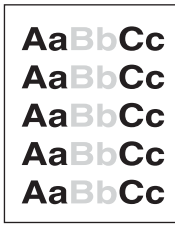
See Light print (partial page)	See Light print (entire page)	See Specks	See Specks	See Dropouts
See Dropouts	See Dropouts	See Lines	See Gray background	See Toner smear
See Loose toner	See Repeating defects	See Repeating image	See Misformed characters	See Page skew
See Curl or wave	See Wrinkles or creases	See Vertical white lines	See Tire tracks	See White spots on black
See Scattered lines .	See Blurred print .	See Random image repetition (dark)	See Random image repetition (light)	
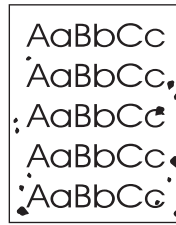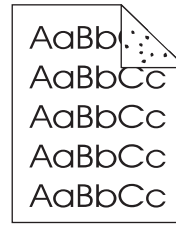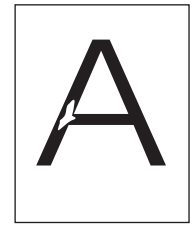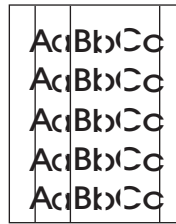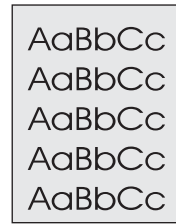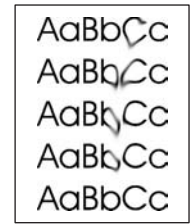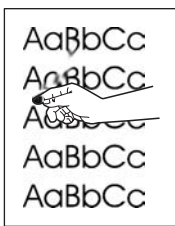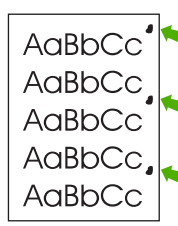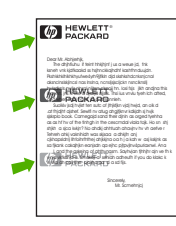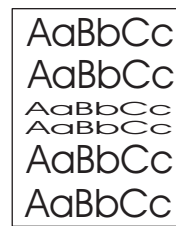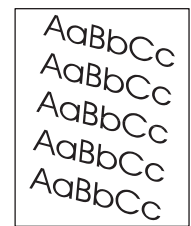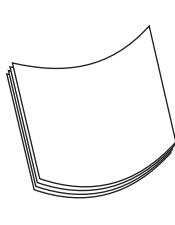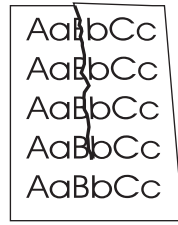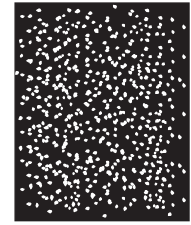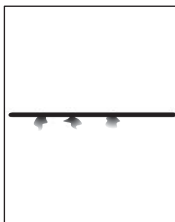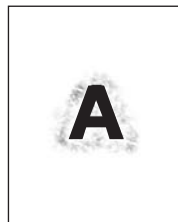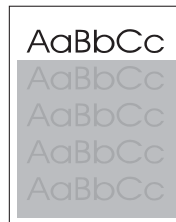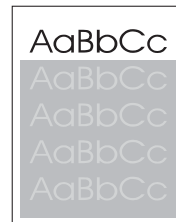
Light print (partial page)

AaBbCc
AaBbCc
AaBbCc
AaBbCc
AaBbCc
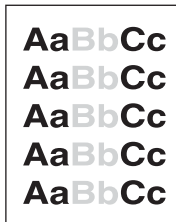
1. Make sure that the print cartridge is fully installed.

2. The toner level in the print cartridge might be low. Replace the print cartridge.

3. The media might not meet HP specifications (for example, the media is too moist or too rough). See Media and trays.

Light print (entire page)

AaBbCc
AaBbCc
AaBbCc
AaBbCc
AaBbCc

1. Make sure that the print cartridge is fully installed.

2. Make sure that the Economode setting is turned off at the control panel and in the printer driver.

3. Open the Aministration menu at the device control panel. Open the Print Quality menu and increase the Toner Density setting. See Print Quality menu.

4. Try using a different type of media.

5. The print cartridge might be almost empty. Replace the print cartridge.

Specks

Specks might appear on a page after a jam has been cleared.

1. Print a few more pages to see if the problem corrects itself.

2. Clean the inside of the device and run a cleaning page. See Clean the device.

3. Try using a different type of media.

4. Check the print cartridge for leaks. If the print cartridge is leaking, replace it.

Dropouts

1. Make sure that the environmental specifications for the device are being met. See Operating environment.

2. If the media is rough, and the toner easily rubs off, open the Administration menu at the device control panel. Open the Print Quality menu, select Fuser Modes, and then select the media type you are using. See Print Quality menu.

3. Try using a smoother media.

Lines
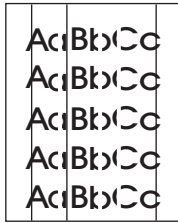
AaBbCc
AaBbCc
AaBbCc
AaBbCc
AaBbCc

1. Print a few more pages to see if the problem corrects itself.

2. Clean the inside of the device and run a cleaning page. See Clean the device.

3. Replace the print cartridge.

Gray background

AaBbCc
AaBbCc
AaBbCc
AaBbCc
AaBbCc

1. Do not use media that has already been run through the device.

2. Try using a different type of media.

3. Print a few more pages to see if the problem corrects itself.

4. Turn over the stack in the tray. Also, try rotating the stack 180°.

5. Open the Administration menu at the device control panel. On the Print Quality menu, increase the Toner Density setting. See Print Quality menu.

6. Make sure that the environmental specifications for the device are being met. See Operating environment.

7. Replace the print cartridge.

Toner smear

AaBbCc
AaBbCc
AaBbCc
AaBbCc
AaBbCc

1. Print a few more pages to see if the problem corrects itself.

2. Try using a different type of media.

3. Make sure that the environmental specifications for the device are being met. See Operating environment.

4. Clean the inside of the device and run a cleaning page. See Clean the device.

5. Replace the print cartridge.

Also see Loose toner .

Loose toner

AaBbCc
AaBbCc
AaBbCc
AaBbCc
AaBbCc
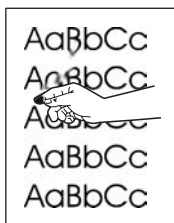
Loose toner, in this context, is defined as toner that can be rubbed off the page.

1. If media is heavy or rough, open the Administration menu at the device control panel. On the Print Quality submenu, select Fuser Modes, and then select the media type you are using.

2. If you have observed a rougher texture on one side of your media, try printing on the smoother side.

3. Make sure that the environmental specifications for the device are being met. See Operating environment.

4. Make sure that type and quality of the media you are using meet HP specifications. See Media and trays.

Repeating defects
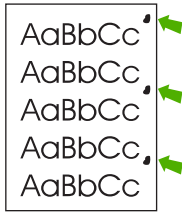
1. Print a few more pages to see if the problem corrects itself.

2. If the distance between defects is 47 mm (1.9 in), 62 mm (2.4 in), or 96 mm (3.8 in), the print cartridge might need to be replaced.

3. Clean the inside of the device and run a cleaning page. See Clean the device.)

Also see Repeating image.

Repeating image

This type of defect might occur when using preprinted forms or a large quantity of narrow media.

1. Print a few more pages to see if the problem corrects itself.

2. Make sure that type and quality of the media you are using meet HP specifications. See Media and trays.

3. If the distance between defects is 47 mm (1.9 in), 62 mm (2.4 in), or 96 mm (3.8 in), the print cartridge might need to be replaced.

Misformed characters
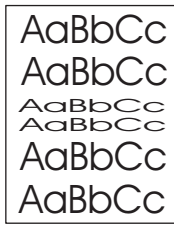
1. Print a few more pages to see if the problem corrects itself.

2. Make sure that the environmental specifications for the device are being met. See Operating environment.

Page skew
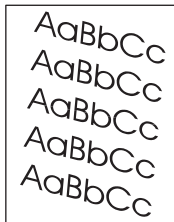
1. Print a few more pages to see if the problem corrects itself.

2. Verify that no torn pieces of media are inside the device.

3. Make sure that media is loaded correctly and that all adjustments have been made. See Load media into the input trays. Make sure that the guides in the tray are not too tight or too loose against the media.

4. Turn over the stack in the tray. Also, try rotating the stack 180°.

5. Make sure that the type and quality of the media you are using meet HP specifications. See Media and trays.

6. Make sure that the environmental specifications for the device are being met. (See Operating environment.)

7. Perform a tray alignment by opening the Administration menu at the device control panel. On the Print Quality submenu, touch Set Registration. Choose a tray under Source and then run a test page. For more information, see Print Quality menu.

Curl or wave
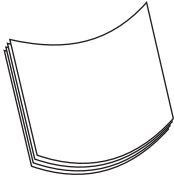
1. Turn over the stack in the tray. Also, try rotating the stack 180°.

2. Make sure that the type and quality of the media you are using meet HP specifications. (See Media and trays.)

3. Make sure that the environmental specifications for the device are being met. (See Operating environment.)

4. Try printing to a different output bin.

5. If media is lightweight and smooth, open the Administration menu at the device control panel. On the Print Quality submenu, touch Fuser Modes, and then select the media type you are using. Change the setting to Low, which helps reduce the heat in the fusing process.

Wrinkles or creases
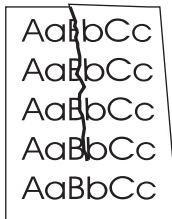
1. Print a few more pages to see if the problem corrects itself.

2. Make sure that the environmental specifications for the device are being met. See Operating environment.

3. Turn over the stack in the tray. Also, try rotating the stack 180°.

4. Make sure that media is loaded correctly and all adjustments have been made. See Load media into the input trays.

5. Make sure that the type and quality of the media you are using meet HP specifications. See Media and trays.

6. If envelopes are creasing, try storing envelopes so that they lie flat.

If the above actions do not improve wrinkles or creases, open the Administration menu at the device control panel. On the Print Quality submenu, select Fuser Modes, and then select the media type you are using. Change the setting to Low, which helps reduce the heat in the fusing process.

Vertical white lines
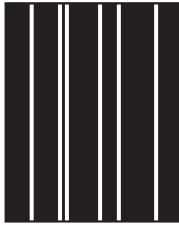
1. Print a few more pages to see if the problem corrects itself.

2. Make sure that the type and quality of the media you are using meet HP specifications. See Media and trays.

3. Replace the print cartridge.

Tire tracks
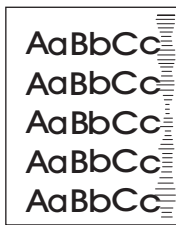
This defect typically occurs when the print cartridge has far exceeded its rated life. For example, if you are printing a very large quantity of pages with very little toner coverage.

1. Replace the print cartridge.

2. Reduce the number of pages that you print with very low toner coverage.

White spots on black

1. Print a few more pages to see if the problem corrects itself.

2. Make sure that the type and quality of the media you are using meet HP specifications. See Media and trays.

3. Make sure that the environmental specifications for the device are being met. See Operating environment.

4. Replace the print cartridge.

Scattered lines
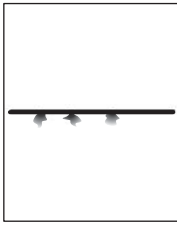
1. Make sure that the type and quality of the media you are using meet HP specifications. See Media and trays.

2. Make sure that the environmental specifications for the device are being met. See Operating environment.

3. Turn over the stack in the tray. Also, try rotating the stack 180°.

4. Open the Administration menu at the device control panel. Open the Print Quality submenu and change the Toner Density setting. See Print Quality menu.

5. Open the Administration menu at the device control panel. On the Print Quality submenu, open Optimize and set Line Detail=On.

Blurred print
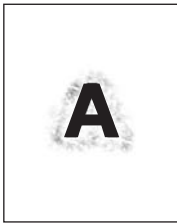
1. Make sure that the type and quality of the media you are using meet HP specifications. See Media and trays.

2. Make sure that the environmental specifications for the device are being met. See Operating environment.

3. Turn over the stack in the tray. Also, try rotating the stack 180°.

4. Do not use media that already has been run through the device.

5. Decrease the toner density. Open the Administration menu at the device control panel. Open the Print Quality submenu and change the Toner Density setting. See Print Quality menu.

6. Open the Administration menu at the device control panel. On the Print Quality submenu, open Optimize and set High Transfer=On. See Print Quality menu.

Random image repetition

If an image that appears at the top of the page (in solid black) repeats further down the page (in a gray field), the toner might not have been completely erased from the last job. (The repeated image might be lighter or darker than the field it appears in.)

- Change the tone (darkness) of the field that the repeated image appears in.

- Change the order in which the images are printed. For example, have the lighter image at the top of the page, and the darker image farther down the page.

- From your software program, rotate the whole page 180° to print the lighter image first.

- If the defect occurs later in a print job, turn the device off for 10 minutes, and then turn it on to restart the print job.

Solve network printing problems

NOTE HP recommends using the device CD to install and set up the device on a network.

- Print a configuration page (see Use information pages). If an HP Jetdirect print server is installed, printing a configuration page also prints a second page that shows the network settings and status.

- See the *HP Jetdirect Embedded Print Server Administrator's Guide* on the device CD for help and for more information about the Jetdirect configuration page. To open the guide, run the CD, click **Printer Documentation**, click **HP Jetdirect Guide**, and then click **Troubleshooting the HP Jetdirect Print Server**.

- Try printing the job from another computer.

- To verify that a device works with a computer, use a USB cable to connect it directly to a computer, and then reinstall the printing software. Print a document from a program that has printed correctly in the past. If this works, a problem with the network might exist.

- Contact a network administrator for assistance.

Solve fax problems

Solve sending problems

Faxes quit during sending.

Cause	Solution
The fax machine to which you are sending might be malfunctioning.	Send the fax to another fax machine.
Your telephone line might not be working.	Disconnect the fax cable from the telephone jack, and then connect a telephone. Make a phone call to ensure that the telephone line is working.

The device fax is receiving faxes but is not sending them.

Cause	Solution
If the device is on a PBX system, the PBX system might be generating a dial tone that the fax cannot detect.	Disable the detect dial tone setting. See the fax guide for information about changing the setting.
There might be a poor telephone connection.	Resend the fax later.
The fax machine to which you are sending might be malfunctioning.	Send the fax to another fax machine.
Your telephone line might not be working.	Disconnect the fax cable from the telephone jack, and then connect a telephone. Make a phone call to ensure that the telephone line is working.

Outgoing fax calls keep dialing.

Cause	Solution
The fax automatically redials a fax number if either the Redial on Busy feature or the Redial on No Answer feature is enabled.	Disable the Redial on Busy and Redial on No Answer features. See the fax guide for information about changing the settings.

Faxes you send are not arriving at the receiving fax machine.

Cause	Solution
The receiving fax machine might be turned off or might have an error condition, such as being out of paper.	Call the recipient to make sure that the fax machine is turned on and ready to receive faxes.
A fax might be stored in memory because it is waiting to redial a busy number, or there are other jobs ahead of it waiting to be sent.	If a fax job is in memory for either of these reasons, an entry for the job appears in the fax log. Print the fax activity log (see the fax guide), and check the **Result** column for jobs with a **Pending** designation.

Solve receiving problems

Incoming fax calls are not being answered by the fax (no fax detected).

Cause	Solution
The rings-to-answer setting might not be set correctly.	Check the rings-to-answer setting. See the fax guide for information about changing the setting.
The telephone cord might not be connected properly, or the telephone cord is not working.	Check the installation. Make sure you are using the telephone cord that came with the device.
The telephone line might not be working.	Disconnect the fax cable from the telephone jack, and then connect a telephone. Make a phone call to ensure that the telephone line is working.
A voice-messaging service might be interfering with the ability to answer calls.	Do one of the following: ● Discontinue the messaging service. ● Get a telephone line dedicated to fax calls. ● Decrease the rings-to-answer setting for the fax to a number less than the rings-to-answer for the voice mail. See the fax guide for information about changing the setting.

Faxes are transmitting or being received very slowly.

Cause	Solution
You might be sending or receiving a very complex fax, such as one with many graphics.	Complex faxes take longer to be sent or received.
The receiving fax machine might have a slow modem speed.	The device fax only sends the fax at the fastest modem speed the receiving fax machine can use.
The resolution at which the fax was sent or is being received is very high. A higher resolution typically results in better quality, but also requires a longer transmission time.	If you are receiving the fax, call and ask the sender to decrease the resolution and resend the fax. If you are sending, decrease the resolution or change the Page Content mode setting. See the fax guide for information about changing the settings.
A poor telephone-line connection is forcing the device fax and the sending or receiving fax machine to slow down the transmission to adjust for errors.	Cancel and resend the fax. Have the telephone company check the telephone line.

Faxes are not printing at the device.

Cause	Solution
There is no media in the input trays.	Load media. Any faxes received while the input trays are empty are stored and will print after the trays have been refilled.
The Schedule Printing of Faxes mode is enabled. Faxes will not print until it is disabled	Disable the Schedule Printing of Faxes mode. See the fax guide for information about changing the setting.
The device toner level is low, or it has run out of toner. The device stops printing as soon as it is low on toner or runs out of toner. Any faxes received are stored in memory and are printed after the toner has been replaced.	Replace the print cartridge.

Solve copy problems

Prevent copy problems

The following are a few simple steps you can take to improve copy quality:

● Copy from the flatbed scanner. This will produce a higher quality copy than copying from the automatic document feeder (ADF).

● Use quality originals.

● Load the media correctly. If the media is loaded incorrectly, it might skew, causing unclear images and problems with the OCR program. See Load media into the input trays for instructions.

● Use or make a carrier sheet to protect your originals.
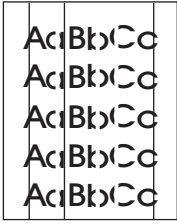
> **NOTE** Verify that the media meets HP specifications. If the media meets HP specifications, recurring feed problems indicate the pickup roller or separation pad is worn. Contact HP Customer Care. See HP Customer Care or the flyer that came in the device box.

Image problems

Problem	Cause	Solution
Images are missing or faded.	The print-cartridge toner-level might be low.	Replace the print cartridge. See Change the print cartridge.
	The original might be of poor quality.	If your original is too light or damaged, the copy might not be able to compensate, even if you adjust the darkness. If possible, find an original document in better condition.
	The original might have a colored background.	Touch Copy, and then touch Image Adjustment. Adjust the Background Cleanup slider to the right to decrease the background.
Vertical white or faded stripes appear on the copy. AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	The media might not meet HP specifications.	Use media that meets HP specifications. See Media and trays.
	The print-cartridge toner-level might be low.	Replace the print cartridge. See Change the print cartridge.

Problem	Cause	Solution
Unwanted lines appear on the copy.	Tray 1 or tray 2 might not be installed correctly.	Verify that the tray is in place.
	The flatbed scanner or the ADF glass might be dirty.	Clean the flatbed scanner or the ADF glass. See Clean the device.
	The photosensitive drum inside the print cartridge might have been scratched.	Install a new HP print cartridge. See Change the print cartridge.
Black dots or streaks appear on the copy.	Ink, glue, correction fluid, or an unwanted substance might be on the automatic document feeder (ADF) or flatbed scanner.	Clean the device. See Clean the device.
Copies are too light or dark.	The darkness setting needs to be adjusted.	Touch Copy, and then touch Image Adjustment. Adjust the Darkness slider to lighten or darken the image.
Text is unclear.	The sharpness setting needs to be adjusted. The image should be optimized for text.	To adjust the sharpness, touch Copy, and then touch Image Adjustment. Adjust the Sharpness slider to the right to increase the sharpness. To optimize the image for text, touch Copy and then touch Optimize Text/Picture. Select Text.

Media-handling problems

Problem	Cause	Solution
Poor print quality or toner adhesion	The paper is too moist, too rough, too heavy or too smooth, or it is embossed or from a faulty paper lot.	Try another kind of paper, between 100 and 250 Sheffield, 4 to 6% moisture content.
Dropouts, jamming, or curl	The paper has been stored incorrectly.	Store paper flat in its moisture-proof wrapping.
	The paper has variability from one side to the other.	Turn the paper over.
Excessive curl	The paper is too moist, has the wrong grain direction, or is of short-grain construction	Try changing the fuser mode (see Select the correct fuser mode or use long-grain paper.
	The paper varies from side-to-side.	Turn the paper over.
Jamming, damage to device	The paper has cutouts or perforations.	Use paper that is free of cutouts or perforations.

Problem	Cause	Solution
Problems with feeding	The paper has ragged edges.	Use high-quality paper that is made for laser printers.
	The paper varies from side-to-side.	Turn the paper over.
	The paper is too moist, too rough, too heavy or too smooth, has the wrong grain direction, or is of short-grain construction or it is embossed or from a faulty paper lot.	- Try another kind of paper, between 100 and 250 Sheffield, 4 to 6% moisture content. - Use long-grain paper.
Print is crooked or misaligned on the page.	The media guides might be incorrectly adjusted.	Remove all media from the input tray, straighten the stack, and then load the media in the input tray again. Adjust the media guides to the width and length of the media that you are using and try printing again.
	The scanner might require a calibration.	Perform a tray alignment and then calibrate the scanner. - Perform a tray alignment by opening the Administration menu at the device control panel. On the Print Quality submenu, touch Set Registration. Choose a tray under Source and then run a test page. For more information, see Print Quality menu. - See Calibrate the scanner for information about calibrating the scanner.
More than one sheet feeds at one time.	The media tray might be overloaded.	Remove some of the media from the tray. See Load media into the input trays.
	The media might be wrinkled, folded, or damaged.	Verify that the media is not wrinkled, folded, or damaged. Try printing on media from a new or different package.
The device does not pull media from a media tray.	The device might be in manual feed mode.	- If **Manual Feed** appears on the control-panel display, press **OK** to print the job. - Verify that the device is not in manual feed mode, and then print your job again.
	The pickup roller might be dirty or damaged.	Contact HP Customer Care. See HP Customer Care or the support flyer that came in the device box.
	The paper-length adjustment control in the tray is set at a length that is greater than the media size.	Adjust the paper-length adjustment control to the correct length.

Performance problems

Problem	Cause	Solution
No copy came out.	The input tray might be empty.	Load media in the device. See Load media into the input trays for more information.
	The original might have been loaded incorrectly.	Load the original correctly in the ADF or flatbed scanner. See Load media into the input trays.
Copies are blank.	The sealing tape might not have been removed from the print cartridge.	Remove the print cartridge from the device, pull out the sealing tape, and then reinstall the print cartridge.
	The original might have been loaded incorrectly.	Load the original correctly in the ADF or flatbed scanner. See Load media into the input trays.
	The media might not meet HP specifications.	Use media that meets HP specifications. See Media and trays.
	The print-cartridge toner-level might be low.	Replace the print cartridge. See Change the print cartridge.
The wrong original was copied.	The ADF might be loaded.	Make sure that the ADF is empty.
Copies are reduced in size.	The device software settings might be set to reduce the scanned image.	See the device software Help for more information about changing the settings.

Solve e-mail problems

If you are unable to send e-mails by using the digital-send feature, you might need to reconfigure the SMTP gateway address or the LDAP gateway address. Print a configuration page to find the current SMTP and LDAP gateway addresses. See <u>Use information pages</u>. Use the following procedures to check if the SMTP and LDAP gateway addresses are valid.

Validate the SMTP gateway address

NOTE This procedure is for Windows operating systems.

1. Open an MS-DOS command prompt: click **Start**, click **Run**, and then type `cmd`.

2. Type `telnet` followed by the SMTP gateway address and then the number 25, which is the port over which the MFP is communicating. For example, type `telnet 123.123.123.123 25` where "123.123.123.123" represents the SMTP gateway address.

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

4. If the SMTP gateway address is not valid, contact the network administrator.

Validate the LDAP gateway address

NOTE This procedure is for Windows operating systems.

1. Open Windows Explorer. In the address bar, type `LDAP://` immediately followed by the LDAP gateway address. For example, type `LDAP://12.12.12.12` where "12.12.12.12" represents the LDAP gateway address.

2. Press Enter. If the LDAP gateway address is valid, the **Find People** dialog box opens.

3. If the LDAP gateway address is not valid, contact the network administrator.

Solve common Windows problems

"General Protection FaultException OE"

"Spool32"

"Illegal Operation"

Cause	Solution
	Close all software programs, restart Windows, and try again.
	Select a different printer driver. If the device PCL 6 printer driver is selected, switch to the PCL 5 or HP postscript level 3 emulation printer driver, which can be done from a software program.
	Delete all temp files from the Temp subdirectory. Determine the name of the directory by opening the AUTOEXEC.BAT file and looking for the statement "Set Temp =". The name after this statement is the Temp directory. It is usually C:\TEMP by default, but can be redefined.
	See the Microsoft Windows documentation that came with the computer for more information about Windows error messages.

Solve common Macintosh problems

In addition to the problems that are listed in Solve general printing problems, this section lists problems that can occur when using Mac OS X.

📝 **NOTE** Setup for USB and IP printing is performed through the **Desktop Printer Utility**. The device will *not* appear in the Chooser.

The printer driver is not listed in the Print Center or Printer Setup Utility.

Cause	Solution
The device software might not have been installed or was installed incorrectly.	Make sure that the PPD is in the following hard drive folder: `Library/Printers/PPDs/Contents/Resources/<lang>.lproj`, where "<lang>" represents the two-letter language code for the language that you are using. If necessary, reinstall the software. See the getting started guide for instructions.
The Postscript Printer Description (PPD) file is corrupt.	Delete the PPD file from the following hard drive folder: `Library/Printers/PPDs/Contents/Resources/<lang>.lproj`, where "<lang>" represents the two-letter language code for the language that you are using. Reinstall the software. See the getting started guide for instructions.

The device name, IP address, or Rendezvous host name does not appear in the printer list in the Print Center or Printer Setup Utility.

Cause	Solution
The device might not be ready.	Make sure that the cables are connected correctly, the device is on, and the Ready light is on. If you are connecting through a USB or Ethernet hub, try connecting directly to the computer, or use a different port.
The wrong connection type might be selected.	Make sure that USB, IP Printing, or Rendezvous is selected, depending on the type of connection that exists between the device and the computer.
The wrong device name, IP address, or Rendezvous host name is being used.	Check the device name, IP address, or Rendezvous host name by printing a configuration page. See Use information pages. Verify that the name, IP address, or Rendezvous host name on the configuration page matches the device name, IP address, or Rendezvous host name in the Print Center or Printer Setup Utility.
The interface cable might be defective or of poor quality.	Replace the interface cable. Make sure to use a high-quality cable.

The printer driver does not automatically set up the selected device in the Print Center or Printer Setup Utility.

Cause	Solution
The device might not be ready.	Make sure that the cables are connected correctly, the device is on, and the Ready light is on. If you are connecting through a USB or Ethernet hub, try connecting directly to the computer or use a different port.
The device software might not have been installed or was installed incorrectly.	Make sure that the PPD file is in the following hard drive folder: `Library/Printers/PPDs/Contents/Resources/<lang>.lproj`, where "<lang>" represents the two-letter language

The printer driver does not automatically set up the selected device in the Print Center or Printer Setup Utility.

Cause	Solution
	code for the language that you are using. If necessary, reinstall the software. See the getting started guide for instructions.
The PPD file is corrupt.	Delete the PPD file from the following hard drive folder: `Library/ Printers/PPDs/Contents/Resources/<lang>.lproj`, where "<lang>" represents the two-letter language code for the language that you are using. Reinstall the software. See the getting started guide for instructions.
The device might not be ready.	Make sure that the cables are connected correctly, the device is on, and the Ready light is on. If you are connecting through a USB or Ethernet hub, try connecting directly to the computer or use a different port.
The interface cable might be defective or of poor quality.	Replace the interface cable. Make sure to use a high-quality cable.

A print job was not sent to the device that you wanted.

Cause	Solution
The print queue might be stopped.	Restart the print queue. Open **Print Monitor** and select **Start Jobs**.
The wrong device name or IP address is being used. Another device with the same or similar name, IP address, or Rendezvous host name might have received your print job.	Check the device name, IP address, or Rendezvous host name by printing a configuration page See Use information pages. Verify that the device name, IP address, or Rendezvous host name on the configuration page matches the device name, IP address, or Rendezvous host name in the Print Center or Printer Setup Utility.

An encapsulated PostScript (EPS) file does not print with the correct fonts.

Cause	Solution
This problem occurs with some programs.	● Try downloading the fonts that are contained in the EPS file to the device before printing. ● Send the file in ASCII format instead of binary encoding.

You are unable to print from a third-party USB card.

Cause	Solution
This error occurs when the software for USB printers is not installed.	When adding a third-party USB card, you might need the Apple USB Adapter Card Support software. The most current version of this software is available from the Apple Web site.

When connected with a USB cable, the device does not appear in the Print Center or Printer Setup Utility after the driver is selected.

Cause	Solution
This problem is caused by either a software or a hardware component.	**Software troubleshooting** ● Check that your Macintosh supports USB. ● Verify that your Macintosh operating system is Mac OS X version 10.2.8 or later. ● Ensure that your Macintosh has the appropriate USB software from Apple. **Hardware troubleshooting** ● Check that the device is turned on. ● Verify that the USB cable is connected correctly. ● Check that you are using the appropriate Hi-Speed USB 2.0 cable. ● Ensure that you do not have too many USB devices drawing power from the chain. Disconnect all of the devices from the chain, and connect the cable directly to the USB port on the host computer. ● Check to see if more than two nonpowered USB hubs are connected in a row on the chain. Disconnect all of the devices from the chain and connect the cable directly to the USB port on the host computer. **NOTE** The iMac keyboard is a nonpowered USB hub.

Solve Linux problems

For information about Linux problem solving, go to the HP Linux support Web site:
hp.sourceforge.net/.

Solve PostScript problems

The following situations are specific to the PostScript (PS) language and might occur when several printer languages are being used. Check the control-panel display for messages that might help resolve problems.

NOTE   To receive a printed or screen message when PS errors occur, open the **Print Options** dialog box and click the selection next to the PS Errors section that you want.

General problems

The job prints in Courier (the default typeface) instead of the typeface that you requested.

Cause	Solution
The requested typeface is not downloaded.	Download the font that you want and send the print job again. Verify the font type and location. Download the font to the device if applicable. See the software documentation for more information.

A legal page prints with clipped margins.

Cause	Solution
The print job was too complex.	You might need to print your job at 600 dpi, reduce the complexity of the page, or install more memory.

A PS error page prints.

Cause	Solution
The print job might not be a PS job.	Make sure that the print job is a PS job. See whether the software program expected a setup or PS header file to be sent to the device.

A Supplies and accessories

This section provides information about ordering parts, supplies, and accessories. Use only parts and accessories that are specifically designed for this device.

- Order parts, accessories, and supplies

- Part numbers

Order parts, accessories, and supplies

Several methods are available for ordering parts, supplies, and accessories:

- Order directly from HP
- Order through service or support providers
- Order directly through the embedded Web server (for printers that are connected to a network)
- Order directly through the HP Easy Printer Care software

Order directly from HP

You can obtain the following items directly from HP:

- **Replacement parts:** To order replacement parts in the U.S., go to http://www.hp.com/go/hpparts. Outside the United States, order parts by contacting your local authorized HP service center.

- **Supplies and accessories:** To order supplies in the U.S., go to http://www.hp.com/go/ljsupplies. To order supplies worldwide, go to http://www.hp.com/ghp/buyonline.html. To order accessories, go to www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.

Order through service or support providers

To order a part or accessory, contact an HP-authorized service or support provider.

Order directly through the embedded Web server (for printers that are connected to a network)

Use the following steps to order printing supplies directly through the embedded Web server.

1. In the Web browser on the computer, type the IP address or host name of the device. The status window opens.

2. In the **Other links** area, double-click **Order Supplies**. This provides a URL for a site from which you can purchase consumables.

3. Select the part numbers that you want to order, and follow the instructions on the screen.

Order directly through the HP Easy Printer Care software

HP Easy Printer Care software is a printer management tool designed to make printer configuration, monitoring, supplies ordering, troubleshooting, and updating as simple and efficient as possible. For more information about HP Easy Printer Care software, go to http://www.hp.com/go/easyprintercare.

Part numbers

The following list of accessories was current at the time of printing. Ordering information and availability of the accessories might change during the life of the device.

Accessories

Item	Description	Part number
Optional duplexer	Provides automatic printing on both sides of the paper.	Q7549A
NOTE The automatic duplexer is included with the HP LaserJet M5035X MFP and the HP LaserJet M5035XS MFP.		
Optional analog fax accessory	Provides fax capabilities	Q3701A
NOTE The analog fax accessory is included with the HP LaserJet M5035X MFP and the HP LaserJet M5035XS MFP.		

Supplies and maintenance kits

Item	Description	Part number
HP LaserJet print cartridge	15,000-page cartridge	Q7570A
Staple cassette	5,000-staple cassette	Q7839A
Print-engine maintenance kit (110 V)	Maintenance kit for 110 V devices	Q7832A
Print-engine maintenance kit (220 V)	Maintenance kit for 220 V devices	Q7833A
ADF maintenance kit	Maintenance kit for the automatic document feeder	Q7842A

Memory

Item	Part number
48 MB	Q7714A
64 MB	Q7715A
128 MB	Q7718A
256 MB	Q7719A
512 MB	Q7720A

Cables and interfaces

Item	Description	Part number
Enhanced I/O (EIO) cards	HP Jetdirect 620n Fast Ethernet (10/100Base-TX) print server	J7934G
HP Jetdirect print server multi-protocol EIO network cards:	HP Jetdirect 625n Fast Ethernet (10/100/1000Base-TX) print server	J7960G
	HP Jetdirect 635n IPv6/IPsec Fast Ethernet (10/100/1000Base-TX) print server	J7961G
USB cable	2-meter A to B cable	C6518A

Print media

For more information about media supplies, go to http://www.hp.com/go/ljsupplies.

Item	Description	Part number
HP Soft Gloss laser paper For use with HP LaserJet devices. This is coated paper, good for business documents with high impact, such as brochures, sales material, and documents with graphics and photographic images. Specifications: 32 lb (120 g/m^2).	Letter (220 x 280 mm), 50 sheets/box	C4179A/Asia-Pacific countries/regions
	A4 (210 x 297 mm), 50 sheets/box	C4179B/Asia-Pacific countries/regions and Europe
HP LaserJet tough paper For use with HP LaserJet devices. This satin-finish paper is waterproof and tear-proof, yet doesn't compromise on print quality or performance. Use it for signs, maps, menus, and other business applications.	Letter (8.5 x 11 in), 50 sheets to a carton	Q1298A/North America
	A4 (210 x 297 mm), 50 sheets to a carton	Q1298B/Asia-Pacific countries/regions and Europe
HP Premium Choice LaserJet paper HP's brightest LaserJet paper. Expect spectacular color and crisp black from this paper that is extra smooth and brilliantly white. This is ideal for presentations, business plans, external correspondence and other high-value documents Specifications: 98 bright, 32 lb. (75 g/m^2).	Letter (8.5 x 11 in), 500 sheets/ream, 10-ream carton	HPU1132/North America
	Letter (8.5 x 11 in), 250 sheets/ream, 6-ream carton	HPU1732 North America
	A4 (210 x 297 mm), 5-ream carton	Q2397A/Asia-Pacific countries/regions
	A4 (210 x 297 mm), 250 sheet/ream, 5-ream carton	CHP412/Europe
	A4 (210 x 297 mm), 500 sheet/ream, 5-ream carton	CHP410/Europe
	A4 (210 x 297 mm), 160 g/m^2, 500 sheet/ream, 5-ream carton	CHP413/Europe

Item	Description	Part number
HP LaserJet paper For use with HP LaserJet devices. This is good for letterhead, high-value memos, legal documents, direct mail, and correspondence. Specifications: 96 bright, 24 lb (90 g/m^2).	Letter (8.5 x 11 in), 500 sheets/ream, 10-ream carton	HPJ1124/North America
	Legal (8.5 x 14 in), 500 sheets/ream, 10-ream carton	HPJ1424/North America
	Letter (220 x 280 mm), 500 sheets/ream, 5-ream carton	Q2398A/Asia-Pacific countries/regions
	A4 (210 x 297 mm), 500 sheets/ream, 5-ream carton	Q2400A/Asia-Pacific countries/regions
	A4 (210 x 297 mm), 500 sheets/ream	CHP310/Europe
HP Printing paper For use with HP LaserJet and inkjet devices. This has been created especially for small and home offices. It is heavier and brighter than copier paper. Specifications: 92 bright, 22 lb.	Letter (8.5 x 11 in), 500 sheets/ream, 10-ream carton	HPP1122/North America and Mexico
	Letter (8.5 x 11 in), 500 sheets/ream, 3-ream carton	HPP113R/North America
	A4 (210 x 297 mm), 500 sheets/ream, 5-ream carton	CHP210/Europe
	A4 (210 x 297 mm), 300 sheets/ream, 5-ream carton	CHP213/Europe
HP Multipurpose paper For use with all office equipment-laser and inkjet devices, copiers, and fax machines. This has been created for businesses that want one paper for all their office needs. It is brighter and smoother than other office papers. Specifications: 90 bright, 20 lb (75 g/m^2).	Letter (8.5 x 11 in), 500 sheets/ream, 10-ream carton	HPM1120/North America
	Letter (8.5 x 11 in), 500 sheets/ream, 5-ream carton	HPM115R/North America
	Letter (8.5 x 11 in), 250 sheets/ream, 12-ream carton	HP25011/North America
	Letter (8.5 x 11 in), 3-hole, 500 sheets/ream, 10-ream carton	HPM113H/North America
	Legal (8.5 x 14 in), 500 sheets/ream, 10-ream carton	HPM1420/North America

Item	Description	Part number
HP Office paper For use with all office equipment-laser and inkjet devices, copiers, and fax machines. This is good for high-volume printing. Specifications: 84 bright, 20 lb (75 g/m^2).	Letter (8.5 x 11 in), 500 sheets/ream, 10-ream carton	HPC8511/North America and Mexico
	Letter (8.5 x 11 in), 3-hole, 500 sheets/ream, 10-ream carton	HPC3HP/North America
	Legal (8.5 x 14 in), 500 sheets/ream, 10-ream carton	HPC8514/North America
	Letter (8.5 x 11 in), Quick Pack; 2,500-sheet carton	HP2500S/North America and Mexico
	Letter (8.5 x 11 in), Quick Pack 3-hole; 2,500-sheet carton	HP2500P/North America
	Letter (220 x 280 mm), 500 sheets/ream, 5-ream carton	Q2408A/Asia-Pacific countries/regions
	A4 (210 x 297 mm), 500 sheets/ream, 5-ream carton	Q2407A/Asia-Pacific countries/regions
	A4 (210 x 297 mm), 500 sheets/ream, 5-ream carton	CHP110/Europe
	A4 (210 x 297 mm), Quick Pack; 2500 sheets/ream, 5-ream carton	CHP113/Europe
HP Office recycled paper For use with all office equipment-laser and inkjet devices, copiers, and fax machines. This is good for high-volume printing. Satisfies U.S. Executive Order 13101 for environmentally preferable products. Specifications: 84 bright, 20 lb, 30% post-consumer content.	Letter (8.5 x 11 in), 500 sheets/ream, 10-ream carton	HPE1120/North America
	Letter (8.5 x 11 in), 3-hole, 500 sheets/ream, 10-ream carton	HPE113H/North America
	Legal (8.5 x 14 in), 500 sheets/ream, 10-ream carton	HPE1420/North America
HP LaserJet transparencies For use only with HP LaserJet monochrome devices. For crisp, sharp text and graphics, rely on the only transparencies specifically designed and tested to work with monochrome HP LaserJet devices. Specifications: 4.3-mil thickness.	Letter (8.5 x 11 in), 50 sheets to a carton	92296T/North America, Asia-Pacific countries/regions, and Europe
	A4 (210 x 297 mm), 50 sheets to a carton	922296U/Asia-Pacific countries/regions and Europe

B   Service and support

Hewlett-Packard limited warranty statement

HP PRODUCT	DURATION OF LIMITED WARRANTY
HP LaserJet M5025, M5035, M5035X, and M5035XS	One-year on-site warranty

HP warrants to you, the end-user customer, that HP hardware and accessories will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or equivalent in performance to new.

HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software which does not execute its programming instructions due to such defects.

HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE. Some countries/regions, states or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights and you might also have other rights that vary from country/region to country/region, state to state, or province to province. HP's limited warranty is valid in any country/region or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter form, fit or function of the product to make it operate in a country/region for which it was never intended to function for legal or regulatory reasons.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL

(INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some countries/regions, states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

Customer self repair warranty service

HP products are designed with many Customer Self Repair (CSR) parts to minimize repair time and allow for greater flexibility in performing defective parts replacement. If during the diagnosis period, HP identifies that the repair can be accomplished by the use of a CSR part, HP will ship that part directly to you for replacement. There are two categories of CSR parts: 1) Parts for which customer self repair is mandatory. If you request HP to replace these parts, you will be charged for the travel and labor costs of this service. 2) Parts for which customer self repair is optional. These parts are also designed for Customer Self Repair. If, however, you require that HP replace them for you, this may be done at no additional charge under the type of warranty service designated for your product.

Based on availability and where geography permits, CSR parts will be shipped for next business day delivery. Same-day or four-hour delivery may be offered at an additional charge where geography permits. If assistance is required, you can call the HP Technical Support Center and a technician will help you over the phone. HP specifies in the materials shipped with a replacement CSR part whether a defective part must be returned to HP. In cases where it is required to return the defective part to HP, you must ship the defective part back to HP within a defined period of time, normally five (5) business days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective part may result in HP billing you for the replacement. With a customer self repair, HP will pay all shipping and part return costs and determine the courier/carrier to be used.

Print cartridge limited warranty statement

This HP product is warranted to be free from defects in materials and workmanship.

This warranty does not apply to products that (a) have been refilled, refurbished, remanufactured or tampered with in any way, (b) experience problems resulting from misuse, improper storage, or operation outside of the published environmental specifications for the device product or (c) exhibit wear from ordinary use.

To obtain warranty service, please return the product to place of purchase (with a written description of the problem and print samples) or contact HP customer support. At HP's option, HP will either replace products that prove to be defective or refund your purchase price.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTY IS EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

TO THE EXTENT ALLOWED BY LOCAL LAW, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

HP Customer Care

Online Services

For 24-hour access to updated HP device-specific software, product information, and support information through an Internet connection, go to the Web site: www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp.

Go to www.hp.com/support/net_printing for information about the HP Jetdirect external print server.

HP Instant Support Professional Edition (ISPE) is a suite of Web-based troubleshooting tools for desktop computing and printing products. Go to instantsupport.hp.com.

Telephone support

HP provides free telephone support during the warranty period. For the telephone number for your country/region, see the flyer that shipped with the device, or visit www.hp.com/support/. Before calling HP, have the following information ready: the product name and serial number, the date of purchase, and a description of the problem.

Software utilities, drivers, and electronic information

www.hp.com/go/M5025_software or www.hp.com/go/M5035_software

The Web page for the drivers is in English, but you can download the drivers themselves in several languages.

HP direct ordering for accessories or supplies

- United States: www.hp.com/sbso/product/supplies.

- Canada: www.hp.ca/catalog/supplies

- Europe: www.hp.com/supplies

- Asia-Pacific: www.hp.com/paper/

To order genuine HP parts or accessories, go to the HP Parts Store at www.hp.com/buy/parts (U.S. and Canada only), or call 1-800-538-8787 (U.S.) or 1-800-387-3154 (Canada).

HP service information

To locate HP-Authorized Dealers, call 1-800-243-9816 (U.S.) or 1-800-387-3867 (Canada).

Outside the United States and Canada, call the customer support number for your country/region. See the flyer that shipped in the box with the device.

HP service agreements

Call 1-800-HPINVENT (1-800-474-6836 (U.S.)) or 1-800-268-1221 (Canada). Or, go to the HP SupportPack and Carepaq™ Services Web site at www.hpexpress-services.com/10467a.

For extended service, call 1-800-446-0522.

HP Easy Printer Care software

To check the device status and settings and view troubleshooting information and online documentation, use the HP Easy Printer Care software. You must have performed a full software installation in order to use the HP Easy Printer Care software. See Use the embedded Web server.

HP support and information for Macintosh computers

Go to www.hp.com/go/macosx for Macintosh OS X support information and HP subscription service for driver updates.

Go to www.hp.com/go/mac-connect for products that are designed specifically for the Macintosh user.

HP maintenance agreements

HP has several types of maintenance agreements that meet a wide range of support needs. Maintenance agreements are not part of the standard warranty. Support services may vary by area. Check with your local HP dealer to determine the services available to you.

On-site service agreements

To provide you with the level of support best suited to your needs, HP has on-site service agreements with a selection of response times.

Next-day on-site service

This agreement provides support by the next working day following a service request. Extended coverage hours and extended travel beyond HP's designated service zones are available on most on-site agreements (for additional charges).

Weekly (volume) on-site service

This agreement provides scheduled weekly on-site visits for organizations with many HP products. This agreement is designated for sites using 25 or more workstation products, including devices, plotters, computers, and disk drives.

Repacking the device

If HP Customer Care determines that your device needs to be returned to HP for repair, follow the steps below to repack the device before shipping it.

⚠ **CAUTION**   Shipping damage as a result of inadequate packing is the customer's responsibility.

To repack the device

1. Remove and retain any DIMMs cards that you have purchased and installed in the device. Do not remove the DIMM that came with the device.

    ⚠ **CAUTION**   Static electricity can damage DIMMs. When handling DIMMs, either wear an antistatic wrist strap, or frequently touch the surface of the DIMM antistatic package and then touch bare metal on the device. To remove the DIMMs, see Installing printer memory.

2. Remove and retain the print cartridge.

    ⚠ **CAUTION**   It is *extremely important* to remove the print cartridge before shipping the device. A print cartridge that remains in the device during shipping will leak and entirely cover the device engine and other parts with toner.

    To prevent damage to the print cartridge, avoid touching the roller on it, and store the print cartridge in its original packing material or so that it is not exposed to light.

3. Remove and retain the power cable, interface cable, and optional accessories.

4. If possible, include print samples and 50 to 100 sheets of paper or other print media that did not print correctly.

5. In the U.S., call HP Customer Care to request new packing material. In other areas, use the original packing material, if possible. Hewlett-Packard recommends insuring the equipment for shipment.

Extended warranty

HP Support provides coverage for the HP hardware product and all HP-supplied internal components. The hardware maintenance covers a 1- to 3-year period from date of the HP product purchase. The customer must purchase HP Support within the stated factory warranty. For more information, contact the HP Customer Care Service and Support group.

C   Specifications

- [Physical specifications](#)
- [Electrical specifications](#)
- [Acoustic emissions](#)
- [Operating environment](#)

Physical specifications

Table C-1 Dimensions

Model	Height	Depth	Width	Weight[1]
HP LaserJet M5025 MFP and HP LaserJet M5035 MFP	775 mm (30.5 in)	584 mm (23 in)	597 mm (23.5 in)	20.2 kg (44.5 lb)
HP LaserJet M5035X MFP	1,035 mm (40.75 in)	762 mm (30 in)	737 mm (29 in)	30.2 kg (66.5 lb)
HP LaserJet M5035XS MFP	1,194 mm (47 in)	762 mm (30 in)	737 mm (29 in)	30.2 kg (66.5 lb)

[1] Without print cartridge

Table C-2 Dimensions with all doors and trays fully opened

Model	Height	Depth	Width
HP LaserJet M5025 MFP and HP LaserJet M5035 MFP	1,080 mm (42.5 in)	991 mm (39 in)	1,016 mm (40 in)
HP LaserJet M5035X MFP	1,340 mm (52.75 in)	1,067 mm (42 in)	1,016 mm (40 in)
HP LaserJet M5035XS MFP	1,499 mm (59 in)	1,067 mm (42 in)	1,016 mm (40 in)

Electrical specifications

⚠ **WARNING!** Power requirements are based on the country/region where the device is sold. Do not convert operating voltages. This can damage the device and void the product warranty.

Table C-3 Power requirements

Specification	110-volt models	220-volt models
Power requirements	100 to 127 Vac 50/60 Hz	220 to 240 Vac 50/60 Hz
Rated current	8.0 Amps	4.5 Amps

Table C-4 Power consumption (average, in watts)[1]

Model	Printing[2]	Copying	Ready or standby[3,4]	Sleep[5]	Off
HP LaserJet M5025 MFP	< 615 W[6]	615 W	75 W	21 W	0.01 W
HP LaserJet M5035 MFP	< 615 W[7]	615 W	75 W	21 W	0.01 W
HP LaserJet M5035X MFP	< 615 W[7]	615 W	75 W	21 W	0.01 W
HP LaserJet M5035XS MFP	< 615 W[7]	615 W	75 W	21 W	0.01 W

[1] Values subject to change. See www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp for current information.
[2] Power numbers are the highest values measured using all standard voltages.
[3] Default time from Ready mode to Sleep = 30 minutes.
[4] Heat dissipation in Ready mode = 37.5 BTU/hour.
[5] Recovery time from Sleep to start of printing = less than 8.5 seconds.
[6] Print speed is 25 ppm.
[7] Print speed is 35 ppm.

Acoustic emissions

Table C-5 Sound power and pressure level[1],[3]

Sound power level	Declared per ISO 9296
Printing[3]	L_{WAd}= 6.6 Bels (A) [66 dB(A)]
Ready	Essentially Inaudible
Sound pressure level	**Declared per ISO 9296**
Printing[3]	L_{pAm}=54 dB (A)
Ready	Essentially Inaudible

[1]   Values subject to change. See www.hp.com/support/M5025mfp or www.hp.com/support/M5035mfp for current information.
[2]   Configuration tested: HP LaserJet M5035 MFP, simplex printing, A4-size paper.
[3]   Print speed is 35 ppm.

Operating environment

Table C-6 Necessary conditions

Environmental condition	Printing	Storage/standby
Temperature (printer and print cartridge)	15° to 32.5°C (59° to 89°F)	-20° to 40°C (-4° to 104°F)
Relative humidity	10% to 80%	10% to 90%

D Regulatory information

This section contains the following regulatory information:

- [FCC regulations](#)
- [Environmental product stewardship program](#)
- [Telecom statement](#)
- [Declaration of conformity](#)
- [Safety statements](#)

FCC regulations

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy. If this equipment is not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

● Reorient or relocate the receiving antenna.

● Increase separation between equipment and receiver.

● Connect equipment to an outlet on a circuit different from that to which the receiver is located.

● Consult your dealer or an experienced radio/TV technician.

> **NOTE** Any changes or modifications to the printer that are not expressly approved by HP could void the user's authority to operate this equipment.
>
> Use of a shielded interface cable is required to comply with the Class A limits of Part 15 of FCC rules.

Environmental product stewardship program

Protecting the environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment.

Ozone production

This product generates no appreciable ozone gas (O_3).

Power consumption

Power usage drops significantly while in Ready and Sleep modes, which saves natural resources and saves money without affecting the high performance of this product. This product qualifies for ENERGY STAR® (Version 3.0), which is a voluntary program to encourage the development of energy-efficient office products.

ENERGY STAR® and the ENERGY STAR mark are U.S. registered marks. As an ENERGY STAR partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR Guidelines for energy efficiency. For more information, see www.energystar.gov.

Toner consumption

Economode uses significantly less toner, which might extend the life of the print cartridge.

Paper use

This product's manual/optional automatic duplex feature (two-sided printing, see Print on both sides of the paper (Windows) or Print on both sides of the paper (Mac)) and N-up printing (multiple pages printed on one page) capability can reduce paper usage and the resulting demands on natural resources.

Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product's life.

HP LaserJet print supplies

It's easy to return and recycle your empty HP LaserJet print cartridges—free of charge—with HP Planet Partners. HP is committed to providing inventive, high-quality products and services that are environmentally sound, from product design and manufacturing to distribution, operation and recycling processes. We ensure your returned HP LaserJet print cartridges are recycled properly, processing them to recover valuable plastics and metals for new products and diverting millions of tons of waste from landfills. Since this cartridge is being recycled and used in new materials, it will not be returned to you. Your empty HP LaserJet print cartridges are recycled responsibly when you participate in the HP Planet Partners program. Thank you for being environmentally responsible!

In many countries/regions, this product's printing supplies (for example, print cartridges) can be returned to HP through the HP Printing Supplies Returns and Recycling Program. An easy-to-use and free take back program is available in more than 35 countries/regions. Multilingual program information and instructions are included in every new HP LaserJet print cartridge and supplies package.

HP print supplies returns and recycling program information

Since 1992, HP has offered HP LaserJet supplies return and recycling free of charge. In 2004, HP Planet Partners for LaserJet Supplies was available in 85% of the world market where HP LaserJet supplies are sold. Postage-paid and pre-addressed labels are included within the instruction guide in most HP LaserJet print cartridge boxes. Labels and bulk boxes are also available through the Web site: www.hp.com/recycle.

Use the label to return empty, original HP LaserJet print cartridges only. Please do not use this label for non-HP cartridges, refilled or remanufactured cartridges, or warranty returns. Printing supplies or other objects inadvertently sent to the HP Planet Partners program cannot be returned.

More than 10 million HP LaserJet print cartridges were recycled globally in 2004 through the HP Planet Partners supplies recycling program. This record number represents 26 million pounds of print cartridge materials diverted from landfills. Worldwide, in 2004, HP recycled an average of 59% of the print cartridge by weight consisting primarily of plastic and metals. Plastics and metals are used to make new products such as HP products, plastic trays, and spools. The remaining materials are disposed of in an environmentally responsible manner.

- **U.S. returns.** For a more environmentally responsible return of used cartridges and supplies, HP encourages the use of bulk returns. Simply bundle two or more cartridges together and use the single, pre-paid, pre-addressed UPS label that is supplied in the package. For more information in the U.S., call 1-800-340-2445 or visit the HP Web site at www.hp.com/recycle.

- **Non-U.S. returns.** Non-U.S. customers should visit the www.hp.com/recycle Web site for further information regarding availability of the HP Supplies Returns and Recycling Program.

Paper

This product is capable of using recycled papers when the paper meets the guidelines outlined in the *HP LaserJet Printer Family Print Media Guide*. This product is suitable for the use of recycled paper according to EN12281:2002.

Material restrictions

This HP product contains mercury in the fluorescent lamp of the scanner and/or control panel liquid crystal display that may require special handling at end-of-life.

This HP product contains a battery that might require special handling at end-of-life. The batteries contained in or supplied by Hewlett-Packard for this product include the following:

HP LaserJet M5025 MFP and HP LaserJet M5035 Series MFP device	
Type	Carbon monofluoride lithium battery BR1632
Weight	(1.5 g)
Location	On formatter board
User-removable	No

廢電池請回收

For recycling information, you can go to www.hp.com/recycle, or contact your local authorities or the Electronics Industries Alliance: www.eiae.org.

Disposal of waste equipment by users in private households in the European Union

This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

Material Safety Data Sheet (MSDS)

Material Safety Data Sheets (MSDS) for supplies containing chemical substances (for example, toner) can be obtained by contacting the HP Web site at www.hp.com/go/msds or www.hp.com/hpinfo/community/environment/productinfo/safety.

For more information

To obtain information about these environmental topics:

●   Product environmental profile sheet for this and many related HP products

●   HP's commitment to the environment

●   HP's environmental management system

●   HP's end-of-life product return and recycling program

●   Material Safety Data Sheets

Visit http://www.hp.com/go/environment or http://www.hp.com/hpinfo/community/environment/productinfo/safety.

Telecom statement

The HP LaserJet M5035X MFP and HP LaserJet M5035XS MFP models have the HP LaserJet Analog Fax Accessory 300 already installed to provide communication to the public switch telephone network (PSTN) for fax functionality. See the *HP LaserJet Analog Fax Accessory 300 User Guide* for all regulatory approval information and regulatory notices associated with the fax functionality and that device.

Declaration of conformity

Declaration of Conformity
according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name:	Hewlett-Packard Company
Manufacturer's Address:	11311 Chinden Boulevard,
	Boise, Idaho 83714-1021, USA

declares, that the product

Product Name:	HP LaserJet M5025 / M5035 Series
Accessories[5]:	Q7549A – Optional Duplexer
	Q7834A – Optional 1x500 Sheet Cabinet
	Q7835A – Optional 3x500 Sheet Cabinet
	Q7604A – Optional Stapler/Stacker
	BOISB-0308-00 – Fax Module
Regulatory Model Number[3]:	BOISB-0502-01
Product Options:	All
Print Cartridge	Q7570A

conforms to the following Product Specifications:

Safety:	IEC 60950-1:2001 / EN60950-1: 2001
	IEC 60825-1:1993 +A1 +A2 / EN 60825-1:1994 +A11 +A2 (Class 1 Laser/LED Product)
	GB4943-2001
EMC:	CISPR22:1993 +A1 +A2 / EN 55022:1994 +A1 +A2 - Class A[1, 4]
	EN 61000-3-2:2000
	EN 61000-3-3:1995 +A1
	EN 55024:1998 +A1 +A2
	FCC Title 47 CFR, Part 15 Class A[2] / ICES-003, Issue 4
TELECOM:	TBR-21:1998; EG 201 121:1998

Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 89/336/EEC and the Low Voltage Directive 73/23/EEC, the R&TTE Directive 1999/5/EC (Annex II) and carries the CE-Marking accordingly.

1) The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.

2) This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

3) For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).

4) The product meets the requirements of EN55022 & CNS13438 Class A in which case the following applies: "Warning – This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures".

5) All worldwide modular approvals for analog fax accessory obtained by Hewlett-Packard under the regulatory model number BOISB-0308-00 incorporate the Multi-Tech Systems MT5634SMI Socket Modem Module.

Boise, Idaho , USA

11 May, 2006

For regulatory topics only:

Australia Contact:	Product Regulations Manager, Hewlett-Packard Australia Ltd., 31-41 Joseph Street, Blackburn, Victoria 3130, Australia
European Contact:	Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Strasse 140, , D-71034, Böblingen, (FAX: +49-7031-14-3143)
USA Contact:	Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, ID 83707-0015, , (Phone: 208-396-6000)

Safety statements

Laser safety

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. The device is certified as a "Class 1" laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. Since radiation emitted inside the device is completely confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

⚠ **WARNING!** Using controls, making adjustments, or performing procedures other than those specified in this user guide may result in exposure to hazardous radiation.

Canadian DOC regulations

Complies with Canadian EMC Class A requirements.

« Conforme à la classe A des normes canadiennes de compatibilité électromagnétiques. « CEM ». »

VCCI statement (Japan)

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＡ情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

Power cord statement (Japan)

製品には、同梱された電源コードをお使い下さい。
同梱された電源コードは、他の製品では使用出来ません。

EMI statement (Korea)

사용시 안내문 (A급 기기)

이 기기는 업무용으로 전자파장해검정를 받은 기기이오니,만약 잘못 구입하셨을 때에는 구입한 곳에서 비업무용으로 교환하시기 바랍니다.

EMI statement (Taiwan)

警告使用者：

這是甲類的資訊產品，在居住的環境中使用時，可能會造成射頻
干擾，在這種情況下，使用者會被要求採取某些適當的對策。

Laser statement for Finland

Luokan 1 laserlaite

Klass 1 Laser Apparat

HP LaserJet M5025, M5035x, M5035X, M5035XS, laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalissa käytössä kirjoittimen suojakotelointi estää lasersäteen pääsyn laitteen ulkopuolelle. Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (1994) mukaisesti.

VAROITUS !

Laitteen käyttäminen muulla kuin käyttöohjeessa mainitulla tavalla saattaa altistaa käyttäjän turvallisuusluokan 1 ylittävälle näkymättömälle lasersäteilylle.

VARNING !

Om apparaten används på annat sätt än i bruksanvisning specificerats, kan användaren utsättas för osynlig laserstrålning, som överskrider gränsen för laserklass 1.

HUOLTO

HP LaserJet M5025, M5035, M5035X, M5035XS - kirjoittimen sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyökaluja.

VARO !

Mikäli kirjoittimen suojakotelo avataan, olet alttiina näkymättömällelasersäteilylle laitteen ollessa toiminnassa. Älä katso säteeseen.

VARNING !

Om laserprinterns skyddshölje öppnas då apparaten är i funktion, utsättas användaren för osynlig laserstrålning. Betrakta ej strålen. Tiedot laitteessa käytettävän laserdiodin säteilyominaisuuksista: Aallonpituus 775-795 nm Teho 5 m W Luokan 3B laser.

E Working with memory and print server cards

This section explains the memory features of the printer and provides steps for expansion.

- [Overview](#)
- [Installing printer memory](#)
- [Check DIMM installation](#)
- [Save resources (permanent resources)](#)
- [Enable memory for Windows](#)
- [Using HP Jetdirect print server cards](#)

Overview

One dual inline memory module (DIMM) slot is available for upgrading the device memory. DIMMs are available in 32, 48, 64, 128, and 512 MB.

For ordering information, see Order parts, accessories, and supplies

> **NOTE** Single inline memory modules (SIMMs) used in previous HP LaserJet printers are not compatible with the printer.

The printer also has one EIO slot for expanding the printer networking capabilities. The EIO slot can be used to upgrade the printer with an additional network connection, such as a wireless print server, network card, or a connectivity card for a serial or AppleTalk connection.

> **NOTE** The HP LaserJet M5025 MFP and the HP LaserJet M5035 Series MFP come with a network device already installed. The EIO slot may be used to provide networking capabilities in addition to those already built into the printer.

To find out how much memory is installed in the printer, or to find out what is installed in the EIO slot, print a configuration page. See Use information pages.

Installing printer memory

You might want to add more printer memory to the printer if you often print complex graphics, print PostScript (PS) documents, or use many downloaded fonts. Added memory also gives you more flexibility in supporting job-storage features, such as quick copying.

To install printer memory

⚠ **CAUTION** Static electricity can damage DIMMs. When handling DIMMs, either wear an antistatic wrist strap or frequently touch the surface of the DIMM antistatic package, then touch bare metal on the printer.

The HP LaserJet M5025 MFP and HP LaserJet M5035 Series MFP MFPs come with one DIMM slot. If desired, you can replace a DIMM installed in the slot with a higher memory DIMM.

If you have not already done so, print a configuration page to find out how much memory is installed in the printer before adding more memory. See Use information pages.

1. Turn off the device, and disconnect all of the cables.
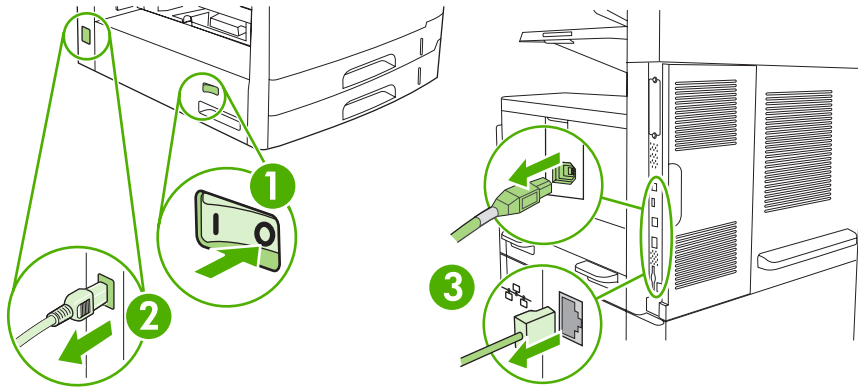
2. At the back of the device, remove the formatter cover.
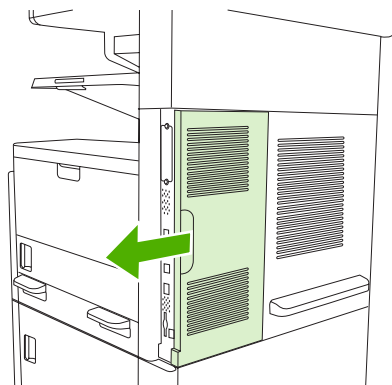
3. Open the formatter door.
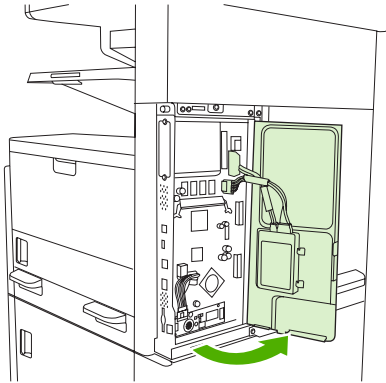
4. Remove the DIMM from the antistatic package.
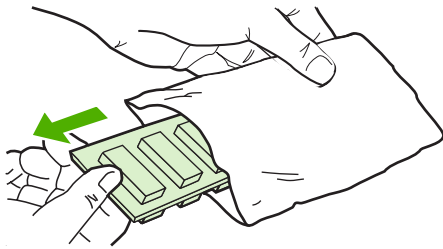
⚠ **CAUTION** To reduce the possibility of damage caused by static electricity, always wear an electrostatic discharge (ESD) wrist strap or touch the surface of the antistatic package before handling DIMMs.
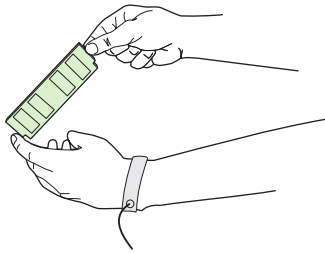
5. Hold the DIMM by the edges, and align the notches on the DIMM with the DIMM slot. (Check that the locks on each side of the DIMM slot are open.)
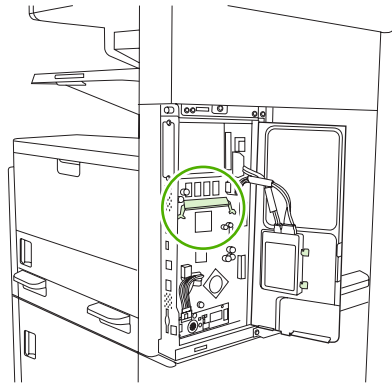
6. Press the DIMM straight into the slot, and press firmly. Make sure the locks on each side of the DIMM snap into place.
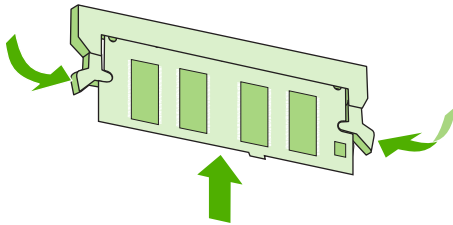
> **NOTE** To remove a DIMM, first release the locks.

7. Close the formatter door.
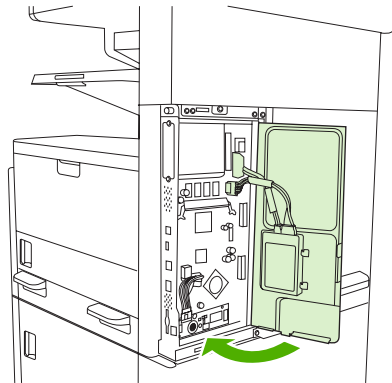
8. Replace the formatter cover.
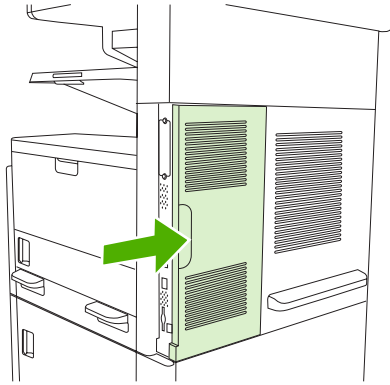
9. Reconnect the cables, and then turn on the device.
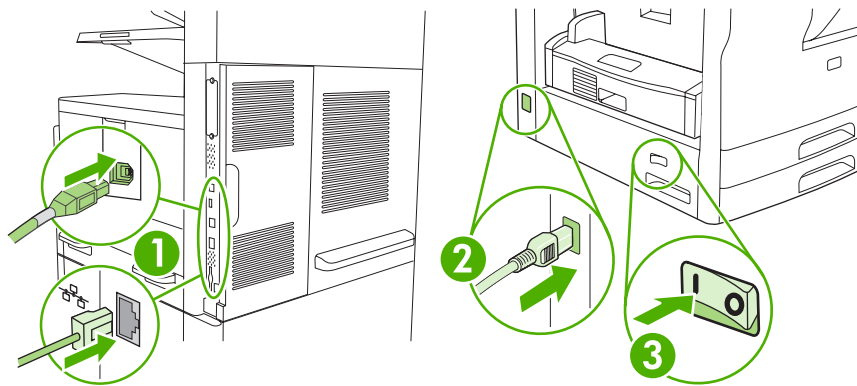
Check DIMM installation

After installing the DIMM, make sure that the installation was successful.

Verify that DIMM is installed correctly

1. Turn the device on. Check that the Ready light is illuminated after the device has gone through the startup sequence. If an error message appears, a DIMM might have been incorrectly installed. See Control-panel messages.

2. Print a configuration page (see Use information pages).

3. Check the memory section on the configuration page and compare it to the configuration page that was printed before the memory installation. If the amount of memory has not increased, the DIMM might not be installed correctly, or the DIMM might be defective. Repeat the installation procedure. If necessary, install a different DIMM.

> **NOTE** If you installed a device language (personality), check the "Installed Personalities and Options" section on the configuration page. This area should list the new device language.

Save resources (permanent resources)

Utilities or jobs that you download to the device sometimes include resources (for example, fonts, macros, or patterns). Resources that are internally marked as permanent remain in the device memory until you turn the device power off.

Use the following guidelines if you use the page description language (PDL) ability to mark resources as permanent. For technical details, see an appropriate PDL reference for PCL or PS.

- Mark resources as permanent only when it is absolutely necessary that they remain in memory while the device power is turned on.

- Send permanent resources to the device only at the beginning of a print job and not while the device is printing.

> **NOTE** Overusing permanent resources or downloading them while the device is printing might affect device performance or the ability to print complex pages.

Enable memory for Windows

1. On the **Start** menu, **Settings**, and **Printers** or **Printers and Faxes**.

2. Select this device and select **Properties**.

3. On the **Configure** tab, click **More**.

4. In the **Total Memory** field, type or select the total amount of memory that is now installed.

5. Click **OK**.

6. Go to Check DIMM installation.

Using HP Jetdirect print server cards

Follow these procedures to install or remove an EIO card.

Install an HP Jetdirect print server card

1. Turn off the device.

2. Remove the two screws and cover plate from the EIO slot on the back of the device.
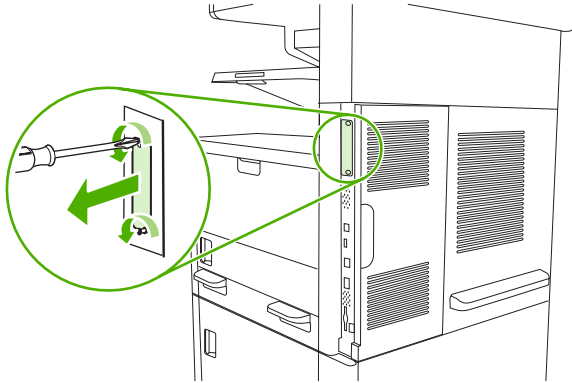
> **NOTE** Do not discard the screws or the cover plate. Save them for future use if you remove the EIO card.

3. Install the EIO card in the EIO slot and tighten the screws.
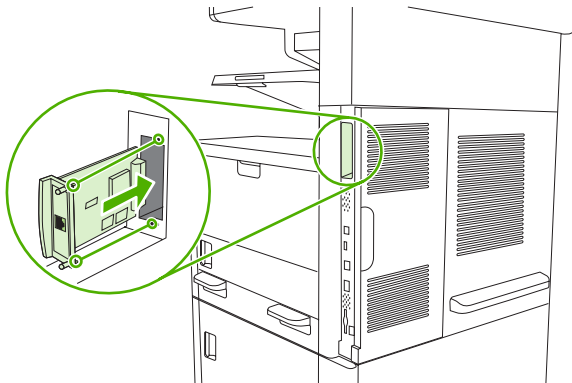
4. Connect the network cable to the EIO card.
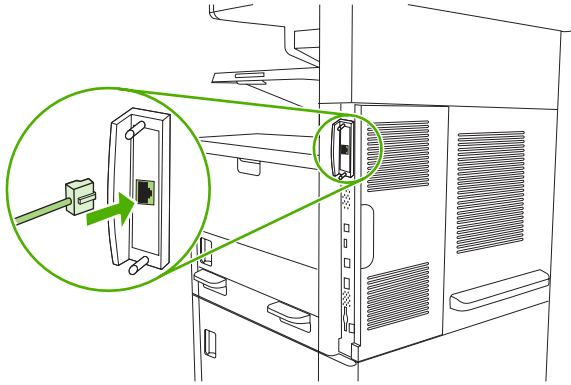
5. Turn on the device, and then print a configuration page to verify that the new EIO device is recognized. See Use information pages.

> **NOTE** When you print a configuration page, an HP Jetdirect configuration page that contains network configuration and status information also prints.

Remove an HP Jetdirect print server card

1. Turn off the device.

2. Disconnect the network cable from the EIO card.

3. Loosen the two screws from the EIO card, and then remove the EIO card from the EIO slot.

4. Place the cover plate from the EIO slot onto the back of the device. Insert and tighten the two screws.

5. Turn on the device.

Glossary

bidirectional communication   Two-way data transmission.

bin   A receptacle for holding printed pages.

BOOTP   Abbreviation for "Bootstrap Protocol," an Internet protocol that a computer uses to find its IP address.

calibration   The process in which the printer makes internal adjustments to produce the best print quality.

chooser   A Macintosh accessory that you use to select a device.

control panel   The area on the printer that contains buttons and a display screen. Use the control panel to set printer settings and to get information about the printer status.

default   The normal or standard setting for hardware or software.

DHCP   Abbreviation for "dynamic host configuration protocol." Individual computers or peripherals that are connected to a network use DHCP to find their own configuration information, including the IP address.

DIMM   Abbreviation for "dual inline memory module." A small circuit board that holds memory chips.

duplex   A feature that accommodates printing on both sides of a sheet of paper. Also called "two-sided printing."

EIO   Abbreviation for "enhanced input/output." A hardware interface that is used to add a print server, network adaptor, hard disk, or other plug-in item for HP printers.

Emulated PostScript   Software that emulates Adobe PostScript, a programming language that describes the appearance of the printed page. This printer language appears as "PS" in many menus.

firmware   Programming instructions that are stored in a read-only memory unit inside the printer.

font   A complete set of letters, numerals, and symbols in a typeface.

fuser   The assembly that uses heat to fuse the toner onto the print media.

grayscale   Various shades of gray.

halftone pattern   A halftone pattern uses differing sizes of ink dots to produce a continuous-tone image such as a photograph.

HP Easy Printer Care software   Software that provides the ability to track and maintain printers from your computer desktop.

HP Jetdirect   An HP product for network printing.

HP Web Jetadmin   An HP-trademarked Web-based printer control software that you can use on a computer to manage any peripheral that is connected to an HP Jetdirect print server.

I/O   Abbreviation for "input/output," refers to computer-port settings.

IP address   The unique number assigned to a computer device that is connected to a network.

IPX/SPX   Abbreviation for "internetwork packet exchange/sequenced packet exchange."

media   The paper, labels, transparencies, or other material on which the printer prints the image.

memory tag   A memory partition that has a specific address.

monochrome   Black and white. Devoid of color.

network   A system of computers interconnected by telephone wires or other means in order to share information.

network administrator   A person who manages a network.

page buffer   Temporary printer memory used to hold page data while the printer creates an image of the page.

PCL   Abbreviation for "Printer Control Language."

peripheral   An auxiliary device, such as a printer, modem, or storage system, that works in conjunction with a computer.

personality   Distinctive features or characteristics of a printer or printer language.

pixel   Abbreviation for "picture element," the smallest unit of area in an image displayed on a screen.

PJL   Abbreviation for "printer job language."

PostScript   A trademarked page-description language.

PPD   Abbreviation for "PostScript printer description."

printer driver   A software program that a computer uses to gain access to printer features.

RAM   Abbreviation for "random access memory," a type of computer memory that stores data that can change.

raster image   An image composed of dots.

render   The process of producing text or graphics.

ROM   Abbreviation for "read-only memory," a type of computer memory that stores data that should not change.

supplies   Materials that the printer uses and that must be replaced. The supply item for this printer is the print cartridge.

TCP/IP   An internet protocol that has become the global standard for communications.

toner   The fine black or colored powder that forms the image on the printed media.

transfer unit   The black plastic belt that transports media inside the printer and transfers toner from the print cartridge onto the media.

tray   The receptacle that holds blank media.

Index

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