



User Guide



HP LaserJet Pro MFP M126a plus
HP LaserJet Pro MFP M126nw plus
HP LaserJet Pro MFP M126snw plus

HP company notices

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Safety Information

Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.

- Read and understand all instructions in the documentation that comes with the printer.
- Observe all warnings and instructions marked on the product.
- Unplug this product from wall outlets before cleaning.
- Do not install or use this product near water, or when you are wet.
- Install the product securely on a stable surface.
- Install the product in a protected location where no one can step on or trip over the line cord, and the line cord cannot be damaged.
- If the product does not operate normally, see **Solve a problem** in this guide.
- There are no user-serviceable parts inside. Refer servicing to qualified service personnel.

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1 Get started

Learn about printer parts, control panel features, and other printer functionalities.



NOTE: The printer images and details may vary depending on your printer model.

Printer views

Printer parts and their descriptions.

Front view (HP LaserJet Pro MFP M126a plus model)

Printer parts on the front.

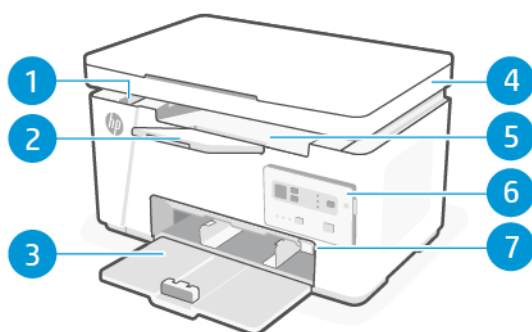


Table 1-1 Front view

Feature	Description
1	Cartridge access
2	Output tray extender
3	Input tray
4	Scanner assembly
5	Output tray
6	Control panel
7	Small paper adapter

Front view (HP LaserJet Pro MFP M126nw plus model)

Printer parts on the front.

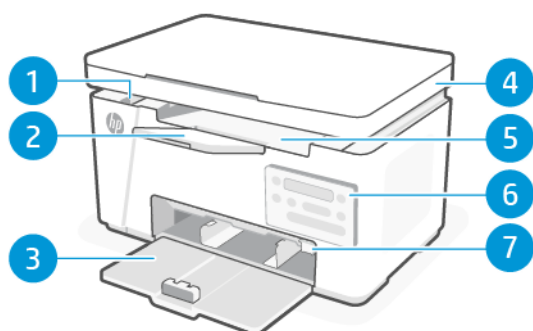


Table 1-2 Front view

Feature	Description
1	Cartridge access
2	Output tray extender
3	Input tray
4	Scanner assembly
5	Output tray
6	Control panel
7	Small paper adapter

Front view (HP LaserJet Pro MFP M126snw plus model)

Printer parts on the front.

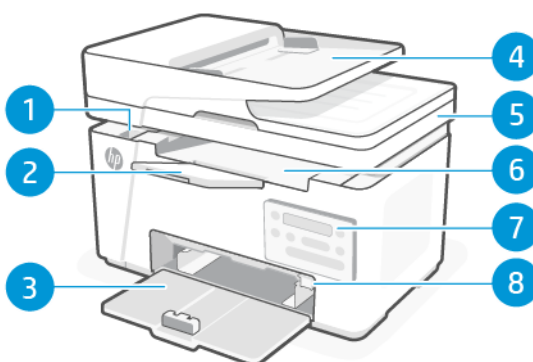


Table 1-3 Front view

Feature	Description
1	Cartridge access
2	Output tray extender
3	Input tray
4	Document feeder

Table 1-3 Front view (continued)

Feature	Description
5	Scanner assembly
6	Output tray
7	Control panel
8	Small paper adapter

Rear view (HP LaserJet Pro MFP M126a plus model)

Printer parts on the rear.

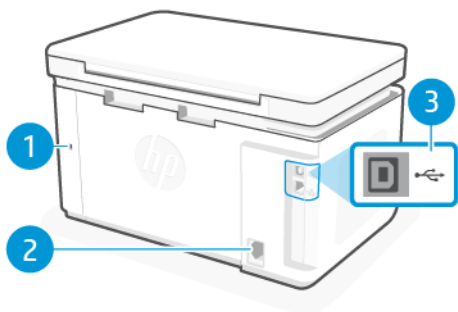


Table 1-4 Rear view

Feature	Description
1	Optional cable security lock
2	Power cord port
3	USB port

Rear view (HP LaserJet Pro MFP M126nw plus/M126snw plus models)

Printer parts on the rear.

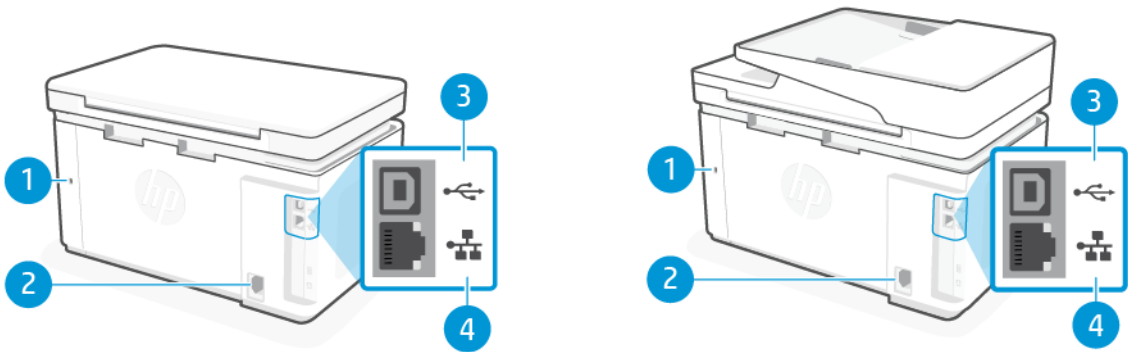


Table 1-5 Rear view

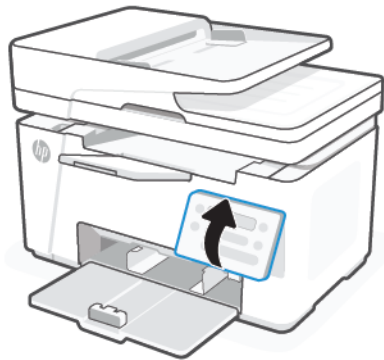
Feature	Description
1	Optional cable security lock
2	Power cord port
3	USB port
4	Ethernet port (some models only)

Control panel features

The control panel provides direct interaction, including lights to indicate status, errors, and more.

Tilt the control panel

Tilt the control panel for easier viewing. Pull the lower part of the control panel to tilt it upwards and push the lower part to tilt it downwards.



HP LaserJet Pro MFP M126a plus model

The control panel has buttons for direct interaction, as well as lights and a display to indicate printer status and errors.

Also see [Interpret status light patterns \(HP LaserJet Pro MFP M126a plus model\)](#).

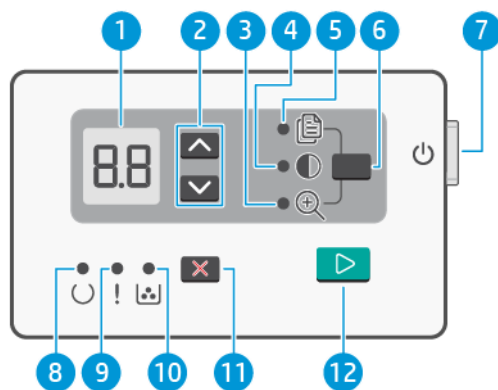


Table 1-6 Control panel

Feature	Button/lights	Description
1	LED display screen	Displays the number of copies, the level of darkness for copies, and the percentage of copy size reduction or enlargement. It also shows error codes that alert you of problems that require attention.
2	Up/Down button	Increases or decreases the number of copies, the level of darkness for copies, or the percentage of copy size reduction or enlargement. • Number of copies: Press the buttons for less than one second to increase or decrease by 1 increment. Press the buttons for one second or longer to increase or decrease by 10 increments. • Level of darkness for copies: Press the buttons for less than one second to increase or decrease by 1 increment. Press the buttons for one second or longer to increase or decrease to the maximum or minimum value. • Percentage of copy size reduction or enlargement: Press the buttons for less than one second to increase or decrease by 10% increments. Press the buttons for one second or longer to increase or decrease by 100% increments.
3	Reduce/Enlarge Copy light	Indicates the copy size reduction or enlargement feature is active.
4	Darker/Lighter Copy light	Indicates the copy-darkness feature is active.
5	Number Of Copies light	Indicates the number-of-copies feature is active.
6	Select button	Select between the copy settings for number of copies, darkness, and copy size for each job. The default option is set to number of copies. To change the default settings, press the Select button to choose the other option (darkness or copy size) and press and hold the Select button for 3 seconds. When the light starts blinking, use the Up/Down arrow to adjust the setting, and then press the Select button again to save your changes.
7	Power button	Turn on and turn off the printer.
8	Ready light	Indicates the printer is ready or is processing a job.
9	Attention light	Indicates a problem with the printer.
10	Toner Alert light	Indicates if the print cartridge is low on toner or cartridge needs attention.
11	Cancel button	Cancels the current job, or clears the last setting you made. When the printer is in the Ready state, press this button to reset the copy settings to the default values.
12	Start Copy button	Press this button to start the process of copying a two-sided identification card or similar document.

HP LaserJet Pro MFP M126nw plus/M126snw plus models

The control panel has buttons for direct interaction, as well as lights and a display to indicate printer status and errors.

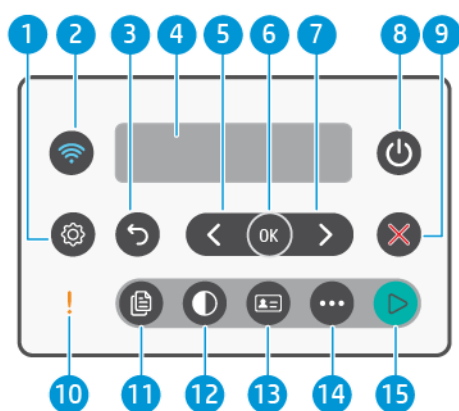


Table 1-7 Control panel

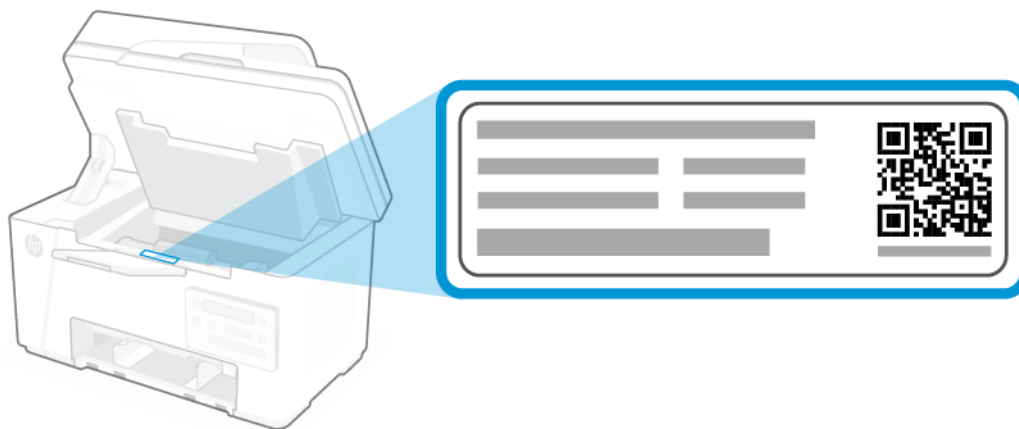
Feature	Button/lights	Description
1	Settings button	Opens the Settings menu.
2	Wi-Fi button/light	Press this button to turn the printer's wireless capabilities on or off. The light indicates whether the printer is connected to a wireless network.
3	Back button	Returns to the previous screen.
4	LCD display screen	Displays errors, number of copies and the status of other printer functions.
5	Left arrow button	Moves the cursor to the left or scrolls through menu options.
6	OK button	Confirms a setting or confirms an action to proceed.
7	Right arrow button	Moves the cursor to the right or scrolls through menu options.
8	Power button	Turn on and turn off the printer.
9	Cancel button	Clears settings, cancels the current job, or exits the current menu.
10	Alert indicator light	A light that is on or blinks when the printer requires attention.
11	Number of Copies button	Sets the number of copies.
12	Lighter/Darker button	Adjusts the darkness setting for the current copy job.
13	ID Copy button	Copy an identification (ID) card.
14	More Copy Settings button	Opens the Copy Settings menu.
15	Start Copy button	Press this button to start the process of copying a two-sided identification card or similar document.

Change printer settings

You can change printer settings using the HP software or the Embedded Web Server (EWS).

Find the default printer password or PIN

When setting up or connecting the printer, if prompted to enter a printer PIN, find the PIN on the ID label inside the cartridge access area.



Use HP software

You can install the HP software from the printer set-up website.

1. Visit 123.hp.com from a web browser.
2. Download and install the HP software.
3. Follow the on-screen instructions to install the software.

HP Toolbox (Windows)

Use the HP Toolbox for Windows to check printer status or to view or change printer settings from your computer. This tool opens the HP Embedded Web Server for the printer.

 **NOTE:** This tool is available only if you performed a full installation when you installed the printer. Depending on how the printer is connected, some features might not be available.

Follow the steps to access the HP Toolbox:

1. From the HP software, click **Maintain Your Printer**.
The HP Toolbox window opens.
2. Select the desired option to change the printer settings.

Energy settings

Use Inactivity Shutdown and Sleep After to conserve electricity.

- **Inactivity shutdown**

Inactivity shutdown is used when the printer is not connected to any network or computer. By default, it is set to 4 hours. You can increase or decrease the shutdown time.

- **Sleep after**

You can change how long the printer remains idle before it enters sleep mode. By default, the sleep delay time is set to 1 minute. You can increase the sleep delay time.

To change the energy settings:

1. From the HP software, click **Maintain Your Printer**.
The Toolbox window opens.
2. Click **Energy Settings** tab.
3. Select the time from the drop-down list to change energy settings.

Printer settings

You can set the following features from the HP printer software.

- **Show alerts**
Turn off the alerts that display in.
- **Jam recovery**
Turn off the automatic jam recovery mode.
- **Print density**
Increase or decrease the Print Density range. By default, it is set to three.

To change the printer settings:

1. From the HP software, click **Maintain Your Printer**.
The Toolbox window opens.
2. Click **Printer Settings** tab.
3. Select the radio button in the respective section to change the printer settings.



NOTE: To increase the density range, move the pointer towards right side.

Printer reports

Print useful reports to learn more about printer status and supplies.

- **Supplies status report**
The supplies status page provides the following information:
 - The estimated percentage of toner remaining in the HP cartridge.
 - The number of pages and print jobs that have been processed.
 - Ordering and recycling information.

- **Printer status report**
Provides the summary of current status and settings of the printer.

To print a report:

1. From the HP software, click **Maintain Your Printer**.
The Toolbox window opens.
2. Click **Printer Reports** tab.
3. Select the respective icon to print the required printer reports.

Printer services

You can print a cleaning page to remove dust, toner debris, and paper fragments that can get trapped in the fuser.

Use the **Cleaning the Fuser** option to print a cleaning page.

1. From the HP software, click **Maintain Your Printer**.
The Toolbox window opens.
2. Click **Printer Services** tab.
3. In Cleaning the Fuser area, click **Cleaning the Fuser** icon.
HP LaserJet Cleaning Utility page opens.
4. Click **Start** to start the cleaning process.

Use HP Smart

This HP software can help you perform different printer tasks from mobile devices and computers.

- Set up and connect your printer.
- Print and scan documents and photos.
- Share documents through email and other applications.
- Manage printer settings, check printer status, print reports, and order supplies.



NOTE:

- This software is supported on mobile devices and computers running on some versions of iOS, Android, Windows 10, and macOS.
 - It is only available in some languages and only supports some file formats. Some features are only available on certain printers or models.
 - You can download HP Smart from the respective app stores for the device.
 - Visit hpsmart.com to download the HP Smart software.
 - Visit the HP support website at hp.com/support for more information.
-

HP Smart (iOS, Android, and Windows 10)

To change printer settings from the HP Smart app, follow these steps:

1. Open the software on your computer or mobile device. If prompted, create or sign in to an HP account.
See [Use HP Smart](#).

2. Select your printer, and then click or tap **Printer Settings**; alternatively, click or tap your printer image to access the printer settings.
3. Select the desired option and make the necessary changes.

Use Embedded Web Server (EWS)

You can open the EWS using one of the following:

- HP Smart app
- HP software (Windows)
- Web browser using IP address
- Web browser using Wi-Fi Direct connection

Take note of the following before you begin.

- If the web browser displays a message indicating that the website is unsafe, select the option to continue. Accessing the website will not harm your device.
- The default username is “admin”.
- For your security, some settings in the printer home page or EWS are password-protected.
 - When accessing EWS for the first time, enter the PIN if prompted. This personal identification number (PIN) is available from the PIN label in the printer. See [Find the default printer password or PIN](#).
 - Open the front door and cartridge access door to locate the PIN label.
 - Once you have access to EWS, you can change the password from EWS.
- Depending on how the printer is connected, some features in EWS might not be available.
- EWS is not accessible beyond the network firewall.

Open the EWS using HP Smart app

Follow these steps:

1. Open the software on your computer or mobile device. If prompted, create or sign in to an HP account.
2. Click or tap your printer image to access the printer settings.
3. Select **Advanced Settings**.

This opens the printer home page or embedded web server (EWS).



NOTE: If prompted for the printer password, enter the default PIN available from the PIN label on the printer. See [Find the default printer password or PIN](#).

Open the EWS using the HP software

Follow these steps:

1. Open the HP software on your computer.

2. Click on the **Printer Home Page (EWS)** tile.

This opens the printer home page or embedded web server (EWS).



NOTE: If prompted for the printer password, enter the default PIN available from the PIN label on the printer. See [Find the default printer password or PIN](#).

Open the EWS using an IP address (Wi-Fi connection)

Follow these steps:

1. On the control panel, press the **Settings** button .
2. Use the **Right arrow** button  to select the **Network** menu and press the **OK** button .
3. Use the **Right arrow** button  to select the **Show IP Address**, and then select **Yes** to display the printer's IP address.
4. Open a web browser, type the IP address or hostname in the address bar, and then click or tap **Enter**.



NOTE: If the web browser displays a message indicating that the website is unsafe, select the option to continue. Accessing the website will not harm your device.



NOTE: If printer is on IPv6 protocol, IP address may not be displayed on control panel. To get EWS address, print a Network Configuration Report.

Open the EWS using an IP address (Wi-Fi Direct connection)

Follow these steps:

1. Make sure your device and the printer are connected using Wi-Fi Direct. See [Connect using Wi-Fi Direct](#).
2. Open a web browser, type the following IP address or hostname of the printer in the address bar, and then click **Enter** on your keyboard.

IP Address: 192.168.223.1

View or change network settings

Open the EWS, and then click the **Network** tab to view network information or change settings.

Rename the printer on a network

Rename the printer on a network so that it can be uniquely identified.

1. Open the EWS. See [Use Embedded Web Server \(EWS\)](#).
2. Click the **Network** tab.
3. From the left menu, click **General**.
4. Click **Network Identification**.
5. Make the necessary changes, and then click **Apply**.

Manually change IPv4 and IPv6 TCP/IP parameters

It might be necessary to manually configure a printer IP address when the printer is not detected on your network.

1. Open the EWS. See [Use Embedded Web Server \(EWS\)](#).
2. Click the **Network** tab.
3. From the left menu, click the **Network Protocols** option, and then select one of the following:
 - **IPv4 Only**
 - **IPv6 Only**
 - **Both IPv4 and IPv6**
4. Make the necessary changes, and then click **Apply**.

Assign or change the system password

Assign an administrator password for access to the printer and EWS so that unauthorized users cannot change the printer settings.

1. Open the EWS. See [Use Embedded Web Server \(EWS\)](#).
2. Click the **Settings** tab.
3. From the left menu, click **Security**.
4. Click **Password Settings**.
5. Make the necessary changes, and then click **Apply**.



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

Use Web Services

Web Services is enabled during printer setup. You can remove it from the printer home page or Embedded Web Server (EWS).

Remove Web Services using EWS

Follow these steps:

1. Open the EWS. See [Use Embedded Web Server \(EWS\)](#).
2. Click the **Web Services** tab.
3. From the left menu, click **Web Services Settings**, click **Remove Web Services**, and then follow the on-screen instructions.

2 Connect your printer

Learn about different ways to connect your printer.

Connect to a Wi-Fi network (Wi-Fi models only)

Make sure your network is ready before connecting your printer to a Wi-Fi network.

- The printer is not connected to the network using an Ethernet cable.
- The printer Wi-Fi is turned on and the Wi-Fi network is set up and working properly.
- The printer and the devices that use the printer are on the same network (subnet). While connecting the printer, you might be prompted to enter the Wi-Fi network name (SSID) and a Wi-Fi password.



TIP:

- Visit hpsmart.com/wirelessprinting for more information about setting up and using the printer wirelessly.
- If you run into any problem connecting the printer to a Wi-Fi network, see [Restore network defaults](#).

Connect to a Wi-Fi network using the control panel

Use the Wi-Fi Setup from the printer control panel to connect the printer wirelessly.



NOTE: If the printer has never been configured to connect to a Wi-Fi network before, pressing on the **Wi-Fi** button automatically starts the **Wi-Fi Setup**.

1. On the control panel, press the **Settings** button .
2. Use the **Right arrow** button  to select the **Network** menu and press the **OK** button .
3. Use the **Right arrow** button  to select **Wi-Fi** menu and press the **OK** button .
4. Follow the on-screen instructions to add the printer to your network.

See [Use HP software](#).

Connect to a Wi-Fi network using the HP software (HP Easy Start)

To connect the printer to an integrated wireless WLAN 802.11 network, make sure you have the following:

- A wireless 802.11 b/g/n network that includes a wireless router or access point.



NOTE: The printer only supports 2.4 GHz connection.

- A computer that is connected to the Wi-Fi network that would be used to connect your printer.
- Network name (SSID).

- WEP key or WPA Passphrase (if needed).

Follow these steps:

1. Open the software.
See [Use HP software](#).
2. In the software, follow the on-screen instructions to add or connect the printer.

Connect to a Wi-Fi network using HP Smart

Install and use this HP software on your mobile device to set up or connect the printer to your Wi-Fi network.

See [Use HP Smart](#).

1. Make sure your mobile device is connected to your Wi-Fi network. On your device, turn on Bluetooth and/or location services.



NOTE: The software uses Bluetooth for printer setup. However, it does not support printing using Bluetooth.

2. If your printer Wi-Fi was previously turned off, press the **Wi-Fi** button  to turn it on.
3. Make sure the printer is in Wi-Fi setup mode. The **Wi-Fi** light should blink blue.
If not, reset the printer network settings.
See [Restore network defaults from the control panel \(Wi-Fi models only\)](#).
4. Open the software on your mobile device.
If prompted, create or sign in to an HP account.
5. Select the option to add printer, and then follow the on-screen instructions to add or connect the printer.
 - If prompted for the printer password, enter the default PIN available from the PIN label on the printer.
See [Find the default printer password or PIN](#).
 - When the printer is connected successfully, the **Wi-Fi** light stops blinking and remains lit.

Connect to a Wi-Fi network using Wi-Fi Protected Setup (WPS)

This Wi-Fi setup method can be used if your router has a WPS button.

1. On the control panel, press the **Settings** button .
2. Use the **Right arrow** button  to select the **Network** menu and press the **OK** button .
3. Use the **Right arrow** button  to select **Wi-Fi** menu and press the **OK** button .
4. Use the **Right arrow** button  to select **Wi-Fi Protected Setup (WPS)** option and press the **OK** button .

5. Use the **Right arrow** button  to select the **Push Button** or the **PIN** option and press the **OK** button .
6. Press the WPS button on your router within 2 minutes.

 **NOTE:** After connecting the printer wirelessly, visit 123.hp.com to download and install the HP software on your device.

Connect using Wi-Fi Direct

With Wi-Fi Direct, you can directly connect your computer or mobile device to the printer and print wireless, without connecting your device to an existing network.

Visit hp.com/go/wirelessprinting for more information on Wi-Fi Direct.

Take note of the following before you begin.

- Make sure your computer or mobile device has HP software or a compatible software installed.
- The Wi-Fi Direct name and password can be found on the Wi-Fi Direct guide. See [Print a report from the printer control panel \(Wi-Fi models only\)](#).
- Wi-Fi Direct cannot be used to connect your computer, mobile device, or printer to the Internet.
- Up to 5 computers and mobile devices can connect to the printer using Wi-Fi Direct connection.

Follow these steps:

1. On the control panel, press the **Settings** button .
2. Use the **Right arrow** button  to select the **Network** menu and press the **OK** button .
3. Use the **Right arrow** button  to select **Wi-Fi Direct** option and select the **Wi-Fi Direct Status** option. Select the **ON** option, and then press the **OK** button .

The printer saves the setting and then returns the control panel to the **Wi-Fi Direct** settings menu.

4. On your computer or mobile device, find and select the Wi-Fi Direct name of your printer from the list of Wi-Fi networks.
5. Connect to the printer. When prompted, enter the Wi-Fi Direct password.

Connect to an Ethernet network

You can connect your printer to an Ethernet network as an alternate.

 **NOTE:** The Wi-Fi connection is automatically disabled when you connect the Ethernet cable.

1. Connect your computer to the router.
2. Connect your printer and router using an Ethernet cable.
3. Open the HP software on your computer.

4. In the HP software, add the printer, and then follow the on-screen instructions to add or connect the printer.

Connect using a USB cable

Connect your printer to a computer with a USB cable.



NOTE: While you are setting up the printer for the first time and to use all the available features of this printer, complete setup using the HP software.

1. Connect the printer and computer using a USB cable.
2. Open the HP software on your computer.
3. In the HP software, add the printer, and then follow the on-screen instructions to add or connect the printer.

Change the connection type

If you have already connected your printer, you can change the connection from USB/Ethernet to Wi-Fi or from Wi-Fi to USB/Ethernet.

USB/Ethernet to Wi-Fi

Disconnect the USB/Ethernet cable from the printer and connect the printer to your Wi-Fi network.

See [Connect to a Wi-Fi network \(Wi-Fi models only\)](#).

Wi-Fi to USB/Ethernet

Change the printer connection from Wi-Fi to USB/Ethernet.

1. Turn off the Wi-Fi.
2. Connect the printer and computer using a USB/Ethernet cable.
3. Open the HP software on your computer.
4. In the HP software, add the printer, and then follow the on-screen instructions to add or connect the printer.

3 Load media

Learn how to load paper and change media settings.

Before you begin



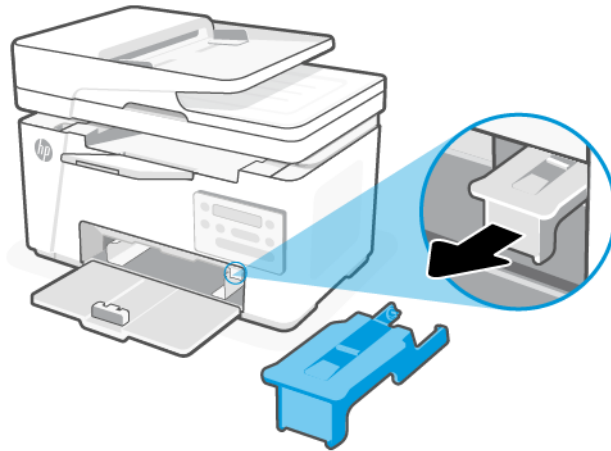
NOTE:

- To protect the printer and avoid printing problems, be sure to select the correct paper settings from the HP software before printing.
 - For the tray capacity and list of supported paper sizes, visit hp.com/support. Select your location and language, find your printer, click **Product Information**, and check the product specifications for your printer.
 - Do not load paper while the printer is printing.
 - Remove any paper before loading a different paper type or size.
 - When loading the tray, do not fan the paper.
 - Use paper that is not wrinkled, folded, or damaged.
 - Use only one paper size. For example, do not place A5 paper over A4 size paper.
 - Straighten the stack of paper and adjust the paper guides to ensure paper does not slant/skew when printing.
 - Store unused paper in original packaging, in cool dry environment or in airtight packaging to keep moisture out.
-

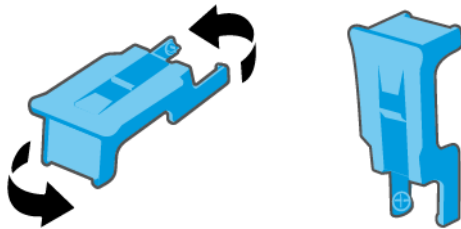
Adjust tray for small paper sizes

To print on paper shorter than 185 mm (7.28 in), install the adapter on the paper guide.

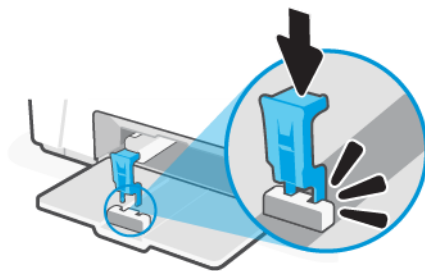
1. Remove the adapter from the storage slot on the right side of the paper input area.



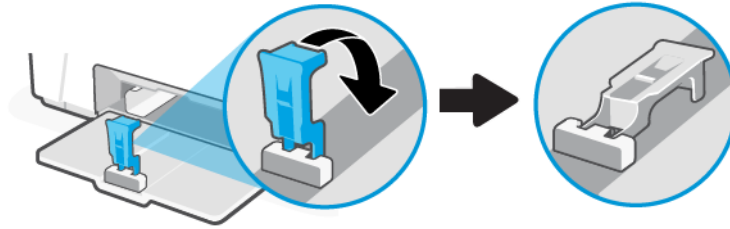
2. Position the adapter so the plastic prongs are facing toward you and pointing down.



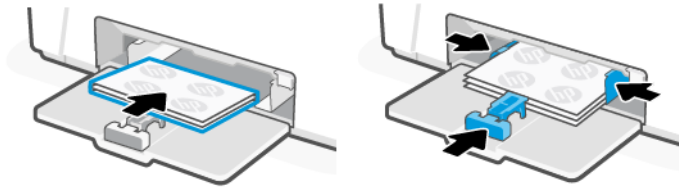
3. Push the adapter onto the paper guide until you hear a click.



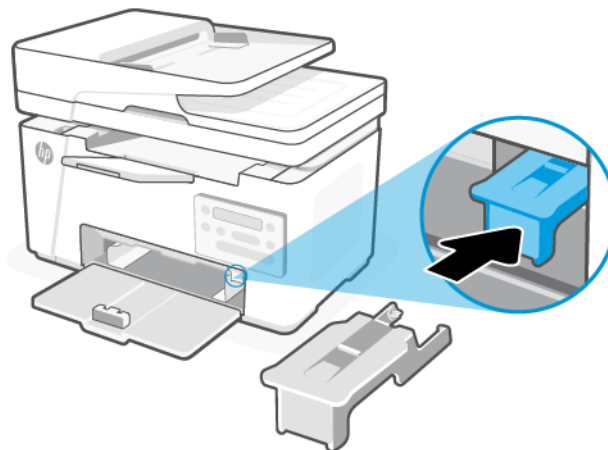
4. Flip the adapter down.



5. Load the paper or label and adjust the paper guides until they touch the edges of the paper stack.



6. Remove the adapter and place it back to its original position when printing is done.



Load paper

Load a stack of paper into the tray.

NOTE:

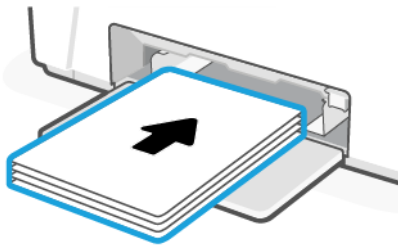
- Remove any paper before loading a different paper type or size.

- Do not load paper while the printer is printing.
-

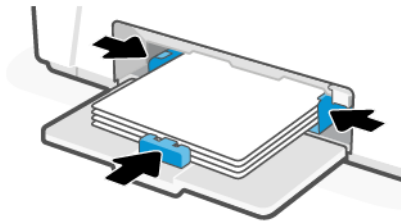
1. Insert the input tray and slide the paper guides outwards.



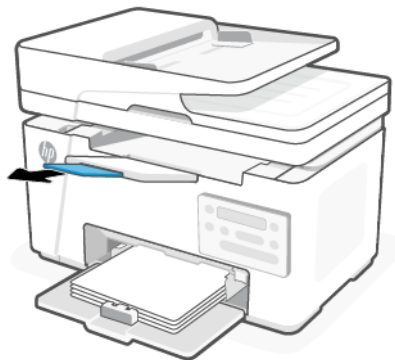
2. Insert paper into the input tray with the side to be printed facing up.



3. Adjust the paper guides until they touch the edges of the paper stack.



4. Pull out the output tray extension.



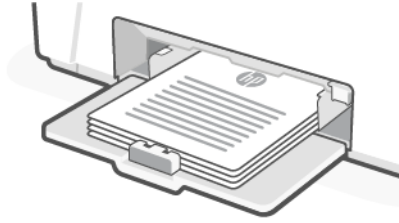
Load letterhead or preprinted paper in tray

Tray can be used to print in either portrait or landscape mode on a letterhead or preprinted paper.

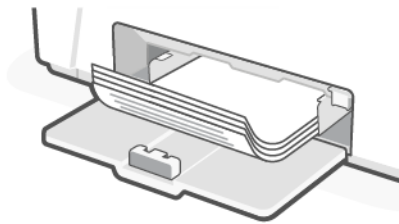
Portrait printing

Follow the steps to print in portrait mode.

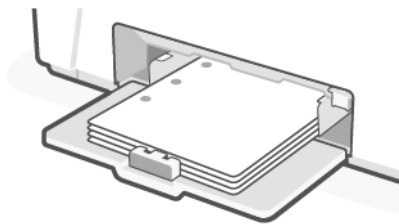
- **1-sided printing:** Load the paper face-up with the top edge toward the back of the tray.



- **2-sided printing:** Load the paper face-down with the top edge toward the back of the tray.



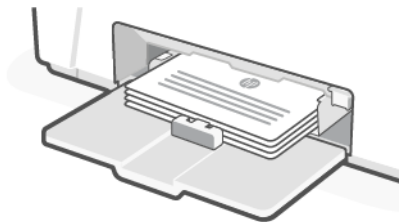
- **1-sided or 2-sided printing:** Load the prepunched paper face-up with the holes toward the left side of the tray.



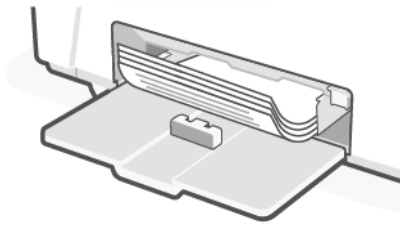
Landscape printing

Follow the steps to print in landscape mode.

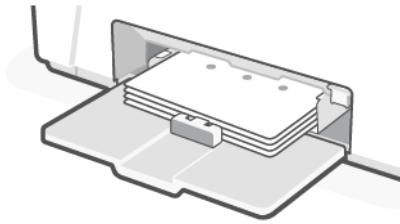
- **1-sided printing:** Load the paper face-up with the top edge toward the back of the tray.



- **2-sided printing:** Load the paper face-down with the top edge toward the back of the tray.



- **1-sided or 2-sided printing:** Load the prepunched paper face-up with the holes toward the front of the tray.



Load envelopes

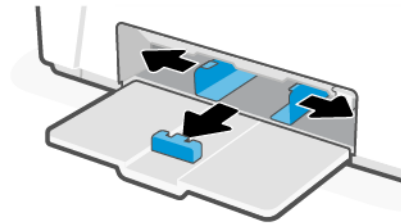
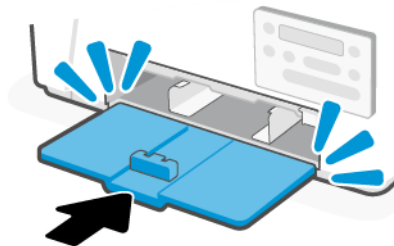
Load a stack of envelopes into the tray.



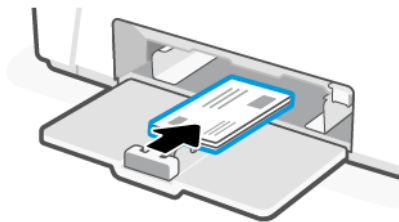
NOTE:

- Remove any paper before loading a different paper type or size.
- Do not load paper while the printer is printing.

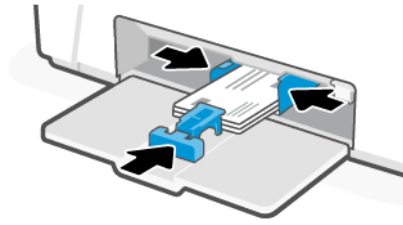
1. Insert the input tray and slide the paper guides outwards.



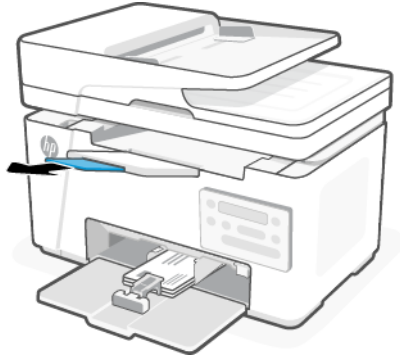
2. Insert a stack of envelopes with the side to be printed facing up.



3. Adjust the paper guides until they touch the edges of the envelopes.



4. Pull out the output tray extension.



Load labels

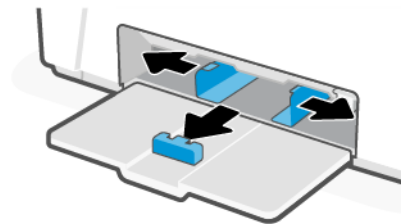
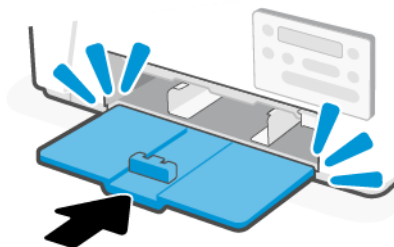
Load labels into the tray.



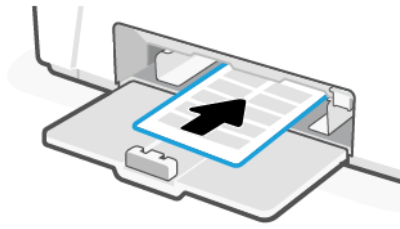
NOTE:

- Remove any paper before loading a different paper type or size.
- Do not load paper while the printer is printing.

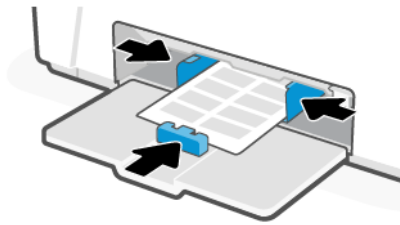
1. Insert the input tray and slide the paper guides outwards.



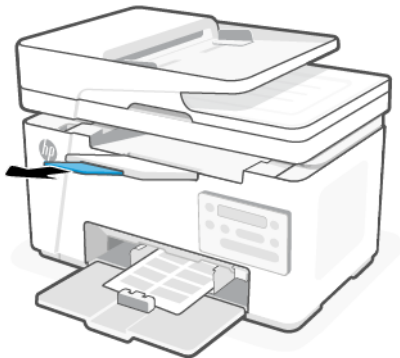
2. Insert the sheet of labels with the side to be printed facing up.



3. Adjust the paper guides until they touch the edges of the sheet.



4. Pull out the output tray extension.



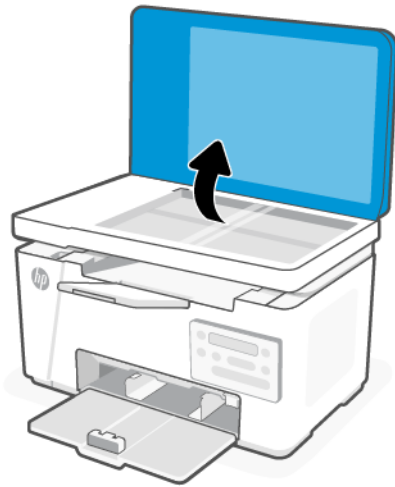
Load an original on the scanner glass

Copy or scan an original by placing it on the scanner glass.



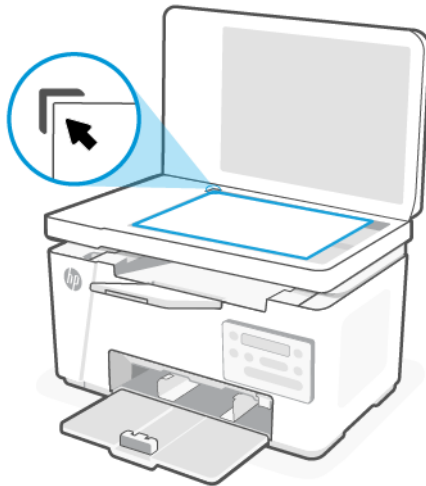
NOTE: The scanner might not work correctly if the scanner glass and lid backing are not clean.

1. Lift the scanner lid.



2. Load your original print-side down and align it with the marking on the rear-left corner of the glass.

 **TIP:** For more help on loading an original, refer to the engraved guides along the edge of the scanner glass.



3. Close the lid.

Load an original in the document feeder

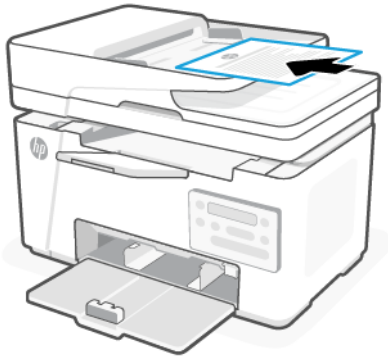
You can copy or scan a document by placing it in the document feeder.

 **CAUTION:** Do not load photos in the document feeder, this might cause damage to your photos. Use only paper that is supported by the document feeder.

 **NOTE:** Some features, such as the **Fit to Page** copy feature, do not work when scanning from the document feeder. For those features to work, load your originals on the scanner glass.

1. Load your original print-side up into the document feeder.

Slide the paper into the document feeder until you hear a tone or see a message on the printer control panel display indicating that the loaded pages were detected.



2. Adjust the paper-width guides until they touch the edges of the paper.



4 Print

Learn how to print from your computer or mobile device.

Install HP software on smartphone, laptop, desktop computer, or other devices to print, scan, and manage your printer.

Print from a Windows computer

There are many ways to print document, depending on your print job type.

Print documents

You can print from the **File** menu of most apps.

Make sure you have installed the HP software. See [Use HP Smart](#).

1. Open the document you wish to print.
2. From the **File** menu in your software program, select the **Print** option.
3. Select the printer from the list of printers, and then click the button that opens **Properties** dialog box.



NOTE: Depending on your software application, this button might be called **Properties**, **Options**, **Setup**, or **Preferences**.

4. Change any print settings if needed, and click **OK**.
5. Select the number of copies and click **Print** or **OK** to print.

Print manually on both sides

You can print on both sides of the paper by manually reloading the pages for the second side.

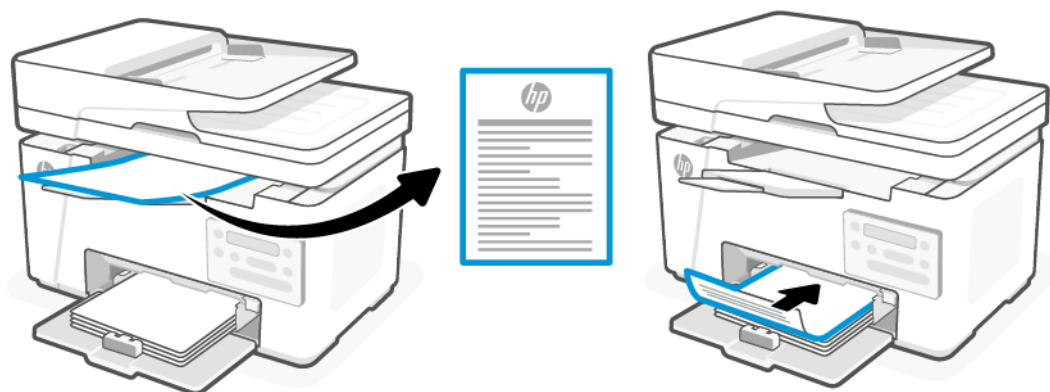
1. Open the document you wish to print.
2. From the **File** menu in your software program, select the **Print** option.
3. Select **Print on Both Sides of paper** check box.
4. In Print dialog box, click on **Print**.

The printer will print the first side of document.

5. When first side of document printing is complete, re-insert the page/stack of pages into the input tray.



NOTE: Make sure to place the printed-side facing down and top edge first when placing the printed stack.



6. Press the **Start Copy** button  once to print the second side of the document.

Print multiple pages per sheet

You can select an option to print multiple pages on a single sheet of paper. For example, when printing a very large document and want to save paper.

1. Open the document you wish to print.
2. From the **File** menu in your software program, select the **Print** option.
3. Select the printer from the list of printers, and then click the button that opens **Properties** dialog box.



NOTE: Depending on your software application, this button might be called **Properties**, **Options**, **Setup**, or **Preferences**.

4. Click **Layout** tab.
5. Select the number of pages per sheet from **Pages per sheet** drop-down list.
6. Select the layout from **Pages per Sheet Layout** drop-down list.
7. Select the check box next to **Page Borders** if needed.
8. Select the paper orientation option, and click **OK**.
9. Click **OK** to print the job.

Check the paper type setting (Windows)

Check the paper type setting for Windows, and change the setting as needed.

1. From the software program, select **Print** option.
2. Select the printer, and then click **Properties** or **Preferences** button.
3. Click **Paper/Quality** tab.
4. From the **Paper Type** drop-down list, select the option for the type of paper you are using, and click **OK** button.
5. Click **OK** button to close **Document Properties** dialog box. In **Print** dialog box, click **OK** button to print the job.

Print from a Mac computer

This topic describes how to print from a Mac computer.

Make sure you have installed the HP Smart app. See [Use HP Smart](#).

Make sure you have loaded media into the input tray. See [Load paper](#).

If you have not added the printer to the system, follow these steps to enable printing first.

1. From the computer, open **System Preferences**, and select **Printers and Scanners**.
2. Click the Add button/icon **+**, select the printer from the printer list, and then click **Add**.

Print documents

Use the **Print** option from a software application to select the printer and basic options for your print job.

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



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

4. Click the **Print** button.

Print manually on both sides

You can print on both sides of the paper using a manual process. You will need to reload the pages for the second side.



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

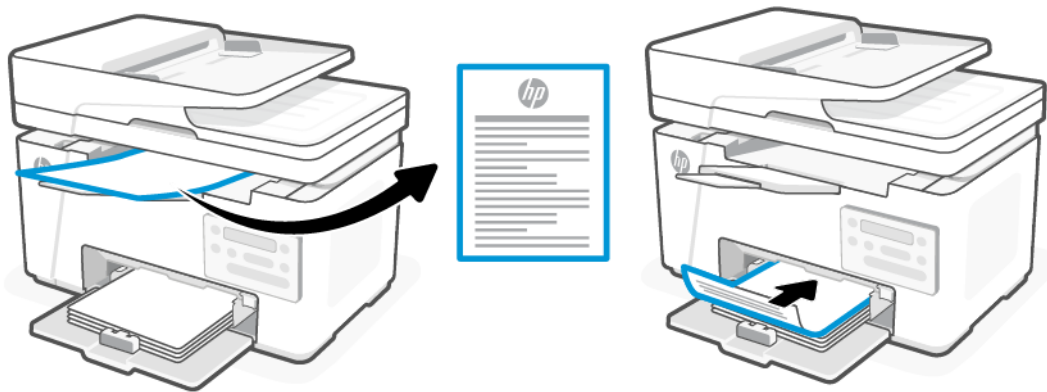
1. Click the **File** menu, and then click the **Print** option.
2. Select the printer.
3. Click **Show Details** or **Copies & Pages**, and then click the **Manual Duplex** menu.



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

4. Click the **Manual Duplex** box, and select a binding option.
5. Click the **Print** button.
6. Remove any blank paper from the input tray.

7. Retrieve the printed stack from the output bin, and place it with the printed-side facing down, top edge first in the input tray.



8. Press the **Start Copy** button  once to print the second side of the document.

Print multiple pages per sheet

When you print from a software application using the **Print** option, you can select an option to print multiple pages on a single sheet of paper. For example, you might want to do this if you are printing a very large document and want to save paper.

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

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

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

Check the paper type setting (macOS)

Check the paper type setting for macOS, and change the setting as needed.

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

Additional printing information

Visit hp.com/support website for this printer and for details about 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 from mobile devices

You can print using the HP software or AirPrint/HP Print Service Plugin when the mobile device is on the same network as the printer or a different network (using Wi-Fi Direct).

- **iOS:** Devices running iOS 4.2 or later have AirPrint preinstalled.
- **Android:** Download the HP Print Service Plugin (supported by most Android devices) from the Google Play Store and enable it on your device.
- Visit hp.com/support for more information on mobile printing.

To print using Wi-Fi Direct, connect the printer using Wi-Fi Direct (see [Connect using Wi-Fi Direct](#)). Once the printer is connected, you can send your print job.

Tips for successful printing

To print successfully, make sure you have appropriate printer settings, sufficient toner in the HP cartridges.

Toner cartridge tips

Following are the tips for successful printing:

- If the print quality is not acceptable, see [Troubleshoot print quality problems](#).
- Use Original HP toner cartridges.

Original HP toner cartridges are designed and tested with HP printers and papers to help you easily produce great results, time after time.



NOTE:

- HP cannot guarantee the quality or reliability of non-Original HP supplies. Product service or repairs required as a result of using a non-Original HP supply will not be covered under warranty.
 - To determine if you have purchased Original HP cartridges, visit hp.com/go/anticounterfeit for more information.
-

- Make sure the toner cartridge is installed correctly.

For more information, see [Replace the toner cartridge](#).

- Check the estimated toner level to make sure that there is sufficient toner.

For more information, see [Supplies and accessories](#).

Paper loading tips

Following are the paper loading tips for successful printing:

- Make sure that the paper is loaded in the input tray properly, and set the correct paper size and paper type.
- Load a stack of paper (not just one page). All the paper in the stack must be of the same size and type to avoid a paper jam.
- Load paper with the print-side down.
- Make sure paper loaded in input tray lays flat and the edges are not bent or torn.
- Adjust the paper-width guides in the input tray to fit snugly against all paper. Make sure the guides do not bend the paper in the tray.

5 Copy, Scan, and Mobile Fax

Learn how to use the copy, scan, and mobile fax features.

Copy

Make copies with the printer, learn how to copy a two-sided document, and locate additional copy tasks on the web.

 **IMPORTANT:** Recommended auto document feeder capacity when doing multiple two-sided copies is 25 sheets.

For more information:

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

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

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

Copy from printer

Use the printer control panel to copy a document or an ID card from printer.

HP LaserJet Pro MFP M126a plus model

Follow these steps:

1. Load paper in the input tray.
2. Place the original print-side down on the scanner glass.
See [Load an original on the scanner glass](#).
3. Close scanner lid.
4. From the control panel, press the **Setup** button , and make sure that the **Number of Copies** light  is on.
5. Press the **Arrow** buttons  to adjust the number of copies.

6. Press the **Start Copy** button  to start copying.

HP LaserJet Pro MFP M126nw plus/M126snw plus models

Follow these steps:

1. Load paper in the input tray.
2. Place the original print-side down on the scanner glass or print-side up in the document feeder (some printer models).

See [Load an original on the scanner glass](#) or [Load an original in the document feeder](#).

3. Close the scanner.
4. From the control panel, press the **Number of Copies** button .
5. Use the **Right arrow** button  to increase the number of copies.
6. Press the **Start Copy** button  to start copying.

Copy on both sides (manual duplex)

Follow these steps:

1. Load paper in the input tray.
2. Place the original print-side down on the scanner glass or print-side up in the document feeder (some printer models).

See [Load an original on the scanner glass](#) or [Load an original in the document feeder](#).

3. Close the scanner.
4. On the control panel, press the **Start Copy** button .
5. Retrieve the printed page from the output bin, and place it with the printed-side facing down, top edge first in the input tray.
6. Flip the original document on the scanner glass or in the document feeder (some printer models) to copy the second side.
7. On the printer control panel, press the **Start Copy** button .
8. Repeat this process until you have copied all of the pages.

Copy or scan from a mobile device

If your device has a camera, you can use the HP software to scan a printed document or photo with the device camera. You can then use the software to edit, save, print or share the image.

1. Open the HP software on your mobile device. If prompted, create or sign in to an HP account.
2. Make sure your printer is selected.

3. Select one of the scan or copy options or tiles.
4. Change any settings.
5. Aim the camera at your subject, and then tap the round button at the bottom of the screen to take a picture.
6. Make other necessary changes, and then follow the on-screen instructions to complete the task.

Adjust the lightness or darkness for copies

The lighter/darker setting affects the lightness or darkness of the copy. Use the following procedure to adjust the settings for the current copy job only.

HP LaserJet Pro MFP M126a plus model

Follow the steps:

1. On the printer control panel, press the **Setup** button  repeatedly until the **Darker/Lighter** light  is on.
2. Use the **Arrow** buttons  to increase or decrease the **Darker/Lighter** setting.
3. Press **Start Copy** button  to save the selection and immediately start the copy job.

HP LaserJet Pro MFP M126nw plus/M126snw plus models

Follow the steps:

1. On the control panel, press the **Lighter/Darker** button  to see the current contrast setting.
2. Use the **Arrow** buttons  to adjust the setting. Press the **Left arrow** button  to make the copy lighter than the original, or press the **Right arrow** button  to make the copy darker than the original.
3. Press the **OK** button  to save the setting and press **Start copy** button  to immediately start a copy job.

 **NOTE:** The setting returns to the default value after two minutes.

Reduce or enlarge copies

When copying from the printer, learn how to reduce or enlarge the copies to fit on the printed page.

HP LaserJet Pro MFP M126a plus model

Follow the steps:

1. Load the document onto the scanner glass.
2. On the printer control panel, press the **Setup** button  repeatedly until the **Reduce/Enlarge** light  is on.

3. Use the **Arrow** buttons  to increase or decrease the copy size.
4. Press the **Start Copy** button  to start copying.

HP LaserJet Pro MFP M126nw plus/M126snw plus models

Follow the steps:

1. Load the document onto the scanner glass.
2. On the printer control panel, press the **More Copy Settings** button  to show the **Copy Menu**.
3. Use the **Right arrow** button  to select **Resize** option and press the **OK** button .
4. Use the **Right arrow** button  to select the desired option and press the **OK** button .
5. Press the **Start Copy** button  to start copying.

Select content type

This setting allows you to optimize the copy quality based on the type of job, such as text or photos.

- **Text**: Use this setting for documents that contain mostly text. This is the default setting for Copy Optimize.
- **Mixed**: Use this setting for documents that contain a mixture of text and graphics.
- **Picture**: Use this setting for documents that contain mostly graphics.
- **Draft**: Use this setting when cartridge levels are low or when high quality prints are not needed.

HP LaserJet Pro MFP M126a plus model

Follow the steps:

1. Load the document onto the scanner glass.
2. Open the EWS. See [Use Embedded Web Server \(EWS\)](#).
3. Click the **Copy/Print** tab.
4. From the left menu, click **Copy**, and click **Default Settings**.
5. Select the desired option under **Enhancement**.
6. Make the necessary changes, and then click **Apply**.

HP LaserJet Pro MFP M126nw plus/M126snw plus models

Follow the steps:

1. Load the document onto the scanner glass.
2. On the printer control panel, press the **More Copy Settings** button  to show the **Content Type**.

3. Use the **Arrow** buttons   to select the **Content Type** and press the **OK** button  to save the settings.
4. Press **Start copy** button  to immediately start a copy job.

 **NOTE:** The setting returns to the default value after two minutes.

Additional copy tasks

Locate information on the Web for performing common copy tasks.

Go to hp.com/support.

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

- Copy or scan pages from books or other bound documents
- Copy mixed-size documents
- Copy or scan a document into a booklet format

Scan

You can scan and share your documents to email addresses, network folders, to a computer, or Microsoft SharePoint sites.

Scan by using the HP Scan software (Windows)

Use the HP Scan software to initiate scanning from software on your computer. You can save the scanned image as a file or send it to another software application.

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

 **NOTE:** For best results, load small-size paper (Letter, A4, or smaller) with the long edge of the paper along the left side of the scanner glass.

2. Open the HP Scan software:
 - **Windows 11:** From the Start menu, click All Apps, click the HP folder, and then select the printer name.
 - **Windows 10:** From the Start menu, click the HP folder, and then select the printer name.
3. In the HP Scan software, select **Scan**, and then select **Scan a Document or Photo**.
4. Adjust the settings if necessary.
5. Click **Scan**.

 **NOTE:** Click **Create New Shortcut** to create a customized set of settings and save it in the list of shortcuts.

Scan by using the HP Easy Scan software (macOS)

Use the HP Scan software to initiate scanning from software on your computer.

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



NOTE: For best results, load small-size paper (letter, A4, or smaller) with the long edge of the paper along the left side of the scanner glass.

2. From the computer, open **HP Easy Scan** software, which is located in the **Applications** folder.
3. Follow the on-screen instructions to scan the document.
4. When you have scanned all the pages, click **File**, and then click **Save** to save the file on your computer.

Use Webscan

Webscan is a feature of EWS that lets you scan photos and documents from your printer to your device using a web browser.

Webscan offers basic options; use HP software for other scan options.



NOTE: For your security, some settings in EWS are password-protected. Enter the password if prompted. This is the password you have set in EWS or the default PIN available from a label on the printer. See [Find the default printer password or PIN](#).

Enable Webscan

Follow these steps:

1. Open the EWS. See [Use Embedded Web Server \(EWS\)](#).
2. Click the **Settings** tab.
3. From the left menu, click **Security**, and then select **Administrator Settings**.
4. Select the option to enable Webscan.
5. Click **Apply**.

Scan using Webscan

Follow these steps:

1. Place the original print-side down on the scanner glass or print-side up in the document feeder (some printer models).
2. Open the EWS. See [Use Embedded Web Server \(EWS\)](#).
3. Click the **Scan** tab.
4. From the left menu, click **Webscan**.
5. Select the desired options, and then click **Start Scan**.

Tips for successful scanning and copying

Follow these tips to avoid copy and scan issues.

- Keep the scanner glass and the back of the scanner lid clean. The scanner interprets anything it detects on the glass as part of the image.

- Place the original print-side down on the scanner glass or print-side up in the document feeder (some printer models).
- If you want to change any scan settings, use HP software.
- Make sure to select the correct source (for example, scanner glass) for scanning when using HP software.
- To make a large copy of a small original, scan the original into the computer, resize the image in the scanning software, and then print a copy of the enlarged image.
- To avoid incorrect or missing scanned text, make sure the brightness is set appropriately in the software.

Additional scan tasks

Locate information on the Web for performing common scan tasks.

Go to hp.com/support.

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

- How to scan a general photo or document
- How to scan as editable text (OCR)
- How to scan multiple pages into a single file

Mobile Fax

Use this feature in HP software to quickly scan and fax multiple pages from your mobile device or computer.



NOTE: Make sure your mobile device or computer is connected to a network.

1. Open the HP software on your mobile device or computer.
If prompted, create or sign in to an HP account and register the printer.
2. Select the **Mobile Fax** tile.
If the tile is missing, tap or click **Personalize Tiles** to add it to your home screen.



NOTE: If you cannot find this feature in the HP software, it might not be available in your country/region.

3. Fill out the necessary information and enable a cover page if required.
4. Attach an existing file to fax or scan a new file using your printer or mobile device.
5. Review the details and send the fax when ready.

6 Supplies, accessories, and parts

This section describes how to order supplies and manage accessories.

Check toner cartridge level

You can check the toner cartridge status using the HP software.

Print a Status report to check the toner cartridge level.

For more information, see [Printer reports](#).

Order cartridge

Learn about order supplies and support sites.

Table 6-1 Order

Order supplies	Support sites
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.

Supplies and accessories

Learn about supplies and accessories.

- A: Standard-capacity black toner cartridge.
- X: High-capacity black toner cartridge.

Table 6-2 List of supplies and accessories

Cartridge name or number	Part number	Countries/regions in use
HP 88A Black Original LaserJet Toner Cartridge	CC388A	China Mainland and India only
HP 88A Black Dual Pack Original LaserJet Toner Cartridges	CC388AD	China Mainland and India only
HP 88X Black Original LaserJet Toner Cartridge	CC388X	China Mainland and India only
HP 88A Black Original Contract LaserJet Toner Cartridge	CC388AC	China Mainland and India only
HP 88X Black Original Contract LaserJet Toner Cartridge	CC388XC	China Mainland and India only

A Cartridge is low or Cartridge is very low message or "E4" error code displays on the printer control panel

A **Cartridge is low** or **Cartridge is very low** message or "E4" error code displays on the printer control panel, and the printer does not print.



NOTE: Toner level warnings and indicators provide estimates for planning purposes only. When an indicator shows low-toner levels, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until print quality becomes unacceptable.

Once an HP toner cartridge has reached "very low", HP's Premium Protection Warranty on that toner cartridge has ended.

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

Change the Cartridge Very Low Settings from the EWS

Change when the 'Cartridge is Low' message or "E4" error code displays on the printer control panel.

1. Open the EWS. See [Use Embedded Web Server \(EWS\)](#).
2. Click the **Settings** tab.
3. From the left menu, click **Supplies** and navigate to **Cartridge Very Low Settings**.
4. Select one of the following options from the drop down menu and click **Apply**.
 - Select the **Stop** option to set the printer to stop printing until you replace the toner cartridge.
 - Select the **Prompt** option to set the printer to stop printing and prompt you to replace the toner cartridge. You can acknowledge the prompt and continue printing.
 - Select the **Continue** option to set the printer to alert you that the toner cartridge is very low, but to continue printing.
5. Try to print the job again.

Change the Cartridge Very Low Settings from the control panel (Wi-Fi models only)

Change when the 'Cartridge is Low' message displays using the printer control panel.

1. On the control panel, press the **Settings** button
2. Use the **Right arrow** button to select the **General** menu and press the **OK** button
3. Use the **Right arrow** button to select the **Supplies** menu and press the **OK** button
4. Use the **Right arrow** button to select the **Low Cartridge Settings** and press the **OK** button and then select the **Very Low Behavior**.

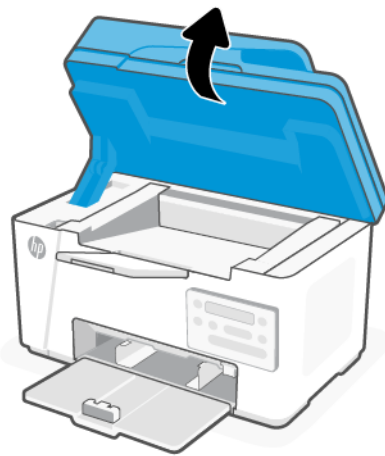
5. Select one of the following options, and then press the **OK** button :
 - Select the **Stop** option to set the printer to stop printing until you replace the toner cartridge.
 - Select the **Prompt** option to set the printer to stop printing and prompt you to replace the toner cartridge. You can acknowledge the prompt and continue printing.
 - Select the **Continue** option to set the printer to alert you that the toner cartridge is very low, but to continue printing.
6. Press the **OK** button  to confirm your selection.
7. Try to print the job again.

Replace the toner cartridge

Replace cartridges with new Original HP cartridges when toner cartridge levels are too low and no longer yield good print quality.

 **NOTE:** When a toner cartridge approaches the end of its useful life, redistributing the toner in the cartridge might improve print quality and enable you to continue printing. To redistribute the toner in the cartridge, remove the toner cartridge from the printer, gently rock the cartridge back and forth along its horizontal axis, and then replace it in the printer.

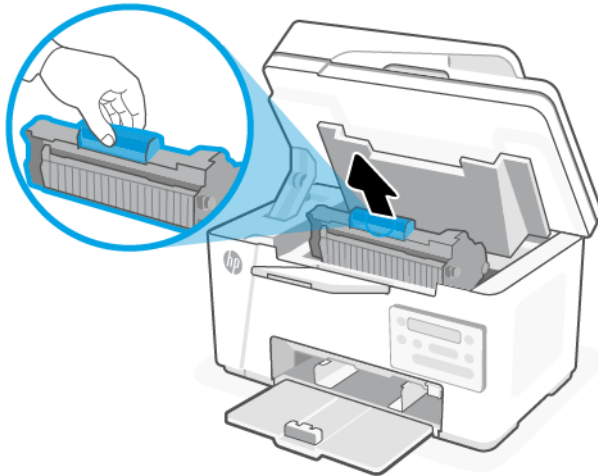
1. Lift the scanner assembly.



2. Open the toner door.

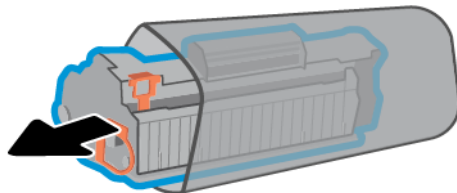


3. Remove the toner cartridge.



4. Remove the new cartridge from its package.

⚠ CAUTION: To prevent damage to the cartridge, hold the cartridge at each end. Do not touch the protective cover or roller surface.

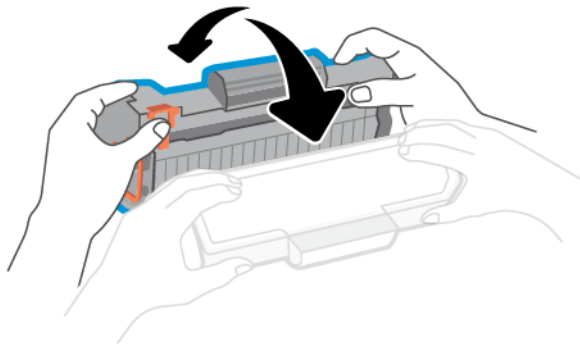


5. Place the used cartridge in the bag and box for recycling. To recycle the used cartridge, go to hp.com/recycle.

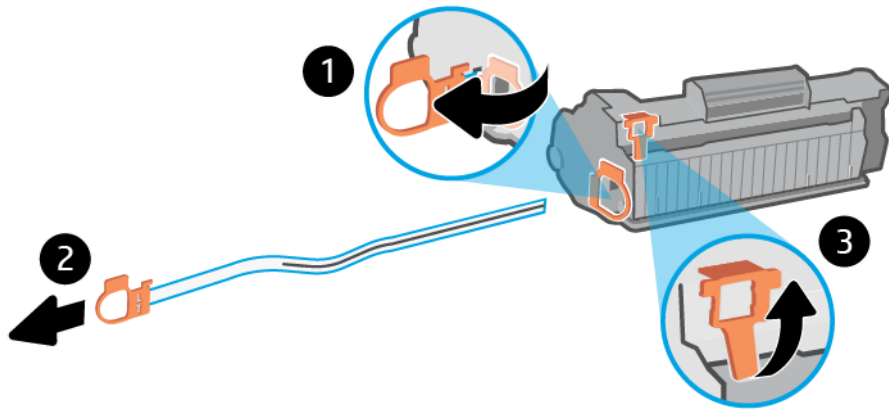
⚠ **CAUTION:** If toner gets on your clothing, wipe it off with a dry cloth and wash the clothing in cold water. Hot water sets toner into the fabric.

6. Shake the cartridge (5-6 times) to distribute the toner evenly.

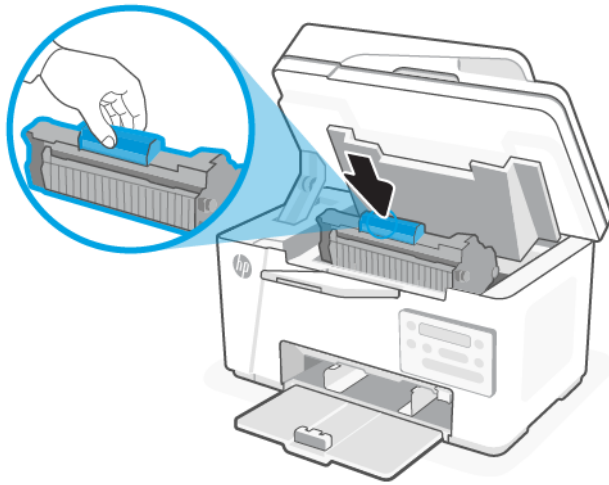
⚠ **CAUTION:** Do not touch the shutter or the surface of the roller.



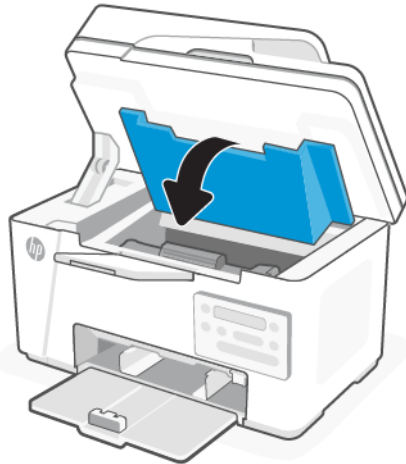
7. Flip open the pull tab on the end of the cartridge (1). Use the pull tab to remove the protective film from the cartridge (2). Remove the orange guard on top of the cartridge (3).



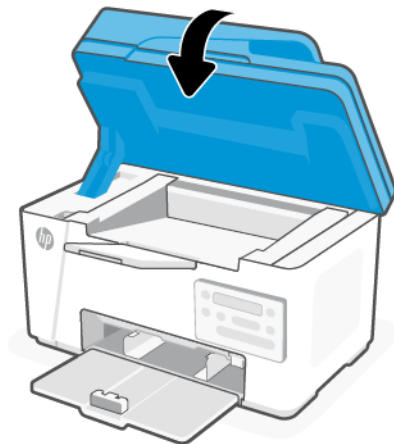
8. Insert the cartridge.



9. Close the toner door.



10. Lower the scanner assembly.



Tips for handling cartridge

The following tips help maintain HP cartridge and ensure consistent print quality.

Visit hp.com/support for more information.

- Cartridge can be left in the printer for extended periods of time. However, to assure optimal cartridge health, be sure to turn off the printer properly when the printer is not in use.
- Make sure you leave the cartridge installed.
- Make sure you turn off the printer properly to avoid damage to the cartridge.
- Keep cartridge in the original sealed packages until they are needed.
- Store cartridge at room temperature (15–35° C or 59–95° F).
- Dropping, jarring, or rough handling during installation can cause temporary printing problems.
- If you are transporting the printer, follow these tips to prevent toner leaks or printer damage.
 - Make sure you turn off the printer by pressing the **Power** button. Wait until all sounds of internal motion stop before unplugging the printer.
 - The printer must be transported sitting flat, it must not be placed on its side, back, front, or top.

7 Solve a problem

Solve common printer problems.

You can also get help from the HP software and printer control panel:

- **Printer control panel:** See [Interpret status light patterns \(HP LaserJet Pro MFP M126a plus model\)](#).
- **HP software:** Provides alerts for printer issues (jams and other problems), links to help content, and options to contact support for additional assistance.

See [Use HP Smart](#).

If the suggestions do not solve the problems, try getting help using one of the support services, see hp.com/support.

Update printer

HP periodically releases firmware updates to enhance product functionality and fix issues. By default, if the printer is connected to the internet, the printer automatically checks for updates at regular intervals.

You can change the default setting for automatic updates or manually check for updates immediately.

Printer control panel (HP LaserJet Pro M126nw plus and M126snw plus models)

You can update the printer from the printer control panel.

1. On the control panel, press the **Settings** button .
2. Use the **Right arrow** button  to select the **Printer Maintenance** menu and press the **OK** button .
3. Use the **Right arrow** button  to select the **Firmware Update**, and then press the **OK** button .
4. Select **Check Now**, and then press the **OK** button .

HP Smart

You can update the printer from the HP Smart.

1. Open the HP Smart app on your computer or mobile device. If prompted, create or sign in to an HP account.
2. On the app Home screen, click or tap your printer image to access the printer settings.
3. Select **Advanced Settings**.

This opens the printer home page or embedded web server (EWS).
4. In EWS, click or tap **Tools**.
5. Click or tap **Printer Updates**.

6. Select **Firmware Updates** and follow the on-screen instructions.

HP support website

You can update the printer from the HP support site.

1. Make sure the printer is on and connected to your computer.
2. Visit the hp.com/support on your computer.
3. Locate your product to download and install the latest firmware.

Embedded Web Server (EWS)

You can update the printer or change the settings from EWS for network printers.

1. Open the EWS. See [Use Embedded Web Server \(EWS\)](#).
2. Click the **Tools** tab.
3. From the left menu, click **Printer Updates**, and then select **Firmware Updates**.
4. On the **Check for Printer updates** area, click **Check Now**.

If a printer update is available, the printer installs the update and restarts.

Interpret status light patterns (HP LaserJet Pro MFP M126a plus model)

Understand the status lights and then take any actions if needed.

Table 7-1 Status light legend

Features	Description
	Light is off.
	Light is on.
	Light is blinking.

All lights are off

The printer is turned off or in low power mode.



Press the **Power** button  to turn on the printer.

For more information, see [Energy settings](#).

Ready light and Attention light are blinking

The status lights cycle during the formatter initialization period or when the printer is processing a cleaning page.



No action is required. Wait for the initialization period to end. The printer should enter the ready state when the initialization period is finished.

Ready light is on

The printer is in the ready state.



No action is required. The printer is ready to receive a print job.

Ready light is blinking

The printer is receiving or processing data.



No action is required. The printer is receiving or processing a print job.

Attention light is blinking

Common errors and solutions.



Table 7-2 Errors and solutions

Error code	State of the printer	Solutions
E0	The paper is jammed in the printer.	Clear the jam. See Possible jam locations .
E1	The input tray is empty.	Load the tray. See Load media .
E2	The cartridge door is open.	Verify that the print-cartridge door is fully closed.
E4	The toner cartridge is very low.	Press the Start Copy button  to continue or replace the toner cartridge. See Replace the toner cartridge .

Table 7-2 Errors and solutions (continued)

Error code	State of the printer	Solutions
E5	The printer experiences a scanning error.	Turn the printer off and on again to resolve a scanning error. NOTE: The printer still prints even if the scan feature is unavailable.
H1	The printer is processing a manual duplex job.	Load the pages into the input tray to print the second sides. Press the Start Copy button  to continue.
H2	The printer is in manual-feed mode.	Load the correct paper type and size into the input tray. Press the Start Copy button  to continue.

Attention light and Toner light are blinking

The print cartridge is missing or is not installed correctly.



Table 7-3 Errors and solutions

Error code	State of the printer	Solutions
E3	The print cartridge is missing or is not installed correctly.	Install the print cartridge/check if the HP original cartridge is installed correctly. See Toner cartridge tips .

Toner light is on

The print cartridge has reached the end of its estimated useful life. When the supply has reached this condition, the HP Premium Protection warranty for that supply has ended.



You do not need to replace the print cartridge at this time unless print quality is no longer acceptable.

Attention light and Ready light are on

The printer has experienced a fatal error from which it cannot recover.



Table 7-4 Errors and solutions

Error code	State of the printer	Solutions
E6, E7, E8 and E9	The printer has experienced a fatal error from which it cannot recover.	1. Turn off the printer or disconnect the power cord from the printer. 2. Wait 30 seconds, and then turn on the printer or reconnect the power cord to the printer. 3. Wait for the printer to initialize. If the error persists, visit the HP support website at hp.com/support.

Jams and paper-feed issues

Learn how to troubleshoot jams and paper-feed issues.

Possible jam locations

Paper jams can occur in the following areas of the printer.

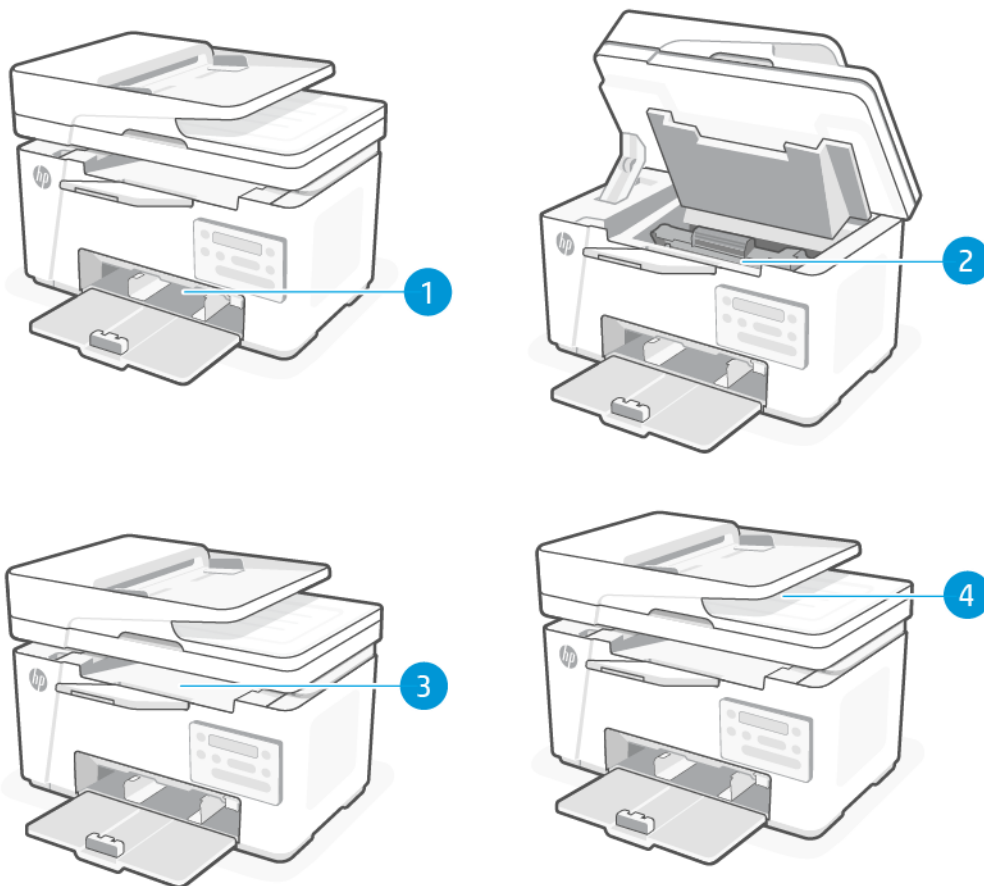


Table 7-5 Possible jam locations

Feature	Description
1	Input tray
2	Toner cartridge area
3	Output bin
4	Document feeder

Remove jammed paper

Look in all areas where jams can occur and remove any jammed paper or foreign objects found.

CAUTION:

- Do not use sharp objects, such as tweezers or needle-nose pliers, to remove jams.
- When removing jammed paper, use both hands to pull the paper straight out from the printer.
- To help avoid additional paper jams, make sure to remove all small pieces of paper and foreign objects found.
- When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.
- To avoid the risk of electrical shock, make sure to unplug the power cord to move the carriage by hand.
- Use a flashlight to check for any jammed paper or foreign objects in the cartridge access area and remove them.
- If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might remain inside the printer.
- If you do not remove all the pieces of paper from the printer, more paper jams are likely to occur.
- Avoid pulling jammed paper from the front of the printer. Instead follow the steps below to clear the jam. Pulling out jammed paper from the front of the printer might cause the paper to tear and leave torn pieces inside the printer; this could result in more jams later.

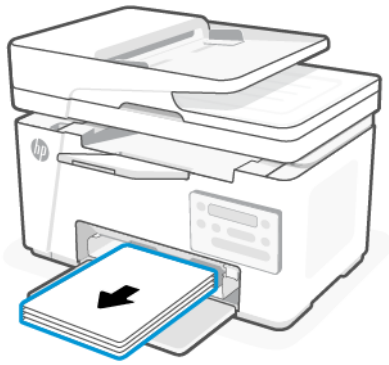
Input tray

Remove the papers from the input tray and clear any jams found inside the paper feed path.

A **Jam in input tray** message displays on the printer control panel.

1. Make sure the printer is turned off.

2. Remove any loose paper from the input tray.



3. Look inside the input tray opening and remove any jammed paper. Use both hands to remove jammed paper to avoid tearing the paper.



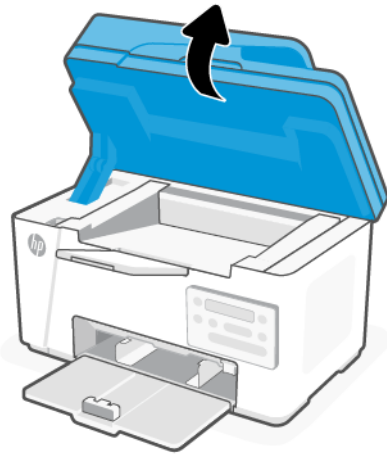
Cartridge access area

Open the cartridge access door, look inside, and clear any jams found in the paper path.

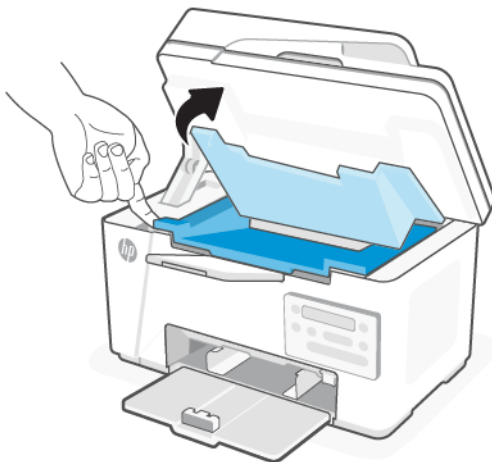
A **Jam in cartridge area** message displays on the printer control panel.

1. Make sure the printer is turned off.

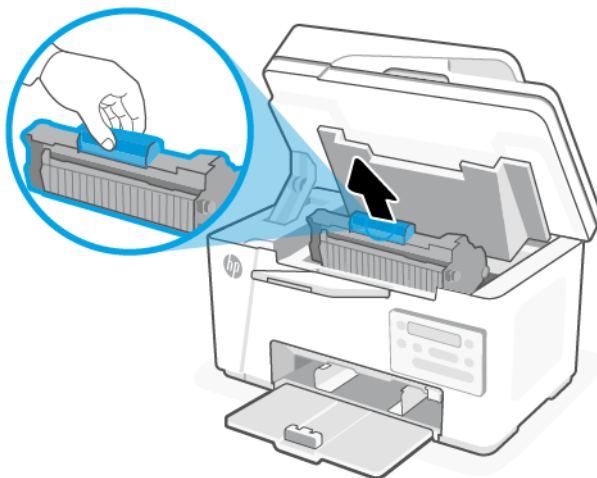
2. Lift the scanner assembly.



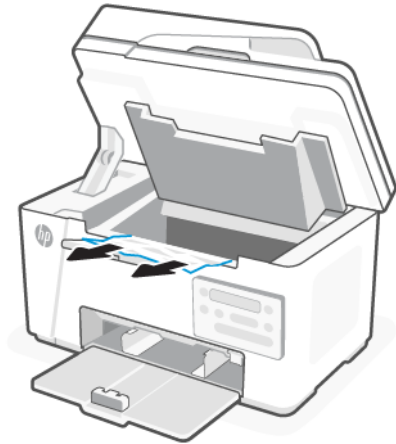
3. Open the toner door.



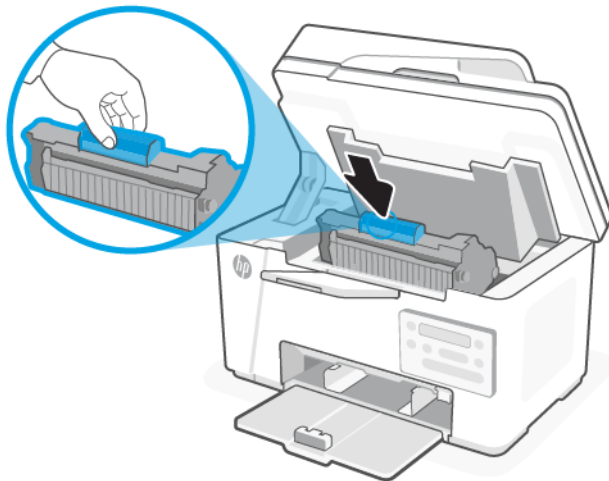
4. Remove the toner cartridge.



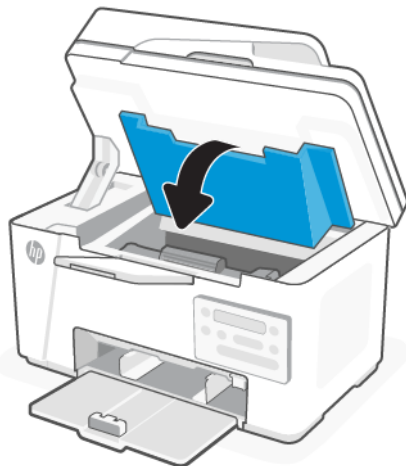
5. Remove any jammed paper from the cartridge access area. Use both hands to remove jammed paper to avoid tearing the paper.



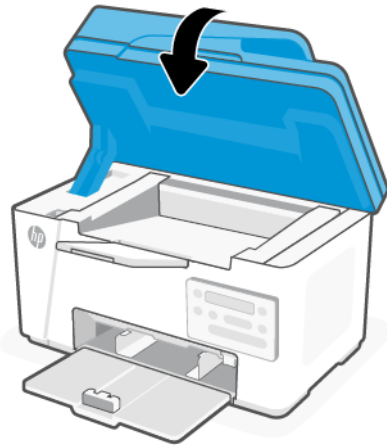
6. Reinsert the toner cartridge.



7. Close the toner door.



8. Lower the scanner assembly.

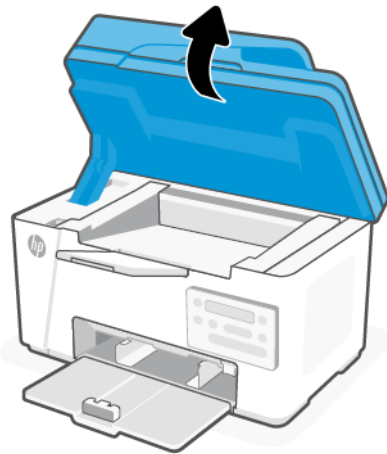


Output bin

Clear a paper jam in all possible jam locations related to the output bin.

A **Jam in output bin** message displays on the printer control panel.

1. Make sure the printer is turned off.
2. Lift the scanner assembly.



3. Open the toner door.



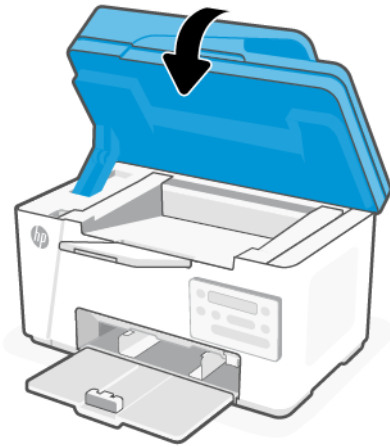
4. Remove any jammed paper from the output bin area. Use both hands to remove jammed paper to avoid tearing the paper.



5. Close the toner door.



6. Lower the scanner assembly.

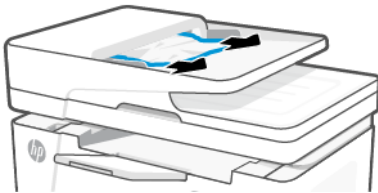


Document feeder (HP LaserJet Pro MFP M126snw plus model)

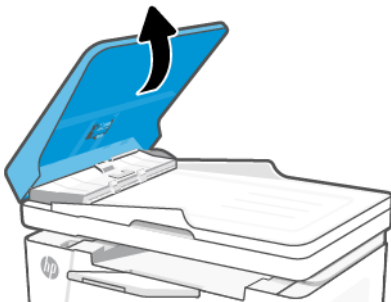
Open the cover and remove any paper found in the feeder.

A **Jam in the document feeder** message displays on the printer control panel.

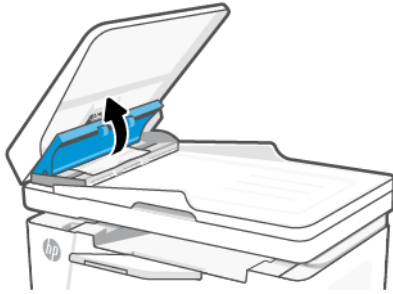
1. Make sure the printer is turned off.
2. Remove any loose paper from the input tray of the document feeder.
3. Remove any jammed paper visible in the input tray area. Use both hands to remove jammed paper to avoid tearing the paper.



4. Lift the document-feeder input tray.



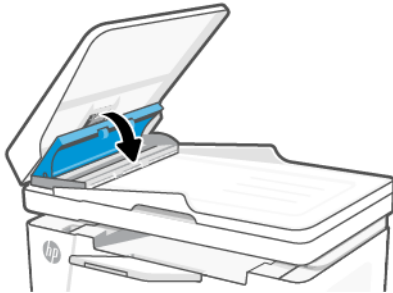
5. Lift the jam-access cover in the document feeder.



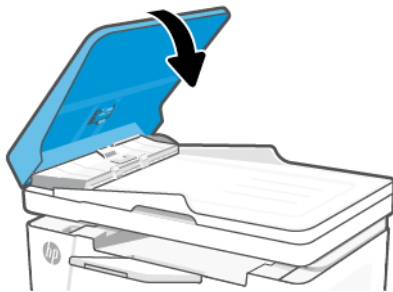
6. Remove any jammed paper.



7. Close the jam-access cover.



8. Close the document-feeder input tray.



Solve paper-feed problems

What kind of problem are you having?

- **Paper is not picked up from a tray**
 - Make sure paper is loaded in the tray.
See [Load media](#).
 - Make sure the paper-width guides are set to the correct markings in the tray for the paper size you are loading. Also make sure the paper guides are snug, but not tight, against the stack.
 - Make sure that the stack of paper is aligned with the appropriate paper size lines on the bottom of the input tray, and does not exceed the stack height indicated by one or more label on the side or paper-width guide of the input tray.
 - Make sure paper in the tray is not curled. Uncurl paper by bending it in the opposite direction of the curl.
 - Fan paper before loading.
- **Pages are skewing**
 - Make sure the paper loaded in the input tray is aligned to the paper-width guides. If needed, pull out the input tray from the printer and reload the paper correctly, making sure that the paper guides are aligned correctly.
 - Load paper into the printer only when it is not printing.
 - Make sure the rear access door is securely shut.
- **Multiple pages are being picked up**
 - Make sure the paper-width guides are set to the correct markings in the tray for the paper size you are loading. Also make sure the paper-width guides are snug, but not tight, against the stack.
 - Make sure that the stack of paper is aligned with the appropriate paper size lines on the bottom of the input tray, and does not exceed the stack height indicated by one or more label on the side or paper-width guide of the input tray.
 - Make sure the tray is not overloaded with paper.
 - Use HP paper for optimum performance and efficiency.

Printing issues

Learn how to troubleshoot printing issues.

Fix print quality issues

Learn how to troubleshoot print quality issues.



NOTE: To avoid print quality problems, always turn the printer off (using the **Power** button ) , and wait until **Power** button  light goes out before you pull the plug or turn off a power strip. This allows the printer to move the cartridges to a capped position, where they are protected from drying out.

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.

If the page does not print correctly, try updating the printer and print again. See [Update printer](#).

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 on the printer

Verify that the tray is loaded with the correct type of paper.

Check the paper type setting (Windows)

1. From the software program, select the **Print** option.
2. Select the printer, and then click the **Set Preferences** button.
3. Check the paper settings.

Check the paper type setting (macOS)

Follow these steps:

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

Check toner-cartridge status

Print quality problems can occur when using a toner cartridge that is at its estimated end of life. The configuration report indicates when a supply level is very low.

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

The information page provides information about the printer, its connectivity, supplies status, and replacement cartridge number.

1. Open the EWS. See [Use Embedded Web Server \(EWS\)](#).
2. Check to see if you are using a genuine HP cartridge.

A genuine HP toner cartridge has "HP" on it or has the HP logo on it. For more information on identifying HP cartridges go to www.hp.com/go/learnaboutesupplies.

Print a cleaning page

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

Print a cleaning page from the printer control panel (Wi-Fi models only)

Before you print, make sure paper is loaded in the input tray.

1. On the control panel, press the **Settings** button .
2. Use the **Right arrow** button  to select the **Printer Maintenance** menu and press the **OK** button .
3. Use the **Right arrow** button  to select the **Cleaning Mode**, and then press the **OK** button .
4. **Load plain, A4/Letter paper in Tray and press 'OK'** message displays on the screen. Press the **OK** button  to print a cleaning page.

Print a cleaning page from the HP software

Before you print, make sure paper is loaded in the input tray.

1. Open the HP software on your computer.
2. Click on the **Maintain Your Printer** tile.
The printer Toolbox window opens.
3. Click **Printer Services** tab.
4. In Cleaning the Fuser area, click **Cleaning the Fuser** icon.
HP LaserJet Cleaning Utility page opens.
5. Click **Start** to start the cleaning process.

Print a cleaning page from the EWS

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

Use the following procedure to print a cleaning page from EWS.

1. Open the EWS. See [Use Embedded Web Server \(EWS\)](#).
2. Click **Tools** tab.
3. From the left menu click **Utilities**, and then click **Print Quality Toolbox**.



NOTE: If prompted for the printer password, enter the default PIN available from the PIN label on the printer. See [Find the default printer password or PIN](#).

4. In the **Clean** area, click **Start** to begin the cleaning process.



NOTE: This process takes about 3 minutes to complete and uses 1 sheet of paper.

Visually inspect the toner cartridge

Follow these steps to inspect the toner cartridge.

1. Remove the toner cartridge from the printer and verify that the sealing tape has been removed.
2. Check the memory chip for damage.
3. If you see any damage on the toner cartridge, replace the toner cartridge.
4. Reinstall the toner cartridge and print a few pages to see if the problem is resolved.

Check paper and the printing environment

This topic describes how to troubleshoot the paper quality issues and the printing environment.

Step one: Use paper that meets HP specifications

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

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

Step two: Check the environment

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

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

Try a different print driver

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

Visit hp.com/support to find and download the specified driver.

Table 7-6 Print drivers

Driver	Description
HP SUPD	The HP SUPD is a true single print driver, based on Microsoft XPS driver technology(V4 and V3), that works with a heterogeneous print fleet from a low-end Inkjet to a LaserJet Pro, a LaserJet Enterprise to a Copier Class device. This is a true single driver supporting the entire HP print fleet generating any PDL (PCL6, PS, PCL3, PCLms).

Print with EconoMode

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

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



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

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

Troubleshoot print quality problems

This information provides common troubleshooting steps for solving image defect issues and examples of specific image defects and steps to resolve these defects.

Print is light or faded

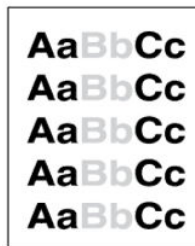


Table 7-7 Print is light or faded

Cause	Solution
The paper might not meet HP specifications.	Use paper that meets HP specifications.
The toner cartridge might be defective or low. If you use a non-HP toner cartridge, no messages appear on the printer control panel.	Replace the toner cartridge. If the toner cartridge is not low or empty, inspect the toner roller to see if the roller is damaged. If it is, replace the toner cartridge.
If the whole page is light, the print density adjustment is too light or EconoMode might be turned on.	Adjust the print density, and disable EconoMode in the print driver.

Toner specks appear

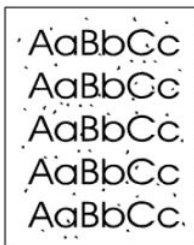


Table 7-8 Toner specks appear

Cause	Solution
The paper might not meet HP specifications.	Use paper that meets HP specifications.
The paper path might need cleaning.	Clean the paper path.

Dropouts appear



Table 7-9 Print is light or faded

Cause	Solution
A single sheet of paper might be defective.	Try reprinting the job.
The moisture content of the paper is uneven or the paper has moist spots on its surface.	Try different paper, such as high-quality paper that is intended for laser printers.
Or	
The paper lot is flawed. The manufacturing processes can cause some areas to reject toner.	
The toner cartridge might be defective or low.	Replace the toner cartridge.

Vertical streaks or bands appear on the page

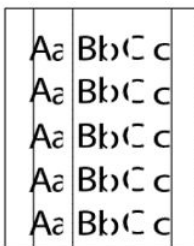


Table 7-10 Vertical streaks or bands appear on the page

Cause	Solution
The toner cartridge might be defective.	Replace the toner cartridge.

The amount of background toner shading becomes unacceptable



Table 7-11 The amount of background toner shading becomes unacceptable

Cause	Solution
The paper might not meet HP specifications.	Use a different paper with a lighter basis weight.
The print-density setting is too high.	Decrease the print-density setting. This decreases the amount of background shading.
Very dry (low humidity) conditions can increase the amount of background shading.	Check the printer environment.
The toner cartridge might be defective or low.	Replace the toner cartridge.

Toner smears appear on the paper



Table 7-12 Toner smears appear on the paper

Cause	Solution
The paper might not meet HP specifications.	Use paper that meets HP specifications.
If toner smears appear on the leading edge of the paper, the paper guides are dirty, or debris has accumulated in the print path.	Clean the paper guides and the paper path.
The toner cartridge might be defective.	Replace the toner cartridge.
The fuser temperature might be too low.	In the print driver, make sure the appropriate paper type is selected.

Toner smears easily when touched

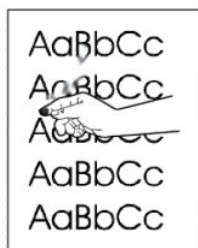


Table 7-13 Toner smears easily when touched

Cause	Solution
The printer is not set to print on the type of paper on which you want to print.	In the print driver, select the Paper/Quality tab and set Paper Type to match the type of paper on which you are printing. Print speed might be slower if you are using heavy paper.
The paper might not meet HP specifications.	Use paper that meets HP specifications.
The paper path might need cleaning.	Clean the paper path.
The power source might be defective.	Plug the printer directly into an AC outlet instead of into a power strip.
The fuser temperature might be too low.	In the print driver, make sure the appropriate paper type is selected.

Marks repeatedly appear at even intervals on the page



Table 7-14 Marks repeatedly appear at even intervals on the page

Cause	Solution
The printer is not set to print on the type of paper on which you want to print.	In the print driver, select the Paper/Quality tab and set Paper Type to match the type of paper on which you are printing. Print speed might be slower if you are using heavy paper.
Internal parts might have toner on them.	The problem typically corrects itself after a few more pages.
The paper path might need cleaning.	Clean the paper path.
A component might be damaged.	Use the repetitive defect ruler table to determine the problem.

The printed page contains misformed characters

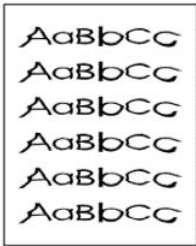


Table 7-15 The printed page contains misformed characters

Cause	Solution
The paper might not meet HP specifications.	Use a different paper, such as high-quality paper that is intended for laser printers.
If characters are incorrectly formed so that they produce a wavy effect, the laser/scanner might need service.	Replace the laser/scanner.

The printed page is curled or wavy

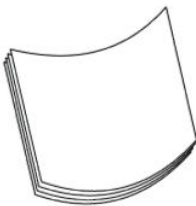


Table 7-16 The printed page is curled or wavy

Cause	Solution
The printer is not set to print on the type of paper on which you want to print.	In the print driver, select the Paper/Quality tab and set Paper Type to match the type of paper on which you are printing. Print speed might be slower if you are using heavy paper. If the problem persists, select a paper type that uses a lower fuser temperature, such as transparencies or light paper.
The paper might have been in the input tray too long.	Turn over the stack of paper in the tray. Also, try rotating the paper 180° in the input tray.
The paper might not meet HP specifications.	Use a different paper, such as high-quality paper that is intended for laser printers.
Both high temperature and humidity can cause paper curl.	Check the printer environment.

Table 7-16 The printed page is curled or wavy (continued)

Cause	Solution
The fuser temperature might be curling the paper.	Select a paper type that uses a lower fuser temperature, such as transparencies or light paper. Follow the steps to set the Less Paper Curl option: 1. On the control panel, press the Settings button . 2. From the General menu, select the Print Quality option and press the OK button . 3. Use the Right arrow button  to select the Less Paper Curl and press the OK button , and then select On and press the OK button  to save the settings.

Text or graphics are skewed on the printed page

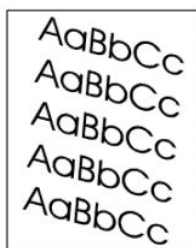


Table 7-17 Text or graphics are skewed on the printed page

Cause	Solution
The paper might be loaded incorrectly or the input tray might be too full.	Verify that the paper is loaded correctly and that the paper guides are not too tight or too loose against the stack.
The paper might not meet HP specifications.	Use a different paper, such as high-quality paper that is intended for laser printers.

The printed page contains wrinkles or creases

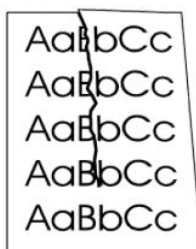


Table 7-18 The printed page contains wrinkles or creases

Cause	Solution
The paper might be loaded incorrectly or the input tray might be too full.	Turn over the stack of paper in the input tray, or try rotating the paper 180° in the input tray. Verify that the paper is loaded correctly and that the paper guides are not too tight or too loose against the stack.
There might be a jam in the paper path.	Clear any jams in the printer.
The paper might not meet HP specifications.	Use a different paper, such as high-quality paper that is intended for laser printers.
Air pockets inside envelopes can cause them to wrinkle.	Remove the envelope, flatten it, and try printing again.

Toner appears around the printed characters

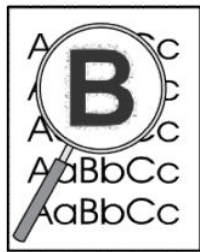


Table 7-19 Toner appears around the printed characters

Cause	Feature
The paper might be loaded incorrectly.	Turn over the stack of paper in the tray.
If large amounts of toner have scattered around the characters, the paper might have high resistivity.	Use a different paper, such as high-quality paper that is intended for laser printers.

Image appears solid black at the top of the page and gray farther down the page



Table 7-20 Image appears solid black at the top of the page and gray farther down the page

Cause	Solution
Software settings might affect image printing.	In your software program, change the tone (darkness) of the field in which the repeated image appears. In your software program, rotate the whole page 180° to print the lighter image first.

Table 7-20 Image appears solid black at the top of the page and gray farther down the page (continued)

Cause	Solution
The order of images printed might affect printing.	Change the order in which the images are printed. For example, have the lighter image at the top of the page, and the darker image farther down the page.
A power surge might have affected the printer.	If the defect occurs later in a print job, turn the printer off for 10 minutes, and then turn on the printer to restart the print job.

Vertical White dot appear on black background and font resolution is not perfect



Table 7-21 Vertical White dot appear on black background

Cause	Solution
Paper containing high level of talc and CaCO ₃ may damage the toner.	Replace both the toner and paper type. Changing the toner alone will not resolve issue completely.

Rough edges along line of print

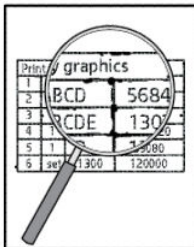


Table 7-22 Rough edges along line of print

Cause	Solution
High humidity environment and media moisturization effect.	Use thicker media (80gsm). Use fresh media. The paper might have absorbed moisture from environment. Use HP recommended media, try printing with different media type setting (for example, Envelope) which may help reduce visibility.

Improve copy and scan quality

This topic describes how to improve copy and scan quality.

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.

See [Clean the scanner glass](#).

Check the paper settings

This topic describes how to check the paper settings.

HP LaserJet Pro MFP M126a plus model

Follow the steps:

1. Open the software on your computer.
2. Click the **Set Preferences** tile.
The **Paper Setup** page opens.
3. Make the necessary changes, and then click **Apply**.

HP LaserJet Pro MFP M126nw plus/M126snw plus models

Follow the steps:

1. On the control panel, press the **Settings** button .
2. From the **General** menu, select the **Paper Setup** option and press the **OK** button .
3. Use the **Right arrow** button  to select the **Paper size** or **Paper Type**, and then press the **OK** button .

Edge-to-edge copying

The printer cannot print fully edge-to-edge. There is a 4 mm (0.2 inch) unprintable border around the page.

Considerations for printing or scanning documents with cropped edges:

- When the original is smaller than the output size, move the original 4 mm (0.2 inch) away from the corner indicated by the icon on the scanner. Recopy or scan in this position.
- When the original is the size of the printed output that you want, use the **Reduce/Enlarge** feature to reduce the image so the copy is not cropped.

Printer maintenance

Clean different printer parts.

Clean the scanner glass

Dust or dirt on the scanner glass, scanner lid backing, or scanner frame can slow down performance, degrade the quality of scans, and affect the accuracy of special features such as fitting copies to a certain page size.

⚠ WARNING! Before cleaning the printer, turn the printer off by pressing the **Power** button , and unplugging the power cord from the electrical socket.

1. Lift the scanner lid.
2. Clean the scanner glass and lid backing by using a dry and soft, lint-free cloth.

Spray the cloth with a mild glass cleaner and clean **only** the glass.

⚠ CAUTION:

- Do not clean the scanner lid backing with anything wet to avoid damaging the protection layer.
- Use only glass cleaner to clean the scanner glass. Avoid cleaners that contain abrasives, acetone, benzene, and carbon tetrachloride, all of which can damage the scanner glass. Avoid isopropyl alcohol because it can leave streaks on the scanner glass.
- Do not spray the glass cleaner directly on the scanner glass. If too much glass cleaner is applied, the cleaner could leak under the scanner glass and damage the scanner.

3. Close the scanner lid, and turn on the printer.

Clean the document feeder glass area (HP LaserJet Pro MFP M126snw plus model)

If paper jams keep occurring when using the document feeder, and other means to avoid document feeder jams do not help, try cleaning the document feeder glass area using a dry, lint-free cloth.

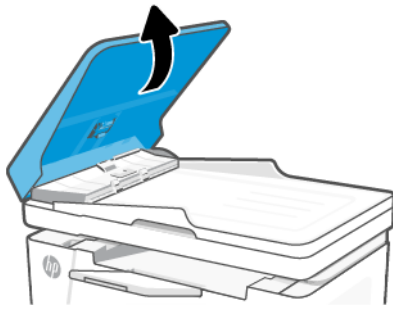
1. Lift the scanner assembly.
2. Using a dry and soft, lint-free cloth, clean the document feeder glass and the indicated area on the scanner lid.



Clean the pickup rollers and separation pad in the document feeder

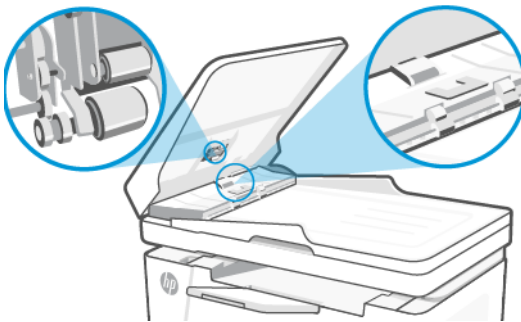
If the document feeder experiences paper-handling problems, such as jams or multiple-page feeds, clean the document-feeder rollers and separation pad.

1. Lift the document-feeder input tray.

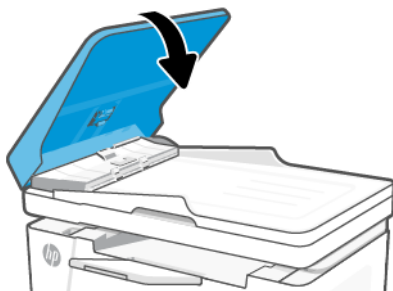


2. Use a moist, lint-free cloth to wipe both pickup rollers and the separation pad to remove dirt.

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



3. Close the document-feeder input tray.



Network and connection issues

Troubleshoot network and connection issues.

Fix Wi-Fi connection

Select one of the following troubleshooting options:

- Restore network settings and reconnect the printer.

See [Restore network defaults from the control panel \(Wi-Fi models only\)](#).

- Check the network configuration or print the Wi-Fi test report to assist in diagnosing network connection issues.
1. On the control panel, press the **Settings** button .
 2. Use the **Right arrow** button  to select the **Network Settings** menu and press the **OK** button .
 3. Use the **Right arrow** button  to select **Wi-Fi** menu and press the **OK** button .
 4. Use the **Right arrow** button  to select **Print Wi-Fi Test Report** option and press the **OK** button .

The printer prints the report.

Check the Wi-Fi Test report to see if something failed during the test.

- See the **DIAGNOSTICS RESULTS** section for all tests that were performed, to determine whether or not your printer passed.
 - From the **CURRENT CONFIGURATION** section, find out the Network Name (SSID) to which your printer is currently connected. Make sure that the printer is connected to the same network as your computer or mobile devices.
- Use an HP online troubleshooting tool to solve your printer issues.

Wi-Fi connectivity checklist

- Verify that the printer and the Wi-Fi router are turned on and have power. Also make sure that the wireless radio in the printer is turned on.
- Verify that the service set identifier (SSID) is correct. Print the network configuration page to determine the SSID. See [Understand printer reports](#).
- With secured networks, verify that the security information is correct. If the security information is incorrect, run the Wi-Fi setup again.
- If the Wi-Fi network is working correctly, try accessing other computers on the Wi-Fi network. If the network has Internet access, try connecting to the Internet over a Wi-Fi connection.
- Verify that the encryption method (AES or TKIP) is the same for the printer as it is for the Wi-Fi access point (on networks using WPA security).
- Verify that the printer is within the range of the Wi-Fi network. For most networks, the printer must be within 30 m (100 ft) of the Wi-Fi access point (Wi-Fi router).
- Verify that obstacles do not block the Wi-Fi signal. Remove any large metal objects between the access point and the printer. Make sure poles, walls, or support columns containing metal or concrete do not separate the printer and Wi-Fi access point.
- Verify that the printer is located away from electronic devices that might interfere with the Wi-Fi signal. Many devices can interfere with the Wi-Fi signal including motors, cordless phones, security system cameras, other Wi-Fi networks, and some Bluetooth devices.
- Verify that the print driver is installed on the computer.
- Verify that you have selected the correct printer port.

- Verify that the computer and printer connect to the same Wi-Fi network.
- For macOS, verify that the Wi-Fi router supports Bonjour.

The printer does not print after the Wi-Fi configuration completes

- Make sure that the printer is turned on and in the ready state.
- Turn off any third-party firewalls on your computer.
- Make sure that the Wi-Fi network is working correctly.
- Make sure that your computer is working correctly. If necessary, restart the computer.
- Verify that you can open the printer EWS from a computer on the network.

The printer does not print, and the computer has a third-party firewall installed

- Update the firewall with the most recent update available from the manufacturer.
- If programs request firewall access when you install the printer or try to print, make sure you allow the programs to run.
- Temporarily turn off the firewall, and then install the Wi-Fi printer on the computer. Enable the firewall when you have completed the Wi-Fi installation.

The Wi-Fi connection does not work after moving the Wi-Fi router or printer

- Make sure that the router or printer connects to the same network that your computer connects to.
- Print a network configuration page.
- Compare the service set identifier (SSID) on the information report to the SSID in the printer configuration for the computer.
- If the numbers are not the same, the devices are not connecting to the same network. Reconfigure the Wi-Fi setup for the printer.

Cannot connect more devices to the Wi-Fi printer (Wi-Fi Direct)

- Make sure that the other computers are within the Wi-Fi range and that no obstacles block the signal. For most networks, the wireless range is within 30 m (100 ft) of the Wi-Fi access point.
- Make sure that the printer is turned on and in the ready state.
- Make sure there are not more than 5 concurrent Wi-Fi Direct users.
- Turn off any third-party firewalls on your computer.
- Make sure that the Wi-Fi network is working correctly.
- Make sure that your computer is working correctly. If necessary, restart the computer.

The printer cannot print when your computer is on a VPN

- The printer might lose connection when your computer switches to a virtual private network (VPN).

The network does not appear in the Wi-Fi networks list

- Make sure the Wi-Fi router is turned on and has power.
- The network might be hidden.
- Make sure that the printer is within Wi-Fi range of the Wi-Fi router, and that there are no obstacles blocking the signal.
- The printer operates on the 2.4 GHz band.
- Refresh the Wi-Fi networks list.
- Try restarting the printer.

The Wi-Fi network is not functioning

- To verify if the network has lost communication, try connecting other devices to the network.
- Test network communication by pinging the network.
 1. Open a command-line prompt on your computer.
 - a. For Windows, click **Start**, click **Run**, type `cmd`, and then press **Enter**.
 - b. For macOS, go to **Applications**, then **Utilities**, and open **Terminal**.
 2. Type `ping` followed by the router IP address.
 3. If the window displays round-trip times, the network is working.
 - a. Print the network configuration page. See [Understand printer reports](#).
 - b. Compare the service set identifier (SSID) on the information report to the SSID in the printer information for the computer.
 - c. If the numbers are not the same, the devices are not connecting to the same network. Reconfigure the Wi-Fi setup for the printer.

Reduce interference on a Wi-Fi network

The following tips can reduce interference in a Wi-Fi network:

- Keep the Wi-Fi devices away from large metal objects, such as filing cabinets, and other electromagnetic devices, such as microwaves and cordless telephones. These objects can disrupt radio signals.
- Keep the Wi-Fi devices away from large masonry structures and other building structures. These objects can absorb radio waves and lower signal strength.
- Position the Wi-Fi router in a central location in line of sight with the Wi-Fi printers on the network.

Fix Wi-Fi Direct connection

Complete the following to resolve Wi-Fi Direct connection issues.

1. Check the printer to confirm that the Wi-Fi Direct is turned on.

See [Connect using Wi-Fi Direct](#) to turn on Wi-Fi Direct.

2. From your wireless computer or mobile device, turn on the Wi-Fi connection, and then search for and connect to the Wi-Fi Direct name of your printer.
3. Enter the Wi-Fi Direct password when prompted.

The Wi-Fi Direct name and password are listed on the Network Configuration Report.

See [Understand printer reports](#).

If you are using a mobile device, visit hp.com/support website for more information about mobile printing.

Fix Ethernet connection

Check the following:

- The network is operational and the network hub, switch, or router is turned on.
- The Ethernet cable is properly connected between the printer and the router. The Ethernet cable is plugged into the Ethernet port on the printer and the light near the connector lights up when connected.
- Antivirus programs, including spyware protection programs, are not impacting your network connection to the printer. If you know that antivirus or firewall software is preventing your computer from connecting to the printer, use [HP online firewall troubleshooter](#) to help solve the problem.
- HP Print and Scan Doctor: Download and run [HP Print and Scan Doctor](#) to help diagnose and fix issues automatically.



NOTE: This tool is for the Windows operating system, and is only available in some languages.

Poor physical connection

- Verify that the printer is attached to the correct network port using a cable of the correct length.
- Verify that cable connections are secure.
- Look at the network port connection on the rear of the printer, and verify that the amber activity light flashes indicating network traffic, and the green link-status light is continuously lit indicating a network link.
- If the problem continues, try a different cable or port on the hub.

The computer is using the incorrect IP address for the printer

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

The computer is unable to communicate with the printer

- Test network communication by pinging the network.
 1. Open a command-line prompt on your computer.

- a. For Windows, click **Start**, click **Run**, type `cmd`, and then press **Enter**.
 - b. For macOS, go to **Applications**, then **Utilities**, and open **Terminal**.
2. Type `ping` followed by the IP address for your printer.
3. If the window displays round-trip times, the network is working.
- If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the printer, and the computer are all configured for the same network (also known as subnet).
- Open the printer properties and click the **Ports** tab. Verify that the current IP address for the printer is selected. The printer IP address is listed on the printer configuration page.
- If you installed the printer using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes**.
- If you installed the printer using a Microsoft standard TCP/IP port, use the printer's hostname instead of the IP address.
- If the IP address is correct, delete the printer and then add it again.

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

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

New software programs might be causing compatibility problems

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

The computer or workstation might be set up incorrectly

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

The printer is disabled, or other network settings are incorrect

- Review the printer's configuration/networking pages to check the status of the network settings and protocols.
- Reconfigure the network settings if necessary.

Restore original network settings

If you want to restart **Wi-Fi setup mode** or troubleshoot network-related issues, you can restore the printer to its original network settings.



NOTE:

- You must reconnect the printer to the network using the HP software after you restore network settings.
- For network-related issues, try the following before restoring network settings.
 - Run [HP Print and Scan Doctor](#) to help diagnose and fix issues automatically.

- Visit hp.com/support for information and utilities that can help you fix many common printer problems.

See [Restore network defaults](#).

Understand printer reports

Learn more about how to print some useful printer reports.

- **Printer Status Report**

Provides a summary of printer information, current status, and settings, including connectivity settings, as well as print or scan settings and usage.

- **Supplies Status Report**

Provides the approximate remaining life for the supplies; reports statistics on total number of pages and jobs processed, serial number, page counts, and maintenance information.

- **Network Configuration Page**

Provides important network settings such as network status and the printer IP address.

- **Wireless Test Report**

Provides information about your printer network connection or to troubleshoot connection issues.

- **Web Access Report**

Provides information about the printer status, DNS setting, and the IP address. If the printer is connected to a Wi-Fi network, the test report displays details about the network settings. It also indicates any Wi-Fi connectivity issues.

- **Printer Configuration Page**

Provides important information such as the printer information, firmware version, and settings.

Print a report from the HP software

Before you print, make sure paper is loaded in the input tray.

1. Open the HP software on your computer.
2. Click on the **Maintain Your Printer** tile.
This opens the printer Toolbox window.
3. Click **Printer Reports** tab.
4. Select the respective icon to print the required printer reports.

Print a report from the printer control panel (Wi-Fi models only)

Before you print, make sure paper is loaded in the input tray.

1. On the control panel, press the **Settings** button .

2. Use the **Right arrow** button ➤ to select the **Reports and Guides** menu and press the **OK** button .
3. Use the **Right arrow** button ➤ to select the name of the report that you want to print and press the **OK** button  to print a report.

Print a report from EWS

Before you print, make sure paper is loaded in the input tray.

1. Open the EWS. See [Use Embedded Web Server \(EWS\)](#).
2. Click the **Tools** tab.
3. From the left menu, click **Reports**.
4. Click **Printer Reports**.
5. Click **Print** to print the desired report.

Printer Maintenance

This topic describes how to restore factory defaults, restore network defaults and cold reset settings.

Restore the factory-set defaults

Restoring the factory-set defaults returns all of the printer settings to the factory defaults. It will not reset the page count, tray size, or language.

 **CAUTION:** Restoring the factory-set defaults deletes any pages that are stored in the memory.

Restore the factory-set defaults from the control panel (Wi-Fi models only)

Follow the steps:

1. On the control panel, press the **Settings** button .
2. Use the **Right arrow** button ➤ to select the **Printer Maintenance** menu and press the **OK** button .
3. Use the **Right arrow** button ➤ to select the **Restore Factory Default** option and press the **OK** button .

The printer automatically restarts.

Restore the factory-set defaults from the EWS

Follow the steps:

1. Open the EWS. See [Use Embedded Web Server \(EWS\)](#).
2. Click the **Settings** tab.
3. From the left menu, click **Restore Defaults** and then click **Restore Factory Defaults**.

4. Click **Restore Factory Defaults**.

The printer automatically restarts.

Restore network defaults

If you want to discard the changes you have made to the printer network settings, you can restore them to the original network settings.

Restore network defaults from the control panel (Wi-Fi models only)

Follow the steps:

1. On the control panel, press the **Settings** button .
2. Use the **Right arrow** button  to select the **Printer Maintenance** menu and press the **OK** button .
3. Use the **Right arrow** button  to select the **Restore Network Defaults** option and press the **OK** button .

The printer restores to the original network settings.

Restore network defaults from the EWS

Follow the steps:

1. Open the EWS. See [Use Embedded Web Server \(EWS\)](#).
2. Click the **Settings** tab.
3. From the left menu, click **Restore Defaults** and then click **Restore Network Defaults**.
4. Click **Restore Network Defaults**.

The printer automatically restarts.

Cold reset

You can use the cold reset option to reset the printer to its original state. It resets the page count along with country/region and language settings.

HP LaserJet Pro MFP M126a plus model

Make sure the printer is turned on.

1. Open the cartridge door, on the control panel, press and hold the **Select** button  for at least 3 seconds.
2. Release the **Select** button  when all three lights are On.
3. Press the **Up arrow** button  and the **Select** button  together for 3 seconds.

4. The printer shuts down completely.

Turn on the printer, and follow the instructions in the setup guide to set up the printer. See hp.com/support.

HP LaserJet Pro MFP M126nw plus/M126snw plus models

Before you print, make sure paper is loaded in the input tray.

1. On the control panel, press the **Settings** button .
2. Use the **Right arrow** button  to select the **Printer Maintenance** menu and press the **OK** button .
3. Use the **Right arrow** button  to select the **Cold reset**, and then press the **OK** button .
4. The printer shuts down completely.

Turn on the printer, and follow the instructions in the setup guide to set up the printer. See hp.com/support.

HP support

HP online support provides information and utilities that can help you solve common printer problems.

- **View video tutorials**

Learn how to set up printer and perform common tasks.

- **Get troubleshooting assistance**

Find information for resolving paper jams, network connection issues, print quality issues, printer errors, and more.

- **Get software and drivers**

Download software, drivers, and firmware you need for the printer.

- **Ask the community**

Join the community forums to find solutions, ask questions, and share tips.

- **HP diagnostics solutions**

Use HP online tools to detect your printer and find recommended solutions.

Download and run [HP Print and Scan Doctor](#) to help diagnose and fix issues automatically.

Contact HP

If you need help from an HP technical support representative to solve a problem.

Visit hp.com/support for more information.

The following contact options are available at no cost for in-warranty customers (HP agent-assisted support for out-of-warranty customers may require a fee).

- **Chat**

Chat with an HP support agent or the HP Virtual Assistant online.

- **Call**

Call an HP support agent.

When contacting HP support, provide the following information:

- Product name (Located on the printer).
- Product number and serial number (located inside the cartridge access area).

See [Find the default printer password or PIN](#).

Register printer

By taking just a few quick minutes to register, you can enjoy quicker service, more efficient support, and product support alerts.

If you did not register your printer while installing the printer software, you can register anytime on the register.hp.com website.

Additional warranty options

Extended service plans are available for the printer at additional costs.

Visit hp.com/support, select your location and language, then explore the service plan options available for your printer.

Additional information

Go to hp.com/support. Select your location. Enter the product name, and then select **Search**.

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

- Troubleshooting your printer
- Printing from various applications, and from various devices
- Obtaining support

You will find documents, videos, and many other resources to help you get the most from your printer.

8 HP EcoSolutions (HP and the Environment)

HP is committed to helping you optimize your environmental footprint and empowering you to print responsibly—at home or in the office.

For more detailed information about environmental guidelines that HP follows during the manufacturing process, see [Environmental product stewardship program](#).

Power management

Use Sleep, Inactivity Shutdown, and Schedule Printer On/Off to conserve electricity.

- **Sleep**

After initial setup, the printer enters Sleep mode after 5 minutes of inactivity by default.

- **Inactivity Shutdown**

To conserve power, the printer turns off completely after a default period of inactivity. Press the **Power** button  to turn on the printer again.

- **Schedule Printer On/Off**

Use this feature to automatically turn the printer on or off at the scheduled time.

For example, you can schedule the printer to turn on at 8 a.m. and turn off at 8 p.m. from Monday to Friday. In this way, you save energy during the night and weekends.

Change energy settings from the printer control panel (Wi-Fi models only)

Follow the steps:

1. On the control panel, press the **Settings** button .
2. Use the **Right arrow** button  to select the **General** menu and press the **OK** button .
3. Use the **Right arrow** button  to select the **Energy** settings menu and press the **OK** button .
4. Select one of the following options, and then press the **OK** button :
 - Sleep
 - Inactivity Shutdown
 - Disable Shutdown
5. Use the **Back** button  to return to the main menu.

Change energy settings from the EWS

Follow the steps:

1. Open the EWS. See [Use Embedded Web Server \(EWS\)](#).
2. Click the **Settings** tab.
3. From the left menu, click **Power Management**.
4. Select the desired option under **Shutdown Mode/Sleep Mode**.
5. Make the necessary changes, and then click **Apply**.

A Printer specifications

The information contained herein is subject to change without notice.

Some statements might not be applicable for your printer or all locations. For current information, visit hp.com/support. Select your location and language, find your printer, click **Product Information**, and check the product specifications for your printer.

Technical specifications

For more information, visit hp.com/support, select your country/region and language, find your printer, click **Product Information**, and then select Product specifications.

System requirements

For information about software and system requirements or future operating system releases and support, visit hp.com/support and find your printer.

Supported operating systems

The following information applies to the printer-specific HP Smart Universal Printing Driver and to the software installer.

Windows: The HP SUPD is a true single print driver, based on Microsoft XPS driver technology(V4 and V3), that works with a heterogeneous print fleet from a low-end Inkjet to a LaserJet Pro, a LaserJet Enterprise to a Copier Class device. This is a true single driver supporting the entire HP print fleet generating any PDL (PCL6, PS, PCL3, PCLms). You can download the driver from the support page: hp.com/support.

macOS: Mac computers are supported with this printer. Download HP Smart either from hpsmart.com/download or from the Printer Support page, and then use HP Smart to install the HP print driver. HP Smart is not included in the HP Software Installer.

1. Go to hpsmart.com/download.
2. Follow the steps provided to download the printer software.

Linux: For information and print drivers for Linux, go to hp.com/go/linuxprinting.

Table A-1 Supported operating systems and print drivers

Operating system	Print driver installed (from the software on the web)	Notes
Windows 11, 64-bit	The "HP SUPD" is installed as a part of Windows update.	This operating system is fully supported.
Windows 10, 32-bit and 64-bit	The "HP SUPD" is installed as a part of Windows update.	This operating system is fully supported.
Windows 10 server (Server 2016,2019,2022), 32-bit and 64-bit	The "HP SUPD" is installed as a part of Windows update.	This operating system is fully supported.

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

Operating system	Print driver installed (from the software on the web)	Notes
macOS 11.0 Big Sur, macOS 12.0 Monterey, macOS 13.0 Ventura	To install the print driver, download HP Smart from 123.hp.com . Follow the steps provided to install the printer software and print driver.	This operating system is fully supported.



NOTE:

- For a current list of supported operating systems, go to hp.com/support for HP's all-inclusive help for the printer.
- For HP SUPD driver support for this printer, go to [HP Smart Universal Print Driver Series for Windows](#).

Table A-2 Minimum system requirements

Windows	macOS
• Internet connection • 2 GB available hard disk space	• Internet connection • 2 GB of available hard-disk space

Printer hardware setup and software installation

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

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

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

Supported Wi-Fi band

The printer supports single band 802.11 b/g/n.

Printer dimensions (HP LaserJet Pro MFP M126a plus/M126nw plus models)

This topic describes the printer dimensions.

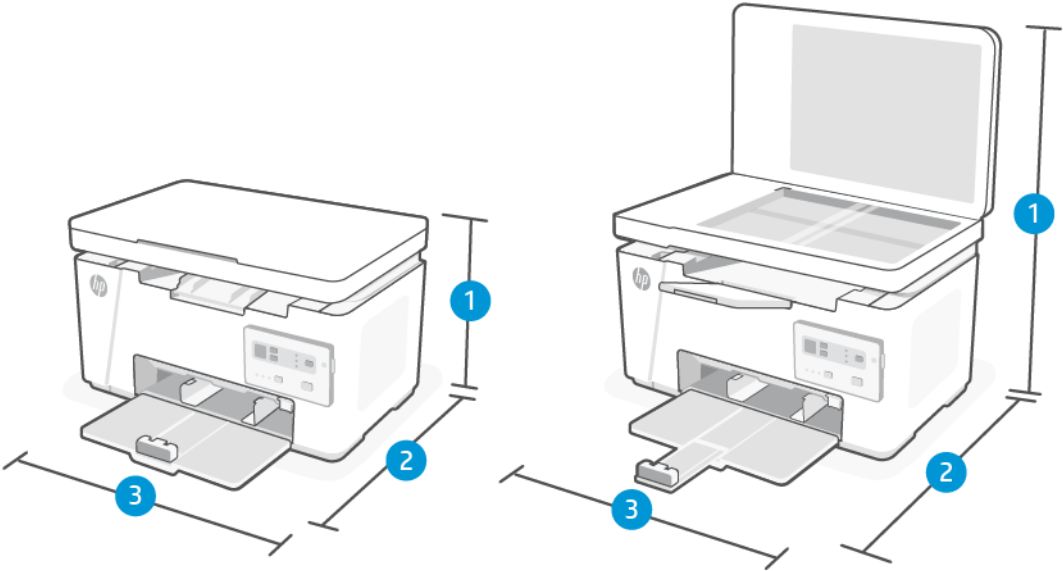


Table A-3 Printer dimensions

Dimensions	Printer fully closed	Printer fully open
1. Height	254 mm (10 in)	495 mm (19.48 in)
2. Depth	365 mm (14.37 in)	461 mm (18.14 in)
3 Width	420 mm (16.53 in)	420 mm (16.53 in)
Weight (with cartridges)	8 kg (17.63 lb)	8 kg (17.63 lb)

Printer dimensions (HP LaserJet Pro MFP M126snw plus model)

This topic describes the printer dimensions.

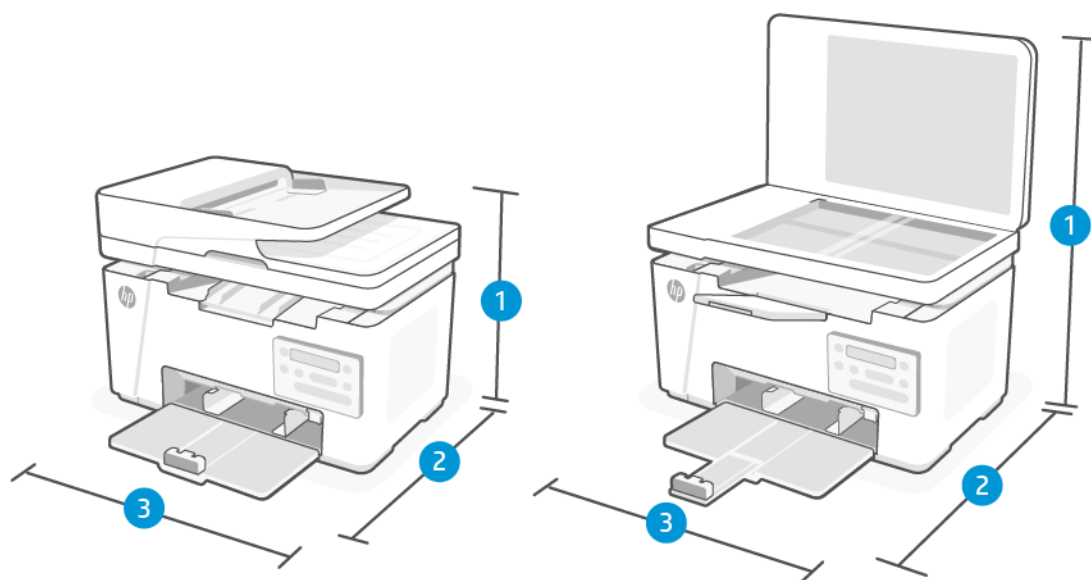


Table A-4 Printer dimensions

Dimensions	Printer fully closed	Printer fully open
1. Height	309 mm (12.16 in)	495 mm (19.48 in)
2. Depth	365 mm (14.37 in)	516 mm (20.31 in)
3 Width	420 mm (16.53 in)	420 mm (16.53 in)
Weight (with cartridges)	8.8 kg (19.40 lb)	8.8 kg (19.40 lb)

Power consumption, electrical specifications, and acoustic emissions

For current information, visit hp.com/support and find your printer.

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

Operating-environment range

Table A-5 Operating-environment range

Environment	Recommended	Allowed
Temperature	17.5° to 25°C (63.5° to 77°F)	15° to 32.5°C (59° to 90.5°F)
Relative humidity	30% to 70% relative humidity (RH)	10% to 80% RH

Warning icons

Warning icon definitions: The following warning icons may appear on HP products. Apply appropriate caution where applicable.



Caution: Electric shock



Caution: Hot surface



Caution: Keep body parts away from moving parts



Caution: Sharp edge in close proximity



Warning

Laser Warning



CAUTION - CLASS 3B INVISIBLE LASER RADIATION WHEN OPEN. AVOID EXPOSURE TO THE BEAM.

ATTENTION - RAYONNEMENT LASER INVISIBLE DE CLASSE 3B EN CAS D'OUVERTURE. ÉVITEZ L'EXPOSITION AU FAISCEAU.

VORSICHT - UNSICHTBARE LASERSTRAHLUNG KLASSE 3B, WENN ABDECKUNG GEÖFFNET. NICHT DEM STRAHL AUSSETZEN.

PRECAUCIÓN - RADIACIÓN LÁSER INVISIBLE DE CLASE 3B PRESENTE AL ABRIR. EVITE LA EXPOSICIÓN AL HAZ.

VARNING - OSYNLIG LASERSTRÅLNING KLAS 3B VID ÖPPEN LUCKA UNDVIK EXPONERING FÖR LASERSTRÅLNINGEN.

VAROITUS - LUOKAN 3B NÄKYMÄTTÖMÄLLE LASER-SÄTEILYÄ AVATTUNA. VÄLTÄ ALTISTUMISTA SÄTEELLE.

注意 - 打开时，存在不可见的 3B 类激光辐射，请避免接触该激光束。

주의 - 커피원 두는 3B 비가시레이저광선이발출됩니다 . 광선에 노출을 피하십시오 .

注意 - ここを開くとクラス 3B 不可視レーザー放射が出ます。ビームに身をさらさないこと。

B Service and support

This section describes the service and support information.

HP limited warranty statement

Table B-1 HP limited warranty statement

HP PRODUCT	DURATION OF LIMITED WARRANTY*
HP Color LaserJet Pro MFP M126a plus	One-year limited warranty
HP Color LaserJet Pro MFP M126nw plus	
HP Color LaserJet Pro MFP M126snw plus	



NOTE: *Warranty and support options vary by product, country/region, and local legal requirements. Go to hp.com/support to learn about HP award-winning service and support options in your region. For details on the HP limited warranty policy on supplies, go to www.hp.com/go/learnaboutsupplies.

HP warrants to you, the end-user customer, this HP Limited Warranty applies only to HP branded products sold or leased a) from HP Inc., its subsidiaries, affiliates, authorized resellers, authorized distributors, or country/region distributors; and, b) with this HP Limited Warranty, that HP hardware and accessories will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or equivalent in performance to new. HP products presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. Repair of goods may result in lost user-generated data.

HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software which does not execute its programming instructions due to such defects.

HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE. Some countries/regions, states or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific

legal rights and you might also have other rights that vary from country/region to country/region, state to state, or province to province. Please refer to the country/region Specific statements at the end of this document.

HP's limited warranty is valid in any country/region or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter form, fit or function of the product to make it operate in a country/region for which it was never intended to function for legal or regulatory reasons.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some countries/regions, states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU. PLEASE REFER TO THE COUNTRY/REGION SPECIFIC STATEMENTS AT THE END OF THIS DOCUMENT (IF APPLICABLE) FOR FURTHER INFORMATION ON YOUR CONSUMER RIGHTS.

Limited Warranty Statement for HP Print Cartridges, Imaging Drums, and Imaging Units for use with HP LaserJet Printers, HP Laser Printers and Samsung Branded Laser Printers

The product is covered by the HP Commercial/Limited Warranty in locations authorized for use/distribution.

For complete warranty details, see: hp.com/toner/info

HP policy on non-Original HP supplies

HP cannot recommend the use of non-Original HP toner cartridges, either new or remanufactured.



NOTE: For HP printer products, the use of a non-Original HP toner cartridge or a refilled toner cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if product failure or damage is attributable to the use of a non-Original HP toner cartridge or refilled toner cartridge, HP will charge its standard time and materials charges to service the product for the particular failure or damage.

HP anticounterfeit Web site

Go to www.hp.com/go/anticounterfeit when you install an HP toner cartridge and the control-panel message indicates the cartridge is non-Original HP supplies. HP will help determine if the cartridge is genuine and take steps to resolve the problem.

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

- The supplies status page indicates that a non-Original HP supply is installed.
- You are experiencing a high number of problems with the cartridge.
- The cartridge does not look like it usually does (for example, the packaging differs from HP packaging).

Data stored on the toner cartridge

The HP toner cartridges used with this product contain a memory chip that assists in the operation of the product.

In addition, this memory chip collects a limited set of information about the usage of the product, which might include the following: the date when the toner cartridge was first installed, the date when the toner cartridge was last used, the number of pages printed using the toner cartridge, the page coverage, the printing modes used, any printing errors that might have occurred, and the product model. This information helps HP design future products to meet our customers' printing needs.

The data collected from the toner cartridge memory chip does not contain information that can be used to identify a customer or user of the toner cartridge or their product.

HP collects a sampling of the memory chips from toner cartridges returned to HP's free return and recycling program (HP Planet Partners: www.hp.com/recycle). The memory chips from this sampling are read and studied in order to improve future HP products. HP partners who assist in recycling this toner cartridge might have access to this data, as well.

Any third party possessing the toner cartridge might have access to the anonymous information on the memory chip.

End User License Agreement

READ CAREFULLY BEFORE USING THIS SOFTWARE EQUIPMENT:

This End-User License Agreement ("EULA") is a legal agreement between (a) you (either an individual or a single entity) and (b) HP Inc. ("HP") that governs your use of any Software Product, installed on or made available by HP for use with your HP product ("HP Product"), that is not otherwise subject to a separate license agreement between you and HP or its suppliers. Other software may contain a EULA in its online documentation. The term "Software Product" means computer software and may include associated media, printed materials and "online" or electronic documentation.

An amendment or addendum to this EULA may accompany the HP Product.

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- b. nothing in this EULA excludes, restricts or modifies any right or remedy, or any guarantee, warranty or other term or condition implied or imposed by the Australian Consumer Law which cannot be lawfully excluded or limited; and

- c. the benefits provided to you by the express warranties in this EULA are in addition to other rights and remedies available to you under the Australian Consumer Law. Your rights under the Australian Consumer Law prevail to the extent that they are inconsistent with any limitations contained in the express warranty.
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If you think that you are entitled to any warranty under this agreement or any of the above remedies, please contact HP:

HP PPS Australia Pty Ltd

Rhodes Corporate Park, Building F, Level 5

1 Homebush Bay Drive

Rhodes, NSW 2138

Australia

To initiate a support request or warranty claim, please call 13 10 47 (within Australia) or +61 2 8278 1039 (if dialing internationally) or visit www8.hp.com/au/en/contact-hp/phone-assist.html for the most current list of phone support numbers.

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- c. otherwise, to the maximum extent permitted by law.

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Customer self-repair warranty service

HP products are designed with many Customer Self Repair (CSR) parts to minimize repair time and allow for greater flexibility in performing defective parts replacement. If during the diagnosis period, HP identifies that the repair can be accomplished by the use of a CSR part, HP will ship that part directly to you for replacement. There are two categories of CSR parts: 1) Parts for which customer self repair is mandatory. If you request HP to replace these parts, you will be charged for the travel and labor costs of this service. 2) Parts for which customer self repair is optional. These parts are also designed for Customer Self Repair. If, however, you require that HP replace them for you, this may be done at no additional charge under the type of warranty service designated for your product.

Based on availability and where geography permits, CSR parts will be shipped for next business day delivery. Same-day or four-hour delivery may be offered at an additional charge where geography permits. If assistance is required, you can call the HP Technical Support Center and a technician will help you over the phone. HP specifies in the materials shipped with a replacement CSR part whether a defective part must be returned to HP. In cases where it is required to return the defective part to HP, you must ship the defective part back to HP within a defined period of time, normally five (5) business days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective part may result in HP billing you for the replacement. With a customer self repair, HP will pay all shipping and part return costs and determine the courier/carrier to be used.

Customer support

Table B-2 Customer Support

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

C Environmental product stewardship program

This section describes the environmental-friendly product stewardship program at HP.

Protecting the environment

HP is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment.

Ozone production

The airborne emissions of ozone for this product have been measured according to a standardized protocol and when these emissions data are applied to an anticipated high-use scenario in an office workspace, HP has determined there is no appreciable amount of ozone generated during printing and the levels are well within current indoor air quality standards and guidelines.

References –

Test method for the determination of emissions from hardcopy devices with respect to awarding the environmental label for office devices with printing function; DE-UZ 205 – BAM; January 2018.

Based on ozone concentration when printing 2 hours per day in 30.6 cubic meter room with a ventilation rate of 0.68 air changes per hour with HP printing supplies.

Power consumption

Power usage drops significantly while in Ready, Sleep, or Off mode, which saves natural resources and saves money without affecting the high performance of this product. HP printing and imaging equipment marked with the ENERGY STAR® logo is qualified to the U.S. Environmental Protection Agency's ENERGY STAR specifications for imaging equipment. The following mark will appear on ENERGY STAR qualified imaging products:



Additional ENERGY STAR qualified imaging product model information is listed at:

www.hp.com/go/energystar

Paper use

This product's duplex feature (manual) and N-up printing (multiple pages printed on one page) capability can reduce paper usage and the resulting demands on natural resources.

Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product's life.

HP LaserJet print supplies

Original HP Supplies were designed with the environment in mind. HP makes it easy to conserve resources and paper when printing. And when you are done, we make it easy and free to recycle.¹

All HP cartridges returned to HP Planet Partners go through a multiphase recycling process where materials are separated and refined for use as raw material in new Original HP cartridges and everyday products. No Original HP cartridges returned through HP Planet Partners are ever sent to a landfill, and HP never refills or resells Original HP cartridges.

To participate in HP Planet Partners return and recycling program, visit www.hp.com/recycle. Select your location for information on how to return HP printing supplies. Multi-lingual program information and instructions are also included in every new HP LaserJet print cartridge package.

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

Paper

This product is capable of using recycled paper and lightweight paper (EcoFFICIENT™) when the paper meets the guidelines outlined in the *HP Laser Printer Family Print Media Guide*. This product is suitable for the use of recycled paper and lightweight paper (EcoFFICIENT™) according to EN12281:2002.

Material restrictions

This HP product does not contain added mercury.

Disposal of waste equipment by users (EU and India)



This symbol means do not dispose of your product with your other household waste. Instead, you should protect human health and the environment by handing over your waste equipment to a designated collection point for the recycling of waste electrical and electronic equipment. For more information, please contact your household waste disposal service, or go to: www.hp.com/recycle

Electronic hardware recycling

HP encourages customers to recycle used electronic hardware. For more information about recycling programs go to: www.hp.com/recycle

Hardware recycling information (Brazil)



**Não descarte o
produto eletrônico
em lixo comum**

Este produto eletrônico e seus componentes não devem ser descartados no lixo comum, pois embora estejam em conformidade com padrões mundiais de restrição a substâncias nocivas, podem conter, ainda que em quantidades mínimas, substâncias impactantes ao meio ambiente. Ao final da vida útil deste produto, o usuário deverá entregá-lo à HP. A não observância dessa orientação sujeitará o infrator às sanções previstas em lei.

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Para maiores informações, inclusive sobre os pontos de recebimento, acesse:

<https://www.hp.com/br-pt/sustainable-impact/planet-product-recycling.html>

Chemical substances

HP is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at: www.hp.com/go/reach

Product Power Data per European Union Commission Regulation 1275/2008

For product power data, including the power consumption of the product in networked standby if all wired network ports are connected and all wireless network ports are activated, please refer to section P14 'Additional Information' of the product IT ECO Declaration at www.hp.com/hpinfo/globalcitizenship/environment/productdata/itecodesktop-pc.html

SEPA Ecolabel User Information (China Mainland)

中国环境标识认证产品用户说明

噪声大于 63.0 dB(A)的办公设备不宜放置于办公室内, 请在独立的隔离区域使用。

如需长时间使用本产品或打印大量文件, 请确保在通风良好的房间内使用。

如您需要确认本产品处于零能耗状态, 请按下电源关闭按钮, 并将插头从电源插座断开。

您可以使用再生纸, 以减少资源耗费。

The regulation of the implementation on China Mainland energy label for printer, and copier

依据“复印机、打印机和传真机能源效率标识实施规则”，本打印机具有中国能效标签。根据“复印机、打印机和传真机能效限定值及能效等级”（“GB21521”）决定并计算得出该标签上所示的能效等级和 TEC（典型能耗）值。

1. 能效等级

能效等级分为三个等级，等级 1 级能效最高。根据产品类型和打印速度标准决定能效限定值。

2. 能效信息

2.1 激光打印机及一体机和高性能喷墨打印机及一体机

- 典型能耗

典型能耗是正常运行 GB21521 测试方法中指定的时间后的耗电量。此数据表示为每周千瓦时 (kWh)。

标签上所示的能效数字按涵盖根据“复印机、打印机和传真机能源效率标识实施规则”选择的登记装置中所有配置的代表性配置测定而得。因此，本特定产品型号的实际能耗可能与标签上所示的数据不同。

有关规范的详情信息，请参阅 GB21521 标准的当前版本。

Restriction of Hazardous Substances statement (India)

This product, as well as its related consumables and spares, complies with the reduction in hazardous substances provisions of the "India E-waste Rule 2016." It does not contain lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1 weight % and 0.01 weight % for cadmium, except where allowed pursuant to the exemptions set in Schedule 2 of the Rule.

The Table of Hazardous Substances/Elements and their Content (China Mainland)

产品中有害物质或元素的名称及含量

The Table of Hazardous Substances/Elements and their Content

根据中国《电器电子产品有害物质限制使用管理办法》

As required by China's Management Methods for Restricted Use of Hazardous Substances in Electrical and Electronic Products



部件名称 Part Name	有害物质 Hazardous Substances					
	铅 Lead (Pb)	汞 Mercury (Hg)	镉 Cadmium (Cd)	六价铬 Hexavalent Chromium (Cr(VI))	多溴联苯 Polybrominated biphenyls (PBB)	多溴二苯醚 Polybrominated diphenyl ethers (PBDE)
打印引擎	X	○	○	○	○	○
复印机组件	X	○	○	○	○	○
控制面板	X	○	○	○	○	○
塑料外壳	○	○	○	○	○	○
格式化板组件	X	○	○	○	○	○
碳粉盒	X	○	○	○	○	○

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表格依据SJ/T 11364 的规定编制。

This form has been prepared in compliance with the provisions of SJ/T 11364.

○: 表示该有害物质在该部件所有均质材料中的含量均在GB/T 26572 规定的限量要求以下。

○: Indicates that the content of said hazardous substance in all of the homogenous materials in the component is within the limits required by GB/T 26572.

X: 表示该有害物质至少在该部件的某一均质材料中的含量超出GB/T 26572 规定的限量要求。

X: Indicates that the content of said hazardous substance exceeds the limits required by GB/T 26572 in at least one homogenous material in the component.

此表中所有名称中含“X”的部件均符合中国 RoHS达标管理目录限用物质应用例外清单的豁免。

All parts named in this table with an "X" are in compliance with the China RoHS "List of Exceptions to RoHS Compliance Management Catalog (or China RoHS Exemptions)".

此表中所有名称中含“X”的部件均符合欧盟 RoHS 立法。

All parts named in this table with an "X" are in compliance with the European Union's RoHS Legislation.

注: 环保使用期限的参考标识取决于产品正常工作的温度和湿度等条件

Note: The referenced Environmental Protection Use Period Marking was determined according to normal operating use conditions of the product such as temperature and humidity.

Material Safety Data Sheet (MSDS)

Material Safety Data Sheets (MSDS) for supplies containing chemical substances (for example, toner) can be obtained by accessing the HP Web site at www.hp.com/go/msds

EPEAT

Many HP products are designed to meet EPEAT. EPEAT is a comprehensive environmental rating that helps identify greener electronics equipment. For more information on EPEAT go to www.epeat.net. For information on HP's EPEAT registered products go to www8.hp.com/us/en/hp-information/global-citizenship/index.html

Declaration of the Presence Condition of the Restricted Substances Marking (Taiwan region)

台灣地區 限用物質含有情況標示聲明書

Taiwan region Declaration of the Presence Condition of the Restricted Substances Marking

單元 Unit	限用物質及其化學符號 Restricted substances and its chemical symbols					
	鉛Lead (Pb)	汞Mercury (Hg)	鎘Cadmium (Cd)	六價鉻 Hexavalent chromium (Cr ⁶⁺)	多溴聯苯 Polybrominated biphenyls (PBB)	多溴二苯醚 Polybrominated diphenyl ethers (PBDE)
列印引擎 Print engine	—	○	○	○	○	○
外殼和紙匣 External Casing and Trays	○	○	○	○	○	○
電源供應器 Power Supply	—	○	○	○	○	○
電線 Cables	○	○	○	○	○	○
印刷電路板 Print printed circuit board	—	○	○	○	○	○
控制面板 Control panel	—	○	○	○	○	○
碳粉匣 Cartridge	○	○	○	○	○	○
掃描器組件 Scanner assembly	—	○	○	○	○	○
備考1. “超出0.1 wt %” 及 “超出0.01 wt %” 係指限用物質之百分比含量超出百分比含量基準值。 Note 1 : “Exceeding 0.1 wt %” and “exceeding 0.01 wt %” indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition. 備考2. “○” 係指該項限用物質之百分比含量未超出百分比含量基準值。 Note 2 : “○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence. 備考3. “—” 係指該項限用物質為排除項目。 Note 3 : The “—” indicates that the restricted substance corresponds to the exemption.						

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若要存取產品的最新使用指南或手冊，請前往 hp.com/support。選取搜尋您的產品，然後依照 畫面上的指示繼續執行。

To access the latest user guides or manuals for your product, go to hp.com/support. Select **Find your product**, and then follow the on-screen instructions.

For more information

To obtain information about these environmental topics:

- Product environmental profile sheet for this and many related HP products
- HP's commitment to the environment
- HP's environmental management system
- HP's end-of-life product return and recycling program
- Material Safety Data Sheets

Visit www.hp.com/go/environment

Also, visit www.hp.com/recycle

D Regulatory information

This section describes the regulatory statements.

Regulatory statements

The printer meets product requirements from regulatory agencies in your country/region.

Regulatory model numbers

For regulatory identification purposes, your product is assigned a regulatory model number. Regulatory model numbers should not be confused with marketing names or product numbers.

Table D-1 Regulatory model numbers

Product model number	Regulatory model number
HP LaserJet Pro MFP M126a plus	SHNGC-2203-00
HP LaserJet Pro MFP M126nw plus	SHNGC-2203-01
HP LaserJet Pro MFP M126snw plus	
HP LaserJet Pro MFP M126snw plus	SHNGC-2203-01A

FCC regulations

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy. If this equipment is not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase separation between equipment and receiver.
- Connect equipment to an outlet on a circuit different from that to which the receiver is located.
- Consult your dealer or an experienced radio/TV technician.



NOTE: Any changes or modifications to the printer that are not expressly approved by HP could void the user's authority to operate this equipment.

Use of a shielded interface cable is required to comply with the Class B limits of Part 15 of FCC rules.

Power cord instructions

Make sure your power source is adequate for the product voltage rating. The voltage rating is on the product label. The product uses either 110 or 220-240 Vac and 50/60 Hz.

Connect the power cord between the product and a grounded AC outlet.

 **CAUTION:** To prevent damage to the product, use only the power cord that is provided with the product.

Laser safety

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. The device is certified as a "Class 1" laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. Since radiation emitted inside the device is completely confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

 **WARNING!** Using controls, making adjustments, or performing procedures other than those specified in this user guide may result in exposure to hazardous radiation.

For other US/Canada regulatory matters, please contact:

HP Inc.

HP Inc. 1501 Page Mill Rd, Palo Alto, CA 94304, USA

Email contact: techregshelp@hp.com or Telephone contact: +1 (650) 857-1501

Wireless statements

The statements in this section apply to wireless-capable printers only.

China Mainland CMIIT Wireless statements

中国无线电发射设备通告

型号核准代码显示在产品本体的铭牌上。

Notice to Users in China Mainland/中国用户须知

如果适用，使用微功率短距离无线电设备应符合国家无线电管理有关规定

(一) 本产品符合《微功率短距离无线电发射设备目录和技术要求》的具体条款和使用场景。天线类型为 PCB 天线和/或外置天线，控制、调整及开关等使用方法详见本手册或产品说明书，使用时温度和电压的环境条件详见本手册或产品说明书。

(二) 不得擅自改变使用场景或使用条件、扩大发射频率范围、加大发射功率(包括额外加装射频功率放大器)，不得擅自更改发射天线；

(三) 不得对其他合法的无线电台(站)产生有害干扰，也不得提出免受有害干扰保护；

(四) 应当承受辐射射频能量的工业、科学及医疗(ISM)应用设备的干扰或其他合法的无线电台(站)干扰；

(五) 如对其他合法的无线电台(站)产生有害干扰时，应立即停止使用，并采取措施消除干扰后方可继续使用；

(六)在航空器内和依据法律法规、国家有关规定、标准划设的射电天文台、气象雷达站、卫星地球站(含测控、测距、接收、导航站)等军民用无线电台

(站)、机场等的电磁环境保护区域内使用微功率设备,应当遵守电磁环境保护及相关行业主管部门的规定;

(七)禁止在以机场跑道中心点为圆心、半径 5000 米的区域内使用各类模型遥控器。