



# HP LaserJet Pro M14-M17 Reference Guide

## Need Help?

Go to [www.hp.com/support/ljM14](http://www.hp.com/support/ljM14)

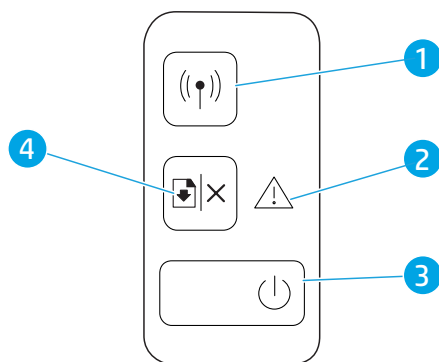
- Download the software for your printer model and operating system.
- Find user guide and troubleshooting information.
- Check for firmware updates.
- HP's all-inclusive help for the printer.

### FAQ

For frequently asked questions, go to [www.hp.com/support/ljM14FAQ](http://www.hp.com/support/ljM14FAQ) or scan the QR code.



## Control Panel View



- 1 Wireless button and LED (wireless models only)
- 2 Attention LED
- 3 Power button/Ready LED
- 4 Resume/Cancel button

## Control Panel Light Patterns



Ready



Processing



Initialization/ Cleaning/ Cooling down



Error/Manual Feed/Manual Duplex/ Out of paper

## Mobile printing (Wireless models only)

### Learn more about mobile printing

The product supports AirPrint and Wi-Fi Direct. For more mobile printing information, scan the QR code or go to [www.hp.com/go/LaserJetMobilePrinting](http://www.hp.com/go/LaserJetMobilePrinting).



**NOTE:** To use Wi-Fi Direct, make sure it is enabled. To check Wi-Fi Direct name and password (pin), print a configuration report by pressing and holding the Resume/Cancel button until the Ready LED starts blinking, and then release the button.



W2G50-90914

# Troubleshooting



## User guide

The user guide includes printer usage and troubleshooting information. Go to [www.hp.com/support/ljM14](http://www.hp.com/support/ljM14).

## Wireless connection setup troubleshooting

**NOTE:** Only 2.4 GHz band is supported.

Verify that the printer is within the range of the wireless network. For most networks, the printer must be within 30 m (100 ft) of the wireless access point (wireless router). A USB cable might be required for temporary connection between the printer and the computer. To ensure that the wireless setup information synchronizes correctly, do not connect the USB cable until prompted to do so.

Follow these steps to restore the network settings:

1. Remove the USB cable from the printer.
2. Press and hold the Wireless button on the printer control panel for 20 seconds.
3. When the Attention LED and the Power LED start blinking together, release the Wireless button. The printer restarts automatically.
4. When the Ready LED is on, continue to install the software.

If your router supports Wi-Fi Protected Setup (WPS) mode, try to connect through this mode:

1. Press the WPS button on your router.
2. Within two minutes, press and hold the Wireless button on the printer control panel for at least three seconds, and then release the button. The Wireless LED and the Ready LED start blinking together.
3. Wait while the printer automatically establishes the network connection. It takes up to two minutes. When the network connection is established, the Wireless LED stops blinking and remains on.
4. Continue to install the software.

Check the Wireless LED status from the printer control panel:

1. If the Wireless LED is off, it means that the wireless connection is not established.
  - a. Press the Wireless button on the printer control panel.
  - b. After the Wireless LED starts blinking, continue to install the software. When the network connection is established, the Wireless LED stops blinking and remains on.
2. If the Wireless LED is on, it means that the wireless connection is established.
  - a. Check the network name (SSID) info on the Configuration Report/Network Summary: Press and hold the Resume/Cancel button until the Power/Ready LED starts blinking. After you release the Resume/Cancel button, the Configuration Report/Network Summary prints.
  - b. Make sure the computer is connected to the same wireless network to which you are connecting the printer.
  - c. Continue to install the software.
3. If the Wireless LED is blinking, it means that the wireless connection is not established.
  - a. Restart the printer and the router.
  - b. Manually connect the printer to your wireless network. Use Wi-Fi Protected Setup (WPS) to connect the printer if the router supports WPS, or continue to the next step.
  - c. Uninstall and reinstall the HP software.

## Wireless printing

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



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### 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, 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.

Any changes or modifications to the product 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. For more regulatory information, see the electronic user guide. HP shall not be liable for any direct, indirect, incidental, consequential, or other damage alleged in connection with the furnishing or use of this information.

