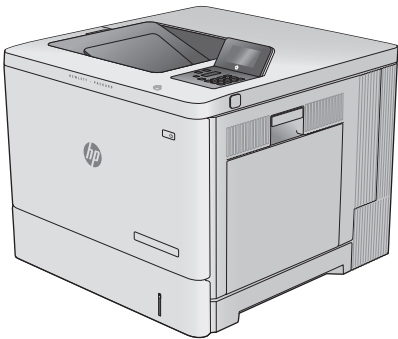




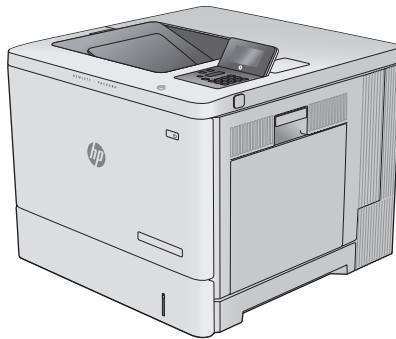
# Color LaserJet Enterprise M552

## Color LaserJet Enterprise M553

### User Guide



M553n



M552dn  
M553dn



M553x



[www.hp.com/support/colorljM552](http://www.hp.com/support/colorljM552)  
[www.hp.com/support/colorljM553](http://www.hp.com/support/colorljM553)





# HP Color LaserJet Enterprise M552, M553

User Guide

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# 1 Product overview

- [Product views](#)
- [Product specifications](#)
- [Product hardware setup and software installation](#)

## **For more information:**

Go to [www.hp.com/support/colorljM552](http://www.hp.com/support/colorljM552), [www.hp.com/support/colorljM553](http://www.hp.com/support/colorljM553).

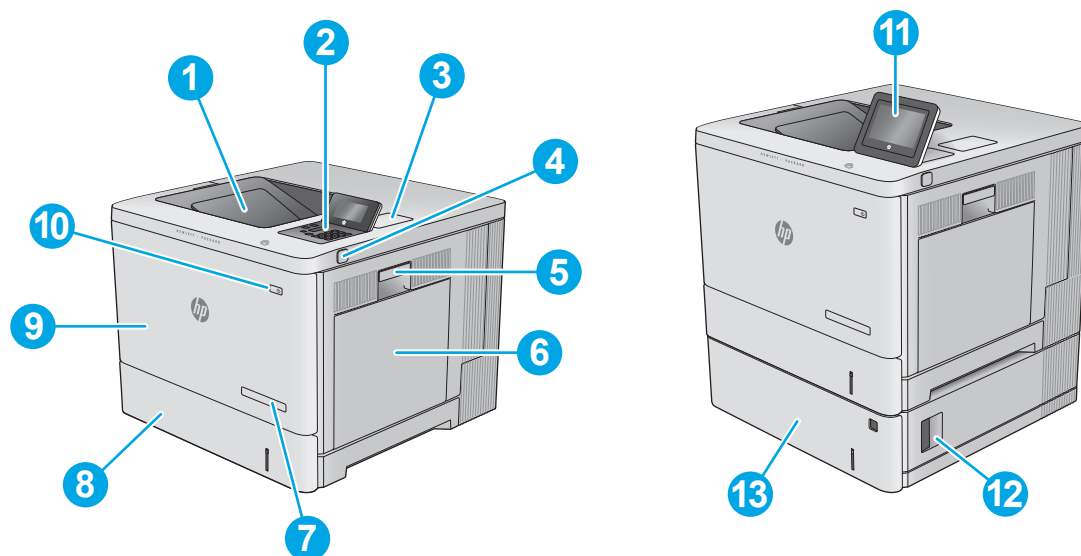
HP's all-inclusive help for the product includes the following information:

- Install and configure
- Learn and use
- Solve problems
- Download software updates
- Join support forums
- Find warranty and regulatory information

## Product views

- [Product front view](#)
- [Product back view](#)
- [Interface ports](#)
- [Control-panel view \(4-line control panel, n and dn models only\)](#)
- [Control-panel view \(touchscreen control panel, x model only\)](#)

### Product front view

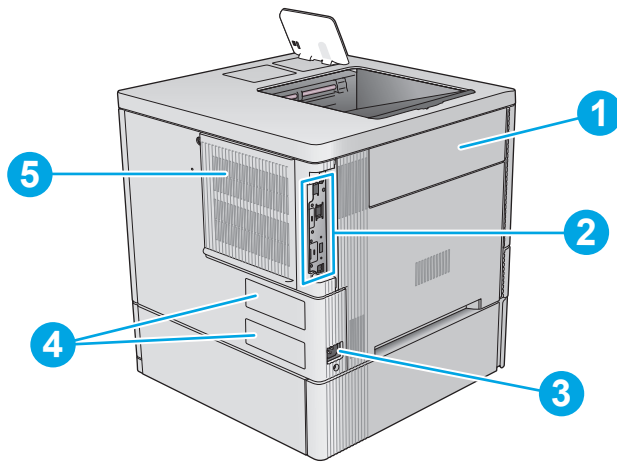


1	Standard output bin
2	4-line LCD control panel with keypad (n and dn models only)
3	Hardware integration pocket for connecting accessory and third-party devices (dn and x models only)
4	Easy-access USB port Insert a USB flash drive for printing without a computer or to update the product firmware. <b>NOTE:</b> An administrator must enable this port before use.
5	Right door (access to the fuser and for clearing jams)
6	Tray 1
7	Model name
8	Tray 2
9	Front door (access to the toner cartridges)
10	On/off button
11	Control panel with color touchscreen display (x models only)

12	Lower-right door for the 1 x 550-sheet feeder (access for clearing jams)
13	1 x 550-sheet feeder, Tray 3 (included with the x model, optional for the other models)

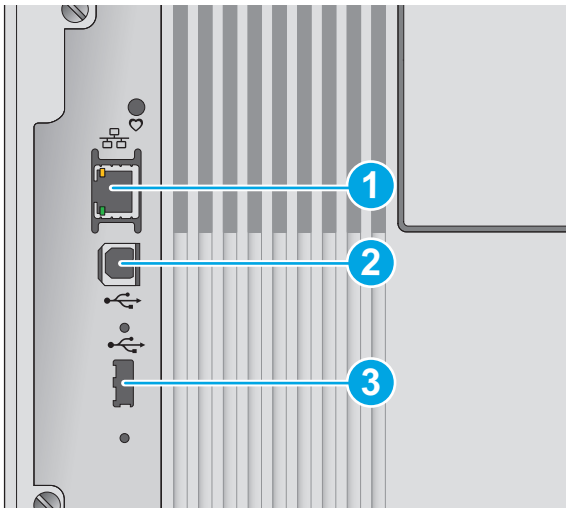
**NOTE:** The M552 model accepts one 1 x 550-sheet paper feeder. The M553 models accept up to three 1 x 550-sheet paper feeders.

## Product back view



1	Toner-collection-unit door
2	Formatter (contains the interface ports)
3	Power connection
4	Serial number and product number label
5	Formatter cover

## Interface ports



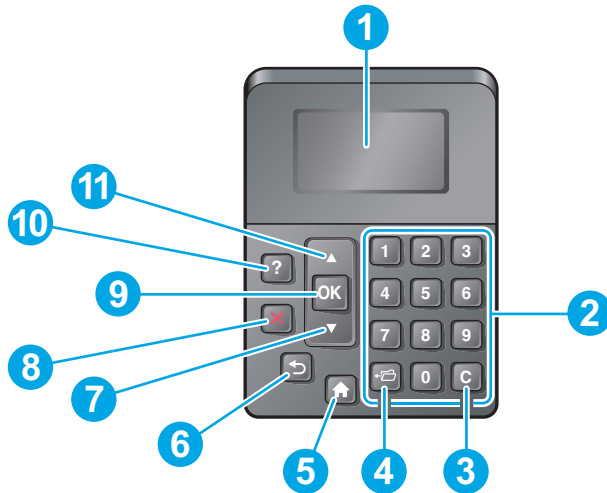
- 
- |   |   |
|---|---|
| 1 | Local area network (LAN) Ethernet (RJ-45) network port                    |
| 2 | Hi-Speed USB 2.0 printing port  |
| 3 | USB port for connecting external USB devices (this port might be covered) |
- 

**NOTE:** For easy-access USB printing, use the USB port near the control panel.

---

## Control-panel view (4-line control panel, n and dn models only)

Use the control panel to obtain product and job status information and to configure the product.






1	Control-panel display	Shows status information, menus, help information, and error messages
2	Numeric keypad	Enter numeric values
3	Clear button	Returns values to their defaults and closes the help screen
4	Folder button	Provides quick access to the <a href="#">Retrieve Job</a> menu
5	Home button	Opens and closes the menus
6	Back button	Backs up one level in the menu tree or backs up one numeric entry
7	Down arrow	Navigates to the next item in the list, or decreases the value of numeric items
8	Stop button	Cancels the current print job and clears the pages from the product
9	OK button	<ul style="list-style-type: none"><li>• Saves the selected value for an item</li><li>• Performs the action that is associated with the item that is highlighted on the control-panel display</li><li>• Clears an error condition when the condition is clearable</li></ul>
10	Help button	Provides information about the message on the control-panel display
11	Up arrow	Navigates to the previous item in the list, or increases the value of numeric items

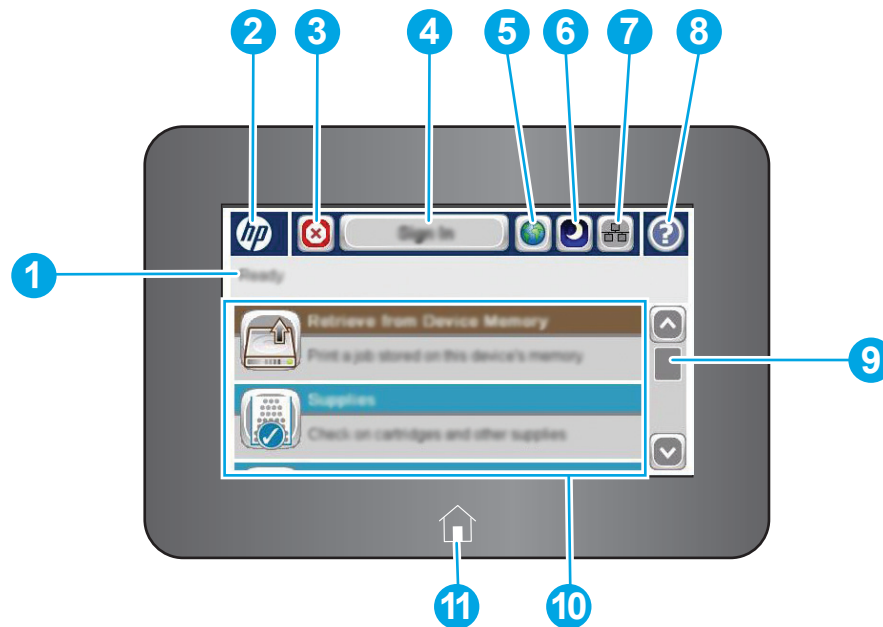
## Control-panel view (touchscreen control panel, x model only)



 **NOTE:** Tilt the control panel for easier viewing.

The Home screen provides access to the product features and indicates the current status of the product.

Return to the Home screen at any time by touching the Home  button. Touch the Home  button on the lower edge of the product control panel, or touch the Home button in the upper-left corner of most screens.


 **NOTE:** The features that appear on the Home screen can vary, depending on the product configuration.



1	Product status	The status line provides information about the overall product status.
2	HP logo or Home button	On any screen other than the Home screen, the HP logo changes to a Home  button. Touch the Home  button to return to the Home screen.
3	Stop button	Touch the Stop button to pause the current job. The <a href="#">Job Status</a> screen opens and provides options to cancel or continue the job.
4	<a href="#">Sign In</a> or <a href="#">Sign Out</a> button	Touch the <a href="#">Sign In</a> button to access secured features.  Touch the <a href="#">Sign Out</a> button to sign out of the product. The product restores all options to the default settings.
5	Language Selection button	Touch the Language Selection button to select the language for the control-panel display.
6	Sleep button	Touch the Sleep button to put the product into Sleep mode.
7	Network button	Touch the Network button to find information about the network connection.
8	Help button	Touch the Help button to open the embedded help system.
9	Scroll bar	Use the scroll bar to see the complete list of available features.



---

10	Features	Depending on the product configuration, the features that appear in this area can include any of the following items:
		<ul style="list-style-type: none"><li data-bbox="577 254 831 279">• Save to Device Memory</li><li data-bbox="577 306 791 331">• Retrieve from USB</li><li data-bbox="577 359 890 384">• Retrieve from Device Memory</li><li data-bbox="577 411 719 436">• Job Status</li><li data-bbox="577 464 703 489">• Supplies</li><li data-bbox="577 516 679 541">• Trays</li><li data-bbox="577 569 759 594">• Administration</li><li data-bbox="577 621 804 646">• Device Maintenance</li></ul>
11	Home button	Touch the Home  button to return to the product Home screen at any time.

---

# Product specifications



**IMPORTANT:** The following specifications are correct at the time of publication, but they are subject to change. For current information, see [www.hp.com/support/colorljm552](http://www.hp.com/support/colorljm552), [www.hp.com/support/colorljm553](http://www.hp.com/support/colorljm553).

- [Technical specifications](#)
- [Supported operating systems](#)
- [Mobile printing solutions](#)
- [Product dimensions](#)
- [Power consumption, electrical specifications, and acoustic emissions](#)
- [Operating-environment range](#)

## Technical specifications

Model name		M552dn	M553n	M553dn	M553x
Product number		B5L23A	B5L24A	B5L25A	B5L26A
<b>Paper handling</b>	Tray 1 (100-sheet capacity)	✓	✓	✓	✓
	Tray 2 (550-sheet capacity)	✓	✓	✓	✓
	Tray 3 (1 x 550-sheet paper feeder)	Optional	Optional	Optional	✓
	<b>NOTE:</b> The M552 model accepts one 1 x 550-sheet paper feeder. The M553 models accept up to three 1 x 550-sheet paper feeders.				
	Printer stand	Optional	Optional	Optional	Optional
	Automatic duplex printing	✓	Not available	✓	✓
<b>Connectivity</b>	10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓	✓
	Hi-Speed USB 2.0	✓	✓	✓	✓
	Easy-access USB port for printing without a computer and upgrading the firmware	✓	✓	✓	✓
	Hardware Integration Pocket for connecting accessory and third-party devices	✓	Not supported	✓	✓
	HP Internal USB Ports	Optional	Optional	Optional	Optional
	HP Jetdirect 3000w NFC/ Wireless Accessory for printing from mobile devices	Optional	Optional	Optional	Not supported

Model name		M552dn	M553n	M553dn	M553x
Product number		B5L23A	B5L24A	B5L25A	B5L26A
	Integrated HP near-field communication (NFC) and Wi-Fi Direct functionality for printing from mobile devices	Not supported	Not supported	Not supported	✓
	HP Jetdirect 2900nw Print Server accessory for wireless connectivity	Optional	Optional	Optional	Optional
<b>Memory</b>	1 GB base memory  <b>NOTE:</b> For the M553 models, the base memory is expandable to 2 GB by adding a DIMM memory module. The M552 model does not support memory expansion.	✓	✓	✓	✓
	HP Secure High-Performance Hard Disk	Not supported	Optional	Optional	Optional
<b>Security</b>	HP Trusted Platform Module for encrypting all data that passes through the product	Optional	Optional	Optional	Optional
<b>Control-panel display and input</b>	4-line graphical display with 10-key keypad	✓	✓	✓	Not supported
	Color touchscreen control panel	Not supported	Not supported	Not supported	✓
<b>Print</b>	Prints 33 pages per minute (ppm) on A4 and 35 ppm on letter-size paper	✓			
	Prints 37 pages per minute (ppm) on A4 and 40 ppm on letter-size paper		✓	✓	✓
	Easy-access USB printing (no computer required)		✓	✓	✓

## Supported operating systems

The following information applies to the Product-Specific Windows PCL 6 and OS X print drivers and to the in-box software installation CD.


**Windows:** The HP Software Installer CD installs the “HP PCL.6” or “HP PCL 6” version 3 driver, depending on the Windows operating system, along with optional software when using the full software installer. Download the “HP PCL-6” version 4 print driver from the product-support Web site for this product: [www.hp.com/support/colorljM552](http://www.hp.com/support/colorljM552), [www.hp.com/support/colorljM553](http://www.hp.com/support/colorljM553).


**Mac computers and OS X:** Mac computers and Apple mobile devices are supported with this product. The OS X print driver and print utility are available for download from [hp.com](http://hp.com) and may also be available via Apple Software Update. The HP installer software for OS X is not included in the in-box CD. Follow these steps to download the OS X installer software:

1. Go to [www.hp.com/support/colorljM552](http://www.hp.com/support/colorljM552), [www.hp.com/support/colorljM553](http://www.hp.com/support/colorljM553).
2. Select **Support Options**, and then under **Download Options** select **Drivers, Software & Firmware**.
3. Click the operating system version, and then click the **Download** button.

Operating system	Driver installed	Notes
Windows® XP SP3, 32-bit	The “HP PCL.6” product-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.  Use UPD drivers for 64-bit operating systems.  Microsoft retired mainstream support for Windows XP in April 2009. HP will continue to provide best effort support for the discontinued XP operating system.
Windows Vista®, 32-bit	The “HP PCL.6” product-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.  Use UPD drivers for 64-bit operating systems.
Windows Server 2003 SP2, 32-bit	The “HP PCL.6” product-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.  Use UPD drivers for 64-bit operating systems.  Microsoft retired mainstream support for Windows Server 2003 in July 2010. HP will continue to provide best effort support for the discontinued Server 2003 operating system.
Windows 7 SP1, 32-bit and 64-bit	The “HP PCL.6” product-specific print driver is installed for this operating system as part of the full software installation.	
Windows 8, 32-bit and 64-bit	The “HP PCL.6” product-specific print driver is installed for this operating system as part of the full software installation.	Windows 8 RT support is provided through Microsoft IN OS Version 4, 32-bit driver.
Windows 8.1, 32-bit and 64-bit	The “HP PCL.6” product-specific print driver is installed for this operating system as part of the full software installation.	Windows 8.1 RT support is provided through Microsoft IN OS Version 4, 32-bit driver.
Windows Server 2008 SP2, 32-bit	The “HP PCL.6” product-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.
Windows Server 2008 SP2, 64-bit	The “HP PCL.6” product-specific print driver is installed for this operating system as part of the full software installation.	
Windows Server 2008 R2, SP 1, 64-bit	The “HP PCL.6” product-specific print driver is installed for this operating system as part of the full software installation.	
Windows Server 2012, 64-bit	The software installer does not support Windows Server 2012 but the “HP PCL.6” version 3 and “HP PCL-6” version 4 product-specific print drivers do support it.	Download the driver from the HP Web site, and use the Windows Add Printer tool to install it.

Operating system	Driver installed	Notes
Windows Server 2012 R2, 64 bit	The software installer does not support Windows Server 2012 but the "HP PCL 6" and "HP PCL-6" version 4 product-specific print drivers do support it.	Download the driver from the HP Web site, and use the Windows Add Printer tool to install it.
OS X 10.7 Lion, OS X 10.8 Mountain Lion, and OS X 10.9 Mavericks	The OS X print driver and print utility are available for download from hp.com and may also be available via Apple Software Update. The HP installer software for OS X is not included in the in-box CD.	<p>For OS X, download the full installer from the support Web site for this product.</p> <ol style="list-style-type: none"> <li>1. Go to <a href="http://www.hp.com/support/colorljM552">www.hp.com/support/colorljM552</a>, <a href="http://www.hp.com/support/colorljM553">www.hp.com/support/colorljM553</a>.</li> <li>2. Select <b>Support Options</b>, and then under <b>Download Options</b> select <b>Drivers, Software &amp; Firmware</b>.</li> <li>3. Click the operating system version, and then click the <b>Download</b> button.</li> </ol>


 **NOTE:** For a current list of supported operating systems, go to [www.hp.com/support/colorljM552](http://www.hp.com/support/colorljM552), [www.hp.com/support/colorljM553](http://www.hp.com/support/colorljM553) for HP's all-inclusive help for the product.

 **NOTE:** For details on client and server operating systems and for HP UPD PCL6, UPD PCL 5, and UPD PS driver support for this product, go to [www.hp.com/go/upd](http://www.hp.com/go/upd). Under **Additional information**, click **Link to Supported products**.

## Mobile printing solutions

The product supports the following software for mobile printing:

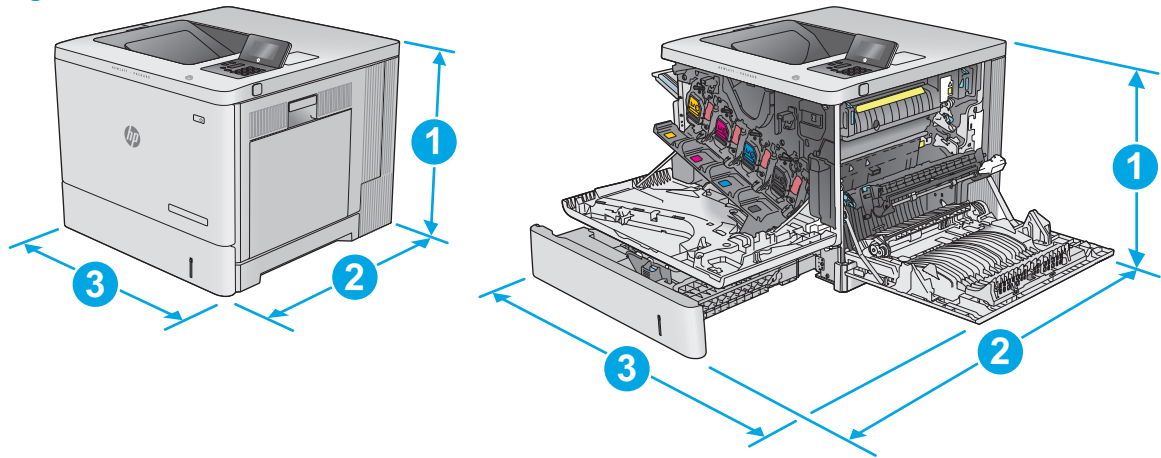
- HP ePrint software

 **NOTE:** The HP ePrint Software supports the following operating systems: Windows 7 SP 1 (32-bit and 64-bit); Windows 8 (32-bit and 64-bit); Windows 8.1 (32-bit and 64-bit); and OS X versions 10.6 Snow Leopard, 10.7 Lion, 10.8 Mountain Lion, and 10.9 Mavericks.

- HP ePrint via email (Requires HP Web Services to be enabled and the product to be registered with HP Connected)
- HP ePrint app (Available for Android, iOS, and Blackberry)
- ePrint Enterprise app (Supported on all products with ePrint Enterprise Server Software)
- HP Home and Biz app (Available for Symbian/Nokia devices)
- Google Cloud Print 1.0 (Requires the product to be registered with HP Connected and then registered with Google Cloud)
- AirPrint
- Android Printing

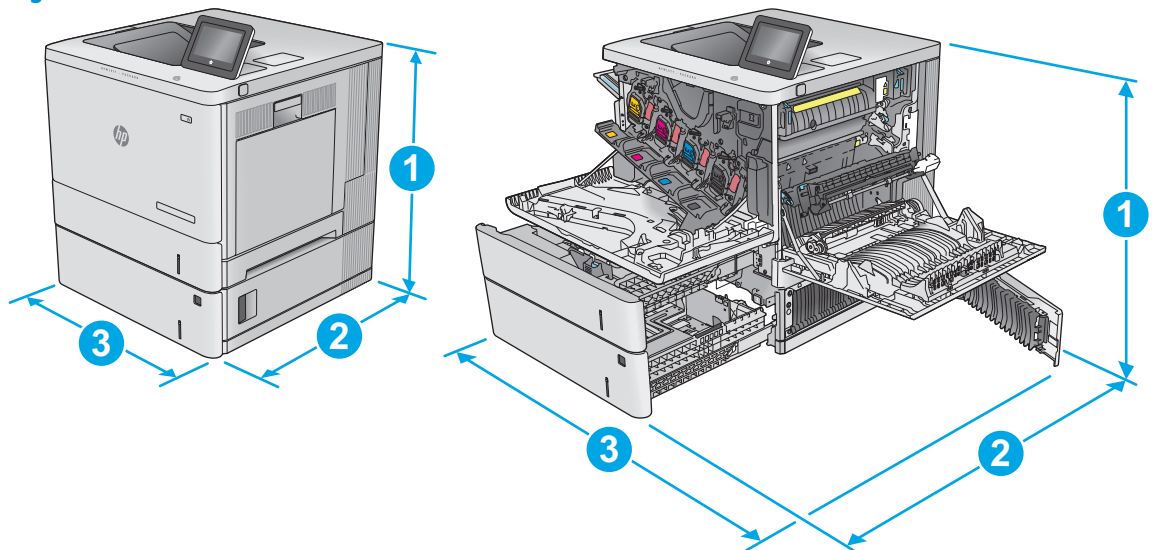
## Product dimensions

Figure 1-1 Dimensions for the n and dn models



	Product fully closed	Product fully opened
1. Height	399 mm (15.7 in)	399 mm (15.7 in)
2. Depth	479 mm (18.9 in)	771 mm (30.4 in)
3. Width	458 mm (18.0 in)	826 mm (32.5 in)
Weight	n model: 27 kg (59.5lb) dn model: 27.5 kg (60.6 lb)	

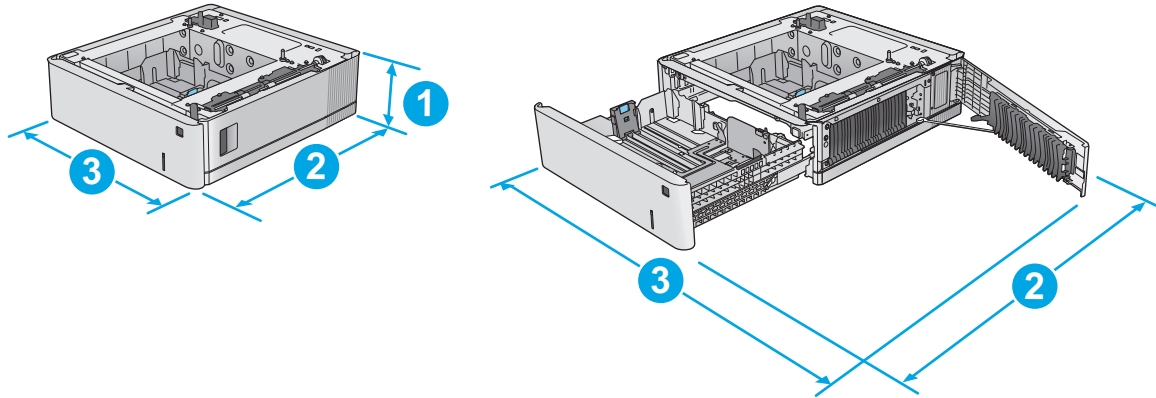
Figure 1-2 Dimensions for the x model



	Product fully closed	Product fully opened
1. Height	581 mm (22.9 in)	581 mm (22.9 in)
2. Depth	479 mm (18.9 in)	771 mm (30.4 in)

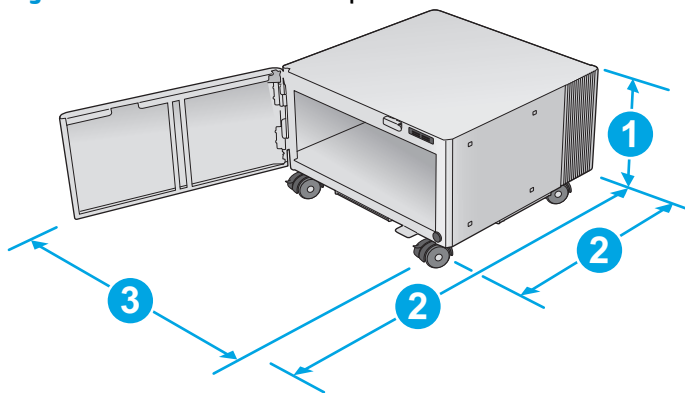
	Product fully closed	Product fully opened
3. Width	458 mm (18.0 in)	853 mm (33.6 in)
Weight	33.4 kg (73.6 lb)	

**Figure 1-3** Dimensions for the 1 x 550-sheet paper feeder



1. Height	130 mm (5.1 in)
2. Depth	Tray closed: 458 mm (18.0 in) Tray opened: 771 mm (30.4 in)
3. Width	Lower-right door closed: 458 mm (18.0 in) Lower-right door opened: 853 mm (33.6 in)
Weight	5.8 kg (12.8 lb)

**Figure 1-4** Dimensions for the printer cabinet and stand



1. Height	295 mm (11.6 in)
2. Depth	Door closed: 465 mm (18.3 in) Door opened: 900 mm (35.4 in)

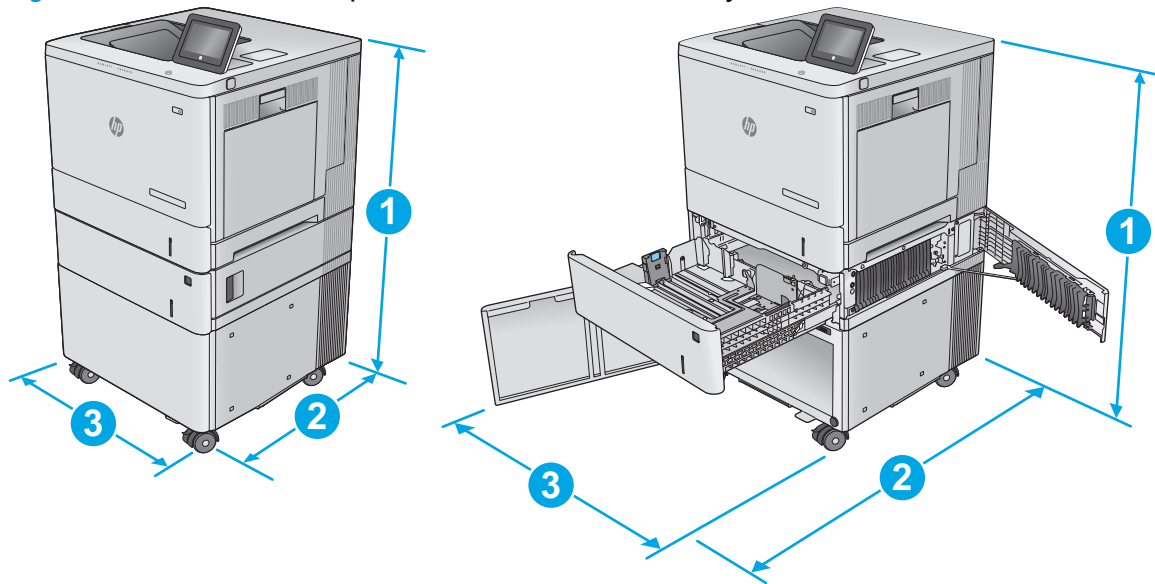
3. Width 460 mm (18.1 in)

This value is subject to change. For current information, go to [www.hp.com/support/colorljM552](http://www.hp.com/support/colorljM552), [www.hp.com/support/colorljM553](http://www.hp.com/support/colorljM553).

Weight 17.7 kg (39 lb)

This value is subject to change. For current information, go to [www.hp.com/support/colorljM552](http://www.hp.com/support/colorljM552), [www.hp.com/support/colorljM553](http://www.hp.com/support/colorljM553).

**Figure 1-5** Dimensions for the product with one 1 x550-sheet tray and the cabinet/stand



	Product and accessories fully closed	Product and accessories fully opened
1. Height	876 mm (34.5 in)	876 mm (34.5 in)
2. Depth	479 mm (18.9 in)	900 mm (35.4 in)
3. Width	458 mm (18.0 in)	853 mm (33.6 in)
Weight	51.1 kg (112.7 lb)	

## Power consumption, electrical specifications, and acoustic emissions

See [www.hp.com/support/colorljM552](http://www.hp.com/support/colorljM552), [www.hp.com/support/colorljM553](http://www.hp.com/support/colorljM553) 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.

## Operating-environment range

**Table 1-1** Operating-environment specifications

Environment	Recommended	Allowed
Temperature	17° to 25°C (62.6° to 77°F)	15° to 30°C (59° to 86°F)



**Table 1-1 Operating-environment specifications (continued)**

<b>Environment</b>	<b>Recommended</b>	<b>Allowed</b>
Relative humidity	30% to 70% relative humidity (RH)	10% to 80% RH
Altitude	Not applicable	0 to 3000 m (0 to 9,842 ft)

## Product hardware setup and software installation

For basic setup instructions, see the Hardware Installation Guide that came with the product. For additional instructions, go to HP support on the Web.

Go to [www.hp.com/support/colorljM552](http://www.hp.com/support/colorljM552), [www.hp.com/support/colorljM553](http://www.hp.com/support/colorljM553) for HP's all-inclusive help for the product. Find the following support:

- Install and configure
- Learn and use
- Solve problems
- Download software updates
- Join support forums
- Find warranty and regulatory information

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## 2 Paper trays

- [Load Tray 1](#)
- [Load Trays 2, 3, 4, and 5](#)
- [Load envelopes](#)

### For more information:

Go to [www.hp.com/support/colorljM552](http://www.hp.com/support/colorljM552), [www.hp.com/support/colorljM553](http://www.hp.com/support/colorljM553).

HP's all-inclusive help for the product includes the following information:

- Install and configure
- Learn and use
- Solve problems
- Download software updates
- Join support forums
- Find warranty and regulatory information

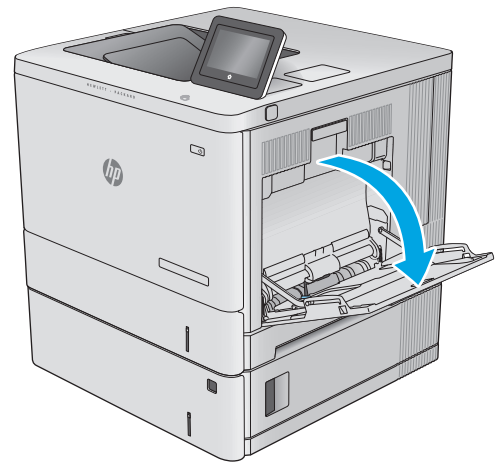
# Load Tray 1

## Introduction

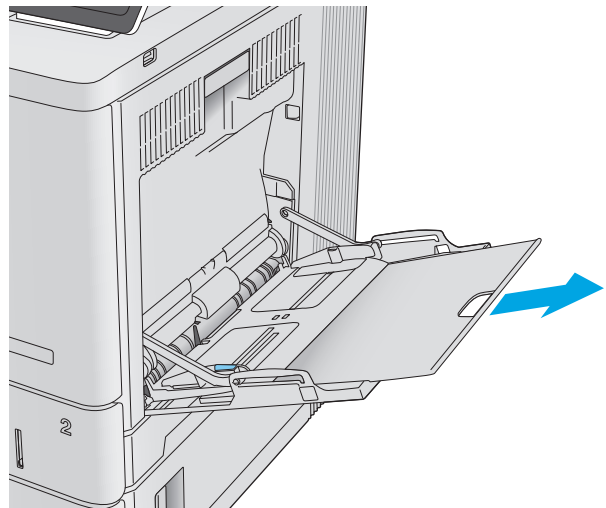
The following information describes how to load paper and envelopes into Tray 1. This tray holds up to 100 sheets of 75 g/m<sup>2</sup> (20 lb) paper or 10 envelopes.

**CAUTION:** To avoid jams, never add or remove paper from Tray 1 during printing.

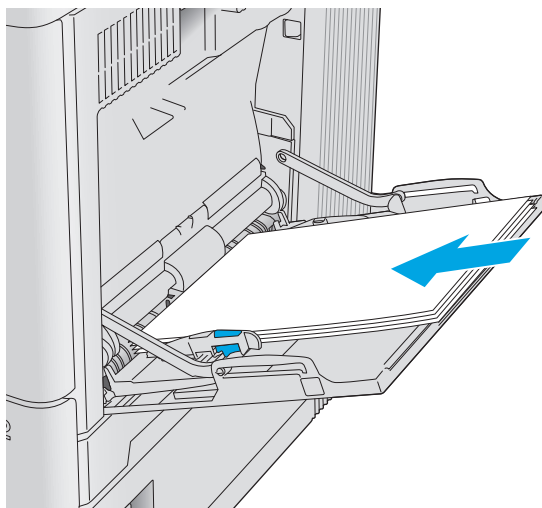
1. Open Tray 1.



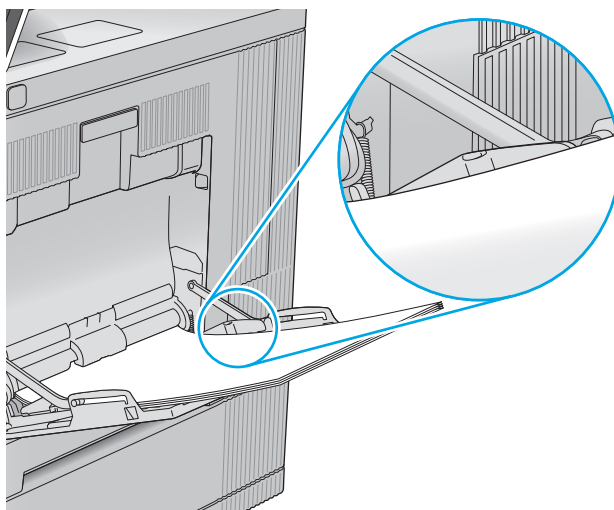
2. Pull out the tray extension to support the paper.



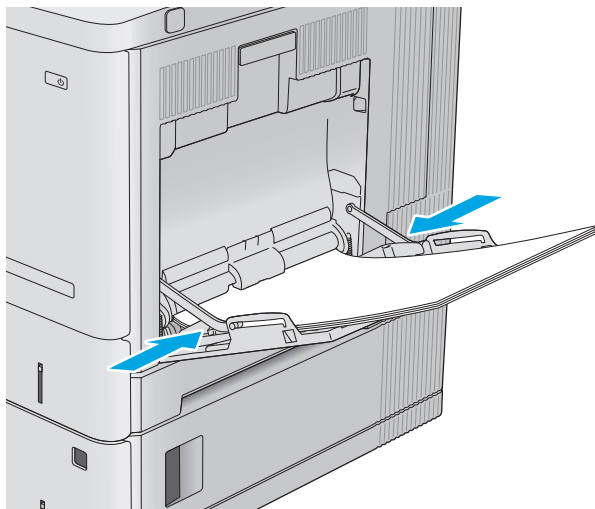
3. Spread the paper guides to the correct size, and then load paper in the tray. For information about how to orient the paper, see [Tray 1 paper orientation on page 20](#).



4. Make sure that the paper fits under the fill line on the paper guides.



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

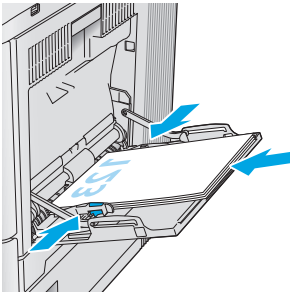
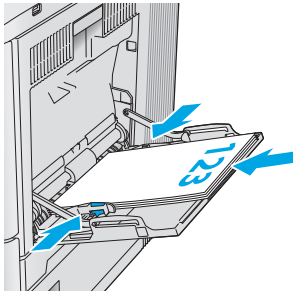
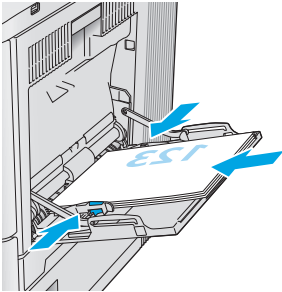
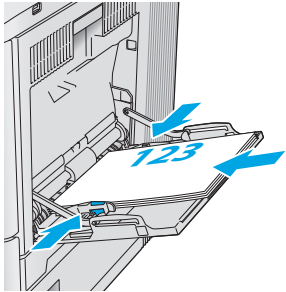
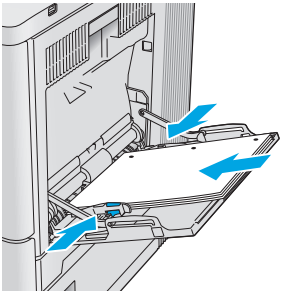
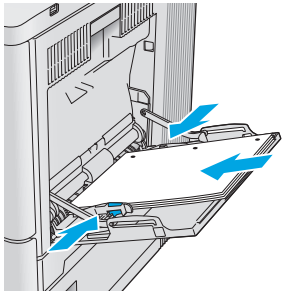


## Tray 1 paper orientation

When using paper that requires a specific orientation, load it according to the information in the following table.



**NOTE:** The **Alternative Letterhead Mode** settings affects the way to load letterhead or preprinted paper. This setting is disabled by default. When using this mode, load paper as for automatic duplex printing. For more information, see [Use alternative letterhead mode on page 21](#).


Paper type	Image Orientation	Single-sided printing	Duplex printing or with Alternative Letterhead Mode enabled
Letterhead or preprinted	Portrait	Face-down Top edge leading into the product 	Face-up Bottom edge leading into the product 
	Landscape	Face-down Top edge toward the back of the product 	Face-up Top edge toward the back of the product 
Prepunched	Portrait or landscape	Holes toward the back of the product 	Holes toward the back of the product 

## Use alternative letterhead mode

Use the [Alternative Letterhead Mode](#) feature to load letterhead or preprinted paper into the tray the same way for all jobs, whether printing to one side of the sheet of paper or to both sides. When using this mode, load paper as for automatic duplex printing.

To use the feature, enable it by using the product control-panel menus. To use the feature with Windows, also enable it in the print driver and configure the paper type in the print driver.

### Enable Alternative Letterhead Mode by using the product control-panel menus

1. Press the Home  button on the product control panel.
2. Open the following menus:
  - [Administration](#)
  - [Manage Trays](#)
  - [Alternative Letterhead Mode](#)
3. Select [Enabled](#), and then touch the [Save](#) button or press the [OK](#) button.

### Print with Alternative Letterhead Mode (Windows)


To print with Alternative Letterhead Mode for Windows, perform the following procedure for each print job.

1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Advanced** tab.
4. Expand the **Printer Features** list.
5. Open the **Alternative Letterhead Mode** drop-down list, and click the **On** option.
6. Click the **Apply** button.
7. Click the **Paper/Quality** tab.
8. From the **Paper type** drop-down list, click the **More...** option.
9. Expand the list of **Type is:** options.
10. Expand the list of **Other** options, and then click the **Letterhead** option. Click the **OK** button.
11. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

# Load Trays 2, 3, 4, and 5

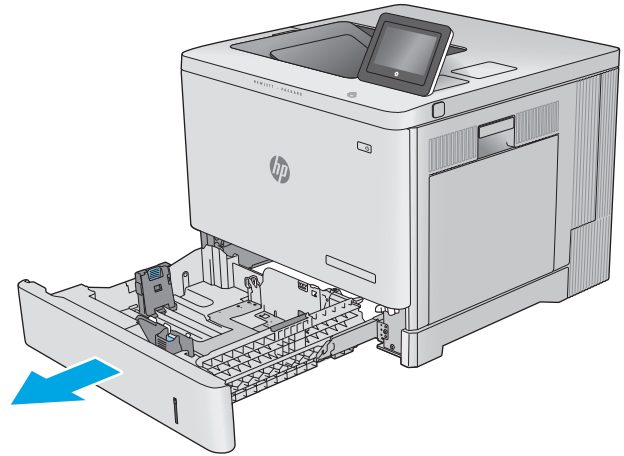
## Introduction

The following information describes how to load paper in Tray 2 and the optional 550-sheet trays (Trays 3, 4, and 5; part number B5L34A). These trays hold up to 550 sheets of 75 g/m<sup>2</sup> (20 lb) paper.

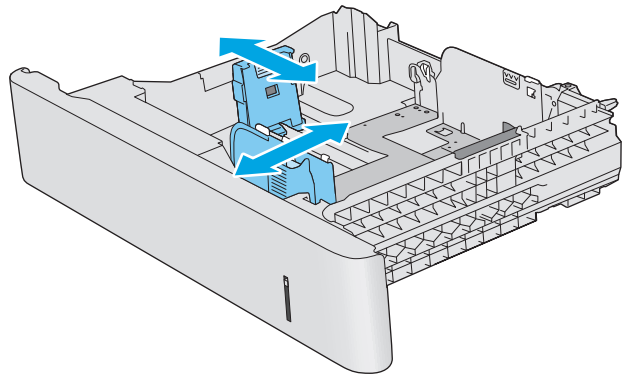
 **NOTE:** The procedure to load paper for the optional 550-sheet trays is the same as for Tray 2. Only Tray 2 is shown here.

1. Open the tray.

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



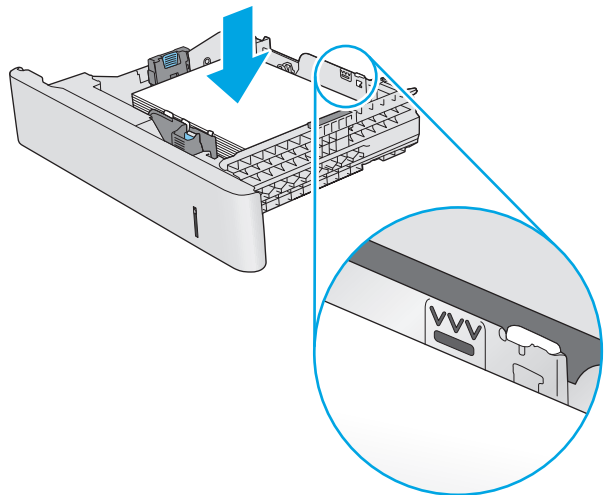
2. Before loading paper, adjust the paper guides by squeezing the adjustment latches and sliding the guides to the size of the paper being used.



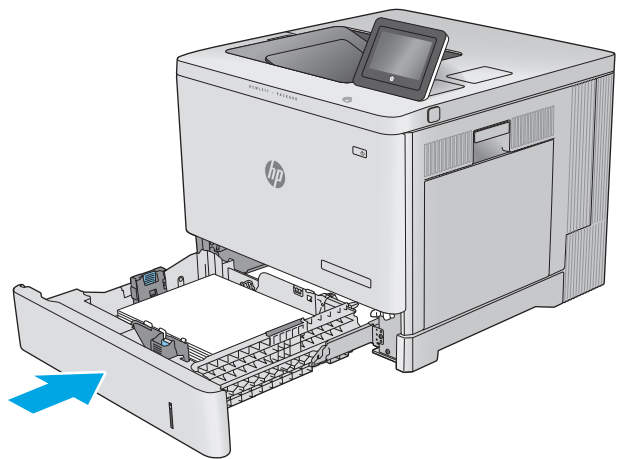


3. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it. For information about how to orient the paper, see [Trays 2, 3, 4, and 5 paper orientation on page 24](#).

**NOTE:** To prevent jams, adjust the paper guides to the correct size and do not overfill the tray. Be sure that the top of the stack is below the tray full indicator.

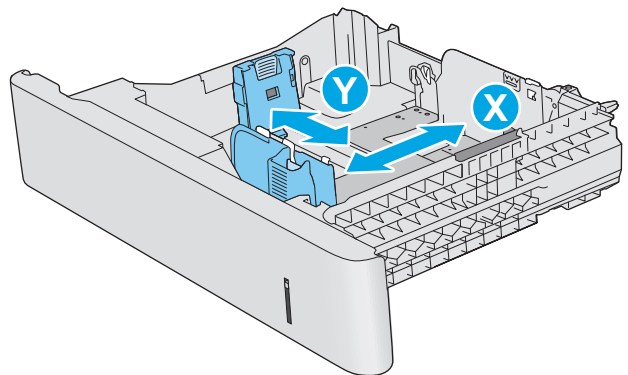


4. Close the tray.



5. The tray configuration message displays on the product control panel.
6. If the paper size and type shown is not correct, select **Modify** to choose a different paper size or type.

For custom-size paper, specify the X and Y dimensions for the paper when the prompt displays on the product control panel.



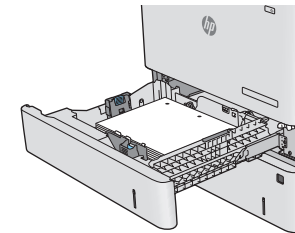
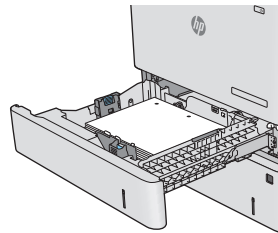
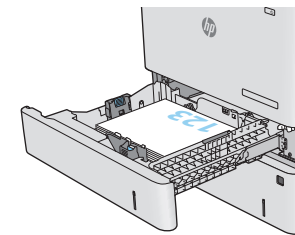
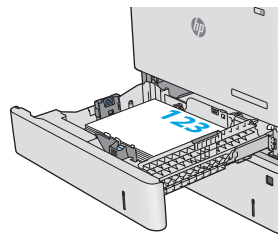
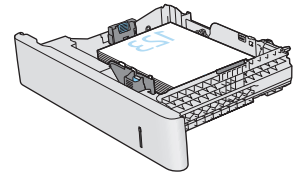
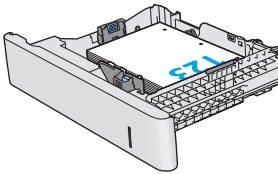
## Trays 2, 3, 4, and 5 paper orientation

When using paper that requires a specific orientation, load it according to the information in the following table.



**NOTE:** The **Alternative Letterhead Mode** settings affects the way to load letterhead or preprinted paper. This setting is disabled by default. When using this mode, load paper as for automatic duplex printing. For more information, see [Use alternative letterhead mode on page 25](#).

Paper type	Image Orientation	Single-sided printing	Duplex printing or with Alternative Letterhead Mode enabled
Letterhead or preprinted	Portrait	Face-up Top edge toward the right	Face-down Top edge toward the left
	Landscape	Face up Top edge toward the back of the product	Face down Top edge toward the back of the product
Prepunched	Portrait or landscape	Holes toward the back of the product	Holes toward the back of the product




## Use alternative letterhead mode

Use the [Alternative Letterhead Mode](#) feature to load letterhead or preprinted paper into the tray the same way for all jobs, whether printing to one side of the sheet of paper or to both sides. When using this mode, load paper as for automatic duplex printing.

To use the feature, enable it by using the product control-panel menus. To use the feature with Windows, also enable it in the print driver and configure the paper type in the print driver.

### Enable Alternative Letterhead Mode by using the product control-panel menus

1. Press the Home  button on the product control panel.
2. Open the following menus:
  - [Administration](#)
  - [Manage Trays](#)
  - [Alternative Letterhead Mode](#)
3. Select [Enabled](#), and then touch the [Save](#) button or press the [OK](#) button.

### Print with Alternative Letterhead Mode (Windows)

To print with Alternative Letterhead Mode for Windows, perform the following procedure for each print job.

1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Advanced** tab.
4. Expand the **Printer Features** list.
5. Open the **Alternative Letterhead Mode** drop-down list, and click the **On** option.
6. Click the **Apply** button.
7. Click the **Paper/Quality** tab.
8. From the **Paper type** drop-down list, click the **More...** option.
9. Expand the list of **Type is:** options.
10. Expand the list of **Other** options, and then click the **Letterhead** option. Click the **OK** button.
11. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

# Load envelopes

## Introduction

The following information describes how to load envelopes. Use only Tray 1 to print on envelopes. Tray 1 holds up to 10 envelopes.

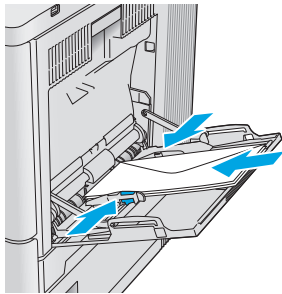
 **NOTE:** Select the correct paper type in the print driver before printing.

## Envelope orientation

Load envelopes in either of these orientations:

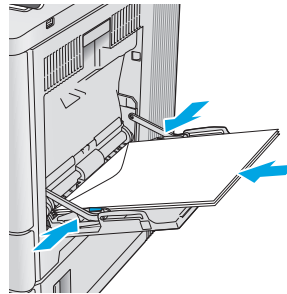
Face-down

Top edge toward the back of the product



Face-down

Top edge leading into the product



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## 3 Supplies, accessories, and parts

- [Order supplies, accessories, and parts](#)
- [Replace the toner cartridges](#)
- [Replace the toner-collection unit](#)

### For more information:

Go to [www.hp.com/support/colorljM552](http://www.hp.com/support/colorljM552), [www.hp.com/support/colorljM553](http://www.hp.com/support/colorljM553).

HP's all-inclusive help for the product includes the following information:

- Install and configure
- Learn and use
- Solve problems
- Download software updates
- Join support forums
- Find warranty and regulatory information

# Order supplies, accessories, and parts

## Ordering

Order supplies and paper	<a href="http://www.hp.com/go/suresupply">www.hp.com/go/suresupply</a>
Order genuine HP parts or accessories	<a href="http://www.hp.com/buy/parts">www.hp.com/buy/parts</a>
Order through service or support providers	Contact an HP-authorized service or support provider.
Order using the HP Embedded Web Server (EWS)	To access, in a supported Web browser on your computer, enter the product IP address or host name in the address/URL field. The EWS contains a link to the HP SureSupply Web site, which provides options for purchasing Original HP supplies.

## Supplies and accessories

Item	Description	Part number
<b>Supplies</b>		
HP 508A Black Original LaserJet Toner Cartridge	Standard-capacity replacement black toner cartridge	CF360A
HP 508X High Yield Black Original LaserJet Toner Cartridge	High-capacity replacement black toner cartridge	CF360X
HP 508A Cyan Original LaserJet Toner Cartridge	Standard-capacity replacement cyan cartridge	CF361A
HP 508X High Yield Cyan Original LaserJet Toner Cartridge	High-capacity replacement cyan toner cartridge	CF361X
HP 508A Yellow Original LaserJet Toner Cartridge	Standard-capacity replacement yellow toner cartridge	CF362A
HP 508X High Yield Yellow Original LaserJet Toner Cartridge	High-capacity replacement yellow toner cartridge	CF362X
HP 508A Magenta Original LaserJet Toner Cartridge	Standard-capacity replacement magenta toner cartridge	CF363A
HP 508X High Yield Magenta Original LaserJet Toner Cartridge	High-capacity replacement magenta toner cartridge	CF363X
HP toner-collection unit	Replacement toner-collection unit with attached door	B5L37A
<b>Accessories</b>		
550-sheet paper feeder	Optional 550-sheet paper feeder (included with the x model)  Includes installation instructions  <b>NOTE:</b> The M552 model accepts one 1 x 550-sheet paper feeder. The M553 models accept up to three 1 x 550-sheet paper feeders.	B5L34A
Printer stand and cabinet	Optional stand with storage cabinet to support the printer  Recommended when using multiple optional paper feeders.  Includes installation instructions	B5L51A

Item	Description	Part number
HP Secure High-Performance Hard Disk Drive	Optional hard drive	B5L29A
<b>NOTE:</b> M553 models only	Includes installation instructions	
1 GB DDR3 Memory DIMM	Optional DIMM for expanding the memory	G6W84A
<b>NOTE:</b> M553 models only	Includes installation instructions	
HP Internal USB ports	Two optional USB ports for connecting third-party devices	B5L28A
	Includes installation instructions	
HP Trusted Platform Module	Automatically encrypts all data that passes through the product	F5S62A
	Includes installation instructions	
HP Jetdirect 2900nw Print Server	USB wireless print server accessory	J8031A
HP Jetdirect 3000w NFC/Wireless Accessory	Wi-Fi direct accessory for “touch” printing from mobile devices	J8030A
	<b>NOTE:</b> Supported for the n and dn models only. The functionality is already integrated in the x model.	

## Customer self-repair parts

Customer Self-Repair (CSR) parts are available for many HP LaserJet products to reduce repair time. More information about the CSR program and benefits can be found at [www.hp.com/go/csr-support](http://www.hp.com/go/csr-support) and [www.hp.com/go/csr-faq](http://www.hp.com/go/csr-faq).

Genuine HP replacement parts can be ordered at [www.hp.com/buy/parts](http://www.hp.com/buy/parts) or by contacting an HP-authorized service or support provider. When ordering, one of the following will be needed: part number, serial number (found on back of printer), product number, or product name.

- Parts listed as **Mandatory** self-replacement are to be installed by customers, unless you are willing to pay HP service personnel to perform the repair. For these parts, on-site or return-to-depot support is not provided under the HP product warranty.
- Parts listed as **Optional** self-replacement can be installed by HP service personnel at your request for no additional charge during the product warranty period.

Item	Description	Self-replacement options	Part number
HP Fuser kit	Replacement fuser	Mandatory	B5L35-67901 (110-volt)
	Includes installation instructions		B5L36-67901 (220-volt)
HP Fuser kit, service	Replacement fuser, service kit	Mandatory	B5L35-67902 (110-volt)
	Includes installation instructions		B5L36-67902 (220-volt)
ITB and T2 Roller kit, service	Replacement transfer belt and secondary transfer roller	Optional	B5L24-67901
	Includes installation instructions		

Item	Description	Self-replacement options	Part number
Secondary Transfer Roller kit	Replacement secondary transfer roller Includes installation instructions	Mandatory	B5L24-67902
Tray 2-X Roller kit	Replacement rollers for Trays 2–5 Includes installation instructions	Optional	B5L24-67904
Tray 1 Roller kit	Replacement rollers for Tray 1 Includes installation instructions	Optional	B5L24-67905
Control-panel SVGA kit	Replacement touchscreen control panel for the x model Includes installation instructions	Mandatory	B5L24-67903
Solid State Memory Drive kit	Replacement solid-state memory drive Includes installation instructions	Mandatory	5851-6415
HDD 500GB Kit <b>NOTE:</b> M553 models only	Replacement HP Secure High-Performance Hard Disk Drive Includes installation instructions	Mandatory	5851-6419
USB Wireless Print Server kit	Replacement HP Jetdirect 2900nw Print Server	Mandatory	5851-6421
NFC Accessory kit	Replacement HP Jetdirect 3000w NFC/Wireless Accessory	Mandatory	5851-6429
1GB DDR3 Memory DIMM <b>NOTE:</b> M553 models only	Replacement memory DIMM Includes installation instructions	Mandatory	5851-6422
Two Internal USB Ports kit	Replacement internal USB ports	Mandatory	5851-6424



# Replace the toner cartridges

## Introduction

The following information provides details about the toner cartridges for the product, and it includes instructions to replace them.

- [Toner-cartridge information](#)
- [Remove and replace the cartridges](#)


## Toner-cartridge information

This product indicates when the toner-cartridge level is low and very low. The actual toner cartridge life remaining can vary. Consider having a replacement cartridge available to install when print quality is no longer acceptable.


To purchase cartridges or check cartridge compatibility for the product, go to HP SureSupply at [www.hp.com/go/suresupply](http://www.hp.com/go/suresupply). Scroll to the bottom of the page and verify that the country/region is correct.

The product uses four colors and has a different toner cartridge for each color: yellow (Y), magenta (M), cyan (C), and black (K). The toner cartridges are inside the front door.

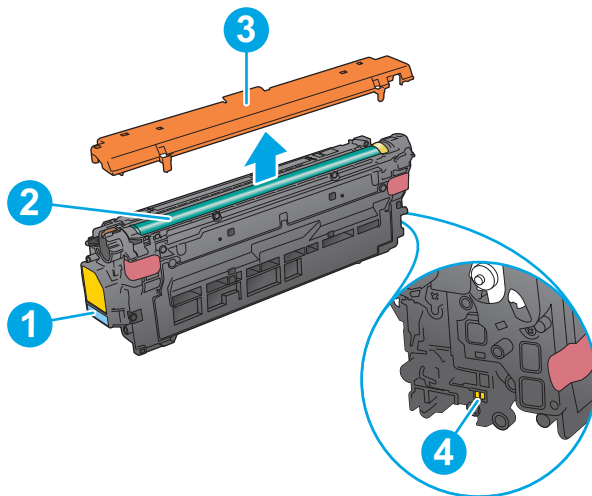
Item	Part number
HP 508A Black Original LaserJet Toner Cartridge	CF360A
HP 508X High Yield Black Original LaserJet Toner Cartridge	CF360X
HP 508A Cyan Original LaserJet Toner Cartridge	CF361A
HP 508X High Yield Cyan Original LaserJet Toner Cartridge	CF361X
HP 508A Yellow Original LaserJet Toner Cartridge	CF362A
HP 508X High Yield Yellow Original LaserJet Toner Cartridge	CF362X
HP 508A Magenta Original LaserJet Toner Cartridge	CF363A
HP 508X High Yield Magenta Original LaserJet Toner Cartridge	CF363X

 **NOTE:** High-yield toner cartridges contain more toner than standard cartridges for increased page yield. For more information, go to [www.hp.com/go/learnaboutsupplies](http://www.hp.com/go/learnaboutsupplies).

Do not remove the toner cartridge from its package until it is time to replace it.

 **CAUTION:** To prevent damage to the toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the product for an extended period of time.

The following illustration shows the toner-cartridge components.



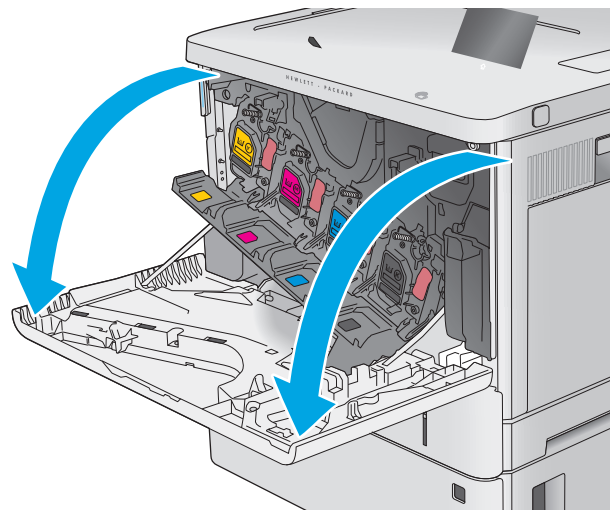
1	Handle
2	Imaging drum
3	Protective shield
4	Memory chip

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

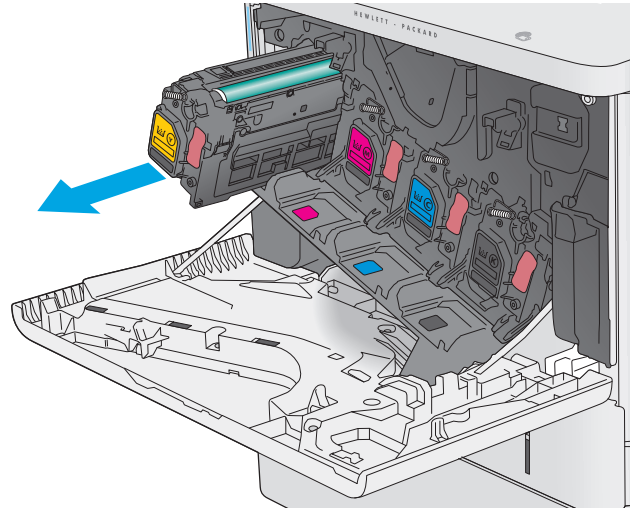
**NOTE:** Information about recycling used toner cartridges is in the toner-cartridge box.

## Remove and replace the cartridges

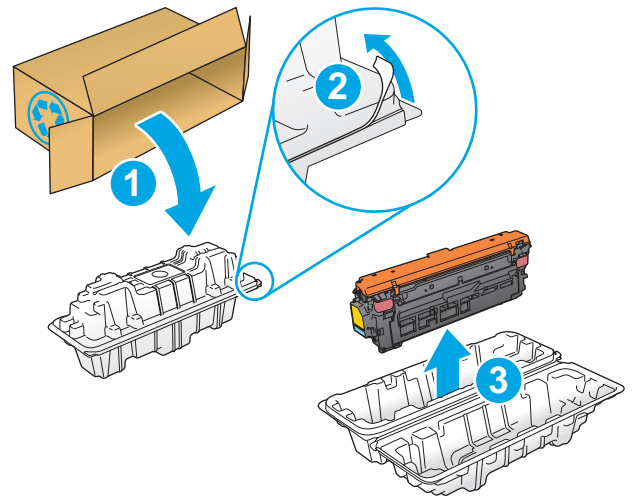
1. Open the front door.



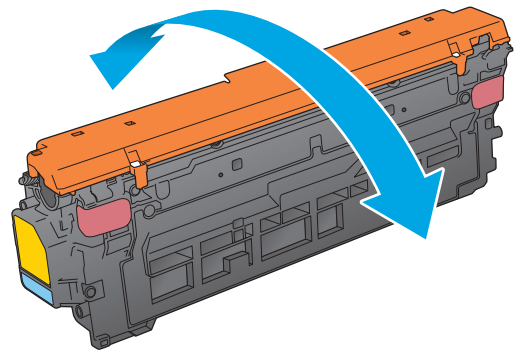
2. Grasp the handle of the used toner cartridge and pull out to remove it.



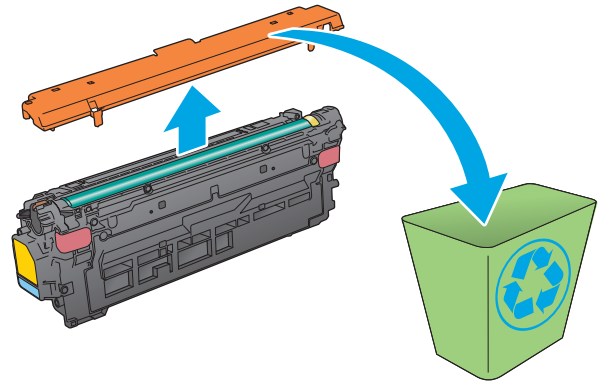
3. Remove the new toner cartridge from its protective shell by tearing off the plastic strip and opening the package. Save all packaging for recycling the used toner cartridge.



4. Hold both ends of the toner cartridge and rock it 5-6 times.

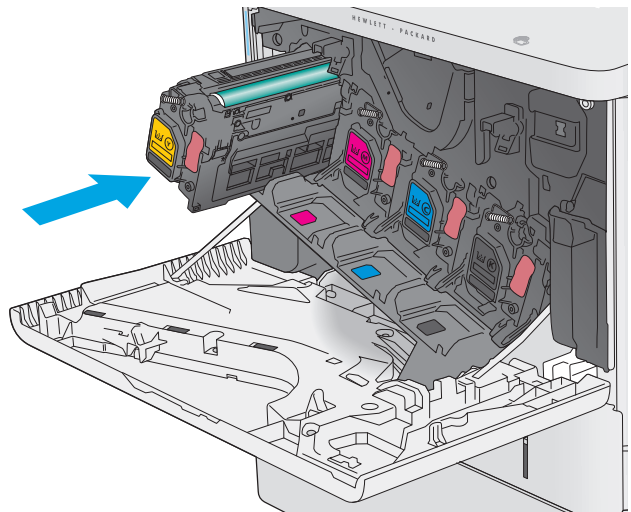


5. Remove the protective shield from the toner cartridge.

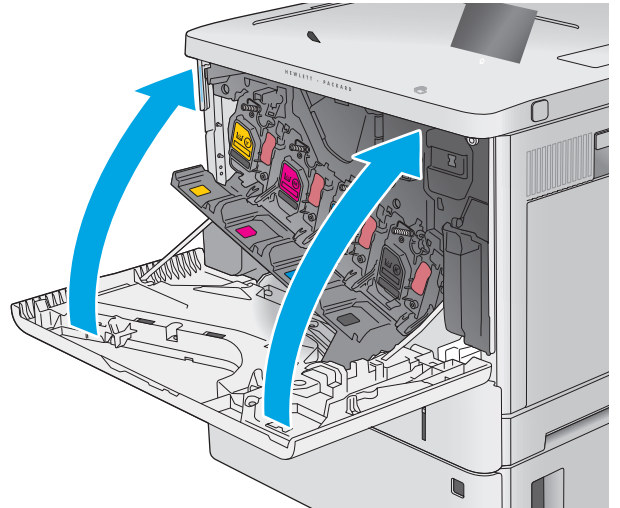


6. Support the toner cartridge underneath with one hand while holding the cartridge handle with the other. Align the toner cartridge with its slot on the shelf, and then insert the toner cartridge into the product.

**NOTE:** Avoid touching the green imaging drum. Fingerprints on the imaging drum can cause print defects.



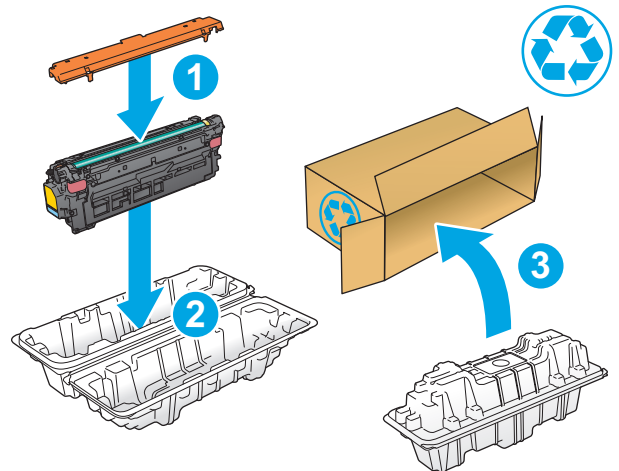
7. Close the front door.



8. Pack the used toner cartridge and the protective shield into the box that the new cartridge came in.

In the U.S. and Canada, a pre-paid shipping label is included in the box. In other countries/regions, go to [www.hp.com/recycle](http://www.hp.com/recycle) to print a pre-paid shipping label.

Adhere the pre-paid shipping label to the box, and return the used cartridge to HP for recycling.




# Replace the toner-collection unit


## Introduction

The following information provides details about the toner-collection unit for the product, and it includes instructions to replace it.

The product indicates when the toner-collection unit is nearly full and when it is completely full. When it is completely full, printing stops until the toner-collection unit is replaced.

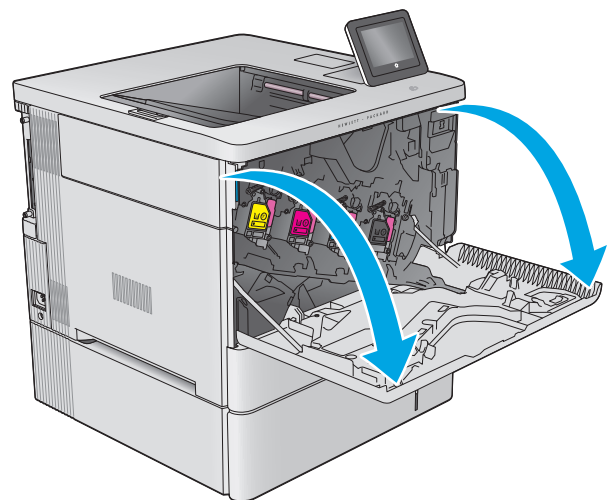
To purchase a toner-collection unit (part number B5L37A), go to the HP Parts Store at [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

 **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.

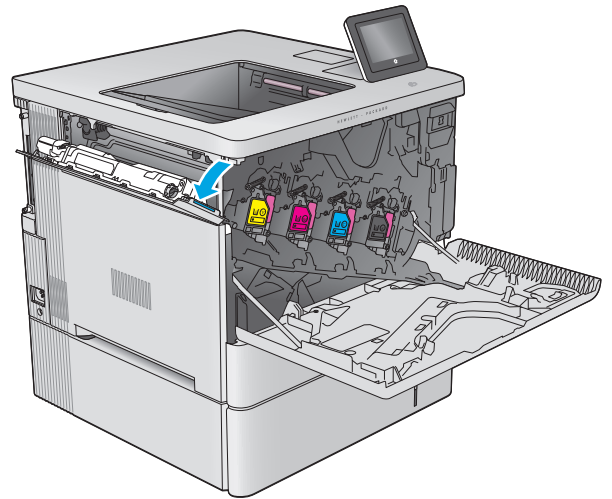
 **CAUTION:** If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

## Remove and replace the toner-collection unit

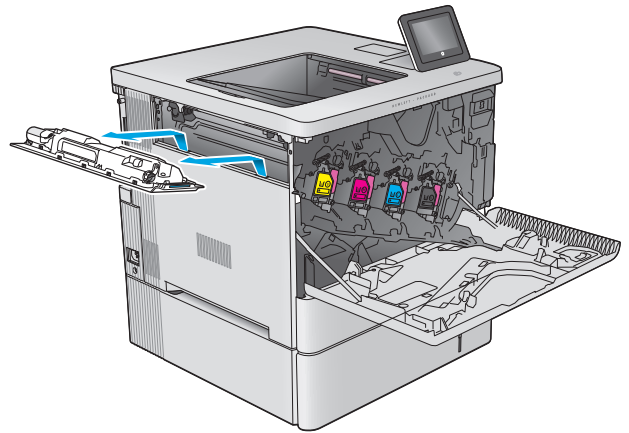
1. Open the front door.



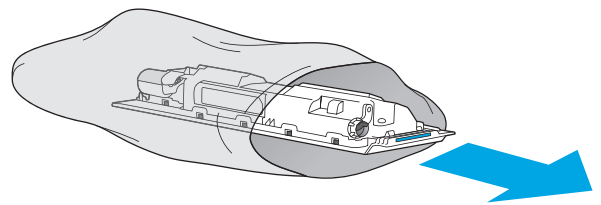
2. Open the toner-collection unit door on the upper-left side of the product.



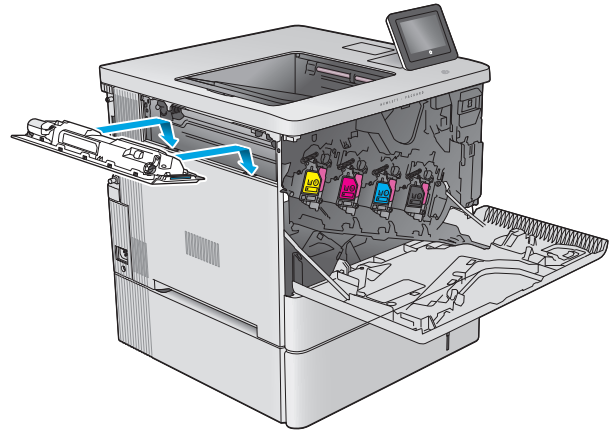
3. Pull out the toner-collection unit and the attached door.



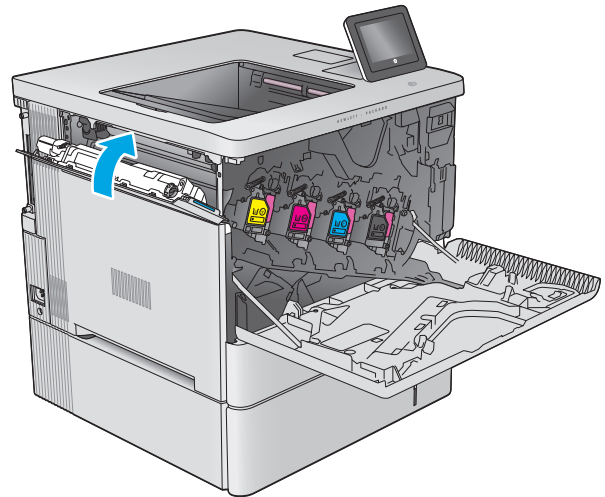
4. Remove the new toner-collection unit from its packaging.



5. Install the new toner-collection unit and the attached door into the product. Align the tabs on the door with the slots in the product.

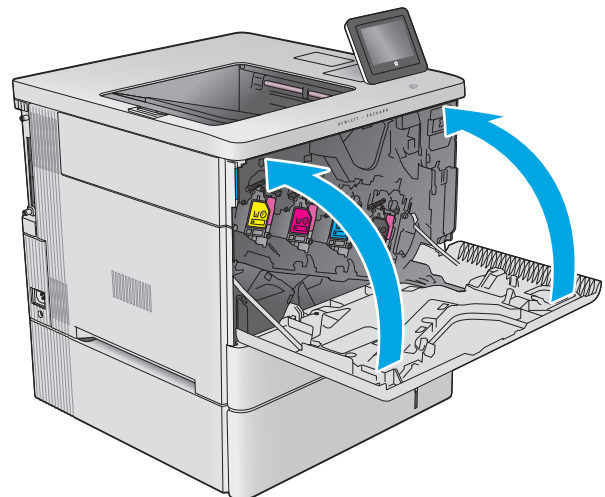


6. Close the toner-collection unit door.



7. Close the front door.

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





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# 4 Print

- [Print tasks \(Windows\)](#)
- [Print tasks \(OS X\)](#)
- [Store print jobs on the product to print later](#)
- [Mobile printing](#)
- [Print from the USB port](#)

## For more information:

Go to [www.hp.com/support/colorljM552](http://www.hp.com/support/colorljM552), [www.hp.com/support/colorljM553](http://www.hp.com/support/colorljM553).

HP's all-inclusive help for the product includes the following information:

- Install and configure
- Learn and use
- Solve problems
- Download software updates
- Join support forums
- Find warranty and regulatory information


# Print tasks (Windows)

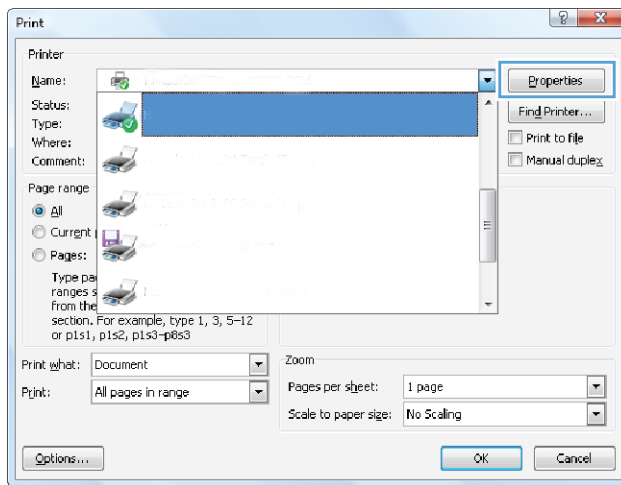
## How to print (Windows)

The following procedure describes the basic printing process for Windows.

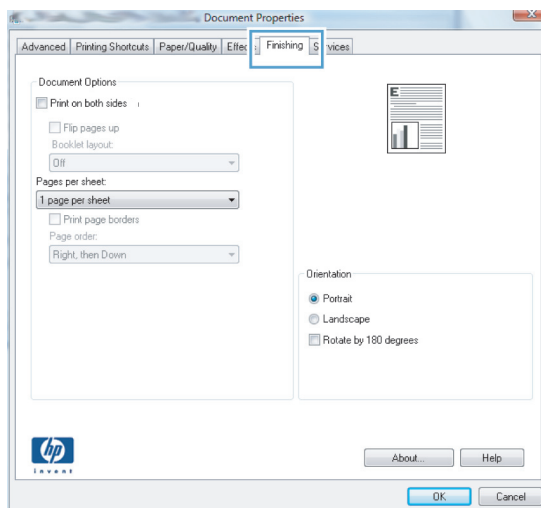
1. From the software program, select the **Print** option.
2. Select the product from the list of printers. To change settings, click or tap the **Properties** or **Preferences** button to open the print driver.

 **NOTE:** The name of the button varies for different software programs.

 **NOTE:** To access these features from a Windows 8 or 8.1 Start screen, select **Devices**, select **Print**, and then select the printer.



3. Click or tap the tabs in the print driver to configure the available options. For example, set the paper orientation on the **Finishing** tab, and set the paper source, paper type, paper size, and quality settings on the **Paper/Quality** tab.



4. Click or tap the **OK** button to return to the **Print** dialog box. Select the number of copies to print from this screen.
5. Click or tap the **OK** button to print the job.


## Automatically print on both sides (Windows)

Use this procedure for products that have an automatic duplexer installed. If the product does not have an automatic duplexer installed, or to print on paper types that the duplexer does not support, you can print on both sides manually.

1. From the software program, select the **Print** option.
2. Select the product from the list of printers, and then click or tap the **Properties** or **Preferences** button to open the print driver.

---

 **NOTE:** The name of the button varies for different software programs.

 **NOTE:** To access these features from a Windows 8 or 8.1 Start screen, select **Devices**, select **Print**, and then select the printer.

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3. Click or tap the **Finishing** tab.
4. Select the **Print on both sides** check box. Click the **OK** button to close the **Document Properties** dialog box.
5. In the **Print** dialog box, click the **OK** button to print the job.

## Manually print on both sides (Windows)

Use this procedure for products that do not have an automatic duplexer installed or to print on paper that the duplexer does not support.

1. From the software program, select the **Print** option.
2. Select the product from the list of printers, and then click or tap the **Properties** or **Preferences** button to open the print driver.

---

 **NOTE:** The name of the button varies for different software programs.

 **NOTE:** To access these features from a Windows 8 or 8.1 Start screen, select **Devices**, select **Print**, and then select the printer.

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3. Click or tap 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 in Tray 1.
6. If prompted, touch the appropriate control panel button to continue.

## Print multiple pages per sheet (Windows)

1. From the software program, select the **Print** option.
2. Select the product from the list of printers, and then click or tap the **Properties** or **Preferences** button to open the print driver.

---

 **NOTE:** The name of the button varies for different software programs.

 **NOTE:** To access these features from a Windows 8 or 8.1 Start screen, select **Devices**, select **Print**, and then select the printer.

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3. Click or tap 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. Click the **OK** button to close the **Document Properties** dialog box.
6. In the **Print** dialog box, click the **OK** button to print the job.

## Select the paper type (Windows)

1. From the software program, select the **Print** option.
2. Select the product from the list of printers, and then click or tap the **Properties** or **Preferences** button to open the print driver.

---

 **NOTE:** The name of the button varies for different software programs.

 **NOTE:** To access these features from a Windows 8 or 8.1 Start screen, select **Devices**, select **Print**, and then select the printer.

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3. Click or tap 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.
7. Select the option for the type of paper you are using, and then click the **OK** button.
8. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

If the tray needs to be configured, a tray configuration message displays on the product control panel.

9. Load the tray with the specified type and size of paper, and then close the tray.
10. Touch the **OK** button to accept the detected type and size, or touch the **Modify** button to choose a different paper size or type.
11. Select the correct type and size, and then touch the **OK** button.

## Additional print tasks

Go to [www.hp.com/support/colorljM552](http://www.hp.com/support/colorljM552), [www.hp.com/support/colorljM553](http://www.hp.com/support/colorljM553).

Instructions are available for performing specific print tasks, such as the following:

- Create and use printing shortcuts or presets
- Select the paper size, or use a custom paper size
- Select the page orientation
- Create a booklet
- Scale a document to fit a specific paper size
- Print the first or last pages of the document on different paper
- Print watermarks on a document

# Print tasks (OS X)


## How to print (OS X)


The following procedure describes the basic printing process for OS X.

1. Click the **File** menu, and then click the **Print** option.
2. Select the product.
3. Click **Show Details**, and then select other menus to adjust the print settings.
4. Click the **Print** button.

## Automatically print on both sides (OS X)

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 **NOTE:** This information applies to products that include an automatic duplexer.


 **NOTE:** This feature is available if you install the HP print driver. It might not be available if you are using AirPrint.

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1. Click the **File** menu, and then click the **Print** option.
2. Select the product.
3. Click **Show Details**, and then click the **Layout** menu.
4. Select a binding option from the **Two-Sided** drop-down list.
5. Click the **Print** button.

## Manually print on both sides (OS X)

---

 **NOTE:** This feature is available if you install the HP print driver. It might not be available if you are using AirPrint.

---

1. Click the **File** menu, and then click the **Print** option.
2. Select the product.
3. Click **Show Details**, and then click the **Manual Duplex** menu.
4. Click the **Manual Duplex** box, and select a binding option.
5. Click the **Print** button.
6. Go to the product, and remove any blank paper that is in Tray 1.
7. Retrieve the printed stack from the output bin and place it with the printed-side facing down in the input tray.
8. If prompted, touch the appropriate control panel button to continue.

## Print multiple pages per sheet (OS X)

1. Click the **File** menu, and then click the **Print** option.
2. Select the product.

3. Click **Show Details**, and then click the **Layout** menu.
4. From the **Pages per Sheet** drop-down list, select the number of pages that you want to print on each sheet.
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.
7. Click the **Print** button.

## Select the paper type (OS X)

1. Click the **File** menu, and then click the **Print** option.
2. Select the product.
3. Click **Show Details**, and then click the **Media & Quality** menu or the **Paper/Quality** menu.
4. Select a type from the **Media-type** drop-down list.
5. Click the **Print** button.

## Additional print tasks

Go to [www.hp.com/support/colorljM552](http://www.hp.com/support/colorljM552), [www.hp.com/support/colorljM553](http://www.hp.com/support/colorljM553).

Instructions are available for performing specific print tasks, such as the following:

- Create and use printing shortcuts or presets
- Select the paper size, or use a custom paper size
- Select the page orientation
- Create a booklet
- Scale a document to fit a specific paper size
- Print the first or last pages of the document on different paper
- Print watermarks on a document



# Store print jobs on the product to print later


## Introduction

The following information provides procedures for creating and printing documents that are stored on the product. This feature is enabled on the product by default.


- [Create a stored job \(Windows\)](#)
- [Create a stored job \(OS X\)](#)
- [Print a stored job](#)
- [Delete a stored job](#)

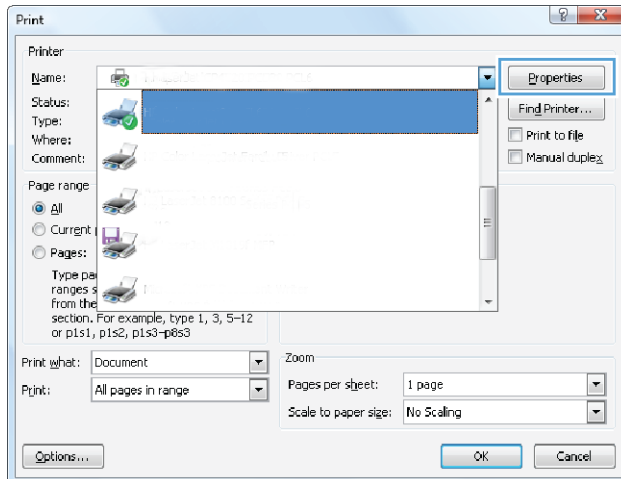
## Create a stored job (Windows)

You can store jobs on the product so you can print them at any time.

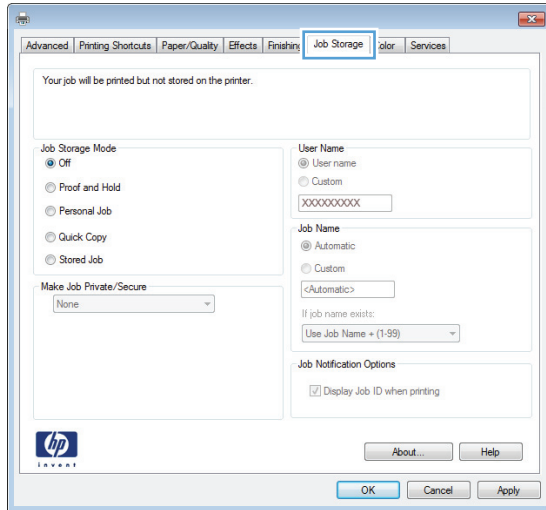
 **NOTE:** Your print driver might look different than what is shown here, but the steps are the same.

1. From the software program, select the **Print** option.
2. Select the product from the list of printers, and then select **Properties** or **Preferences** (the name varies for different software programs).

 **NOTE:** To access these features from a Windows 8 or 8.1 Start screen, select **Devices**, select **Print**, and then select the printer.



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



4. Select a **Job Storage Mode** option.

- **Proof and Hold:** Print and proof one copy of a job, and then print more copies.
- **Personal Job:** The job does not print until you request it at the product control panel. For this job-storage mode, you can select one of the **Make Job Private/Secure** options. If you assign a personal identification number (PIN) to the job, you must provide the required PIN at the control panel. If you encrypt the job, you must provide the required password at the control panel.
- **Quick Copy:** Print the requested number of copies of a job and store a copy of the job in the product memory so you can print it again later.
- **Stored Job:** Store a job on the product and allow other users to print the job at any time. For this job-storage mode, you can select one of the **Make Job Private/Secure** options. If you assign a personal identification number (PIN) to the job, the person who prints the job must provide the required PIN at the control panel. If you encrypt the job, the person who prints the job must provide the required password at the control panel.

5. 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.

6. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

## Create a stored job (OS X)

You can store jobs on the product so you can print them at any time.

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the product.



3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Job Storage** menu.
4. In the **Mode** drop-down list, select the type of stored job.
  - **Proof and Hold:** Print and proof one copy of a job, and then print more copies.
  - **Personal Job:** 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:** Print the requested number of copies of a job and store a copy of the job in the product memory so you can print it again later.
  - **Stored Job:** Store a job on the product and allow other users to print the job at any time. If you assign a personal identification number (PIN) to the job, the person who prints the job must provide the required PIN at the control panel.
5. 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.
6. 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.
7. Click the **Print** button to process the job.

## Print a stored job

Use the following procedure to print a job that is stored in the product memory.

1. Touch or press the Home  button on the product control panel.
2. Select [Retrieve from Device Memory](#).
3. Select the name of the folder where the job is stored.
4. Select the name of the job. If the job is private or encrypted, enter the PIN or password.
5. Adjust the number of copies, and then touch the Start  button or press the **OK** button to print the job.

## Delete a stored job

When you send a stored job to the product memory, 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 the product can store from the [General Settings](#) menu on the product control panel.

Use this procedure to delete a job that is stored in the product memory.

1. Touch or press the Home  button on the product control panel.
2. Select [Retrieve from Device Memory](#).

3. Select the name of the folder where the job is stored.
4. Select the name of the job, and then select the [Delete](#) button.
5. If the job is private or encrypted, enter the PIN or the password, and then select the [Delete](#) button.

# Mobile printing

## Introduction

HP offers multiple Mobile and ePrint solutions to enable wireless printing to an HP printer from a laptop, tablet, smartphone, or other mobile device. To see the full list and to determine the best choice, go to [www.hp.com/go/LaserJetMobilePrinting](http://www.hp.com/go/LaserJetMobilePrinting) (English only).

- [Wi-Fi Direct and NFC Printing](#)
- [HP ePrint via email](#)
- [HP ePrint software](#)
- [AirPrint](#)
- [Android embedded printing](#)

## Wi-Fi Direct and NFC Printing

HP provides Wi-Fi and NFC (Near Field Communication) printing for printers with a supported HP Jetdirect NFC & Wireless Accessory. This accessory is available as an option for HP LaserJet printers that include a hardware-integration pocket (HIP).

Use a wireless accessory to print wirelessly from the following devices:

- iPhone, iPad, or iPod touch using Apple AirPrint or the HP ePrint app
- Android mobile devices using the HP ePrint App or the Android embedded print solution
- PC and Mac devices using the HP ePrint Software

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

## HP ePrint via email

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



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**NOTE:** The product might require a firmware update to use this feature.

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To use HP ePrint, the product must meet these requirements:

- The product must be connected to a wired or wireless network and have Internet access.
- HP Web Services must be enabled on the product, and the product must be registered with HP Connected or HP ePrint Center.

Follow this procedure to enable HP Web Services and register with HP Connected or HP ePrint Center:

1. Open the HP Embedded Web Server (EWS):
  - a. **4-line control panels:** View the control-panel display to see the IP address.

**Touchscreen control panels:** From the Home screen on the product control panel, touch the Network button to display the IP address or host name.

- b. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the product control panel. Press the **Enter** key on the computer keyboard. The EWS opens.



 **NOTE:** If the Web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.

Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP product.

2. Click the **HP Web Services** tab.
3. Select the option to enable Web Services.

 **NOTE:** Enabling Web Services might take several minutes.

4. Go to [www.hpconnected.com](http://www.hpconnected.com) or [www.hp.com/go/eprintcenter](http://www.hp.com/go/eprintcenter) to create an HP ePrint account and complete the setup process.

## HP ePrint software

The HP ePrint software makes it easy to print from a Windows or Mac desktop or laptop computer to any HP ePrint-capable product. This software makes it easy to find HP ePrint-enabled products that are registered to your HP Connected account. The target HP printer can be located in the office or at locations across the globe.

- **Windows:** After installing the software, open the **Print** option from within your application, and then select **HP ePrint** from the installed printers list. Click the **Properties** button to configure print options.
- **Mac:** After installing the software, select **File, Print**, and then select the arrow next to **PDF** (in the bottom left of the driver screen). Select **HP ePrint**.


For Windows, the HP ePrint software supports TCP/IP printing to local network printers on the network (LAN or WAN) to products that support UPD PostScript®.

Windows and Mac both support IPP printing to LAN or WAN network-connected products that support ePCL.

Windows and Mac also both support printing PDF documents to public print locations and printing using HP ePrint via email through the cloud.

Go to [www.hp.com/go/eprintsoftware](http://www.hp.com/go/eprintsoftware) for drivers and information.

 **NOTE:** The HP ePrint software is a PDF workflow utility for Mac, and is not technically a print driver.

 **NOTE:** HP ePrint Software does not support USB printing.

## AirPrint

Direct printing using Apple's AirPrint is supported for iOS 4.2 or later and from Mac computers running OS X 10.7 Lion and newer. Use AirPrint to print directly to the product from an iPad, iPhone (3GS or later), or iPod touch (third generation or later) in the following mobile applications:


- Mail
- Photos

- Safari
- iBooks
- Select third-party applications

To use AirPrint, the product must be connected to the same wireless network as the Apple device. For more information about using AirPrint and about which HP products are compatible with AirPrint, go to the support Web site for this product:

[www.hp.com/support/colorljM552](http://www.hp.com/support/colorljM552), [www.hp.com/support/colorljM553](http://www.hp.com/support/colorljM553)

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 **NOTE:** AirPrint does not support USB connections.

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## Android embedded printing

HP's built-in print solution for Android and Kindle enables mobile devices to automatically find and print to HP printers that are either on a wireless network or within wireless range for wireless printing. The print solution is built into the supported operating systems, so installing drivers or downloading software is not necessary.

For more information on how to use Android embedded printing and which Android devices are supported, go to [www.hp.com/support/colorljM552](http://www.hp.com/support/colorljM552), [www.hp.com/support/colorljM553](http://www.hp.com/support/colorljM553).

# Print from the USB port

## Introduction


This product features easy-access USB printing, for quickly printing files without sending them from a computer. The product accepts standard USB flash drives in the USB port near the control panel. It supports the following types of files:

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


## Enable the USB port for printing

The USB port is disabled by default. Before using this feature, enable the USB port. Use one of the the following procedures to enable the port:

### Enable the USB port from the product control-panel menus


1. Press the Home  button on the product control panel.
2. Open the following menus:
  - [Administration](#)
  - [General Settings](#)
  - [Enable Retrieve from USB](#)
3. Select the [Enabled](#) option, and then touch the [Save](#) button or press the [OK](#) button.

### Enable the USB port from the HP Embedded Web server (network-connected products only)

1. Open the HP Embedded Web Server (EWS):
  - a. **4-line control panels:** View the control-panel display to see the IP address.  
**Touchscreen control panels:** From the Home screen on the product control panel, touch the Network  button to display the IP address or host name.



- b. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the product control panel. Press the **Enter** key on the computer keyboard. The EWS opens.

 https://10.10.XXXXX/


 **NOTE:** If the Web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.

Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP product.

2. Open the **Print** tab.
3. On the left side of the screen, click **Retrieve from USB Setup**.
4. Select the **Enable Retrieve from USB** check box.
5. Click **Apply**.


## Print USB documents

1. Insert the USB flash drive into the easy-access USB port.

 **NOTE:** The port might be covered. For some products, the cover flips open. For other products, pull the cover straight out to remove it.

2. The product detects the USB flash drive. Touch or press the **OK** button to access the drive, or, if prompted, select the **Retrieve from USB** option from the list of available applications. The **Retrieve from USB** screen opens.
3. Select the name of the document to print.

 **NOTE:** The document might be in a folder. Open folders as necessary.

4. To adjust the number of copies, select **Copies**, and then use the keypad to change the number of copies.
5. Touch the Start  button or press the **OK** button to print the document.



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## 5 Manage the product

- [Advanced configuration with HP Embedded Web Server \(EWS\)](#)
- [Advanced configuration with HP Utility for OS X](#)
- [Configure IP network settings](#)
- [Product security features](#)
- [Economy settings](#)
- [HP Web Jetadmin](#)
- [Software and firmware updates](#)

### For more information:

Go to [www.hp.com/support/colorljM552](http://www.hp.com/support/colorljM552), [www.hp.com/support/colorljM553](http://www.hp.com/support/colorljM553).

HP's all-inclusive help for the product includes the following information:

- Install and configure
- Learn and use
- Solve problems
- Download software updates
- Join support forums
- Find warranty and regulatory information

# Advanced configuration with HP Embedded Web Server (EWS)

## Introduction

- [How to access the HP Embedded Web Server \(EWS\)](#)
- [HP Embedded Web Server features](#)

Use the HP Embedded Web Server to manage printing functions from a computer instead of the product control panel.

- 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

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. Internet access is not needed 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.




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**NOTE:** The HP Embedded Web Server is not accessible beyond the network firewall.

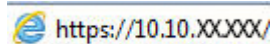
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## How to access the HP Embedded Web Server (EWS)

1. **4-line control panels:** View the control-panel display to see the IP address.

**Touchscreen control panels:** From the Home screen on the product control panel, touch the Network  button to display the IP address or host name.

2. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the product control panel. Press the **Enter** key on the computer keyboard. The EWS opens.

A screenshot of a web browser address bar showing the URL https://10.10.XXXXX/.

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**NOTE:** If the Web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.

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Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP product.

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To use the HP Embedded Web Server, the 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

## HP Embedded Web Server features

- [Information tab](#)
- [General tab](#)
- [Print tab](#)
- [Troubleshooting tab](#)
- [Security tab](#)
- [HP Web Services tab](#)
- [Networking tab](#)
- [Other Links list](#)

### Information tab

**Table 5-1 HP Embedded Web Server Information tab**

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

## General tab

**Table 5-2 HP Embedded Web Server General tab**

Menu	Description
<b>Alerts</b>	Setup email alerts for various product and supplies events.
<b>Control Panel Administration Menu</b>	Shows the menu structure of the <a href="#">Administration</a> menu on the control panel.  <b>NOTE:</b> Configure settings on this screen, or the HP Embedded Web Server provides more advanced configuration options than are available through the <a href="#">Administration</a> menu.
<b>AutoSend</b>	Configure the product to send automated emails regarding product configuration and supplies to specific email addresses.
<b>Edit Other Links</b>	Add or customize a link to another Web site. This link displays in the <b>Other Links</b> area on all HP Embedded Web Server pages.
<b>Ordering Information</b>	Enter information about ordering replacement toner cartridges. This information displays on the supplies status page.
<b>Device Information</b>	Name the product and assign an asset number to it. Enter the name of the primary contact who will receive information about the product.
<b>Language</b>	Set the language in which to display the HP Embedded Web Server information.
<b>Date and Time</b>	Set the date and time or synchronize with a network time server.
<b>Energy Settings</b>	Set or edit a wake time, sleep time, and sleep delay for the product. Set a different schedule for each day of the week and for holidays.  Set which interactions with the product cause it to wake from sleep mode.
<b>Backup and Restore</b>	Create a backup file that contains product and user data. If necessary, use this file to restore data to the product.
<b>Restore Factory Settings</b>	Restore product settings to the factory defaults.
<b>Solution Installer</b>	Install third-party software programs that can enhance the product functionality.
<b>Firmware Upgrade</b>	Download and install product firmware upgrade files.
<b>Statistics Services</b>	Provides connection information about third-party job-statistics services.

## Print tab

**Table 5-3 HP Embedded Web Server Print tab**

Menu	Description
<b>Retrieve from USB Setup</b>	Enable or disable the <a href="#">Retrieve from USB</a> menu on the control panel.
<b>Manage Stored Jobs</b>	Enable or disable the ability to store jobs in the product memory.  Configure job-storage options.
<b>Adjust Paper Types</b>	Override the factory-default mode settings if print quality problems occur when using a specific paper type.
<b>Restrict Color</b>  (Color products only)	Permit or restrict color printing.  Specify permissions for individual users or for jobs that are sent from specific software programs.

**Table 5-3 HP Embedded Web Server Print tab (continued)**

Menu	Description
<b>General Print Settings</b>	Configure settings for all print jobs.
<b>Manage Trays</b>	Configure settings for paper trays.

## Troubleshooting tab

**Table 5-4 HP Embedded Web Server Troubleshooting tab**

Menu	Description
<b>General Troubleshooting</b>	Select from a variety of reports and tests to help solve problems with the product.
<b>Online Help</b>	Obtain QR codes and Web links to solution pages for the product.
<b>Diagnostic Data</b>	Export product information to a file that can be useful for detailed problem analysis.
<b>NOTE:</b> This item is available only if an administrator password is set from the <b>Security</b> tab.	
<b>Calibration/Cleaning</b> (Color products only)	Enable the automatic cleaning feature, create and print the cleaning page, and select an option to calibrate the product immediately.
<b>Firmware Upgrade</b>	Download and install product firmware upgrade files.
<b>Restore Factory Settings</b>	Restore product settings to factory defaults.

## Security tab

**Table 5-5 HP Embedded Web Server Security tab**

Menu	Description
<b>General Security</b>	Settings for general security, including the following: <ul style="list-style-type: none"> <li>• Configure an administrator password to restrict access to certain features on the product.</li> <li>• Set PJI password for processing PJI commands.</li> <li>• Set file system access and firmware upgrade security.</li> <li>• 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.</li> <li>• View the status of all security settings.</li> </ul>
<b>Access Control</b>	Configure access to product functions for specific individuals or groups, and select the method individuals use to sign in to the product.
<b>Protect Stored Data</b>	Configure and manage the internal hard drive for the product. Configure settings for jobs that are stored on the product hard drive.
<b>Certificate Management</b>	Install and manage security certificates for access to the product and the network.

**Table 5-5 HP Embedded Web Server Security tab (continued)**

Menu	Description
<b>Web Service Security</b>	Allow resources on this product to be accessed by web pages from different domains. If no sites are added to the list, then all sites are trusted.
<b>Self Test</b>	Verify that the security functions are running according to expected system parameters.

## HP Web Services tab

Use the **HP Web Services** tab to configure and enable HP Web Services for this product. It is necessary to Enable HP Web Services to use the HP ePrint feature.

**Table 5-6 HP Embedded Web Server Networking tab**

Menu	Description
<b>Web Services Setup</b>	Connect this product to HP Connected on the Web by enabling HP Web Services.
<b>Web Proxy</b>	Configure a proxy server if there are issues enabling HP Web Services or connecting the product to the Internet.
HP-ePrint Debugging	Enable features for solving problems with connecting to HP ePrint services.

## Networking tab

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

**Table 5-7 HP Embedded Web Server Networking tab**

Menu	Description
<b>TCP/IP Settings</b>	Configure TCP/IP settings for IPv4 and IPv6 networks.  <b>NOTE:</b> The configuration options available depend on the print server model.
<b>Network Settings</b>	Configure IPX/SPX, AppleTalk, DLC/LLC, and SNMP settings, depending on the print server model.
<b>Other Settings</b>	Configure general printing protocols and services supported by the print server. The available options depend on the print server model, but can include firmware update, LPD queues, USB settings, support information, and refresh rate.
<b>AirPrint</b>	Enable, set up, or disable network printing from Apple supported products.
<b>Select Language</b>	Change the language displayed by the HP Embedded Web Server. This page displays if the Web pages support multiple languages. Optionally, select supported languages through language-preference settings in the browser.
<b>Settings</b>	View and restore current security settings to factory-default values.  Configure security settings using the Security Configuration Wizard.  <b>NOTE:</b> Do not use the Security Configuration Wizard to configure security settings using network-management applications, such as HP Web Jetadmin.



**Table 5-7 HP Embedded Web Server Networking tab (continued)**

Menu	Description
<b>Authorization</b>	Control configuration management and use of this product, including the following: <ul style="list-style-type: none"> <li>Set or change the administrator password to control access to configuration parameters.</li> <li>Request, install, and manage digital certificates on the HP Jetdirect print server.</li> <li>Limit host access to this product through an Access Control List (ACL) (for selected print servers on IPv4 networks only).</li> </ul>
<b>Mgmt. Protocols</b>	Configure and manage security protocols for this product, including the following: <ul style="list-style-type: none"> <li>Set the security management level for the HP Embedded Web Server, and control traffic over HTTP and HTTPS.</li> <li>Configure the SNMP (Simple Network Management Protocol) operation. Enable or disable the SNMP v1/v2c or SNMP v3 agents on the print server.</li> <li>Control access through protocols that may not be secure, such as printing protocols, print services, discovery protocols, name resolution services, and configuration-management protocols.</li> </ul>
<b>802.1X Authentication</b> (For selected HP Jetdirect models only)	Configure 802.1X authentication settings on the Jetdirect print server as required for client authentication on the network, and reset the 802.1X authentication settings to factory-default values.  <b>CAUTION:</b> When changing the 802.1X authentication settings; the product might lose its connection. To reconnect, it might be necessary to reset the print server to a factory-default state and reinstall the product.
<b>IPsec/Firewall</b> (For selected HP Jetdirect models only)	View or configure a Firewall policy or an IPsec/Firewall policy.
<b>Announcement Agent</b> (For selected HP Jetdirect models only)	Enable or disable the HP Device Announcement Agent, set the configuration server, and configure mutual authentication using certificates.
<b>Network Statistics</b>	Display network statistics that are collected and stored on the HP Jetdirect print server.
<b>Protocol Info</b>	View a list of network-configuration settings on the HP Jetdirect print server for each protocol.
<b>Configuration Page</b>	View the HP Jetdirect configuration page, which contains status and configuration information.

## Other Links list



**NOTE:** Configure which links display in the **Other Links** list by using the **Edit Other Links** menu on the **General** tab. The following are the default links.

**Table 5-8 HP Embedded Web Server Other Links list**

Menu	Description
<b>Product Support</b>	Connect to the support site for the product to search for help on various topics.
<b>Shop for Supplies</b>	Connect to the HP SureSupply Web site for information on purchasing original HP supplies, such as toner cartridges and paper.
<b>HP Instant Support</b>	Connect to the HP Web site to find solutions to product problems.

# Advanced configuration with HP Utility for OS X

Use the HP Utility to check product status or to view or change product settings from the computer.

Use the HP Utility when the product is connected with a USB cable or is connected to a TCP/IP-based network.

## Open HP Utility

1. At the computer, open the **System Preferences** menu, and then click **Print & Fax**, **Print & Scan**, or **Printers & Scanners**.
2. Select the product in the list.
3. Click the **Options & Supplies** button.
4. Click the **Utility** tab.
5. Click the **Open Printer Utility** button.

## HP Utility features

The HP Utility toolbar includes these items:

- **Devices:** Click this button to show or hide Mac products found by the HP Utility.
- **All Settings:** Click this button to return to the HP Utility main view.
- **HP Support:** Click this button to open a browser and go to the HP support Web site.
- **Supplies:** Click this button to open the HP SureSupply Web site.
- **Registration:** Click this button to open the HP registration Web site.
- **Recycling:** Click this button to open the HP Planet Partners Recycling Program Web site.

HP Utility consists of pages that are opened by clicking in the **All Settings** list. The following table describes the tasks available with HP Utility.

Item	Description
<b>Supplies Status</b>	Shows the product supplies status and provides links for ordering supplies online.
<b>Device Information</b>	Shows information about the currently selected product.
<b>File Upload</b>	Transfers files from the computer to the product.
<b>Upload Fonts</b>	Transfers font files from the computer to the product.
<b>HP Connected</b>	Accesses the HP Connected Web site.
<b>Update Firmware</b>	Transfers a firmware update file to the product. <b>NOTE:</b> This option is available only after you open the <b>View</b> menu and select the <b>Show Advanced Options</b> item.
<b>Commands</b>	Sends special characters or print commands to the product after the print job. <b>NOTE:</b> This option is available only after you open the <b>View</b> menu and select the <b>Show Advanced Options</b> item.

<b>Item</b>	<b>Description</b>
<b>Supplies Management</b>	Configures how the product should behave when supplies are nearing the end of their estimated life.
<b>Trays Configuration</b>	Changes the default tray settings.
<b>Output Devices</b>	Manages settings for optional output accessories.
<b>Duplex Mode</b>	Turns on the automatic two-sided printing mode.
<b>Economode &amp; Toner Density</b>	Configures settings to conserve toner.
<b>E-mail Alerts</b>	Configures automatic email alerts for certain product conditions, such as when supplies need to be replaced, trays are empty, doors are open, or a paper jam has occurred.
<b>Resolution</b>	Sets the default print resolution.
<b>Protect Direct Ports</b>	Disables printing over USB or parallel ports.
<b>Stored Jobs</b>	Manages print jobs that are stored on the product hard disk.
<b>Network Settings</b>	Configures the network settings, such as the IPv4 and IPv6 settings.
<b>Additional Settings</b>	Provides access to the HP Embedded Web Server.

# Configure IP network settings


- [Printer sharing disclaimer](#)
- [View or change network settings](#)
- [Rename the product on a network](#)
- [Manually configure IPv4 TCP/IP parameters from the control panel](#)
- [Manually configure IPv6 TCP/IP parameters from the control panel](#)
- [Link speed and duplex settings](#)

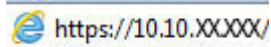
## Printer sharing disclaimer

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](http://www.microsoft.com).

## View or change network settings

Use the HP Embedded Web Server to view or change IP configuration settings.

1. Open the HP Embedded Web Server (EWS):
  - a. **4-line control panels:** View the control-panel display to see the IP address.  
**Touchscreen control panels:** From the Home screen on the product control panel, touch the Network  button to display the IP address or host name.
  - b. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the product control panel. Press the **Enter** key on the computer keyboard. The EWS opens.




 **NOTE:** If the Web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.

Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP product.

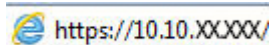
2. Click the **Networking** tab to obtain network information. Change settings as needed.

## Rename the product on a network

To rename the product on a network so that it can be uniquely identified, use the HP Embedded Web Server.

1. Open the HP Embedded Web Server (EWS):
  - a. **4-line control panels:** View the control-panel display to see the IP address.  
**Touchscreen control panels:** From the Home screen on the product control panel, touch the Network  button to display the IP address or host name.

- b. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the product control panel. Press the **Enter** key on the computer keyboard. The EWS opens.



 **NOTE:** If the Web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.

Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP product.


2. Open the **General** tab.
3. On the **Device Information** page, the default product name is in the **Device Name** field. You can change this name to uniquely identify this product.

 **NOTE:** Completing the other fields on this page is optional.

4. Click the **Apply** button to save the changes.

## 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. Press the Home  button on the product control panel.
2. Open the following menus:
  - [Administration](#)
  - [Network Settings](#)
  - [Jetdirect Menu](#)
  - [TCP/IP](#)
  - [IPV 4 Settings](#)
  - [Config Method](#)
3. Select the **Manual** option, and then touch the **Save** button.
4. Open the **Manual Settings** menu.
5. Touch the **IP Address**, **Subnet Mask**, or **Default Gateway** option.
6. Touch the first field to open a keypad. Enter the correct digits for the field, and then touch the **OK** button.

Repeat the process for each field, and then touch the **Save** button.

## Manually configure IPv6 TCP/IP parameters from the control panel

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

1. Press the Home  button on the product control panel.
2. To enable manual configuration, open the following menus:
  - [Administration](#)
  - [Network Settings](#)
  - [Jetdirect Menu](#)
  - [TCP/IP](#)
  - [IPV6 Settings](#)
  - [Address](#)
  - [Manual Settings](#)
  - [Enable](#)

Select the [On](#) option, and then touch the [Save](#) button.

3. To configure the address, touch the [Address](#) button and then touch the field to open a keypad.
4. Use the keypad to enter the address, and then touch the [OK](#) button.
5. Touch the [Save](#) button, or press the [OK](#) button.

## Link speed and duplex settings


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 **NOTE:** This information applies only to Ethernet networks. It does not apply to wireless networks.


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


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 **NOTE:** The product setting must match the setting for the network device (a network hub, switch, gateway, router, or computer).

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

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1. Press the Home  button on the product control panel.
2. Open the following menus:
  - [Administration](#)
  - [Network Settings](#)
  - [Jetdirect Menu](#)
  - [Link Speed](#)
3. Select one of the following options:

- **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
  - **10T Auto:** 10 Mbps, automatic-duplex operation
  - **100TX Half:** 100 Mbps, half-duplex operation
  - **100TX Full:** 100 Mbps, full-duplex operation
  - **100TX Auto:** 100 Mbps, automatic-duplex operation
  - **1000T Full:** 1000 Mbps, full-duplex operation
4. Touch the **Save** button, or press the **OK** button. The product turns off and then on.

# Product security features

## Introduction

The product includes several security features to restrict who has access to configuration settings, to secure data, and to prevent access to valuable hardware components.

- [Security statements](#)
- [IP Security](#)
- [Assign or change the system password using the Embedded Web Server](#)
- [Sign in to the product](#)
- [Encryption support: HP High Performance Secure Hard Disks](#)
- [Lock the formatter](#)

## 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](http://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.

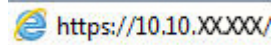
## Assign or change the system password using the Embedded Web Server

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 (EWS):
  - a. **4-line control panels:** View the control-panel display to see the IP address.  
**Touchscreen control panels:** From the Home screen on the product control panel, touch the Network  button to display the IP address or host name.




- b. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the product control panel. Press the **Enter** key on the computer keyboard. The EWS opens.

 https://10.10.XXXXX/

 **NOTE:** If the Web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.

Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP product.

2. Click the **Security** tab.
3. Open the **General Security** menu.
4. In the area labeled **Set the Local Administrator Password**, enter the name to associate with the password in the **Username** field.
5. Enter the password in the **New Password** field, and then enter it again in the **Verify Password** field.

 **NOTE:** To change an existing password, first enter the existing password in the **Old Password** field.


6. Click the **Apply** button.

 **NOTE:** Make note of the password and store it in a safe place.

## Sign in to the product

Some features on the product control panel can be secured so that unauthorized people cannot use them. When a feature is secured, the product prompts you to sign in before you can use it. You can also sign in without waiting for a prompt by selecting **Sign In** from the product control panel.

Typically, the credentials for signing in to the product are the same as for signing in to the network. Consult the network administrator for this product if you have questions about which credentials to use.

1. Press the Home  button on the product control panel.
2. Select **Sign In**.
3. Follow the prompts to enter the credentials.

 **NOTE:** To maintain security for the product, select **Sign Out** when you have finished using the product.

## Encryption support: HP High Performance Secure Hard Disks

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.

## Lock the formatter

The formatter has a slot that you can use to attach a security cable. Locking the formatter prevents someone from removing valuable components from it.


# Economy settings

## Introduction


- [Optimize speed or energy usage](#)
- [Set the sleep timer and configure the product to use 1 watt or less of power](#)

## Optimize speed or energy usage

By default the product stays warm between jobs to optimize speed and print the first page of jobs faster. To conserve energy, set the product to cool between jobs. The product has four incremental settings to optimize for speed or energy usage.

1. Press the Home  button on the product control panel.
2. Open the following menus:
  - [Administration](#)
  - [General Settings](#)
  - [Energy Settings](#)
  - [Optimum Speed/Energy Usage](#)
3. Select the option that you want to use, and then touch the [Save](#) button or press the [OK](#) button.


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 **NOTE:** The default setting is [Faster first page](#).


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## Set the sleep timer and configure the product to use 1 watt or less of power

The product has several options for the energy-saving sleep timer feature. The time delay to enter the Sleep/Auto Off state is adjustable, and the power usage during the Sleep/Auto Off state varies according to selection for the Wake/Auto On option.

1. Press the Home  button on the product control panel.
2. Open the following menus:
  - [Administration](#)
  - [General Settings](#)
  - [Energy Settings](#)
  - [Sleep Timer Settings](#)
3. **4-line control panels only:** Select [Sleep/Auto Off Timer](#), and then select [Enabled](#). Press the [OK](#) button.
4. Select [Sleep /Auto Off After](#).
5. Use the keypad to enter the appropriate time period, and then touch the [Save](#) button, or press the [OK](#) button.

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 **NOTE:** The sleep-mode default time is 1 minute.

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6. Select one of the [Wake/Auto On to These Events](#) options:

- **All events:** The product wakes when it receives any print job (through the USB port, network port, or wireless connection), or when someone presses a button on the control panel, or opens any door or tray.
- **Network port:** The product wakes when it receives a print job sent through the network port, or when someone presses a button on the control panel, or opens any door or tray. **With this setting, the product uses 1 watt or less of power while in the Sleep/Auto Off state.**
- **Power button only:** The product wakes only when someone presses the power button. **With this setting, the product uses 1 watt or less of power while in the Sleep/Auto Off state.**

## HP Web Jetadmin

HP Web Jetadmin is an award-winning, industry-leading tool for efficiently managing a wide variety of networked HP products, 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 upgrades are periodically made available to provide support for specific product features. Go to [www.hp.com/go/webjetadmin](http://www.hp.com/go/webjetadmin) and click the **Self Help and Documentation** link to learn more about upgrades.

## Software and firmware updates

HP regularly updates features that are available in the product firmware. To take advantage of the most current features, update the product firmware. Download the most recent firmware update file from the Web:

Go to [www.hp.com/support/colorljM552](http://www.hp.com/support/colorljM552), [www.hp.com/support/colorljM553](http://www.hp.com/support/colorljM553). Click **Drivers & Software**.



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## 6 Solve problems

- [Customer support](#)
- [Control panel help system](#)
- [Restore factory-set defaults](#)
- [A “Cartridge is low” or “Cartridge is very low” message displays on the product control panel](#)
- [Product does not pick up paper or misfeeds](#)
- [Clear paper jams](#)
- [Improve print quality](#)
- [Solve wired network problems](#)

### For more information:

Go to [www.hp.com/support/colorljM552](http://www.hp.com/support/colorljM552), [www.hp.com/support/colorljM553](http://www.hp.com/support/colorljM553).

HP's all-inclusive help for the product includes the following information:

- Install and configure
- Learn and use
- Solve problems
- Download software updates
- Join support forums
- Find warranty and regulatory information

## Customer support


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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 <a href="http://www.hp.com/support/">www.hp.com/support/</a> .
Have the product name, serial number, date of purchase, and problem description ready.	
Get 24-hour Internet support, and download software utilities and drivers	<a href="http://www.hp.com/support/colorljM552">www.hp.com/support/colorljM552</a> , <a href="http://www.hp.com/support/colorljM553">www.hp.com/support/colorljM553</a>
Order additional HP service or maintenance agreements	<a href="http://www.hp.com/go/carepack">www.hp.com/go/carepack</a>
Register your product	<a href="http://www.register.hp.com">www.register.hp.com</a>

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## Control panel help system

The product has a built-in Help system that explains how to use each screen. To open the Help system, touch the Help  button in the upper-right corner of the screen.

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 touching the buttons in the menu.

Some Help screens include animations that guide you through procedures, such as clearing jams.

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

If the product alerts you of an error or warning, touch the Help  button to open a message that describes the problem. The message also contains instructions to help solve the problem.

# Restore factory-set defaults

## Introduction


Use one of the following methods to restore the product to the original settings from the factory.

---

 **NOTE:** Restoring factory settings might reset the product language.

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## Restore factory settings from the product control panel


1. Press the Home  button on the product control panel.
2. Open the following menus:
  - Administration
  - General Settings
  - Restore Factory Settings
3. A verification message advises that completing the reset function might result in loss of data. Select **Reset** to complete the process.

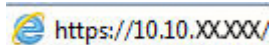
---

 **NOTE:** The product restarts automatically after the reset operation completes.

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## Restore factory settings from the HP Embedded Web Server (network-connected products only)

1. Open the HP Embedded Web Server (EWS):
  - a. **4-line control panels:** View the control-panel display to see the IP address.  
**Touchscreen control panels:** From the Home screen on the product control panel, touch the Network  button to display the IP address or host name.
  - b. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the product control panel. Press the **Enter** key on the computer keyboard. The EWS opens.



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 **NOTE:** If the Web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.

Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP product.

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2. Open the **General** tab.
3. On the left side of the screen, click **Restore Factory Settings**.
4. Click the **Reset** button.

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 **NOTE:** The product restarts automatically after the reset operation completes.

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## A “Cartridge is low” or “Cartridge is very low” message displays on the product control panel


**Cartridge is low:** The product indicates when a toner cartridge level is low. Actual toner cartridge life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The toner cartridge does not need to be replaced now.

**Cartridge is very low:** The product indicates when the toner cartridge level is very low. Actual toner cartridge life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The toner cartridge does not need to be replaced now unless the print quality is no longer acceptable.

Once an HP toner cartridge has reached **Very Low**, HP’s Premium Protection Warranty on that toner cartridge has ended.

### Change the “Very Low” settings

You can change the way the product reacts when supplies reach the Very Low state. You do not have to re-establish these settings when you install a new toner cartridge.

1. Press the Home  button on the product control panel.
2. Open the following menus:
  - [Supplies](#)
  - [Manage Supplies](#)
  - [Supply Settings](#)
  - [Black Cartridge](#) or [Color Cartridges](#)
  - [Very Low Settings](#)
3. Select one of the following options:
  - Select the [Stop](#) option to set the product to stop printing when the cartridge reaches the **Very Low** threshold.
  - Select the [Prompt to continue](#) option to set the product to stop printing when the cartridge reaches the **Very Low** threshold. You can acknowledge the prompt or replace the cartridge to resume printing.
  - Select the [Continue](#) option to set the product to alert you that the cartridge is very low, and to continue printing beyond the **Very Low** setting without interaction. This can result in unsatisfactory print quality.

### For products with fax capability

When the product is set to the [Stop](#) or [Prompt to continue](#) option, there is some risk that faxes will not print when the product resumes printing. This can occur if the product has received more faxes than the memory can hold while the product is waiting.

The product can print faxes without interruption when it passes the Very Low threshold if you select the [Continue](#) option for the toner cartridge, but print quality might degrade.

## Order supplies

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Order supplies and paper	<a href="http://www.hp.com/go/suresupply">www.hp.com/go/suresupply</a>
Order through service or support providers	Contact an HP-authorized service or support provider.
Order using the HP Embedded Web Server (EWS)	To access, in a supported Web browser on your computer, enter the product IP address or host name in the address/URL field. The EWS contains a link to the HP SureSupply Web site, which provides options for purchasing Original HP supplies.

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# Product does not pick up paper or misfeeds

## Introduction

The following solutions can help solve problems if the product is not picking up paper from the tray or is picking up multiple sheets of paper at one time.

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

## 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 size and type are set correctly on the product control panel.
4. 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.
5. 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.
6. The rollers above the tray might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water.

## 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 to the appropriate indentation in the tray.
6. Make sure the printing environment is within recommended specifications.

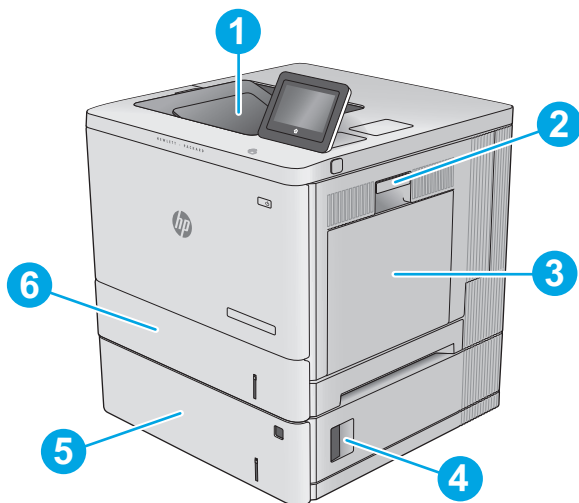
# Clear paper jams

## Introduction

The following information includes instructions for clearing paper jams from the product.

- [Jam locations](#)
- [Auto-navigation for clearing jams](#)
- [Experiencing frequent or recurring paper jams?](#)
- [Clear paper jams in Tray 1](#)
- [Clear paper jams in Tray 2](#)
- [Clear paper jams in the optional 550-sheet trays](#)
- [Clear paper jams in the right door and the fuser area](#)
- [Clear paper jams in the output bin](#)

## Jam locations



1	Output bin	See <a href="#">Clear paper jams in the output bin on page 99</a> .
2	Right door and fuser area	See <a href="#">Clear paper jams in the right door and the fuser area on page 94</a> .
3	Tray 1	See <a href="#">Clear paper jams in Tray 1 on page 86</a> .
4	Lower-right door	See <a href="#">Clear paper jams in the optional 550-sheet trays on page 91</a> .
5	Optional 550-sheet trays	See <a href="#">Clear paper jams in the optional 550-sheet trays on page 91</a> .
6	Tray 2	See <a href="#">Clear paper jams in Tray 2 on page 88</a> .

## Auto-navigation for clearing jams

The auto-navigation feature assists you in clearing jams by providing step-by-step instructions on the control panel. When you complete a step, the product displays instructions for the next step until you have completed all steps in the procedure.

## Experiencing frequent or recurring paper jams?

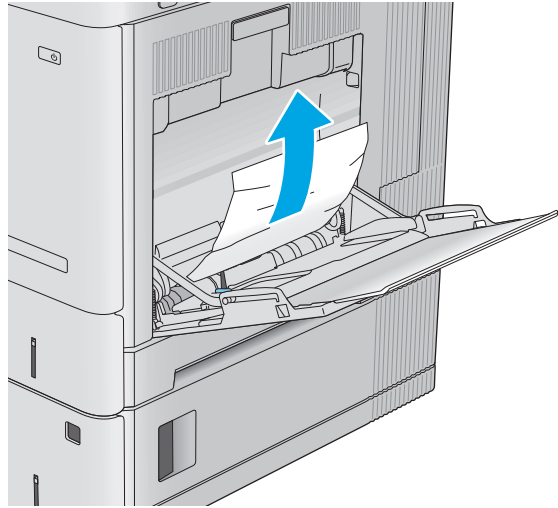
To reduce the number of paper jams, try these solutions.

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.
8. Open the [Trays](#) menu on the product control panel. Verify that the tray is configured correctly for the paper type and size.
9. Make sure the printing environment is within recommended specifications.

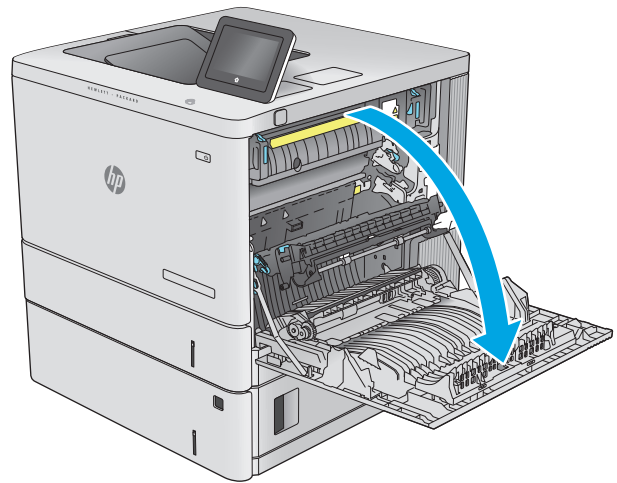
## Clear paper jams in Tray 1

Use the following procedure to check for paper in all possible jam locations related to Tray 1. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

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.

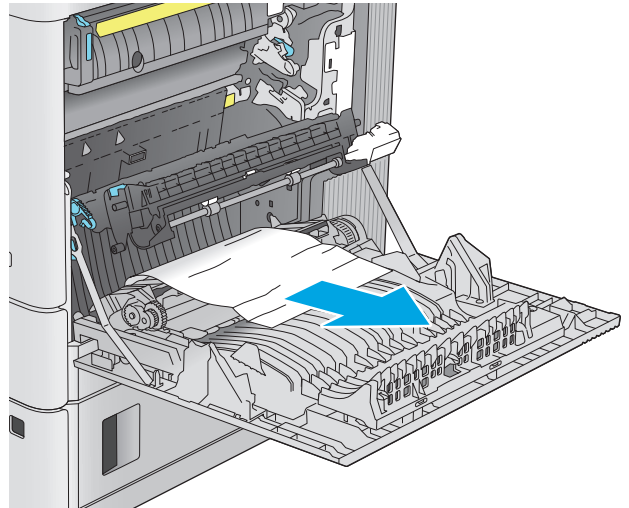


2. If the paper remains stuck, or if no jammed paper is visible in Tray 1, remove any remaining paper in the tray, and then close Tray 1 and open the right door.

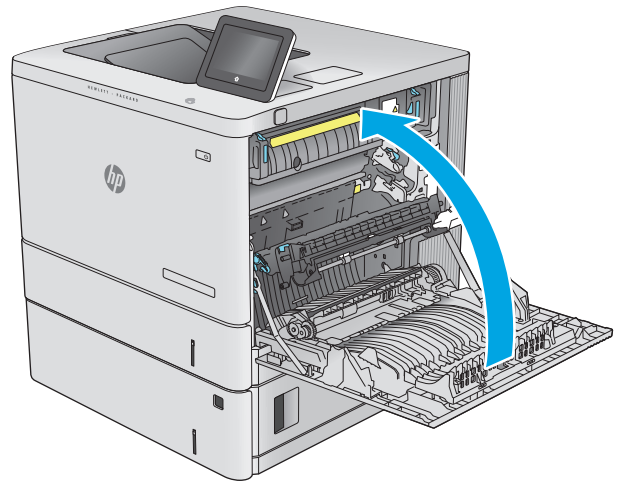




3. If jammed paper is present, gently pull it out.



4. Close the right door.



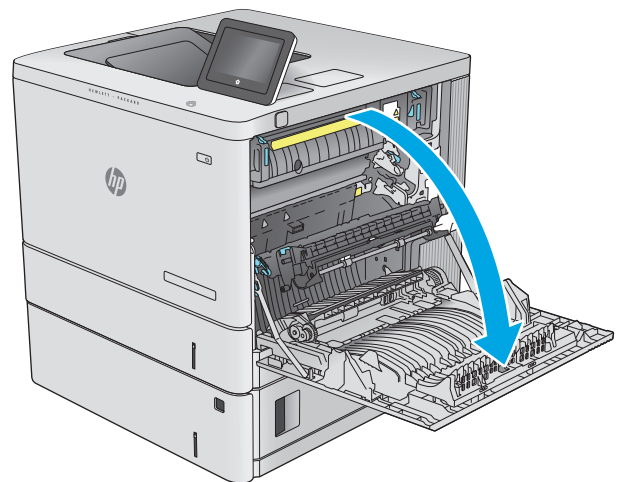
## Clear paper jams in Tray 2

Use the following procedure to check for paper in all possible jam locations related to Tray 2. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

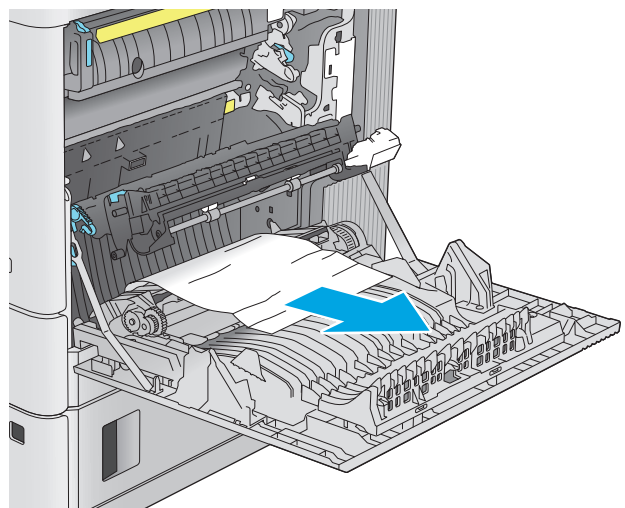
1. Lift the latch on the right door to release it.



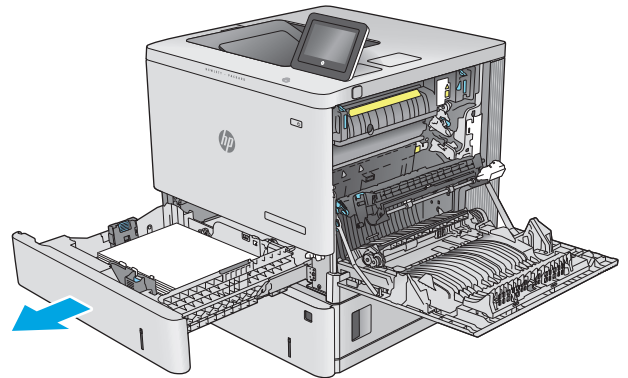
2. Open the right door.



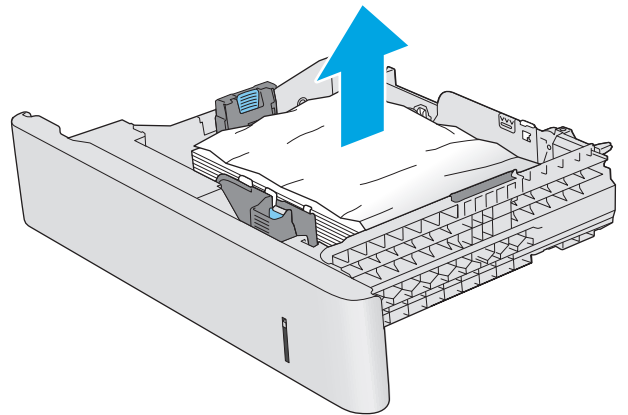
3. Gently pull out any jammed paper from the pick up area.



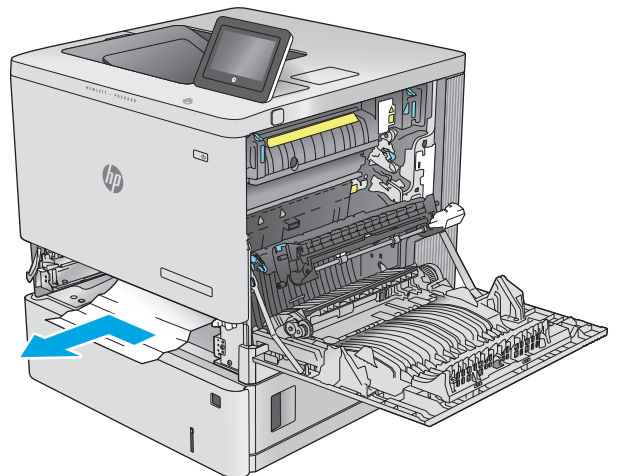
4. Pull the tray completely out of the product by pulling and lifting it up slightly.



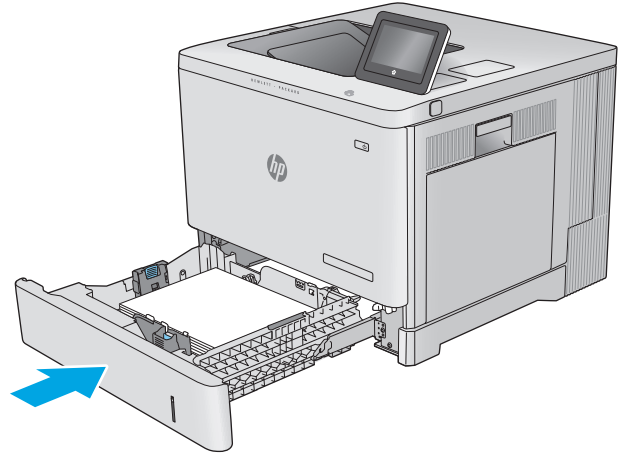
5. Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.



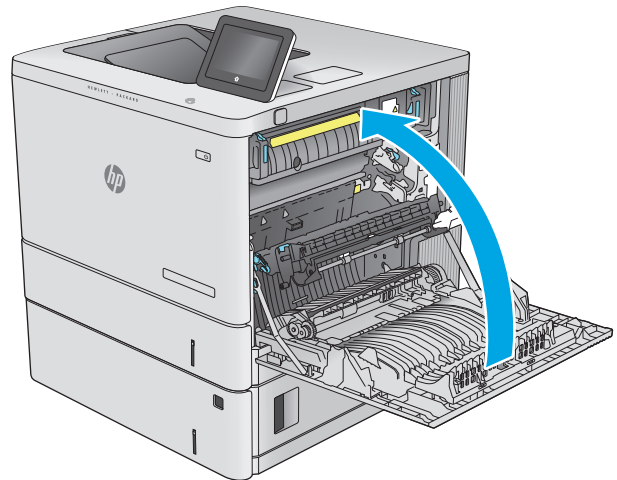
6. Remove any paper from the feed rollers inside the product. First pull the paper to the left to release it, and then pull it forward to remove it.



7. Reinsert and close the tray.



8. Close the right door.



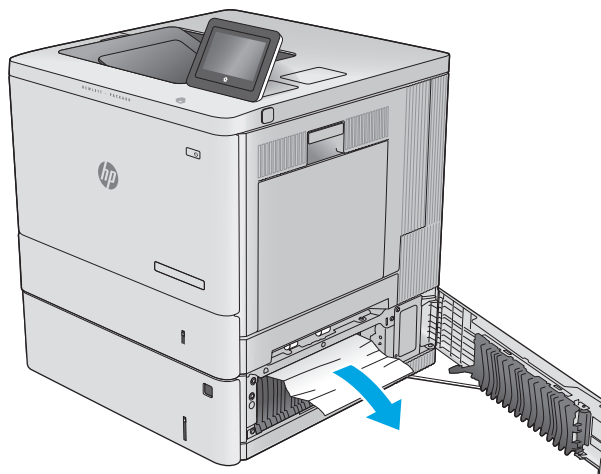
## Clear paper jams in the optional 550-sheet trays

Use the following procedure to check for paper in all possible jam locations related to the optional 550-sheet paper feeders. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

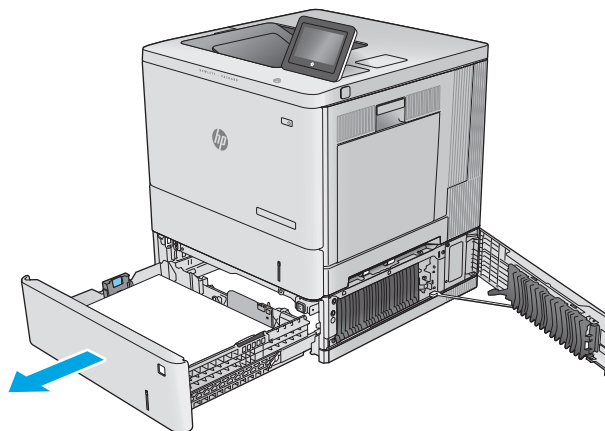
1. Open the lower-right door.



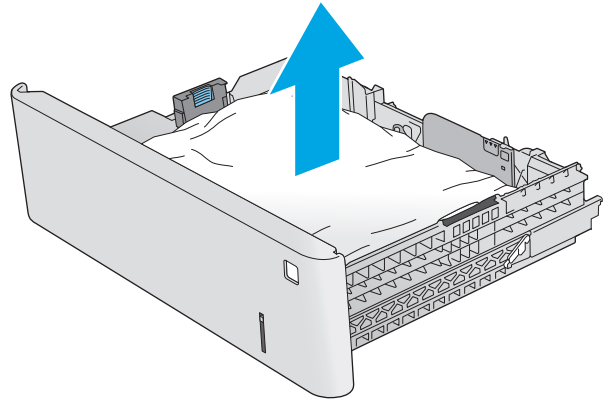
2. Gently pull out any jammed paper.



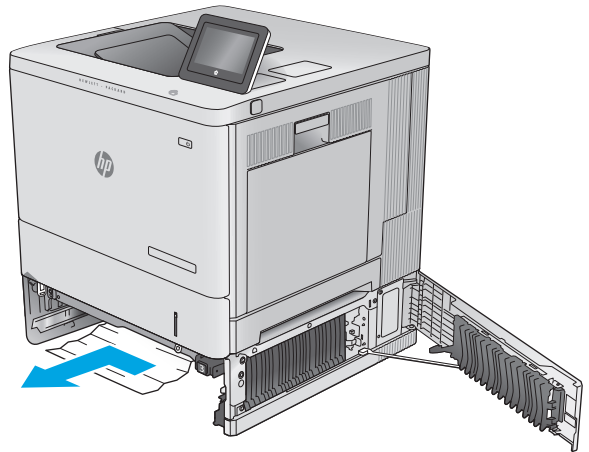
3. Pull the tray completely out of the product by pulling and lifting it up slightly.



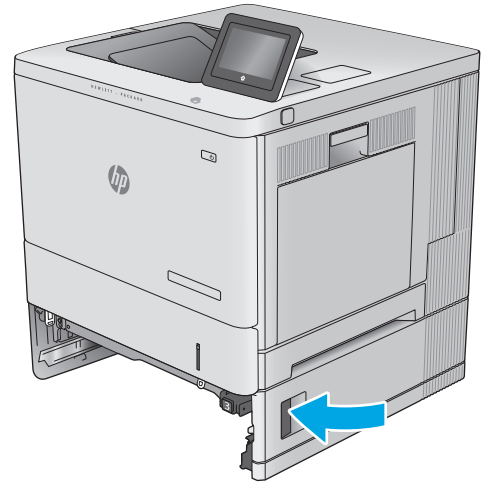
4. Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.



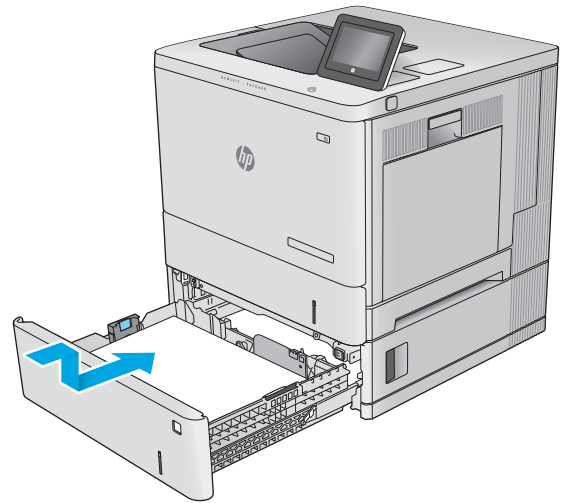
5. Remove any paper from the feed rollers inside the product. First pull the paper to the left to release it, and then pull it forward to remove it.



6. Close the lower-right door.



7. Reinsert and close the tray.

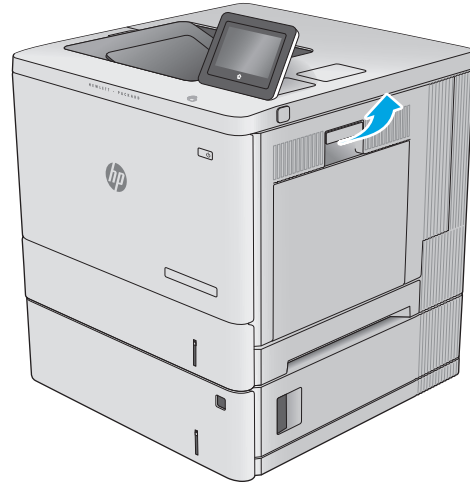


## Clear paper jams in the right door and the fuser area

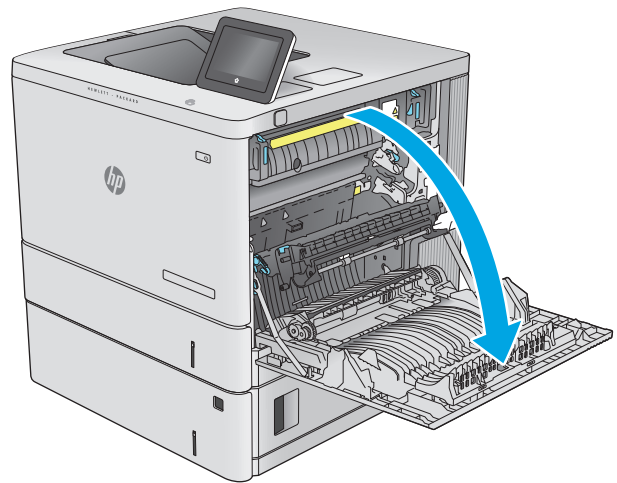
Use the following procedure to check for paper in all possible jam locations inside the right door. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

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

1. Lift the latch on the right door to release it.

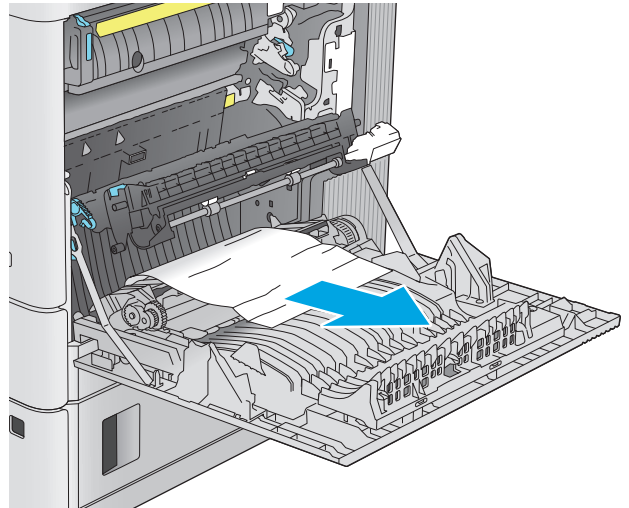


2. Open the right door.

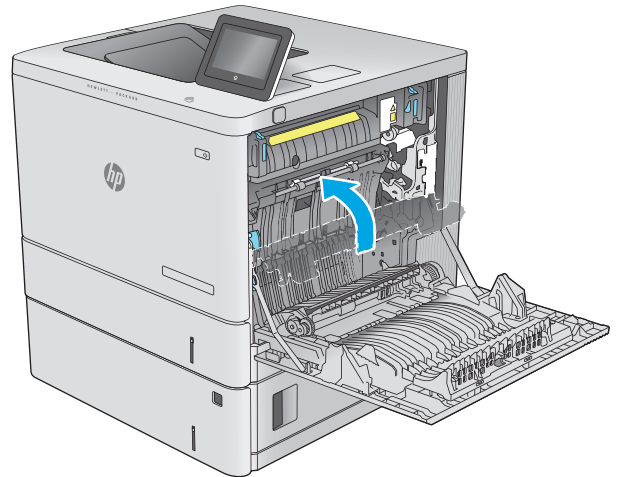




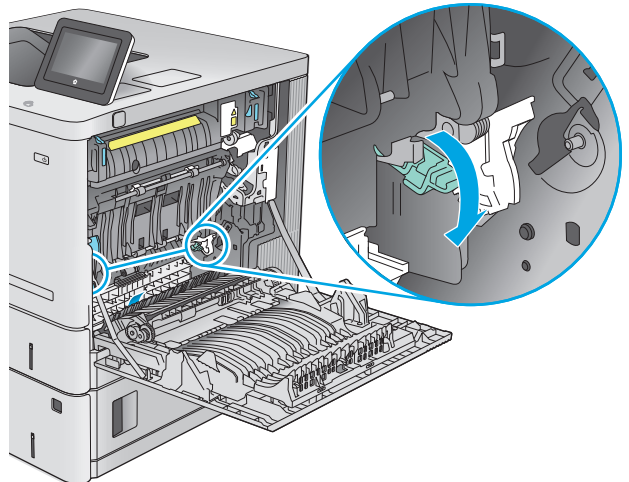
3. Gently pull out any jammed paper from the pick up area.



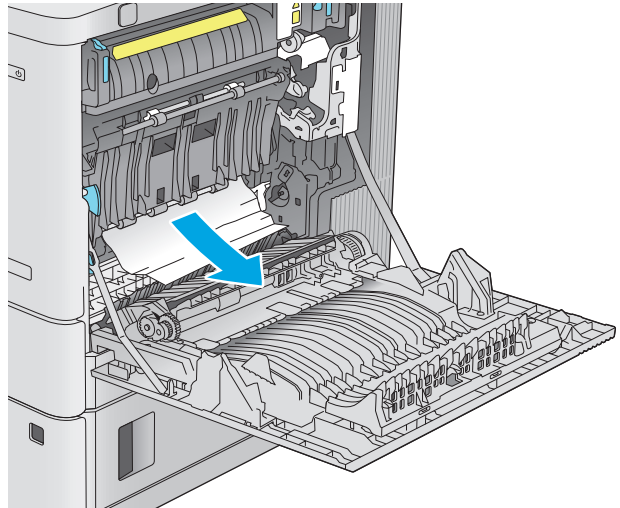
4. Close the transfer assembly.



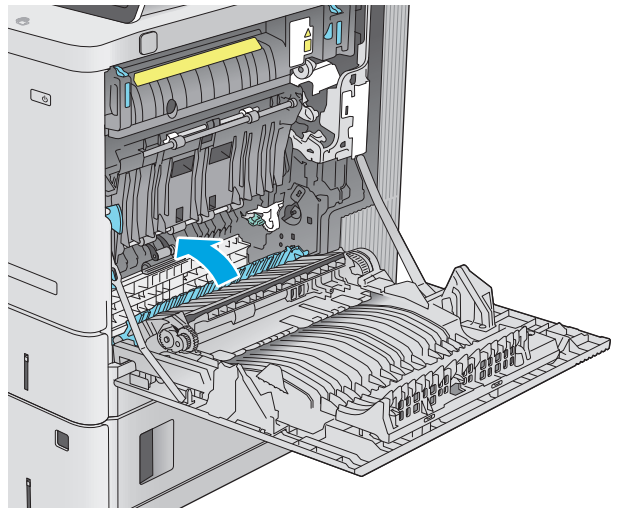
5. Push down on the green levers to release the jam-access cover.



6. Gently pull out any jammed paper. If the paper tears, make sure to remove all remnants.

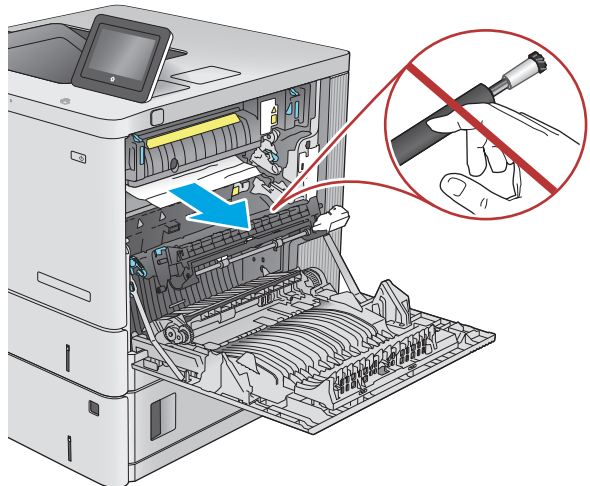


7. Close the jam-access cover, and then lower the transfer assembly.

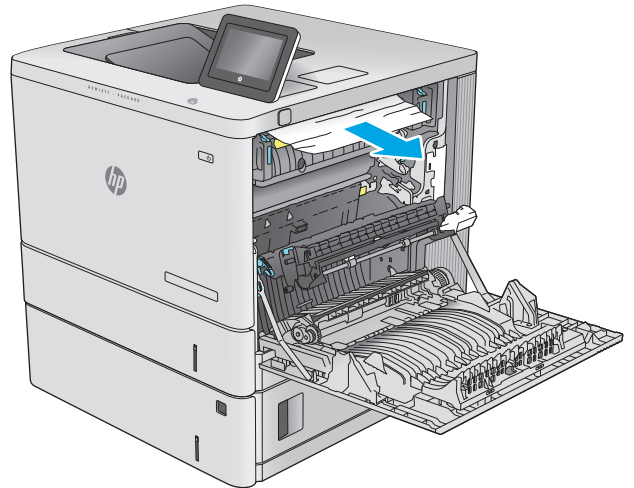


8. If paper is visible entering the bottom of the fuser, gently pull downward to remove it.

**CAUTION:** Do not touch the foam on the transfer roller. Contaminants can affect print quality.

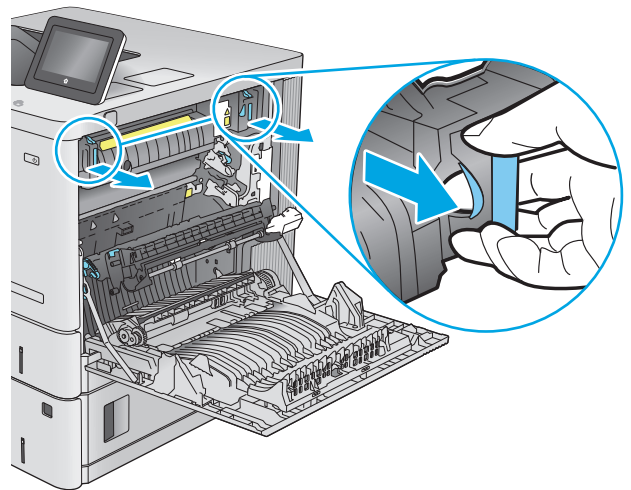


9. If paper is jammed as it enters the output bin, gently pull the paper out to remove it.



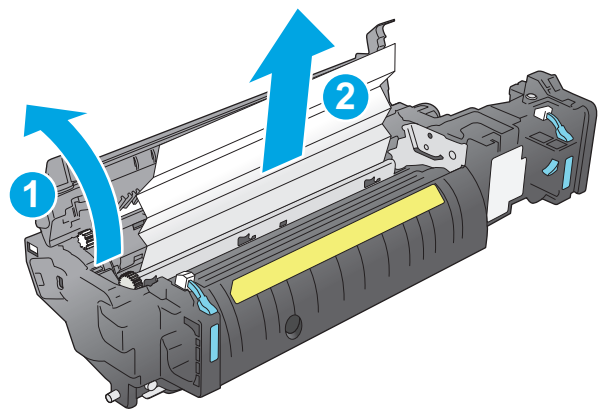
10. Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, lift up slightly, and then pull straight out to remove the fuser.

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

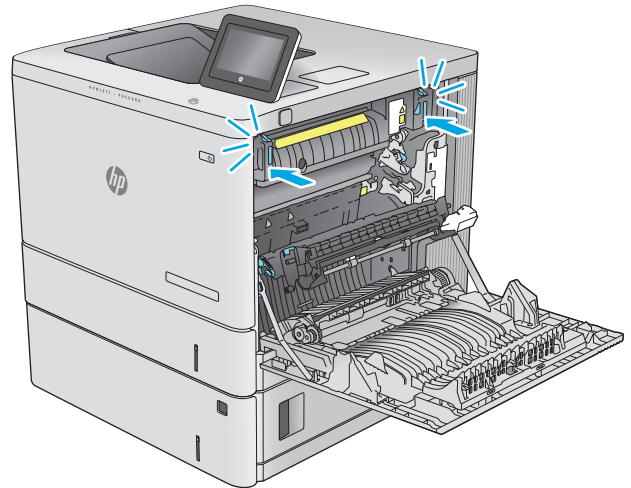


11. Open the jam-access door. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

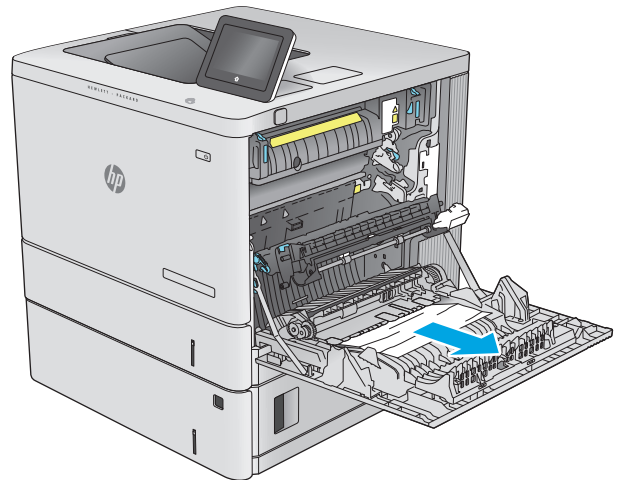
**CAUTION:** Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers until they have cooled.



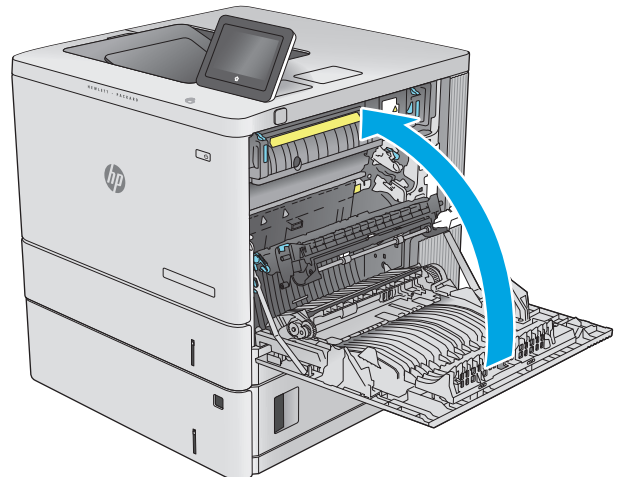
12. Close the jam-access door, and push the fuser completely into the product until it clicks into place.



13. Check for jammed paper in the duplex path inside the right door, and remove any jammed paper.



14. Close the right door.



## Clear paper jams in the output bin

Use the following procedure to clear jams in the output bin. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

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



# Improve print quality

## Introduction

If the product is having print-quality problems, try the following solutions in the order presented to resolve the issue.

- [Print from a different software program](#)
- [Check the paper-type setting for the print job](#)
- [Check toner-cartridge status](#)
- [Clean the product](#)
- [Visually inspect the toner cartridge](#)
- [Check paper and the printing environment](#)
- [Calibrate the product to align the colors](#)
- [Check other print job settings](#)
- [Try a different print driver](#)

## Print from a different software program

Try printing from a different software program. If the page prints correctly, the problem is with the software program from which you were printing.

## Check the paper-type setting for the print job

Check the paper type setting when printing from a software program and the printed pages have smears, fuzzy or dark print, curled paper, scattered dots of toner, loose toner, or small areas of missing toner.

### Check the paper type setting (Windows)

1. From the software program, select the **Print** option.
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.
7. Select the option for the type of paper you are using, and click the **OK** button.
8. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.


## Check the paper type setting (OS X)

1. Click the **File** menu, and then click the **Print** option.
2. Select the product.
3. Click **Show Details**, and then click the **Media & Quality** menu or the **Paper/Quality** menu.
4. Select a type from the **Media-type** drop-down list.
5. Click the **Print** button.

## Check toner-cartridge status

Follow these steps to check the estimated life remaining in the toner cartridges and if applicable, the status of other replaceable maintenance parts.

### Step one: Print the supplies status page

1. Press the Home  button on the product control panel.
2. Select **Supplies**.
3. The status of all supply items is listed on the screen.
4. To print a report of the status of all supply items, including the genuine HP part number for reordering the supply, select **Manage Supplies**, and then select **Print Supplies Status**.

### Step two: Check supplies status

1. Look at the supplies status report to check the percent of life remaining for the toner cartridges and if applicable, the status of other replaceable maintenance parts.

Print quality problems can occur when using a toner cartridge that is at its estimated end of life. The supplies status page indicates when a supply level is very low. After an HP supply has reached the very low threshold, HP's premium protection warranty on that supply has ended.

The toner cartridge does not need to be replaced now unless the print quality is no longer acceptable. Consider having a replacement available to install when print quality is no longer acceptable.

If you determine that you need to replace a toner cartridge or other replaceable maintenance parts, the supplies status page lists the genuine HP part numbers.

2. Check to see if you are using a genuine HP cartridge.


A genuine HP toner cartridge has the words "HP" or "Hewlett-Packard" on it, or has the HP logo on it. For more information on identifying HP cartridges go to [www.hp.com/go/learnaboutsupplies](http://www.hp.com/go/learnaboutsupplies).

## Clean the product

### Print a cleaning page

During the printing process paper, toner, and dust particles can accumulate inside the product and can cause print-quality issues such as toner specks or spatter, smears, streaks, lines, or repeating marks.

Follow these steps to clean the product's paper path.

1. Press the Home  button on the product control panel.
2. Select [Device Maintenance](#).
3. Select [Calibration/Cleaning](#), and then select [Cleaning Page](#) to print the page.

A **Cleaning** message displays on the product control panel. The cleaning process takes a few minutes to complete. Do not turn the product off until the cleaning process has finished. When it is finished, discard the printed page.

## Visually inspect the toner cartridge

Follow these steps to inspect each toner cartridge.

1. Remove the toner cartridge from the product.
2. Check the memory chip for damage.
3. Examine the surface of the green imaging drum.

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 **CAUTION:** Do not touch the imaging drum. Fingerprints on the imaging drum can cause print-quality problems.

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4. If you see any scratches, fingerprints, or other damage on the imaging drum, replace the toner cartridge.
5. Reinstall the toner cartridge, and print a few pages to see if the problem has resolved.

## Check paper and the printing environment

### Step one: Use paper that meets HP specifications

Some print-quality problems arise from using paper that does not meet HP specifications.

- Always use a paper type and weight that this product supports.
- 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 does not contain metallic material, such as glitter.
- 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.

### Step two: Check the environment

The environment can directly affect print quality and is a common cause for print-quality or paper-feeding issues. Try the following solutions:


- Move the product away from drafty locations, such as open windows or doors, or air-conditioning vents.
- Make sure the product is not exposed to temperatures or humidity outside of product specifications.
- Do not place the product in a confined space, such as a cabinet.



- Place the product on a sturdy, level surface.
- Remove anything that is blocking the vents on the product. The product requires good air flow on all sides, including the top.
- Protect the product from airborne debris, dust, steam, grease, or other elements that can leave residue inside the product.

### Step three: Set the individual tray alignment


Follow these steps when text or images are not centered or aligned correctly on the printed page when printing from specific trays.

1. Press the Home  button on the product control panel.
2. Open the following menus:
  - [Administration](#)
  - [General Settings](#)
  - [Print Quality](#)
  - [Image Registration](#)
3. Select the tray to adjust.
4. Select [Print Test Page](#), and then follow the instructions on the printed pages.
5. Select [Print Test Page](#) again to verify the results, and then make further adjustments if necessary.
6. Touch the [Save](#) button or press the [OK](#) button to save the new settings.

### Calibrate the product to align the colors

Calibration is a product function that optimizes print quality.

Follow these steps to resolve print print-quality problems such as misaligned color, colored shadows, blurry graphics, or other print-quality issues.

1. Press the Home  button on the product control panel.
2. Open the following menus:
  - [Device Maintenance](#)
  - [Calibration/Cleaning](#)
  - [Full Calibration](#)
3. Select [Start](#) to start the calibration process.
 

A **Calibrating** message will display on the product control panel. The calibration process takes a few minutes to complete. Do not turn the product off until the calibration process has finished.
4. Wait while the product calibrates, and then try printing again.

## Check other print job settings

When printing from a software program, follow these steps to try to resolve the issue by adjusting other print-driver settings.

### Adjust color settings (Windows)

Follow these steps if colors on the printed page do not match colors on the computer screen, or if the colors on the printed page are not satisfactory.

#### Change the color theme

1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Color** tab.
4. Select 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.
  - **Custom Profile**: Select this option to use a custom input profile to accurately control color output (for example, to emulate a specific HP Color LaserJet product). Download custom profiles from [www.hp.com](http://www.hp.com).
6. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

#### Change the color options

1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Color** tab.
4. Select 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 independently from other settings. Click the **Settings** button to open the manual color-adjustment window.



**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. Also use this option to print draft copies or to save color toner.
7. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

## Try a different print driver

Try a different print driver when printing from a software program and the printed pages have unexpected lines in graphics, missing text, missing graphics, incorrect formatting, or substituted fonts.

Download any of the following drivers from the HP Web site: [www.hp.com/support/colorljM552](http://www.hp.com/support/colorljM552), [www.hp.com/support/colorljM553](http://www.hp.com/support/colorljM553).

<b>HP PCL 6 driver</b>	<ul style="list-style-type: none"> <li>• Provided as the default driver on the product CD. This driver is automatically installed unless you select a different one.</li> <li>• Recommended for all Windows environments</li> <li>• Provides the overall best speed, print quality, and product-feature support for most users</li> <li>• Developed to align with the Windows Graphic Device Interface (GDI) for the best speed in Windows environments</li> <li>• Might not be fully compatible with third-party and custom software programs that are based on PCL 5</li> </ul>
<b>HP UPD PS driver</b>	<ul style="list-style-type: none"> <li>• Recommended for printing with Adobe® software programs or with other highly graphics-intensive software programs</li> <li>• Provides support for printing from postscript emulation needs, or for postscript flash font support</li> </ul>

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**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 product models
- Preferred when printing to multiple product models from a mobile Windows computer

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**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
-

# Solve wired network problems

## Introduction

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](#)



**NOTE:** HP does not support peer-to-peer networking, as the feature is a function of Microsoft operating systems and not of the HP print drivers. For more information, go to Microsoft at [www.microsoft.com](http://www.microsoft.com).

## 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**, type `cmd`, and then press **Enter**.
  - For OS X, go to **Applications**, then **Utilities**, and open **Terminal**.
- 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 these settings 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 print driver.

## The computer or workstation might be set up incorrectly

1. Check the network drivers, print drivers, and the network redirection settings.
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.

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