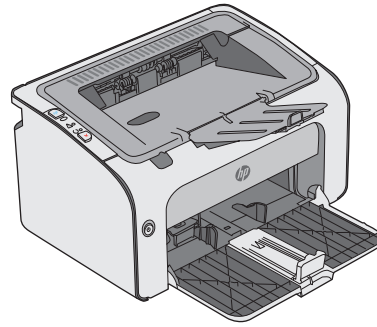
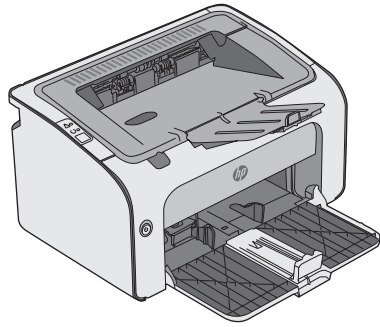




# LaserJet Pro M11-M13

## User Guide



**M11-M13**



[www.hp.com/support/ljM11-M13](http://www.hp.com/support/ljM11-M13)





# HP LaserJet Pro M11-M13

User Guide

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# 1 Printer overview

- [Printer views](#)
- [Printer specifications](#)
- [Printer hardware setup and software installation](#)

## **For more information:**

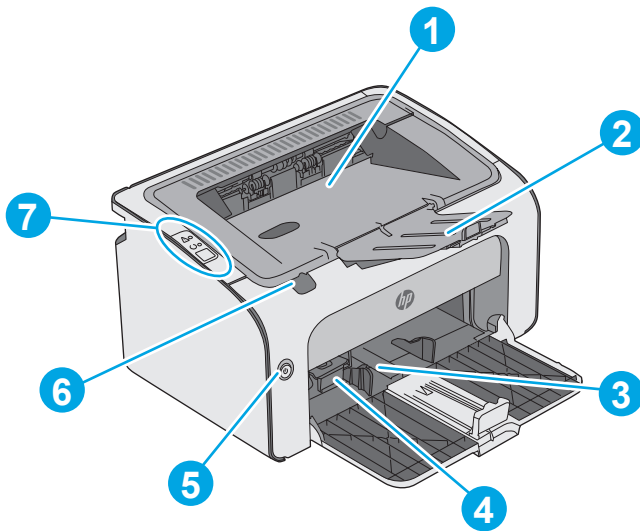
The following information is correct at the time of publication. For current information, see [www.hp.com/support/ljm11-m13](http://www.hp.com/support/ljm11-m13).

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

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

# Printer views

## Printer front view

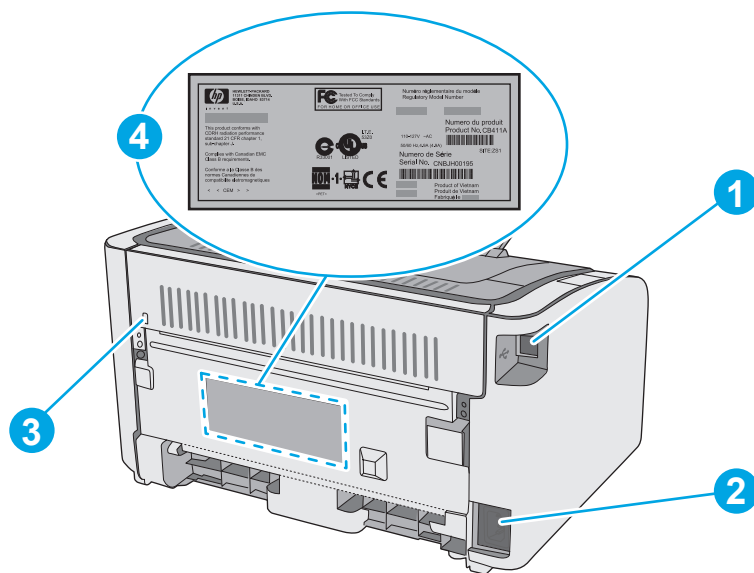


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1	Output bin
2	Output bin extension
3	Input tray
4	Short media extender tool
5	Power button
6	Print-cartridge door lift-tab
7	Control panel

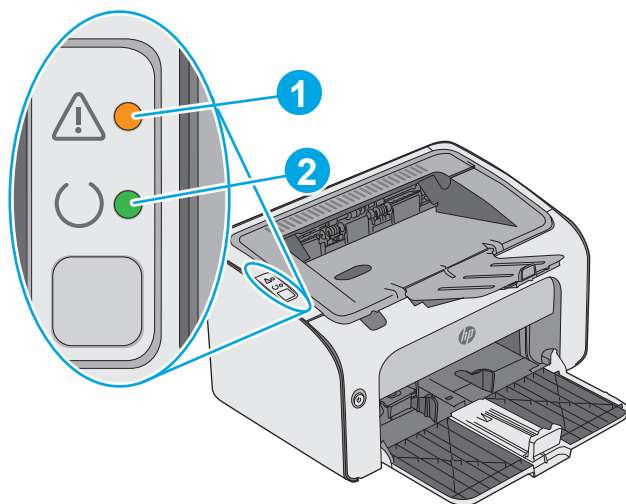
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## Printer back view



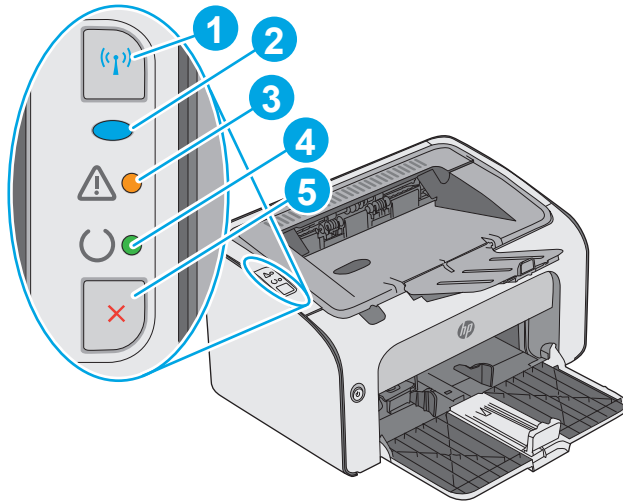
1	USB port
2	Power connection
3	Slot for cable-type security lock
4	Serial number

## Control-panel view



**Table 1-1 HP LaserJet Pro M12a (base model)**

1	Attention LED	The Attention light blinks when the printer requires user attention, such as when the printer runs out of paper or a toner cartridge needs to be changed. If the light is on without blinking, the printer has experienced an error.
2	Ready LED	The Ready light is on when the printer is ready to print. It blinks when the printer is receiving print data or canceling a print job.



**Table 1-2 HP LaserJet Pro M12w (wireless models)**

1	Wireless button	To detect wireless networks, press the wireless button. This button also enables and disables the wireless feature.
2	Wireless LED	When the printer is searching for a network, the wireless light blinks. When the printer is connected to a wireless network, the wireless light is on.
3	Attention LED	Indicates that the print cartridge door is open or other errors exist.
4	Ready LED	When the printer is ready to print, the ready light is on. When the printer is processing data, the ready light blinks.
5	Cancel button	Press this button for the following actions: <ul style="list-style-type: none"> <li>• To cancel the print job, press the Cancel button.</li> <li>• Press and hold the button for 5 seconds to print a configuration page.</li> </ul>

# Printer specifications



**IMPORTANT:** The following specifications are correct at the time of publication, but they are subject to change. For current information, see [www.hp.com/support/ljm11-m13](http://www.hp.com/support/ljm11-m13).

---

- [Technical specifications](#)
- [Supported operating systems](#)
- [Mobile printing solutions \(optional\)](#)
- [Printer dimensions](#)
- [Power consumption, electrical specifications, and acoustic emissions](#)
- [Operating-environment range](#)

## Technical specifications

See [www.hp.com/support/ljm11-m13](http://www.hp.com/support/ljm11-m13) for current information.

## Supported operating systems

The following information applies to the printer-specific Windows PCLmS and OS X print drivers.

**Windows:** The HP Software Installer installs the PCLmS driver depending on the Windows operating system along with optional software when using the full software installer. See the software installation notes for more information.

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

1. Go to [123.hp.com](http://123.hp.com).
2. Follow the steps provided to download the printer software.

Operating system	Print driver installed	Notes
Windows® XP	The HP PCLmS printer-specific print driver is installed for this operating system as part of the basic software installation.	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	The HP PCLmS printer-specific print driver is installed for this operating system as part of the basic software installation.	
Windows 7, 32-bit and 64-bit	The HP PCLmS printer-specific print driver is installed for this operating system as part of the basic software installation.	
Windows 8, 32-bit and 64-bit Windows 8.1, 32-bit and 64-bit	The HP PCLmS printer-specific print driver is installed for this operating system as part of the basic software installation.	
Windows Server 2003, 32-bit and 64-bit	The HP PCLmS printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	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	The HP PCLmS printer-specific print driver is installed for this operating system as part of the full software installation.	
OS X 10.8 Mountain Lion, 10.9 Mavericks, 10.10 Yosemite, 10.11 El Capitan	The OS X print driver and print utility are available for download from <a href="http://123.hp.com">123.hp.com</a> . The HP installer software for OS X is not included in the in-box CD.	Download HP Easy Start either from <a href="http://123.hp.com">123.hp.com</a> or from the Print Support page, and then use HP Easy Start to install the HP print driver and utility. <ol style="list-style-type: none"><li>1. Go to <a href="http://123.hp.com">123.hp.com</a>.</li><li>2. Follow the steps provided to download the printer software.</li></ol>



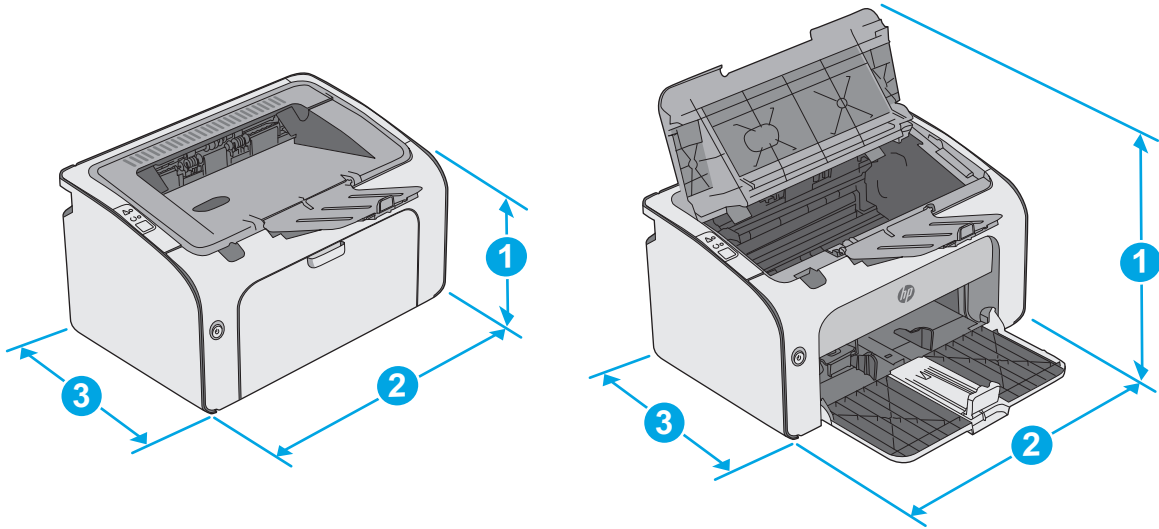
**NOTE:** For a current list of supported operating systems, go to [www.hp.com/support/ljm11-m13](http://www.hp.com/support/ljm11-m13) for HP's all-inclusive help for the printer.

## Mobile printing solutions (optional)

The printer supports the following software for mobile printing:

- HP ePrint software
- HP ePrint via email (Requires HP Web Services to be enabled and the printer to be registered with HP Connected)
- Android printing

## Printer dimensions



	Printer fully closed	Printer fully open
1. Height	196 mm (7.7 in)	296 mm (11.7 in)
2. Width	349 mm (13.7 in)	349 mm (13.7 in)
3. Depth	229mm (9.0 in)	229 mm (9.0 in)
Weight	5.2 kg (11.5 lb)	

## Power consumption, electrical specifications, and acoustic emissions

See [www.hp.com/support/ljm11-m13](http://www.hp.com/support/ljm11-m13) for current information.

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

## Operating-environment range

Environment	Operating	Storage
Temperature	15° to 32.5°C (59° to 90.5°F)	-20° to 40°C (-4° to 104°F)
Relative humidity	10% to 80% relative humidity (RH), non-condensing	10% to 90% RH, non-condensing

# Printer hardware setup and software installation

For basic setup instructions, see the Setup Poster and Getting Started Guide that came with the printer. For additional instructions, go to HP support on the Web.

Go to [www.hp.com/support/ljm11-m13](http://www.hp.com/support/ljm11-m13) for HP's all-inclusive help for the printer. Find the following support:

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



---

## 2 Paper trays

- [Load the input tray](#)
- [Load and print envelopes](#)

### For more information:

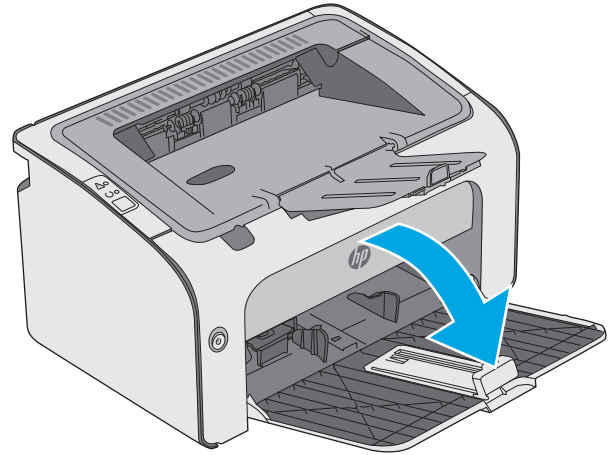
The following information is correct at the time of publication. For current information, see [www.hp.com/support/ljm11-m13](http://www.hp.com/support/ljm11-m13).

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

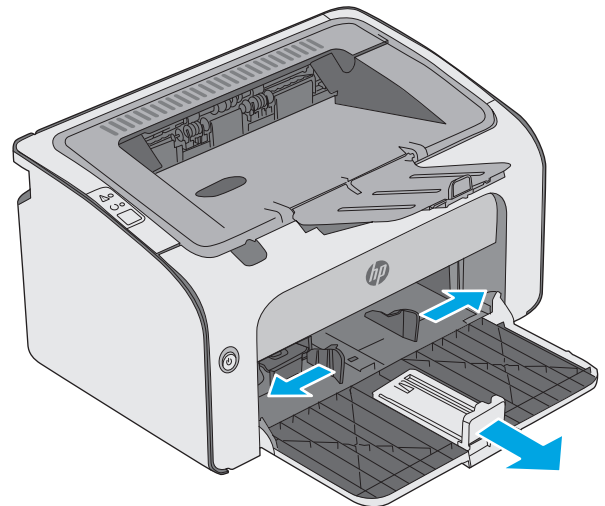
- Install and configure
- Learn and use
- Solve problems
- Download software and firmware updates
- Join support forums
- Find warranty and regulatory information

## Load the input tray

1. If it is not already open, open the input tray.

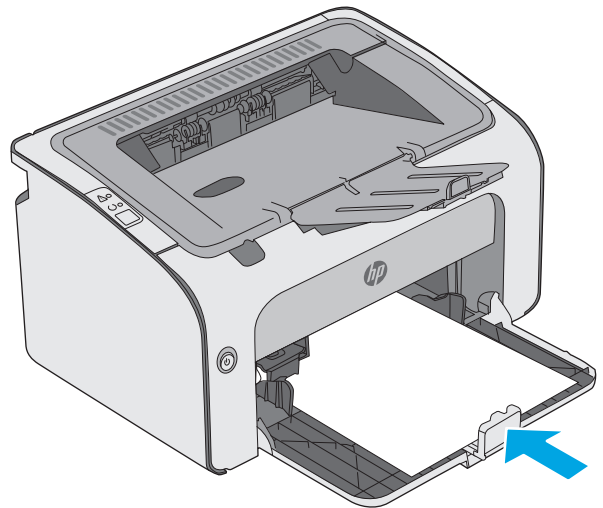


2. Adjust the paper width and length guides outward.

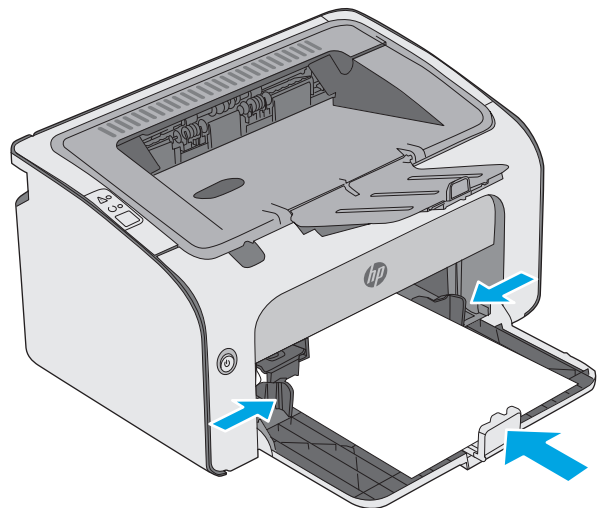


3. Load the paper face-up with the top forward in the input tray.

The orientation of the paper in the tray varies depending on the type of print job. For additional information, see the table below.

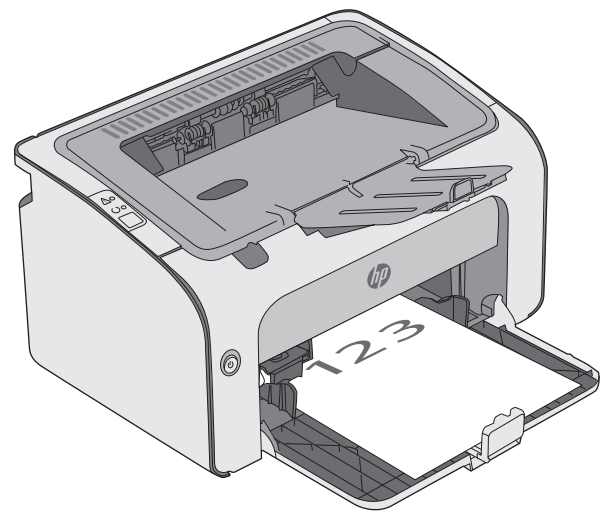


4. Adjust the paper guides inward until they are snug against the paper.

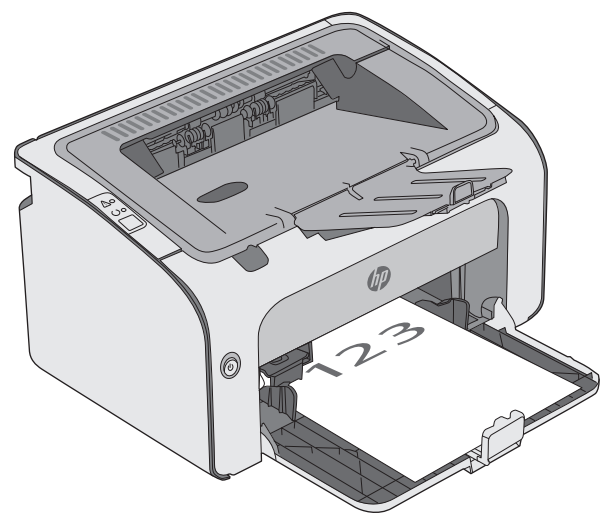


Paper type	Duplex mode	How to load paper
------------	-------------	-------------------

Preprinted or letterhead	1-sided printing or 2-sided printing	Face-up Top edge leading into the printer
--------------------------	--------------------------------------	--



Prepunched	1-sided printing or 2-sided printing	Face-up Holes toward the left side of the printer
------------	--------------------------------------	--



# Load and print envelopes

## Introduction

The following information describes how to print and load envelopes. For the best performance, only 5 mm (.2 in) of envelopes (4 to 6 envelopes) should be loaded into the priority feed tray, and only 10 envelopes should be loaded into the input tray.


To print envelopes, follow these steps to select the correct settings in the print driver.

## Print envelopes

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

---

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

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

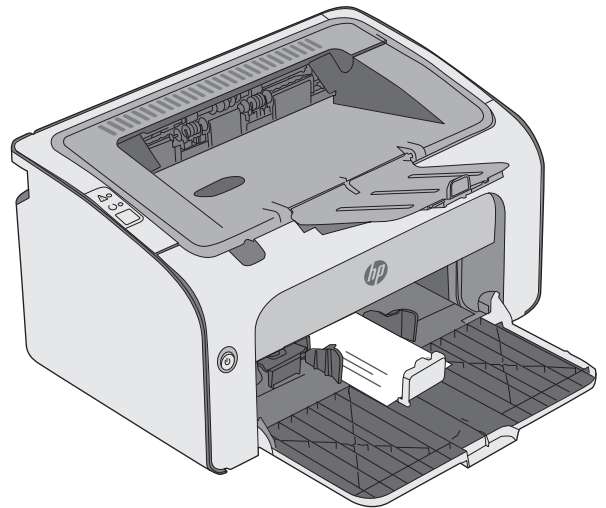
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3. Click or tap the **Paper/Quality** tab.
4. In the **Type is** drop-down list, select **Envelope**.
5. Click the **OK** button to close the **Document Properties** dialog box.
6. In the **Print** dialog box, click the **OK** button to print the job.

## Envelope orientation

---

Load envelopes in input tray face up, with the short, return address end leading into the printer.





---

## 3 Supplies, accessories, and parts

- [Order supplies, accessories, and parts](#)
- [Replace the toner cartridge](#)

### For more information:

The following information is correct at the time of publication. For current information, see [www.hp.com/support/ljm11-m13](http://www.hp.com/support/ljm11-m13).

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

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

# Order supplies, accessories, and parts

## Ordering

Order supplies and paper	<a href="http://www.hp.com/go/suresupply">www.hp.com/go/suresupply</a>
Order genuine HP parts or accessories	<a href="http://www.hp.com/buy/parts">www.hp.com/buy/parts</a>
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 the computer, enter the printer IP address or host name in the address/URL field. The EWS contains a link to the HP SureSupply website, which provides options for purchasing Original HP supplies.

## Supplies and accessories

Item	Description	Cartridge number	Part number
<b>Supplies</b>			
HP 79A Black Original LaserJet Toner Cartridge	Replacement black toner cartridge	79A	CF279A

## Customer self-repair parts

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

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

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



# Replace the toner cartridge

- [Introduction](#)
- [Toner-cartridge information](#)
- [Remove and replace the toner cartridge](#)

## Introduction

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


## Toner-cartridge information

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

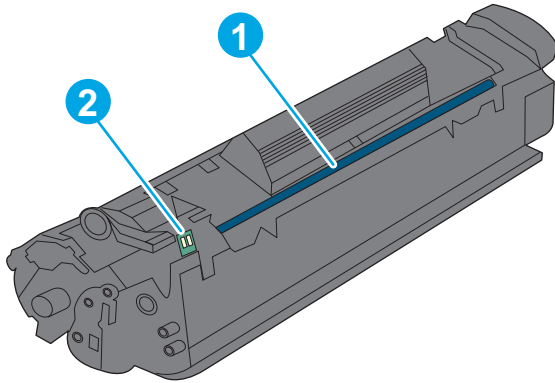
To purchase cartridges or check cartridge compatibility for the printer, go to HP SureSupply at [www.hp.com/go/suresupply](http://www.hp.com/go/suresupply). Scroll to the bottom of the page and verify that the country/region is correct.

Item	Description	Cartridge number	Part number
HP 79A Black Original LaserJet Toner Cartridge	Replacement black toner cartridge for M12a and M12w models.	79A	CF279A

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

 **CAUTION:** To prevent damage to the toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

The following illustration shows the toner-cartridge components.



---

1 Imaging drum

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

---

2 Memory chip

---

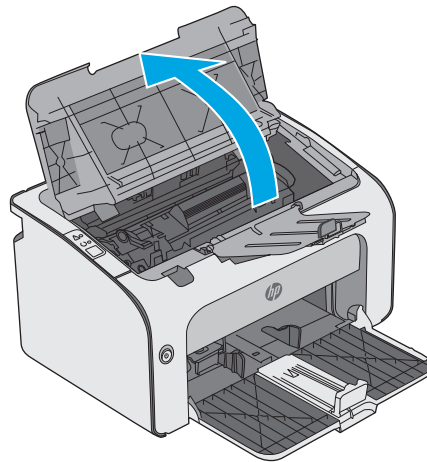
**CAUTION:** If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

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

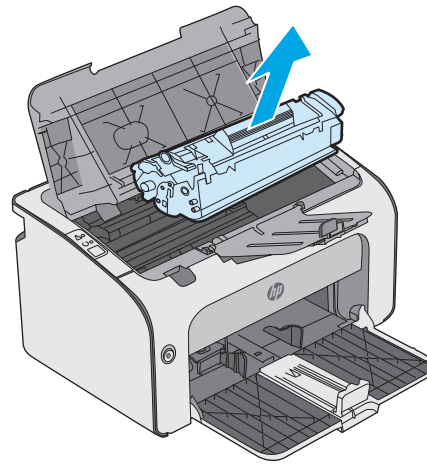
---

## Remove and replace the toner cartridge

1. Open the cartridge door.

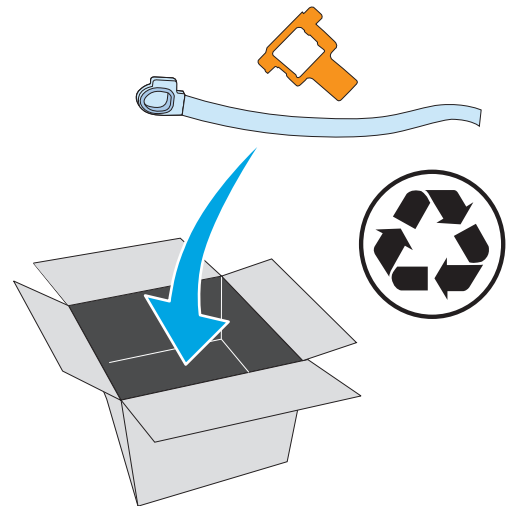


2. Remove the used toner cartridge from the printer.

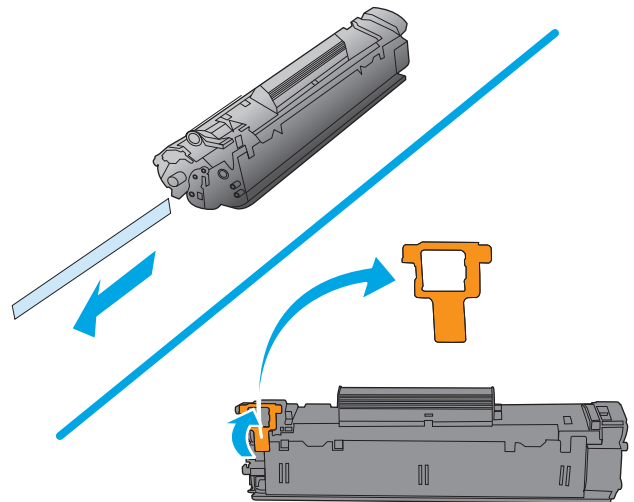


3. Remove the new toner cartridge from the packaging. Place the used toner cartridge in the bag and box for recycling.

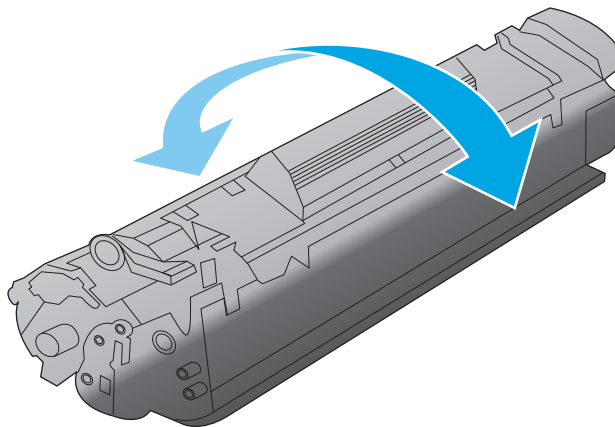
**CAUTION:** To prevent damage to the toner cartridge, hold the toner cartridge at each end. Do not touch the cartridge shutter or the roller surface.



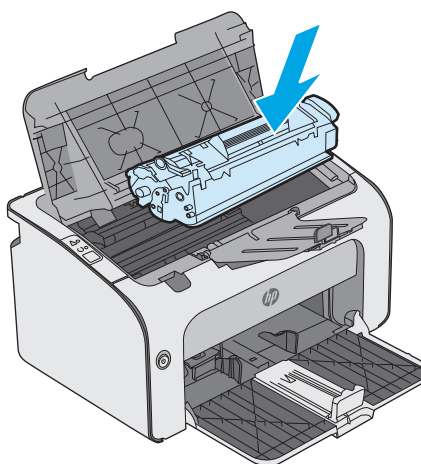
4. Remove the sealing tape and the release tab from the new toner cartridge.



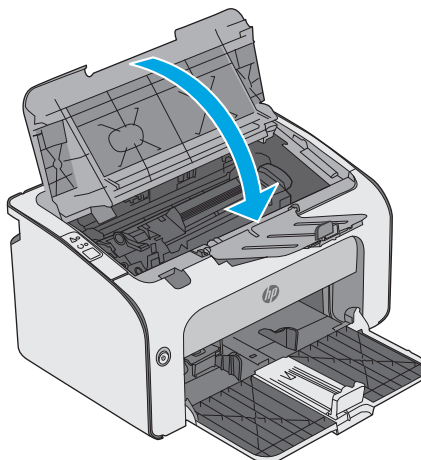
5. Grasp both sides of the new toner cartridge and gently rock the toner cartridge to distribute the toner evenly inside the cartridge.



6. Align the new toner cartridge with the tracks inside the printer, and install the new toner cartridge until it is firmly seated.



7. Close the cartridge door.



---

# 4 Print

- [Print tasks \(Windows\)](#)
- [Print tasks \(OS X\)](#)
- [Mobile printing](#)

## For more information:

The following information is correct at the time of publication. For current information, see [www.hp.com/support/ljm11-m13](http://www.hp.com/support/ljm11-m13).

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

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


# Print tasks (Windows)

## How to print (Windows)


The following procedure describes the basic printing process for Windows.

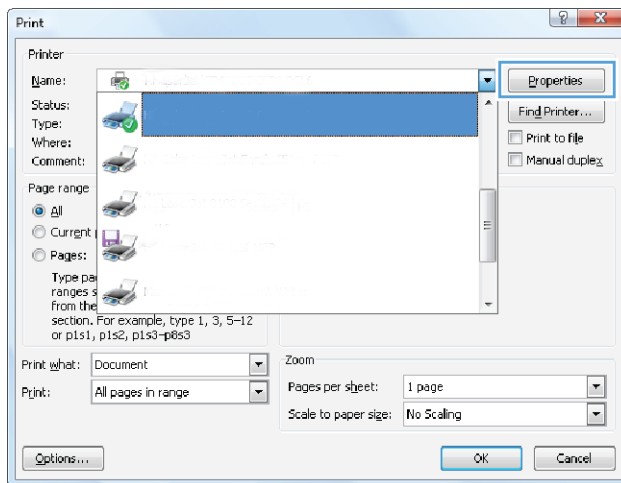
1. From the software program, select the **Print** option.
2. Select the printer from the list of printers. To change settings, click or tap the **Properties** or **Preferences** button to open the print driver.

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

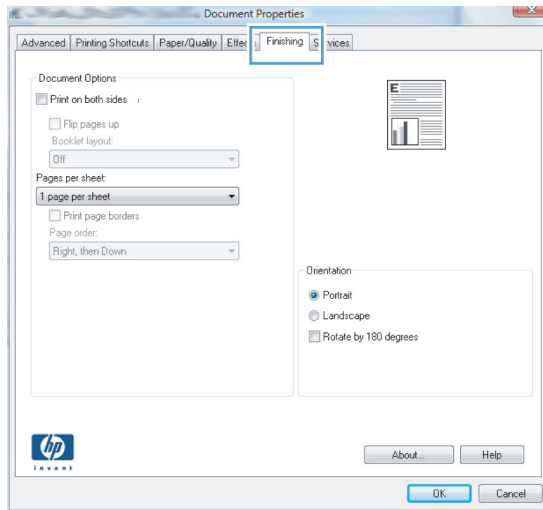
 **NOTE:** To access these features from a Windows 8 or 8.1 Start screen app, select **Devices**, select **Print**, and then select the printer.

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

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



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



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

## Manually print on both sides (Windows)

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

1. Load paper face-up in the input tray.
2. From the software program, select the **Print** option.
3. Select the printer from the list of printers, and then click or tap the **Properties** or **Preferences** button to open the print driver.

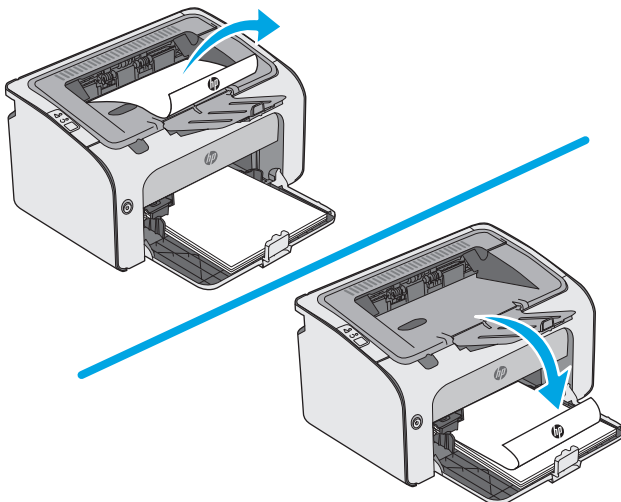


---

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

---

4. Click or tap the **Finishing** tab.
5. Select the **Print on both sides (manually)** check box. Click the **OK** button to print the first side of the job.
6. Retrieve the printed stack from the output bin and, maintaining the paper orientation, place it with the printed-side facing down in the input tray.



7. At the computer, click the **Continue** button to print the second side of the job.

## Print multiple pages per sheet (Windows)

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



---

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

---



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

---

3. Click or tap the **Finishing** tab.
4. Select the number of pages per sheet from the **Pages per sheet** drop-down list.



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

## Select the paper type (Windows)

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



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



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

---

3. Click or tap the **Paper/Quality** tab.
4. From the **Paper type** drop-down list, select the paper type that best describes your paper.
5. Select the option for the type of paper you are using, and then click the **OK** button.
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.

## Additional print tasks

Go to [www.hp.com/support/ljm11-m13](http://www.hp.com/support/ljm11-m13).

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

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

# Print tasks (OS X)

## How to print (OS X)

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

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



---

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

---

4. Click the **Print** button.

## Manually print on both sides (OS X)



---

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

---

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



---

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

---

4. Click the **Manual Duplex** box, and select a binding option.
5. Click the **Print** button.
6. Go to the printer, and remove any blank paper that is in Tray 1.
7. Retrieve the printed stack from the output bin and place it with the printed-side facing down in the input tray.
8. If prompted, touch the appropriate control panel button or open and close the front door to continue.

## Print multiple pages per sheet (OS X)

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



---

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

---

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

## Select the paper type (OS X)

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



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

---

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



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

---

- **Media Type:** Select the option for the type of paper for the print job.
  - **Print Quality:** Select the resolution level for the print job.
  - **EconoMode:** Select this option to conserve toner when printing drafts of documents.
5. Click the **Print** button.

## Additional print tasks

Go to [www.hp.com/support/ljm11-m13](http://www.hp.com/support/ljm11-m13).

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

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

# Mobile printing

## Introduction

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



**NOTE:** Update the printer firmware to ensure all mobile printing and ePrint capabilities are supported.

- [Wireless Direct \(wireless models only\)](#)
- [HP ePrint software](#)
- [Android embedded printing](#)

## Wireless Direct (wireless models only)

Wireless Direct enables printing from a wireless mobile device without requiring a connection to a network or the Internet.



**NOTE:** Not all mobile operating systems are currently supported by Wireless Direct.

The following devices and computer operating systems support **Wireless Direct**:

- Android 4.0 and later tablets and phones with the HP Print Service or Mopria mobile printing plugin installed
- Most Windows 8.1 computers, tablets, and laptops that have the HP print driver installed




The following devices and computer operating systems do not support **Wireless Direct**, but can print to a printer that does:


- Apple iPhone and iPad
- Mac computers running OS X

For more information on Wireless Direct printing, go to [www.hp.com/go/wirelessprinting](http://www.hp.com/go/wirelessprinting).

## Enable or disable Wireless Direct

Wireless Direct capabilities must be enabled first from the printer EWS.

1. After the printer is connected to the network, print a configuration page and identify the printer IP address. To print a configuration page, complete the following steps:
  - a. Press and hold the Cancel  button until the Ready  light begins blinking.
  - b. Release the Cancel  button.
2. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer configuration page. Press the **Enter** key on the computer keyboard. The EWS opens.

 <https://10.10.XX.XXX/>



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




3. Click the **Networking** tab.
4. On the **Networking** page, click **Wireless Direct Setup**. Select the checkbox, enter the network name (SSID) in the **Name (SSID)** field, and then click the **Apply** button. The IP address of the mobile device appears in the **Networking** page.

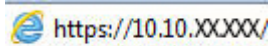
 **NOTE:** To find the network name (SSID), click the **Wireless Configuration** menu in the **Networking** page.


## Change the printer Wireless Direct name

Follow this procedure to change the printer Wireless Direct Printing (SSID) name using the HP Embedded Web Server (EWS):

### Step one: Open the HP Embedded Web Server

1. Print a configuration page to determine the IP address or host name.
  - a. Press and hold the Cancel  button until the Ready  light begins blinking.
  - b. Release the Cancel  button.
2. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer configuration page. Press the **Enter** key on the computer keyboard. The EWS opens.

 <https://10.10.XXXXX/>

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

### Step two: Change the Wireless Direct name

1. Click the **Networking** tab.
2. On the left navigation pane, click the **Wireless Direct Setup** link.
3. In the **Name (SSID)** field, enter the new name.
4. Click **Apply**.

## HP ePrint software

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

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


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


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


Windows and OS X 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](http://www.hp.com/go/eprintsoftware) for drivers and information.

---

 **NOTE:** For Windows, the name of the HP ePrint Software print driver is HP ePrint + JetAdvantage.

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

 **NOTE:** HP ePrint Software does not support USB printing.

---

## Android embedded printing

HP's built-in print solution for Android and Kindle enables mobile devices to automatically find and print to HP printers that are either on a network or within wireless range for Wireless printing.

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

The print solution is built into the many versions of the operating system.

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 **NOTE:** If printing is not available on your device, go to the [Google Play > Android apps](#) and install the HP Print Service Plugin.

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For more information on how to use Android embedded printing and which Android devices are supported, go to [www.hp.com/go/LaserJetMobilePrinting](http://www.hp.com/go/LaserJetMobilePrinting).



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## 5 Manage the printer

- [Advanced configuration with HP Embedded Web Server \(EWS\) \(wireless models only\)](#)
- [HP Embedded Web Server sections](#)
- [Configure IP network settings](#)
- [Printer security features](#)
- [Energy-conservation settings](#)
- [Update the firmware](#)

### For more information:

The following information is correct at the time of publication. For current information, see [www.hp.com/support/ljm11-m13](http://www.hp.com/support/ljm11-m13).

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

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

## Advanced configuration with HP Embedded Web Server (EWS) (wireless models only)

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

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

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

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







---

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

---

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

1. Print a configuration page to determine the IP address or host name.
  - a. Press and hold the Cancel  button until the Ready  light begins blinking.
  - b. Release the Cancel  button.
2. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer configuration page. Press the **Enter** key on the computer keyboard. The EWS opens.

 <https://10.10.XXXXX/>



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

---

# HP Embedded Web Server sections

## Information tab

The Information pages group consists of the following pages:

- **Device Status** displays the status of the printer and HP supplies.
- **Device Configuration** shows the information found on the Configuration page.
- **Supplies Status** shows the status of HP supplies and provides part numbers. To order new supplies, click **Order Supplies** in the upper-right part of the window.
- **Network Summary** shows the information found on the **Network Summary** page.

## Settings tab

Use this tab to configure the printer from your computer. If this printer is networked, always consult with the printer administrator before changing settings on this tab.

The **Settings** tab contains the **Printing** page where you can view and change the default print job settings.

## Networking tab

Network administrators can use this tab to control network-related settings for the printer when it is connected to an IP-based network.

## Links

Links are located in the upper-right part of the status pages. You must have Internet access to use any of these links. If you use a dial-up connection and did not connect when you first opened the HP Embedded Web Server, you must connect before you can visit these websites. Connecting might require that you close the HP Embedded Web Server and reopen it.

- **Shop for Supplies.** Click this link to connect to the Sure Supply website and order genuine HP supplies from HP or a reseller of your choice.
- **Support.** Connects to the printer support site. You can search for help regarding general topics.

# Configure IP network settings

- [Introduction](#)
- [Printer sharing disclaimer](#)
- [View or change network settings](#)
- [Manually configure IPv4 TCP/IP parameters](#)

## Introduction




Use the following sections to configure the printer network settings.

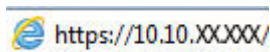
## Printer sharing disclaimer

HP does not support peer-to-peer networking, as the feature is a function of Microsoft operating systems and not of the HP printer drivers. Go to Microsoft at [www.microsoft.com](http://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. Print a configuration page to determine the IP address or host name.
    - i. Press and hold the Cancel  button until the Ready  light begins blinking.
    - ii. Release the Cancel  button.
  - b. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer configuration page. Press the **Enter** key on the computer keyboard. The EWS opens.






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

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

## Manually configure IPv4 TCP/IP parameters

Use the EWS to manually set an IPv4 address, subnet mask, and default gateway.

1. Open the HP Embedded Web Server (EWS):
  - a. Print a configuration page to determine the IP address or host name.
    - i. Press and hold the Cancel  button until the Ready  light begins blinking.
    - ii. Release the Cancel  button.

- b. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer configuration page. Press the **Enter** key on the computer keyboard. The EWS opens.

A screenshot of a web browser's address bar. The address bar contains the text "https://10.10.XXXXX/" in a blue font. To the left of the text is a small blue and yellow icon representing a web browser. The address bar is highlighted with a blue border.

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

2. Click the **Networking** tab.
3. In the **IPv4 Configuration** area, select **Manual IP**, and then edit the IPv4 configuration settings.
4. Click the **Apply** button.

# Printer security features

## Introduction

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




- [Assign or change the system password using the HP Embedded Web Server](#)

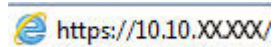
## Assign or change the system password using the HP Embedded Web Server

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

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

### Network-connected printers

- a. Print a configuration page to determine the IP address or host name.
  - i. Press and hold the Cancel  button until the Ready  light begins blinking.
  - ii. Release the Cancel  button.
- b. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer configuration page. Press the **Enter** key on the computer keyboard. The EWS opens.



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

2. On the **Networking** tab, click the **Password** link in the left navigation pane.
3. In the **Password** area, enter the password in the **Password** field.
4. Re-enter the password in the **Confirm Password** field.
5. Click the **Apply** button.

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

# Energy-conservation settings

- [Introduction](#)
- [Print with EconoMode](#)
- [Set the Sleep/Auto Off After Inactivity setting](#)
- [Delay When Ports Are Active setting](#)

## Introduction

The printer includes several economy features to conserve energy and supplies.

## Print with EconoMode

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

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



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

1. From the software program, select the **Print** option.
2. Select the printer, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. Click the **EconoMode** option.




## Set the Sleep/Auto Off After Inactivity setting

Use the EWS to set the amount of idle time before the printer enters sleep mode.

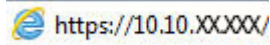
Complete the following procedure to change the Sleep/Auto Off After Inactivity setting:


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

### Network-connected printers

- a. Print a configuration page to determine the IP address or host name.
  - i. Press and hold the Cancel  button until the Ready  light begins blinking.
  - ii. Release the Cancel  button.

- b. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer configuration page. Press the **Enter** key on the computer keyboard. The EWS opens.



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




2. Click the **System** tab, and then select the **Energy Settings** page.
3. Select the time for the Sleep/Auto Off After Inactivity, and then click the **Apply** button.

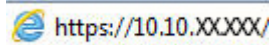
## Delay When Ports Are Active setting

### Method one: Use the HP Embedded Web Server (EWS)

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

#### Network-connected printers

- a. Print a configuration page to determine the IP address or host name.
  - i. Press and hold the Cancel  button until the Ready  light begins blinking.
  - ii. Release the Cancel  button.
- b. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer configuration page. Press the **Enter** key on the computer keyboard. The EWS opens.




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

2. Click the **Settings** tab, and then select the **Energy Settings** page.
3. Select **Delay when ports are active** check box to enable or disable the setting.

### Method two: Use the printer software

1. In the list of printers, right-click the name the printer, and then click the properties menu item to open the **Printer properties** dialog box.
2. Click the **Device settings** tab and navigate to the **Energy settings** area.
3. Select **Delay when ports are active** check box to enable or disable the setting.

 **NOTE:** When the **Delay when ports are active** setting is selected, the printer will not shut down unless all ports are inactive. When the setting is not selected, the printer shuts down after a period of inactivity determined by the **Shut Down After** setting. An active network link or USB connection will prevent the printer from shutting down.



# Update the firmware

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

## Update the firmware using the Firmware Update Utility

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



---

**NOTE:** You must have a print driver installed in order to use this method.

---

1. Go to [www.hp.com/support](http://www.hp.com/support), select your country/region language, click the **Get software and drivers** link, type the printer name in the search field, press the **Enter** button, and then select the printer from the list of search results.
2. Select the operating system.
3. Under the **Firmware** section, locate the **Firmware Update Utility**.
4. Click **Download**, click **Run**, and then click **Run** again.
5. When the utility launches, select the printer from the drop-down list, and then click **Send Firmware**.



---

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

---

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



---

## 6 Solve problems

- [Customer support](#)
- [Interpret control-panel light patterns](#)
- [Restore the factory-set defaults](#)
- [Solve paper feed or jam problems](#)
- [Clear paper jams](#)
- [Improve print quality](#)
- [Solve direct-connect problems](#)
- [Solve wireless problems](#)

### For more information:

The following information is correct at the time of publication. For current information, see [www.hp.com/support/ljm11-m13](http://www.hp.com/support/ljm11-m13).

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

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

## Customer support

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Get telephone support for your country/region	Country/region phone numbers are on the flyer that was in the box with the printer or at <a href="http://www.hp.com/support/">www.hp.com/support/</a> .
Have the printer name, serial number, date of purchase, and problem description ready	
Get 24-hour Internet support, and download software utilities and drivers	<a href="http://www.hp.com/support/ljm11-m13">www.hp.com/support/ljm11-m13</a>
Order additional HP service or maintenance agreements	<a href="http://www.hp.com/go/carepack">www.hp.com/go/carepack</a>
Register the printer	<a href="http://www.register.hp.com">www.register.hp.com</a>

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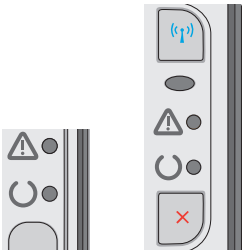
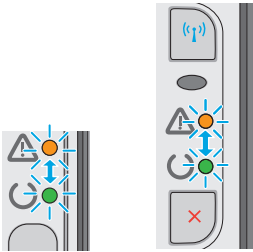
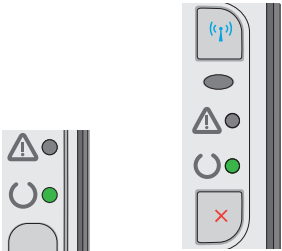
# Interpret control-panel light patterns

If the printer requires attention, an error code appears on the control-panel display.

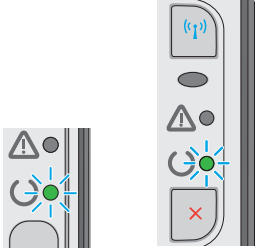
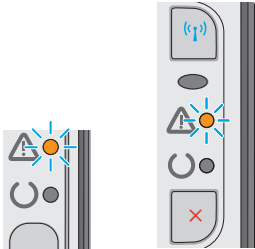
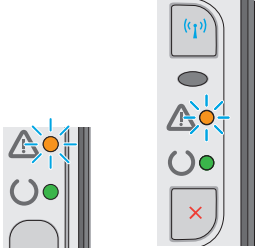
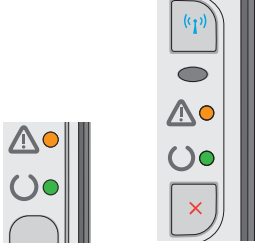
**Table 6-1 Status-light legend**

	Symbol for "light off"
	Symbol for "light on"
	Symbol for "light blinking"

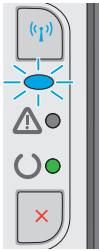
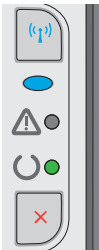

**Table 6-2 Control-panel light patterns**

Light status	State of the printer	Action
<p>All lights are off.</p> 	<p>The printer is in Auto-Off mode or is turned off.</p>	<p>Press the power button to deactivate the Auto-Off mode or to turn on the printer.</p>
<p>Status lights cycle</p> 	<p>The status lights cycle during the formatter initialization period or when the printer is processing a cleaning page.</p>	<p>No action is required. Wait for the initialization period to end. The printer should enter the ready state when the initialization period is finished.</p>
<p>Ready light is on, and attention light is off.</p> 	<p>The printer is in the ready state.</p>	<p>No action is required. The printer is ready to receive a print job.</p>

**Table 6-2 Control-panel light patterns (continued)**

Light status	State of the printer	Action
<p>Ready light is blinking, and attention light is off.</p> 	<p>The printer is receiving or processing data.</p>	<p>No action is required. The printer is receiving or processing a print job.</p>
<p>Attention light is blinking, and ready light is off.</p> 	<p>The printer has experienced an error that can be corrected at the printer, such as a jam, an open door, the absence of a print cartridge, or the absence of paper in the proper tray.</p>	<p>Inspect the printer, determine the error, and then correct the error. If the error is the absence of paper in the proper tray or the printer is in a manual feed mode, put the proper paper in the tray and follow the onscreen instructions, or open and close the print-cartridge door to resume printing.</p>
<p>Attention light is blinking, and ready light is on.</p> 	<p>The printer has experienced a continual error from which it will recover on its own.</p>	<p>If the recovery is successful, the printer continues to the processing data state and completes the job.</p> <p>If the recovery is unsuccessful, the printer continues to the continuable error state. Try removing any media from the media path and turning the printer power off, and then on again.</p>
<p>The attention and ready lights are on.</p> 	<p>The printer has experienced a fatal error from which it cannot recover.</p>	<ol style="list-style-type: none"> <li>1. Turn off the printer or disconnect the power cord from the printer.</li> <li>2. Wait 30 seconds, and then turn on the printer or reconnect the power cord to the printer.</li> <li>3. Wait for the printer to initialize.</li> </ol> <p>If the error persists, contact HP customer support.</p>


**Table 6-2 Control-panel light patterns (continued)**

Light status	State of the printer	Action
The wireless light is blinking. 	The printer is attempting to locate a wireless network.	No action is required.
The wireless light is on. 	The printer is connected to a wireless network.	No action is required.
The wireless light is off. 	The printer is not connected to a network, and the wireless unit in the printer might be turned off.	<p>If the light is off, the printer is not connected to the network and the wireless unit in the printer might be off. Press the wireless button to try connecting to the network, or run the Wireless Configuration utility to configure the printer. To verify that the printer finds the network, print a configuration page. The printer should have an IP address assigned to it.</p> <p>For information about connecting wirelessly to a network, see <a href="#">Solve wireless problems on page 64</a>.</p> <p>If the printer remains unable to connect to the network, uninstall and then reinstall the printer. If the error persists, contact a network administrator or refer to the user manual of the wireless router or access point.</p>

## Restore the factory-set defaults

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




---


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

---

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

### Network-connected printers

- a. Print a configuration page to determine the IP address or host name.
  - i. Press and hold the Cancel  button until the Ready  light begins blinking.
  - ii. Release the Cancel  button.
- b. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer configuration page. Press the **Enter** key on the computer keyboard. The EWS opens.

 <https://10.10.XX.XXX/>

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

---

2. Click the **Settings** tab.
3. Select the **Restore Factory Settings** option, and click the **Apply** button.

The printer automatically restarts.



## Solve paper feed or jam problems

If the printer has recurring problems with paper feeding or with jams, use the following information to reduce the number of occurrences.

### The printer does not pick up paper

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

1. Open the printer and remove any jammed sheets of paper.
2. Load the tray with the correct size of paper for your job.
3. Make sure the paper size and type are set correctly in the software driver or EWS.
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 printer control panel to see if the printer is waiting for you to acknowledge a prompt to feed the paper manually. Load paper, and continue.
6. The pickup roller and separation pad might be contaminated.

### The printer picks up multiple sheets of paper




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

1. Remove the stack of paper from the tray and flex it, rotate it 180 degrees, and flip it over. *Do not fan the paper.* Return the stack of paper to the tray.
2. Use only paper that meets HP specifications for this printer.
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.

### Frequent or recurring paper jams

Follow these steps to solve problems with frequent paper jams. If the first step does not resolve the problem continue with the next step until you have resolved the problem.

1. If paper has jammed in the printer, clear the jam and then print a configuration page to test the printer.
2. Check that the tray is configured for the correct paper size and type on the in the software driver or EWS. Adjust paper settings if necessary.
3. Turn the printer off, wait 30 seconds, and then turn it on again.
4. Access the HP Embedded Web Server (EWS) to print a cleaning page to remove excess toner from inside the printer:

- a. On the **Information** tab of the EWS, click **Print Info Pages**.
  - b. In the **Print Cleaning Page** area, click **Print** to print a cleaning page.
5. Print a configuration page to test the printer.
  - a. Press and hold the Cancel  button until the Ready  light begins blinking.
  - b. Release the Cancel  button.

If none of these steps resolves the problem, the printer might need service. Contact HP customer support.

## Prevent paper jams

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

1. Use only paper that meets HP specifications for this printer.
2. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
3. Use paper that has not previously been printed or copied on.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.
6. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.
7. Verify that the tray is configured correctly for the paper type and size.
8. Make sure the printing environment is within recommended specifications.

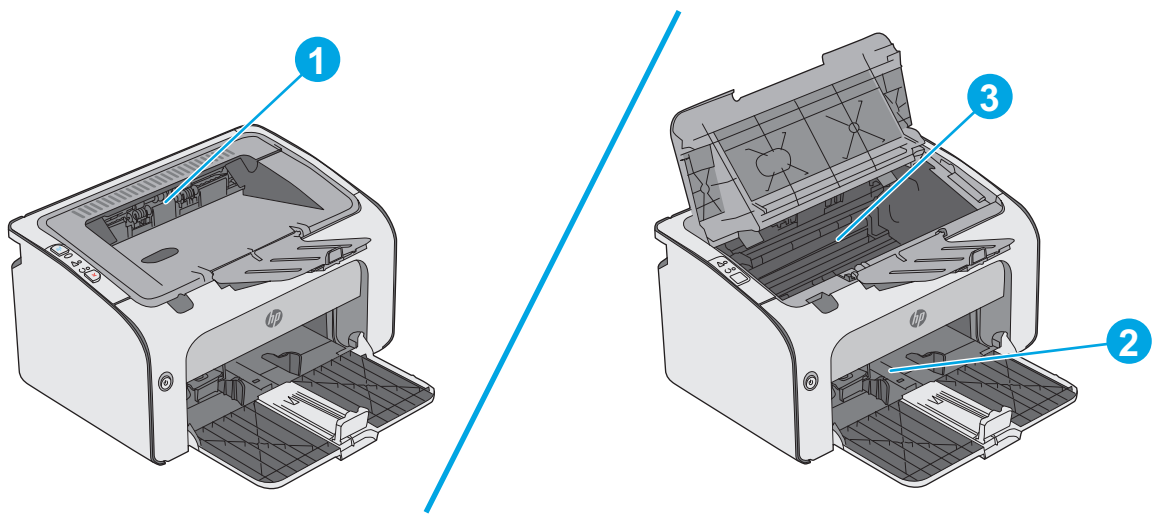
# Clear paper jams

## Introduction

The following information includes instructions for clearing paper jams from the product.

- [Paper jam locations](#)
- [Clear jams from the input tray](#)
- [Clear jams in the toner-cartridge area](#)
- [Clear jams in the output bin](#)

## Paper jam locations

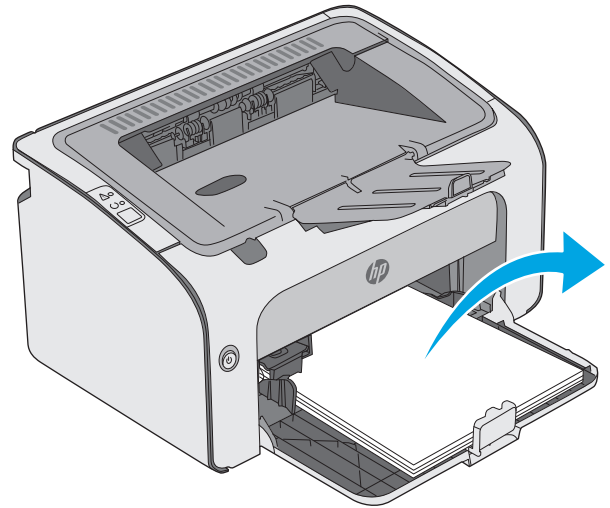


1	Output bin
2	Input tray
3	Toner cartridge area

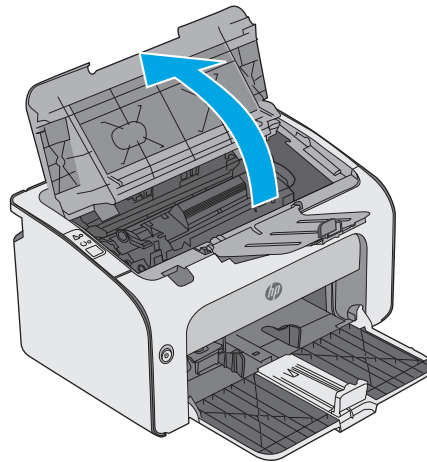
## Clear jams from the input tray

When a jam occurs, the Attention  light blinks repeatedly on the printer control panel.

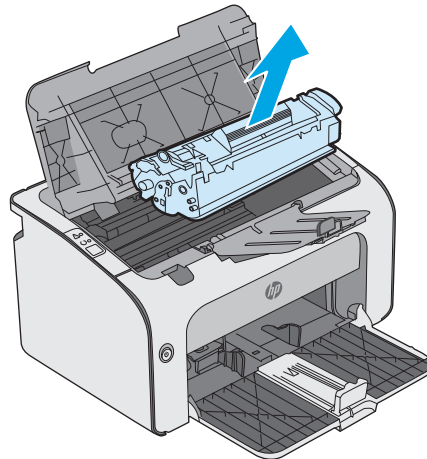
1. Remove any loose paper from the input tray.



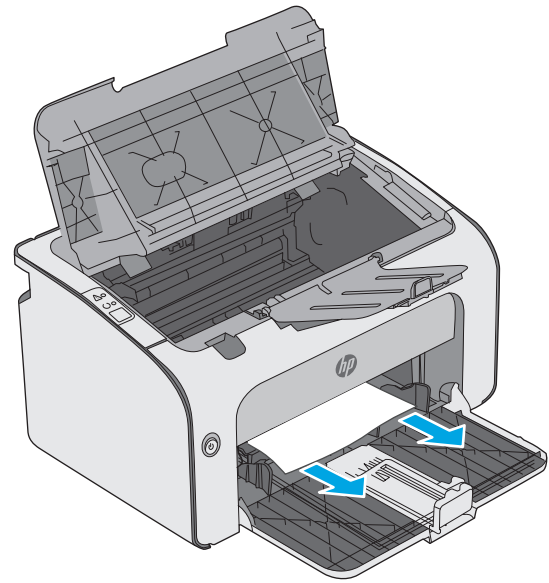
2. Open the top cover.



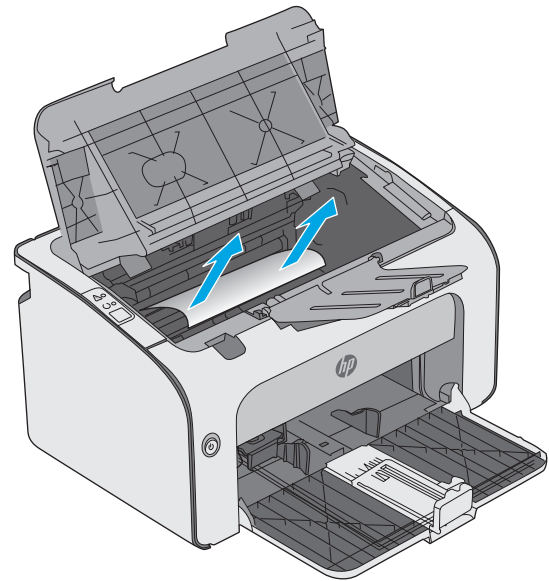
3. Remove the toner cartridge.



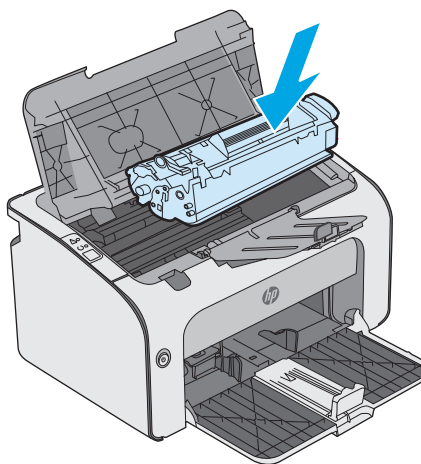
4. Remove any visible jammed paper visible in the input tray area. Use both hands to remove jammed paper to avoid tearing the paper.



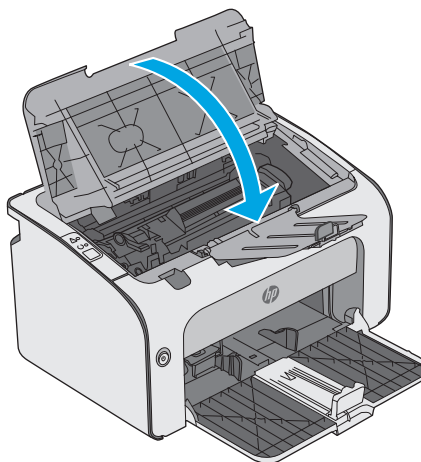
5. Remove any jammed paper from the toner-cartridge area. Use both hands to remove jammed paper to avoid tearing the paper.



6. Reinsert the toner cartridge.



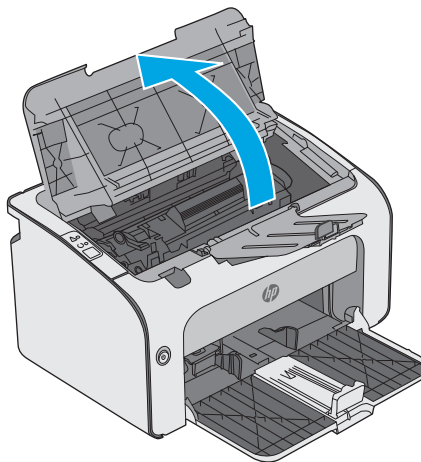
7. Close the top cover.



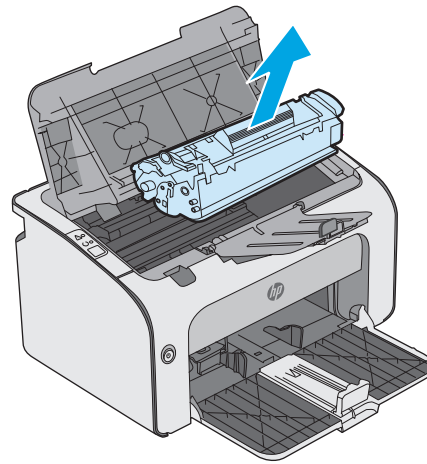
## Clear jams in the toner-cartridge area

When a jam occurs, the Attention  light blinks repeatedly on the printer control panel.

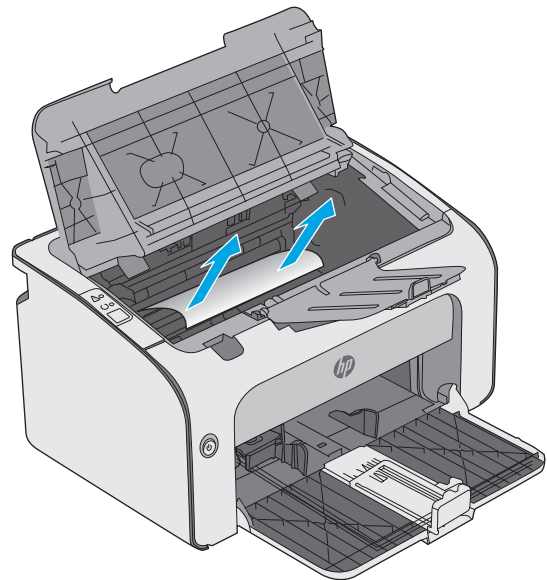
1. Open the top cover.



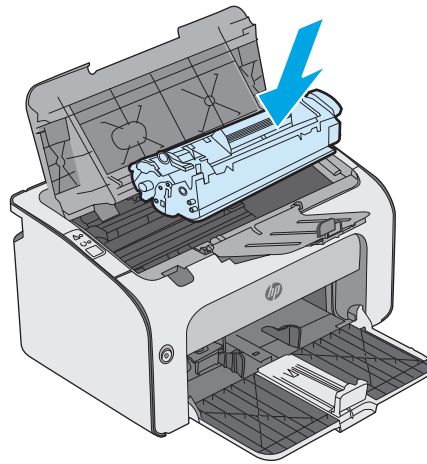
2. Remove the toner cartridge.



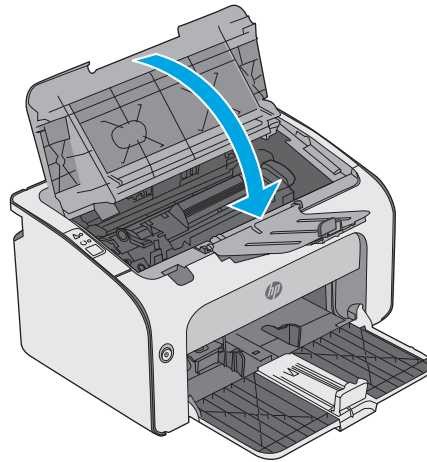
3. Remove any jammed paper from the toner-cartridge area. Use both hands to remove jammed paper to avoid tearing the paper.



4. Reinsert the toner cartridge.



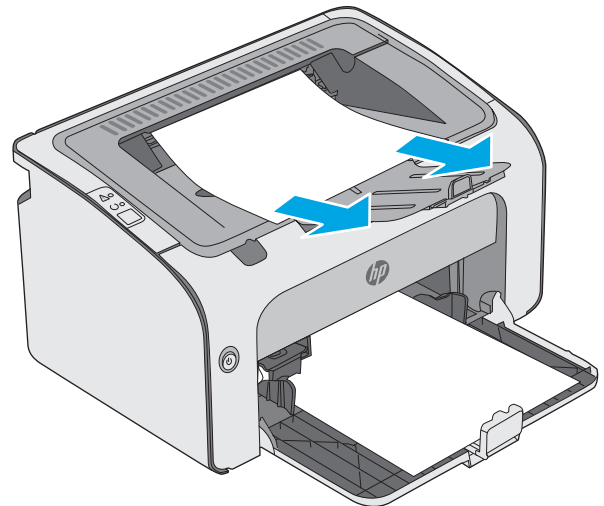
5. Close the top cover.



## Clear jams in the output bin

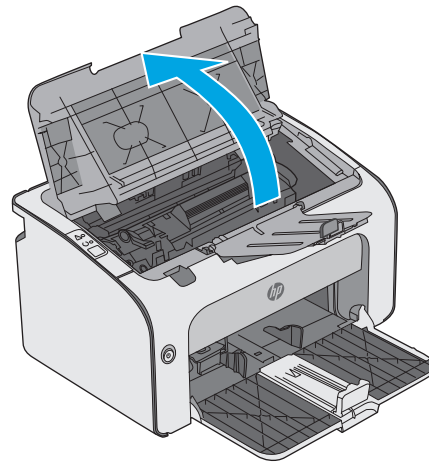
When a jam occurs, the Attention  light blinks repeatedly on the printer control panel.

1. Remove any visible jammed paper from the output bin area. Use both hands to remove jammed paper to avoid tearing the paper.

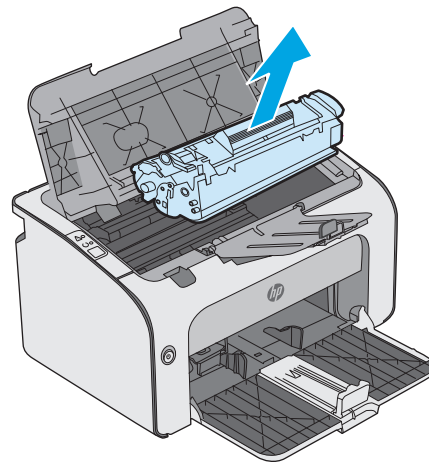




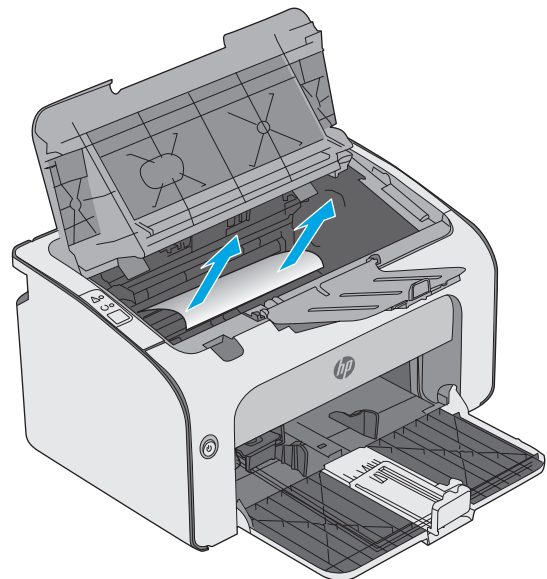
2. Open the top cover.



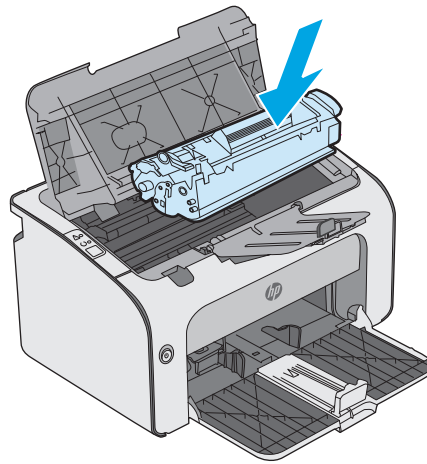
3. Remove the toner cartridge.



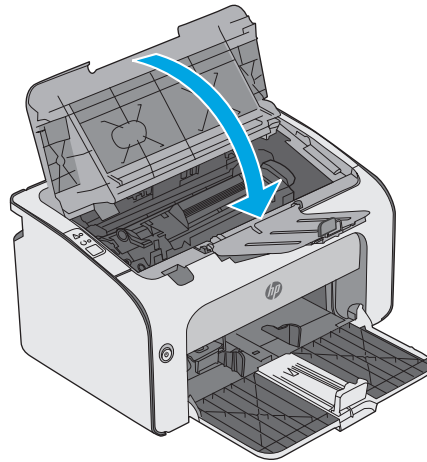
4. Remove any jammed paper from the toner-cartridge area.



5. Reinsert the toner cartridge.



6. Close the top cover.



# Improve print quality

## Introduction

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

## Print from a different software program

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

## Check the paper-type setting for the print job

Check the paper type setting when printing from a software program and the printed pages have smears, fuzzy or dark print, curled paper, 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 printer, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. Expand the list of **Type is:** options.
5. Expand the category of paper types that best describes your paper.
6. Select the option for the type of paper you are using, and click the **OK** button.
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.

### Check the paper type setting (OS X)

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

## Check toner-cartridge status

Check the supplies status page for the following information:

- Estimated percentage of cartridge life remaining
- Approximate pages remaining

- Part numbers for HP toner cartridges
- Number of pages printed

The printer prints the supplies status page when it prints the configuration page.

1. Press and hold the Cancel  button until the Ready  light begins blinking.
2. Release the Cancel  button.

## Clean the printer

### Print a cleaning page

1. On the **Information** tab of the EWS, click **Print Info Pages**.
2. In the **Print Cleaning Page** area, click **Print** to print a cleaning page.

## Visually inspect the toner cartridge

Follow these steps to inspect each toner cartridge.

1. Remove the toner cartridge from the printer.
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 printer supports.
- Use paper that is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges.
- Use paper that has not been previously printed on.
- Use paper that does not contain metallic material, such as glitter.
- Use paper that is designed for use in 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 printer away from drafty locations, such as open windows or doors, or air-conditioning vents.
- Make sure the printer is not exposed to temperatures or humidity outside of printer specifications.
- Do not place the printer in a confined space, such as a cabinet.
- Place the printer on a sturdy, level surface.
- Remove anything that is blocking the vents on the printer. The printer requires good air flow on all sides, including the top.
- Protect the printer from airborne debris, dust, steam, grease, or other elements that can leave residue inside the printer.

## Try a different print driver

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

Download any of the following drivers from the HP Web site: [www.hp.com/support/ljm11-m13](http://www.hp.com/support/ljm11-m13).


---

<b>HP PCLmS driver</b>	<ul style="list-style-type: none"><li>• Provided as the default driver on the printer CD. This driver is automatically installed unless you select a different one.</li><li>• Recommended for all Windows environments</li><li>• Provides the overall best speed, print quality, and printer-feature support for most users</li><li>• Developed to align with the Windows Graphic Device Interface (GDI) for the best speed in Windows environments</li><li>• Might not be fully compatible with third-party and custom software programs that are based on PCL</li></ul>
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---

## Check the EconoMode settings

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

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

---

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

1. From the software program, select the **Print** option.
2. Select the printer, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab, and locate the **Print Quality** area.
4. If the entire page is too dark, use these settings:

- Select the **600 dpi** option.
- Select the **EconoMode** check box to enable it.

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

- Select the **FastRes 1200** option.
  - Clear the **EconoMode** check box to disable it.
5. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog, click the **OK** button to print the job.

## Change print density

You can change the print density setting by from the printer properties dialog box.

1. **Windows XP, Windows 7, Windows 8, Windows 8.1, Windows Server 2008, and Windows Server 2003 (using the default Start menu view):** Click **Start**, and then click **Printers and Faxes**.  
-or-  
**Windows XP, Windows 7, Windows 8, Windows 8.1, Windows Server 2008, and Windows Server 2003 (using the Classic Start menu view):** Click **Start**, and then click **Printers**.  
-or-  
**Windows Vista:** Click **Start**, click **Control Panel**, and then in the category for **Hardware and Sound** click **Printer**.
2. In the list of printers, right-click the name of this product, and then click the **Properties** menu item to open the printer properties dialog box.
3. Click the **Device settings** tab, and then move the **Print Density** slider to the desired setting.
4. Click the **Apply** button to accept the setting, and then click the **OK** button to close the dialog box.


## Solve direct-connect problems

If you have connected the product directly to a computer, check the USB cable.

- Verify that the cable is connected to the computer and to the product.
- Verify that the cable is not longer than 2 m (6.56 ft). Replace the cable if necessary.
- Verify that the cable is working correctly by connecting it to another product. Replace the cable if necessary.

## Solve wireless problems

### The installation program cannot detect the product during the setup process.

Cause	Solution
The product is off.	Verify that the product is on and ready. Restart the product if necessary.
The product is too far away from the wireless router or access point.	Move the product closer to the wireless router or access point.
A personal firewall program is blocking communication.	Temporarily disable the firewall program to install the product. Re-enable the firewall program once the product installation is complete. If disabling the firewall allows you to communicate with the product, you might want to assign the product a static IP address, and then re-enable the firewall. For information about firewalls that are used in an HP environment, see <a href="http://www.hp.com/support/XP_firewall_information">www.hp.com/support/XP_firewall_information</a> .
The product is not communicating with the wireless router or access point.	<ul style="list-style-type: none"><li>• Verify that the wireless (Ⓜ) light is on. If it is not on, press the wireless (Ⓜ) button.</li><li>• Move the product closer to the wireless router or access point, and then try again.</li><li>• Restore the default wireless settings.<ol style="list-style-type: none"><li>a. Turn the product off.</li><li>b. Press and hold the wireless (Ⓜ) button and the cancel  button, and then turn the product on.</li><li>c. Hold the buttons until all the lights blink in unison, and then release the buttons.</li></ol></li></ul> <p>If the error persists, uninstall the product, and then re-run the installer program. When prompted for network settings, provide the settings, and then continue the installation.</p>



---

**The product cannot connect to the wireless network.**

---

<b>Cause</b>	<b>Solution</b>
The product wireless settings and the network settings do not match.	<p>You might need to configure the product network settings manually. Verify that you know the following network settings:</p> <ul style="list-style-type: none"><li>• Communication mode</li><li>• Network name (SSID)</li><li>• Channel (ad-hoc networks only)</li><li>• Authentication type</li></ul> <p>Use the Wireless Configuration utility to configure the product to print on wireless network.</p> <p>If the error persists, uninstall the product, and then re-run the installer program. When prompted for network settings, provide the settings, and then continue the installation.</p>
The wireless router or access point is configured with a media access control (MAC) filter that is denying the product access to the network.	Configure the wireless router or access point so that the list of accepted MAC addresses includes the product hardware address. Refer to the device owners manual for help.

---

**The wireless connection is sometimes disabled.**

---

<b>Cause</b>	<b>Solution</b>
<p>The product environment might be affecting wireless communication. The following situations can affect wireless communication:</p> <ul style="list-style-type: none"><li>• A concrete or metal framed wall stands between the product and the wireless router or access point.</li><li>• Televisions, computer appliances, microwave ovens, intercoms, mobile/cellular phones, battery chargers, and AC power adapters are installed close to the network.</li><li>• A broadcast station or high-tension wire is located close to the network.</li><li>• A fluorescent light that is near the network is being switched on or off.</li></ul>	Move the product to a location where it can receive a steady signal from the wireless router or access point. Or you might need to move the wireless router or access point.

---



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