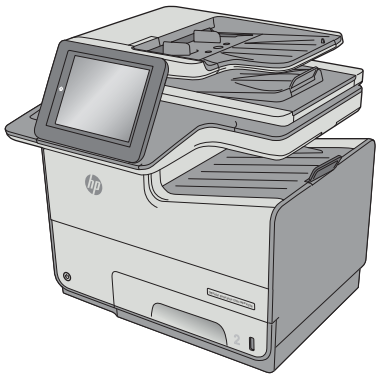
PageWide Enterprise Color MFP 586

User Guide



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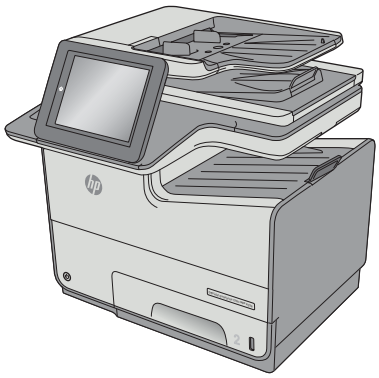

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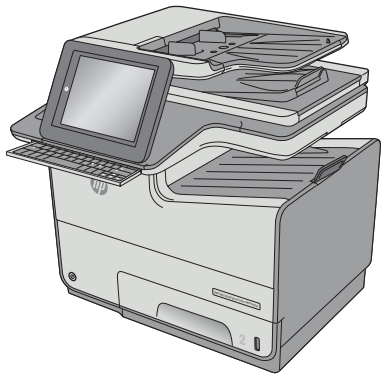

586z

www.hp.com/support/pagewidecolor586MFP

HP PageWide Enterprise Color MFP 586

User Guide

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1 Printer overview

- Printer views
- Printer specifications
- Printer hardware setup and software installation

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/pagewidecolor586MFP.

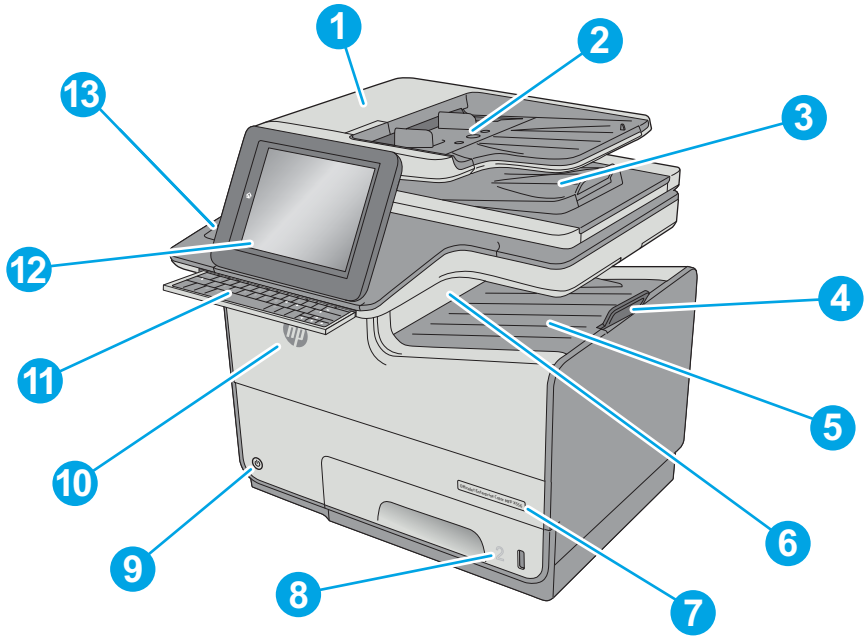
HP's all-inclusive help for the printer includes the following information:

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

Printer views

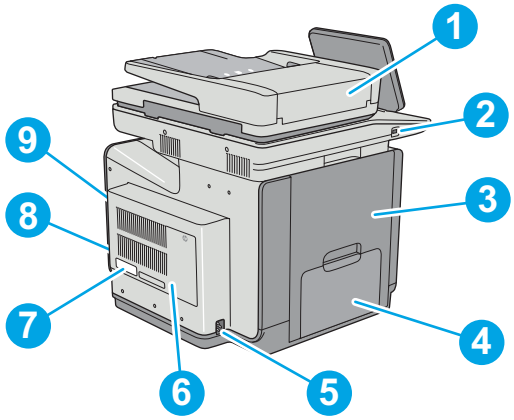
- Printer front view
- Printer back view
- Interface ports
- Control-panel view

Printer front view



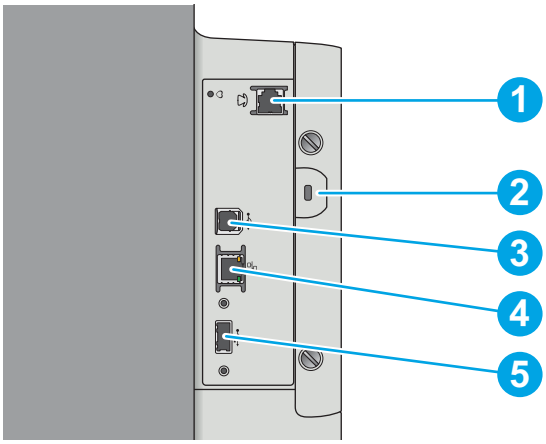
1	Document-feeder cover (access for clearing jams)
2	Document-feeder input tray
3	Document-feeder output bin **NOTE:** When feeding long paper through the document feeder, extend the paper stop at the right side of the output bin.
4	Output-bin extension
5	Standard output bin
6	Output ejector flap
7	Model name
8	Tray 2
9	On/off button
10	Cartridge door
11	Physical keyboard (z model only). Pull the keyboard straight out to use it.
12	Control panel with color touchscreen display (tilts up for easier viewing)
13	Hardware integration pocket (for connecting accessory and third-party devices)

Printer back view



1	Document-feeder cover (access for clearing jams or cleaning rollers)
2	Easy-access USB port Insert a USB flash drive for printing or scanning without a computer or to update the printer firmware. **NOTE:** An administrator must enable this port before use.
3	Left door (access to the ink-collection unit and for clearing jams)
4	Tray 1
5	Power connection
6	Formatter cover
7	Serial number and product number label
8	Formatter (contains the interface ports)
9	Slot for a cable-type security lock (on the rear cover of the printer)

Interface ports



1	Fax port (f and z models only. The port is covered for the dn model.)
2	Slot for a cable-type security lock

3	Hi-Speed USB 2.0 printing port
4	Local area network (LAN) Ethernet (RJ-45) network port
5	USB port for connecting external USB devices (this port might be covered) **NOTE:** For easy-access USB printing, use the USB port near the control panel.

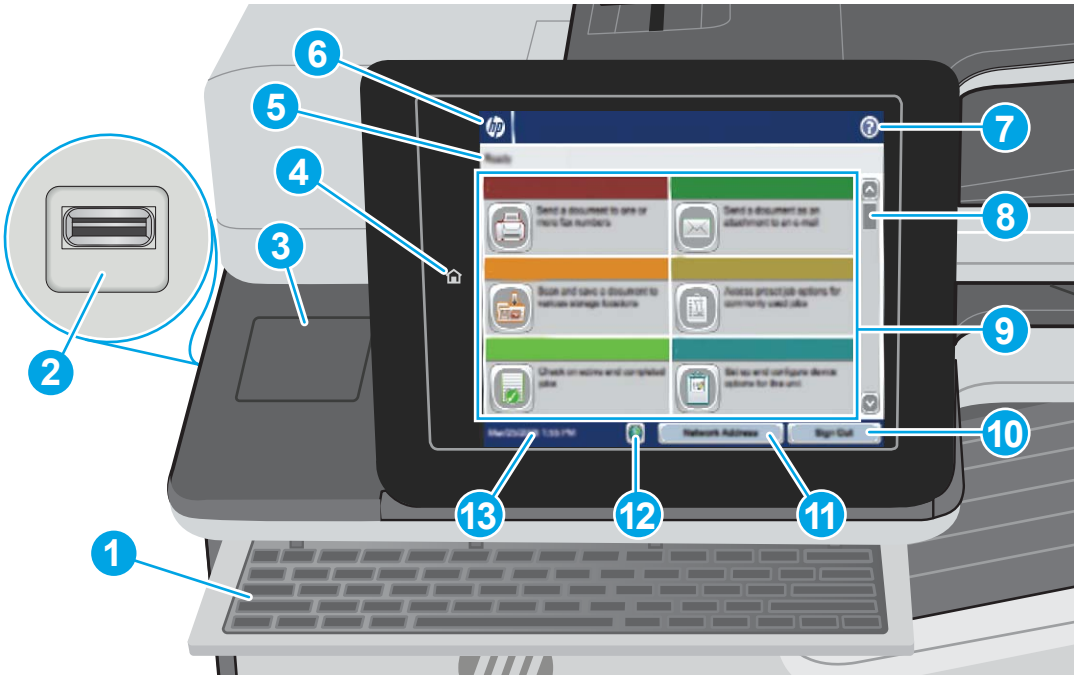
Control-panel view

NOTE: Tilt the control panel for easier viewing.

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

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

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



1	Keyboard (z models only)	This printer includes a physical keyboard. The keys are mapped to a language in the same way the virtual keyboard on the printer control panel is mapped. Whenever the keyboard layout for the virtual keyboard changes, the keys on the physical keyboard are remapped to match the new settings.
2	Easy-access USB port	Insert a USB flash drive for printing and scanning without a computer or to update the printer firmware. **NOTE:** An administrator must enable this port before use.
3	Hardware integration pocket	For connecting accessory and third-party devices.
4	Home button	Touch the Home button to return to the printer Home screen at any time.
5	Printer status	The status line provides information about the overall printer status.

6	HP logo or Home button	On any screen other than the Home screen, the HP logo changes to a Home button. Touch the Home button to return to the Home screen.
7	Help button	Touch the Help button to open the embedded help system.
8	Scroll bar	Use the scroll bar to see the complete list of available features.
9	Features	Depending on the printer configuration, the features that appear in this area can include any of the following items: • Quick Sets • Copy • E-mail • Fax • Save to USB • Save to Network Folder • Save to Device Memory • Retrieve from USB • Retrieve from Device Memory • Save to SharePoint® • Job Status • Supplies • Trays • Administration • Device Maintenance
10	Sign In or Sign Out button	Touch the Sign In button to access secured features. Touch the Sign Out button to sign out of the printer. The printer restores all options to the default settings.
11	Network Address button	Touch the Network Address button to find information about the network connection.
12	Language Selection button	Touch the Language Selection button to select the language for the control-panel display.
13	Current date and time	Displays the current date and time

Printer specifications

IMPORTANT: The following specifications are correct at the time of publication, but they are subject to change. For current information, see www.hp.com/support/pagewidecolor586MFP.

- Technical specifications
- Supported operating systems
- Mobile printing solutions
- Printer dimensions
- Power consumption, electrical specifications, and acoustic emissions
- Operating-environment range

Technical specifications

Model name		586dn	586f	586z
Product number		**G1W39A**	**G1W40A**	**G1W41A**
Paper handling	Tray 1 (50-sheet capacity)	✓	✓	✓
	Tray 2 (500-sheet capacity)	✓	✓	✓
	Tray 3 (500-sheet capacity)	Optional	Optional	Optional
	Printer stand	Optional	Optional	Optional
	3 x 500-sheet paper feeder and stand (combined 1,500-sheet capacity)	Optional	Optional	Optional
	Automatic duplex printing	✓	✓	✓
Connectivity	10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓
	Hi-Speed USB 2.0	✓	✓	✓
	Easy-access USB port for printing without a computer and upgrading the firmware	✓	✓	✓
	Hardware Integration Pocket for connecting accessory and third-party devices	✓	✓	✓
	HP Jetdirect 3000w NFC/Wireless Accessory for printing from mobile devices	Optional	Optional	Optional
	HP Jetdirect 2900nw Print Server accessory for wireless connectivity	Optional	Optional	Optional
Memory	2 GB base memory **NOTE:** The base memory is expandable to 2.8 GB by adding a DIMM memory module.	✓	✓	✓

Model name		586dn	586f	586z
Product number		**G1W39A**	**G1W40A**	**G1W41A**
Mass storage	320 GB HP Secure High-Performance Hard Disk	✓	✓	✓
Security	HP Trusted Platform Module for encrypting all data that passes through the printer	Optional	Optional	Optional
Control-panel display and keyboard	Color touchscreen control panel	✓	✓	✓
	Physical keyboard	Not supported	Not supported	✓
Print	Prints 50 pages per minute (ppm) on A4 and 50 ppm on letter-size paper in Professional mode. Prints 75 ppm on A4 and 75 ppm on letter-size paper in General Office mode	✓	✓	✓
	Easy-access USB printing (no computer required)	✓	✓	✓
	Store jobs in the printer memory to print later or print privately	✓	✓	✓
Fax		Optional	✓	✓
Copy and Scan	Copies 45 pages per minute (ppm) on A4 and letter-size paper	✓	✓	✓
	100-page document feeder with dual-head scanning for single-pass duplex copying and scanning	✓	✓	✓
	HP EveryPage Technologies including ultrasonic multi-feed detection	Not supported	Not supported	✓
	Embedded optical character recognition (OCR) provides the ability to convert printed pages into text that can be edited or searched using a computer	Not supported	Not supported	✓
	SMART Label feature provides paper-edge detection for automatic page cropping	Not supported	Not supported	✓
	Automatic page orientation for pages that have at least 100 characters of text	Not supported	Not supported	✓
	Automatic tone adjustment sets contrast, brightness, and background removal for each page	Not supported	Not supported	✓
Digital Send	Send documents to E-mail, USB, and shared folders on a network	✓	✓	✓
	Send documents to SharePoint®	Not supported	Not supported	✓

Supported operating systems

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

">**Windows:** The HP Software Installer CD installs the “HP PCL.6” version 3 print driver, the “HP PCL 6” version 3 print driver, or the “HP PCL-6” version 4 print driver, depending on the Windows operating system, along with optional software when using the full software installer. Download the "HP PCL.6" version 3 print driver, the "HP PCL 6" version 3 print driver, and the "HP PCL-6" version 4 print driver from the printer-support Web site for this printer: www.hp.com/support/pagewidecolor586MFP.

OS X: Mac computers are supported with this printer. Download HP Easy Start either from 123.hp.com or from the Print Support page, and then use HP Easy Start to install the HP print driver. HP Easy Start is not included in the in-box CD.

1. Go to 123.hp.com.
2. Follow the steps provided to download the printer software.

Linux: For information and print drivers for Linux, go to hplipopensource.com/hplip-web/index.html.

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

Table 1-1 Supported operating systems and print drivers

Operating system	Print driver installed (from the software installer CD for Windows, or the installer on the Web for OS X)	Notes
Windows® XP SP3, 32-bit	The “HP PCL.6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system. Microsoft retired mainstream support for Windows XP in April 2009. HP will continue to provide best effort support for the discontinued XP operating system.
Windows Vista®, 32-bit	The “HP PCL.6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.
Windows Server 2003 SP2, 32-bit	The “HP PCL.6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system. Microsoft retired mainstream support for Windows Server 2003 in July 2010. HP will continue to provide best effort support for the discontinued Server 2003 operating system.
Windows 7 SP1, 32-bit and 64-bit	The “HP PCL 6” printer-specific print driver is installed for this operating system as part of the full software installation.	
Windows 8, 32-bit and 64-bit	The “HP PCL-6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system. Windows 8 RT support is provided through Microsoft IN OS Version 4, 32- bit driver.

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

Operating system	Print driver installed (from the software installer CD for Windows, or the installer on the Web for OS X)	Notes
Windows 8.1, 32-bit and 64-bit	The “HP PCL-6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system. Windows 8.1 RT support is provided through Microsoft IN OS Version 4, 32- bit driver.
Windows 10, 32-bit and 64-bit	The “HP PCL-6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.
Windows Server 2008 SP2, 32-bit	The “HP PCL.6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.
Windows Server 2008 SP2, 64-bit	The “HP PCL 6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.
Windows Server 2008 R2, SP 1, 64-bit	The “HP PCL 6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.
Windows Server 2012, 64-bit	The software installer does not support Windows Server 2012 but the printer-specific print drivers do support it.	Download the driver from the HP Web site, and use the Windows Add Printer tool to install it.
Windows Server 2012 R2, 64-bit	The software installer does not support Windows Server 2012 but the printer-specific print drivers do support it.	Download the driver from the HP Web site, and use the Windows Add Printer tool to install it.
OS X 10.9 Mavericks, OS X 10.10 Yosemite, OS X 10.11 El Capitan	The HP print driver is available for download from HP Easy Start. The HP installer software for OS X is not included in the in-box CD.	For OS X, download the installer from HP Easy Start. 1. Go to 123.hp.com. 2. Follow the steps provided to download the printer software.

NOTE: For a current list of supported operating systems, go to www.hp.com/support/pagewidecolor586MFP for HP's all-inclusive help for the printer.

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

Table 1-2 Minimum system requirements

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

Mobile printing solutions

The printer supports the following software for mobile printing:

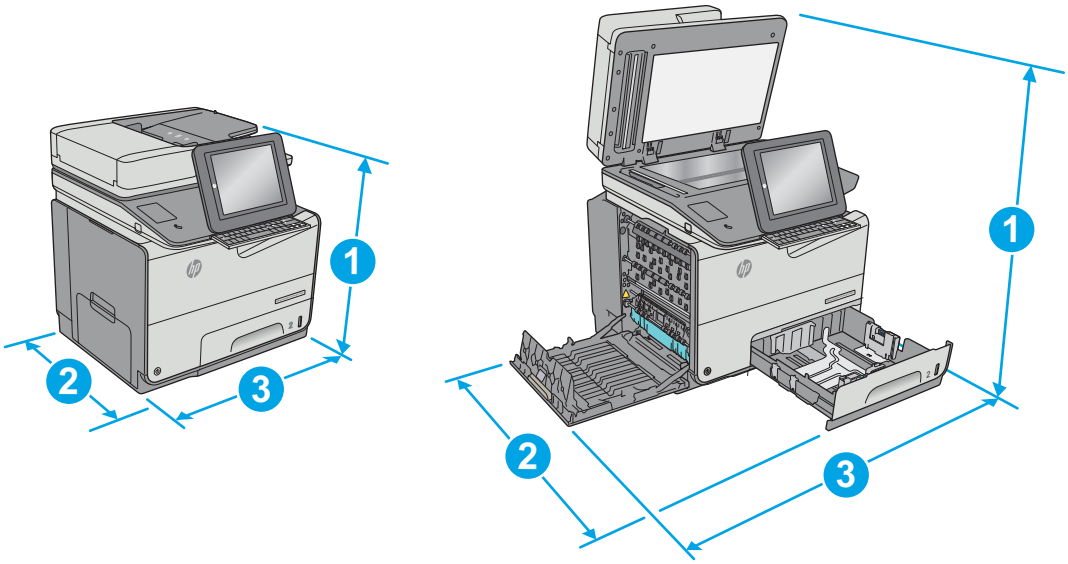
- HP ePrint software

> **NOTE:** The HP ePrint Software supports the following operating systems: Windows 7 SP 1 (32-bit and 64-bit); Windows 8 (32-bit and 64-bit); Windows 8.1 (32-bit and 64-bit); Windows 10 (32-bit and 64-bit); and OS X versions 10.9 Mavericks, 10.10 Yosemite, and 10.11 El Capitan.

- HP ePrint via email (Requires HP Web Services to be enabled and the printer to be registered with HP Connected)
- HP ePrint app (Available for Android, iOS, and Blackberry)
- ePrint Enterprise app (Supported by all printers using ePrint Enterprise Server Software)
- Google Cloud Print
- AirPrint
- Android Printing

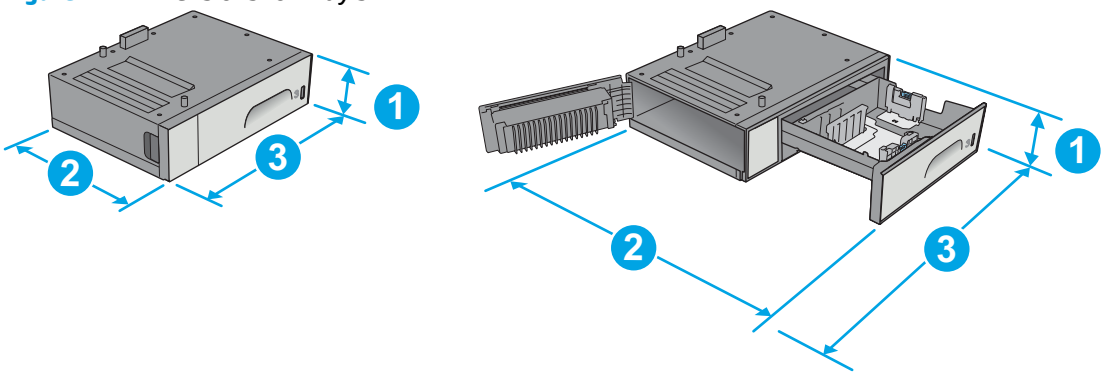
Printer dimensions

Figure 1-1 Dimensions for the printer



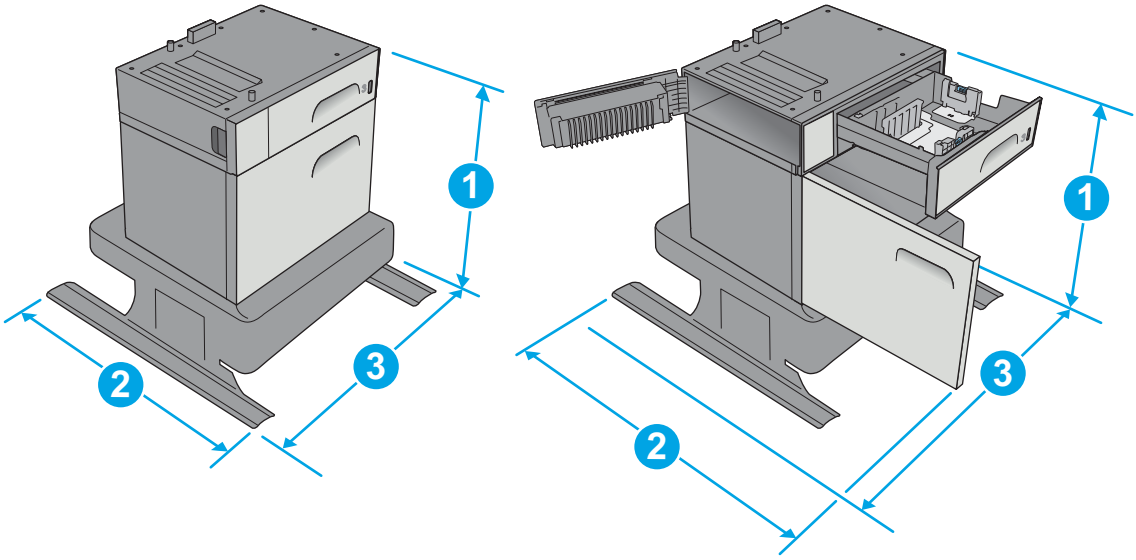
	Printer fully closed	Printer fully opened
1. Height	529 mm (20.8 in)	786 mm (30.9 in)
2. Depth	564 mm (22.2 in)	752 mm (29.6 in)
3. Width	530 mm (20.8 in)	934 mm (36.7 in)
Weight	32.3 kg (71.3 lb)	

Figure 1-2 Dimensions for Tray 3



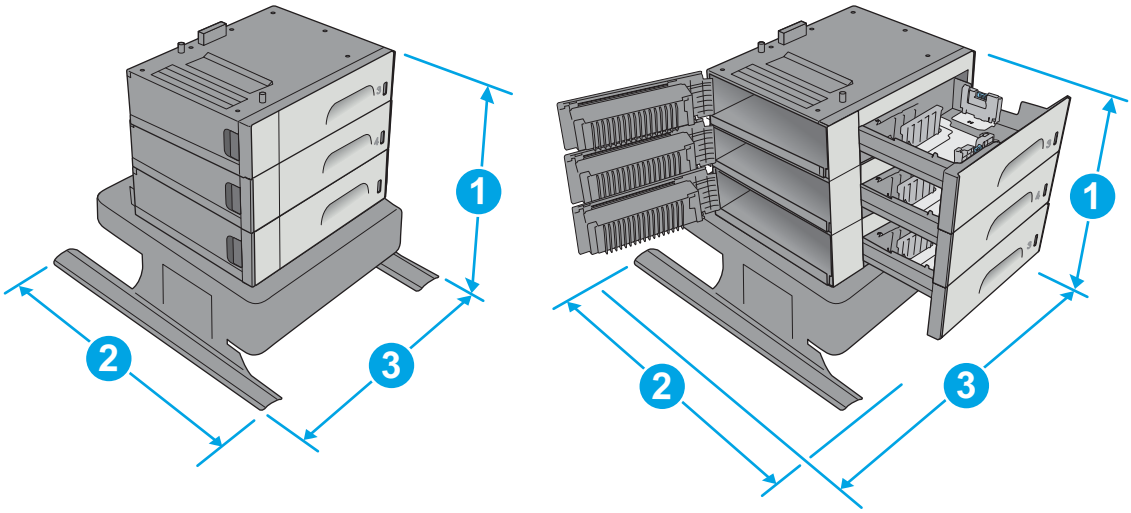
1. Height	138 mm (5.4 in)
2. Depth	Tray closed: 396 mm (15.5 in) Tray opened: 678 mm (26.6 in)
3. Width	Lower-left door closed: 514 mm (20.2 in) Lower-left door opened: 963 mm (37.9 in)
Weight	5.4 kg (11.8 lb)

Figure 1-3 Dimensions for the printer stand



1. Height	640 mm (25.1 in)
2. Depth	Tray closed: 669 mm (26.3 in) Tray opened: 810 mm (31.8 in)
3. Width	Lower-left door closed: 669 mm (26.3 in) Lower-left door opened: 1040 mm (40.9 in)
Weight	31.2 kg (69 lb)

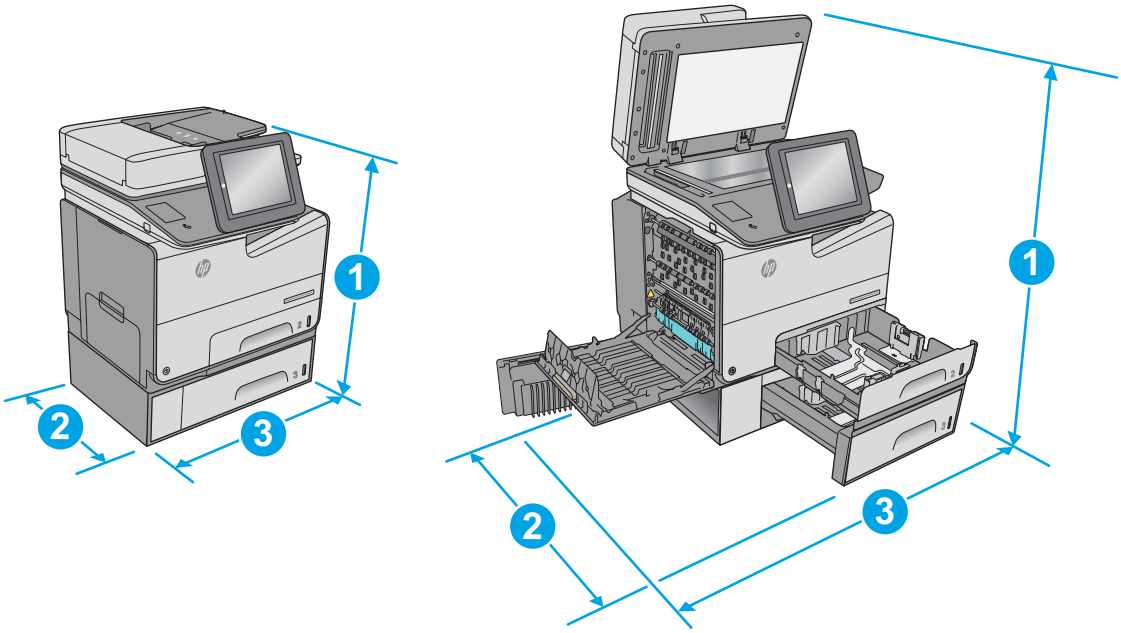
Figure 1-4 Dimensions for the 3 x 500-sheet paper feeder and stand



1. Height	642 mm (25.2 in)
2. Depth	Tray closed: 669 mm (26.3 in) Tray opened: 795 mm (31.2 in)

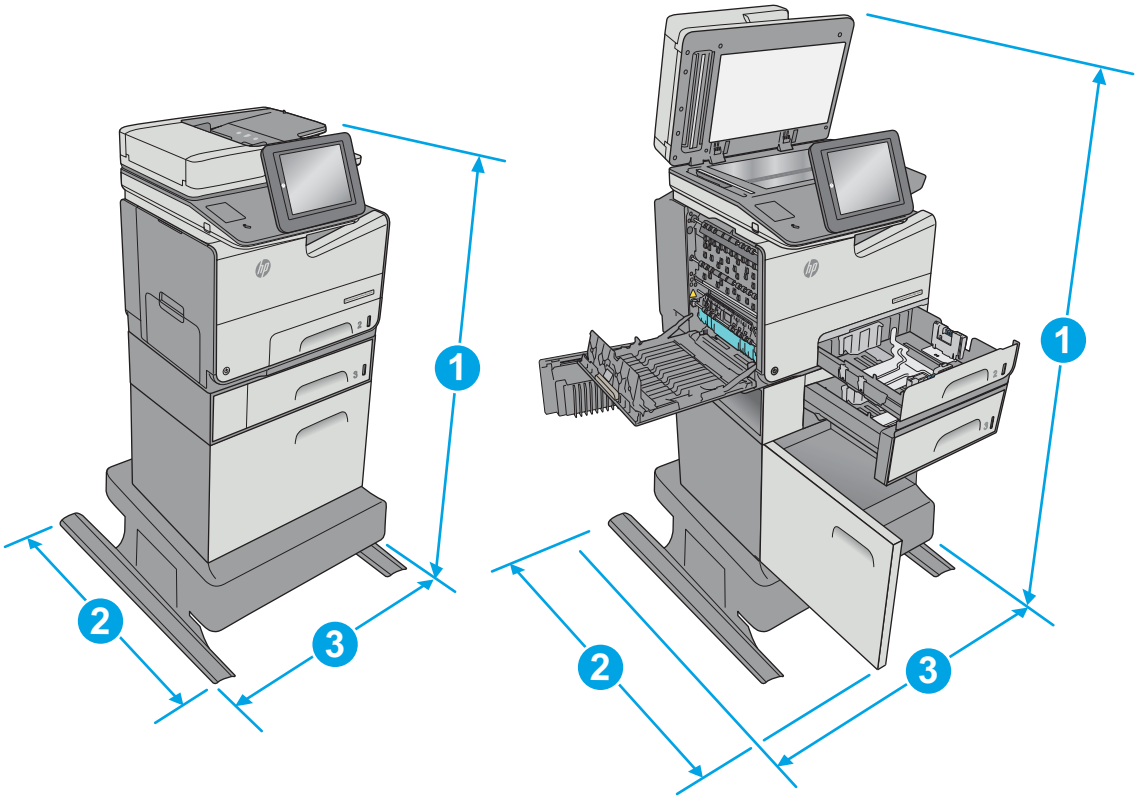
3. Width	Lower-left door closed: 669 mm (26.3 in) Lower-left door opened: 1040 mm (40.9 in)
Weight	35.8 kg (79 lb)

Figure 1-5 Dimensions for the printer with Tray 3



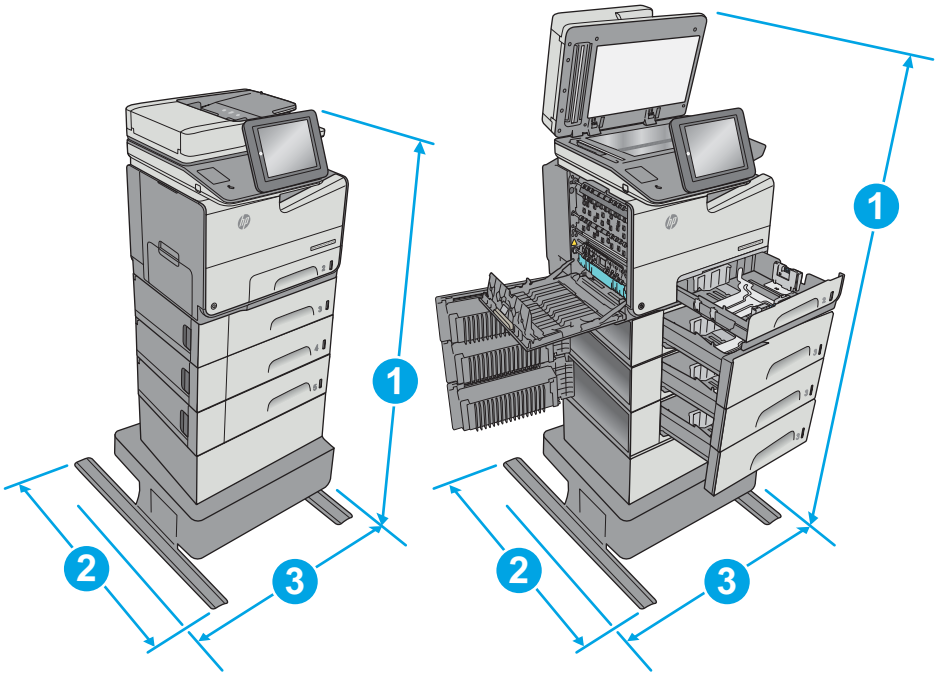
	Printer and accessories fully closed	Printer and accessories fully opened
1. Height	667 mm (26.2 in)	924 mm (36.3 in)
2. Depth	564 mm (22.2 in)	752 mm (29.6 in)
3. Width	530 mm (20.8 in)	963 mm (37.9 in)
Weight	37.7 kg (83.1 lb)	

Figure 1-6 Dimensions for the printer with the printer stand



	Printer and accessories fully closed	Printer and accessories fully opened
1. Height	1307 mm (51.4 in)	1564 mm (61.5 in)
2. Depth	669 mm (26.3 in)	810 mm (31.8 in)
3. Width	669 mm (26.3 in)	1040 mm (40.9 in)
Weight	63.5 kg (140.1)	

Figure 1-7 Dimensions for the printer with 3 x 500-sheet paper feeder and stand



	Printer and accessories fully closed	Printer and accessories fully opened
1. Height	1171 mm (46.1 in)	1428 mm (56.2 in)
2. Depth	669 mm (26.3 in)	795 mm (31.2 in)
3. Width	669 mm (26.3 in)	1040 mm (40.9 in)
Weight	68.1 kg (150.3 in)	

[1] These values are subject to change. For current information, go to www.hp.com/support/pagewidecolor586MFP.
[2] Do not extend more than one paper tray at a time.

Power consumption, electrical specifications, and acoustic emissions

See www.hp.com/support/pagewidecolor586MFP for current information.

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

Operating-environment range

Table 1-3 Operating-environment specifications

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

Printer hardware setup and software installation

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

Go to www.hp.com/support/pagewidecolor586MFP for HP's all-inclusive help for the printer. Find the following support:

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

2 Paper trays

- Load paper to Tray 1 (multi-purpose tray)
- Load paper to Tray 2
- Load paper to Tray 3
- Load paper to the 3 x 500-sheet paper feeder
- Load and print envelopes
- Load and print labels

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/pagewidecolor586MFP.

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

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

Load paper to Tray 1 (multi-purpose tray)

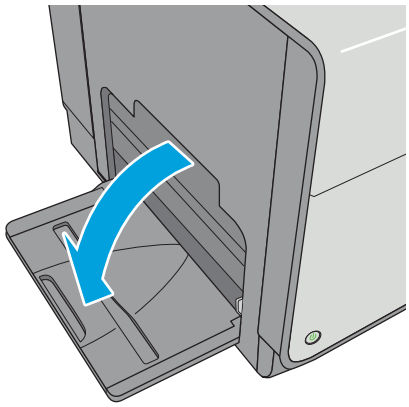
Introduction

The following information describes how to load paper into Tray 1. This tray holds up to 50 sheets of 75 g/m2 (20 lb) paper or 5 envelopes.

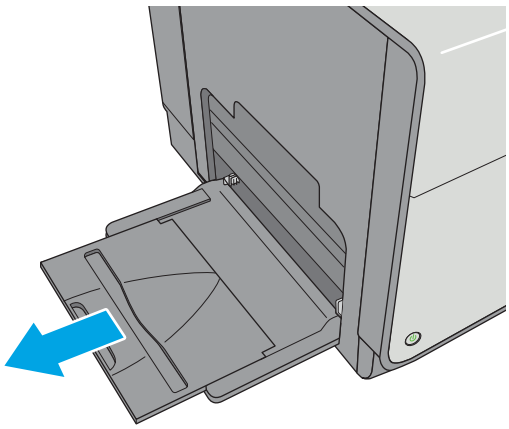
NOTE: Select the correct paper type in the print driver before printing.

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

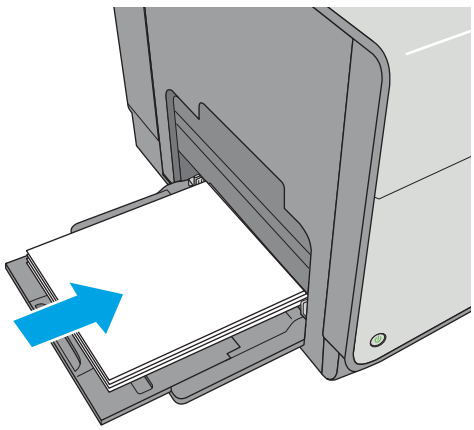
1. Open Tray 1.



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

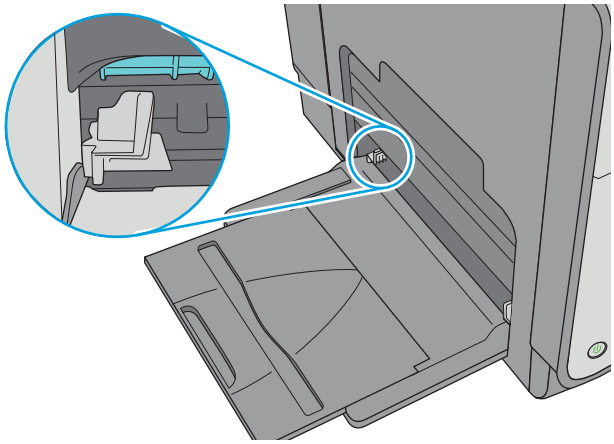


3. Spread the paper guides to the correct size, and then load paper in the tray. For information about how to orient the paper, see Tray 1 paper orientation on page 19.

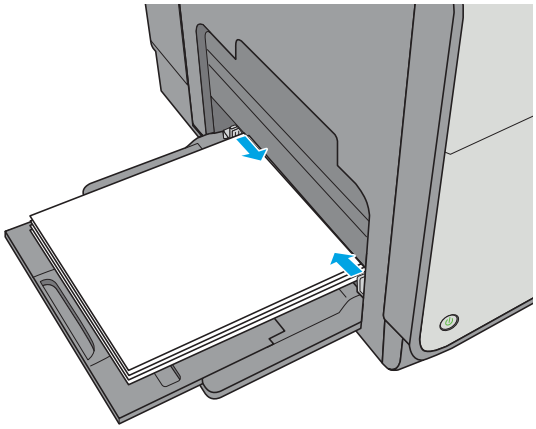


4. Make sure that the paper fits under the fill line on the paper guides.

   NOTE: The maximum stack height is 5 mm (0.2 in), or approximately 50 sheets of 75g paper.



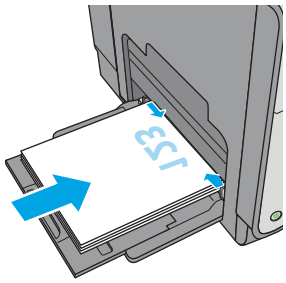
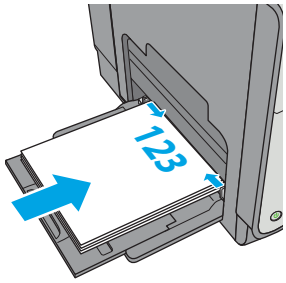
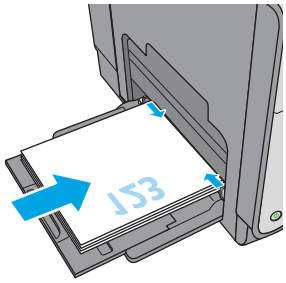
5. Adjust the side guides so that they lightly touch the paper stack, but do not bend it.

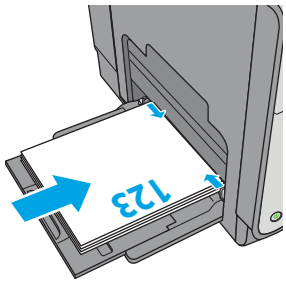
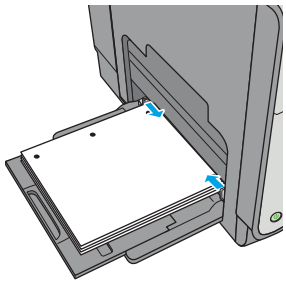
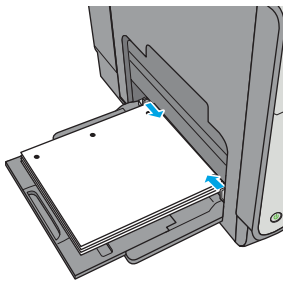


Tray 1 paper orientation

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

NOTE: The Alternative Letterhead Mode settings affects the way to load letterhead or preprinted paper. This setting is disabled by default. When using this mode, load paper as for automatic duplex printing. For more information, see Use alternative letterhead mode on page 22

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

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

Use alternative letterhead mode

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

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

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

1. Press the Home button on the product control panel.
2. Open the following menus:
   - Administration
   - Manage Trays
   - Alternative Letterhead Mode
3. Select Enabled, and then touch the Save button.

Load paper to Tray 2

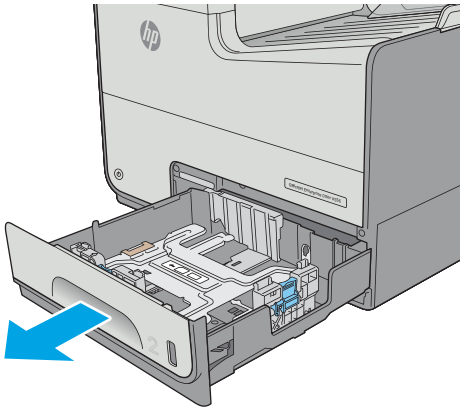
Introduction

The following information describes how to load paper in Tray 2. This tray holds up to 500 sheets of 75 g/m2 (20 lb) paper.

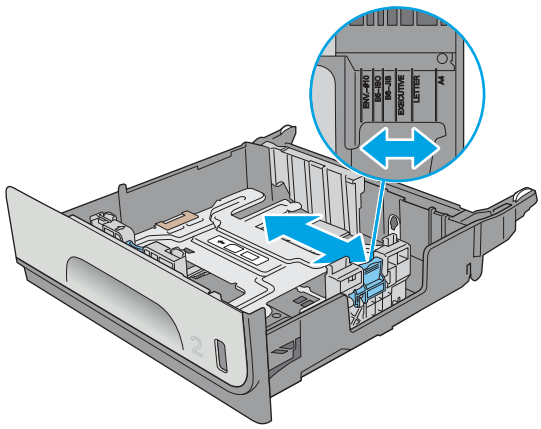
CAUTION: Do not extend more than one paper tray at a time.

1. Open the tray.

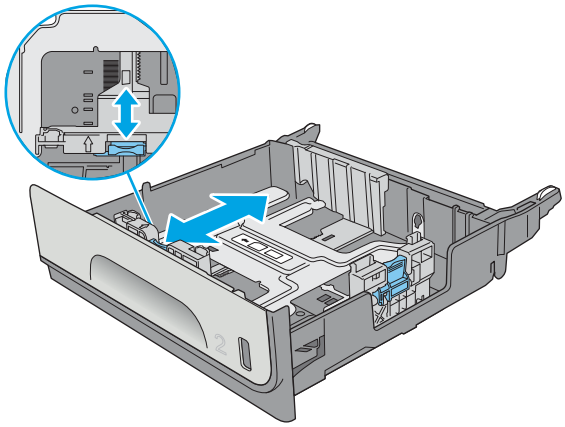
   NOTE: Do not open this tray while it is in use.



2. Before loading paper, adjust the paper-width guides by squeezing the adjustment latches and sliding the guides to the size of the paper being used. The edge of the tray guide should line up exactly with the marking on the tray.



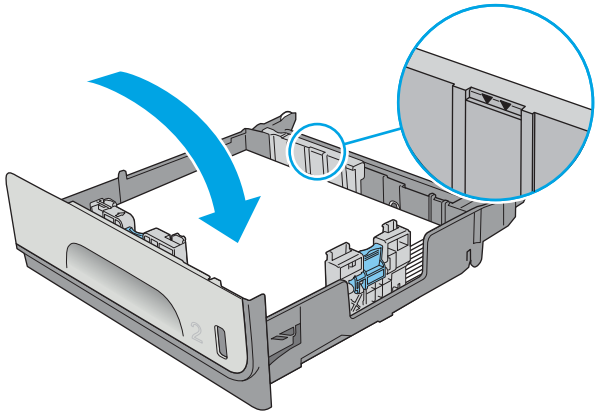
3. Adjust the paper-length guide by squeezing the adjustment latch and sliding the guide to the size of the paper being used.



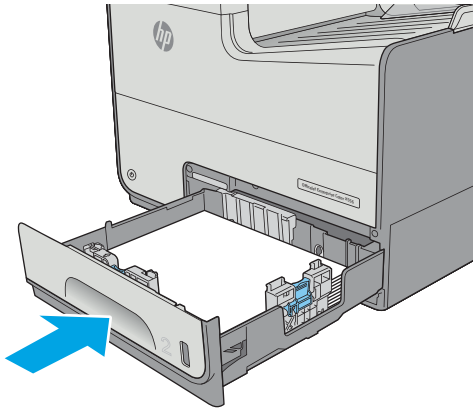
4. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it. For information about how to orient the paper, see Tray 2 paper orientation on page 24.

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

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



5. Close the tray.

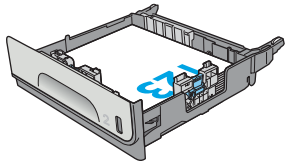


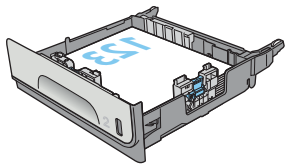
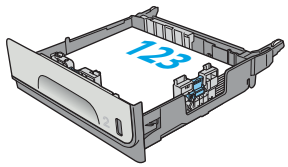
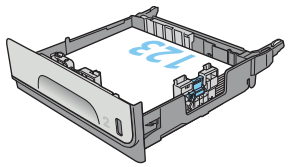
Tray 2 paper orientation

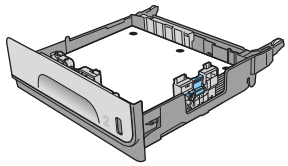
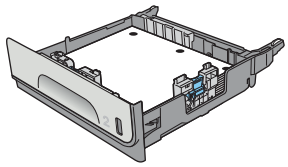
When using paper that requires a specific orientation, load it according to the information in the following table.

NOTE: The Alternative Letterhead Mode settings affects the way to load letterhead or preprinted paper. This setting is disabled by default. When using this mode, load paper as for automatic duplex printing. For more information, see Use alternative letterhead mode on page 26

Paper type	Image Orientation	Duplex mode	Paper size	How to load
Letterhead or preprinted	Portrait	1-sided printing	Letter, Executive, Statement, A4, A5, B5 (JIS), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Face-up Top edge toward the right



Paper type	Image Orientation	Duplex mode	Paper size	How to load
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Letter, Executive, Oficio (8.5 x 13), A4, B5 (JIS)	Face-down Top edge toward the left 
	Landscape	1-sided printing	Letter, Executive, Statement, A4, A5, B5 (JIS), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Face-up Top edge toward the back of the printer 
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Letter, Executive, Oficio (8.5 x 13), A4, B5 (JIS)	Face-down Top edge toward the back of the printer 

Paper type	Image Orientation	Duplex mode	Paper size	How to load
Prepunched	Portrait and landscape	1-sided printing	Letter, Executive, Statement, A4, A5, B5 (JIS), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Holes toward the back of the printer 
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Letter, Executive, Oficio (8.5 x 13), A4, B5 (JIS)	Holes toward the back of the printer 

Use alternative letterhead mode

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

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

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

1. Press the Home button on the product control panel.
2. Open the following menus:
   - Administration
   - Manage Trays
   - Alternative Letterhead Mode
3. Select Enabled, and then touch the Save button.

Load paper to Tray 3

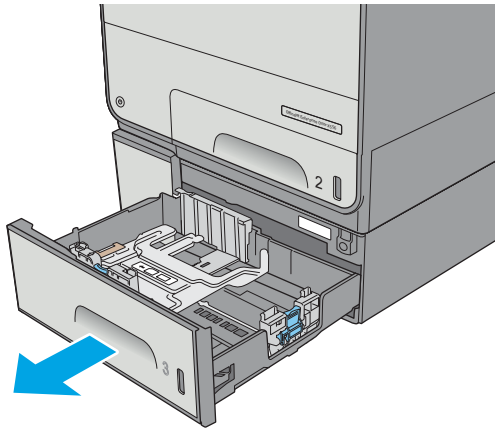
Introduction

The following information describes how to load paper in Tray 3. These trays hold up to 500 sheets of 75 g/m2 (20 lb) paper.

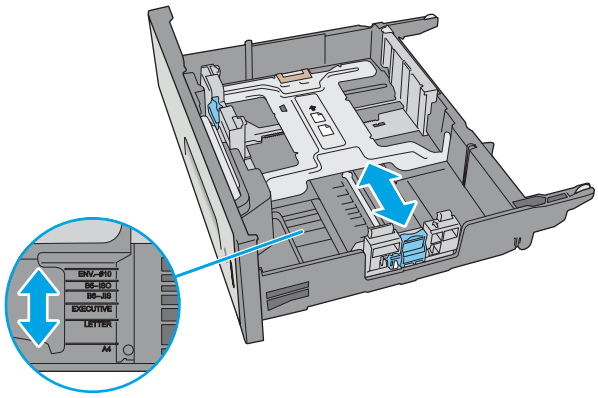
CAUTION: Do not extend more than one paper tray at a time.

1. Open the tray.

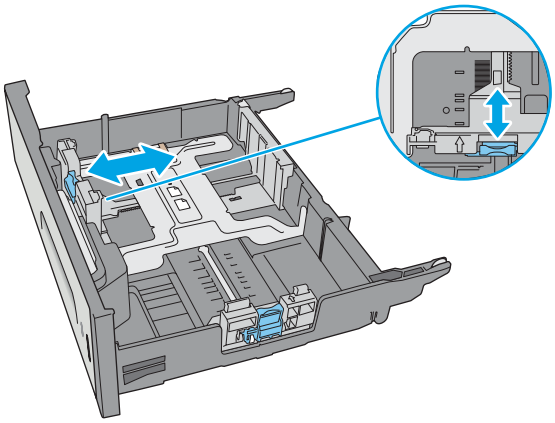
   NOTE: Do not open this tray while it is in use.



2. Before loading paper, adjust the paper-width guides by squeezing the adjustment latches and sliding the guides to the size of the paper being used. The edge of the tray guide should line up exactly with the marking on the tray.

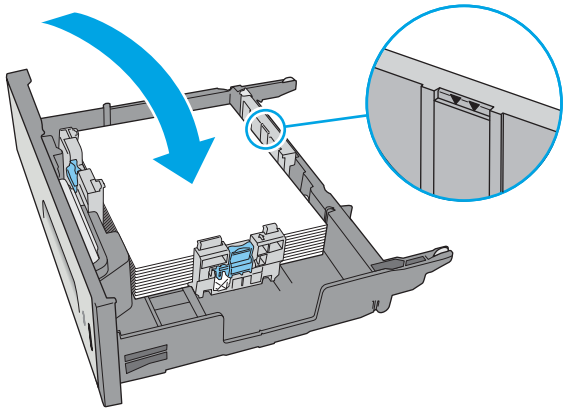


3. Adjust the paper-length guide by squeezing the adjustment latch and sliding the guide to the size of the paper being used.

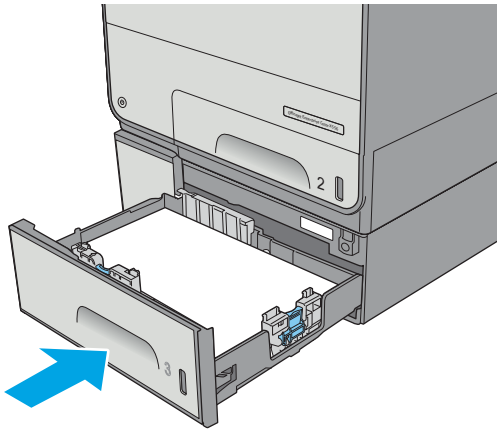


4. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it. For information about how to orient the paper, see Tray 3 paper orientation on page 28.

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



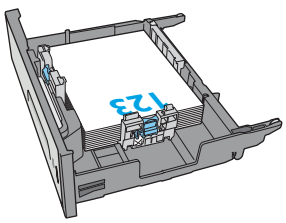
5. Close the tray.

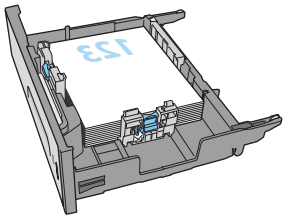
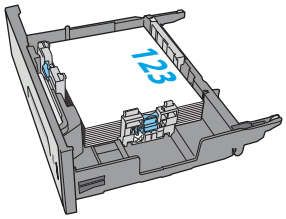
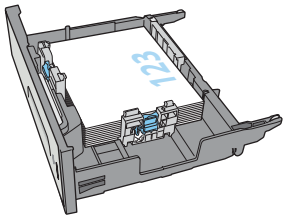


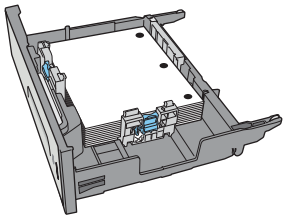
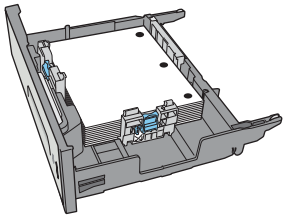
Tray 3 paper orientation

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

NOTE: The Alternative Letterhead Mode settings affects the way to load letterhead or preprinted paper. This setting is disabled by default. When using this mode, load paper as for automatic duplex printing. For more information, see Use alternative letterhead mode on page 30

Paper type	Image Orientation	Duplex mode	Paper size	How to load paper
Letterhead or preprinted	Portrait	1-sided printing	Letter, Legal, Executive, Statement, Oficio (8.5 x 13), A4, A5, RA4, B5 (JIS), Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Face-up Top edge toward the right 

Paper type	Image Orientation	Duplex mode	Paper size	How to load paper
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Letter, Legal, Executive, Oficio (8.5 x 13), A4, RA4, B5 (JIS), Oficio (216 x 340)	Face-down Top edge toward the left 
	Landscape	1-sided printing	Letter, Legal, Executive, Statement, Oficio (8.5 x 13), A4, A5, RA4, B5 (JIS), Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Face-up Top edge toward the back of the printer 
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Letter, Legal, Executive, Oficio (8.5 x 13), A4, RA4, B5 (JIS), Oficio (216 x 340)	Face-down Top edge toward the back of the printer 

Paper type	Image Orientation	Duplex mode	Paper size	How to load paper
Prepunched	Portrait and landscape	1-sided printing	Letter, Legal, Executive, Statement, Oficio (8.5 x 13), A4, A5, RA4, B5 (JIS), Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Holes toward the back of the printer 
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Letter, Legal, Executive, Oficio (8.5 x 13), A4, RA4, B5 (JIS), Oficio (216 x 340)	Holes toward the back of the printer 

Use alternative letterhead mode

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

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

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

1. Press the Home button on the product control panel.
2. Open the following menus:
   - Administration
   - Manage Trays
   - Alternative Letterhead Mode
3. Select Enabled, and then touch the Save button.

Load paper to the 3 x 500-sheet paper feeder

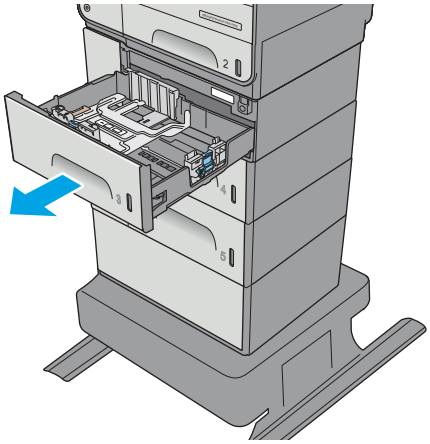
Introduction

The following information describes how to load paper in any of the trays in the 3 x 500-sheet paper feeder. Each tray holds up to 500 sheets of 75 g/m2 (20 lb) paper.

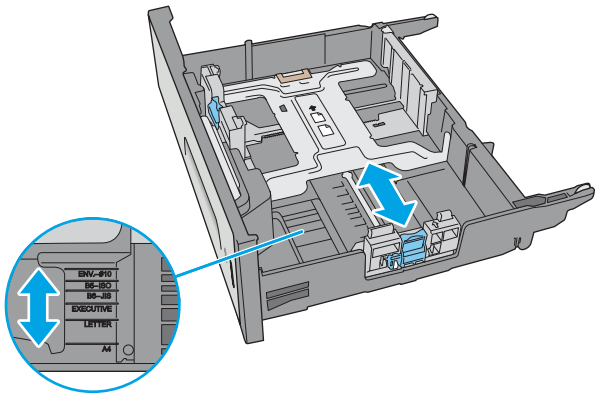
⚠ **CAUTION:** Do not extend more than one paper tray at a time.

1. Open the tray.

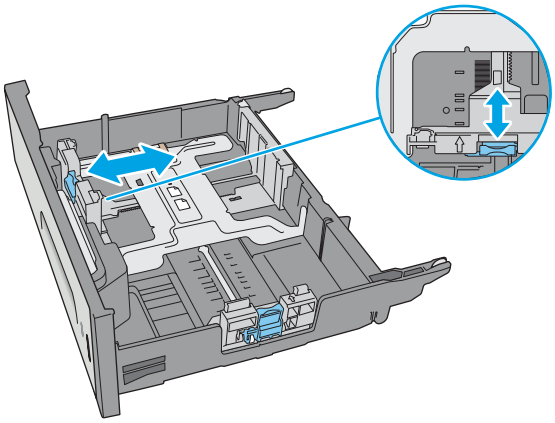
   NOTE: Do not open this tray while it is in use.



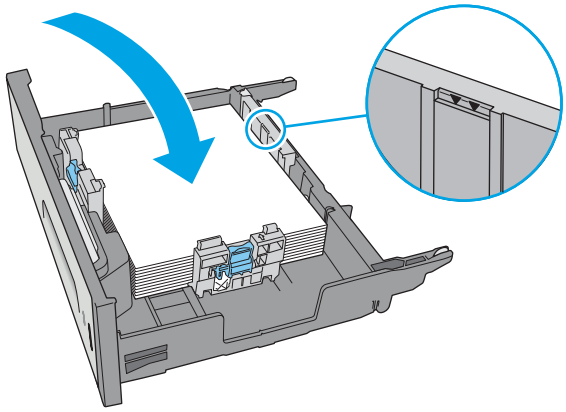
2. Before loading paper, adjust the paper-width guides by squeezing the adjustment latches and sliding the guides to the size of the paper being used. The edge of the tray guide should line up exactly with the marking on the tray.



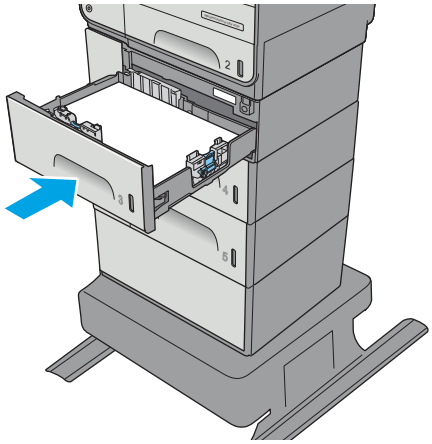
3. Adjust the paper-length guide by squeezing the adjustment latch and sliding the guide to the size of the paper being used.



4. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it. For information about how to orient the paper, see 3 x 500-sheet tray paper orientation on page 32.



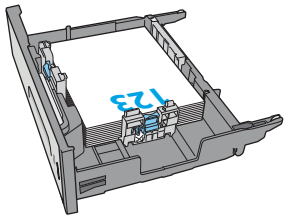
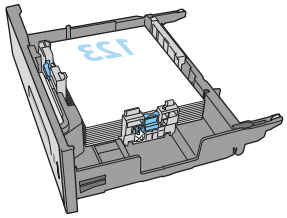
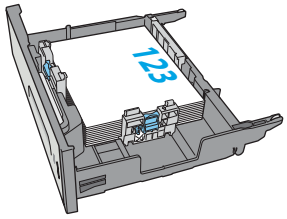
5. Close the tray.



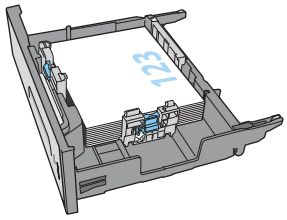
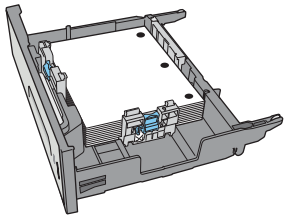
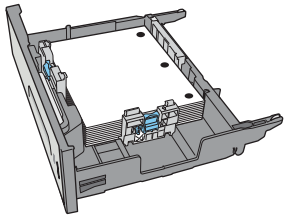
3 x 500-sheet tray paper orientation

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

NOTE: The Alternative Letterhead Mode settings affects the way to load letterhead or preprinted paper. This setting is disabled by default. When using this mode, load paper as for automatic duplex printing. For more information, see Use alternative letterhead mode on page 35

Paper type	Image orientation	Duplex mode	Paper size	How to load paper
Preprinted or letterhead	Portrait	1-sided printing	Letter, Legal, Executive, Statement, Oficio (8.5 x 13), A4, A5, RA4, B5 (JIS), Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Face-up Top edge toward the right 
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Letter, Legal, Executive, Oficio (8.5 x 13), A4, RA4, B5 (JIS), Oficio (216 x 340)	Face-down Top edge toward the left 
	Landscape	1-sided printing	Letter, Legal, Executive, Statement, Oficio (8.5 x 13), A4, A5, RA4, B5 (JIS), Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Face-up Top edge toward the back of the printer 

(continued)

Paper type	Image orientation	Duplex mode	Paper size	How to load paper
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Letter, Legal, Executive, Oficio (8.5 x 13), A4, RA4, B5 (JIS), Oficio (216 x 340)	Face-down Top edge toward the back of the printer 
Prepunched	Portrait	1-sided printing	Letter, Legal, Executive, Statement, Oficio (8.5 x 13), A4, A5, RA4, B5 (JIS), Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Holes toward the back of the printer 
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Letter, Legal, Executive, Oficio (8.5 x 13), A4, RA4, B5 (JIS), Oficio (216 x 340)	Holes toward the back of the printer 

Use alternative letterhead mode

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

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

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

1. Press the Home button on the product control panel.
2. Open the following menus:
   - Administration
   - Manage Trays
   - Alternative Letterhead Mode
3. Select Enabled, and then touch the Save button.

Load and print envelopes

Introduction

The following information describes how to print and load envelopes. Use only Tray 1 or Tray 2 to print on envelopes. Tray 1 holds up to 5 envelopes. Tray 2 holds up to 30 envelopes.

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

Print envelopes

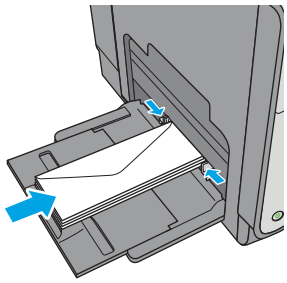
1. From the software program, select the **Print** option.
2. Select the printer from the list of printers, and then click or tap the **Properties** or **Preferences** button to open the print driver.

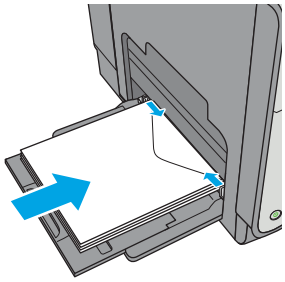
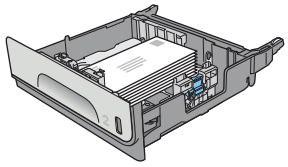
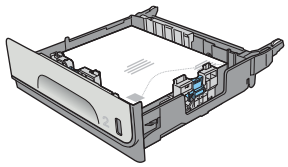
NOTE: The name of the button varies for different software programs.

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

3. Click or tap the **Paper/Quality** tab.
4. In the **Paper size** drop-down list, select the correct size for the envelopes.
5. In the **Paper type** drop-down list, select **Envelope**.
6. In the **Paper source** drop-down list, select **Manual feed**.
7. Click the **OK** button to close the **Document Properties** dialog box.
8. In the **Print** dialog box, click the **OK** button to print the job.

Envelope orientation

Tray	Envelope size	How to load
Tray 1	Envelope #9, Envelope #10, Envelope Monarch, Envelope DL, Japanese Envelope Chou #3, Japanese Envelope Chou #4	Face-down Top edge toward the front of the printer 

Tray	Envelope size	How to load
	Envelope B5, Envelope C5, Envelope C6	Face-down Top edge leading into the printer 
Tray 2	Envelope #10, Envelope DL, Japanese Envelope Chou #3	Face-up Top edge toward the right of the printer 
	Envelope B5, Envelope C5	Face-up Top edge toward the right of the printer 

Load and print labels

Introduction

The following information describes how to print and load labels.

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

Manually feed labels

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

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

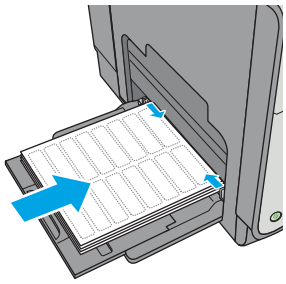
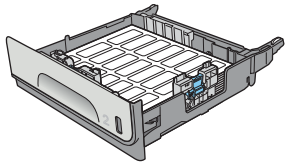
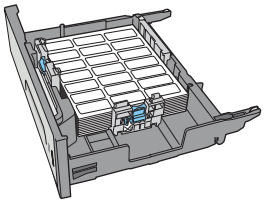
NOTE: To access these features from a Windows 8 or 8.1 Start screen, select **Devices**, select **Print**, and then select the printer.

3. Click or tap the **Paper/Quality** tab.
4. In the **Paper size** drop-down list, select the correct size for the sheets of labels.
5. In the **Paper type** drop-down list, select **Labels**.
6. In the **Paper source** drop-down list, select **Manual feed**.

NOTE: When using manual feed, the printer prints from the lowest-numbered tray that is configured for the correct size of paper, so it is not necessary to specify a particular tray. For example, if Tray 2 is configured for labels, the printer will print from Tray 2. If Tray 3 is installed and configured for labels, but Tray 2 is not configured for labels, the printer will print from Tray 3.

7. Click the **OK** button to close the **Document Properties** dialog box.
8. In the **Print** dialog box, click the **OK** button to print the job.
9. Load sheets of labels face-up with the top of the sheet toward the right side of the printer.

Label orientation

Tray	How to load
Tray 1	Face-down Top edge leading into the printer 
Tray 2	Face-up Top edge toward the right of the printer 
Tray 3 and the 3 x 500-sheet paper feeder trays	Face-up Top edge toward the right of the printer 

3 Supplies, accessories, and parts

- Order supplies, accessories, and parts
- Replace the cartridges
- Replace the ink-collection unit

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/pagewidecolor586MFP.

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

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

Order supplies, accessories, and parts

Ordering

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

Supplies and accessories

Item	Description	Cartridge number	Part number
Supplies			
HP 981A Black Original PageWide Cartridge	Standard-capacity replacement black cartridge	981A	J3M71A
HP 981X High Yield Black Original PageWide Cartridge	High-capacity replacement black cartridge	981X	L0R12A
HP 981Y Extra High Yield Black Original PageWide Cartridge	Extra high-capacity replacement black cartridge	981Y	L0R16A
HP 981A Cyan Original PageWide Cartridge	Standard-capacity replacement cyan cartridge	981A	J3M68A
HP 981X High Yield Cyan Original PageWide Cartridge	High-capacity replacement cyan cartridge	981X	L0R09A
HP 981Y Extra High Yield Cyan Original PageWide Cartridge	Extra high-capacity replacement cyan cartridge	981Y	L0R13A
HP 981A Yellow Original PageWide Cartridge	Standard-capacity replacement yellow cartridge	981A	J3M70A
HP 981X High Yield Yellow Original PageWide Cartridge	High-capacity replacement yellow cartridge	981X	L0R11A
HP 981Y Extra High Yield Yellow Original PageWide Cartridge	Extra high-capacity replacement yellow cartridge	981Y	L0R15A
HP 981A Magenta Original PageWide Cartridge	Standard-capacity replacement magenta cartridge	981A	J3M69A
HP 981X High Yield Magenta Original PageWide Cartridge	High-capacity replacement magenta cartridge	981X	L0R10A
HP 981Y Extra High Yield Magenta Original PageWide Cartridge	Extra high-capacity replacement magenta cartridge	981Y	L0R14A
Ink-collection unit	Replacement ink-collection unit	Not applicable	B5L09A
HP 200 ADF Roller Replacement Kit	Replacement feed rollers for the document feeder	Not applicable	B5L52A
Accessories			

Item	Description	Cartridge number	Part number
HP PageWide Enterprise 500-sheet Paper Tray	Optional Tray 3 (1 x 500-sheet paper feeder)	Not applicable	G1W43A
HP PageWide Enterprise Printer Stand	Optional stand to support the printer Includes installation instructions	Not applicable	G1W44A
HP PageWide Enterprise 3 x 500-sheet Paper Feeder and Stand	Optional 3 x 500-sheet paper feeder with a stand to support the printer Includes installation instructions	Not applicable	G1W45A
Ink-collection unit	Replacement ink-collection unit	Not applicable	B5L09A
HP 1GB DDR3 x32 144-Pin 800MHz SODIMM	Optional DIMM for expanding the memory	Not applicable	E5K48
HP Internal USB Ports	Optional USB ports for connecting third-party devices	Not applicable	B5L28A
HP LaserJet MFP Analog Fax Accessory 500	Optional fax accessory	Not applicable	CC487A
HP Foreign Interface Harness	Optional port for connecting third-party devices	Not applicable	B5L31A
HP Trusted Platform Module	Automatically encrypts all data that passes through the printer	Not applicable	F5S62A
HP Jetdirect 2900nw Print Server	USB wireless print server accessory	Not applicable	J8031A
HP Jetdirect 3000w NFC/Wireless Accessory	Wireless Direct Print accessory for “touch” printing from mobile devices	Not applicable	J8030A
HP LaserJet Keyboard Overlay Kit for Simplified Chinese & Traditional Chinese (z model only)	Language-specific, adhesive overlay for the physical keyboard	Not applicable	A7W12A
HP LaserJet Keyboard Overlay Kit for Swedish (z model only)	Language-specific, adhesive overlay for the physical keyboard	Not applicable	A7W14A

Customer self-repair parts

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

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

- Parts listed as **Mandatory** self-replacement are to be installed by customers, unless you are willing to pay HP service personnel to perform the repair. For these parts, on-site or return-to-depot support is not provided under the HP printer warranty.
- Parts listed as **Optional** self-replacement can be installed by HP service personnel at your request for no additional charge during the printer warranty period.

Item	Description	Self-replacement options	Part number
Ink-collection Unit	Replacement ink-collection unit	Mandatory	B5L09
Left Door Assembly, Tray 1 Kit	Replacement left door and Tray 1 kit	Optional	G1W39-67901
Tray 2 Assembly Kit	Replacement Tray 2	Mandatory	G1W39-67908
Tray 3 Assembly Kit	Replacement Tray 3	Mandatory	G1W39-67909
Tray 4 Assembly Kit	Replacement Tray 4	Mandatory	G1W39-67910
Tray 5 Assembly Kit	Replacement Tray 5	Mandatory	G1W39-67911
Printer Stand kit	Replacement printer stand	Mandatory	G1W44A
3 x 500-sheet Paper Feeder and Stand	Replacement 3 x 500-sheet paper feeder and stand	Mandatory	G1W45A
Flap-Eject Assembly Kit	Replacement output ejector flap	Mandatory	G1W39-67902
HP 200 ADF Roller Replacement Kit	Replacement feed rollers for the document feeder	Mandatory	B5L52-67903
Scanner white backing	Replacement white plastic backing for the scanner	Mandatory	5851-6570
Retention-Clip Assembly	Replacement retention clips that are behind the scanner white backing	Mandatory	5851-6573
Control Panel Assembly Kit	Replacement touchscreen control panel	Mandatory	G1W39-67904
Front top cover (under control panel)	Replacement front top cover	Mandatory	G1W39-40002
HIP2 cover	Replacement HIP2 cover	Mandatory	G1W39-67905
USB cover	Replacement easy access USB cover	Mandatory	G1W39-67907
U.S. English Keyboard Kit	Replacement keyboard for the z model	Mandatory	B5L47-67019
U.K. English Keyboard Kit	Replacement keyboard for the z model	Mandatory	B5L47-67020
Keyboard Overlay Kit French, Italian, Russian, German, Spanish, Ukrainian	Replacement keyboard overlay for the z model	Mandatory	5851-6019
Keyboard Overlay Kit Canadian French, Latin American Spanish, U.S. Spanish	Replacement keyboard overlay for the z model	Mandatory	5851-6020
Keyboard Overlay Kit Swiss French, Swiss German, Danish	Replacement keyboard overlay for the z model	Mandatory	5851-6021
Keyboard Overlay Kit Simplified Chinese, Traditional Chinese	Replacement keyboard overlay for the z model	Mandatory	5851-6022
Keyboard Overlay Kit Spanish, Portuguese	Replacement keyboard overlay for the z model	Mandatory	5851-6023
Keyboard Overlay Kit Japanese (KG and KT)	Replacement keyboard overlay for the z model	Mandatory	5851-6024

Item	Description	Self-replacement options	Part number
HP Jetdirect 2900nw Print Server	Replacement USB wireless print server accessory	Mandatory	J8031-61001
HP Jetdirect 3000w NFC/Wireless Accessory	Replacement Wireless Direct Print accessory for “touch” printing from mobile devices	Mandatory	J8030-61001
HP 1GB DDR3 x32 144-Pin 800MHz SODIMM	Replacement memory DIMM	Mandatory	E5K48-67902
HP LaserJet MFP Analog Fax Accessory 500	Replacement fax board	Mandatory	A2W77-67910
HP Foreign Interface Harness	Replacement HP Foreign Interface Harness	Mandatory	B5L31-67902
HP Trusted Platform Module	Replacement HP Trusted Platform Module	Mandatory	F5S62-61001
320 GB Hard Disk Drive Kit	Replacement hard-disk drive	Optional	G1W39-67903
FIPS HDD 140 Encrypted 500GB kit	Replacement 500GB hard-disk drive	Mandatory	B5L29-67903

Replace the cartridges

- Introduction
- Cartridge information
- Remove and replace the cartridge

Introduction

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

Cartridge information

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

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

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

Item	Description	Cartridge number	Part number
Supplies			
HP 981A Black Original PageWide Cartridge	Standard-capacity replacement black cartridge	981A	J3M71A
HP 981X High Yield Black Original PageWide Cartridge	High-capacity replacement black cartridge	981X	L0R12A
HP 981Y Extra High Yield Black Original PageWide Cartridge	Extra high-capacity replacement black cartridge	981Y	L0R16A
HP 981A Cyan Original PageWide Cartridge	Standard-capacity replacement cyan cartridge	981A	J3M68A
HP 981X High Yield Cyan Original PageWide Cartridge	High-capacity replacement cyan cartridge	981X	L0R09A
HP 981Y Extra High Yield Cyan Original PageWide Cartridge	Extra high-capacity replacement cyan cartridge	981Y	L0R13A
HP 981A Yellow Original PageWide Cartridge	Standard-capacity replacement yellow cartridge	981A	J3M70A
HP 981X High Yield Yellow Original PageWide Cartridge	High-capacity replacement yellow cartridge	981X	L0R11A
HP 981Y Extra High Yield Yellow Original PageWide Cartridge	Extra high-capacity replacement yellow cartridge	981Y	L0R15A
HP 981A Magenta Original PageWide Cartridge	Standard-capacity replacement magenta cartridge	981A	J3M69A

Item	Description	Cartridge number	Part number
HP 981X High Yield Magenta Original PageWide Cartridge	High-capacity replacement magenta cartridge	981X	L0R10A
HP 981Y Extra High Yield Magenta Original PageWide Cartridge	Extra high-capacity replacement magenta cartridge	981Y	L0R14A

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

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

CAUTION: To prevent damage to the cartridge do not touch the gold-colored metal contacts of the cartridge.

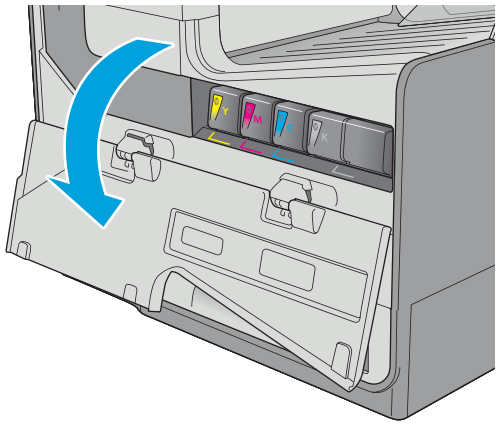
The following illustration shows the cartridge components.

1	Metal connector. Do not touch. Fingerprints may cause supply error messages. Dust may also cause supply error messages; do not leave cartridges outside the printer for prolonged periods of time.

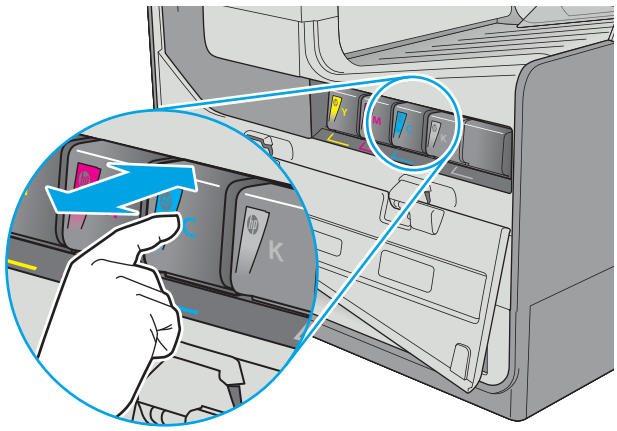
NOTE: Information about recycling used cartridges is in the cartridge box.

Remove and replace the cartridge

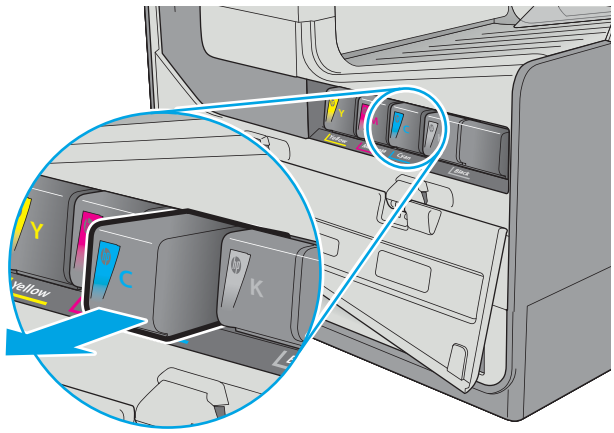
1. Open the cartridge door.



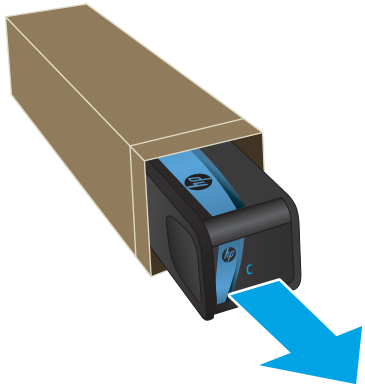
2. Push the old cartridge inward to unlock it.



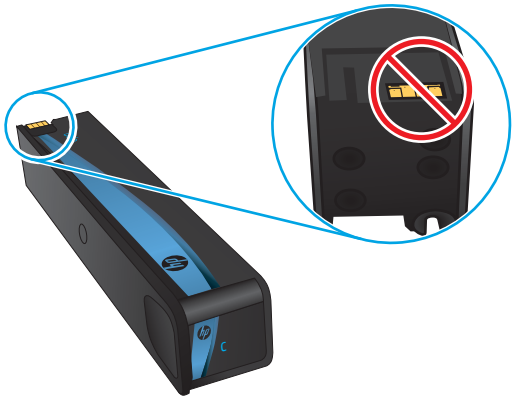
3. Grasp the edge of the old cartridge and then pull the cartridge straight out to remove it.



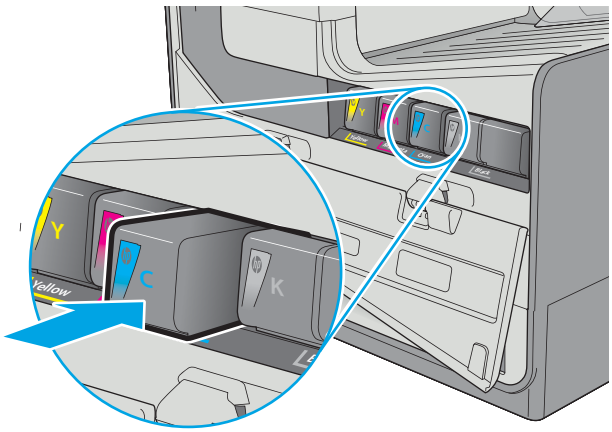
4. Remove the new cartridge from the packaging.



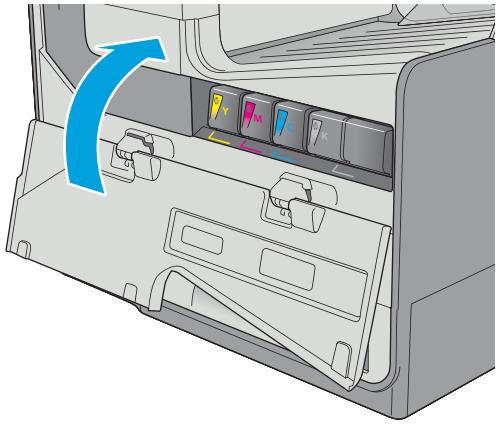
5. Do not touch the gold-colored metal contacts of the cartridge. Fingerprints on the contacts can cause print-quality problems.



6. Insert the new cartridge into the product. Make sure the cartridge is firmly in place.



7. Close the cartridge door.



8. Pack the used cartridge in the box that the new cartridge came in. See the enclosed recycling guide for information about recycling.

   HP helps you recycle your Original HP cartridges—it's easy and free with the HP Planet Partners program, available in more than 50 countries/regions around the world[1)].

   To find information about how to recycle used HP cartridges, please go to www.hp.com/recycle.

[1)] Program availability varies. For more information, visit www.hp.com/recycle.

Replace the ink-collection unit

- Introduction
- Remove and replace the ink-collection unit

Introduction

The following information provides details about the ink-collection unit for the printer, and it includes instructions to replace it.

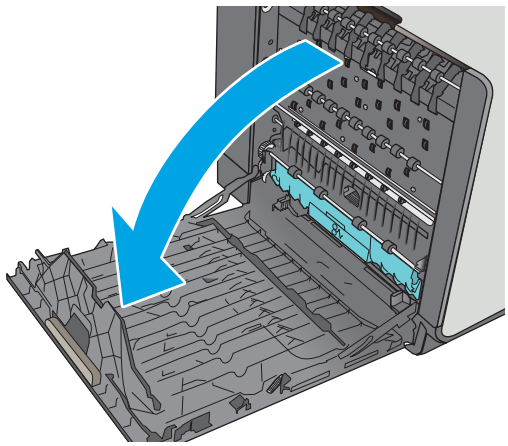
The printer indicates when the ink-collection unit is nearly full and when it is completely full. When it is completely full, printing stops until the ink-collection unit is replaced.

To purchase a ink-collection unit (part number B5L09A), go to the HP Parts Store at www.hp.com/buy/parts.

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

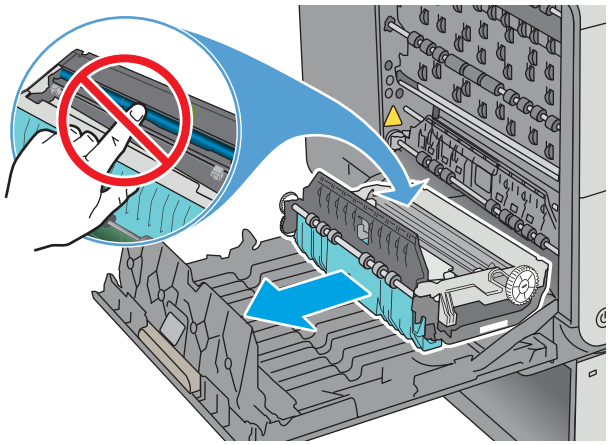
Remove and replace the ink-collection unit

1. Open the left door.

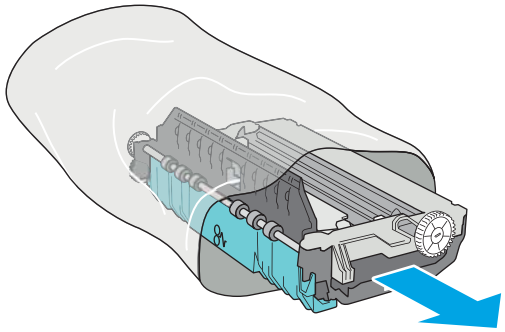


2. Remove the ink-collection unit by pulling it out with both hands. Set the unit aside, upright, on a piece of paper to prevent spills.

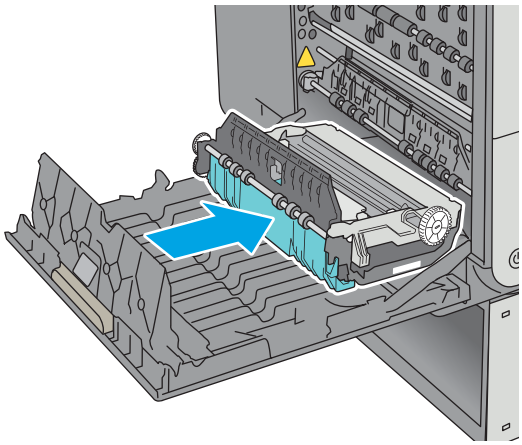
   CAUTION: When pulling out the ink-collection unit, avoid making direct contact with the black cylinder to prevent pigment smear on skin or clothes.



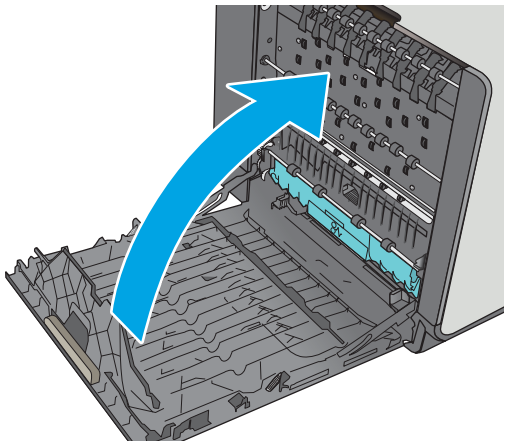
3. Remove the new ink-collection unit from its packaging.



4. Install the ink-collection unit.



5. Close the left door.



4 Print

- Print tasks (Windows)
- Print tasks (OS X)
- Store print jobs on the printer to print later or print privately
- Mobile printing
- Print from the USB port

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/pagewidecolor586MFP.

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

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

Print tasks (Windows)

How to print (Windows)

The following procedure describes the basic printing process for Windows.

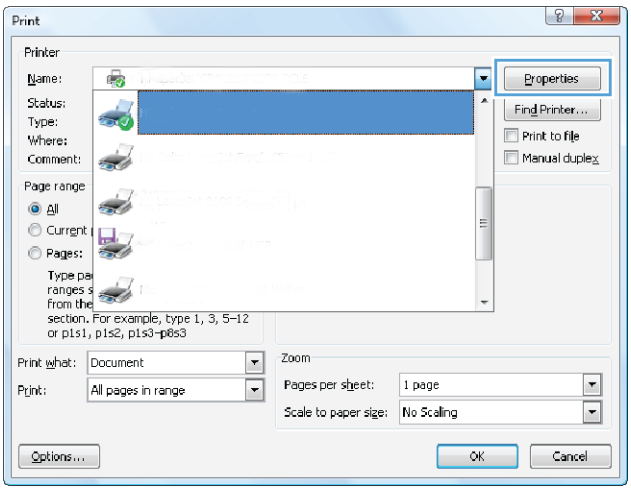
1. From the software program, select the **Print** option.
2. Select the printer from the list of printers. To change settings, click or tap the **Properties** or **Preferences** button to open the print driver.

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

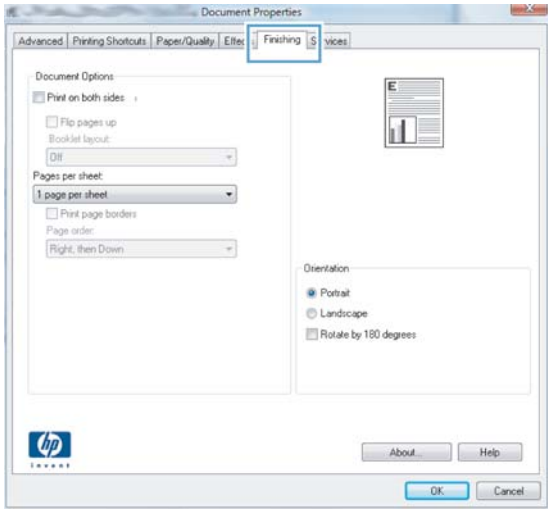
NOTE: To access these features from a Windows 8 or 8.1 Start screen app, select **Devices**, select **Print**, and then select the printer.

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

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



3. Click or tap the tabs in the print driver to configure the available options. For example, set the paper orientation on the **Finishing** tab, and set the paper source, paper type, paper size, and quality settings on the **Paper/Quality** tab.



4. Click or tap the **OK** button to return to the **Print** dialog box. Select the number of copies to print from this screen.

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

Automatically print on both sides (Windows)

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

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

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

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

3. Click or tap the **Finishing** tab.
4. Select the **Print on both sides** check box. Click the **OK** button to close the **Document Properties** dialog box.
5. In the **Print** dialog box, click the **OK** button to print the job.

Manually print on both sides (Windows)

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

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

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

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

3. Click or tap the **Finishing** tab.
4. Select the **Print on both sides (manually)** check box. Click the **OK** button to print the first side of the job.
5. Retrieve the printed stack from the output bin, and place it in Tray 1.
6. If prompted, touch the appropriate control panel button to continue.

Print multiple pages per sheet (Windows)

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

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

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

3. Click or tap the **Finishing** tab.
4. Select the number of pages per sheet from the **Pages per sheet** drop-down list.
5. Select the correct **Print page borders**, **Page order**, and **Orientation** options. Click the **OK** button to close the **Document Properties** dialog box.
6. In the **Print** dialog box, click the **OK** button to print the job.

Select the paper type (Windows)

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

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

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

3. Click or tap the **Paper/Quality** tab.
4. From the **Paper type** drop-down list, click the **More...** option.
5. Expand the list of **Type is:** options.
6. Expand the category of paper types that best describes your paper.
7. Select the option for the type of paper you are using, and then click the **OK** button.
8. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

   If the tray needs to be configured, a tray configuration message displays on the printer control panel.
9. Load the tray with the specified type and size of paper, and then close the tray.
10. Touch the OK button to accept the detected type and size, or touch the Modify button to choose a different paper size or type.
11. Select the correct type and size, and then touch the OK button.

Additional print tasks

Go to www.hp.com/support/pagewidecolor586MFP.

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

- Create and use printing shortcuts or presets
- Select the paper size, or use a custom paper size
- Select the page orientation
- Create a booklet
- Scale a document to fit a specific paper size
- Print the first or last pages of the document on different paper
- Print watermarks on a document

Print tasks (OS X)

How to print (OS X)

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

1. Click the **File** menu, and then click the **Print** option.
2. Select the printer.
3. Click **Show Details** or **Copies & Pages**, and then select other menus to adjust the print settings.

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

4. Click the **Print** button.

Automatically print on both sides (OS X)

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

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

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

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

4. Select a binding option from the **Two-Sided** drop-down list.
5. Click the **Print** button.

Manually print on both sides (OS X)

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

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

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

4. Click the **Manual Duplex** box, and select a binding option.
5. Click the **Print** button.
6. Go to the printer, and remove any blank paper that is in Tray 1.

7. Retrieve the printed stack from the output bin and place it with the printed-side facing down in the input tray.
8. If prompted, touch the appropriate control panel button to continue.

Print multiple pages per sheet (OS X)

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

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

4. From the **Pages per Sheet** drop-down list, select the number of pages that you want to print on each sheet.
5. In the **Layout Direction** area, select the order and placement of the pages on the sheet.
6. From the **Borders** menu, select the type of border to print around each page on the sheet.
7. Click the **Print** button.

Select the paper type (OS X)

1. Click the **File** menu, and then click the **Print** option.
2. Select the printer.
3. Click **Show Details** or **Copies & Pages**, and then click the **Media & Quality** menu or the **Paper/Quality** menu.

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

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

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

- **Media Type**: Select the option for the type of paper for the print job.
- **Print Quality**: Select the resolution level for the print job.
- **Edge-To-Edge Printing**: Select this option to print close to the paper edges.

5. Click the **Print** button.

Additional print tasks

Go to www.hp.com/support/pagewidecolor586MFP.

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

- Create and use printing shortcuts or presets
- Select the paper size, or use a custom paper size
- Select the page orientation
- Create a booklet
- Scale a document to fit a specific paper size
- Print the first or last pages of the document on different paper
- Print watermarks on a document

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

Introduction

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

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

Create a stored job (Windows)

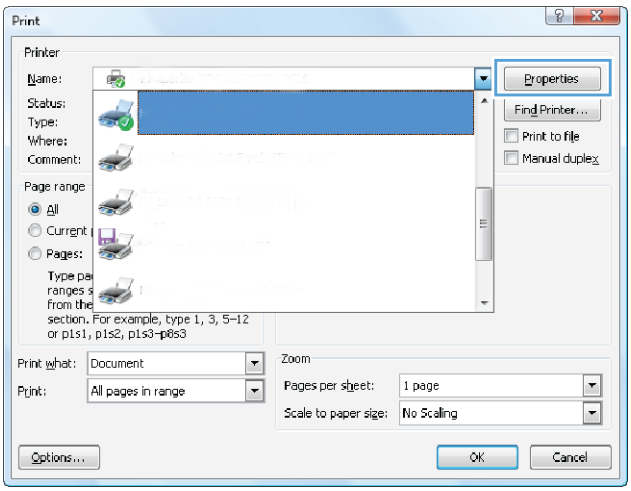
Store jobs on the printer for private or delayed printing.

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

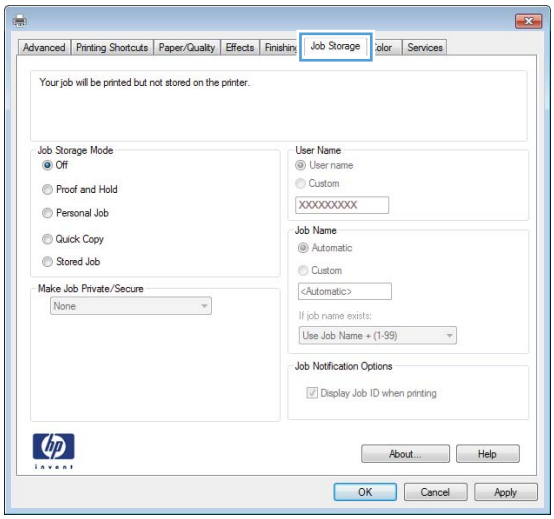
1. From the software program, select the **Print** option.
2. Select the printer from the list of printers, and then select **Properties** or **Preferences** (the name varies for different software programs).

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

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



3. Click the **Job Storage** tab.



4. Select a **Job Storage Mode** option.

   - **Proof and Hold**: Print and proof one copy of a job, and then print more copies.
   - **Personal Job**: The job does not print until you request it at the printer control panel. For this job-storage mode, you can select one of the **Make Job Private/Secure** options. If you assign a personal identification number (PIN) to the job, you must provide the required PIN at the control panel. If you encrypt the job, you must provide the required password at the control panel. The print job is deleted from memory after it prints and is lost if the printer loses power.
   - **Quick Copy**: Print the requested number of copies of a job and store a copy of the job in the printer memory so you can print it again later.
   - **Stored Job**: Store a job on the printer and allow other users to print the job at any time. For this job-storage mode, you can select one of the **Make Job Private/Secure** options. If you assign a personal identification number (PIN) to the job, the person who prints the job must provide the required PIN at the control panel. If you encrypt the job, the person who prints the job must provide the required password at the control panel.

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

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

   - **Use Job Name + (1-99)**: Append a unique number to the end of the job name.
   - **Replace Existing File**: Overwrite the existing stored job with the new one.

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

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

Create a stored job (OS X)

Store jobs on the printer for private or delayed printing.

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the printer.
3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Job Storage** menu.
4. In the **Mode** drop-down list, select the type of stored job.
   - **Proof and Hold**: Print and proof one copy of a job, and then print more copies.
   - **Personal Job**: The job does not print until someone requests it at the printer control panel. If the job has a personal identification number (PIN), provide the required PIN at the control panel. The print job is deleted from memory after it prints and is lost if the printer loses power.
   - **Quick Copy**: Print the requested number of copies of a job and store a copy of the job in the printer memory to print it again later.
   - **Stored Job**: Store a job on the printer and allow other users to print the job at any time. If the job has a personal identification number (PIN), the person who prints the job must provide the required PIN at the control panel.
5. To use a custom user name or job name, click the **Custom** button, and then enter the user name or the job name.

   Select which option to use if another stored job already has that name.
   - **Use Job Name + (1-99)**: Append a unique number to the end of the job name.
   - **Replace Existing File**: Overwrite the existing stored job with the new one.
6. If you selected the **Stored Job** or **Personal Job** option in step 3, you can protect the job with a PIN. Type a 4-digit number in the **Use PIN to Print** field. When other people attempt to print this job, the printer prompts them to enter this PIN number.
7. Click the **Print** button to process the job.

Print a stored job

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

1. Touch or press the Home button on the printer control panel.
2. Select Retrieve from Device Memory.
3. Select the name of the folder where the job is stored.
4. Select the name of the job. If the job is private or encrypted, enter the PIN or password.
5. Adjust the number of copies, and then touch the Start button or press the OK button to print the job.

Delete a stored job

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

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

1. Touch or press the Home button on the printer control panel.
2. Select Retrieve from Device Memory.
3. Select the name of the folder where the job is stored.
4. Select the name of the job, and then select the Delete button.
5. If the job is private or encrypted, enter the PIN or the password, and then select the Delete button.

Information sent to printer for Job Accounting purposes

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

Mobile printing

Introduction

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

- Wireless Direct Print and NFC Printing
- HP ePrint via email
- HP ePrint software
- AirPrint
- Google Cloud Print
- Android embedded printing

Wireless Direct Print and NFC Printing

HP provides Wireless Direct Print and NFC (Near Field Communication) printing for printers with a supported HP Jetdirect 3000w NFC/Wireless Accessory. This accessory is available as an option for HP Entperprise printers that include a hardware-integration pocket (HIP2).

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

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

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

- iPhone, iPad, or iPod touch using Apple AirPrint or the HP ePrint app
- Android mobile devices using the HP ePrint App or the Android embedded print solution
- PC and Mac devices using the HP ePrint Software

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

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

1. From the Home screen on the printer control panel, scroll to and select the Administration menu.
2. Open the following menus:
   - Network Settings
   - Wireless Menu
   - Wireless Direct
3. Select On to enable wireless printing.

NOTE: In environments where more than one model of the same printer is installed, it might be helpful to provide each printer a more unique Wireless Direct Name for easier printer identification for HP Wireless Direct printing. The Wireless Direct Name is also available on the **How to Connect Page** by touching the Network button from the Home screen on the printer control panel.

Follow this procedure to change the printer Wireless Direct Name:

1. From the Home screen on the printer control panel, scroll to and select the Administration menu.
2. Open the following menus:
   - Network Settings
   - Wireless Menu
   - Wireless Direct
   - Wireless Direct Name
3. Select the Wireless Direct Name area.
4. Use the keyboard to change the name.
5. Select OK.

HP ePrint via email

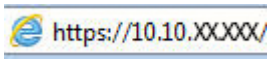
Use HP ePrint to print documents by sending them as an email attachment to the printer's email address from any email enabled device.

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

- The printer must be connected to a wired or wireless network and have Internet access.
- HP Web Services must be enabled on the printer, and the printer must be registered with HP Connected.

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

1. Open the HP Embedded Web Server (EWS):
   a. From the Home screen on the printer control panel, touch the Network button to display the IP address or host name.
   b. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.



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

2. Click the **HP Web Services** tab.
3. Select the option to enable Web Services.

NOTE: Enabling Web Services might take several minutes.

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

HP ePrint software

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

- **Windows:** After installing the software, open the **Print** option from within your application, and then select **HP ePrint** from the installed printers list. Click the **Properties** button to configure print options.
- **OS X:** After installing the software, select **File**, **Print**, and then select the arrow next to **PDF** (in the bottom left of the driver screen). Select **HP ePrint**.

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

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

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

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

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

NOTE: HP ePrint Software does not support USB printing.

AirPrint

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

- Mail
- Photos
- Safari
- iBooks
- Select third-party applications

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

Google Cloud Print

Google Cloud Print is a mobile printing solution available to Gmail account users that allows you to print over the web from anywhere, including your phone or tablet, to any printer.

For more information, go to www.google.com/cloudprint/learn/printers.html, and then select the **HP** link.

Android embedded printing

HP's print solution for Android and Kindle enables mobile devices to automatically find and print to HP printers that are on a network.

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

HP print solutions are embedded in some Android and Kindle devices and available for others at: play.google.com.

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

Print from the USB port

Introduction

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

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

Enable the USB port for printing

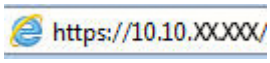
The USB port is disabled by default. Before using this feature, enable the USB port. Use one of the following methods to enable the port:

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

1. Press the Home button on the printer control panel.
2. Open the following menus:
   - Administration
   - General Settings
   - Enable Retrieve from USB
3. Select the Enabled option, and then touch the Save button or press the OK button.

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

1. Open the HP Embedded Web Server (EWS):
   a. From the Home screen on the printer control panel, touch the Network button to display the IP address or host name.
   b. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.



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

2. Open the **Print** tab.
3. On the left side of the screen, click **Retrieve from USB Setup**.

4. Select the **Enable Retrieve from USB** check box.
5. Click **Apply**.

Print USB documents

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

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

2. The printer detects the USB flash drive. Touch or press the OK button to access the drive, or, if prompted, select the Retrieve from USB option from the list of available applications. The Retrieve from USB screen opens.
3. Select the name of the document to print.

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

4. To adjust the number of copies, select Copies, and then use the keypad to change the number of copies.
5. Touch the Start button or press the OK button to print the document.

5 Copy

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

For more information:

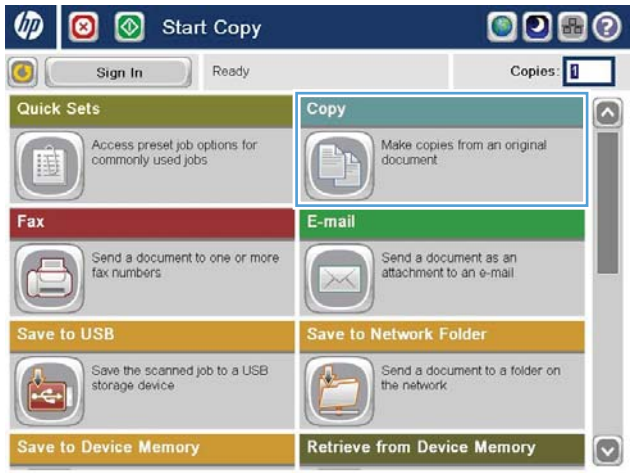
The following information is correct at the time of publication. For current information, see www.hp.com/support/pagewidecolor586MFP.

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

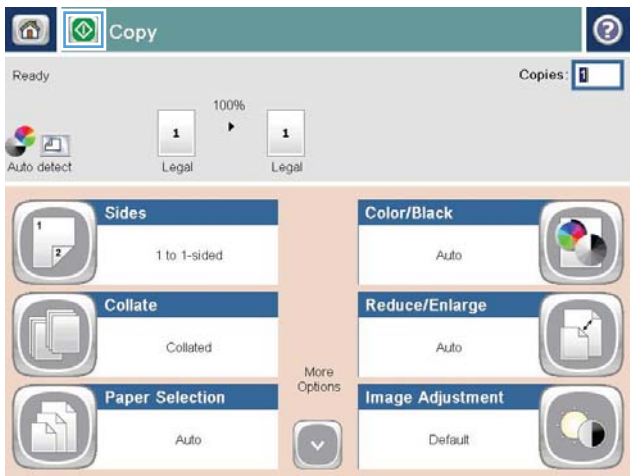
- Install and configure
- Learn and use
- Solve problems
- Download software and firmware updates
- Join support forums
- Find warranty and regulatory information

Make a copy

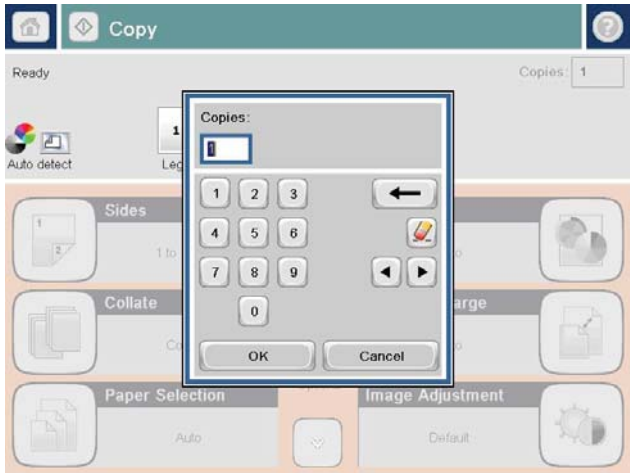
1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.
2. From the Home screen on the product control panel, touch the Copy button.



3. To adjust the number of copies, touch the Copies field to open a keypad.



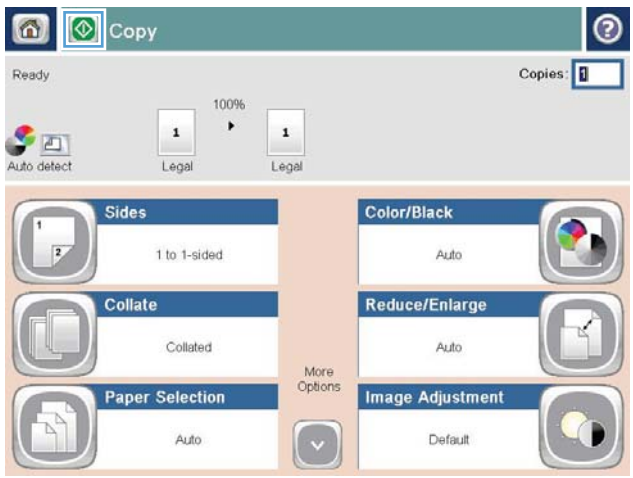
4. Enter the number of copies, and then touch the OK button.



5. Touch the Copy button.

   The following copy-quality settings are available:

   - Text: Use this setting for documents that contain mostly text.
   - Printed Picture: Use this setting for line drawings and preprinted images, such as magazine clippings or pages from books.
   - Photograph: Use this setting for photographic prints.



Copy on both sides (duplex)

Copy on both sides automatically

1. Load the original documents face-up in the document feeder with the top of the page leading. Adjust the paper guides to fit the size of the document.
2. From the Home screen on the product control panel, touch the Copy button.
3. Touch the Sides button.
4. To make a two-sided copy from a one-sided original, touch the 1-sided original, 2-sided output button.

   To make a two-sided copy from a two-sided original, touch the 2-sided original, 2-sided output button.

   To make a one-sided copy from a two-sided original, touch the 2-sided original, 1-sided output button.
5. Touch the OK button.
6. Touch the Start button.

Copy on both sides manually

1. Load the document on the scanner glass according to the indicators on the product.
2. From the Home screen on the product control panel, touch the Copy button.
3. Touch the Sides button.
4. To make a two-sided copy from a one-sided original, touch the 1-sided original, 2-sided output button.

   To make a two-sided copy from a two-sided original, touch the 2-sided original, 2-sided output button.

   To make a one-sided copy from a two-sided original, touch the 2-sided original, 1-sided output button.
5. Touch the OK button.
6. Touch the Start button.
7. The product prompts you to load the next original document. Place it on the glass, and then touch the Scan button.
8. The product temporarily saves the scanned images. Touch the Finish button to finish printing the copies.

Additional options when copying

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

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

Number of Copies	Specify the number of copies to make.
Sides	Specify whether the original document is printed on one side or both sides, and whether the copies are to be print on one side or both sides.
Color/Black For color printers only.	Specify whether copies are to be printed in color, black and gray, or black only.
Staple For printers with automatic finishing accessories only. This feature does not apply to printers with convenience staplers.	Specify the placement of staples.
Book Mode	Scan an open book and output each page of the book onto different pages.
2-sided ID Copy	Scan each side of an identification card on the flatbed glass and output them onto one page. After scanning the first side, the printer prompts to place the second side in the correct position on the glass.
Reduce/Enlarge	Scale the size of the scanned document up or down.
Original Size	Specify the paper size for the original document.
Paper Selection	Specify the paper size and type for the copies.
Booklet	Format and rearrange original scanned images into pages that print as a booklet.
Hole Punch For printers with hole-punch accessories only.	Specify the number and placement of punched holes.
Content Orientation	Specify whether the original document is printed in Portrait or Landscape orientation.
Pages per Sheet	Copy multiple sheets of paper onto a single sheet. Select one, two, or four pages per sheet.
Output Bin For printers with multiple output bins only.	Specify which output bin to use for the job when the printer output bins are configured for mailbox mode. **NOTE:** This option does not appear when the output bins are configured for stacker mode or function-separator mode.
Paper Path For printers that have an option to flip pages inside the paper path.	Select a specific paper path: Face-up (straightest path): Pages output to the bin in the opposite order that they were placed in the document feeder. Face-down (correct order): Pages are stacked in the same order as they were placed in the document feeder.

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

Additional copy tasks

Go to www.hp.com/support/pagewidecolor586MFP.

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

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

6 Scan

- Set up Scan to E-mail using the HP Embedded Web Server
- Set up Scan to Network Folder using the HP Embedded Web Server
- Set up Save to USB using the HP Embedded Web Server
- Set up Save to SharePoint® (Flow models only)
- Create Quick Sets using the HP Embedded Web Server
- Scan and send to email
- Scan and send to network folder
- Scan and send to USB Flash Drive
- Additional options when scanning
- HP JetAdvantage business solutions
- Additional scan tasks

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/pagewidecolor586MFP.

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

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

Set up Scan to E-mail using the HP Embedded Web Server

- Introduction
- Before you begin
- Step one: Access the HP Embedded Web Server (EWS)
- Step two: Configure the Network Identification settings
- Step three: Configure the Send to E-mail feature
- Set up Send to E-mail to use Office 365 Outlook (optional)

Introduction

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

Before you begin

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

Administrators need the following information before beginning the configuration process.

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

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

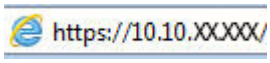
- SMTP server authentication requirements for outgoing email messages, including the user name and password used for authentication, if applicable.

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

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

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

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

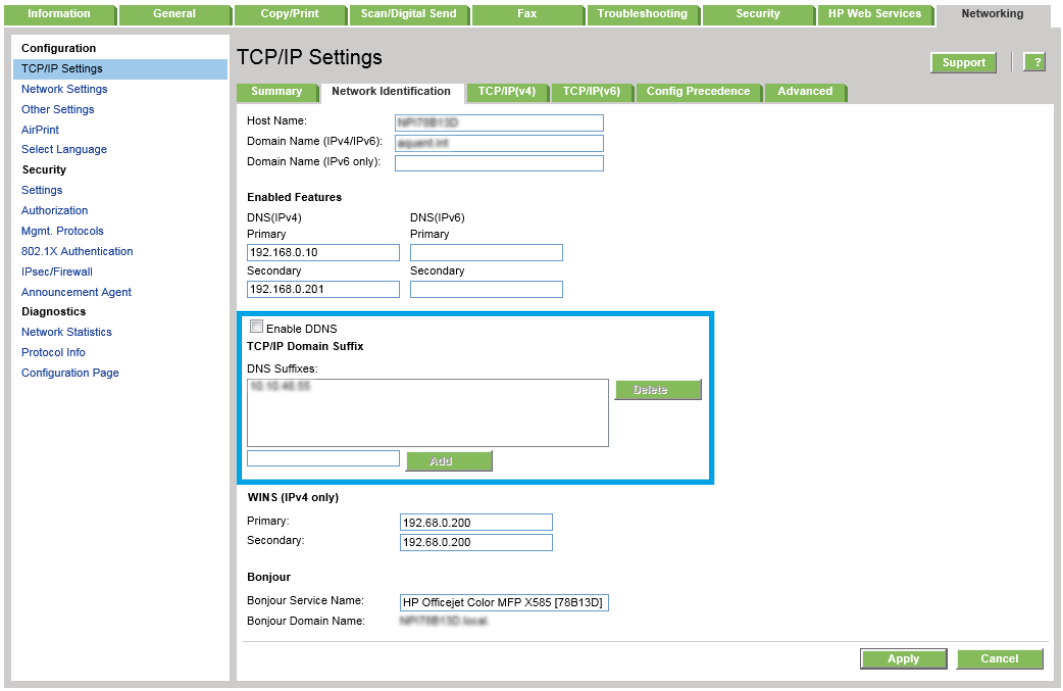


NOTE: If the Web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

Step two: Configure the Network Identification settings

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

1. Using the EWS top navigation tabs, click **Networking**.
2. In the left navigation pane, click **TCP/IP Settings**.
3. On the **TCP/IP Settings** dialog, click the **Network Identification** tab.
4. If DNS is required on the network, in the **TCP/IP Domain Suffix** area, verify that the DNS suffix for the email client being used is listed. DNS suffixes have this format: *companyname.com*, gmail.com, etc.



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

5. Click **Apply**.

Step three: Configure the Send to E-mail feature

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

- Option one: Basic configuration using the E-mail Setup Wizard
- Option two: Advanced configuration using the E-mail Setup

Option one: Basic configuration using the E-mail Setup Wizard

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

1. Using the EWS top navigation tabs, click **Scan/Digital Send**.
2. In the **E-mail and Save to Network Folder Quick Setup Wizards** area, click the **E-mail Setup Wizard** link.
3. On the **E-mail Setup Wizard** dialog, click **Continue** to proceed with the configuration.
4. On the **Configure E-mail Servers (SMTP)** dialog, select one of the following options and complete the steps:

Option one: Use a server already in use by E-mail

▲ Select **Use a server already in use by E-mail**, and then click **Next**.

Option two: Search network for outgoing e-mail server

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

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

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

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

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

  -OR-

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

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

    -OR-

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

Option three: Add SMTP server

a. Select **Add SMTP server**

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

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

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

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

c. Select the appropriate server authentication option:

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

  -OR-

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

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

    -OR-

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

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

NOTE: When setting up the **From**, **Subject**, and **Message** fields, if the **User editable** check box is unchecked, users will not be able to edit those fields at the printer control panel when sending an e-mail.

Option	Description
From (Required)	Select one of the following options from the **From** drop-down list: • **User's address (sign-in required)** • **Default From**: Enter a default email address and display name in the **Default From E-mail Address** and **Default Display Name** fields **TIP:** Create an email account for the printer, and use this address for the default e-mail address. **TIP:** Configure the email feature so that users must sign in before using it. This prevents users from sending an email from an address that is not their own.
Subject (Optional)	Provide a default subject line for the email messages.
Message (Optional)	Create a custom message. To use this message for all emails sent from the printer, clear the **User editable** check box for **Message**.

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

Option	Description
Default File Type	Select the default file type that the for the scanned document: • **PDF** • **JPEG** • **TIFF** • **MTIFF** • **XPS** • **PDF/A** • **Text (OCR)** • **Unicode Text (OCR)** • **RTF (OCR)** • **Searchable PDF (OCR)** • **Searchable PDF/A (OCR)** • **HTML (OCR)** • **CSV (OCR)**
Default Color Preferences	Select the default color setting for the scanned document: • **Color** • **Black** • **Black/Gray** • **Automatically detect**
Default Output Quality	Select the default output quality for the scanned document: • **Low (small file)** • **Medium** • **High (large file)**
Default Resolution	Select the default scan resolution for the scanned document: • **75 dpi** • **150 dpi** • **200 dpi** • **300 dpi** • **400 dpi** • **600 dpi**

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

Option two: Advanced configuration using the E-mail Setup

1. Using the EWS top navigation tabs, click **Scan/Digital Send**, and then click **E-mail Setup** in the left navigation pane.
2. On the **E-mail Setup** dialog, select the **Enable Send to E-mail** check box. If this check box is not selected, the feature is unavailable at the product control panel.
3. In the **Outgoing E-mail Servers (SMTP)** area, complete the steps for one of the following options:
   - Select one of the displayed servers
   - Click **Add** to start the SMTP wizard.
     1. In the SMTP wizard, select one of the following options:
        - Enter the address of an SMTP server, and then click **Next**
        - Select **Search network for outgoing e-mail server**, and then click **Next**. Select the server, and then click **Next**.

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

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

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

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

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

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

     3. On the **Server Authentication Requirements** dialog, select the option that describes the server's authentication requirements:
        - **Server does not require authentication**, and then click **Next**.
        - **Server requires authentication**
          - From the drop-down box, select **Use credentials of user to connect after Sign In at the control panel**, and then click **Next**.
          - From the drop-down box, select **Always use these credentials**, enter the **Username** and **Password**, and then click **Next**.

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

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

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

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

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

4. In the **Quick Sets** area, select any Quick Sets for the product.

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

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

Address and Message Field Control settings:

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

Feature	Description
Subject:	Provide a default subject line for the email messages.
Message:	Create a custom message. To use this message for all emails sent from the product, clear or do not select the **User editable** check box for **Message:**.

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

Signing and Encryption settings:

Feature	Description
Signing	Select whether to sign the security certificate. Select the **User editable** check box to make this setting editable at the product control panel.
Hashing Algorithm	Select the algorithm to use for signing the certificate.
Encryption	Select whether to encrypt the email. Select the **User editable** check box to make this setting editable at the product control panel.
Encryption Algorithm	Select the algorithm to use for encrypting the email.
Attribute for Recipient Public Key	Enter which attribute to use to retrieve the recipient's public key certificate from LDAP.
Use the recipient public key certificate to verify the recipient	Select this setting to use the recipients's public key certificate to verify the recipient.

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

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

Scan settings:

Feature	Description
Original Size	Select the page size of the original document.
Original Sides	Select whether the original document is single-sided or double-sided.
Optimize Text/Picture	Select to optimize for the output of a particular type of content, or select **Manually adjust**.
Optimize For	This setting is only available when **Optimize Text/Picture** is set to **Manually adjust**. Select a manual-adjust value.
Content Orientation	Select the way the content of the original document is placed on the page: **Portrait** or **Landscape**, or select **Automatically detect**.
2–Sided Format	This setting is not available when **Content Orientation** is set to **Automatically detect**. Select to describe the binding of the page to specify if the back side of the page is upside down or right side up.
Background Cleanup	Select a value to remove faint images from the background or to remove a light background color.
Darkness	Select a value to adjust the darkness of the file.
Contrast	Select a value to adjust the contrast of the file.

Feature	Description
Sharpness	Select a value to adjust the sharpness of the file.
Image Preview	Select whether to require or make optional a displayed preview of the job or to disable a preview.
Cropping Options	Select whether or not to allow a job to be cropped and the type of cropping option.
Job Build	Select this setting to combine several sets of original documents into one email attachment. Also, use this setting to scan an original document that has more pages than the document feeder can accommodate at one time.
Automatic Tone	Select this setting to set to automatic the **Darkness**, **Contrast**, and **Background cleanup** settings, which then makes these settings unavailable on this page.
Multi-feed Detection	Select this setting to enable detection of multi-feed jobs.
Erase Edges	Select this setting to specify the width of edge margins to be erased, in either inches or millimeters, for the front side and back side of a job.

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

File settings:

Feature	Description
File Name Prefix	Set the default file name prefix used for files saved to a network folder.
Default File Name	Default file name for the file to be saved. Select the **User editable** check box to make this setting editable at the product control panel.
File Name Suffix	Set the default file name suffix used for files saved to a network folder. Duplicate filename suffix default [filename]_YYYYMMDDT
File Number Format	Select a file name format for when the job is divided into multiple files.
Default File Type	Select the file format for the saved file. Select the **User editable** check box to make this setting editable at the product control panel.
File Name Preview	Enter a file name, and then click the **Update Preview** button.
Default Color Preference	Select whether the file is in black & white or in color.
Default Output Quality	Select the quality for the file. Higher-quality images require a larger file size than lower-quality images, and they take more time to send.
Default Resolution	Set the resolution for the file. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller.
Compression	Specify if the file uses Normal or High compression when saving a scanned document as a PDF or XPS file. If compression is set to High, the scanned file is smaller, but the scanning process might take longer than Normal compression.
Black TIFF Compression	Select the black TIFF compression algorithm to be used to compress the generated TIFF file.
Color/Grayscale TIFF Compression	Select the color/grayscale TIFF compression algorithm to be used to compress the generated TIFF file.

Feature	Description
PDF encryption	If the file type is PDF, then this option encrypts the output PDF file. A password must be specified as part of the encryption. The same password must be used to open the file. The user will be prompted to enter a password prior to scanning their job if one has not been set prior to pressing start.
Disable OCR file types	Select this setting to prevent OCR file types from being available from the product control panel.
Enable Blank Page Suppression	If the **Enable Blank Page Suppression** option is enabled, blank pages will be ignored.

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

Set up Send to E-mail to use Office 365 Outlook (optional)

- Introduction
- Step one: Access the HP Embedded Web Server (EWS)
- Step two: Configure the outgoing email server (SMTP) to send an email from an Office 365 Outlook account

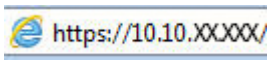
Introduction

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

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

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

1. From the Home screen on the printer control panel, touch the Network button to display the IP address or host name.
2. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.

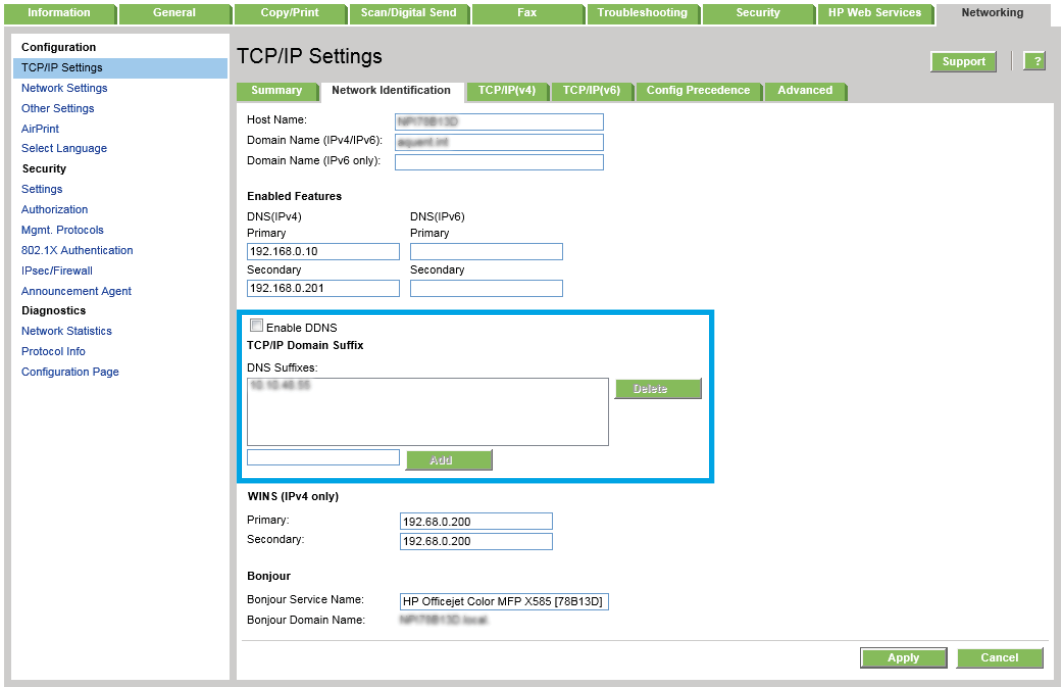


NOTE: If the Web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

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

1. Using the EWS top navigation tabs, click **Networking**.
2. In the left navigation pane, click **TCP/IP Settings**.
3. In the **TCP/IP Settings** area, click the **Network Identification** tab.

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



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

5. Click **Apply**.
6. Click the **Scan/Digital Send** tab.
7. On the left navigation pane, click **E-mail Setup**.
8. On the **E-mail Setup** page, select the **Enable Send to E-mail** check box. If this check box is not available, the feature is unavailable at the printer control panel.
9. In the **Outgoing E-mail Servers (SMTP)** area, click **Add** to start the SMTP wizard.
10. In the **I know my SMTP server address or host name** field, type smtp.onoffice.com, and then click **Next**.
11. On the **Set the basic information necessary to connect to the server** dialog, in the **Port Number** field, type 587.

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

12. Select the **Enable SMTP SSL Protocol** check box, and then click **Next**.
13. On the **Server Authentication Requirements** dialog, complete the following information:
    a. Select **Server requires authentication**.
    b. From the drop-down list, select **Always use these credentials**
    c. In the **Username** field, type the Office 365 Outlook email address.
    d. In the **Password** field, type the Office 365 Outlook account password, and then click **Next**.

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

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

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

Set up Scan to Network Folder using the HP Embedded Web Server

- Introduction
- Before you begin
- Step one: Access the HP Embedded Web Server
- Step two: Set up Save to Network Folder

Introduction

The printer has a feature that enables it to scan a document and save it to a network folder. To use this scan feature, the printer must be connected to a network; however, the feature is not available until it has been configured through the HP Embedded Web Server (EWS). There are two methods for configuring Save to Network Folder, the **Save to Network Folder Setup Wizard** for basic setup and **Save to Network Folder Setup** for advanced setup. Use the following information to set up the Save to Network Folder feature.

Before you begin

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

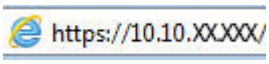
Administrators need the following items before beginning the configuration process.

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

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

Step one: Access the HP Embedded Web Server

1. From the Home screen on the printer control panel, touch the Network button to display the IP address or host name.
2. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.



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

Step two: Set up Save to Network Folder

- Method one: Use the Save to Network Folder Wizard
- Method two: Use Save to Network Folder Setup

Method one: Use the Save to Network Folder Wizard

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

1. Click the **Scan/Digital Send** tab.
2. Click the **Save to Network Folder Quick Set Wizard** link.
3. On the **E-mail and Save to Network Folder Quick Setup Wizards** dialog, click **Continue** to proceed with the configuration.
4. On the **Add or Remove a Save to Network Folder Quick Set** dialog, click **Add**.

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

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

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

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

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

   c. In the **Quick Set Description** field, type a description explaining what the Quick Set will save.
   d. Click **Next**.
6. On the **Configure Destination Folder** dialog, complete the following information:
   a. In the **UNC Folder Path** field, type a folder path where the scan will go.

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

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

   b. From the **Authentication Settings** drop-down, select one of the following options:
      - **Use credentials of user to connect after Sign In at the control panel**
      - **Always use these credentials**

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

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

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

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

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

d. Click **Next**.

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

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

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

Method two: Use Save to Network Folder Setup

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

- Step one: Begin the configuration
- Step two: Configure the Save to Network Folder settings
- Step three: Complete the configuration

Step one: Begin the configuration

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

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

Step two: Configure the Save to Network Folder settings

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

2. In the **Quick Sets** area, click **Add**. The **Quick Set Wizard** opens.

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

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

Complete all of the dialogs in the Quick Set Wizard to fully configure the **Save to Network Folder** feature.

- Dialog one: Set the button location for the Quick Set and options for user interaction at the control panel
- Dialog two: Folder Settings

- Dialog three: Notification settings
- Dialog four: Scan Settings
- Dialog five: File Settings
- Dialog six: Summary

Dialog one: Set the button location for the Quick Set and options for user interaction at the control panel

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

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

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

2. From the **Button Location** list, select one of the following to indicate where the Quick Set button will display on the printer control panel:
   - **Quick Sets Application**
   - **Home Screen**
3. In the **Quick Set Description** field, type a description explaining what the Quick Set will save.
4. From the **Quick Set Start Option** list, select one of the following options:
   - Option one: **Enter application, then user presses Start**
   - Option two: **Start instantly upon selection**
     - Select one of the following options under **Original Sides Prompt**:
       - **Use application default**
       - **Prompt for original sides**

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

5. Click **Next**.

Dialog two: Folder Settings

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

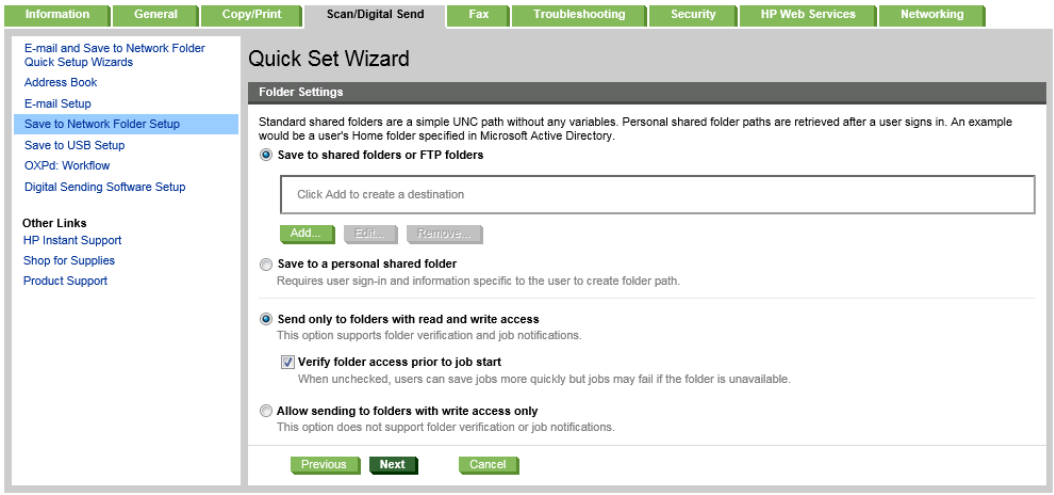
There are two types of destination folders to select from:

- Shared folders or FTP folders
- Personal shared folders

There are two types of folder permissions to select from:

- Read and write access
- Write access only

The following information describes how to configure the folder settings.

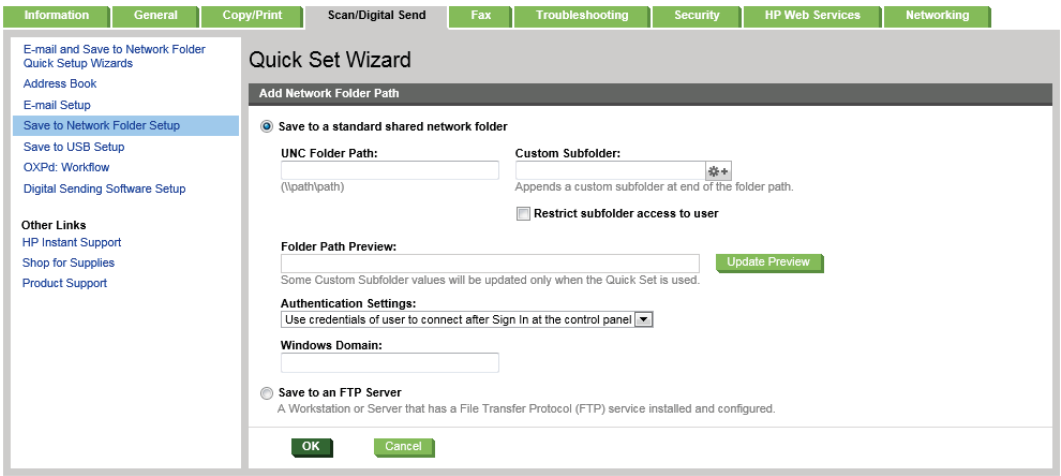


Configure the destination folder for scanned documents

Option 1: Shared folders or FTP folders

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

1. If it is not already selected, select **Save to shared folders or FTP folders**.
2. Click **Add...**. The **Add Network Folder Path** dialog opens.
3. On the **Add Network Folder Path** dialog, select one of the following options:
   - **Option one: Save to a standard shared network folder**
     1. If it is not already selected, select **Save to a standard shared network folder**.



NOTE: For more information about creating shared network folders see Set up a shared folder (c04345591).

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

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

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

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

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

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

5. From the **Authentication Settings** list, select either **Use credentials of user to connect after Sign In at the control panel** or **Always use these credentials**.

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

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

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

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

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

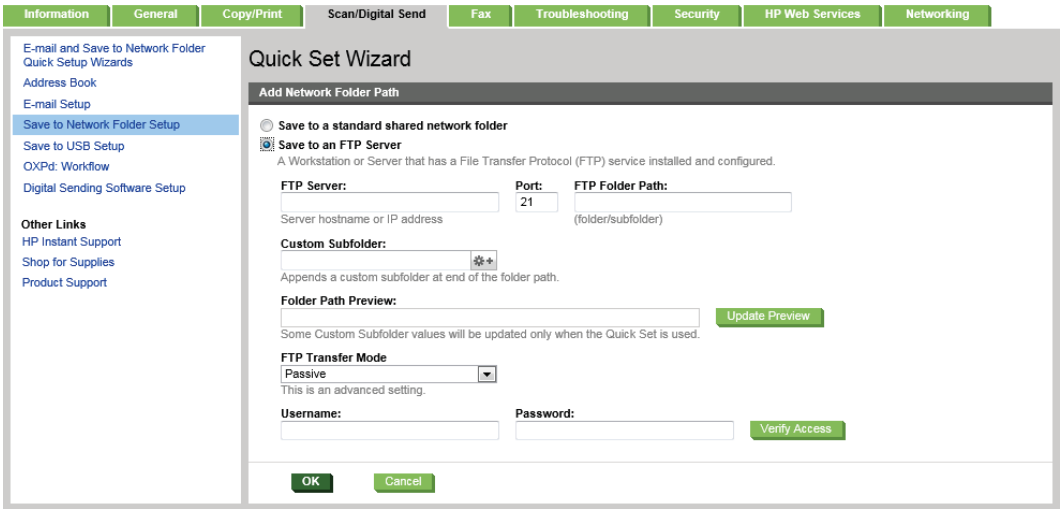
NOTE: If a shared folder is set to be accessed by everyone, values for a workgroup name (default is “Workgroup”), a user name and password must be entered in the corresponding fields. However, if the folder is within a particular user’s folders and not Public, the user name and password of that user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

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

7. Click **OK**.

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

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



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

2. In the **FTP Server** field, type the FTP server name or IP address.
3. In the **Port** field, type the port number.

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

4. To automatically create a subfolder for scanned documents in the destination folder, select a format for the subfolder name from the **Custom Subfolder** list.
5. To view the complete folder path for scanned documents, click **Update Preview**.
6. From the **FTP Transfer Mode** list, select either **Passive** or **Active**.
7. In the **Username** field, type the user name.
8. In the **Password field**, type the password.
9. Click **Verify Access** to confirm the destination can be accessed.
10. Click **OK**.

Option 2: Personal shared folders

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

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

1. Select **Save to a personal shared folder**.
2. In the **Retrieve the device user's home folder using this attribute** field, type the user's home folder in the Microsoft Active Directory.

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

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

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

Select the destination folder permissions

Option 1: Read and write access

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

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

1. If it is not already selected, select **Send only to folders with read and write access**.
2. To require the printer to verify folder access before starting a scan job, select **Verify folder access prior to job start**.

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

3. Click **Next**.

Option 2: Write access only

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

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

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

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

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

Dialog three: Notification settings

▲ In the **Notification Settings** area, complete one of the following tasks:

NOTE: In order to send notification emails, the printer must be set up to use an SMTP server for sending email jobs. For more information about setting up the SMTP server for sending emails see Set up Scan to Email (c04017973).

- Option one: **Do not notify**

1. Select **Do not notify**.
2. To prompt the user to review their notification settings, select **Prompt user prior to job start**, and then click **Next**.

- Option two: **Notify when job completes**
  1. Select **Notify when job completes**.
  2. Select the method for delivering the notification from the **Method Used to Deliver Notification** list.

     If the method of notification selected is **E-mail**, type the email address in the **Notification E-mail Address** field.
  3. To include a thumbnail of the first scanned page in the notification, select **Include Thumbnail**.
  4. To prompt the user to review their notification settings, select **Prompt user prior to job start**, and then click **Next**.
- Option three: **Notify only if job fails**
  1. Select **Notify only if job fails**.
  2. Select the method for delivering the notification from the **Method Used to Deliver Notification** list.

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

Dialog four: Scan Settings

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

Scan settings:

Feature	Description
Original Size	Select the page size of the original document.
Original Sides	Select whether the original document is single-sided or double-sided.
Optimize Text/Picture	Select to optimize for the output of a particular type of content, or select **Manually adjust**.
Optimize For	This setting is only available when **Optimize Text/Picture** is set to **Manually adjust**. Select a manual-adjust value.
Content Orientation	Select the way the content of the original document is placed on the page: **Portrait** or **Landscape**, or select **Automatically detect**.
2–Sided Format	This setting is not available when **Content Orientation** is set to **Automatically detect**. Select to describe the binding of the page to specify if the back side of the page is upside down or right side up.
Background Cleanup	Select a value to remove faint images from the background or to remove a light background color.
Darkness	Select a value to adjust the darkness of the file.

Feature	Description
Contrast	Select a value to adjust the contrast of the file.
Sharpness	Select a value to adjust the sharpness of the file.
Image Preview	Select whether to require or make optional a displayed preview of the job or to disable a preview.
Cropping Options	Select whether or not to allow a job to be cropped and the type of cropping option.
Job Build	Select this setting to combine several sets of original documents into one email attachment. Also, use this setting to scan an original document that has more pages than the document feeder can accommodate at one time.
Automatic Tone	Select this setting to set to automatic the **Darkness**, **Contrast**, and **Background cleanup** settings, which then makes these settings unavailable on this page.
Multi-feed Detection	Select this setting to enable detection of multi-feed jobs.
Erase Edges	Select this setting to specify the width of edge margins to be erased, in either inches or millimeters, for the front side and back side of a job.

Dialog five: File Settings

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

File settings:

Feature	Description
File Name Prefix	Set the default file name prefix used for files saved to a network folder.
Default File Name	Default file name for the file to be saved. Select the **User editable** check box to make this setting editable at the printer control panel.
File Name Suffix	Set the default file name suffix used for files saved to a network folder. Duplicate filename suffix default [filename]_YYYYMMDDT
File Number Format	Select a file name format for when the job is divided into multiple files.
Default File Type	Select the file format for the saved file. Select the **User editable** check box to make this setting editable at the printer control panel.
File Name Preview	Enter a file name, and then click the **Update Preview** button.
Default Color Preference	Select whether the file is in black & white or in color.
Default Output Quality	Select the quality for the file. Higher-quality images require a larger file size than lower-quality images, and they take more time to send.
Default Resolution	Set the resolution for the file. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller.
Compression	Specify if the file uses Normal or High compression when saving a scanned document as a PDF or XPS file. If compression is set to High, the scanned file is smaller, but the scanning process might take longer than Normal compression.
Black TIFF Compression	Select the black TIFF compression algorithm to be used to compress the generated TIFF file.
Color/Grayscale TIFF Compression	Select the color/grayscale TIFF compression algorithm to be used to compress the generated TIFF file.

Feature	Description
PDF encryption	If the file type is PDF, then this option encrypts the output PDF file. A password must be specified as part of the encryption. The same password must be used to open the file. The user will be prompted to enter a password prior to scanning their job if one has not been set prior to pressing start.
Disable OCR file types	Select this setting to prevent OCR file types from being available from the printer control panel.
Enable Blank Page Suppression	If the **Enable Blank Page Suppression** option is enabled, blank pages will be ignored.

Dialog six: Summary

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

Step three: Complete the configuration

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

Set up Save to USB using the HP Embedded Web Server

- Introduction
- Before you begin
- Step one: Access the HP Embedded Web Server
- Step two: Enable Save to USB Setup
- Default scan settings for Save to USB setup
- Default file settings for Save to USB Setup

Introduction

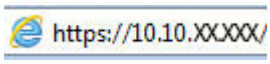
The printer has a feature that enables it to scan a document and save it to a USB flash drive. The feature is not available until it has been configured through the HP Embedded Web Server (EWS).

Before you begin

To enable Save to USB, enable **Host USB plug and play** must be enabled on the **Security** tab.

Step one: Access the HP Embedded Web Server

1. From the Home screen on the printer control panel, scroll to and select the Administration menu.
2. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.



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

Step two: Enable Save to USB Setup

1. Select the **Scan/Digital Send** tab.
2. Click the **Save to USB Setup** link.
3. Select the **Enable Save to USB** check box.
4. Click **Apply** at the bottom of the page.

Default scan settings for Save to USB setup

Table 6-1 Scan settings for Save to USB Setup:

Option name	Description
Original Size	Select the page size of the original document.
Original Sides	Select whether the original document is single-sided or double-sided.
Optimize Text/Picture	Select to optimize for the output of a particular type of content, or select **Manually adjust**.

Table 6-1 Scan settings for Save to USB Setup: (continued)

Option name	Description
Optimize For	This setting is only available when **Optimize Text/Picture** is set to **Manually adjust**. Select a manual-adjust value.
Content Orientation	Select the way the content of the original document is placed on the page: **Portrait** or **Landscape**, or select **Automatically detect**.
2–Sided Format	This setting is not available when **Content Orientation** is set to **Automatically detect**. Select to describe the binding of the page to specify if the back side of the page is upside down or right side up.
Background Cleanup	Select a value to remove faint images from the background or to remove a light background color.
Darkness	Select a value to adjust the darkness of the file.
Contrast	Select a value to adjust the contrast of the file.
Sharpness	Select a value to adjust the sharpness of the file.
Image Preview	Select whether to require or make optional a displayed preview of the job or to disable a preview.
Cropping Options	Select whether or not to allow a job to be cropped and the type of cropping option.
Job Build	Select this setting to combine several sets of original documents into one email attachment. Also, use this setting to scan an original document that has more pages than the document feeder can accommodate at one time.
Automatic Tone	Select this setting to set to automatic the **Darkness**, **Contrast**, and **Background cleanup** settings, which then makes these settings unavailable on this page.
Multi-feed Detection	Select this setting to enable detection of multi-feed jobs (workflow printers only).
Erase Edges	Select this setting to specify the width of edge margins to be erased, in either inches or millimeters, for the front side and back side of a job.

Default file settings for Save to USB Setup

Option name	Description
File Name Prefix	Set the default file name prefix used for files saved to a network folder.
Default File Name	Default file name for the file to be saved. Select the **User editable** check box to make this setting editable at the printer control panel.
File Name Suffix	Set the default file name suffix used for files saved to a network folder. Duplicate filename suffix default [filename]_YYYYMMDDT
File Number Format	Select a file name format for when the job is divided into multiple files.
Default File Type	Select the file format for the saved file. Select the **User editable** check box to make this setting editable at the printer control panel. **NOTE:** On Workflow printers the **Default File Type** menu includes OCR file formats.
File Name Preview	Enter a file name, and then click the **Update Preview** button.
Default Color Preference	Select whether the file is in black & white or in color.
Default Output Quality	Select the quality for the file. Higher-quality images require a larger file size than lower-quality images, and they take more time to send.

Option name	Description
Default Resolution	Set the resolution for the file. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller.
Compression	Specify if the file uses Normal or High compression when saving a scanned document as a PDF or XPS file. If compression is set to High, the scanned file is smaller, but the scanning process might take longer than Normal compression.
Black TIFF Compression	Select the black TIFF compression algorithm to be used to compress the generated TIFF file.
Color/Grayscale TIFF Compression	Select the color/grayscale TIFF compression algorithm to be used to compress the generated TIFF file.
PDF encryption	If the file type is PDF, then this option encrypts the output PDF file. A password must be specified as part of the encryption. The same password must be used to open the file. The user will be prompted to enter a password prior to scanning their job if one has not been set prior to pressing start.
Disable OCR file types	Select this setting to prevent OCR file types from being available from the printer control panel (workflow printers only).
Enable Blank Page Suppression	If the **Enable Blank Page Suppression** option is enabled, blank pages will be ignored.

Set up Save to SharePoint® (Flow models only)

- Introduction
- Before you begin
- Step one: Access the HP Embedded Web Server (EWS)
- Step two: Enable Save to SharePoint®
- Scan and save a file directly to a Microsoft® SharePoint site

Introduction

The printer has a feature that enables is to scan a document and send it directly to a Microsoft® SharePoint site. This feature eliminates the need to scan the documents to a network folder, USB flash drive, or email message, and then manually upload the files to the SharePoint site.

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

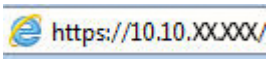
The feature is not available until it has been configured through the HP Embedded Web Server (EWS).

Before you begin

Before this procedure can be completed, the destination folder that the scanned files will be saved to must exist on the SharePoint site, and write access must be enabled to the destination folder. Save to SharePoint® is disabled by default.

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

1. From the Home screen on the printer control panel, touch the Network button to display the IP address or host name.
2. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.



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

3. Open the **Scan/Digital Send** tab, and then select the **Save to SharePoint®** menu in the left column.
4. Select **Enable Save to SharePoint®**, and then click **Apply**.
5. Click **Add** in the **Quick Sets** section to launch the **Quick Set Wizard**.
6. Enter a name for the Quick Set in the **Quick Set Name** field.
7. Enter a description for the Quick Set in the **Quick Set Description:** field. This description displays with the Quick Set button on the printer control-panel display.
8. Select a **Quick Set Start Option**:

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

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

9. Click **Next**.
10. To add the path to the SharePoint folder, click **Add**. Copy the target path from a browser address field, and paste it into the **SharePoint® Path:** field. Click **Generate Short URL** to create a shortened URL to display on the printer control panel.
11. By default, the printer overwrites an existing file that has the same file name as the new file. Clear **Overwrite existing files** so that a new file with the same name as an existing file is given a time/date stamp.
12. Select an option from the **Authentication Settings** drop-down menu. Select whether it is necessary to sign in to the SharePoint site with credentials, or store the credentials within the Quick Set.

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

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

13. If entering credentials, click **Verify Access** to make certain that the path and other information are correct, and then click **OK** to return to the **SharePoint® Destination Settings** window.
14. Optional: Enter an additional SharePoint path. Click **Next** to continue.
15. Optional: Configure the Quick Set to send email messages or print a summary page if a job either completes successfully or fails. Select an option from the **Condition on Which to Notify** drop-down menu, enter the notification method and email address to send notifications to, if necessary, and then click **Next**.

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

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

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

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

Step two: Enable Save to SharePoint®

Follow these steps to enable the feature:

1. Using the top navigation tabs, click **Scan/Digital Send**.
2. In the left navigation pane, click **Save to SharePoint®**.

3. Select **Enable Save to SharePoint®**, and then click **Apply**.
4. Click **Add** in the **Quick Sets** section to launch the **Quick Set Wizard**.
5. Enter a name for the Quick Set in the **Quick Set Title** field.
6. Decide whether the Quick Set button should appear on the printer Home screen or in the Quick Sets menu, and then make the appropriate choice from the **Button Location:** drop-down menu.
7. Enter a description for the Quick Set in the **Quick Set Description:** field. This description displays with the Quick Set button on the printer control-panel display.
8. Select a **Quick Set Start Option**:
   - **Enter application, then user presses Start**: The printer opens the scan application for the Quick Set to review or make changes to the settings before pressing Start to begin the job.
   - **Start instantly upon selection**: The job starts instantly when the Quick Set is selected.

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

9. Click **Next**.
10. To add the path to the SharePoint folder, click **Add** . Copy the target path from a browser address field, and paste it into the **SharePoint® Path:** field. Click **Generate Short URL** to create a shortened URL to display on the printer control panel.
11. By default, the printer overwrites an existing file that has the same file name as the new file. Clear **Overwrite existing files** so that a new file with the same name as an existing file is given a time/date stamp.
12. Select an option from the **Authentication Settings** drop-down menu. Select whether it is necessary to sign in to the SharePoint site with credentials, or store the credentials within the Quick Set.

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

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

13. If entering credentials, click **Verify Access** to make certain that the path and other information are correct, and then click **OK** to return to the **SharePoint® Destination Settings** window.
14. Optional: Enter an additional SharePoint path. Click **Next** to continue.
15. Optional: Configure the Quick Set to send email messages or print a summary page if a job either completes successfully or fails. Select an option from the **Condition on Which to Notify** drop-down menu, enter the notification method and email address to send notifications to, if necessary, and then click **Next**.

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

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

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

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

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

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.
2. From the Home screen on the printer control panel, touch Save to SharePoint®

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

3. Select one of the items in the Quick Sets list.
4. Touch the File Name: text field to open a keyboard, and then type the name for the file using either the on-screen keyboard or the physical keyboard. Touch OK.
5. If necessary, touch the File Type drop-down menu to select a different output file format.
6. Touch More Options to view and configure settings for the document.

NOTE: Preview the image at any time by touching the Preview button in the upper-right corner of the screen. For more information about this feature, touch the Help button on the preview screen.

7. Touch the Start button to save the file.

Create Quick Sets using the HP Embedded Web Server

- Introduction
- Step one: Access the HP Embedded Web Server (EWS)
- Step two: Create a Quick Set

Introduction

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

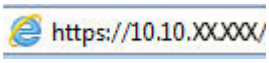
Create Quick Sets for the following base applications to improve job accuracy and decrease the time to complete a job:

- **E-mail**
- **Fax**
- **Save to Network Folder**
- **Save to USB**
- **Copy**
- **Save to SharePoint®** (Flow models only)

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

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

1. From the Home screen on the printer control panel, touch the Network button to display the IP address or host name.
2. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.



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

Step two: Create a Quick Set

1. Using the top navigation tabs, click **General**.
2. In the left navigation pane, click **Quick Sets Setup**.
3. Click **Add** to begin the **Quick Set Wizard**.
4. Select a **Quick Set Type**, and then click **Next**.
5. Enter a **Quick Set Title** and a **Quick Set Description**.

6. Select a **Button Location** for the Quick Set to determine whether the Quick Set displays from the Home screen or within the Quick Sets area on the printer control panel.
7. Select a **Quick Set Start Option** to determine what occurs after selecting a Quick Set on the printer control panel, and then click **Next**.
8. Select settings and complete tasks in the wizard. Click **Next** to proceed to the next page of available options until reaching the **Summary** page.
9. Review the summary of settings, and then click **Finish** to save the Quick Set, or click **Previous** to edit the settings.

Scan and send to email

Introduction

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

Scan and send a document to email

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.
2. From the Home screen on the printer control panel, touch the E-mail button.

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

3. Touch the To field to open a keyboard.

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

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

Enter addresses manually

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

Enter addresses from the Contacts list

a. Touch the Address Book button that is next to the To: field to open the Address Book screen.

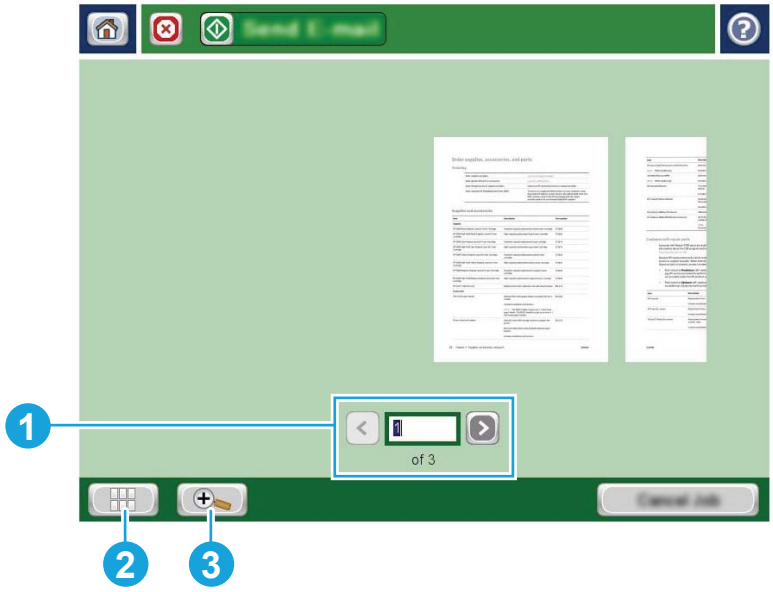
b. From the drop-down list, select the address book view that you want to use.

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

5. Complete the Subject, and File Name fields by touching the field and using the touchscreen keyboard to enter information. Touch the OK button when you have completed the fields.
6. To configure settings for the document, touch the More Options button. For example:
   - Select File Type and Resolution to specify the type of file to create, the resolution, and the output quality.
   - If the original document is printed on both sides, select Original Sides, and then select 2 Sided.
7. Touch the preview button to preview the document. In the preview screen, use the buttons at the bottom of the screen to adjust the preview options, and to rearrange, rotate, insert, or remove pages.
8. Touch the Start button to send.

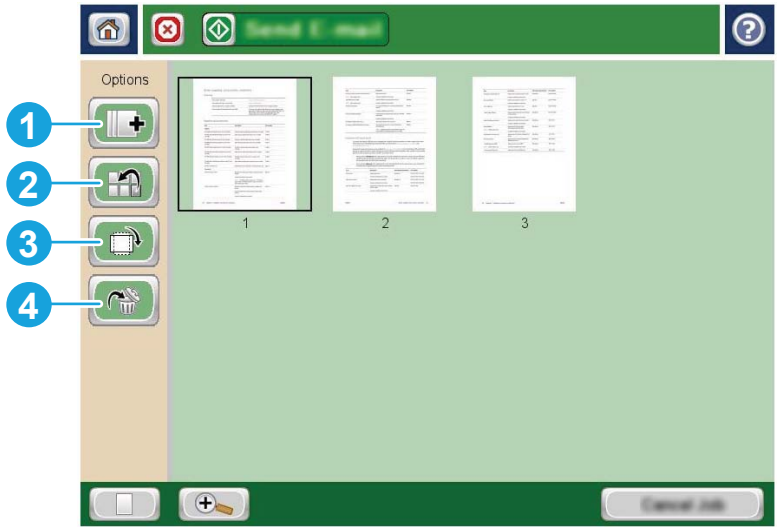
NOTE: The printer might prompt you to add the email address to the address book or the contact list.

Figure 6-1 Example of the scan preview screen



1	Page-navigation control	Touch the arrow buttons to scroll forward or backward through the document one page at a time. To display a specific page, touch the text box and then enter the page number. **NOTE:** You can also swipe to scroll through the pages.
2	View button	Touch the View button to toggle between single-page and multi-page view.
3	Zoom button	Touch the Zoom button to zoom in or out on the selected page. To move the image within the document-preview area, touch the image and drag your finger on the screen. To return the image to the original size, touch the Zoom button again.

Figure 6-2 Example of the scan preview options screen



1	Append pages button	Touch the Append pages button to add pages to the document. To add pages, touch the Append pages button, place additional pages in the document feeder or on the scanner glass, and then touch the Start button.
2	Move pages button	Touch the Move pages button to rearrange the pages within the document. To move a range of pages, touch the first and last pages in the range and then touch the Move pages button. Page-insert buttons display to indicate where you can move the pages. Touch one of the page-insert buttons to move the pages.
3	Rotate pages button	Touch the Rotate pages button to rotate pages 90 degrees. To rotate a range of pages, touch the first and last pages in the range, and then touch the Rotate pages button. The pages rotate clockwise 90 degrees each time you touch the button.
4	Delete pages button	Touch the Delete pages button to delete the selected pages. To delete a range of pages, touch the first and last pages in the range, touch the Delete pages button. An **Are you sure you want to delete the selected pages from this document** message displays. Touch Delete to delete the pages.

Scan and send to network folder

Introduction

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

Scan and save the document to a folder

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

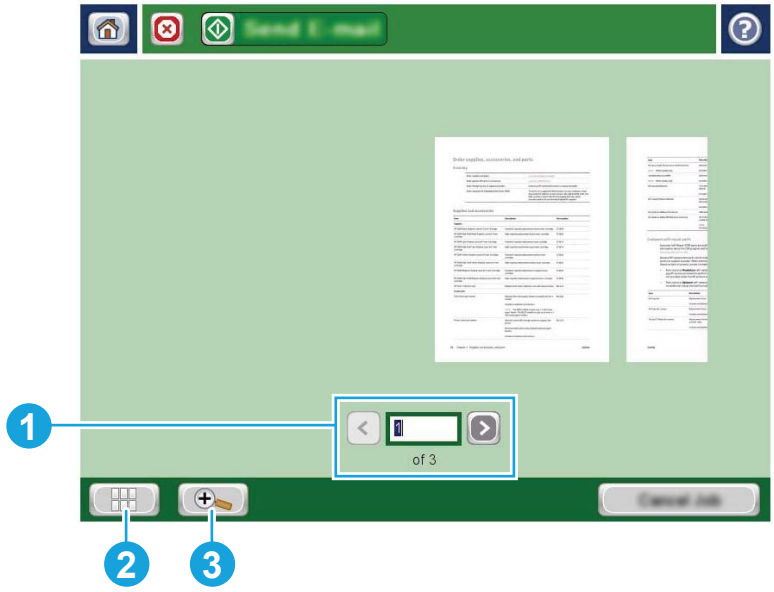
1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.
2. From the Home screen on the printer control panel, touch the Save to Network Folder button.
3. To specify a path for this job only, touch the Add button to open a keyboard, and type the path to the folder, and then touch the OK button. Use this format for the path:

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

   Or, select a pre-defined Quick Sets path or a path associated with a Contact.

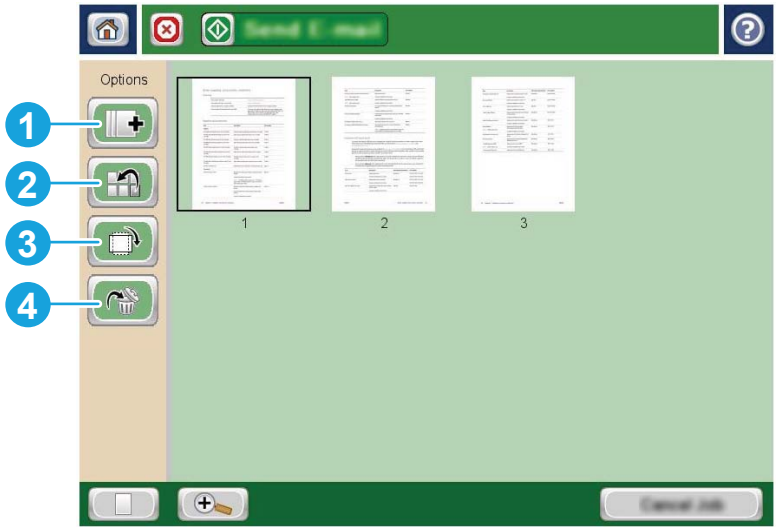
   NOTE: The Folder Paths field might have a pre-defined path, and it might not be editable. In this situation, the administrator has configured this folder for common access.
4. Touch the File Name text field to open a keyboard, and then type the name for the file, and then touch the OK button.
5. To configure settings for the document, touch the More Options button. For example:
   - Select File Type and Resolution to specify the type of file to create, the resolution, and the output quality.
   - If the original document is printed on both sides, select Original Sides, and then select 2 Sided.
6. Touch the preview button to preview the document. In the preview screen, use the buttons at the bottom of the screen to adjust the preview options, and to rearrange, rotate, insert, or remove pages.
7. When the document is ready, touch the Start button to save the file.

Figure 6-3 Example of the scan preview screen



1	Page-navigation control	Touch the arrow buttons to scroll forward or backward through the document one page at a time. To display a specific page, touch the text box and then enter the page number. **NOTE:** You can also swipe to scroll through the pages.
2	View button	Touch the View button to toggle between single-page and multi-page view.
3	Zoom button	Touch the Zoom button to zoom in or out on the selected page. To move the image within the document-preview area, touch the image and drag your finger on the screen. To return the image to the original size, touch the Zoom button again.

Figure 6-4 Example of the scan preview options screen



1	Append pages button	Touch the Append pages button to add pages to the document. To add pages, touch the Append pages button, place additional pages in the document feeder or on the scanner glass, and then touch the Start button.
2	Move pages button	Touch the Move pages button to rearrange the pages within the document. To move a range of pages, touch the first and last pages in the range and then touch the Move pages button. Page-insert buttons display to indicate where you can move the pages. Touch one of the page-insert buttons to move the pages.
3	Rotate pages button	Touch the Rotate pages button to rotate pages 90 degrees. To rotate a range of pages, touch the first and last pages in the range, and then touch the Rotate pages button. The pages rotate clockwise 90 degrees each time you touch the button.
4	Delete pages button	Touch the Delete pages button to delete the selected pages. To delete a range of pages, touch the first and last pages in the range, touch the Delete pages button. An **Are you sure you want to delete the selected pages from this document** message displays. Touch Delete to delete the pages.

Scan and send to USB Flash Drive

Introduction

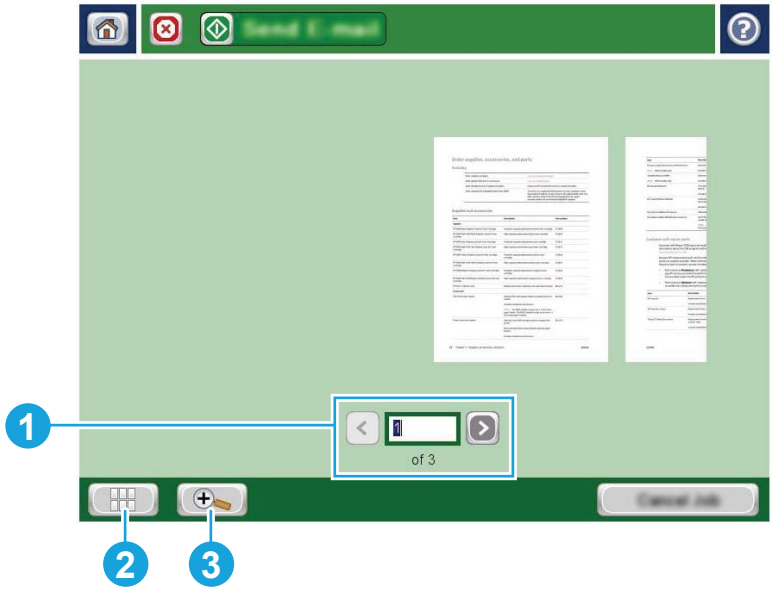
The printer can scan a file and save it on a USB flash drive. Before using this feature, use the HP Embedded Web server to enable and configure it.

Scan and save the document to a USB flash drive

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

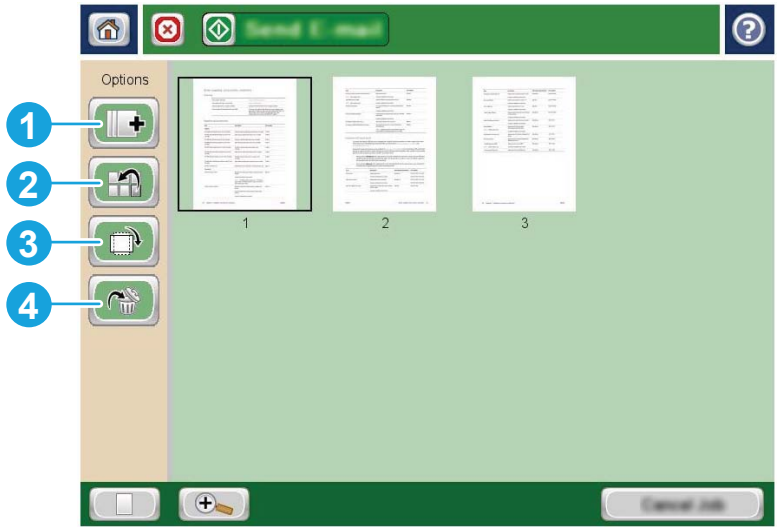
1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.
2. Insert the USB flash drive into the USB port near the printer control panel.
3. From the Home screen on the printer control panel, scroll to and touch the Save to USB button.
4. Save the file on the root of the USB flash drive, save it in an existing folder, or touch the New Folder button to create a new folder on the USB flash drive.
5. Touch the File Name text field to open a keyboard, and then type the name for the file, and then touch the OK button.
6. To configure settings for the document, touch the More Options button. For example:
   - Select File Type and Resolution to specify the type of file to create, the resolution, and the output quality.
   - If the original document is printed on both sides, select Original Sides, and then select 2 Sided.
7. Touch the preview button to preview the document. In the preview screen, use the buttons at the bottom of the screen to adjust the preview options, and to rearrange, rotate, insert, or remove pages.
8. When the document is ready, touch the Start button to save the file.

Figure 6-5 Example of the scan preview screen



1	Page-navigation control	Touch the arrow buttons to scroll forward or backward through the document one page at a time. To display a specific page, touch the text box and then enter the page number. **NOTE:** You can also swipe to scroll through the pages.
2	View button	Touch the View button to toggle between single-page and multi-page view.
3	Zoom button	Touch the Zoom button to zoom in or out on the selected page. To move the image within the document-preview area, touch the image and drag your finger on the screen. To return the image to the original size, touch the Zoom button again.

Figure 6-6 Example of the scan preview options screen



1	Append pages button	Touch the Append pages button to add pages to the document. To add pages, touch the Append pages button, place additional pages in the document feeder or on the scanner glass, and then touch the Start button.
2	Move pages button	Touch the Move pages button to rearrange the pages within the document. To move a range of pages, touch the first and last pages in the range and then touch the Move pages button. Page-insert buttons display to indicate where you can move the pages. Touch one of the page-insert buttons to move the pages.
3	Rotate pages button	Touch the Rotate pages button to rotate pages 90 degrees. To rotate a range of pages, touch the first and last pages in the range, and then touch the Rotate pages button. The pages rotate clockwise 90 degrees each time you touch the button.
4	Delete pages button	Touch the Delete pages button to delete the selected pages. To delete a range of pages, touch the first and last pages in the range, touch the Delete pages button. An **Are you sure you want to delete the selected pages from this document** message displays. Touch Delete to delete the pages.

Additional options when scanning

The following settings are available in the More Options list when scanning.

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

Save As...	Specify the folder and file name for the scanned file
Load and Save Settings	Load Quick Set: Load scan settings from a saved Quick Set. **NOTE:** Use the HP Embedded Web Server to create and save Quick Sets. Save Defaults: Save the current settings in the Options list as default settings for future scan jobs.
Document File Type	Save a scanned document as one of several types of files. The following standard file types are available: • PDF: This file type provides the best overall image and text quality. PDF files require Adobe® Acrobat® Reader software for viewing. • JPEG: This file type is a good choice for most graphics. Most computers have a browser that can view .JPEG files. This file type produces one file per page. • TIFF: This is a standard file type that many graphics programs support. This file type produces one file per page. • MTIFF: MTIFF stands for multi-page TIFF. This file type saves multiple scanned pages in a single file. • XPS: XPS (XML Paper Specification) creates an XAML file that preserves the original formatting of the document and supports color graphics and embedded fonts. • PDF/A: PDF/A is a type of PDF designed for long-term archival of electronic documents. All format information in the document is self-contained. HP Enterprise flow MFP printers also support the following OCR file types: • Text (OCR): Text (OCR) creates a text file by using optical character recognition (OCR) to scan the original. A text file can be opened in any word processing program. The formatting of the original will not be saved using this option. • Unicode Text (OCR): Unicode Text (OCR) is an industry standard used to consistently represent and manipulate text. This file type is useful for internationalization and localization. • RTF (OCR): RTF (OCR) creates a rich text format (RTF) file by using optical character recognition (OCR) to scan the original. RTF is an alternative text format that can be opened by most word processing programs. Some of the formatting of the original will be saved using this option. • Searchable PDF (OCR): Searchable PDF (OCR) creates a searchable PDF file by using optical character recognition (OCR) to scan the original. When a document is scanned in this way, use Adobe Acrobat® Reader's search tools to search for specific words or phrases within the PDF. • Searchable PDF/A (OCR): Searchable PDF/A (OCR) is a type of PDF/A file that includes information about the document structure, which allows content to be searched. • HTML (OCR): HTML (OCR) creates a Hypertext Markup Language (HTML) file containing the contents of the original document. HTML is used to display files on Web sites. • CSV (OCR): CSV (OCR) is common text file format that contains comma-separated values. This type of file can be opened by most word processing, spreadsheet, or database programs.
Output Quality	Specify the output quality of scanned images, which affects the file size of the resulting file.

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

HP JetAdvantage business solutions

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

HP JetAdvantage Solutions include:

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

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

Additional scan tasks

Go to www.hp.com/support/pagewidecolor586MFP.

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

- Copy or scan pages from books or other bound documents
- Send a scanned document to a folder in the printer memory
- Copy or scan both sides of an identification card
- Copy or scan a document into a booklet format

7 Fax

- Set up fax
- Change fax configurations
- Send a fax
- Additional fax tasks

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/pagewidecolor586MFP.

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

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

Set up fax

Introduction

This information applies to fax and Flow models, or to other printers when an optional analog fax accessory has been installed. Before continuing, connect the printer to a phone line (for analog fax) or to an Internet or network fax service.

Set up fax by using the printer control panel

1. From the Home screen on the printer control panel, scroll to and touch Administration.
2. Open the following menus:
   - Fax Settings
   - Fax Send Settings
   - Fax Send Setup
   - Fax Setup Wizard

   NOTE: If the Fax Settings menu does not appear in the menu listing, LAN or Internet fax might be enabled. When LAN or Internet fax is enabled, the analog fax accessory is disabled and the Fax Settings menu does not display. Only one fax feature, either LAN fax, analog fax, or Internet fax, can be enabled at a time. To use analog fax when LAN fax is enabled, use the HP Embedded Web Server to disable LAN fax.
3. Follow the steps in the Fax Setup Wizard to configure the required settings.

Change fax configurations

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

- Fax dialing settings
- General fax send settings
- Fax receive settings

Fax dialing settings

1. From the Home screen on the product control panel, scroll to and touch Administration.
2. Open the following menus:
   - Fax Settings
   - Fax Send Settings
   - Fax Send Setup
   - Fax Dialing Settings

Configure any of the following settings:

Menu item	Description
Fax Dial Volume	Use the Fax Dial Volume setting to control the product's dialing volume level when sending faxes.
Dialing Mode	The Dialing Mode setting sets the type of dialing that is used: either tone (touch-tone phones) or pulse (rotary-dial phones).
Fax Send Speed	The Fax Send Speed setting sets the modem bit rate (measured in bits per second) of the Analog Fax modem while sending a fax. • Fast (default) — v.34/max 33,600 bps • Medium — v.17/max 14,400 bps • Slow — v.29/max 9,600 bps
Redial Interval	The Redial Interval setting selects the number of minutes between retries if the number dialed is busy or not answering, or if an error occurs. **NOTE:** You might observe a redial message on the control panel when both the Redial On Busy and Redial On No Answer settings are set to off. This occurs when the fax accessory dials a number, establishes a connection, and then loses the connection. As a result of this error condition, the fax accessory performs three automatic redial attempts regardless of the redial settings. During this redial operation, a message displays on the control panel to indicate that a redial is in progress.
Redial On Error	The Redial On Error feature sets the number of times a fax number will be redialed when an error occurs during a fax transmission.
Redial On Busy	The Redial On Busy setting selects the number of times (0 through 9) the fax accessory redials a number when the number is busy. The interval between retries is set by the Redial Interval setting.

Menu item	Description
Redial On No Answer	The Redial On No Answer setting selects the number of times the fax accessory redials if the number dialed does not answer. The number of retries is either 0 to 1 (used in the U.S.) or 0 to 2, depending on the country/region setting. The interval between retries is set by the redial interval setting.
Detect Dial Tone	The Detect Dial Tone setting determines whether the fax checks for a dial tone before sending a fax.
Dialing Prefix	The Dialing Prefix setting allows you to enter a prefix number (such as a "9" to access an outside line) when dialing. This prefix number is automatically added to all phone numbers when dialed.

General fax send settings

1. From the Home screen on the product control panel, scroll to and touch Administration.
2. Open the following menus:
   - Fax Settings
   - Fax Send Settings
   - Fax Send Setup
   - General Fax Send Settings

Configure any of the following settings:

Menu item	Description
Fax Number Confirmation	When the Fax Number Confirmation feature is enabled, the fax number must be entered twice to ensure that it was entered correctly. The feature is disabled by default.
PC Fax Send	Use the PC Fax Send feature to send faxes from a PC. This feature is enabled by default.
Fax Header	Use the Fax Header feature to control whether the header is appended to the top, and content is shifted down, or if the header is overlayed on top of the previous header.
JBIG Compression	Enabling the JBIG Compression feature can reduce phone-call charges by reducing fax transmission time and might be the preferred setting. However, using the JBIG Compression feature might cause compatibility problems when communicating with some older fax machines, in which case you might need to disable it. **NOTE:** The JBIG Compression feature works only when both the sending and receiving machines have this capability.

Menu item	Description
Error Correction Mode	Normally, the fax accessory monitors the signals on the telephone line while it is sending or receiving a fax. If the fax accessory detects an error during the transmission and the Error Correction Mode setting is on, the fax accessory can request that the error portion of the fax be sent again. The Error Correction Mode feature is enabled by default. You should turn it off only if you are having trouble sending or receiving a fax and if you are willing to accept the errors in the transmission and a probable quality reduction in the image. Turning off the setting might be useful when you are trying to send a fax overseas or receive one from overseas, or if you are using a satellite telephone connection. **NOTE:** Some VoIP providers might suggest turning off the Error Correction Mode setting. However, this is not usually necessary.
Fax Number Speed Dial Matching	Enabling the Fax Number Speed Dial Matching can help when dialing faxes. When you dial a fax number manually, this feature checks the stored speed dial entries for a number that matches the number you enter. This can speed the dialing process and help you if you do not remember the speed dial entry number for a given fax number. If the product finds a matching speed dial entry for the fax number entered manually, you can touch Yes to send the fax to that number or have the number added to the fax distribution list.

Fax receive settings

1. From the Home screen on the product control panel, scroll to and touch Administration.
2. Open the following menus:
   - Fax Settings
   - Fax Receive Settings
   - Fax Receive Setup

Configure any of the following settings:

Menu item	Description
Ringer Volume	Touch the Ringer Volume drop-down menu and adjust the ringer volume settings.
Rings To Answer	The Rings To Answer setting determines the number of times the phone rings before the call is answered by the fax accessory. **NOTE:** The default range for the available options for the Rings To Answer setting is country/region-specific. The range of possible Rings To Answer options is limited by country/region. If you experience problems with the fax accessory answering, and the Rings To Answer setting is **1**, try increasing it to **2**.
Fax Receive Speed	Touch the Fax Receive Speed drop down menu and select one of the following options: • Fast (default) — v.34/max 33,600 bps • Medium — v.17/max 14,400 bps • Slow — v.29/max 9,600 bps

Menu item	Description
Ring Interval	Touch the box beneath the Ring Interval heading to open the keypad. Enter a value for the ring interval on the keypad, and then touch the OK button. The default setting for ring interval is 600 ms.
Ring Frequency	Touch the box beneath the Ring Frequency heading to open the keypad. Enter a value for the ring frequency on the keypad, and then touch the OK button. The default setting for ring frequency is 68 Hz, which detects rings up to 68 Hz.

Send a fax

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.
2. From the Home screen on the printer control panel, touch the Fax button.
3. Specify the recipients by using one of these methods:

   ### Enter recipients manually

   ▲ Touch the Fax Number field to open the keypad, enter a fax number, and then touch the OK button.

   ### Enter recipients from the Contacts list

   a. Touch the Contacts button that is next to the Fax Number field to open the Contacts screen.

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

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

4. To configure settings for the document, touch the More Options button. For example:
   - Select Resolution to specify the resolution for the fax.
   - If the original document is printed on both sides, select Original Sides, and then select 2 Sided.
5. Touch the preview button to preview the document.
6. When the document is ready, touch the Start button to send the fax.

Additional fax tasks

Go to www.hp.com/support/pagewidecolor586MFP.

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

- Create and manage fax speed dial lists
- Configure fax billing codes
- Use a fax printing schedule
- Block incoming faxes
- Fax archiving and forwarding

8 Manage the printer

- Advanced configuration with HP Embedded Web Server (EWS)
- Advanced configuration with HP Utility for OS X
- Configure IP network settings
- Printer security features
- Energy-conservation settings
- HP Web Jetadmin
- Software and firmware updates

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/pagewidecolor586MFP.

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

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

Advanced configuration with HP Embedded Web Server (EWS)

- Introduction
- How to access the HP Embedded Web Server (EWS)
- HP Embedded Web Server features

Introduction

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

- View printer status information
- Determine the remaining life for all supplies and order new ones
- View and change tray configurations
- View and change the printer control-panel menu configuration
- View and print internal pages
- Receive notification of printer and supplies events
- View and change network configuration

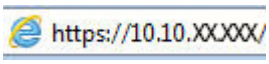
The HP Embedded Web Server works when the printer is connected to an IP-based network. The HP Embedded Web Server does not support IPX-based printer connections. Internet access is not needed to open and use the HP Embedded Web Server.

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

NOTE: The HP Embedded Web Server is not accessible beyond the network firewall.

How to access the HP Embedded Web Server (EWS)

1. From the Home screen on the printer control panel, touch the Network button to display the IP address or host name.
2. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.



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

To use the HP Embedded Web Server, the browser must meet the following requirements:

Windows® 7

- Internet Explorer (version 8.x or greater)
- Google Chrome (version 34.x or greater)
- Firefox (version 20.x or greater)

Windows® 8 or greater

- Internet Explorer (version 9.x or greater)
- Google Chrome (version 34.x or greater)
- Firefox (version 20.x or greater)

OS X

- Safari (version 5.x or greater)
- Google Chrome (version 34.x or greater)

Linux

- Google Chrome (version 34.x or greater)
- Firefox (version 20.x or greater)

HP Embedded Web Server features

- Information tab
- General tab
- Copy/Print tab
- Scan/Digital Send tab
- Fax tab
- Troubleshooting tab
- Security tab
- HP Web Services tab
- Networking tab
- Other Links list

Information tab

Table 8-1 HP Embedded Web Server Information tab

Menu	Description
Device Status	Shows the printer status and shows the estimated life remaining of HP supplies. The page also shows the type and size of paper set for each tray. To change the default settings, click the **Change Settings** link.
Job Log	Shows a summary of all jobs the printer has processed.
Configuration Page	Shows the information found on the configuration page.
Supplies Status Page	Shows the status of the supplies for the printer.
Event Log Page	Shows a list of all printer events and errors. Use the **HP Instant Support** link (in the page footer on all HP Embedded Web Server pages) to connect to a set of dynamic Web pages that help solve problems. These pages also show additional services available for the printer.

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

Menu	Description
Usage Page	Shows a summary of the number of pages the printer has printed, grouped by size, type, and paper print path.
Device Information	Shows the printer network name, address, and model information. To customize these entries, click the **Device Information** menu on the **General** tab.
Control Panel Snapshot	Shows an image of the current screen on the control panel display.
Print	Upload a print-ready file from the computer to print. The printer uses the default print settings to print the file.
Printable Reports and Pages	Lists the internal reports and pages for the printer. Select one or more items to print or view.

General tab

Table 8-2 HP Embedded Web Server General tab

Menu	Description
Control Panel Customization	Reorder, show, or hide features on the control-panel display. Change the default display language.
Quick Sets Setup	Configure jobs that are available in the Quick Sets area of the Home screen on the printer control panel.
Alerts	Setup email alerts for various printer and supplies events.
Control Panel Administration Menu	Shows the menu structure of the Administration menu on the control panel. **NOTE:** Configure settings on this screen, or the HP Embedded Web Server provides more advanced configuration options than are available through the Administration menu.
AutoSend	Configure the printer to send automated emails regarding printer configuration and supplies to specific email addresses.
Edit Other Links	Add or customize a link to another Web site. This link displays in the **Other Links** area on all HP Embedded Web Server pages.
Ordering Information	Enter information about ordering replacement cartridges. This information displays on the supplies status page.
Device Information	Name the printer and assign an asset number to it. Enter the name of the primary contact who will receive information about the printer.
Language	Set the language in which to display the HP Embedded Web Server information.
Date and Time	Set the date and time or synchronize with a network time server.
Energy Settings	Set or edit sleep settings for business and non-business hours and wake, sleep, and holiday events for the printer. Set which interactions with the printer cause it to wake from sleep mode.
Backup and Restore	Create a backup file that contains printer and user data. If necessary, use this file to restore data to the printer.
Restore Factory Settings	Restore printer settings to the factory defaults.
Solution Installer	Install third-party software programs that can enhance the printer functionality.

Table 8-2 HP Embedded Web Server General tab (continued)

Menu	Description
Firmware Upgrade	Download and install printer firmware upgrade files.
Quota and Statistics Services	Provides connection information about third-party job-statistics services.

Copy/Print tab

Table 8-3 HP Embedded Web Server Copy/Print tab

Menu	Description
Retrieve from USB Setup	Enable or disable the Print from USB Drive menu on the control panel.
Manage Stored Jobs	Enable or disable the ability to store jobs in the printer memory. Configure job-storage options.
Adjust Paper Types	Override the factory-default mode settings if print quality problems occur when using a specific paper type.
Restrict Color (Color printers only)	Permit or restrict color printing and copying. Specify permissions for individual users or for jobs that are sent from specific software programs.
General Print Settings	Configure settings for all print jobs, including copy jobs or received faxes.
Copy Settings	Configure the default options for copy jobs.
Manage Trays	Configure settings for paper trays.

Scan/Digital Send tab

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

Menu	Description
E-mail Setup	Configure the default email settings for digital sending, including the following: • Settings for the outgoing mail (SMTP) server • Default settings for E-mail Quick Sets jobs • Default message settings, such as the "From" address and the subject line • Settings for digital signatures and encryption • Settings for email notifications • Default scan settings for email jobs • Default file settings for email jobs

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

Menu	Description
Save to Network Folder	Configure the network folder settings for digital sending, including the following: • Default settings for Quick Sets jobs saved in a network folder • Settings for notifications • Default scan settings for jobs saved in a network folder • Default file settings for jobs saved in a network folder
Save to SharePoint®	Configure the Microsoft SharePoint® settings for digital sending, including the following: • Default settings for Quick Sets jobs saved in a document library on the SharePoint® site • Default settings for jobs saved in a document library on the SharePoint® site
Save to USB Setup	Configure the USB settings for digital sending, including the following: • Default settings for Quick Sets jobs saved on a USB flash drive • Settings for notifications • Default scan settings for jobs saved on a USB flash drive • Default file settings for jobs saved on a USB flash drive
Contacts	Manage contacts, including the following: • Add email addresses into the printer one at a time. • Import a large list of frequently-used email addresses on to the printer all at once, rather than adding them one at a time. • Export contacts from the printer into a .CSV file on the computer to use as a data backup, or import the records onto another HP printer. • Edit email addresses that have already been saved in the printer.
Preferences	Configure settings for when the size cannot be detected from the scanner glass.
E-mail and Save to Network Folder Quick Setup Wizards	Configure the printer to send scanned images as email attachments. Configure the printer to save scanned images to network-folder Quick Sets. Quicks Sets provide easy access to files saved on the network.
Digital Sending Software Setup	Configure settings related to using optional Digital Sending software.

Fax tab

Table 8-5 HP Embedded Web Server Fax tab

Menu	Description
Fax Send Setup	Configure settings for sending faxes, including the following: • Default settings for outgoing faxes • Settings for notifications • Default setting for sending faxes using the internal fax modem • Settings for using a LAN fax service • Settings for using an Internet fax service
Speed Dials	Manage speed dials, including the following: • Import .CSV files containing email addresses, fax numbers, or user records, so that they can be accessed on this printer. • Export email, fax, or user records from the printer into a file on the computer to use as a data backup, or import the records onto another HP printer.
Fax Receive Setup	Configure default print options for incoming faxes, and set up a fax printing schedule.
Fax Archive and Forwarding	Enable or disable fax archiving and fax forwarding, and configure basic settings for each: • Fax archiving is a method to send a copy of all incoming and outgoing faxes to an email address, a network folder, or an FTP server. • Fax forwarding is a method to forward incoming faxes to a different fax device.
Fax Activity Log	Contains a list of the faxes that have been sent from or received by this printer.

Troubleshooting tab

Table 8-6 HP Embedded Web Server Troubleshooting tab

Menu	Description
General Troubleshooting	Select from a variety of reports and tests to help solve problems with the printer. Configure settings for Fax, OXPd, and Auto Recovery.
Retrieve Diagnostic Data **NOTE:** This item is available only if an administrator password is set from the **Security** tab.	Export printer information to a file that can be useful for detailed problem analysis.
Calibration/Cleaning	Enable the automatic cleaning feature, create and print the cleaning page, and select an option to calibrate the printer immediately.
Firmware Upgrade	Download and install printer firmware upgrade files.
Reset Factory Settings	Reset printer settings to factory defaults.

Security tab

Table 8-7 HP Embedded Web Server Security tab

Menu	Description
General Security	Settings for general security, including the following: • Configure an administrator password to restrict access to certain features on the printer. • Set PJL password for processing PJL commands. • Set file system access and firmware upgrade security. • Enable or disable the Host USB port on the control panel or the USB connectivity port on the formatter for printing directly from a computer. • View the status of all security settings.
Access Control	Configure access to printer functions for specific individuals or groups, and select the method individuals use to sign in to the printer.
Protect Stored Data	Configure and manage the internal hard drive for the printer. This printer includes an encrypted hard drive for maximum security. Configure settings for jobs that are stored on the printer hard drive.
Certificate Management	Install and manage security certificates for access to the printer and the network.
Web Service Security	Allow resources on this printer to be accessed by web pages from different domains. If no sites are added to the list, then all sites are trusted.
Self Test	Verify that the security functions are running according to expected system parameters.

HP Web Services tab

Use the **HP Web Services** tab to configure and enable HP Web Services for this printer. It is necessary to Enable HP Web Services to use the HP ePrint feature.

Table 8-8 HP Embedded Web Server HP Web Services tab

Menu	Description
Web Services Setup	Connect this printer to HP's ePrintCenter on the Web by enabling HP Web Services.
Web Proxy	Configure a proxy server if there are issues enabling HP Web Services or connecting the printer to the Internet.

Networking tab

Use the **Networking** tab to configure and secure network settings for the printer when it is connected to an IP-based network. This tab does not display if the printer is connected to other types of networks.

Table 8-9 HP Embedded Web Server Networking tab

Menu	Description
TCP/IP Setting	Configure TCP/IP settings for IPv4 and IPv6 networks. **NOTE:** The configuration options available depend on the print server model.

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

Menu	Description
Network Settings	Configure IPX/SPX, AppleTalk, DLC/LLC, and SNMP settings, depending on the print server model.
Other Settings	Configure general printing protocols and services supported by the print server. The available options depend on the print server model, but can include firmware update, LPD queues, USB settings, support information, and refresh rate.
AirPrint	Enable, set up, or disable network printing from Apple supported printers.
Select Language	Change the language displayed by the HP Embedded Web Server. This page displays if the Web pages support multiple languages. Optionally, select supported languages through language-preference settings in the browser.
Settings	View and restore current security settings to factory-default values. Configure security settings using the Security Configuration Wizard. **NOTE:** Do not use the Security Configuration Wizard to configure security settings using network-management applications, such as HP Web Jetadmin.
Authorization	Control configuration management and use of this printer, including the following: • Set or change the administrator password to control access to configuration parameters. • Request, install, and manage digital certificates on the HP Jetdirect print server. • Limit host access to this printer through an Access Control List (ACL) (for selected print servers on IPv4 networks only).
Mgmt. Protocols	Configure and manage security protocols for this printer, including the following: • Set the security management level for the HP Embedded Web Server, and control traffic over HTTP and HTTPS. • Configure the SNMP (Simple Network Management Protocol) operation. Enable or disable the SNMP v1/v2c or SNMP v3 agents on the print server. • Control access through protocols that may not be secure, such as printing protocols, print services, discovery protocols, name resolution services, and configuration-management protocols.
802.1X Authentication	Configure 802.1X authentication settings on the Jetdirect print server as required for client authentication on the network, and reset the 802.1X authentication settings to factory-default values. **CAUTION:** When changing the 802.1X authentication settings; the printer might lose its connection. To reconnect, it might be necessary to reset the print server to a factory-default state and reinstall the printer.
IPsec/Firewall	View or configure a Firewall policy or an IPsec/Firewall policy (for selected HP Jetdirect models only).
Announcement Agent	Enable or disable the HP Device Announcement Agent, set the configuration server, and configure mutual authentication using certificates.
Network Statistics	Display network statistics that are collected and stored on the HP Jetdirect print server.
Protocol Info	View a list of network-configuration settings on the HP Jetdirect print server for each protocol.
Configuration Page	View the HP Jetdirect configuration page, which contains status and configuration information.

Other Links list

NOTE: Configure which links display in the **Other Links** list by using the **Edit Other Links** menu on the **General** tab. The following are the default links.

Table 8-10 HP Embedded Web Server Other Links list

Menu	Description
Product Support	Connect to the support site for the printer to search for help on various topics.
Shop for Supplies	Connect to the HP SureSupply Web site for information on purchasing original HP supplies, such as cartridges and paper.
HP Instant Support	Connect to the HP Web site to find solutions to printer problems.

Advanced configuration with HP Utility for OS X

Use the HP Utility to check printer status or to view or change printer settings from the computer.

Use the HP Utility when the printer is connected with a USB cable or is connected to a TCP/IP-based network.

Open HP Utility

1. At the computer, open the **System Preferences** menu, and then click **Print & Fax**, **Print & Scan**, or **Printers & Scanners**.
2. Select the printer in the list.
3. Click the **Options & Supplies** button.
4. Click the **Utility** tab.
5. Click the **Open Printer Utility** button.

HP Utility features

The HP Utility toolbar includes these items:

- **Devices**: Click this button to show or hide Mac products found by the HP Utility.
- **All Settings**: Click this button to return to the HP Utility main view.
- **HP Support**: Click this button to open a browser and go to the HP support Web site.
- **Supplies**: Click this button to open the HP SureSupply Web site.
- **Registration**: Click this button to open the HP registration Web site.
- **Recycling**: Click this button to open the HP Planet Partners Recycling Program Web site.

HP Utility consists of pages that are opened by clicking in the **All Settings** list. The following table describes the tasks available with HP Utility.

Item	Description
Supplies Status	Shows the printer supplies status and provides links for ordering supplies online.
Device Information	Shows information about the currently selected printer.
File Upload	Transfers files from the computer to the printer.
Upload Fonts	Transfers font files from the computer to the printer.
HP Connected	Accesses the HP Connected Web site.
Update Firmware	Transfers a firmware update file to the printer. **NOTE:** This option is available only after you open the **View** menu and select the **Show Advanced Options** item.
Commands	Sends special characters or print commands to the printer after the print job. **NOTE:** This option is available only after you open the **View** menu and select the **Show Advanced Options** item.

Item	Description
Supplies Management	Configures how the printer should behave when supplies are nearing the end of their estimated life.
Trays Configuration	Changes the default tray settings.
Output Devices	Manages settings for optional output accessories.
Duplex Mode	Turns on the automatic two-sided printing mode.
E-mail Alerts	Configures automatic email alerts for certain printer conditions, such as when supplies need to be replaced, trays are empty, doors are open, or a paper jam has occurred.
Resolution	Sets the default print resolution.
Protect Direct Ports	Disables printing over USB or parallel ports.
Stored Jobs	Manages print jobs that are stored on the printer hard disk.
Network Settings	Configures the network settings, such as the IPv4 and IPv6 settings.
Additional Settings	Provides access to the HP Embedded Web Server.
Scan to E-mail	Opens the HP Embedded Web Server page for configuring settings for scanning to email. **NOTE:** USB connections are not supported.
Scan to Network Folder	Opens the HP Embedded Web Server page for configuring settings for scanning to a network folder. **NOTE:** USB connections are not supported.

Configure IP network settings

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

Printer sharing disclaimer

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

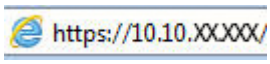
View or change network settings

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

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

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

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

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

2. Click the **Networking** tab to obtain network information. Change settings as needed.

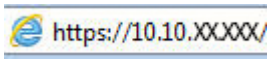
Rename the printer on a network

To rename the printer on a network so that it can be uniquely identified, use the HP Embedded Web Server.

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

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

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



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

2. Open the **General** tab.
3. On the **Device Information** page, the default printer name is in the **Device Name** field. You can change this name to uniquely identify this printer.

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

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

Manually configure IPv4 TCP/IP parameters from the control panel

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

1. From the Home screen on the printer control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - Network Settings
   - Jetdirect Menu
   - TCP/IP
   - IPV 4 Settings
   - Config Method
3. Select the Manual option, and then touch the Save button.
4. Open the Manual Settings menu.
5. Touch the IP Address, Subnet Mask, or Default Gateway option.
6. Touch the first field to open a keypad. Enter the correct digits for the field, and then touch the OK button.
7. Repeat the process for each field, and then touch the Save button.

Manually configure IPv6 TCP/IP parameters from the control panel

Use the control-panel Administration menus to manually set an IPv6 address.

1. From the Home screen on the printer control panel, scroll to and touch the Administration button.
2. To enable manual configuration, open the following menus:
   - Network Settings
   - Jetdirect Menu

- TCP/IP
- IPV 6 Settings
- Address
- Manual Settings
- Enable

3. Select the On option, and then touch the Save button.
4. To configure the address, touch the Address button and then touch the field to open a keypad.
5. Use the keypad to enter the address, and then touch the OK button.
6. Touch the Save button.

Link speed and duplex settings

NOTE: This information applies only to Ethernet networks. It does not apply to wireless networks.

The link speed and communication mode of the print server must match the network hub. For most situations, leave the printer in automatic mode. Incorrect changes to the link speed and duplex settings might prevent the printer from communicating with other network devices. To make changes, use the printer control panel.

NOTE: The printer setting must match the setting for the network device (a network hub, switch, gateway, router, or computer).

NOTE: Making changes to these settings causes the printer to turn off and then on. Make changes only when the printer is idle.

1. From the Home screen on the printer control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - Network Settings
   - Jetdirect Menu
   - Link Speed
3. Select one of the following options:
   - Auto: The print server automatically configures itself for the highest link speed and communication mode allowed on the network.
   - 10T Half: 10 megabytes per second (Mbps), half-duplex operation
   - 10T Full: 10 Mbps, full-duplex operation
   - 10T Auto: 10 Mbps, automatic-duplex operation
   - 100TX Half: 100 Mbps, half-duplex operation
   - 100TX Full: 100 Mbps, full-duplex operation

- 100TX Auto: 100 Mbps, automatic-duplex operation
- 1000T Full: 1000 Mbps, full-duplex operation

4. Touch the Save button. The printer turns off and then on.

Printer security features

Introduction

The printer includes several security features to restrict who has access to configuration settings, to secure data, and to prevent access to valuable hardware components.

- Security statements
- Assign an administrator password
- IP Security
- Lock the formatter
- Encryption support: HP High Performance Secure Hard Disks

Security statements

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

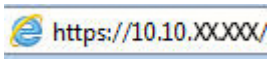
Assign an administrator password

Assign an administrator password for access to the printer and the HP Embedded Web Server so that unauthorized users cannot change the printer settings.

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

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

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

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

2. Click the **Security** tab.
3. Open the **General Security** menu.
4. In the area labeled **Set the Local Administrator Password**, enter the name to associate with the password in the **Username** field.
5. Enter the password in the **New Password** field, and then enter it again in the **Verify Password** field.

   NOTE: To change an existing password, first enter the existing password in the **Old Password** field.

6. Click the **Apply** button.

   NOTE: Make note of the password and store it in a safe place.

Some features on the printer control panel can be secured so that unauthorized people cannot use them. When a feature is secured, the printer prompts you to sign in before you can use it. You can also sign in without waiting for a prompt by selecting Sign In from the printer control panel.

Typically, the credentials for signing in to the printer are the same as for signing in to the network. Consult the network administrator for this printer if you have questions about which credentials to use.

1. From the Home screen on the printer control panel, select Sign In.
2. Follow the prompts to enter the credentials.

NOTE: To maintain security for the printer, select Sign Out when you have finished using the printer.

IP Security

IP Security (IPsec) is a set of protocols that control IP-based network traffic to and from the printer. IPsec provides host-to-host authentication, data integrity, and encryption of network communications.

For printers that are connected to the network and have an HP Jetdirect print server, you can configure IPsec by using the **Networking** tab in the HP Embedded Web Server.

Lock the formatter

The formatter has a slot that you can use to attach a security cable. Locking the formatter prevents someone from removing valuable components from it.

Encryption support: HP High Performance Secure Hard Disks

The hard disk provides hardware-based encryption so you can securely store sensitive data without impacting printer performance. This hard disk uses the latest Advanced Encryption Standard (AES) and has versatile time-saving features and robust functionality.

Use the **Security** menu in the HP Embedded Web Server to configure the disk.

Energy-conservation settings

Introduction

- Optimize speed or energy usage
- Set the sleep timer and configure the printer to use 1 watt or less of power
- Set the sleep schedule

Optimize speed or energy usage

By default the product stays warm between jobs to optimize speed and print the first page of jobs faster. To conserve energy, set the product to cool between jobs. The product has four incremental settings to optimize for speed or energy usage.

1. From the Home screen on the product control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - General Settings
   - Energy Settings
   - Optimum Speed/Energy Usage
3. Select the option that you want to use, and then touch the Save button.

NOTE: The default setting is Faster first page.

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

The printer has several options for the energy-saving sleep timer feature. The time delay to enter the Sleep/Auto Off state is adjustable, and the power usage during the Sleep/Auto Off state varies according to selection for the wake option.

1. From the Home screen on the printer control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - General Settings
   - Energy Settings
   - Sleep Timer Settings
3. Select Sleep /Auto Off After, enter the appropriate time period, and then touch the Save button.

NOTE: The sleep-mode default time is 0 minutes. The printer enters sleep mode immediately after each job completes.

4. Select one of the Wake/Auto On to These Events options.

- All events: The printer wakes when it receives any print job (through the USB port, network port, or wireless connection), or when someone presses a button on the control panel, or opens any door or tray.
- Network port: The printer wakes when it receives a print job sent through the network port, or when someone presses a button on the control panel, or opens any door or tray. With this setting, the printer uses 1 watt or less of power while in the Sleep/Auto Off state.
- Power button only: The printer wakes only when someone presses the power button. With this setting, the printer uses 1 watt or less of power while in the Sleep/Auto Off state.

Set the sleep schedule

Use the Sleep Schedule feature to configure the printer to automatically wake or go into Sleep/Auto Off mode at specific times on specific days of the week.

NOTE: Configure the date and time settings before setting the Sleep Schedule feature.

1. From the Home screen on the printer control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - General Settings
   - Date/Time Settings
3. Open the Date/Time Format menu and configure the following settings:
   - Date Format
   - Time Format
4. Touch the Save button.
5. Open the Date/Time menu and configure the following settings:
   - Date/Time
   - Time Zone

   If you are in an area that uses daylight savings time, select the Adjust for Daylight Savings box.
6. Touch the Save button.
7. Touch the back-arrow button to return to the Administration screen.
8. Open the following menus:
   - General Settings
   - Energy Settings
   - Sleep Schedule
9. Touch the Add button, and then select the type of event to schedule: Wake or Sleep.
10. Configure the following settings:

- Time
- Event Days

11. Touch the OK button, and then touch the Save button.

HP Web Jetadmin

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

HP Web Jetadmin upgrades are periodically made available to provide support for specific product features. Go to www.hp.com/go/webjetadmin for more information.

Software and firmware updates

HP regularly updates features that are available in the printer firmware. To take advantage of the most current features, update the printer firmware. Download the most recent firmware update file from the Web:

Go to www.hp.com/support/pagewidecolor586MFP. Click **Drivers & Software**.

9 Solve problems

- Customer support
- Control panel help system
- Restore factory settings
- A “Cartridge is low” or “Cartridge is very low” message displays on the printer control panel
- Printer does not pick up paper or misfeeds
- Clear paper jams
- Improve print quality
- Improve copy image quality
- Improve scan image quality
- Improve fax image quality
- Solve wired network problems
- Solve wireless network problems
- Solve fax problems

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/pagewidecolor586MFP.

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

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

Customer support

Get telephone support for your country/region Have the printer name, serial number, date of purchase, and problem description ready	Country/region phone numbers are on the flyer that was in the box with the printer or at www.hp.com/support/.
Get 24-hour Internet support, and download software utilities and drivers	www.hp.com/support/pagewidecolor586MFP
Order additional HP service or maintenance agreements	www.hp.com/go/carepack
Register the printer	www.register.hp.com

Control panel help system

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

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

Some Help screens include animations that show specific procedures, such as clearing paper jams.

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

Restore factory settings

Introduction

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

NOTE: Restoring factory settings sets most of the printer settings to their factory defaults. However, some settings are not changed, such as language, date, time, and some network configuration settings.

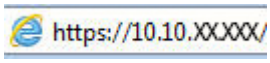
Method one: Restore factory settings from the printer control panel

1. From the Home screen on the printer control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - General Settings
   - Restore Factory Settings
3. A verification message advises that completing the restore function might result in loss of data. Select Restore to complete the process.

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

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

1. Open the HP Embedded Web Server (EWS):
   a. From the Home screen on the printer control panel, touch the Network button to display the IP address or host name.
   b. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.



   NOTE: If the Web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.
2. Open the **General** tab.
3. On the left side of the screen, click **Restore Factory Settings**.
4. Click the **Reset** button.

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

A “Cartridge is low” or “Cartridge is very low” message displays on the printer control panel

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

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

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

NOTE: This printer is not designed to use continuous ink systems. To resume printing, remove continuous ink system and install genuine HP (or compatible) cartridges.

NOTE: This printer is designed for ink cartridges to be used until they are empty. Refilling cartridges prior to depletion may cause your printer to fail. If this happens, insert a new cartridge (either genuine HP or compatible) to continue printing.

Change the “Very Low” settings

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

1. From the Home screen on the product control panel, scroll to and select Supplies.
2. Open the following menus:
   - Manage Supplies
   - Supply Settings
   - Black Cartridge or Color Cartridges
   - Very Low Settings
3. Select one of the following options:
   - Select the Stop option to set the printer to stop printing when the cartridge reaches the **Very Low** threshold.
   - Select the Prompt to continue option to set the printer to stop printing when the cartridge reaches the **Very Low** threshold. You can acknowledge the prompt or replace the cartridge to resume printing.
   - Select the Continue option to set the printer to alert you that the cartridge is very low, and to continue printing beyond the **Very Low** setting without interaction. This can result in unsatisfactory print quality.

For products with fax capability

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

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

Order supplies

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

Printer does not pick up paper or misfeeds

Introduction

The following solutions can help solve problems if the printer is not picking up paper from the tray or is picking up multiple sheets of paper at one time. Either of these situations can result in paper jams.

- The printer does not pick up paper
- The printer picks up multiple sheets of paper
- The document feeder jams, skews, or picks up multiple sheets of paper
- Clean the pickup rollers and separation pad in the document feeder

The printer does not pick up paper

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

1. Open the printer and remove any jammed sheets of paper. Verify that no torn remnants of paper remain inside the printer.
2. Load the tray with the correct size of paper for the job.
3. Make sure the paper size and type are set correctly on the printer control panel.

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

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

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

Figure 9-1 Size markings for Tray 1 or the multipurpose tray

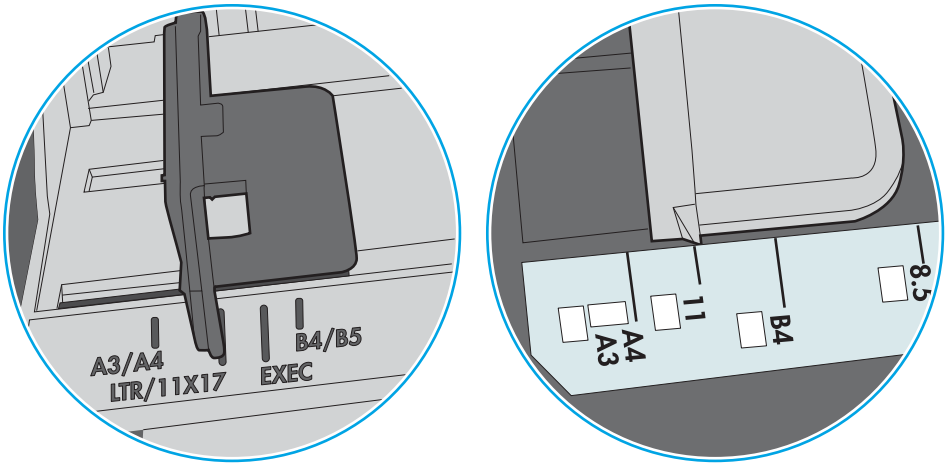
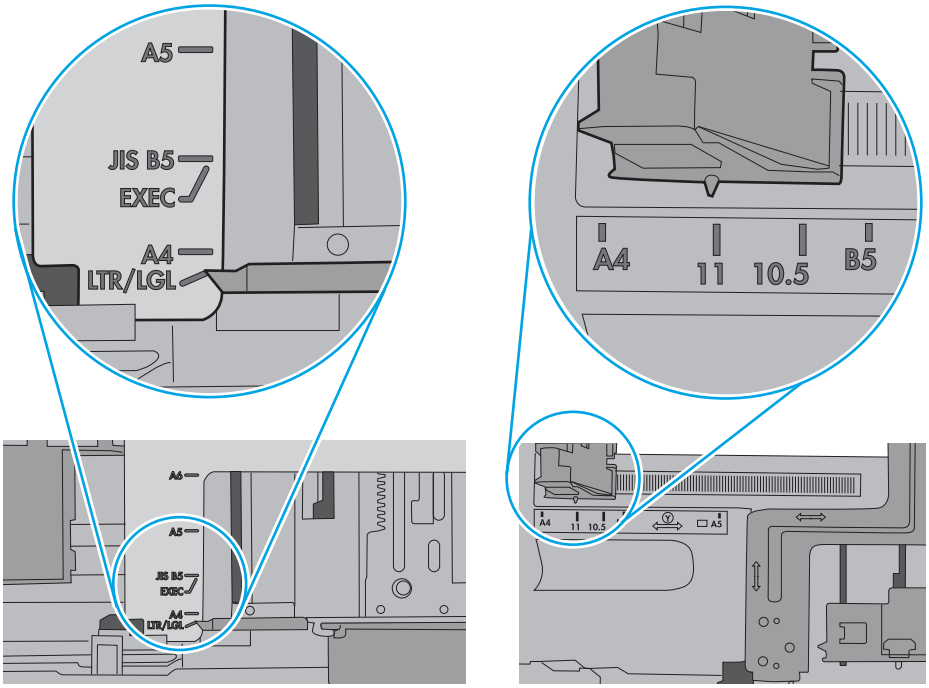


Figure 9-2 Size markings for cassette trays

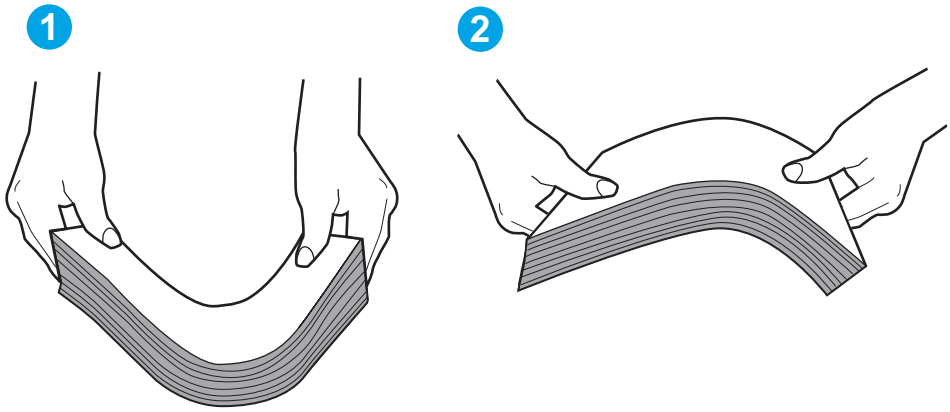


5. Verify that the humidity in the room is within specifications for this printer and that paper is being stored in unopened packages. Most reams of paper are sold in moisture-proof wrapping to keep paper dry.

   In high-humidity environments, paper at the top of the stack in the tray can absorb moisture, and it might have a wavy or uneven appearance. If this happens, remove the top 5 to 10 sheets of paper from the stack.

   In low-humidity environments, excess static electricity can cause sheets of paper to stick together. If this happens, remove the paper from the tray, and flex the stack by holding it at each end and bringing the ends up to form a U shape. Then, rotate the ends down to reverse the U shape. Next, hold each side of the stack of paper, and repeat this process. This process releases individual sheets without introducing static electricity. Straighten the paper stack against a table before returning it to the tray.

   Figure 9-3 Technique for flexing the paper stack



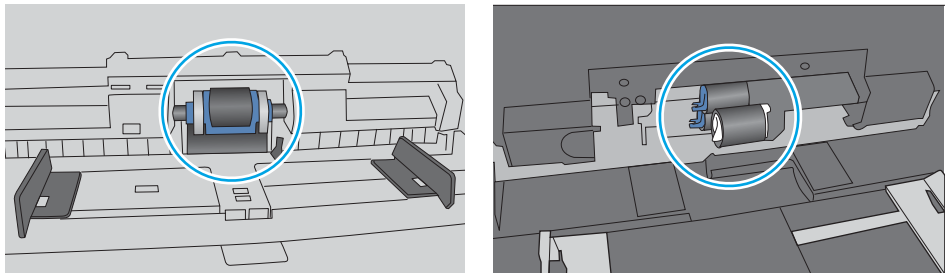
6. Check the printer control panel to see if it is displaying a prompt to feed the paper manually. Load paper, and continue.

7. The rollers above the tray might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water. Use distilled water, if it is available.

   CAUTION: Do not spray water directly on to the printer. Instead, spray water on the cloth or dab the cloth in water and wring it out before cleaning the rollers.

   The following image shows examples of the roller location for various printers.

   Figure 9-4 Roller locations for Tray 1 or the multipurpose tray



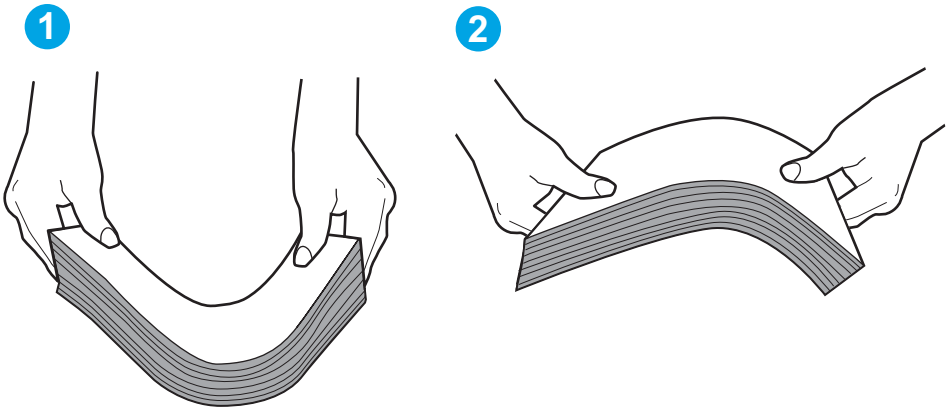
The printer picks up multiple sheets of paper

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

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

NOTE: Fanning the paper introduces static electricity. Instead of fanning the paper, flex the stack by holding it at each end and bringing the ends up to form a U shape. Then, rotate the ends down to reverse the U shape. Next, hold each side of the stack of paper, and repeat this process. This process releases individual sheets without introducing static electricity. Straighten the paper stack against a table before returning it to the tray.

Figure 9-5 Technique for flexing the paper stack



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

   In high-humidity environments, paper at the top of the stack in the tray can absorb moisture, and it might have a wavy or uneven appearance. If this happens, remove the top 5 to 10 sheets of paper from the stack.

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

5. Make sure the tray is not overfilled by checking the stack-height markings inside the tray. If it is overfilled, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.

   The following images show examples of the stack-height markings in the trays for various printers. Most HP printers have markings similar to these. Also make sure that all sheets of paper are below the tabs near the stack-height marks. These tabs help hold the paper in the correct position as it enters the printer.

Figure 9-6 Stack-height markings

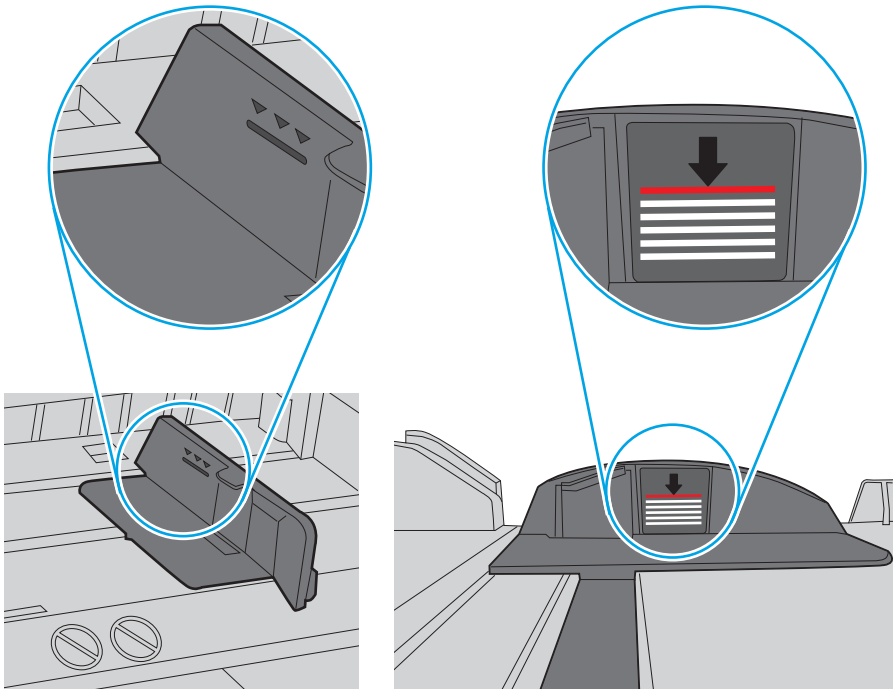
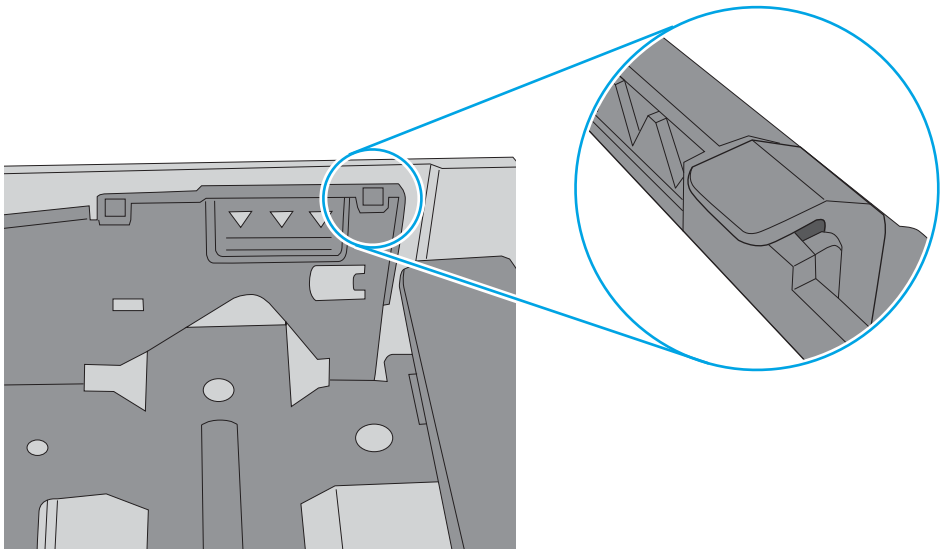


Figure 9-7 Tab for the paper stack



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

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

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

Figure 9-8 Size markings for Tray 1 or the multipurpose tray

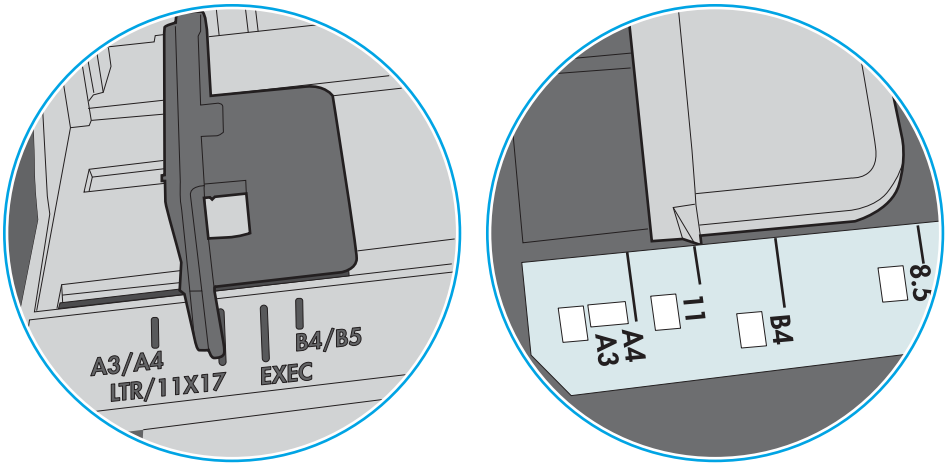
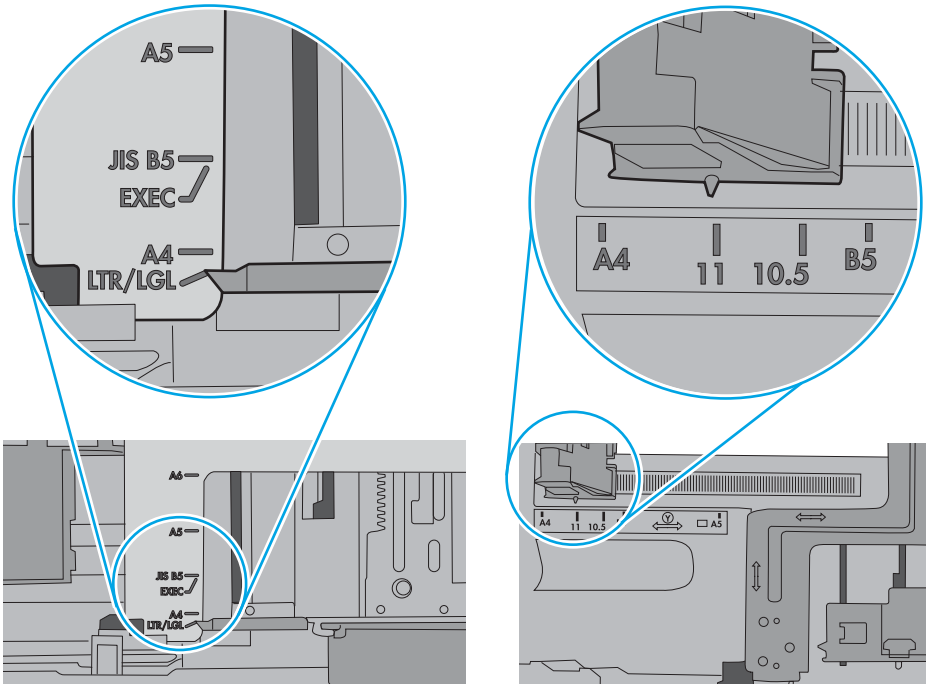


Figure 9-9 Size markings for cassette trays



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

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

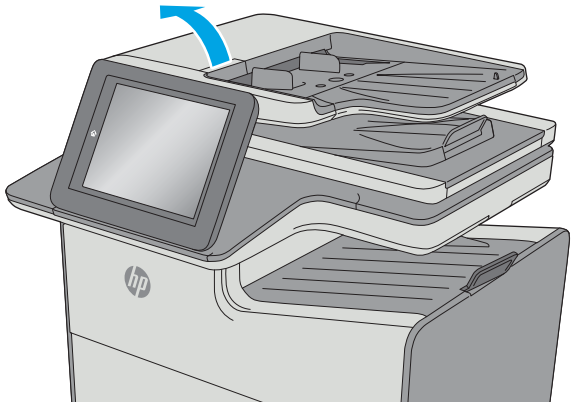
NOTE: This information applies to MFP printers only.

- The original might have something on it, such as staples or self-adhesive notes, that must be removed.
- Check that all rollers are in place and that the roller-access cover inside the document feeder is closed.
- Make sure that the top document-feeder cover is closed.
- The pages might not be placed correctly. Straighten the pages and adjust the paper guides to center the stack.
- The paper guides must be touching the sides of the paper stack to work correctly. Make sure that the paper stack is straight and the guides are against the paper stack.
- The document feeder input tray or output bin might contain more than the maximum number of pages. Make sure the paper stack fits below the guides in the input tray, and remove pages from the output bin.
- Verify that there are no pieces of paper, staples, paper clips, or other debris in the paper path.
- Clean the document-feeder rollers and the separation pad. Use compressed air or a clean, lint-free cloth moistened with warm water. If misfeeds still occur, replace the rollers.
- From the Home screen on the printer control panel, scroll to and touch the Supplies button. Check the status of the document-feeder kit, and replace it if necessary.

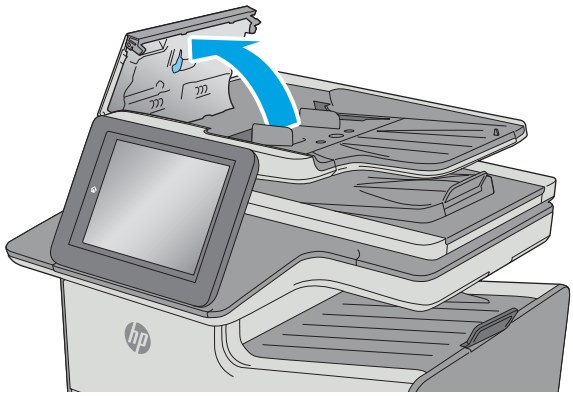
Clean the pickup rollers and separation pad in the document feeder

Follow these steps if the document feeder does not pick up pages correctly or produces skewed output.

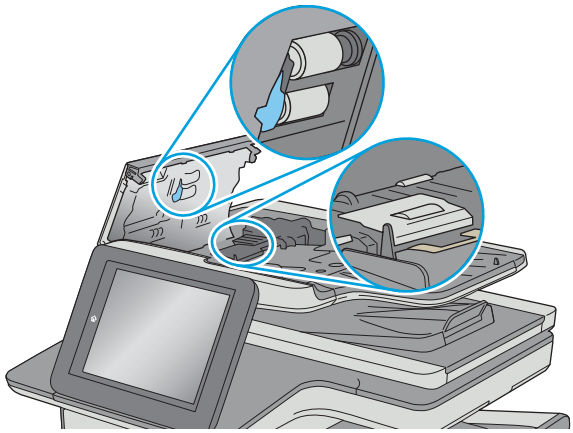
1. Lift the latch to release the document-feeder cover.



2. Open the document-feeder cover.

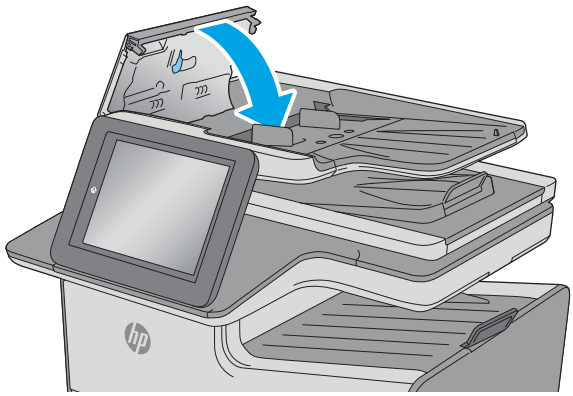


3. Remove any visible lint or dust from each of the feed rollers and the separation pad using compressed air or a clean lint-free cloth moistened with warm water.



4. Close the document-feeder cover.

   NOTE: Verify that the latch on the top of the document-feeder cover is completely closed.



If the problem persists, check the document feeder separation pad and rollers for damage or wear, and replace them if necessary.

NOTE: New rollers have a rough surface. As rollers wear, they become smooth.

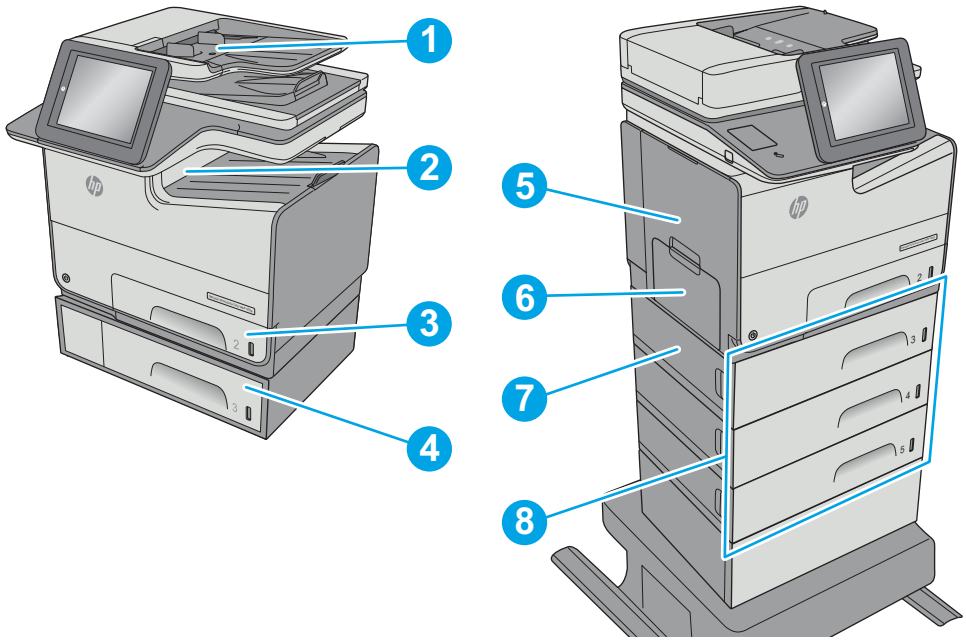
Clear paper jams

Introduction

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

- Jam locations
- Auto-navigation for clearing jams
- Experiencing frequent or recurring paper jams?
- Clear jams in the document feeder
- Clear jams in the left door
- Clear jams in Tray 1 (multipurpose tray)
- Clear jams in Tray 2
- Clear jams in Tray 3 (accessory)
- Clear jams in the 3 x 500-sheet feeder
- Clear jams in the ink-collection unit area
- Clear jams in the output bin

Jam locations



1	Document feeder
2	Output bin
3	Tray 2
4	Optional Tray 3

5	Left door and ink-collection unit area
6	Tray 1
7	Lower-left door
8	Optional 3 x 500-sheet paper feeder

Auto-navigation for clearing jams

The auto-navigation feature assists in clearing jams by providing step-by-step instructions on the control panel. When you complete a step, the printer displays instructions for the next step until you have completed all steps in the procedure.

Experiencing frequent or recurring paper jams?

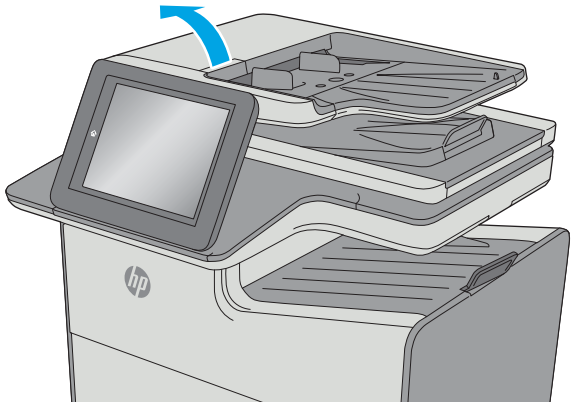
To reduce the number of paper jams, try these solutions.

1. Use only paper that meets HP specifications for this printer.
2. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
3. Use paper that has not previously been printed or copied on.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.
6. Make sure that the tray is fully inserted in the printer.
7. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.
8. Open the Trays menu on the printer control panel. Verify that the tray is configured correctly for the paper type and size.
9. Make sure the printing environment is within recommended specifications.

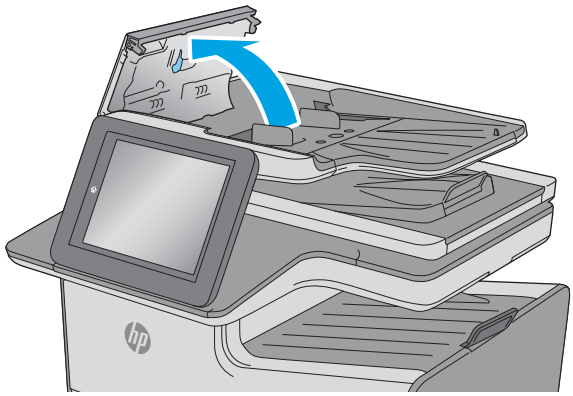
Clear jams in the document feeder

The following information describes how to clear paper jams in the document feeder. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

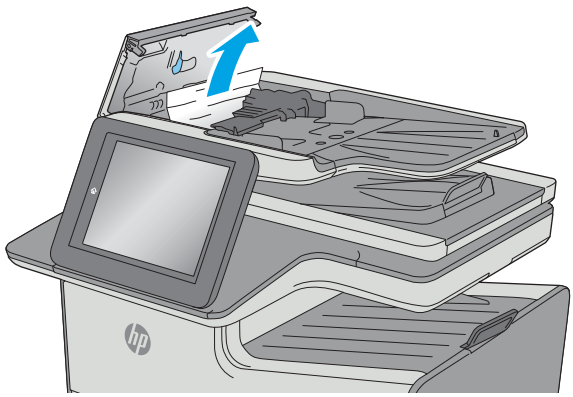
1. Lift the latch to release the document-feeder cover.



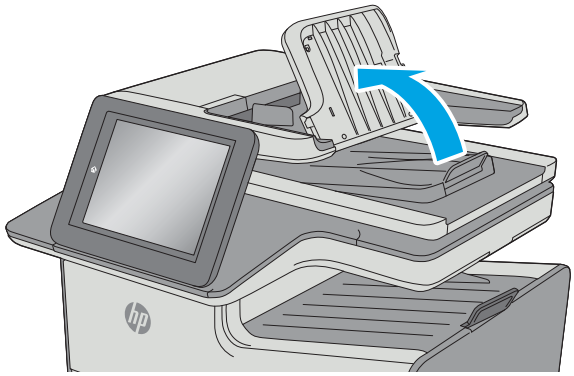
2. Open the document-feeder cover.



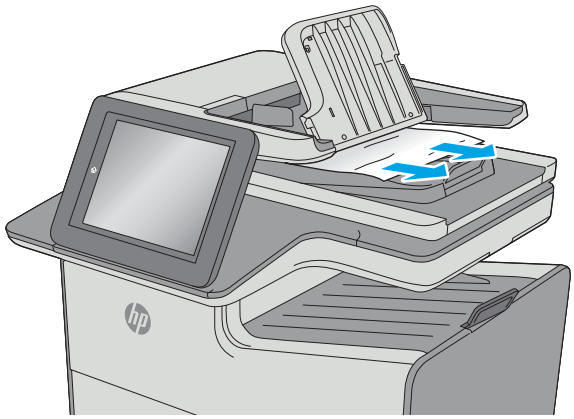
3. Remove any jammed paper.



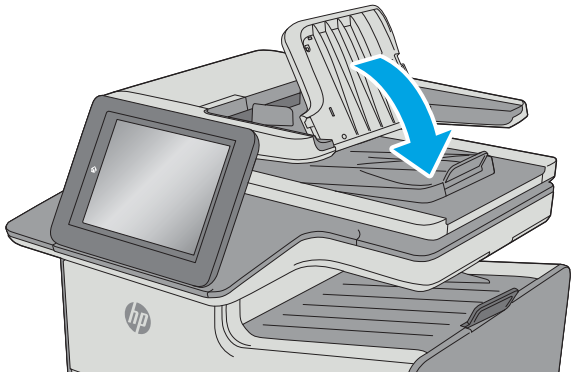
4. Lift the document feeder input tray.



5. Remove any jammed paper.

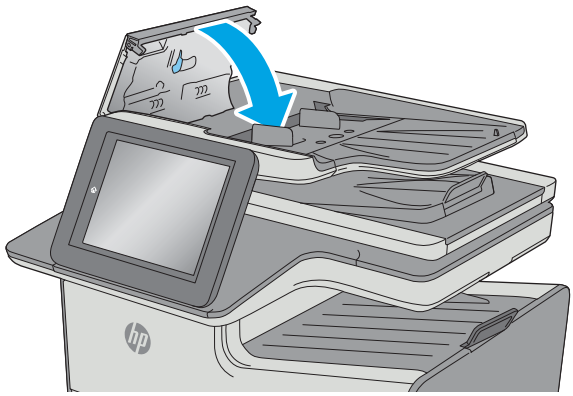


6. Lower the document-feeder input tray.



7. Close the document-feeder cover.

NOTE: Verify that the latch on the top of the document feeder cover is completely closed.



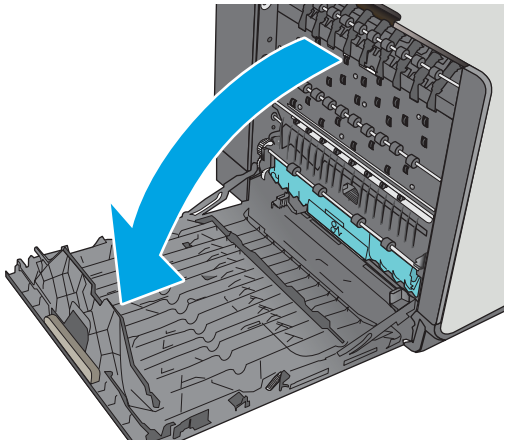
NOTE: To avoid jams, make sure the guides in the document-feeder input tray are adjusted against the document, without bending the document. To copy narrow documents, use the flatbed scanner. Remove all staples and paper clips from original documents.

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

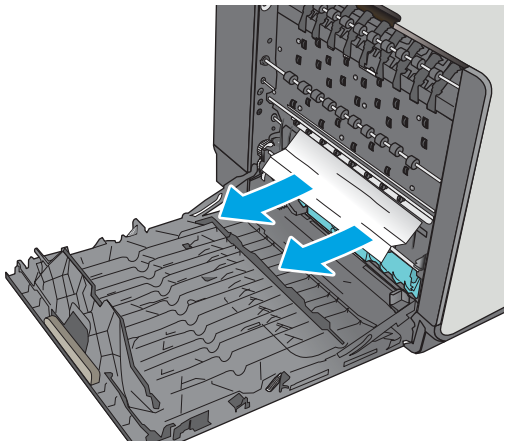
Clear jams in the left door

The following information describes how to clear paper jams in the left door. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

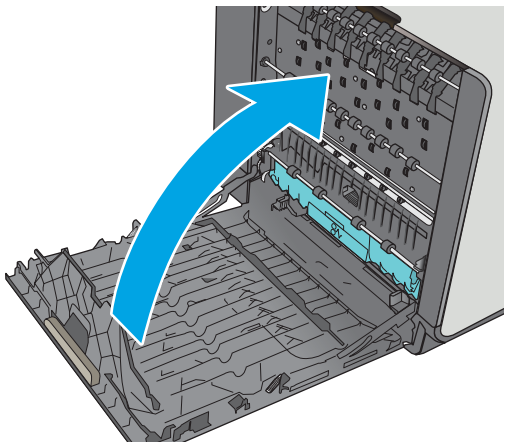
1. Open the left door.



2. Gently pull out any jammed paper from the rollers and delivery area. If the paper tears, make sure to remove all remnants.



3. Close the left door.

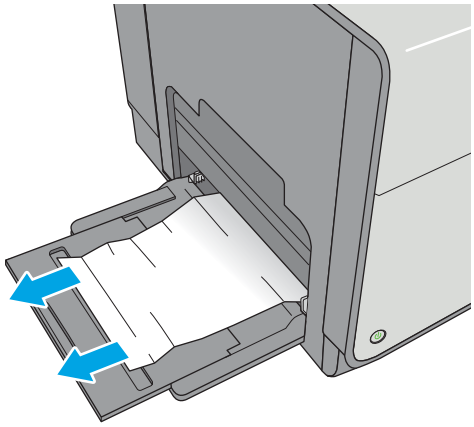


Clear jams in Tray 1 (multipurpose tray)

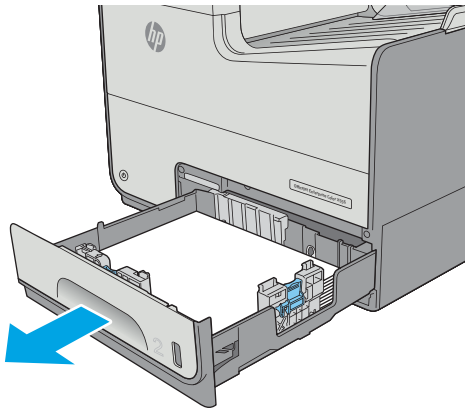
Use the following procedure to check for paper in all possible jam locations related to Tray 1. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. If most of the sheet of paper is visible in the tray, slowly pull the jammed paper out of the printer. Make sure that the entire sheet is removed. If it tears, continue with the following steps to find the remnants.

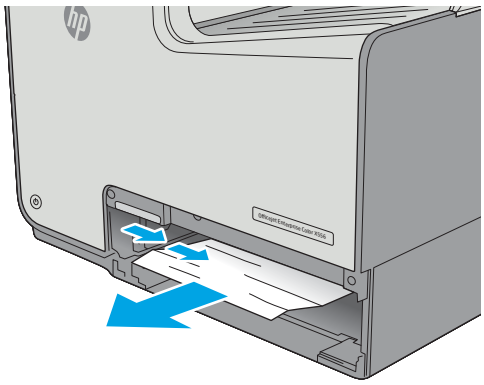
   If most of the sheet of paper has been pulled inside the printer, continue with the following steps.



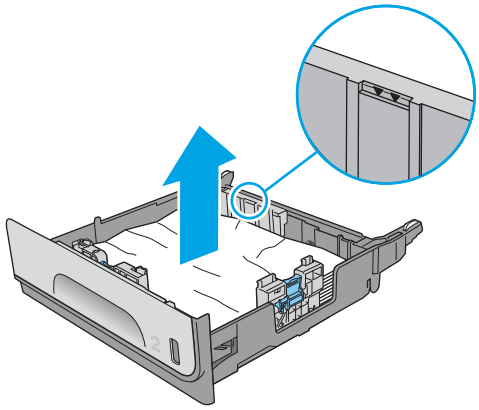
2. Pull Tray 2 completely out of the printer by pulling and lifting up slightly



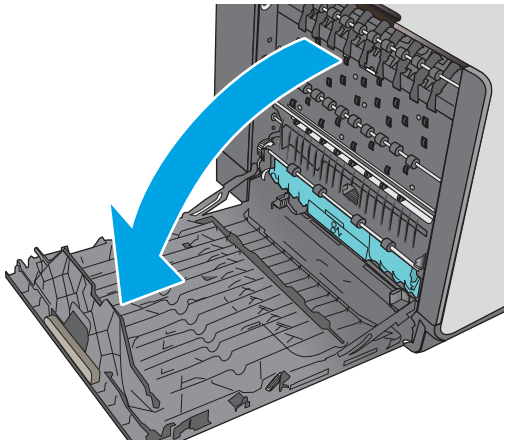
3. Remove the jammed paper from the feed rollers inside the printer. First pull the paper to the right, and then pull it forward to remove it.



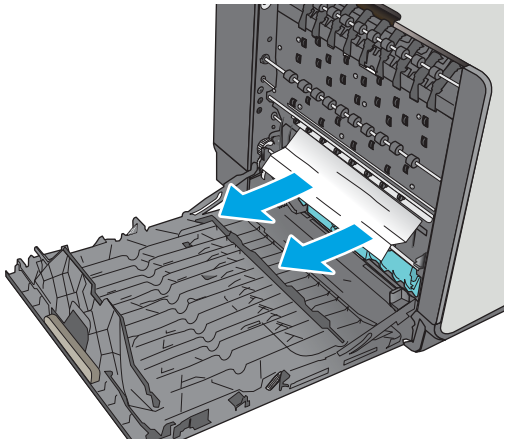
4. Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.



5. Open the left door.

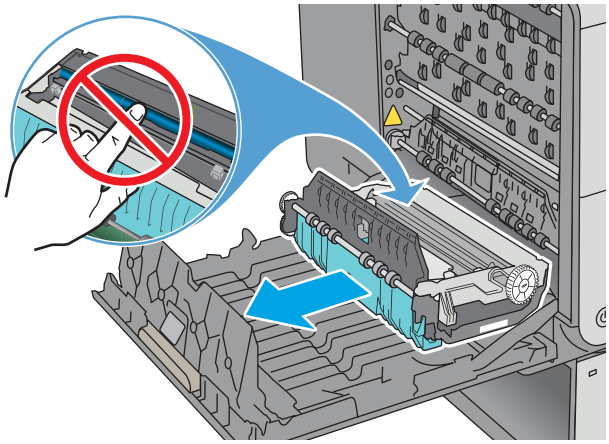


6. Gently pull out any jammed paper from the rollers and delivery area. If the paper tears, make sure to remove all remnants.

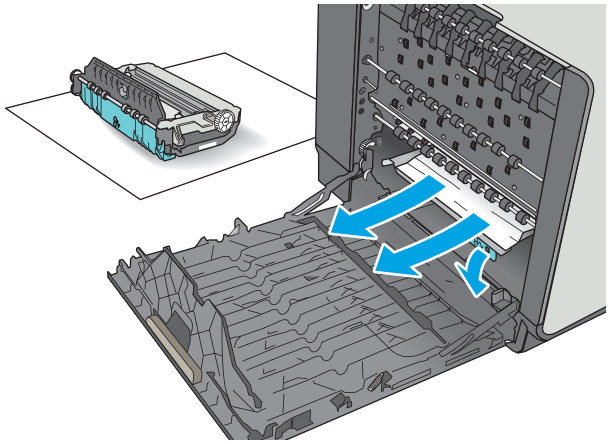


7. Remove the ink-collection unit by pulling it out with both hands. Set the unit aside, upright, on a piece of paper to prevent spills.

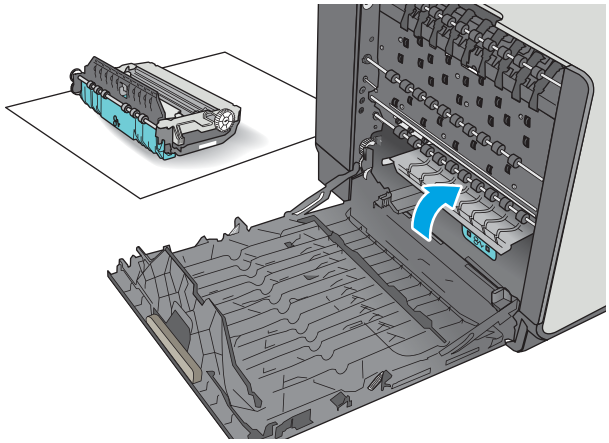
   CAUTION: When removing the ink-collection unit, avoid making direct contact with the black cylinder to prevent pigment smear on skin or clothes.



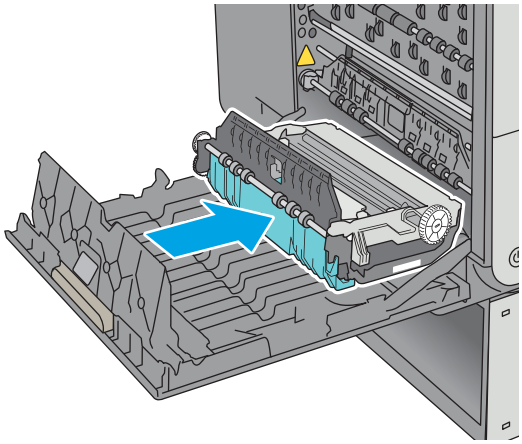
8. Lower the platen by pressing down on the green tab. This will cause the printer to try to feed the sheet through the print zone. You might need to gently pull on the sheet if it does not feed. Remove the sheet.



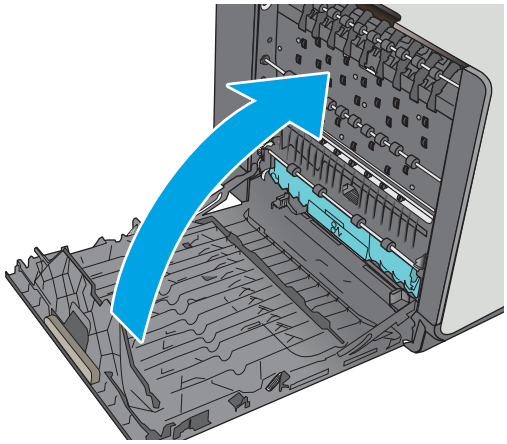
9. Lift the green tab to return the platen to the operating position.



10. Install the ink-collection unit.



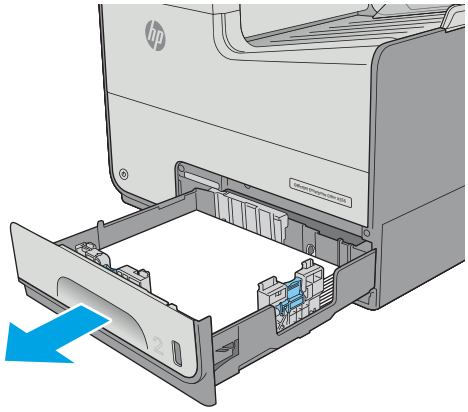
11. Close the left door.



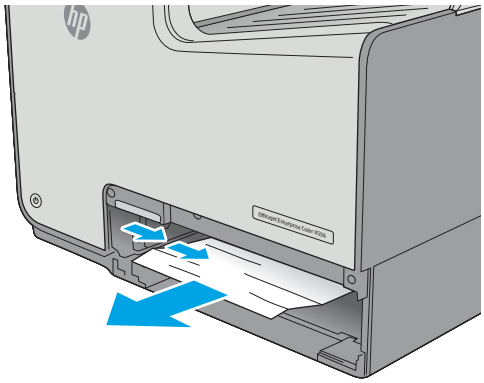
Clear jams in Tray 2

Use the following procedure to clear jams in Tray 2. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

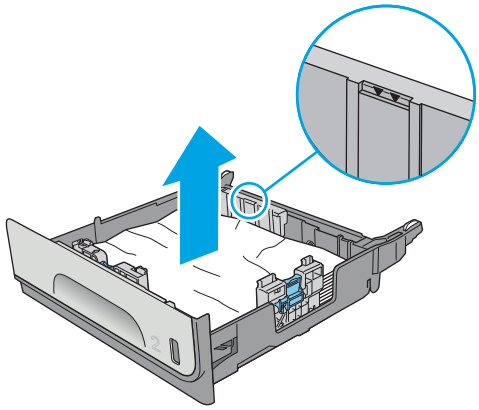
1. Pull the tray completely out of the printer by pulling and lifting up slightly



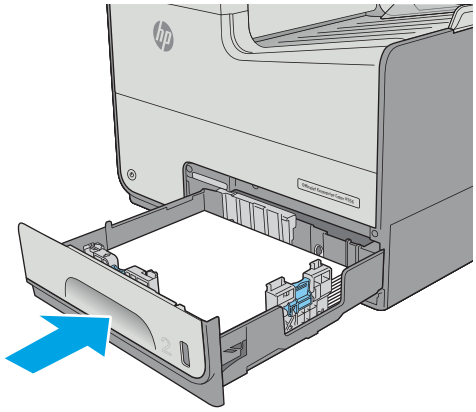
2. Remove the jammed paper from the feed rollers inside the printer. First pull the paper to the right, and then pull it forward to remove it.



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



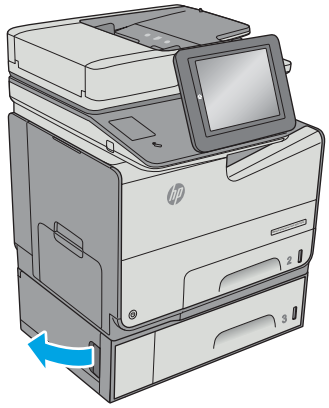
4. Reinsert and close the tray.



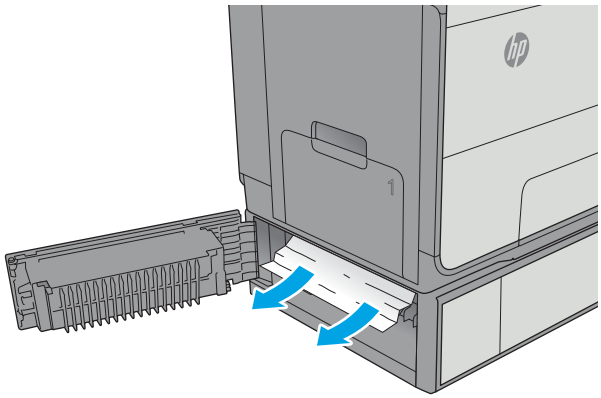
Clear jams in Tray 3 (accessory)

Use the following procedure to check for paper in all possible jam locations related to Tray 3. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

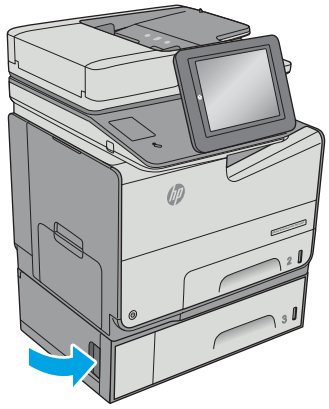
1. Open the lower-left door.



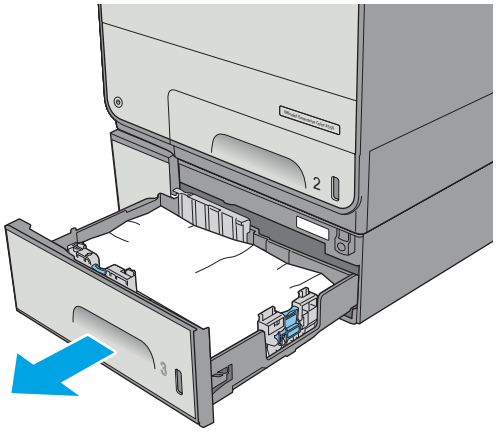
2. Gently pull out any jammed paper.



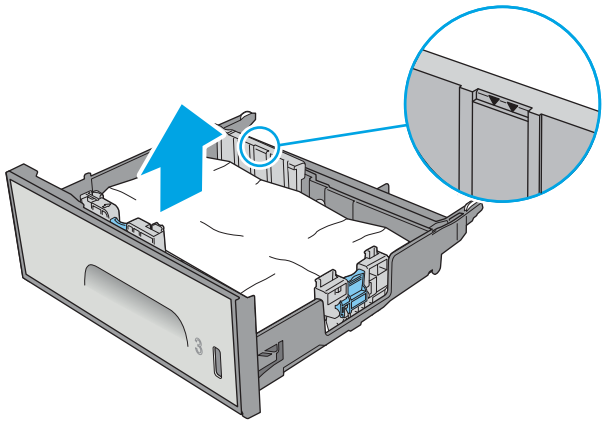
3. Close the lower-left door.



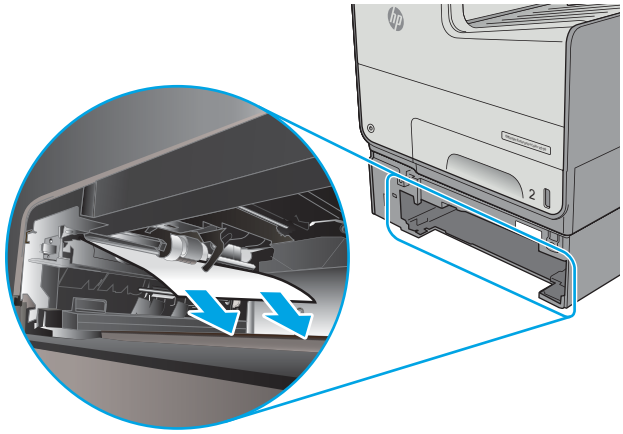
4. Pull the tray completely out of the printer by pulling and lifting it up slightly.



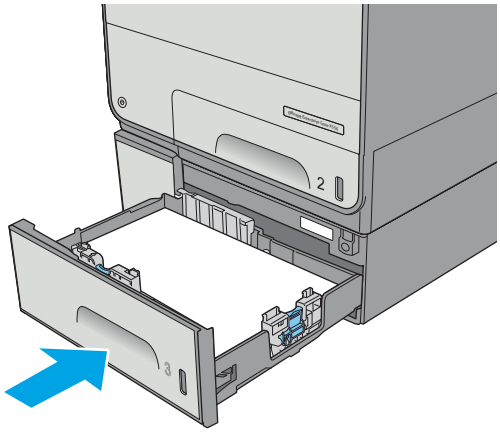
5. Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.



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



7. Reinsert and close the tray.

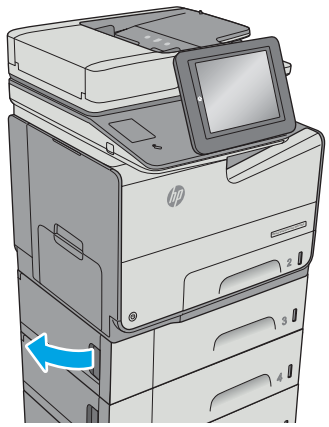


Clear jams in the 3 x 500-sheet feeder

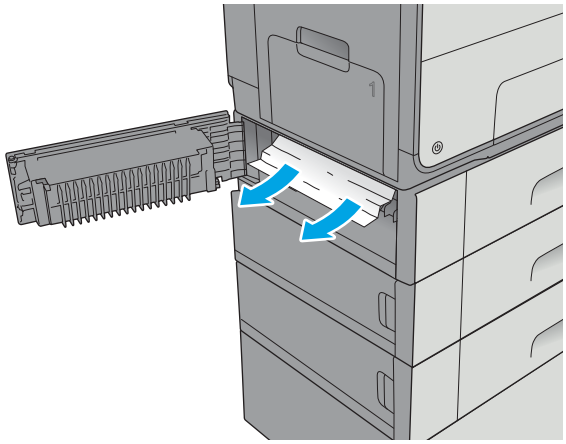
Use the following procedure to check for paper in all possible jam locations related to the 3x500-sheet feeder. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

NOTE: The following procedure shows Tray 3. The method to clear jams in Trays 4 and 5 is the same.

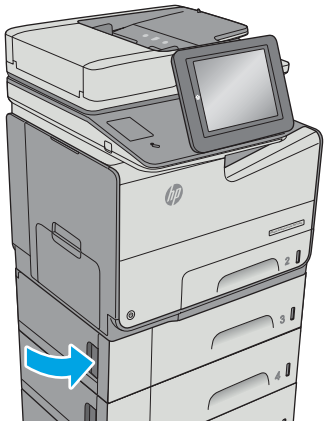
1. Open the lower-left door.



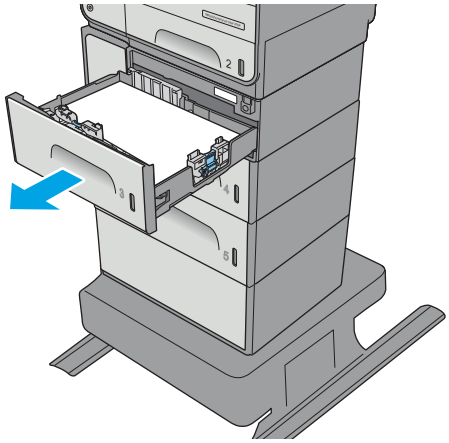
2. Gently pull out any jammed paper.



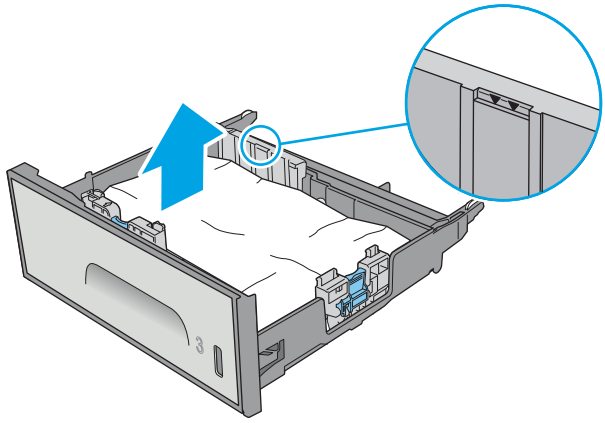
3. Close the lower-left door.



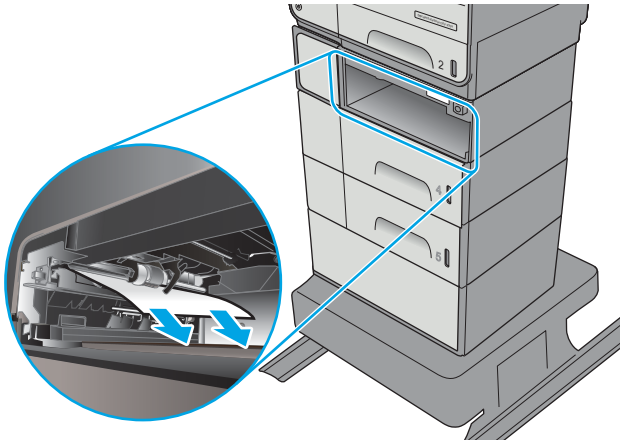
4. Pull the tray completely out of the printer by pulling and lifting it up slightly.



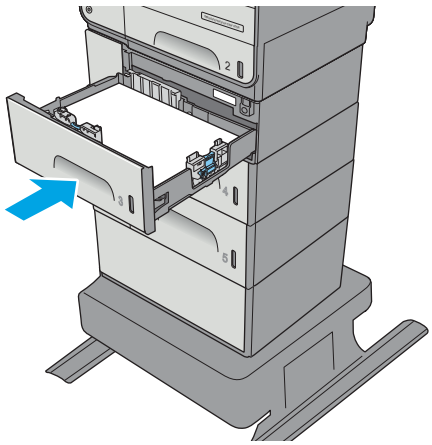
5. Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.



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



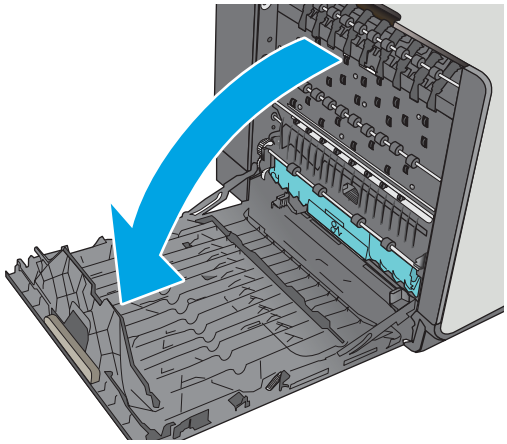
7. Reinsert and close the tray.



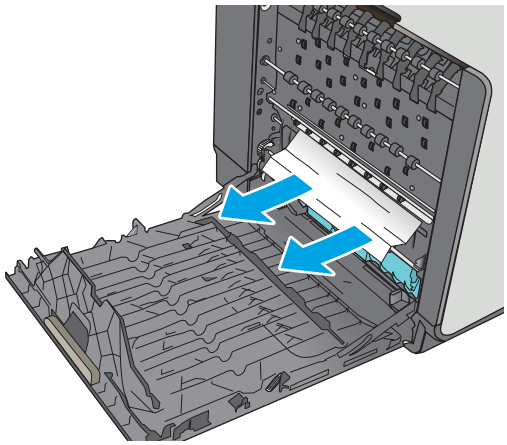
Clear jams in the ink-collection unit area

The following information describes how to clear paper jams in the ink-collection unit. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. Open the left door.

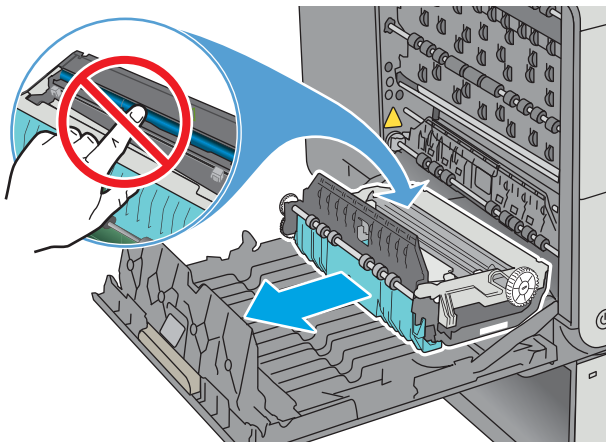


2. Gently pull out any jammed paper from the rollers and delivery area. If the paper tears, make sure to remove all remnants.

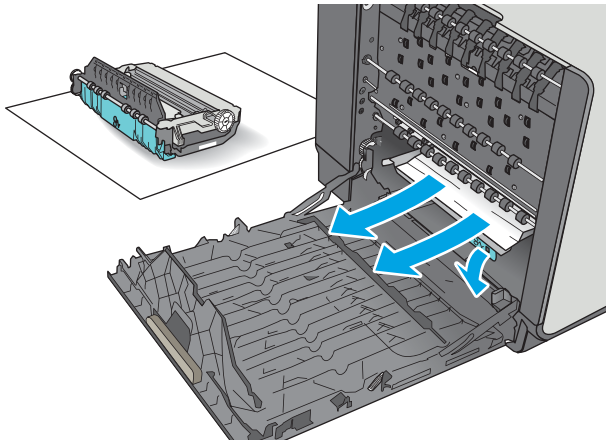


3. Remove the ink-collection unit by pulling it out with both hands. Set the unit aside, upright, on a piece of paper to prevent spills.

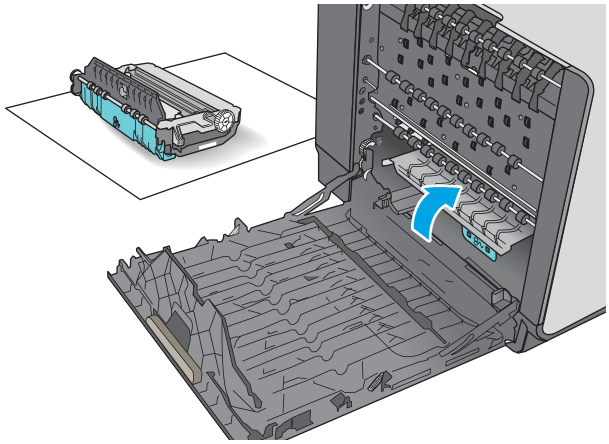
   CAUTION: When pulling out the ink-collection unit, avoid making direct contact with the black cylinder to prevent pigment smear on skin or clothes.



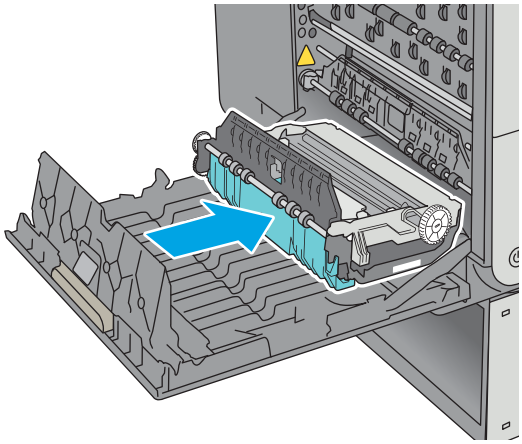
4. Lower the platen by pressing down on the green tab. This will cause the printer to try to feed the sheet through the print zone. You might need to gently pull on the sheet if it does not feed. Remove the sheet.



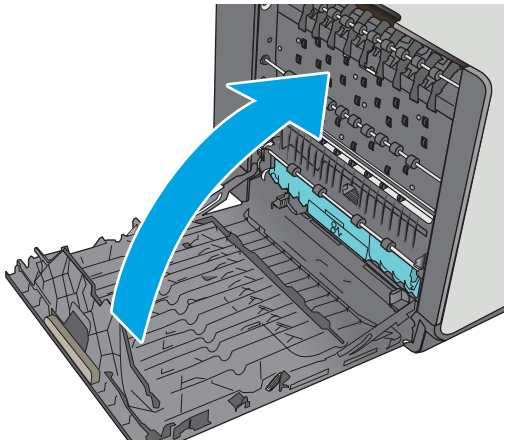
5. Lift the green tab to return the platen to the operating position.



6. Install the ink-collection unit.



7. Close the left door.

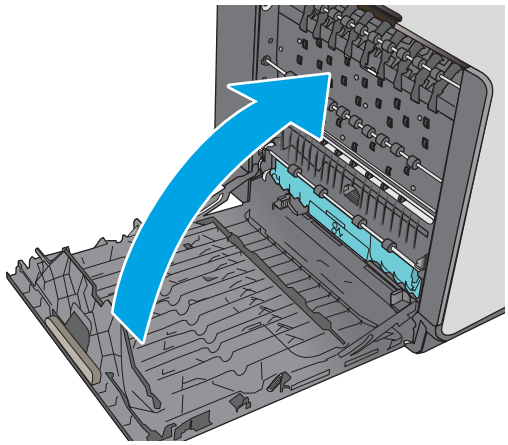


Clear jams in the output bin

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

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

2. Open and then close the left door to clear the message on the control panel.



Improve print quality

Introduction

- Print from a different software program
- Check the paper-type setting for the print job
- Check cartridge status
- Clean the printer
- Visually inspect the cartridge
- Check paper and the printing environment
- Adjust color settings (Windows)
- Print and interpret the print quality page
- Calibrate the printer to align the colors
- Try a different print driver

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

Print from a different software program

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

Check the paper-type setting for the print job

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

Check the paper type setting (Windows)

1. From the software program, select the **Print** option.
2. Select the printer, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. From the **Paper Type** drop-down list, click the **More...** option.
5. Expand the list of **Type is:** options.
6. Expand the category of paper types that best describes your paper.
7. Select the option for the type of paper you are using, and click the **OK** button.
8. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

Check the paper type setting (OS X)

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the printer.
3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Finishing** menu.
4. Select a type from the **Media Type** drop-down list.
5. Click the **Print** button.

Check cartridge status

Follow these steps to check the estimated life remaining in the cartridges and if applicable, the status of other replaceable maintenance parts.

Step one: Print the supplies status page

1. From the Home screen on the printer control panel, select Supplies.
2. The status of all supply items is listed on the screen.
3. To print or view a report of the status of all supply items, including the genuine HP part number for reordering the supply, select Manage Supplies. Select Supplies Status, and then select either Print or View.

Step two: Check supplies status

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

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

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

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

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

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

Clean the printer

Print a cleaning page

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

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

1. From the Home screen on the printer control panel, select Device Maintenance
2. Open the following menus:
   - Calibration/Cleaning
   - Cleaning Page

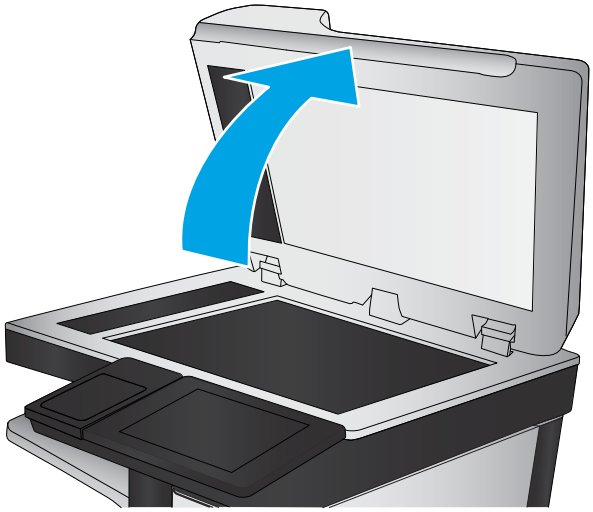
   A **Cleaning** message displays on the printer control panel. The cleaning process takes a few minutes to complete. Do not turn the printer off until the cleaning process has finished. When it is finished, discard the printed page.

Check the scanner glass for dirt and smudges

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

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

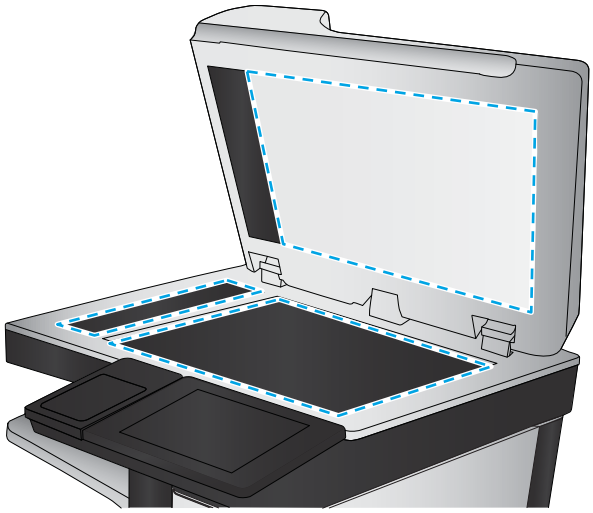
2. Open the scanner lid.



3. Clean the scanner glass, the document feeder strips, and the white plastic backing with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

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

   NOTE: If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strip of glass on the left side of the scanner.



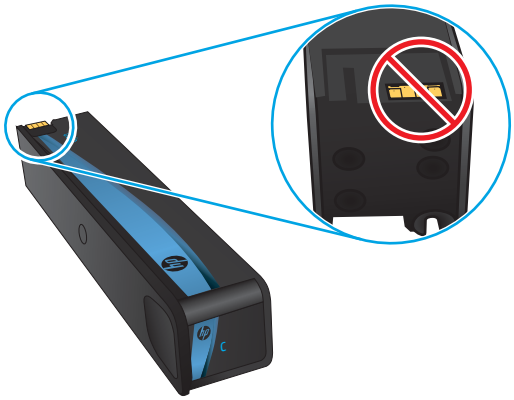
4. Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.
5. Connect the power cable to an outlet, and then press the power button to turn the printer on.

Visually inspect the cartridge

1. Remove the cartridge from the product, and verify that there is no debris in the cartridge path.

2. Examine the metal connector of the cartridge.

CAUTION: Do not touch the metal connector on the edge of the cartridge. Fingerprints on the metal connector can cause print-quality problems.



3. If you see any scratches, or other damage on the metal connector, replace the cartridge.
4. If the metal connector does not appear to be damaged, push the cartridge gently back into its slot until it locks in place. Print a few pages to see if the problem has resolved.

Follow these steps to inspect each cartridge.

Check paper and the printing environment

Step one: Use paper that meets HP specifications

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

- Always use a paper type and weight that this printer supports.
- Use paper that is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges.
- Use paper that has not been previously printed on.
- Use paper that does not contain metallic material, such as glitter.
- Use paper that is designed for use in HP PageWide printers. Do not use paper that is designed only for use in laser printers.
- Use paper that is not too rough. Using smoother paper generally results in better print quality.

Step two: Check the environment

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

- Move the printer away from drafty locations, such as open windows or doors, or air-conditioning vents.
- Make sure the printer is not exposed to temperatures or humidity outside of printer specifications.
- Do not place the printer in a confined space, such as a cabinet.

- Place the printer on a sturdy, level surface.
- Remove anything that is blocking the vents on the printer. The printer requires good air flow on all sides, including the top.
- Protect the printer from airborne debris, dust, steam, grease, or other elements that can leave residue inside the printer.

Step three: Set the individual tray alignment

Follow these steps when text or images are not centered or aligned correctly on the printed page when printing from specific trays.

1. From the Home screen on the printer control panel, select Administration.
2. Open the following menus:
   - General Settings
   - Print Quality
   - Image Registration
3. Select the tray to adjust.
4. Select Print Test Page, and then follow the instructions on the printed pages.
5. Select Print Test Page again to verify the results, and then make further adjustments if necessary.
6. Touch the Save button to save the new settings.

Adjust color settings (Windows)

When printing from a software program, follow these steps if colors on the printed page to not match colors on the computer screen, or if the colors on the printed page are not satisfactory.

Change the color theme

1. From the software program, select the **Print** option.
2. Select the printer, and then click the **Properties** or **Preferences** button.
3. Click the **Color** tab.
4. Select the **HP EasyColor** check box to clear it.
5. Select a color theme from the **Color Themes** drop-down list.
   - **Default (sRGB)**: This theme sets the printer to print RGB data in raw device mode. When using this theme, manage color in the software program or in the operating system for correct rendering.
   - **Vivid (sRGB)**: The printer increases the color saturation in the midtones. Use this theme when printing business graphics.
   - **Photo (sRGB)**: The printer interprets RGB color as if it were printed as a photograph using a digital mini lab. The printer renders deeper, more saturated colors differently than with the Default (sRBG) theme. Use this theme when printing photos.

- **Photo (Adobe RGB 1998)**: Use this theme with printing digital photos that use the AdobeRGB color space rather than sRGB. Turn off color management in the software program when using this theme.
- **None**: No color theme is used.
- **Custom Profile**: Select this option to use a custom input profile to accurately control color output (for example, to emulate a specific printer). Download custom profiles from www.hp.com.

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

Change the color options

1. From the software program, select the **Print** option.
2. Select the printer, and then click the **Properties** or **Preferences** button.
3. Click the **Color** tab.
4. Select the **HP EasyColor** check box to clear it.
5. Click the **Automatic** or **Manual** setting.
   - **Automatic** setting: Select this setting for most color print jobs
   - **Manual** setting: Select this setting to adjust the color settings independently from other settings. Click the **Settings** button to open the manual color-adjusment window.

   NOTE: Changing color settings manually can impact output. HP recommends that only color graphics experts change these settings.
6. Click the **Print in Grayscale** option to print a color document in black and shades of gray. Use this option to print color documents for photocopying or faxing. Also use this option to print draft copies.
7. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

Print and interpret the print quality page

Use the print-quality-troubleshooting pages to help diagnose and solve color print-quality problems.

1. From the Home screen on the printer control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - Troubleshooting
   - Print Quality Pages
   - Print PQ Troubleshooting Pages
3. Touch the Print button to print the page.

   Follow the instructions on the print-quality troubleshooting procedure page.

Calibrate the printer to align the colors

Calibration is a printer function that optimizes print quality.

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

1. From the Home screen on the product control panel, scroll to and touch the Device Maintenance button.
2. Open the following menus:
   - Calibration/Cleaning
   - Full Calibration
3. Touch the Start button to start the calibration process.

   A **Calibrating** message will display on the product control panel. The calibration process takes a few minutes to complete. Do not turn the product off until the calibration process has finished.
4. Wait while the product calibrates, and then try printing again.

Try a different print driver

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

Download any of the following drivers from the HP Web site: www.hp.com/support/pagewidecolor586MFP.

HP PCL.6 driver **HP PCL 6 driver** **HP PCL-6 driver**	• Provided as the default driver on the printer CD. This driver is automatically installed unless you select a different one. • Recommended for all Windows environments • Provides the overall best speed, print quality, and printer-feature support for most users • Developed to align with the Windows Graphic Device Interface (GDI) for the best speed in Windows environments • Might not be fully compatible with third-party and custom software programs that are based on PCL 5
HP UPD PS driver	• Recommended for printing with Adobe® software programs or with other highly graphics-intensive software programs • Provides support for printing from postscript emulation needs, or for postscript flash font support

HP UPD PCL 5	• Recommended for general office printing in Windows environments • Compatible with previous PCL versions and older printers • The best choice for printing from third-party or custom software programs • The best choice when operating with mixed environments, which require the printer to be set to PCL 5 (UNIX, Linux, mainframe) • Designed for use in corporate Windows environments to provide a single driver for use with multiple printer models • Preferred when printing to multiple printer models from a mobile Windows computer
HP UPD PCL 6	• Recommended for printing in all Windows environments • Provides the overall best speed, print quality, and printer feature support for most users • Developed to align with Windows Graphic Device Interface (GDI) for best speed in Windows environments • Might not be fully compatible with third-party and custom software programs that are based on PCL 5

Improve copy image quality

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

- Check the scanner glass for dirt and smudges
- Calibrate the scanner
- Check the paper settings
- Check the image-adjustment settings
- Optimize copy quality for text or pictures
- Edge-to-edge copying
- Clean the pickup rollers and separation pad in the document feeder

Try these few simple steps first:

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

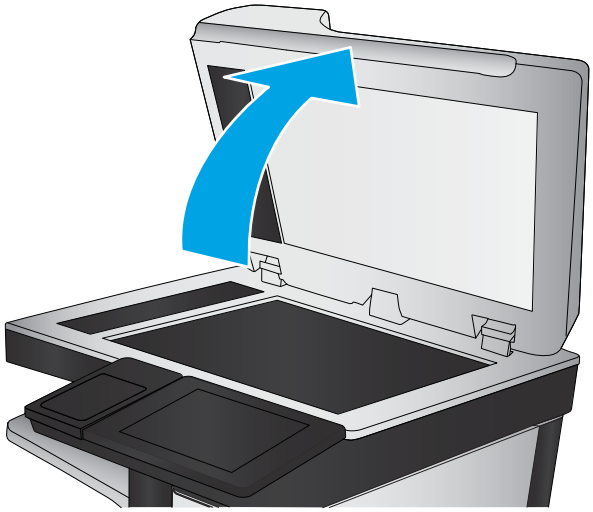
If the problem still exists, try these additional solutions. If they do not fix the problem, see “Improve print quality” for further solutions.

Check the scanner glass for dirt and smudges

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

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

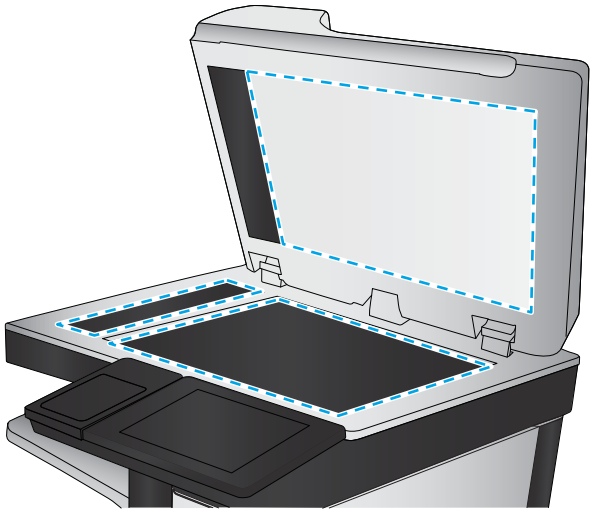
2. Open the scanner lid.



3. Clean the scanner glass, the document feeder strips, and the white plastic backing with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

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

   NOTE: If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strip of glass on the left side of the scanner.



4. Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.
5. Connect the power cable to an outlet, and then press the power button to turn the printer on.

Calibrate the scanner

If the copied image is not positioned correctly on the page, follow these steps to calibrate the scanner.

NOTE: When using the document feeder, make sure to adjust the guides in the input tray so they are against the original document.

1. From the Home screen on the printer control panel, scroll to and touch the Device Maintenance button.
2. Open the following menus:
   - Calibration/Cleaning
   - Calibrate Scanner

3. Touch the Next button to start the calibration process. Follow the on-screen prompts.
4. Wait while the printer calibrates, and then try copying again.

Check the paper settings

Follow these steps if copied pages have smears, fuzzy or dark print, curled paper, or areas where pi9gment has dropped out.

Check the paper size and type configuration

1. From the Home screen on the printer control panel, select Trays.
2. Select the line for the tray, and then select the Modify .
3. Select the paper size and paper type from the lists of options.
4. Touch the OK button to save the selection.

Select the tray to use for the copy

1. From the Home screen on the printer control panel, select Copy.
2. Select Paper Selection.
3. Select Paper Tray, and then select one of the paper trays.
4. Select the tray with to use, and then select OK.

NOTE: These settings are temporary. After you have finished the job, the printer returns to the default settings.

Check the image-adjustment settings

Adjust these additional settings to improve copy quality:

- Sharpness: Clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photos appear smoother.
- Darkness: Increase or decrease the amount of white and black used in colors in scanned images.
- Contrast: Increase or decrease the difference between the lightest and the darkest color on the page.
- Background Cleanup: Remove faint colors from the background of scanned images. For example, if the original document is printed on colored paper, use this feature to lighten the background without affecting the darkness of the image.
- Automatic Tone: Available for Flow printers only. For original documents that have at least 100 characters of text on the page, the printer can detect which edge is the top of the page, and it orients the scanned images appropriately. If some of the pages are upside-down in relation to the other pages, the resulting scanned image has all pages right-side-up. If some of the pages have a landscape orientation, the printer rotates the image so that the top of the page is at the top of the image.

1. From the Home screen on the printer control panel, select Copy.
2. Touch the Image Adjustment button.

3. Adjust the sliders to set the levels, and then touch the OK button.
4. Touch the Start button.

NOTE: These settings are temporary. After you have finished the job, the printer returns to the default settings.

Optimize copy quality for text or pictures

Optimize the copy job for the type of image being copied: text, graphics, or photos.

1. From the Home screen on the printer control panel, select Copy.
2. Touch the More Options button, and then touch the Optimize Text/Picture button.
3. Select one of the predefined options, or touch the Manually adjust button, and then adjust the slider in the Optimize For area. Touch the OK button.
4. Touch the Start button.

NOTE: These settings are temporary. After you have finished the job, the printer returns to the default settings.

Edge-to-edge copying

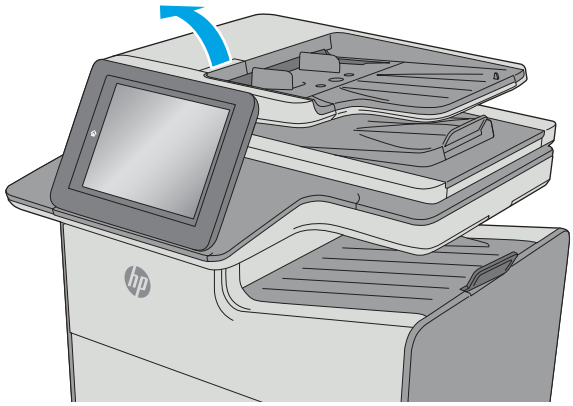
Use this feature to avoid shadows that can appear along the edges of copies when the original document is printed close to the edges.

1. From the Home screen on the printer control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - Copy Settings
   - Edge-To-Edge
3. Select the Edge-To-Edge output option if the original document is printed close to the paper edges.
4. Touch the Save button.
5. Touch the Start button.

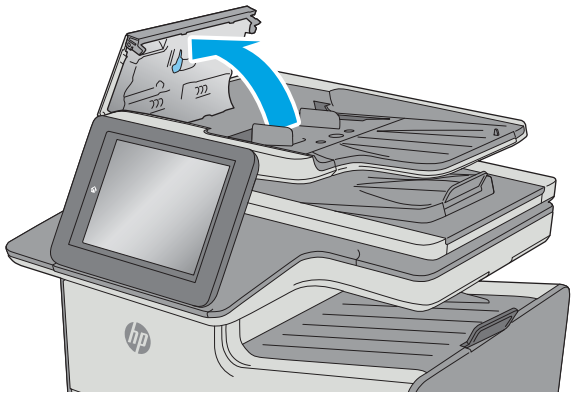
Clean the pickup rollers and separation pad in the document feeder

Follow these steps if the document feeder does not pick up pages correctly or produces skewed output.

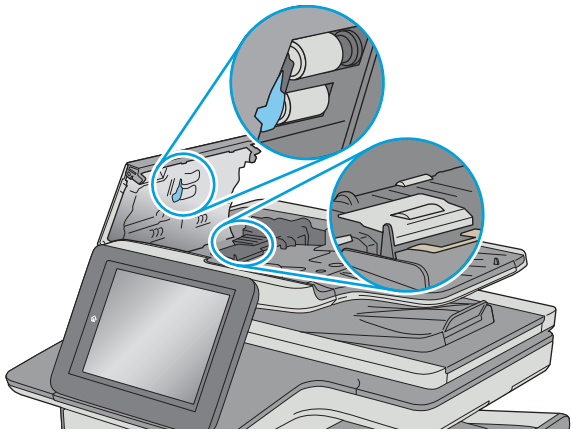
1. Lift the latch to release the document-feeder cover.



2. Open the document-feeder cover.

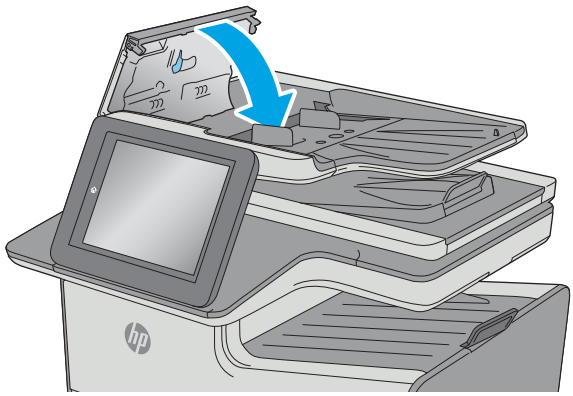


3. Remove any visible lint or dust from each of the feed rollers and the separation pad using compressed air or a clean lint-free cloth moistened with warm water.



4. Close the document-feeder cover.

   NOTE: Verify that the latch on the top of the document-feeder cover is completely closed.



If the problem persists, check the document feeder separation pad and rollers for damage or wear, and replace them if necessary.

NOTE: New rollers have a rough surface. As rollers wear, they become smooth.

Improve scan image quality

- Check the scanner glass for dirt and smudges
- Check the resolution settings
- Check the color settings
- Check the image-adjustment settings
- Optimize scan quality for text or pictures
- Check the output-quality settings
- Clean the pickup rollers and separation pad in the document feeder

Try these few simple steps first:

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

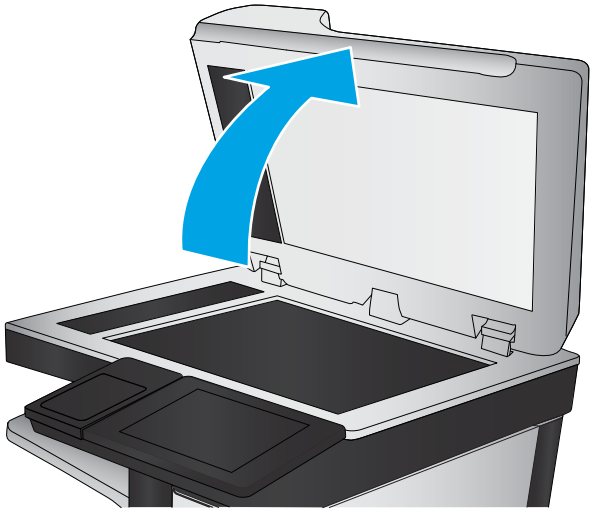
If the problem still exists, try these additional solutions. If they do not fix the problem, see “Improve print quality” for further solutions.

Check the scanner glass for dirt and smudges

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

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

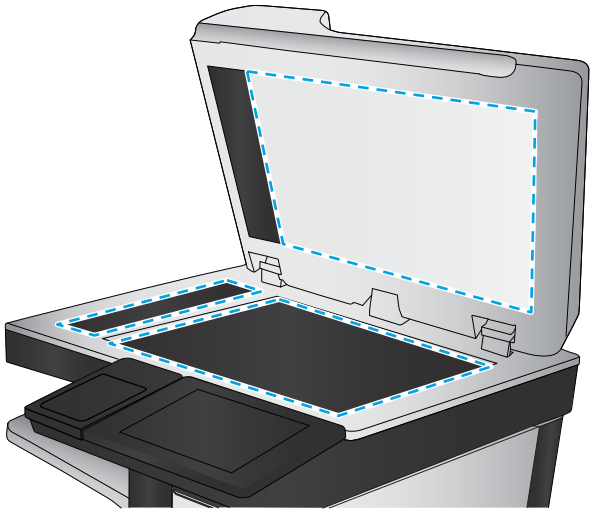
2. Open the scanner lid.



3. Clean the scanner glass, the document feeder strips, and the white plastic backing with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

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

   NOTE: If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strip of glass on the left side of the scanner.



4. Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.
5. Connect the power cable to an outlet, and then press the power button to turn the printer on.

Check the resolution settings

NOTE: Setting the resolution to a high value increases the file size and the scan time.

Follow these steps to adjust the resolution setting:

1. From the Home screen on the printer control panel, scroll to and touch the Administration button.
2. Open the Scan/Digital Send Settings menu.
3. Select the category of scan and send settings that you want to configure.
4. Open the Default Job Options menu.
5. Touch the Resolution button.

6. Select one of the predefined options. Touch the Save button.
7. Touch the Start button.

Check the color settings

Follow these steps to adjust the color setting:

1. From the Home screen on the product control panel, scroll to and touch the Administration button.
2. Open the Scan/Digital Send Settings menu.
3. Select the category of scan and send settings that you want to configure.
4. Open the Default Job Options menu.
5. Touch the Color/Black button.
6. Select one of the predefined options. Touch the Save button.
7. Touch the Start button.

Check the image-adjustment settings

Adjust these additional settings to improve scan quality:

- Sharpness: Clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photos appear smoother.
- Darkness: Increase or decrease the amount of white and black used in colors in scanned images.
- Contrast: Increase or decrease the difference between the lightest and the darkest color on the page.
- Background Cleanup: Remove faint colors from the background of scanned images. For example, if the original document is printed on colored paper, use this feature to lighten the background without affecting the darkness of the image.
- Automatic Tone: Available for Flow printers only. For original documents that have at least 100 characters of text on the page, the printer can detect which edge is the top of the page, and it orients the scanned images appropriately. If some of the pages are upside-down in relation to the other pages, the resulting scanned image has all pages right-side-up. If some of the pages have a landscape orientation, the printer rotates the image so that the top of the page is at the top of the image.

1. From the Home screen on the printer control panel, scroll to and touch the Administration button.
2. Open the Scan/Digital Send Settings menu.
3. Select the category of scan and send settings that you want to configure.
4. Open the Default Job Options menu.
5. Touch the Image Adjustment button.
6. Adjust the sliders to set the levels, and then touch the Save button.
7. Touch the Start button.

NOTE: These settings are temporary. After you have finished the job, the printer returns to the default settings.

Optimize scan quality for text or pictures

Optimize the scan job for the type of image being scanned: text, graphics, or photos.

1. From the Home screen on the printer control panel, touch one of the buttons for the scan/send features:
   - Save to Network Folder
   - Save to Device Memory
   - Save to USB
   - Scan to SharePoint®
2. Touch the More Options button, and then touch the Optimize Text/Picture button.
3. Select one of the predefined options, or touch the Manually adjust button, and then adjust the slider in the Optimize For area. Touch the OK button.
4. Touch the Start button.

NOTE: These settings are temporary. After you have finished the job, the printer returns to the default settings.

Check the output-quality settings

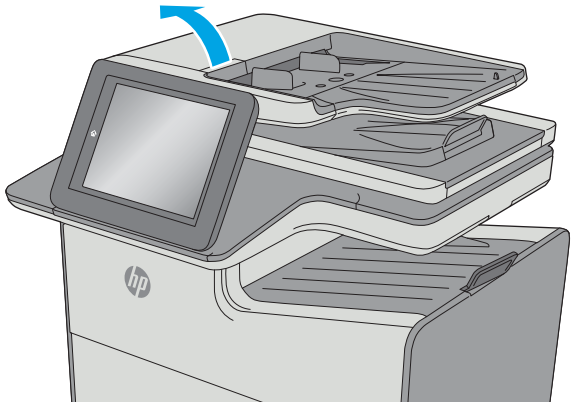
This setting adjusts the level of compression when saving the file. For the highest quality, select the highest setting.

1. From the Home screen on the printer control panel, scroll to and touch the Administration button.
2. Open the Scan/Digital Send Settings menu.
3. Select the category of scan and send settings that you want to configure.
4. Open the Default Job Options menu.
5. Touch the Output Quality button.
6. Select one of the predefined options, and then touch the Save button.
7. Touch the Start button.

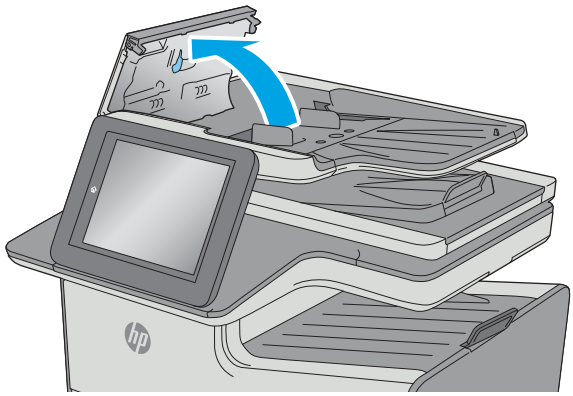
Clean the pickup rollers and separation pad in the document feeder

Follow these steps if the document feeder does not pick up pages correctly or produces skewed output.

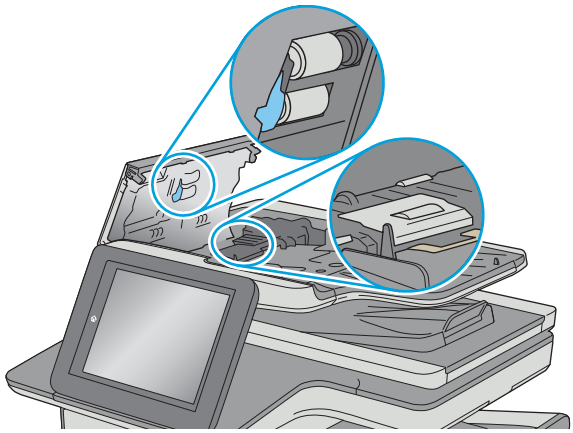
1. Lift the latch to release the document-feeder cover.



2. Open the document-feeder cover.

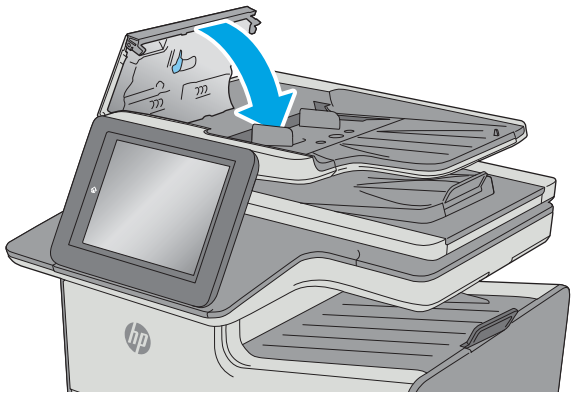


3. Remove any visible lint or dust from each of the feed rollers and the separation pad using compressed air or a clean lint-free cloth moistened with warm water.



4. Close the document-feeder cover.

   NOTE: Verify that the latch on the top of the document-feeder cover is completely closed.



If the problem persists, check the document feeder separation pad and rollers for damage or wear, and replace them if necessary.

NOTE: New rollers have a rough surface. As rollers wear, they become smooth.

Improve fax image quality

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

- Check the scanner glass for dirt and smudges
- Check the send-fax resolution settings
- Check the image-adjustment settings
- Optimize fax quality for text or pictures
- Check the error-correction settings
- Check the fit-to-page setting
- Clean the pickup rollers and separation pad in the document feeder
- Send to a different fax machine
- Check the sender's fax machine

Try these few simple steps first:

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

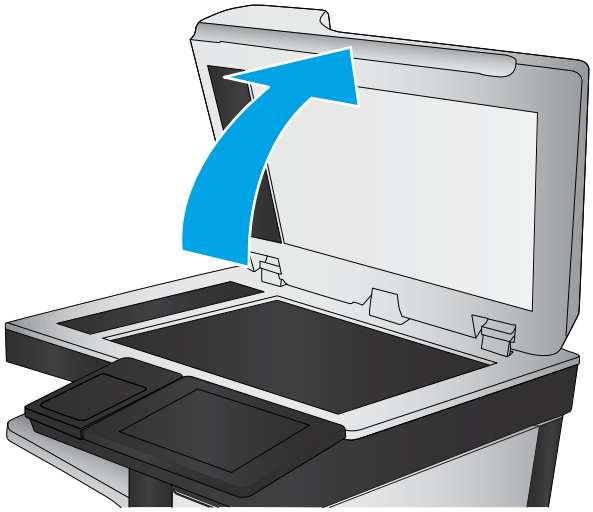
If the problem still exists, try these additional solutions. If they do not fix the problem, see “Improve print quality” for further solutions.

Check the scanner glass for dirt and smudges

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

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

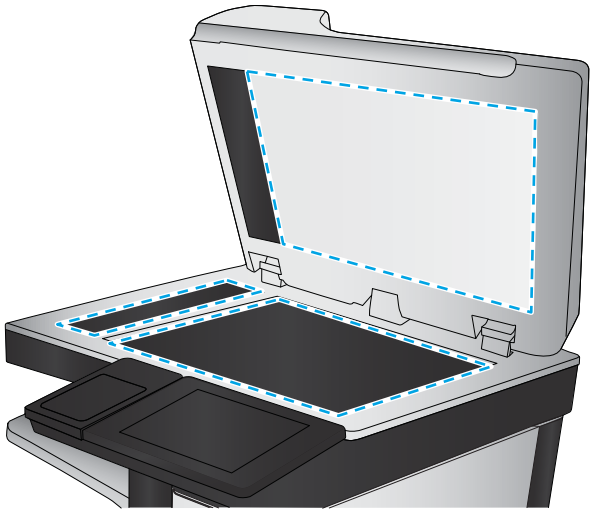
2. Open the scanner lid.



3. Clean the scanner glass, the document feeder strips, and the white plastic backing with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

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

   NOTE: If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strip of glass on the left side of the scanner.



4. Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.
5. Connect the power cable to an outlet, and then press the power button to turn the printer on.

Check the send-fax resolution settings

Follow these steps to adjust the resolution of outgoing faxes.

NOTE: Increasing the resolution increases the fax size and send time.

1. From the Home screen on the product control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - Fax Settings
   - Fax Send Settings
   - Default Job Options

3. Touch the Resolution button.
4. Select one of the predefined options. Touch the Save button.
5. Touch the Start button.

Check the image-adjustment settings

Adjust these additional settings to improve send-fax quality:

- Sharpness: Clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photos appear smoother.
- Darkness: Increase or decrease the amount of white and black used in colors in scanned images.
- Contrast: Increase or decrease the difference between the lightest and the darkest color on the page.
- Background Cleanup: Remove faint colors from the background of scanned images. For example, if the original document is printed on colored paper, use this feature to lighten the background without affecting the darkness of the image.
- Automatic Tone: Available for Flow printers only. For original documents that have at least 100 characters of text on the page, the printer can detect which edge is the top of the page, and it orients the scanned images appropriately. If some of the pages are upside-down in relation to the other pages, the resulting scanned image has all pages right-side-up. If some of the pages have a landscape orientation, the printer rotates the image so that the top of the page is at the top of the image.

1. From the Home screen on the printer control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - Fax Settings
   - Fax Send Settings
   - Default Job Options
3. Touch the Image Adjustment button.
4. Adjust the sliders to set the levels, and then touch the Save button.
5. Touch the Start button.

NOTE: These settings are temporary. After you have finished the job, the printer returns to the default settings.

Optimize fax quality for text or pictures

Optimize the fax job for the type of image being scanned: text, graphics, or photos.

1. From the Home screen on the printer control panel, touch the Fax button.
2. Touch the More Options button, and then touch the Optimize Text/Picture button.
3. Select one of the predefined options, or touch the Manually adjust button, and then adjust the slider in the Optimize For area. Touch the OK button.
4. Touch the Start button.

NOTE: These settings are temporary. After you have finished the job, the printer returns to the default settings.

Check the error-correction settings

The Error Correction Mode setting might be disabled, which can reduce image quality. Follow these steps to re-enable the setting.

1. From the Home screen on the printer control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - Fax Settings
   - Fax Send Settings
   - Fax Send Setup
   - General Fax Send Settings
3. Select the Error Correction Mode option. Touch the Save button.

Check the fit-to-page setting

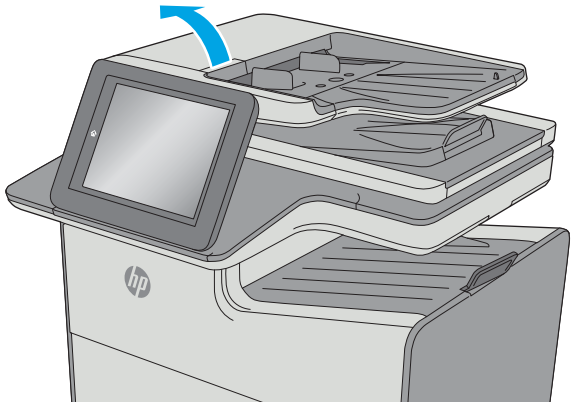
If the Fit to Page setting is enabled, and the incoming fax is larger than the default page size, the printer attempts to scale the image to fit the page. If this setting is disabled, larger images split across multiple pages.

1. From the Home screen on the printer control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - Fax Settings
   - Fax Receive Settings
   - Default Job Options
   - Fit to Page
3. Touch the Enabled option to enable the setting, or touch the Disabled option to disable it. Touch the Save button.

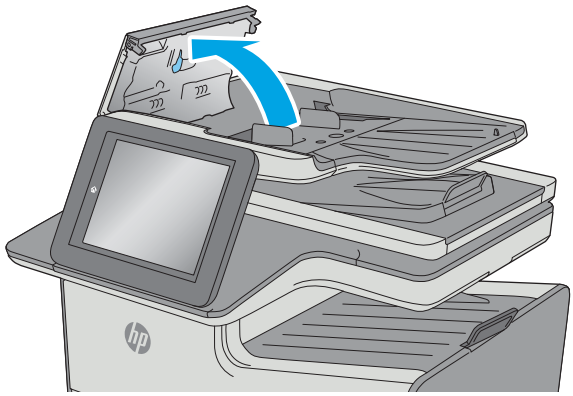
Clean the pickup rollers and separation pad in the document feeder

Follow these steps if the document feeder does not pick up pages correctly or produces skewed output.

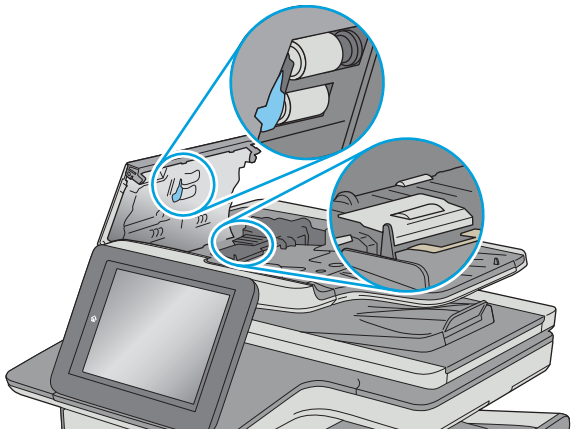
1. Lift the latch to release the document-feeder cover.



2. Open the document-feeder cover.

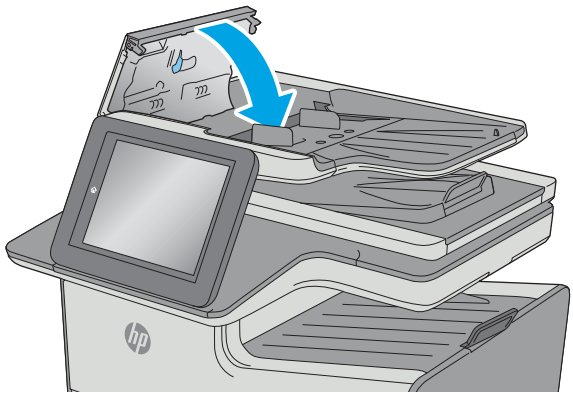


3. Remove any visible lint or dust from each of the feed rollers and the separation pad using compressed air or a clean lint-free cloth moistened with warm water.



4. Close the document-feeder cover.

   NOTE: Verify that the latch on the top of the document-feeder cover is completely closed.



If the problem persists, check the document feeder separation pad and rollers for damage or wear, and replace them if necessary.

NOTE: New rollers have a rough surface. As rollers wear, they become smooth.

Send to a different fax machine

Try sending the fax to a different fax machine. If the fax quality is better, the problem is related to the initial recipient's fax machine settings or supplies status.

Check the sender's fax machine

Ask the sender to try sending from a different fax machine. If the fax quality is better, the problem is with the sender's fax machine. If a different fax machine is unavailable, ask the sender to consider making the following changes:

- Make sure the original document is on white (not colored) paper.
- Increase the fax resolution, quality level, or contrast settings.
- If possible, send the fax from a computer software program.

Solve wired network problems

Introduction

Check the following items to verify that the printer is communicating with the network. Before beginning, print a configuration page from the printer control panel and locate the printer IP address that is listed on this page.

- Poor physical connection
- The computer is using the incorrect IP address for the printer
- The computer is unable to communicate with the printer
- The printer is using incorrect link and duplex settings for the network
- New software programs might be causing compatibility problems
- The computer or workstation might be set up incorrectly
- The printer is disabled, or other network settings are incorrect

NOTE: HP does not support peer-to-peer networking, as the feature is a function of Microsoft operating systems and not of the HP print drivers. For more information, go to Microsoft at www.microsoft.com.

Poor physical connection

1. Verify that the printer is attached to the correct network port using a cable of the correct length.
2. Verify that cable connections are secure.
3. Look at the network port connection on the back of the printer, and verify that the amber activity light and the green link-status light are lit.
4. If the problem continues, try a different cable or port on the hub.

The computer is using the incorrect IP address for the printer

1. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the printer is selected. The printer IP address is listed on the printer configuration page.
2. If you installed the printer using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes**.
3. If you installed the printer using a Microsoft standard TCP/IP port, use the hostname instead of the IP address.
4. If the IP address is correct, delete the printer and then add it again.

The computer is unable to communicate with the printer

1. Test network communication by pinging the network.
   a. Open a command-line prompt on your computer.

- For Windows, click **Start**, click **Run**, type `cmd`, and then press Enter.
- For OS X, go to **Applications**, then **Utilities**, and open **Terminal**.

b. Type `ping` followed by the IP address for your printer.

c. If the window displays round-trip times, the network is working.

2. If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the printer, and the computer are all configured for the same network.

The printer is using incorrect link and duplex settings for the network

HP recommends leaving these settings in automatic mode (the default setting). If you change these settings, you must also change them for your network.

New software programs might be causing compatibility problems

Verify that any new software programs are correctly installed and that they use the correct print driver.

The computer or workstation might be set up incorrectly

1. Check the network drivers, print drivers, and the network redirection settings.
2. Verify that the operating system is configured correctly.

The printer is disabled, or other network settings are incorrect

1. Review the configuration page to check the status of the network protocol. Enable it if necessary.
2. Reconfigure the network settings if necessary.

Solve wireless network problems

- Introduction
- Wireless connectivity checklist
- The printer does not print after the wireless configuration completes
- The printer does not print, and the computer has a third-party firewall installed
- The wireless connection does not work after moving the wireless router or printer
- Cannot connect more computers to the wireless printer
- The wireless printer loses communication when connected to a VPN
- The network does not appear in the wireless networks list
- The wireless network is not functioning
- Perform a wireless network diagnostic test
- Reduce interference on a wireless network

Introduction

Use the troubleshooting information to help resolve issues.

NOTE: To determine whether HP NFC and Wireless Print Direct printing are enabled on your printer, print a configuration page from the printer control panel

Wireless connectivity checklist

- Verify that the network cable is not connected.
- Verify that the printer and the wireless router are turned on and have power. Also make sure that the wireless radio in the printer is turned on.
- Verify that the service set identifier (SSID) is correct. Print a configuration page to determine the SSID. If you are not sure the SSID is correct, run the wireless setup again.
- With secured networks, verify that the security information is correct. If the security information is incorrect, run the wireless setup again.
- If the wireless network is working correctly, try accessing other computers on the wireless network. If the network has Internet access, try connecting to the Internet over a wireless connection.
- Verify that the encryption method (AES or TKIP) is the same for the printer as it is for the wireless access point (on networks using WPA security).
- Verify that the printer is within the range of the wireless network. For most networks, the printer must be within 30 m (100 ft) of the wireless access point (wireless router).
- Verify that obstacles do not block the wireless signal. Remove any large metal objects between the access point and the printer. Make sure poles, walls, or support columns containing metal or concrete do not separate the printer and wireless access point.

- Verify that the printer is located away from electronic devices that might interfere with the wireless signal. Many devices can interfere with the wireless signal including motors, cordless phones, security system cameras, other wireless networks, and some Bluetooth devices.
- Verify that the print driver is installed on the computer.
- Verify that you have selected the correct printer port.
- Verify that the computer and printer connect to the same wireless network.
- For OS X, verify that the wireless router supports Bonjour.

The printer does not print after the wireless configuration completes

1. Make sure that the printer is turned on and in the ready state.
2. Turn off any third-party firewalls on your computer.
3. Make sure that the wireless network is working correctly.
4. Make sure that your computer is working correctly. If necessary, restart the computer.
5. Verify that you can open the printer HP Embedded Web Server from a computer on the network.

The printer does not print, and the computer has a third-party firewall installed

1. Update the firewall with the most recent update available from the manufacturer.
2. If programs request firewall access when you install the printer or try to print, make sure you allow the programs to run.
3. Temporarily turn off the firewall, and then install the wireless printer on the computer. Enable the firewall when you have completed the wireless installation.

The wireless connection does not work after moving the wireless router or printer

1. Make sure that the router or printer connects to the same network that your computer connects to.
2. Print a configuration page.
3. Compare the service set identifier (SSID) on the configuration page to the SSID in the printer configuration for the computer.
4. If the numbers are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for the printer.

Cannot connect more computers to the wireless printer

1. Make sure that the other computers are within the wireless range and that no obstacles block the signal. For most networks, the wireless range is within 30 m (100 ft) of the wireless access point.
2. Make sure that the printer is turned on and in the ready state.
3. Make sure there are not more than 5 concurrent Wireless Print Direct users.
4. Turn off any third-party firewalls on your computer.

5. Make sure that the wireless network is working correctly.
6. Make sure that your computer is working correctly. If necessary, restart the computer.

The wireless printer loses communication when connected to a VPN

- Typically, you cannot connect to a VPN and other networks at the same time.

The network does not appear in the wireless networks list

- Make sure the wireless router is turned on and has power.
- The network might be hidden. However, you can still connect to a hidden network.

The wireless network is not functioning

1. Make sure that the network cable is not connected.
2. To verify if the network has lost communication, try connecting other devices to the network.
3. Test network communication by pinging the network.
   a. Open a command-line prompt on your computer.
      - For Windows, click **Start**, click **Run**, type `cmd`, and then press Enter.
      - For OS X, go to **Applications**, then **Utilities**, and open **Terminal**.
   b. Type `ping` followed by the router IP address.
   c. If the window displays round-trip times, the network is working.
4. Make sure that the router or printer connects to the same network that the computer connects to.
   a. Print a configuration page.
   b. Compare the service set identifier (SSID) on the configuration report to the SSID in the printer configuration for the computer.
   c. If the numbers are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for the printer.

Perform a wireless network diagnostic test

From the printer control panel, you can run a diagnostic test that provides information about the wireless network settings.

1. From the Home screen on the printer control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - Troubleshooting
   - Diagnostic Tests
3. Select Run Wireless Test to start the test. The printer prints a test page that shows test results.

Reduce interference on a wireless network

The following tips can reduce interference in a wireless network:

- Keep the wireless devices away from large metal objects, such as filing cabinets, and other electromagnetic devices, such as microwaves and cordless telephones. These objects can disrupt radio signals.
- Keep the wireless devices away from large masonry structures and other building structures. These objects can absorb radio waves and lower signal strength.
- Position the wireless router in a central location in line of sight with the wireless printers on the network.

Solve fax problems

- Checklist for solving fax problems
- General fax problems

Checklist for solving fax problems

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

- **Are you using the fax cable supplied with the fax accessory?** This fax accessory has been tested with the supplied fax cable to meet RJ11 and functional specifications. Do not substitute another fax cable; the analog-fax accessory requires an analog-fax cable. It also requires an analog phone connection.
- **Is the fax/phone line connector seated in the outlet on the fax accessory?** Make sure that the phone jack is correctly seated in the outlet. Insert the connector into the outlet until it "clicks."

NOTE: Verify that the phone jack is connected to the fax port rather than to the network port. The ports are similar.

- **Is the phone wall jack working properly?** Verify that a dial tone exists by attaching a phone to the wall jack. Can you hear a dial tone, and can you make or receive a phone call?

What type of phone line are you using?

- **Dedicated line:** A standard analog fax/phone line assigned to receive or send faxes.

NOTE: The phone line should be for printer fax use only and not shared with other types of telephone devices. Examples include alarm systems that use the phone line for notifications to a monitoring company.

- **PBX system:** A business-environment phone system. Standard home phones and the fax accessory use an analog phone signal. Some PBX systems are digital and might not be compatible with the fax accessory. You might need an interfacing Analog Telephone Adapter (ATA) to connect the fax machine to digital PBX systems.
- **Roll-over lines:** A phone system feature where a new call "rolls over" to the next available line when the first incoming line is busy. Try attaching the printer to the first incoming phone line. The fax accessory answers the phone after it rings the number of times set in the rings-to-answer setting.

Are you using a surge-protection device?

A surge-protection device can be used between the wall jack and the fax accessory to protect the fax accessory against electrical power passed through the phone lines. These devices can cause some fax communication problems by degrading the quality of the phone signal. If you are having problems sending or receiving faxes and are using one of these devices, connect the printer directly to the phone jack on the wall to determine whether the problem is with the surge-protection device.

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

If the rings-to-answer setting for the messaging service is lower than the rings-to-answer setting for the fax accessory, the messaging service answers the call, and the fax accessory cannot receive faxes. If the rings-to-answer setting for the fax accessory is lower than that of the messaging service, the fax accessory answers all calls.

Does your phone line have a call-waiting feature?

If the fax telephone line has an activated call-waiting feature, a call-waiting notice can interrupt a fax call in progress, which causes a communication error. Ensure that a call-waiting feature is not active on the fax telephone line.

Check fax accessory status

If the analog-fax accessory does not appear to be functioning, print a Configuration Page report to check the status.

1. From the Home screen, scroll to and touch the Administration button.
2. Open the following menus:
   - Reports
   - Configuration/Status Pages
   - Configuration Page
3. Touch the Print button to print the report, or touch the View button to view the report on the screen. The report consists of several pages.

NOTE: The printer IP address or host name is listed on the Jetdirect Page.

On the Fax Accessory Page of the Configuration Page, under the Hardware Information heading, check the Modem Status. The following table identifies the status conditions and possible solutions.

NOTE: If the Fax Accessory Page does not print, there might be a problem with the analog fax accessory. If you are using LAN fax or Internet fax, those configurations could be disabling the feature.

Operational / Enabled[1]	The analog-fax accessory is installed and ready.
Operational / Disabled[1]	The fax accessory is installed, but you have not configured the required fax settings yet. The fax accessory is installed and operational; however, the HP Digital Sending utility has either disabled the printer fax feature or has enabled LAN fax. When LAN fax is enabled, the analog-fax feature is disabled. Only one fax feature, either LAN fax or analog fax, can be enabled at a time. **NOTE:** If LAN fax is enabled, the Scan to Fax feature is unavailable on the printer control panel.
Non-Operational / Enabled/Disabled[1]	The printer has detected a firmware failure. Upgrade the firmware.
Damaged / Enabled/Disabled[1]	The fax accessory has failed. Reseat the fax accessory card and check for bent pins. If the status is still DAMAGED, replace the analog-fax accessory card.

[1] ENABLED indicates that the analog-fax accessory is enabled and turned on; DISABLED indicates that LAN fax is enabled (analog fax is turned off).

General fax problems

The following are some common fax problems.

The fax failed to send

JBIG is enabled, and the receiving fax machine does not have JBIG capability.

Turn off the JBIG setting.

An Out of Memory status message displays on the printer control panel

The printer storage disk is full.

Delete some stored jobs from the disk. From the Home screen on the printer control panel, touch the Retrieve from Device Memory button. Open the list of stored jobs or stored faxes. Select a job to delete, and then touch the Delete button.

Print quality of a photo is poor or prints as a gray box

You are using the wrong page-content setting or the wrong resolution setting.

Try setting the Optimize Text/Picture option to Photograph setting.

You touched the Stop button to cancel a fax, but the fax was still sent

If the job is too far along in the sending process, you cannot cancel the job.

This is normal operation.

No fax address book button displays

None of the contacts in the selected contacts list have fax information associated with them.

Not able to locate the Fax settings in HP Web Jetadmin

Fax settings in HP Web Jetadmin are located under the device's status page drop-down menu.

Select **Digital Sending and Fax** from the drop-down menu.

The header is appended to the top of the page when the overlay option is enabled

For all forwarded faxes, the printer appends the overlay header to the top of a page.

This is normal operation.

A mix of names and numbers is in the recipients box

Names and numbers can both display, depending on where they are from. The fax address book lists names, and all other databases list numbers.

This is normal operation.

A one-page fax prints as two pages

The fax header is being appended to the top of the fax, pushing text to a second page.

To print a one page fax on one page, set the overlay header to overlay mode, or adjust the fit-to-page setting.

A document stops in the document feeder in the middle of faxing

A jam is in the document feeder.

Clear the jam, and send the fax again.

The volume for sounds coming from the fax accessory is too high or too low

The volume setting needs to be adjusted.

Adjust the volume in the Fax Send Settings menu and the Fax Receive Settings menu.

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