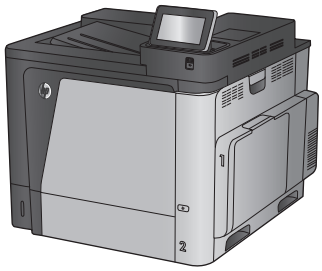
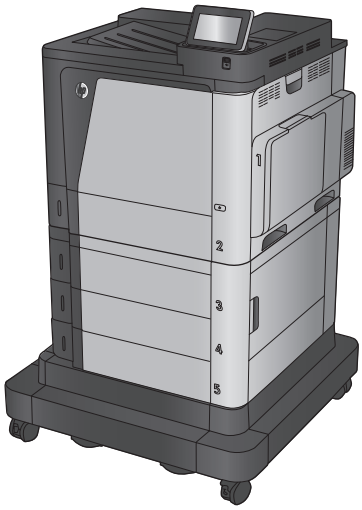
Color LaserJet Enterprise M651

User Guide



M651n
M651dn



M651xh

www.hp.com/support/colorljM651

HP Color LaserJet Enterprise M651

User Guide

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1 Product introduction

- Product comparison
- Product views
- Product hardware setup and software installation

For more information:

In the US, go to www.hp.com/support/colorljM651.

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- Install and configure
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- Download software updates
- Join support forums
- Find warranty and regulatory information

Product comparison

Model name		M651n	M651dn	M651xh
Model number		**CZ255A**	**CZ256A**	**CZ257A**
Paper handling	Tray 1 (100-sheet capacity)	✓	✓	✓
	Tray 2 (500-sheet capacity)	✓	✓	✓
	1x500-sheet paper feeder with storage cabinet	Optional	Optional	
	2,500-sheet high-capacity feeder	Optional	Optional	✓
	1x500-sheet feeder	Optional	Optional	
	Postcard media tray-insert for printing small-size paper	Optional	Optional	Optional
	Automatic duplex printing		✓	✓
Connectivity	10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓
	Easy-access USB port for printing without a computer and upgrading the firmware	✓	✓	✓
	HP NFC and Wireless Direct accessory for printing from mobile devices	Optional	Optional	Optional
Storage	320 GB HP High-Performance Secure Hard Disk			✓
Control-panel display and input	Touchscreen control panel	✓	✓	✓
Print	Prints 43 pages per minute (ppm) on A4 and 45 ppm on letter-size paper	✓	✓	✓
	Easy-access USB printing (no computer required)	✓	✓	✓
Mobile printing solutions For more information about Mobile printing solutions see: www.hp.com/go/mobileprinting www.hpconnected.com www.hp.com/go/LaserJetMobilePrinting (English only) www.hp.com/go/eprintsoftware www.hp.com/go/eprintenterprise www.google.com/cloudprint/learn www.hp.com/go/airprint	• HP ePrint via email • HP ePrint software[1] • HP ePrint app • ePrint Enterprise app • HP ePrint Home & Biz • Google Cloud Print • AirPrint • Android Printing	✓	✓	✓

Model name		M651n	M651dn	M651xh
Model number		**CZ255A**	**CZ256A**	**CZ257A**
Supported operating systems[2, 3]	Windows XP SP3 or later, 32-bit and 64-bit **NOTE:** The software installer does not support the 64-bit version, but the print driver supports it. **NOTE:** Microsoft retired mainstream support for Windows XP in April 2009. HP will continue to provide best-effort support for the discontinued XP operating system.	✓	✓	✓
	Windows Vista, 32-bit and 64-bit **NOTE:** Windows Vista Starter is not supported by the software installer or the print driver.	✓	✓	✓
	Windows 7 SP1 or later, 32-bit and 64-bit	✓	✓	✓
	Windows 8, 32-bit and 64-bit	✓	✓	✓
	Windows 8.1, 32-bit and 64-bit	✓	✓	✓
	Windows 2003 Server SP2 or later, 32-bit and 64-bit **NOTE:** The software installer does not support the 64-bit version, but the print driver supports it. **NOTE:** Microsoft retired mainstream support for Windows Server 2003 in July 2010. HP will continue to provide best-effort support for the discontinued Server 2003 operating system.	✓	✓	✓
	Windows Server 2008, 32-bit and 64-bit	✓	✓	✓
	Windows Server 2008 R2, 64-bit	✓	✓	✓
	Windows Server 2012, 64-bit	✓	✓	✓

Model name		M651n	M651dn	M651xh
Model number		**CZ255A**	**CZ256A**	**CZ257A**
	Mac OS X 10.6, OS X 10.7 Lion, OS X 10.8 Mountain Lion, and OS X 10.9 Mavericks	✓	✓	✓

[1] The HP ePrint Software supports the following operating systems: Windows Vista® (32-bit and 64-bit); Windows 7 SP 1 or later (32-bit and 64-bit); Windows 8 (32-bit and 64-bit); Windows 8.1 (32-bit and 64-bit); and Mac OS X versions 10.6, 10.7 Lion, 10.8 Mountain Lion, and 10.9 Mavericks.

[2] The list of supported operating systems applies to the Windows PCL 6, UPD PCL 6, UPD PS, and Mac print drivers and to the in-box software installation CD. For a current list of supported operating systems, go to www.hp.com/support/colorljM651 for HP's all-inclusive help for your product. If you are located outside the US, go to www.hp.com/support, and then click **Drivers & Software**. Enter a product name or number. In the **Download Options** area, click **Drivers, Software & Firmware**.

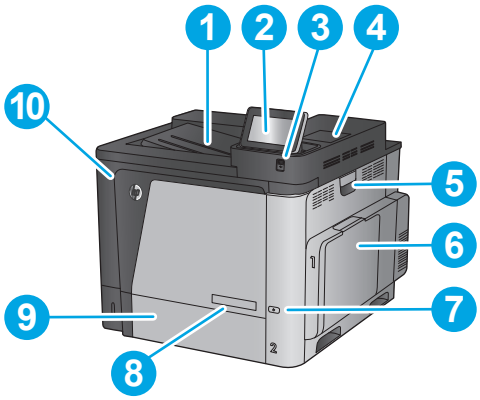
[3] The HP Software Installer CD installs the HP PCL 6 driver for Windows operating systems along with other optional software. Mac installer software is not included on the CD. The CD provides steps to download the Mac installer software from www.hp.com. The steps to download the Mac installer software are as follows: Go to www.hp.com/support, select the country/region, and then click **Drivers & Software**. Enter a product name or number. In the **Download Options** area, click **Drivers, Software & Firmware**. Click the operating system version, and then click the **Download** button.

NOTE: UPD PCL 5 is not supported. For additional details on client and server operating systems for the HP UPD, go to www.hp.com/go/upd and click the **Specifications** tab.

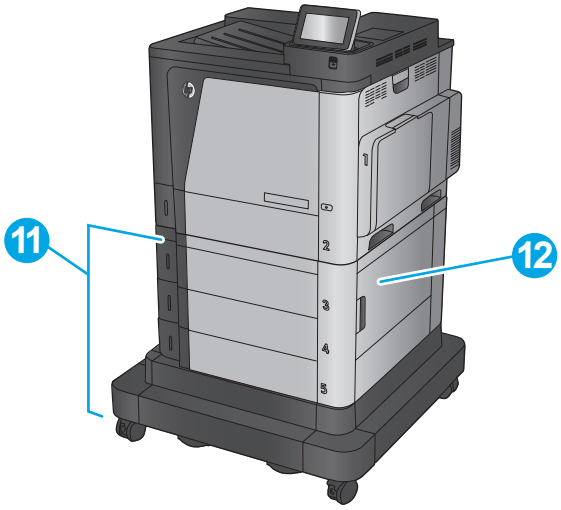
Product views

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

Product front view



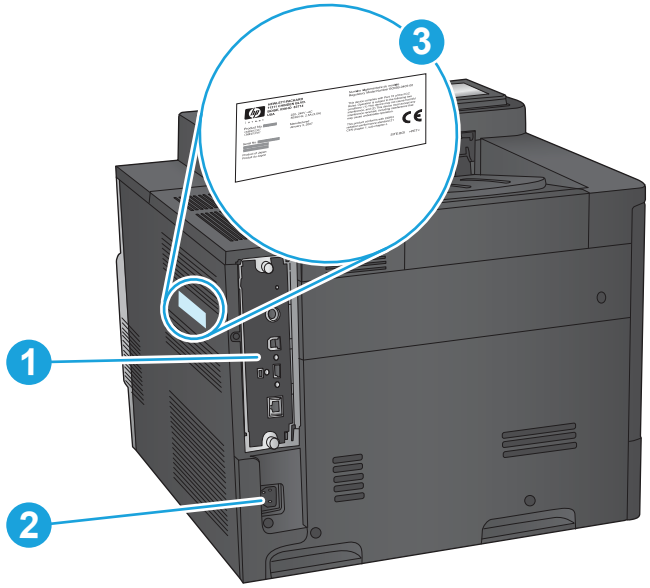
M651n
M651dn



M651xh

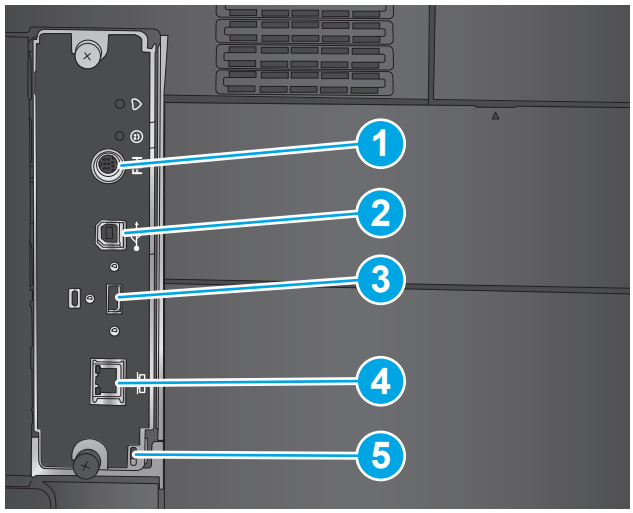
1	Output bin
2	Control panel with color touchscreen display (tilts up for easier viewing)
3	Easy-access USB port (for printing without a computer) **NOTE:** An administrator must enable this port before use.
4	Hardware integration pocket (for connecting accessory and third-party devices)
5	Right-side door (access for clearing jams)
6	Tray 1
7	On/off button
8	Model name
9	Tray 2
10	Front door (access to the toner cartridges)
11	2x500-sheet trays and 1,500-sheet high-capacity input tray
12	Lower-right door (access for clearing jams)

Product back view



1	Formatter (contains the interface ports)
2	Power connection
3	Model and serial number label

Interface ports



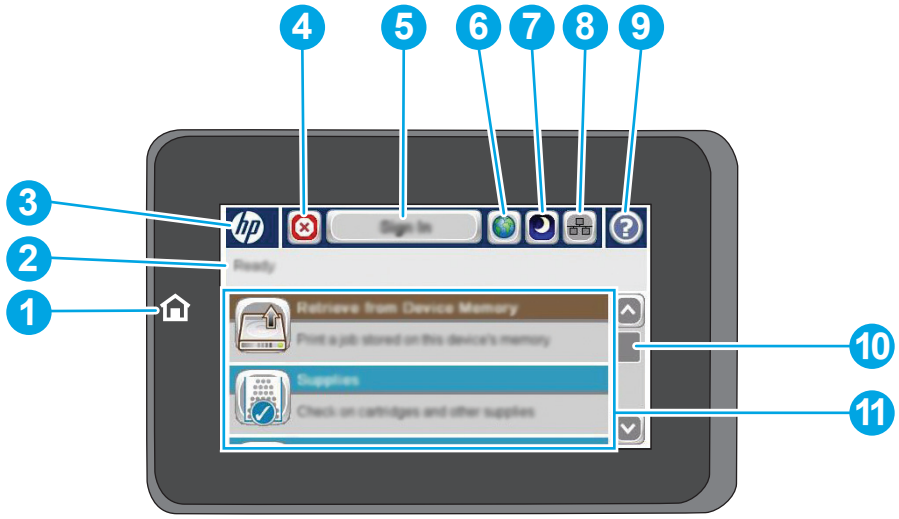
1	Foreign interface harness (for connecting third-party devices)
2	Hi-Speed USB 2.0 printing port **NOTE:** For Easy-access USB printing, use the USB port near the control panel.
3	USB port for connecting external USB devices (this port might be covered)
4	Local area network (LAN) Ethernet (RJ-45) network port
5	Slot for a cable-type security lock

Control-panel view

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

Return to the Home screen at any time by touching the Home button on the left side of the product 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 product configuration.



1	Home button and light	Touch to return to the product Home screen at any time.
2	Product status	The status line provides information about the overall product status.
3	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.
4	Stop button	Touch the Stop button to pause the current job. The Job Status screen opens, and then you can cancel or continue the job.
5	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 product if you have signed in for access to secured features. After you sign out, the product restores all options to the default settings.
6	Language Selection button	Touch the Language Selection button to select the language for the control-panel display.
7	Sleep button	Touch the Sleep button to put the product into Sleep mode.
8	Network button	Touch the Network button to find information about the network connection.
9	Help button	Touch the Help button to open the embedded help system.

10	Scroll bar	Touch the up or down arrows on the scroll bar to see the complete list of available features.
11	Features	Depending on the product configuration, the features that appear in this area can include any of the following items: • Quick Sets • Retrieve from USB • Retrieve from Device Memory • Job Status • Supplies • Trays • Administration • Device Maintenance

Product hardware setup and software installation

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

In the US, go to www.hp.com/support/colorljM651 for HP's all-inclusive help for your product.

Outside the US, follow these steps:

1. Go to www.hp.com/support.
2. Select your country/region.
3. Click **Troubleshooting**.
4. Enter the product name (HP Color LaserJet Enterprise M651), and then select **Search**.

Find the following support:

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

2 Paper trays

- Load Tray 1
- Load Tray 2 and the 500-sheet trays
- Load the 1,500-sheet high-capacity input tray

For more information:

In the US, go to www.hp.com/support/colorljM651.

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

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

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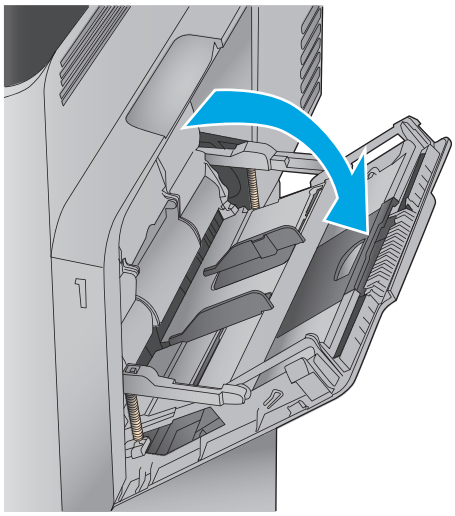
- Solve problems
- Download software updates
- Join support forums
- Find warranty and regulatory information

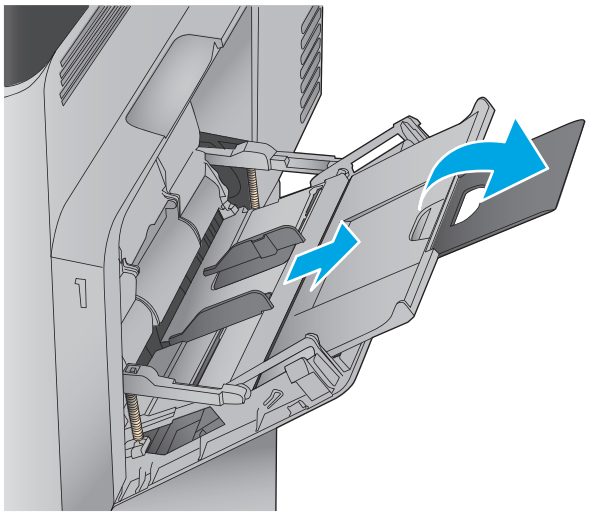
Load Tray 1

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

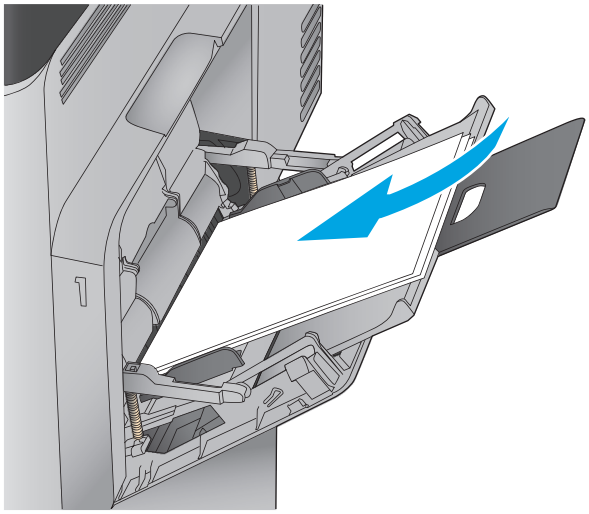
1. Open Tray 1.



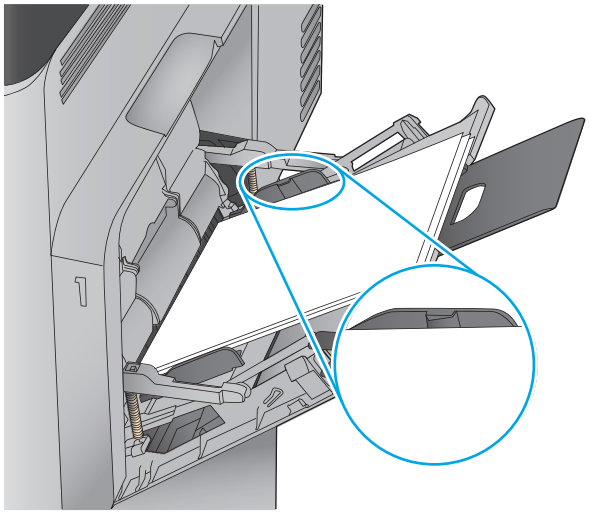
2. Pull out the tray extension to support the paper.



3. Load paper in the tray. For information about how to orient the paper, see Table 2-1 Tray 1 paper orientation on page 15.



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



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

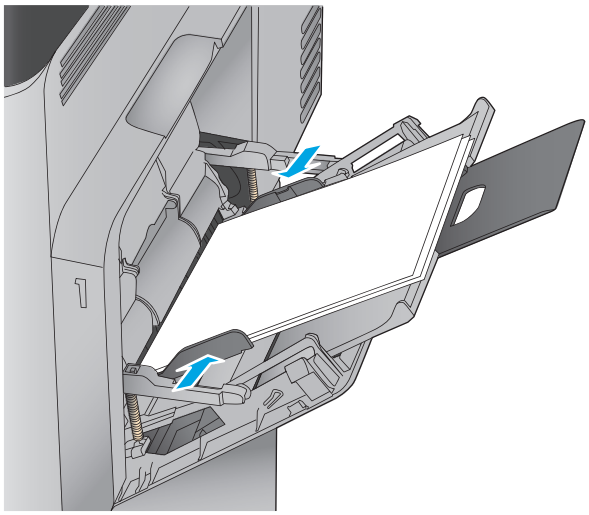


Table 2-1 Tray 1 paper orientation

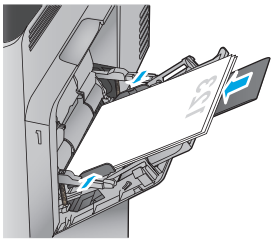
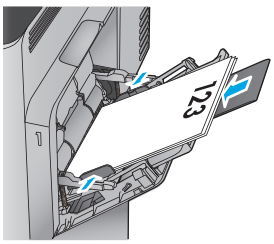
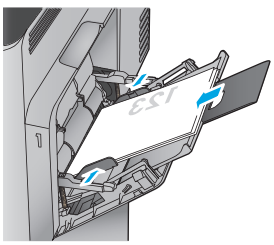
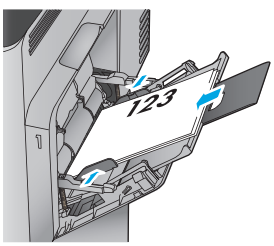
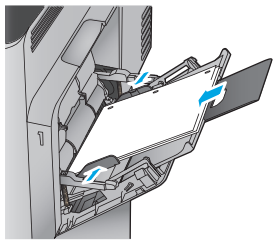
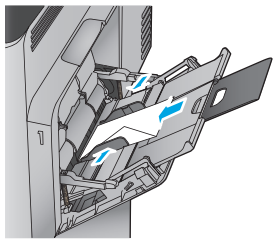
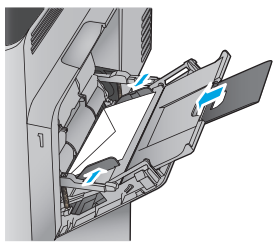
Paper type	Image orientation	Duplex mode	How to load paper
Preprinted or letterhead	Portrait	1-sided printing	Face-down Bottom edge leading into the product 
		Automatic 2-sided printing	Face-up Bottom edge leading into the product 
	Landscape	1-sided printing	Face-down Top edge toward the back of the product 
		Automatic 2-sided printing	Face-up Top edge toward the back of the product 

Table 2-1 Tray 1 paper orientation (continued)

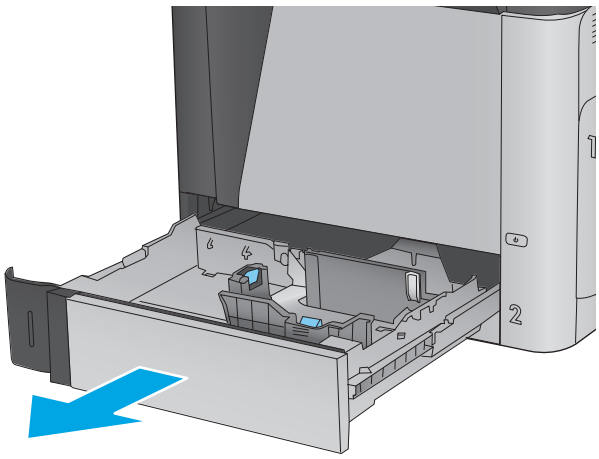
Paper type	Image orientation	Duplex mode	How to load paper
Prepunched	Portrait or landscape	1- or 2-sided printing	Holes toward the back of the product 
Envelopes	Landscape Short edge of the envelope feeding into the product	1-sided printing	Face-down Top edge toward the front of the product 
	Portrait Long edge of the envelope feeding into the product	1-sided printing	Face-down Top edge leading into the product 

Load Tray 2 and the 500-sheet trays

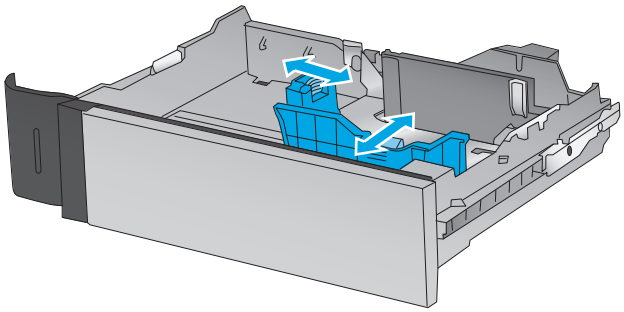
NOTE: The procedure to load paper for the 500-sheet trays is the same as for Tray 2. Only Tray 2 is shown here.

1. Open the tray.

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



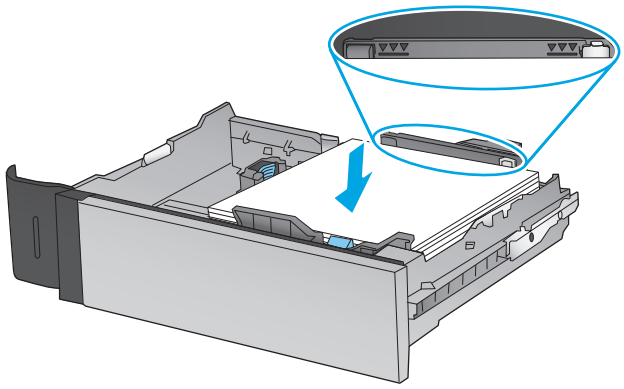
2. Adjust the paper-length and paper-width guides by squeezing the adjustment latches and sliding the guides to the size of the paper being used.



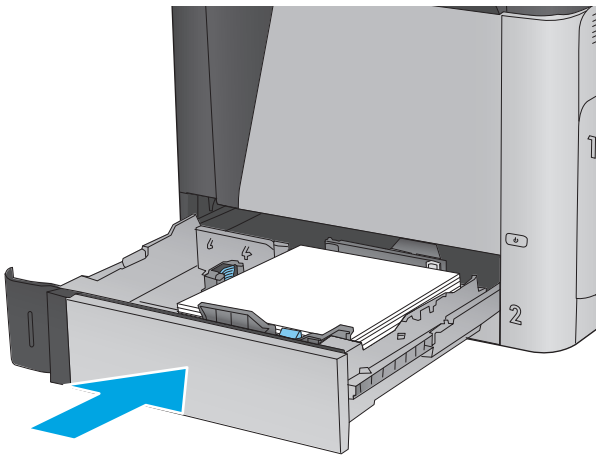
3. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it. For information about how to orient the paper, see Table 2-2 Tray 2 and the 500-sheet trays paper orientation on page 19.

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

   NOTE: If the tray is not adjusted correctly, an error message might appear during printing or the paper might jam.



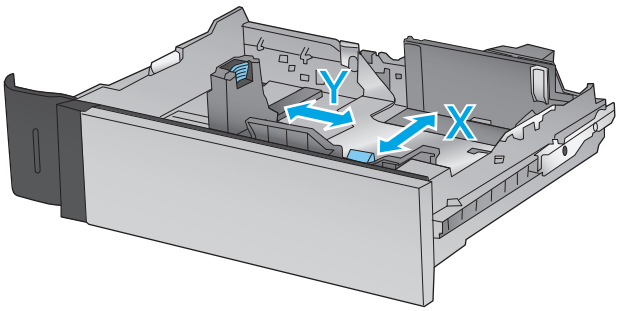
4. Close the tray.



5. The tray configuration message displays on the product control panel.

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

   For custom-size paper, you need to specify the X and Y dimensions for the paper when the prompt displays on the product control panel.



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

Table 2-2 Tray 2 and the 500-sheet trays paper orientation

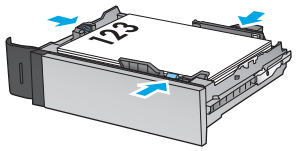
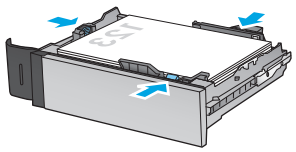
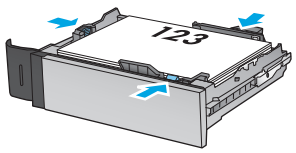
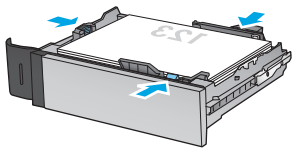
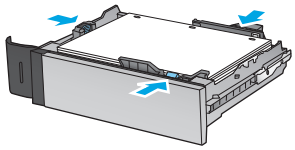
Paper type	Image orientation	Duplex mode	How to load paper
Preprinted or letterhead	Portrait	1-sided printing	Face-up Top edge at the left side of the tray 
		Automatic 2-sided printing	Face-down Top edge at the left side of the tray 
	Landscape	1-sided printing	Face-up Top edge toward the back of the tray 

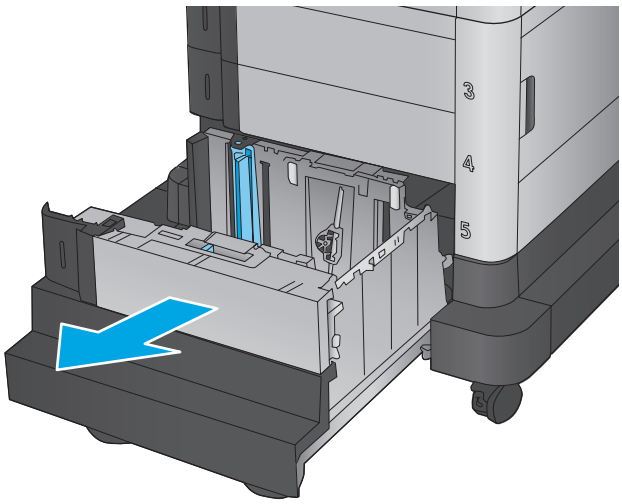
Table 2-2 Tray 2 and the 500-sheet trays paper orientation (continued)

Paper type	Image orientation	Duplex mode	How to load paper
		Automatic 2-sided printing	Face-down Top edge toward the back of the tray 
Prepunched	Portrait or landscape	1- or 2-sided printing	Holes toward the back of the tray 

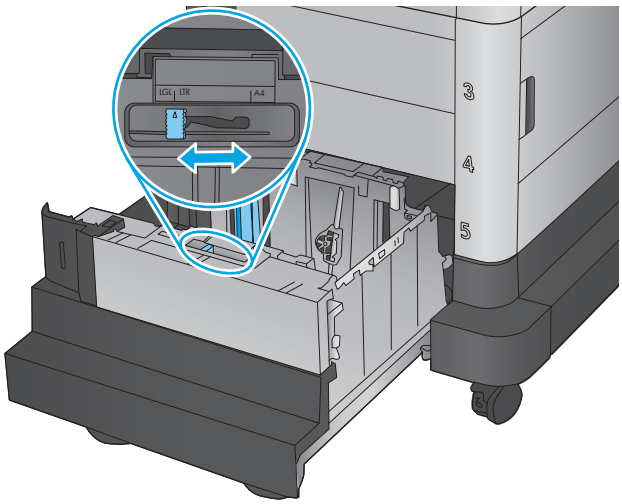
Load the 1,500-sheet high-capacity input tray

1. Open the tray.

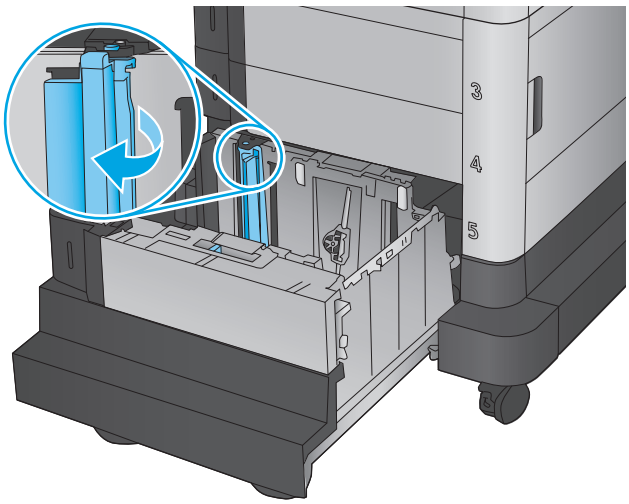
   NOTE: Do not open this tray while it is in use.



2. Adjust the paper-width guide to the correct position for the paper you are using.



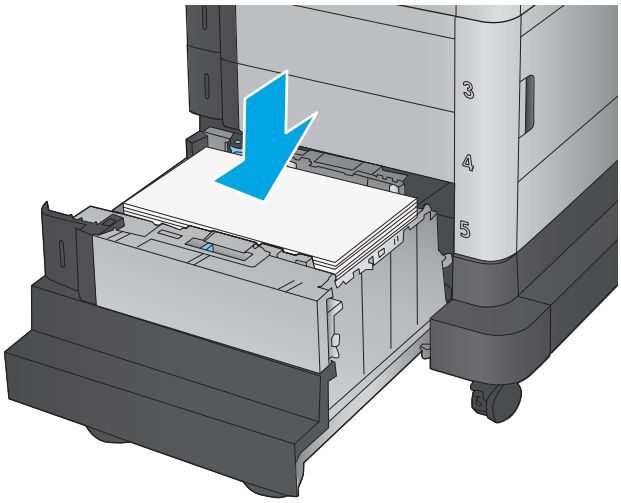
3. Rotate the paper-stop lever to the correct position for the paper you are using.



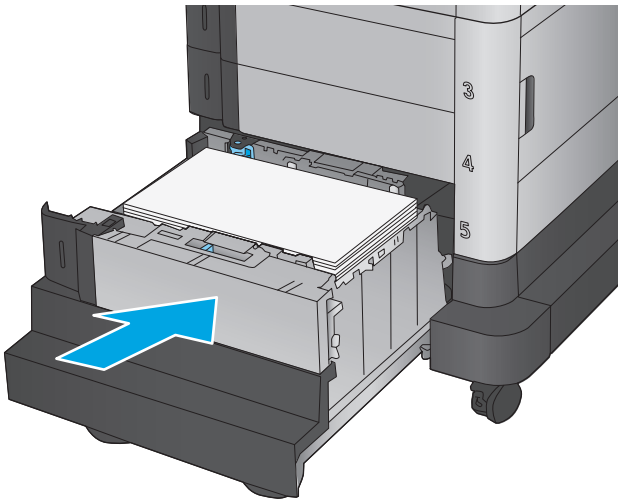
4. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it.

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

   NOTE: If the tray is not adjusted correctly, an error message might appear during printing or the paper might jam.



5. Close the tray.



6. The tray configuration message displays on the product control panel.
7. Touch the OK button to accept the detected type and size, or touch the Modify button to choose a different paper size or type.
8. Select the correct type and size, and then touch the OK button.

3 Parts, supplies, and accessories

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

For more information:

In the US, go to www.hp.com/support/colorljM651.

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

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

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

Order parts, accessories, and supplies

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 product IP address or host name in the address/URL field. The EWS contains a link to the HP SureSupply Web site, which provides options for purchasing Original HP supplies.

Parts and supplies

The following parts are available for the product.

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

Item	Description	Self-replacement options	Part number
Maintenance/Fuser Kit 110V	Replacement 110 Volt fuser	Mandatory	CE246A
Maintenance/Fuser Kit 220V	Replacement 220 Volt fuser	Mandatory	CE247A
Image transfer kit	Replacement image transfer belt and roller	Mandatory	CE249A
Toner collection unit	Replacement toner collection unit	Mandatory	CE265A
HP 653X Black LaserJet Toner Cartridge, high capacity 19.5k yield	Replacement high-capacity toner cartridge	Mandatory	CF330X
HP 653A Black LaserJet Toner Cartridge, 11k yield	Replacement toner cartridge	Mandatory	CF320A
HP 653A Cyan LaserJet Toner Cartridge, 15k yield	Replacement toner cartridge	Mandatory	CF331A
HP 653A Yellow LaserJet Toner Cartridge, 15k yield	Replacement toner cartridge	Mandatory	CF332A
HP 653A Magenta LaserJet Toner Cartridge, 15k yield	Replacement toner cartridge	Mandatory	CF333A
HP LaserJet Postcard Media Insert Tray	Replacement postcard media insert tray	Mandatory	CC497A

Accessories

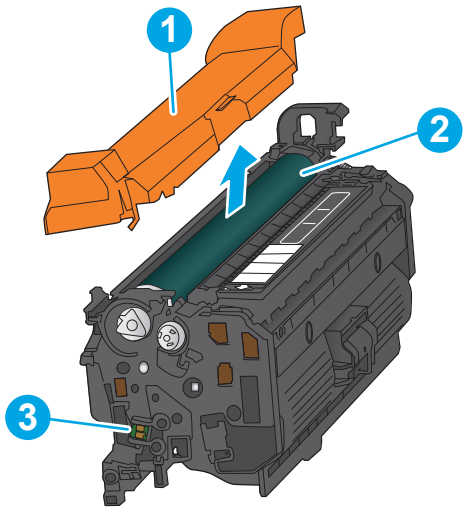
Item	Description	Part number
500-sheet paper tray	Input tray accessory	CZ261
500-sheet paper feeder and cabinet	Input tray and storage cabinet accessory	CZ262
2x500-sheet, 1,500-sheet high-capacity input feeder, and stand	2,500-sheet feeder accessory	CZ263
HP LaserJet Postcard Media Insert Tray	Tray insert for printing small-size paper	CC497A
HP Jetdirect 2800w NFC & Wireless Direct Accessory	Wireless direct accessory for “touch” printing from mobile devices	J8029A

Replace the toner cartridges

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

This product indicates when the toner cartridge level is low. The actual toner cartridge life remaining can vary. The toner cartridge does not need to be replaced at this time. Consider having a replacement cartridge available to install when print quality is no longer acceptable.

The following illustration shows the toner-cartridge components.

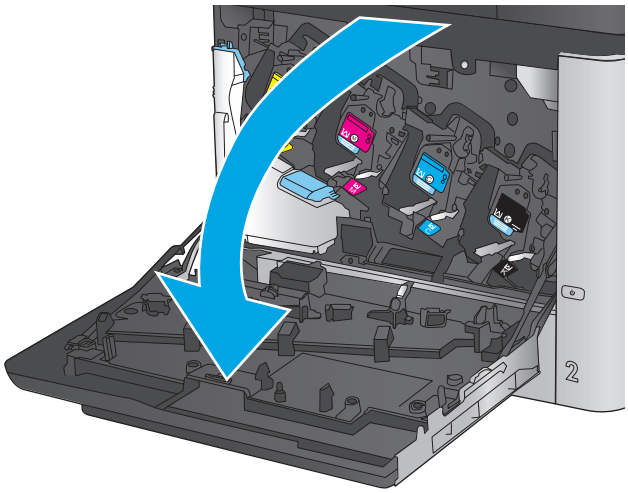


1	Plastic shield
2	Imaging drum
3	Memory chip

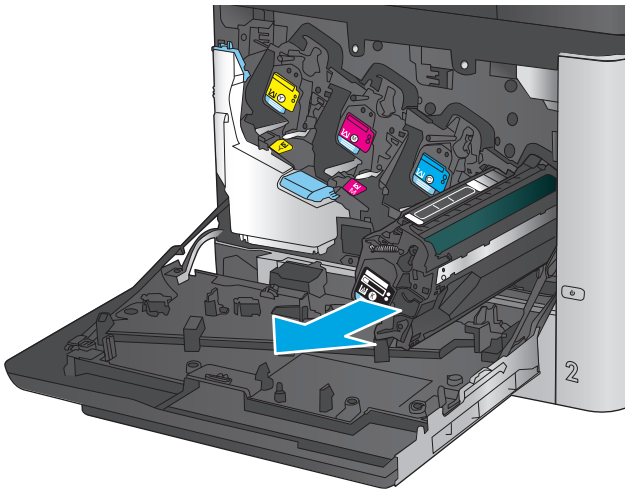
CAUTION: If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

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

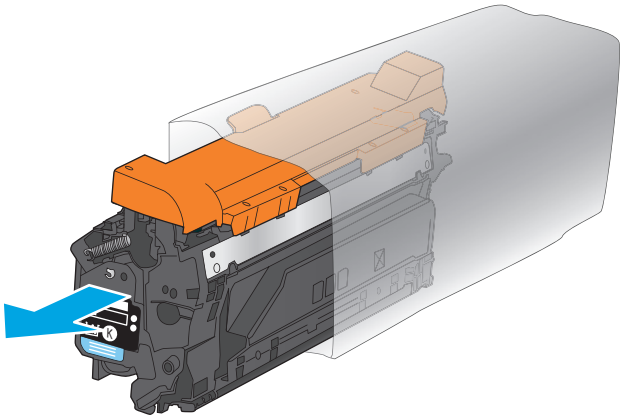
1. Open the front door.



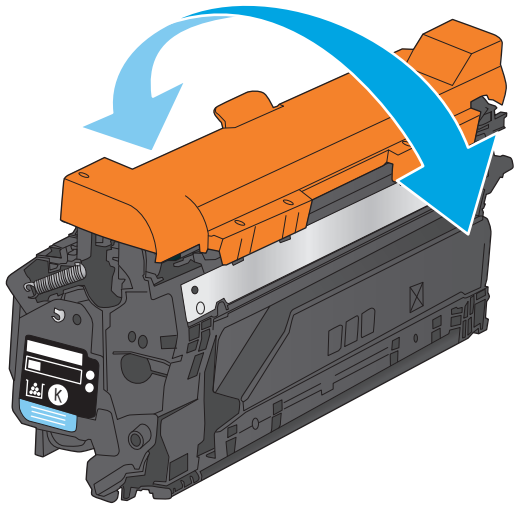
2. Grasp the handle of the used toner cartridge and pull out to remove it.



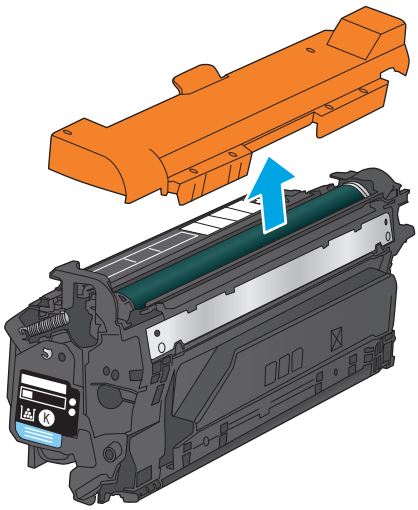
3. Remove the new toner cartridge from its protective bag.



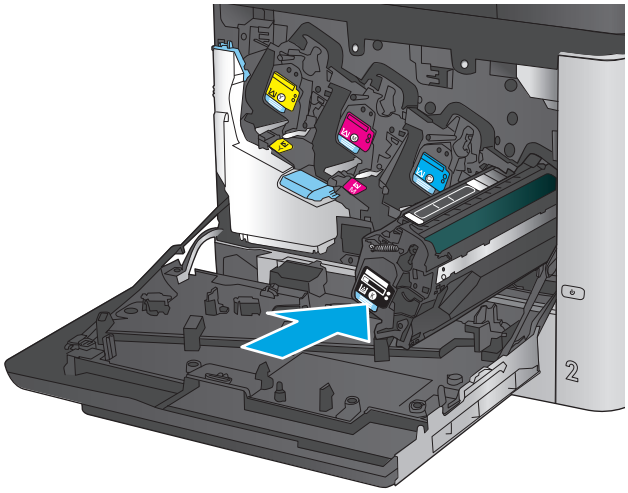
4. Hold both ends of the toner cartridge and rock it 5-6 times.



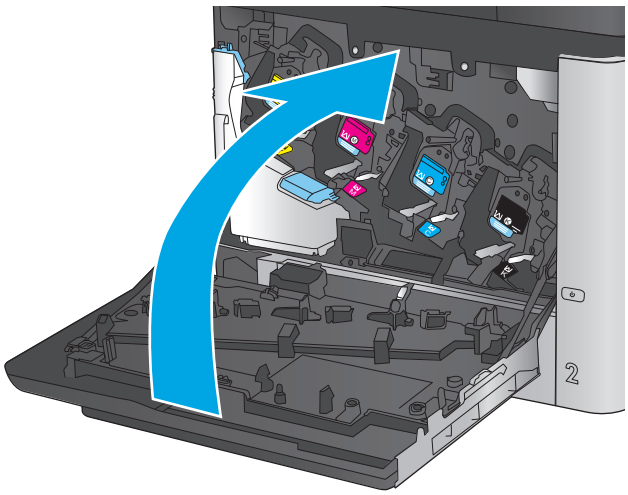
5. Remove the protective shield from the toner cartridge.



6. Align the toner cartridge with its slot, and then insert the toner cartridge into the product.



7. Close the front door.



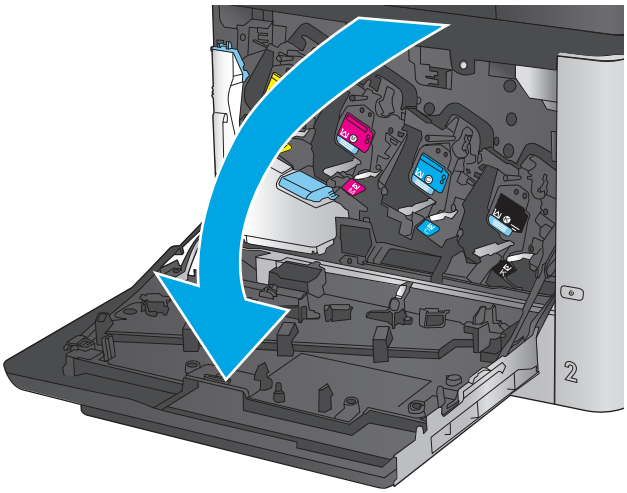
Replace the toner collection unit

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

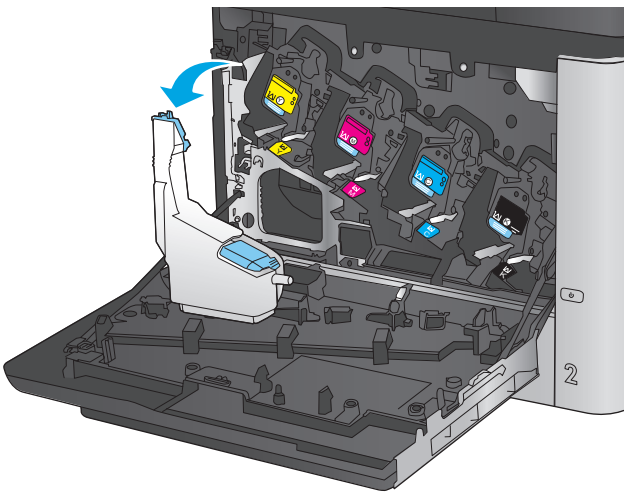
NOTE: The toner collection unit is designed for a single use. Do not attempt to empty the toner collection unit and reuse it. Doing so could lead to toner being spilled inside the product, which could result in reduced print quality. After use, return the toner collection unit to HP's Planet Partners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

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

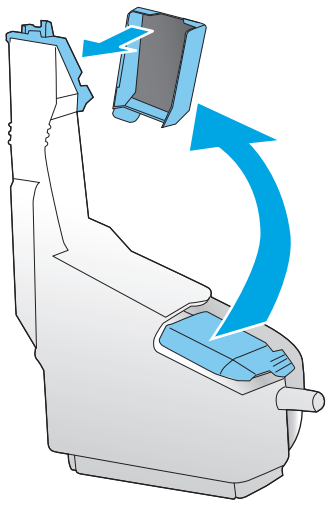
1. Open the front door.



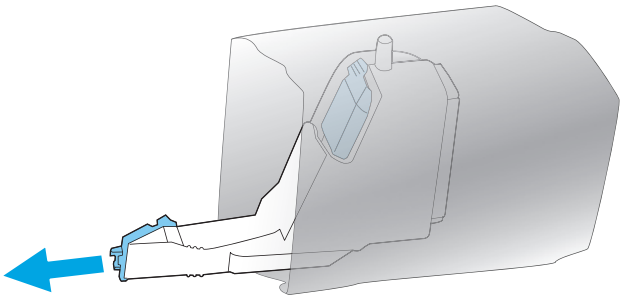
2. Grasp the top of the toner collection unit and remove it from the product.



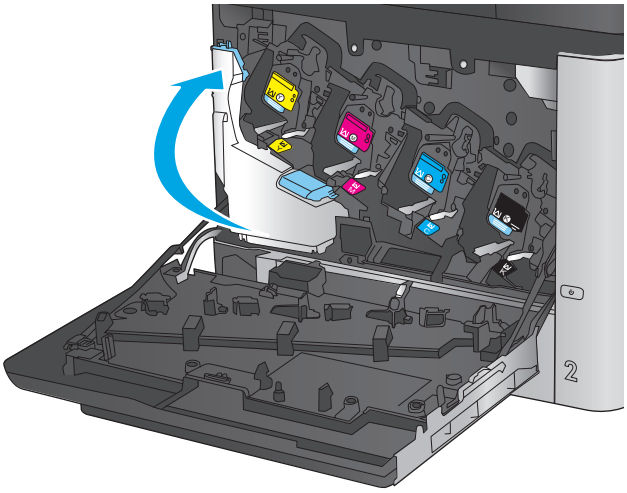
3. Place the attached cap over the opening at the top of the unit.



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



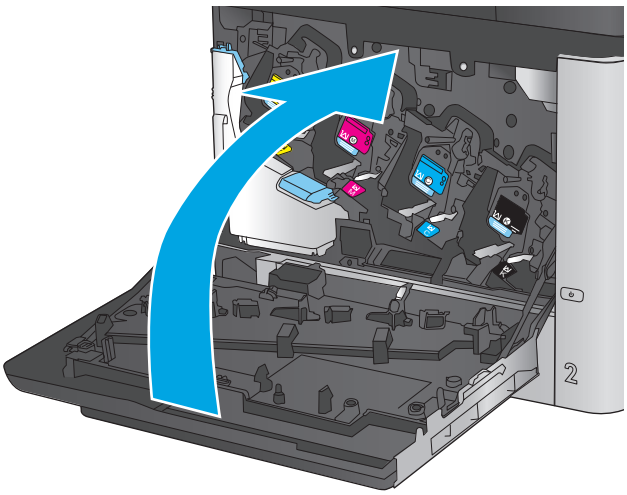
5. Insert the bottom of the new unit into the product first and then push the top of the unit until it clicks into place.



6. Close the front door.

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

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



4 Print

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

For more information:

In the US, go to www.hp.com/support/colorljM651.

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

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

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

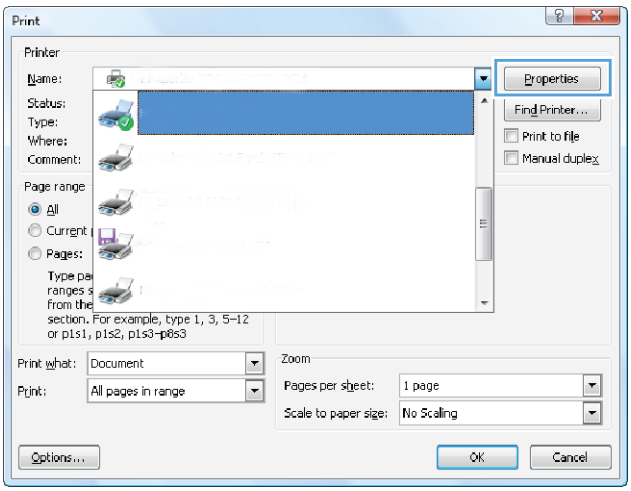
Print tasks (Windows)

How to print (Windows)

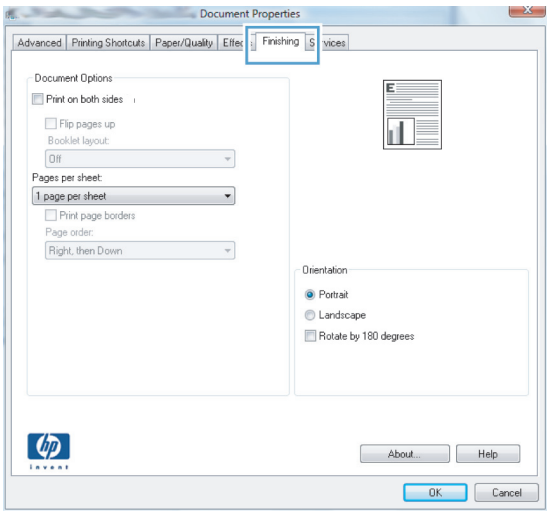
The following procedure describes the basic printing process for Windows.

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

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



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



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

Automatically print on both sides (Windows)

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

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

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

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

Manually print on both sides (Windows)

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

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

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

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

Print multiple pages per sheet (Windows)

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

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

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

Select the paper type (Windows)

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

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

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

   If the tray needs to be configured, a tray configuration message displays on the product 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

In the US, go to www.hp.com/support/colorljM651.

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

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

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

Print tasks (Mac OS X)

How to print (Mac OS X)

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

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the product.
3. Open the menus drop-down list or click **Show Details**, and then select other menus to adjust the print settings.
4. Click the **Print** button.

Automatically print on both sides (Mac OS X)

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

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the product.
3. Open the menus drop-down list or click **Show Details**, and then click the **Layout** menu.
4. Select a binding option from the **Two-Sided** drop-down list.
5. Click the **Print** button.

Manually print on both sides (Mac OS X)

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

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select this product.
3. Open the menus drop-down list or click **Show Details**, and then click the **Manual Duplex** menu.
4. Click the **Manual Duplex** box, and select a binding option.
5. Click the **Print** button.
6. Go to the product, and remove any blank paper that is in Tray 1.
7. Retrieve the printed stack from the output bin and place it with the printed-side facing down in the input tray.
8. If prompted, touch the appropriate control panel button to continue.

Print multiple pages per sheet (Mac OS X)

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the product.

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

Select the paper type (Mac OS X)

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the product.
3. Open the menus drop-down list or click **Show Details**, and then click the **Finishing** menu.
4. Select a type from the **Media-type** drop-down list.
5. Click the **Print** button.

Additional print tasks

In the US, go to www.hp.com/support/colorljM651.

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

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

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

Store print jobs on the product to print later

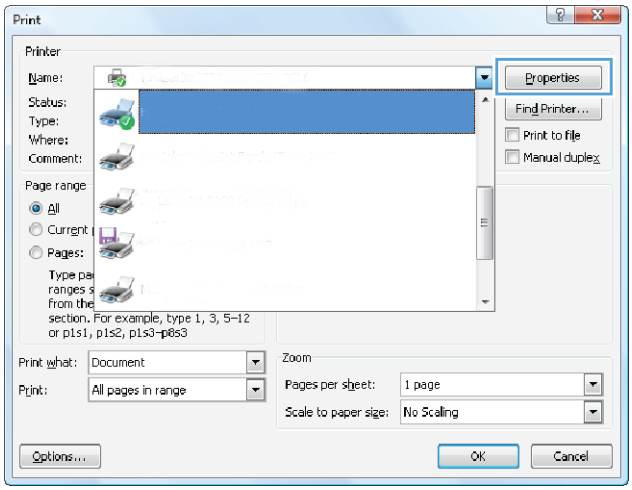
- Create a stored job (Windows)
- Create a stored job (Mac OS X)
- Print a stored job
- Delete a stored job

Create a stored job (Windows)

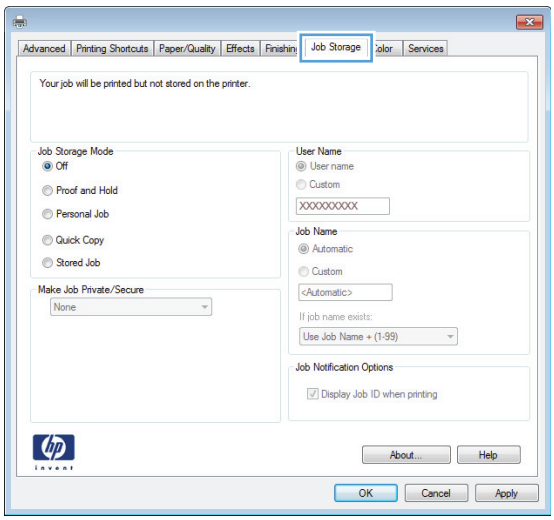
You can store jobs on the product so you can print them at any time.

NOTE: Your 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 product from the list of printers, and then select **Properties** or **Preferences** (the name varies for different software programs).



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 product control panel. For this job-storage mode, you can select one of the **Make Job Private/Secure** options. If you assign a personal identification number (PIN) to the job, you must provide the required PIN at the control panel. If you encrypt the job, you must provide the required password at the control panel.
   - **Quick Copy**: Print the requested number of copies of a job and store a copy of the job in the product memory so you can print it again later.
   - **Stored Job**: Store a job on the product 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.

Create a stored job (Mac OS X)

You can store jobs on the product so you can print them at any time.

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the product.
3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **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 you request it at the product control panel. If you assign a personal identification number (PIN) to the job, you must provide the required PIN at the control panel.
- **Quick Copy**: Print the requested number of copies of a job and store a copy of the job in the product memory so you can print it again later.
- **Stored Job**: Store a job on the product and allow other users to print the job at any time. 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.

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 product 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 product memory.

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

Delete a stored job

When you send a stored job to the product memory, the product 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 product needs additional space, the product might delete other stored jobs starting with the oldest. You can change the number of jobs that the product can store from the General Settings menu on the product control panel.

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

1. From the Home screen on the product control panel, scroll to and touch the Retrieve from Device Memory button.
2. Select the name of the folder where the job is stored.
3. Select the name of the job, and then touch the Delete button.
4. If the job is private or encrypted, enter the PIN or the password, and then touch the Delete button.

Mobile printing

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

- HP Wireless Direct and NFC Printing
- HP ePrint via email
- HP ePrint software
- AirPrint

HP Wireless Direct and NFC Printing

HP provides HP Wireless Direct and NFC (Near Field Communication) printing for printers with the HP Jetdirect 2800w NFC & Wireless Direct Accessory (part number: J8029-90901) as well as certain other HP LaserJet printers (check the printer's documentation). See www.hp.com/go/jd2800wSupport for more information on the HP Jetdirect 2800w NFC & Wireless Direct Accessory.

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

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

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

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

1. From the Home screen on the product control panel, scroll to and touch the Administration menu.
2. Open the following menus:
   - Network Settings
   - Wireless Menu
   - Wireless Direct
3. Touch the On menu item.

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

Follow this procedure to change the product SSID:

1. From the Home screen on the product control panel, scroll to and touch the Administration menu.
2. Open the following menus:

- Network Settings
- Wireless Menu
- Wireless Direct
- SSID

3. Touch the SSID name area.
4. Use the keyboard to change the name.
5. Touch OK.

HP ePrint via email

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

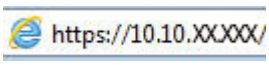
NOTE: The product might require a firmware update to use this feature.

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

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

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



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 product. This software makes it easy to find HP ePrint-enabled products that are registered to your HP Connected account. The target HP printer can be located in the office or at locations across the globe.

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

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

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

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

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

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

NOTE: HP ePrint Software does not support USB printing.

AirPrint

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

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

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

- In the US, go to www.hp.com/support/colorljM651.
- Outside the US, go to www.hp.com/support. Select your country/region. Click **Troubleshooting**. Enter the product name, and then select **Search**.

NOTE: AirPrint does not support USB connections.

Print from the USB port

This product features easy-access USB printing, so you can quickly print files without sending them from a computer. The product accepts standard USB flash drives in the USB port on the front of the product. You can print the following types of files:

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

Enable the USB port for printing

Before you can use this feature, you must enable the USB port. Use the following procedure to enable the port from the product control-panel menus:

1. From the Home screen on the product control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - General Settings
   - Enable Retrieve from USB
3. Select the Enable option, and then touch the Save button.

Print USB documents

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

   NOTE: You might need to remove the cover from the USB port. Pull the cover straight out to remove it.

2. The product detects the USB flash drive. Touch 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 that you want to print.

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

4. To adjust the number of copies, touch the Copies field, and then use the keypad to select the number of copies.
5. Touch the Start button to print the document.

5 Manage the product

- Configure IP network settings
- HP Utility for Mac OS X
- HP Embedded Web Server
- HP Web Jetadmin
- Product security features
- Economy settings
- Software and firmware updates

For more information:

In the US, go to www.hp.com/support/colorljM651.

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

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

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

Configure IP network settings

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

Printer sharing disclaimer

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

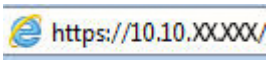
View or change network settings

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

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

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

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

2. Click the **Networking** tab to obtain network information. You can change settings as needed.

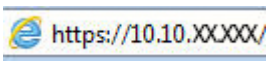
Rename the product on a network

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

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

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

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

2. Open the **General** tab.

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

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

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

Manually configure IPv4 TCP/IP parameters from the control panel

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

1. From the Home screen on the product 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.

   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 product control panel, scroll to and touch the Administration button.
2. To enable manual configuration, open the following menus:
   - Network Settings
   - Jetdirect Menu
   - TCP/IP
   - IPV6 Settings
   - Address
   - Manual Settings
   - Enable

   Select the On option, and then touch the Save button.

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

HP Utility for Mac OS X

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

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

Open HP Utility

From the Finder, click **Applications**, click **Hewlett-Packard**, and then click **HP Utility**.

If HP Utility is not included in the **Utilities** list, use the following procedure to open it:

1. At the computer, open the Apple menu, click the **System Preferences** menu, and then click the **Print & Fax** icon or the **Print & Scan** icon.
2. Select the product in the left side of the window.
3. Click the **Options & Supplies** button.
4. Click the **Utility** tab.
5. Click the **Open Printer Utility** button.

HP Utility features

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

- **Devices**: Click this button to show or hide Mac products found by the HP Utility in the **Printers** pane at the left side of the screen.
- **All Settings**: Click this button to return to the HP Utility main page.
- **Applications**: Click this button to manage which HP tools or utilities appear in the Dock.
- **HP Support**: Click this button to open a browser and go to the HP support Web site for the product.
- **Supplies**: Click this button to open the HP SureSupply Web site.
- **Registration**: Click this button to open the HP registration Web site.
- **Recycling**: Click this button to open the HP Planet Partners Recycling Program Web site.

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

Menu	Item	Description
Information and Support	**Supplies Status**	Shows the product supplies status and provides links for ordering supplies online.
	Device Information	Shows information about the currently selected product.
	File Upload	Transfers files from the computer to the product.
	Upload Fonts	Transfers font files from the computer to the product.
	HP Connected	Accesses the HP Connected Web site.

Menu	Item	Description
	Update Firmware	Transfers a firmware update file to the product. **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 product after the print job. **NOTE:** This option is available only after you open the **View** menu and select the **Show Advanced Options** item.
Printer Settings	**Supplies Management**	Configures how the product 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.
	Protect Direct Ports	Disables printing over USB or parallel ports.
	Stored Jobs	Manages print jobs that are stored on the product 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 Settings	**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.

HP Embedded Web Server

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

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

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

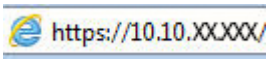
The HP Embedded Web Server works when the product is connected to an IP-based network. The HP Embedded Web Server does not support IPX-based product connections. Internet access is not needed to open and use the HP Embedded Web Server.

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

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



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

- Windows: Microsoft Internet Explorer 5.01 or later or Netscape 6.2 or later
- Mac OS X: Safari or Firefox using Bonjour or an IP address
- Linux: Netscape Navigator only
- HP-UX 10 and HP-UX 11: Netscape Navigator 4.7

HP Embedded Web Server features

- Information tab
- General tab
- Print tab or Copy/Print tab

- Scan/Digital Send tab (MFP models only)
- Fax tab (MFP models only)
- Troubleshooting tab
- Security tab
- HP Web Services tab
- Networking tab
- Other Links list

Information tab

Table 5-1 HP Embedded Web Server Information tab

Menu	Description
Device Status	Shows the product 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 product has processed.
Configuration Page	Shows the information found on the configuration page.
Supplies Status Page	Shows the status of the supplies for the product.
Event Log Page	Shows a list of all product events and errors. Use the **HP Instant Support** link (in the **Other Links** area 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 product.
Usage Page	Shows a summary of the number of pages the product has printed, grouped by size, type, and paper print path.
Device Information	Shows the product 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 product uses the default print settings to print the file.
Printable Reports and Pages	Lists the internal reports and pages for the product. Select one or more items to print or view.

General tab

Table 5-2 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 product control panel.
Alerts	Setup email alerts for various product and supplies events.

Table 5-2 HP Embedded Web Server General tab (continued)

Menu	Description
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 product to send automated emails regarding product 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 toner cartridges. This information displays on the supplies status page.
Device Information	Name the product and assign an asset number to it. Enter the name of the primary contact who will receive information about the product.
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 a wake time, sleep time, and sleep delay for the product. Set a different schedule for each day of the week and for holidays. Set which interactions with the product cause it to wake from sleep mode.
Backup and Restore	Create a backup file that contains product and user data. If necessary, use this file to restore data to the product.
Restore Factory Settings	Restore product settings to the factory defaults.
Solution Installer	Install third-party software programs that can enhance the product functionality.
Firmware Upgrade	Download and install product firmware upgrade files.
Quota and Statistics Services	Provides connection information about third-party job-statistics services.

Print tab or Copy/Print tab

NOTE: The tab is named **Copy/Print** for MFP models.

Table 5-3 HP Embedded Web Server Copy/Print tab

Menu	Description
Retrieve from USB Setup	Enable or disable the Retrieve from USB menu on the control panel.
Manage Stored Jobs	Enable or disable the ability to store jobs in the product 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	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.

Table 5-3 HP Embedded Web Server Copy/Print tab (continued)

Menu	Description
Copy Settings (MFP models only)	Configure the default options for copy jobs.
Manage Trays	Configure settings for paper trays.

Scan/Digital Send tab (MFP models only)

Table 5-4 HP Embedded Web Server Scan/Digital Send tab

Menu	Description
E-mail and Save to Network Folder Quick Setup Wizards	Configure the product to send scanned images as email attachments. Configure the product to save scanned images to network-folder Quick Sets. Quicks Sets provide easy access to files saved on the network.
Address Book	Manage the address book, including the following: • Add email addresses into the product one at a time. • Use the **Import/Export** tab to load a large list of frequently-used email addresses on to the product all at once, rather than adding them one at a time. • Edit email addresses that have already been saved in the product.
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
Save to Network Folder Setup	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 for jobs saved in a network folder
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 for jobs saved on a USB flash drive

Table 5-4 HP Embedded Web Server Scan/Digital Send tab (continued)

Menu	Description
OXPd: Workflow	Use third-party workflow tools.
Digital Sending Software Setup	Configure settings related to using optional Digital Sending software.

Fax tab (MFP models only)

Table 5-5 HP Embedded Web Server Fax tab

Menu	Description
Fax Send Setup	Configure settings for sending faxes, including the following: • Default settings for outgoing faxes • 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 dial numbers, including the following: • Import .CSV files containing email addresses, fax numbers, or user records, so that they can be accessed on this product. • Export email, fax, or user records from the product into a file on the computer to use as a data backup, or import the records onto another HP product.
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. • 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 product.

Troubleshooting tab

Table 5-6 HP Embedded Web Server Troubleshooting tab

Menu	Description
General Troubleshooting	Select from a variety of reports and tests to help solve problems with the product.
Retrieve Diagnostic Data **NOTE:** This item is available only if an administrator password is set from the **Security** tab.	Export product 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 product immediately.
Firmware Upgrade	Download and install product firmware upgrade files.
Restore Factory Settings	Restore product settings to factory defaults.

Security tab

Table 5-7 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 product. • 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 product functions for specific individuals or groups, and select the method individuals use to sign in to the product.
Protect Stored Data	Configure and manage the internal hard drive for the product. This product includes an encrypted hard drive for maximum security. Configure settings for jobs that are stored on the product hard drive.
Certificate Management	Install and manage security certificates for access to the product and the network.
Web Service Security	Allow resources on this product 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 product. It is necessary to Enable HP Web Services to use the HP ePrint feature.

Table 5-8 HP Embedded Web Server Networking tab

Menu	Description
Web Services Setup	Connect this product 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 product to the Internet.

Networking tab

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

Table 5-9 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 5-9 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 products.
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 product, 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 product through an Access Control List (ACL) (for selected print servers on IPv4 networks only).
Mgmt. Protocols	Configure and manage security protocols for this product, 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 product might lose its connection. To reconnect, it might be necessary to reset the print server to a factory-default state and reinstall the product.
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 5-10 HP Embedded Web Server Other Links list

Menu	Description
Product Support	Connect to the support site for the product 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 toner cartridges and paper.
HP Instant Support	Connect to the HP Web site to find solutions to product problems.

HP Web Jetadmin

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

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

Product security features

- Security statements
- IP Security
- Sign in to the product
- Assign a system password
- Encryption support: HP High Performance Secure Hard Disks
- Lock the formatter

Security statements

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

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

IP Security

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

For products 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.

Sign in to the product

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

Typically, you use the same user name and password that you use to sign in to your computer on the network. Consult the network administrator for this product if you have questions about which credentials to use.

After you have signed in to the product, a Sign Out button displays on the control panel. To maintain security for the product, touch the Sign Out button when you have finished using the product.

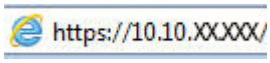
Assign a system password

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

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

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

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



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

NOTE: If you are changing an existing password, you must first enter the existing password in the **Old Password** field.

6. Click the **Apply** button. Make note of the password and store it in a safe place.

Encryption support: HP High Performance Secure Hard Disks

The hard disk provides hardware-based encryption so you can securely store sensitive data without impacting product 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.

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.

Economy settings

- Optimize speed or energy usage
- Set Sleep mode
- 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 Sleep mode

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
   - Sleep Timer Settings
3. Touch Sleep/Auto Off After to select the option.
4. Select the appropriate time period, and then touch the Save button.

NOTE: The sleep-mode default time is 15 minutes.

Set the Sleep Schedule

NOTE: You must configure the date and time settings before you can use the Sleep Schedule feature.

1. From the Home screen on the product 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.

Software and firmware updates

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

In the US, go to www.hp.com/support/colorljM651. Click **Drivers & Software**.

Outside the US, follow these steps:

1. Go to www.hp.com/support.
2. Select your country/region.
3. Click **Drivers & Software**.
4. Enter the product name (HP Color LaserJet Enterprise M651), and then select **Search**.

6 Solve general problems

- Customer support
- Control panel help system
- Restore factory-set defaults
- A “Cartridge is low” or “Cartridge is very low” message displays on the product control panel
- Product does not pick up paper or misfeeds
- Clear jams
- Improve print quality
- Solve wired network problems

For more information:

In the US, go to www.hp.com/support/colorljM651.

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

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

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

Customer support

Get telephone support for your country/region Have the product name, serial number, date of purchase, and problem description ready.	Country/region phone numbers are on the flyer that was in the box with your product or at www.hp.com/support/.
Get 24-hour Internet support	• In the US, go to www.hp.com/support/colorljM651. • Outside the US, go to www.hp.com/support. Select your country/region. Click **Troubleshooting**. Enter the product name, and then select **Search**.
Download software utilities, drivers, and electronic information	• In the US, go to www.hp.com/support/colorljM651. Click **Drivers & Software**. • Outside the US, go to www.hp.com/support. Select your country/region. Click **Drivers & Software**. Enter the product name (for example, “LaserJet M575”), and then select **Search**.
Order additional HP service or maintenance agreements	www.hp.com/go/carepack
Register your product	www.register.hp.com

Control panel help system

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

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

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

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

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

Restore factory-set defaults

1. From the Home screen on the product 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 reset function might result in loss of data. Touch the Reset button to complete the process.

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

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

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

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

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

Change the “Very Low” settings

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

1. From the Home screen on the product control panel, scroll to and touch 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 product to stop printing when the cartridge reaches the **Very Low** threshold.
   - Select the Prompt to continue option to set the product 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 product 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 product is set to the Stop or Prompt to continue option, there is some risk that faxes will not print when the product resumes printing. This can occur if the product has received more faxes than the memory can hold while the product is waiting.

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

Order supplies

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

Product does not pick up paper or misfeeds

- The product does not pick up paper
- The product picks up multiple sheets of paper
- The document feeder jams, skews, or picks up multiple sheets of paper

The product does not pick up paper

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

1. Open the product and remove any jammed sheets of paper.
2. Load the tray with the correct size of paper for your job.
3. Make sure the paper size and type are set correctly on the product control panel.
4. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray.
5. Check the product control panel to see if the product is waiting for you to acknowledge a prompt to feed the paper manually. Load paper, and continue.
6. The rollers above the tray might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water.

The product picks up multiple sheets of paper

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

1. Remove the stack of paper from the tray and flex it, rotate it 180 degrees, and flip it over. *Do not fan the paper.* Return the stack of paper to the tray.
2. Use only paper that meets HP specifications for this product.
3. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray.
6. Make sure the printing environment is within recommended specifications.

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

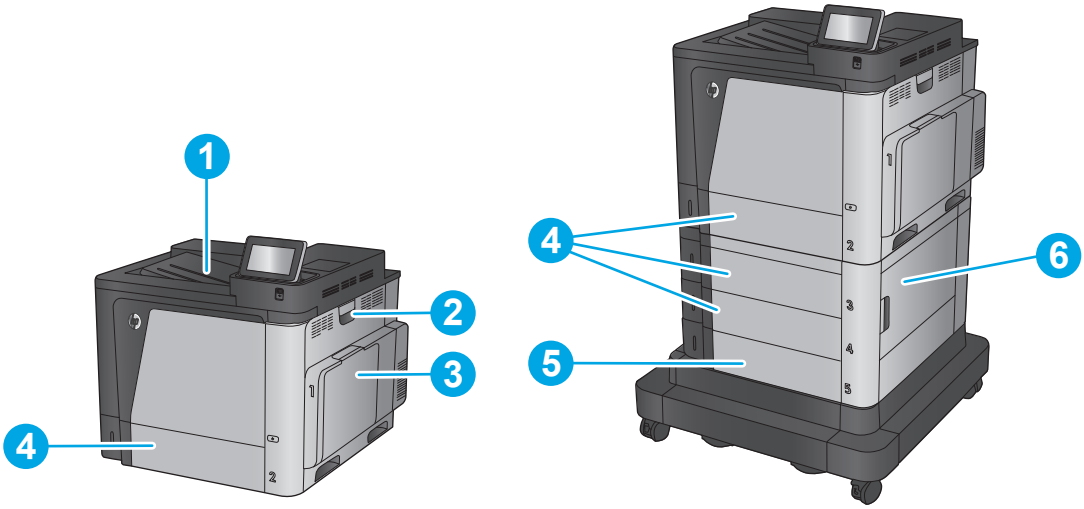
NOTE: This information applies to MFP products only.

- The original might have something on it, such as staples or self-adhesive notes, that must be removed.
- Check that all rollers are in place and that the roller-access cover inside the document feeder is closed.
- Make sure that the top document-feeder cover is closed.
- The pages might not be placed correctly. Straighten the pages and adjust the paper guides to center the stack.

- The paper guides must be touching the sides of the paper stack to work correctly. Make sure that the paper stack is straight and the guides are against the paper stack.
- The document feeder input tray or output bin might contain more than the maximum number of pages. Make sure the paper stack fits below the guides in the input tray, and remove pages from the output bin.
- Verify that there are no pieces of paper, staples, paper clips, or other debris in the paper path.
- Clean the document-feeder rollers and the separation pad. Use compressed air or a clean, lint-free cloth moistened with warm water. If misfeeds still occur, replace the rollers.
- From the Home screen on the product control panel, scroll to and touch the Supplies button. Check the status of the document-feeder kit, and replace it if necessary.

Clear jams

Jam locations



M651n
M651dn

M651xh

1	Output bin	See Clear jams in the output bin on page 92.
2	Right door and fuser area	See Clear jams in the right door and the fuser area on page 89.
3	Tray 1	See Clear jams in Tray 1 on page 77.
4	Tray 2 and the 500-sheet trays	See Clear jams in Tray 2 and the 500-sheet trays on page 79.
5	1,500-sheet high-capacity input tray	See Clear jams in the 1,500-sheet high-capacity input tray and the lower-right door on page 84.
6	Lower-right door	See Clear jams in the lower-right door on page 88.

Auto-navigation for clearing jams

The auto-navigation feature assists you in clearing jams by providing step-by-step instructions on the control panel. When you complete a step, the product 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.

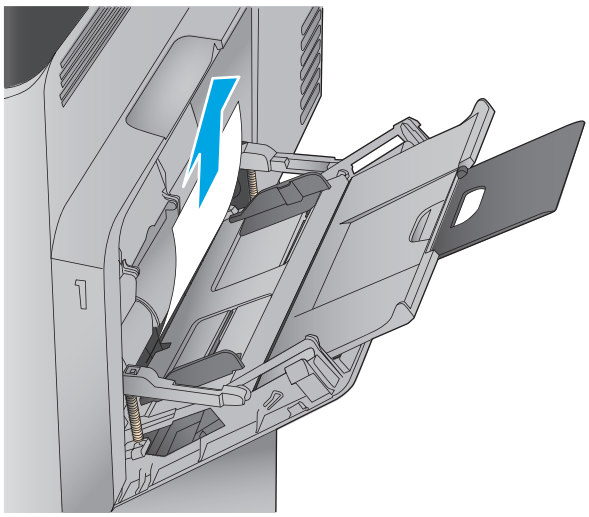
1. Use only paper that meets HP specifications for this product.
2. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
3. Use paper that has not previously been printed or copied on.

4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.
6. Make sure that the tray is fully inserted in the product.
7. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.
8. From the Home screen on the product control panel, scroll to and touch the Trays button. Verify that the tray is configured correctly for the paper type and size.
9. Make sure the printing environment is within recommended specifications.

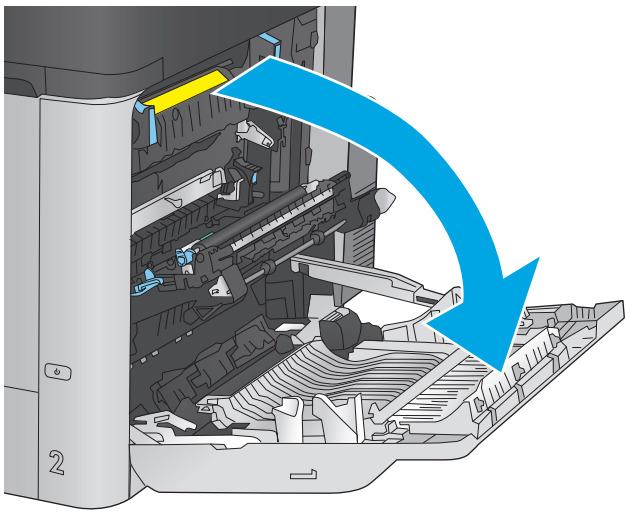
Clear jams in Tray 1

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

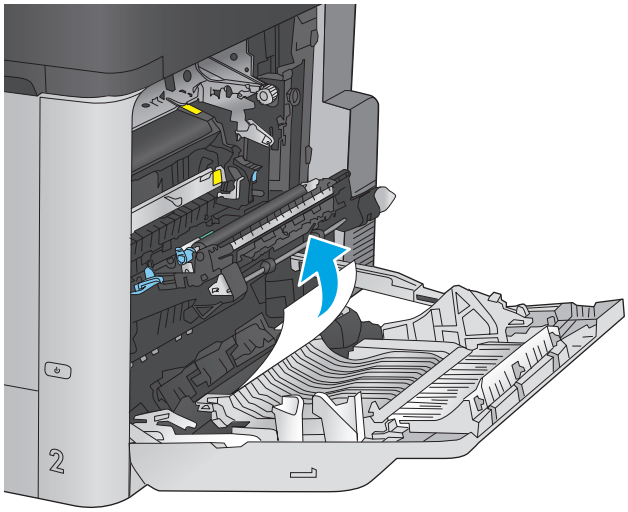
1. If jammed paper is visible in Tray 1, clear the jam by gently pulling the paper straight out. Touch the OK button to clear the message.



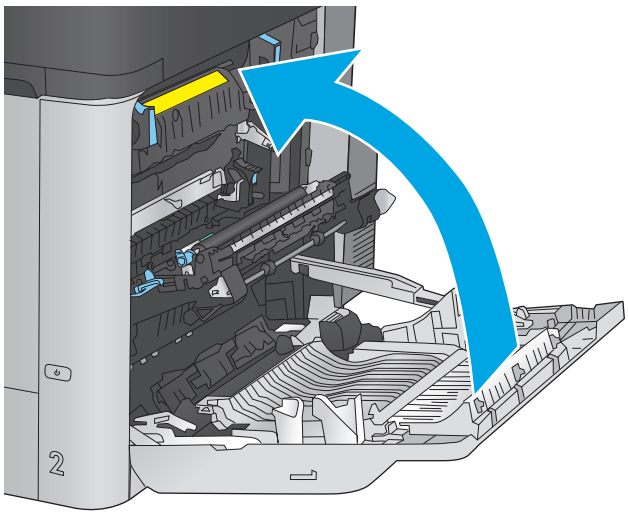
2. If you cannot remove the paper, or if no jammed paper is visible in Tray 1, close Tray 1 and open the right door.



3. Gently pull the paper out of the pick up area.



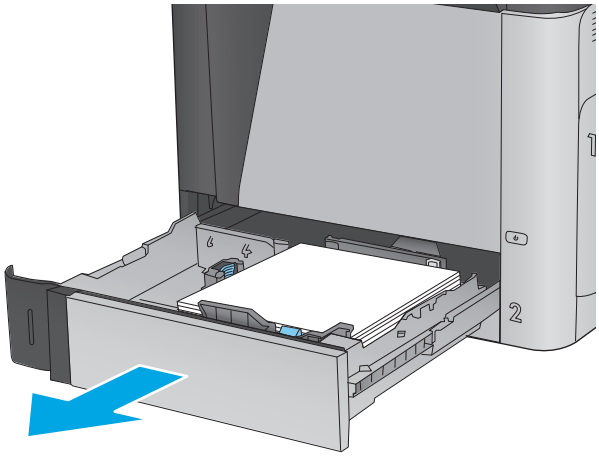
4. Close the right door.



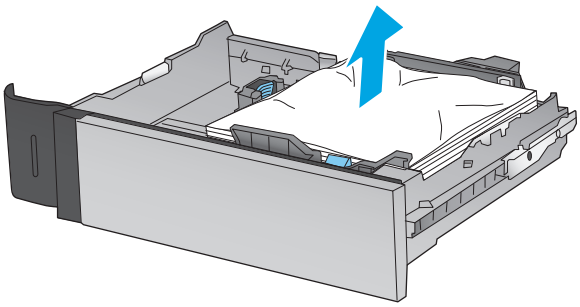
Clear jams in Tray 2 and the 500-sheet trays

Use the following procedure to check for paper in all possible jam locations related to Tray 2 and the 500-sheet trays. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

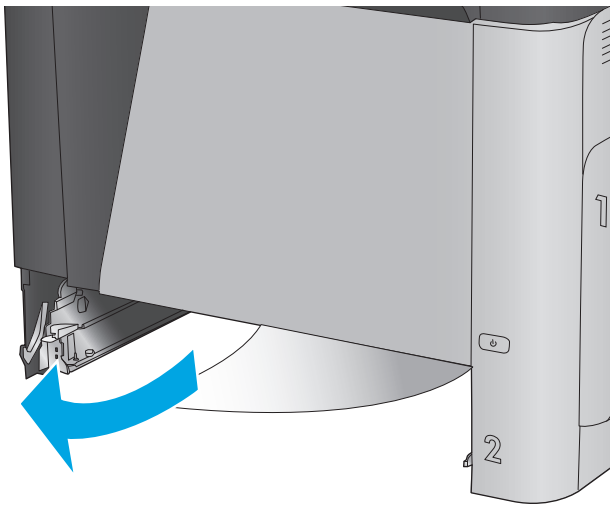
1. Pull the tray completely out of the product by pulling and lifting it up slightly.



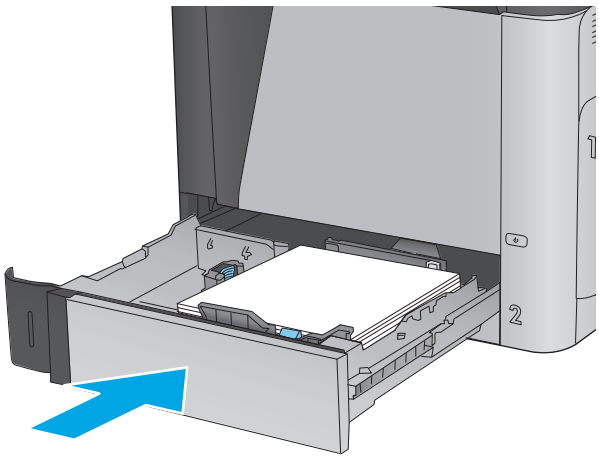
2. Remove any jammed or damaged sheets of paper.



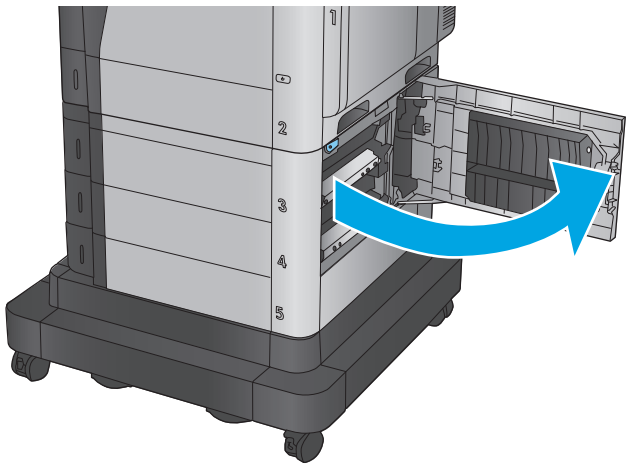
3. Remove any paper from the feed rollers inside the product.



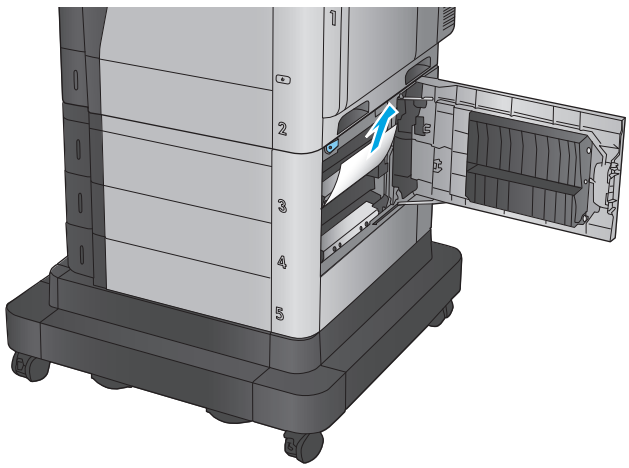
4. Reinsert and close the tray.



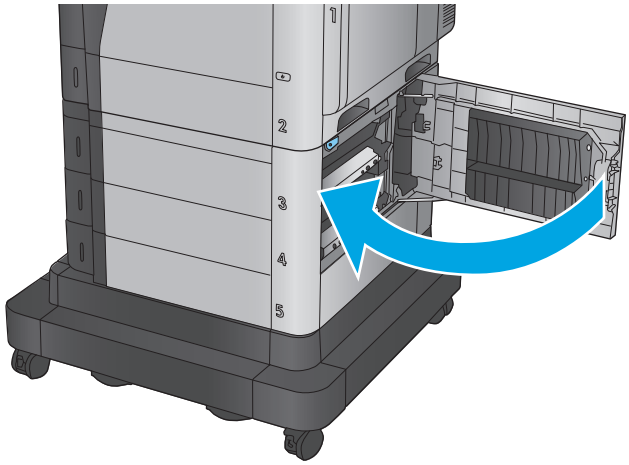
5. Open the lower-right door.



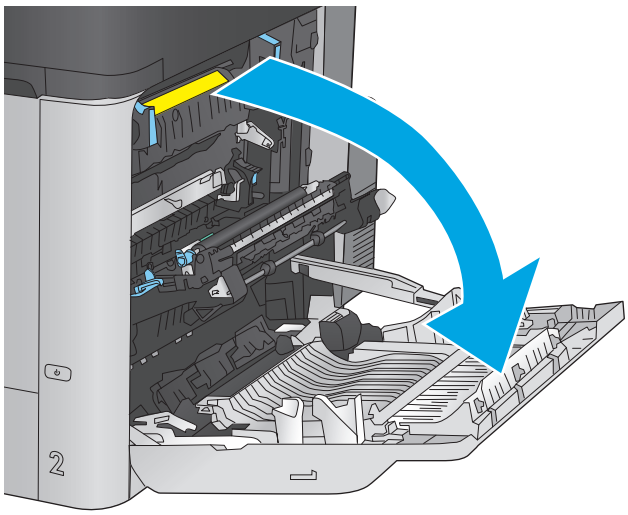
6. Gently pull out any jammed paper.



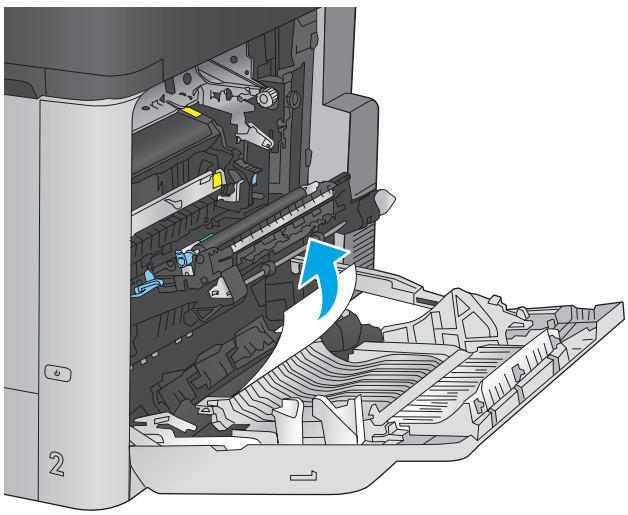
7. Close the lower-right door.



8. Open the right door.

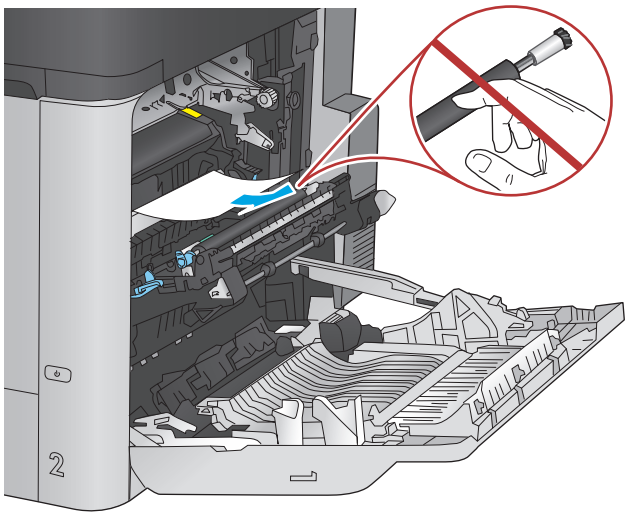


9. Gently pull out any jammed paper.

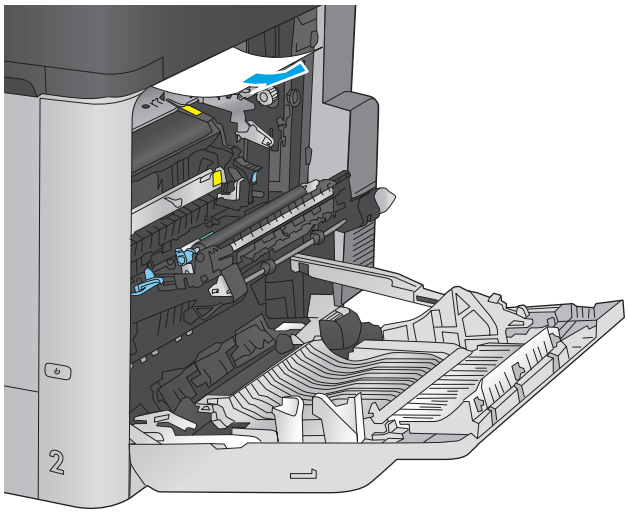


10. If paper is visible entering the bottom of the fuser, gently pull downward to remove it.

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

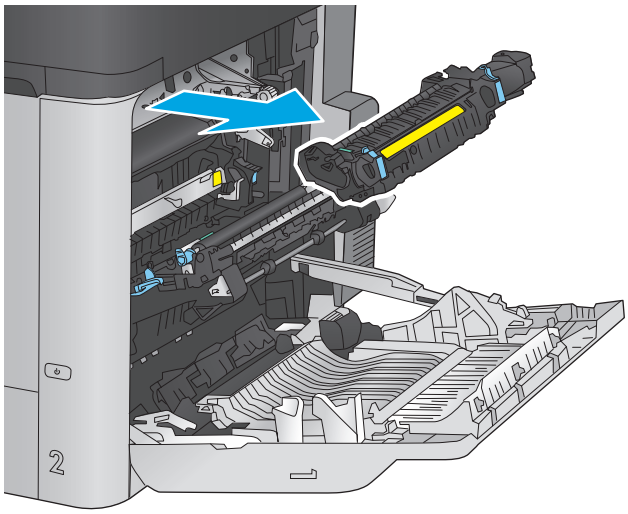


11. If paper is jammed as it enters the output bin, remove the fuser and gently pull the paper downward to remove it.



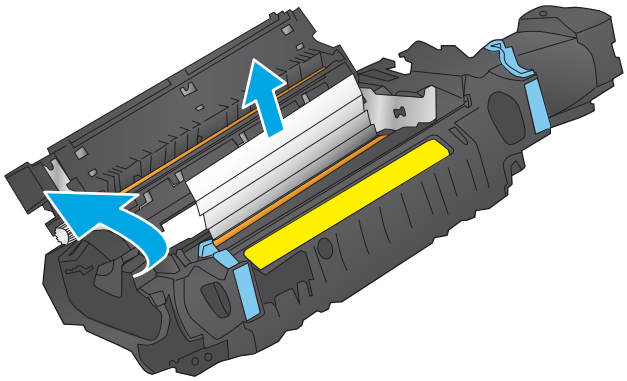
12. Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, lift up slightly, and then pull straight out to remove the fuser.

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

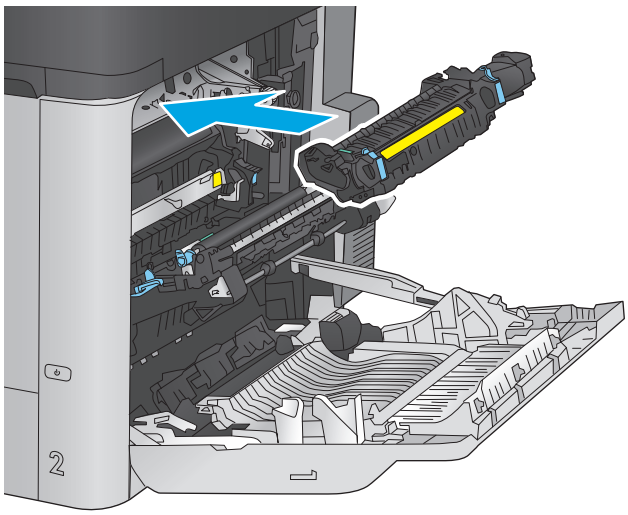


13. Open the jam-access door. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

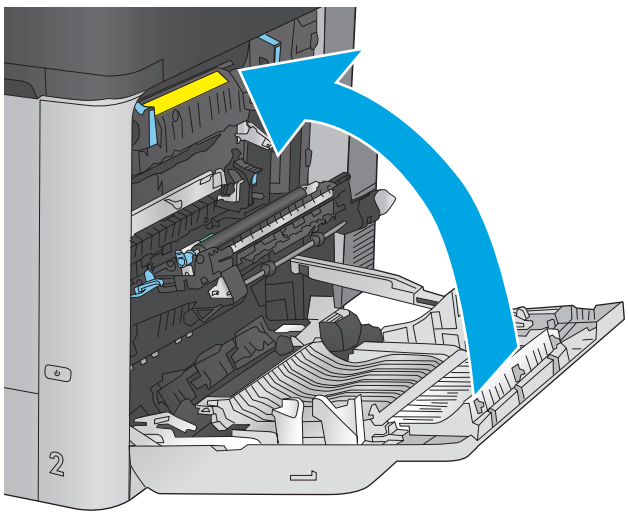
    CAUTION: Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers until they have cooled.



14. Close the jam-access door, and push the fuser completely into the product.



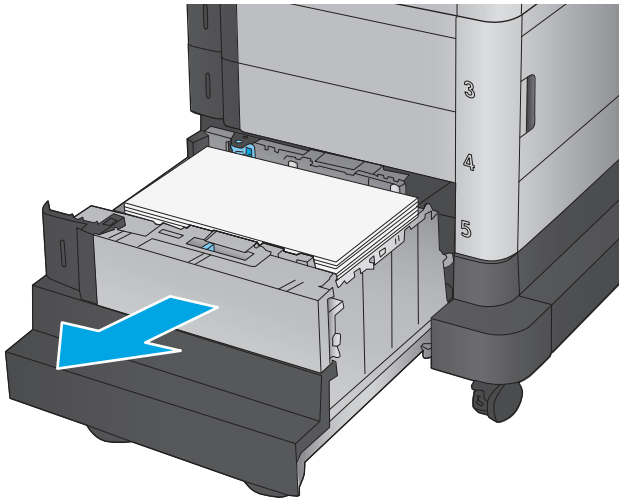
15. Close the right door.



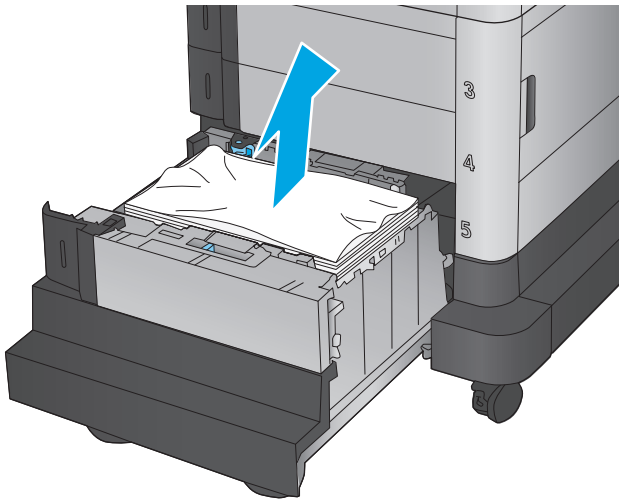
Clear jams in the 1,500-sheet high-capacity input tray and the lower-right door

Use the following procedure to check for paper in all possible jam locations related to the 1,500-sheet high-capacity tray. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

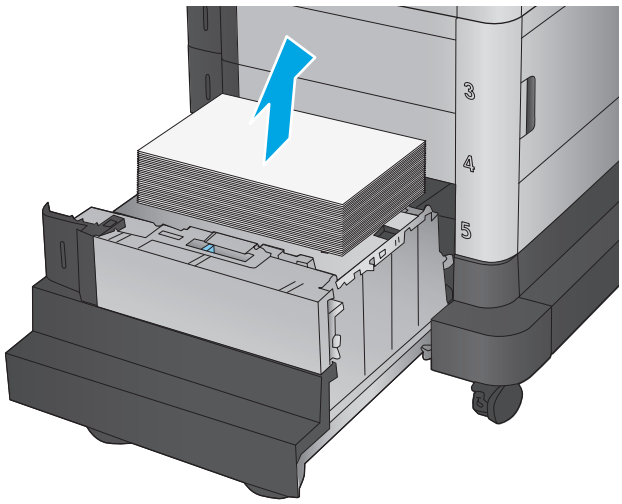
1. Open the 1,500-sheet high-capacity input tray.



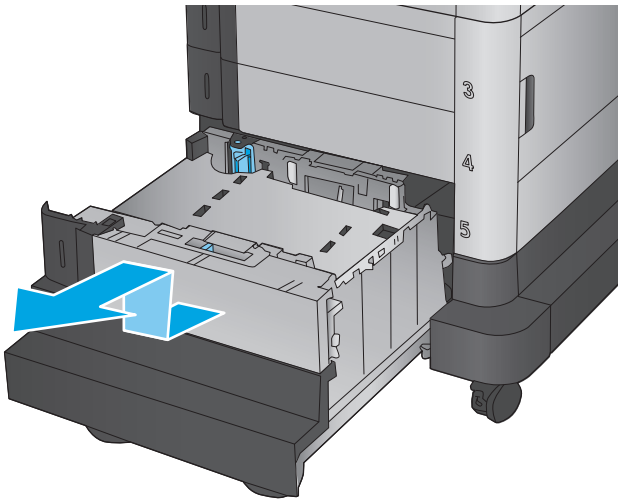
2. Remove and discard any damaged sheets.



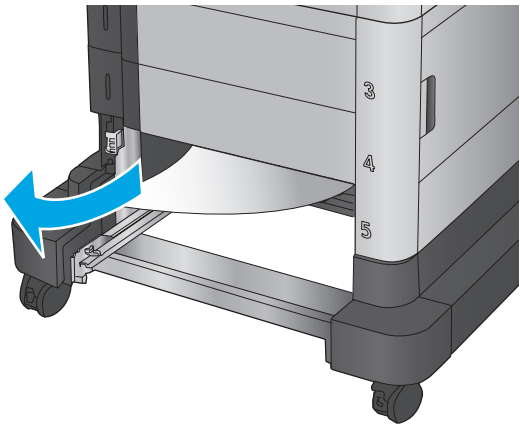
3. Remove the paper from the tray.



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

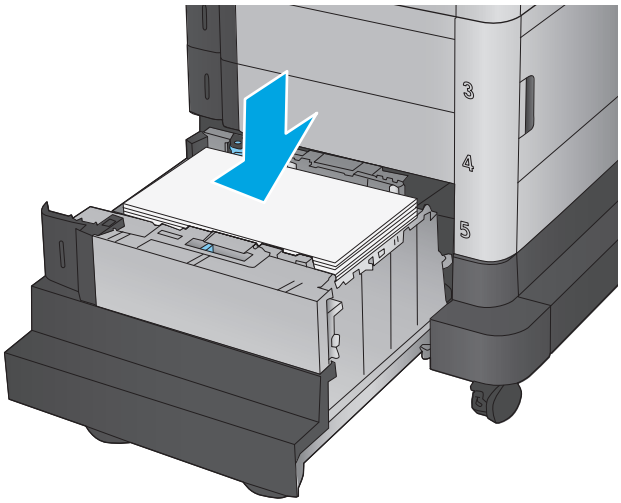


5. If jammed paper is in the feed area, pull it down to remove it.

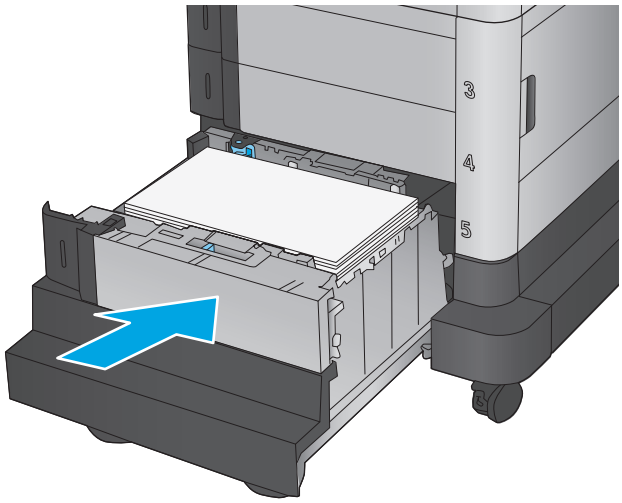


6. Reinstall the tray, and then load full reams of paper into the tray. The tray holds 1,500 sheets of paper.

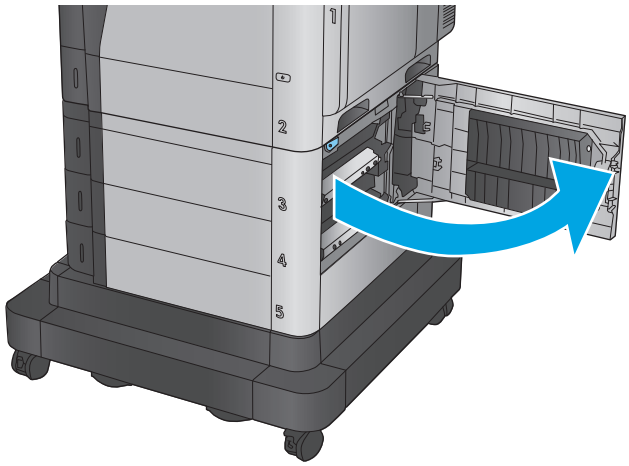
   NOTE: For best results, load full reams of paper. Avoid dividing reams into smaller sections.



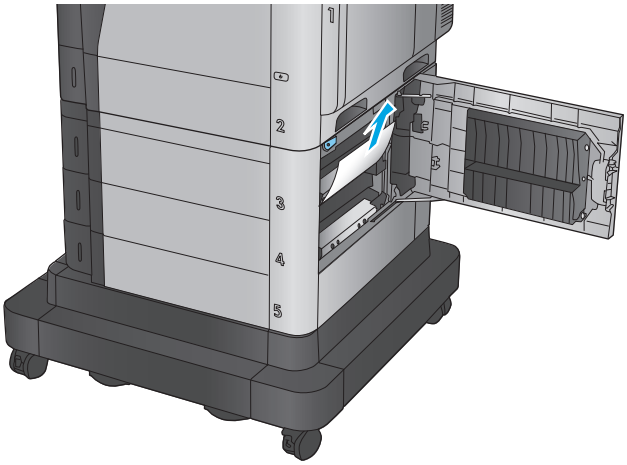
7. Close the tray.



8. Open the lower-right door.

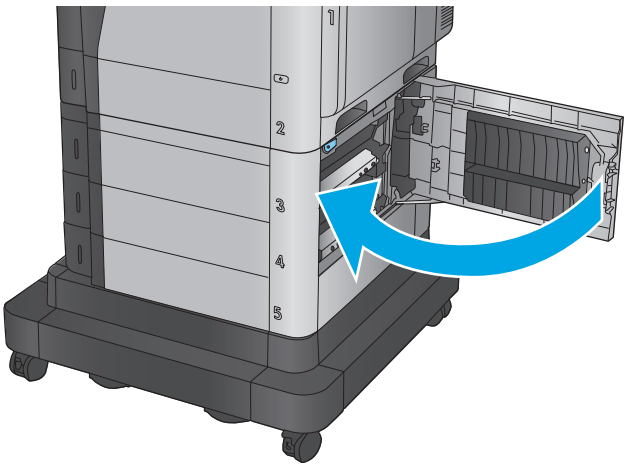


9. Remove any jammed paper.



10. Close the lower-right door.

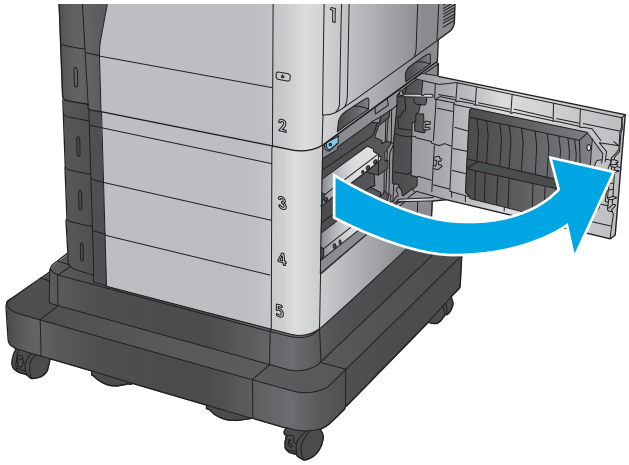
NOTE: If after clearing the jam the product control panel displays a message that there is no paper in the tray or the tray is over filled, remove the tray and look behind it for any remaining paper.



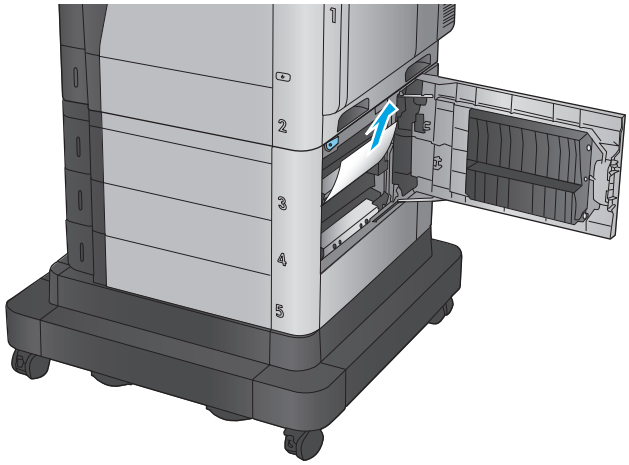
Clear jams in the lower-right door

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

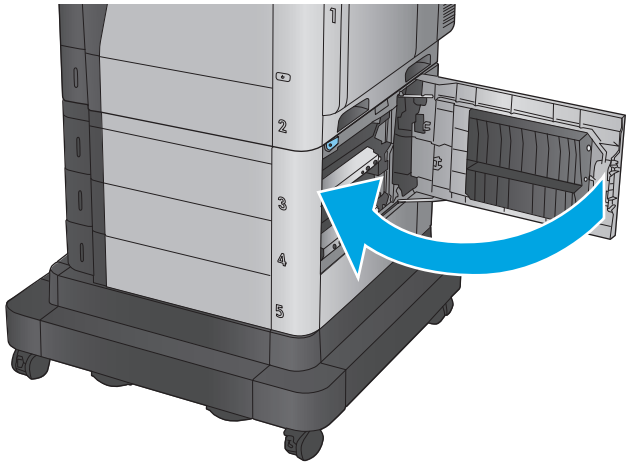
1. Open the lower-right door.



2. Remove any jammed paper.



3. Close the lower-right door.

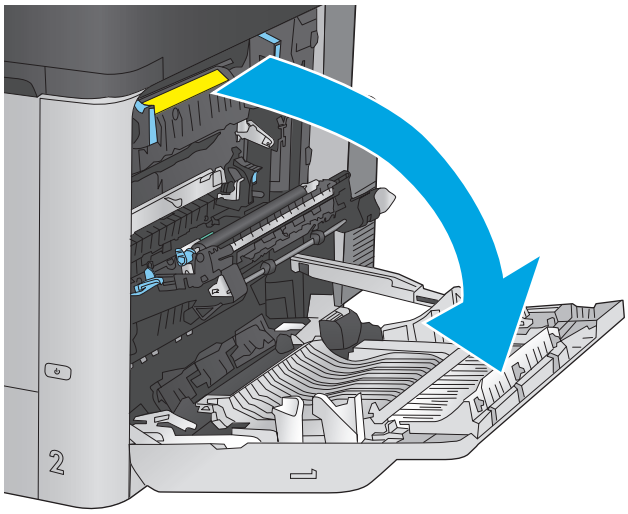


Clear jams in the right door and the fuser area

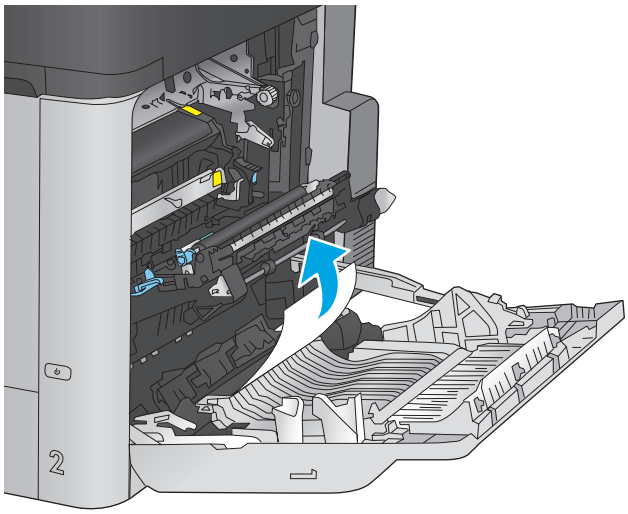
Use the following procedure to check for paper in all possible jam locations inside the right door. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

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

1. Open the right door.

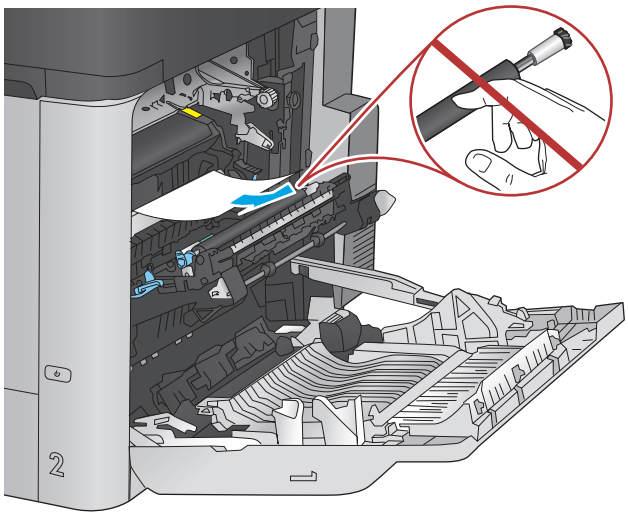


2. Gently pull out any jammed paper.

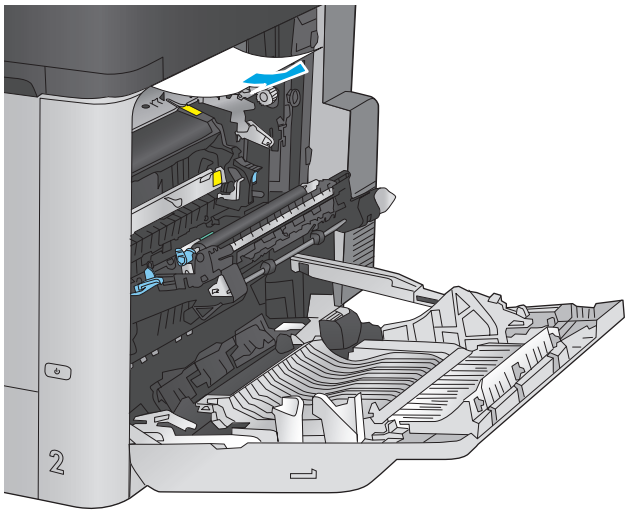


3. If paper is visible entering the bottom of the fuser, gently pull downward to remove it.

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

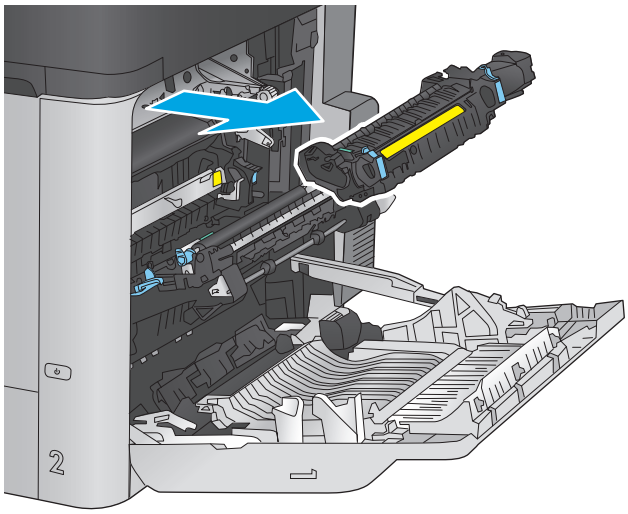


4. If paper is jammed as it enters the output bin, remove the fuser and gently pull the paper downward to remove it.



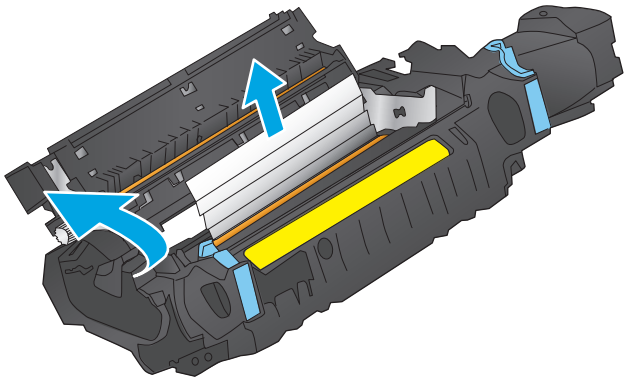
5. Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, lift up slightly, and then pull straight out to remove the fuser.

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

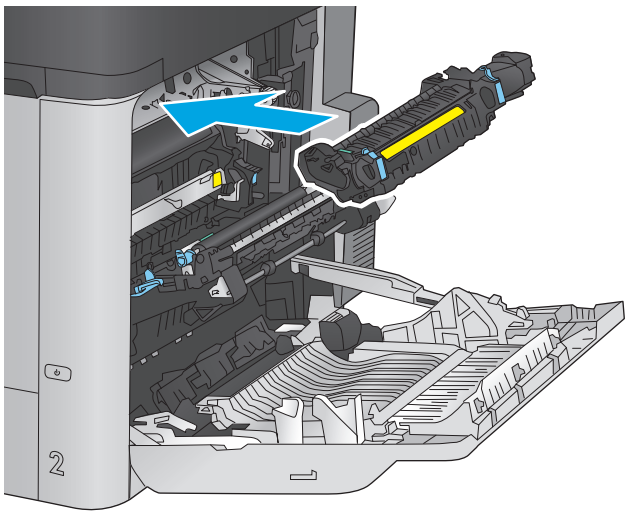


6. Open the jam-access door. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

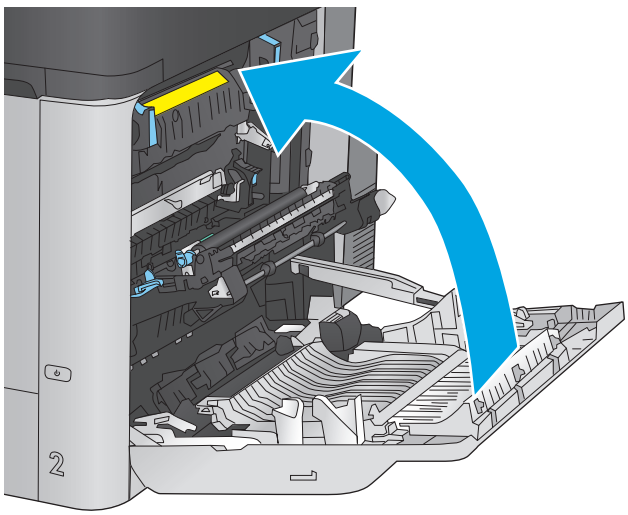
   CAUTION: Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers until they have cooled.



7. Close the jam-access door, and push the fuser completely into the product.



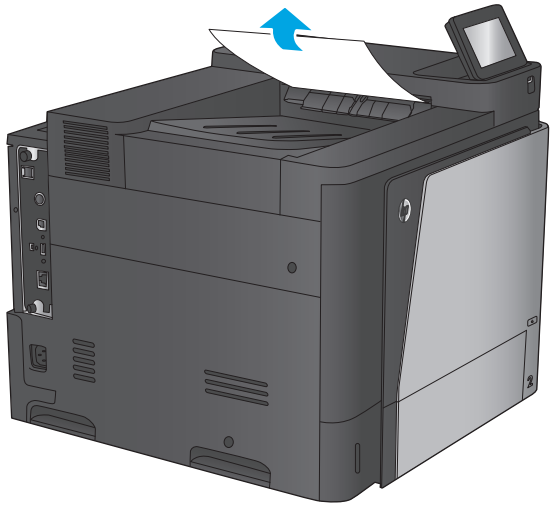
8. Close the right door.



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 and remove it.



Improve print quality

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

- Print from a different software program
- Check the paper-type setting for the print job
- Check toner-cartridge status
- Clean the product
- Visually inspect the toner cartridge
- Check paper and the printing environment
- Calibrate the product to align the colors
- Check other print job settings
- Try a different print driver

Print from a different software program

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

Check the paper-type setting for the print job

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

Check the paper type setting (Windows)

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

Check the paper type setting (Mac OS X)

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the product.

3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Finishing** menu.
4. Select a type from the **Media Type** drop-down list.
5. Click the **Print** button.

Check toner-cartridge status

Follow these steps to check the estimated life remaining in the toner cartridges and if applicable, the status of other replaceable maintenance parts.

Step one: Print the supplies status page

1. From the Home screen on the product control panel, scroll to and touch the Supplies button.
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, touch the Manage Supplies button. Touch the Supplies Status button, and then touch either the Print or View button.

Step two: Check supplies status

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

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

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

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

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

Clean the product

Print a cleaning page

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

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

1. From the Home screen on the product control panel, scroll to and touch the Device Maintenance button.
2. Touch Calibration/Cleaning, touch Cleaning Page, and then touch Print to print the page.

   A **Cleaning** message displays on the product control panel. The cleaning process takes a few minutes to complete. Do not turn the product off until the cleaning process has finished. When it is finished, discard the printed page.

Visually inspect the toner cartridge

Follow these steps to inspect each toner cartridge.

1. Remove the toner cartridge from the product.
2. Check the memory chip for damage.
3. Examine the surface of the green imaging drum.

   CAUTION: Do not touch the imaging drum. Fingerprints on the imaging drum can cause print-quality problems.

4. If you see any scratches, fingerprints, or other damage on the imaging drum, replace the toner cartridge.
5. Reinstall the toner cartridge, and print a few pages to see if the problem has resolved.

Check paper and the printing environment

Step one: Use paper that meets HP specifications

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

- Always use a paper type and weight that this product supports.
- Use paper that is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges.
- Use paper that has not been previously printed on.
- Use paper that does not contain metallic material, such as glitter.
- Use paper that is designed for use in laser printers. Do not use paper that is designed only for use in Inkjet printers.
- Use paper that is not too rough. Using smoother paper generally results in better print quality.

Step two: Check the environment

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

- Move the product away from drafty locations, such as open windows or doors, or air-conditioning vents.
- Make sure the product is not exposed to temperatures or humidity outside of product specifications.
- Do not place the product in a confined space, such as a cabinet.
- Place the product on a sturdy, level surface.
- Remove anything that is blocking the vents on the product. The product requires good air flow on all sides, including the top.
- Protect the product from airborne debris, dust, steam, grease, or other elements that can leave residue inside the product.

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 product control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - General Settings
   - Print Quality
   - Image Registration
3. Select the tray that you want to adjust.
4. Touch the Print Test Page button, and then follow the instructions on the printed pages.
5. Touch the Print Test Page button to verify the results, and then make further adjustments if necessary.
6. When you are satisfied with the results, touch the Save button to save the new settings.

Calibrate the product to align the colors

Calibration is a product function that optimizes print quality.

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

1. 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.

Check other print job settings

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

Adjust color settings (Windows)

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

Change the color theme

1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Color** tab.
4. Select the **HP EasyColor** check box to clear it.
5. Select a color theme from the **Color Themes** drop-down list.
   - **Default (sRGB)**: This theme sets the product to print RGB data in raw device mode. When using this theme, manage color in the software program or in the operating system for correct rendering.
   - **Vivid (sRGB)**: The product increases the color saturation in the midtones. Use this theme when printing business graphics.
   - **Photo (sRGB)**: The product interprets RGB color as if it were printed as a photograph using a digital mini lab. The product renders deeper, more saturated colors differently than with the Default (sRBG) theme. Use this theme when printing photos.
   - **Photo (Adobe RGB 1998)**: Use this theme with printing digital photos that use the AdobeRGB color space rather than sRGB. Turn off color management in the software program when using this theme.
   - **None**: No color theme is used.
   - **Custom Profile**: Select this option to use a custom input profile to accurately control color output (for example, to emulate a specific HP Color LaserJet product). Download custom profiles from www.hp.com.
6. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

Change the color options

1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Color** tab.
4. Select the **HP EasyColor** check box to clear it.
5. Click the **Automatic** or **Manual** setting.
   - **Automatic** setting: Select this setting for most color print jobs
   - **Manual** setting: Select this setting to adjust the color settings independently from other settings. Click the **Settings** button to open the manual color-adjusment window.

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

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

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

Try a different print driver

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

Download any of the following drivers from the HP Web site. In the US, go to www.hp.com/support/colorljM651. Outside the US, go to www.hp.com/support. Select your country/region. Click **Download Drivers & Software**. Enter the product name, and then select **Search**.

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

Solve wired network problems

Check the following items to verify that the product is communicating with the network. Before beginning, print a configuration page from the product control panel and locate the product IP address that is listed on this page.

- Poor physical connection
- The computer is using the incorrect IP address for the product
- The computer is unable to communicate with the product
- The product is using incorrect link and duplex settings for the network
- New software programs might be causing compatibility problems
- The computer or workstation might be set up incorrectly
- The product is disabled, or other network settings are incorrect

NOTE: HP does not support peer-to-peer networking, as the feature is a function of Microsoft operating systems and not of the HP print drivers. For more information, go to Microsoft at www.microsoft.com.

Poor physical connection

1. Verify that the product is attached to the correct network port using a cable of the correct length.
2. Verify that cable connections are secure.
3. Look at the network port connection on the back of the product, and verify that the amber activity light and the green link-status light are lit.
4. If the problem continues, try a different cable or port on the hub.

The computer is using the incorrect IP address for the product

1. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the product is selected. The product IP address is listed on the product configuration page.
2. If you installed the product using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes**.
3. If you installed the product using a Microsoft standard TCP/IP port, use the hostname instead of the IP address.
4. If the IP address is correct, delete the product and then add it again.

The computer is unable to communicate with the product

1. Test network communication by pinging the network.

a. Open a command-line prompt on your computer. For Windows, click **Start**, click **Run**, type `cmd`, and then press Enter.

b. Type `ping` followed by the IP address for your product.

   For Mac OS X, open the Network Utility, and then supply the IP address in the correct field in the **Ping** pane.

c. If the window displays round-trip times, the network is working.

2. If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the product, and the computer are all configured for the same network.

The product is using incorrect link and duplex settings for the network

Hewlett-Packard recommends leaving these settings in automatic mode (the default setting). If you change these settings, you must also change them for your network.

New software programs might be causing compatibility problems

Verify that any new software programs are correctly installed and that they use the correct print driver.

The computer or workstation might be set up incorrectly

1. Check the network drivers, print drivers, and the network redirection settings.
2. Verify that the operating system is configured correctly.

The product is disabled, or other network settings are incorrect

1. Review the configuration page to check the status of the network protocol. Enable it if necessary.
2. Reconfigure the network settings if necessary.

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