Color LaserJet Enterprise MFP M680
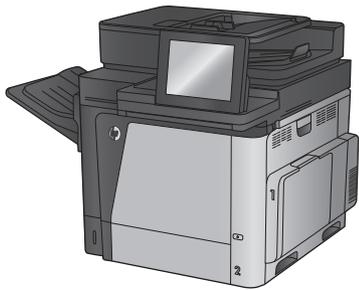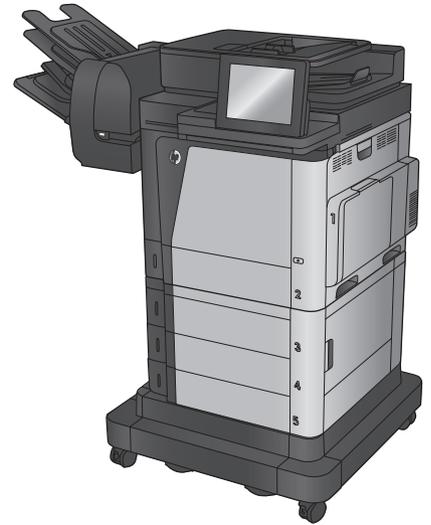
User Guide

M680dn

M680f

M680z

HP Color LaserJet Enterprise MFP M680

User Guide

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For more information:

In the US, go to www.hp.com/support/colorljMFPM680.

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

Product comparison

Model name		M680dn	M680f	M680z
Model number		CZ248A	CZ249A	CZ250A
Paper handling	Tray 1 (100-sheet capacity)	✓	✓	✓
	Tray 2 (500-sheet capacity)	✓	✓	✓
	1x500-sheet paper feeder with storage cabinet	Optional	✓	
	2,500-sheet high-capacity feeder	Optional		✓
	1x500-sheet feeder	Optional	Optional	
	Automatic duplex printing	✓	✓	✓
	900-sheet 3-bin stapling mailbox accessory	Optional	Optional	✓
	Postcard media tray-insert for printing small-size paper	Optional	Optional	Optional
Connectivity	10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓
	Easy-access USB port for printing and scanning without a computer and upgrading the firmware	✓	✓	✓
	HP near-field communications (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	✓	✓	✓
	Retractable keyboard			✓
Print	Prints 43 pages per minute (ppm) on A4 and 45 ppm on letter-size paper	✓	✓	✓
	Easy-access USB printing (no computer required)	✓	✓	✓

Model name		M680dn	M680f	M680z
Model number		**CZ248A**	**CZ249A**	**CZ250A**
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	✓	✓	✓
Fax		Optional	✓	✓
Copy and Scan	Copies 43 pages per minute (ppm) on A4 and 45 ppm on letter-size paper	✓	✓	✓
	Scans in monochrome and color at 45 images per minute (ipm).	✓	✓	
	Scans in monochrome and color at 63 images per minute (ipm).			✓
	Easy-access USB copying and scanning (no computer required)	✓	✓	✓
	100-page document feeder with electronic duplex copying and scanning and multi-feed detection	✓	✓	✓
Digital Send	Send to E-mail, Save to USB, and Save to Network Folder	✓	✓	✓
	Save to SharePoint®			✓
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.	✓	✓	✓

Model name		M680dn	M680f	M680z
Model number		CZ248A	CZ249A	CZ250A
	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	✓	✓	✓
	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/colorljMFPM680 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

M680dn   M680f   M680z
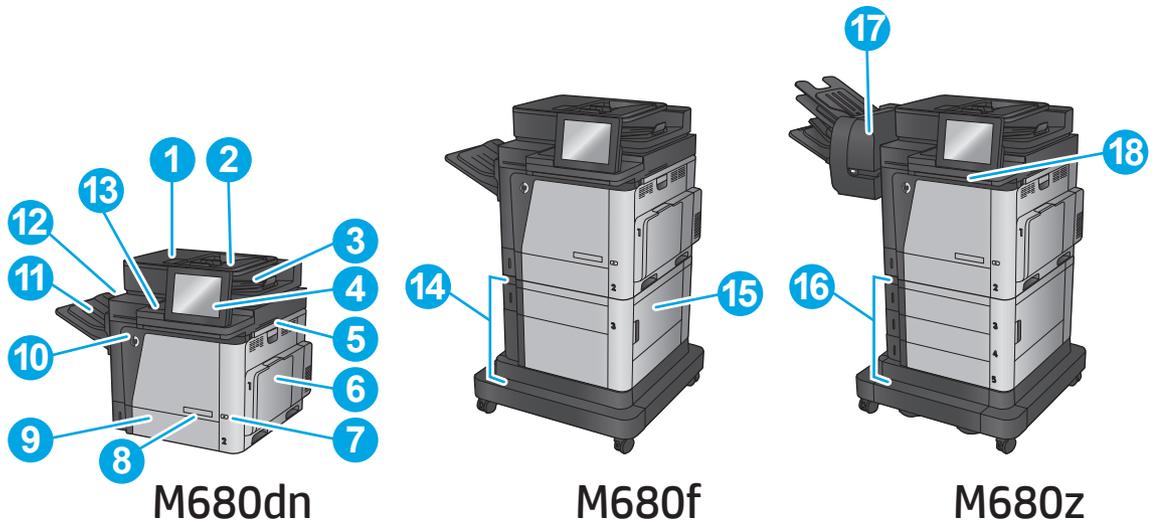
1	Document feeder cover (access for clearing jams)
2	Document feeder
3	Document-feeder output bin
4	Control panel with color touchscreen display (tilts up for easier viewing)
5	Right-side door (access for clearing jams)
6	Tray 1
7	On/off button
8	Model name
9	Tray 2
10	Front door (access to the toner cartridges)
11	Standard output bin
12	Handle for lifting the scanner assembly (to access the scanner glass)
13	Hardware integration pocket (for connecting accessory and third-party devices)
14	1x500 tray with cabinet
15	Lower-right door (access for clearing jams)
16	2x500-sheet trays and 1,500-sheet high-capacity input tray

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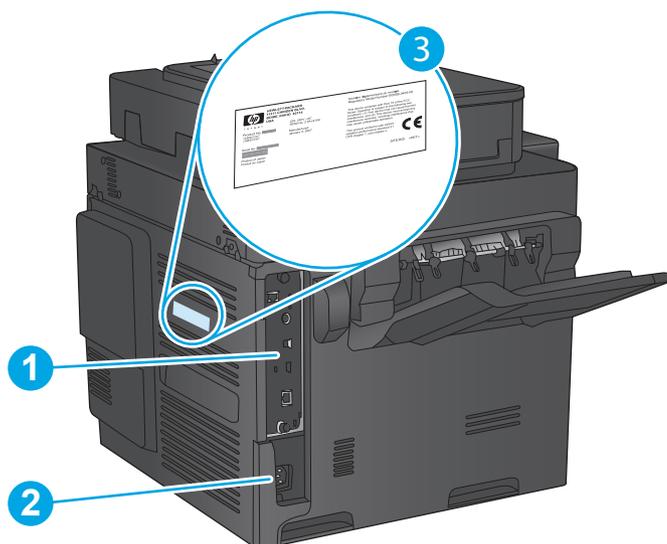
1	Formatter (contains the interface ports)
2	Power connection
3	Model and serial number label

Interface ports
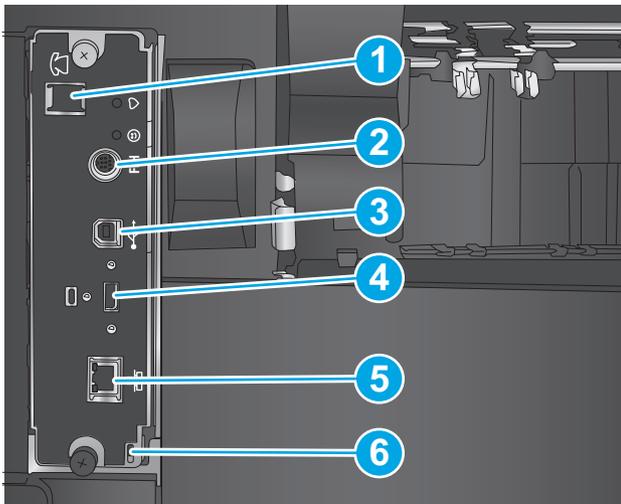
1	Fax port
2	Foreign interface harness (for connecting third-party devices)
3	Hi-Speed USB 2.0 printing port **NOTE:** For Easy-access USB printing, use the USB port near the control panel.
4	USB port for connecting external USB devices (this port might be covered)
5	Local area network (LAN) Ethernet (RJ-45) network port
6	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	Touch to return to the product Home screen at any time.
2	Refresh button	Touch the Refresh button to clear changes and restore the default settings.
3	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.
4	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.
5	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.
6	Start button	Touch the Start button to start a copy job.
7	Product status	The status line provides information about the overall product status.
8	Language Selection button	Touch the Language Selection button to select the language for the control-panel display.
9	Sleep button	Touch the Sleep button to put the product into Sleep mode.
10	Network button	Touch the Network button to find information about the network connection.
11	Help button	Touch the Help button to open the embedded help system.
12	Copies field	The Copies field indicates the number of copies that the product is set to make.
13	Scroll bar	Touch the up or down arrows on the scroll bar to see the complete list of available features.

14	Features	Depending on the product configuration, the features that appear in this area can include any of the following items:
		● Quick Sets
		● Copy
		● E-mail
		● Fax
		● Save to USB
		● Save to Network Folder
		● Save to Device Memory
		● Retrieve from USB
		● Retrieve from Device Memory
		● Save to SharePoint®
		● Job Status
		● Supplies
		● Trays
		● Administration
		● Device Maintenance
15	Keyboard	This product includes a physical keyboard. The keys are mapped to your language in the same way the virtual keyboard on the product control panel is mapped. If you select a different keyboard layout for the virtual keyboard, the keys on the physical keyboard are remapped to match the new settings.
16	Easy-access USB port	Insert a USB flash drive for printing and scanning without a computer or to update the product firmware.
		NOTE: An administrator must enable this port before use.

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/colorljMFPM680 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 MFP M680), and then select **Search**.

Find the following support:

● Install and configure

● Learn and use

● Solve problems

● Download software updates

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● Find warranty and regulatory information

2 Paper trays

For more information:

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

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- 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.
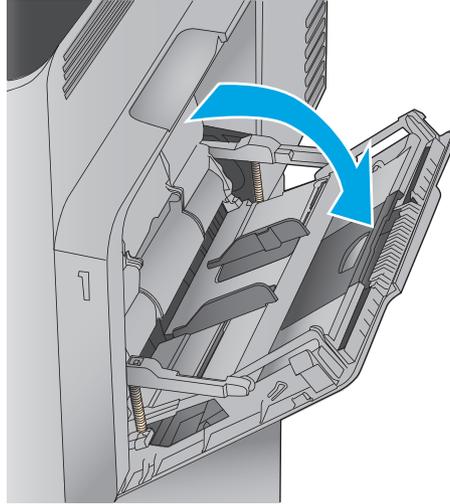
2. Pull out the tray extension to support the paper.
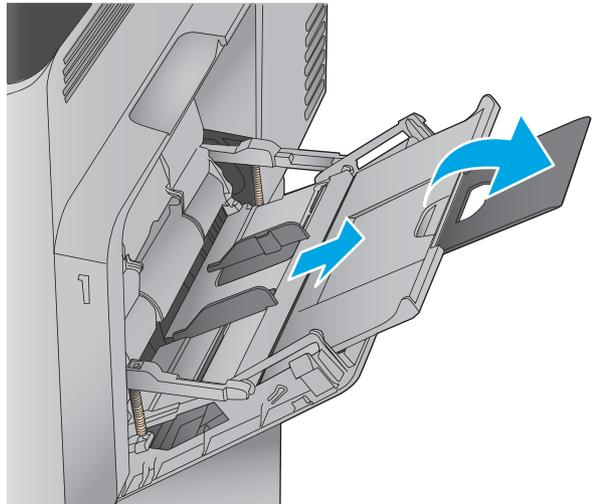
3. Load paper in the tray. For information about how to orient the paper, see Table 2-1 Tray 1 paper orientation on page 17.
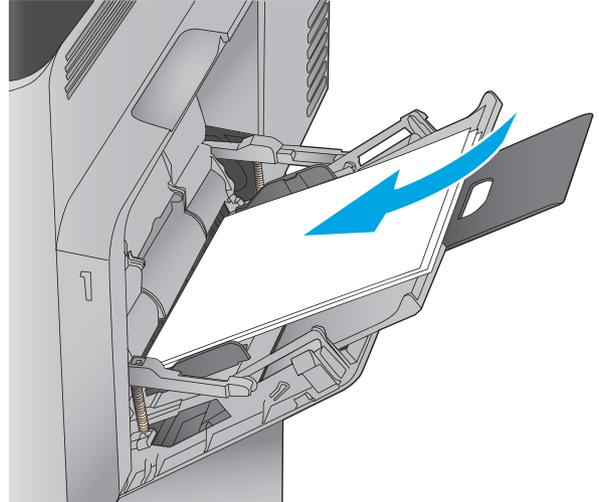
4. Make sure that the paper fits under the fill line on the paper guides.
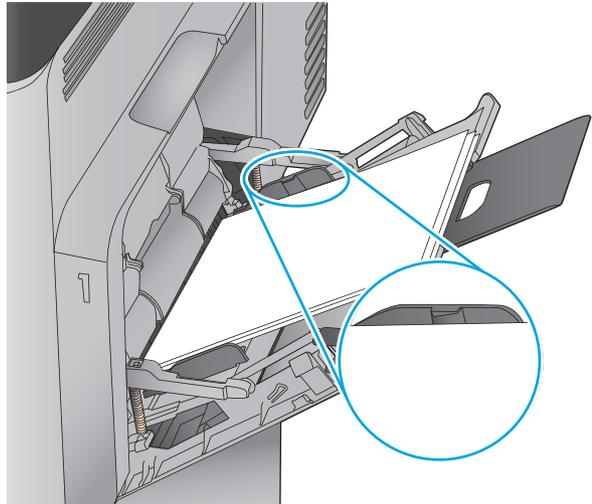
5. Adjust the side guides so that they lightly touch the paper stack, but do not bend it.
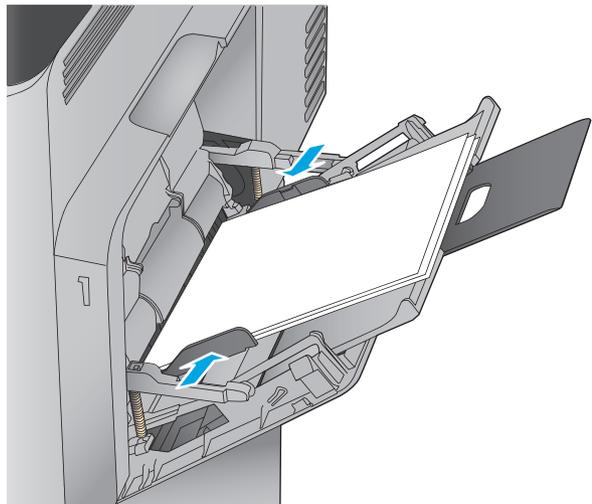
Table 2-1 Tray 1 paper orientation

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
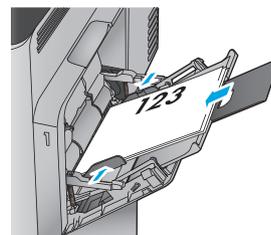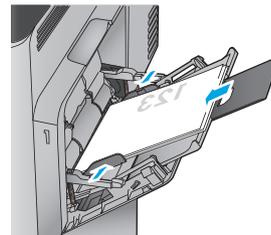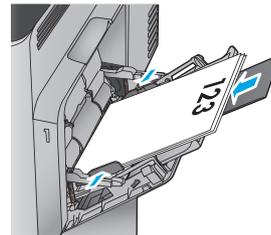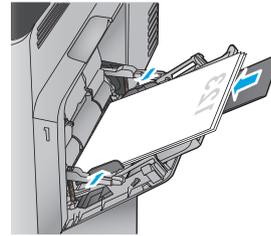
Table 2-1 Tray 1 paper orientation (continued)

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
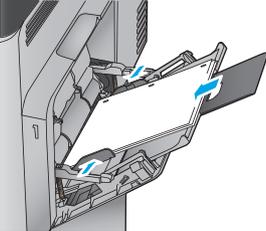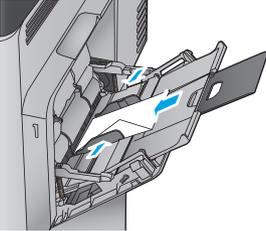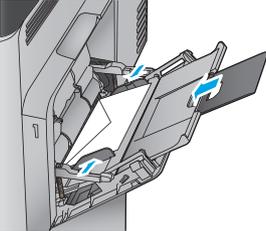
Load Tray 2 and the 500-sheet trays

📝 **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.
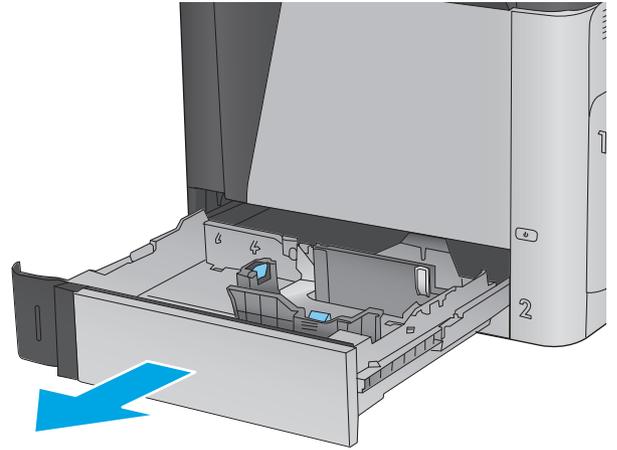
2. Adjust the paper-length and paper-width guides by squeezing the adjustment latches and sliding the guides to the size of the paper being used.
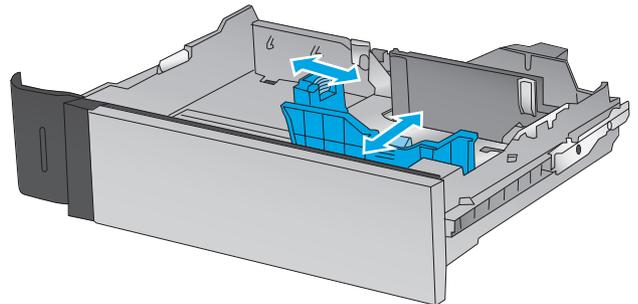
3. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it. For information about how to orient the paper, see Table 2-2 Tray 2 and the 500-sheet trays paper orientation on page 21.

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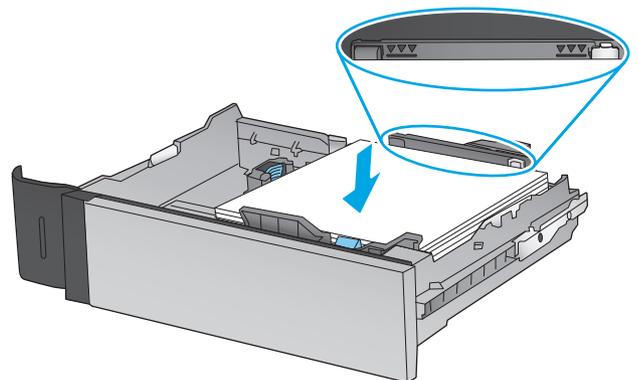
4. Close the tray.
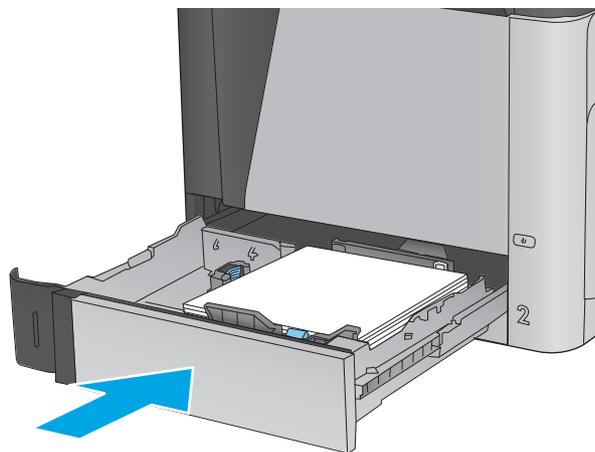
5. The tray configuration message displays on the product control panel.

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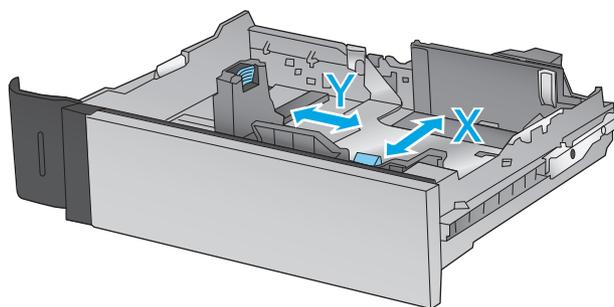
7. Select the correct type and size, and then touch the OK button.

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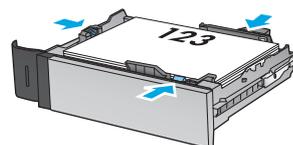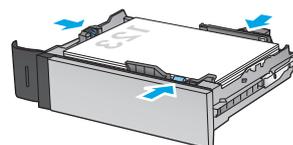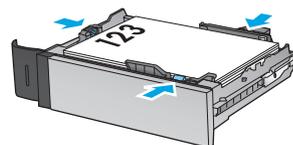
Table 2-2 Tray 2 and the 500-sheet trays paper orientation (continued)

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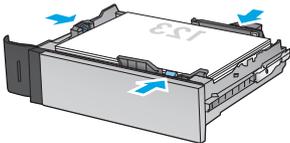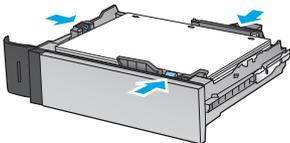
Load the 1,500-sheet high-capacity input tray

1. Open the tray.

    NOTE: Do not open this tray while it is in use.
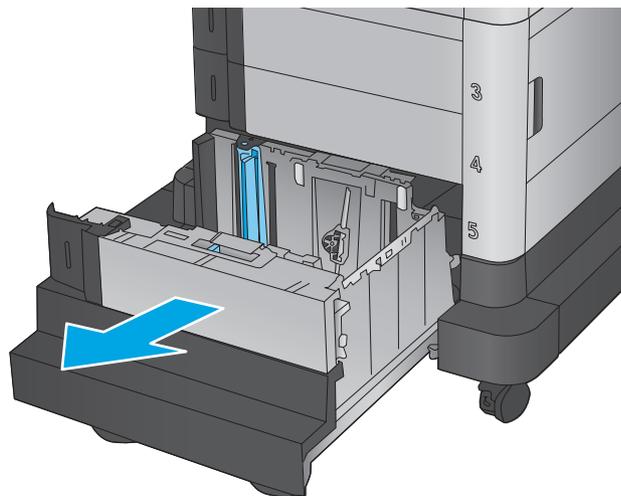
2. Adjust the paper-width guide to the correct position for the paper you are using.
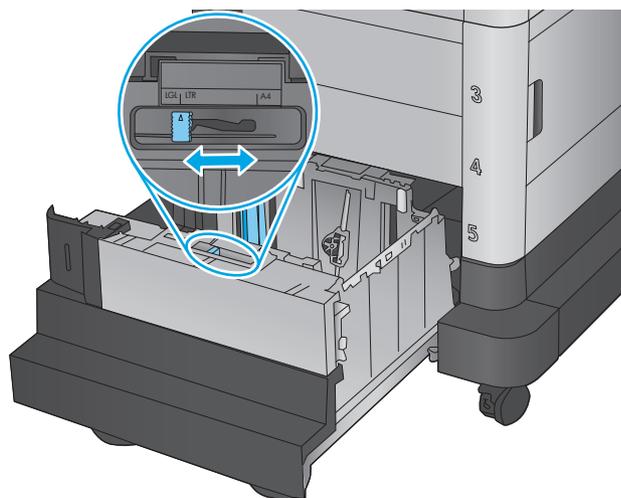
3. Rotate the paper-stop lever to the correct position for the paper you are using.
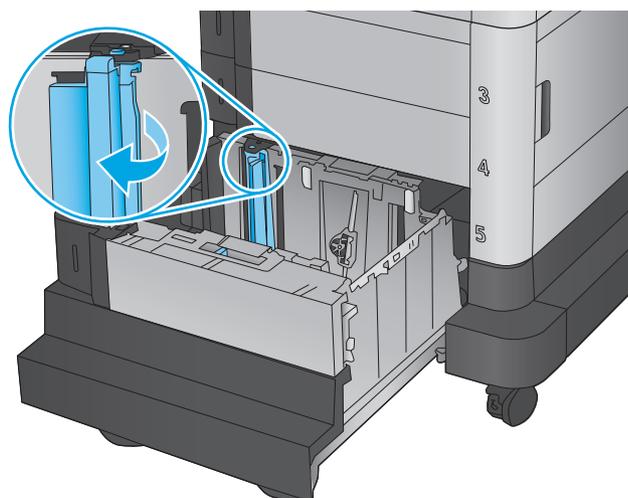
4. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it.

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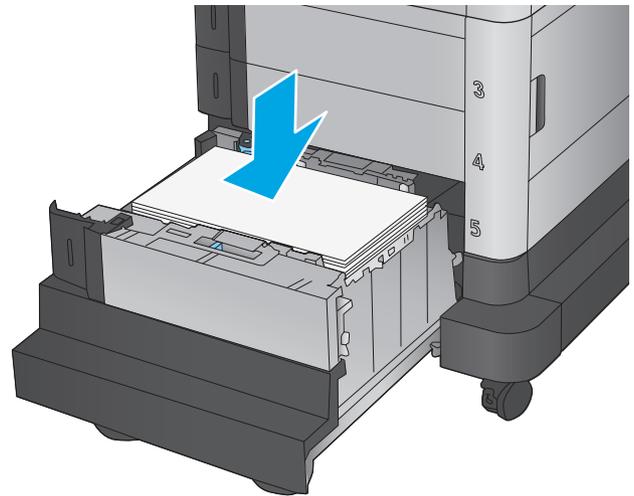
5. Close the tray.
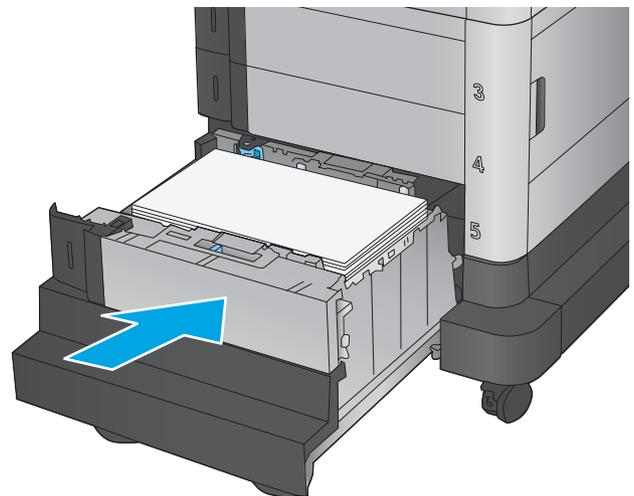
6. The tray configuration message displays on the product control panel.

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.

Configure the stapling mailbox accessory

The stapling mailbox accessory can staple documents in the upper left or upper right corners, and it can stack up to 900 sheets of paper in the three output bins. The output bins have three mode-configuration options: stacker mode, mailbox mode, or function separator mode.

- Load staples

- Configure the default staple location

- Configure the operation mode

Load staples

1. Lift the gray latch on the front of the stapler, and open the stapler cover.
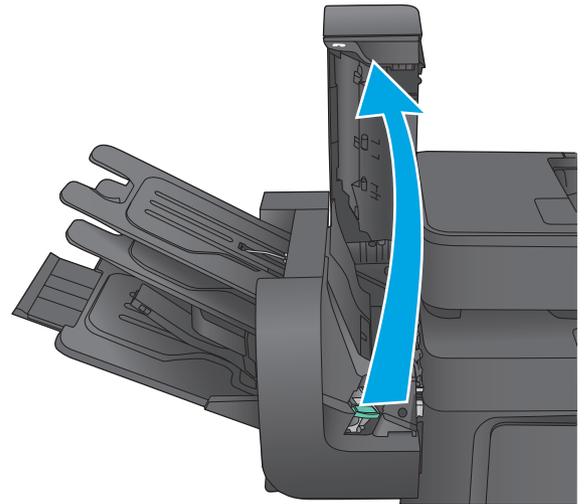
2. Lift the green tab on the staple cartridge up, and then pull the staple cartridge straight out.
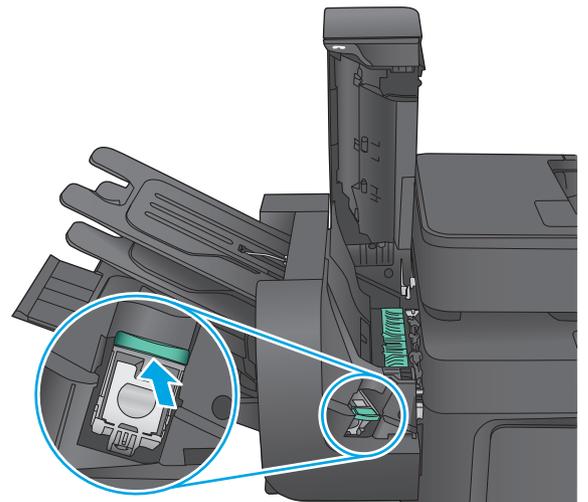
3. Insert the new staple cartridge into the stapler and push down on the green handle until it snaps into place.
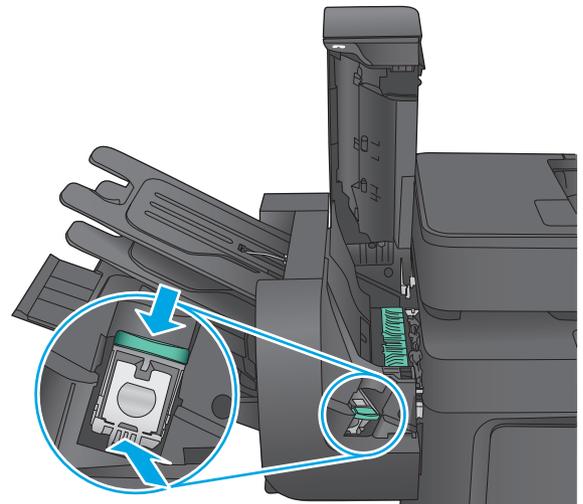
4. Close the stapler cover.
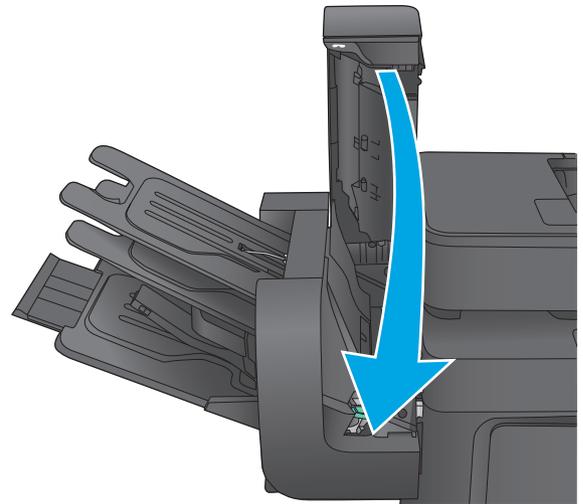
Configure the default staple location

1. From the Home screen on the product control panel, scroll to and touch the Administration button.

2. Open the following menus:

    ●   Stapler/Stacker Settings

    ●   Stapling

3. Select a staple location from the list of options, and then touch the Save button. The following options are available:

    ●   None: No staples

    ●   Top left or right: If the document has portrait orientation, the staple is in the top left corner of the short edge of the paper. If the document has landscape orientation, the staple is in the top right corner of the long edge of the paper.

- **Top left**: The staple is in the top left corner of the short edge of the paper.

- **Top right**: The staple is in the top right corner of the long edge of the paper.
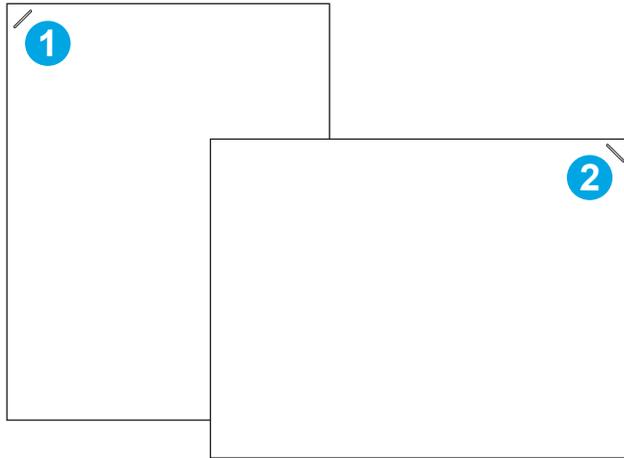
1	Top left corner of the short edge of the paper
2	Top right corner of the long edge of the paper

Configure the operation mode

Use this procedure to configure how the product sorts jobs into the output bins.

1. From the Home screen on the product control panel, scroll to and touch the Administration button.

2. Open the following menus:

   - Stapler/Stacker Settings

   - Operation Mode

3. Select a mode from the list of options, and then touch the Save button. The following options are available:

   - **Stacker**: The product stacks jobs in the bins from bottom to top.

   - **Mailbox**: The product places jobs in different bins according to the person who sent them.

   - **Function Separator**: The product places jobs in different bins according to product function such as print jobs, copy jobs, or fax jobs.

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/colorljMFPM680.

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
HP Staple Cartridge Refill	Replacement staple cartridge	Mandatory	C8091A
Document Feeder Roller Maintenance Kit	Replacement roller for the document feeder	Mandatory	L2718A
Image transfer kit	Replacement image transfer belt and roller	Mandatory	CE249A
Toner collection unit	Replacement toner collection unit	Mandatory	CE265A
HP 652X Black LaserJet Toner Cartridge, high capacity 20k yield	Replacement high-capacity toner cartridge	Mandatory	CF320X
HP 652A Black LaserJet Toner Cartridge, 11k yield	Replacement toner cartridge	Mandatory	CF320A
HP 652A Cyan LaserJet Toner Cartridge, 16k yield	Replacement toner cartridge	Mandatory	CF321A
HP 652A Yellow LaserJet Toner Cartridge, 16k yield	Replacement toner cartridge	Mandatory	CF322A
HP 652A Magenta LaserJet Toner Cartridge, 16k yield	Replacement toner cartridge	Mandatory	CF323A
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
900-sheet, 3-bin stapling mailbox	Stapling mailbox accessory	CZ264
HP LaserJet MFP Analog Fax Accessory 500	Analog fax accessory	CC487A
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.
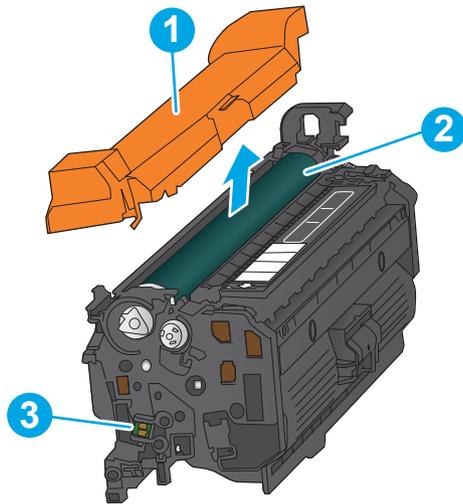
1	Plastic shield
2	Imaging drum
3	Memory chip

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.
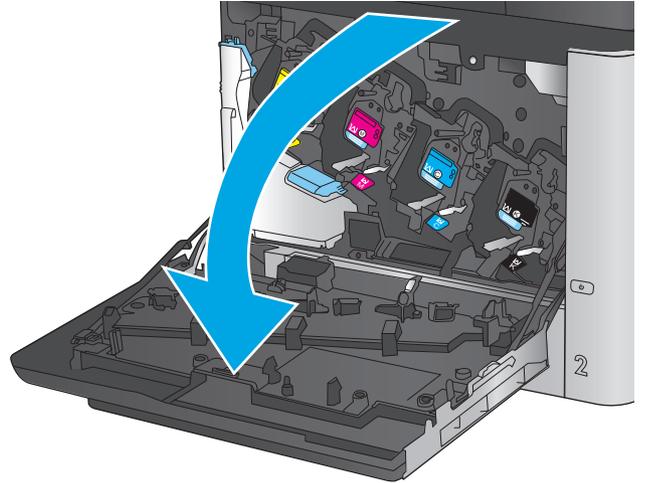
2. Grasp the handle of the used toner cartridge and pull out to remove it.
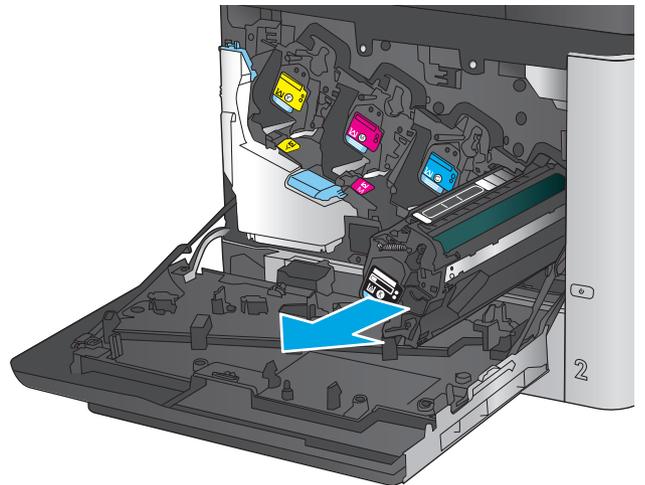
3. Remove the new toner cartridge from its protective bag.
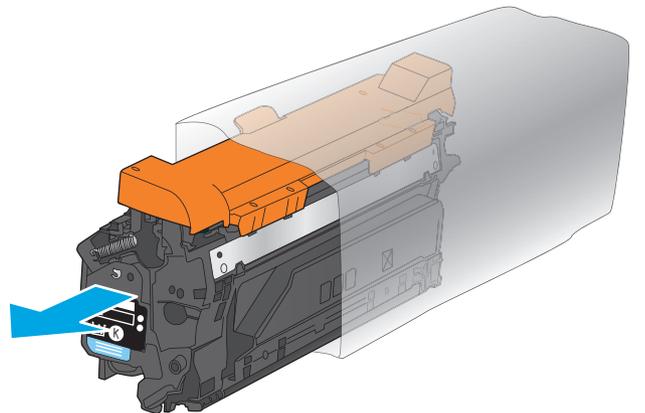
4. Hold both ends of the toner cartridge and rock it 5-6 times.
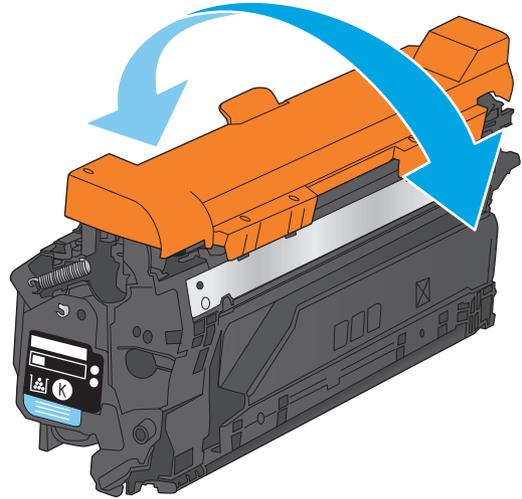
5. Remove the protective shield from the toner cartridge.
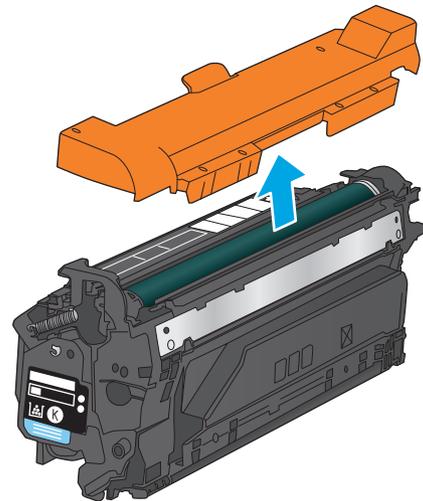
6. Align the toner cartridge with its slot, and then insert the toner cartridge into the product.
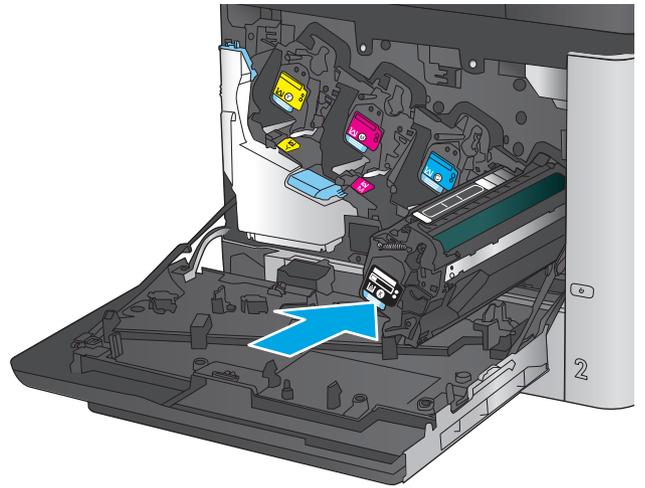
7. Close the front door.
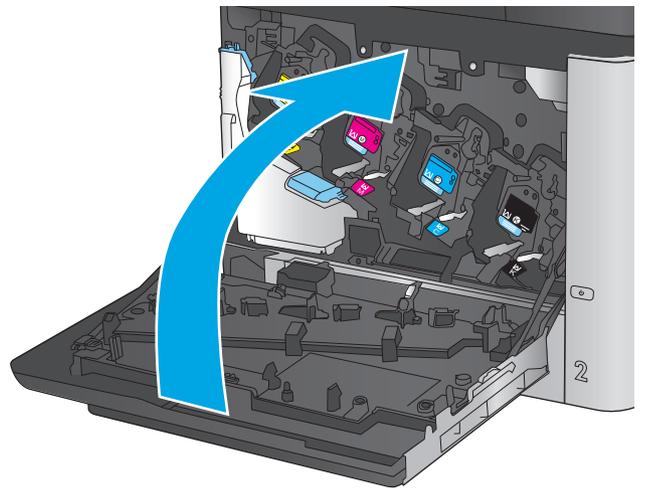
Replace the toner collection unit

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.
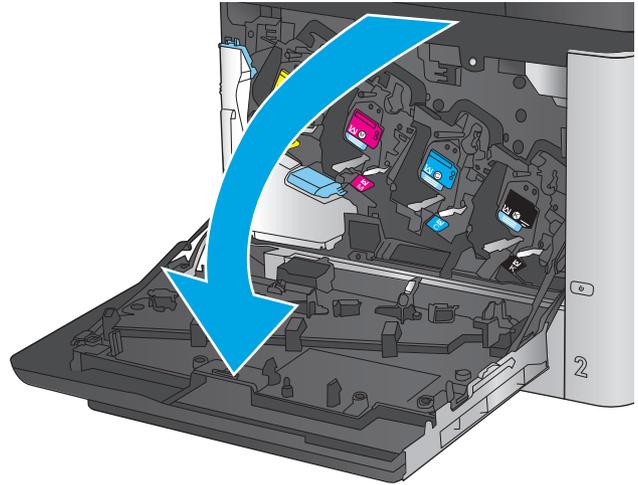
2. Grasp the top of the toner collection unit and remove it from the product.
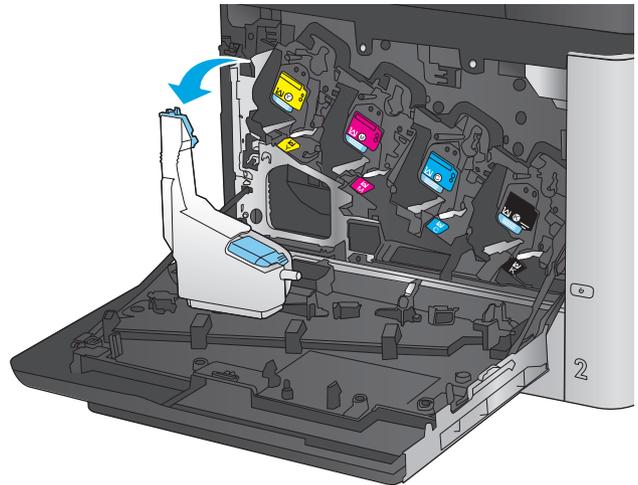
3. Place the attached cap over the opening at the top of the unit.
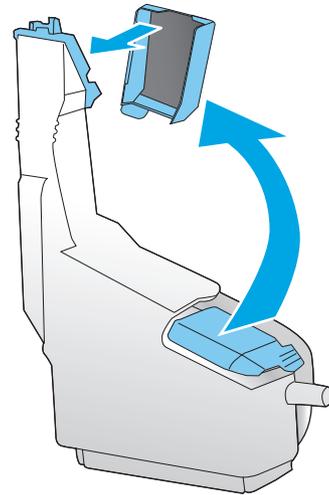
4. Remove the new toner collection unit from its packaging.
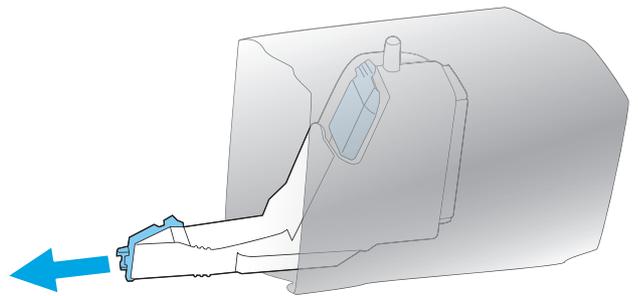
5. Insert the bottom of the new unit into the product first and then push the top of the unit until it clicks into place.
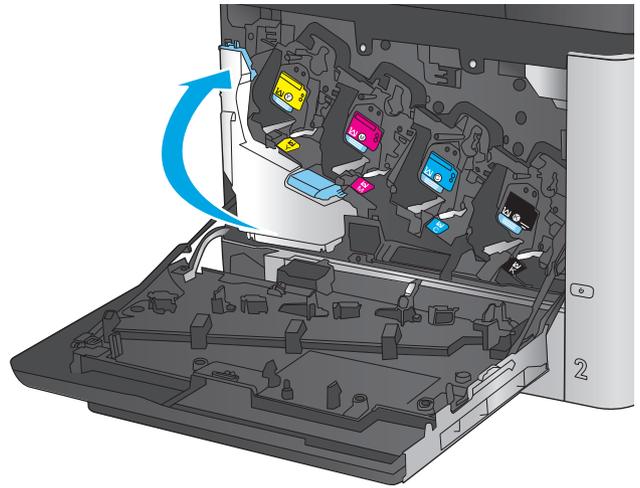
6. Close the front door.

> **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.
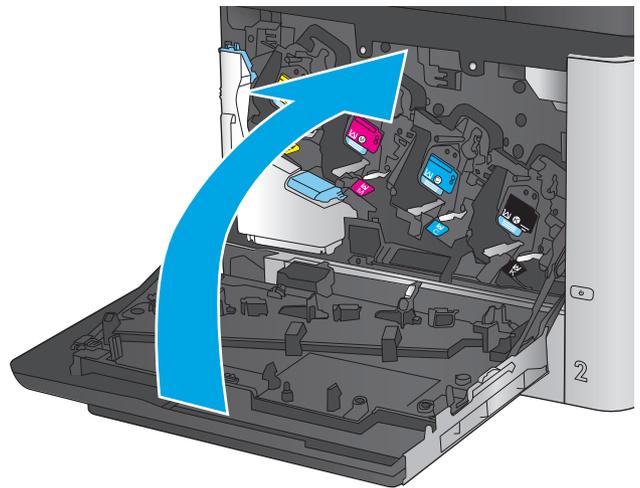
4 Print

- [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/colorljMFPM680.

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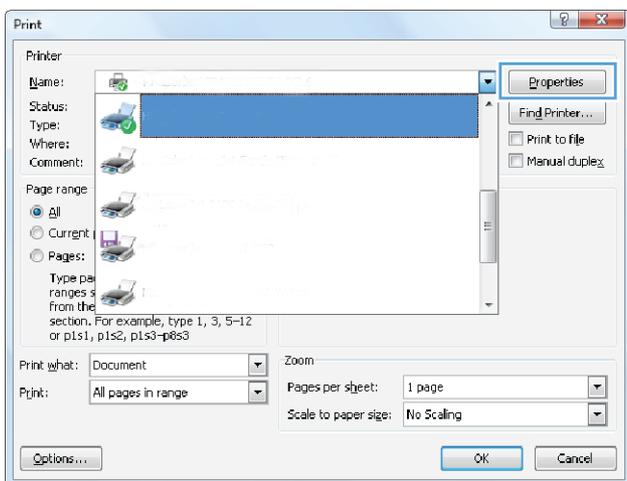
3. Click or tap the tabs in the print driver to configure the available options. For example, set the paper orientation on the **Finishing** tab, and set the paper source, paper type, paper size, and quality settings on the **Paper/Quality** tab.
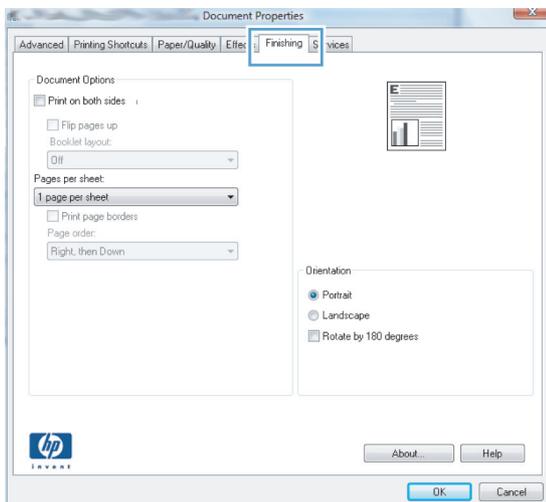
4. Click or tap the **OK** button to return to the **Print** dialog box. Select the number of copies to print from this screen.

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/colorljMFPM680.

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/colorljMFPM680.

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).
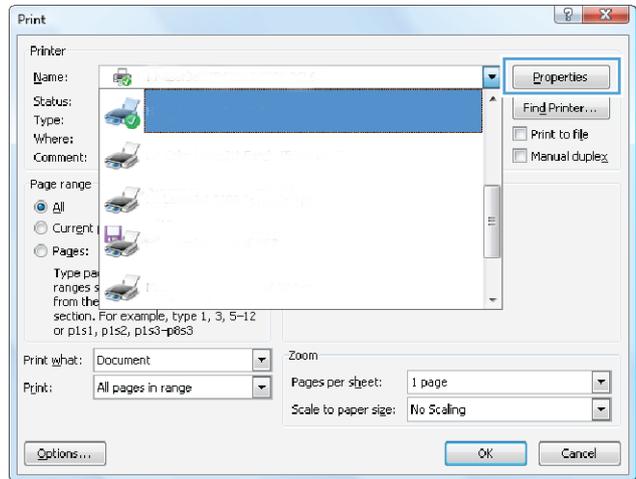
3. Click the **Job Storage** tab.
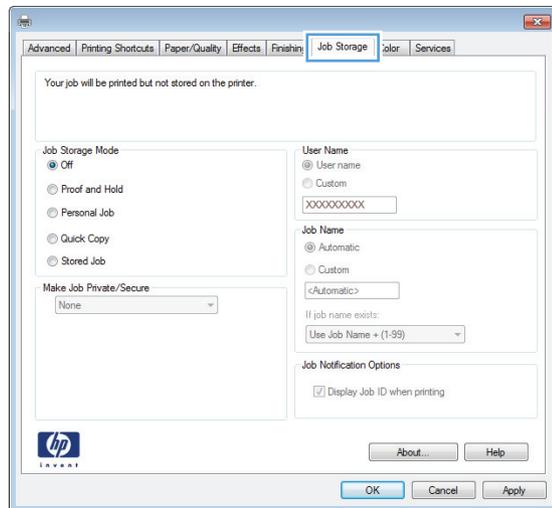
4. Select a **Job Storage Mode** option.

    ●   **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.
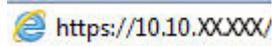
   https://10.10.XXXXX/

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/colorljMFPM680.

- 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 Copy

- [Make a copy](#)

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

- [Optimize copy quality for text or pictures](#)

For more information:

In the US, go to www.hp.com/support/colorljMFPM680.

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

Make a copy

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.

2. From the Home screen on the product control panel, touch the Copy button.
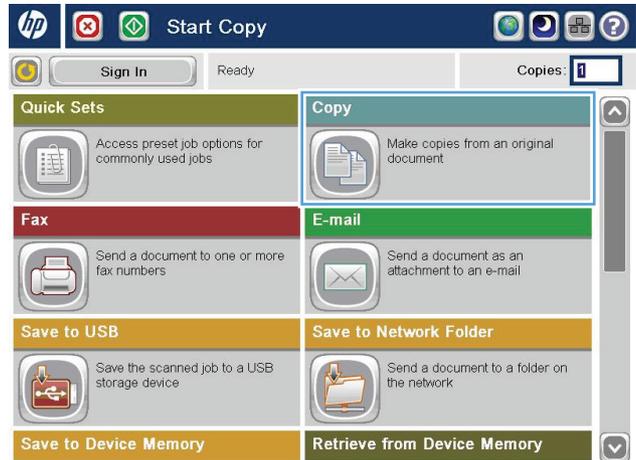
3. To adjust the number of copies, touch the Copies field to open a keypad.

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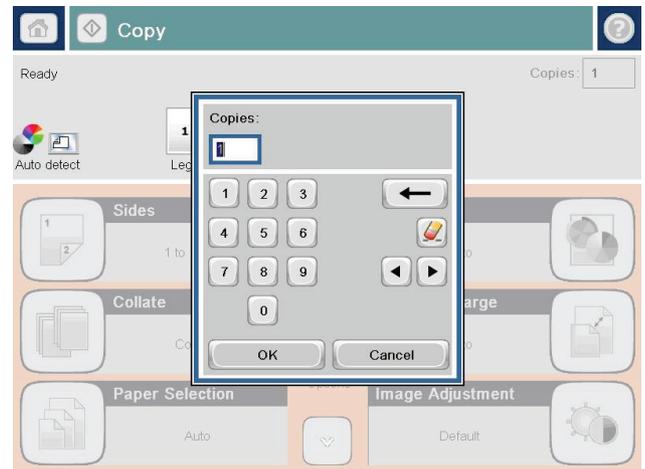
5. Touch the Start button.

Copy on both sides (duplex)

Copy on both sides automatically

1. Load the original documents face-up in the document feeder with the top of the page leading. Adjust the paper guides to fit the size of the document.

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

3. Touch the Sides button.

4. To make a two-sided copy from a one-sided original, touch the 1-sided original, 2-sided output button.

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

   To make a one-sided copy from a two-sided original, touch the 2-sided original, 1-sided output button.

5. Touch the OK button.

6. Touch the Start ⊚ button.

Copy on both sides manually

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

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

3. Touch the Sides button.

4. To make a two-sided copy from a one-sided original, touch the 1-sided original, 2-sided output button.

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

   To make a one-sided copy from a two-sided original, touch the 2-sided original, 1-sided output button.

5. Touch the OK button.

6. Touch the Start ⊚ button.

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

8. The product temporarily saves the scanned images. Touch the Finish button to finish printing the copies.

Optimize copy quality for text or pictures

Optimize the copy job for the type of image being copied: text, graphics, or photos.

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

2. Touch the More Options button, and then touch the Optimize Text/Picture button.

3. Select one of the predefined options, or touch the Manually Adjust button, and then adjust the slider in the Optimize For area. Touch the OK button.

4. Touch the Start ⊚ button.

NOTE: These settings are temporary. After you have finished the job, the product returns to the default settings.

6 Scan/send

- Set up Scan to Email

- Set up Save to Network Folder

- Set up Save to USB

- Set up Save to SharePoint® (flow models only)

- Create a Quick Set

- Send a scanned document to one or more email addresses

- Send a scanned document to a network folder

- Use HP Flow CM solution (flow models only)

For more information:

In the US, go to www.hp.com/support/colorljMFPM680.

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

Set up Scan to Email

The product can scan a file and send it to one or more email addresses. Use the following information to set up the Scan to Email feature.

- Use the E-Mail Setup Wizard

- Set up the Scan to Email feature via the HP Embedded Web Server

- Set up personal and network contacts

- Configure Microsoft Outlook with Google Gmail

Use the E-Mail Setup Wizard

Some HP products include driver installation from a software CD. At the end of this installation is an option to **Setup Scan to Folder and Email**. This option opens the setup wizards that are in the HP Embedded Web Server (EWS) for the product. The setup wizards include the options for basic configuration.

To begin, click **E-Mail Setup Wizard**. Follow the instructions on the screen. Click **Next** to advance to the next step in the wizard.

For more detailed setup information, see the sections that follow to configure this feature through the complete set of Scan to Email options.

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

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

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

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

    🌐 https://10.10.XXXXX/
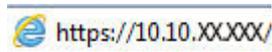
2. Click the **Networking** tab.

3. If it is not already selected, click **TCP/IP Settings** in the left navigation pane.

4. Click the **Network Identification** tab.

5. In the **TCP/IP Domain Suffix** area, verify that the DNS suffix for the email client you use is listed. DNS suffixes have this format: *companyname*.com, gmail.com, etc.

    If the DNS suffix is not listed, type it in the field to the left of the **Add** button. Click **Add**. Repeat this procedure for each DNS suffix that you need to add.

6. Click **Apply**.

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

8. On the left navigation pane, click the **E-mail Setup** link.

9. On the **E-mail Setup** dialog, select the **Enable Send to E-mail** checkbox. Under **Outgoing E-mail Servers (SMTP)** click **Add**.

10. On the **Outgoing E-mail Servers (SMTP)** dialog, do one of the following:

- Select **I know my SMTP server address or host name**, enter the information, and then click **Next**. The **Outgoing E-mail Servers (SMTP)** dialog refreshes.

- Select **Search network for outgoing e-mail server**, click **Next**, select the appropriate server from the **Finding SMTP servers** list, and then click **Next**. The **Outgoing E-mail Servers (SMTP)** dialog refreshes.

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

11. On the **Set the basic information necessary to connect to the server** dialog, set the options to use. Click **Next**.

   NOTE: The port number is set to 25 by default. You do not need to change it.

   NOTE: If you are using Google™ Gmail for email service, select the **Enable SMTP SSL Protocol** check box. If you are using Microsoft® Outlook with Google™ Gmail email service, also follow the instructions in Configure Microsoft Outlook with Google Gmail on page 64.

12. On the **Server Authentication Requirements** dialog, select whether the email server requires authentication. Click **Next**.

13. On the **Server Usage** dialog, select the appropriate usage options. Click **Next**.

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

15. Review the **Summary** dialog and click **Finish**.

16. On the **E-mail Setup** dialog, click **Apply** to complete the setup.

Set up personal and network contacts

You can send email to a list of recipients by using the address book. Depending on how the product is configured, you might have one or more of the following address book viewing options.

- All Contacts: Lists all the contacts that are available to you.

- Personal Contacts: Lists all the contacts that are associated with your user name. These contacts are not visible to other people who use the product.

  NOTE: You must be signed in to the product to see the Personal Contacts list.

- Local Contacts: Lists all the contacts that are stored in the product memory. These contacts are visible to all people who use the product.

To use this feature, first use the HP Embedded Web Server (EWS) to enable the personal contacts and network contacts address books. Ask the system administrator for assistance with the following steps:

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

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

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

https://10.10.XXXXX/

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

3. In the left navigation pane, click the **Address Book** link.

4. In the **Network Contacts Setup** area, click the **Enable Personal Contacts** and the **Enable Network Contacts** check boxes. For network contacts, if no LDAP servers are listed, click **Add**, and then follow the instructions to add an LDAP server.

5. Click the **Apply** button at the bottom of the screen.

Add contacts to the address book from the product control panel

If you are signed in to the product, contacts that you add to the address book will not be visible to other people who use the product.

If you are not signed in to the product, contacts that you add to the address book will be visible to all people who use the product.

NOTE: You can also use the HP Embedded Web Server (EWS) to create and manage the address book.

1. From the Home screen on the product control panel, touch the E-mail button.

   NOTE: If prompted, enter your user name and password.
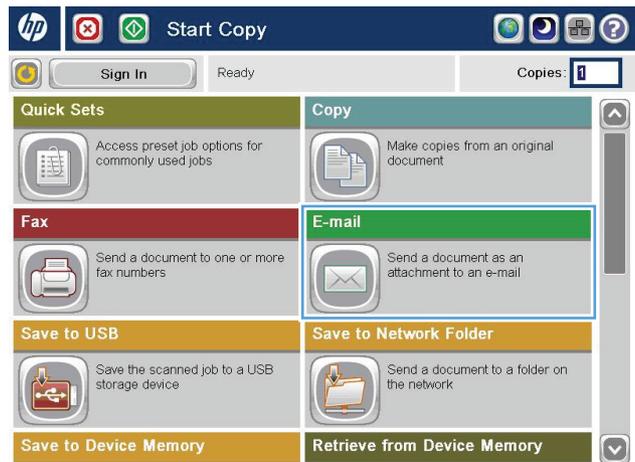
2. Touch the Address Book ▣ button that is next to the To: field to open the Address Book screen.
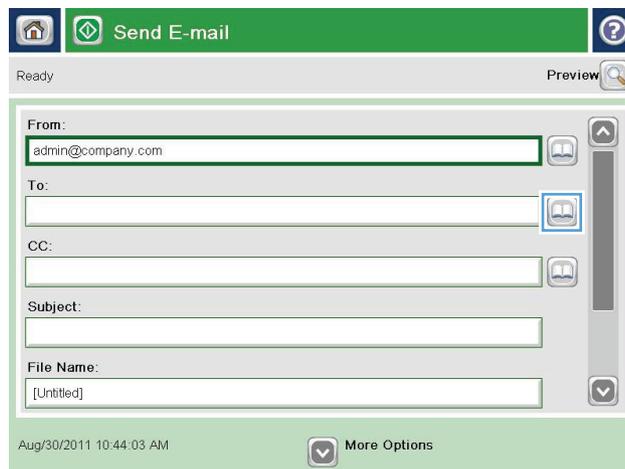
3. Touch the Add ⊕ button that is in the lower left corner of the screen.
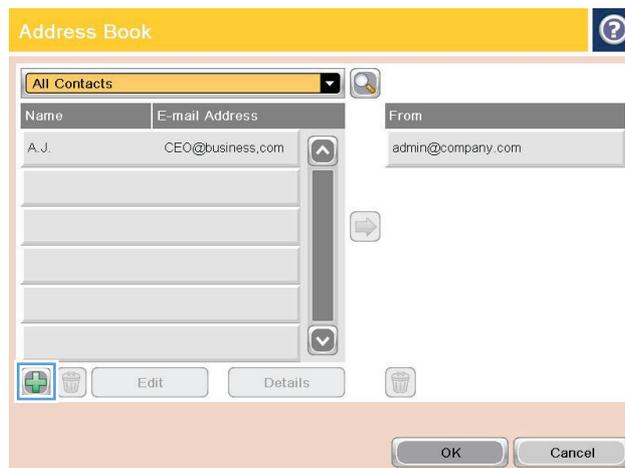
4. In the Name field, enter the name of the contact.

5. From the menu list, select the E-mail Address option, and then enter the contact's email address.

Touch the OK button to add the contact to the list.

Configure Microsoft Outlook with Google Gmail

If you have Google™ Gmail email service and you are using Microsoft® Outlook as your email interface, additional configuration is necessary to use the Scan to Email feature.

NOTE: The following instructions are for Microsoft Outlook 2007.

1. In Outlook, click the **Tools** menu.

2. Click **Account Settings**.

3. Select your email account from the list, and click **Change**.

4. On the Change E-mail Account screen, click **More Settings**.

5. On the Internet E-mail Settings screen, click the **Advanced** tab.

6. Use the following port settings for the incoming server and the outgoing server:

  ● Incoming server (IMAP): 993

     Use the following type of encrypted connection: SSL

  ● Outgoing server (SMTP): 587

Use the following type of encrypted connection: TLS

7. Click **OK**.

8. On the Account Settings screen, click **Next**.

9. On the Change Email Account screen, click **Finish** to complete the setup.

Set up Save to Network Folder

Use the following information to configure a Save to Network Folder quick set.

- Use the Save to Network Folder Quick Set Wizard

- Set up Save to Network Folder via the HP Embedded Web Server

- Complete the destination folder settings

Use the Save to Network Folder Quick Set Wizard

Some HP products include driver installation from a software CD. At the end of this installation is an option to **Setup Scan to Folder and Email**. This option opens the setup wizards that are in the HP Embedded Web Server (EWS) for the product. The setup wizards include the options for basic configuration.

To begin, click **Save to Network Folder Quick Set Wizard**. Follow the instructions on the screen. Click **Next** to advance to the next step in the wizard.

For more detailed setup information, see the sections that follow to configure this feature through the complete set of Save to Network Folder options.

Set up Save to Network Folder via the HP Embedded Web Server

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

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

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

     https://10.10.XXXXX/

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

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

4. On the **Save to Network Folder Setup** dialog, select the **Enable Save to Network Folder** check box.

    NOTE: The Save to Network Folder feature can be minimally configured by selecting this check box and not creating a quick set. However, for this basic configuration, the user must enter the destination folder information at the control panel for each scan job. A quick set is required to include Save to Network Folder metadata.

5. Under the Quick Sets section, click **Add**.

6. On the **Set the button location for the Quick Set and options for user interaction at the control panel** dialog, enter a title and description for the Save to Network Folder quick set. Select the button location for the quick set and the quick set start option. Click **Next**.

7. On the **Folder Settings** dialog, click **Add** to create a destination folder. Set the options to use and click **Next**.

    NOTE: For additional help with folder settings, see Complete the destination folder settings on page 67.

8. On the **Notification Settings** dialog, select the scan status notification preference. Click **Next**.

9. On the **File Settings** dialog, select the file settings to use. Click **Next**.

10. Review the **Summary** dialog and click **Finish**.

11. On the **Save to Network Folder Setup** dialog, click **Apply** to save the quick set.

Complete the destination folder settings

Use the following information to complete the destination folder settings for a shared folder or FTP folder. These options are available to set up a network folder using a quick set in the HP Embedded Web Server.

NOTE: Similar options are available to set up a folder destination from the control panel.

In the **Folder Settings** dialog, select one of the following options:

1. **Save to shared folders or FTP folders** (Click **Add** to create a destination folder.)

2. **Save to a personal shared folder**

    ● This option is used in domain environments where the administrator configures a shared folder for each user. If this setting applies, Windows or LDAP authentication is required. The personal shared folder address is determined by the signed-in user on the product.

    ● Specify the user's home folder in the Microsoft Active Directory. Verify that the user knows where this home folder is located on the network.

    ● Users must sign in with Windows at the control panel. If users do not sign in to open the Network Folder program, this selection will not show up on the list. This program requires querying the network user's account to retrieve the home folder.

    ● Add Network Folder Path – Save to a standard shared network folder

    ● Add Network Folder Path – Save to an FTP Server

    ● Send only to folders with read and write access

    ● Allow sending to folders with write-access only

Add Network Folder Path – Save to a standard shared network folder

UNC folder path: Enter one of the following in this field:

● The fully-qualified domain name (FQDN)

● The IP address of the server

The FQDN can be more reliable than the IP address. If the server gets its IP address via DHCP, the IP address can change.

With an IP address, the product does not need to use DNS to find the destination server, and therefore, the connection might be faster.

Examples:

● FQDN: \\servername.us.companyname.net\scans

● IP Address: \\16.88.20.20\scans

Custom Subfolder: This option automatically creates a subfolder for a scan in the destination folder. Select a format for the subfolder name from the list.

Restrict subfolder access to user: Select this option to restrict subfolder access to the user who creates the scan job.

Folder Path Preview: Click **Update Preview** to view the complete folder path for scan jobs.

Authentication Settings: The authentication settings determine whether to use the credentials of the signed in user at the product or to use fixed credentials.

- **Use credentials of User**: Select this option to use the login credentials for the user, which is typically the Windows login. The product user must also have permission on the shared folder for the credentials to work.

- **Always use these credentials** (fixed credentials): Select this option to enter valid credentials for access to the shared folder. This option means that anyone with access to the product can send to the folder.

Windows Domain: Enter the Windows domain name in this field.

The following information applies for environments that are not on a domain:

- If a shared folder is set to be accessed by everyone, values for a workgroup name (default is "Workgroup"), username, and password fields are required to save the quick set. However, it typically does not matter what the values are.

  ☀ **TIP:** These fields are available under **Authentication Settings** using fixed credentials. If the folder is in a within a particular user's folders and not Public, the credentials of that user must be used.

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

Add Network Folder Path – Save to an FTP Server

Specify the following fields to set up an FTP server as the Save To destination.

- FTP Server name

- Port

- FTP Folder Path

- Custom Subfolder (naming convention for subfolder)

- FTP Transfer Mode

- Username and Password

Click **Verify Access** to confirm the destination can be accessed. Click **OK**.

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

Send only to folders with read and write access

Select this option for folders configured for read and write access. This option also supports folder access verification, job notifications, and inclusion of user in a subfolder name.

Verify folder access prior to job start

● Select this check box to force the device to verify folder access before starting a scan job.

● Clear this check box for faster completion of scan jobs. Jobs can fail if the folder is unavailable.

Allow sending to folders with write-access only

Select this option for folders configured for write-only access (required for this type of folder).

NOTE: When this box is checked, the product cannot increment the scan filename. It sends the same filename for all scans.

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

Set up Save to USB

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

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

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

        https://10.10.XXXXX/

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

3. Click the **Save to USB Setup** link.

4. Select the **Enable Save to USB** check box.

5. Click the **Apply** button at the bottom of the page.

Set up Save to SharePoint® (flow models only)

NOTE: Before you can complete this procedure, the destination folder to which you want to save scanned files must exist on the SharePoint® site, and you must have write access to the destination folder.

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

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

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

    https://10.10.XXXXX/

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

3. On the left navigation pane, click the **Save to SharePoint®** link.

4. On the **Save to SharePoint®** dialog, select the **Enable Save to SharePoint®** check box.

5. To use this feature, establish a Quick Set for each SharePoint® site. In the **Quick Sets** area, click the **Add** button to start the Quick Set wizard.

6. On the **Set the button location for the Quick Set and options for user interaction at the control panel** dialog, provide the following information:

   - **Quick Set Title**: This title appears on the new Quick Set button on the product control panel.

   - **Quick Set Description**: This short description appears next to the title on the new Quick Set button on the control panel.

   - **Button Location**: Select whether the new Quick Set button will be directly on the Home screen or within the Quick Sets application on the control panel.

   - **Quick Set Start Option**: Select one of these options:

     ◦ **Enter application, then user presses Start**: The product opens the scan application for the Quick Set, so you can review and change the settings before pressing the Start button to begin the job.

     ◦ **Start instantly upon selection**: The job starts instantly when you touch the Quick Set button.

   Click **Next**.

7. On the **SharePoint® Destination Settings** dialog, click **Add** to create a new destination, and then follow the instructions at the top of the **Add SharePoint® Path** dialog.

   a. Open another browser window and navigate to the SharePoint® scan destination folder. Copy the destination path, and then paste the path into the **SharePoint® Path** field on the **Add SharePoint® Path** dialog.

   b. Click the **Generate Short URL** button to create a shortened version of the URL, which displays on the product control panel. This step is mandatory.

c. In the **Authentication Settings** field, select whether users must sign in with their credentials at the control panel to access this SharePoint® folder, or if the login credentials should always be the same as when you navigated to the folder.

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

d. Click **OK**.

8. On the **SharePoint® Destination Settings** dialog, select the **Verify folder access prior to job start** checkbox if appropriate, and then click **Next**.

9. On the **Notification Settings** dialog, select your scan status notification preference, and then click **Next**.

10. On the **Scan Settings** dialog, select the scan settings to use. Click **Next**.

11. On the **File Settings** dialog, select the file settings to use. Click **Next**.

12. Review the **Summary** dialog and click **Finish**.

**13.** At the bottom of the **Save to SharePoint®** dialog, click **Apply** to save the Quick Set.

Create a Quick Set

Use the Quick Sets feature to quickly access preset job options. The product administrator can use the HP Embedded Web Server to create Quick Sets, which are then available in the Quick Sets menu from the control-panel Home screen. Quick Sets are available for the following scan/send features:

- E-mail
- Save to Network Folder
- Save to USB
- Save to SharePoint®

Ask the system administrator for assistance with the following steps:

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

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

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

        https://10.10.XXXXX/
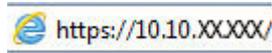
2. Click the **General** tab.

3. On the left navigation pane, click the **Quick Sets Setup** link.

4. On the **Quick Sets** dialog, click **Add**.

5. On the **Select an application** dialog, select the application for which you want to create a Quick Set. Click **Next**.

6. On the **Set the button location for the Quick Set and options for user interaction at the control panel** dialog, provide the following information:

    - **Quick Set Title**: This title appears on the new Quick Set button on the product control panel.

    - **Quick Set Description**: This short description appears next to the title on the new Quick Set button on the control panel.

    - **Button Location**: Select whether the new Quick Set button will be directly on the Home screen or within the Quick Sets application on the control panel.

    - **Quick Set Start Option**: Select one of these options:

        ◦ **Enter application, then user presses Start**: The product opens the scan application for the Quick Set, so you can review and change the settings before pressing the Start button to begin the job.

        ◦ **Start instantly upon selection**: The job starts instantly when you touch the Quick Set button.

    Click **Next**.

7. The next several dialogs that appear depend on which application you selected in Step 5:

- If you selected **E-mail**, the following dialogs appear: **Address and Message Field Control**, **Signing and Encryption**

- If you selected **Fax**, the following dialog appears: **Select Fax Recipients**

- If you selected **Save to Network Folder**, the following dialog appears: **Folder Settings**

- If you selected **Save to USB** the following dialog appears: **Set where files are saved on the USB storage device**

- If you selected **Save to SharePoint®** the following dialogs appear: **SharePoint® Destination Settings**, **Add SharePoint® Path**, **SharePoint® Destination Settings**

  > **NOTE:** The **Save to SharePoint®** feature is available for all HP LaserJet flow MFPs and the Scanjet 8500 fn1, and the Scanjet 7000nx with firmware datecode 20120119 or newer.

  Proceed through the destination-specific dialogs. Click **Next** to advance to the next dialog.

8. On the **Notification Settings** dialog, select your scan status notification preference, and then click **Next**.

9. On the **Scan Settings** dialog, select the scan settings to use. Click **Next**.

10. On the **File Settings** dialog, select the file settings to use. Click **Next**.

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

12. On the Quick Set-specific dialog, click **Apply** at the bottom of the window to save the Quick Set.

Send a scanned document to one or more email addresses

- Send email by entering email addresses manually
- Send email by using the address book

Send email by entering email addresses manually

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.

2. From the Home screen on the product control panel, touch the E-mail button.

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

3. Touch the To: field to open a keyboard.

   NOTE: If you are signed in to the product, your user name or other default information might appear in the From: field. If so, you might not be able to change it.
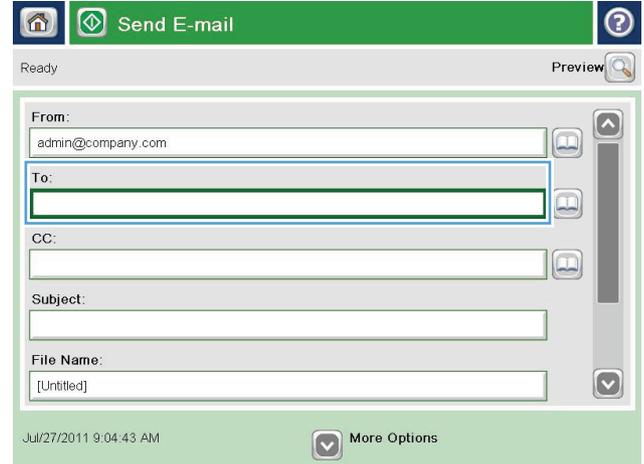
4. Enter the email address. To send to multiple addresses, separate the addresses with a semicolon, or touch the Enter button on the touchscreen keyboard after you type each address.

5. Complete the CC:, Subject:, and File Name: fields by touching the field and using the touchscreen keyboard to enter information. Touch the OK button when you have completed the fields.

6. To change the settings for the document touch the More Options button.
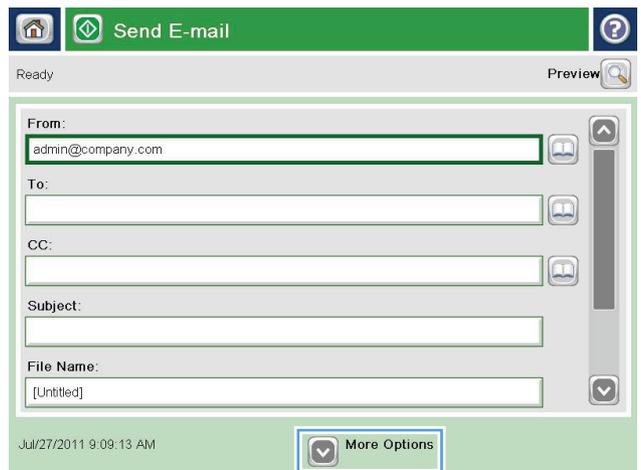
7. If you are sending a two-sided document, select the Original Sides menu, and then select the 2–sided option. Touch the OK button.

8. Touch the Start ⊚ button to send.

NOTE: The product might prompt you to add the email address to the address book.

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

9. To set up another email job, touch the OK button on the Status screen.

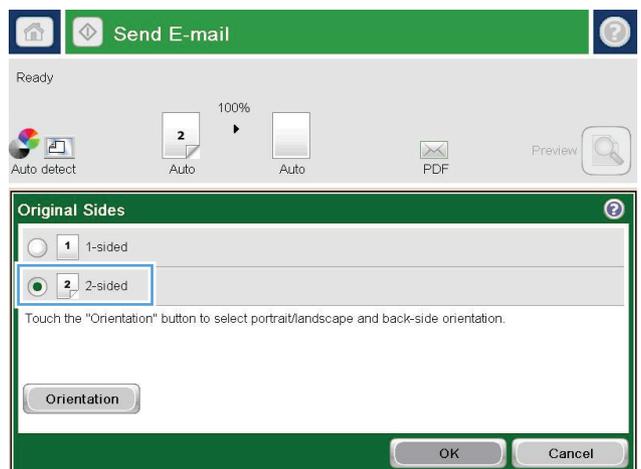**NOTE:** You have the option to retain the settings from this job to use for the next job.
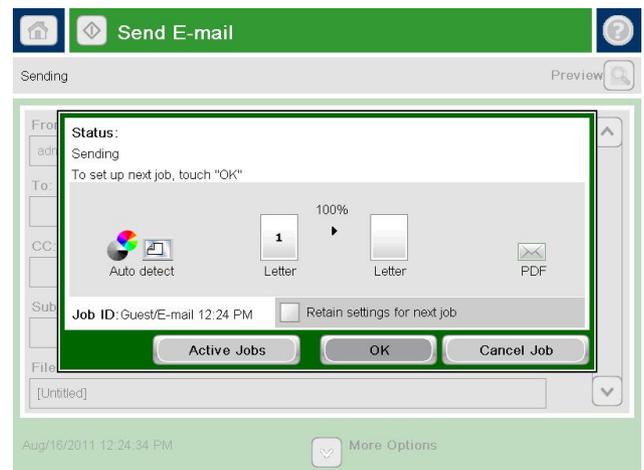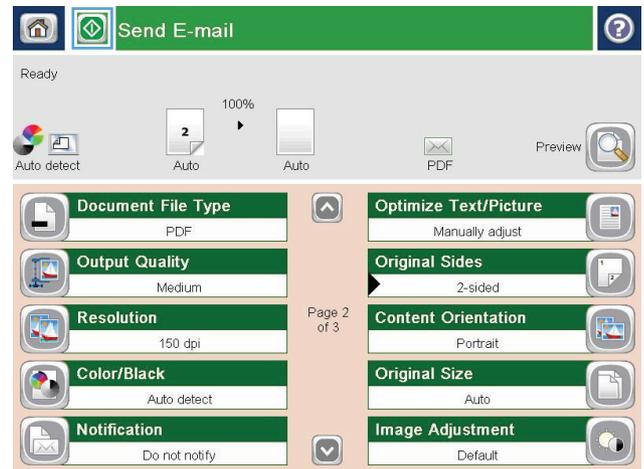
Send email by using the address book

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.

2. From the Home screen on the product control panel, touch the E-mail button.

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

3. Touch the Address Book button that is next to the To: field to open the Address Book screen.
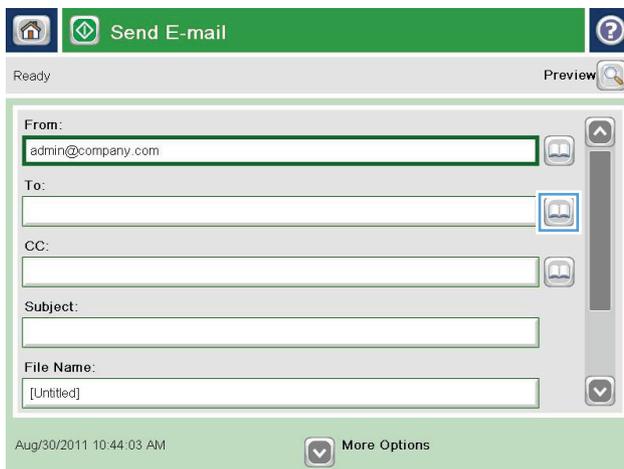
4. From the drop-down list, select the address book view that you want to use.
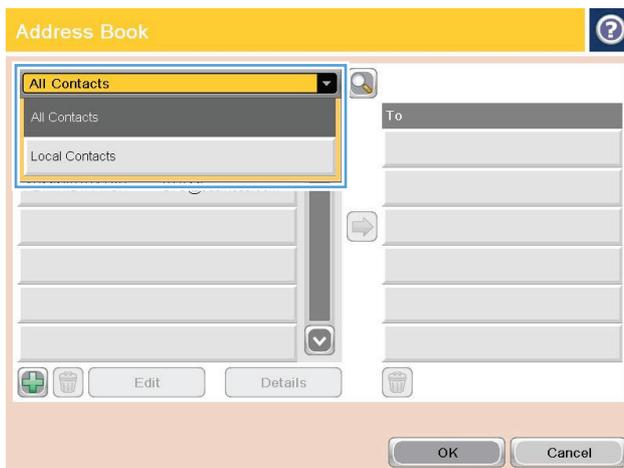
5. Select a name from the list of contacts, and then touch the right arrow ▸ button to add the name to the recipients list.

Repeat this step for each recipient, and then touch the OK button.
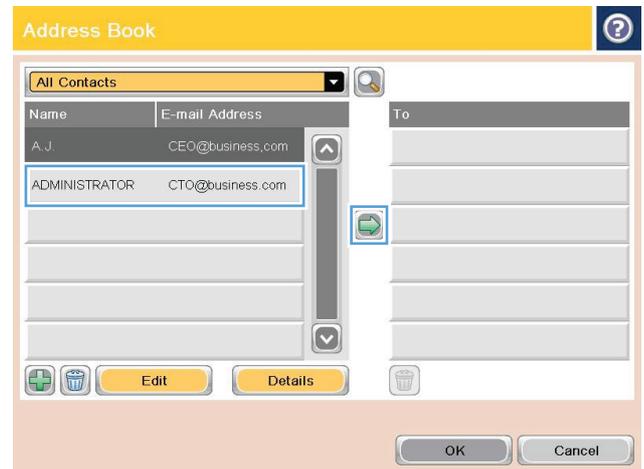
6. Touch the Start ⊚ button to send.

NOTE: You can preview the image at any time by touching the Preview button in the upper-right corner of the screen. For more information about this feature, touch the Help ? button on the preview screen.
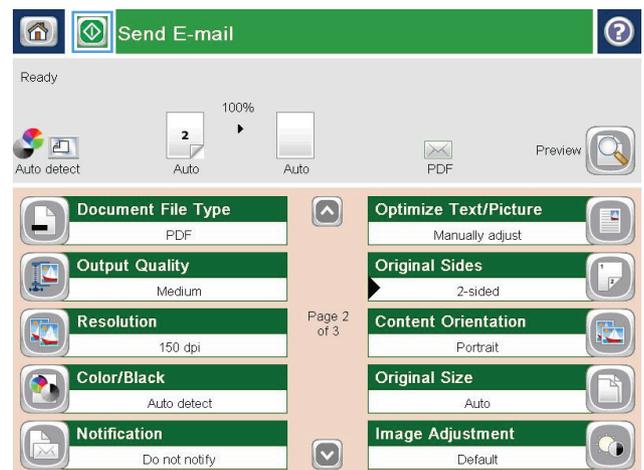
Send a scanned document to a network folder

The product can scan a file and save it in a folder on the network. The following operating systems support this feature:

- Windows Server 2003, 64-bit

- Windows Server 2008, 64-bit

- Windows XP, 64-bit

- Windows Vista, 64-bit

- Windows 7, 64-bit

- Novell v5.1 and later (access to the Quick Sets folders only)

NOTE: You can use this feature with Mac OS X v10.6 and earlier if you have configured Windows File Sharing.

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

The system administrator can use the HP Embedded Web Server to configure pre-defined Quick Sets folders, or you can provide the path to another network folder.

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.

2. From the Home screen on the product control panel, touch the Save to Network Folder button.

   NOTE: If prompted, type your user name and password.
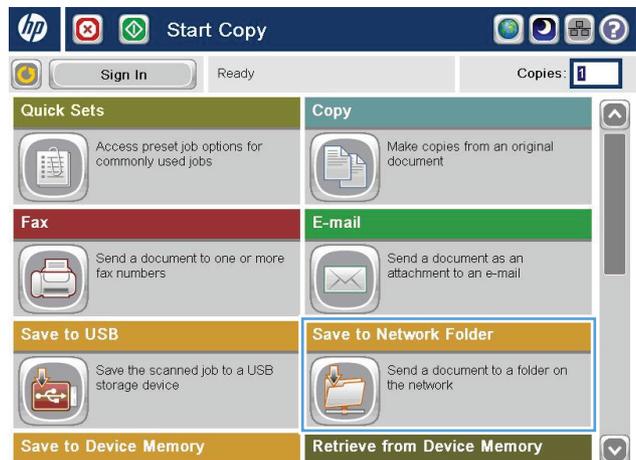
3. To use one of the preset job settings, select one of the items in the Quick Sets list.
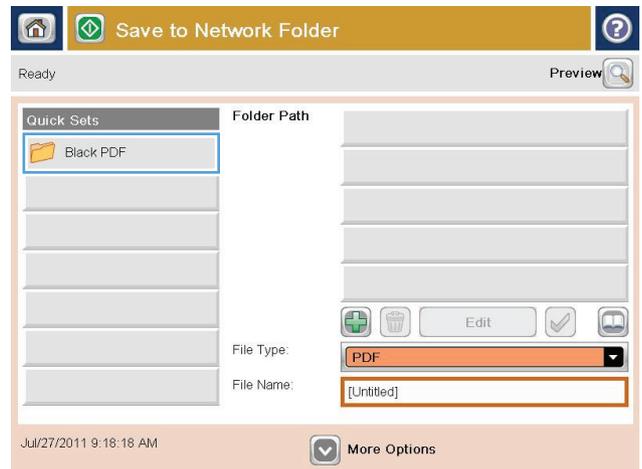
4. To set up a new job, touch the File Name text field to open a keyboard, and then type the name for the file. Touch the OK button.
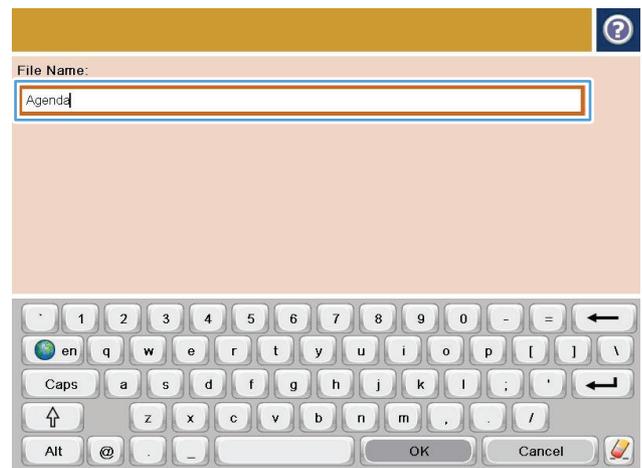
5. If necessary, touch the File Type drop-down menu to select a different output file format.
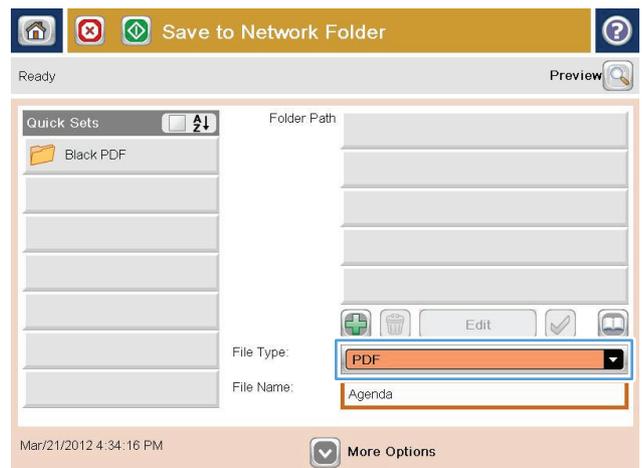
6. Touch the Add ![icon] button that is below the Folder Path field to open a keyboard, and then type the path to the network folder. Use this format for the path:

\\path\path

Touch the OK button.

7. To configure settings for the document, touch the More Options button.
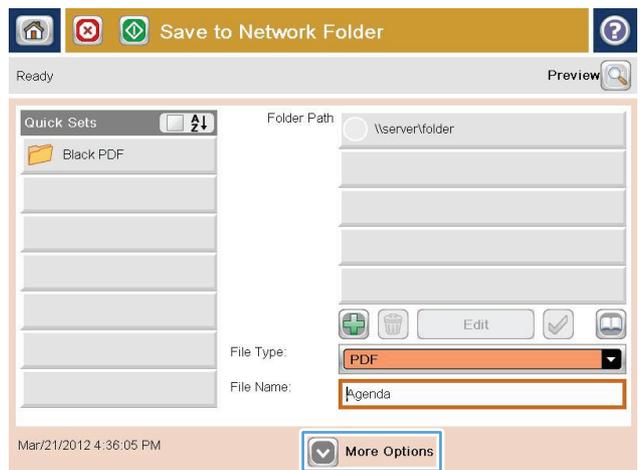
8. Touch the Start ![icon] button to save the file.

NOTE: You can preview the image at any time by touching the Preview button in the upper-right corner of the screen. For more information about this feature, touch the Help ![icon] button on the preview screen.
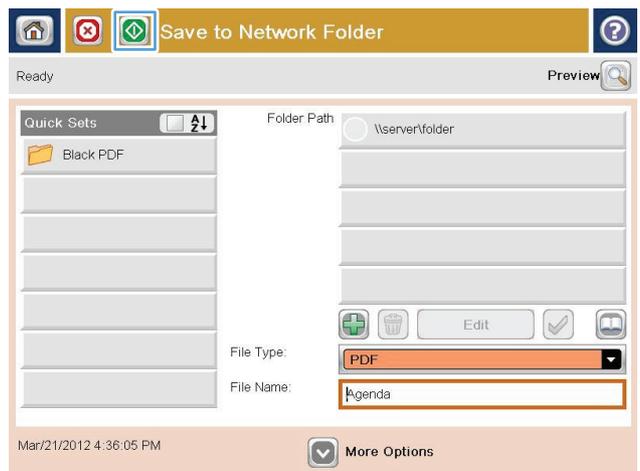
Use HP Flow CM solution (flow models only)

HP Flow CM Professional is an easy-to-use, cloud-based solution designed to help businesses securely store and access information for better collaboration. The solution provides access from virtually anywhere, via a web browser, to a complete set of proven document-management tools for capture, store, search, retrieval, sharing, and more.

Use a networked scanner or HP LaserJet Flow MFP (and select upgradeable HP MFPs) to quickly and simply send paper documents directly to the HP Flow CM Professional solution. Retrieve and print PDF documents, set directories, and browse a file repository directly from the control panel of a Flow CM enabled product.

For more information on HP Flow CM Professional, go to the following Web sites:

● To log in to HP Flow CM, go to www.hpflowcm.com/login.

● To search HP Flow CM Support, go to help.hpflowcm.com.

● To find out more about HP Flow CM and have a sales expert contact you, go to www.hp.com/go/flowcm.

● To find out more about HP Flow CM Professional, go to www.hp.com/go/flow.

● To find out more about HP Flow CM Enterprise, go to www.hp.com/go/flowcmenterprise.

7 Fax

- [Set up fax](#)

- [Change fax configurations](#)

- [Send a fax](#)

For more information:

In the US, go to www.hp.com/support/colorljMFPM680.

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

Set up fax

The steps to set up the fax function on the product vary depending on whether you are initially setting up the product hardware or if the hardware is already set up.

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

- The first time the product is turned on with a fax accessory installed
- After initial product hardware setup

The first time the product is turned on with a fax accessory installed

The first time the product is turned on with a fax accessory installed, access the Fax Setup Wizard by following these steps:

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

2. Touch the Fax Setup Wizard menu.

3. Follow the steps in the Fax Setup Wizard to configure the required settings.

4. When the Fax Setup Wizard finishes, the option to hide the Initial Setup button appears on the Home screen. Fax setup is complete.

NOTE: When first installed, the fax accessory might read some of these settings from the product; therefore, a value might already be set. Check the values to verify that they are correct.

After initial product hardware setup

Access the Fax Setup Wizard *after* initial setup through the control panel by following these steps:

1. From the Home screen on the product control panel, scroll to and touch Administration.

2. Open the following menus:

- Fax Settings
- Fax Send Settings
- Fax Send Setup
- Fax Setup Wizard

3. Follow the steps in the Fax Setup Wizard to configure the required settings. Fax setup is complete.

NOTE: If the Fax Settings menu does not appear in the menu listing, LAN or internet fax might be enabled. When LAN or internet fax is enabled, the analog fax accessory is disabled and the Fax Settings menu does not display. Only one fax feature, either LAN fax, analog fax, or internet fax, can be enabled at a time. If you want to use analog fax when LAN fax is enabled, use the HP MFP Digital Sending Software Configuration Utility or the HP Embedded Web Server to disable LAN fax.

Change fax configurations

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

- Fax dialing settings

- General fax send settings

- Fax receive settings

Fax dialing settings

1. From the Home screen on the product control panel, scroll to and touch Administration.

2. Open the following menus:

   - Fax Settings

   - Fax Send Settings

   - Fax Send Setup

   - Fax Dialing Settings

Configure any of the following settings:

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

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

General fax send settings

1. From the Home screen on the product control panel, scroll to and touch Administration.

2. Open the following menus:

    ● Fax Settings

    ● Fax Send Settings

    ● Fax Send Setup

    ● General Fax Send Settings

Configure any of the following settings:

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

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

Fax receive settings

1. From the Home screen on the product control panel, scroll to and touch Administration.

2. Open the following menus:

   - Fax Settings

   - Fax Receive Settings

   - Fax Receive Setup

Configure any of the following settings:

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

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

Send a fax

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.

2. From the Home screen on the product control panel, touch the Fax button. You might be prompted to type a user name and password.

3. Touch the More Options button. Verify that the settings match those of your original. When all settings are completed, touch the up arrow to scroll to the main Fax screen.
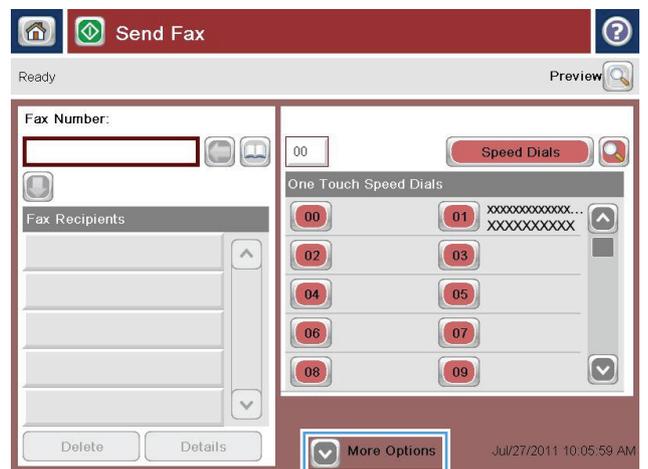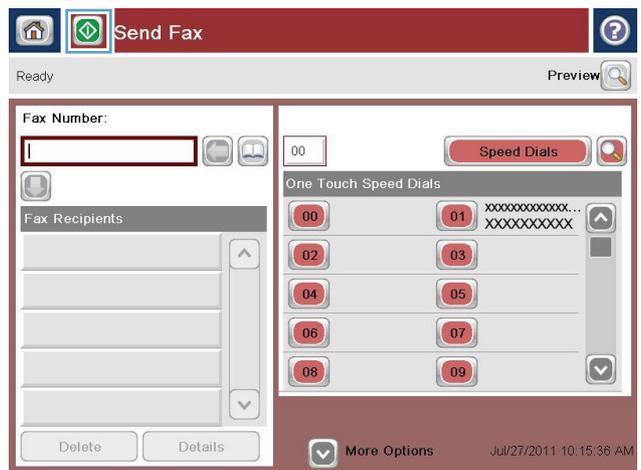
4. Touch the Fax Number field to open the keypad.
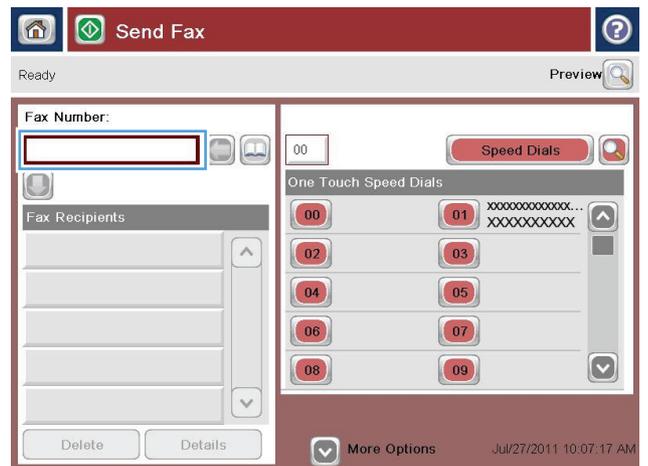
5. Enter a phone number, and then touch the OK button.

6. Touch the Start ⊚ button to send the fax.

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

8 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/colorljMFPM680.

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

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

View or change network settings

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

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

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

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

      https://10.10.XXXXX/

2. Click the **Networking** tab to obtain network information. 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.
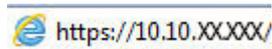
      https://10.10.XXXXX/

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 8-1 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 8-2 HP Embedded Web Server General tab

Menu	Description
Control Panel Customization	Reorder, show, or hide features on the control-panel display. Change the default display language.
Quick Sets Setup	Configure jobs that are available in the Quick Sets area of the Home screen on the product control panel.
Alerts	Setup email alerts for various product and supplies events.

Table 8-2 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 8-3 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 8-3 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 8-4 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 8-4 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 8-5 HP Embedded Web Server Fax tab

Menu	Description
Fax Send Setup	Configure settings for sending faxes, including the following:
	● Default settings for outgoing faxes
	● 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 8-6 HP Embedded Web Server Troubleshooting tab

Menu	Description
General Troubleshooting	Select from a variety of reports and tests to help solve problems with the 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 8-7 HP Embedded Web Server Security tab

Menu	Description
General Security	Settings for general security, including the following: • Configure an administrator password to restrict access to certain features on the 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 8-8 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 8-9 HP Embedded Web Server Networking tab

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

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

Menu	Description
Network Settings	Configure IPX/SPX, AppleTalk, DLC/LLC, and SNMP settings, depending on the print server model.
Other Settings	Configure general printing protocols and services supported by the print server. The available options depend on the print server model, but can include firmware update, LPD queues, USB settings, support information, and refresh rate.
AirPrint	Enable, set up, or disable network printing from Apple supported 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

Table 8-10 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.

   https://10.10.XXXXX/

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/colorljMFPM680. 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 MFP M680), and then select **Search**.

9 Solve general problems

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For more information:

In the US, go to www.hp.com/support/colorljMFPM680.

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/colorljMFPM680. ● 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/colorljMFPM680. 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

M680dn   M680f   M680z
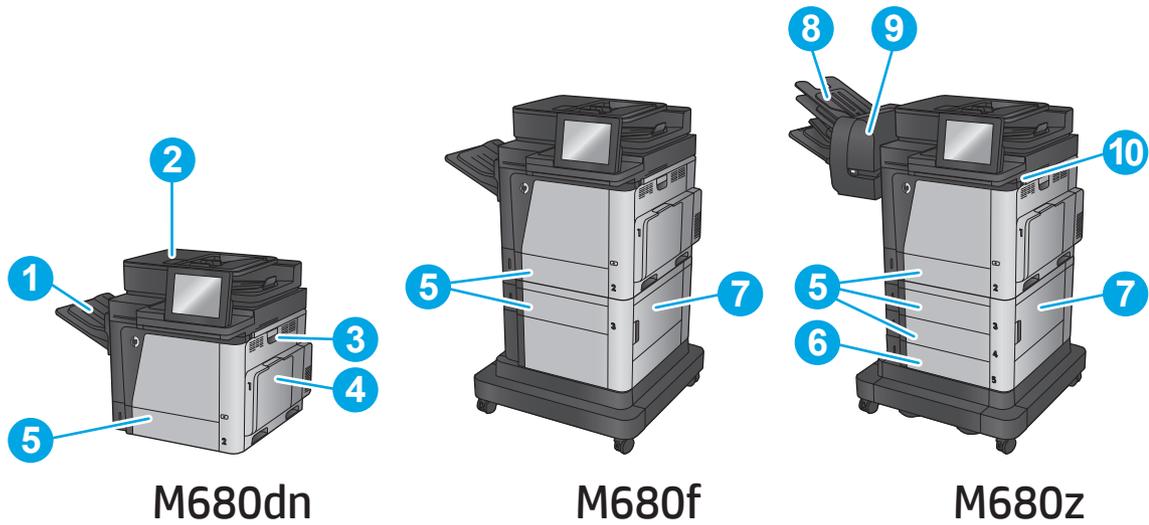
1	Output bin	See <u>Clear jams in the output bin on page 143</u>.
2	Document feeder	See <u>Clear jams in the document feeder on page 139</u>.
3	Right door and fuser area	See <u>Clear jams in the right door and the fuser area on page 135</u>.
4	Tray 1	See <u>Clear jams in Tray 1 on page 123</u>.
5	Tray 2 and the 500-sheet trays	See <u>Clear jams in Tray 2 and the 500-sheet trays on page 125</u>.
6	1,500-sheet high-capacity input tray	See <u>Clear jams in the 1,500-sheet high-capacity input tray and the lower-right door on page 130</u>.
7	Lower-right door	See <u>Clear jams in the lower-right door on page 134</u>.
8	Stapling mailbox output bins	See <u>Clear jams in the stapling mailbox accessory on page 143</u>.
9	Stapler	See <u>Clear staple jams in the stapling mailbox accessory on page 145</u>.
10	Under the top cover	See <u>Clear jams from under the top cover on page 138</u>.

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.
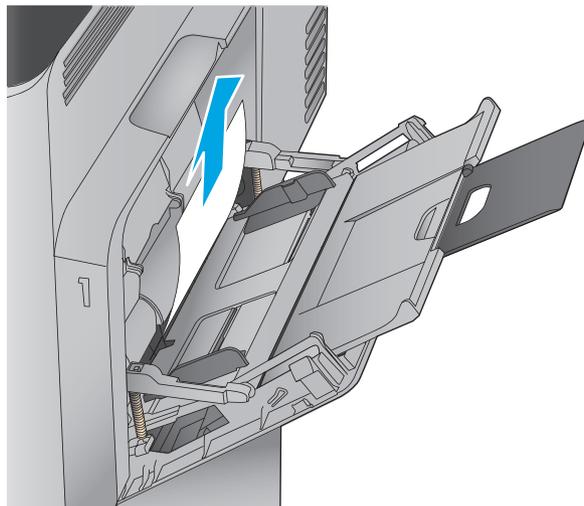
2. If you cannot remove the paper, or if no jammed paper is visible in Tray 1, close Tray 1 and open the right door.
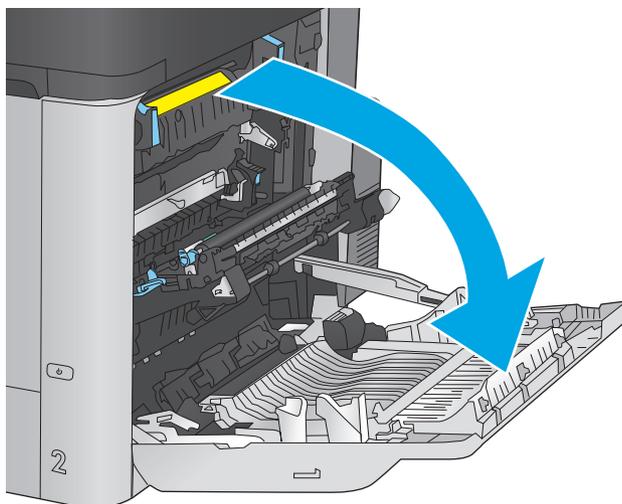
3. Gently pull the paper out of the pick up area.
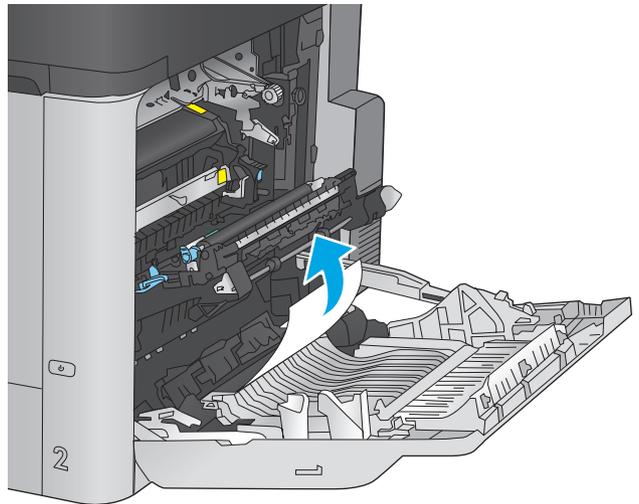
4. Close the right door.
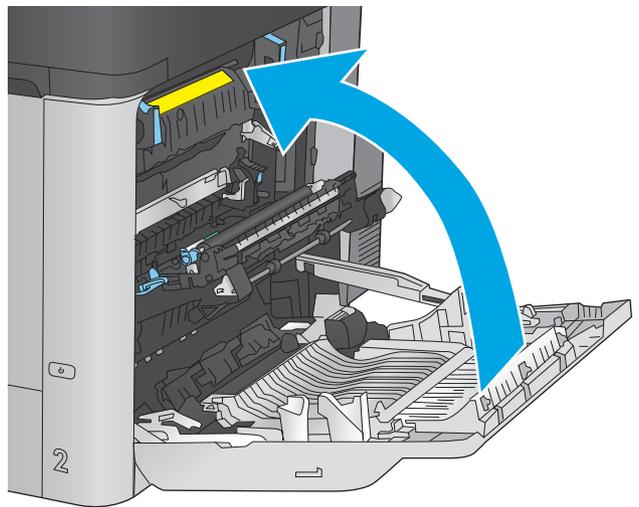
Clear jams in Tray 2 and the 500-sheet trays

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.
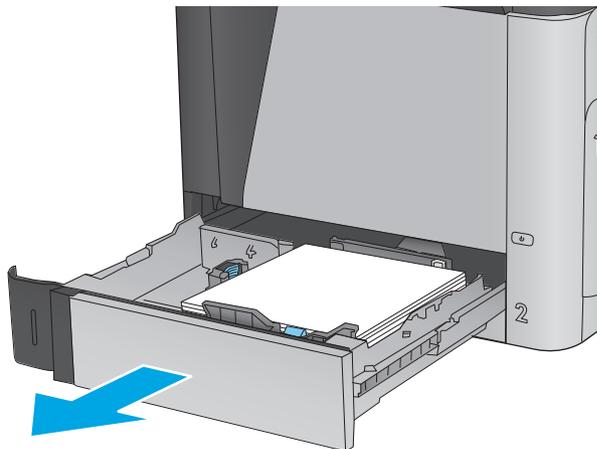
2. Remove any jammed or damaged sheets of paper.
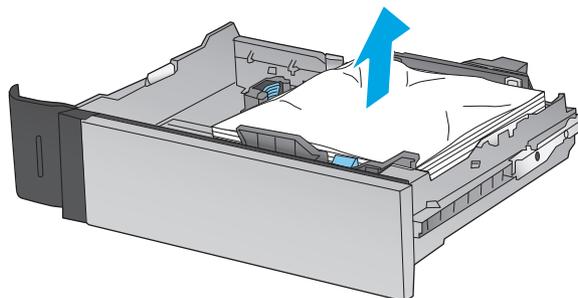
3. Remove any paper from the feed rollers inside the product.
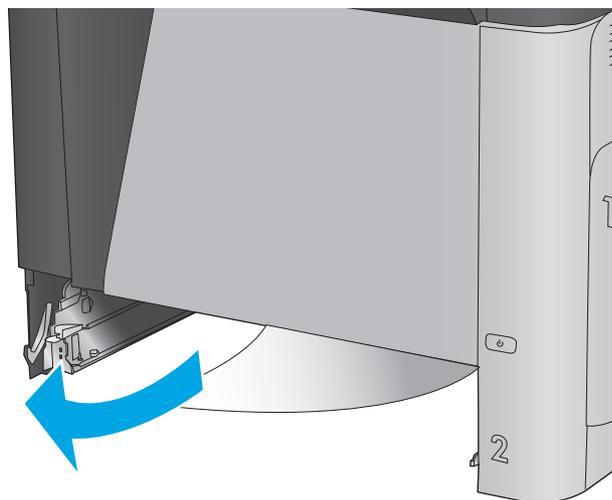
4. Reinsert and close the tray.
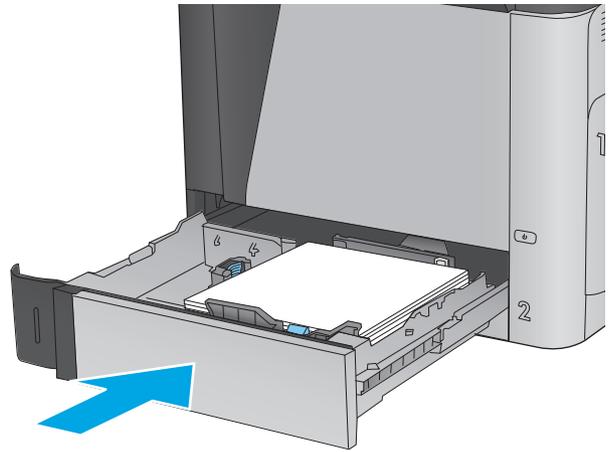
5. Open the lower-right door.
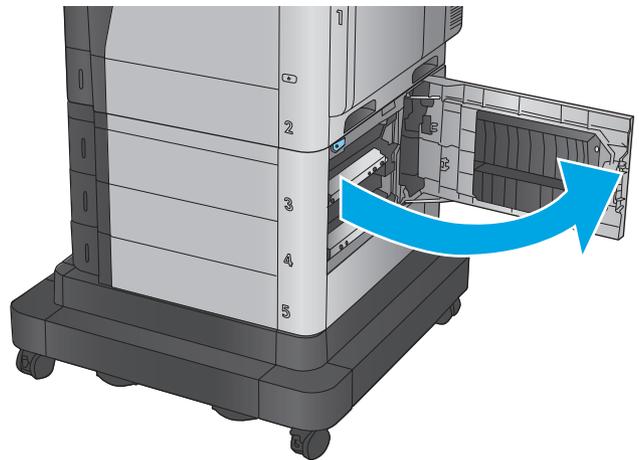
6. Gently pull out any jammed paper.
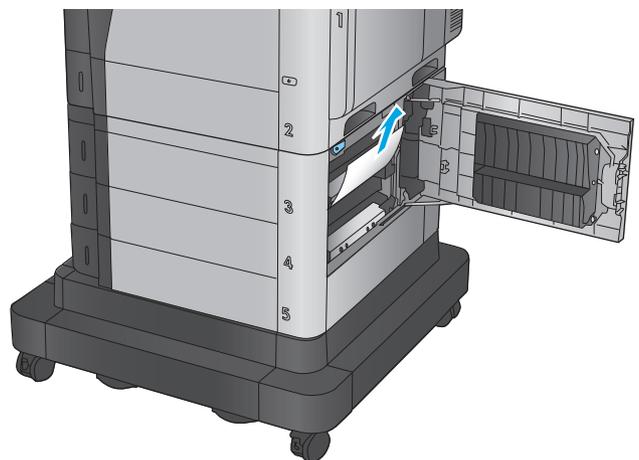
7. Close the lower-right door.
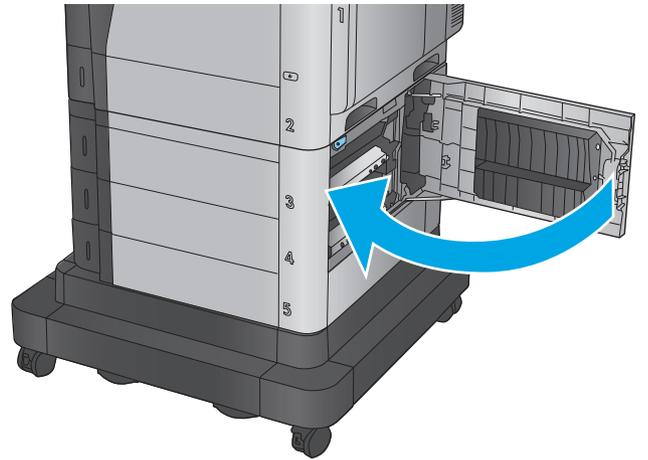
8. Open the right door.
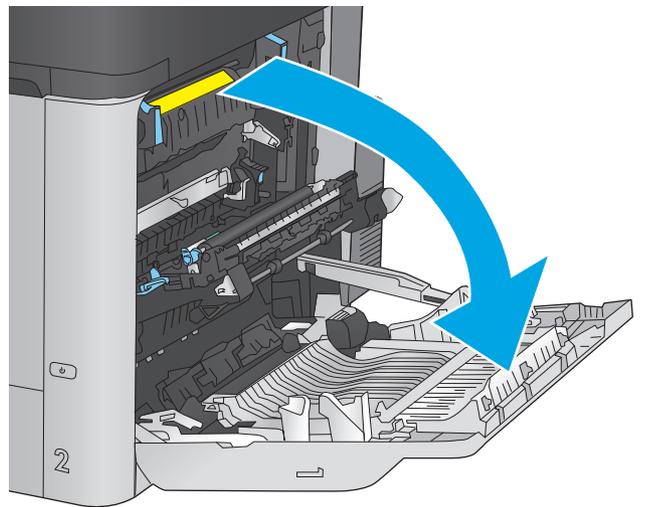
9. Gently pull out any jammed paper.
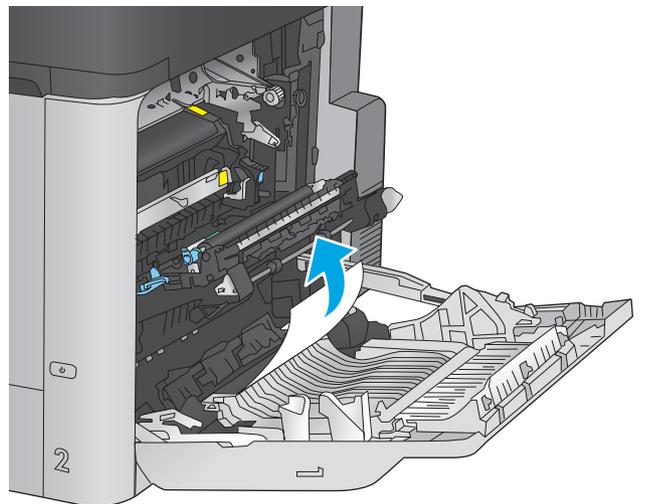
10. If paper is visible entering the bottom of the fuser, gently pull downward to remove it.

> **CAUTION:** Do not touch the rollers on the transfer roller. Contaminants can affect print quality.
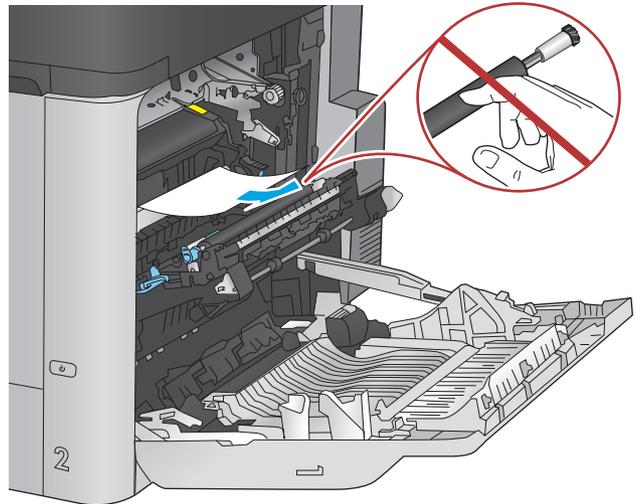
11. If paper is jammed as it enters the output bin, remove the fuser and gently pull the paper downward to remove it.
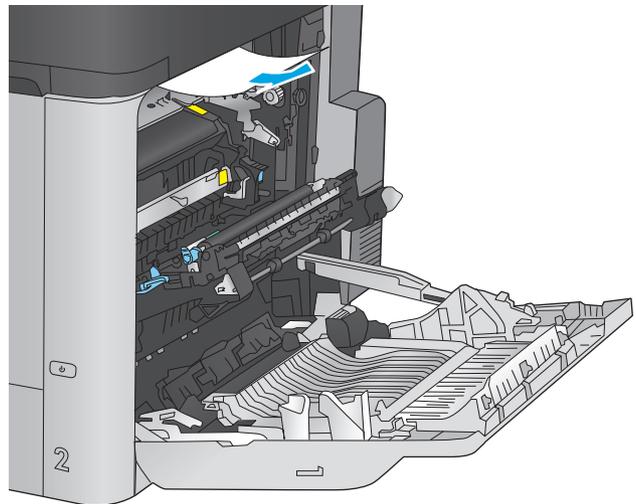
12. Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, lift up slightly, and then pull straight out to remove the fuser.

> **CAUTION:** The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.
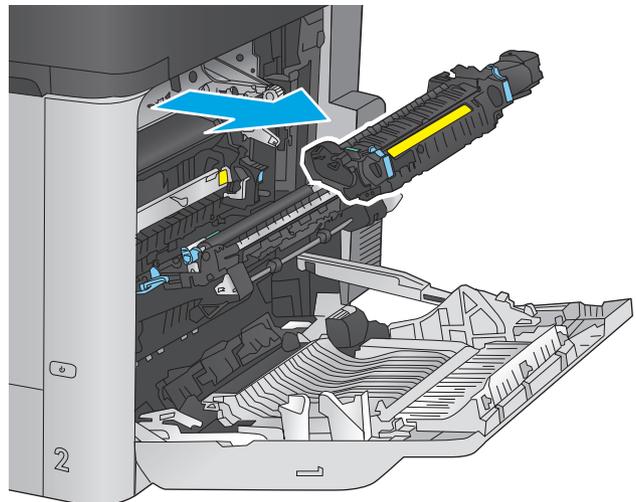
13. Open the jam-access door. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

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.
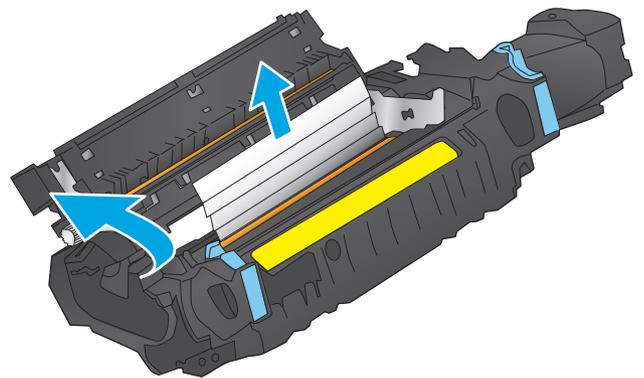
**14.** Close the jam-access door, and push the fuser completely into the product.
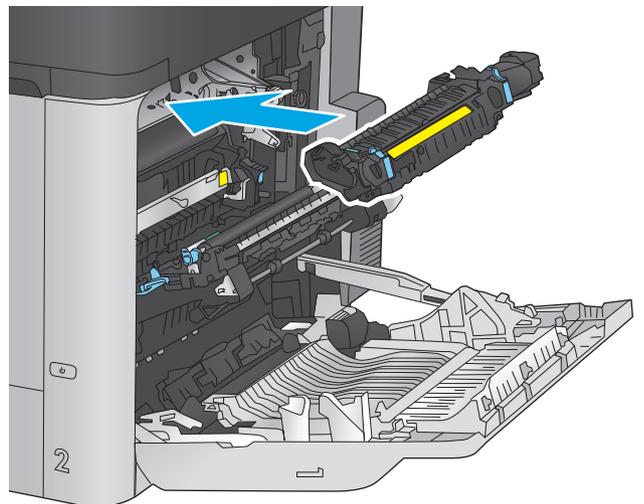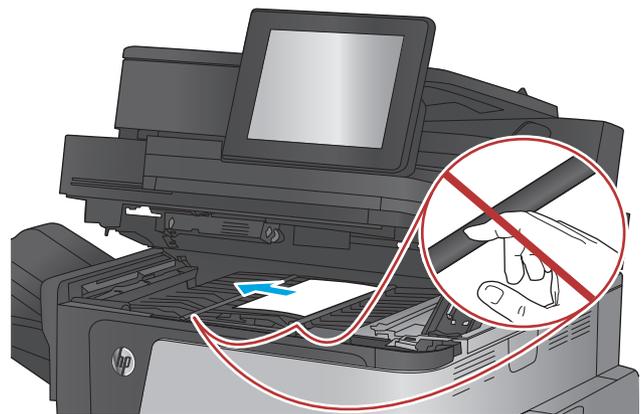
15. Close the right door.
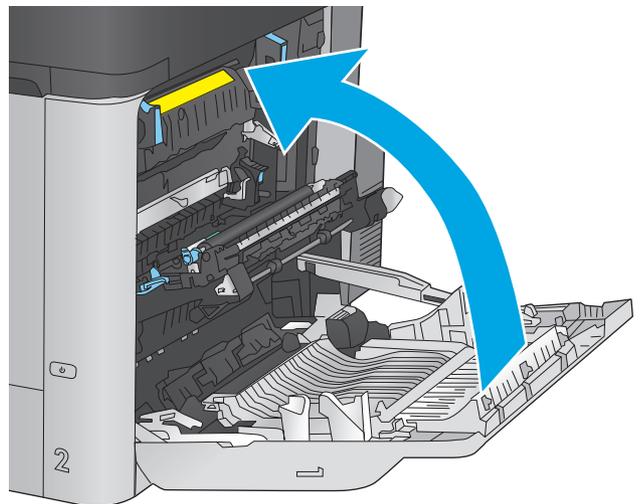
Clear jams in the 1,500-sheet high-capacity input tray and the lower-right door

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.
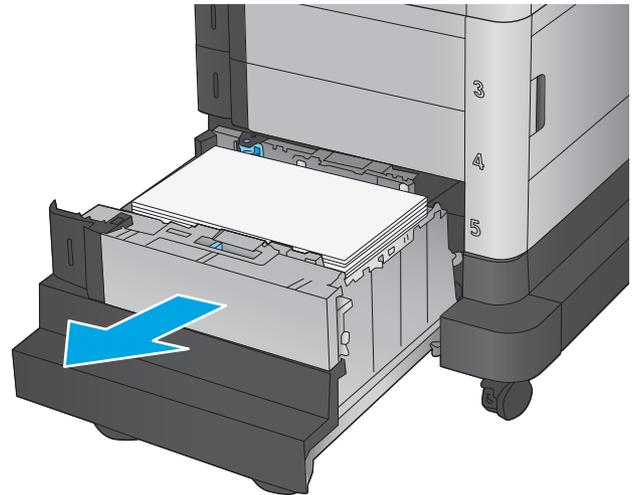
2. Remove and discard any damaged sheets.
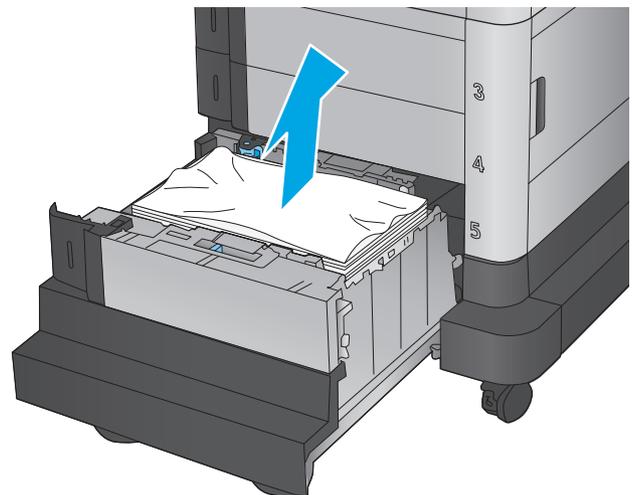
3. Remove the paper from the tray.
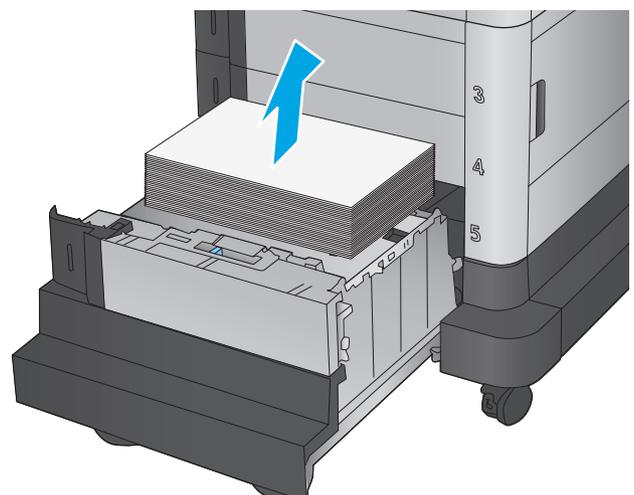
4. Lift the tray up and then pull it straight out to remove it.
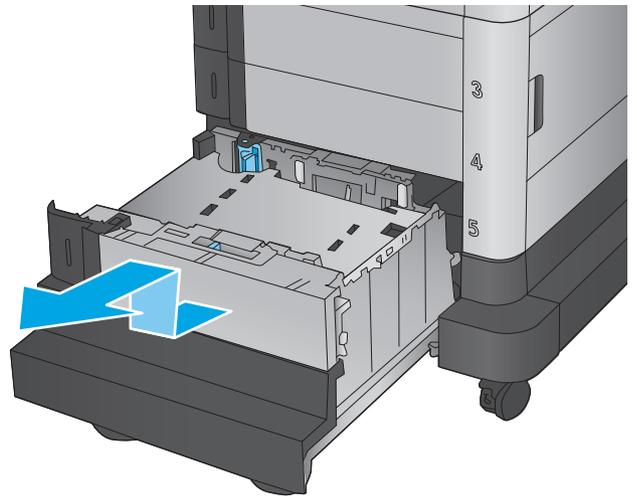
5. If jammed paper is in the feed area, pull it down to remove it.
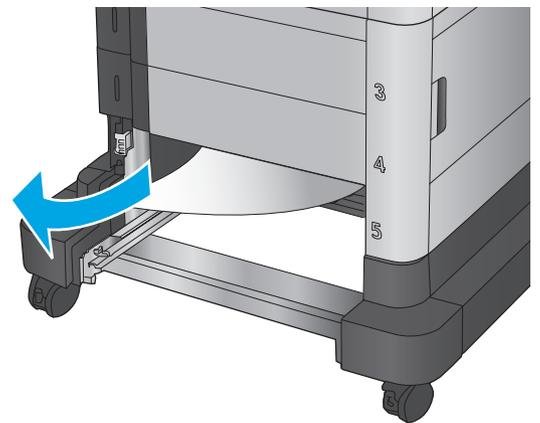
6. Reinstall the tray, and then load full reams of paper into the tray. The tray holds 1,500 sheets of paper.

   NOTE: For best results, load full reams of paper. Avoid dividing reams into smaller sections.
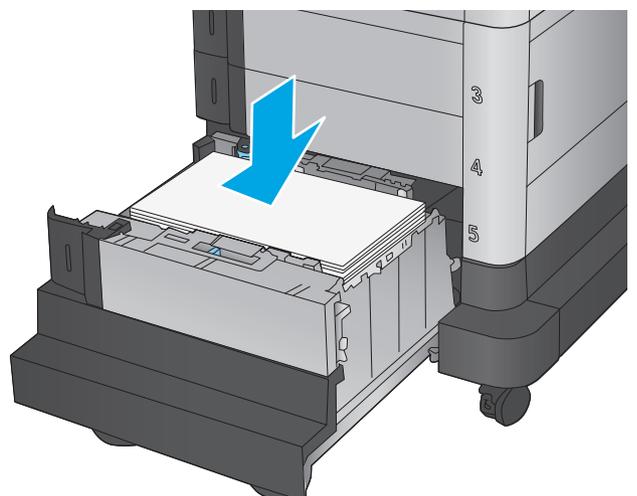
7. Close the tray.
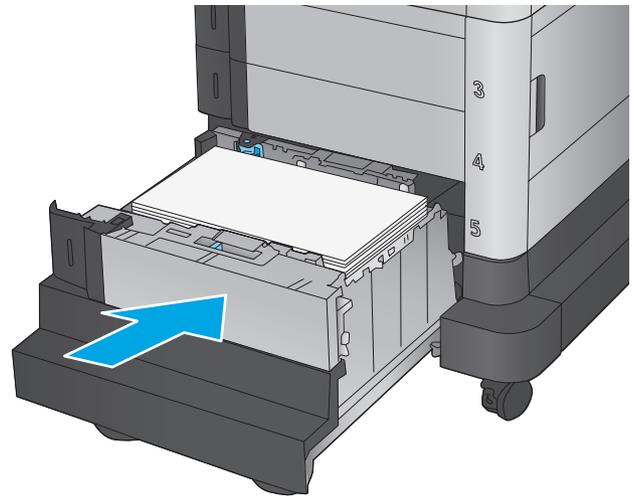
8. Open the lower-right door.
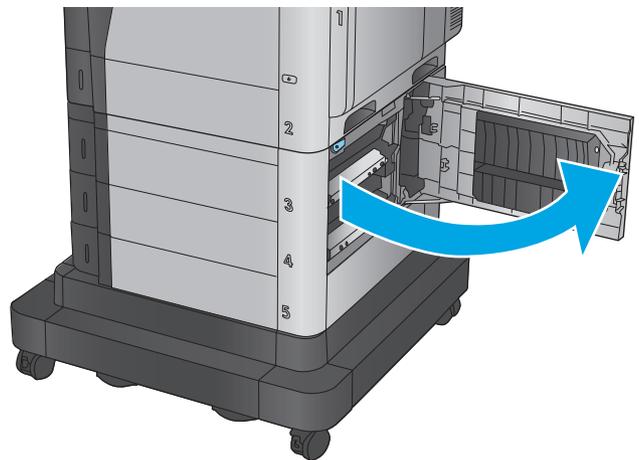
9. Remove any jammed paper.
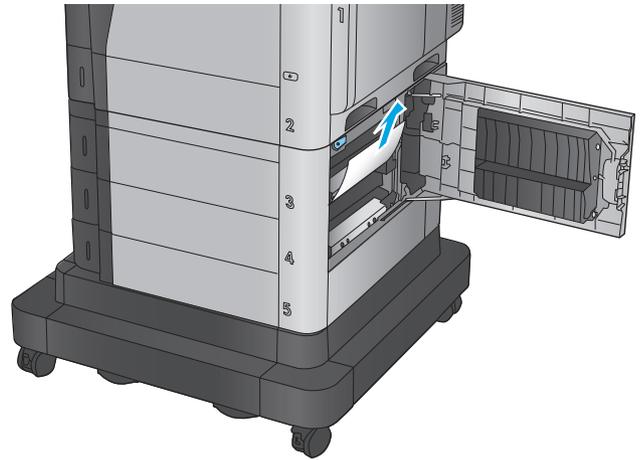
10. Close the lower-right door.

> **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.
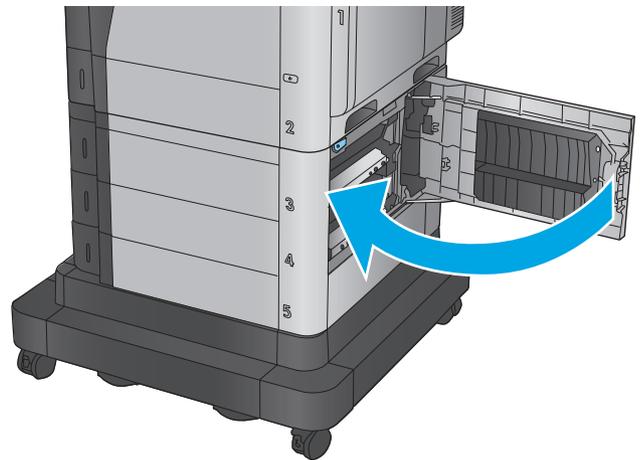
Clear jams in the lower-right door

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.
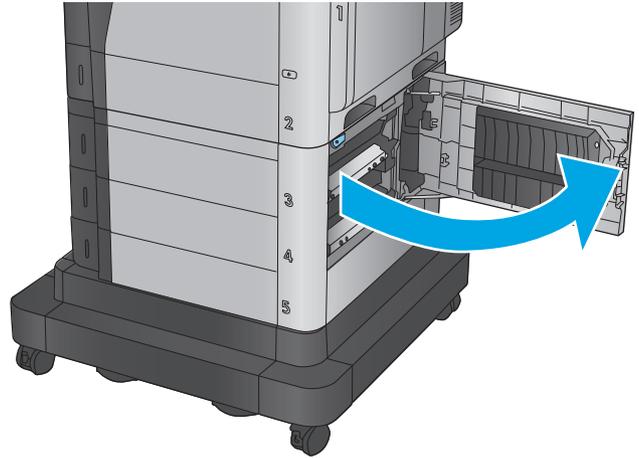
2. Remove any jammed paper.
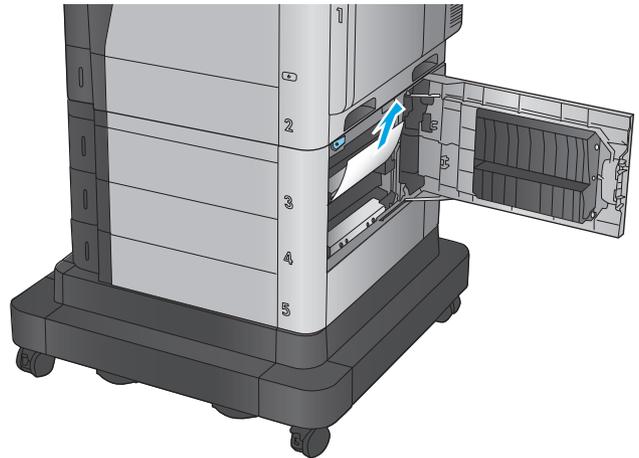
3. Close the lower-right door.
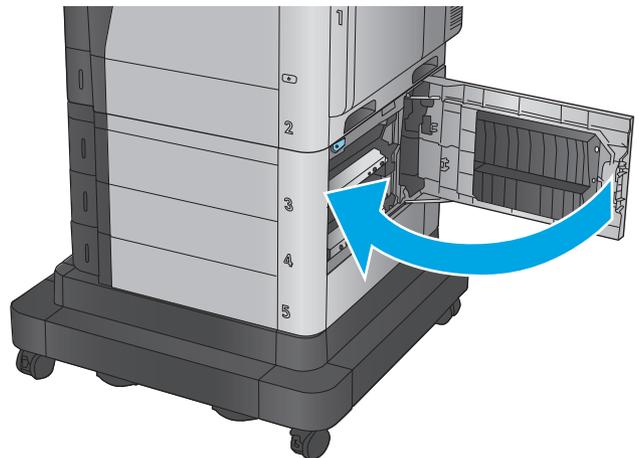
Clear jams in the right door and the fuser area

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.
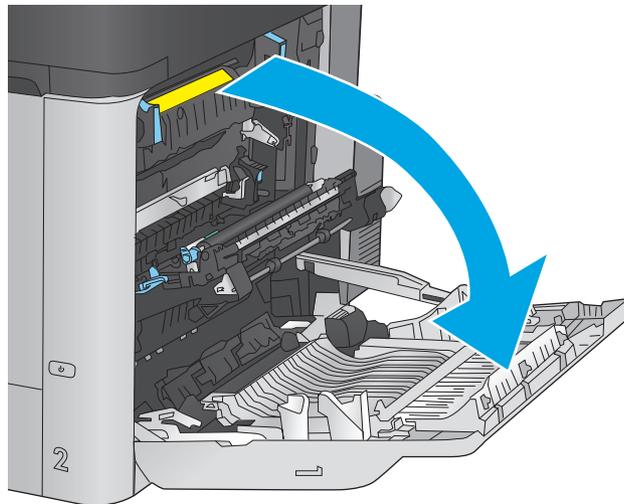
2.   Gently pull out any jammed paper.
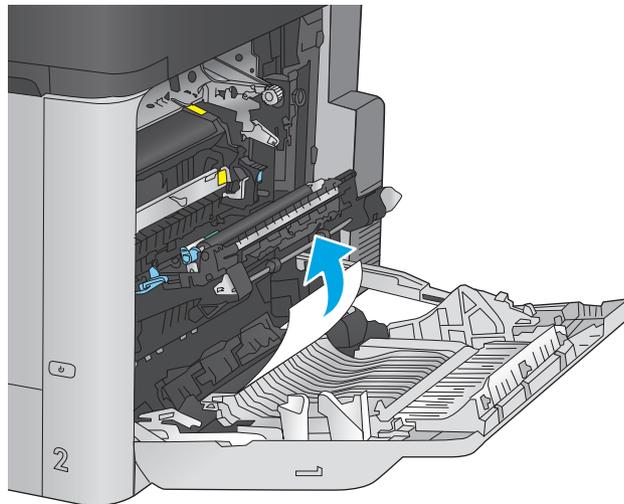
3. If paper is visible entering the bottom of the fuser, gently pull downward to remove it.

   CAUTION: Do not touch the rollers on the transfer roller. Contaminants can affect print quality.
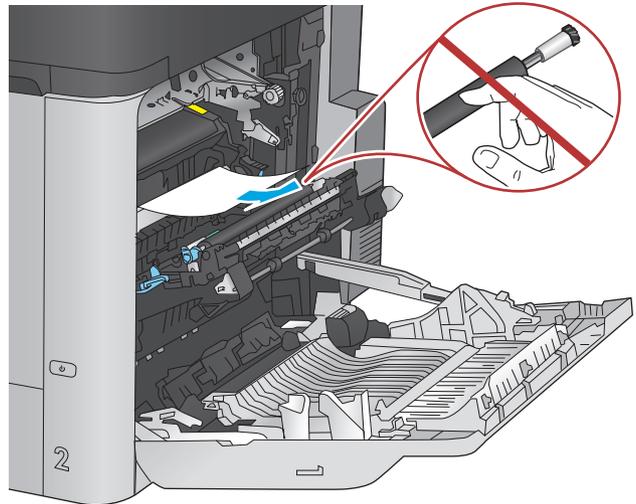
4. If paper is jammed as it enters the output bin, remove the fuser and gently pull the paper downward to remove it.
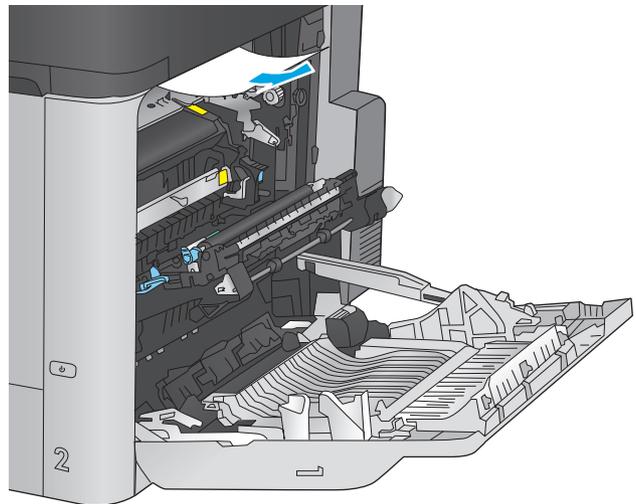
5. Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, lift up slightly, and then pull straight out to remove the fuser.

   CAUTION: The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.
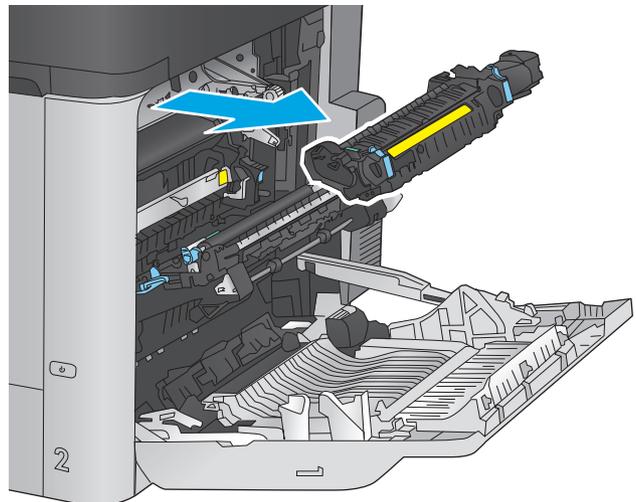
6. Open the jam-access door. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

   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.
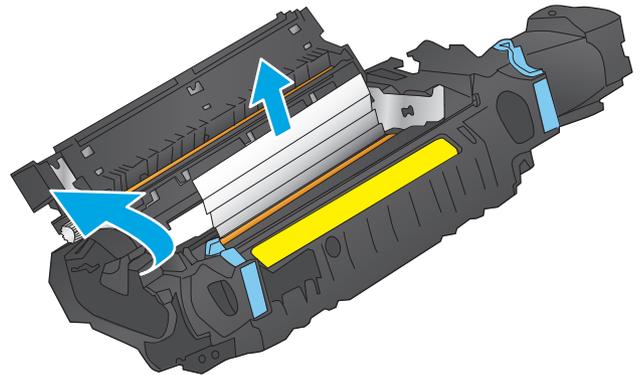
7. Close the jam-access door, and push the fuser completely into the product.
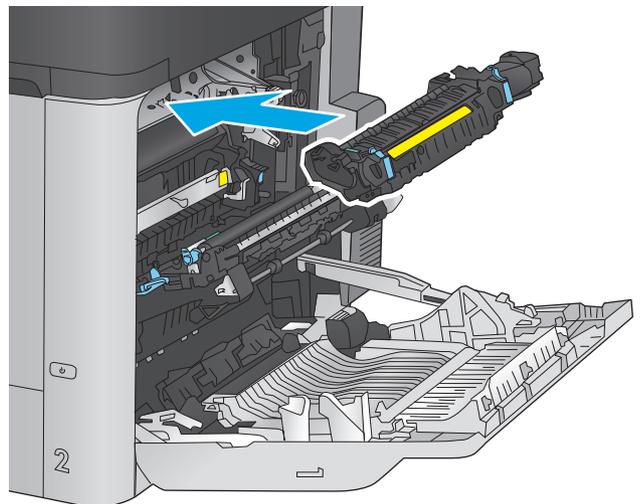
8. Close the right door.
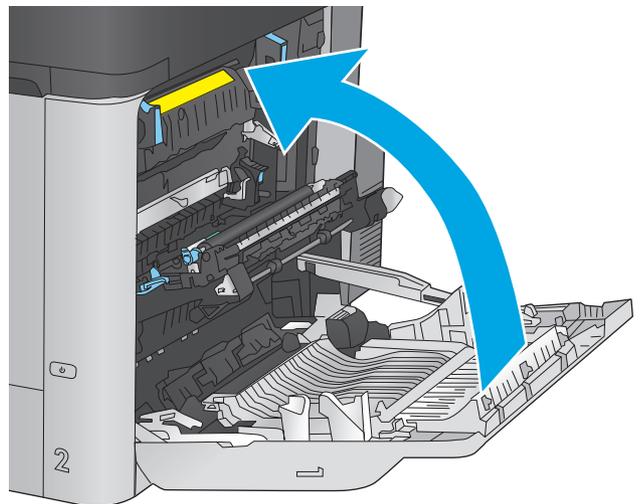
Clear jams from under the top cover

Use the following procedure to check for paper under the top cover. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. Pull the top-cover-release lever forward, and then lift the top cover up.
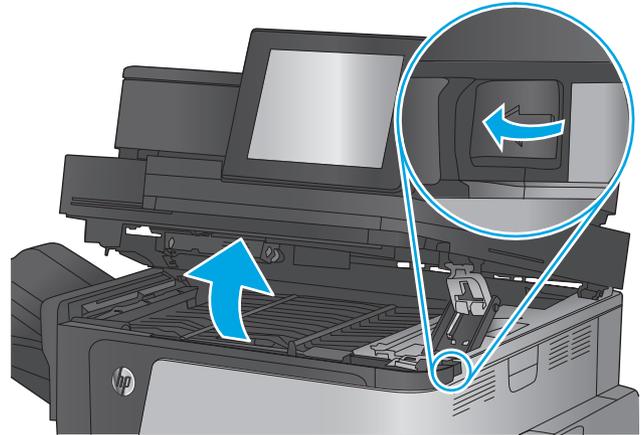
2. Remove any jammed paper.

    CAUTION: Do not touch the foam rollers that are under the top cover. Contaminants can affect print quality.

3. Close the top cover.
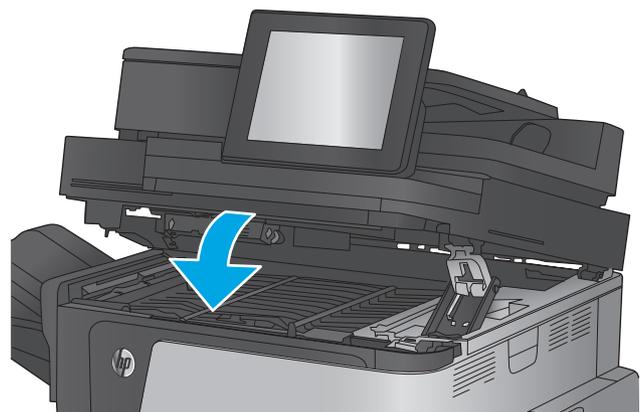
Clear jams in the document feeder

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

1. Lift the latch to release the document-feeder cover.
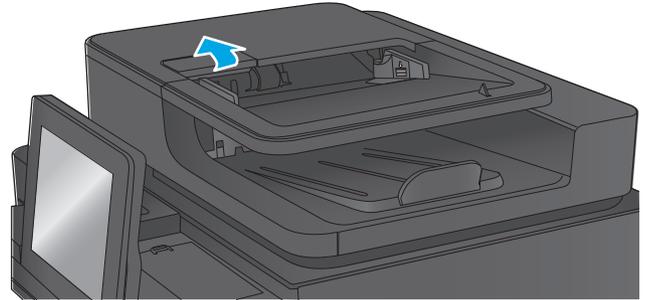
2. Open the document-feeder cover.
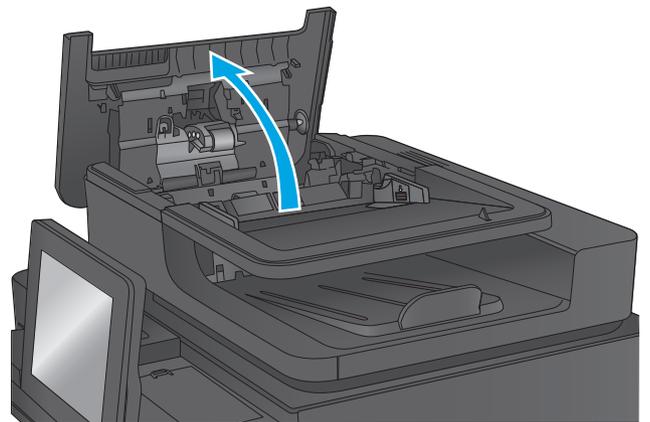
3. Lift the jam-access door, and remove any jammed paper.

    If necessary, rotate the green wheel at the front of the document feeder to remove jammed paper.
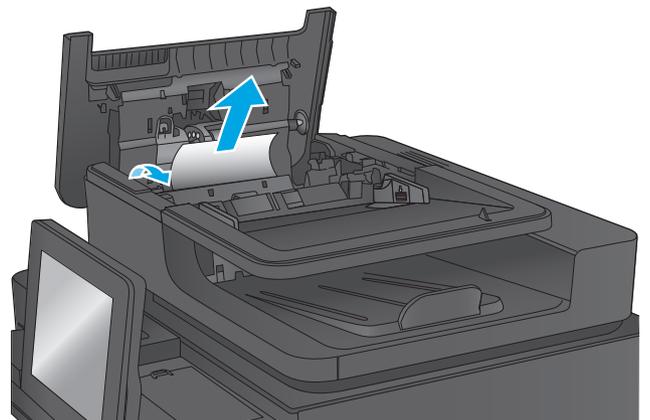
4. Press on the door next to the document-feeder rollers to make sure it is closed completely.
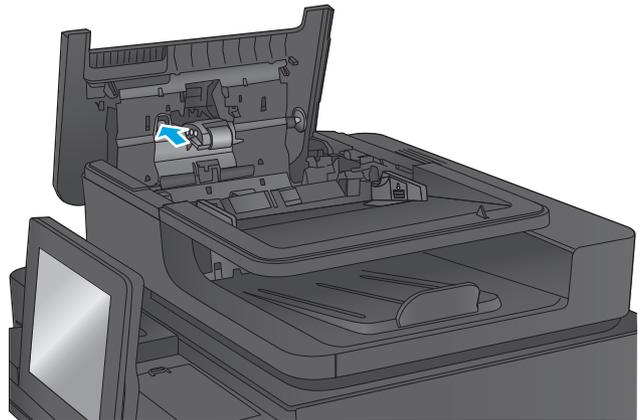
5. Lift the document feeder input tray.
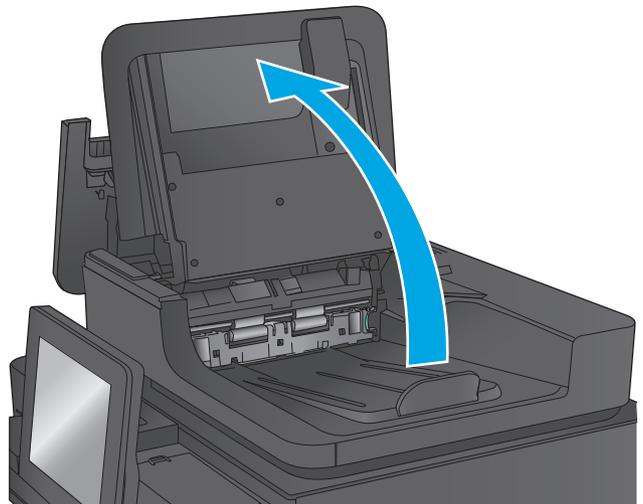
6. Squeeze inward on the two slots at each end of the backside-background selector assembly.
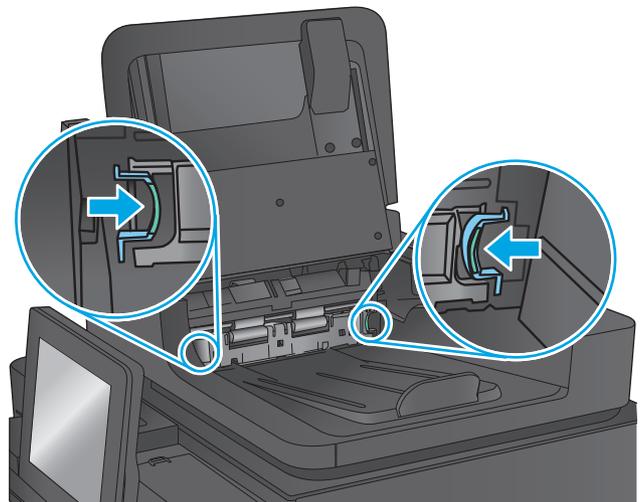
7. Remove the backside-background selector assembly by pulling it out.
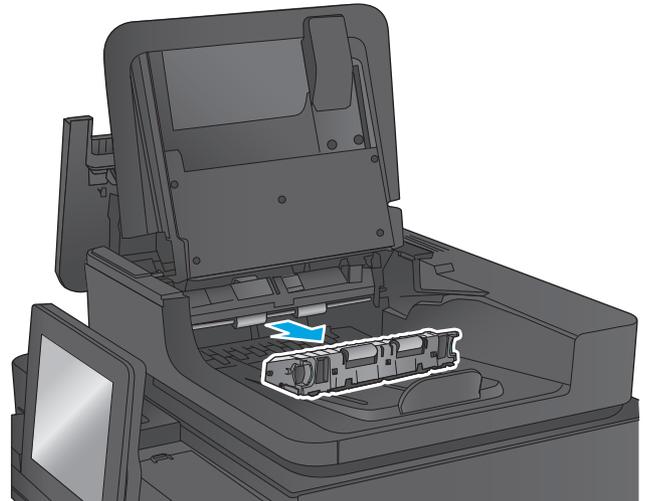
8. Remove any jammed paper.
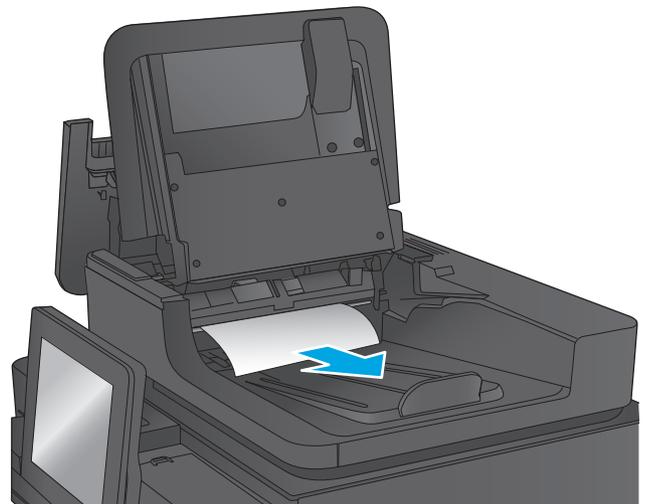
9. Reinstall the backside-background selector assembly by sliding it in until it locks into place.
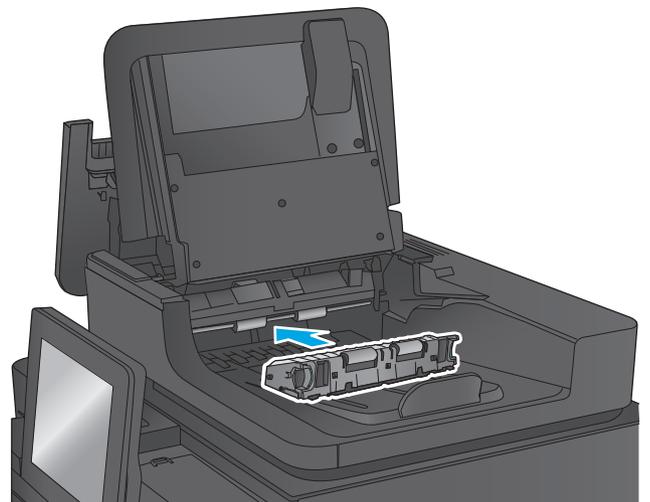
10. Lower the document-feeder input tray.
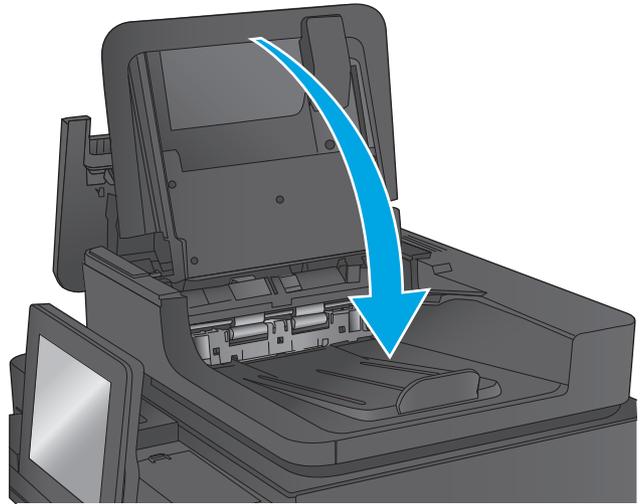
11. Close the document-feeder cover.
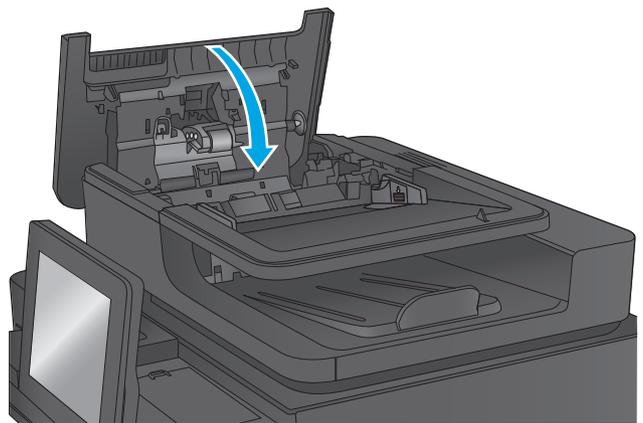
NOTE: To avoid jams, make sure the guides in the document feeder input tray are adjusted tightly against the document. Remove all staples and paper clips from original documents.

NOTE: Original documents that are printed on heavy, glossy paper can jam more frequently than originals that are printed on plain paper.

Clear jams in the 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.
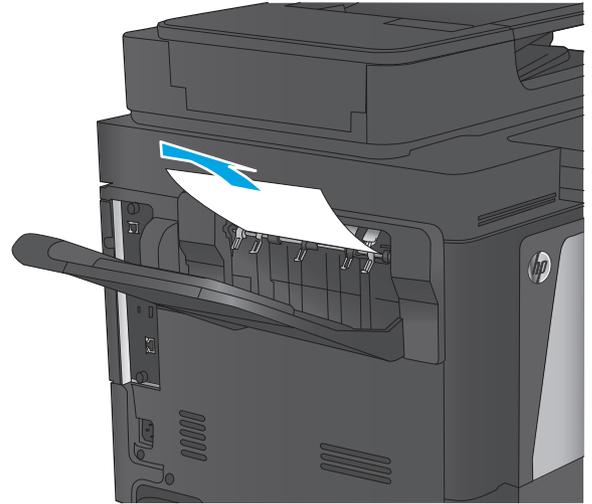
Clear jams in the stapling mailbox accessory

Use the following procedure to check for paper in the stapling mailbox accessory. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. Remove any jammed paper from the mailbox bins.
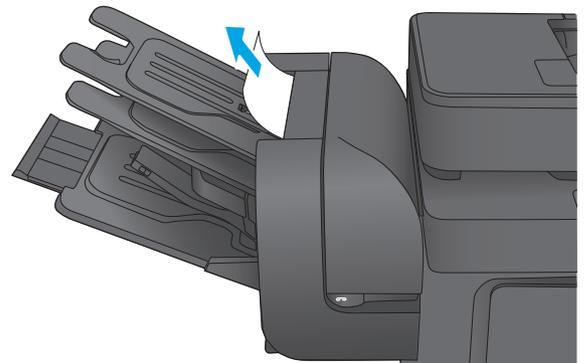
2. Lift the gray latch on the front of the stapler, and open the stapler cover.
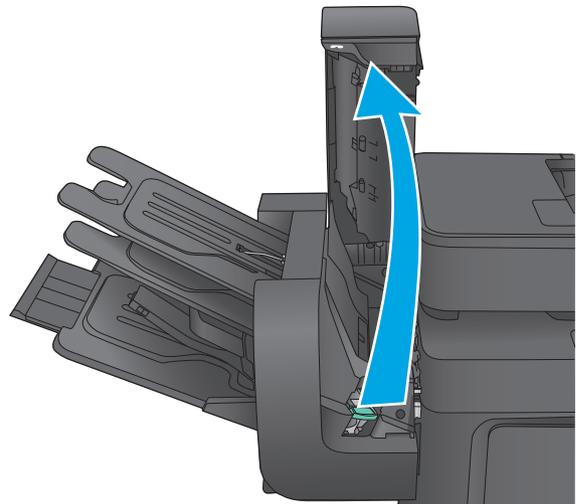
3. If jammed paper is visible underneath the paper guide, pull it straight out.
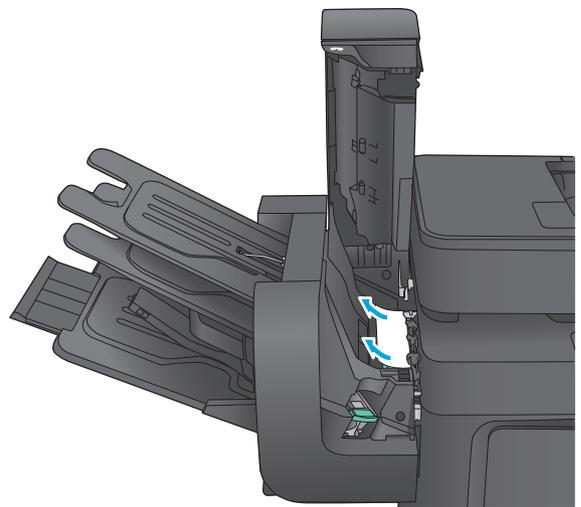
4. Lift the green jam-access door. If jammed paper is visible under the jam-access door, pull it straight out.
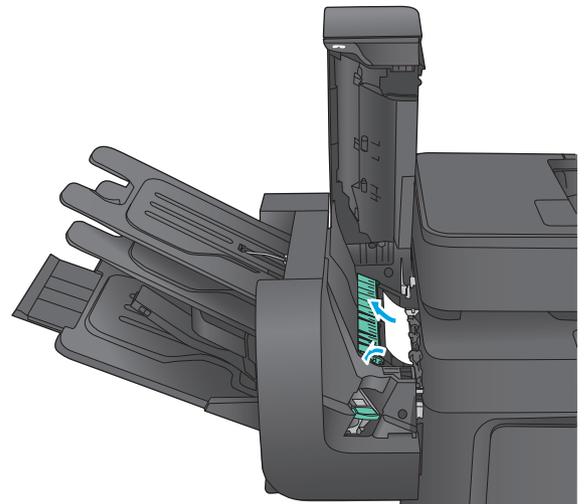
5. Close the stapler cover.
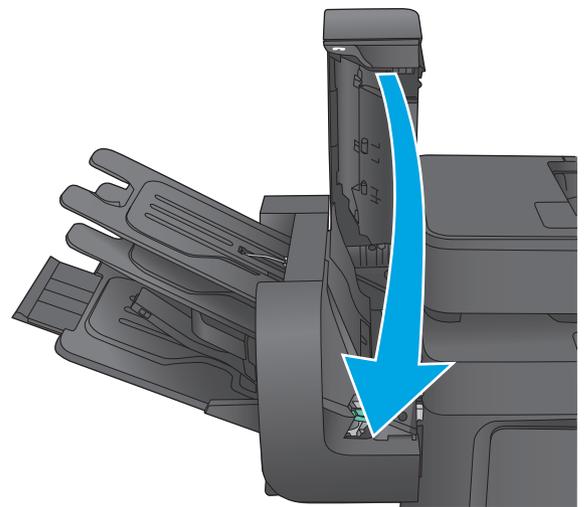
Clear staple jams in the stapling mailbox accessory

Use the following procedure to check for staples jammed in the stapling mailbox accessory. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. Lift the gray latch on the front of the stapler, and open the stapler cover.
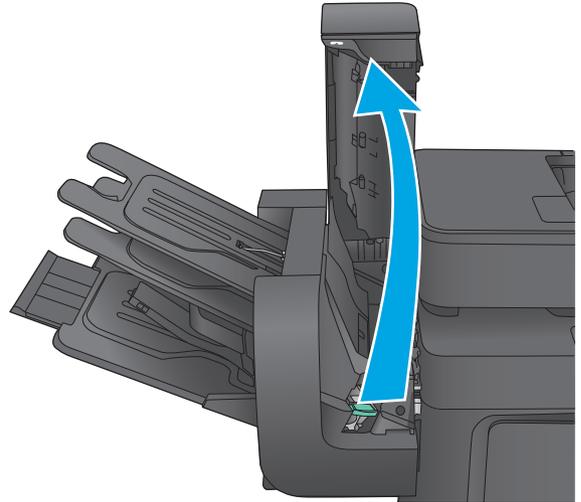
2. Lift the green tab on the staple cartridge up, and then pull the staple cartridge straight out.
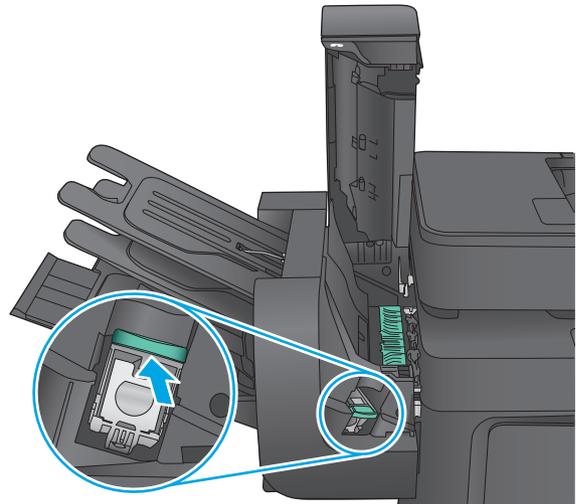
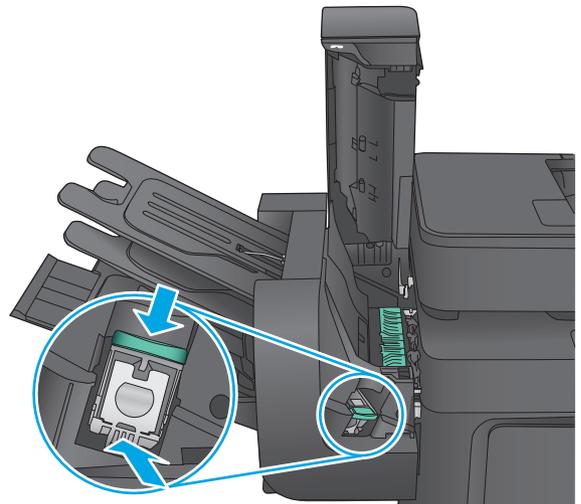3. Lift up on the small lever at the back of the staple cartridge.
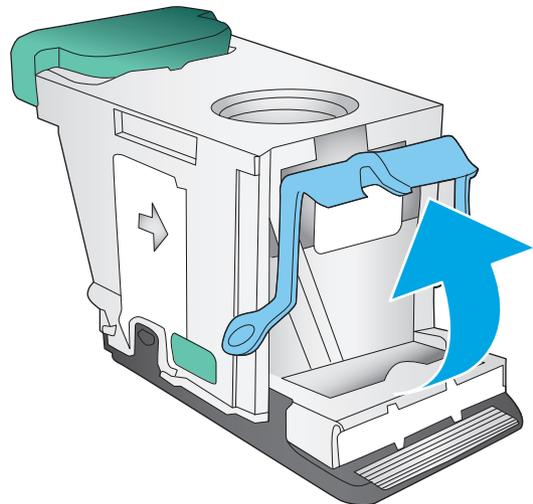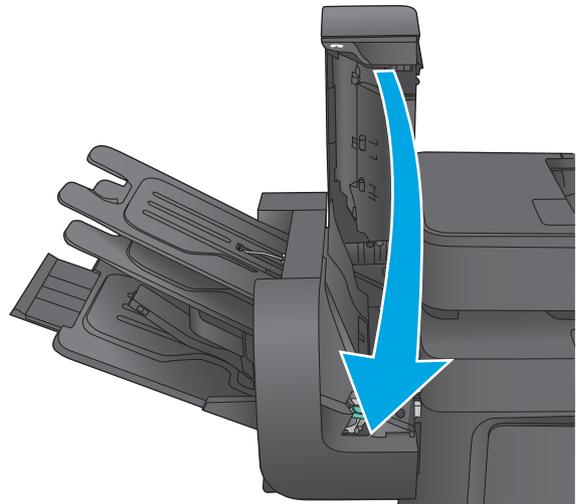
4. Remove the jammed staples.
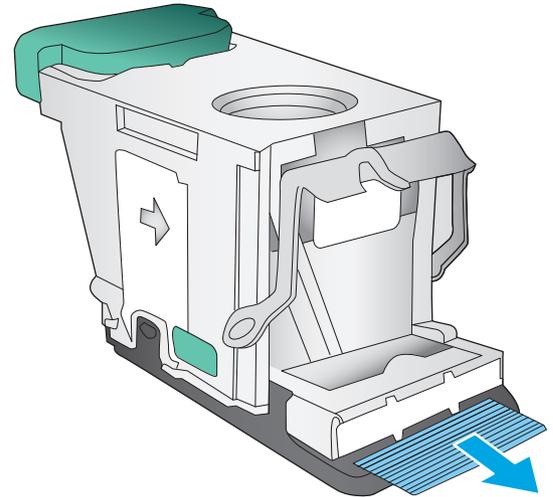
5. Close the lever at the back of the staple cartridge. Be sure that it snaps into place.
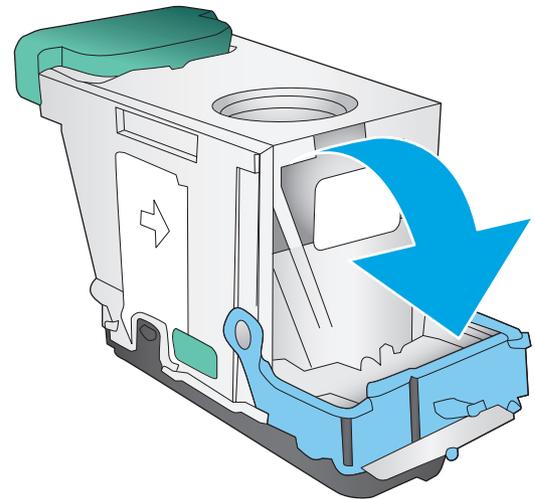
6. Insert the staple cartridge into the stapler and push down on the green handle until it snaps into place.

7. Close the stapler cover.

Improve print quality

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

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

- Print from a different software program
- Check the paper-type setting for the print job
- 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.
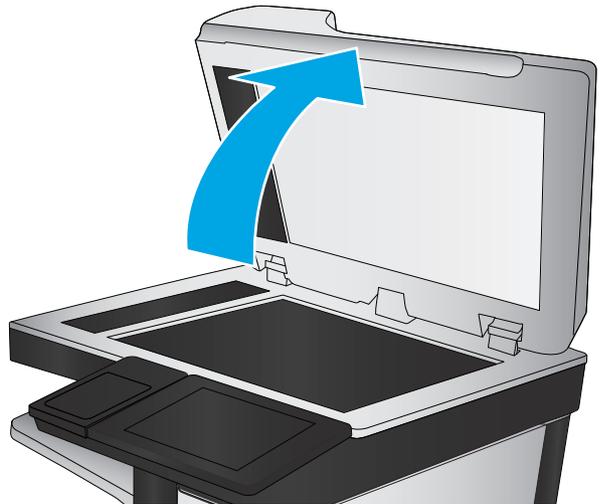
Check the scanner glass for dirt and smudges

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

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

2. Open the scanner lid.

3. Clean the scanner glass, the document feeder strips, and the white plastic backing with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

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

NOTE: If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strip of glass on the left side of the scanner.

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

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

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/colorljMFPM680. Outside the US, go to www.hp.com/support. Select your country/region. Click **Download Drivers & Software**. Enter the product name, and then select **Search**.

HP PCL 6 driver	● Provided as the default driver on the product CD. This driver is automatically installed unless you select a different one.
	● Recommended for all Windows environments
	● Provides the overall best speed, print quality, and product-feature support for most users
	● Developed to align with the Windows Graphic Device Interface (GDI) for the best speed in Windows environments
	● Might not be fully compatible with third-party and custom software programs that are based on PCL 5
HP UPD PS driver	● Recommended for printing with Adobe® software programs or with other highly graphics-intensive software programs
	● Provides support for printing from postscript emulation needs, or for postscript flash font support

HP UPD PCL 5	• Recommended for general office printing in Windows environments
	• Compatible with previous PCL versions and older HP LaserJet products
	• The best choice for printing from third-party or custom software programs
	• The best choice when operating with mixed environments, which require the product to be set to PCL 5 (UNIX, Linux, mainframe)
	• Designed for use in corporate Windows environments to provide a single driver for use with multiple product models
	• Preferred when printing to multiple product models from a mobile Windows computer
HP UPD PCL 6	• Recommended for printing in all Windows environments
	• Provides the overall best speed, print quality, and printer feature support for most users
	• Developed to align with Windows Graphic Device Interface (GDI) for best speed in Windows environments
	• Might not be fully compatible with third-party and custom software programs that are based on PCL 5

Improve copy image quality

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

- Check the scanner glass for dirt and smudges

- Calibrate the scanner

- Check the paper settings

- Check the image-adjustment settings

- Optimize copy quality for text or pictures

- Edge-to-edge copying

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

Try these few simple steps first:

- Use the flatbed scanner rather than the document feeder.

- Use high-quality originals.

- When using the document feeder, load the original document into the feeder correctly, using the paper guides, to avoid unclear or skewed images.

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

Check the scanner glass for dirt and smudges

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

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

2. Open the scanner lid.

3. Clean the scanner glass, the document feeder strips, and the white plastic backing with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

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

> **NOTE:** If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strip of glass on the left side of the scanner.

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

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

Calibrate the scanner

If the copied image is not positioned correctly on the page, follow these steps to calibrate the scanner.

> **NOTE:** When using the document feeder, make sure to adjust the guides in the input tray so they are against the original document.

1. From the Home screen on the product control panel, scroll to and touch the Device Maintenance button.

2. Open the following menus:

- Calibration/Cleaning

- Calibrate Scanner

3. Touch the Next button to start the calibration process. Follow the on-screen prompts.

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

Check the paper settings

Follow these steps if copied pages have smears, fuzzy or dark print, curled paper, scattered dots of toner, loose toner, or areas where toner has dropped out.

Step one: Check the paper size and type configuration

1. From the Home screen on the product control panel, scroll to and touch the Trays button.

2. Touch the line for the tray that you want to configure, and then touch the Modify button.

3. Select the paper size and paper type from the lists of options.

4. Touch the OK button to save your selection.

Step two: Select the tray to use for the copy

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

2. Touch the Paper Selection button.

3. Select the tray that holds the paper that you want to use, and then touch the OK button.

NOTE: These settings are temporary. After you have finished the job, the product returns to the default settings.

Check the image-adjustment settings

Adjust these additional settings to improve copy quality.

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

2. Touch the Image Adjustment button.

3. Adjust the sliders to set the Darkness level, the Contrast level, the Sharpness level, and the Background Cleanup level. Touch the OK button.

4. Touch the Start ⊚ button.

NOTE: These settings are temporary. After you have finished the job, the product returns to the default settings.

Optimize copy quality for text or pictures

Optimize the copy job for the type of image being copied: text, graphics, or photos.

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

2. Touch the More Options button, and then touch the Optimize Text/Picture button.

3. Select one of the predefined options, or touch the Manually adjust button, and then adjust the slider in the Optimize For area. Touch the OK button.

4. Touch the Start ⊚ button.

NOTE: These settings are temporary. After you have finished the job, the product returns to the default settings.

Edge-to-edge copying

Use this feature to avoid shadows that can appear along the edges of copies when the original document is printed close to the edges.

1.   From the Home screen on the product control panel, scroll to and touch the Administration button.

2.   Open the following menus:

     ●   Copy Settings

     ●   Edge-To-Edge

3.   Select the Edge-To-Edge output option if the original document is printed close to the paper edges.

4.   Touch the Save button.

5.   Touch the Start button.

Clean the pickup rollers and separation pad in the document feeder

Follow these steps if the printed pages have toner smudges or skewed print.

1.   Lift the document-feeder latch.

2. Open the document-feeder cover.

3. Remove any visible lint or dust from each of the feed rollers and the separation pad using compressed air or a clean lint-free cloth moistened with warm water.

NOTE: Lift up the roller assembly so you can clean the second roller.

4. Close the document-feeder cover.

If the problem persists, check the document feeder separation pad and rollers for damage or wear, and replace them if necessary.

Improve scan image quality

- [Check the scanner glass for dirt and smudges](#)

- [Check the scan/send settings from the product control panel](#)

- [Clean the pickup rollers and separation pad in the document feeder](#)

Try these few simple steps first:

- Use the flatbed scanner rather than the document feeder.

- Use high-quality originals.

- When using the document feeder, load the original document into the feeder correctly, using the paper guides, to avoid unclear or skewed images.

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

Check the scanner glass for dirt and smudges

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

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

2. Open the scanner lid.

3. Clean the scanner glass, the document feeder strips, and the white plastic backing with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

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

   NOTE: If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strip of glass on the left side of the scanner.

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

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

Check the scan/send settings from the product control panel

Check the scan settings on the product.

Check the resolution settings

📝 **NOTE:** Setting the resolution to a high value increases the file size and the scan time.

Follow these steps to adjust the resolution setting:

1. From the Home screen on the product control panel, scroll to and touch the Administration button.

2. Open the Scan/Digital Send Settings menu.

3. Select the category of scan and send settings that you want to configure.

4. Open the Default Job Options menu.

5. Touch the Resolution button.

6. Select one of the predefined options. Touch the Save button.

7. Touch the Start ⊚ button.

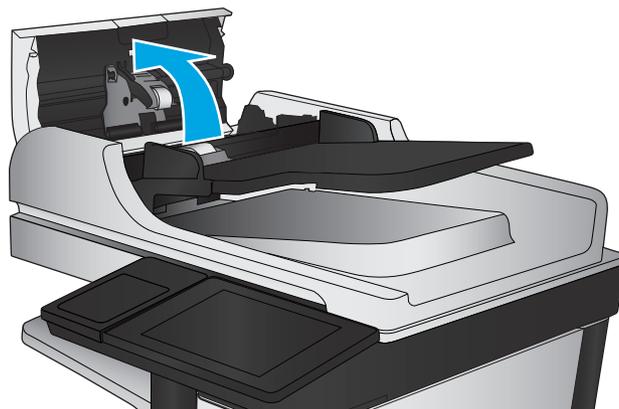## Check the color settings

Follow these steps to adjust the color setting:

1. From the Home screen on the product control panel, scroll to and touch the Administration button.

2. Open the Scan/Digital Send Settings menu.

3. Select the category of scan and send settings that you want to configure.

4. Open the Default Job Options menu.

5. Touch the Color/Black button.

6. Select one of the predefined options. Touch the Save button.

7. Touch the Start ⊚ button.

Check the image-adjustment settings

Adjust these additional settings to improve scan quality.

1. From the Home screen on the product control panel, scroll to and touch the Administration button.

2. Open the Scan/Digital Send Settings menu.

3. Select the category of scan and send settings that you want to configure.

4. Open the Default Job Options menu.

5. Touch the Image Adjustment button.

6. Adjust the sliders to set the Darkness level, the Contrast level, the Sharpness level, and the Background Cleanup level. Touch the Save button.

7. Touch the Start ⊚ button.

NOTE: These settings are temporary. After you have finished the job, the product returns to the default settings.

Optimize scan quality for text or pictures

Optimize the scan job for the type of image being scanned: text, graphics, or photos.

1. From the Home screen on the product control panel, touch one of the buttons for the scan/send features:

   ● Save to Network Folder

   ● Save to Device Memory

- Save to USB

- Scan to SharePoint®

2. Touch the More Options button, and then touch the Optimize Text/Picture button.

3. Select one of the predefined options, or touch the Manually adjust button, and then adjust the slider in the Optimize For area. Touch the OK button.

4. Touch the Start ⊚ button.

NOTE: These settings are temporary. After you have finished the job, the product returns to the default settings.

Check the output-quality settings

This setting adjusts the level of compression when saving the file. For the highest quality, select the highest setting.

1. From the Home screen on the product control panel, scroll to and touch the Administration button.

2. Open the Scan/Digital Send Settings menu.

3. Select the category of scan and send settings that you want to configure.

4. Open the Default Job Options menu.

5. Touch the Output Quality button.

6. Select one of the predefined options. Touch the Save button.

7. Touch the Start ⊚ button.

Clean the pickup rollers and separation pad in the document feeder

Follow these steps if the printed pages have toner smudges or skewed print.

1. Lift the document-feeder latch.

2. Open the document-feeder cover.

3. Remove any visible lint or dust from each of the feed rollers and the separation pad using compressed air or a clean lint-free cloth moistened with warm water.

NOTE: Lift up the roller assembly so you can clean the second roller.

4. Close the document-feeder cover.

If the problem persists, check the document feeder separation pad and rollers for damage or wear, and replace them if necessary.

Improve fax image quality

- Send-fax quality issues
- Receive-fax quality issues

Send-fax quality issues

Follow these steps if the product is having quality issues with sent faxes.

Try these few simple steps first:

- Use the flatbed scanner rather than the document feeder.

- Use high-quality originals.

- When using the document feeder, load the original document into the feeder correctly, using the paper guides, to avoid unclear or skewed images.

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

Check the scanner glass for dirt and smudges

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

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

2. Open the scanner lid.

3. Clean the scanner glass, the document feeder strips, and the white plastic backing with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

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

NOTE: If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strip of glass on the left side of the scanner.

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

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

Check the send-fax resolution settings

Follow these steps to adjust the resolution of outgoing faxes.

NOTE: Increasing the resolution increases the fax size and send time.

1. From the Home screen on the product control panel, scroll to and touch the Administration button.

2. Open the following menus:

- Fax Settings

- Fax Send Settings

- Default Job Options

3. Touch the Resolution button.

4. Select one of the predefined options. Touch the Save button.

5. Touch the Start ⊚ button.

Check the image-adjustment settings

Adjust these additional settings to improve send-fax quality

1. From the Home screen on the product control panel, scroll to and touch the Administration button.

2. Open the following menus:

   ● Fax Settings

   ● Fax Send Settings

   ● Default Job Options

3. Touch the Image Adjustment button.

4. Adjust the sliders to set the Darkness level, the Contrast level, the Sharpness level, and the Background Cleanup level. Touch the Save button.

5. Touch the Start ⊚ button.

📝 **NOTE:** These settings are temporary. After you have finished the job, the product returns to the default settings.

Optimize fax quality for text or pictures

Optimize the fax job for the type of image being scanned: text, graphics, or photos.

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

2. Touch the More Options button, and then touch the Optimize Text/Picture button.

3. Select one of the predefined options, or touch the Manually adjust button, and then adjust the slider in the Optimize For area. Touch the OK button.

4. Touch the Start ⊚ button.

📝 **NOTE:** These settings are temporary. After you have finished the job, the product returns to the default settings.

Check the error-correction settings

The Error Correction Mode setting might be disabled, which can reduce image quality. Follow these steps to re-enable the setting.

1. From the Home screen on the product control panel, scroll to and touch the Administration button.

2. Open the following menus:

   ● Fax Settings

   ● Fax Send Settings

- Fax Send Setup

- General Fax Send Settings

3. Select the Error Correction Mode option. Touch the Save button.

Send to a different fax machine

Try sending the fax to a different fax machine. If the fax quality is better, the problem is related to the initial recipient's fax machine settings or supplies status.

Clean the pickup rollers and separation pad in the document feeder

Follow these steps if the printed pages have toner smudges or skewed print.

1. Lift the document-feeder latch.

2. Open the document-feeder cover.

3. Remove any visible lint or dust from each of the feed rollers and the separation pad using compressed air or a clean lint-free cloth moistened with warm water.

   NOTE: Lift up the roller assembly so you can clean the second roller.

4. Close the document-feeder cover.

   If the problem persists, check the document feeder separation pad and rollers for damage or wear, and replace them if necessary.

Receive-fax quality issues

Follow these steps if the product is having quality issues with received faxes.

Check the fit-to-page setting

If the Fit to Page setting is enabled, and the incoming fax is larger than the default page size, the product attempts to scale the image to fit the page. If this setting is disabled, larger images split across multiple pages.

1. From the Home screen on the product control panel, scroll to and touch the Administration button.

2. Open the following menus:

   ● Fax Settings

   ● Fax Receive Settings

   ● Default Job Options

   ● Fit to Page

3. Touch the Enabled option to enable the setting, or touch the Disabled option to disable it. Touch the Save button.

Check the sender's fax machine

Ask the sender to try sending from a different fax machine. If the fax quality is better, the problem is with the sender's fax machine. If a different fax machine is unavailable, ask the sender to consider making the following changes:

- Make sure the original document is on white (not colored) paper.

- Increase the fax resolution, quality level, or contrast settings.

- If possible, send the fax from a computer software program.

Solve wired network problems

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

- Poor physical connection

- The computer is using the incorrect IP address for the product

- The computer is unable to communicate with the product

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

- New software programs might be causing compatibility problems

- The computer or workstation might be set up incorrectly

- The product is disabled, or other network settings are incorrect

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

Poor physical connection

1. Verify that the product is attached to the correct network port using a cable of the correct length.

2. Verify that cable connections are secure.

3. Look at the network port connection on the back of the product, and verify that the amber activity light and the green link-status light are lit.

4. If the problem continues, try a different cable or port on the hub.

The computer is using the incorrect IP address for the product

1. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the product is selected. The product IP address is listed on the product configuration page.

2. If you installed the product using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes**.

3. If you installed the product using a Microsoft standard TCP/IP port, use the hostname instead of the IP address.

4. If the IP address is correct, delete the product and then add it again.

The computer is unable to communicate with the product

1. Test network communication by pinging the network.

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

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

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

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

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

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

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

New software programs might be causing compatibility problems

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

The computer or workstation might be set up incorrectly

1. Check the network drivers, print drivers, and the network redirection settings.

2. Verify that the operating system is configured correctly.

The product is disabled, or other network settings are incorrect

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

2. Reconfigure the network settings if necessary.

Solve fax problems

- [Checklist for solving fax problems](#)
- [General fax problems](#)

Checklist for solving fax problems

Use the following checklist to help identify the cause of any fax-related problems you encounter:

- **Are you using the fax cable supplied with the fax accessory?** This fax accessory has been tested with the supplied fax cable to meet RJ11 and functional specifications. Do not substitute another fax cable; the analog-fax accessory requires an analog-fax cable. It also requires an analog phone connection.

- **Is the fax/phone line connector seated in the outlet on the fax accessory?** Make sure that the phone jack is correctly seated in the outlet. Insert the connector into the outlet until it "clicks."

  NOTE: Verify that the phone jack is connected to the fax port rather than to the network port. The ports are similar.

- **Is the phone wall jack working properly?** Verify that a dial tone exists by attaching a phone to the wall jack. Can you hear a dial tone, and can you make or receive a phone call?

What type of phone line are you using?

- **Dedicated line:** A standard analog fax/phone line assigned to receive or send faxes.

  NOTE: The phone line should be for product fax use only and not shared with other types of telephone devices. Examples include alarm systems that use the phone line for notifications to a monitoring company.

- **PBX system:** A business-environment phone system. Standard home phones and the fax accessory use an analog phone signal. Some PBX systems are digital and might not be compatible with the fax accessory. You might need an interfacing Analog Telephone Adapter (ATA) to connect the fax machine to digital PBX systems.

- **Roll-over lines:** A phone system feature where a new call "rolls over" to the next available line when the first incoming line is busy. Try attaching the product to the first incoming phone line. The fax accessory answers the phone after it rings the number of times set in the rings-to-answer setting.

Are you using a surge-protection device?

A surge-protection device can be used between the wall jack and the fax accessory to protect the fax accessory against electrical power passed through the phone lines. These devices can cause some fax communication problems by degrading the quality of the phone signal. If you are having problems sending or receiving faxes and are using one of these devices, connect the product directly to the phone jack on the wall to determine whether the problem is with the surge-protection device.

Are you using a phone company voice-messaging service or an answering machine?

If the rings-to-answer setting for the messaging service is lower than the rings-to-answer setting for the fax accessory, the messaging service answers the call, and the fax accessory cannot receive faxes. If the rings-to-answer setting for the fax accessory is lower than that of the messaging service, the fax accessory answers all calls.

Does your phone line have a call-waiting feature?

If the fax telephone line has an activated call-waiting feature, a call-waiting notice can interrupt a fax call in progress, which causes a communication error. Ensure that a call-waiting feature is not active on the fax telephone line.

Check fax accessory status

If the analog-fax accessory does not appear to be functioning, print a Configuration Page report to check the status.

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

2. Open the following menus:

   ● Reports

   ● Configuration/Status Pages

   ● Configuration Page

3. Touch the Print button to print the report, or touch the View button to view the report on the screen. The report consists of several pages.

   NOTE: The product IP address or host name is listed on the Jetdirect Page.

On the Fax Accessory Page of the Configuration Page, under the Hardware Information heading, check the Modem Status. The following table identifies the status conditions and possible solutions.

NOTE: If the Fax Accessory Page does not print, there might be a problem with the analog fax accessory. If you are using LAN fax or Internet fax, those configurations could be disabling the feature.

Operational / Enabled[1]	The analog-fax accessory is installed and ready.
Operational / Disabled[1]	The fax accessory is installed, but you have not configured the required fax settings yet.
	The fax accessory is installed and operational; however, the HP Digital Sending utility has either disabled the product fax feature or has enabled LAN fax. When LAN fax is enabled, the analog-fax feature is disabled. Only one fax feature, either LAN fax or analog fax, can be enabled at a time.
	NOTE: If LAN fax is enabled, the Fax feature is unavailable on the product control panel.
Non-Operational / Enabled/Disabled[1]	The product has detected a firmware failure. Upgrade the firmware.
Damaged / Enabled/Disabled[1]	The fax accessory has failed. Reseat the fax accessory card and check for bent pins. If the status is still DAMAGED, replace the analog-fax accessory card.

[1]   ENABLED indicates that the analog-fax accessory is enabled and turned on; DISABLED indicates that LAN fax is enabled (analog fax is turned off).

General fax problems

The following are some common fax problems.

The fax failed to send

JBIG is enabled, and the receiving fax machine does not have JBIG capability.

Turn off the JBIG setting.

An Out of Memory status message displays on the product control panel

The product storage disk is full.

Delete some stored jobs from the disk. From the Home screen on the product control panel, touch the Retrieve from Device Memory button. Open the list of stored jobs or stored faxes. Select a job to delete, and then touch the Delete button.

Print quality of a photo is poor or prints as a gray box

You are using the wrong page-content setting or the wrong resolution setting.

Try setting the Optimize Text/Picture option to Photograph setting.

You touched the Stop button to cancel a fax, but the fax was still sent

If the job is too far along in the sending process, you cannot cancel the job.

This is normal operation.

No fax address book button displays

The fax address book feature has not been enabled.

Use the HP MFP Digital Sending Software Configuration utility to enable the fax address book feature.

Not able to locate the Fax settings in HP Web Jetadmin

Fax settings in HP Web Jetadmin are located under the device's status page drop-down menu.

Select **Digital Sending and Fax** from the drop-down menu.

The header is appended to the top of the page when the overlay option is enabled

For all forwarded faxes, the product appends the overlay header to the top of a page.

This is normal operation.

A mix of names and numbers is in the recipients box

Names and numbers can both display, depending on where they are from. The fax address book lists names, and all other databases list numbers.

This is normal operation.

A one-page fax prints as two pages

The fax header is being appended to the top of the fax, pushing text to a second page.

To print a one page fax on one page, set the overlay header to overlay mode, or adjust the fit-to-page setting.

A document stops in the document feeder in the middle of faxing

A jam is in the document feeder.

Clear the jam, and send the fax again.

The volume for sounds coming from the fax accessory is too high or too low

The volume setting needs to be adjusted.

Adjust the volume in the Fax Send Settings menu and the Fax Receive Settings menu.

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