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> HP LaserJet Pro MFP M428fdw Wireless Monochrome All-in-One Printer User Manual

## HP M428fdw

# HP LaserJet Pro MFP M428fdw Wireless Monochrome All-in-One Printer User Manual

Model: M428fdw

## INTRODUCTION

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This user manual provides comprehensive instructions for the HP LaserJet Pro MFP M428fdw Wireless Monochrome All-in-One Printer. It covers setup, operation, maintenance, and troubleshooting to help you maximize the functionality and efficiency of your device. Please read this manual thoroughly before using the printer.

## WHAT'S IN THE BOX

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Verify that all components are present in the packaging:

- HP LaserJet Pro M428fdw Printer
- Preinstalled HP Black LaserJet Toner Cartridge (58A for AMS, yield ~3,000 pages)
- Getting started guide
- Support flyer
- Warranty guide
- Regulatory flyer
- Power cord
- Phone cord
- Information on HP software availability from <http://www.hp.com/support>

## SETUP

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### 1. Unpacking and Placement

Carefully remove the printer from its packaging. Choose a stable, level surface with adequate ventilation. Ensure sufficient space around the printer for opening trays and accessing connections.

### 2. Connecting Power

Connect the power cord to the printer and then to a grounded electrical outlet. Do not connect the printer to a power strip or surge protector during initial setup.

### 3. Initial Power On and Configuration

Press the power button to turn on the printer. Follow the on-screen instructions on the intuitive touchscreen control panel to select your language, country/region, and other initial settings.



Figure 1: Front view of the HP LaserJet Pro MFP M428fdw, highlighting the touchscreen interface.

### 4. Network Connection

The printer supports both wireless and wired network connections:

- **Wireless (Wi-Fi):** On the touchscreen, navigate to the network settings and select your Wi-Fi network. Enter the password if prompted. The printer also supports Wi-Fi Direct for direct connection from mobile devices without a router.
- **Wired (Ethernet):** Connect an Ethernet cable from your network router or switch to the Ethernet port on the back of the printer.



Figure 2: Rear view of the printer, illustrating the connectivity ports.

## 5. Loading Paper

Open the main input tray (Tray 2) and adjust the paper guides to fit the paper size. Load paper with the print side facing up. The printer supports various media sizes, including Letter, Legal, and Envelopes.



Figure 3: Paper input tray open, ready for paper loading.

## OPERATING INSTRUCTIONS

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### 1. Printing Documents

To print, send a print job from your computer or mobile device. The printer supports automatic 2-sided (duplex) printing to save paper. Select print options such as paper size, orientation, and duplex settings from your application's print dialog.

### 2. Scanning Documents

The HP LaserJet Pro MFP M428fdw offers multiple scanning options:

- **Flatbed Scanner:** Lift the scanner lid and place the document face down on the glass. Ideal for delicate items or books.
- **Automatic Document Feeder (ADF):** Load multiple pages into the ADF tray. The ADF supports single-pass, 2-sided scanning for efficient processing of multi-page documents.



Figure 4: Top view of the printer, illustrating the Automatic Document Feeder.

From the touchscreen, select the 'Scan' option and choose your destination (e.g., scan to computer, scan to USB drive, scan to email).

### 3. Copying Documents

Place your document on the flatbed scanner or in the ADF. On the touchscreen, select 'Copy'. Adjust settings such as number of copies, lightness/darkness, and 2-sided copying before initiating the copy job.

### 4. Faxing Documents

Connect the phone cord to the printer's fax port and a telephone wall jack. On the touchscreen, select 'Fax' and follow the prompts to enter the recipient's fax number and send your document.

### 5. Mobile Printing

The printer supports various mobile printing solutions, including HP Smart App and Wi-Fi Direct, allowing you to print directly from your smartphone or tablet.

## MAINTENANCE

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### 1. Toner Cartridge Replacement

When the toner level is low, the printer will display a message. To replace the toner cartridge:

1. Open the front access door to the toner cartridge area.
2. Remove the old HP 58A/58X toner cartridge.
3. Unpack the new genuine HP toner cartridge and gently shake it to distribute the toner.
4. Insert the new cartridge into the printer until it clicks into place.
5. Close the front access door.



Figure 5: Open toner cartridge access door, showing the toner cartridge.

**Note:** Use only original HP toner cartridges to ensure optimal performance and print quality. The printer is designed to work only with cartridges containing original HP chips or circuitry.

## 2. Cleaning the Printer

Regular cleaning helps maintain print quality and extends the life of your printer:

- Wipe the exterior of the printer with a soft, lint-free cloth.
- Clean the scanner glass with a soft cloth dampened with glass cleaner (non-abrasive).
- Refer to the printer's internal settings for options to clean the fuser or other internal components if print quality issues arise.

## TROUBLESHOOTING

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This section addresses common issues you might encounter. For more detailed troubleshooting, refer to the HP support website.

### 1. Printer Not Responding

- Ensure the printer is powered on and connected to a power source.

- Check network connections (Wi-Fi or Ethernet). Restart your router if necessary.
- Verify that the correct printer is selected on your computer or mobile device.
- Restart both the printer and your computer/device.

## 2. Print Quality Issues

- Check toner cartridge levels and replace if low.
- Ensure you are using genuine HP toner cartridges.
- Perform a print quality diagnostic from the printer's control panel.
- Clean the print path if smudges or streaks appear.

## 3. Paper Jams

- Follow the on-screen instructions on the printer's display to clear paper jams.
- Open all access doors and trays to locate and carefully remove any jammed paper.
- Ensure paper is loaded correctly and not overfilled in the input trays.

## SPECIFICATIONS

Feature	Specification
Model Name	M428fdw
Functions	Print, Scan, Copy, Fax
Printing Technology	Laser (Monochrome)
Max Print Speed (Monochrome)	Up to 40 ppm
Max Print Resolution	600 dpi
Duplex Printing	Automatic (2-sided)
Scanner Type	Flatbed, ADF
Max Copy Speed (Black & White)	30 ppm
Connectivity	Ethernet, USB 2.0, Wi-Fi, Bluetooth, Wi-Fi Direct
Control Panel	Touch Screen
Input Sheet Capacity	100 sheets (Tray 1), 250 sheets (Tray 2)
Output Sheet Capacity	150 sheets
Memory	512 MB
Product Dimensions (D x W x H)	12.72 x 16.54 x 15.35 inches
Item Weight	27.8 pounds
Power Consumption	510 Watts (Printing)
Compatible Toner	HP 58A/58X Black LaserJet Toner Cartridges

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The HP LaserJet Pro MFP M428fdw comes with a **one-year limited hardware warranty**. For specific terms and conditions, please refer to the warranty guide included in the product packaging or visit the official HP support website.

## SUPPORT

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For additional assistance, technical support, or to download the latest drivers and software, please visit the official HP support website:

[HP Support Website](#)

HP offers 24-hour, 7-days-a-week free web support.