



LASERJET ENTERPRISE 500 COLOR

User Guide



M551n



M551dn



M551xh



HP LaserJet Enterprise 500 color M551

User Guide

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Conventions used in this guide

 **TIP:** Tips provide helpful hints or shortcuts.

 **NOTE:** Notes provide important information to explain a concept or to complete a task.

 **CAUTION:** Cautions indicate procedures that you should follow to avoid losing data or damaging the product.

 **WARNING!** Warnings alert you to specific procedures that you should follow to avoid personal injury, catastrophic loss of data, or extensive damage to the product.

Table of contents

| | |
|---|----------|
| 1 Product basics | 1 |
| Product comparison | 2 |
| Environmental features | 4 |
| Accessibility features | 5 |
| Product views | 6 |
| Product front view | 6 |
| Product back view | 7 |
| Interface ports | 7 |
| Serial number and model number location | 8 |
| 2 Control panel menus | 9 |
| Control-panel layout | 10 |
| Control-panel help | 11 |
| Control panel menus | 12 |
| Sign In menu | 12 |
| Retrieve Job From USB menu | 12 |
| Retrieve Job From Device Memory menu | 13 |
| Supplies menu | 14 |
| Trays menu | 16 |
| Administration menu | 17 |
| Reports menu | 17 |
| General Settings menu | 17 |
| Retrieve From USB Settings menu | 22 |
| General Print Settings menu | 22 |
| Default Print Options menu | 23 |
| Display Settings menu | 25 |
| Manage Supplies menu | 26 |
| Manage Trays menu | 27 |
| Network Settings menu | 28 |
| Troubleshooting menu | 32 |
| Device Maintenance menu | 34 |

| | |
|---------------------------------|----|
| Backup/Restore menu | 34 |
| Calibrate/Cleaning menu | 34 |
| USB Firmware Upgrade menu | 35 |
| Service menu | 35 |

3 Software for Windows 37

| | |
|---|----|
| Supported operating systems and printer drivers for Windows | 38 |
| Select the correct printer driver for Windows | 38 |
| HP Universal Print Driver (UPD) | 40 |
| UPD installation modes | 40 |
| Change print job settings for Windows | 41 |
| Priority print settings for Windows | 41 |
| Change the settings for all print jobs until the software program is closed | 41 |
| Change the default settings for all print jobs | 41 |
| Change the product configuration settings | 42 |
| Remove the printer driver from Windows | 43 |
| Supported utilities for Windows | 44 |
| HP Web Jetadmin | 44 |
| HP Embedded Web Server | 44 |
| HP ePrint | 44 |
| Software for other operating systems | 45 |

4 Use the product with Mac 47

| | |
|---|----|
| Software for Mac | 48 |
| Supported operating systems and printer drivers for Mac | 48 |
| Install software for Mac operating systems | 48 |
| Install software for Mac computers connected directly to the product | 48 |
| Install software for Mac computers on a wired network | 49 |
| Configure the IP address | 49 |
| Install the software | 50 |
| Remove the printer driver from Mac operating systems | 51 |
| Change print job settings for Mac | 52 |
| Priority print settings for Mac | 52 |
| Change the settings for all print jobs until the software program is closed | 52 |
| Change the default settings for all print jobs | 52 |
| Change the product configuration settings | 52 |
| Software for Mac computers | 53 |
| HP Printer Utility for Mac | 53 |
| Open the HP Printer Utility | 53 |
| HP Printer Utility features | 53 |
| Supported utilities for Mac | 54 |

| | |
|---|-----------|
| HP Embedded Web Server | 54 |
| HP ePrint | 54 |
| AirPrint | 54 |
| Basic print tasks with Mac | 55 |
| Cancel a print job with a Mac | 55 |
| Change the paper size and type with Mac | 55 |
| Resize documents or print on a custom paper size with Mac | 55 |
| Create and use printing presets with Mac | 56 |
| Print a cover page with Mac | 56 |
| Use watermarks with Mac | 56 |
| Print multiple pages on one sheet of paper with Mac | 57 |
| Print on both sides of the page (duplex printing) with Mac | 57 |
| Store jobs with Mac | 58 |
| Set the color options with Mac | 59 |
| Use the Services menu with Mac | 59 |
| Solve problems with a Mac | 59 |
| 5 Connect the product with Windows | 61 |
| Printer sharing disclaimer | 62 |
| Connect with USB | 62 |
| CD installation | 62 |
| Connect to a network with Windows | 63 |
| Supported network protocols | 63 |
| Install the product on a wired network with Windows | 65 |
| Configure the IP address | 65 |
| Install the software | 66 |
| Configure network settings with Windows | 67 |
| View or change network settings | 67 |
| Set or change the network password | 67 |
| Manually configure IPv4 TCP/IP parameters from the control panel | 68 |
| Manually configure IPv6 TCP/IP parameters from the control panel | 69 |
| Link speed and duplex settings | 70 |
| 6 Paper and print media | 71 |
| Understand paper use | 72 |
| Special paper guidelines | 72 |
| Change the printer driver to match the paper type and size in Windows | 74 |
| Supported paper sizes | 75 |
| Supported paper types | 78 |
| Tray and bin capacity | 80 |
| Load paper trays | 82 |

| | |
|--|-----------|
| Load Tray 1 | 82 |
| Print envelopes | 84 |
| Load Tray 2 | 84 |
| Load the optional 500-sheet paper and heavy media tray (Tray 3) | 85 |
| Load standard-sized paper into Tray 3 | 86 |
| Load custom-size paper into Tray 3 | 87 |
| Paper orientation for loading trays | 90 |
| Tray 1 | 90 |
| Tray 2 or optional Tray 3 | 92 |
| Configure trays | 94 |
| Configure a tray when loading paper | 94 |
| Configure a tray to match print job settings | 94 |
| Configure a tray from the control panel | 94 |
| Automatic overhead transparency sensing (auto sense mode) | 95 |
| Auto-sense settings | 95 |
| Select the paper by source, type, or size | 95 |
| Source | 95 |
| Type and size | 96 |
| 7 Print cartridges, toner collection unit, and other supplies | 97 |
| Printer sharing disclaimer | 98 |
| Supplies information | 98 |
| Supplies views | 99 |
| Print cartridge views | 99 |
| Manage print cartridges | 100 |
| Change settings for print cartridges | 100 |
| Print when a print cartridge is at or near end of life | 100 |
| Enable or disable the Very Low Settings options from the control panel | 100 |
| Store and recycle supplies | 101 |
| Recycle supplies | 101 |
| Print-cartridge storage | 101 |
| HP policy on non-HP print cartridges | 101 |
| HP anticounterfeit Web site | 101 |
| Replacement instructions | 102 |
| Replace the print cartridge | 102 |
| Replace the toner collection unit | 104 |
| Solve problems with supplies | 107 |
| Check the print cartridges | 107 |
| Inspect the print cartridge for damage | 108 |
| Repeating defects | 109 |
| Print the Supplies Status page | 109 |

| | |
|---|-----|
| Interpret control panel messages for supplies | 110 |
| 10.XX.YY Supply memory error | 110 |
| Black cartridge low | 110 |
| Black cartridge very low | 111 |
| Cyan cartridge low | 111 |
| Cyan cartridge very low | 111 |
| Fuser kit low | 112 |
| Fuser kit very low | 112 |
| Incompatible <color> cartridge | 112 |
| Incompatible fuser | 112 |
| Magenta cartridge low | 113 |
| Magenta cartridge very low | 113 |
| Replace <color> cartridge | 113 |
| Replace fuser kit | 113 |
| Replace Supplies | 114 |
| Replace toner collection unit | 114 |
| Replace toner collection unit | 114 |
| Supplies in wrong position | 115 |
| Supplies low | 115 |
| Supplies very low | 115 |
| Toner Collection Unit Almost Full | 116 |
| Unsupported supply installed | 116 |
| Used supply in use | 116 |
| Wrong cartridge in <color> slot | 116 |
| Yellow cartridge low | 117 |
| Yellow cartridge very low | 117 |

8 Print tasks 119

| | |
|---|-----|
| Cancel a print job with Windows | 120 |
| Basic print tasks with Windows | 121 |
| Open the printer driver with Windows | 121 |
| Get help for any printing option with Windows | 122 |
| Change the number of print copies with Windows | 122 |
| Save custom print settings for reuse with Windows | 122 |
| Use a printing shortcut with Windows | 122 |
| Create printing shortcuts | 124 |
| Improve print quality with Windows | 127 |
| Select the page size with Windows | 127 |
| Select a custom page size with Windows | 127 |
| Select the paper type with Windows | 127 |
| Select the paper tray with Windows | 127 |

| | |
|--|-----|
| Select the print resolution | 127 |
| Print on both sides (duplex) with Windows | 129 |
| Manually print on both sides with Windows | 129 |
| Automatically print on both sides with Windows | 130 |
| Print multiple pages per sheet with Windows | 132 |
| Select page orientation with Windows | 134 |
| Set color options with Windows | 136 |
| Use HP ePrint | 137 |
| Additional print tasks with Windows | 138 |
| Print colored text as black (grayscale) with Windows | 138 |
| Print on preprinted letterhead or forms with Windows | 139 |
| Print on special paper, labels, or transparencies with Windows | 141 |
| Print the first or last page on different paper with Windows | 144 |
| Scale a document to fit page size with Windows | 146 |
| Add a watermark to a document with Windows | 148 |
| Create a booklet with Windows | 149 |
| Use job storage features with Windows | 150 |
| Create a stored job with Windows | 151 |
| Print a stored job | 152 |
| Delete a stored job | 153 |
| Set job storage options with Windows | 153 |
| Print one copy for proof before printing all the copies | 153 |
| Temporarily store a personal job on the product and print it later .. | 154 |
| Temporarily store a job on the product | 154 |
| Permanently store a job on the product | 154 |
| Make a permanently stored job private so that anyone who tries to print it must provide a PIN | 154 |
| Receive notification when someone prints a stored job | 155 |
| Set the user name for a stored job | 155 |
| Specify a name for the stored job | 155 |
| Print special jobs with Windows | 156 |
| Print business graphics or marketing material | 156 |
| Supported glossy paper | 156 |
| Set the duplex alignment | 157 |
| Print weatherproof maps and outdoor signs | 157 |
| Supported tough paper | 157 |
| Walk-up USB printing | 158 |

9 Color 159

| | |
|--|-----|
| Adjust color/color settings | 160 |
| Change the color theme for a print job | 160 |

| | |
|--|-----|
| Change the color options | 161 |
| Manual color options | 161 |
| Use HP EasyColor | 163 |
| Match colors to your computer screen | 164 |
| Sample book color matching | 164 |
| Print color samples | 165 |
| PANTONE® color matching | 165 |

10 Manage and maintain 167

| | |
|--|-----|
| Print information pages | 168 |
| Use the HP Embedded Web Server | 170 |
| Open the HP Embedded Web Server by using a network connection | 170 |
| HP Embedded Web Server features | 171 |
| Information tab | 171 |
| General tab | 171 |
| Print tab | 172 |
| Troubleshooting tab | 173 |
| Security tab | 173 |
| HP Web Services tab | 173 |
| Networking tab | 173 |
| Other Links list | 174 |
| Use HP Web Jetadmin | 175 |
| Product security features | 176 |
| Security statements | 176 |
| IP Security | 176 |
| Secure the HP Embedded Web Server | 176 |
| Encryption support: HP High-Performance Secure Hard Disks (for models with an encrypted hard disk) | 176 |
| Erase Job Data | 177 |
| Erase Job Data | 177 |
| Data affected | 177 |
| Secure stored jobs | 178 |
| Lock the control panel menus | 178 |
| Lock the formatter cage | 178 |
| Economy settings | 179 |
| Optimize speed or energy usage | 179 |
| Powersave modes | 179 |
| Disable or enable sleep mode | 179 |
| Set the sleep timer | 180 |
| Set the sleep schedule | 180 |
| Clean the product | 181 |

| | |
|----------------------------|-----|
| Clean the paper path | 181 |
| Product updates | 181 |

11 Solve problems 183

| | |
|--|-----|
| Self help | 184 |
| Solve general problems checklist | 185 |
| Factors that affect product performance | 186 |
| Restore factory settings | 187 |
| Interpret control-panel messages | 188 |
| Control-panel message types | 188 |
| Control-panel messages | 188 |
| Paper feeds incorrectly or becomes jammed | 189 |
| The product does not pick up paper | 189 |
| The product picks up multiple sheets of paper | 189 |
| Prevent paper jams | 189 |
| Clear jams | 191 |
| Jam locations | 191 |
| Clear jams in the output bin area | 192 |
| Clear jams in Tray 1 | 193 |
| Clear jams in Tray 2 | 195 |
| Clear jams in the right door | 196 |
| Clear jams in the optional 500-sheet paper and heavy media tray (Tray 3) | 200 |
| Clear jams in the lower right door (Tray 3) | 201 |
| Change jam recovery | 202 |
| Paper does not feed automatically | 203 |
| Improve print quality | 204 |
| Use the correct paper type setting in the printer driver | 204 |
| Change the paper type setting for Windows | 204 |
| Change the paper type setting for Mac | 204 |
| Adjust color settings in the printer driver | 205 |
| Change the color theme for a print job | 205 |
| Change the color options | 206 |
| Use paper that meets HP specifications | 206 |
| Print a cleaning page | 207 |
| Calibrate the product to align colors | 207 |
| Check the print cartridges | 208 |
| Use the printer driver that best meets your printing needs | 208 |
| The product does not print or it prints slowly | 210 |
| The product does not print | 210 |
| The product prints slowly | 211 |
| Solve walk-up USB printing problems | 212 |

| | |
|---|-----|
| The Retrieve From USB Settings menu does not open when you insert the USB accessory | 212 |
| The file does not print from the USB storage accessory | 212 |
| The file that you want to print is not listed in the Open From USB menu | 213 |
| Solve connectivity problems | 214 |
| Solve direct-connect problems | 214 |
| Solve network problems | 214 |
| Poor physical connection | 214 |
| The computer is using the incorrect IP address for the product | 214 |
| The computer is unable to communicate with the product | 215 |
| The product is using incorrect link and duplex settings for the network | 215 |
| New software programs might be causing compatibility problems | 215 |
| The computer or workstation might be set up incorrectly | 215 |
| The product is disabled, or other network settings are incorrect | 215 |
| Solve product software problems with Windows | 216 |
| A printer driver for the product is not visible in the Printer folder | 216 |
| An error message was displayed during the software installation | 216 |
| The product is in Ready mode, but nothing prints | 216 |
| Solve product software problems with Mac | 218 |
| The product name does not appear in the product list in the Print & Fax list | 218 |
| The printer driver does not automatically set up the selected product in the Print & Fax list | 218 |
| A print job was not sent to the product that you wanted | 218 |
| When connected with a USB cable, the product does not appear in the Print & Fax list after the driver is selected. | 219 |
| You are using a generic printer driver when using a USB connection | 219 |

Appendix A Supplies and accessories 221

| | |
|--|-----|
| Order parts, accessories, and supplies | 222 |
| Part numbers | 223 |
| Accessories | 223 |
| Print cartridges and toner collection unit | 223 |
| Cables and interfaces | 223 |
| Maintenance kits | 224 |

Appendix B Service and support 225

| | |
|--|-----|
| Hewlett-Packard limited warranty statement | 226 |
| HP's Premium Protection Warranty: LaserJet print cartridge limited warranty statement | 227 |
| Color LaserJet Fuser Kit, Toner Collection Unit, and Transfer Kit Limited Warranty Statement | 228 |
| Data stored on the print cartridge | 229 |
| End User License Agreement | 230 |

| | |
|---|-----|
| OpenSSL | 232 |
| Customer self-repair warranty service | 233 |
| Customer support | 234 |

Appendix C Product specifications 235

| | |
|--|-----|
| Physical specifications | 236 |
| Power consumption, electrical specifications, and acoustic emissions | 236 |
| Environmental specifications | 236 |

Appendix D Regulatory information 237

| | |
|--|-----|
| FCC regulations | 238 |
| Environmental product stewardship program | 239 |
| Protecting the environment | 239 |
| Ozone production | 239 |
| Power consumption | 239 |
| Paper use | 239 |
| Plastics | 239 |
| HP LaserJet print supplies | 239 |
| Return and recycling instructions | 240 |
| United States and Puerto Rico | 240 |
| Multiple returns (more than one cartridge) | 240 |
| Single returns | 240 |
| Shipping | 240 |
| Non-U.S. returns | 241 |
| Paper | 241 |
| Material restrictions | 241 |
| Disposal of waste equipment by users in private households in the European Union | 242 |
| Chemical substances | 242 |
| Material Safety Data Sheet (MSDS) | 242 |
| For more information | 242 |
| Declaration of conformity | 243 |
| Safety statements | 245 |
| Laser safety | 245 |
| Canadian DOC regulations | 245 |
| VCCI statement (Japan) | 245 |
| Power cord instructions | 245 |
| Power cord statement (Japan) | 245 |
| EMC statement (Korea) | 246 |
| Laser statement for Finland | 246 |
| GS statement (Germany) | 246 |
| Substances Table (China) | 247 |

Restriction on Hazardous Substances statement (Turkey) 247
Restriction on Hazardous Substances statement (Ukraine) 247

Index 249

1 Product basics

- [Product comparison](#)
- [Environmental features](#)
- [Accessibility features](#)
- [Product views](#)

Product comparison

| Model | Features |
|--|---|
| <p data-bbox="240 317 587 373">HP LaserJet Enterprise 500 color M551n</p>  <p data-bbox="240 709 587 737">Part number: CF081A</p> | <h3 data-bbox="612 317 794 352">Performance</h3> <ul data-bbox="612 380 1406 436" style="list-style-type: none"><li data-bbox="612 380 1406 436">• Prints up to 33 pages per minute (ppm) on Letter size paper and 32 ppm on A4 size paper <h3 data-bbox="612 474 831 510">Paper handling</h3> <ul data-bbox="612 537 1054 674" style="list-style-type: none"><li data-bbox="612 537 1054 564">• 100-sheet multipurpose input tray (Tray 1)<li data-bbox="612 590 927 617">• 500-sheet input tray (Tray 2)<li data-bbox="612 642 963 669">• 250-sheet, face-down output bin <h3 data-bbox="612 707 1027 743">Supported operating systems</h3> <ul data-bbox="612 770 1150 1066" style="list-style-type: none"><li data-bbox="612 770 970 798">• Windows® XP (32-bit and 64-bit)<li data-bbox="612 823 995 850">• Windows Vista® (32-bit and 64-bit)<li data-bbox="612 875 951 903">• Windows 7 (32-bit and 64-bit)<li data-bbox="612 928 1054 955">• Windows Server 2003 (32-bit and 64-bit)<li data-bbox="612 980 1150 1008">• Windows Server 2008 (32-bit and 64-bit) R2 64-bit<li data-bbox="612 1033 927 1060">• Mac OS X v10.5 and v10.6 <h3 data-bbox="612 1098 786 1134">Connectivity</h3> <ul data-bbox="612 1161 1414 1297" style="list-style-type: none"><li data-bbox="612 1161 879 1188">• Hi-Speed USB 2.0 port<li data-bbox="612 1213 1414 1241">• HP Jetdirect embedded print server for connecting to a 10/100 Base-TX network<li data-bbox="612 1266 935 1293">• Wireless accessory available <h3 data-bbox="612 1335 735 1371">Memory</h3> <ul data-bbox="612 1398 1129 1425" style="list-style-type: none"><li data-bbox="612 1398 1129 1425">• 1 gigabyte (GB) of random access memory (RAM) <h3 data-bbox="612 1463 919 1499">Control-panel display</h3> <ul data-bbox="612 1526 767 1554" style="list-style-type: none"><li data-bbox="612 1526 767 1554">• 4-line color |

Model

HP LaserJet Enterprise 500 color
M551dn



Part number: CF082A

Features

This model has the same features as HP LaserJet Enterprise 500 color M551n plus the following:

Paper handling

- Automatic two-sided printing

Connectivity

- Hardware integration pocket for installing accessories
- USB port for walk-up printing

HP LaserJet Enterprise 500 color
M551xh



Part number: CF083A

This model has the same features as HP LaserJet Enterprise 500 color M551dn plus the following:

Paper handling

- 500-sheet paper and heavy media tray (Tray 3)

Memory

- HP Encrypted High Performance Hard Disk

Environmental features

| | |
|--------------------------------|--|
| Duplex | Save paper by using duplex printing as your default print setting (select models only). |
| Print multiple pages per sheet | Save paper by printing two or more pages of a document side-by-side on one sheet of paper. Access this feature through the printer driver. |
| Recycling | Reduce waste by using recycled paper. Recycle print cartridges by using the HP return process. |
| Energy savings | Instant on Fusing technology and HP Auto-On/Auto-Off Technology enable this product to quickly go into reduced power states when not printing, thus saving energy. |
| HP Smart Web printing | Use HP Smart Web printing to select, store, and organize text and graphics from multiple Web pages and then edit and print exactly what you see onscreen. It gives you the control you need for printing meaningful information while minimizing waste. Download HP Smart Web printing from this Web site: www.hp.com/go/smartweb . NOTE: HP Smart Web printing is compatible with Windows browsers only. |
| Job storage | Use the job storage features to manage print jobs. By using job storage, you activate printing while you are at the shared product, eliminating lost print jobs that are then reprinted. |

Accessibility features

The product includes several features that aid you with accessibility issues.

- Online user guide that is compatible with text screen-readers.
- All doors and covers can be opened by using one hand.
- Paper can be loaded in Tray 1 by using one hand.

Product views

Product front view



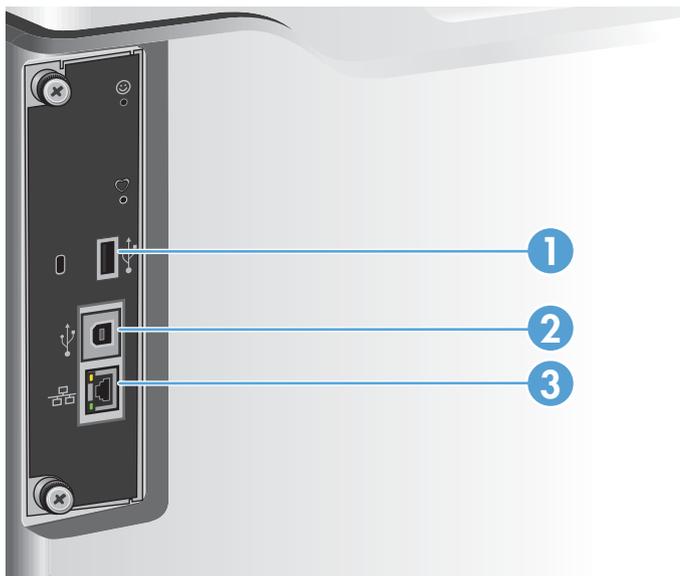
| | |
|----|--|
| 1 | Output-bin extension |
| 2 | Standard output bin |
| 3 | Duplex reverse guide (select models only) |
| 4 | USB port on the control panel for walk-up printing and hardware integration pocket for installing accessories (select models only) |
| 5 | Control panel |
| 6 | Right door (access for clearing jams) |
| 7 | Tray 1 (pull the handle to open the tray) |
| 8 | Power button (illuminates when turned on) |
| 9 | Lower-right door (access for clearing jams) (included with HP LaserJet Enterprise 500 color M551xh) |
| 10 | Tray 2 |
| 11 | Optional Tray 3 (included with HP LaserJet Enterprise 500 color M551xh) |
| 12 | Front door (access to print cartridges and toner collection unit) |

Product back view



| | |
|---|-------------------------------------|
| 1 | Slot for a cable-type security lock |
| 2 | Interface ports |
| 3 | Power connection |

Interface ports



| | |
|---|-----------------------------------|
| 1 | USB port for a third-party device |
| 2 | Hi-Speed USB 2.0 printing port |
| 3 | RJ-45 network port |

Serial number and model number location

The model number and serial number are listed on an identification label located on the back of the product. The serial number contains information about the country/region of origin, the product version, production code, and the production number of the product.

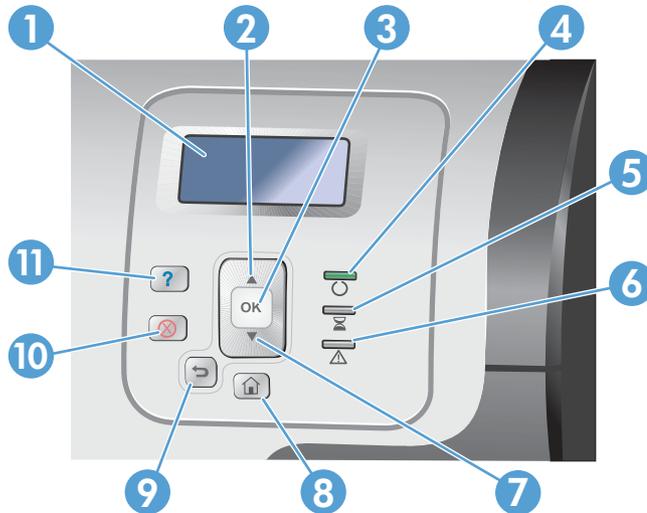


2 Control panel menus

- [Control-panel layout](#)
- [Control panel menus](#)
- [Sign In menu](#)
- [Retrieve Job From USB menu](#)
- [Retrieve Job From Device Memory menu](#)
- [Supplies menu](#)
- [Trays menu](#)
- [Administration menu](#)
- [Troubleshooting menu](#)
- [Device Maintenance menu](#)

Control-panel layout

The control panel includes a color, graphical and text display, job-control buttons, and three light-emitting diode (LED) status lights.



| | | |
|----|-----------------------|--|
| 1 | Control panel display | Shows status information, menus, help information, and error messages. |
| 2 | Up arrow ▲ button | Navigates menus and text, and increases the values of numerical items in the display. |
| 3 | OK button | Makes selections, resumes printing after continuable errors, and overrides a non-HP print cartridge. |
| 4 | Ready Ⓞ light | Indicates that the product is ready to begin processing any job. |
| 5 | Data ⌚ light | Indicates that the product is receiving data. |
| 6 | Attention ⚠ light | Indicates that the product has a condition that requires intervention. Examples include an empty paper tray or an error message on the display. |
| 7 | Down arrow ▼ button | Navigates menus and text, and decreases the values of numerical items in the display. |
| 8 | Home 🏠 button | Returns to the top level menu. |
| 9 | Back arrow ↶ button | Navigates backward in nested menus. |
| 10 | Stop ⊗ button | Halts the current job, presents a choice to resume or cancel the current job, clears paper from the product, and clears any continuable errors that are associated with the halted job. If the product is not printing a job, pressing the Stop ⊗ button pauses the product. |
| 11 | Help ⓘ button | Provides detailed information about product messages or menus. |

Control-panel help

The product has a built-in Help system that explains how to use each screen. To open the Help system, press the Help  button on the control panel.

For some screens, the Help opens to a global menu where you can search for specific topics. You can browse through the menu structure by pressing the arrow buttons on the control panel.

For screens that contain settings for individual jobs, the Help opens to a topic that explains the options for that screen.

Control panel menus

To use all of the capabilities of this product, a firmware upgrade might be required. HP recommends that you periodically go to www.hp.com/go/lj500colorM551_software to see if a new version of firmware is available.

 **NOTE:** Print a configuration page to determine the version of firmware currently installed in this product.

Navigate the control-panel menus

- Press the Home  button to access the menus.
- Use the up arrow button  and down arrow button  to highlight a desired menu item.
- Press the **OK** button to select the menu item.

Sign In menu

Table 2-1 Sign In menu

| First level | Second level | Values |
|---------------------------|--------------|--------|
| User Access Code | Access Code | |
| Administrator Access Code | Access Code | |
| Service Access Code | Access Code | |

Retrieve Job From USB menu

Use the **Retrieve Job From USB** menu to view listings of jobs stored on an external USB memory device.

 **NOTE:** You must enable this feature by using the control-panel menus or the HP Embedded Web Server before it can be used.

To enable this feature by using the control-panel menus, access the **Administration** menu, **General Settings** sub menu, **Retrieve From USB Settings** sub menu, and then select **Enable**. To enable this feature by using the HP Embedded Web Server, access the **Print** tab.

Table 2-2 Retrieve Job From USB menu

| First level | Second level | Values |
|-----------------------|--------------------------------|--------------------------------|
| Retrieve Job From USB | | OK |
| | | Cancel |
| | Select a File or Folder | Select from the provided list. |

Retrieve Job From Device Memory menu

Use the **Retrieve Job From Device Memory** menu to view listings of jobs stored on the internal product memory.

Table 2-3 Retrieve Job From Device Memory menu

| First level | Second level | Third level | Fourth level | Fifth level | Values |
|--|---|--|-----------------------------|---------------------------------------|---------------------------------------|
| Retrieve Job From Device Memory | NOTE: Select from a list of folders. | All Jobs (With PIN) NOTE: Individual job names also appear. | Print | Enter PIN to Print | |
| | | | | Copies | Range: 1 – 9999 Default = 1 |
| | | | Print and Delete | Enter PIN to Print | |
| | | | Copies | Range: 1 – 9999 Default = 1 | |
| | | Delete | Enter PIN to Print | | |
| | | All Jobs (No PIN) NOTE: Individual job names also appear. | | Print | Copies |
| | Print and Delete | | Copies | Range: 1 – 9999 Default = 1 | |
| Delete | Delete All Jobs | | Yes No | | |

Supplies menu

In the following table, asterisks (*) indicate the factory default setting.

Table 2-4 Supplies menu

| First level | Second level | Third level | Fourth level | Values | |
|------------------------|------------------------------|------------------------|-------------------------------|-------------------------------|------------------------------|
| Manage Supplies | Print Supplies Status | Supply Settings | Black Cartridge | Very Low Settings | Stop |
| | | | | | Prompt to continue* |
| | | | | | Continue |
| | | | | Low Threshold Settings | 1-100% |
| | | | Color Cartridges | Very Low Settings | Stop |
| | | | | | Prompt to continue* |
| | | | | | Continue |
| | | | | Low Threshold Settings | Cyan Cartridge 1-100% |
| | | | | | Magenta Cartridge |
| | | | | | Yellow Cartridge |
| | | | Toner Collection Unit | Very Low Settings | Stop* |
| | | | | | Prompt to continue |
| | | | | | Continue |
| | | | Fuser Kit | Very Low Settings | Stop |
| | | | | Prompt to continue* | |
| | | | | Continue | |
| | | | Low Threshold Settings | 1-100% | |
| | | Color/Black Mix | | Auto* | |
| | | | | Mostly Color Pages | |
| | | | | Mostly Black Pages | |
| | Supply Messages | Low Message | | On* | |
| | | | | Off | |

Table 2-4 Supplies menu (continued)

| First level | Second level | Third level | Fourth level | Values |
|------------------------------|-----------------------|----------------------|--------------|--------------------------|
| | | Level Gauge | | On* Off |
| | Reset Supplies | New Fuser Kit | | No* Yes |
| Black Cartridge | | | | The status is displayed. |
| Cyan Cartridge | | | | The status is displayed. |
| Magenta Cartridge | | | | The status is displayed. |
| Yellow Cartridge | | | | The status is displayed. |
| Toner Collection Unit | | | | The status is displayed. |
| Fuser Kit | | | | The status is displayed. |

Trays menu

In the following table, asterisks (*) indicate the factory default setting.

Table 2-5 Trays menu

| First level | Second level | Values |
|---------------------|------------------------------------|--|
| Manage Trays | Use Requested Tray | Exclusively* First |
| | Manually Feed Prompt | Always* Unless loaded |
| | Size/Type Prompt | Display* Do not display |
| | Use Another Tray | Enabled* Disabled |
| | Alternative Letterhead Mode | Disabled* Enabled |
| | Duplex Blank Pages | Auto* Yes |
| | Image Rotation | Standard* Alternate |
| | Override A4/Letter | Yes* No |
| | Tray 1 Size | Select from a provided list. |
| | Tray 1 Type | Select from a provided list. |
| Tray 2 Size | Select from a provided list. | |
| Tray 2 Type | Select from a provided list. | |
| Tray 3 Size | Select from a provided list. | |
| Tray 3 Type | Select from a provided list. | |

Administration menu

Reports menu

Table 2-6 Reports menu

| First level | Second level |
|-----------------------------------|--------------------------------|
| Configuration/Status Pages | Print |
| | Administration Menu Map |
| | Configuration Page |
| | Supplies Status Page |
| | Usage Page |
| | File Directory Page |
| | Current Settings Page |
| | Color Usage Job Log |
| | Print |
| Other Pages | Demonstration Page |
| | RGB Samples |
| | CMYK Samples |
| | PCL Font List |
| | PS Font List |

General Settings menu

In the following table, asterisks (*) indicate the factory default setting.

Table 2-7 General Settings menu

| First level | Second level | Third level | Fourth level | Values |
|---------------------------|-------------------------|--------------------|--------------------|----------------------------|
| Date/Time Settings | Date/Time Format | Date Format | | DD/MMM/YYYY |
| | | | | MMM/DD/YYYY* |
| | | | YYYY/MMM/DD | |
| | | Time Format | | 12 hour (AM/PM)* |
| | | | | 24 hours |
| | Date/Time | Date | Month | Set values from the lists. |
| | | | Day | |
| | | | Year | |

Table 2-7 General Settings menu (continued)

| First level | Second level | Third level | Fourth level | Values |
|------------------------|------------------------------------|------------------------------------|--|---|
| | | Time | Hour Minute AM/PM | Set values from the lists. |
| | | Time Zone | Month Day Year | Set values from the lists. |
| | | Adjust for Daylight Savings | | On Off* |
| Energy Settings | Sleep Timer Settings | Sleep/Auto Off Timer | | Enable* Disable |
| | | Sleep/Auto Off After | | The default value is 45 minutes. Enter a value between 1 and 120 minutes. |
| | | Wake/Auto On Events | | All Events* Network port Power button only |
| | Optimum Speed/ Energy Usage | | | Faster First Page* Save Energy Save More Energy Save Most Energy |
| Print Quality | Adjust Color | Highlights | Cyan Density Magenta Density Yellow Density Black Density | -5 to 5 Default = 0 |
| | | Midtones | Cyan Density Magenta Density Yellow Density Black Density | -5 to 5 Default = 0 |

Table 2-7 General Settings menu (continued)

| First level | Second level | Third level | Fourth level | Values |
|-------------|----------------------------|--|--------------------------|--|
| | | Shadows | Cyan Density | -5 to 5 |
| | | | Magenta Density | Default = 0 |
| | | | Yellow Density | |
| | | | Black Density | |
| | | Restore Color Values | | |
| | Image Registration | Adjust Tray <X> | Print Test Page | |
| | | | X1 Shift | -5.00 mm to 5.00 mm |
| | | | Y1 Shift | Default = 0 |
| | | | X2 Shift | |
| | | | Y2 Shift | |
| | Auto Sense Behavior | Tray 1 Sensing | | Fuser Kit |
| | | | | Expanded sensing |
| | | | | Transparency only |
| | Adjust Paper Types | Select from a list of paper types that the product supports. The available options are the same for each paper type. | Print Mode | Select from a list of print modes. Default = Auto Sense Behavior |
| | | | Resistance Mode | Normal* |
| | | | | Up |
| | | | | Down |
| | | | Humidity Mode | Normal* |
| | | | | High |
| | | | Pre-Rotation Mode | Off* |
| | | | | On |
| | | | Fuser Temp Mode | Normal* |
| | | | | Up |
| | | | | Down |
| | | | Paper Curl Mode | Normal* |
| | | | | Reduced |
| | Optimize | Normal Paper | | Standard* |
| | | | | Smooth |

Table 2-7 General Settings menu (continued)

| First level | Second level | Third level | Fourth level | Values |
|--------------------|---------------------|---------------------------|---------------------|--|
| | | Heavy Paper | | Standard* Smooth |
| | | Envelope Control | | Normal* Alternate 1 Alternate 2 |
| | | Environment | | Normal* Low Temp |
| | | Line Voltage | | Normal* Low Voltage |
| | | Tray 1 | | Normal* Alternate |
| | | Background | | Normal* Alternate 1 Alternate 2 Alternate 3 |
| | | Uniformity Control | | Normal* Alternate 1 Alternate 2 Alternate 3 |
| | | Tracking Control | | On* Off |
| | | Registration | | Normal* Alternate |
| | | Transfer Control | | Normal* Alternate 1 Alternate 2 Alternate 3 |
| | | Fuser Temp | | Normal* Alternate |
| | | Restore Optimize | | |

Table 2-7 General Settings menu (continued)

| First level | Second level | Third level | Fourth level | Values |
|---------------------------------|-------------------------------------|-------------|--------------|---|
| | Edge Control | | | Off Light Normal* Maximum |
| Jam Recovery | | | | Auto* Off On |
| Auto Recovery | | | | Enable Disable* |
| Manage Stored Jobs | Quick Copy Job Storage Limit | | | 1-300 Default = 32 |
| | Quick Copy Job Held Timeout | | | Off* 1 Hour 4 Hours 1 Day 1 Week |
| | Default Folder Name | | | |
| | Sort Stored Jobs By | | | Job Name* Date |
| Restore Factory Settings | Reset | | | All General Print General Security Calibration |
| Restrict Color | | | | Enable color Disable color Color if allowed* |

Retrieve From USB Settings menu

Table 2-8 Retrieve From USB Settings menu

| First level | Second level | Values |
|---------------------------------|--------------|-----------------|
| Enable Retrieve from USB | | Enable |
| | | Disable* |

General Print Settings menu

In the following table, asterisks (*) indicate the factory default setting.

Table 2-9 General Print Settings menu

| First level | Second level | Values |
|-------------------------|--------------------|----------------------|
| Manual Feed | | Enabled |
| | | Disabled* |
| Courier Font | | Regular* |
| | | Dark |
| Wide A4 | | Enabled |
| | | Disabled* |
| Print PS Errors | | Enabled |
| | | Disabled* |
| Print PDF Errors | | Enabled |
| | | Disabled* |
| Personality | | Auto* |
| | | PCL |
| | | PS |
| | | PDF |
| PCL | Form Length | Range: 5 – 128 |
| | | Default = 60 |
| | Orientation | Portrait* |
| | | Landscape |
| | Font Source | Internal* |
| | | Soft |
| | | USB <X> |

Table 2-9 General Print Settings menu (continued)

| First level | Second level | Values |
|-------------|-----------------------------|--|
| | Font Number | Range: 0 – 999 Default = 0 |
| | Font Pitch | Range: 0.44 – 99.99 Default = 10 |
| | Font Point Size | Range: 4.00 – 999.75 Default = 12.00 |
| | Symbol Set | Select from a list of symbol sets. |
| | Append CR to LF | No* Yes |
| | Suppress Blank Pages | No* Yes |
| | Media Source Mapping | Standard* Classic |

Default Print Options menu

In the following table, asterisks (*) indicate the factory default setting.

Table 2-10 Default Print Options menu

| First level | Second level | | Values |
|----------------------------------|------------------------|--------------------|---|
| Number of Copies | | | Range: 1 – X Default = 1 |
| Default Paper Size | | | Select from a list of sizes that the product supports. |
| Default Custom Paper Size | Unit of Measure | Inches | X Dimension Range: 2.99 – 12.28 Default = 12.28 |
| | | | Y Dimension Range: 5.00 – 18.50 Default = 18.5 |
| | MM | X Dimension | Range: 76 – 312 Default = 312 |
| | | Y Dimension | Range: 127 – 470 Default = 470 |

Table 2-10 Default Print Options menu (continued)

| First level | Second level | Values |
|-----------------------|---------------------|--------------------|
| Sides | | 1-sided* |
| | | 2-sided |
| 2-Sided Format | | Book-style* |
| | | Flip-style |
| Edge to Edge | | Enabled |
| | | Disabled* |

Display Settings menu

In the following table, asterisks (*) indicate the factory default setting.

Table 2-11 Display Settings menu

| First level | Second level | Values |
|---------------------------|---------------------|---|
| Display Brightness | | Range: -10 to 10 Default = 0 |
| Language | | Select from a list of languages that the product supports. |
| Show IP Address | | Display* Hide |
| Inactivity Timeout | | Range: 10 – 300 seconds Default = 60 |
| Clearable Warnings | | On Job* |
| Continuable Events | | Auto continue (10 seconds)* Press OK to continue |

Manage Supplies menu

In the following table, asterisks (*) indicate the factory default setting.

Table 2-12 Manage Supplies menu

| First level | Second level | Third level | Fourth level | Values |
|------------------------------|------------------------------|-------------------------------|--------------------------|----------------------------|
| Print Supplies Status | | | | |
| Supply Settings | Black Cartridge | Very Low Settings | | Stop |
| | | | | Prompt to continue* |
| | | | | Continue |
| | | Low Threshold Settings | | 1-100% |
| | Color Cartridges | Very Low Settings | | Stop |
| | | | | Prompt to continue* |
| | | | | Continue |
| | | Low Threshold Settings | Cyan Cartridge | 1-100% |
| | | | Magenta Cartridge | |
| | | | Yellow Cartridge | |
| | Toner Collection Unit | Very Low Settings | | Stop* |
| | | | | Prompt to continue |
| | | | | Continue |
| | Fuser Kit | Very Low Settings | | Stop |
| | | | | Prompt to continue* |
| | | | | Continue |
| | | Low Threshold Settings | | 1-100% |
| | Color/Black Mix | | | Auto* |
| | | | | Mostly Color Pages |
| | | | | Mostly Black Pages |
| Supply Messages | Low Message | | | On* |
| | | | | Off |
| | Level Gauge | | | On* |
| | | | | Off |
| Reset Supplies | New Fuser Kit | | | No* |
| | | | | Yes |

Manage Trays menu

In the following table, asterisks (*) indicate the factory default setting.

Table 2-13 Manage Trays menu

| First level | Values |
|------------------------------------|--|
| Use Requested Tray | Exclusively* First |
| Manually Feed Prompt | Always* Unless loaded |
| Size/Type Prompt | Display* Do not display |
| Use Another Tray | Enabled* Disabled |
| Alternative Letterhead Mode | Disabled* Enabled |
| Blank Pages | Auto* Yes |
| Override A4/Letter | Yes* No |

Network Settings menu

In the following table, asterisks (*) indicate the factory default setting.

Table 2-14 Network Settings menu

| First level | Values |
|-----------------------|---|
| I/O Timeout | Range: 5 – 300 sec Default = 15 |
| Jetdirect Menu | See the table that follows for details. |

Table 2-15 Jetdirect Menu

| First level | Second level | Third level | Fourth level | Fifth level | Values |
|--------------------|-------------------------|--|------------------------|-------------|--|
| Information | Print Sec Report | | | | Yes |
| | | | | | No* |
| TCP/IP | Enable | | | | On* |
| | | | | | Off |
| | Host Name | | | | Use the arrow buttons to edit the host name. NPXXXXXX* |
| | IPv4 Settings | Config Method | | | Bootp* |
| | | | | | DHCP |
| | | | | | Auto IP |
| | | | | | Manual |
| | | Manual Settings | IP Address | | Enter the address |
| | | NOTE: This menu is available only if you select the Manual option under the Config Method menu. | | | |
| | | | Subnet Mask | | Enter the address |
| | | | Default Gateway | | Enter the address |
| | | Default IP | | | Auto IP* |
| | | | | | Legacy |
| | | DHCP Release | | | Yes |
| | | | | | No* |

Table 2-15 Jetdirect Menu (continued)

| First level | Second level | Third level | Fourth level | Fifth level | Values |
|-------------------------|-----------------------|----------------------|------------------------|----------------|--|
| | | DHCP Renew | | | Yes No* |
| | | Primary DNS | | | Range: 0 – 255 Default = xxx.xxx.xx.xx |
| | | Secondary DNS | | | Range: 0 – 255 Default = 0.0.0.0 |
| | IPv6 Settings | Enable | | | On* Off |
| | | Address | Manual Settings | Enable | On Off* |
| | | | | Address | Select from a provided list. |
| | | DHCPV6 Policy | | | Router Specified Router Unavailable* Always |
| | | Primary DNS | | | Select from a provided list. |
| | | Secondary DNS | | | Select from a provided list. |
| | Proxy Server | | | | Select from a provided list. |
| | Proxy Port | | | | Default = 00080 |
| | Idle Timeout | | | | Default = 0270 |
| General Security | Secure Web | | | | HTTPS Required* HTTPS Optional |
| | IPSEC | | | | Keep Disable* |
| | 802.1x | | | | Reset Keep* |
| | Reset Security | | | | Yes No* |

Table 2-15 Jetdirect Menu (continued)

| First level | Second level | Third level | Fourth level | Fifth level | Values |
|----------------------|-------------------------|-----------------------|-----------------------|--|---|
| Diagnostics | Embedded Tests | LAN HW Test | | | Yes |
| | | | | | No* |
| | | HTTP Test | | | Yes |
| | | | | | No* |
| | | SNMP Test | | | Yes |
| | | | | | No* |
| | | Data Path Test | | | Yes |
| | | | | No* | |
| | Select All Tests | | | Yes | |
| | | | | No* | |
| | | | Execution Time | | Range: 1 – 60 hours Default = 1 |
| | | | Execute | | Yes No* |
| | Ping Test | Dest Type | | | IPv4 |
| | | | | | IPv6 |
| Dest IPv4 | | | | Range: 0 – 255 Default = 127.0.0.1 | |
| | | | | | |
| Dest IPv6 | | | | Select from a provided list. Default = ::1 | |
| | | | | | |
| Packet Size | | | | Default = 64 | |
| Timeout | | | | Default = 001 | |
| Count | | | | Default = 004 | |
| Print Results | | | | Yes | |
| | | | No* | | |
| | | Execute | | Yes No* | |
| Ping Results | Packets Sent | | | Default = 00000 | |
| | Packets Received | | | Default = 00000 | |
| | Percent Lost | | | Default = 000 | |

Table 2-15 Jetdirect Menu (continued)

| First level | Second level | Third level | Fourth level | Fifth level | Values |
|--------------------|---------------------|-------------------------|---------------------|--------------------|--|
| | | RTT Min | | | Default = 0000 |
| | | RTT Max | | | Default = 0000 |
| | | RTT Average | | | Default = 0000 |
| | | Ping In Progress | | | Yes No* |
| | | Refresh | | | Yes No* |
| Link Speed | | | | | Auto* 10T Half 10T Full 100TX Half 100TX Full 100TX Auto 1000T Full |

Troubleshooting menu

In the following table, asterisks (*) indicate the factory default setting.

Table 2-16 Troubleshooting menu

| First level | Second level | Third level | Fourth level | Values |
|---|---------------------------------------|-------------------------|--------------|--|
| Exit Troubleshooting | | | | |
| <p>NOTE: This item only displays if you are backing out of the Troubleshooting menu.</p> <p>NOTE: The product shuts down and restarts when this menu item is selected.</p> | | | | |
| Print Event Log | | | | |
| View Event Log | | | | |
| Print Paper Path Page | | | | |
| Print Quality Pages | Print PQ Troubleshooting Pages | | | |
| | Print Diagnostic Page | | | |
| | Color Band Test | Print Test Page | | |
| | | Copies | | Range: 1 – 30 Default = 1 |
| Diagnostic Tests | Disable Cartridge Check | | | |
| | Paper Path Sensors | | | Start Test |
| | Paper Path Test | Print Test Page | | Print |
| | | Source Tray | | Select from a list of the available trays. |
| | | Test Duplex Path | | Off* On |
| | | Number of Copies | | Range: 1 – 500 Default = 1 |
| | Manual Sensor Test | | | Select from a list of the product sensors. |
| | Manual Tray/Bin Sensor Test | | | Select from a list of the product sensors. |

Table 2-16 Troubleshooting menu (continued)

| First level | Second level | Third level | Fourth level | Values |
|---------------------------------|----------------------------|---------------|--------------|---|
| | Component Test | | | Select from a list of available components. |
| | | Repeat | | Off* On |
| | Print/Stop Test | | | |
| Retrieve Diagnostic Data | Export to USB | | | |
| | Diagnostic Files | | | Device Data File Debug Information File* |
| | Include Crash Dumps | | | Off On* |
| | Cleanup Debug Info | | | Off On* |
| Generate Debug Data | | | | |

Device Maintenance menu

Backup/Restore menu

⚠ CAUTION: Data backup and restoration is the responsibility of the customer/administrator of the product. Service personnel should not back up or restore customer data under any circumstances.

In the following table, asterisks (*) indicate the factory default setting.

Table 2-17 Backup/Restore menu

| First level | Second level | Third level | Values |
|---------------------|---------------------------|-----------------------------|---|
| Backup Data | Scheduled Backups | Enable Scheduling | Disabled* |
| | | | Enabled |
| | | Backup Time | Default = current time |
| | | Days Between Backups | Default = 1 |
| | | Backup Now | |
| | Export Last Backup | | |
| Restore Data | | | Insert a USB drive that contains the backup file. |

Calibrate/Cleaning menu

In the following table, asterisks (*) indicate the factory default setting.

Table 2-18 Calibrate/Cleaning menu

| First level | Second level | Values |
|---|---------------------------|---|
| Cleaning Settings | Auto Cleaning | Off* |
| | | On |
| | Cleaning Interval | Select from a list of cleaning intervals. |
| | Auto Cleaning Size | Letter* |
| | | A4 |
| Print Cleaning Page | | |
| Clean Laser Glass | | |
| Quick Calibration | | |
| Full Calibration | | |
| Delay Calibration at Wake/Power On | | Yes* |
| | | No |

USB Firmware Upgrade menu

To display: At the product control panel, select the **Device Maintenance** menu, and then select the **USB Firmware Upgrade** menu.

Insert a USB storage device with a firmware upgrade bundle into the USB port, and follow the on-screen instructions.

Service menu

The **Service** menu is locked and requires a personal identification number (PIN) for access. This menu is intended for use by authorized service personnel.

3 Software for Windows

- [Supported operating systems and printer drivers for Windows](#)
- [Select the correct printer driver for Windows](#)
- [Change print job settings for Windows](#)
- [Remove the printer driver from Windows](#)
- [Supported utilities for Windows](#)
- [Software for other operating systems](#)

Supported operating systems and printer drivers for Windows

The product supports the following Windows operating systems:

| Operating systems | Supported by product | Supported by installer CD in box |
|---|----------------------|----------------------------------|
| Windows® XP Service Pack 2 or greater (32-bit) | ✓ | ✓ |
| Windows® XP (64-bit) ¹ | ✓ | |
| Windows Vista® (32-bit and 64-bit) | ✓ | ✓ |
| Windows 7 (32-bit and 64-bit) | ✓ | ✓ |
| Windows Server 2003 (32-bit) | ✓ | ✓ |
| Windows Server 2003 (64-bit) | ✓ | |
| Windows Server 2008 (32-bit and 64-bit) R2 64-bit | ✓ | ✓ |

¹ For the 64-bit versions of Windows XP, you can download the printer driver from the Internet and install it by using the Windows Add Printer Wizard.

The product supports the following Windows printer drivers:

- HP PCL 6 (this is the default printer driver, installed from the in-box software CD)
- HP PCL 6 Universal Print Driver (HP UPD PCL 6)
- HP postscript emulation Universal Print Driver (HP UPD PS)
- HP PCL 5 Universal Print Driver (HP UPD PCL 5)

The printer drivers include online Help that has instructions for common printing tasks and also describes the buttons, checkboxes, and drop-down lists that are in the printer driver.



NOTE: For more information about the UPD, see www.hp.com/go/upd.

Select the correct printer driver for Windows

Printer drivers provide access to the product features and allow the computer to communicate with the product (using a printer language). The following printer drivers are available at www.hp.com/go/lj500colorM551_software.

HP PCL 6 driver

- Provided as the default driver on the in-box software CD. This driver is automatically installed unless you download a different one from the Internet.
- Recommended for all Windows environments
- Provides the overall best speed, print quality, and product-feature support for most users
- Developed to align with the Windows Graphic Device Interface (GDI) for the best speed in Windows environments
- Might not be fully compatible with third-party and custom software programs that are based on PCL 5

HP UPD PCL 6 driver

- Recommended for all Windows environments
- Provides the overall best speed, print quality, and product-feature support for most users
- Developed to align with the Windows GDI for the best speed in Windows environments
- Might not be fully compatible with third-party and custom software programs that are based on PCL 5

HP UPD PS driver

- Recommended for printing with Adobe® software programs or with other highly graphics-intensive software programs
- Provides support for printing from postscript emulation needs, or for postscript flash font support

HP UPD PCL 5 driver

- Recommended for general office printing in Windows environments
 - Compatible with previous PCL versions and older HP LaserJet products
 - The best choice for printing from third-party or custom software programs
 - The best choice when operating with mixed environments, which require the product to be set to PCL 5 (UNIX®, Linux, mainframe)
 - Designed for use in corporate Windows environments to provide a single driver for use with multiple printer models
 - Preferred when printing to multiple printer models from a mobile Windows computer
-

HP Universal Print Driver (UPD)

The HP Universal Print Driver (UPD) for Windows is a single driver that gives you instant access to virtually any HP LaserJet product, from any location, without downloading separate drivers. It is built on proven HP print driver technology and has been tested thoroughly and used with many software programs. It is a powerful solution that performs consistently over time.

The HP UPD communicates directly with each HP product, gathers configuration information, and then customizes the user interface to show the product's unique, available features. It automatically enables features that are available for the product, such as two-sided printing and stapling, so you do not need to enable them manually.

For more information, go to www.hp.com/go/upd.

UPD installation modes

Traditional mode

- Use this mode if you are installing the driver from a CD for a single computer.
- When installed from the CD that comes with the product, UPD operates like traditional printer drivers. It operates with a specific product.
- If you use this mode, you must install UPD separately for each computer and for each product.

Dynamic mode

- To use this mode, download UPD from the Internet. See www.hp.com/go/upd.
 - Dynamic mode allows you to use a single driver installation, so you can discover and print to HP products in any location.
 - Use this mode if you are installing UPD for a workgroup.
-

Change print job settings for Windows

Priority print settings for Windows

Changes to print settings are prioritized depending on where the changes are made:

 **NOTE:** The names of commands and dialog boxes might vary depending on your software program.

- **Page Setup dialog box:** Click **Page Setup** or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed here override settings changed anywhere else.
- **Print dialog box:** Click **Print**, **Print Setup**, or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed in the **Print** dialog box have a lower priority and usually do not override changes made in the **Page Setup** dialog box.
- **Printer Properties dialog box (printer driver):** Click **Properties** in the **Print** dialog box to open the printer driver. Settings changed in the **Printer Properties** dialog box usually do not override settings anywhere else in the printing software. You can change most of the print settings here.
- **Default printer driver settings:** The default printer driver settings determine the settings used in all print jobs, *unless* settings are changed in the **Page Setup**, **Print**, or **Printer Properties** dialog boxes.
- **Printer control panel settings:** Settings changed at the printer control panel have a lower priority than changes made anywhere else.

Change the settings for all print jobs until the software program is closed

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.

The steps can vary; this procedure is most common.

Change the default settings for all print jobs

1. **Windows XP, Windows Server 2003, and Windows Server 2008 (using the default Start menu view):** Click **Start**, and then click **Printers and Faxes**.

Windows XP, Windows Server 2003, and Windows Server 2008 (using the Classic Start menu view): Click **Start**, click **Settings**, and then click **Printers**.

Windows Vista: Click **Start**, click **Control Panel**, and then in the category for **Hardware and Sound** click **Printer**.

Windows 7: Click **Start**, and then click **Devices and Printers**.

2. Right-click the driver icon, and then select **Printing Preferences**.

Change the product configuration settings

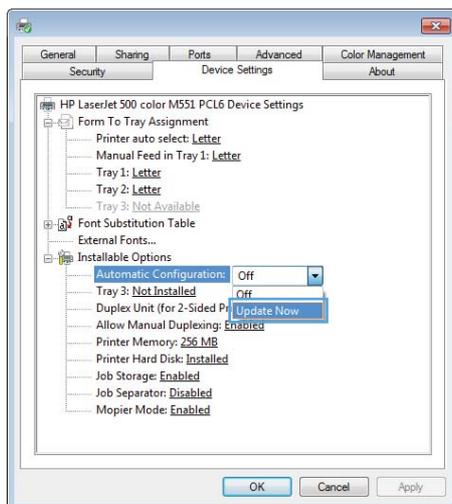
1. **Windows XP, Windows Server 2003, and Windows Server 2008 (using the default Start menu view):** Click **Start**, and then click **Printers and Faxes**.

Windows XP, Windows Server 2003, and Windows Server 2008 (using the Classic Start menu view): Click **Start**, click **Settings**, and then click **Printers**.

Windows Vista: Click **Start**, click **Control Panel**, and then in the category for **Hardware and Sound** click **Printer**.

Windows 7: Click **Start**, and then click **Devices and Printers**.

2. Right-click the driver icon, and then select **Properties** or **Printer properties**.
3. Click the **Device Settings** tab.
4. To automatically configure product settings, expand the **Installable Options** list, click the **Automatic Configuration** setting, and select the **Update Now** option.



Remove the printer driver from Windows

 **NOTE:** You can also remove the printer driver by running the printer driver install from the CD and choosing the uninstall option.

NOTE: These steps can vary depending on your personal settings.

Windows XP

1. Click **Start, Control Panel**, and then **Add or Remove Programs**.
2. Find and select the product from the list.
3. Click the **Change/Remove** button to remove the software.

Windows Vista

1. Click **Start, Control Panel**, and then under the **Programs** heading, click **Uninstall a program**.
2. Find and select the product from the list.
3. Select the **Uninstall/Change** option.

Windows 7

1. Click **Start, Control Panel**, and then under the **Programs** heading, click **Uninstall a program**.
2. Find and select the product from the list.
3. Select the **Uninstall** option.

Supported utilities for Windows

HP Web Jetadmin

HP Web Jetadmin is a simple print and imaging peripheral management software tool that helps optimize product use, control color costs, secure products, and streamline supplies management by enabling remote configuration, proactive monitoring, security troubleshooting, and reporting of printing and imaging products.

To download a current version of HP Web Jetadmin and for the latest list of supported host systems, visit www.hp.com/go/webjetadmin.

When installed on a host server, a Windows client can gain access to HP Web Jetadmin by using a supported Web browser (such as Microsoft® Internet Explorer) by navigating to the HP Web Jetadmin host.

HP Embedded Web Server

The product is equipped with the HP Embedded Web Server, which provides access to information about product and network activities. This information appears in a Web browser, such as Microsoft Internet Explorer, Netscape Navigator, Apple Safari, or Mozilla Firefox.

The HP Embedded Web Server resides on the product. It is not loaded on a network server.

The HP Embedded Web Server provides an interface to the product that anyone who has a network-connected computer and a standard Web browser can use. No special software is installed or configured, but you must have a supported Web browser on your computer. To gain access to the HP Embedded Web Server, type the IP address for the product in the address line of the browser. (To find the IP address, print a configuration page. For more information about printing a configuration page, see [Print information pages on page 168](#)).

For a complete explanation of the features and functionality of the HP Embedded Web Server, see [Use the HP Embedded Web Server on page 170](#).

HP ePrint

With HP ePrint, you can print anywhere, anytime, from a mobile phone, laptop, or any other mobile device. HP ePrint works with any email-capable device. If you can e-mail, you can print to an HP ePrint-enabled product. For more details, go to www.hpeprintcenter.com.



NOTE: The product must be connected to a network and have Internet access to use HP ePrint.

HP ePrint is disabled as a default setting in the product. Use this procedure to enable it.

1. Type the product IP address into the address line of a Web browser to open the HP Embedded Web Server.
2. Click the **Web Services** tab.
3. Select the option to enable Web Services.

Software for other operating systems

| OS | Software |
|-------|---|
| UNIX | For HP-UX and Solaris networks, go to www.hp.com/go/jetdirectunix_software to install model scripts using the HP Jetdirect printer installer (HPPI) for UNIX. For the latest model scripts, go to www.hp.com/go/unixmodelscripts . |
| Linux | For information, go to www.hplip.net . |
| SAP | For drivers, go to www.hp.com/go/sap/drivers |

4 Use the product with Mac

- [Software for Mac](#)
- [Basic print tasks with Mac](#)
- [Solve problems with a Mac](#)

Software for Mac

Supported operating systems and printer drivers for Mac

The product supports the following Mac operating systems:

- Mac OS X v10.5 and v10.6



NOTE: For Mac OS X v10.5, PPC and Intel® Core™ Processor Macs are supported. For Mac OS X v10.6, Intel Core Processor Macs are supported.

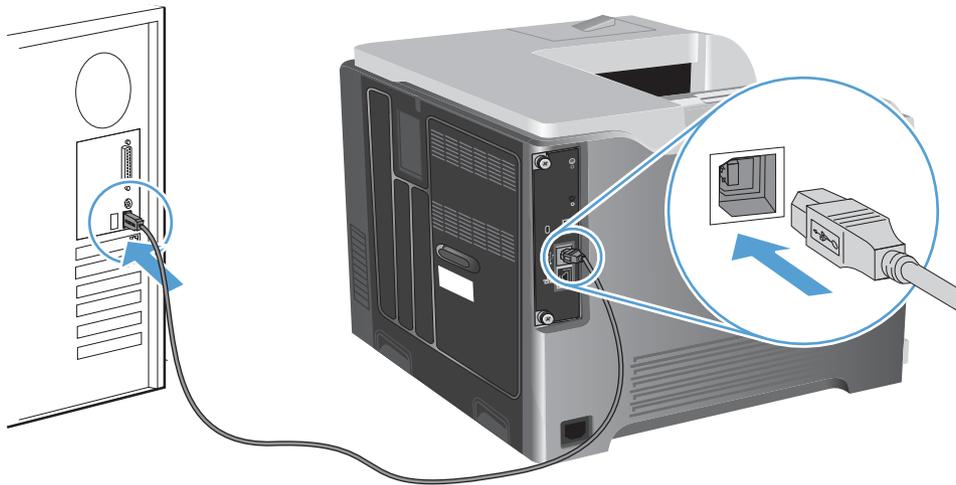
The HP LaserJet software installer provides PostScript® Printer Description (PPD) files, Printer Dialog Extensions (PDEs), and the HP Utility for use with Mac OS X computers. The HP printer PPD and PDE files, in combination with the built-in Apple PostScript printer drivers, provide full printing functionality and access to specific HP printer features.

Install software for Mac operating systems

Install software for Mac computers connected directly to the product

This product supports a USB 2.0 connection. Use an A-to-B type USB cable. HP recommends using a cable that is no longer than 2 m (6.5 ft).

1. Connect the USB cable to the product and the computer.



2. Install the software from the CD. Click the product icon, and follow the onscreen instructions.
If you did not add a printer during the CD install process, continue with the next step.
3. At the computer, open the Apple menu , click the **System Preferences** menu, and then click the **Print & Fax** icon.
4. Click the plus (+) symbol in the lower left corner of the **Printer Names** column, select the product from the **Add Printer** window, and then make sure that the product driver is listed in the **Print Using** area.

5. Click **Add** to create the printer queue.

 **NOTE:** For Mac OS X v10.5 and v10.6, the installation procedure should automatically configure the installed options.

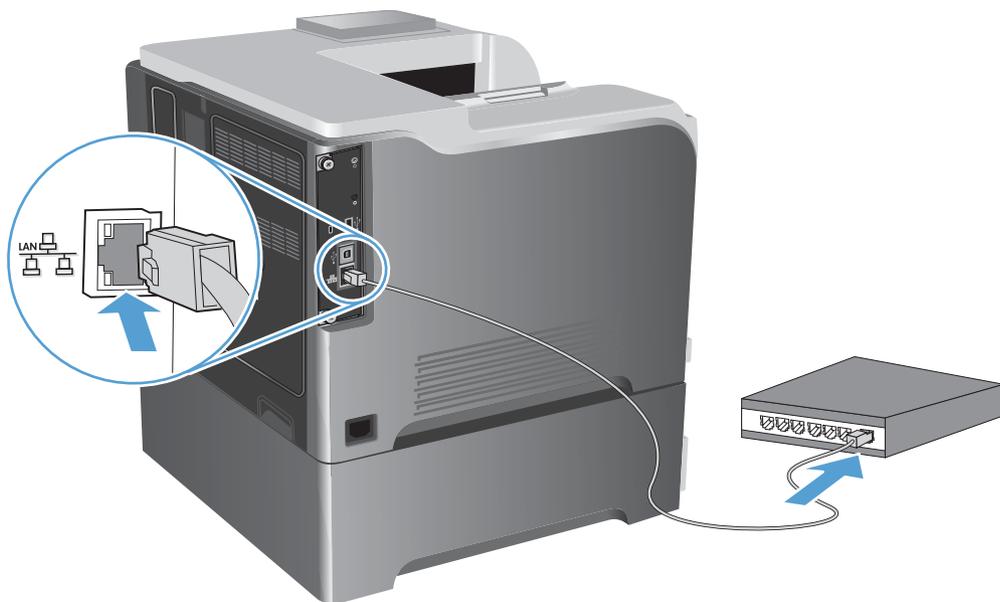
6. Print a page from any program to make sure that the software is correctly installed.

 **NOTE:** If the installation failed, reinstall the software.

Install software for Mac computers on a wired network

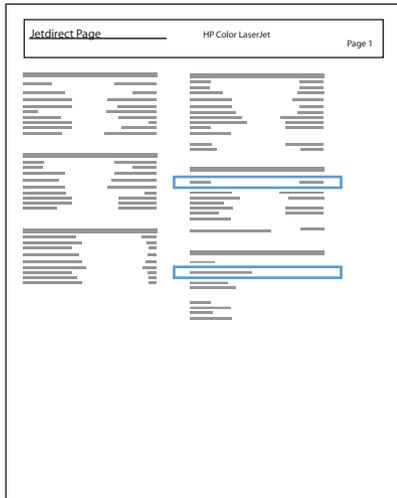
Configure the IP address

1. Connect the network cable to the product and to the network.



2. Wait for 60 seconds before continuing. During this time, the network recognizes the product and assigns an IP address or host name for the product.
3. At the product control panel, press the Home  button.
4. Open the following menus:
 - **Administration**
 - **Reports**
 - **Configuration/Status Pages**
 - **Configuration Page**

5. Find the IP address on the Embedded Jetdirect page.



6. **IPv4:** If the IP address is 0.0.0.0, or 192.0.0.192, or 169.254.x.x, you must manually configure the IP address. Otherwise, the network configuration was successful.
IPv6: If the IP address begins with "fe80:", the product should be able to print. If not, you must manually configure the IP address.

Install the software

1. Install the software from the CD. Click the product icon, and follow the onscreen instructions.

If you did not add a printer during the CD install process, continue with the next step.

2. At the computer, open the Apple menu , click the **System Preferences** menu, and then click the **Print & Fax** icon.
3. Click the plus (+) symbol in the lower left corner of the **Printer Names** column.

By default, Mac OS X uses the Bonjour method to find the driver and add the product to the printer pop-up menu. This method is best in most situations. If Mac OS X cannot find the HP printer driver, an error message displays. Reinstall the software.

If you are connecting the product to a large network, you might need to use IP printing to connect rather than Bonjour. Follow these steps:

- a. From the **Add Printer** window, click the **IP Printer** button.
 - b. From the **Protocol** drop-down list, select the **HP Jetdirect-Socket** option. Enter the IP address or host name for the product. From the **Print Using** drop-down list, select the product model if one is not already selected.
4. Print a page from any program to make sure that the software is correctly installed.

Remove the printer driver from Mac operating systems

You must have administrator rights to remove the software.

1. Open **System Preferences**.
2. Select **Print & Fax**.
3. Highlight the product.
4. Click the minus (-) symbol.
5. Delete the print queue, if necessary.

Change print job settings for Mac

Priority print settings for Mac

Changes to print settings are prioritized depending on where the changes are made:

 **NOTE:** The names of commands and dialog boxes might vary depending on your software program.

- **Page Setup dialog box:** Click **Page Setup** or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed here might override settings changed anywhere else.
- **Print dialog box:** Click **Print**, **Print Setup**, or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed in the **Print** dialog box have a lower priority and do *not* override changes made in the **Page Setup** dialog box.
- **Default printer driver settings:** The default printer driver settings determine the settings used in all print jobs, *unless* settings are changed in the **Page Setup**, **Print**, or **Printer Properties** dialog boxes.
- **Printer control panel settings:** Settings changed at the printer control panel have a lower priority than changes made anywhere else.

Change the settings for all print jobs until the software program is closed

1. On the **File** menu, click the **Print** button.
2. Change the settings that you want on the various menus.

Change the default settings for all print jobs

1. On the **File** menu, click the **Print** button.
2. Change the settings that you want on the various menus.
3. On the **Presets** menu, click the **Save As...** option and type a name for the preset.

These settings are saved in the **Presets** menu. To use the new settings, you must select the saved preset option every time you open a program and print.

Change the product configuration settings

1. From the Apple menu , click the **System Preferences** menu and then click the **Print & Fax** icon.
2. Select the product in the left side of the window.
3. Click the **Options & Supplies** button.
4. Click the **Driver** tab.
5. Configure the installed options.

Software for Mac computers

HP Printer Utility for Mac

Use the HP Utility to set up product features that are not available in the printer driver.

You can use the HP Utility when the product uses a universal serial bus (USB) cable or is connected to a TCP/IP-based network.

Open the HP Printer Utility

▲ From the dock, click **HP Utility**.

-or-

From **Applications**, open the Hewlett-Packard folder, and then click **HP Utility**.

HP Printer Utility features

The HP Utility consists of pages that you open by clicking in the **Configuration Settings** list. The following table describes the tasks that you can perform from these pages. At the top of any page, click the **HP Support** link to access technical assistance, online supplies ordering, online registration, and recycling and return information.

| Menu | Item | Description |
|--------------------------------|--|---|
| Information And Support | Supplies Status | Shows the product supplies status and provides links for online supplies-ordering. |
| | Device Information | Shows information about the currently selected product. |
| | File Upload | Transfers files from the computer to the product. |
| | Upload Fonts | Transfers font files from the computer to the product. |
| | Update Firmware | Transfers a firmware update file to the product. |
| | Commands | Sends special characters or print commands to the product after the print job. |
| Printer Settings | Trays Configuration | Changes the default tray settings. |
| | Output Devices | Manages settings for the optional output accessories |
| | Duplex Mode | Turns on the automatic two-sided printing mode. |
| | Stored Jobs | Manages print jobs that are stored on the product hard disk. |
| | E-mail Alerts | Configures the product to send e-mail notices for certain events. |
| | Network Settings | Configures the network settings, such as the IPv4 and IPv6 settings. |
| | Supplies Management | Configures how the product should behave when supplies are nearing the end of their estimated life. |
| | Protect Direct Ports | Disables printing over USB or parallel ports. |
| Additional Settings | Provides access to the HP Embedded Web Server. | |

Supported utilities for Mac

HP Embedded Web Server

The product is equipped with the HP Embedded Web server, which provides access to information about product and network activities. Access the HP Embedded Web Server from the HP Utility. Open the **Printer Settings** menu, and then select the **Additional Settings** option.

You can also access the HP Embedded Web Server from the Safari Web browser:

1. Select the page icon in the left side of the Safari toolbar.
2. Click the Bonjour logo.
3. In the list of printers, double-click this product. The HP Embedded Web Server opens.

HP ePrint

With HP ePrint , you can print anywhere, anytime, from a mobile phone, laptop, or any other mobile device. HP ePrint works with any email-capable device. If you can e-mail, you can print to an HP ePrint-enabled product. For more details, go to www.hpeprintcenter.com.

 **NOTE:** The product must be connected to a network and have Internet access to use HP ePrint.

HP ePrint is disabled as a default setting in the product. Use this procedure to enable it.

1. Type the product IP address into the address line of a Web browser to open the HP Embedded Web Server.
2. Click the **Web Services** tab.
3. Select the option to enable Web Services.

AirPrint

Direct printing using Apple's AirPrint is supported for iOS 4.2 or later. Use AirPrint to print directly to the product from an iPad (iOS 4.2), iPhone (3GS or later), or iPod touch (third generation or later) in the following applications:

- Mail
- Photos
- Safari
- Select third-party applications

To use AirPrint, the product must be connected to a network. For more information about using AirPrint and about which HP products are compatible with AirPrint, go to www.hp.com/go/airprint.

 **NOTE:** You might need to upgrade the product firmware to use AirPrint. Go to www.hp.com/go/lj500colorM551_firmware.

Basic print tasks with Mac

Cancel a print job with a Mac

If the print job is currently printing, cancel it by pressing the Cancel button on the product control panel.

 **NOTE:** Pressing the Cancel button clears the job that the product is currently processing. If more than one process is running (for example, the product is printing a document while receiving a fax), pressing the Cancel button clears the process that currently appears on the product control panel.

You can also cancel a print job from a software program or a print queue.

To stop the print job immediately, remove the remaining print media from the product. After printing stops, use one of the following options:

- **Product control panel:** To cancel the print job, press and release the Cancel button on the product control panel.
- **Software program:** Typically, a dialog box appears briefly on the computer screen, allowing you to cancel the print job.
- **Mac print queue:** Open the print queue by double-clicking the product icon in the dock. Highlight the print job, and then click **Delete**.

Change the paper size and type with Mac

1. On the **File** menu in the software program, click the **Print** option.
2. In the **Copies & Pages** menu, click the **Page Setup** button.
3. Select a size from the **Paper Size** drop-down list, and then click the **OK** button.
4. Open the **Finishing** menu.
5. Select a type from the **Media-type** drop-down list.
6. Click the **Print** button.

Resize documents or print on a custom paper size with Mac

Mac OS X 10.5 and 10.6

Use one of these methods.

1. On the **File** menu, click the **Print** option.
2. Click the **Page Setup** button.
3. Select the product, and then select the correct settings for the **Paper Size** and **Orientation** options.

-
1. On the **File** menu, click the **Print** option.
 2. Open the **Paper Handling** menu.
 3. In the **Destination Paper Size** area, click the **Scale to fit paper size** box, and then select the size from the drop-down list.
-

Create and use printing presets with Mac

Use printing presets to save the current printer driver settings for reuse.

Create a printing preset

1. On the **File** menu, click the **Print** option.
2. Select the driver.
3. Select the print settings that you want to save for reuse.
4. In the **Presets** menu, click the **Save As...** option, and type a name for the preset.
5. Click the **OK** button.

Use printing presets

1. On the **File** menu, click the **Print** option.
2. Select the driver.
3. In the **Presets** menu, select the printing preset.



NOTE: To use printer-driver default settings, select the **standard** option.

Print a cover page with Mac

1. On the **File** menu, click the **Print** option.
2. Select the driver.
3. Open the **Cover Page** menu, and then select where to print the cover page. Click either the **Before Document** button or the **After Document** button.
4. In the **Cover Page Type** menu, select the message that you want to print on the cover page.



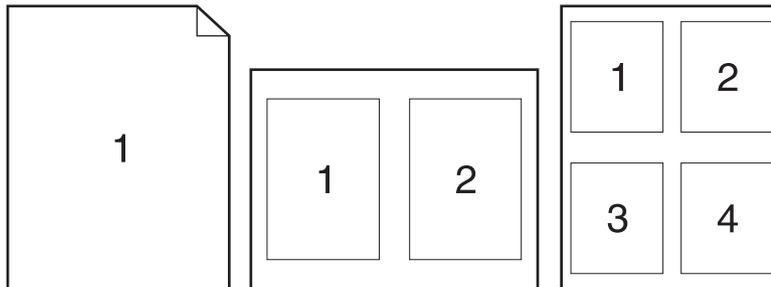
NOTE: To print a blank cover page, select the **standard** option from the **Cover Page Type** menu.

Use watermarks with Mac

1. On the **File** menu, click the **Print** option.
2. Open the **Watermarks** menu.
3. From the **Mode** menu, select the type of watermark to use. Select the **Watermark** option to print a semi-transparent message. Select the **Overlay** option to print a message that is not transparent.
4. From the **Pages** menu, select whether to print the watermark on all pages or on the first page only.

5. From the **Text** menu, select one of the standard messages, or select the **Custom** option and type a new message in the box.
6. Select options for the remaining settings.

Print multiple pages on one sheet of paper with Mac



1. On the **File** menu, click the **Print** option.
2. Select the driver.
3. Open the **Layout** menu.
4. From the **Pages per Sheet** menu, select the number of pages that you want to print on each sheet (1, 2, 4, 6, 9, or 16).
5. In the **Layout Direction** area, select the order and placement of the pages on the sheet.
6. From the **Borders** menu, select the type of border to print around each page on the sheet.

Print on both sides of the page (duplex printing) with Mac

Use automatic duplex printing

1. Insert enough paper into one of the trays to accommodate the print job.
2. On the **File** menu, click the **Print** option.
3. Open the **Layout** menu.
4. From the **Two-Sided** menu, select a binding option.

Print on both sides manually

1. Insert enough paper into one of the trays to accommodate the print job.
2. On the **File** menu, click the **Print** option.
3. Open the **Finishing** menu, and click the **Manual Duplex** tab or open the **Manual Duplex** menu.

4. Click the **Manual Duplex** box, and select a binding option.
5. Click the **Print** button. Follow the instructions in the pop-up window that appears on the computer screen before replacing the output stack in Tray 1 for printing the second half.
6. Go to the product, and remove any blank paper that is in Tray 1.
7. Insert the printed stack face-up with the bottom edge feeding into the printer first in Tray 1. You *must* print the second side from Tray 1.
8. If prompted, press the appropriate control-panel button to continue.

Store jobs with Mac

You can store jobs on the product so you can print them at any time. You can share stored jobs with other users, or you can make them private.

1. On the **File** menu, click the **Print** option.
2. Open the **Job Storage** menu.
3. In the **Job Storage Mode** drop-down list, select the type of stored job.
 - **Proof and Hold:** This feature provides a quick way to print and proof one copy of a job and then print more copies.
 - **Personal Job:** When you send a job to the product, the job does not print until you request it at the product control panel. If you assign a personal identification number (PIN) to the job, you must provide the required PIN at the control panel.
 - **Quick Copy:** If the optional hard disk is installed on the product, you can print the requested number of copies of a job and then store a copy of the job on the optional hard disk. Storing the job allows you to print additional copies of the job later.
 - **Stored Job:** If the optional hard disk is installed on the product, you can store a job such as a personnel form, time sheet, or calendar on the product and allow other users to print the job at any time. Stored jobs also can be protected by a PIN.
4. To use a custom user name or job name, click the **Custom** button, and then enter the user name or the job name.

Select which option to use if another stored job already has that name.

| | |
|--------------------------------|---|
| Use Job Name + (1 - 99) | Append a unique number to the end of the job name. |
| Replace Existing File | Overwrite the existing stored job with the new one. |

5. If you selected the **Stored Job** or **Personal Job** option in step 3, you can protect the job with a PIN. Type a 4-digit number in the **Use PIN to Print** field. When other people attempt to print this job, the product prompts them to enter this PIN number.

Set the color options with Mac

Use the **Color Options** menu or the **Color/Quality Options** menu to control how colors are interpreted and printed from software programs.

1. On the **File** menu, click the **Print** option.
2. Select the driver.
3. Open the **Color Options** menu or the **Color/Quality Options** menu.
4. Open the **Advanced** menu, or select the appropriate tab.
5. Adjust the individual settings for text, graphics, and photographs.

Use the Services menu with Mac

If the product is connected to a network, use the **Services** menu to obtain product and supply-status information.

1. On the **File** menu, click the **Print** option.
2. Open the **Services** menu.
3. To open the embedded Web server and perform a maintenance task, do the following:
 - a. Select the **Device Maintenance** tab.
 - b. Select a task from the drop-down list.
 - c. Click the **Launch** button.
4. To go to various support Web sites for this product, do the following:
 - a. Select the **Services on the Web** tab.
 - b. Select an option from the menu.
 - c. Click the **Go!** button.

Solve problems with a Mac

See [Solve product software problems with Mac on page 218](#).

5 Connect the product with Windows

- [Printer sharing disclaimer](#)
- [Connect with USB](#)
- [Connect to a network with Windows](#)

Printer sharing disclaimer

HP does not support peer-to-peer networking, as the feature is a function of Microsoft operating systems and not of the HP printer drivers. Go to Microsoft at www.microsoft.com.

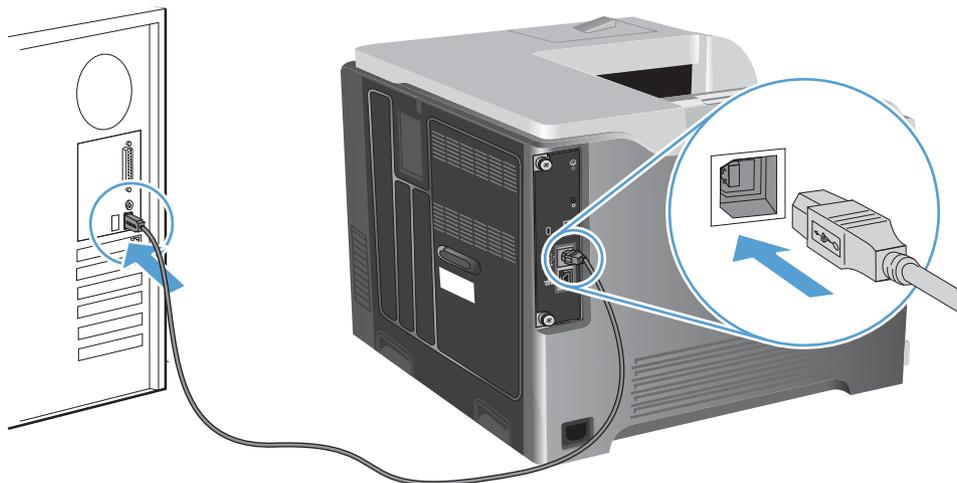
Connect with USB

This product supports a USB 2.0 connection. Use an A-to-B type USB cable. HP recommends using a cable that is no longer than 2 m (6.5 ft).

CAUTION: Do not connect the USB cable until the installation software prompts you to connect it.

CD installation

1. Quit all open programs on the computer.
2. Install the software from the CD, and follow the onscreen instructions.
3. When prompted, select the **Connected directly to the computer** option, and then click the **Install** button.
4. When the software prompts you, connect the USB cable to the product and the computer.



5. At the end of the installation, click the **Finish** button, or click the **More Options** button to install more software.
6. On the **More Options** screen, you can install more software, or click the **Exit** button.
7. Print a page from any program to make sure that the software is correctly installed.

NOTE: If the installation failed, reinstall the software.

Connect to a network with Windows

You can configure network parameters from the control panel, the HP Embedded Web Server, or for most networks, from the HP Web Jetadmin software.



NOTE: HP Web Jetadmin software is not supported on Mac OS X operating systems.

For a complete list of supported networks and for instructions on configuring network parameters from software, see the *HP Jetdirect Embedded Print Server Administrator's Guide*. The guide comes with products in which an HP Jetdirect embedded print server is installed.

Supported network protocols

Table 5-1 Supported network protocols

| Network type | Supported protocols |
|-------------------------------|---|
| TCP/IP IPv4 and IPv6 networks | <ul style="list-style-type: none">• Bonjour (mDNS)• Simple Network Management Protocol (SNMP) v1, v2, and v3• Hyper Text Transfer Protocol (HTTP)• Secure HTTP (HTTPS)• File Transfer Protocol (FTP)• Port 9100• Line printer daemon (LPD)• Internet Printing Protocol (IPP)• Secure IPP• Web Services Dynamic Discovery (WS Discovery)• IPsec/Firewall |
| TCP/IP IPv4 networks only | <ul style="list-style-type: none">• Auto IP• Service Location Protocol (SLP)• Trivial File Transfer Protocol (TFTP)• Telnet• Internet Group Management Protocol (IGMP) v2• Bootstrap Protocol (BOOTP)/DHCP• Windows Internet Name Service (WINS)• IP Direct Mode• WS Print |

Table 5-1 Supported network protocols (continued)

| Network type | Supported protocols |
|-----------------------------------|--|
| TCP/IP IPv6 networks only | <ul style="list-style-type: none">• Dynamic Host Configuration Protocol (DHCP) v6• Multicast Listener Discovery Protocol (MLD) v1• Internet Control Message Protocol (ICMP) v6 |
| Other supported network protocols | <ul style="list-style-type: none">• AppleTalk• iPrint |

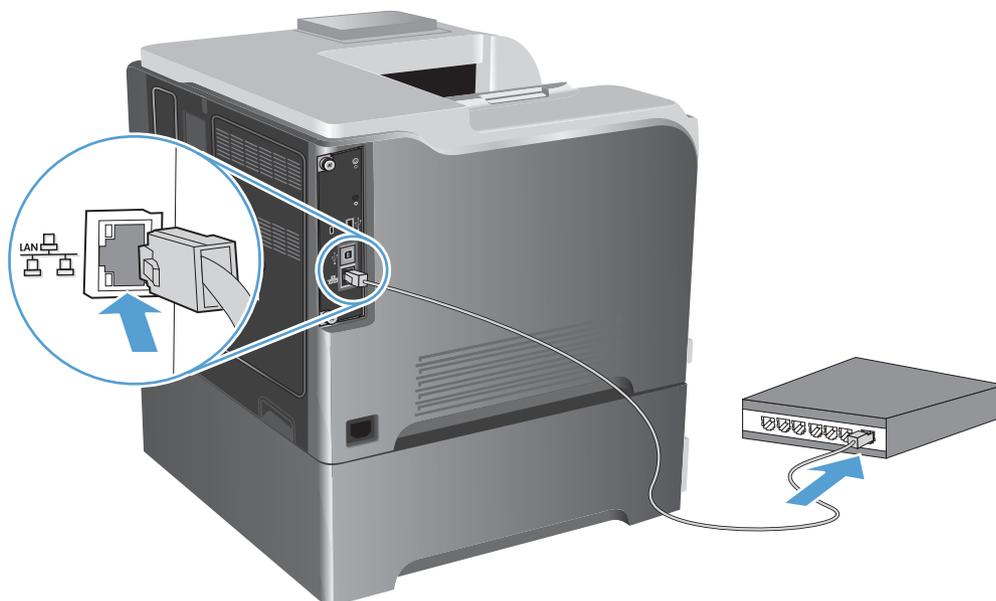
Table 5-2 Advanced Security features for network management

| Service name | Description |
|---------------------------|--|
| IPsec/Firewall | Provides network-layer security on IPv4 and IPv6 networks. A firewall provides simple control of IP traffic. IPsec provides additional protection through authentication and encryption protocols. |
| Kerberos | Allows you to exchange private information across an open network by assigning a unique key, called a ticket, to each user who logs on to the network. The ticket is then embedded in messages to identify the sender. |
| SNMP v3 | Employs a user-based security model for SNMP v3, which provides user authentication and data privacy through encryption. |
| SSL/TLS | Allows you to transmit private documents via the Internet and guarantee privacy and data integrity between the client and server applications. |
| IPsec batch configuration | Provides network-layer security through the simple control of IP traffic to and from the product. This protocol provides the benefits of encryption and authentication and allows for multiple configurations. |

Install the product on a wired network with Windows

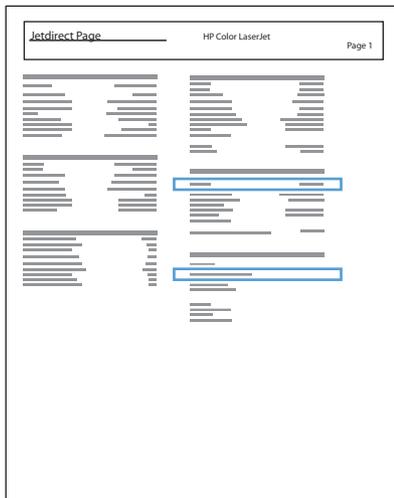
Configure the IP address

1. Connect the network cable to the product and to the network.



2. Wait for 60 seconds before continuing. During this time, the network recognizes the product and assigns an IP address or host name for the product.
3. At the product control panel, press the Home  button.
4. Open the following menus:
 - **Administration**
 - **Reports**
 - **Configuration/Status Pages**
 - **Configuration Page**

5. Find the IP address on the Embedded Jetdirect page.



6. **IPv4:** If the IP address is 0.0.0.0, or 192.0.0.192, or 169.254.x.x, you must manually configure the IP address. Otherwise, the network configuration was successful.
IPv6: If the IP address begins with "fe80:", the product should be able to print. If not, you must manually configure the IP address.

Install the software

1. Quit all programs on the computer.
2. Install the software from the CD.
3. Follow the onscreen instructions.
4. When prompted, select the **Connect through a wired network** option.
5. From the list of available printers, select the printer that has the correct IP address.
6. At the end of the installation, click the **Finish** button, or click the **More Options** button to install more software.
7. Print a page from any program to make sure that the software is correctly installed.

Configure network settings with Windows

View or change network settings

Use the embedded Web server to view or change IP configuration settings.

1. Print a configuration page, and locate the IP address.
 - If you are using IPv4, the IP address contains only digits. It has this format:
`xxx.xxx.xxx.xxx`
 - If you are using IPv6, the IP address is a hexadecimal combination of characters and digits. It has a format similar to this:
`xxxx::xxxx:xxxx:xxxx:xxxx`
2. To open the embedded Web server, type the IP address into the address line of a Web browser.
3. Click the **Networking** tab to obtain network information. You can change settings as needed.

Set or change the network password

Use the embedded Web server to set a network password or change an existing password.

1. Open the embedded Web server, click the **Networking** tab, and click the **Security** link.

 **NOTE:** If a password has previously been set, you are prompted to type the password. Type the password, and then click the **Apply** button.

2. Type the new password in the **New Password** box and in the **Verify password** box.
3. At the bottom of the window, click the **Apply** button to save the password.

Manually configure IPv4 TCP/IP parameters from the control panel

Use the control-panel **Administration** menus to manually set an IPv4 address, subnet mask, and default gateway.

1. At the control panel, press the Home  button.
2. Open each of the following menus:
 - **Administration**
 - **Network Settings**
 - **Jetdirect Menu**
 - **TCP/IP**
 - **IPv4 Settings**
 - **Config Method**
 - **Manual**
 - **Manual Settings**
 - **IP Address, Subnet Mask, or Default Gateway**
3. Use the numeric keypad, or press the up arrow  or the down arrow  to increase or decrease the number for the first byte of the IP address, subnet mask, or default gateway.
4. Press the **OK** button to move to the next set of numbers. To move to the previous set of numbers, press the back arrow .
5. Repeat steps 3 and 4 until the IP address, subnet mask, or default gateway is complete, and then press the **OK** button to save the setting.

Manually configure IPv6 TCP/IP parameters from the control panel

Use the control-panel **Administration** menus to manually set an IPv6 address.

1. At the control panel, press the Home  button.
2. To enable manual configuration, open each of the following menus:

- **Administration**
- **Network Settings**
- **Jetdirect Menu**
- **TCP/IP**
- **IPv6 Settings**
- **Address**
- **Manual Settings**
- **Enable**

Select the **On** option, and then press the **OK** button.

3. To configure the address, open each of the following menus:

- **Administration**
- **Network Settings**
- **Jetdirect Menu**
- **TCP/IP**
- **IPv6 Settings**
- **Address**

Use the numeric keypad, or press the up arrow  or the down arrow  to enter the address. Press the **OK** button.

 **NOTE:** If you are using the arrow buttons, you must press the **OK** button after entering each digit.

Link speed and duplex settings

The link speed and communication mode of the print server must match the network. For most situations, leave the product in **Auto** mode. Incorrect changes to the link speed and duplex settings might prevent the product from communicating with other network devices. If you need to make changes, use the product control panel.

 **NOTE:** Making changes to these settings causes the product to turn off and then on. Make changes only when the product is idle.

1. At the control panel, press the Home  button.
2. Open each of the following menus:
 - **Administration**
 - **Network Settings**
 - **Jetdirect Menu**
 - **Link Speed**
3. Select one of the following options.

| Setting | Description |
|-------------------|--|
| Auto | The print server automatically configures itself for the highest link speed and communication mode allowed on the network. |
| 10T Half | 10 megabytes per second (Mbps), half-duplex operation |
| 10T Full | 10 Mbps, full-duplex operation |
| 100TX Half | 100 Mbps, half-duplex operation |
| 100TX Full | 100 Mbps, full-duplex operation |
| 100TX Auto | Limits auto-negotiation to a maximum link speed of 100 Mbps |
| 1000T Full | 1000 Mbps, full-duplex operation |

4. Press the **OK** button. The product turns off and then on.

6 Paper and print media

- [Understand paper use](#)
- [Change the printer driver to match the paper type and size in Windows](#)
- [Supported paper sizes](#)
- [Supported paper types](#)
- [Tray and bin capacity](#)
- [Load paper trays](#)
- [Configure trays](#)

Understand paper use

This product supports a variety of paper and other print media in accordance with the guidelines in this user guide. Paper or print media that does not meet these guidelines might cause poor print quality, increased jams, and premature wear on the product.

For best results, use only HP-brand paper and print media designed for laser printers or multiuse. Do not use paper or print media made for inkjet printers. Hewlett-Packard Company cannot recommend the use of other brands of media because HP cannot control their quality.

It is possible for paper to meet all of the guidelines in this user guide and still not produce satisfactory results. This might be the result of improper handling, unacceptable temperature and/or humidity levels, or other variables over which Hewlett-Packard has no control.

⚠ CAUTION: Using paper or print media that does not meet Hewlett-Packard's specifications might cause problems for the product, requiring repair. This repair is not covered by the Hewlett-Packard warranty or service agreements.

Special paper guidelines

This product supports printing on special media. Use the following guidelines to obtain satisfactory results. When using special paper or print media, be sure to set the type and size in the printer driver to obtain the best results.

⚠ CAUTION: HP LaserJet products use fusers to bond dry toner particles to the paper in very precise dots. HP laser paper is designed to withstand this extreme heat. Using inkjet paper could damage the product.

| Media type | Do | Do not |
|----------------|---|---|
| Envelopes | <ul style="list-style-type: none">• Store envelopes flat.• Use envelopes where the seam extends all the way to the corner of the envelope.• Use peel-off adhesive strips that are approved for use in laser printers. | <ul style="list-style-type: none">• Do not use envelopes that are wrinkled, nicked, stuck together, or otherwise damaged.• Do not use envelopes that have clasps, snaps, windows, or coated linings.• Do not use self-stick adhesives or other synthetic materials. |
| Labels | <ul style="list-style-type: none">• Use only labels that have no exposed backing between them.• Use labels that lie flat.• Use only full sheets of labels. | <ul style="list-style-type: none">• Do not use labels that have wrinkles or bubbles, or are damaged.• Do not print partial sheets of labels. |
| Transparencies | <ul style="list-style-type: none">• Use only transparencies that are approved for use in color laser printers.• Place transparencies on a flat surface after removing them from the product. | <ul style="list-style-type: none">• Do not use transparent print media not approved for laser printers. |

| Media type | Do | Do not |
|--------------------------------|---|--|
| Letterhead or preprinted forms | <ul style="list-style-type: none"> Use only letterhead or forms approved for use in laser printers. | <ul style="list-style-type: none"> Do not use raised or metallic letterhead. |
| Heavy paper | <ul style="list-style-type: none"> Use only heavy paper that is approved for use in laser printers and meets the weight specifications for this product. | <ul style="list-style-type: none"> Do not use paper that is heavier than the recommended media specification for this product unless it is HP paper that has been approved for use in this product. |
| Glossy or coated paper | <ul style="list-style-type: none"> Use only glossy or coated paper that is approved for use in laser printers. | <ul style="list-style-type: none"> Do not use glossy or coated paper designed for use in inkjet products. |

Change the printer driver to match the paper type and size in Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. Select a size from the **Paper size** drop-down list.
5. Select a paper type from the **Paper type** drop-down list.
6. Click the **OK** button.

Supported paper sizes

This product supports a number of paper sizes, and it adapts to various media.

 **NOTE:** To obtain best results, select the correct paper size and type in the printer driver before printing.

Table 6-1 Supported paper and print media sizes

| Size and dimensions | Tray 1 | Tray 2 | Tray 3 (optional) |
|--|--------|--------|-------------------|
| Letter 215.9 x 279 mm (8.5 x 11 in) | ✓ | ✓ | ✓ |
| Legal 215.9 x 355.6 mm (8.5 x 14 in) | ✓ | | ✓ |
| A4 210 x 297 mm (8.27 x 11.69 in) | ✓ | ✓ | ✓ |
| RA4 215 x 305 mm (8.47 x 12.01 in) | ✓ | | ✓ |
| A5 148 x 210 mm (5.83 x 8.27 in) | ✓ | ✓ | ✓ |
| B5 (JIS) 182 x 257 mm (7.17 x 10.12 in) | ✓ | ✓ | ✓ |
| B6 (JIS) 128 x 182 mm (5.04 x 7.17 in) | ✓ | ✓ | |
| Executive 184.2 x 266.7 mm (7.25 x 10.5 in) | ✓ | ✓ | ✓ |
| Statement 140 x 216 mm (5.5 x 8.5 in) | ✓ | ✓ | |
| 4x6 101.6 x 152.4 mm (4 x 6 in) | ✓ | ✓ | |
| 10 x 15 cm 101.6 x 152.4 mm (4 x 6 in) | ✓ | ✓ | |
| 3x5 76.2 x 127.0 mm (3.0 x 5.0 in) | ✓ | | |
| 5x7 127 x 177.8 mm (5 x 7 in) | ✓ | ✓ | |

Table 6-1 Supported paper and print media sizes (continued)

| Size and dimensions | Tray 1 | Tray 2 | Tray 3 (optional) |
|--|--------|--------|-------------------|
| 5x8 127 x 203.2 mm (5 x 8 in) | ✓ | ✓ | |
| A6 105 x 148 mm (4.13 x 5.83 in) | ✓ | ✓ | |
| Postcard (JIS) 100 x 148 mm (3.94 x 5.83 in) | ✓ | | |
| Double Postcard (JIS) 148 x 200 mm (5.83 x 7.87 in) | ✓ | ✓ | |
| 16K 184 x 260 mm (7.24 x 10.24 in) | ✓ | ✓ | ✓ |
| 16K 195 x 270 mm (7.68 x 10.63 in) | ✓ | ✓ | ✓ |
| 16K 197 x 273 mm (7.8 x 10.8 in) | ✓ | ✓ | ✓ |
| 8.5 x 13 215.9 x 330.2 mm (8.5 x 13 in) | ✓ | | ✓ |
| Envelope Commercial #10 104.9 x 241.3 mm (4.13 x 9.49 in) | ✓ | | |
| Envelope #9 98.43 mm x 225.43 mm (3.88 x 8.88 in) | ✓ | | |
| Envelope B5 176 x 250 mm (6.93 x 9.84 in) | ✓ | | |
| Envelope C5 ISO 162 x 229 mm (6.38 x 9.02 in) | ✓ | | |
| Envelope C6 114 x 162 mm (4.49 x 6.38 in) | ✓ | | |
| Envelope DL ISO 110 x 220 mm (4.33 x 8.66 in) | ✓ | | |
| Envelope Monarch 98.4 x 190.5 mm (3.88 x 7.5 in) | ✓ | | |

Table 6-1 Supported paper and print media sizes (continued)

| Size and dimensions | Tray 1 | Tray 2 | Tray 3 (optional) |
|--|---------------|---------------|--------------------------|
| Custom 76.2 x 127 mm to 215.9 x 355.6 mm (3.0 x 5.0 in to 8.5 x 14 in) | ✓ | | |
| Custom 101.6 x 148 mm to 215.9 x 297 mm (4.0 x 5.85 in to 8.5 x 11.69 in) | | ✓ | |
| Custom 148 x 215.9 mm to 210 x 355.6 mm (5.83 x 8.5 in to 8.27 x 14 in) | | | ✓ |

Supported paper types

For a complete list of specific HP-brand paper that this product supports, go to www.hp.com/support/lj500colorM551.

| Paper type | Tray 1 | Tray 2 ¹ | Tray 3 (optional) |
|--|--------|---------------------|-------------------|
| Plain Paper | ✓ | ✓ | ✓ |
| Light 60–74 g/m ² | ✓ | ✓ | ✓ |
| Midweight (96–110 g/m ²) | ✓ | ✓ | ✓ |
| Heavy (111–130 g/m ²) | ✓ | ✓ | ✓ |
| Extra Heavy (131–175 g/m ²) | ✓ | ✓ | ✓ |
| Color Transparency | ✓ | ✓ | ✓ |
| Labels | ✓ | ✓ | ✓ |
| Letterhead | ✓ | ✓ | ✓ |
| Preprinted | ✓ | ✓ | ✓ |
| Prepunched | ✓ | ✓ | ✓ |
| Colored | ✓ | ✓ | ✓ |
| Rough | ✓ | ✓ | ✓ |
| Bond | ✓ | ✓ | ✓ |
| Recycled | ✓ | ✓ | ✓ |
| Envelope | ✓ | | |
| Cardstock | ✓ | ✓ | ✓ |
| Mid-weight glossy (96–110 g/m ²) | ✓ | ✓ | ✓ |
| Heavy glossy (111–130 g/m ²) | ✓ | ✓ | ✓ |
| Extra-heavy glossy (131–175 g/m ²) | ✓ | ✓ | ✓ |
| Card glossy (176–220 g/m ²) | ✓ | ✓ | ✓ |
| Opaque film | ✓ | ✓ | ✓ |
| HP EcoSMART Lite Paper | ✓ | ✓ | ✓ |
| HP Tough Paper | ✓ | ✓ | ✓ |
| HP Matte (105 g/m ²) | ✓ | ✓ | ✓ |

| Paper type | Tray 1 | Tray 2¹ | Tray 3 (optional) |
|---------------------------------------|---------------|---------------------------|--------------------------|
| HP Matte (120 g/m ²) | ✓ | ✓ | ✓ |
| HP Matte (160 g/m ²) | ✓ | ✓ | ✓ |
| HP Matte (200 g/m ²) | ✓ | ✓ | ✓ |
| HP Soft Gloss (120 g/m ²) | ✓ | ✓ | ✓ |
| HP Glossy (130 g/m ²) | ✓ | ✓ | ✓ |
| HP Glossy (160 g/m ²) | ✓ | ✓ | ✓ |
| HP Glossy (220 g/m ²) | ✓ | ✓ | ✓ |

¹ The stack height for Tray 2 is 30 mm (1.18 in) for glossy paper and 40 mm (1.57 in) for short paper (A5, A6, 4x6, and landscape).

Tray and bin capacity

To prevent jams, do not overfill trays. Be sure the top of the stack is below the tray full indicator. For short/narrow and heavy/glossy paper, load paper to less than half of the tray full indicators.

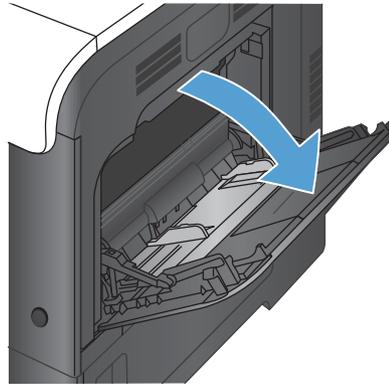
| Tray or bin | Paper type | Specifications | Quantity |
|-------------|----------------|--|--|
| Tray 1 | Paper | Range: 60 g/m ² (16 lb) bond to 220 g/m ² (58 lb) bond | Maximum stack height: 10 mm (0.39 in) Equivalent to 100 sheets of 75 g/m ² (20 lb) bond |
| | Envelopes | Less than 60 g/m ² (16 lb) bond to 90 g/m ² (24 lb) bond | Up to 10 envelopes |
| | Labels | Maximum: 0.102 mm (0.004 in) thick | Maximum stack height: 10 mm (0.39 in) |
| | Transparencies | Minimum: 0.102 mm (0.004 in) thick | Maximum stack height: 10 mm (0.39 in) Up to 50 sheets |
| | Glossy paper | Range: 105 g/m ² (28 lb) bond to 220 g/m ² (58 lb) bond | Maximum stack height: 10 mm (0.39 in) Up to 50 sheets |
| Tray 2 | Paper | Range: 60 g/m ² (16 lb) bond to 220 g/m ² (59 lb) bond | Equivalent to 500 sheets of 75 g/m ² (20 lb) bond Maximum stack height: 56 mm (2.2 in) For A5, A6, and 4x6 paper sizes, and for paper printed in a landscape orientation the maximum stack height is 40 mm (1.57 in), |
| | Labels | Maximum: 0.102 mm (0.004 in) thick | Maximum stack height: 56 mm (2.2 in) |
| | Transparencies | Minimum: 0.102 mm (0.004 in) thick | Maximum stack height: 56 mm (2.2 in) |
| | Glossy paper | Range: 105 g/m ² (28 lb) bond to 220 g/m ² (58 lb) bond | Maximum stack height: 30 mm (1.18 in) |

| Tray or bin | Paper type | Specifications | Quantity |
|--------------------|-------------------|--|--|
| Tray 3 | Paper | Range: 60 g/m ² (16 lb) bond to 220 g/m ² (59 lb) bond | Equivalent to 500 sheets of 75 g/m ² (20 lb) bond Maximum stack height: 56 mm (2.2 in) |
| | Labels | Maximum: 0.102 mm (0.004 in) thick | Maximum stack height: 56 mm (2.2 in) |
| | Transparencies | Minimum: 0.102 mm (0.004 in) thick | Maximum stack height: 56 mm (2.2 in) |
| | Glossy paper | Range: 105 g/m ² (28 lb) bond to 220 g/m ² (58 lb) bond | Maximum stack height: 56 mm (2.2 in) |
| Output bin | Paper | | Up to 300 sheets of 75 g/m ² (20 lb) bond |

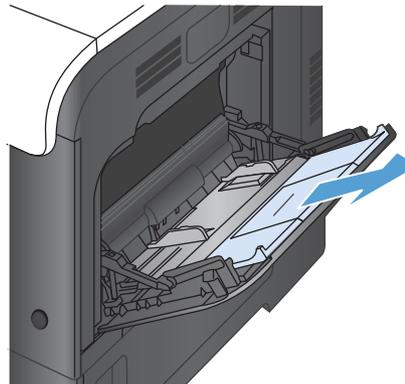
Load paper trays

Load Tray 1

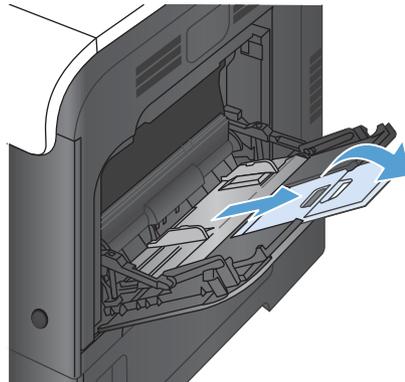
1. Open Tray 1.



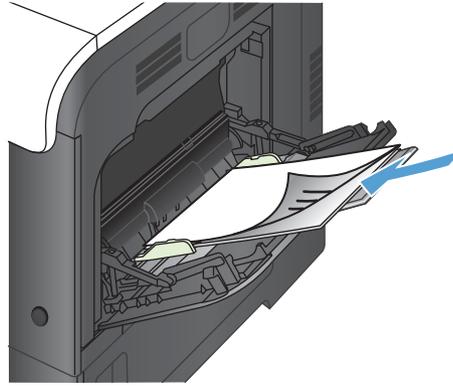
2. Slide out the tray extension.



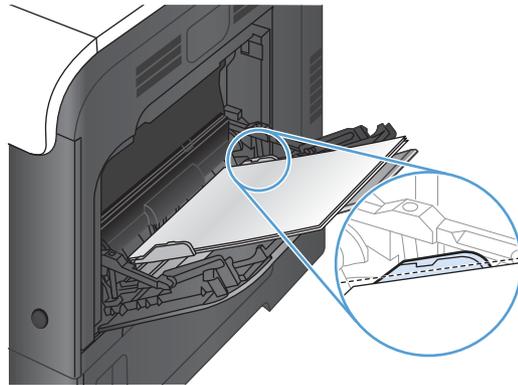
3. Fold out the tray extension to support the paper and set the side guides to the correct width.



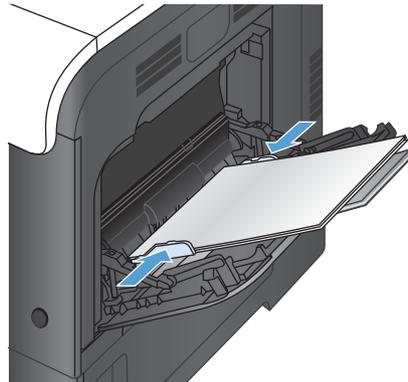
4. Load paper in the tray face down and the short, top edge going into the product first.



5. Make sure the stack fits under the tabs on the guides and does not exceed the tray-full indicators.



6. Adjust the side guides so that they lightly touch the paper stack but do not bend it.



Print envelopes

If your software does not automatically format an envelope, specify **Landscape** for page orientation in your software program or printer driver. Use the following guidelines to set margins for return and destination addresses on Commercial #10 or DL envelopes:

| Address type | Left margin | Top margin |
|--------------|----------------|----------------|
| Return | 15 mm (0.6 in) | 15 mm (0.6 in) |
| Destination | 102 mm (4 in) | 51 mm (2 in) |

For envelopes of other sizes, adjust the margin settings accordingly.

Load Tray 2

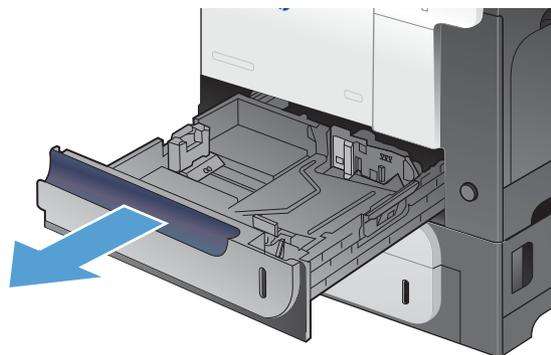
This tray holds up to 500 sheets of 75 g/m² (20 lb) paper. If the paper is heavier, the tray does not hold as many sheets. Do not overfill the tray.

The stack height for Tray 2 is 30 mm (1.18 in) for glossy paper and 40 mm (1.57 in) for short paper (A5, A6, 4x6, and landscape).

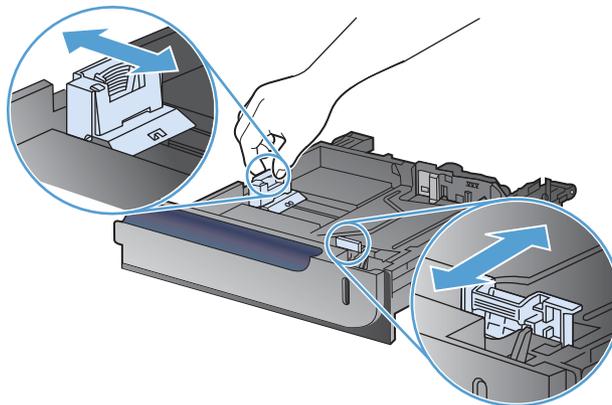
CAUTION: Do not print envelopes, labels, postcards, or unsupported sizes of paper from the Tray 2. Print these types of paper only from Tray 1.

1. Slide open the tray.

NOTE: Do not open the tray while it is in use.



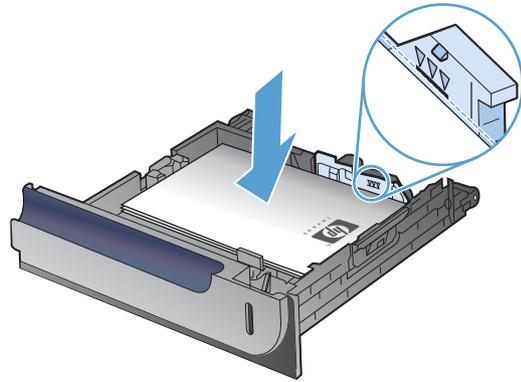
2. Adjust the paper-length and paper-width guides by squeezing the adjustment latch and sliding the guides to the size of the paper being used.



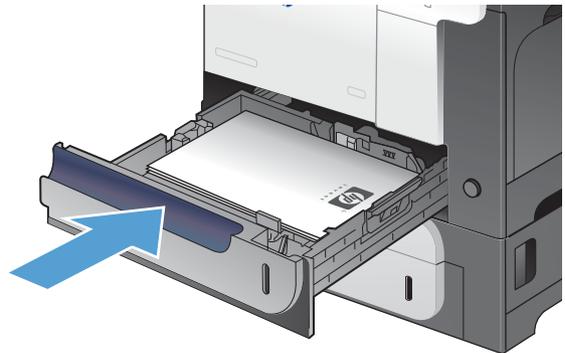
3. Load paper into the tray face up. Check the paper to verify the guides lightly touch the stack, but do not bend it.

NOTE: To prevent jams, do not overfill the tray. Be sure the top of the stack is below the tray full indicator.

NOTE: If the tray is not adjusted correctly, an error message might appear during printing or the paper might jam.



4. Slide the tray into the product.



5. The control panel shows the tray's paper type and size. If the configuration is not correct, follow the instructions on the control panel to change the size or type.



Load the optional 500-sheet paper and heavy media tray (Tray 3)

Tray 3 holds up to 500 sheets of standard paper.

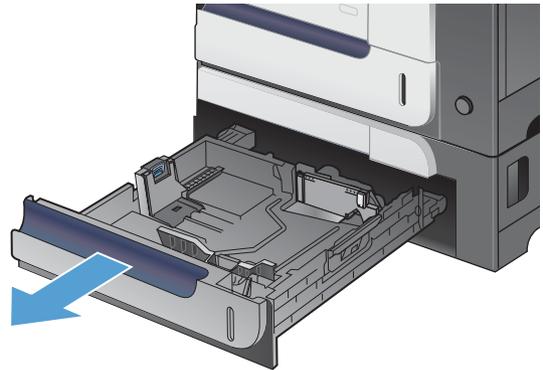
The product automatically detects the following standard sizes of paper in Tray 3: Letter, Legal, Executive, A4, A5, and B5 (JIS).

CAUTION: Do not print envelopes or unsupported sizes of paper from Tray 3. Print these types of paper only from Tray 1.

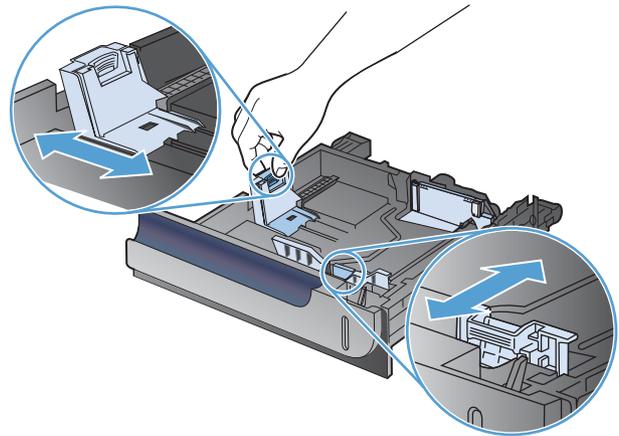
Load standard-sized paper into Tray 3

1. Slide open the tray.

NOTE: Do not open the tray while it is in use.



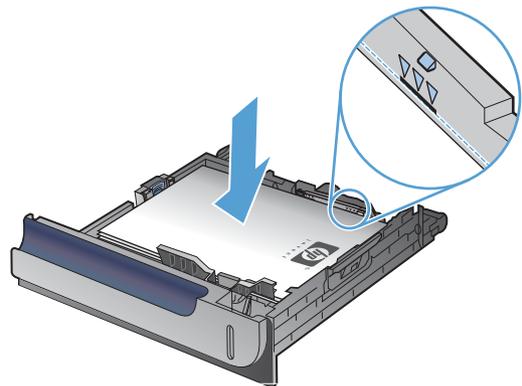
2. Adjust the paper-length and paper-width guides by squeezing the adjustment latches and sliding the guides to the size of the paper being used.



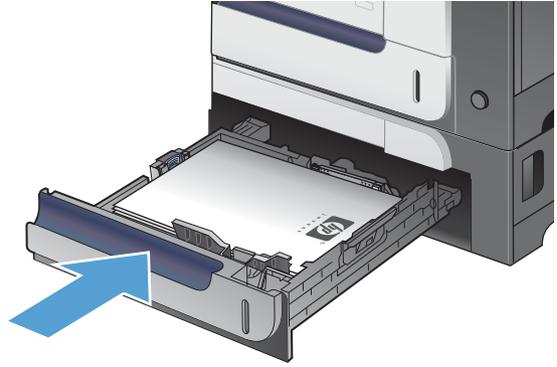
3. Load paper into the tray face up. Check the paper to verify the guides lightly touch the stack, but do not bend it.

NOTE: To prevent jams, do not overfill the tray. Be sure the top of the stack is below the tray full indicator.

NOTE: If the tray is not adjusted correctly, an error message might appear during printing or the paper might jam.



4. Slide the tray into the product.

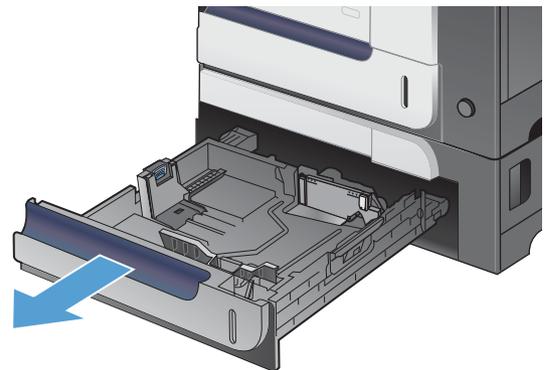


5. The control panel shows the tray's paper type and size. If the configuration is not correct, follow the instructions on the control panel to change the size or type.

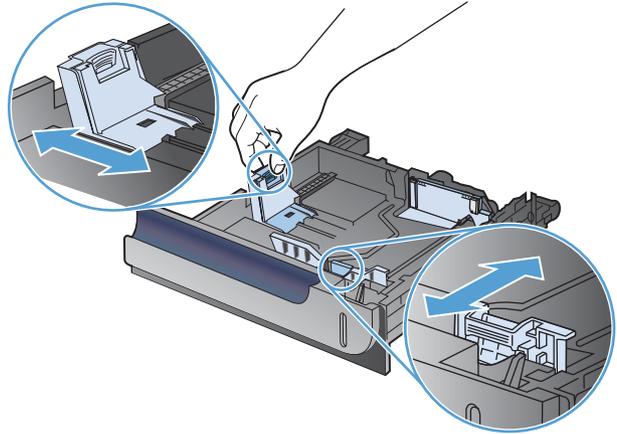


Load custom-size paper into Tray 3

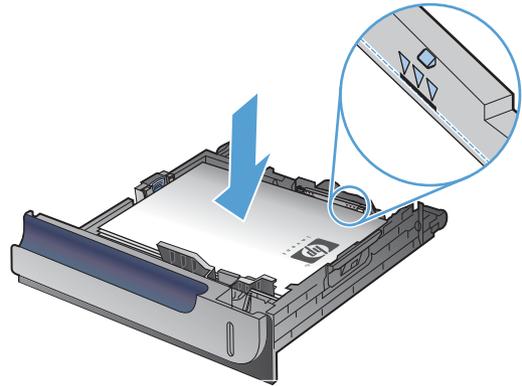
1. Slide open the tray.



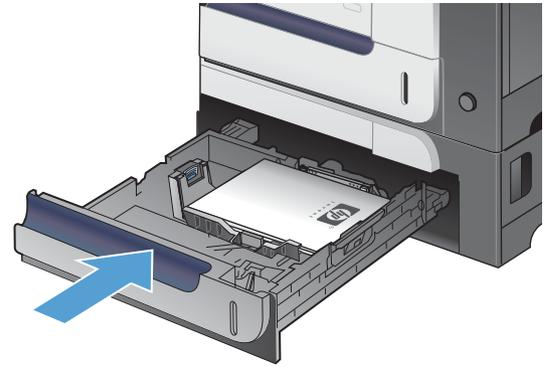
2. Adjust the paper-length and paper-width guides by squeezing the adjustment latches and sliding the guides to the size of the paper being used.



3. Load paper into the tray face up. Check the paper to verify the guides lightly touch the stack, but do not bend it.



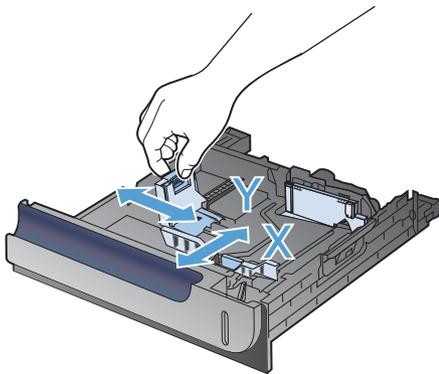
- Slide the tray into the product. The control panel shows the paper type and size.



- The control panel prompts you to set the paper size and type. Select the **Custom** setting, and then configure the X and Y dimensions of the custom paper size.



 **NOTE:** See the label in the paper tray, or the following illustration, to determine the X and Y dimensions.



Paper orientation for loading trays

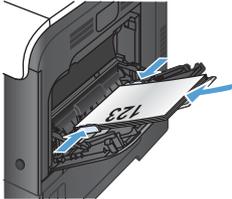
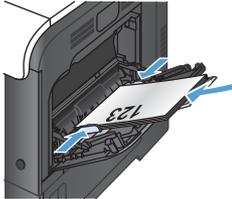
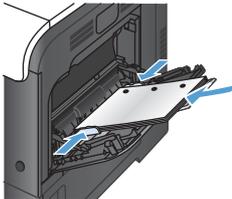
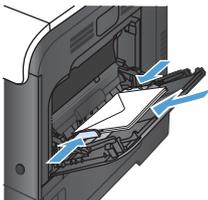
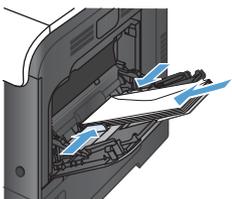
If you are using paper that requires a specific orientation, load it according to the information in the following tables.



NOTE: The **Alternative Letterhead Mode** setting affects the way you load letterhead or preprinted paper. This setting is disabled by default.

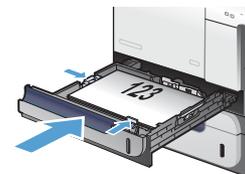
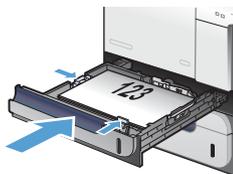
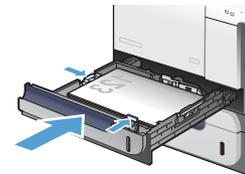
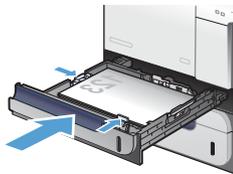
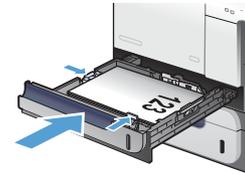
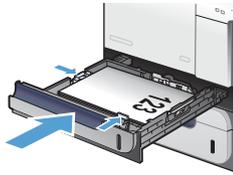
Tray 1

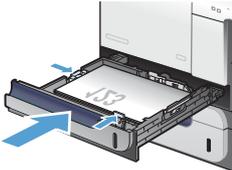
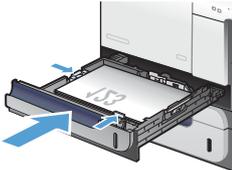
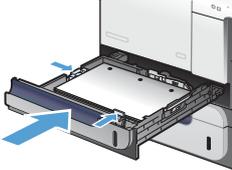
| Paper type | Image orientation | Duplex mode | How to load paper | How to load paper |
|--------------------------|-------------------|------------------|---|---|
| | | | Alternative Letterhead Mode = Disabled | Alternative Letterhead Mode = Enabled |
| Preprinted or letterhead | Portrait | 1-sided printing | Face down Top edge leading into the product | Face up Bottom edge leading into the product |
| | | 2-sided printing | Face up Bottom edge leading into the product | Face up Bottom edge leading into the product |
| | Landscape | 1-sided printing | Face up Top edge toward the front of the product | Face up Top edge toward the front of the product |

| Paper type | Image orientation | Duplex mode | How to load paper | How to load paper |
|------------|---|------------------------|--|---|
| | | | Alternative Letterhead Mode = Disabled | Alternative Letterhead Mode = Enabled |
| | | 2-sided printing | Face up Top edge toward the front of the product | Face up Top edge toward the front of the product |
| | | |  |  |
| Prepunched | Portrait or landscape | 1- or 2-sided printing | Holes toward the back of the product | Not applicable |
| | | |  | |
| Envelopes | Long edge of the envelope feeding into the product | 1-sided printing | Face down Top edge leading into the product | Not applicable |
| | | |  | |
| | Short edge of the envelope feeding into the product | 1-sided printing | Face down Top edge toward the back of the product | Not applicable |
| | | |  | |

Tray 2 or optional Tray 3

| Paper type | Image orientation | Duplex mode | How to load paper | |
|--------------------------|-------------------|------------------|--|--|
| | | | Alternative Letterhead Mode = Disabled | Alternative Letterhead Mode = Enabled |
| Preprinted or letterhead | Portrait | 1-sided printing | Face up Top edge at the right side of the tray | Face up Top edge at the right side of the tray |
| | | 2-sided printing | Face down Top edge at the left side of the tray | Face down Top edge at the left side of the tray |
| | Landscape | 1-sided printing | Face up Top edge toward the back of the product | Face up Top edge toward the back of the product |



| Paper type | Image orientation | Duplex mode | How to load paper | How to load paper |
|------------|-----------------------|------------------------|--|---|
| | | | Alternative Letterhead Mode = Disabled | Alternative Letterhead Mode = Enabled |
| | | 2-sided printing | Face down Top edge toward the front of the product | Face down Top edge toward the front of the product |
| | | |  |  |
| Prepunched | Portrait or landscape | 1- or 2-sided printing | Holes toward the back of the product | Not applicable |
| | | |  | |

Configure trays

The product automatically prompts you to configure a tray for type and size in the following situations:

- When you load paper into the tray
- When you specify a particular tray or media type for a print job through the printer driver or a software program and the tray is not configured to match the print-job's settings

 **NOTE:** The prompt does not appear if you are printing from Tray 1, and it is configured for the **Any Size** and **Any Type** settings. In this situation, if the print job does not specify a tray, the product prints from Tray 1, even if the paper size and type settings in the print job do not match the paper loaded in Tray 1.

Configure a tray when loading paper

1. Load paper in the tray. Close the tray if you are using Tray 2 or 3.
2. The tray configuration message appears.
3. Do one of the following:
 - Press the **OK** button to accept the size and type.
 - To modify the tray size configuration, press the down arrow ▼ to highlight the **Modify** option, and then press the **OK** button.
 - a. Press the down arrow ▼ to highlight the correct size, and then press the **OK** button.
 - b. Press the down arrow ▼ to highlight the correct type, and then press the **OK** button.

Configure a tray to match print job settings

1. In the software program, specify the source tray, the paper size, and the paper type.
2. Send the job to the product.

If the tray needs to be configured, the tray configuration message appears.
3. Load the tray with the specified size and type of paper, and then close the tray.
4. When the size and type confirmation messages appear, press the **OK** button to confirm the paper size and type.

Configure a tray from the control panel

You can also configure the trays for size and type without a prompt from the product.

1. Press the Home  button.
2. Open the **Trays** menu.
3. Press the down arrow ▼ to highlight the size or type setting for the desired tray, and then press the **OK** button.

4. Press the up arrow ▲ or the down arrow ▼ to highlight the size or type. If you select a custom size, select the unit of measure, and then set the X dimension and the Y dimension.
5. Press the OK button to save your selection.
6. Press the Home 🏠 button to exit the menus.

Automatic overhead transparency sensing (auto sense mode)

The automatic media type sensor functions only when that tray is configured to the **Any Type** setting. Configuring a tray to any other type, such as Bond or Glossy, deactivates the media sensor in that tray.

The product can automatically classify paper types into one of two categories:

- Non-transparency
- Transparency

For more control, a specific type must be selected in the job or configured in a tray.

Auto-sense settings

Full sensing (Tray 1 only)

- The product distinguishes between transparencies (Transparency mode) and paper (Normal mode).
- Each time the product prints a page, it senses transparencies or non-transparencies.
- This is the slowest mode.

Transparency only

- The product distinguishes between transparencies (Transparency mode) and paper (Normal mode).
- The product assumes that the second and all subsequent pages are of the same media type as the first page.
- This is the fastest mode and is useful for high-volume printing in Normal mode.

Select the paper by source, type, or size

In the Microsoft Windows operating system, three settings affect how the printer driver tries to pull media when you send a print job. Source, Type, and Size settings appear in the **Page Setup**, **Print Preferences**, or **Print Properties** dialog boxes in most software programs. Unless you change these settings, the product automatically selects a tray using the default settings.

Source

To print by source, select a specific tray in the printer driver for the product to pull from. If you select a tray that is configured for a type or size that does not match your print job, the product prompts you to

load the tray with the type or size of paper for your print job before printing it. When you load the tray, the product begins printing.

Type and size

- Printing by type or size causes the product to pull from the tray that is loaded with the correct type and size of paper.
- Selecting paper by type rather than source helps protect special paper from accidental use.
- Using the wrong setting might result in unsatisfactory print quality. Always print by type for special print media, such as labels or transparencies.
- Print by type or size for envelopes, if possible.
- To print by type or size, select the type or size from the **Page Setup** dialog box, the **Print** dialog box, the **Preferences** dialog box, or the **Print Properties** dialog box, depending on the software program.
- If you often print on a certain type or size of paper, configure a tray for that type or size. Then, when you select that type or size as you print a job, the product automatically pulls paper from the tray that is configured for that type or size.

7 Print cartridges, toner collection unit, and other supplies

- [Printer sharing disclaimer](#)
- [Supplies information](#)
- [Supplies views](#)
- [Manage print cartridges](#)
- [Replacement instructions](#)
- [Solve problems with supplies](#)

Printer sharing disclaimer

HP does not support peer-to-peer networking, as the feature is a function of Microsoft operating systems and not of the HP printer drivers. Go to Microsoft at www.microsoft.com.

Supplies information

| Color | Cartridge number | Part number |
|---|------------------|-------------|
| Standard-capacity replacement black print cartridge | 507A | CE400A |
| High-capacity replacement black print cartridge | 507X | CE400X |
| Replacement cyan print cartridge | 507A | CE401A |
| Replacement yellow print cartridge | 507A | CE402A |
| Replacement magenta print cartridge | 507A | CE403A |

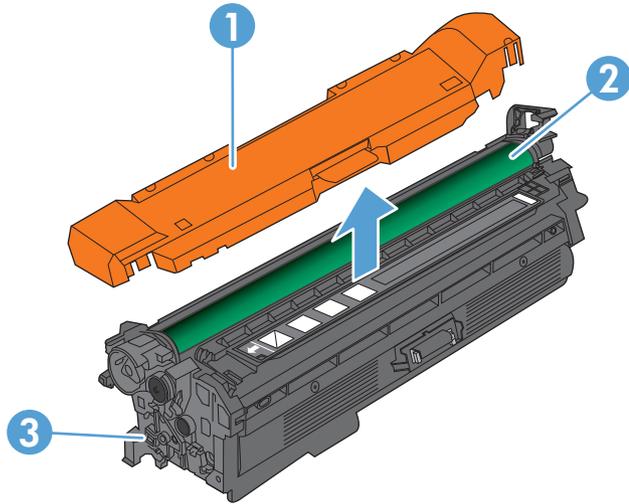
Environmental features: Recycle print cartridges by using the HP Planet Partners return and recycling program.

For more information about supplies, go to www.hp.com/go/learnaboutesupplies.

The information contained herein is subject to change without notice. For the latest supplies information go to www.hp.com/support/lj500colorM551_manuals.

Supplies views

Print cartridge views



| | |
|---|----------------------------|
| 1 | Plastic shield |
| 2 | Imaging drum |
| 3 | Print cartridge memory tag |

Manage print cartridges

Correctly using, storing, and monitoring the print cartridge can help ensure high-quality print output.

Change settings for print cartridges

Print when a print cartridge is at or near end of life

- A **<Color> <Supply> Low** message—where <Color> is the color of the supply, and <Supply> is the type of supply—appears when a supply is nearing the estimated end of its useful life.
- A **<Color> <Supply> Very Low** message appears when a supply is at its estimated end of useful life.

Print-quality problems can occur when using a supply that is at its estimated end of life.

Enable or disable the Very Low Settings options from the control panel

You can enable or disable the default settings at any time, and you do not have to re-enable them when you install a new cartridge.

 **CAUTION:** Once an HP supply has reached Very Low, the HP premium Protection Warranty on that supply has ended.

1. At the control panel, press the Home  button.
2. Open the following menus:
 - **Administration**
 - **Manage Supplies**
 - **Supply Settings**
 - **Black Cartridge** or **Color Cartridges**
 - **Very Low Settings**
3. Use the arrow buttons to highlight your selection, and then press the **OK** button to select it. Select one of the following options:

 **NOTE:** If you select the **Stop** or **Prompt to continue** option, the product stops printing when it reaches the Very Low threshold. When you replace the cartridge, the product automatically resumes printing.

- Select the **Stop** option to set the product to stop printing until you replace the cartridge.
- Select the **Prompt to continue** option to set the product to stop printing and prompt you to replace the cartridge. You can acknowledge the prompt and continue printing.
- Select the **Continue** option to set the product to alert you that the cartridge is very low, but to continue printing.



NOTE: Using the **Continue** setting allows printing beyond Very Low and can result in unsatisfactory print quality.

Store and recycle supplies

Recycle supplies

To recycle a genuine HP print cartridge, place the used cartridge in the box in which the new cartridge arrived. Use the enclosed return label to send the used supply to HP for recycling. For complete information, see the recycling guide that is included with each new HP supply item.

Print-cartridge storage

Do not remove the print cartridge from its package until you are ready to use it.



CAUTION: To prevent damage to the print cartridge, do not expose it to light for more than a few minutes.

HP policy on non-HP print cartridges

Hewlett-Packard Company cannot recommend the use of non-HP print cartridges, either new or remanufactured.



NOTE: Any damage caused by a non-HP print cartridge is not covered under the HP warranty and service agreements.

HP anticounterfeit Web site

Go to www.hp.com/go/anticounterfeit when you install an HP print cartridge and the control-panel message says the cartridge is non-HP. HP will help determine if the cartridge is genuine and take steps to resolve the problem.

Your print cartridge might not be a genuine HP print cartridge if you notice the following:

- The supplies status page indicates that a non-HP supply is installed.
- You are experiencing a high number of problems with the print cartridge.
- The cartridge does not look like it usually does (for example, the packaging differs from HP packaging).

Replacement instructions

Replace the print cartridge

The product uses four colors and has a different print cartridge for each color: black (K), magenta (M), cyan (C), and yellow (Y).

CAUTION: If toner gets on clothing, wipe it off with a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

NOTE: Information about recycling used print cartridges is on the print-cartridge box.

1. Open the front door. Make sure that the door is completely open.

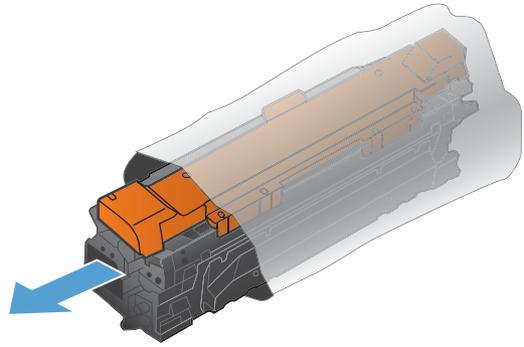


2. Grasp the handle of the used print cartridge and pull out to remove.

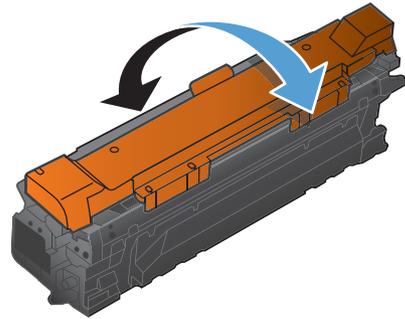


3. Store the used print cartridge in a protective bag. Information about recycling used print cartridges is on the print-cartridge box.

4. Remove the new print cartridge from its protective bag.



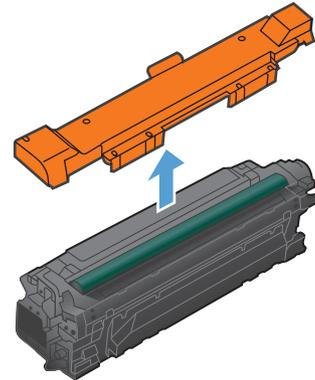
5. Grasp both sides of the print cartridge and distribute the toner by gently rocking the print cartridge.



6. Remove the orange protective cover from the print cartridge.

CAUTION: Avoid prolonged exposure to light.

CAUTION: Do not touch the green roller. Doing so can damage the cartridge.



7. Align the print cartridge with its slot and insert the print cartridge until it clicks into place.



8. Close the front door.



Replace the toner collection unit

Replace the toner collection unit when the control panel prompts you.

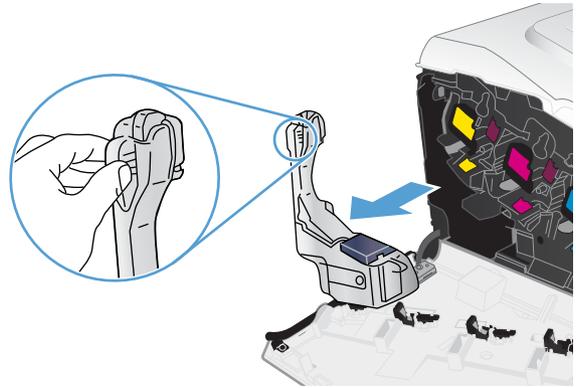
 **NOTE:** The toner collection unit is designed for a single use. Do not attempt to empty the toner collection unit and reuse it. Doing so could lead to toner being spilled inside the product, which could result in reduced print quality. After use, return the toner collection unit to HP's Planet Partners program for recycling.

NOTE: If printing documents that require heavy toner coverage, the toner collection unit can fill quickly. If printing these types of documents, HP recommends that you have another toner collection unit available.

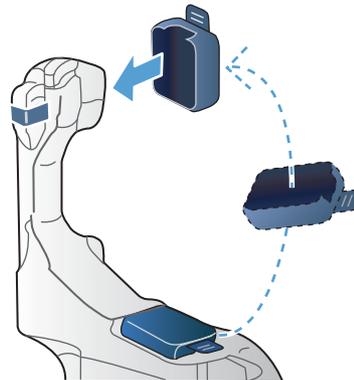
1. Open the front door. Make sure that the door is completely open.



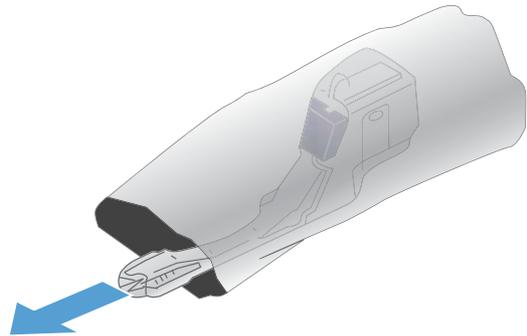
2. Grasp the blue label at the top of the toner collection unit and remove it from the product.



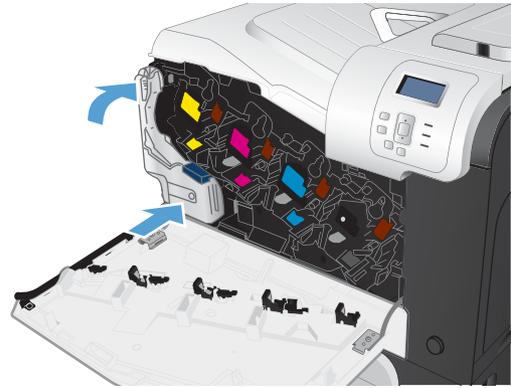
3. Place the attached blue cap over the blue opening at the top of the unit.



4. Remove the new toner collection unit from its packaging.



5. Insert the bottom of the new unit into the product first and then push the top of the unit until it clicks into place.



6. Close the front door.

NOTE: If the toner collection unit is not installed correctly, the front door does not close completely.



To recycle the used toner collection unit, follow the instructions included with the new toner collection unit.

Solve problems with supplies

Check the print cartridges

Check the print cartridge, and replace it if necessary, if you are having any of the following problems:

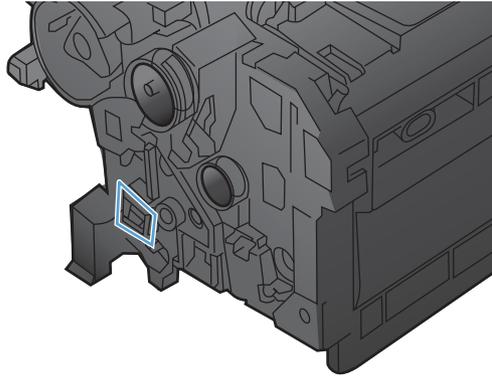
- The printing is too light or seems faded in areas.
- Printed pages have small unprinted areas.
- Printed pages have streaks or bands.

If you determine that you need to replace a print cartridge, print the supplies status page to find the part number for the correct genuine HP print cartridge.

| Type of print cartridge | Steps to resolve the problem |
|--|---|
| Refilled or remanufactured print cartridge | Hewlett-Packard Company cannot recommend the use of non-HP supplies, either new or remanufactured. Because they are not HP products, HP cannot influence their design or control their quality. If you are using a refilled or remanufactured print cartridge and are not satisfied with the print quality, replace the cartridge with a genuine HP cartridge. |
| Genuine HP print cartridge | <ol style="list-style-type: none">1. The product control panel or the supplies status page indicates Very Low status when the cartridge has reached the end of its designated life. Replace the print cartridge if print quality is no longer acceptable.2. Visually inspect the print cartridge for damage. See the instructions that follow. Replace the print cartridge if necessary.3. If printed pages have marks that repeat several times at the same distance apart, print a cleaning page. If this does not solve the problem, use the repeating defects information in this document to identify the cause of the problem. |

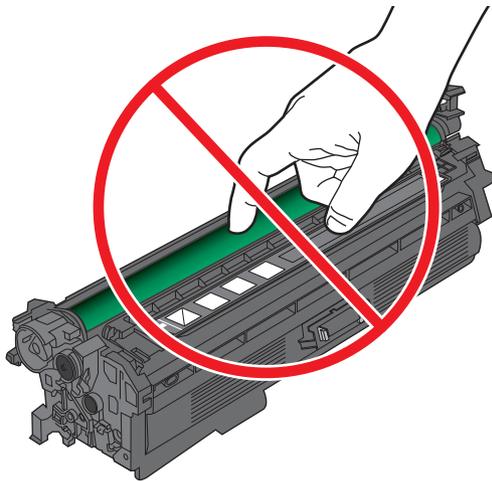
Inspect the print cartridge for damage

1. Check if the memory chip is damaged or missing.



2. Examine the surface of the green imaging drum on the top of the print cartridge.

CAUTION: Do not touch the green roller (imaging drum) on the top of the cartridge. Fingerprints on the imaging drum can cause print-quality problems.



3. If you see any scratches, fingerprints, or other damage on the imaging drum, replace the print cartridge.
4. If the imaging drum does not appear to be damaged, reinstall the print cartridge. Print a few pages to see if the problem has resolved.

Repeating defects

If defects repeat at regular intervals on the page, use a ruler and the table below to identify the cause of the defect. Place the top of the ruler at the first defect. The marking that is beside the next occurrence of the defect indicates which component needs to be replaced.

| Distance between defects | Product components that cause the defect |
|--------------------------|--|
| 27 mm | Print cartridge (primary charging roller) |
| 32 mm | Print cartridge (developer roller) |
| 44 mm | Print engine (primary transfer roller) |
| 49 mm | Print cartridge (replenishing/supply roller) |
| 50 mm | Print engine (secondary transfer roller) |
| 76 mm | Print cartridge (OPC) |
| 77 mm | Fuser (fuser film) |
| 78 mm | Fuser (pressure roller) |

Print the Supplies Status page

The **Print Supplies Status** page indicates the estimated life remaining in print cartridges. It also lists the part number for the correct genuine HP print cartridge for your product so you can order a replacement print cartridge, as well as other useful information.

1. At the control panel, press the Home  button.
2. Open the following menus:
 - **Administration**
 - **Reports**
 - **Configuration/Status Pages**
3. Use the down arrow button  to highlight the **Supplies Status Page** item, and then press the **OK** button to select it.
4. Use the up arrow button  to highlight the **Print** item, and then press the **OK** button.

Interpret control panel messages for supplies

The following table contains important information about supplies status messages.

10.XX.YY Supply memory error

Description

The product cannot read or write to at least one print-cartridge memory chip or a memory chip is missing from a print cartridge.

Memory chip memory errors

- YY = 00
- XX = 00 - Black
- XX = 01 - Cyan
- XX = 02 - Magenta
- XX = 03 - Yellow

Memory chip missing errors

- YY = 10
- XX = 00 - Black
- XX = 01 - Cyan
- XX = 02 - Magenta
- XX = 03 - Yellow

Recommended action

Reinstall the print cartridge, or install a new print cartridge.

Black cartridge low

Description

The print cartridge is nearing the estimated end of its useful life.

Recommended action

The product indicates when the print-cartridge level is low. The actual print-cartridge life remaining can vary. Consider having a replacement cartridge available to install when the print quality is no longer acceptable. The print cartridge does not need to be replaced now.

Black cartridge very low

Description

The print cartridge is at the estimated end of its useful life.

Print quality might decrease. Replace the print cartridge when the print quality becomes unacceptable.

Recommended action

To ensure optimal print quality, HP recommends replacing the print cartridge at this point. You do not need to replace the print cartridge at this time unless the print quality is no longer acceptable. The actual print-cartridge life can vary.

Once an HP print cartridge has reached the very low threshold, the HP Premium Protection Warranty on that print cartridge has ended. When choosing to continue printing past the very low threshold, all print defects or print-cartridge failures will not be considered to be defects in materials or workmanship in the print cartridge under the HP Print Cartridge Warranty Statement.

Cyan cartridge low

Description

The print cartridge is nearing the estimated end of its useful life.

Recommended action

The product indicates when the print-cartridge level is low. The actual print-cartridge life remaining can vary. Consider having a replacement cartridge available to install when the print quality is no longer acceptable. The print cartridge does not need to be replaced now.

Cyan cartridge very low

Description

The print cartridge is at the estimated end of its useful life.

Print quality might decrease. Replace the print cartridge when the print quality becomes unacceptable.

Recommended action

To ensure optimal print quality, HP recommends replacing the print cartridge at this point. You do not need to replace the print cartridge at this time unless the print quality is no longer acceptable. The actual print-cartridge life can vary.

Once an HP print cartridge has reached the very low threshold, the HP Premium Protection Warranty on that print cartridge has ended. When choosing to continue printing past the very low threshold, all print defects or print-cartridge failures will not be considered to be defects in materials or workmanship in the print cartridge under the HP Print Cartridge Warranty Statement.

Fuser kit low

Description

The fuser kit is low. The actual supply life remaining might vary. Consider having a replacement fuser kit available to install when print quality is no longer acceptable. You do not need to replace the fuser kit at this time unless print quality is no longer acceptable.

Recommended action

If print quality is no longer acceptable, replace the fuser kit. Instructions are included with the fuser kit.

Fuser kit very low

Description

The fuser kit is very low. The actual supply life remaining might vary. You do not need to replace the fuser kit at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP Premium Protection Warranty for that supply has ended.

Recommended action

If print quality is no longer acceptable, replace the fuser kit. Instructions are included with the fuser kit.

Incompatible <color> cartridge

Description

The indicated color print cartridge is not compatible with this product.

Recommended action

Replace the print cartridge with one that is designed for this product.

Incompatible fuser

Description

The fuser is not compatible with this product.

Recommended action

 **WARNING!** The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.

1. Open the right door.
2. Remove the incompatible fuser.
3. Install the correct fuser.
4. Close the right door.

Magenta cartridge low

Description

The print cartridge is nearing the estimated end of its useful life.

Recommended action

The product indicates when the print-cartridge level is low. The actual print-cartridge life remaining can vary. Consider having a replacement cartridge available to install when the print quality is no longer acceptable. The print cartridge does not need to be replaced now.

Magenta cartridge very low

Description

The print cartridge is at the estimated end of its useful life.

Print quality might decrease. Replace the print cartridge when the print quality becomes unacceptable.

Recommended action

To ensure optimal print quality, HP recommends replacing the print cartridge at this point. You do not need to replace the print cartridge at this time unless the print quality is no longer acceptable. The actual print-cartridge life can vary.

Once an HP print cartridge has reached the very low threshold, the HP Premium Protection Warranty on that print cartridge has ended. When choosing to continue printing past the very low threshold, all print defects or print-cartridge failures will not be considered to be defects in materials or workmanship in the print cartridge under the HP Print Cartridge Warranty Statement.

Replace <color> cartridge

Description

This alert appears only if the product is configured to stop when the print cartridge reaches the very low threshold. The product indicates when a supply level is at its estimated end of life. The actual life remaining might be different than the estimation. Have a replacement supply available to install when print quality is no longer acceptable. The supply does not need to be replaced now unless the print quality is no longer acceptable. After an HP supply has reached its approximated end of life, the HP Premium Protection Warranty on that supply ends.

Recommended action

Replace the specified color cartridge.

Or, configure the product to continue printing by using the **Manage Supplies** menu.

Replace fuser kit

Description

The product indicates when the fuser kit is at its estimated end of life. The actual life remaining might be different than the estimation. Have a replacement fuser kit available to install when print quality is no

longer acceptable. The fuser kit does not need to be replaced now unless the print quality is no longer acceptable. After the fuser kit reaches its approximated end of life, the HP Premium Protection Warranty on that fuser kit ends.

Recommended action

 **WARNING!** The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.

Replace the fuser kit. Instructions are included with the fuser kit.

Replace Supplies

Description

This alert appears only if the product is configured to stop when the print cartridges reach the "very low" threshold. Two or more supplies are at the estimated end of life. The actual life remaining might be different than the estimation. Consider having replacement supplies available to install when print quality is no longer acceptable. The supply does not need to be replaced now unless the print quality is no longer acceptable. After an HP supply has reached its approximated end of life, the HP Premium Protection Warranty on that supply ends.

Recommended action

Replace the necessary supplies.

Or, configure the product to continue printing by using the **Manage Supplies** menu.

Replace toner collection unit

Description

The product indicates when a toner collection unit is at its estimated end of life. The actual life remaining might be different than the estimation. It is best to replace the toner collection unit within two weeks of the message to avoid overfilling and possible toner spill. After a toner collection unit has reached its approximated end of life, HP's premium Protection Warranty on that toner collection unit ends.

Recommended action

Replace the toner collection unit.

If you wish to have the toner collection unit operate past its estimated capacity, configure the product to continue printing by using the **Manage Supplies** menu. This is not a recommended option because of the risk of overfilling the toner collection unit, which could result in the need to service the product.

Replace toner collection unit

Description

The product indicates when a toner collection unit is at its estimated end of life. The actual life remaining might be different than the estimation. It is best to replace the toner collection unit within two weeks of the message to avoid overfilling and possible toner spill. After a toner collection unit has

reached its approximated end of life, HP's premium Protection Warranty on that toner collection unit ends.

Recommended action

Replace the toner collection unit.

If you wish to have the toner collection unit operate past its estimated capacity, configure the product to continue printing by using the **Manage Supplies** menu. This is not a recommended option because of the risk of overfilling the toner collection unit, which could result in the need to service the product.

Supplies in wrong position

Description

Two or more print-cartridge slots contain the wrong color print cartridge.

From left to right, the print cartridges should be installed in this order:

- Yellow
- Magenta
- Cyan
- Black

Recommended action

Install the correct color cartridge in each slot.

Supplies low

Description

This message appears when at least two supplies have reached the low threshold. The actual supply life remaining might vary. Identify which supplies are low. You do not need to replace the supplies at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP Premium Protection Warranty for that supply has ended.

Recommended action

To continue printing in color, either replace the supply or reconfigure the product by using the **Manage Supplies** menu on the control panel.

Supplies very low

Description

This message appears when at least two supplies have reached the very low threshold. Identify which supplies are low. The actual supply life remaining might vary. You do not need to replace the supplies at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP Premium Protection Warranty for that supply has ended.

Recommended action

To continue printing in color, either replace the supply or reconfigure the product by using the **Manage Supplies** menu on the control panel.

Toner Collection Unit Almost Full

Description

The toner collection unit is almost full. This condition is equivalent to the supply life being low. The actual supply life can vary. You do not need to replace the toner collection unit at this time.

Recommended action

No action is necessary to continue. Consider ordering another toner collection unit.

Unsupported supply installed

Description

One of the print cartridges is for a different HP product.

Recommended action

Remove the print cartridge from that slot, and install a cartridge that is for the HP product.

Used supply in use

Description

One of the print cartridges has been previously used.

Recommended action

If you believe you purchased a genuine HP supply, go to www.hp.com/go/anticounterfeit.

Wrong cartridge in <color> slot

Description

The indicated slot for a print cartridge contains a cartridge that is not the correct color. From left to right, the print cartridges should be installed in this order:

- Yellow
- Magenta
- Cyan
- Black

Recommended action

Remove the print cartridge from that slot, and install a cartridge that is the correct color.

Yellow cartridge low

Description

The print cartridge is nearing the estimated end of its useful life.

Recommended action

The product indicates when the print-cartridge level is low. The actual print-cartridge life remaining can vary. Consider having a replacement cartridge available to install when the print quality is no longer acceptable. The print cartridge does not need to be replaced now.

Yellow cartridge very low

Description

The print cartridge is at the estimated end of its useful life.

Print quality might decrease. Replace the print cartridge when the print quality becomes unacceptable.

Recommended action

To ensure optimal print quality, HP recommends replacing the print cartridge at this point. You do not need to replace the print cartridge at this time unless the print quality is no longer acceptable. The actual print-cartridge life can vary.

Once an HP print cartridge has reached the very low threshold, the HP Premium Protection Warranty on that print cartridge has ended. When choosing to continue printing past the very low threshold, all print defects or print-cartridge failures will not be considered to be defects in materials or workmanship in the print cartridge under the HP Print Cartridge Warranty Statement.

8 Print tasks

- [Cancel a print job with Windows](#)
- [Basic print tasks with Windows](#)
- [Use HP ePrint](#)
- [Additional print tasks with Windows](#)
- [Walk-up USB printing](#)

Cancel a print job with Windows

1. Press the stop button  on the control panel.



2. Press the down arrow  to highlight the **Cancel Current Job** option, and then press the **OK** button.

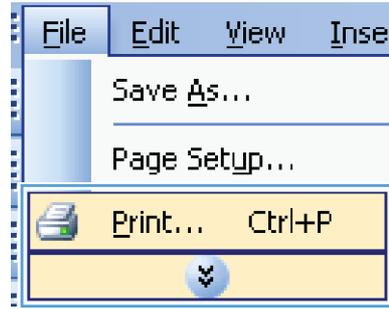
NOTE: It can take some time for all printing to clear after you have canceled a print job.

Basic print tasks with Windows

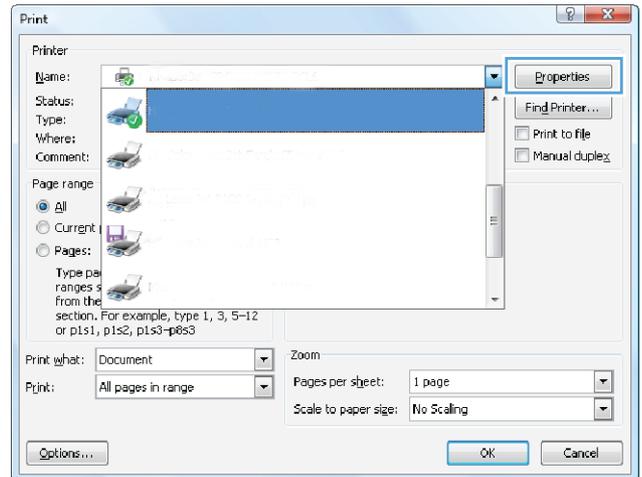
The methods to open the print dialog from software programs can vary. The procedures that follow include a typical method. Some software programs do not have a **File** menu. See the documentation for your software program to learn how to open the print dialog.

Open the printer driver with Windows

1. On the **File** menu in the software program, click **Print**.

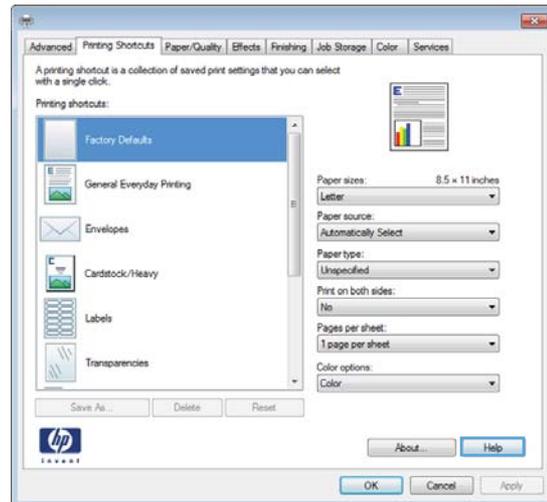


2. Select the product, and then click the **Properties** or **Preferences** button.



Get help for any printing option with Windows

1. Click the **Help** button to open the online Help.



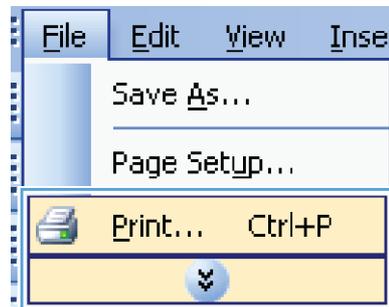
Change the number of print copies with Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then select the number of copies.

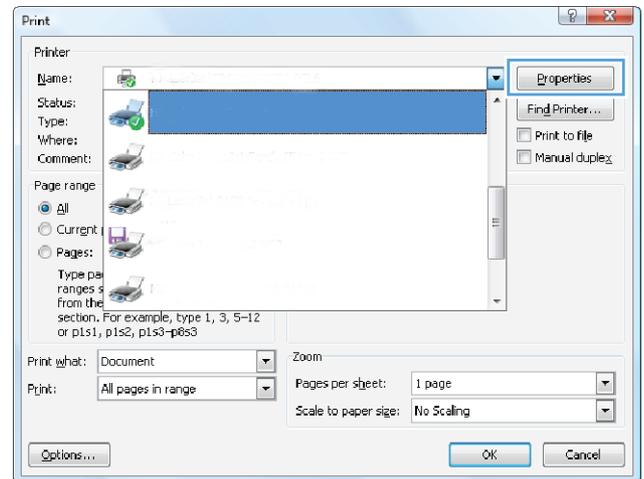
Save custom print settings for reuse with Windows

Use a printing shortcut with Windows

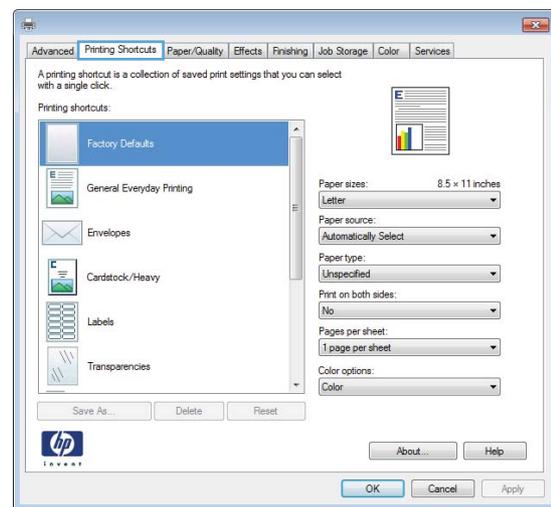
1. On the **File** menu in the software program, click **Print**.



2. Select the product, and then click the **Properties** or **Preferences** button.

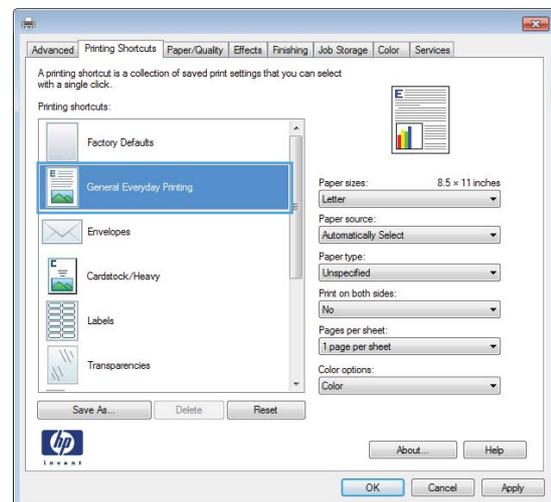


3. Click the **Printing Shortcuts** tab.



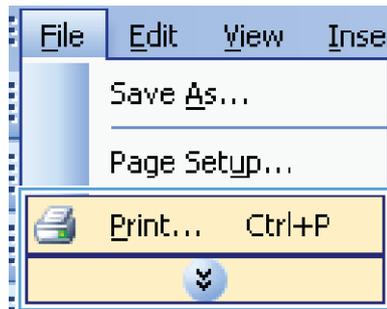
4. Select one of the shortcuts, and then click the **OK** button.

NOTE: When you select a shortcut, the corresponding settings change on the other tabs in the printer driver.

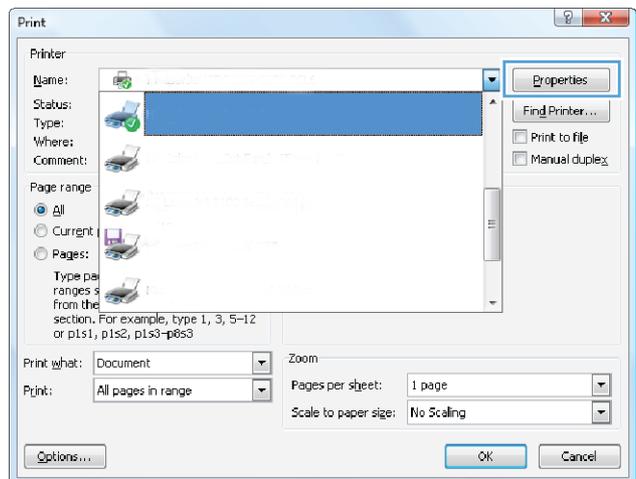


Create printing shortcuts

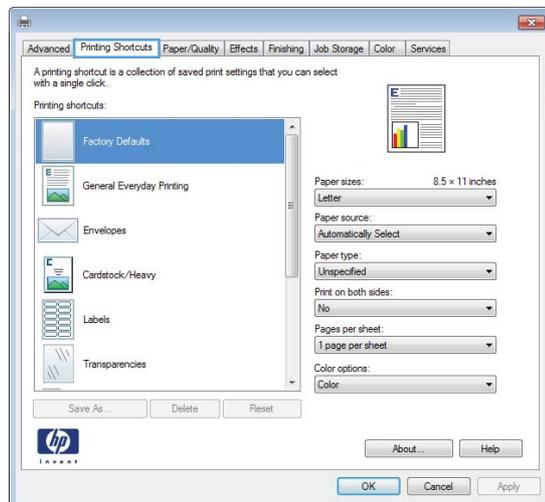
1. On the **File** menu in the software program, click **Print**.



2. Select the product, and then click the **Properties** or **Preferences** button.

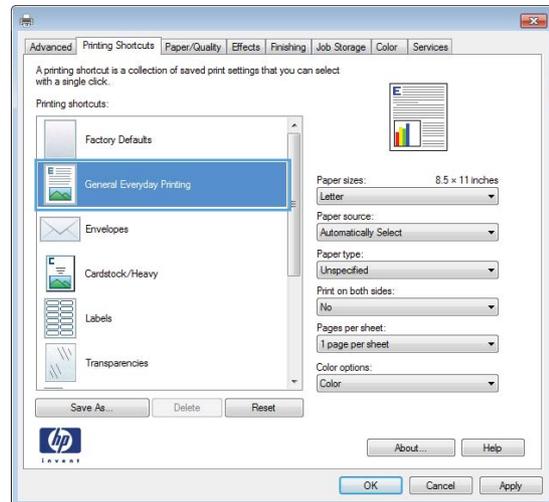


3. Click the **Printing Shortcuts** tab.

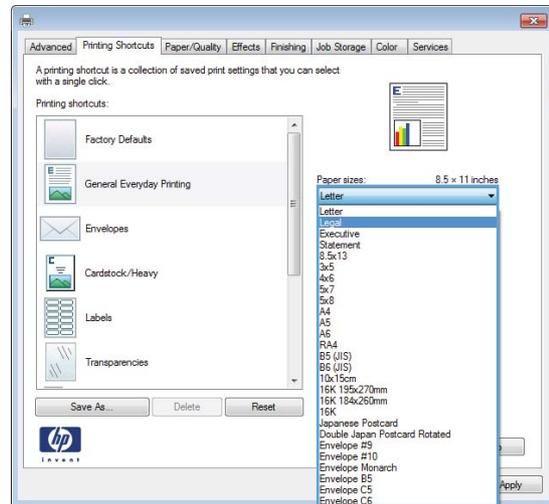


4. Select an existing shortcut as a base.

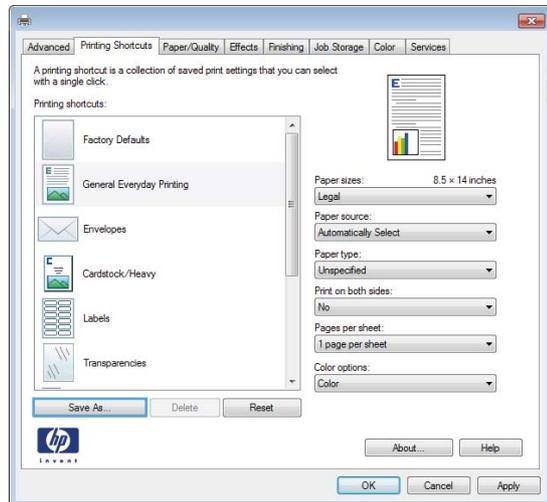
NOTE: Always select a shortcut before adjusting any of the settings on the right side of the screen. If you adjust the settings and then select a shortcut, all your adjustments are lost.



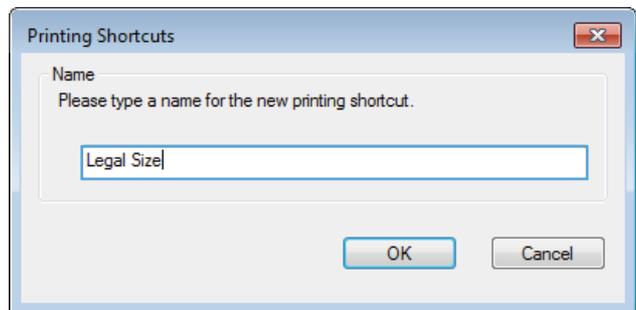
5. Select the print options for the new shortcut.



6. Click the **Save As** button.



7. Type a name for the shortcut, and click the **OK** button.



Improve print quality with Windows

Select the page size with Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. Select a size from the **Paper size** drop-down list.

Select a custom page size with Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. Click the **Custom** button.
5. Type a name for the custom size, specify the dimensions, and click the **OK** button.

Select the paper type with Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. From the **Paper type** drop-down list, click the **More...** option.
5. Expand the list of **Type is:** options.
6. Expand the category of paper types that best describes your paper, and then click the paper type that you are using.

Select the paper tray with Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. Select a tray from the **Paper source** drop-down list.

Select the print resolution

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.

3. Click the **Paper/Quality** tab.
4. In the **Print Quality** area, select the resolution from the first drop-down list.

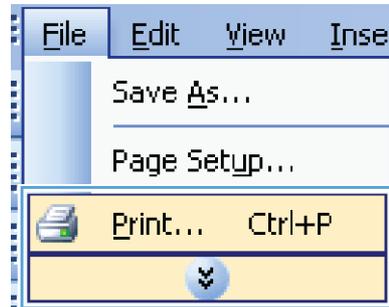
Print on both sides (duplex) with Windows

 **NOTE:** See [Paper orientation for loading trays on page 90](#) for information about the correct way to load paper.

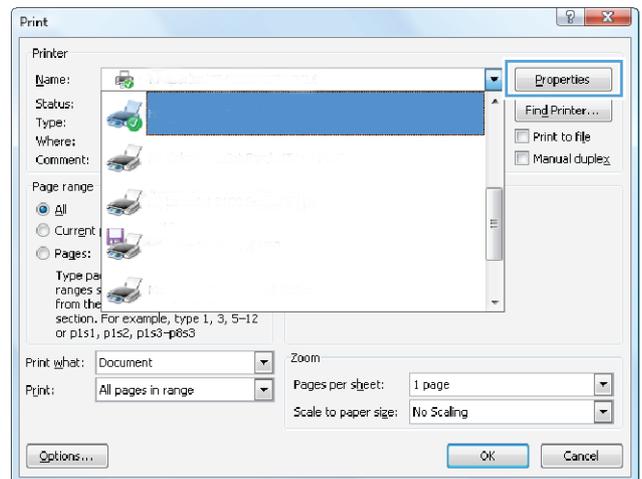
Manually print on both sides with Windows

 **NOTE:** This information applies only to products that do not have an automatic duplexer.

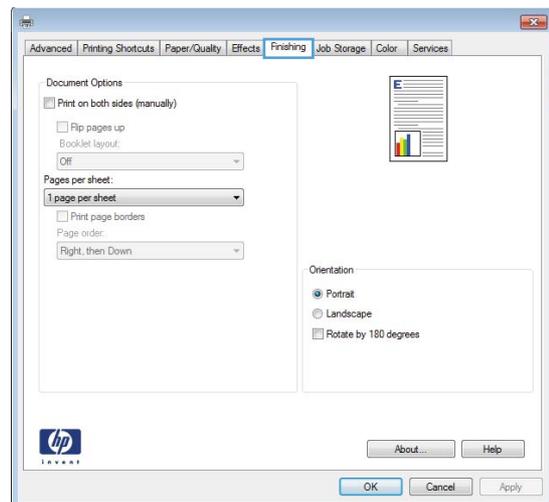
1. On the **File** menu in the software program, click **Print**.



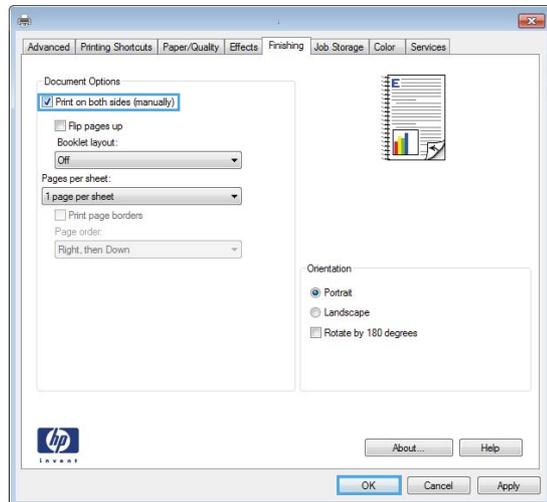
2. Select the product, and then click the **Properties** or **Preferences** button.



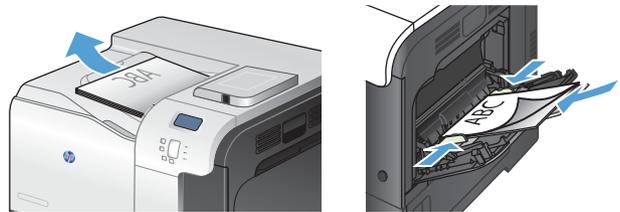
3. Click the **Finishing** tab.



4. Select the **Print on both sides (manually)** check box. Click the **OK** button to print the first side of the job.



5. Retrieve the printed stack from the output bin, and place it with the printed-side facing up in Tray 1.



6. On the control panel, press the **OK** button to print the second side of the job.

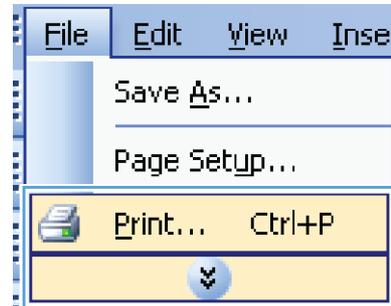


Automatically print on both sides with Windows

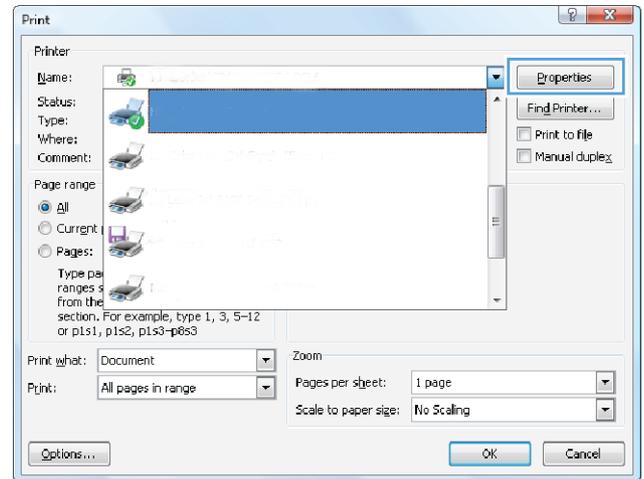


NOTE: This information applies only to products that have an automatic duplexer.

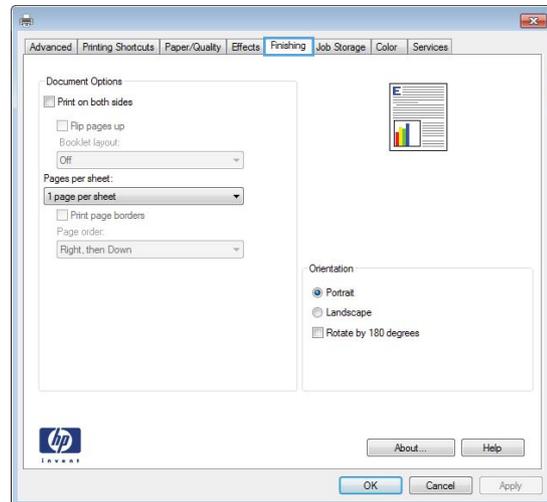
1. On the **File** menu in the software program, click **Print**.



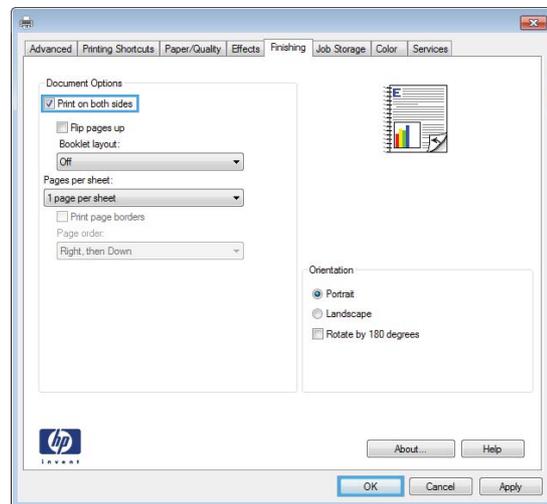
2. Select the product, and then click the **Properties** or **Preferences** button.



3. Click the **Finishing** tab.

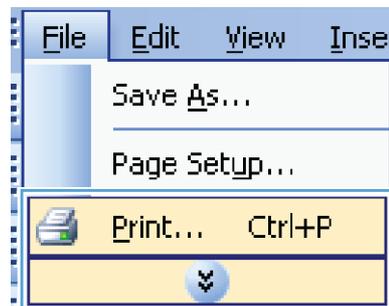


4. Select the **Print on both sides** check box. Click the **OK** button to print the job.

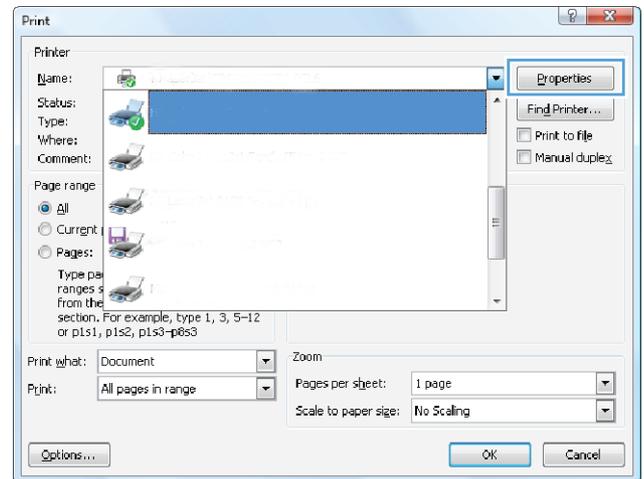


Print multiple pages per sheet with Windows

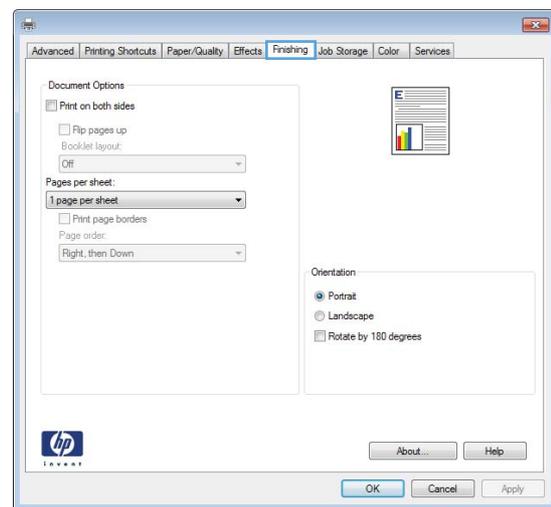
1. On the **File** menu in the software program, click **Print**.



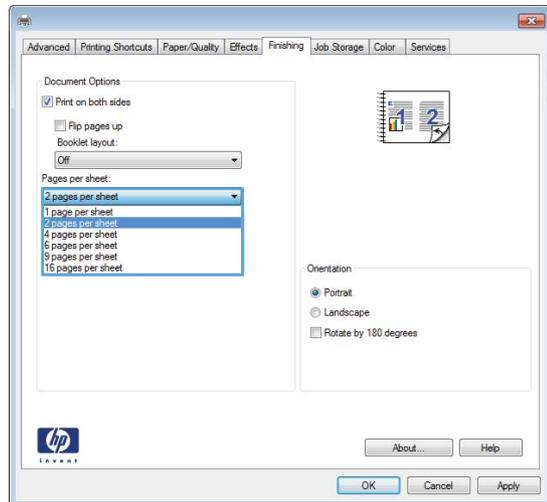
2. Select the product, and then click the **Properties** or **Preferences** button.



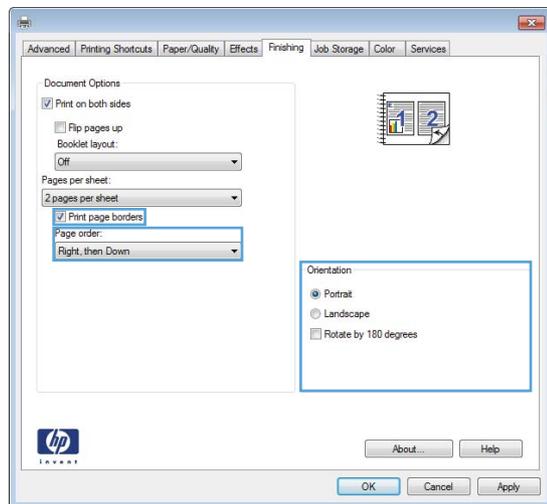
3. Click the **Finishing** tab.



4. Select the number of pages per sheet from the **Pages per sheet** drop-down list.

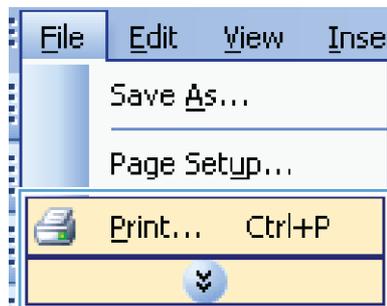


5. Select the correct **Print page borders**, **Page order**, and **Orientation** options.

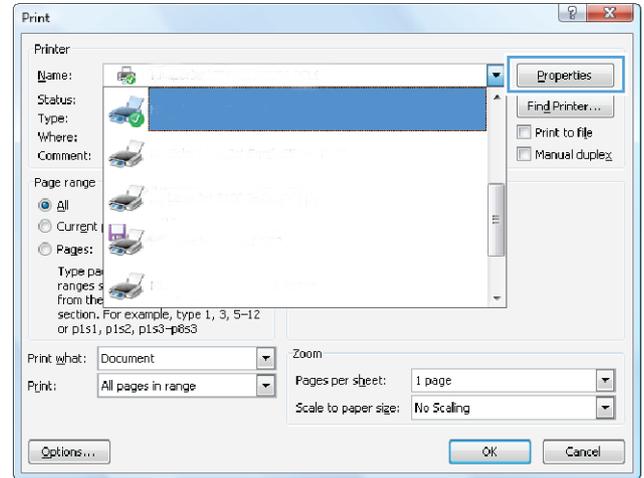


Select page orientation with Windows

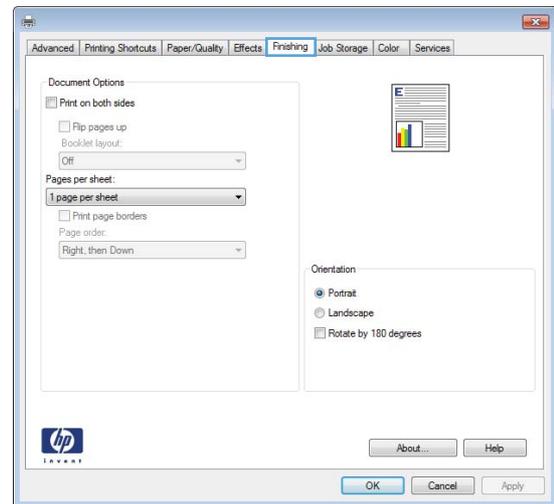
1. On the **File** menu in the software program, click **Print**.



2. Select the product, and then click the **Properties** or **Preferences** button.

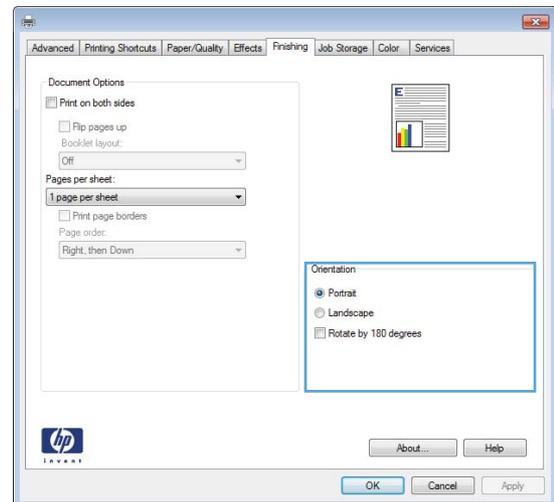


3. Click the **Finishing** tab.



4. In the **Orientation** area, select the **Portrait** or **Landscape** option.

To print the page image upside down, select the **Rotate by 180 degrees** option.



Set color options with Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Color** tab.
4. Click the **HP EasyColor** check box to clear it.
5. In the **Color Options** area, click the **Manual** option, and then click the **Settings** button.
6. Adjust the general settings for Edge Control, and settings for text, graphics, and photographs.

Use HP ePrint

Use HP ePrint to print documents by sending them as an e-mail attachment to the product's e-mail address from any e-mail enabled device.



NOTE: The product must be connected to a network and have Internet access to use HP ePrint.

1. To use HP ePrint, you must first enable HP Web Services.
 - a. Type the product IP address into the address line of a Web browser to open the HP Embedded Web Server.
 - b. Click the **Web Services** tab.
 - c. Select the option to enable Web Services.
2. Use the HP ePrintCenter Web site to define security settings and to configure default print settings for all HP ePrint jobs sent to this product.
 - a. Go to www.hpeprintcenter.com.
 - b. Click **Sign In**, and enter your HP ePrintCenter credentials or sign up for a new account.
 - c. Select your product from the list, or click **+ Add printer** to add it. To add the product, you need the printer code, which is the segment of the product e-mail address that is before the @ symbol.

A small icon of a notepad with a pencil, used to denote a note or important information.

NOTE: This code is valid for only 24 hours from the time you enable HP Web Services. If it expires, follow the instructions to enable HP Web Services again, and obtain a new code.
 - d. To prevent your product from printing unexpected documents, click **ePrint Settings**, and then click the **Allowed Senders** tab. Click **Allowed Senders Only**, and add the e-mail addresses from which you want to allow ePrint jobs.
 - e. To set up default settings for all ePrint jobs sent to this product, click **ePrint Settings**, click **Print Options**, and select the settings that you want to use.
3. To print a document, attach it to an e-mail message sent to the product's e-mail address.

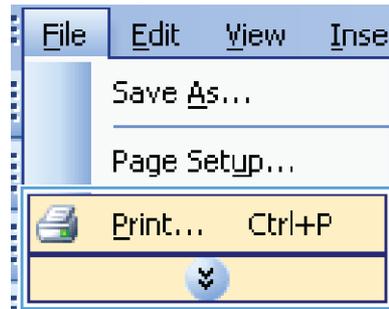
Additional print tasks with Windows

Print colored text as black (grayscale) with Windows

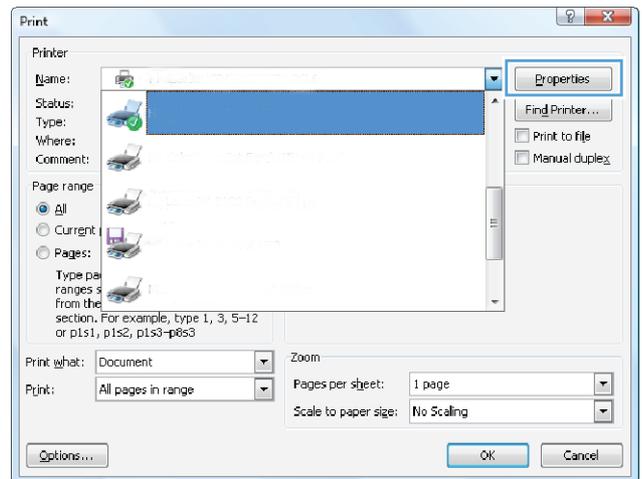
1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Advanced** tab.
4. Expand the **Document Options** section.
5. Expand the **Printer Features** section.
6. In the **Print All Text as Black** drop-down list, select the **Enabled** option.

Print on preprinted letterhead or forms with Windows

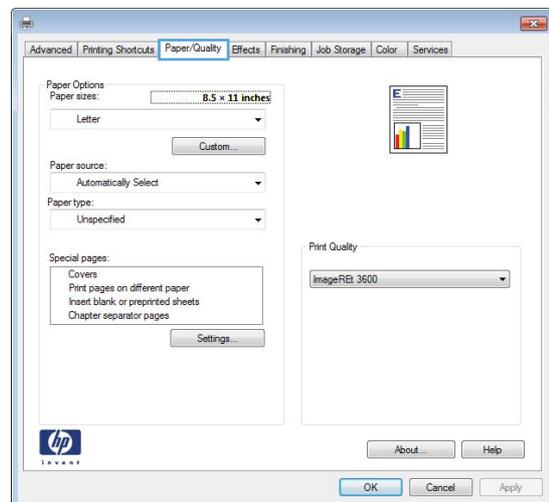
1. On the **File** menu in the software program, click **Print**.



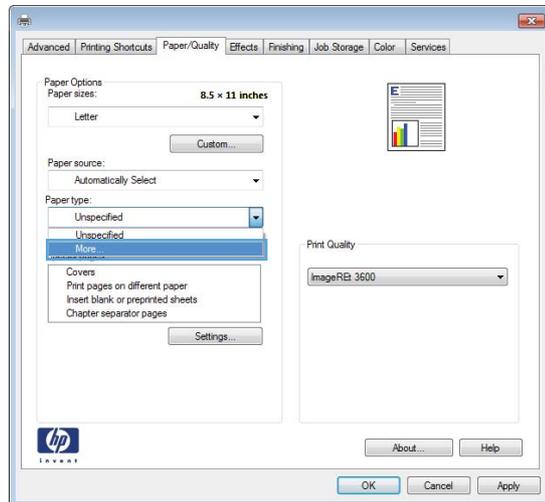
2. Select the product, and then click the **Properties** or **Preferences** button.



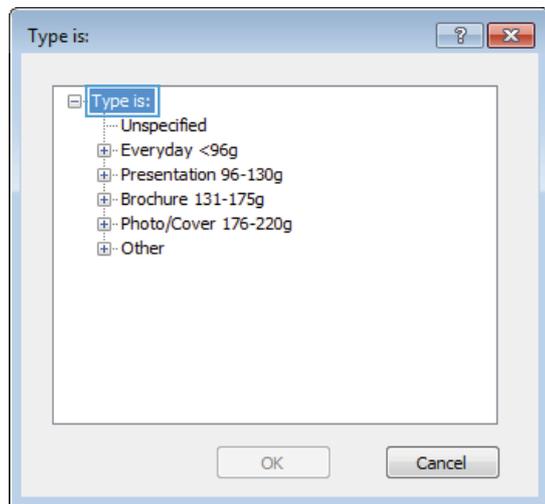
3. Click the **Paper/Quality** tab.



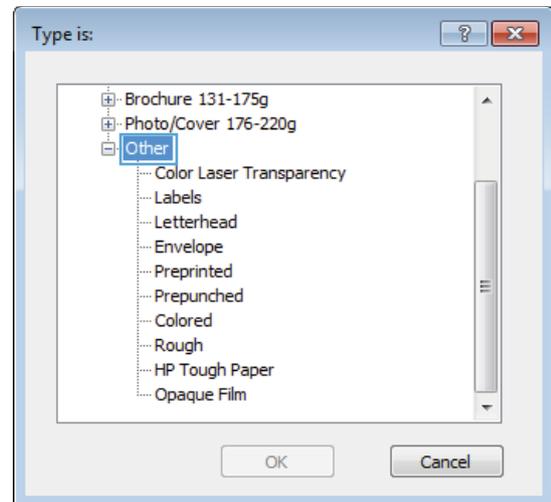
- From the **Paper type** drop-down list, click the **More...** option.



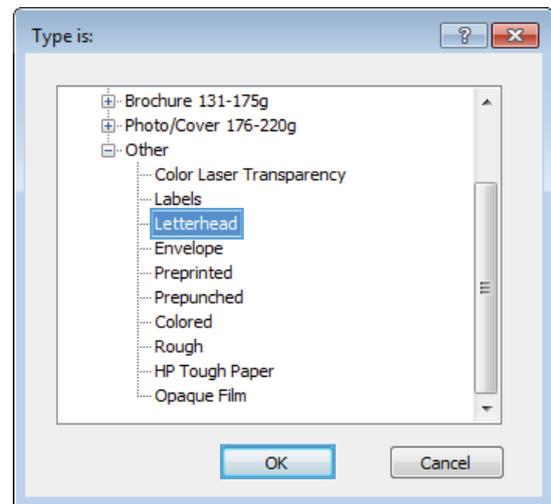
- Expand the list of **Type is:** options.



- Expand the list of **Other** options.

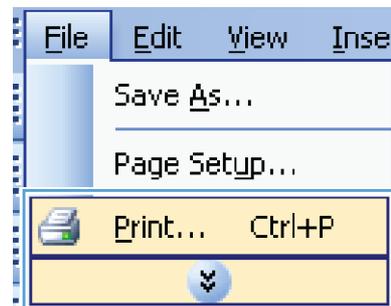


- Select the option for the type of paper you are using, and click the **OK** button.

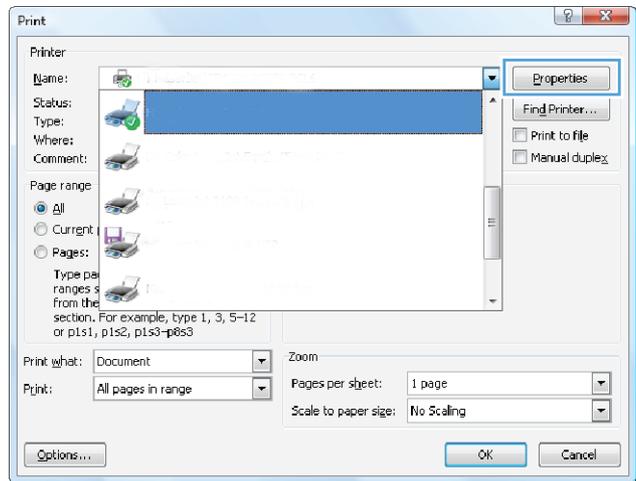


Print on special paper, labels, or transparencies with Windows

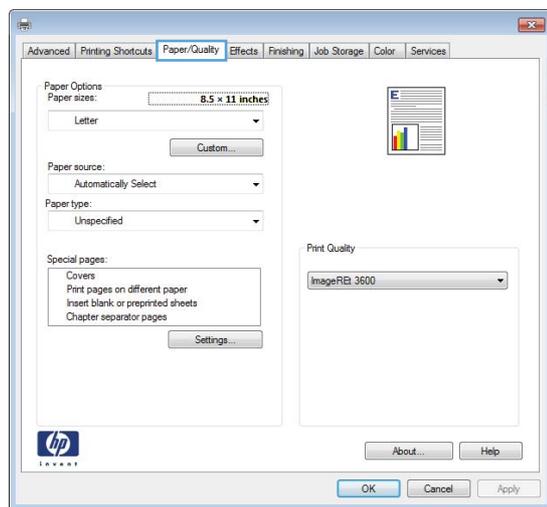
- On the **File** menu in the software program, click **Print**.



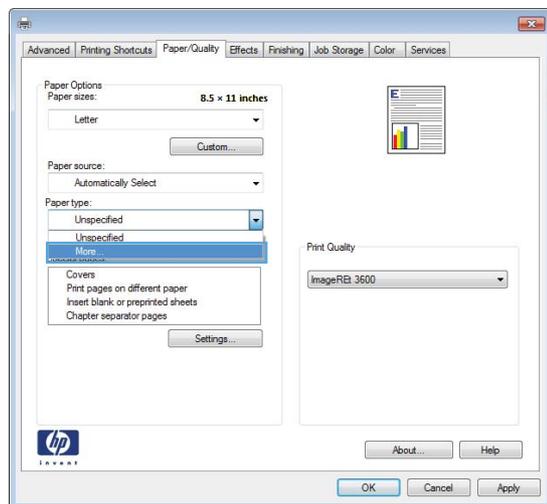
2. Select the product, and then click the **Properties** or **Preferences** button.



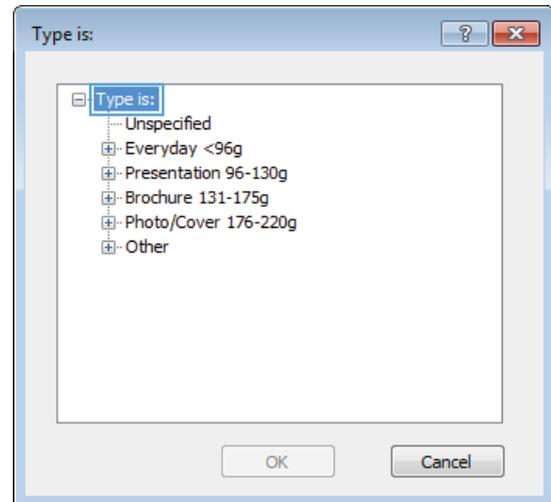
3. Click the **Paper/Quality** tab.



4. From the **Paper type** drop-down list, click the **More...** option.

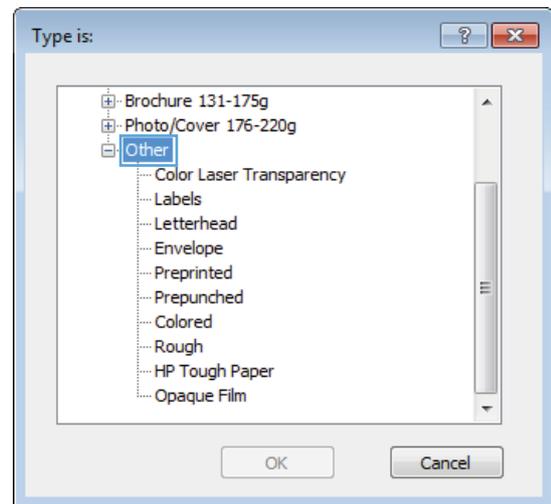


5. Expand the list of **Type is:** options.

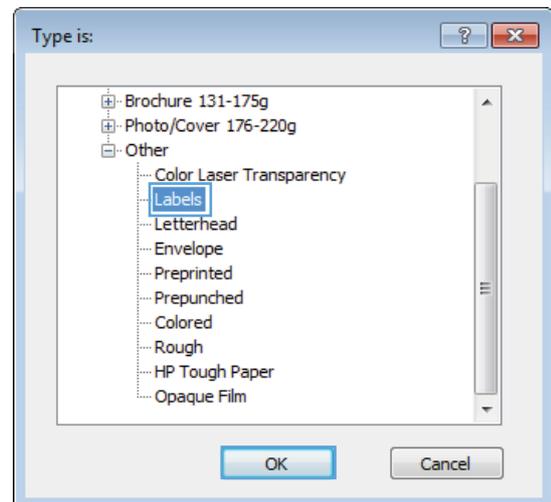


6. Expand the category of paper types that best describes your paper.

NOTE: Labels and transparencies are in the list of **Other** options.

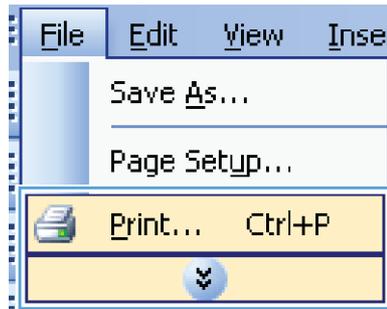


7. Select the option for the type of paper you are using, and click the **OK** button.

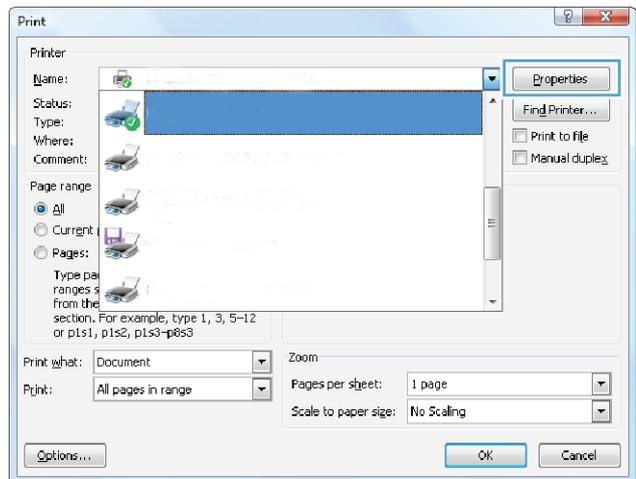


Print the first or last page on different paper with Windows

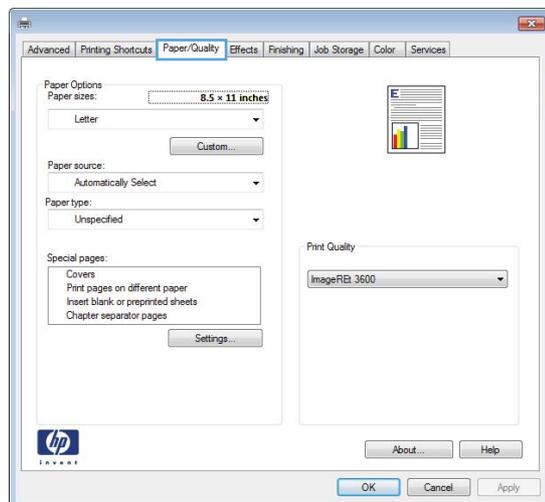
1. On the **File** menu in the software program, click **Print**.



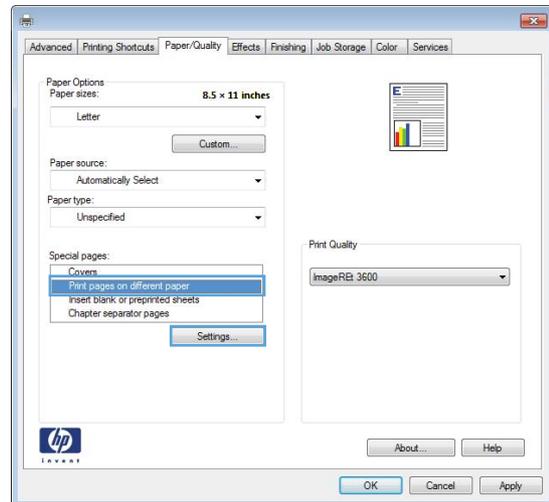
2. Select the product, and then click the **Properties** or **Preferences** button.



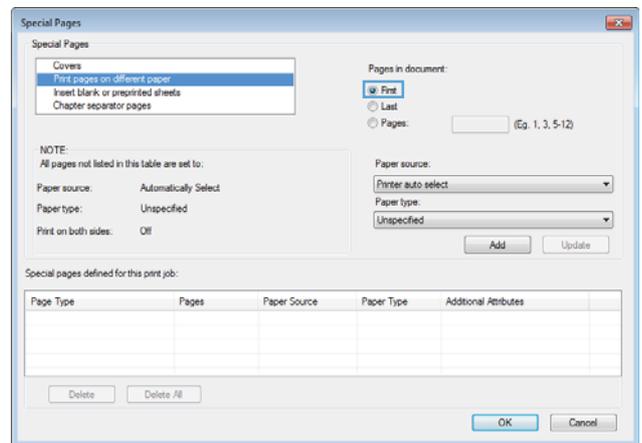
3. Click the **Paper/Quality** tab.



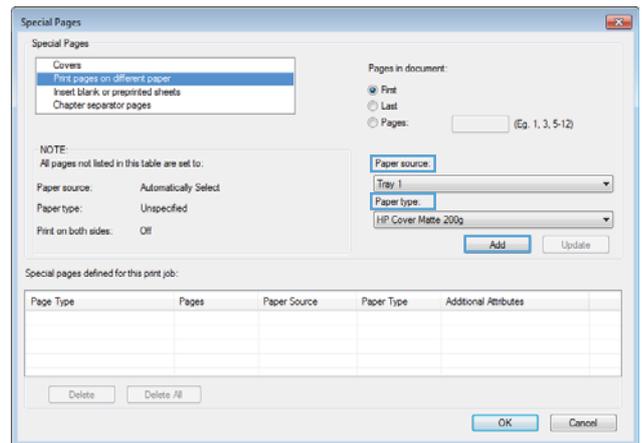
- In the **Special pages** area, click the **Print pages on different paper** option, and then click the **Settings** button.



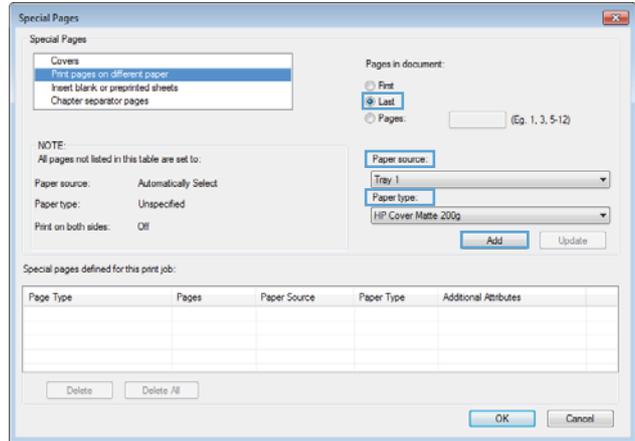
- In the **Pages in document** area, select either the **First** or **Last** option.



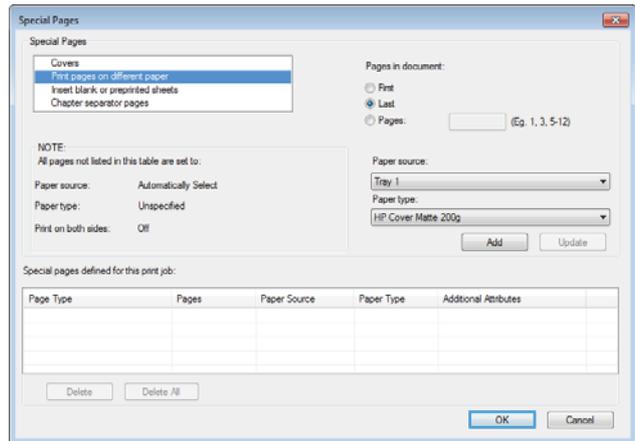
- Select the correct options from the **Paper source** and **Paper type** drop-down lists. Click the **Add** button.



7. If you are printing *both* the first and last pages on different paper, repeat steps 5 and 6, selecting the options for the other page.

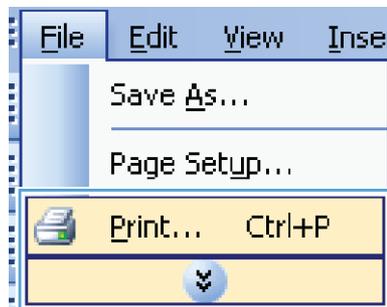


8. Click the **OK** button.

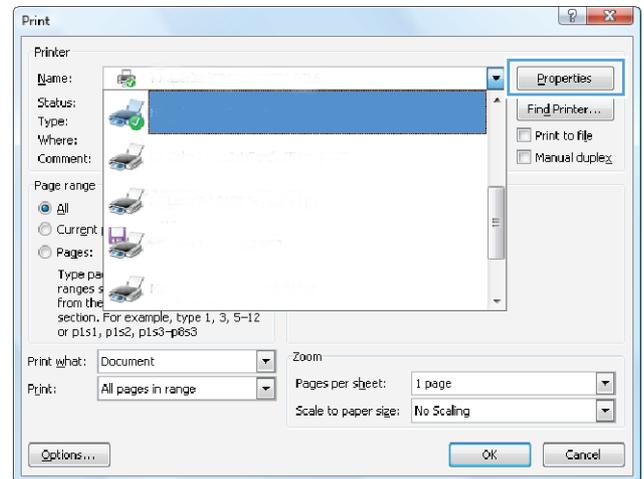


Scale a document to fit page size with Windows

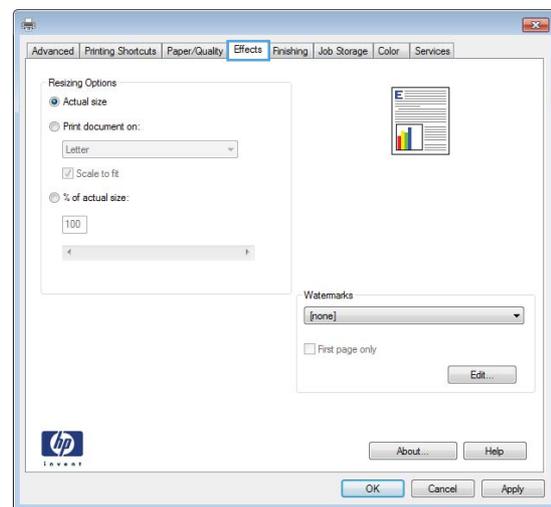
1. On the **File** menu in the software program, click **Print**.



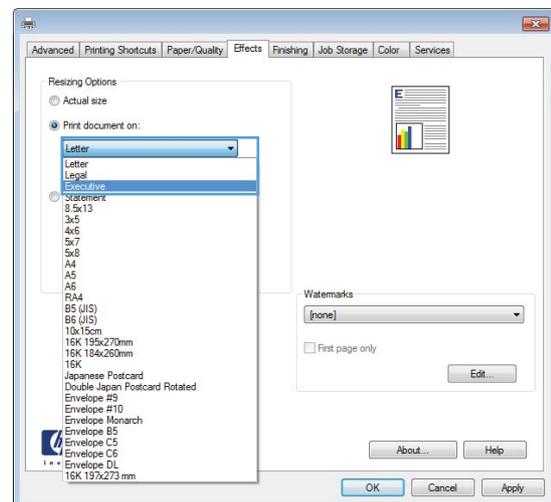
2. Select the product, and then click the **Properties** or **Preferences** button.



3. Click the **Effects** tab.



4. Select the **Print document on** option, and then select a size from the drop-down list.



Add a watermark to a document with Windows

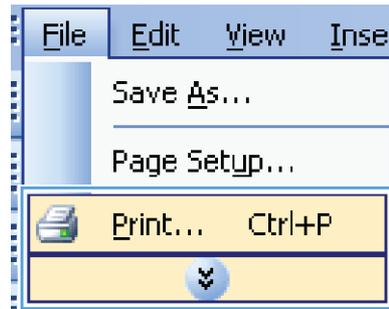
1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Effects** tab.
4. Select a watermark from the **Watermarks** drop-down list.

Or, to add a new watermark to the list, click the **Edit** button. Specify the settings for the watermark, and then click the **OK** button.

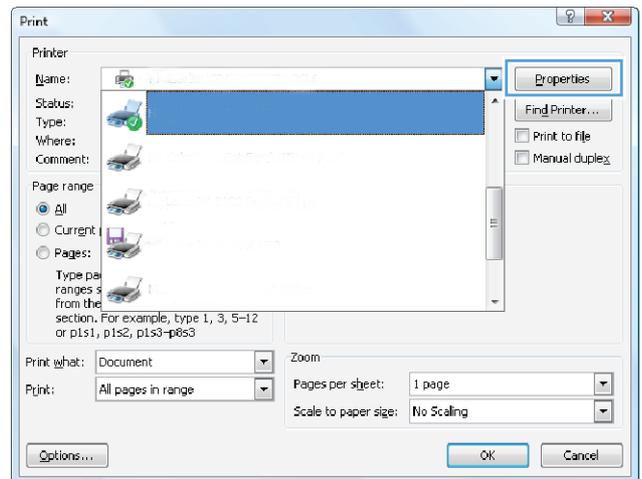
5. To print the watermark on the first page only, select the **First page only** check box. Otherwise, the watermark is printed on each page.

Create a booklet with Windows

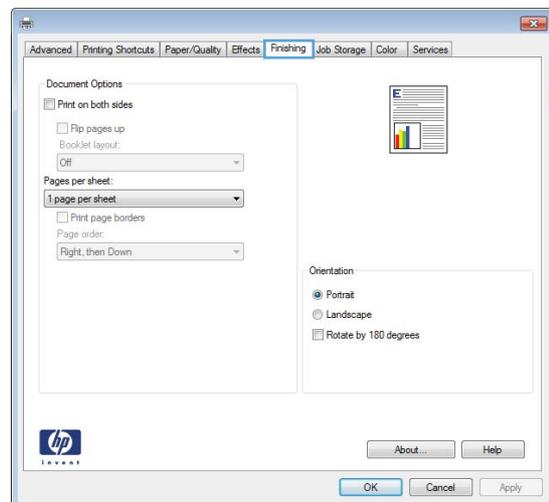
1. On the **File** menu in the software program, click **Print**.



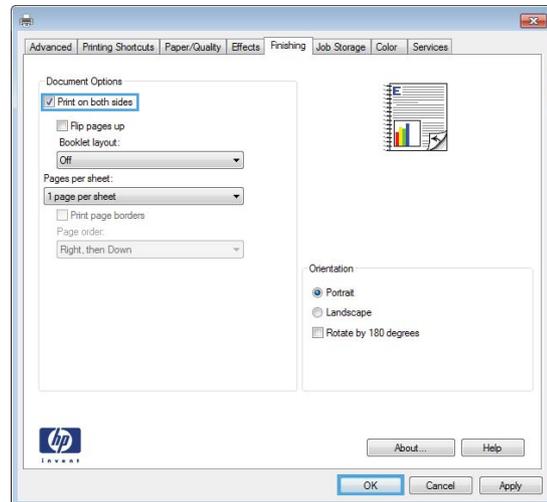
2. Select the product, and then click the **Properties** or **Preferences** button.



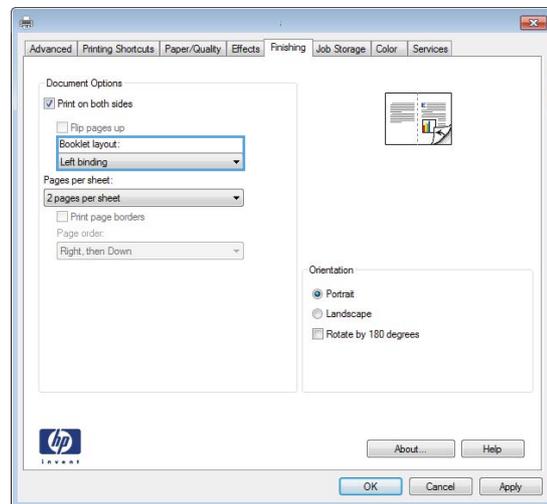
3. Click the **Finishing** tab.



4. Select the **Print on both sides** check box.



5. In the **Booklet layout** drop-down list, click the **Left binding** or **Right binding** option. The **Pages per sheet** option automatically changes to **2 pages per sheet**.



Use job storage features with Windows

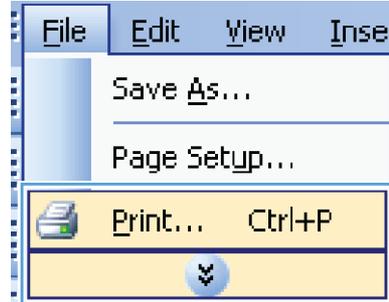
The following job-storage modes are available for print jobs:

- **Proof and Hold:** This feature provides a quick way to print and proof one copy of a job and then print more copies.
- **Personal Job:** When you send a job to the product, the job does not print until you request it at the product control panel. If you assign a personal identification number (PIN) to the job, you must provide the required PIN at the control panel.
- **Quick Copy:** If the optional hard disk is installed on the product, you can print the requested number of copies of a job and then store a copy of the job on the optional hard disk. Storing the job allows you to print additional copies of the job later.
- **Stored Job:** If the optional hard disk is installed on the product, you can store a job such as a personnel form, time sheet, or calendar on the product and allow other users to print the job at any time. Stored jobs also can be protected by a PIN.

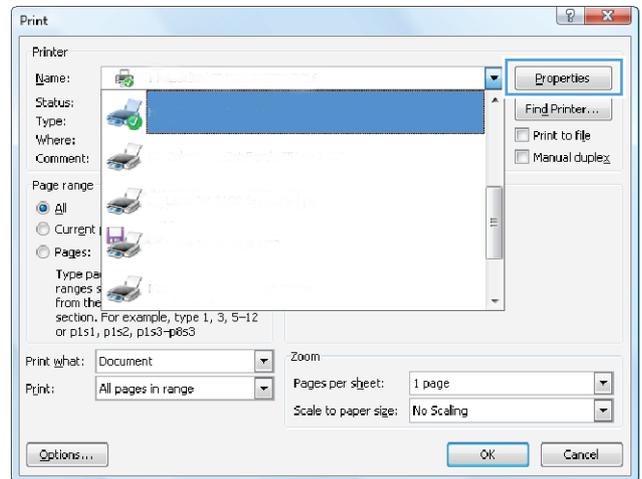
CAUTION: If you turn off the product, all **Quick Copy, Proof and Hold**, and **Personal Job** types of stored jobs are deleted. To permanently store the job and prevent the product from deleting it when space is needed for something else, select the **Stored Job** option in the driver.

Create a stored job with Windows

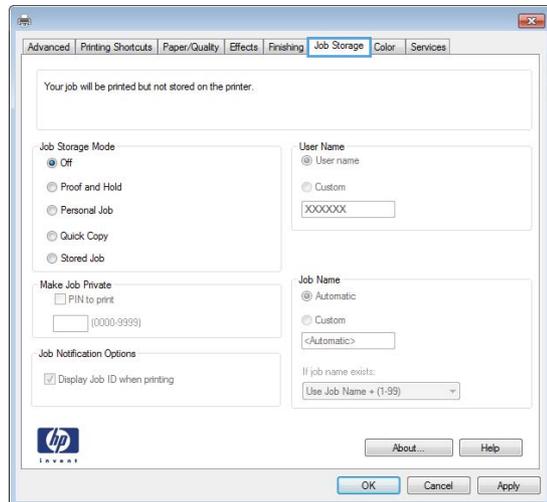
1. On the **File** menu in the software program, click **Print**.



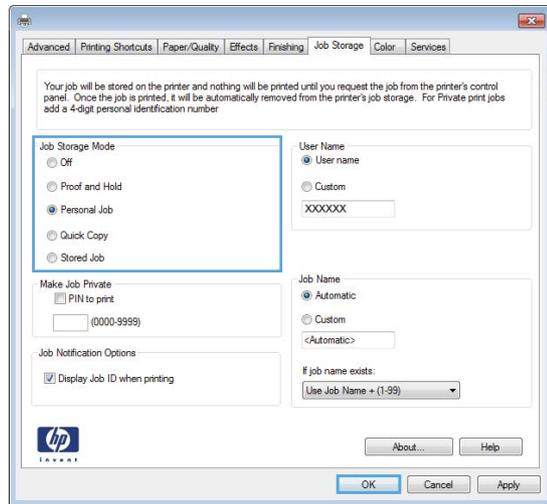
2. Select the product, and then click the **Properties** or **Preferences** button.



3. Click the **Job Storage** tab.



4. Select a **Job Storage Mode** option, and then click the **OK** button.



Print a stored job

1. Press the Home  button.



2. Press the down arrow ▼ to highlight the **Retrieve Job From Device Memory** menu, and then press the **OK** button.
3. Press the down arrow ▼ to highlight your user name, and then press the **OK** button.
4. Press the down arrow ▼ to highlight a job name, and then press the **OK** button.

The **Print** or **Delete** option is highlighted.

NOTE: If you have stored more than one job on the product, you have the option to print or delete all of them at the same time.

5. Press the **OK** button to select the **Print** or **Delete** option.

Delete a stored job

When you send a stored job, the product overwrites any previous jobs with the same user and job name. If a job is not already stored under the same user and job name, and the product needs additional space, the product might delete other stored jobs starting with the oldest. You can change the number of jobs that can be stored from the **Retrieve Job From Device Memory** menu on the product control panel.

You can delete a job from the control panel, from the HP Embedded Web Server, or from HP Web Jetadmin. To delete a job from the control panel, use the following procedure:

1. Press the Home  button.
2. Press the down arrow ▼ to highlight the **Retrieve Job From Device Memory** menu, and then press the **OK** button.
3. Press the down arrow ▼ to highlight a job name, and then press the **OK** button.
4. Press the down arrow ▼ to highlight the **Delete** option, and then press the **OK** button.

Set job storage options with Windows

Print one copy for proof before printing all the copies

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Job Storage** tab.
4. In the **Job Storage Mode** area, click the **Proof and Hold** option.

Temporarily store a personal job on the product and print it later

 **NOTE:** The product deletes the job after you print it.

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Job Storage** tab.
4. In the **Job Storage Mode** area, click the **Personal Job** option.
5. Optional: In the **Make Job Private** area, click the **PIN to print** option, and enter a 4-digit personal identification number (PIN).
6. Print the job at any time from the product control panel.

Temporarily store a job on the product

 **NOTE:** This option is available if the optional hard disk is installed in the product.

NOTE: The product stores the job until you turn the product off.

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Job Storage** tab.
4. In the **Job Storage Mode** area, click the **Quick Copy** option.

The requested number of copies are printed immediately, and you can print more copies from the product control panel.

Permanently store a job on the product

 **NOTE:** This option is available if the optional hard disk is installed in the product.

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Job Storage** tab.
4. In the **Job Storage Mode** area, click the **Stored Job** option.

Make a permanently stored job private so that anyone who tries to print it must provide a PIN

 **NOTE:** This option is available if the optional hard disk is installed in the product.

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.

3. Click the **Job Storage** tab.
4. In the **Job Storage Mode** area, click the **Stored Job** option or the **Personal Job** option.
5. In the **Make Job Private** area, click the **PIN to print** option, and enter a 4-digit personal identification number (PIN).

 **NOTE:** To print the job or to delete it, you must provide the PIN at the product control panel.

Receive notification when someone prints a stored job

 **NOTE:** Only the person who created the stored job receives notification. You do not receive notification when someone prints a stored job that another person has created.

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Job Storage** tab.
4. Select the job storage mode that you want.
5. In the **Job Notifications Options** area, click the **Display Job ID when printing** option.

Set the user name for a stored job

Follow this procedure to change the user name for a stored job.

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Job Storage** tab.
4. Select the job storage mode that you want.
5. In the **User Name** area, click the **User name** option to use the Windows default user name. To provide a different user name, click the **Custom** option and type the name.

Specify a name for the stored job

Follow this procedure to change the default name for a stored job.

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Job Storage** tab.
4. Select the job storage mode that you want.
5. To automatically generate the job name associated with the stored document, in the **Job Name** area, click the **Automatic** option. The driver uses the document file name, if it is available. If the document has no file name, the driver uses the software program name or a time stamp for the job name.

To specify a job name, click the **Custom** option and type the name.

6. Select an option from the **If job name exists** drop-down list.
 - Select the **Use Job Name + (1-99)** option to add a number to the end of the existing name.
 - Select the **Replace Existing File** option to overwrite a job that already has that name.

Print special jobs with Windows

Print business graphics or marketing material

You can use this product to print marketing and sales material or other color documents on glossy paper. To maximize the quality of this output you must do the following:

1. Choose the appropriate paper. See the following table.
2. At the product control panel, configure the paper tray for the correct paper type.
3. Select the corresponding settings in the printer driver.

Supported glossy paper

| HP glossy paper product | Product code | Product size | Control panel and print driver settings |
|---|----------------|-----------------------------|--|
| HP Laser Presentation Paper, Soft Gloss | Q6541A | Letter | HP Presentation Soft Gloss 120g |
| HP Laser Presentation Paper, Glossy | Q2546A | Letter | HP Presentation Glossy 130g |
| HP Laser Presentation Paper, Glossy | Q2552A | A4 | HP Presentation Glossy 130g |
| HP Laser Professional Paper, Soft Gloss | Q6542A | A4 | HP Presentation Soft Gloss 120g |
| HP Laser Brochure Paper, Glossy | Q6611A, Q6610A | Letter | HP Color Laser Brochure Glossy 160g |
| HP Laser Superior Paper, Glossy | Q6616A | A4 | HP Superior Glossy 160g |
| HP Laser Photo Paper, Glossy | Q6607A, Q6608A | Letter | HP Color Laser Photo Glossy 220g |
| HP Laser Photo Paper, Glossy | Q6614A | A4 | HP Color Laser Photo Glossy 220g |
| HP Laser Photo Paper, Glossy 4x6 | Q8842A | 101.6 x 152.4 mm (4 x 6 in) | HP Color Laser Photo Glossy 220g |
| HP Laser Photo Paper, Glossy 10 x 15 cm | Q8843A | 101.6 x 152.4 mm (4 x 6 in) | HP Color Laser Photo Glossy 220g |



NOTE: In the United States, see www.hp.com/go/paper for a complete list of HP brand paper.

Set the duplex alignment

For documents that are printed on both sides, such as brochures, set the registration for the tray before printing to ensure that the front and back of the page are aligned.

1. At the product control panel, press the Home  button.
2. Open the following menus:
 - a. **Administration**
 - b. **General Settings**
 - c. **Print Quality**
 - d. **Image Registration**
 - e. **Adjust Tray <X>**
3. Select the **Print Test Page** item, and then press the **OK** button.
4. Follow the instructions on the test page to complete the adjustment.

Print weatherproof maps and outdoor signs

The product can print durable, waterproof maps, signs, or menus by using HP Tough Paper. HP Tough Paper is a waterproof, tear-proof, satin finish paper that retains rich, vibrant print color and clarity even when exposed to heavy usage or weather. This avoids expensive and time-consuming lamination. To maximize the quality of this output, you must do the following:

- Choose the appropriate paper. See the following table.
- At the product control panel, configure the paper tray for the correct paper type.
- Select the corresponding settings in the printer driver.

Supported tough paper

| HP paper name | Product code | Product size | Control panel and print driver settings |
|-------------------------|--------------|--------------|---|
| HP LaserJet Tough Paper | Q1298A | Letter | HP Tough Paper |
| HP LaserJet Tough Paper | Q1298B | A4 | HP Tough Paper |

Walk-up USB printing

This product features walk-up USB printing, so you can quickly print files without sending them from a computer. The product accepts standard USB storage accessories in the USB port on the front of the product. You can print the following types of files:

 **NOTE:** You must enable this feature by using the control-panel menus or the HP Embedded Web Server before it can be used.

To enable this feature by using the control-panel menus, access the **Administration** menu, **General Settings** sub menu, **Retrieve From USB Settings** sub menu, and then select **Enable**. To enable this feature by using the HP Embedded Web Server, access the **Print** tab.

- .pdf
- .prn
- .pcl
- .ps
- .cht

1. Insert the USB storage accessory into the USB port on the front of the product.

NOTE: You might need to remove the cover from the USB port.

NOTE: If the product does not recognize the USB accessory, try using another type of USB accessory. Because of differences in USB specifications, the product does not recognize all types of USB accessories.

2. At the product control panel, press the Home  button.
3. Open the **Retrieve Job From USB** menu.
4. Select the name of the document that you want to print.
5. If you need to adjust the number of copies, select the **Copies** option, and then enter the number of copies.
6. Press the **OK** button to print the document.



9 Color

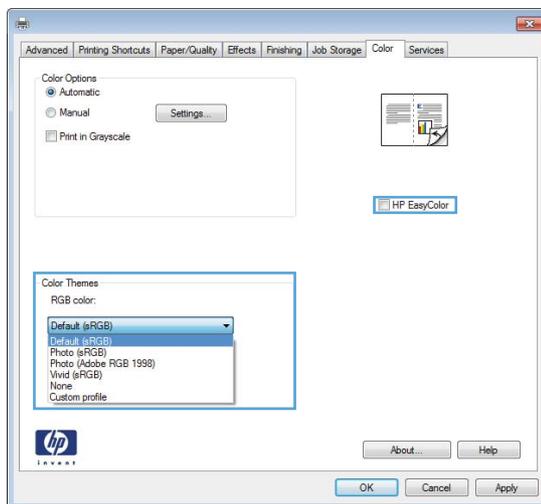
- [Adjust color/color settings](#)
- [Use HP EasyColor](#)
- [Match colors to your computer screen](#)

Adjust color/color settings

Manage color by changing the settings on the **Color** tab in the printer driver.

Change the color theme for a print job

1. On the **File** menu in the software program, click **Print**.
2. Click **Properties** or **Preferences**.
3. Click the **Color** tab.
4. Click the **HP EasyColor** check box to clear it.
5. Select a color theme from the **Color Themes** drop-down list.



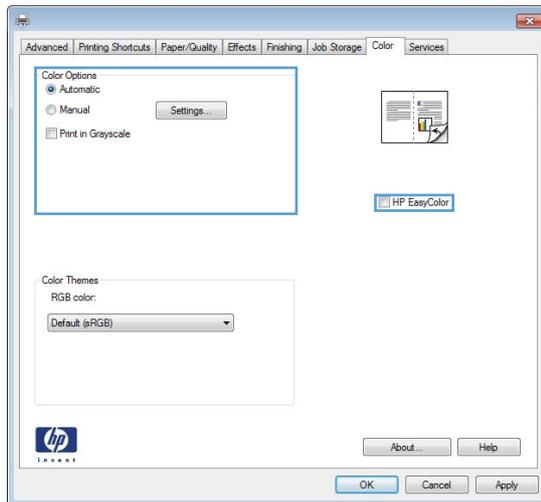
- **Default (sRGB)**: This theme sets the product to print RGB data in raw device mode. When using this theme, manage color in the software program or in the operating system for correct rendering.
- **Vivid (sRGB)**: The product increases the color saturation in the midtones. Use this theme when printing business graphics.
- **Photo (sRGB)**: The product interprets RGB color as if it were printed as a photograph using a digital mini lab. The product renders deeper, more saturated colors differently than with the Default (sRGB) theme. Use this theme when printing photos.
- **Photo (Adobe RGB 1998)**: Use this theme with printing digital photos that use the AdobeRGB color space rather than sRGB. Turn off color management in the software program when using this theme.
- **None**: No color theme is used.

Change the color options

Change the color options settings for the current print job from the color tab of the printer driver.

1. On the **File** menu in the software program, click **Print**.
2. Click **Properties** or **Preferences**.
3. Click the **Color** tab.
4. Click the **HP EasyColor** check box to clear it.
5. Click the **Automatic** or **Manual** setting.
 - **Automatic** setting: Select this setting for most color print jobs
 - **Manual** setting: Select this setting to adjust the color settings independent from other settings.

 **NOTE:** Changing color settings manually can impact output. HP recommends that only color graphics experts change these settings.



6. Click the **Print in Grayscale** option to print a color document in black and shades of gray. Use this option to print color documents for photocopying or faxing. You can also use this option to print draft copies or to save color toner.
7. Click the **OK** button.

Manual color options

Use manual color options to adjust the **Neutral Grays**, **Halftone**, and **Edge Control** options for text, graphics, and photographs.

Table 9-1 Manual color options

| Setting description | Setting options |
|---|--|
| <p>Edge Control</p> <p>The Edge Control setting determines the rendering of edges. Edge control has two components: adaptive halftoning and trapping. Adaptive halftoning increases edge sharpness. Trapping reduces the effect of color-plane misregistration by overlapping the edges of adjacent objects slightly.</p> | <ul style="list-style-type: none">• Off turns off both trapping and adaptive halftoning.• Light sets trapping at a minimal level. Adaptive halftoning is on.• Normal sets trapping at a medium level. Adaptive halftoning is on.• Maximum is the most aggressive trapping setting. Adaptive halftoning is on. |
| <p>Halftone</p> <p>Halftone options affect color output clarity and resolution.</p> | <ul style="list-style-type: none">• Smooth provides better results for large, solid-filled print areas and enhances photographs by smoothing color gradations. Select this option when uniform and smooth area fills are important.• Detail is useful for text and graphics that require sharp distinctions among lines or colors, or images that contain a pattern or a high level of detail. Select this option when sharp edges and small details are important. |
| <p>Neutral Grays</p> <p>The Neutral Grays setting determines the method for creating gray colors used in text, graphics, and photographs.</p> | <ul style="list-style-type: none">• Black Only generates neutral colors (grays and black) by using only black toner. This guarantees neutral colors without a color cast. This setting is best for documents and grayscale viewgraphs.• 4-Color generates neutral colors (grays and black) by combining all four toner colors. This method produces smoother gradients and transitions to other colors, and it produces the darkest black. |

Use HP EasyColor

If you are using the HP PCL 6 printer driver for Windows, the **HP EasyColor** technology automatically improves mixed-content documents that are printed from Microsoft Office programs. This technology scans documents and automatically adjusts photographic images in .JPEG or .PNG format.

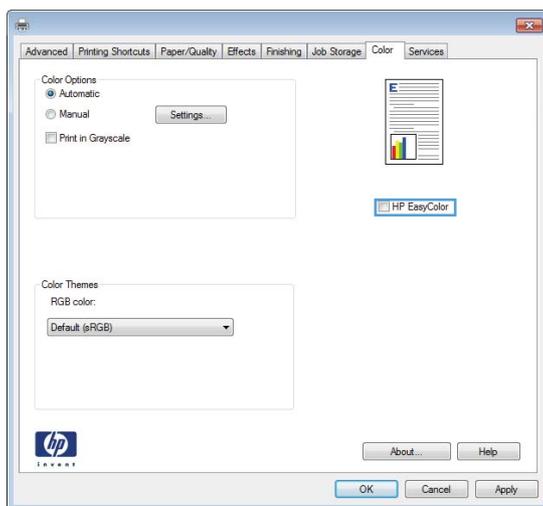
HP EasyColor technology enhances the entire image at one time, rather than dividing it into several pieces, which results in improved color consistency, sharper details, and faster printing.

If you are using the HP Postscript printer driver for Mac, **HP EasyColor** technology scans all documents and automatically adjusts all photographic images with the same improved photographic results.

In the following example, the images on the left were created without using the **HP EasyColor** option. The images on the right show the enhancements that result from using the **HP EasyColor** option.



The **HP EasyColor** option is enabled by default in both the HP PCL 6 printer driver and the HP Mac Postscript printer driver, so you do not need to make manual color adjustments. To disable the option so you can manually adjust the color settings, open the **Color** tab in the Windows driver or the **Color/Quality Options** tab in the Mac driver, and then click the **HP EasyColor** check box to clear it.



Match colors to your computer screen

The process of matching product output color to your computer screen is quite complex, because printers and computer monitors use different methods of producing color. Monitors *display* colors by light pixels using an RGB (red, green, blue) color process, but printers *print* colors using a CMYK (cyan, magenta, yellow, and black) process.

Several factors can influence your ability to match printed colors to those on your monitor. These factors include:

- Paper
- Printer colorants (inks or toners for example)
- Printing process (inkjet, press, or laser technology for example)
- Overhead lighting
- Personal differences in perception of color
- Software programs
- Printer drivers
- Computer operating system
- Monitors and monitor settings
- Video cards and drivers
- Operating environment (humidity for example)

Keep the above factors in mind when colors on your screen do not perfectly match your printed colors.

For most users, the best method for matching colors on your screen to your product is to print sRGB colors.

Sample book color matching

The process for matching product output to preprinted sample books and standard color references is complex. In general, you can obtain a reasonably good match to a sample book if the inks used to create the sample book are cyan, magenta, yellow, and black. These are usually referred to as process color sample books.

Some sample books are created from spot colors. Spot colors are specially created colorants. Many of these spot colors are outside of the range of the product. Most spot color sample books have companion process sample books that provide CMYK approximations to the spot color.

Most process sample books will state which process standards were used to print the sample book. In most cases they will be SWOP, EURO, or DIC. To get optimal color matching to the process sample book, select the corresponding ink emulation from the product menu. If you cannot identify the process standard, use SWOP ink emulation.

Print color samples

To use the color samples, select the color sample that is the closest match to the desired color. Use the sample's color value in your software program to describe the object you wish to match. Colors might vary depending on paper type and the software program used. For more details on how to use the color samples, go to www.hp.com/support/lj500colorM551.

Use the following procedure to print color samples at the product using the control panel:

1. Press the Home  button.
2. Open the following menus:
 - **Administration**
 - **Reports**
 - **Other Pages**
3. Press the down arrow ▼ to highlight either the **RGB Samples** or the **Print CMYK Values** option, and press the **OK** button.

PANTONE® color matching

PANTONE has multiple color matching systems. PANTONE MATCHING SYSTEM® is very popular and uses solid inks to generate a wide range of color hues and tints. See www.hp.com/go/lj500colorM551_software for details on how to use PANTONE Colors with this product.

 **NOTE:** PANTONE Colors generated might not match PANTONE-identified standards. Consult current PANTONE Publications for accurate color.

10 Manage and maintain

- [Print information pages](#)
- [Use the HP Embedded Web Server](#)
- [Use HP Web Jetadmin](#)
- [Product security features](#)
- [Economy settings](#)
- [Clean the product](#)
- [Product updates](#)

Print information pages

Information pages provide details about the product and its current configuration. Use the following procedures to print commonly used information pages:

1. At the control panel, press the Home  button.
2. Open the following menus:
 - **Administration**
 - **Reports**
 - **Configuration/Status Pages** or **Other Pages**
3. Use the down arrow button ▼ to highlight a report, and then press the **OK** button to select it.
4. Use the up arrow button ▲ to highlight the **Print** item, and then press the **OK** button.

Table 10-1 Reports menu

| First level | Second level | Description |
|-----------------------------------|--------------------------------|--|
| Configuration/Status Pages | Administration Menu Map | Prints a map of the control panel-menu layout. The active settings for each menu are listed. |
| | Configuration Page | Shows the product settings and installed accessories. |
| | Supplies Status Page | Shows the approximate remaining life for the supplies; reports statistics on total number of pages and jobs processed, serial number, page counts, and maintenance information. |
| | | HP provides approximations of the remaining life for the supplies as a customer convenience. The actual remaining supply levels might be different than the approximations provided. |
| | Usage Page | Shows a count of all paper sizes that have passed through the product; lists whether they were simplex, duplex, monochrome, or color; and reports the page count. |
| | File Directory Page | Shows the file name and folder name for files that are stored in the product memory. |
| | Current Settings Page | Shows the current settings of the product. |
| Other Pages | Color Usage Job Log | Prints the color-use statistics for the product. |
| | Demonstration Page | Prints a demonstration page that highlights the printing capability of the product. |
| | RGB Samples | Prints color samples for different RGB values. Use the samples as a guide for matching printed colors. |

Table 10-1 Reports menu (continued)

| First level | Second level | Description |
|--------------------|----------------------|---|
| | CMYK Samples | Prints color samples for different CMYK values. Use the samples as a guide for matching printed colors. |
| | PCL Font List | Prints a list of all the PCL fonts that are installed. |
| | PS Font List | Prints a list of all the PostScript (PS) fonts that are installed. |

Use the HP Embedded Web Server

Use the HP Embedded Web Server to view product status, configure product network settings, and to manage printing functions from your computer instead of from the product control panel. The following are examples of what you can do using the HP Embedded Web Server:

- View product status information.
- Determine the remaining life for all supplies and order new ones.
- View and change tray configurations.
- View and change the product control-panel menu configuration.
- View and print internal pages.
- Receive notification of product and supplies events.
- View and change network configuration.

To use the HP Embedded Web Server, your browser must meet the following requirements:

- Windows: Microsoft Internet Explorer 5.01 or later or Netscape 6.2 or later
- Mac OS X: Safari or Firefox using Bonjour or an IP address
- Linux: Netscape Navigator only
- HP-UX 10 and HP-UX 11: Netscape Navigator 4.7

The HP Embedded Web Server works when the product is connected to an IP-based network. The HP Embedded Web Server does not support IPX-based product connections. You do not have to have Internet access to open and use the HP Embedded Web Server.

When the product is connected to the network, the HP Embedded Web Server is automatically available.

 **NOTE:** For complete information about using the HP Embedded Web Server, see the *HP Embedded Web Server User Guide*, which is on the HP website at www.hp.com/support/lj500colorM551.

Open the HP Embedded Web Server by using a network connection

1. At the control panel, press the Home  button.

Open the following menus:

- **Administration**
 - **Reports**
 - **Configuration/Status Pages**
2. Use the down arrow button  to highlight the **Configuration Page** item, and then press the **OK** button.

3. Use the up arrow button ▲ to highlight the **Print** item, and then press the **OK** button.
4. Locate the IP address or host name on the HP Jetdirect page.



NOTE: Mac OS X users can also use the Bonjour (mDNS) name located on the configuration page to access the Embedded Web Server.

5. In a supported Web browser on your computer, type the product IP address or host name in the address/URL field.

HP Embedded Web Server features

Information tab

Table 10-2 HP Embedded Web Server Information tab

| Menu | Description |
|--------------------------------|--|
| Device Status | Shows the product status and shows the estimated life remaining of HP supplies. The page also shows the type and size of paper set for each tray. To change the default settings, click the Change Settings link. |
| Job Log | Shows a summary of all jobs the product has processed. |
| Configuration Page | Shows the information found on the configuration page. |
| Supplies Status Page | Shows the status of the supplies for the product. |
| Event Log Page | Shows a list of all product events and errors. Use the HP Instant Support link (in the Other Links area on all HP Embedded Web Server pages) to connect to a set of dynamic Web pages that help you solve problems. These pages also show additional services available for the product. |
| Usage Page | Shows a summary of the number of pages the product has printed, grouped by size, type, and paper print path. |
| Device Information | Shows the product network name, address, and model information. To customize these entries, click the Device Information menu on the General tab. |
| Print | Upload a print-ready file from your computer to print. The product uses the default print settings to print the file. |
| Print Reports and Pages | Lists the internal reports and pages for the product. Select one or more items to print or view. |

General tab

Table 10-3 HP Embedded Web Server General tab

| Menu | Description |
|--|--|
| Control Panel Administration Menu | Shows the menu structure of the Administration menu on the control panel. NOTE: You can configure settings on this screen, but the HP Embedded Web Server provides more advanced configuration options than are available through the Administration menu. |
| Alert Subscriptions | Set up e-mail alerts for various product and supplies events. |

Table 10-3 HP Embedded Web Server General tab (continued)

| Menu | Description |
|---------------------------------|---|
| AutoSend | Configure the product to send automated e-mails regarding product configuration and supplies to specific e-mail addresses. |
| Control Panel Snapshot | Shows an image of the current screen on the control-panel display. |
| Edit Other Links | Add or customize a link to another Web site. This link appears in the Other Links area on all HP Embedded Web Server pages. |
| Ordering Information | Enter information about ordering replacement print cartridges. This information appears on the supplies status page. |
| Device Information | Name the product and assign an asset number to it. Enter the name of the primary contact who will receive information about the product. |
| Language | Set the language in which to display the HP Embedded Web Server information. |
| Date and Time | Set the date and time or synchronize with a network time server. |
| Sleep Schedule | Set or edit a wake time, sleep time, and sleep delay for the product. You can set a different schedule for each day of the week and for holidays. |
| Backup and Restore | Create a backup file that contains product and user data. If necessary, you can use this file to restore data to the product. |
| Restore Factory Settings | Restore product settings to the factory defaults. |
| Solution Installer | Install third-party software programs that can enhance the product functionality. |
| Firmware upgrade | Download and install product firmware upgrade files. |
| Statistics Services | Provides connection information about third-party job-statistics services. |

Print tab

Use the **Print** tab to enable or disable walk-up USB printing. Jobs printed from USB will use the default print settings. the following file types are supported for walk-up USB printing:

- .pdf
- .prn
- .pcl
- .ps
- .cht

Table 10-4 HP Embedded Web Server Print tab

| Menu | Description |
|--------------------------------|--|
| Retrieve from USB Setup | Enable or disable the Retrieve Job From USB menu on the control panel. |
| Manage Stored Jobs | Use this feature to manage jobs stored on the product memory. |
| Restrict Color | Use this item to restrict the number of color pages that can be printed from this product. |

Table 10-4 HP Embedded Web Server Print tab (continued)

| Menu | Description |
|-------------------------------|---|
| General Print Settings | Use this item to manage the print settings for this product. |
| Manage Trays | View or change paper type and size settings for each tray, and adjust general settings for all trays. |

Troubleshooting tab

Table 10-5 HP Embedded Web Server Troubleshooting tab

| Menu | Description |
|---------------------------------|---|
| Reports and Tests | Print a variety of reports to help you solve problems with the product. |
| Calibrations | Select an option to calibrate the product immediately. |
| Firmware upgrade | Download and install product firmware upgrade files. |
| Restore Factory Settings | Restore product settings to factory defaults. |

Security tab

Table 10-6 HP Embedded Web Server Security tab

| Menu | Description |
|-------------------------------|---|
| General Security | Configure an administrator password so you can restrict access to certain features on the product. Enable or disable the Host USB port on the control panel or the USB connectivity port on the formatter for printing directly from a computer. |
| Access Control | Configure access to product functions for specific individuals or groups. Also select the method by which individuals sign in to the product. |
| Protect Stored Data | Configure and manage the internal hard drive for the product. This product includes an encrypted hard drive for maximum security. Configure settings for jobs that are stored on the product hard drive. |
| Certificate Management | Install and manage security certificates for access to the product and the network. |

HP Web Services tab

Use the **HP Web Services** tab to configure and enable HP Web Services for this product. You must enable HP Web Services to use the HP ePrint feature.

Networking tab

Use the **Networking** tab to change network settings for the product when it is connected to an IP-based network. This tab does not appear if the product is connected to other types of networks.

Other Links list



NOTE: You can configure which items appear in the **Other Links** list by using the **Edit Other Links** menu on the **General** tab. The following items are the default links.

Table 10-7 HP Embedded Web Server Other Links list

| Menu | Description |
|---------------------------|--|
| Product Support | Connects to the support site for the product, from which you can search for help regarding various topics. |
| HP Instant Support | Connects you to the HP Web site to help you find solutions to product problems. |

Use HP Web Jetadmin

HP Web Jetadmin is an award-winning, industry-leading tool for efficiently managing a wide variety of networked HP devices, including printers, multifunction products, and digital senders. This single solution allows you to remotely install, monitor, maintain, troubleshoot, and secure your printing and imaging environment — ultimately increasing business productivity by helping you save time, control costs, and protect your investment.

HP Web Jetadmin updates are periodically made available to provide support for specific product features. Visit www.hp.com/go/webjetadmin and click the **Self Help and Documentation** link to learn more about updates.

Product security features

Security statements

The product supports security standards and recommended protocols that help you keep the product secure, protect critical information on your network, and simplify the way you monitor and maintain the product.

For in-depth information about HP's secure imaging and printing solutions, visit www.hp.com/go/secureprinting. The site provides links to white papers and FAQ documents about security features.

IP Security

IP Security (IPsec) is a set of protocols that control IP-based network traffic to and from the product. IPsec provides host-to-host authentication, data integrity, and encryption of network communications.

For products that are connected to the network and have an HP Jetdirect print server, you can configure IPsec by using the **Networking** tab in the HP Embedded Web Server.

Secure the HP Embedded Web Server

Assign an administrator password for access to the product and the HP Embedded Web Server so that unauthorized users cannot change the product settings.

1. Open the HP Embedded Web Server by entering the product IP address into the address line of a Web browser.
2. Click the **Security** tab.
3. Open the **General Security** menu.
4. In the **Username** field, type the name to associate with the password.
5. Type the password in the **New Password** box, and then type it again in the **Verify password** box.



NOTE: If you are changing an existing password, you must first type the existing password in the **Old Password** field.

6. Click the **Apply** button. Make note of the password and store it in a safe place.

Encryption support: HP High-Performance Secure Hard Disks (for models with an encrypted hard disk)

HP LaserJet Enterprise 500 color M551xh includes an HP High-Performance Secure Hard Disk. The hard disk provides hardware-based encryption so you can securely store sensitive data without impacting product performance. This hard disk uses the latest Advanced Encryption Standard (AES) and has versatile time-saving features and robust functionality.

Use the **Security** menu in the HP Embedded Web Server to configure the disk.

For more information about the encrypted hard disk, see the *HP High-Performance Secure Hard Disk Setup Guide*.

1. Go to www.hp.com/support.
2. Type **Secure Hard Disk** into the search box and press **Enter**.
3. Click the **HP Secure High Performance Hard Disk Drive** link.
4. Click the **Manuals** link.

Erase Job Data

There are several methods to protect data stored on the product hard drives. One solution is to purchase a product with an HP High-Performance Secure Hard Disk. With an HP High-Performance Secure Hard Disk, the data on the drive is not accessible if it is erased from the product. Use the **Erase Job Data** feature in the HP Embedded Web Server (EWS) to securely erase print jobs from the hard drive. **Erase Job Data** should be performed prior to donating, recycling, or transferring ownership of the product.

 **NOTE:** This feature is available on the product only when an HP High-Performance Secure Hard Disk has been installed.

Erase Job Data

1. Open the HP Embedded Web Server by entering the product IP address into the address line of a Web browser.
2. Click the **Security** tab.
3. Open the **Protect Stored Data** menu.

Erase Job Data offers the following levels of disk security:

- Non-Secure Fast Erase (no overwrite)
- Secure Fast Erase (overwrites once)
- Secure Sanitize Erase (overwrites three times)

 **NOTE:** Secure Fast Erase overwrites data once and has little performance impact. Secure Sanitize Erase overwrites data three times and can impact performance

Data affected

Data affected by the **Erase Job Data** feature includes temporary files that are created during the print process, stored jobs, proof and hold jobs, disk-based fonts, disk-based macros (forms), address books, and HP and third-party applications.

Stored jobs are securely overwritten only when they have been deleted through the **Retrieve Job from Device Memory** menu on the product after the appropriate erase mode has been set.

Secure stored jobs

You can protect jobs that are stored on the product by assigning a PIN to them. Anyone who tries to print these protected jobs must first enter the PIN at the product control panel.

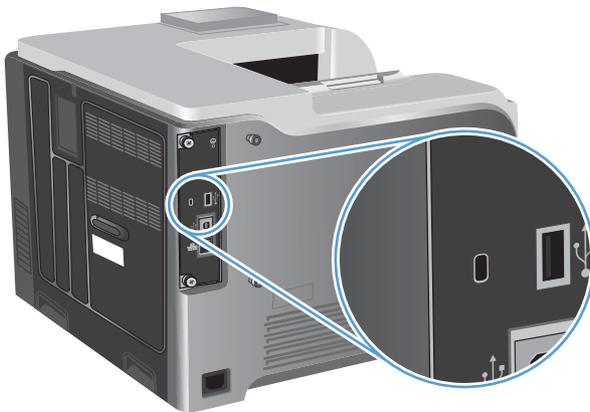
Lock the control panel menus

You can lock various features on the control panel by using the HP Embedded Web Server.

1. Open the HP Embedded Web Server by entering the product IP address into the address line of a Web browser.
2. Click the the **Security** tab.
3. Open the **Access Control** menu.
4. In the **Sign In and Permission Policies** area, select which types of users have permission for each of the features.
5. Click the **Apply** button.

Lock the formatter cage

The formatter cage, on the back of the product, has a slot that you can use to attach a security cable. Locking the formatter cage prevents someone from removing valuable components from the formatter.



Economy settings

Optimize speed or energy usage

The optimum speed or energy usage feature controls the fuser cool down behavior. The following settings are available:

| | |
|--------------------------|---|
| Faster First Page | The fuser maintains power and the first page processes faster for any new job that is sent to the product. |
| Save Energy | The fuser reduces power when it is idle. |
| Save More Energy | The fuser reduces power when it is idle. The fuser reduces more power than the Save Energy setting. |
| Save Most Energy | The fuser is turned-off and it gradually cools to room temperature. The Save Most Energy setting takes the longest time to print the first page. |

Complete the following steps to optimize the product for speed or energy usage:

1. Press the Home  button.
2. Open each of the following menus:
 - **Administration**
 - **General Settings**
 - **Energy Settings**
 - **Optimum Speed/Energy Usage**
3. Select the appropriate option, and then press the **OK** button.

Powersave modes

Disable or enable sleep mode

1. At the product control panel, press the Home  button.
2. Open each of the following menus:
 - **Administration**
 - **General Settings**
 - **Energy Settings**

- **Sleep Timer Settings**
 - **Sleep/Auto Off Timer**
3. Select one of the following options:
 - **Enabled**
 - **Disabled**

Set the sleep timer

Use the sleep timer feature to cause the product to enter sleep mode automatically after a predefined period of inactivity.

1. At the product control panel, press the Home  button.
2. Open each of the following menus:
 - **Administration**
 - **General Settings**
 - **Energy Settings**
 - **Sleep Timer Settings**
 - **Sleep/Auto Off After**
3. Select the appropriate time period, and then press the **OK** button.

 **NOTE:** The default value is 45 minutes.

Set the sleep schedule

Use the sleep schedule feature to reduce power consumption when the product is inactive. You can schedule specific times of the day at which the product enters sleep mode or wakes from sleep mode. You can customize this schedule for each day of the week. To set up a sleep schedule, use the HP Embedded Web Server.

1. Open the HP Embedded Web Server by entering the product IP address into the address line of a Web browser.
2. Click the **General** tab.
3. Click the **Date and Time** link, and then set the current date and time.
4. Click the **Apply** button.
5. Click the **Sleep Schedule** link, and then click the **Add** button to open the sleep schedule settings.
6. Configure the sleep schedule settings.
7. Click the **Apply** button.

Clean the product

Over time, particles of toner and paper accumulate inside the product. This can cause print-quality problems during printing. Cleaning the product eliminates or reduces these problems.

Clean the paper path and print-cartridge areas every time that you change the print cartridge or whenever print-quality problems occur. As much as possible, keep the product free from dust and debris.

To clean the product exterior, use a soft, water-moistened cloth.

Clean the paper path

1. At the product control panel, press the Home  button.
2. Open the following menus:
 - **Device Maintenance**
 - **Calibrate/Cleaning**
3. Select the **Print Cleaning Page** item, and press the **OK** button to print the page.
4. The cleaning process can take several minutes. When it is finished, discard the printed page.

Product updates

Software and firmware updates and installation instructions for this product are available at www.hp.com/support/lj500colorM551. Click **Support & Drivers**, click the operating system, and then select the download for the product.

11 Solve problems

- [Self help](#)
- [Solve general problems checklist](#)
- [Restore factory settings](#)
- [Interpret control-panel messages](#)
- [Paper feeds incorrectly or becomes jammed](#)
- [Clear jams](#)
- [Paper does not feed automatically](#)
- [Improve print quality](#)
- [The product does not print or it prints slowly](#)
- [Solve walk-up USB printing problems](#)
- [Solve connectivity problems](#)
- [Solve product software problems with Windows](#)
- [Solve product software problems with Mac](#)

Self help

In addition to the information in this guide, other sources are available that provide helpful information.

| | |
|--|--|
| Printable poster for using the product control panel | This poster is available on the product CD. It prints on four full-color pages that you can post near the product. It contains information on using the buttons and other features available on the product control panel. |
| Quick Reference Topics | Several Quick Reference Topics for this product are available at this website: www.hp.com/support/lj500colorM551 . You can print these topics and keep them near the product. They are a handy reference for procedures that you perform frequently. |
| Control panel help | The control panel has built-in help that guides you through several tasks, such as replacing print cartridges and clearing jams. |

Solve general problems checklist

Follow these steps when trying to solve a problem with the product.

1. Make sure the product Ready light is on. If no lights are on, complete these steps:
 - a. Check the power-cable connections.
 - b. Check that the power is turned on.
 - c. Make sure that the line voltage is correct for the product power configuration. (See the label that is on the back of the product for voltage requirements.) If you are using a power strip and its voltage is not within specifications, plug the product directly into the wall. If it is already plugged into the wall, try a different outlet.
 - d. If none of these measures restores power, contact HP Customer Care.
2. Check the cabling.
 - a. Check the cable connection between the product and the computer or network port. Make sure that the connection is secure.
 - b. Make sure that the cable itself is not faulty by using a different cable, if possible.
 - c. Check the network connection.
3. The control panel should indicate ready status. If an error message appears, resolve the error.
4. Ensure that the paper that you are using meets specifications.
5. Print a configuration page. If the product is connected to a network, an HP Jetdirect page also prints.
 - a. At the product control panel, press the Home  button.
 - b. Open the following menus:
 - **Administration**
 - **Reports**
 - **Configuration/Status Pages**
 - **Configuration Page**
 - c. Press the **OK** button to select **Configuration Page** and then press the up arrow **▲** to print.

If the pages do not print, check that at least one tray contains paper.

If the page jams in the product, follow the instructions on the control panel to clear the jam.

6. If the configuration page prints, check the following items:
 - a. If the page does not print correctly, the problem is with the product hardware. Contact HP Customer Care.
 - b. If the page prints correctly, then the product hardware is working. The problem is with the computer you are using, with the printer driver, or with the program.
7. Select one of the following options:

Windows: Click **Start**, click **Settings**, and then click **Printers** or **Printers and Faxes**. Double-click the name of the product.

-or-

Mac OS X: Open the **Printer Setup Utility** or the **Print & Fax** list, and double-click the line for the product.
8. Verify that you have installed the printer driver for this product. Check the program to make sure that you are using the printer driver for this product. The printer driver is on the CD that came with the product. You can also download the printer driver from this Web site: www.hp.com/support/lj500colorM551.
9. Print a short document from a different program that has worked in the past. If this solution works, then the problem is with the program you are using. If this solution does not work (the document does not print), complete these steps:
 - a. Try printing the job from another computer that has the product software installed.
 - b. If you connected the product to the network, connect the product directly to a computer with a USB cable. Redirect the product to the correct port, or reinstall the software, selecting the new connection type that you are using.

Factors that affect product performance

Several factors affect the time it takes to print a job:

- Maximum product speed, measured in pages per minute (ppm)
- The use of special paper (such as transparencies, heavy paper, and custom-size paper)
- Product processing and download time
- The complexity and size of graphics
- The speed of the computer you are using
- The USB connection
- The product I/O configuration
- The network operating system and configuration (if applicable)
- The printer driver that you are using

Restore factory settings

1. At the product control panel, press the Home  button.
2. Open the following menus:
 - **Administration**
 - **General Settings**
 - **Restore Factory Settings**
3. Select one of the available options, and then press the **OK** button.

Interpret control-panel messages

Control-panel message types

Four types of control-panel messages can indicate the status of or problems with the product.

| Message type | Description |
|-------------------------|--|
| Status messages | Status messages reflect the current state of the product. They inform you of normal product operation and require no interaction to clear them. They change as the state of the product changes. Whenever the product is ready, not busy, and has no pending warning messages, the Ready status message appears if the product is online. |
| Warning messages | Warning messages inform you of data and print errors. These messages typically alternate with the Ready or status messages and remain until you press the OK button. Some warning messages are clearable. If the Clearable Warnings menu in the Display Settings menu is set to the Job option, the next print job clears these messages. |
| Error messages | <p>Error messages communicate that some action must be performed, such as adding paper or clearing a jam.</p> <p>Some error messages are auto-continuable. If the Continuable Events menu in the Display Settings menu is set to the Auto continue (10 seconds) option, the product continues normal operation after an auto-continuable error message appears for 10 seconds.</p> <p>NOTE: Pressing any button during the 10-second auto-continuable error message overrides the auto-continue feature, and the button function takes precedence. For example, pressing the Stop  button pauses printing and offers the option to cancel the print job.</p> |
| Critical-error messages | Critical error messages inform you of a product failure. You can clear some of these messages by turning the product off and then on. These messages are not affected by the Auto continue (10 seconds) setting. If a critical error persists, service is required. |

Control-panel messages

The product provides robust control panel messaging. When a message appears on the control panel, follow the on-screen instructions to resolve the issue. If the product displays an “Error” or “Attention” message, and no steps are shown to resolve the issue, turn the product off then on. Contact HP support if you continue to experience issues with the product.

For additional information on a variety of topics, press the Help button  on the control panel.

Paper feeds incorrectly or becomes jammed

- [The product does not pick up paper](#)
- [The product picks up multiple sheets of paper](#)
- [Prevent paper jams](#)

The product does not pick up paper

If the product does not pick up paper from the tray, try these solutions.

1. Open the product and remove any jammed sheets of paper.
2. Load the tray with the correct size of paper for your job.
3. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray.
4. Check the product control panel to see if the product is waiting for you to acknowledge a prompt to feed the paper manually. Load paper, and continue.

The product picks up multiple sheets of paper

If the product picks up multiple sheets of paper from the tray, try these solutions.

1. Remove the stack of paper from the tray and flex it, rotate it 180 degrees, and flip it over. *Do not fan the paper.* Return the stack of paper to the tray.
2. Use only paper that meets HP specifications for this product.
3. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.

Prevent paper jams

To reduce the number of paper jams, try these solutions.

1. Use only paper that meets HP specifications for this product.
2. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
3. Use paper that has not previously been printed or copied on.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.

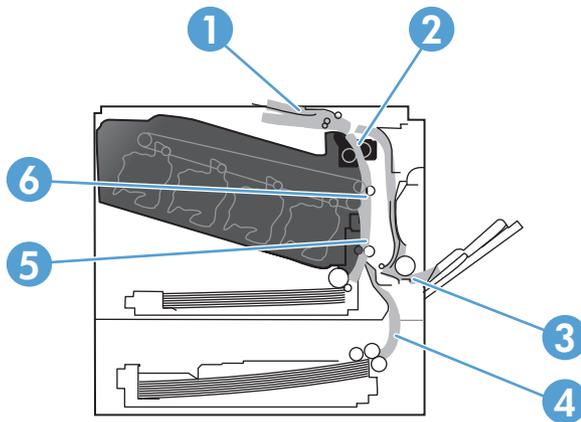
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.
6. Make sure that the tray is fully inserted in the product.
7. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.

Clear jams

Jam locations

Use this illustration to identify locations of jams. In addition, instructions appear on the control panel to direct you to the location of jammed paper and how to clear it.

 **NOTE:** Internal areas of the product that might need to be opened to clear jams have green handles or green labels.



| | |
|---|--|
| 1 | Output-bin area |
| 2 | Duplexing area |
| 3 | Tray 1 area |
| 4 | Optional 500-sheet paper and heavy media tray (Tray 3) |
| 5 | Tray 2 pickup area |
| 6 | Fuser area |

Clear jams in the output bin area

1. If paper is visible from the output bin, grasp the leading edge and remove it.

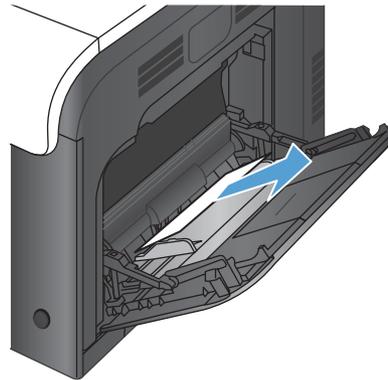


2. If jammed paper is visible in the duplex output area, gently pull it to remove it.



Clear jams in Tray 1

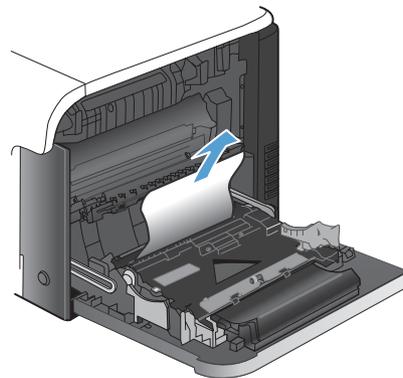
1. If jammed paper is visible in Tray 1, clear the jam by gently pulling the paper straight out. Touch the **OK** button to clear the message.



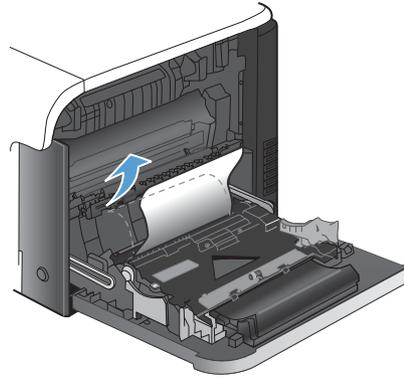
2. If you cannot remove the paper, or if no jammed paper is visible in Tray 1, close Tray 1 and open the right door.



3. If paper is visible inside the right door, gently pull the trailing edge to remove it.



4. Gently pull the paper out of the pick up area.



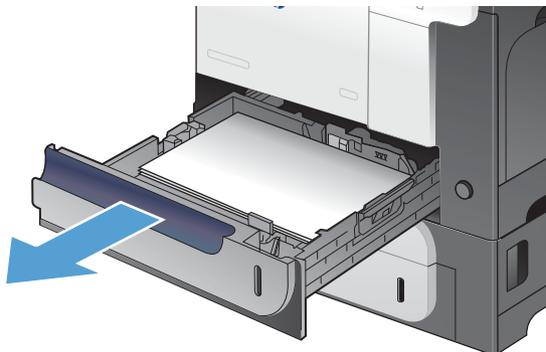
5. Close the right door.



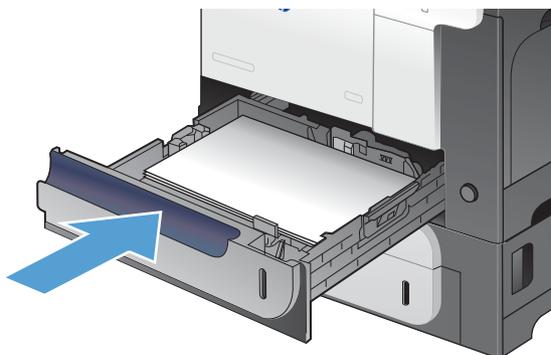
Clear jams in Tray 2

⚠ CAUTION: Opening a tray when paper is jammed can cause the paper to tear and leave pieces of paper in the tray, which might cause another jam. Be sure to clear jams before opening the tray.

1. Open Tray 2 and make sure that the paper is stacked correctly. Remove any jammed or damaged sheets of paper.



2. Close the tray.



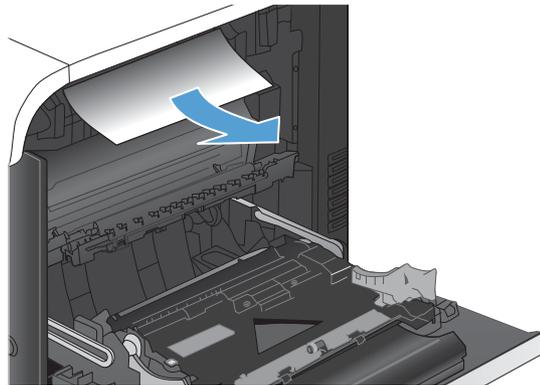
Clear jams in the right door

⚠ CAUTION: The fuser can be hot while the product is in use. Wait for the fuser to cool before clearing jams.

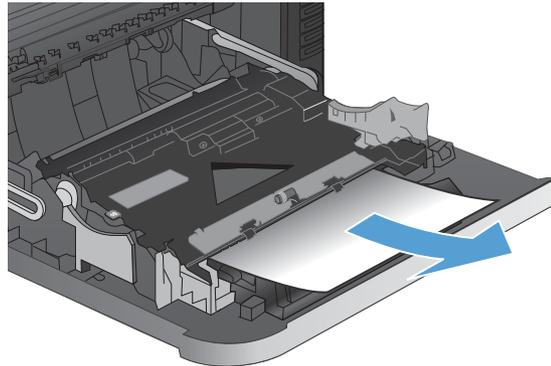
1. Open the right door.



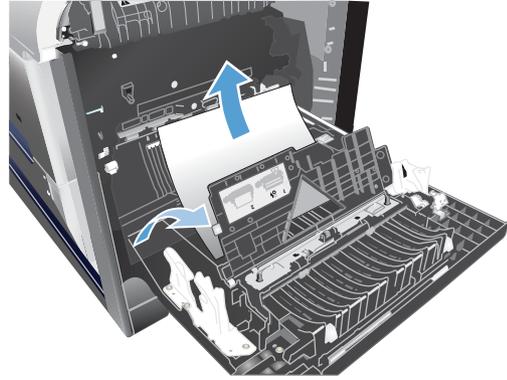
2. If paper is jammed as it enters the output bin, gently pull the paper downward to remove it.



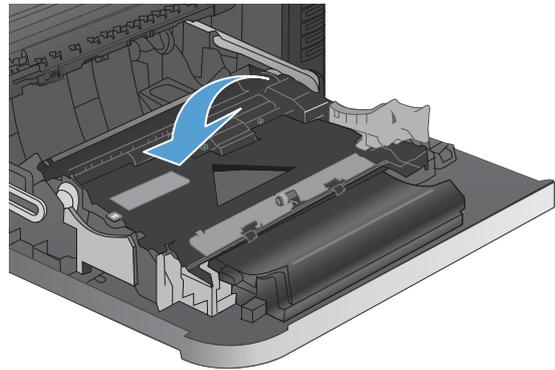
3. If paper is jammed inside the right door, gently pull the paper to remove it.



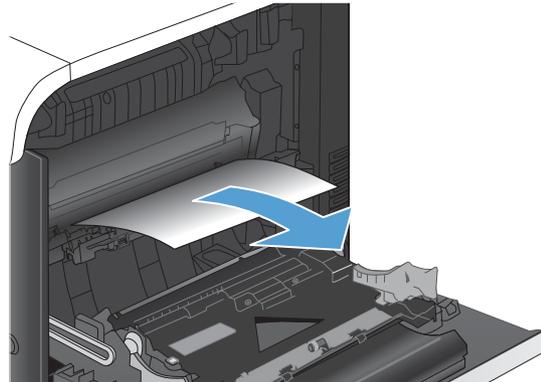
4. Lift the paper-feed cover on the inside of the right door. If jammed paper is present, gently pull the paper straight out to remove it.



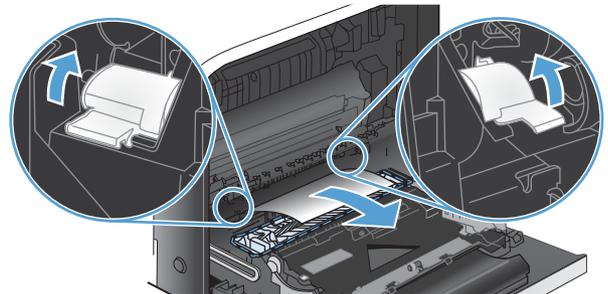
5. Close the paper-feed cover.



6. Gently pull the paper out of the pickup area.

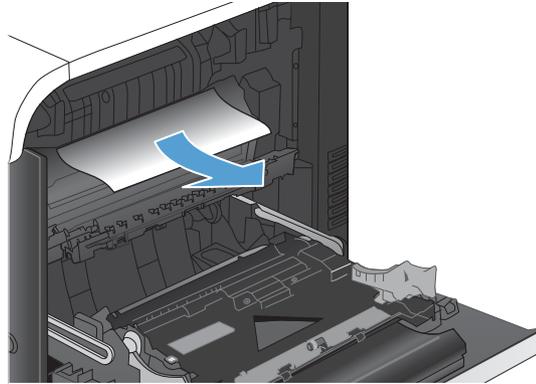


7. Look for paper in the Tray 2 roller area. Push up on the two green levers to release the jam-access door. Remove any jammed paper, and close the door.



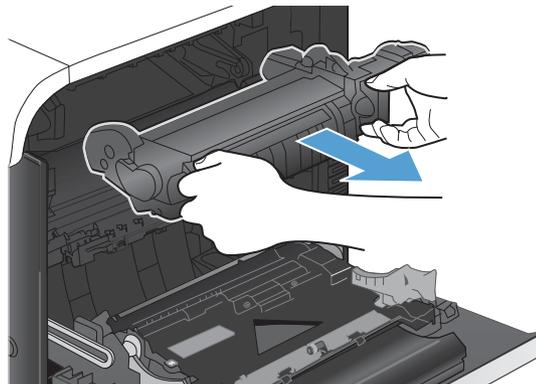
8. If paper is visible entering the bottom of the fuser, gently pull downward to remove it.

CAUTION: Do not touch the rollers on the transfer roller. Contaminates can affect print quality.



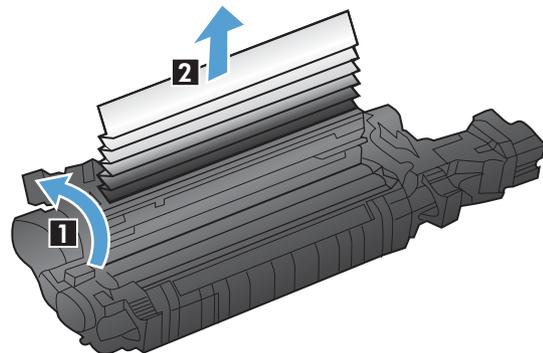
9. Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, lift up slightly, and pull straight out to remove the fuser.

CAUTION: The fuser can be hot while the product is in use. Wait for the fuser to cool before clearing jams.

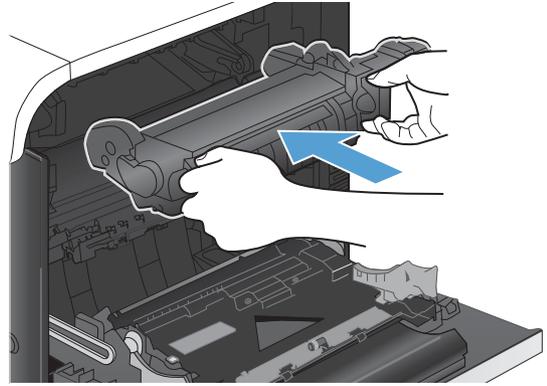


10. Open the jam-access door (callout 1). If paper is jammed inside the fuser, gently pull it straight up to remove it (callout 2). If the paper tears, remove all paper fragments.

CAUTION: Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers until they have cooled.



11. Close the jam-access door, and push the fuser completely into the product.

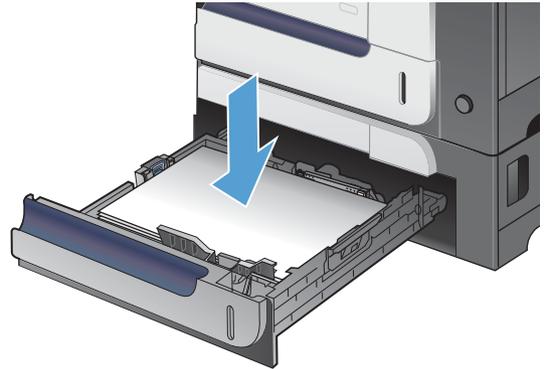


12. Close the right door.

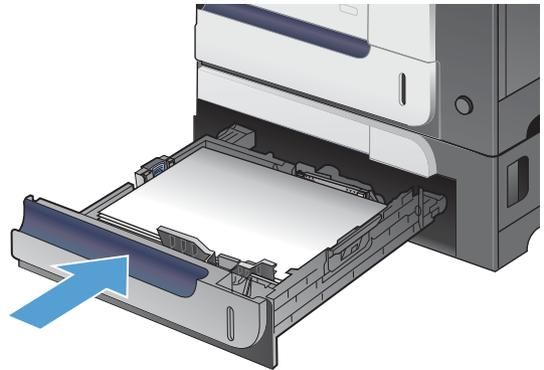


Clear jams in the optional 500-sheet paper and heavy media tray (Tray 3)

1. Open Tray 3 and make sure that the paper is stacked correctly. Remove any damaged or jammed sheets of paper.



2. Close Tray 3.

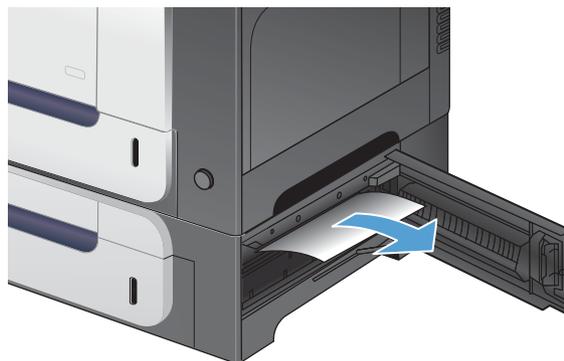


Clear jams in the lower right door (Tray 3)

1. Open the lower right door.



2. If paper is visible, gently pull the jammed paper up or down to remove it.



3. Close the lower right door.



Change jam recovery

This product provides jam recovery, a feature that you can use to reprint jammed pages. The following options are available:

- **Auto** — The product attempts to reprint jammed pages when sufficient memory is available.
- **Off** — The product does not attempt to reprint jammed pages. Because no memory is used to store the most recent pages, performance is optimal.

 **NOTE:** When using this option, if the product runs out of paper and the job is being printed on both sides, some pages can be lost.

- **On** — The product always reprints jammed pages. Additional memory is allocated to store the last few pages printed. This might cause overall performance to suffer.
1. At the product control panel, press the Home  button.
 2. Open the following menus:
 - **Administration**
 - **General Settings**
 - **Jam Recovery**
 3. Select the appropriate setting, and then press the **OK** button.

Paper does not feed automatically

Paper does not feed automatically

| Cause | Solution |
|--|---|
| Manual feed is selected in the software program. | Load Tray 1 with paper, or, if the paper is loaded, press the OK button. |
| The correct size paper is not loaded. | Load the correct size paper. |
| The input tray is empty. | Load paper into the input tray. |
| Paper from a previous jam has not been completely removed. | Open the product and remove any paper in the paper path. |
| The paper size is not configured correctly for the input tray. | Print a configuration page or use the control panel to determine the paper size for which the tray is configured. |
| The guides in the tray are not against the paper. | Verify that the paper guides are touching the paper. |
| The manual-feed prompt is set to Always . The product always prompts for manual feed, even if the tray is loaded. | Load Tray 1 with paper, or, if the paper is loaded, press the OK button. Or, change the manual-feed prompt setting to Unless loaded , so that the product prompts for manual feed only when the tray is empty. |
| The Use Requested Tray setting on the Manage Trays menu is set to Exclusively , and the requested tray is empty. The product will not use another tray. | Load the requested tray. Or, change the setting from Exclusively to First on the Manage Trays menu. The product can use other trays if no media is loaded in the specified tray. |

Improve print quality

You can prevent most print-quality problems by following these guidelines.

- [Use the correct paper type setting in the printer driver](#)
- [Adjust color settings in the printer driver](#)
- [Use paper that meets HP specifications](#)
- [Print a cleaning page](#)
- [Calibrate the product to align colors](#)
- [Check the print cartridges](#)
- [Use the printer driver that best meets your printing needs](#)

Use the correct paper type setting in the printer driver

Check the paper type setting if you are having any of the following problems:

- Toner is smearing on the printed pages.
- Repeated marks occur on the printed pages.
- Printed pages are curled.
- Toner flakes off the printed pages.
- Printed pages have small unprinted areas.

Change the paper type setting for Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. From the **Paper type** drop-down list, click the **More...** option.
5. Expand the list of **Type is:** options.
6. Expand each category of paper types until you find the paper type that you are using.
7. Select the option for the type of paper you are using, and click the **OK** button.

Change the paper type setting for Mac

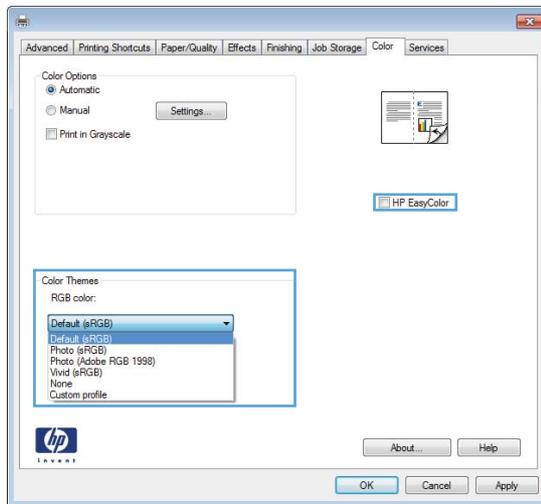
1. On the **File** menu in the software program, click the **Print** option.
2. In the **Copies & Pages** menu, click the **Page Setup** button.
3. Select a size from the **Paper Size** drop-down list, and then click the **OK** button.

4. Open the **Finishing** menu.
5. Select a type from the **Media-type** drop-down list.
6. Click the **Print** button.

Adjust color settings in the printer driver

Change the color theme for a print job

1. On the **File** menu in the software program, click **Print**.
2. Click **Properties** or **Preferences**.
3. Click the **Color** tab.
4. Select a color theme from the **Color Themes** drop-down list.



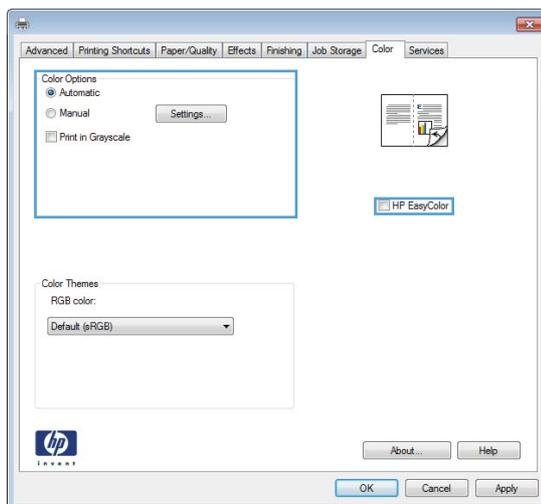
- **Default (sRGB):** This theme sets the product to print RGB data in raw device mode. When using this theme, manage color in the software program or in the operating system for correct rendering.
- **Vivid:** The product increases the color saturation in the midtones. Use this theme when printing business graphics.
- **Photo:** The product interprets RGB color as if it were printed as a photograph using a digital mini lab. The product renders deeper, more saturated colors differently than with the Default (sRGB) theme. Use this theme when printing photos.
- **Photo (Adobe RGB 1998):** Use this theme with printing digital photos that use the AdobeRGB color space rather than sRGB. Turn off color management in the software program when using this theme.
- **None**

Change the color options

Change the color options settings for the current print job from the color tab of the printer driver.

1. On the **File** menu in the software program, click **Print**.
2. Click **Properties** or **Preferences**.
3. Click the **Color** tab.
4. Click the **Automatic** or **Manual** setting.
 - **Automatic** setting: Select this setting for most color print jobs
 - **Manual** setting: Select this setting to adjust the color settings independent from other settings.

 **NOTE:** Changing color settings manually can impact output. HP recommends that only color graphics experts change these settings.



5. Click the **Print in Grayscale** option to print a color document in black and white. Use this option to print color documents for photocopying or faxing.
6. Click the **OK** button.

Use paper that meets HP specifications

Use different paper if you are having any of the following problems:

- The printing is too light or seems faded in areas.
- Specks of toner are on the printed pages.
- Toner is smearing on the printed pages.
- Printed characters seem misformed.
- Printed pages are curled.

Always use a paper type and weight that this product supports. In addition, follow these guidelines when selecting paper:

- Use paper that is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges.
- Use paper that has not been previously printed on.
- Use paper that is designed for use in laser printers. Do not use paper that is designed only for use in Inkjet printers.
- Use paper that is not too rough. Using smoother paper generally results in better print quality.

Print a cleaning page

Print a cleaning page to remove dust and excess toner from the paper path if you are having any of the following problems:

- Specks of toner are on the printed pages.
- Toner is smearing on the printed pages.
- Repeated marks occur on the printed pages.

Use the following procedure to print a cleaning page.

1. At the product control panel, press the Home  button.
2. Open the following menus:
 - **Device Maintenance**
 - **Calibrate/Cleaning**
3. Select the **Print Cleaning Page** item, and press the **OK** button to print the page.
4. The cleaning process can take several minutes. When it is finished, discard the printed page.

Calibrate the product to align colors

Calibration is a product function that optimizes print quality. If you experience any image-quality problems, calibrate the product.

1. Press the Home  button.
2. Open each of the following menus:
 - **Device Maintenance**
 - **Calibrate/Cleaning**
 - **Full Calibration**

Check the print cartridges

Check each print cartridge, and replace it if necessary, if you are having any of the following problems:

- The printing is too light or seems faded in areas.
- Printed pages have small unprinted areas.
- Printed pages have streaks or bands.

If you determine that you need to replace a print cartridge, print the supplies status page to find the part number for the correct genuine HP print cartridge.

| Type of print cartridge | Steps to resolve the problem |
|--|---|
| Refilled or remanufactured print cartridge | Hewlett-Packard Company cannot recommend the use of non-HP supplies, either new or remanufactured. Because they are not HP products, HP cannot influence their design or control their quality. If you are using a refilled or remanufactured print cartridge and are not satisfied with the print quality, replace the cartridge with a genuine HP cartridge. |
| Genuine HP print cartridge | <ol style="list-style-type: none">1. The product control panel or the supplies status page indicates Very Low status when the cartridge has reached the end of its designated life. Replace the print cartridge if print quality is no longer acceptable.2. Visually inspect the print cartridge for damage. See the instructions that follow. Replace the print cartridge if necessary.3. If printed pages have marks that repeat several times at the same distance apart, print a cleaning page. If this does not solve the problem, use the repeating defects information in this document to identify the cause of the problem. |

Use the printer driver that best meets your printing needs

You might need to use a different printer driver if the printed page has unexpected lines in graphics, missing text, missing graphics, incorrect formatting, or substituted fonts.

| | |
|------------------------|---|
| HP PCL 6 driver | <ul style="list-style-type: none">• Provided as the default driver. This driver is automatically installed unless you select a different one.• Recommended for all Windows environments• Provides the overall best speed, print quality, and product-feature support for most users• Developed to align with the Windows Graphic Device Interface (GDI) for the best speed in Windows environments• Might not be fully compatible with third-party and custom software programs that are based on PCL 5 |
|------------------------|---|

HP UPD PS driver

- Recommended for printing with Adobe® software programs or with other highly graphics-intensive software programs
 - Provides support for printing from postscript emulation needs, or for postscript flash font support
-

HP UPD PCL 5

- Recommended for general office printing in Windows environments
 - Compatible with previous PCL versions and older HP LaserJet products
 - The best choice for printing from third-party or custom software programs
 - The best choice when operating with mixed environments, which require the product to be set to PCL 5 (UNIX, Linux, mainframe)
 - Designed for use in corporate Windows environments to provide a single driver for use with multiple printer models
 - Preferred when printing to multiple printer models from a mobile Windows computer
-

HP UPD PCL 6

- Recommended for printing in all Windows environments
 - Provides the overall best speed, print quality, and printer feature support for most users
 - Developed to align with Windows Graphic Device Interface (GDI) for best speed in Windows environments
 - Might not be fully compatible with third-party and custom software programs that are based on PCL 5
-

Download additional printer drivers from this Web site: www.hp.com/go/lj500colorM551_software.

The product does not print or it prints slowly

The product does not print

If the product does not print at all, try the following solutions.

1. Make sure the product is turned on and that the control panel indicates it is ready.
 - If the control panel does not indicate the product is ready, turn the product off and then on again.
 - If the control panel indicates the product is ready, try sending the job again.
2. If the control panel indicates the product has an error, resolve the error and then try sending the job again.
3. Make sure the cables are all connected correctly. If the product is connected to a network, check the following items:
 - Check the light next to the network connection on the product. If the network is active, the light is green.
 - Make sure that you are using a network cable and not a phone cord to connect to the network.
 - Make sure the network router, hub, or switch is turned on and that it is working correctly.
4. Install the HP software from the CD that came with the product. Using generic printer drivers can cause delays clearing jobs from the print queue.
5. From the list of printers on your computer, right-click the name of this product, click **Properties**, and open the **Ports** tab.
 - If you are using a network cable to connect to the network, make sure the printer name listed on the **Ports** tab matches the product name on the product configuration page.
 - If you are using a USB cable and are connecting to a wireless network, make sure the box is checked next to **Virtual printer port for USB**.
6. If you are using a personal firewall system on the computer, it might be blocking communication with the product. Try temporarily disabling the firewall to see if it is the source of the problem.
7. If your computer or the product is connected to a wireless network, low signal quality or interference might be delaying print jobs.

The product prints slowly

If the product prints, but it seems slow, try the following solutions.

1. Make sure the computer meets the minimum specifications for this product. For a list of specifications, go to this Web site: www.hp.com/support/lj500colorM551.
2. When you configure the product to print on some paper types, such as heavy paper, the product prints more slowly so it can correctly fuse the toner to the paper. If the paper type setting is not correct for the type of paper you are using, change the setting to the correct paper type.

Solve walk-up USB printing problems

- [The Retrieve From USB Settings menu does not open when you insert the USB accessory](#)
- [The file does not print from the USB storage accessory](#)
- [The file that you want to print is not listed in the Open From USB menu](#)

The Retrieve From USB Settings menu does not open when you insert the USB accessory

1. You must enable this feature by using the control-panel menus or the HP Embedded Web Server before it can be used.

To enable this feature by using the control-panel menus, access the **Administration** menu, **General Settings** sub menu, **Retrieve From USB Settings** sub menu, and then select **Enable**. To enable this feature by using the HP Embedded Web Server, access the **Print** tab.

2. You might be using a USB storage accessory or a file system that this product does not support. Save the files on a standard USB storage accessory that uses File Allocation Table (FAT) file systems. The product supports FAT12, FAT16, and FAT32 USB storage accessories.
3. If another menu is already open, close that menu and then reinsert the USB storage accessory.
4. The USB storage accessory might have multiple partitions. (Some USB storage accessory manufacturers install software on the accessory that creates partitions, similar to a CD.) Reformat the USB storage accessory to remove the partitions, or use a different USB storage accessory.
5. The USB storage accessory might require more power than the product can provide.
 - a. Remove the USB storage accessory.
 - b. Turn the product off and then on.
 - c. Use a USB storage accessory that has its own power supply or that requires less power.
6. The USB storage accessory might not be functioning correctly.
 - a. Remove the USB storage accessory.
 - b. Turn the product off and then on.
 - c. Try printing from another USB storage accessory.

The file does not print from the USB storage accessory

1. Make sure that paper is in the tray.
2. Check the control panel for messages. If paper is jammed in the product, clear the jam.

The file that you want to print is not listed in the Open From USB menu

1. You might be trying to print a file type that the USB printing feature does not support. The product supports .pdf, .prn, .pcl, .ps, and .cht file types.
2. You might have too many files in a single folder on the USB storage accessory. Reduce the number of files in the folder by moving them to subfolders.
3. You might be using a character set for the file name that the product does not support. In this case, the product replaces the file names with characters from a different character set. Rename the files using ASCII characters.

Solve connectivity problems

Solve direct-connect problems

If you have connected the product directly to a computer, check the cable.

- Verify that the cable is connected to the computer and to the product.
- Verify that the cable is not longer than 2 m (6.56 ft). Try using a shorter cable.
- Verify that the cable is working correctly by connecting it to another product. Replace the cable if necessary.

Solve network problems

Check the following items to verify that the product is communicating with the network. Before beginning, print a configuration page from the product control panel and locate the product IP address that is listed on this page.

- [Poor physical connection](#)
- [The computer is using the incorrect IP address for the product](#)
- [The computer is unable to communicate with the product](#)
- [The product is using incorrect link and duplex settings for the network](#)
- [New software programs might be causing compatibility problems](#)
- [The computer or workstation might be set up incorrectly](#)
- [The product is disabled, or other network settings are incorrect](#)

Poor physical connection

1. Verify that the product is attached to the correct network port using a cable of the correct length.
2. Verify that cable connections are secure.
3. Look at the network port connection on the back of the product, and verify that the amber activity light and the green link-status light are lit.
4. If the problem continues, try a different cable or port on the hub.

The computer is using the incorrect IP address for the product

1. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the product is selected. The product IP address is listed on the product configuration page.
2. If you installed the product using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes.**

3. If you installed the product using a Microsoft standard TCP/IP port, use the hostname instead of the IP address.
4. If the IP address is correct, delete the product and then add it again.

The computer is unable to communicate with the product

1. Test network communication by pinging the network.
 - a. Open a command-line prompt on your computer. For Windows, click **Start**, click **Run**, and then type cmd.
 - b. Type ping followed by the IP address for your product.
 - c. If the window displays round-trip times, the network is working.
2. If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the product, and the computer are all configured for the same network.

The product is using incorrect link and duplex settings for the network

Hewlett-Packard recommends leaving this setting in automatic mode (the default setting). If you change these settings, you must also change them for your network.

New software programs might be causing compatibility problems

Verify that any new software programs are correctly installed and that they use the correct printer driver.

The computer or workstation might be set up incorrectly

1. Check the network drivers, printer drivers, and the network redirection.
2. Verify that the operating system is configured correctly.

The product is disabled, or other network settings are incorrect

1. Review the configuration page to check the status of the network protocol. Enable it if necessary.
2. Reconfigure the network settings if necessary.

Solve product software problems with Windows

A printer driver for the product is not visible in the Printer folder

1. Reinstall the product software.

 **NOTE:** Close any applications that are running. To close an application that has an icon in the system tray, right-click the icon, and select **Close** or **Disable**.

2. Try plugging the USB cable into a different USB port on the computer.

An error message was displayed during the software installation

1. Reinstall the product software.

 **NOTE:** Close any applications that are running. To close an application that has an icon in the system tray, right-click the icon, and select **Close** or **Disable**.

2. Check the amount of free space on the drive where you are installing the product software. If necessary, free up as much space as you can, and reinstall the product software.
3. If necessary, run the Disk Defragmenter, and reinstall the product software.

The product is in Ready mode, but nothing prints

1. Print a configuration page, and verify the product functionality.
2. Verify that all of the cables are correctly seated and within specifications. This includes the USB and power cables. Try a new cable.
3. Verify that the IP address on the configuration page matches the IP address for the software port. Use one of the following procedures:

Windows XP, Windows Server 2003, Windows Server 2008, and Windows Vista

- a. Click **Start**.
- b. Click **Settings**.
- c. Click **Printers and Faxes** (using the default Start menu view) or click **Printers** (using the Classic Start menu view).
- d. Right-click the product driver icon, and then select **Properties**.
- e. Click the **Ports** tab, and then click **Configure Port**.
- f. Verify the IP address, and then click **OK** or **Cancel**.
- g. If the IP addresses are not the same, delete the driver, and reinstall the driver using the correct IP address.

Windows 7

- a. Click **Start**.
- b. Click **Devices and Printers**.
- c. Right-click the product driver icon, and then select **Printer properties**.
- d. Click the **Ports** tab, and then click **Configure Port**.
- e. Verify the IP address, and then click **OK** or **Cancel**.
- f. If the IP addresses are not the same, delete the driver, and then reinstall the driver using the correct IP address.

Solve product software problems with Mac

- [The product name does not appear in the product list in the Print & Fax list](#)
- [The printer driver does not automatically set up the selected product in the Print & Fax list](#)
- [A print job was not sent to the product that you wanted](#)
- [When connected with a USB cable, the product does not appear in the Print & Fax list after the driver is selected.](#)
- [You are using a generic printer driver when using a USB connection](#)

The product name does not appear in the product list in the Print & Fax list

1. Make sure that the cables are connected correctly and the product is on.
2. Print a configuration page to check the product name. Verify that the name on the configuration page matches the product name in the Print & Fax list.
3. Make sure the product and computer are on the same network or connected with a USB cable.
4. Replace the USB or network cable with a high-quality cable.

The printer driver does not automatically set up the selected product in the Print & Fax list

1. Make sure that the cables are connected correctly and the product is on.
2. Make sure that the product .GZ file is in the following hard-drive folder: Library/Printers/PPDs/Contents/Resources. If necessary, reinstall the software.
3. If the GZ file is in the folder, the PPD file might be corrupt. Delete the file and then reinstall the software.
4. Replace the USB or network cable with a high-quality cable.

A print job was not sent to the product that you wanted

1. Open the print queue and restart the print job.
2. Another product with the same or similar name might have received your print job. Print a configuration page to check the product name. Verify that the name on the configuration page matches the product name in the Print & Fax list.

When connected with a USB cable, the product does not appear in the Print & Fax list after the driver is selected.

Software troubleshooting

- ▲ Make sure that your Mac operating system is Mac OS X v10.5 or v10.6.

Hardware troubleshooting

1. Make sure that the product is turned on.
2. Make sure that the USB cable is connected correctly.
3. Make sure that you are using the appropriate High-Speed USB cable.
4. Make sure that you do not have too many USB devices drawing power from the chain. Disconnect all of the devices from the chain, and connect the cable directly to the USB port on the computer.
5. Check to see if more than two non-powered USB hubs are connected in a row on the chain. Disconnect all of the devices from the chain, and then connect the cable directly to the USB port on the computer.



NOTE: The iMac keyboard is a non-powered USB hub.

You are using a generic printer driver when using a USB connection

If you connected the USB cable before you installed the software, you might be using a generic printer driver instead of the driver for this product.

1. Delete the generic printer driver.
2. Reinstall the software from the product CD. Do not connect the USB cable until the software installation program prompts you.
3. If multiple printers are installed, make sure that you have selected the correct printer in the **Format For** drop-down menu in the **Print** dialog box.

A Supplies and accessories

- [Order parts, accessories, and supplies](#)
- [Part numbers](#)

Order parts, accessories, and supplies

| | |
|--|--|
| Order supplies and paper | www.hp.com/go/suresupply |
| Order genuine HP parts or accessories | www.hp.com/buy/parts |
| Order through service or support providers | Contact an HP-authorized service or support provider. |
| Order using HP software | Use the HP Embedded Web Server on page 170 |

Part numbers

Ordering information and availability might change during the life of the product.

Accessories

| Item | Description | Part number |
|--|---------------------------------------|-------------|
| HP Color LaserJet 1 x 500 Paper Feeder | 500-sheet paper and heavy media tray. | CF084A |

Print cartridges and toner collection unit

| Item | Description ¹ | Cartridge number | Part number |
|---|---|------------------|-------------|
| HP Color LaserJet black print cartridge | Standard black cartridge | 507A | CE400A |
| HP Color LaserJet black print cartridge | High-capacity black cartridge | 507X | CE400X |
| HP Color LaserJet cyan print cartridge | Cyan cartridge | 507A | CE401A |
| HP Color LaserJet yellow print cartridge | Yellow cartridge | 507A | CE402A |
| HP Color LaserJet magenta print cartridge | Magenta cartridge | 507A | CE403A |
| Toner Collection Unit | Receptacle for toner that has not fused to the paper. | | CE254A |

¹ For more information, go to www.hp.com/go/learnaboutesupplies

Cables and interfaces

| Item | Description | Part number |
|----------------------------|--|-------------|
| HP Jetdirect print servers | HP Jetdirect ew2500 Wireless Print Server | J8021A |
| | HP Jetdirect 2700w USB Wireless Print Server | J8026A |
| USB cable | 2-meter standard USB-compatible device connector | C6518A |

Maintenance kits

| Item | Description | Part number |
|-------------|----------------------------|--------------------|
| Fuser kit | 110 Volt replacement fuser | CE484A |
| | 220 Volt replacement fuser | CE506A |

B Service and support

- [Hewlett-Packard limited warranty statement](#)
- [HP's Premium Protection Warranty: LaserJet print cartridge limited warranty statement](#)
- [Color LaserJet Fuser Kit, Toner Collection Unit, and Transfer Kit Limited Warranty Statement](#)
- [Data stored on the print cartridge](#)
- [End User License Agreement](#)
- [OpenSSL](#)
- [Customer self-repair warranty service](#)
- [Customer support](#)

Hewlett-Packard limited warranty statement

HP PRODUCT

DURATION OF LIMITED WARRANTY

HP LaserJet Enterprise 500 color M551n, M551dn, M551xh

One-year on-site warranty

HP warrants to you, the end-user customer, that HP hardware and accessories will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or equivalent in performance to new.

HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software which does not execute its programming instructions due to such defects.

HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE. Some countries/regions, states or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights and you might also have other rights that vary from country/region to country/region, state to state, or province to province.

HP's limited warranty is valid in any country/region or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter form, fit or function of the product to make it operate in a country/region for which it was never intended to function for legal or regulatory reasons.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some countries/regions, states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

HP's Premium Protection Warranty: LaserJet print cartridge limited warranty statement

This HP product is warranted to be free from defects in materials and workmanship.

This warranty does not apply to products that (a) have been refilled, refurbished, remanufactured or tampered with in any way, (b) experience problems resulting from misuse, improper storage, or operation outside of the published environmental specifications for the printer product or (c) exhibit wear from ordinary use.

To obtain warranty service, please return the product to place of purchase (with a written description of the problem and print samples) or contact HP customer support. At HP's option, HP will either replace products that prove to be defective or refund your purchase price.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTY IS EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

TO THE EXTENT ALLOWED BY LOCAL LAW, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

Color LaserJet Fuser Kit, Toner Collection Unit, and Transfer Kit Limited Warranty Statement

This HP product is warranted to be free from defects in materials and workmanship until the printer provides a low-life indicator on the control panel.

This warranty does not apply to products that (a) have been refurbished, remanufactured or tampered with in any way, (b) experience problems resulting from misuse, improper storage, or operation outside of the published environmental specifications for the printer product or (c) exhibit wear from ordinary use.

To obtain warranty service, please return the product to place of purchase (with a written description of the problem) or contact HP customer support. At HP's option, HP will either replace products that prove to be defective or refund your purchase price.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTY IS EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

TO THE EXTENT ALLOWED BY LOCAL LAW, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

Data stored on the print cartridge

The HP print cartridges used with this product contain a memory chip that assists in the operation of the product.

In addition, this memory chip collects a limited set of information exclusively for the purpose of understanding usage of the product, which might include the following: the date when the print cartridge was first installed, the date when the print cartridge was last used, the page coverage, the printing modes used, and the product model. This information helps HP design future products to meet our customers' printing needs.

The data collected from the print cartridge memory chip does not contain information that can be used to identify a customer or user of the print cartridge or their product.

HP collects a sampling of the memory chips from print cartridges returned to HP's free return and recycling program (HP Planet Partners: www.hp.com/recycle). The memory chips from this sampling are read and studied in order to improve future HP products. HP partners who assist in recycling this print cartridge might have access to this data, as well.

Any third party possessing the print cartridge might have access to the anonymous information on the memory chip. If you prefer to not allow access to this information, you can render the chip inoperable. However, after you render the memory chip inoperable, the memory chip cannot be used in an HP product.

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Rev. 04/09

OpenSSL

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>)

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This product includes cryptographic software written by Eric Young (eay@cryptsoft.com). This product includes software written by Tim Hudson (tjh@cryptsoft.com).

Customer self-repair warranty service

HP products are designed with many Customer Self Repair (CSR) parts to minimize repair time and allow for greater flexibility in performing defective parts replacement. If during the diagnosis period, HP identifies that the repair can be accomplished by the use of a CSR part, HP will ship that part directly to you for replacement. There are two categories of CSR parts: 1) Parts for which customer self repair is mandatory. If you request HP to replace these parts, you will be charged for the travel and labor costs of this service. 2) Parts for which customer self repair is optional. These parts are also designed for Customer Self Repair. If, however, you require that HP replace them for you, this may be done at no additional charge under the type of warranty service designated for your product.

Based on availability and where geography permits, CSR parts will be shipped for next business day delivery. Same-day or four-hour delivery may be offered at an additional charge where geography permits. If assistance is required, you can call the HP Technical Support Center and a technician will help you over the phone. HP specifies in the materials shipped with a replacement CSR part whether a defective part must be returned to HP. In cases where it is required to return the defective part to HP, you must ship the defective part back to HP within a defined period of time, normally five (5) business days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective part may result in HP billing you for the replacement. With a customer self repair, HP will pay all shipping and part return costs and determine the courier/carrier to be used.

Customer support

Get telephone support for your country/region

Country/region phone numbers are on the flyer that was in the box with your product or at www.hp.com/support/.

Have the product name, serial number, date of purchase, and problem description ready.

Get 24-hour Internet support

www.hp.com/support/lj500colorM551

Get support for products used with a Macintosh computer

www.hp.com/go/macosex

Download software utilities, drivers, and electronic information

www.hp.com/go/lj500colorM551_software

Order additional HP service or maintenance agreements

www.hp.com/go/carepack

Register your product

www.register.hp.com

C Product specifications

- [Physical specifications](#)
- [Power consumption, electrical specifications, and acoustic emissions](#)
- [Environmental specifications](#)

Physical specifications

Table C-1 Product dimensions

| Product | Height | Depth | Width | Weight |
|---|------------------|------------------|------------------|-------------------|
| HP LaserJet Enterprise 500 color M551n | 389 mm (15.3 in) | 489 mm (19.3 in) | 514 mm (20.2 in) | 36.5 kg (80.5 lb) |
| HP LaserJet Enterprise 500 color M551dn | 408 mm (16.1 in) | 489 mm (19.3 in) | 514 mm (20.2 in) | 37 kg (81.6 lb) |
| HP LaserJet Enterprise 500 color M551xh | 575 mm (22.6 in) | 489 mm (19.3 in) | 514 mm (20.2 in) | 44.6 kg (98.3 lb) |

Table C-2 Product dimensions, with all doors and trays fully opened

| Product | Height | Depth | Width |
|---|------------------|------------------|------------------|
| HP LaserJet Enterprise 500 color M551n | 389 mm (15.3 in) | 804 mm (31.7 in) | 824 mm (32.4 in) |
| HP LaserJet Enterprise 500 color M551dn | 408 mm (16.1 in) | 804 mm (31.7 in) | 824 mm (32.4 in) |
| HP LaserJet Enterprise 500 color M551xh | 575 mm (22.6 in) | 804 mm (31.7 in) | 824 mm (32.4 in) |

Power consumption, electrical specifications, and acoustic emissions

See www.hp.com/go/lj500colorM551_regulatory for current information.

CAUTION: Power requirements are based on the country/region where the product is sold. Do not convert operating voltages. This will damage the product and void the product warranty.

Environmental specifications

| Environmental condition | Recommended | Allowed |
|---|-----------------------------------|--------------------------------|
| Temperature (product and print cartridge) | 17° to 25°C (63° to 77°F) | 15° to 27°C (59° to 81°F) |
| Relative humidity | 30% to 70% relative humidity (RH) | 10% to 70% RH |
| Altitude | N/A | 0 m (0 ft) to 3000 m (9842 ft) |

D Regulatory information

- [FCC regulations](#)
- [Environmental product stewardship program](#)
- [Declaration of conformity](#)
- [Safety statements](#)

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, the user is encouraged to try to 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.



NOTE: Any changes or modifications to the printer 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.

Environmental product stewardship program

Protecting the environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment.

Ozone production

This product generates no appreciable ozone gas (O₃).

Power consumption

Power usage drops significantly while in Ready or Sleep or Auto-off mode, which saves natural resources and saves money without affecting the high performance of this product. Hewlett-Packard printing and imaging equipment marked with the ENERGY STAR® logo is qualified to the U.S. Environmental Protection Agency's ENERGY STAR specifications for imaging equipment. The following mark will appear on ENERGY STAR qualified imaging products:



Additional ENERGY STAR qualified imaging product model information is listed at:

www.hp.com/go/energystar

Paper use

This product's manual/automatic duplex feature (two-sided printing) and N-up printing (multiple pages printed on one page) capability can reduce paper usage and the resulting demands on natural resources.

Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product's life.

HP LaserJet print supplies

It's easy to return and recycle your HP LaserJet print cartridges after use—free of charge—with HP Planet Partners. Multilingual program information and instructions are included in every new HP LaserJet print cartridge and supplies package. You help reduce the toll on the environment further when you return multiple cartridges together rather than separately.

HP is committed to providing inventive, high-quality products and services that are environmentally sound, from product design and manufacturing to distribution, customer use and recycling. When you participate in the HP Planet Partners program, we ensure your HP LaserJet print cartridges are recycled

properly, processing them to recover plastics and metals for new products and diverting millions of tons of waste from landfills. Since this cartridge is being recycled and used in new materials, it will not be returned to you. Thank you for being environmentally responsible!

 **NOTE:** Use the return label to return original HP LaserJet print cartridges only. Please do not use this label for HP inkjet cartridges, non-HP cartridges, refilled or remanufactured cartridges or warranty returns. For information about recycling your HP inkjet cartridges please go to <http://www.hp.com/recycle>.

Return and recycling instructions

United States and Puerto Rico

The enclosed label in the HP LaserJet toner cartridge box is for the return and recycling of one or more HP LaserJet print cartridges after use. Please follow the applicable instructions below.

Multiple returns (more than one cartridge)

1. Package each HP LaserJet print cartridge in its original box and bag.
2. Tape the boxes together using strapping or packaging tape. The package can weigh up to 31 kg (70 lb).
3. Use a single pre-paid shipping label.

OR

1. Use your own suitable box, or request a free bulk collection box from www.hp.com/recycle or 1-800-340-2445 (holds up to 31 kg (70 lb) of HP LaserJet print cartridges).
2. Use a single pre-paid shipping label.

Single returns

1. Package the HP LaserJet print cartridge in its original bag and box.
2. Place the shipping label on the front of the box.

Shipping

For US and Puerto Rico HP LaserJet print cartridge recycling returns, use the pre-paid, pre-addressed shipping label contained in the box. To use the UPS label, give the package to the UPS driver during your next delivery or pick-up, or take it to an authorized UPS drop-off center. (Requested UPS Ground pickup will be charged normal pick-up rates) For the location of your local UPS drop-off center, call 1-800-PICKUPS or visit www.ups.com.

If you are returning the package with the FedEx label, give the package to either the U.S. Postal Service carrier or FedEx driver during your next pick-up or delivery. (Requested FedEx Ground pickup will be charged normal pick-up rates). Or, you can drop off your packaged print cartridge(s) at any U.S. Post Office or any FedEx shipping center or store. For the location of your nearest U.S. Post Office, please call 1-800-ASK-USPS or visit www.usps.com. For the location of your nearest FedEx shipping center/store, please call 1-800-GOFEDEX or visit www.fedex.com.

For more information, or to order additional labels or boxes for bulk returns, visit www.hp.com/recycle or call 1-800-340-2445. Information subject to change without notice.

Residents of Alaska and Hawaii

Do not use the UPS label. Call 1-800-340-2445 for information and instructions. The U.S. Postal Service provides no-cost cartridge return transportation services under an arrangement with HP for Alaska and Hawaii.

Non-U.S. returns

To participate in HP Planet Partners return and recycling program, just follow the simple directions in the recycling guide (found inside the packaging of your new product supply item) or visit www.hp.com/recycle. Select your country/region for information on how to return your HP LaserJet printing supplies.

Paper

This product is capable of using recycled papers when the paper meets the guidelines outlined in the *HP LaserJet Printer Family Print Media Guide*. This product is suitable for the use of recycled paper according to EN12281:2002.

Material restrictions

This HP product does not contain added mercury.

This HP product contains a battery that might require special handling at end-of-life. The batteries contained in or supplied by Hewlett-Packard for this product include the following:

| HP LaserJet Enterprise 500 color M551 | |
|---------------------------------------|-----------------------------|
| Type | Carbon monofluoride lithium |
| Weight | 1.5 g |
| Location | On formatter board |
| User-removable | No |



廢電池請回收

For recycling information, you can go to www.hp.com/recycle, or contact your local authorities or the Electronics Industries Alliance: www.eiae.org.

Disposal of waste equipment by users in private households in the European Union



This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

Chemical substances

HP is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at: www.hp.com/go/reach.

Material Safety Data Sheet (MSDS)

Material Safety Data Sheets (MSDS) for supplies containing chemical substances (for example, toner) can be obtained by accessing the HP Web site at www.hp.com/go/msds or www.hp.com/hpinfo/community/environment/productinfo/safety.

For more information

To obtain information about these environmental topics:

- Product environmental profile sheet for this and many related HP products
- HP's commitment to the environment
- HP's environmental management system
- HP's end-of-life product return and recycling program
- Material Safety Data Sheets

Visit www.hp.com/go/environment or www.hp.com/hpinfo/globalcitizenship/environment.

Declaration of conformity

Declaration of Conformity

according to ISO/IEC 17050-1 and EN 17050-1

Manufacturer's Name: Hewlett-Packard Company DoC#: BOISB-0802-03-rel.1.0

Manufacturer's Address: 11311 Chinden Boulevard
Boise, Idaho 83714-1021, USA

declares, that the product

Product Name: HP LaserJet Enterprise 500 color M551n
HP LaserJet Enterprise 500 color M551dn
HP LaserJet Enterprise 500 color M551xh

Regulatory Model Number²⁾ BOISB-0802-03
Including:
CF084A – 500 Sheet Input Tray

Product Options: ALL

Print Cartridges: CE400A, CE400X, CE401A, CE402A, CE403A

conforms to the following Product Specifications:

SAFETY: IEC 60950-1:2005 / EN60950-1: 2006+A11
IEC 60825-1:2007 / EN 60825-1:2007 (Class 1 Laser/LED Product)
IEC 62311:2007 / EN62311:2008
GB4943-2001

EMC: CISPR22:2005 +A1 / EN55022:2006 +A1 - Class B^{1), 3)}
EN 61000-3-2:2006
EN 61000-3-3:2008
EN 55024:1998 +A1 +A2
FCC Title 47 CFR, Part 15 Class B^{1), 3)} / ICES-003, Issue 4
GB9254-2008, GB17625.1-2003

Energy Use: Regulation (EC) No. 1275/2008 (Applies only for Class B products)
ENERGY STAR® Qualified Imaging Equipment Typical Electricity Consumption (TEC) Test Procedure

Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 2004/108/EC, the Low Voltage Directive 2006/95/EC and the EuP Directive 2005/32/EC carries the CE-Marking  accordingly.

This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

1. The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.
2. For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).

Boise, Idaho USA

September 2011

For Regulatory Topics only, contact:

European Contact: Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Straße 140, D-71034, Böblingen (FAX: +49-7031-14-3143)
www.hp.eu/certificates

USA Contact: Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, Idaho 83707-0015 (Phone: 208-396-6000)

Safety statements

Laser safety

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. The device is certified as a "Class 1" laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. Since radiation emitted inside the device is completely confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

⚠ WARNING! Using controls, making adjustments, or performing procedures other than those specified in this user guide may result in exposure to hazardous radiation.

Canadian DOC regulations

Complies with Canadian EMC Class B requirements.

« Conforme à la classe B des normes canadiennes de compatibilité électromagnétiques. « CEM ». »

VCCI statement (Japan)

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取り扱いをして下さい。

VCCI-B

Power cord instructions

Make sure your power source is adequate for the product voltage rating. The voltage rating is on the product label. The product uses either 100-127 Vac or 220-240 Vac and 50/60 Hz.

Connect the power cord between the product and a grounded AC outlet.

⚠ CAUTION: To prevent damage to the product, use only the power cord that is provided with the product.

Power cord statement (Japan)

製品には、同梱された電源コードをお使い下さい。
同梱された電源コードは、他の製品では使用出来ません。

EMC statement (Korea)

| | |
|-----------------------|--|
| B급 기기 (가정용 방송통신기기) | 이 기기는 가정용(B급)으로 전자파적합등록을 한 기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다. |
|-----------------------|--|

Laser statement for Finland

Luokan 1 laserlaite

Klass 1 Laser Apparat

HP LaserJet Enterprise 500 color M551n, M551dn, M551xh, laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalisissa käytössä kirjoittimen suojakotelointi estää lasersäteiden pääsyn laitteen ulkopuolelle. Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (2007) mukaisesti.

VAROITUS !

Laitteen käyttäminen muulla kuin käyttöohjeessa mainitulla tavalla saattaa altistaa käyttäjän turvallisuusluokan 1 ylittävälle näkymättömälle lasersäteilylle.

VARNING !

Om apparaten används på annat sätt än i bruksanvisning specificerats, kan användaren utsättas för osynlig laserstrålning, som överskrider gränsen för laserklass 1.

HUOLTO

HP LaserJet Enterprise 500 color M551n, M551dn, M551xh - kirjoittimen sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyökaluja.

VARO !

Mikäli kirjoittimen suojakotelo avataan, olet alttiina näkymättömälle lasersäteilylle laitteen ollessa toiminnassa. Älä katso säteeseen.

VARNING !

Om laserprinterns skyddshölje öppnas då apparaten är i funktion, utsättas användaren för osynlig laserstrålning. Betrakta ej strålen.

Tiedot laitteessa käytettävän laserdiodin säteilyominaisuuksista: Aallonpituus 775-795 nm Teho 5 m W Luokan 3B laser.

GS statement (Germany)

Das Gerät ist nicht für die Benutzung im unmittelbaren Gesichtsfeld am Bildschirmarbeitsplatz vorgesehen. Um störende Reflexionen am Bildschirmarbeitsplatz zu vermeiden, darf dieses Produkt nicht im unmittelbaren Gesichtsfeld platziert werden.

Substances Table (China)

有毒有害物质表

根据中国电子信息产品污染控制管理办法的要求而出台

| 部件名称 | 有毒有害物质和元素 | | | | | |
|--------|-----------|--------|--------|--------------|------------|--------------|
| | 铅 (Pb) | 汞 (Hg) | 镉 (Cd) | 六价铬 (Cr(VI)) | 多溴联苯 (PBB) | 多溴二苯醚 (PBDE) |
| 打印引擎 | X | 0 | 0 | 0 | 0 | 0 |
| 控制面板 | 0 | 0 | 0 | 0 | 0 | 0 |
| 塑料外壳 | 0 | 0 | 0 | 0 | 0 | 0 |
| 格式化板组件 | X | 0 | 0 | 0 | 0 | 0 |
| 碳粉盒 | X | 0 | 0 | 0 | 0 | 0 |
| | | | | | | |

0609

0 : 表示在此部件所用的所有同类材料中, 所含的此有毒或有害物质均低于 SJ/T11363-2006 的限制要求。

X : 表示在此部件所用的所有同类材料中, 至少一种所含的此有毒或有害物质高于 SJ/T11363-2006 的限制要求。

注 : 引用的“环保使用期限”是根据在正常温度和湿度条件下操作使用产品而确定的。

Restriction on Hazardous Substances statement (Turkey)

Türkiye Cumhuriyeti: EEE Yönetmeliğine Uygundur

Restriction on Hazardous Substances statement (Ukraine)

Обладнання відповідає вимогам Технічного регламенту щодо обмеження використання деяких небезпечних речовин в електричному та електронному обладнанні, затвердженого постановою Кабінету Міністрів України від 3 грудня 2008 № 1057

Index

Symbols/Numerics

500-sheet paper and heavy media tray
models including 2

A

accessories
ordering 222
part numbers 223
acoustic specifications 236
Administration menu, control panel 17
AirPrint 54
alerts, e-mail 53
anticounterfeit supplies 101
Attention light
locating 10
automatic overhead transparency sensing 95

B

Backup/Restore menu, control panel 34
batteries included 241
bins
locating 6
bins, output
capacity 80
Bonjour
identifying 170
booklets
creating (Windows) 149
both sides, printing on
turning on (Mac) 53
browser requirements
HP embedded Web Server 170
business graphics
printing 156

buttons, control panel
locating 10

C

cable, USB
part number 223
Calibrate/Cleaning menu, control panel 34
Canadian DOC regulations 245
canceling
print job 55
canceling print jobs 120
cartridges
non-HP 101
recycling 101, 239
replacing 102
storage 101
warranty 227
cartridges, print
Macintosh status 59
part numbers 223
cautions iii
cleaning
paper path 181, 207
product 181
color
adjusting 160
Edge Control 162
halftone options 162
manage 159
match 164
Neutral Grays 162
Pantone® matching 165
print color samples 165
printed vs. monitor 164
printing in grayscale
(Windows) 138
sample book matching 164
using 159

color options
HP EasyColor (Windows) 163
setting (Windows) 136
color settings
adjusting 205
Color tab settings 59
configurations, models 2
configuring
IP address 65
connection
USB with Mac 48
USB with Windows 62
connectivity
solving problems 214
control panel
Administration menu 17
Backup/Restore menu 34
buttons 10
Calibrate/Cleaning menu 34
cleaning page, printing 181
Display Settings menu 25
General Settings menu 17
help 11
lights 10
locating 6
Manage Supplies menu 26
Manage Trays menu 27
messages, types of 188
Network Settings menu 28
Print Options menu 23
Print Settings menu 22
Reports menu 17
security 178
Service menu 35
settings 41, 52
Supplies menu 14
Trays menu 16

- Troubleshooting menu 32
- USB Firmware Upgrade menu 35
- control-panel menus
 - Retrieve From USB Settings 22
 - retrieve job from device memory 13
 - Retrieve Job From USB 12
 - Sign In 12
- controlling print jobs 95
- conventions, document iii
- copies
 - changing number of (Windows) 122
- counterfeit supplies 101
- cover pages
 - printing (Mac) 56
 - printing on different paper (Windows) 144
- covers, locating 6
- custom print settings (Windows) 122
- custom-size paper settings
 - Macintosh 55
- customer support
 - online 234

D

- Data light
 - locating 10
- default gateway, setting 68
- defects, repeating 109
- deleting
 - stored jobs 153
- device status
 - Macintosh Services tab 59
- Display Settings menu, control panel 25
- disposal, end-of-life 241
- document conventions iii
- double-sided printing
 - paper loading orientation 90
- double-sided printing (duplexing)
 - Mac 57
 - turning on (Mac) 53
- drivers
 - changing paper types and sizes 74
 - changing settings (Mac) 52

- changing settings (Windows) 41
- paper types 78
- presets (Mac) 56
- settings 41
- settings (Mac) 56
- settings (Windows) 121
- supported (Windows) 38
- universal 40
- duplex alignment
 - setting 157
- duplex printing
 - paper loading orientation 90
- duplex printing (double-sided)
 - settings (Windows) 129
 - turning on (Mac) 53
- duplex settings, changing 70
- duplexer
 - locating 6

E

- e-mail alerts 53
- economy settings 179
- Edge Control 162
- electrical specifications 236
- Embedded Web Server (EWS)
 - assigning passwords 176
 - features 170
 - network connection 170
- end-of-life disposal 241
- envelopes
 - loading in Tray 1 82
 - loading orientation 90
- environment, specifications 236
- environmental features 4
- Environmental Product Stewardship Program 239
- erase job data
 - security 177
- error messages
 - control panel 188
 - e-mail alerts 53
 - types of 188
- errors
 - software 216
- European Union, waste disposal 242
- Explorer, versions supported
 - HP Embedded Web Server 170

F

- features 2
- file upload, Mac 53
- Finnish laser safety statement 246
- firmware
 - update, Mac 53
- first page
 - printing on different paper (Windows) 144
 - use different paper 56
- fonts
 - upload, Mac 53
- formatter
 - security 178
- forms
 - printing (Windows) 139
- fraud Web site 101
- fuser
 - jams 196

G

- gateway, setting default 68
- general configuration
 - HP Embedded Web Server 171
- General Settings menu, control panel 17
- glossy paper, supported 156
- graphical and text display, control panel 10
- graphics, business
 - printing 156
- grayscale
 - printing (Windows) 138

H

- hard disks
 - encrypted 176
- help
 - printing options (Windows) 122
- help, control panel 11
- HP Customer Care 234
- HP Easy Color
 - disabling 163
 - using 163
- HP Embedded Web Server
 - general configuration 171
 - HP Web Services 173
 - information pages 171

- network settings 173
- other links list 174
- print tab 172
- security settings 173
- troubleshooting tools 173
- HP Embedded Web Server (EWS)
 - features 170
 - network connection 170
- HP ePrint
 - description 44, 54
- HP ePrint, using 137
- HP fraud Web site 101
- HP Jetdirect print server
 - models including 2
- HP Printer Utility 53
- HP tough paper 157
- HP Universal Print Driver 40
- HP Utility 53
- HP Utility, Mac 53
- HP Web Jetadmin 44, 175
- HP Web Services
 - enabling 173
- HP Web Services, enabling 137
- HP-UX software 45
- humidity requirements 236

I

- information pages
 - HP Embedded Web Server 171
 - printing or viewing 168
- installing
 - product on wired networks, Mac 49
 - product on wired networks, Windows 65
 - software, USB connections 62
 - software, wired networks 66
- interface ports
 - locating 7
- Internet Explorer, versions supported
 - HP Embedded Web Server 170
- IP address
 - configuring 65
- IP Security 176
- IPsec 176
- IPv4 address 68
- IPv6 address 69

J

- jams
 - causes of 189
 - fuser 196
 - lower right door 201
 - output bin 192
 - recovery 202
 - right door 196
 - Tray 1 193
 - Tray 2 195
 - Tray 3 200, 201
- Japanese VCCI statement 245
- Jetadmin, HP Web 44, 175
- Jetdirect print server
 - models including 2
 - part number 223
- job retention
 - setting options (Windows) 153
- job storage
 - Macintosh settings 58
 - modes available 150
 - setting options (Windows) 153
- jobs
 - Macintosh settings 53
- jobs, print
 - storing permanent copies (Windows) 154
 - storing permanent private copies (Windows) 154
 - storing temporarily (Windows) 154
 - storing temporary copies (Windows) 154
- jobs, stored
 - creating (Windows) 151
 - deleting 153
 - printing 152
 - receiving notification when printed (Windows) 155
 - setting user names (Windows) 155
 - specifying names (Windows) 155

K

- keys, control panel
 - locating 10
- Korean EMC statement 246

L

- labels
 - printing (Windows) 141
- landscape orientation
 - selecting, Windows 134
- laser safety statements 245, 246
- last page
 - printing on different paper (Windows) 144
- letterhead
 - printing (Windows) 139
- license, software 230
- lights
 - control panel 10
- link speed settings 70
- Linux software 45
- loading
 - Tray 1 82
 - Tray 2 84
- loading paper 82
- lower right door
 - jams 201

M

- Mac
 - changing paper types and sizes 55
 - driver settings 52, 56
 - problems, troubleshooting 218
 - removing software 51
 - software 53
 - supported operating systems 48
- Macintosh
 - HP Printer Utility 53
 - resize documents 55
 - support 234
- Macintosh driver settings
 - custom-size paper 55
 - Job Storage 58
 - Services tab 59
 - watermarks 56
- Manage Supplies menu, control panel 26
- Manage Trays menu, control panel 27
- managing network 67
- maps, printing 157
- marketing materials
 - printing 156

- material restrictions 241
- Material Safety Data Sheet (MSDS) 242
- media
 - custom-size, Macintosh settings 55
 - first page 56
 - pages per sheet 57
 - supported sizes 75
- memory
 - included 2, 53
 - supply errors 110
- memory chip, print cartridge
 - description 229
- memory DIMMs
 - security 178
- Menu button 10
- menus, control panel
 - Administration 17
 - Backup/Restore 34
 - Calibrate/Cleaning 34
 - Display Settings 25
 - General Settings 17
 - Manage Supplies 26
 - Manage Trays 27
 - Network Settings 28
 - Print Options 23
 - Print Settings 22
 - Reports 17
 - Service 35
 - Supplies 14
 - Trays 16
 - Troubleshooting 32
 - USB Firmware Upgrade 35
- menus, control-panel
 - Retrieve From USB Settings 22
 - retrieve job from device
 - memory 13
 - Retrieve Job From USB 12
 - Sign In 12
- mercury-free product 241
- messages
 - e-mail alerts 53
 - types of 188
- models, features 2
- multiple pages per sheet
 - printing (Windows) 132

N

- n-up printing
 - selecting (Windows) 132
- names, job
 - specifying (Windows) 155
- Netscape Navigator, versions supported
 - HP embedded Web Server 170
- network
 - password, changing 67
 - password, setting 67
 - settings, changing 67
 - settings, viewing 67
- network settings
 - HP Embedded Web Server 173
- Network Settings menu, control panel 28
- networks
 - configuring 63
 - default gateway 68
 - HP Web Jetadmin 175
 - IPv4 address 68
 - IPv6 address 69
 - print servers included 2
 - protocols supported 63
 - security 64
 - subnet mask 68
- networks, wired
 - installing product, Mac 49
 - installing product, Windows 65
- Neutral Grays 162
- non-HP supplies 101
- notes iii

O

- on/off switch, locating 6
- online help, control panel 11
- online support 234
- opening printer drivers (Windows) 121
- operating environment
 - specifications 236
- operating systems supported 38, 48
- optimize speed or energy usage 179

- ordering
 - part numbers for 223
 - supplies and accessories 222
- orientation
 - paper, while loading 90
 - selecting, Windows 134
- other links list
 - HP Embedded Web Server 174
- output bin
 - jams 192
 - locating 6

P

- page sizes
 - scaling documents to fit (Windows) 146
- pages per sheet
 - selecting (Windows) 132
- paper
 - covers, using different paper 144
 - custom-size, Macintosh settings 55
 - first and last pages, using different paper 144
 - first page 56
 - jams 189
 - load 82
 - loading orientation 90
 - loading Tray 3 87
 - pages per sheet 57
 - printing on preprinted letterhead or forms (Windows) 139
 - selecting 206
 - supported sizes 75
 - supported types 78
- paper pickup problems
 - solving 189
- paper size
 - changing 74
- paper sizes
 - selecting 127
 - selecting custom 127
- paper type
 - changing 204
- paper types
 - changing 74
 - selecting 127
- paper, ordering 222

- paper, special
 - printing (Windows) 141
 - part numbers
 - print cartridges 223
 - PCL drivers
 - universal 40
 - personal jobs
 - storing temporarily (Windows) 154
 - portrait orientation
 - selecting, Windows 134
 - ports
 - locating 7
 - PostScript Printer Description (PPD) files
 - included 53
 - power
 - consumption 236
 - power connection
 - locating 7
 - power switch, locating 6
 - PPDs
 - included 53
 - preprinted paper
 - printing (Windows) 139
 - presets (Mac) 56
 - print cartridges
 - checking for damage 108
 - Macintosh status 59
 - memory chips 229
 - non-HP 101
 - part numbers 223
 - recycling 101, 239
 - replacing 102
 - storage 101
 - warranty 227
 - print job
 - canceling 55
 - print jobs
 - storing permanent copies (Windows) 154
 - storing permanent private copies (Windows) 154
 - storing temporarily (Windows) 154
 - storing temporary copies (Windows) 154
 - print media
 - loading in Tray 1 82
 - Print Options menu, control panel 23
 - print quality
 - improving 204
 - improving (Windows) 127
 - print server
 - part number 223
 - Print Settings menu, control panel 22
 - print tab
 - HP Embedded Web Server 172
 - print tasks 119
 - printer drivers
 - choosing 208
 - printer drivers (Mac)
 - changing settings 52
 - settings 56
 - printer drivers (Windows)
 - changing settings 41
 - settings 121
 - supported 38
 - printing
 - canceling jobs 120
 - from USB storage accessories 158
 - settings (Mac) 56
 - settings (Windows) 121
 - stored jobs 152
 - printing from Tray 2 84
 - printing on both sides
 - settings (Windows) 129
 - priority, settings 41, 52
 - private jobs
 - storing permanently (Windows) 154
 - problem-solving
 - e-mail alerts 53
 - messages, types of 188
 - no response 210
 - slow response 211
 - product info 1
 - product specifications 235
 - proof and hold
 - selecting (Windows) 153
 - protect stored data
 - security 177
 - protocols, network 63
 - PS Emulation drivers 38
- Q**
- quick copy jobs
 - storing (Windows) 154
- R**
- Ready light
 - locating 10
 - recycling
 - HP printing supplies returns and environmental program 240
 - recycling supplies 101
 - regulatory statements
 - environmental product stewardship program 239
 - removing Mac software 51
 - removing Windows software 43
 - repeating defects,
 - troubleshooting 109
 - replacing printing cartridges 102
 - Reports menu, control panel 17
 - reset button 10
 - resize documents
 - Macintosh 55
 - Windows 146
 - resolution
 - selecting (Windows) 127
 - restore factory settings 187
 - retention, job
 - modes available 150
 - setting options (Windows) 153
 - Retrieve From USB Settings menu 22
 - retrieve job from device memory
 - menu 13
 - Retrieve Job From USB menu 12
 - right door
 - jams 196
 - ruler, repetitive defect 109

S

 - safety statements 245, 246
 - SAPx software 45
 - scale documents
 - Macintosh 55
 - Windows 146
 - security settings
 - HP Embedded Web Server 173
 - security
 - encrypted hard disk 176

- security features 64
 - security lock
 - locating 7
 - self help
 - accessing 184
 - Service menu, control panel 35
 - Services tab
 - Macintosh 59
 - settings
 - driver presets (Mac) 56
 - drivers 41
 - drivers (Mac) 52
 - priority 41, 52
 - restore factory 187
 - shortcuts (Windows)
 - creating 124
 - using 122
 - Sign In menu 12
 - signs, printing 157
 - Sleep button 10
 - sleep delay
 - disabling 180
 - enabling 180
 - sleep mode
 - disabling 179
 - enabling 179
 - Sleep Schedule
 - setting 180
 - sleep schedule
 - disabling 180
 - enabling 180
 - software
 - embedded Web server 44
 - HP Printer Utility 53
 - HP Web Jetadmin 44
 - installing, USB connections 62
 - installing, wired networks 66
 - Mac 53
 - problems 216
 - settings 41, 52
 - software license agreement 230
 - supported operating systems 38, 48
 - uninstalling for Windows 43
 - uninstalling Mac 51
 - Solaris software 45
 - solving
 - direct-connect problems 214
 - network problems 214
 - walk-up USB printing problems 212
 - special media
 - guidelines 72
 - special paper
 - guidelines 72
 - printing (Windows) 141
 - specifications
 - electrical and acoustic 236
 - operating environment 236
 - standard output bin
 - locating 6
 - Start button 10
 - status
 - HP Utility, Mac 53
 - Macintosh services tab 59
 - messages, types of 188
 - Status button 10
 - Stop button 10
 - stopping print jobs 120
 - storage, job
 - Macintosh settings 53, 58
 - modes available 150
 - setting options (Windows) 153
 - stored jobs
 - creating (Windows) 151
 - deleting 153
 - printing 152
 - receiving notification when printed (Windows) 155
 - security 178
 - setting user names (Windows) 155
 - specifying names (Windows) 155
 - storing
 - print cartridges 101
 - storing jobs
 - permanent copies (Windows) 154
 - permanent private copies (Windows) 154
 - proof and hold (Windows) 153
 - setting options (Windows) 153
 - temporary copies (Windows) 154
 - temporary personal jobs
 - (Windows) 154
 - with Windows 151
 - subnet mask 68
 - supplies
 - counterfeit 101
 - memory errors 110
 - non-HP 101
 - ordering 222
 - part numbers 223
 - recycling 101, 239
 - replacing print cartridges 102
 - status, viewing with HP Utility 53
 - Supplies menu, control panel 14
 - supplies status page
 - printing 109
 - supply-status, Services tab
 - Macintosh 59
 - support
 - online 234
 - supported media 75
 - system requirements
 - HP Embedded Web Server 170
- T**
- TCP/IP
 - manually configuring IPv4 parameters 68
 - manually configuring IPv6 parameters 69
 - technical support
 - online 234
 - temperature requirements 236
 - tips iii
 - toner cartridges. See print cartridges
 - toner collection unit
 - replacing 104
 - tough paper 157
 - transparencies
 - printing (Windows) 141
 - trapping 162
 - Tray 1
 - capacity 80
 - double-sided printing 57
 - jams 193
 - Tray 2
 - jams 195

- Tray 3
 - jams 200, 201
- trays
 - automatic overhead
 - transparency sensing 95
 - capacity 80
 - configure 94
 - double-sided printing 57
 - included 2
 - load 82
 - locating 6
 - Macintosh settings 53
 - paper orientation 90
 - selecting (Windows) 127
- Trays menu, control panel 16
- troubleshooting
 - control panel messages 188
 - direct-connect problems 214
 - jams 189
 - Mac problems 218
 - network problems 214
 - paper feed problems 189
 - repeating defects 109
 - walk-up USB printing
 - problems 212
 - Windows problems 216
- Troubleshooting menu, control panel 32
- troubleshooting tools
 - cleaning page 181
 - HP Embedded Web Server 173
- two-sided printing
 - settings (Windows) 129
 - turning on (Mac) 53

U

- uninstalling Mac software 51
- uninstalling Windows software 43
- universal print driver 40
- UNIX software 45
- USB configuration, Mac 48
- USB configuration, Windows 62
- USB Firmware Upgrade menu,
 - control panel 35
- USB storage accessories
 - printing from 158
- user names
 - setting for stored jobs
 - (Windows) 155

W

- walk-up USB printing 158
- warnings iii
- warranty
 - customer self repair 233
 - license 230
 - print cartridges 227
 - product 226
- watermarks
 - adding (Windows) 148
- Web browser requirements
 - HP Embedded Web Server 170
- Web printing
 - HP ePrint 44, 54
- Web sites
 - customer support 234
 - fraud reports 101
 - HP Web Jetadmin,
 - downloading 175
 - Macintosh customer support 234
 - Material Safety Data Sheet (MSDS) 242
 - universal print driver 40
- Windows
 - driver settings 41
 - drivers supported 38
 - supported operating systems 38
 - universal print driver 40



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