LaserJet Enterprise M60x/M63x NPI Technical Training

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April 2017

KM Training Course Announcement

HP LaserJet Enterprise M607, M608, M609 and MFP M631, M632, M633 Series Printers
Service and Support Training

CourseID: 01071914

Registration Links

Internal Course
HP University
01071914

External Course
Learning Center
01071914

External Course
Consumer Support
01071914

Course Announcement Text

New

Duration
3 Hrs. 0 Min.

Format
Web Based

Description
This course provides service and support information for the HP LaserJet Enterprise M607, M608, M609 and MFP M631, M632, M633 Series Printers. Topics include the features, architecture, and functionality of the printer. Detailed information is also provided on removal and replacement procedures for Customer Self Repair (CSR) parts.

After completing this course, learners should be able to set up, configure, and servic the HP LaserJet Enterprise M607, M608, M609 and MFP M631, M632, M633 Series Printers as well as provide technical sales support for these printers.

Audience
Service engineers
Support engineers
Field service engineers
Solution architects

Prerequisites
HP FutureSmart Firmware Training
HP University CourseID 00241676

System requirements
- XP (32/64bit)
- 2003 (32/64bit)
- Vista (32/64bit)
- 2008/Win7/2008 R2(64 only)
- Windows 8/Windows 8.1/Window Server 2012/Windows 10

ATOm- Mono, Single Function Transactional

Mono Workgroup Value Proposition

- Industry's **deepest security** and leading manageability

- Provide a high-performing, easily managed, reliable mono laser printer/MFP for Enterprise workgroups

  - Multiple speeds to provide good market coverage (**55, 65, and 75** ppm speeds for both SFP and MFP) are competitive

  - Fast response from sleep assures customers don't need to wait for their output **(FPOT) top of class**

  - Prints duplex page in time it takes most competitors to print one page so customers can focus on their business – not printing

  - Improved acoustics so the printer does not interfere with customers' ability to get work done

  - Higher yield cartridges allows for **fewer interventions, lower OCPP**, and lower total cost to manage

- JetINTELLIGENCE

HP LaserJet Enterprise M607, M606, M609

Features

Productive & efficient
- 3 speeds; 55, 65, 75ppm
- 85% duplex efficiency
- 7 second SFPOT (preliminary)

Supplies
- 11k, 25k, 41k (new) cartridge
- JetIntelligent technology with CAT

Input and Stands
- 550 page capacity feeders
- Built in auto duplex (dn,x)
- 1x550 feeder
- HCI – 2100
- Envelope Feeder Accy

Output
- 500 page std. output bin
- 800-sheet 6-bin stapling mailbox combination with job offset (optional)
- 1300 sheet total output with accessory

Manageability/Extensibility
- HIP2 for solution integration (dn, x)
- WebJet Admin
- Universal Print Driver
- OXP

Simple To Use
- 2.7" & 4.3" Color Control Panels w/Easy Access USB port
- Omni UI
- Online Help for solving problems

Mobility
- Embedded Wi-Fi Direct/BLE (on x bundle)
- NFC/Wireless Accessory (optional)

Robust Security
- 100+ embedded security settings
- SureStart, Whitelisting, Intrusion detection
- HP JetAdvantage Pull Print
- Encrypted HDD (optional)
- Trusted Platform Module (TPM) (optional)
- HP Access Control (optional)
- Secure Print (optional)

Designed for the Office
- Smaller size/footprint
- New "PHI" ID
- Auto-on/Auto-off
- EPEAT Gold bundles (Gov't bundles)

M607/M608/M609 replace M604/M605/M606

Feature Overview

- Key product improvements
- HP extends lead in Security bringing HP SureStart, Intrusion Detection & Whitelisting to workgroup products
- Phenomenal Performance for the office
  - ~24% faster FPOT (5.3 sec from Ready vs. 7) (preliminary)
  - 12.5% faster Sleep FPOT (7 sec from Sleep vs. 8 sec) (preliminary)
  - Up to 6-15% faster printing (52/58/65 to 55/65/75)
  - ~22% more maximum input (3600 to 4400)
  - Integrated stapler/stacker/mailbox with job offset (predecessor was a separate stapler, stacker and mailbox, with no job offset)

  JETINTELLIGENCE cartridges increase peace of mind and reduce intervention
- JetINTELLIGENCE cartridges have the latest counterfeit technology
- ~60% larger mono SFP cartridges reduces interventions and saves money
- A5 long edge feed was not available on predecessors and now we can print at engine speed
- Can now print duplex short edge feed

LaserJet Enterprise M607, M608 and M609 (ATOM)
Bundle Configurations

M607n* K0Q14A	M607dn K0Q15A	M608n* K0Q17A	M608dn K0Q18A	M608x K0Q19A	M609dn K0Q21A	M609dh K0Q20A	M609x K0Q22A

• 55/52ppm Letter/A4
• 650 page input
  • 100 sheet MP
  • 550 sheet feeder
• Easy Access USB
• Network ready
• 2.7" CP
• 11K (A) page CRG capacity
	• 55/52ppm Letter/A4
	• M607n +
	• Duplex
	• HIP2
		• 65/61ppm Letter/A4
		• 650 page input
		  • 100 sheet MP
		  • 550 sheet feeder
		• Easy Access USB
		• Network ready
		• 2.7" CP
		• 11K (A), 25K (X), & 41k (Y) page CRG capacity
			• 65/61ppm Letter/A4
			• M608n +
			• Duplex
			• HIP2
			• Opt'l EPEAT Gold and TAA Compliant
				• 65/61ppm Letter/A4
				• M608n +
				• 4.3" touch CP
				• Duplex
				• Additional 550 sheet feeder
				• HIP2, WiFi, BLE
					• 75/71 ppm Letter/A4
					• Duplex
					• 650 page input
					  • 100 sheet MP
					  • 550 sheet feeder
					• Easy Access USB
					• Network ready
					• 2.7" CP
					• Duplex
					• HIP2
					• 11K (A), 25K (X), & 41k (Y) page CRG capacity
					• Opt'l EPEAT Gold and TAA Compliant
						• 75/71 ppm Letter/A4
						• M609dn +
						• Duplex
						• 4.3" touch CP
						• FIPS Encrypted HDD
						• EPEAT Gold and TAA Compliant
						• No Wireless
						• For US Gov Only
							• 75/71 ppm Letter/A4
							• M609dn +
							• Duplex
							• 4.3" touch CP
							• Additional 550 sheet feeder
							• HIP2, WiFi, BLE

$749/649€/$749	$949/799€/$949	$1049/749€/$949	$1249/899€/$1149	$1599/1299€/$1499	$1799/1099€/$1699	$2249	$2149/1429€/$2049

Argon (Electra R) 55ppm　　　　**Titanium (Vega R) 65ppm**　　　　**Oxygen (Antares R) 75ppm**

N not upgradeable to DN; not E

Current vs Future Mono A4 SFP Line Up

M60 4

M60 7

M604dn
52ppm, duplex
LCD Panel
Engine Life: 675k
RMPV: 5-16k
Input: 600/3,600

M607dn
55ppm
2.7" CP
Engine Life: 675k
RMPV: 5-20k
Input: 650/4,400

M604n
52ppm
LCD Panel
Engine Life: 675k
RMPV: 5-16k
Input: 600/3,600

M607n
55ppm
2.7" CP
Engine Life: 675k
RMPV: 5-20k
Input: 650/4,400

Current vs Future Mono A4 SFP Line Up

M605

M608

M605x
58ppm
4.3" touch screen
RMPV: 5-16k
Input: 600/3,600

M608x
65ppm
Additional Tray, 4.3" touchscreen
Engine Life: 675k
RMPV: 5-25k
Input: 1,200/4,400

M605dn
58ppm
LCD Panel
RMPV: 5-16k
Input: 600/3,600

M608dn
65ppm
2.7" CP
Engine Life: 675k
RMPV: 5-25k
Input: 650/4,400

M605n
58ppm
LCD Panel
RMPV: 5-16k
Input: 600/3,600

M608n
65ppm
2.7" CP
Engine Life: 675k
RMPV: 5-25k
Input: 650/4,400

Current vs Future Mono A4 SFP Line Up

M606

M609

M606x
65ppm
4 Line panel
RMPI'V: 5-20k
Input: 600/3,600

→

M609x
75ppm
Additional Tray,
4.3" touchscreen
Engine Life: 675k
RMPV: 5-30k
Input: 1,100/4,400

M609dh
75ppm
4.3" touchscreen
Engine Life: 675k
RMPV: 5-30k
Input: 650/4,400
FIPS HDD - for US Gov't only

M606dn
65ppm
LCD Panel
RMPV: 5-20k
Input: 600/3,600

→

M609dn
75ppm
2.7" CP
Engine Life: 675k
RMPV: 5-30k
Input: 650/4,400

A4 Mono Transactional SFP line up – Spring '17

Enterprise – Jedi ↑

M609

ATOm 75dn $1,799
75ppm
2.7" CP
RMPV: 5-30k
Input: 650
Blk CPP/Yield: 1.50¢ /1.11¢/.89 ¢
11k/25k/41k

ATOm 75x $2,149
65ppm
4.3 CP
Additional Tray,
RMPV: 5-30k
Input: 1,100
Blk CPP/Yield: 1.50¢ /1.11¢/.89 ¢
11k/25k/41k

M608

ATOm 65n $1,049
65ppm
2.7" CP
RMPV: 5-25k
Input: 650
Blk CPP/Yield: 1.50¢ /1.11¢/.89 ¢
11k/25k/41k

ATOm 65dn $1,249
65ppm
2.7" CP
RMPV: 5-25k
Input: 650
Blk CPP/Yield: 1.50¢ /1.11¢/.89 ¢
11k/25k/41k

ATOm 65x $1,599
65ppm
4.3" CP
Additional Tray, 4.3 CP
RMPV: 5-25k
Input: 1,200
Blk CPP/Yield: 1.50¢ /1.11¢/.89 ¢
11k/25k/41k

M607

ATOm 55n $749
55ppm
2.7" CP
RMPV: 5-20k
Input: 650
Blk CPP/Yield: 1.50¢/11k

ATOm 55dn $949
55ppm
2.7" CP
RMPV: 675k/5-20k
Input: 650
Blk CPP/Yield: 1.50¢/11k

Pricing is preliminary

A4 Mono <mark>Managed</mark> SFP line up – Spring '17

Enterprise - Jedi →

M60 9

ATOm 75dn $3,474.32
75ppm
2.7" CP
RMPV: 5-50k
Input: 650
Blk CPP/Yield: 1.50¢ /1.11¢/.89 ¢
11k/25k/41k

ATOm 75x $4,049.32
65ppm
Additional Tray, 4.3 CP
RMPV: 5-50k
Input: 1,100
Blk CPP/Yield: 1.50¢ /1.11¢/.89 ¢
11k/25k/41k

M60 8

ATOm 65dn $2,417.34
65ppm
2.7" CP
RMPV: 5-40k
Input: 650
Blk CPP/Yield: 1.50¢ /1.11¢/.89 ¢
11k/25k/41k

ATOm 65x $2,994.73
65ppm
2.7" CP
Additional Tray, 4.3 CP
RMPV: 5-40k
Input: 1,200
Blk CPP/Yield: 1.50¢ /1.11¢/.89 ¢
11k/25k/41k

M60 7

ATOm 55dn $1,838.69
55ppm
2.7" CP
RMPV: 675k/5-30k
Input: 650
Blk CPP/Yield: 1.50¢ /1.11¢/.89 ¢
11k/25k/41k

Exclusive "managed" supplies

Pricing is preliminary

HP LaserJet Enterprise M607, M608, M609 series

Paper-handling accessories

	550-sheet paper feeder (L0H17A)	2,100-sheet paper feeder (L0H18A)	Envelope feeder (L0H21A)	Stapler/stacker/ mailbox (L0H20A)	Printer stand (L0H19A)
Standard	M608x, M609x (one)				
Optional	Add up to three: M608x, M609x Add up to four: M607n, M607dn, M608n, M608dn, M609dn	All models	Add up to two: all models	All models	All models
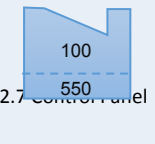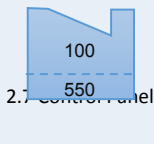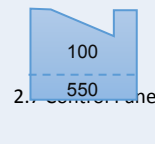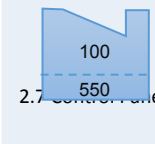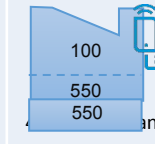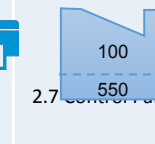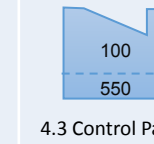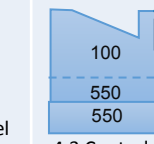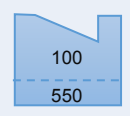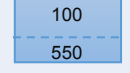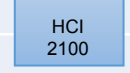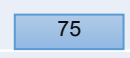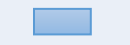
Mono Workgroup SFP Bundle Configurations

[1] Multiple 550 stackable trays supported, but printer limited to total of six input trays, including combination of MP tray, main cassette, stackables, and HCI.

		M607 (55ppm)		M608 (65ppm)			M609 (75ppm)		
		n	dn	n	dn	x	dn	dh	x
Bundle		2.7 Control Panel	2.7 Control Panel	2.7 Control Panel	2.7 Control Panel	4.3 Control Panel	2.7 Control Panel	4.3 Control Panel	4.3 Control Panel
Input Devices	MP tray (100)	●	●	●	●	●	●	●	●
	Main Cassette (550)	●	●	●	●	●	●	●	●
	Stackable (550) [1] Up to 4 on dn/n Up to 3 on x	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory	● Installable Accessory	Installable Accessory	Installable Accessory	● Installable Accessory
	HCI (2100)	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory
	Envelope Feeder Up to two	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory
Duplex	Duplexer	☐	●	☐	●	●	●	●	●
Output Device	5 bin MBM stapler/ stacker with offset	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory
Mobility	Accessory: Wireless Direct/ NFC; Embedded WD/BLE	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory	●	Installable Accessory	☐	●
HDD		Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory	●	Installable Accessory
EPEAT	Gold, Silver	epeat SILVER	epeat SILVER	epeat SILVER	epeat SILVER	epeat GOLD / epeat SILVER	epeat SILVER	epeat GOLD	epeat GOLD / epeat SILVER

ION- Mono, Multi-function

LaserJet Enterprise (Flow) MFP M631, M632, M633

For 10+ users printing 5,000-30,000 pages per month (Enterprise)

For 10+ users printing 5,000-40,000 pages per month (Managed)

Ion 55
Ion 65
Ion 75

Highlights

Customer: Improve your business's speed and efficiency with a world class reliable and high performance next generation scan optimized MFP

Business: A new engine at multiple speeds points extending HP's market reach including MPS and providing best in class features

Replaces LaserJet Enterprise M630 MFP

Spring '17
$1,899-$5,499 (NA)
Managed = 19%

Innovations

- Market leading print duplex efficiency
- Protect secure information with TPM, HP Sure Start, Intrusion Detection, HP Security Manager and HDD
- Reduce downtime and keep your business running with HP's significant improved jam performance
- New User Interface FS4
- Get back to work fast with first page out as fast as 5.3 seconds; 7 seconds from sleep (preliminary)
- Get the most out of your printer with HP's JetIntelligence toner technology.

Features

- 55,65,75 pages per minute (letter) (+15)
- Flow bundles: Fast scanning, HP EveryPage, OCR, keyboard, easy document editing with auto-crop, auto-tone, auto-orientation
- Scan to Sharepoint now for all devices with HP FutureSmart 4
- Extensive paper handling & finishing
- 3,200 pages max. input (+150); HCI, stand w/ cabinet
- 1,000-sheet, 3-bin stapler/stacker mailbox with job offset
- Larger toner capacity up to 41k (+16k vs Predecessor)
- HP ePrint / AirPrint, JetAdvantage Pull Print

M631/M632/M633 replace M630

Feature Overview

- Key product improvements

- HP extends lead in <mark>Security</mark> bringing HP SureStart, Intrusion Detection & Whitelisting to workgroup products

- Phenomenal Performance for the office
  - 38% <mark>faster FPOT</mark> (5.3 sec from Ready vs. 8.5) (preliminary)
  - 37% faster Sleep FPOT (7 sec from Sleep vs.11 sec) (preliminary)
  - Up to 8-25% faster printing (60 to 55/65/75- MFP)
  - 102% faster duplex Flow scan speeds 90/180 ipm (simplex/duplex)
  - 100% faster duplex Enterprise scan speeds 75/120 ipm (simplex/duplex)
  - 5% more maximum input capacity (3,200 from 3,100)
  - Mailbox/Stapling option now has 1,000 sheet capacity and job offset
        JETINTELLIGENCE cartridges increase peace of mind and reduce intervention
  - JetINTELLIGENCE cartridges have the latest counterfeit technology
  - ~60% larger mono SFP/MFP cartridges reduces interventions and saves money
  - A5 long edge feed not available on M630 and now we can print at engine speed
  - Can now print duplex short edge feed

HP LaserJet Enterprise (Flow) MFP M631, M632, M633 Series

"Wow news" against competition

- "Flow" bundle with fast scanning, HP Everypage, OCR, Sharepoint connector & keyboard
- Designed for managed sales with low OCPP, large capacity cartridge, fast SFPOT, fast scanning and printing, job offset, and large input capacity
- High productivity with 3 speed bands, 85% duplex efficiency, wireless direct/BLE
- Superior security
  - 250+ embedded features including HP JetAdvantage Pull Print
  - SureStart, Whitelisting, Intrusion detection
- Legendary HP reliability and quality with substantial reduction in jams and improved fuser performance

"What's new" vs. M630 (Maple)

- 55/65/75 ppm speeds vs 60ppm with 85% duplex printing efficiency
- Faster ADF scanning
- Lower Cost Per Page
- New Omni/Opus UI
- New 550 page feeders vs. 500 (giving max input of 3200)
- New 3x550 feeders/stand
- Improved acoustics and environmental
- Higher capacity cartridges new 41k; 11k vs. 10.5k
- Embedded wireless & SureStart

Upsell from M527 (Bluefin)

- More robust, RPMV 5-30k vs. 2-7.5k
- Greater maximum input capacity 3200 vs. 2300
- 55/65/75ppm vs. 45ppm
- Higher capacity toner & lower CPP
- Output MBM, envelope feeder options

Target Customer: Enterprise

WW Release date: May 1, 2017

Pricing

M631 dn $1,899; h-Flow $2,799; z $4,299

M632 h $2,699; fh $3,499; z-Flow $5,199

M633 fh $3,299; z-Flow $5,499

LaserJet Enterprise MFP M631, M632 and M633 (ION)
Bundle Configurations

M631dn J8J63A	Flow M631h J8J64A	M631z J8J65A	M632h J8J70A	M632fht J8J71A	Flow M632z J8J72A	M633fh J8J76A	Flow M633z J8J78A

• 55/52ppm Letter/A4
• 650 pg input
  • 100 sheet MP
  • 550 sheet feeder
• eMMC (16GB)
• 150pg e-duplex ADF
• 11K (A), 25K (X), & 41K (Y) page CRG capacity
• TAA compliant
	• 55/52ppm Letter/A4
	• M631dn +
	• Encrypted HDD (320 GB)
	• Flow features
	• TAA compliant
		• 55/52ppm Letter/A4
		• M631dn +
		• Fax
		• Encrypted HDD (320 GB)
		• 3x550 stand
		• Mailbox/stapler/ stacker
		• Wi-Fi Direct/BLE
		• TAA compliant
			• 65/61ppm Letter/A4
			• 650 pg input
			  • 100 sheet MP
			  • 550 sheet feeder
			• Encrypted HDD (320 GB)
			• 150pg e-duplex ADF
			• 11K (A), 25K (X), & 41K (Y) page CRG capacity
			• TAA compliant
				• 65/61ppm Letter/A4
				• M632h +
				• Fax
				• 1x550 stand
				• TAA compliant
					• 65/61ppm Letter/A4
					• M632fh +
					• Fax
					• 2000 pg HCI
					• Mailbox/stapler/ stacker
					• Flow features
					• U.S. Gov't bundle
					  • EPEAT Gold
					  • NO WD
					  • 500GB FIPS HDD
					  • TAA compliant
						• 75/71 ppm Letter/A4
						• 650 pg input
						  • 100 sheet MP
						  • 550 sheet feeder
						• Encrypted HDD (320 GB)
						• Fax
						• 150pg e-duplex ADF
						• 11K (A), 25K (X), & 41K (Y) page CRG capacity
						• TAA compliant
							• 75/71 ppm Letter/A4
							• M633fh +
							• 2000 pg HCI
							• Mailbox/stapler/ stacker
							• Flow features
							• Wi-Fi Direct/BLE
							• TAA compliant

55PPM   **65PPM**   **75PPM**

Flow features:
Fast simplex/duplex speeds
~2x RMSV
HP EveryPage Technologies
Integrated Keyboard
OCR
Sharepoint connector
Add. document features

LaserJet Managed MFP E62555, E62565 and E62575 (IONm)
Bundle Configurations

No embedded wireless

E62555dn J8J66A	E62565hs J8J73A	Flow E62565h J8J74A	Flow E62565z J8J79A	Flow E62575z J8J80A

• 55/52ppm Letter/A4
• 650 pg input
  • 100 sheet MP
  • 550 sheet feeder
• eMMC (16GB)
• 150pg e-duplex ADF
• 11K (A), 25K (X), & 41K (Y, YC), 50K (MCC) page CRG capacity
• PSE2
	• 65/61ppm Letter/A4
	• 650 pg input
	  • 100 sheet MP
	  • 550 sheet feeder
	• Encrypted HDD (320 GB)
	• 150pg e-duplex ADF
	• 11K (A), 25K (X), & 41K (Y, YC), 50K (MCC) page CRG capacity
	• PSE2
	• 3 bin stapler/stacker with offset
		• 65/61ppm Letter/A4
		• 650 pg input
		  • 100 sheet MP
		  • 550 sheet feeder
		• Encrypted HDD (320 GB)
		• 150pg e-duplex ADF
		• 11K (A), 25K (X), & 41K (Y, YC), 50K (MCC) page CRG capacity
		• PSE2
		• Flow features
			• 65/61ppm Letter/A4
			• 650 pg input
			  • 100 sheet MP
			  • 550 sheet feeder
			• Encrypted HDD (320 GB)
			• 150pg e-duplex ADF
			• 11K (A), 25K (X), & 41K (Y, YC), 50K (MCC) page CRG capacity
			• PSE2
			• 3 bin stapler/stacker with offset
			• Flow features
				• 75/71 ppm Letter/A4
				• 650 pg input
				  • 100 sheet MP
				  • 550 sheet feeder
				• Encrypted HDD (320 GB)
				• 150pg e-duplex ADF
				• 11K (A), 25K (X), & 41K (Y, YC), 50K (MCC) page CRG capacity
				• PSE2
				• 3 bin stapler/stacker with offset
				• Flow features

55PPM   **65PPM**   **75PPM**

Flow features:
Fast simplex/duplex speeds
~2x RMSV
HP EveryPage Technologies
Integrated Keyboard
OCR
Sharepoint connector
Add. document features

A4 Mono Transactional MFP line up – Spring '17   (75%)

Enterprise - Jedi ↑

M633

Ion 75fh $3,399
75ppm, hdd, fax
RMPV:5-30k
Input: 650
Blk CPP/Yield: 1.50¢ /1.11¢/.89 ¢
11k/25k/41k

Ion Flow 75z $5,399
65ppm, hdd, fax, MBM, Flow, HCI
RMPV:5-30k
Input: 3,200
3 bin stapling mailbox
Blk CPP/Yield: 1.50¢ /1.11¢/.89 ¢
11k/25k/41k

M632

Ion 65h $2,599 (EMEA)
65ppm , hdd
RMPV:5-30k
Input: 650
Blk CPP/Yield: 1.50¢ /1.11¢/.89 ¢
11k/25k/41k

Ion 65fh $3,299
65ppm, hdd, fax, 1x550 stand
RMPV:5-30k
Input: 1200
Blk CPP/Yield: 1.50¢ /1.11¢/.89 ¢
11k/25k/41k

Ion Flow 65z $4,899
65ppm, hdd, fax, MBM, Flow, HCI
RMPV:5-30k
Input: 3,200
3 bin stapling mailbox
Blk CPP/Yield: 1.50¢ /1.11¢/.89 ¢
11k/25k/41k

M631

Ion 55dn $2,099
55ppm
RMPV:5-30k
Input: 650
Blk CPP/Yield: 1.50¢ /1.11¢/.89 ¢
11k/25k/41k

Ion Flow 55h $2,699
55ppm, hdd, Flow
RMPV:5-30k
Input: 650
Blk CPP/Yield: 1.50¢ /1.11¢/.89 ¢
11k/25k/41k

Ion 55z $3,999
55ppm, hdd, fax, MBM, 3x550 stand
RMPV:5-30k
Input: 2,300
3 bin stapling mailbox
Blk CPP/Yield: 1.50¢ /1.11¢/.89 ¢
11k/25k/41k

Pricing is preliminary

Current vs Future Mono A4 MFP Line Up

M63

Flow M630z
60ppm, HDD, fax, Flow,
3 bin stapling mailbox
Engine life: 675k/5-28k
Input: 3,100 max with HCI

M630f
60ppm, HDD, fax,
Engine life: 675k/5-28k
Input: 3,100 max with HCI

Flow M630h
60ppm, HDD, Flow
Engine life: 675k/5-28k
Input: 3,100 max with HCI

M630dn
60ppm, duplex
500 sheet tray
Engine life: 675k/5-28k
Input: 3,100 max with HCI

Enterprise – FutureSmart 4.0

M63
1

M63
2

M63
3

z

M631z
55ppm, HDD, fax, MBM,
3x550 stand
Engine life: 675k/5-30k
Input: 2,300
3 bin stapling mailbox

Flow M632z
65ppm, HDD, fax, MBM,
Flow, HCI
Engine life: 675k/5-30k
Input: 3,200
3 bin stapling mailbox

Flow M633z
75ppm, HDD, fax, MBM,
Flow, HCI
Engine life: 675k/5-30k
Input: 3,200
3 bin stapling mailbox

f

M632fh
65ppm, HDD, fax,
1x550 stand
Engine life: 675k/5-30k
Input: 1200

M633fh
75ppm, HDD, fax
Engine life: 675k/5-30k
Input: 650

Flow bundles are in blue

All products have upgradeable font memory

f

flow

Flow M631fh
55ppm, HDD, Flow
Engine life:
675k/5-30k
Input: 650

dn/

h

M631dn
55ppm
Engine life: 675k/5-30k
Input: 650

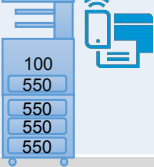**M632h**
65ppm , HDD
Engine life: 675k/5-30k
Input: 650

# Mono Workgroup MFP Bundle Configurations
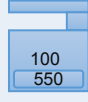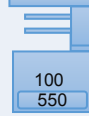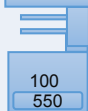
8 bundles

= embedded mobility

		55 ppm			65ppm			75ppm	
		dn	h-Flow	z	h	fht	z-Flow	fh	z-Flow
Bundle		100 / 550	100 / 550	100 / 550 / 550 / 550 / 550	100 / 550	100 / 550 / 550	100 / 550 / 550 / HCI 2000	100 / 550	100 / 550 / 550 / HCI 2000
Flow		☐	•	☐	☐	☐	•	☐	•
Fax		Installable Accessory	Installable Accessory	•	Installable Accessory	•	•	•	•
HDD		Installable Accessory	•	•	•	•	•	•	•
Input Devices	MP tray (100)	•	•	•	•	•	•	•	•
	Main Cassette (550)	•	•	•	•	•	•	•	•
	Stackable (550) [2]	Installable Accessory	Installable Accessory	☐	Installable Accessory	Installable Accessory [1]	Installable Accessory [1]	Installable Accessory	Installable Accessory [1]
	Envelope Feeder Up to 2	Installable Accessory	Installable Accessory	Installable Accessory [3]	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory
	1x550 Stand	Installable Accessory	Installable Accessory	☐	Installable Accessory	•	☐	Installable Accessory	☐
	HCI Stand (550 + 2000)	Installable Accessory	Installable Accessory	☐	Installable Accessory	☐	•	Installable Accessory	•
	3x550 Stand	Installable Accessory	Installable Accessory	•	Installable Accessory	☐	☐	Installable Accessory	☐
Output Device	3 bin stapler/ stacker with offset	☐	☐	•	☐	☐	•	☐	•
Mobility	Accessory: Wireless Direct; Embedded WD/BLE	Installable Accessory	Installable Accessory	•	Installable Accessory	Installable Accessory	☐	Installable Accessory	•
EPEAT	Gold, Silver	epeat SILVER	epeat SILVER	epeat SILVER	epeat SILVER	epeat SILVER	epeat GOLD	epeat SILVER	epeat SILVER

1) Supported accessory only for specific big deals due to raised glass height
2) More than one 550 stackable trays supported, but printer limited to total of six input trays, including combination of MP tray, main cassette, stackables, and HCI/stand.
3) Must remove one of the 3x550 trays and only use the envelope tray

E625xx Bundle Configurations (Managed)

PL MB

5 bundles

Bundle			55 ppm	65ppm			75ppm
			dn	hs	h-flow	z-flow	z-flow
Flow			□	□	●	●	●
Fax			Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory
HDD			Installable Accessory	●	●	●	●
Input Devices	MP tray (100)		●	●	●	●	●
	Main Cassette (550)		●	●	●	●	●
	Stackable (550) [1]	550	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory
	Envelope Feeder Up to 2	75	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory
	1x550 Stand	550	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory
	HCI Stand (550 + 2000)	550 HCI 2000	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory
	3x550 Stand	550 550 550	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory
Output Device	3 bin stapler/ stacker with offset		□	●	□	●	●
Mobility	Wifi direct,		Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory	Installable Accessory
EPEAT	Silver		epeat SILVER	epeat SILVER	epeat SILVER	epeat SILVER	epeat SILVER

Feedback from TCs:
1) Fighter
2) Stapler stacker installed
3) Fully loaded with stacker rolling off the pallet

1) More than one 550 stackable trays supported, but printer limited to total of six input trays, including combination of MP tray, main cassette, stackables, and HCI/stand.

A4 Mono Managed MFP line up – Spring '17   (25%)

Enterprise - Jedi

M633

Ion 75z-flow $7,481.21
75ppm, hdd, MBM, flow
RMPV:5-30k
Input: 650
Blk CPP/Yield: 1.50¢ /1.11¢/.89 ¢
11k/25k/41k

M632

Ion 65hs $6,158.08
65ppm, hdd, MBM
RMPV:5-30k
Input: 650
Blk CPP/Yield: 1.50¢ /1.11¢/.89 ¢
11k/25k/41k

Ion 65h-flow $5,959.12
65ppm, hdd, flow
RMPV:5-30k
Input: 1200
Blk CPP/Yield: 1.50¢ /1.11¢/.89 ¢
11k/25k/41k

Ion Flow 65z-flow $7,105.16
65ppm, hdd, MBM, flow
RMPV:5-30k
Input: 3,200
Blk CPP/Yield: 1.50¢ /1.11¢/.89 ¢
11k/25k/41k

M631

Ion 55dn $4,044.95
55ppm
RMPV:5-30k
Input: 650
Blk CPP/Yield: 1.50¢ /1.11¢/.89 ¢
11k/25k/41k

Exclusive "managed" supplies

Pricing is preliminary

ION Enterprise bundles – 75%

55 PPM – 7%

$2099

dn
- EMMC
- No Fax
- No NA

55 PPM – 6%

$2699

h -**Flow**
- HDD
- No Fax
- No LA

55 PPM – 7%

$3999

z*
- 3x550 w/stand
- Mailbox
- HDD
- Fax
- No LA

65 PPM – 19%

$2599

h
- HDD
- No Fax

65 PPM – 23%

$3299

fh
- HDD
- Fax
- 1x550/stand

65 PPM – 22%

$4899

z – Flow
- HCI w/stand
- Mailbox
- FIPS HDD
- Fax
- EPEAT Gold on G-SKU ONLY
- No LA

75 PPM – 8%

$3399

fh
- HDD
- Fax
- LA BTO

75 PPM – 7%

$5399

z – Flow*
- HCI w/stand
- Mailbox
- HDD
- Fax
- No LA

Mix TBC

* Embedded wireless direct/Touch to Print

Options:
- HDD
- 550 sheet tray
- 1x550 sheet tray/stand
- 3x550 sheet tray/stand
- HCI
- Fax
- Envelope feeder
- Mobility

Assumes 2 Standard FPU's/2 Epeat FPU's

ION Managed bundles – 25%

55 PPM – 5%

$2,099

dn
- EMM
  C
- No NA

65 PPM – 38%

$2,599

h
- HDD

75 PPM – 12%

$3,199

h
- HDD
- LA BTO

55 PPM – 16%

$2,699

h -Flow
- HDD
- No LA

65 PPM – 22%

$2,999

h – Flow
- HDD
- No LA

75 PPM – 3%

$3,599

h – Flow
- HDD
- No LA

Options:
- HDD
- 550 sheet tray
- 1x550 sheet tray/stand
- 3x550 sheet tray/stand
- HCI
- Fax
- Envelope feeder
- Mobility

Assumes 2 Standard FPU's/2 EPeat FPU's

HP LaserJet Enterprise MFP M631, M632, M633 series

Paper-handling accessories

	550-sheet paper feeder (J8J89A)	**1x550-sheet paper feeder with stand and cabinet (J8J91A)**	**3x550-sheet paper feeder and stand (J8J93A)**	**1x550 and 2,000-sheet HCI feeder and stand (J8J92A)**	**Envelope feeder (J8J90A)**	**3-bin stapler/stacker**
Standard		M632fht	M631z	Flow M632z, Flow M633z		M631z, Flow M632z, Flow M633z
Optional	Add up to one: M631z, M632fht, Flow M632z, Flow M633z Add up to four:[1] Flow M631h, M632h, M633fh	Flow M631h, M632h, M633fh	Flow M631h, M632h, M633fh	Flow M631h, M632h, M633fh	Add up to one: M631z, M632fht, Flow M632z, Flow M633z Add up to two: Flow M631h, M632h, M633fh	Not available

HP LaserJet Enterprise MFP M631, M632, M633 series

Other accessories

	Fax (CC487A)	HP Foreign Interface Harness Kit (B5L31A)	HP Jetdirect 3000w NFC/Wireless Accessory (J8030A)	HP Jetdirect 2900nw Print Server accessory (J8031A)	HP Internal USB Ports (B5L28A)	HP 1 GB DDR3 x32 144-Pin 800 MHz SODIMM (E5K48A)	HP Trusted Platform Module (F5S62A)[1]
Standard	M631z, M632fht, Flow M632z, M633fh, Flow M633z						
Optional	Flow M631h, M632h	All models	Flow M631h, M632h, M632fht, Flow M632z, M633fh	All models	All models	All models	All models

LaserJet Supplies Contractual Portfolio with mCC

	Open Distribution		Limited Distribution	
	A High Performance	**X/Y** High Volume	**XC/YC** Contractual Ctg	**mCC** New Managed Contractual Ctg
GTM Today	Transactional		Winback, MPS	Not offered today
GTM Future	Transactional		Winback, MPS where mSKU not placed	MPS through Managed HW only dMPS, pMPS, cMPS
Cost Structure	Baseline Transactional		~30% Discount from baseline	CTF Benchmark

CF237A	HP 37A Black Original LaserJet Toner Cartridge	$176/11k
CF237X	HP 37X High Yield Black Original LaserJet Toner Cartridge	$278/25k
CF237Y	HP 37Y Extra High Yield Black Original LaserJet Toner Cartridge	$364/41k
CF237YC	HP CF237YC Extra High Yield Black Original LaserJet Toner Cartridge	$227/41k
W9004MC	HP Black Managed LJ Toner Cartridge	$265/50k

Mono WG NPI Spring '17

			Mono WG	
			Maple/Eva	ATOm/ION
Usage (AMPV POR)			Maple 3.6k Eva 1.8	A-1.6k Am-2.25k T-2.2k Tm-2.5k O-2.7k Om-2.8k I-3-5 Im- 3.3-5.7
Yield (ISO)	K	A	10.5k	11k
		X	25k	25k
		Y		41k
		YC	25k	41k
		mCC*	n/a	50k*
WW CPP	K	A	1.68c	1.73c
		X	1.17c	1.16c
		Y		.98c
		YC	.70c	.47c
		mCC	n/a	.34c
POP	K	A	$176	$190
		X	$291	$289
		Y		$400
		YC	$176	$193
		mCC	n/a	$170
Live Date				5/1/17

- Competitive Pricing Targets
  - 12% below Lexmark for the extra high yield cartridge
  - 15% below competitive set for high yield cartridge
  - New mCC sku-allows for competitive CPP to attack contractual space
    - benchmark based pricing
    - YC/mcc pricing to be finalized 3/22 cpp in chart represents targeted benchmark
    - Compatibility: All cartridges shared between ATOM and ION. Not compatible with EVA and Maple and vice versa. X and Y cartridges not compatible with Argon transactional

- Larger Yield!
  - 64% increase gen to gen in transactional cartridges that is at the top end of the class
  - Introduction of mCC cartridge targeted for contractual customers with a 50k yield!

A4 Supplies: 600 series LaserJet Devices

Color

A SKU's

CLJ Enterprise
M652/M653

CLJ Enterprise
MFP M681
MFP M682

CF450A
655A Black
Yield: 12,500

CF451-3A
655A Cyan
655A Yellow
655A Magenta
Yield: 10,500

X/X SKU's — SFP

CLJ Enterprise
M652/M653

CF460X/XC
656X Black
Yield: 27,000

CF461-3X/XC
656X Cyan
656X Yellow
656X Magenta
Yield: 22,000

C SKU's — MFP Y/Y

CLJ Enterprise
MFP M681
MFP M682

CF470X/XC
657X Black
Yield: 28,000

CF471-3X/XC
657X Cyan
657X Yellow
657X Magenta
Yield: 23,000

MC SKU's

CLJ Managed
E65050
E65060

CLJ Managed
MFP E67550
MFP E67560

E65050/60
W9000MC
Black
Yield: 32,200

W9001-3MC
Cyan
Yellow
Magenta
Yield: 28,000

E67550/60
W9030MC
Black
Yield: 32,200

W9031-3MC
Cyan
Yellow
Magenta
Yield: 28,000

Mono

A SKU's

LJ Enterprise
M607/608/609

LJ Enterprise
MFP M631
MFP M632
MFP M633

CF237A
37A Black
Yield: 11,000

X SKU's

LJ Enterprise
M608/609

LJ Enterprise
MFP M631
MFP M632
MFP M633

CF237X
37X Black
Yield: 25,000

C SKU's

LJ Enterprise
M608/609

LJ Enterprise
MFP M631
MFP M632
MFP M633

CF237Y/YC
37Y Black
Yield: 41,000

MC SKU's

LJ Managed
E62555/65/75

LJ Managed
MFP E60055/65/75

W9004MC
Black
Yield: 50,000

What Is New in the Product

Changes from LJ M65X/M68X/631X series

Differences from Predecessor Product (M651/M680)(M630-M631)

- More advanced ADF feed assembly

- ADF Infinity Glass

- Simple SCB Removal
- Enhanced ISA Hinges
- Simpler Paper Path
- Different Pick/Sep Mechanisms
  - Similar to Madrid for Engine/Optional Tray
  - Different Roller Structure for Stand Trays
- Increased paper input/output options (In Cave 3 Bin SSMBM)
- WiFi Direct and BLE onboard
- A5 Long Edge Feed Option (at 55/75 PPM)
- Pulsar and Phantom Control Panels (same as M506/M527/M577)
- Multiple Types of Toner (A, X, XC and MCC)
- No Waste Toner in Toner Cartridges
- No NFC (unlike recent products)
- Service Manual Changes (NO Theory or CPMD, maybe PQ Defect)
- Improved PQ quality on the Managed vs Transactional units

Leverages/Similarities to Recent Products
- Using Growler ADF
- PicoPab formatter (similar to M506/M527/M557/M577)
- Pick and Sep Rollers Leveraged from M577
- Hardware Integration Pocket (HIP)

Control Panels For M63x Series

- 8" Touch Color Display

All M68x bundles will ship with the new Omni/Opus User Interface

Same control panel as being used on the M631, M632, M633.

CP Kit will include a reversible screwdriver to support CSR-A status.

Control Panels For M607 and M631
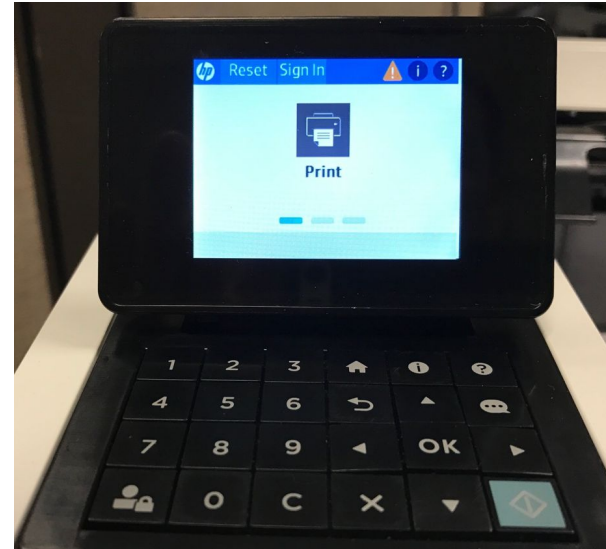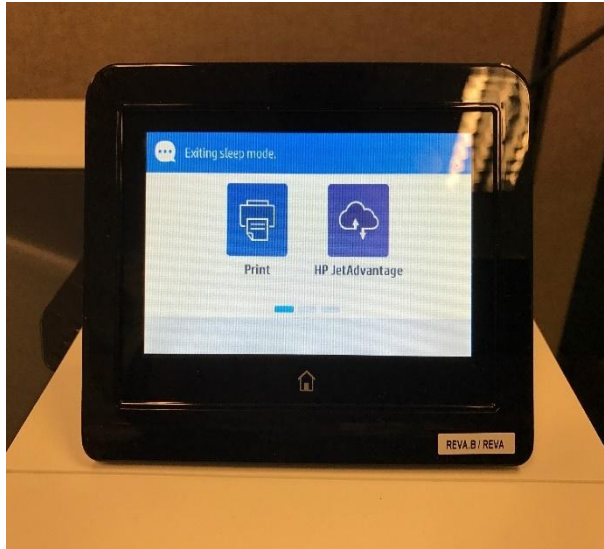
All M60 n,dn bundles will ship with the 2.7 inch 10 key Control Panel (<u>NOT</u> a touchscreen).

All M60 X bundles ship with the 4.3 inch touchscreen Control Panel.

All units will support the new Omni/Opus User Interface.

Same control panel as being used on the M553x and **M506x**.

CP Kit will include a reversible screwdriver to support CSR-A status.

HIP2 (Hardware Interface Pocket v2) on M63X/M60X

- Smaller device footprint continues to drive size reductions:

    - New HIP 2 smaller size than it's predecessor HIP1 port, ~74% volume reduction and ~48% area
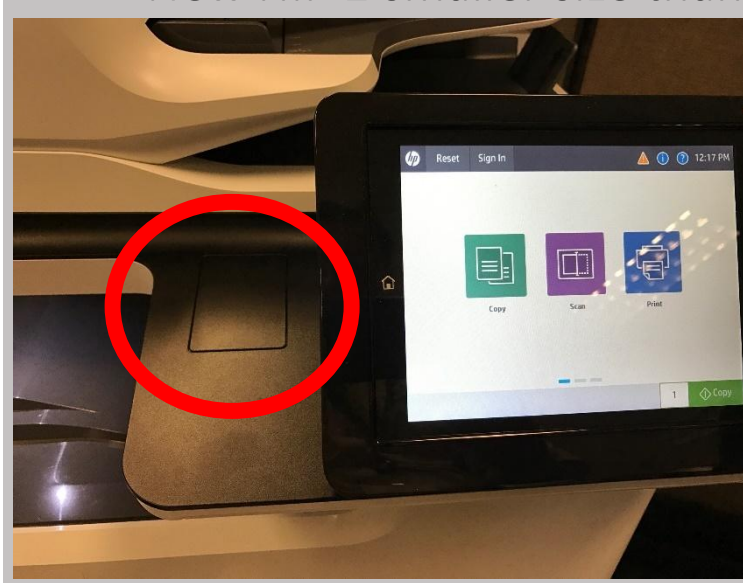
3X:

port is active out of the box.
apter will be required for existing devices.
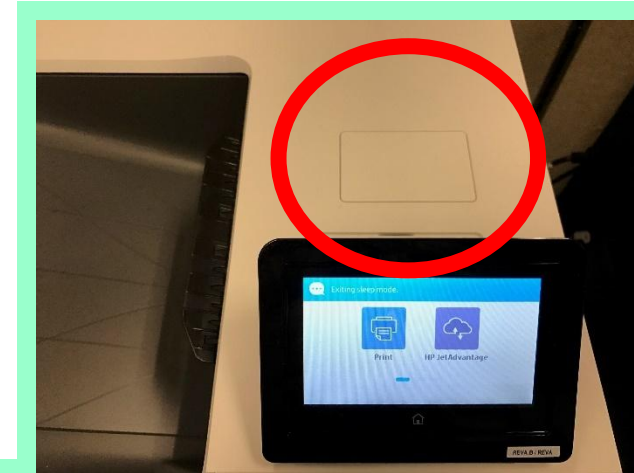
M65X:

- Adapter will be required for existing HIP1 devices.
- HIP cable already in formatter cage, but not attached.
- AA Module required to make HIP functional

Note: Not all partners have designed solutions to fit into the new HIP2, more to come in the coming months.

PQ Between Managed and Transactional Cartridges

Issue: Customers report PQ differences on previous products when comparing output of Transactional versus Contractual devices.

General complaints were related to managed devices not having the same level of color saturation, brightness or density, making the contractual prints look much more drab than the transactional print comparisons.

It should be noted that previous products had different color tables and toner utilization policies between Contractual and Transactional devices. These changes were in place to help enhance toner life extension to optimize cost per page.

- Pure K related color tables in Contractual products will be decreased by 6% (previously this value was higher in Contractual products).
    - Psychometric tests report that K prints are now of equivalent PQ quality.
    - Composite black will not be impacted as much as had been noted in previous products, colors to create composite black.

M607/608/609 Formatter Connections
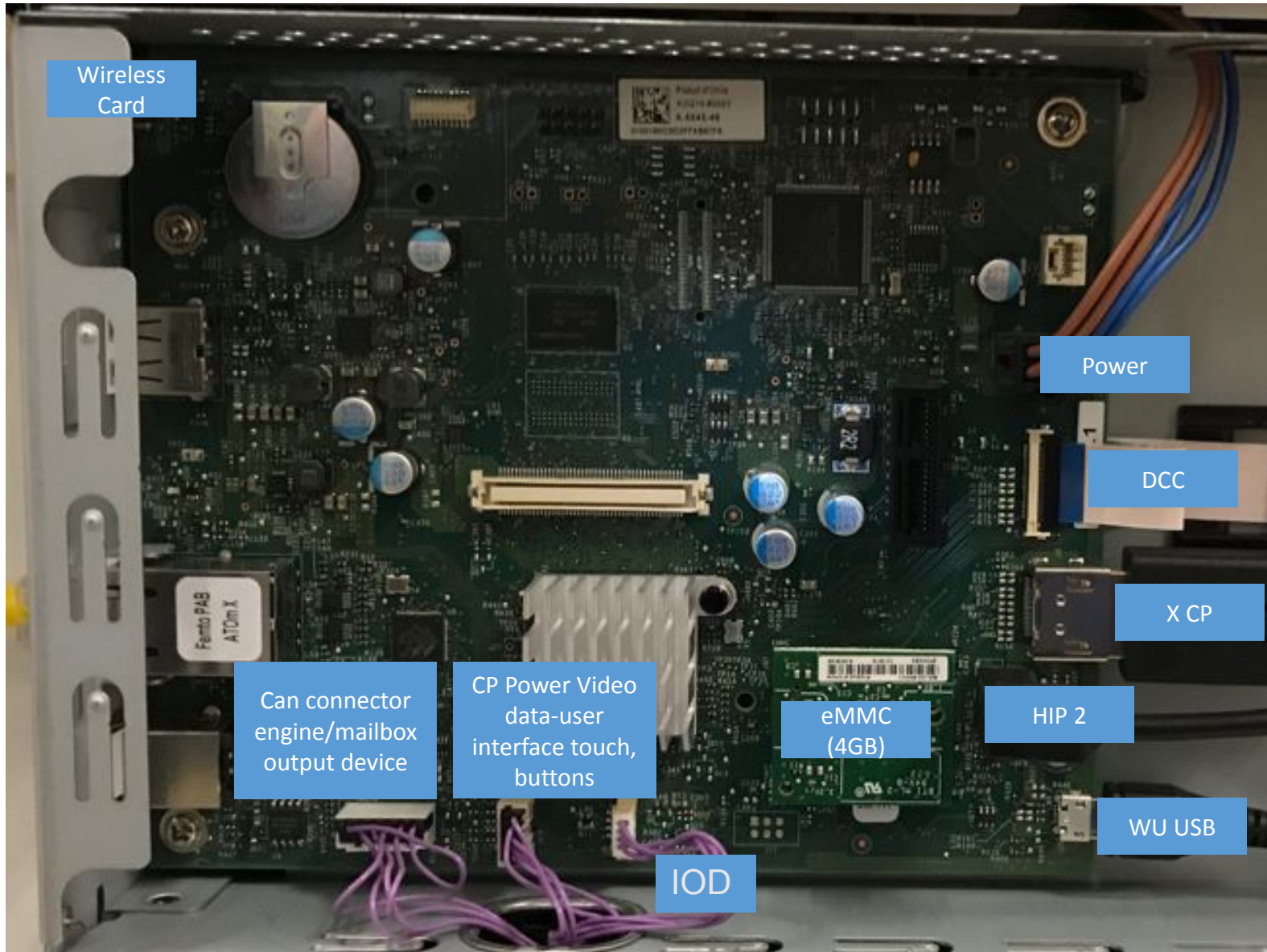
POWER
5V power for formatter

DCC
Print engine control & Print data

HIP 2 (mini USB)
HIP Cable supporting the HIP pocket (Requires AA Mod)

Walkup WU USB (micro USB)
Walkup Cable supporting the Walkup port

X CP Sideband (CP SB)
5V power & control for the CP

Memory PCA (Guess)
Supports the Island of data board (Save & Restore memory)

Wireless Card (unknown)
Supports infrastructure and ad-hoc

CP Power
Provides power to the CP

M631/632/633 MFP Formatter Connections
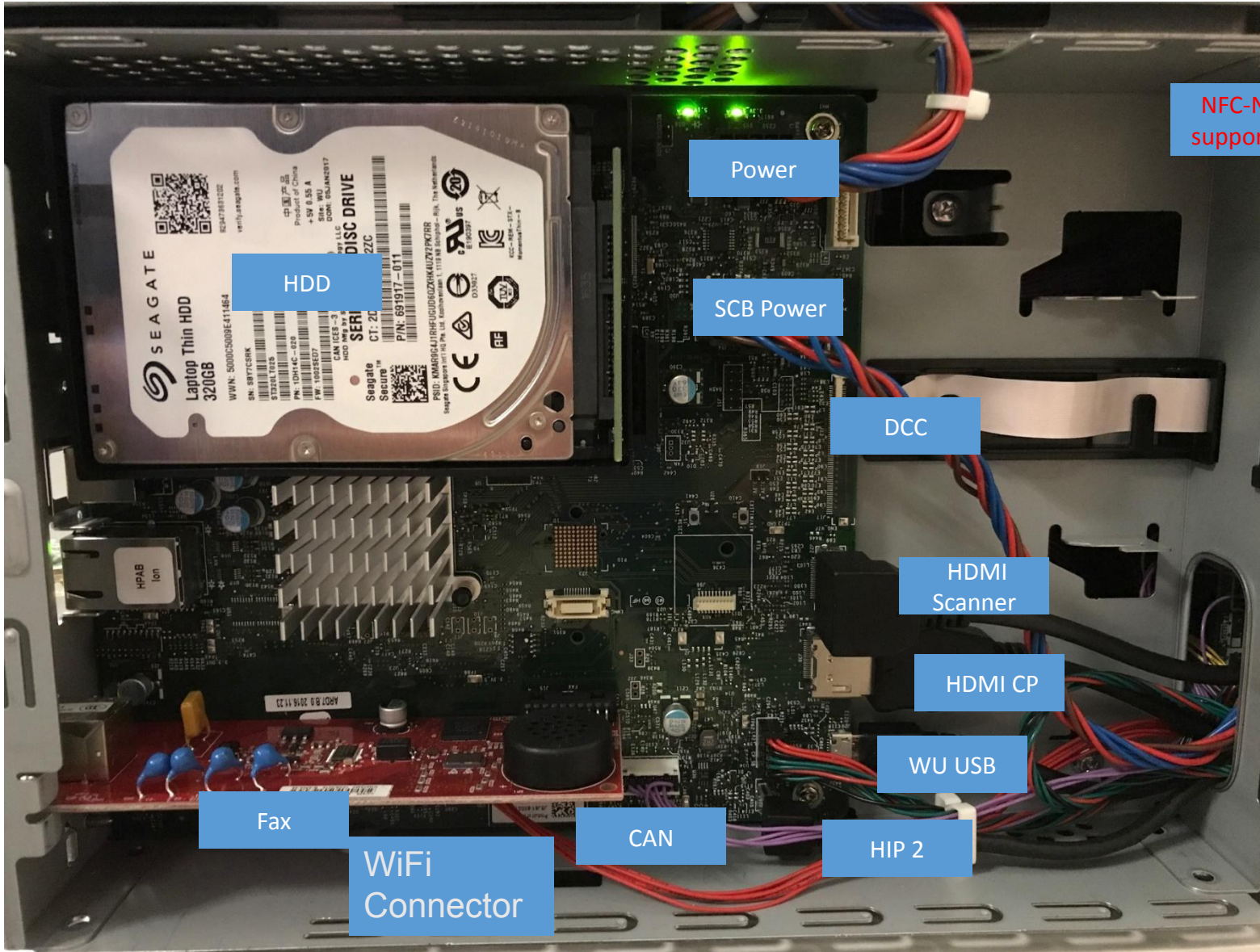
POWER
5v power for formatter

DCC
Print engine control & Print data

HIP 2 (mini USB)
HIP Cable supporting the HIP pocket (Requires AA Mod)

Walkup WU USB (micro USB)
Walkup Cable supporting the Walkup port

CP Sideband (CP SB)
5V power & control for the CP

Memory PCA
Supports the Island of data board (Save & Restore memory)

Hard Disk Drive (HDD)
Firmware, job storage, etc...

Wireless Card
Supports infrastructure and ad-hoc

Fax
Fax card, connects directly to formatter

HDMI Scanner
HDMI connection to the SCB on ISA

HDMI CP
HDMI connection to CP

M527/577/631 SCB (Upper)

M63X MFP SCB (Lower)
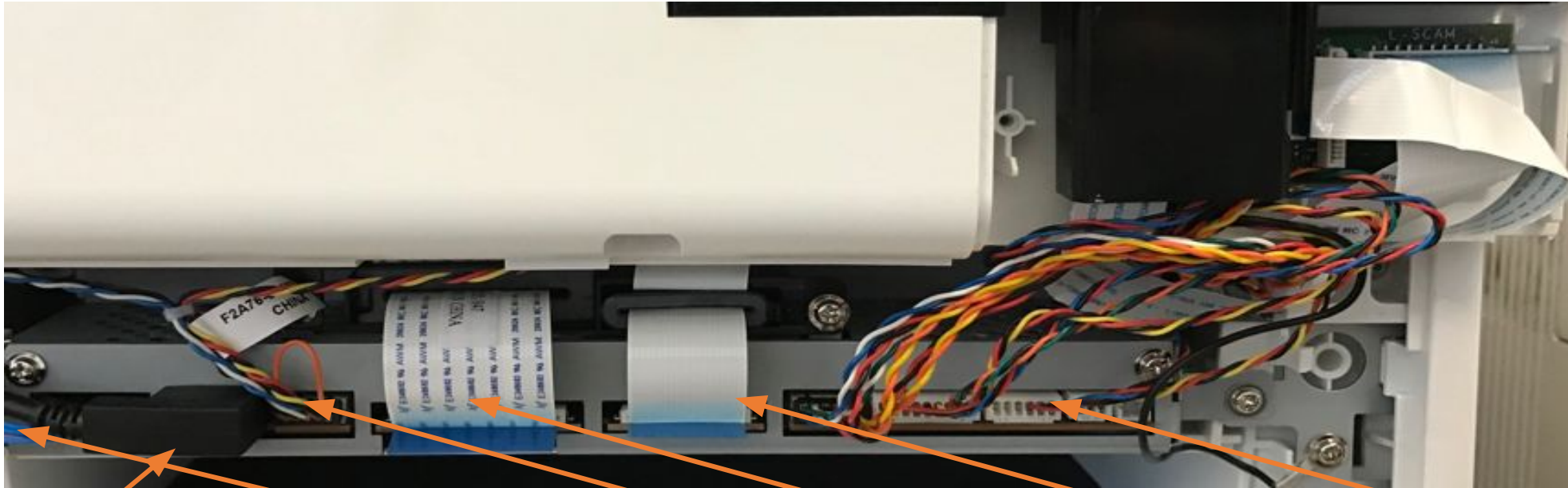
The SCB is shared between the M68X MFP and Ion.

The new SCB is completely different that the M527, M577, 586 PW.

Still modular in design requiring the removal of two screws.

HDMI

Power

Flatbed Sensors, Motors, Power

Flatbed Video

ADF Video

ADF Sensors, Motors, Power

CLJ Ent. M60X/M63X Modular Detection Diagnostics

Module	Messaging
Memory PCA (IOD)	Not required due to low fail rates
eMMC	Yes, unique to eMMC, 99.xx.xx
ASIC	Heartbeat LED green solid working , failure red solid
TPM (Trusted Platform Module)	99 Boot error will occur if broken after previous use
NFC	REMOVED from this product
Wireless	No messaging same as in all products
AA Module	No messaging (low connect rate)
Walk up USB	No messaging same as in all products
Control Panel HDMI cable or wire harness	Heartbeat LED blinks Amber if CP is not detected
DC Controller FFC cable	Heartbeat LED solid Amber if CP is not detected

Memory PCA (IOD)

Memory PCA, also known as IOD is one of three locations where critical information is stored for backup.

- DO NOT replace formatter, Memory PCA or DCC at the same time (Brick)
- Same on both devices both in location and part number
- Causes 33 error if you forget to plug it in!
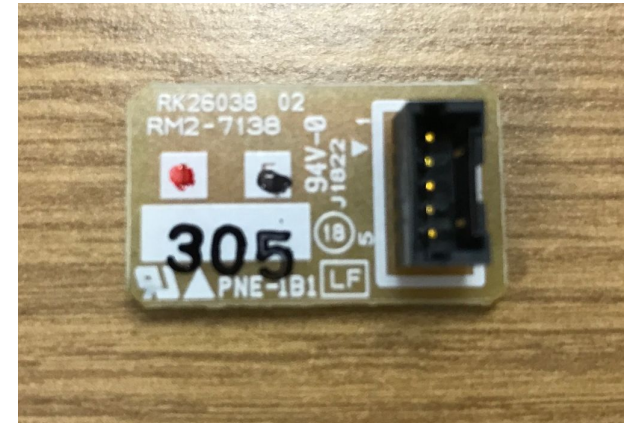
Narrow Media Topics – A5 Changes

A5 Print Speed
- Can now print A5 Long Edge Feed at fast speeds (95ppm)
- Short edge allows for A5 duplex, but still suffers slowdowns
- (workable solution-print A5 long edge to achieve full engine speed)

ADF Limitations with Narrow Media Fixed
- Previous generation of ADF did not allow for check scan
- Current ADF allows for check size scanning

ADF/Scanner Overview

ADF leveraged from Low End device (lower life than Denali)

Enterprise/Flow:
Engine Life 400k pages for both
Scan Life: 1.25 mil images for both
ADF Life: 750k/1.5 mil images
Rec Mon Scan Max: 23k/44.5k images per month

Managed:
Engine Life 400k pages for both
Scan Life: 1.25 mil images for both
ADF Life: 750k images
Rec Mon Scan Max: 23k images per month

ADF Changes
- Enhanced Pick System
- Simple install for pick and sep rollers
- Check scanning supported through ADF
- Enhanced hinge design to improve durability

Support Plan
- Independent Whole Unit replacement for each assembly
  - (ADF, Scan Tub/SSA, SCB)
  - All service parts shared with Ion
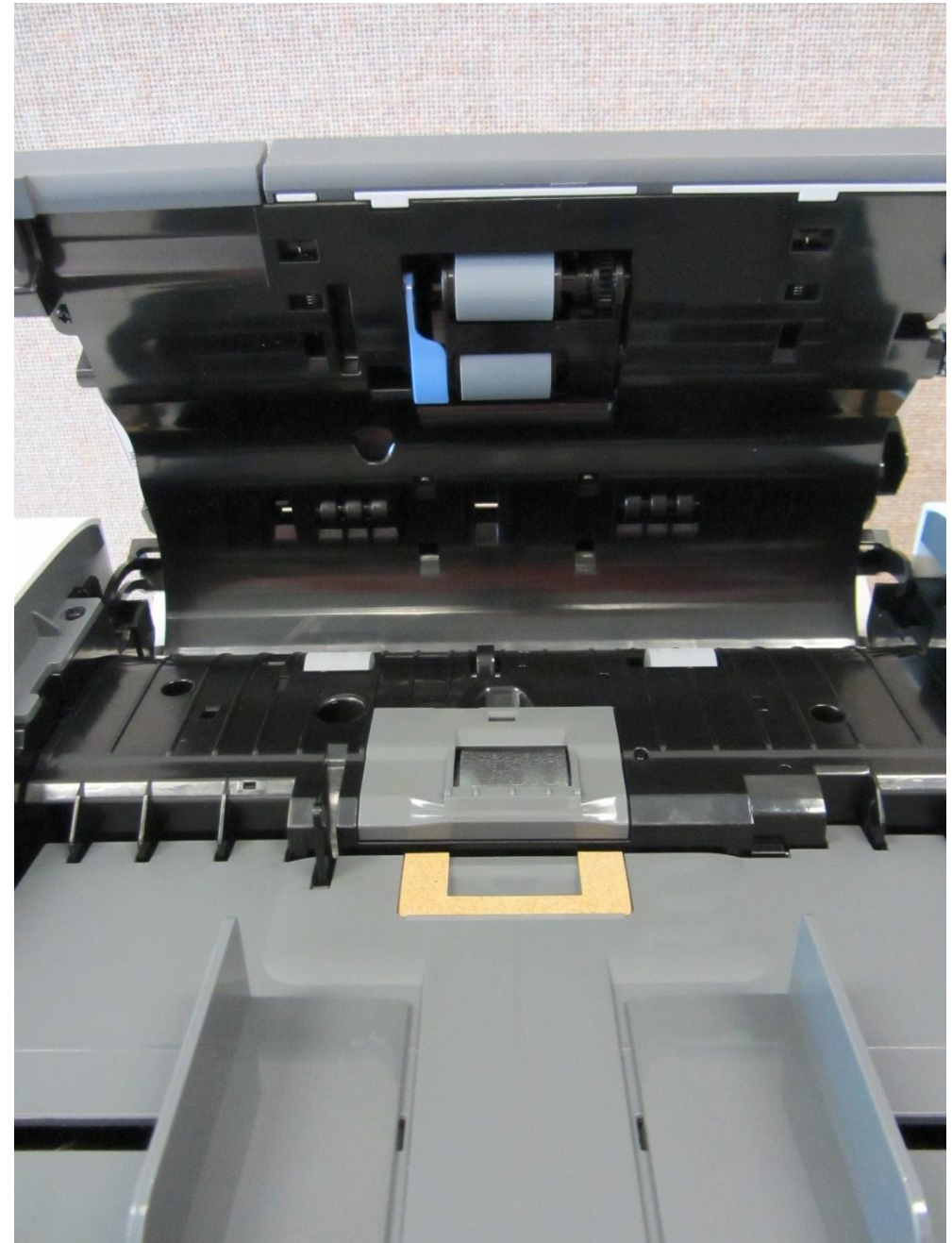
Pick and Separation Roller Assemblies

Tray 1 Pick and Separation Roller/Pad
- Tray 1 pick and separation rollers are NOT CSR
- Similar to M527, M577, M60x and M63X
- Be careful removing the MP lifting tray… it can easily fall off and break.

Tray 2 and OPF Pick and Separation Rollers
- Complex installation
- Service Advisory will be in place at introduction
- Pick roller shipped in an orange carrier to simplify installation

Stand Tray Pick and Separation Roller
- Shared design with Atom/Ion
- One orange tool for all separation roller assemblies that come in ITB maintenance kit
- Each pick roller mounted in an orange tool assembly in ITB maintenance kit

There are four guides in the ITB maintenance kit:
- ITB install guide
- T2 Roller install guide
- Tray 2 and OPF Roller install guide
- Stand Tray Roller install guide

QR Code and link to an installation video will be available

General Cartridge Information

Brent Meyer

HP Company Confidential

New Functions- Cartridge Protection

Cartridge Anti-Theft vs Genuine HP

- **Cartridge Anti-Theft**

  - Cartridge Anti-Theft allows a user to lock their cartridges to
  - either an individual printer or a fleet of printers.
  - If a protected cartridge is inserted into a printer that it was
  - not locked to, it will not allow printing to occur.


```
Protected Cartridge
<OFF LINE>
```
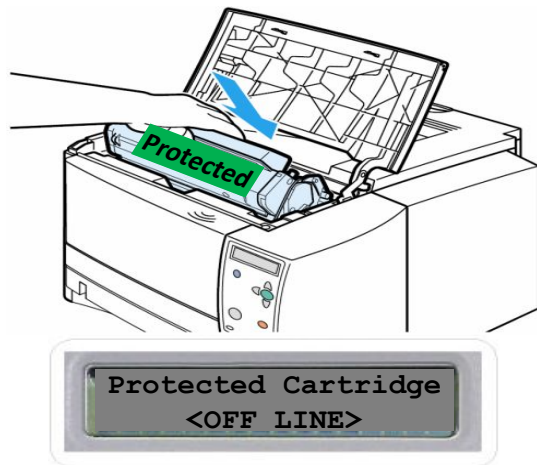
- **Genuine HP policy**

  - Genuine HP policy allows a printer owner to specify that
  - only Genuine HP supplies be used in a printer.
  - If a Non-HP or Used supply is installed, the printer will
  - not print.
  - Genuine HP policy
  - Default setting is "Off."
  - Customer must enable
  - When feature is turned on, it will become the
  - default feature. Device will now only accept genuin
  - HP cartridges.
  - Feature can be enabled:
    - Control Panel
    - EWS
    - WJA (fleet of printers)


```
Unauthorized Supply
<OFF LINE>
```

"No Shake" Cartridge Design

Cartridges have been designed for some time to eliminate the need for shaking at end of life.

- M65X, M68X MFP have no waste toner collection in the cartridge.

- All waste toner is transferred to the Toner Collection Unit (TCU) using an Auger system.

- If you shake the cartridge, there is a slight chance that the cover for the auger delivery may momentarily come open and spill a small amount of toner.

Beta Delta Results with Customer ues responses

Atom Ion Beta – Program Summary

Issues Still Open

- **Scanner Error 30.03.20** – Three sites saw this issue. Unable to capture scanner logs at time of errors. Unable to reproduce in lab. FW has implemented a fix they believe will alleviate this problem. If scanner is not detected upon wake/power up, will send signal to check again. Will watch in Delta.

- **ADF Roller Cleaning Recommended** – This error message was seen at a site after the end of Beta. Site had scanned 127K pages during beta. This error should not show up in ION. FW is addressing to prevent future calls (there is no roller mechanism to clean in the ADF).

Top Issues Fixed

- **Options after Scanning** – Usability issue. After scanning, user presented with options of Cancel/Retain/Clear. Users were clicking Cancel thinking they were closing popup, but were instead cancelling the scan job. Change was made and now options say Cancel Job/Clear/Retain.

- **Engine Noise and Light Print** – At an Atom install, the printer was making a strange noise and had very light, unreadable print. Upon investigation, the cartridge couple had become dislodged. DDT sent to Canon for fix in final MT units.

- **Paper Jam Wrong Location** – Customer had a jam with unclear messaging. Investigation showed the error code was unexpected in ION. Fix was submitted to change error code as well as clarify error title and messaging.

- **SW Installer is Not Clear When Finished** – When running full install, it was not obvious to user the install was complete. Changes have been made to improve the messaging and it is now much more clear.

- **Formatter Label Incorrect** – USB and Network port labels switched. Change was made to artwork for production.

Future Enhancements and areas of Concern

- **FW Usability** – Customers are not used to "Contacts" app. Particularly challenging is not being able to add a speed dial from the Fax App – customer must back out of Fax App to add a contact first.

- **Scanner Jam Message will not clear** – two sites were unable to clear jam messaging after clearing the ADF. Had to reboot to clear. Newer FW may have fixed this issue, will watch in Delta.

- **Toner Low/Very Low Alert** – Default is set to continue printing with no pop up. On the new FW, the only indicator is the yellow "!" triangle symbol on CP. If user does not click this and notice toner is low, they can run out unexpectedly. This setting can be changed, but users may not know to watch for it. User in this case expected a pop up on the CP and was not looking for yellow "!" symbol. Users may also be aware a tray is empty (perhaps they keep color paper not loaded on purpose), and there is nothing to alert the user there is a second message in the warning area so they may not check it.

- **Documentation** – Several items were improved after Beta for ease of understanding (tray lock removal, wheel chocks, HCI lock, Envelope Feeder Accessory). We will watch for these in Delta.

Known Issues
LJ Enterprise M60X/M63X

M60X/M63X Top Issues with Pending White Papers

KNOWN or NEW issues Atom/Ion

Slow Down- After 12 to 20 Mins. Environment is huge factor. Narrow media. Long run jobs. Straight from cold start.

- **Simplex, combo of simplex duplex** The Slow down is about keeping toner from getting too hot

-

- **Envelope Tray**—it's a cart tray versus a feeder. The condition of the envelopes is very key. Stack height. Top versus Bottom Feed makes a difference. Curled at front edge so need fresh envelopes…watch for pick wearing out. Specific tray design for envelopes. Will work in trays 2,3,4 only

- **Paper Path-** Ion Tray 1 specifically. Tight first turn

- **Banding Issues in general—go to half speed**—no documentation at this time. Really hard to spot. Gray Scale can be a little different between Eva to Atom. See Scott Line Doc

Envelopes are stacked and pulled from bottom.

Ion Paper Path

Pickup, feed, and delivery system

→ Simplex paper path

┄┄► Duplex paper path

Fuser-and-delivery block

Duplex block

Pickup-and-feed block

Tray One Pick Up
Sharp Turn—labels, heavy media

Additional Input Tray Accessories Pick Up
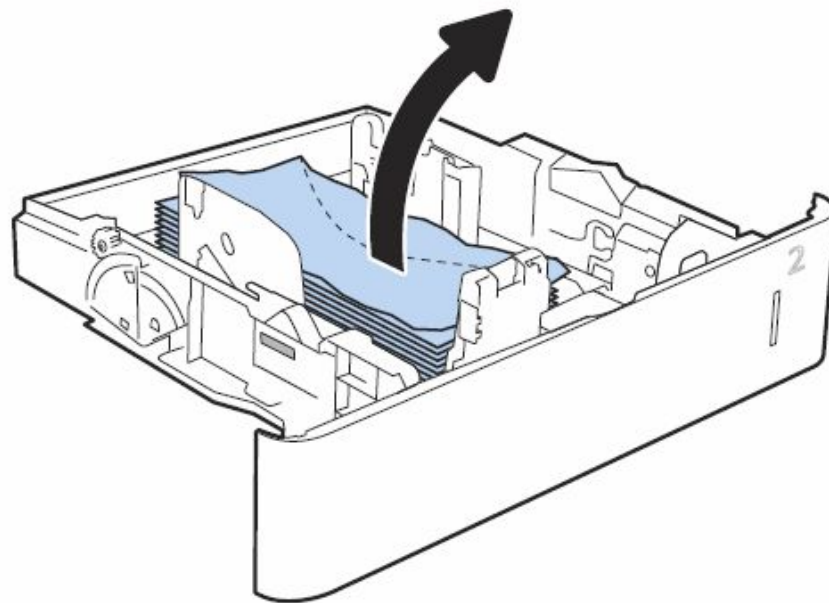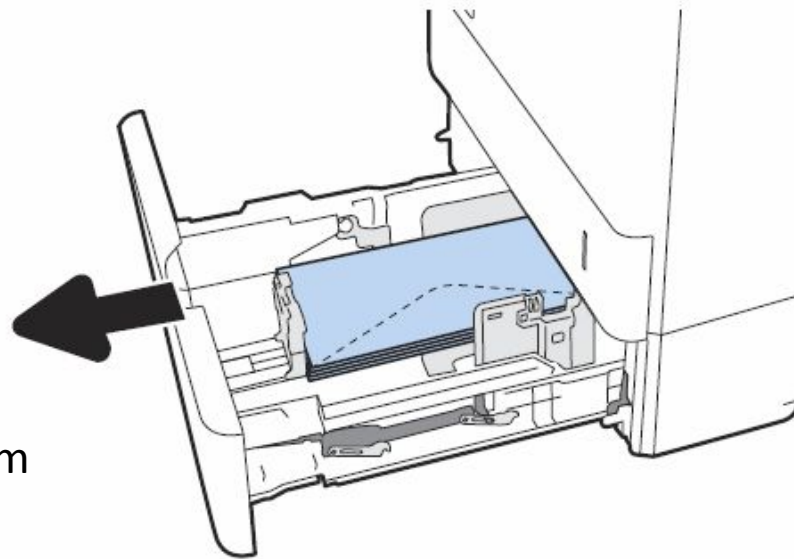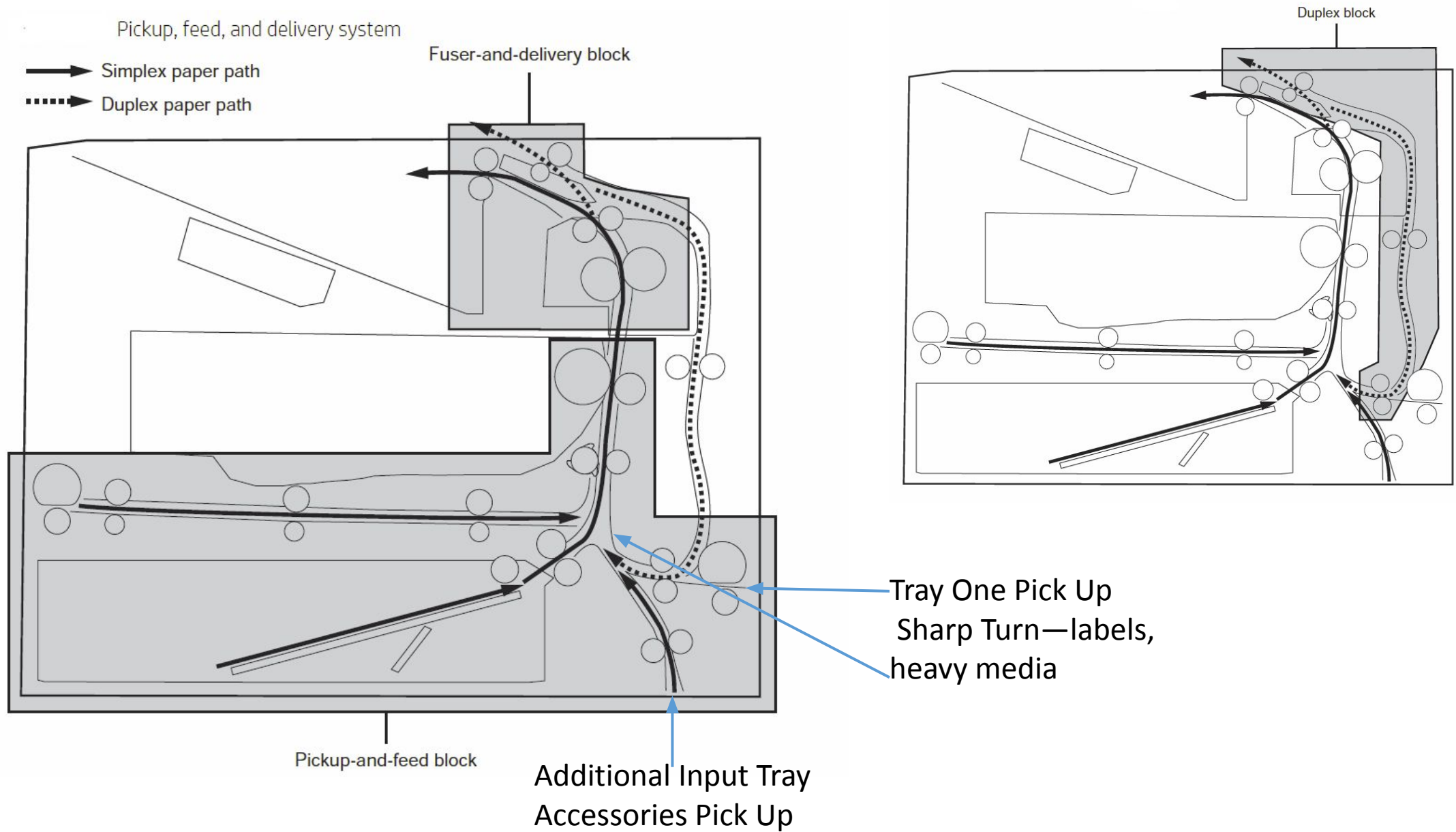
M60X/M63X Top Issues with Pending White Papers

MP Tray Jam Clearance Atom Only

13.b2.d2 Atom takes out tray 2 outlook for phantom jams

Tray 1 not as robust when overfilled—No Picks. Eva slightly more robust.

No Fill line in Tray 1, (will be in future products)

Legal Tray Extension- tray 2 extends out the front for media sizes larger than letter A4, New design cover available

Labels only from tray 2—paper path from tray 1 greater chance of jams (unique tray that is dedicated to envelopes. Will not work below tray 4. Enevelopes are pulled from the top stack)

Repetitive Defect Distance Table

Many defects seen in printed samples have a repeat of the same defect at a measurable distance down the page. Most of these defects are caused by a physical defect on one of the cylindrical components that are part of the print system or media transfer system. By measuring the repeat distance, the damaged component may often be identified. Here is a list of the major component repeat distances.

Roller	Hz (75/65-55)	mm
OPC Drum	4.07/3.54	92.4
Pressure Roller	4.8/4.16	78.5
Fuser Sleeve	5.0/4.33	75.4
Transfer Roller	8.45/7.33	44.6
Developer Roller	8.55/7.41	44.1
Primary Charge Roller	14.12/12.23	26.7
Tray 2 pickup roller	7.4/6.53	50
Tray 2 retard roller	7.4/6.53	50
Tray 2 feed roller	7.4/6.53	50
Registration roller	7.85/6.81	48
Face down roller	13.32/11.55	28.3
Fuser output roller	10.9/9.44	34.6

PQ Defect Ruler

- The PQ Defect Ruler is an excellent tool to determine what component of the printer is failing through a simple measurement.

- Many defects in print samples repeat down the page. Most of these defects are caused by a physical defect on one of the rollers or drive train in the engine, cartridge, fuser or ITB. The repeating distance or pitch can identify the source of the defect.

- For defects occurring at less than 1mm, it will be necessary to disable cartridge check an verify that the issue is related to the cartridge or the laser scanner.

Distance	Component
16.7/2.37mm	Toner Cartridge
26.2/1.88mm	Toner Cartridge
26.8mm	Toner Cartridge
75.64mm	Toner Cartridge
171mm	Toner Cartridge
5.9/1.97mm	T2 Roller
75.6mm	Fuser

Repetitive Defect Pitch Chart

This overlay can be used to identify repetitive defects.

Example: Pressure Roller Pitch at 78.5mm
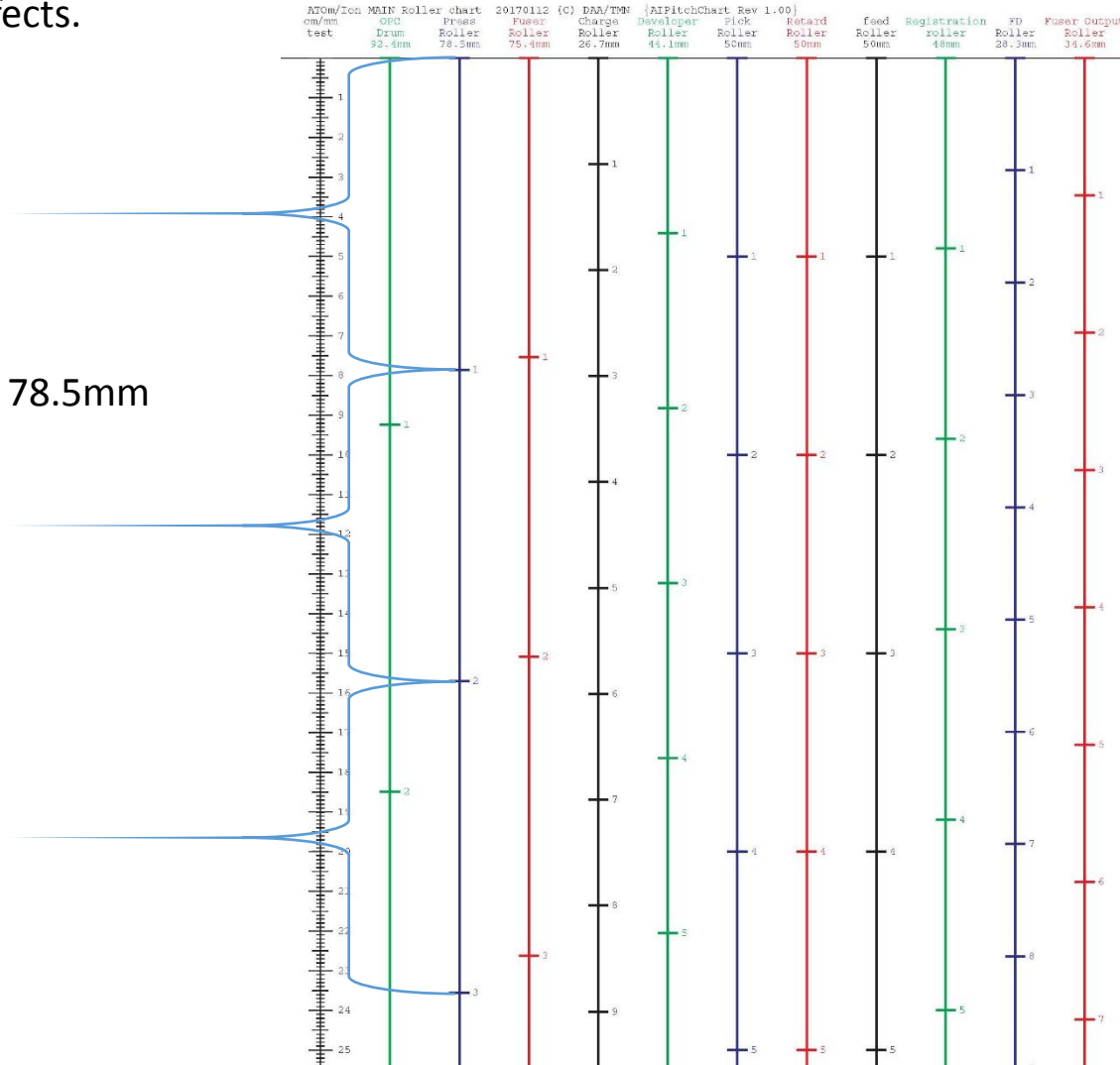
Impulse Band Defect Charts

These overlay charts indicate the location of band defects that may occur when the page is entering or exiting a roller nip.

Atom/Ion Blur page
Atom_Ion-blur.ps
DateCode: 20170118
Version 1.00

Label	Defect
18mm LE	Developer blur when leading edge runs into OPC
46mm LE	Latent image blur caused by Transfer entrance nip
65mm LE Duplex	Transfer blur when paper enters fuser nip
111mm LE	Developer blur when paper enters the Fuser nip
145mm LE	Unknown blur
120mm TE Duplex	Transfer blur when paper exits the FR nip
104mm TE	Transfer blur at input clutch off
75mm TE	Latent image blur after exits the Registration roller
50mm TE	Transfer blur when paper exits the Registration roller
25mm TE	Developer blur when paper exits the Registration roller

Impulse Chart Referenced from Leading Edge

Maintenance Kit Breakdown

Item break down>

ATOm PM kit 110V
- o Fuser 1x
- o Transfer roller 1x
- o Paper Feed roller 5x
- o Retard roller 5x18

ATOm PM kit 220V
- o Fuser 1x14
- o Transfer roller 1x14Paper Feed roller 5x14
- o Retard roller 5x14

without documents

Item break down>

ATOm PM kit 110V
- o Fuser 1x
- o Transfer roller 1x
- o Paper Feed roller 5x
- o Retard roller 5x

ATOm PM kit 220V
- o Fuser 1x
- o Transfer roller 1x
- o Paper Feed roller 5x
- o Retard roller 5x

MP Modes

What is MP Mode?

- MP mode, or multipurpose mode, is a way to change the printers settings such as bias, transfer, fusing temperature, speed, etc. in order to help alleviate common print quality (PQ) problems.

- For detailed examples of PQ defects, refer to the PQ defects Guide for the M65X/68X products on SAW.

Additional Information for WBT resources

Recent SW Training – Learn about the new drivers that introduced with LJ products starting in spring 2015

Course Title: HP PCL 6 Product-Specific (Discrete) Driver LaserJet Training (Spring 2015)

Course ID: Grow: 00996828   TLC: 00997037

HP University

Internal course
Grow @hp
00996828

External course
The Learning Center
00997037

1. Click one of the buttons above to access the course in Grow @hp.

2. Click **Register**.

3. Select an offering and click **Register**.

4. For self-paced content, click **Launch Content**.

For issues related to the course or Grow @hp, use the Contact link at the bottom of the Grow @hp page.

*This course has been submitted for release to the Learning Center for external partner access. Courses are released on the Learning Center after they are released to Grow @hp according to these timelines.

Course status
NEW

Duration
2 hours

Format
Self-paced web-based

Description
- HP PCL 6 Product Specific (Discrete) Driver Overview
  - Target Customer
  - Driver FAQ
  - What is V3 and V4
  - What products will introduce with the new drivers
  - OS's supported
  - Languages supported
  - What is HP Easy Start
  - What is the HP AiO Remote app
- How the new HP PCL-6 V4 in box driver Integrates into the Windows 8+ Print Ecosystem
- Windows 8+ V4 Driver User Experience
- HP PCL-6 V4 DCA (Device Companion App) UI
- How the drivers will be Deployed in the Product Solution
- Uninstall
- Manual Duplex for HP PCL 6 V3 and HP PCL-6 V4 drivers
- Bidi – VEP LaserJet product Changes with USB
- Known Issues
- Enterprise Tools
- Reference Slides
  - Features
  - Driver User Interface Mock UPs

Course Title: Windows 10 LaserJet Training - May 20 2015

Course ID: Grow: 01042929   TLC: 01044924

HP University

Internal course
Grow @hp
01042929

External course
The Learning Center
01044924

1. Click one of the buttons above to access the course in Grow @hp.

2. Click **Register**.

3. Select an offering and click **Register**.

4. For self-paced content, click **Launch Content**.

For issues related to the course or Grow @hp, use the Contact link at the bottom of the Grow @hp page.

Course status
NEW

Duration
1 hour, 30 minutes

Format
Self-paced web-based

Description
- Supported Products
- Windows Update (WU) and In OS drivers for Win 10
- USB Plug and Play in Windows 10
- UPD
- HP PCL 6 Product Specific (discrete) print drivers
- Windows 10 Install Paths
- Web Services for Devices (WSD), Web Services Print (WS Print), Web Services Scan (WS Scan)
- HP Easy Start
- HP AiO Remote App
- Printing from Windows 10 Mobile Phone
- Upgrade from Windows 7 and 8.1 to Windows 10
- Issues (Last Minute Updates)
- Troubleshooting
- TPS Shanghai

HP FutureSmart 4 Firmware Training WBT

https://hpi.sabacloud.com/Saba/Web_spf/HPI/common/ledetail/cours00000000 1137380

- Course description : This course provides training for HP's FutureSmart 4 firmware. Topics include an introduction to the firmware, a tour of the firmware's features, how security is handled in the firmware, and support and troubleshooting of the firmware.

- After completing this course, learners should be able to:

- • Describe how HP FutureSmart 4 firmware differs from HP FutureSmart 2 and HP FutureSmart 3 firmware.

- • Explain the advantages of HP FutureSmart firmware over HP FutureSmart 2 and HP FutureSmart 3 firmware.

- • Describe the theory of operation of HP FutureSmart firmware. • Understand the major differences between HP FutureSmart 4, HP FutureSmart 2, and HP FutureSmart 3.

- • Describe the new features of FutureSmart 4.