

HP LASERJET ENTERPRISE MFP M634, M635 and M636 SERIES Firmware Readme

Product Name(s):

- HP LaserJet Enterprise MFP M634dn
- HP LaserJet Enterprise Flow MFP M634h
- HP LaserJet Enterprise MFP M634z
- HP LaserJet Enterprise MFP M635h
- HP LaserJet Enterprise MFP M635fht
- HP LaserJet Enterprise Flow MFP M635z
- HP LaserJet Enterprise MFP M636fh
- HP LaserJet Enterprise Flow MFP M636z
- **Model Number(s):** 7PS94A • 7PS95A • 7PS96A • 7PS97A • 7PS98A • 7PS99A • 7PT00A • 7PT01A

This document contains information for the firmware revision number:

Firmware Datecode: 20230202

Firmware Revision: 2411226_066608

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.12.0.1

Reminder: Dynamic security enabled printer. This Firmware includes dynamic security measures, which are used to block cartridges using a non-HP chip or modified or non-HP electronic circuitry. The printer is intended to work only with new or reused cartridges that have a new or reused HP chip or circuitry. Periodic firmware updates will maintain the effectiveness of the dynamic security measures and block cartridges that previously worked. More at:

www.hp.com/learn/ds.

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Description

This Readme file provides specific installation instructions and other information you should know before you perform a firmware update for your HP LaserJet Series printer or MFP. Installation instructions are provided for Single and Multiple Printer Updates.

This document provides specific update, installation and troubleshooting information. For additional information on the device features, refer to the online user guide found on hp.com.

What is included in a Firmware bundle?

The HP LaserJet printer firmware update file available from the HP web site contains firmware for the printer, embedded JetDirect (if applicable), HP paper handling accessories used with the device in one convenient download file. When the Remote Firmware Upgrade file is sent to the HP LaserJet Printer or MFP firmware for the engine and all connected accessories are upgraded.

Who needs this firmware?

Similar to HP Inc. providing improved software for your HP LaserJet Printer or MFP, HP Inc. provides firmware updates for your printer periodically through its supported lifecycle. A firmware update may be necessary if it is determined that you may benefit from the resolution of any issue that is documented below. These updates are available on the HP support web site. Determining the current version level of your firmware

To determine the current level of firmware installed on the device:

Go to the printer's or MFP's control panel.

1. Go to the printer's control panel.
2. Swipe left and select the **Reports** application.
3. Select the **Configuration/Status Pages** menu.
4. Select the **Configuration Page** option.
5. Select the **Print**.

On the printed Configuration page look in the section marked "Device Information" for the Firmware Datecode and Firmware Revision. The Firmware Datecode and Firmware Revision will look something like this:

Firmware Datecode: 20170331

Firmware Revision: 2403298_006036

IMPORTANT NOTE:

This firmware file requires an interactive update method. You CANNOT update these Product(s)/Model(s) using the traditional FTP, LPR or Port 9100 methods of upgrading. Please use one of the following methods listed below to update the firmware of this device.

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:

Firmware Datecode: 20230202

Firmware Revision: 2411226_066608

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.12.0.1

For information on HP Security Bulletins addressed by firmware releases, please visit: <https://support.hp.com/security-bulletins>

To initiate a subscription to receive future HP Security Bulletin alerts via email, visit: <https://www.hp.com/go/alerts>

ENHANCEMENT:

Base:

- No new updates

Digital Sending:

- No new updates

Analog Fax:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

FIXES:

Base:

- A 49.38.03 error may occur when upgrading firmware from FutureSmart 4.10 or newer in certain conditions. This issue has also been fixed in the FutureSmart 5.2 bundle as well.
- Service Access Code gets cleared after setting Service Access Code via Web Jetadmin and configuring other settings like Certificate-Validation-URLs.

Digital Sending:

- No new updates

Analog Fax:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20230202
Firmware Revision	2411226_066608
Embedded JetDirect	JSI24110061
DC Controller Version	5.104
SCB	xxxxFA2042AR 1.0
Fax 500/600 Series	Ver11.4A
Fax 700 Series	CSF.088.03.221027.00.XXXX,BSP.30221026
HP Fleet Release Designation	FutureSmart 4.12.0.1
MD5 checksum for .bdl file	0a93be8bae5b2ebf64e572f689e50d8a

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:

Firmware Datecode: 20220824

Firmware Revision: 2411221_066365

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.12

For information on HP Security Bulletins addressed by firmware releases, please visit: <https://support.hp.com/security-bulletins>

To initiate a subscription to receive future HP Security Bulletin alerts via email, visit: <https://www.hp.com/go/alerts>

ENHANCEMENT:

Base:

- No new updates

Digital Sending:

- No new updates

Analog Fax:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

FIXES:

Base:

- A 49.4A.04 error may occur when printing a PDF file with the MacOS AirPrint driver.
- An automatic trigger was created for the FIH (Foreign Interface Harness) enablement with non-MICR sensor.
- A 49.38.13 error may occur when many PCL 5 print jobs are sent to a device in a short period of time.
- A 49.4A.04 or 49.38.03 error may occur when performing a Direct to PDF print job.
- The print job may not complete when printing certain PS files.
- Statistics Services may not be populating correctly when non-English languages are used.
- Printer may hang when using DSS Workflow to scan back to back jobs.

Digital Sending:

- The "Roller cleaning is recommended" warning message is not able to be cleared from the control panel.
- A certificate may fail to cache properly when scanning to email with encryption.

Analog Fax:

- A discrepancy counting Fax 'Monochrome' vs. 'Total' may occur on the page counts/equivalent impressions.

Security/Authentication:

- The printer may fail to validate the timestamp attached to a solution BDL when using the SHA-384 hashing algorithm.

Embedded JetDirect:

- Self signed cert CN will report model name instead of the hostname.
- A printURI job may get terminated when a TCP/IP Idle timeout occurs.
- The HPCC onboarding process may not complete when multiple errors exist simultaneously on the device.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20220824
Firmware Revision	2411221_066365
Embedded JetDirect	JSI24110061
DC Controller Version	5.104
SCB	xxxxFA2042AR 1.0
Fax 500/600 Series	Ver11.4A
Fax 700 Series	CSF.069.00.200211.00.XXXX,BSP.23171015
HP Fleet Release Designation	FutureSmart 4.12
MD5 checksum for .bdl file	369928b04e77a32f5d4bf9e9383bf3c7

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:

Firmware Datecode: 20220204

Firmware Revision: 2411192_064704

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.11.2.3

For information on HP Security Bulletins addressed by firmware releases, please visit: <https://support.hp.com/security-bulletins>

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ENHANCEMENT:

Base:

- No new updates

Digital Sending:

- No new updates

Analog Fax:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- No new updates

FIXES:

Base:

- A 42.26.00 error may occur when printing certain PDF files with the MacOS AirPrint driver.

Digital Sending:

- No new updates

Analog Fax:

- No new updates

Security/Authentication:

- No new updates

Embedded JetDirect:

- Updated the network stack.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
Firmware Datecode	20220204
Firmware Revision	2411192_064704
Embedded JetDirect	JSI24110052
DC Controller Version	5.104

SCB	xxxxFA2042AR 1.0
Fax 500/600 Series	Ver11.4A
Fax 700 Series	CSF.069.00.200211.04.0607,BSP.23171015
HP Fleet Release Designation	FutureSmart 4.11.2.3
MD5 checksum for .bdl file	a7c0dfd90acaf215e4cf7248137ca830

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:

Firmware Datecode: 20210729

Firmware Revision: 2411177_063728

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.11.2.1

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ENHANCEMENT:

Base:

- Printer will no longer enter into a deep sleep state when a USB accessory is connected to the printer. This will help with the USB accessories not being able to re-initialize when the printer wakes up from sleep mode.

Digital Sending:

- No New Updates

Analog Fax:

- No New Updates

Security/Authentication:

- No New Updates

Embedded JetDirect:

- No New Updates

FIXES:

Base:

- No New Updates

Digital Sending:

- A 49.38.1B error is seen randomly when performing Send to Network folder jobs.

Analog Fax:

Security/Authentication:

- An authentication failure will occur due to the URI (Uniform Resource Indicator) that is sent from the web request creator is partial rather than absolute.
- *The Microsoft KB5004238 update (which includes fixes for KB5005408) will cause all smartcard authentications to fail.*
- Added recovery functions for TPM error condition 33.04.05 Unknown TPM

Embedded JetDirect:

- No New Updates

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LASERJET M634, M635, M636 SERIES	Firmware Datecode: 20210729 Firmware Revision: 2411177_063728
Embedded JetDirect:	JSI24110016
DC Controller Version	5.104
Optional Trays Versions	4.108
Fax	CSF.069.00.200211.04.0607,BSP.23171015
HCO Version	ED01.17 01.17
HP Fleet Release Designation	Original Release FutureSmart 4.11.2.1
MD5 checksum for .bdl file	20fda07e63629cd319efbbe5e0fe4882

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:

Firmware Datecode: 20200807

Firmware Revision: 2411097_060478

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.11.0.1

For information on HP Security Bulletins addressed by firmware releases, please visit: <https://support.hp.com/security-bulletins>
To initiate a subscription to receive future HP Security Bulletin alerts via email, visit: <https://www.hp.com/go/alerts>

ENHANCEMENT:

Base:

- Added device level notifications, such as paper out messages, to be displayed in the Workpath notification area.
- Added support for both the HP and Honeywell barcode reader to allow input text at the control panel by reading a barcode.

Digital Sending:

- No New Updates

Analog Fax:

- Added support for Mixed Originals for fax job with pages longer than 15 inches in length.

Security/Authentication:

- The Embedded Web Server Security Log now provides access to device generated Syslog event information. The log stores all generated syslog event messages to an internal file that can be exported from the device EWS Security page.
- Added support for the HP Smartcard NIPRNet Solution for US Government to now authenticate automatically using the Signature or PIV-Authentication certificate. The preferred certificate for authentication is configured using the Prefer-GSC-IS over PIV card setting.

Embedded JetDirect:

- No New Updates

FIXES:

Base:

- Jobs may not get duplexed when media is loaded short edge feed in certain cases.
- The Date and Time stamp within the Service Event logs can be different compared to the actual time, depending upon the time zone the printer is set to.
- The device status of "Printer is low on toner/ink" displays in the Window's printer spooler when a long-life consumable, such as an image drum or fuser, is in a low status.
- Scanning from 3rd Party TWAIN application takes longer than expected.
- When using the physical keyboard a press of the "Z" key will populate the screen with a "y" in the email field when using the Polish language.
- 49.4A.04 error may occur intermittently when printing from certain types of customized applications.
- Some media type strings are displayed incorrectly in Japanese language.
- The device may stop processing groups of mixed copy/print jobs when Serverless Job Accounting/Local Quota is enabled.
- The configured auto-launch application may fail to launch if the user language is changed when signing in.
- If an export file is created with the Import/Export feature where the "Local quota and job accounting settings" is checked and the "Local Quota" setting in the Embedded Web Server (EWS) is disabled (EWS > General > Quota Settings > Local Quota) then the "Local Quota" setting in the EWS will no longer be available in the EWS after the import.
- A device administrator may be unable to access secured Embedded Web Server features when a third-party Authorization proxy is registered.
- A "Copier disabled. Check copy control device" message appears on control panel when a FIH accessory is connected, but insufficient copy credits are available.
- Card Reader may fail after a power cycle and will require the device to be registered again before it works.
- Device hangs with a "JetAdvantage Link is Loading" message on the control panel when a kiosk app is uninstalled and then reinstalled without a reboot.
- Japanese Localization for "Retry the Job" is incorrect for email notification.
- A 49.4A.04 error may occur when printing certain types of PostScript files.
- Workpath based apps may intermittently fail to load due to a boot time race condition.
- Certain Workpath apps may displayed a different time on the home screen when compared to the Date/Time settings within the Embedded Web Server.
- Granted permission may not work properly after upgrading when using certain Workpath apps.
- The Job Log does not display the full name of a Printed job.

Digital Sending:

- The Digital Send file name generated is incorrect when using the device date and time suffix along with the preview option.

- The "Send test Email" function of the Control Panel Setup for Scan to Email always fails with "SMTP Gateway not responding" when an SSL/TLS connection on port 465 is configured.
- Scan to Email will not work when using an Amazon email server.

Analog Fax:

- Sending 3 or more continuous IP fax jobs may result in a Communication Error.
- Incoming faxes fail to connect after being answered by the MFP.
- Fax speed dials with pauses (,) in the fax numbers cannot be restored after being exported.
- Unable to block fax numbers with spaces and hyphen.

Security/Authentication:

- Uses NTLM for authentication when SmartCard authentication is specified.
- Scan to folder is sending unsigned packets when the server sets the "Signing Enabled" flag.
- An intermittent 33.05.18 Security Alert may occur during a device power cycle.
- The HPAC app may launch prior to SIO Authentication and storing previous saved credentials in the Cloud Vault.
- LDAP with secure connection fails on server with Channel Binding enabled.
- Scan to DFS Folder may stop working, but may recover if enough time passes or printer is rebooted.
- In a network trace there will be no Tree Connect after successful Session Setup packet when scanning to a DFS folder.
- A corresponding Event Log entry is not created when a Syslog event message is sent for a Potential Intrusion Detection event.
- When scanning to a DFS share, a network trace shows "Bad network name" response to Tree Connect packet.

Embedded JetDirect:

- The device may become unresponsive in the morning or after long idle periods which will require a power cycle.
- The Current Settings page when printed in the Polish language is using incorrect structure and words.
- The connection screen in Polish language is not localized correctly.
- Web JetAdmin and HP Security Manager can't remediate SNMPv1/2 credentials when WiFi Direct is enabled.
- The Remote Control Panel feature will not load properly when using a Remote Embedded Web Server session over a Cloud Connected, Virtual JetAdvantage Management Connector (VJAMc), device.
- The device is unable to make a connection to HP Command Center even though the printer is online.

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LASERJET M634, M635, M636 SERIES	Firmware Datecode: 20200807 Firmware Revision: 2411097_060478
Embedded JetDirect:	JSI24110014
DC Controller Version	5.104
Optional Trays Versions	4.108
Fax	CSF.069.00.200211.04.0607,BSP.23171015
HCO Version	ED01.17 01.17
HP Fleet Release Designation	Original Release FutureSmart 4.11.0.1
MD5 checksum for .bdl file	858cb4802ff3dee2f8884edfb0730fa6

Enhancements and Fixes provided with this Firmware revision

The following new functionality or features are provided by this firmware release:

Firmware Datecode: 20200206

Firmware Revision: 2410035_055385

HP Fleet Bundle Version Designation: FutureSmart Bundle Version 4.10.0.1

For information on HP Security Bulletins addressed by firmware releases, please

visit: <https://support.hp.com/security-bulletins>

To initiate a subscription to receive future HP Security Bulletin alerts via email, visit:

<https://www.hp.com/go/alerts>

ENHANCEMENT:

Base:

- No New Updates -- Original Release

Digital Sending:

- No New Updates -- Original Release

Analog Fax:

- No New Updates -- Original Release

Security/Authentication:

- No New Updates -- Original Release

Embedded JetDirect:

- No New Updates -- Original Release

FIXES:

Base:

- No New Updates -- Original Release

Digital Sending:

- No New Updates -- Original Release

Analog Fax:

- No New Updates -- Original Release

Security/Authentication:

- No New Updates -- Original Release

Embedded JetDirect:

- No New Updates -- Original Release

Current firmware revisions included in this firmware bundle:

DEVICE FIRMWARE REVISION

COMPONENT	FIRMWARE VERSION
HP LASERJET M634, M635, M636 SERIES	Firmware Datecode: 20200206 Firmware Revision: 2410035_055385
Embedded JetDirect:	JSI24100003
DC Controller Version	5.103
Optional Trays Versions	4.108
Fax	CSF.067.00.191008.04.0607,BSP.23171015
HCO Version	ED01.17 01.17
HP Fleet Release Designation	Original Release FutureSmart 4.10.0.1
MD5 checksum for .bdl file	b09bc0642b7c749abb320b7815f0c795

No Previous Releases -- Original Version

Installation Instructions

NOTE: Please be aware that an update in some circumstances may require 10 minutes or more to complete.

You can send the firmware update to a device at any time; the device will wait for all I/O channels to become idle before cycling power.

Please print a configuration page prior to performing any firmware update. To print the configuration page:

1. Go to the printer's control panel.
2. Swipe left and select the **Reports** menu.
3. Select the **Configuration/Status Pages** menu.
4. Select the **Configuration Page** option.
5. Select the **Print**.

On the printed Configuration page look in the section marked "Device Information" for the Firmware Datecode and Firmware Revision. The Firmware Datecode and Firmware Revision will look something like this:

Firmware Datecode: 20170315
Firmware Revision: 2403276_005859

The elapsed time for an update depends on the I/O transfer time as well as the time that it takes for the printer to reinitialize. The I/O transfer time depend on the speed of the host computer sending the update and the I/O method (USB or network).

The re-initialization time will depend on the specific hardware configuration of the printer, such as the number of EIO devices installed, the presence of external paper handling devices, and the amount of memory installed. Finally, any print jobs ahead of the firmware job in the queue will be printed before the update is processed.

NOTE: When the update process has completed the LaserJet will need to be rebooted. Once the printer is back online, print a Configuration Page and verify that the new firmware has been installed.

Additional information to know

The firmware file will be in the following file format "xxxxxxx.bdl" where "xxx" indicates the firmware file name and the ".bdl" is the files extension. This file requires an interactive update method. You cannot update the printer using the traditional FTP, LPR or Port 9100 methods of upgrading. Please use one of the following methods listed below to update the firmware of this device.

How to perform firmware upgrades.

Embedded Web Server: (control panel is at a Ready screen)

After uncompressing the file you will see a xxxxxx.bdl file.

1. Open an Internet Browser Window.
2. Enter the IP address in the URL line.
3. Select the **Firmware Upgrade** link from within the General tab.
4. Select **Choose File** and browse to the location that the firmware upgrade file was downloaded to, and then select the firmware file.
5. Select the **Install** button to perform the upgrade.

NOTE: Do not close the Browser Window or interrupt communication until the Embedded Web Server displays the Confirmation Page.

6. The printer will automatically reboot unless you are downgrading. If downgrading Firmware you will be prompted to select the Rollback option.

NOTE: Please be aware that an update in some circumstances may require 10 minutes or more to complete.

Once the printer or MFP is back online, print a Configuration Page and verify that the new firmware has been installed.

Walk-up USB thumb drive: (Standard control panel menu)

After uncompressing the file you will see a xxxxxx.bdl file.

1. Copy the xxxxxx.bdl file to a portable USB flash memory storage device (thumb drive).

NOTE: USB Flash Drives that are not in a Fat32 format or having a CD formatted partition may not be recognized by the printer. You may need to try a different USB flash drive.

2. Turn the printer ON.
3. Swipe to the left and select the **Support Tools** application.
4. Select the **Maintenance** menu
5. Select the **USB Firmware Upgrade** menu.
6. Insert the portable USB storage device with the xxxxxx.bdl file on it into the USB port on the front control panel of the product.
7. Select the xxxxxx.bdl file you would like to use.

NOTE: If there is more than one xxxxxx.bdl file on the storage device, make sure that you select the correct file for this product.

8. Select the **Install** button on the bottom of the screen.

9. Select the **Upgrade, Re-install or Downgrade** option depending on the task you are performing. The firmware upload process will begin.

When the upload is complete, the printer will reboot automatically and start the upgrade process.

NOTE: The upgrade process may take up to 10 minutes to complete. Please do not interrupt the updating process.

Once the printer or MFP is back online, print a Configuration Page and verify that the new firmware has been installed.

Pre-Boot walk-up USB thumb drive: (control panel Pre-Boot menu)

NOTE: Only to be used if the printer is not able to boot to READY

After uncompressing the file you will see a xxxxxx.bdl file.

1. Copy the xxxxxx.bdl file to a portable USB flash memory storage device (thumb drive).

NOTE: USB Flash Drives that are not in a Fat32 format or having a CD formatted partition may not be recognized by the printer. You may need to try a different USB flash drive.

2. Turn the printer ON.
3. Press the **HP** logo in the middle of the screen when you see the "**1/8**" under the logo.
4. Press the Down arrow to highlight **Administrator**, and then press OK.
5. Press the Down arrow to highlight **Download**, and then press OK.
6. Insert the portable USB storage device with the xxxxxx.bdl file on it.
7. Press the Down arrow to highlight **USB Thumbdrive**, and then press OK.
8. Press the Down arrow to highlight the xxxxxx.bdl file, and then press OK.

NOTE: Please make sure the firmware file is located in the root directory of the flash drive. If you have more than one .bdl file on your USB flash drive, select the file you want loaded and press OK.

Please be patient since this may take up to 10 minutes to complete.

9. When the message **Complete** appears on the control panel display, power cycle the printer.
10. The printer will start the upgrade process and will continue to boot to the Ready state.

NOTE: Please be patient since this may take up to 10 minutes to complete.

Once the printer or MFP is back online, print a Configuration Page and verify that the new firmware has been installed.

Web Jetadmin (Supported with version 10.4 SR1 with FP4 or newer)

Please visit www.hp.com and type "Web Jet Admin" in the "Search" Box to find more information about new releases of Web Jetadmin and the release note information for those releases.

Upgrading Firmware:

1. Start Web Jetadmin 10.4 SR1 with FP4 or newer
2. From the "Device Management" section, select "All Devices" (or the appropriate device group). An "All Devices" list will appear in the center window.
3. Find your device in the list, or type the IP address of the device in the Quick Device Discovery section in the lower-left of the screen (this will highlight your device in the device list). You can sort the device list by clicking on a column name at the top.
4. If your device list is sorted by model number, you may select multiple devices with the same model number by Control-Click or Shift-Click.
5. Right-click on the device and select "Upgrade firmware...".
6. An Upgrade Firmware window will appear. Select "Device firmware" and click "Next"
7. A list of available firmware will appear. If the correct version is listed, click "Next", and the upgrade process will start.

NOTE: If the correct firmware version does not appear within the list, you will need to manually upload it into WJA. New firmware may be available on an FTP site prior to appearing on hp.com. The instructions below allow you to upload a firmware file from your local PC to WJA 10.4 SR1 with FP4 or newer

Uploading new firmware files into WJA:

1. Click on "Firmware/Firmware Repository" in the "Device Management" pane
2. A "Firmware Repository" window will appear in the center of the screen
3. Click on "Upload" in the upper-right of the window
4. Browse to the .bdl file on your local PC
5. Click "Upload"
6. Once the .bdl file is uploaded, go back to step 2 in the first section and complete steps 2 through 6.

NOTE: Do not turn printer off during the update process! When the update process is complete, the printer will automatically reboot. If the firmware update process fails, Web JetAdmin will provide notification with a page (screen) of

information regarding the reason(s) for failure. A link will be provided to attempt the process again.

System Requirements

The Firmware upgrade process requires a network or USB port connection.

Technical Assistance

Some of the services below are provided for the United States only. Similar services to those listed below are available in other countries. See your printer's user guide or call your local authorized HP dealer.

Customer Support

See your printer's user guide or call your local authorized HP dealer.

Internet

An anonymous FTP library service is available worldwide for around-the-clock access to drivers and technical support information for HP peripheral and computer products. Please note that paths may change without notice. Access the Internet or FTP address and use the menus to locate the software or support of your choice.

URL for HP LASERJET ENTERPRISE MFP M634, M635 and M636 SERIES Support:

URL for Firmware downloads:

www.hp.com/support/ljM634MFP

www.hp.com/support/ljM635MFP

www.hp.com/support/ljM636MFP

URL for Support:

<http://www.hp.com/go/support>

Additional Information

Refer to your printer's user guide for additional methods of obtaining software and support information, such as printer driver distribution centers other online services, fax services, and other online support.

Legal Statements

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