Reference Guide

HP Neverstop Laser MFP
1200 series

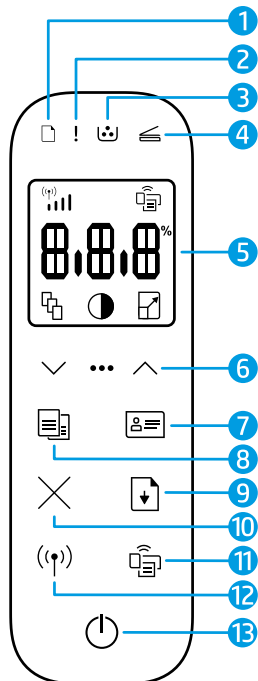# HP Neverstop Laser MFP 1200 series

Reference Guide

Read this guide to get to know the printer control panel, learn how to interpret control panel light patterns, solve wireless connection problems, and find more information.

Printer control panel

NOTE: The control panel buttons differ depending on your device model.

1 **Paper** light ▯

2 **Attention** light **!**

3 **Imaging Drum** light ⊡

4 **Open Lid** light ⬃

5 **Control panel display:**
- **Wi-Fi Signal Strength** indicator* 📶
- **Wi-Fi Direct** icon* 📇
- **Number of Copies** icon ▥
- **Lighter/Darker** icon ◐
- **Reduce/Enlarge** icon ⬈

6 **Menu buttons:**
- **Up/Down** arrow buttons ◇
- **Menu** button •••

7 **ID Copy** button 🗐

8 **Start Copy** button 🗐

9 **Resume** button ⬇

10 **Cancel** button ✕

11 **Wi-Fi Direct** button/light* 📇

12 **Wireless** button/light* 📶

13 **Power** button/**Ready** light ⏻

* Wireless models only

Control panel light patterns

⏻	!⬃	▯⬃ !⬃	▯ !⬃
Ready	Cover open/paper size mismatch/other error	Out of paper	Paper jam
!	⏻⬃	!⬃ ⊡	!⬃ ⊡⬃
Internal error; restart printer	Processing/cleaning/ cooling/shutting down	Imaging drum or Toner Reload Kit error	Imaging drum replacement required

For more information about solving common printer problems, download the User Guide from **www.hp.com/support/Neverstop1200**. To resolve wireless connectivity problems, see "Troubleshoot wireless setup" on page 2.

Check toner level

When the toner in the printer runs low, you will need one or two HP Toner Reload Kits to add toner. You can purchase original HP Toner Reload Kits from **www.hp.com/buy/supplies** or your local HP reseller.

Check the toner level indicator on the front of the printer to determine when to add toner.
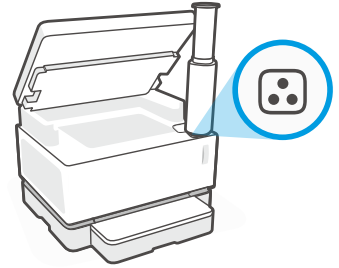
Toner level indicator states

Full: Toner level is high and more toner cannot be added.
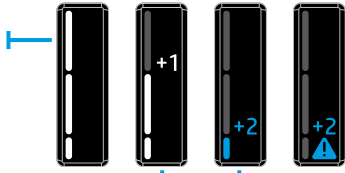
Fill: Toner is partly depleted. "+1" means one HP Toner Reload Kit can be added.

Very Low: Printer will not print until toner is added.

Low: Toner level is low. "+2" means two HP Toner Reload Kits can be added.

Toner can be added when the **Reload Status** light next to the reload port glows white. Toner cannot be added when the light is off. To learn how to add toner, follow the instructions on the HP Toner Reload Kit or download the User Guide from **www.hp.com/support/Neverstop1200**.

Troubleshoot wireless setup

As directed in the setup guide, download and install the HP printer software, and follow the instructions in the software to connect the printer to your wireless network.

When the printer has successfully connected to your wireless network, the **Wireless** light on the printer control panel stops blinking and remains steady blue. If the light does not turn steady blue, try the following solutions.

Problem	Cause/Solution
The **Wireless** light is blinking blue and the **Wi-Fi Signal Strength** indicator is not showing on the display.	The printer is in wireless setup mode and is ready to be configured. Proceed with software installation and follow the instructions in the software to set up a wireless connection.
The **Wireless** light is blinking blue and the **Wi-Fi Signal Strength** indicator on the display is cycling.	Wireless connection is in progress. Wait a few seconds for the connection to be completed. When the connection is complete, the **Wireless** light turns steady blue and the **Wi-Fi Signal Strength** indicator stops cycling and indicates the signal strength.
The **Wireless** light is off.	Wireless connection mode is turned off. Try the following: Press the **Wireless** button on the printer control panel. If the **Wireless** light turns steady blue, wireless connection mode is on and the wireless connection is established. You can now print wirelessly. If the **Wireless** light blinks amber, a wireless network connection has not been set up. Unplug the USB cable and then press the **Wireless** button again. When the **Wireless** light blinks blue, the printer is in wireless setup mode. Continue software installation and follow the instructions in the software to set up a wireless connection.

Problem	Cause/Solution

The **Wireless** light (((ᵗ))) is glowing steady amber.	The wireless connection is not established. Try the following solutions in order until the problem is resolved:
	
	1. Verify that the printer is within the range (30 m or 100 ft) of the wireless network router.
	
	2. If you are using a USB cable to temporarily connect the printer and computer during set up, do not connect the USB cable until the software prompts you to do so. If you connected the cable before being prompted, unplug the cable and then reset the wireless signal as directed in the next step.
	
	3. Restore the wireless network settings:
	
	    a. Remove the USB cable from the printer.
	
	    b. On the printer, press and hold the **Wireless** button (((ᵗ))) and the **Cancel** button ✕ at the same time for 3 seconds.
	
	    c. Release the buttons. When the **Wireless** light (((ᵗ))) starts blinking blue, continue the installation.
	
	4. Restart the printer and the router and then continue software installation.
	
	5. Uninstall and reinstall the HP printer software.
	
	6. Use Wi-Fi Protected Setup (WPS) if your router supports it. See "Set up a wireless connection using Wi-Fi Protected Setup (WPS)" on page 3.
	
	Alternately, you can set up a Wi-Fi Direct connection to use your printer without a wireless router. For help, see "Set up a Wi-Fi Direct connection" on page 4.

The **Wireless** light (((ᵗ))) is glowing steady blue, but you cannot print wirelessly.	The printer driver might not be installed. Try installing or reinstalling the printer driver, and then try printing again. If you still can't print wirelessly, the printer and your computer or device might be connected to different networks. Try the following: **1.** Check the network that the computer is connected to. **2.** Check the printer's network name (SSID) info on the Wireless Network Test Report. To print the report, press and hold the **Wi-Fi** button (((ᵗ))) and the **Resume** button at the same time for 3 seconds. **3.** Resolve any connection issues, and then continue software installation.
The **Wi-Fi Signal Strength** indicator on the display shows only one or two bars.	The wireless signal is weak. Try moving the printer. Make sure there are no large obstacles between the printer and the network router that could be blocking the signal. Also, remove any electronic devices near the printer that could be interfering with the wireless signal.

Set up a wireless connection using Wi-Fi Protected Setup (WPS)

1. Press the WPS button on your router.

2. Within two minutes, press and hold the **Wireless** button (((ᵗ))) on the printer control panel for 3-5 seconds.

3. Wait about two minutes until the **Wireless** light (((ᵗ))) stops blinking and glows steady blue, indicating the connection is established, and then continue software installation.

If the printer **Wireless** light (((ᵗ))) turns amber and the **Cancel** light starts blinking, WPS setup mode has timed out or an error has occurred. Press the **Cancel** button ✕, and then repeat the above steps to set up the connection.

Set up a Wi-Fi Direct connection

Use Wi-Fi Direct to connect to a printer wirelessly—without connecting to an existing wireless network. To use Wi-Fi Direct:

- Make sure the **Wi-Fi Direct** light on the printer control panel is on. If it is off, press the **Wi-Fi Direct** button.
- To check the Wi-Fi Direct name and password, press and hold the **Resume** button on the printer for 3 seconds to print a Configuration Report. The Wi-Fi Direct information is shown on the Network Summary page.

To learn more, visit **www.hp.com/go/wifidirectprinting**.

Configure the input tray for different paper sizes

NOTE: This section is applicable only to printer models that support Legal and Oficio paper sizes.

If your printer supports Legal and Oficio paper sizes, you must change the orientation of the paper-length guide when you switch between large and small paper sizes.
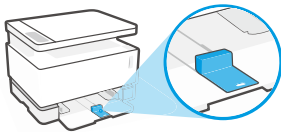
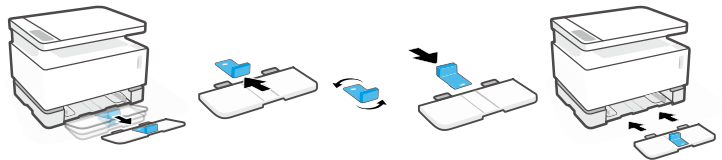**For large paper**
(A4/Letter or larger)
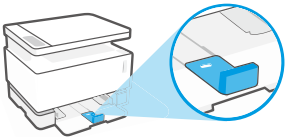
For small paper
(A5/A6)

To turn the guide:

1. Tilt up the input tray slightly and pull it off the printer.

2. Slide off the guide, turn it around, and slide it back onto the track.

3. Reinstall the input tray.

NOTE: The guide is shown being turned for loading paper smaller than A4/Letter. To load larger paper, turn the guide in the opposite direction.

Printer operating environment guidelines

| Keep printer out of direct sunlight | Recommended temperature range: 17.5° – 25° C (63.5° – 77° F) | Recommended humidity range: 30% – 70% | Keep printer in well-ventilated area | Do not exceed voltage limits |

Learn more

Product support
www.hp.com/support/Neverstop1200

HP wireless printing
www.hp.com/go/wirelessprinting

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