hp color LaserJet 5500
5500n, 5500dn, 5500dtn, 5500hdn
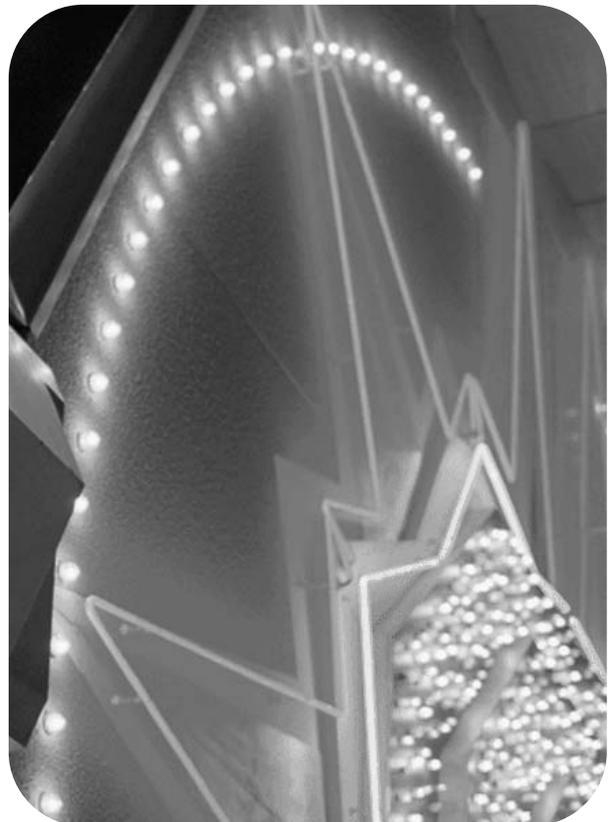
hp color LaserJet 5500
5500n, 5500dn, 5500dtn, 5500hdn

use

hp color LaserJet 5500 series printer

User Guide

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1 Printer basics

This chapter contains information on becoming familiar with the printer features. The following topics are covered:

- [Quick access to printer information](#)
- [Printer configurations](#)
- [Printer features](#)
- [Walk around](#)
- [Printer software](#)
- [Print media specifications](#)

Quick access to printer information

World Wide Web links

Printer drivers, updated HP printer software, product information, and support may be obtained from the following URL:

- http://www.hp.com/support/lj5500

Printer drivers may be obtained from the following sites:

- In China: ftp://www.hp.com.cn/support/lj5500
- In Japan: ftp://www.jpn.hp.com/support/lj5500
- In Korea: http://www.hp.co.kr/support/lj5500
- In Taiwan: http://www.hp.com.tw/support/lj5500
- or the local driver website: http://www.dds.com.tw

To order supplies:

- United States: http://www.hp.com/go/ljsupplies
- Worldwide: http://www.hp.com/ghp/buyonline.html

To order accessories:

- http://www.hp.com/go/accessories

User guide links

- Walk around
- Replacing supplies

Where to look for more information

Several references are available for use with this printer. See http://www.hp.com/support/lj5500.

Setting up the printer

Getting Started Guide—Step-by-step instructions for installing and setting up the printer.
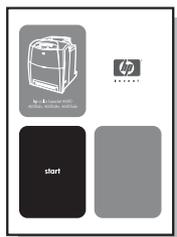
HP Jetdirect Print Server Administrator's Guide—Instructions to configure and troubleshoot the HP Jetdirect print server.

Accessory and Consumable Installation Guides—Step-by-step instructions, supplied with the printer's optional accessories and consumables, for installing the printer's accessories and consumables.
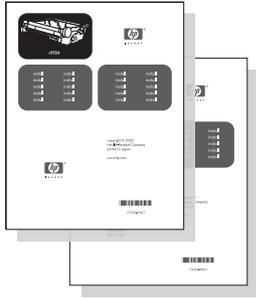
Using the printer

User Guide—Detailed information on using and troubleshooting the printer. Available on the CD-ROM that came with the printer.

Online Help—Information on printer options that are available from within printer drivers. To view a Help file, access the online Help through the printer driver.

HTML (Online) User Guide—Detailed information on using and troubleshooting the printer. Available at http://www.hp.com/support/lj5500. Once connected, select **Manuals**.

Printer configurations

Thank you for purchasing the HP Color LaserJet 5500 series printer. This printer is available in the configurations described below.

HP Color LaserJet 5500

The HP Color LaserJet 5500 printer is a four-color laser printer that prints 22 A4 pages per minute (ppm) A4 and 21 letter size ppm.

- **Trays.** The printer comes with a multipurpose tray (Tray 1) that holds up to 100 sheets of various paper types and sizes or 20 envelopes; 500-sheet paper feeder (Tray 2) that supports various paper sizes. It supports optional 500-sheet paper feeders (Trays 3 and 4). See Supported paper weights and sizes for more information.

- **Connectivity.** The printer provides parallel and network ports for connectivity. The printer also contains three enhanced input/output (EIO) slots, a Fast Infra Red (FIR) connection, and a standard bidirectional parallel cable interface (IEEE-1284 compliant).

- **Memory.** The printer contains 96 megabytes (MB) of synchronous dynamic random access memory (SDRAM). To allow for memory expansion, the printer has three 168-pin DIMM slots that accept 64, 128, or 256 MB RAM each. This printer can support up to 416 MB of memory. An optional hard disk drive is available.

HP Color LaserJet 5500n (Europe only)

The HP Color LaserJet 5500n printer includes the features of the 5500, plus an HP Jetdirect 615N print server EIO network card.

HP Color LaserJet 5500dn

The HP Color LaserJet 5500dn printer includes the features of the 5500n, plus an HP Jetdirect 615N printer server EIO network card and automatic 2-sided (duplex) printing.

HP Color LaserJet 5500dtn
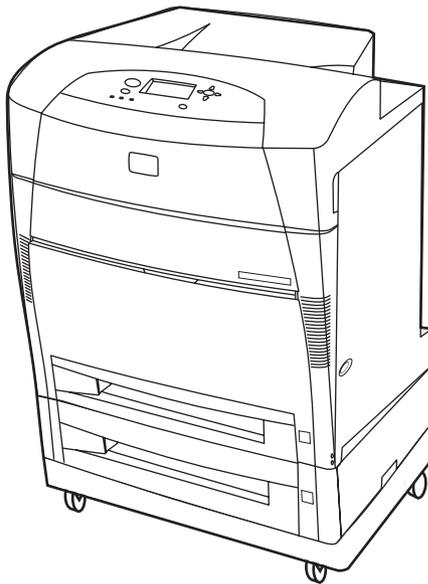
The HP Color LaserJet 5500dtn includes the features of the 5500dn, additional 500-sheet paper feeder (Tray 3), a stand, and a total of 160 MB of SDRAM.

HP Color LaserJet 5500hdn
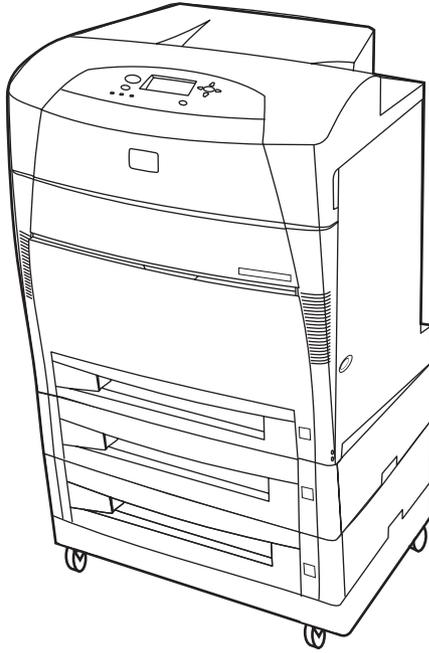
The HP Color LaserJet 5500hdn includes the features of the 5500dtn including the additional 500-sheet paper feeder (Tray 3) and stand, hard disk, a total of 160 MB of SDRAM, and another 500-sheet paper feeder (Tray 4).

Printer features

This printer combines the quality and reliability of Hewlett-Packard printing with the features listed below. For more information on printer features, see the Hewlett-Packard website at http://www.hp.com/support/lj5500.

Features

Performance	• 22 pages per minute (ppm) for A4 size paper and 21 ppm for letter size paper. • Also prints on transparencies and glossy paper. For more information see Supported paper weights and sizes.
Memory	• 96 megabytes (MB) of synchronous dynamic random access memory (SDRAM) (160 MB in the HP Color LaserJet 5500dn and 5500hdn printers). • Can be expanded to 416 MB. • Optional hard disk drive (included with the HP Color LaserJet 5500hdn printer).
User interface	• Graphic display on control panel. • Enhanced Help with animated graphics. • Embedded Web server to access support and order supplies (network-connected printers).
Supported printer personalities	• HP PCL 6. • HP PCL 5c. • PostScript 3 emulation. • Automatic language switching.
Storage features	• Job retention (for printers with hard disks). • Personal identification number (PIN) printing (for printers with hard disks). • Fonts and forms.
Environmental features	• PowerSave setting. • High content of recyclable components and materials. • Energy Star compliant.
Fonts	• 80 internal fonts available for both PCL and PostScript emulation. • 80 printer-matching screen fonts in TrueType™ format available with the software solution. • Supports forms and fonts on the hard disk using HP Web Jetadmin.

Paper handling	• Prints on paper from 76 by 127 mm (3 by 5 inches) up to 312 by 470 mm (12.3 by 18.5 inches). • Prints on paper with weights from 60 g/m² to 200 g/m² (16 to 53 lb bond). • Prints on a wide range of media types including glossy, labels, overhead transparencies, and envelopes. • Multiple gloss levels. • A 500-sheet paper feeder (Tray 2) that supports paper sizes from 148 by 210 mm (5.8 by 8.3 inches) up to 297 by 432 mm (11.6 by 17 inches). • Optional 500-sheet paper feeder that supports paper sizes from 148 by 210 mm (5.8 by 8.3 inches) up to 297 by 432 mm (11.6 by 17 inches); standard on HP Color LaserJet 5500dtn (Tray 3) and 5500hdn (Trays 3 and 4) printers. For more information see Supported paper weights and sizes. • Automatic 2-sided printing on HP Color LaserJet 5500dn, 5500dtn, and 5500hdn printers. • 250-sheet face-down output bin.
Accessories	• Printer hard disk, which provides storage for fonts and macros as well as job storage; standard on HP Color LaserJet 5500hdn. • Dual inline memory modules (DIMM). • Printer stand (recommended for additional optional trays). • Optional 500-sheet paper feeder (Tray 3 and 4) that supports paper sizes from 148 by 210 mm (5.8 by 8.3 inches) up to 297 by 432 mm (11.6 by 17 inches); standard on HP Color LaserJet 5500dtn (Tray 3) and 5500hdn (Trays 3 and 4) printers. • Flash DIMM. • Fast InfraRed (FIR) pod.
Connectivity	• Optional enhanced input/output (EIO) network card; standard on HP Color LaserJet 5500n, 5500dn, 5500dtn, and 5500hdn printers. • FIR connection. • HP Web Jetadmin software. • Standard bidirectional parallel cable interface (IEEE-1284 compliant).
Supplies	• Supplies status page contains information on toner level, page count, and estimated pages remaining. • No-shake cartridge design. • Printer checks for authentic HP print cartridges at cartridge installation. • Internet-enabled supply-ordering capabilities (using embedded Web server or printer Status and Alerts).

Walk around

The following illustrations identify the locations and names of key components of this printer.
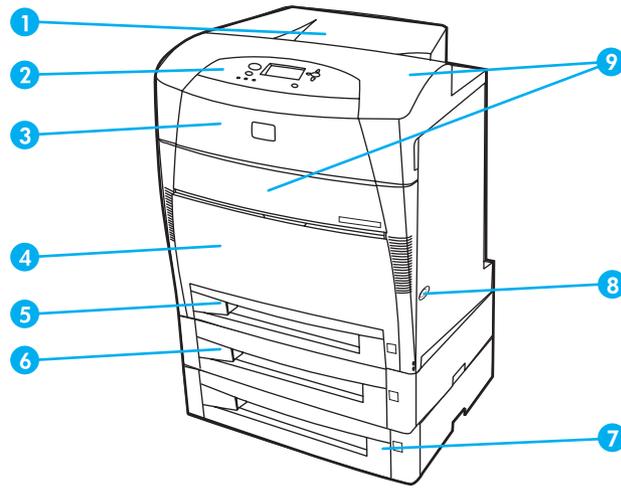
Front view (shown with second 500-sheet paper feeder)

1   output bin
2   printer control panel
3   top cover
4   front cover (contains Tray 1)
5   Tray 2 (500 sheets of standard paper)
6   Tray 3 (optional; 500 sheets of standard paper)
7   Tray 4 (optional; 500 sheets of standard paper) access to print cartridges, transfer unit, and fuser
8   on/off switch
9   access to print cartridges, transfer unit, and fuser
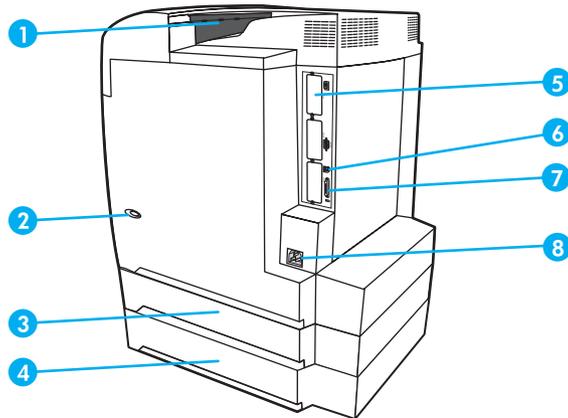
Back/side view

1   output bin
2   on/off switch
3   Tray 3 (optional)
4   Tray 4 (optional)
5   EIO connection (quantity 3)
6   FIR (Fast infrared) connection
7   parallel connection
8   power connection

Printer software

Included with the printer is a CD-ROM containing the printing system software. The software components and printer drivers on this CD-ROM help you use the printer to its fullest potential. See the getting started guide for installation instructions.

For the latest information about the printing system software components, view the ReadMe files on the CD-ROM.

This section summarizes the software included on the CD-ROM. The printing system includes software for end users and network administrators operating in the following operating environments:

- Microsoft Windows 95, 98, Me
- Microsoft Windows NT 4.0, 2000, and XP 32-bit and XP 64-bit
- Apple Mac OS, version 8.6 or higher
- AutoCAD drivers, versions 12-14

For a list of the network environments supported by the network administrator software components, see Network configuration.

For a list of printer drivers, updated HP printer software, and product support information go to http://www.hp.com/support/lj5500.

Printer drivers

Printer drivers access the printer features and allow the computer to communicate with the printer. The following printer drivers are included with the printer.

Operating system[1]	PCL 5c	PCL 6	PS
Windows 95, 98, Me	✔	✔	✔
Windows NT 4.0	✔	✔	✔
Windows 2000	✔	✔	✔
Windows XP (32-bit)	✔	✔	✔
Windows XP (64-bit)	✔		✔
Macintosh OS			✔

[1]Not all printer features are available from all drivers or operating systems. See the online Help in your driver for availability of features.

If your system did not automatically check the Internet for the latest drivers during software installation, download them from http://www.hp.com/support/lj5500. Once connected, select **Downloads and Drivers** to find the driver you wish to download.

Additional drivers

The following drivers are not included on the CD-ROM, but are available from the Internet or from HP Customer Care.

- OS/2 PCL 5c/6 printer driver
- OS/2 PS printer driver
- Windows NT 3.51 PCL 5c, Windows NT 3.51 PS (only through the HP Color LaserJet 4500 driver)
- UNIX model scripts
- Linux drivers
- Windows 3.1x (HP Color LaserJet 4550 driver)

Note	The OS/2 drivers are available from IBM and are packaged with OS/2. They are not available for Traditional Chinese, Simplified Chinese, Korean, and Japanese.
Note	For more information about Windows 3.1x drivers, go to http://www.hp.com/support/clj4550.

Software for networks

For a summary of available HP network installation and configuration software solutions, see the *HP Jetdirect Print Server Administrator's Guide*. You can find this guide on the CD included with the printer.

HP Web Jetadmin

HP Web Jetadmin allows you to manage HP Jetdirect connected printers within your intranet using a browser. HP Web Jetadmin is a browser-based management tool and should be installed only on the network administrator's computer. It can be installed and run on a variety of systems.

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

When installed on a host server, HP Web Jetadmin can be accessed by any client through a supported Web browser (such as Microsoft Internet Explorer 4.x or Netscape Navigator 4.x or later) by browsing to the HP Web Jetadmin host.

HP Web Jetadmin 6.5 and above have the following features:

- Task-oriented user interface provides configurable views, saving network managers significant time.
- Customizable user profiles let network administrators include only the function viewed or used.
- Instant e-mail notification of hardware failure, low supplies, and other printer problems now route to different people.
- Remote installation and management from anywhere using only a standard Web browser.
- Advanced autodiscovery locates peripherals on the network, without manually entering each printer into a database.
- Simple integration into enterprise management packages.

- Quickly find peripherals based on parameters such as IP address, color capability, and model name.
- Easily organize peripherals into logical groups, with virtual office maps for easy navigation.

For the latest information about HP Web Jetadmin go to http://www.hp.com/go/webjetadmin.

UNIX

The HP Jetdirect Printer Installer for UNIX is a simple printer installation utility for HP-UX and Solaris networks. It is available for download from HP Customer Care Online at http://www.hp.com/support/net_printing.

Utilities

The HP Color LaserJet 5500 series printer is equipped with several utilities which make it easy to monitor and manage the printer on a network.

Embedded Web server

This printer is equipped with an embedded Web server, which allows access to information about printer and network activities. A Web server provides an environment in which web programs may run, much in the same way that an operating system, such as Windows, provides an environment for programs to run on your PC. The output from these programs can then be displayed by a Web browser, such as Microsoft Internet Explorer or Netscape Navigator.

When a Web server is "embedded," that means it resides on a hardware device (such as a printer) or in firmware, rather than as software that is loaded on a network server.

The advantage of an embedded Web server is that it provides an interface to the printer that anyone with a network-connected PC and a standard Web browser can access. There is no special software to install or configure, but you must have a supported Web browser on your computer. To access the embedded Web server, type the IP address for the printer. (To find the IP address, print a configuration page. For more information about printing a configuration page, see Printer information pages.

Features

The HP embedded Web server allows you to view printer and network card status and manage printing functions from your PC. With the HP embedded Web server, you can do the following:

- view printer status information
- determine the remaining life on all supplies and order new ones
- view and change tray configurations
- view and change the printer control panel menu configuration
- view and print internal pages
- receive notification of printer and supplies events
- add or customize links to other Web sites
- select the language in which to display the embedded Web server pages

- view and change network configuration
- view support content that is printer specific and specific to the printer's current state.

For a complete explanation of the features and functionality of the embedded Web server, see Using the embedded Web server.

Other components and utilities

Several software applications are available for Windows and Macintosh OS users, as well as for network administrators. These programs are summarized below.

Windows	Macintosh OS	Network administrator
- Software installer — automates the printing system installation - Online Web registration - Printer Status and Alerts	- PostScript Printer Description files (PPDs) — for use with the Apple PostScript drivers that comes with the Mac OS - HP LaserJet Utility — a printer management utility for Mac OS users	- HP Web Jetadmin — a browser-based system management tool. See http://www.hp.com/go/ webjetadmin for the latest HP Web Jetadmin software - HP Jetdirect Printer Installer for UNIX — available for download from http://www.hp.com/support/ net_printing

Print media specifications

For optimum results, use conventional 75 g/m^2 to 90 g/m^2 (20 to 24 lb) photocopy paper. Verify that the paper is of good quality and is free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, curls, or bent edges.

Supported paper weights and sizes

Normal orientation loads long-side first into the printer. This is the preferred orientation because it allows for longer consumable life and increased printer speed. However, some paper sizes can be loaded short-side first. This orientation is called rotated. Paper that can be fed into the printer using the rotated, short-side first orientation have "-R" after the paper size. These paper sizes are Letter-R, A4-R, A5-R, and B5-R.

Tray 1 paper sizes

Tray 1	Dimensions	Weight or thickness	Capacity
Standard size paper/cardstock (Letter/A4, Legal, Executive, JIS B5, B5-R, A5, A5-R, 11 by 17[1], A3		60 to 200 g/m^2 (16 to 53 lb bond)	100 sheets (75 g/m^2; 20 lb bond)
Minimum size paper/cardstock	76 by 127 mm (3 by 5 in)	60 to 200 g/m^2 (16 to 53 lb bond)	100 sheets (75 g/m^2; 20 lb bond)
Maximum size paper/cardstock	312 by 470 mm (12.3 by 18.5 in)	60 to 200 g/m^2 (16 to 53 lb bond)	100 sheets (75 g/m^2; 20 lb bond)
Standard size glossy paper (Letter/A4, Letter-R, A4-R, Legal, Executive, JIS B5, B5-R, A5, A5R, 11 by 17, A3)		75 to 163 g/m^2 (20 to 43 lb bond)	Maximum stack height: 10 mm (0.4 in)
Minimum size glossy paper	76 by 127 mm (3 by 5 in)	75 to 163 g/m^2 (20 to 43 lb bond)	Maximum stack height: 10 mm (0.4 in)
Maximum size glossy paper	312 by 470 mm (12.3 by 18.5 in)	75 to 163 g/m^2 (20 to 43 lb bond)	Maximum stack height: 10 mm (0.4 in)
Standard size transparencies (Letter/A4, Letter-R, A4-R, Legal, Executive, JIS B5, B5-R, A5, A5-R, 11 by 17, A3)		0.12 to 0.13 mm thick (4.7 to 5.5 mils thick)	Maximum stack height: 10 mm (0.4 in)
Minimum size transparencies	76 by 127 mm (3 by 5 in)	0.12 to 0.13 mm thick (4.7 to 5.5 mils thick)	Maximum stack height: 10 mm (0.4 in)
Maximum size transparencies	312 by 470 mm (12.3 by 18.5 in)	0.12 to 0.13 mm thick (4.7 to 5.5 mils thick)	Maximum stack height: 10 mm (0.4 in)

Tray 1	Dimensions	Weight or thickness	Capacity
Standard size tough paper (Letter/A4, Letter-R, A4-R, Legal, Executive, JIS B5, B5-R, A5, A5-R, 11 by 17, A3)		0.10 to 0.13 mm thick (4 to 5 mils thick)	Maximum stack height: 10 mm (0.4 in)
Minimum size tough paper	76 by 127 mm (3 by 5 in)	0.10 to 0.13 mm thick (4 to 5 mils thick)	Maximum stack height: 10 mm (0.4 in)
Maximum size tough paper	312 by 470 mm (12.3 by 18.5 in)	0.10 to 0.13 mm thick (4 to 5 mils thick)	Maximum stack height: 10 mm (0.4 in)
Envelope (Com 10, Monarch, C5, DL, B5)		75 to 105 g/m^2 (20 to 28 lb bond)	20 envelopes (10 mils thick
Standard size label (Letter/A4, Letter-R, A4-R, Legal, Executive, JIS B5, B5-R, A5, A5-R, 11 by 17, A3			Maximum stack height: 10 mm (0.4 in)
Minimum size label	76 by 127 mm (3 by 5 in)		Maximum stack height: 10 mm (0.4 in)
Maximum size label	312 by 470 mm (12.3 by 18.5 in)		Maximum stack height: 10 mm (0.4 in)

[1]11 by 17, Ledger, and Tabloid sizes are all the same size.

Tray 2 and optional Trays 3 and 4 paper sizes[1]

Tray 2 and optional Trays 3 and 4	Dimensions	Weight or thickness	Capacity
Standard size letter (Letter/A4, Letter-R, A4-R, Legal, Executive, JIS B5, B5-R, A5, A5-R, 11 by 17, A3)		60 to 163 g/m^2 (16 to 43 lb bond)	500 sheets (75 g/m^2; 20 lb bond)
Minimum size paper	148 by 210 mm (5.8 by 8.3 in)	60 to 163 g/m^2 (16 to 43 lb bond)	500 sheets (75 g/m^2; 20 lb bond)
Maximum size paper	297 by 432 mm (11.7 by 17 in)	60 to 163 g/m^2 (16 to 43 lb bond)	100 sheets (75 g/m^2; 20 lb bond)
Standard size glossy paper (Letter/A4, Letter-R, A4-R, Legal, Executive, JIS B5, B5-R, A5, A5-R, 11 by 17, A3)		75 to 163 g/m^2 (20 to 43 lb bond)	200 sheets

Tray 2 and optional Trays 3 and 4	Dimensions	Weight or thickness	Capacity
Minimum size glossy paper	148 by 210 mm (5.8 by 8.3 in)	60 to 163 g/m^2 (16 to 43 lb bond)	200 sheets
Maximum size glossy paper	297 by 432 mm (11.7 by 17 in)	60 to 163 g/m^2 (16 to 43 lb bond)	200 sheets
Standard size label (Letter/A4, Letter-R, A4-R, Legal, Executive, JIS B5, B5-R, A5, A5-R, 11 by 17, A3)			Maximum stack height: 50 mm (2 in)
Minimum size label	148 by 210 mm (5.8 by 8.3 in)		Maximum stack height: 10 mm (0.4 in)
Maximum size label	297 by 432 mm (11.7 by 17 in)		Maximum stack height: 10 mm (0.4 in)
Transparencies (Letter/ A4, Letter-R, A4-R, Legal, Executive, JIS B5, B5-R, A5, A5-R, 11 by 17, A3)		0.12 to 0.13 mm thick (4.7 to 5.5 mils thick)	100 sheets (0.13 mm thick; 5.5 mils thick)
Standard tough paper (Letter/A4, Letter-R, A4-R, Legal, Executive, JIS B5, B5-R, A5, A5-R, 11 by 17, A3)		0.10 to 0.13 mm thick (4 to 5 mils thick)	100 sheets (0.13 mm thick; 5.5 mils thick)
Minimum size tough paper	148 by 210 mm (5.8 by 8.3 in)	0.10 to 0.13 mm thick (4 to 5 mils thick)	100 sheets (0.13 mm thick; 5.5 mils thick)
Maximum size tough paper	297 by 432 mm (11.7 by 17 in)	0.10 to 0.13 mm thick (4 to 5 mils thick)	100 sheets (0.13 mm thick; 5.5 mils thick)

[1]Trays 2, 3, and 4 use "Custom" size specifically for B5 ISO. Trays 2, 3, and 4 do not support the range of custom sizes available in Tray 1.

Automatic 2-sided printing (duplexing)[1]

Automatic 2-sided printing	Dimensions	Weight or thickness	Capacity
Standard size paper (Letter/A4, A3, Legal, Executive, JIS B5, 11 by 17)		60 to 120 g/m^2 (16 to 32 lb bond)	

[1]The printer automatically prints on paper weights up to 163 gm^2. However, automatic 2-sided printing on weights above the maximum value noted in this table can produce unexpected results.

Automatic 2-sided printing does not support rotated (short-edge first) orientation.

Manual 2-sided (duplex) printing. Any of the supported paper sizes listed for printing from Tray 1 can be manually duplexed. See 2-sided (duplex) printing for more information.

2 Control panel

This chapter contains information on the printer control panel, which provides control of printer functions and communicates information about the printer and print jobs. The following topics are covered:

Control panel overview

The control panel provides control of printer functions and communicates information about the printer and print jobs. Its display provides graphic information about printer and supplies status, making it easy to identify and correct problems.
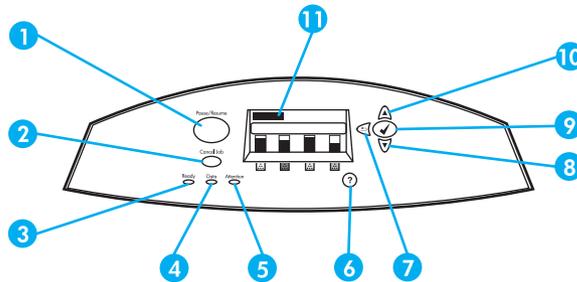
Control panel buttons and lights

1. Pause/Resume button
2. Cancel job button
3. Ready light
4. Data light
5. Attention light
6. Help (?) button
7. Back arrow (⇆) button
8. Down arrow (▼) button
9. Select (✔) button
10. Up arrow (▲) button
11. Display

The printer communicates via the display and the lights on the lower left side of the control panel. The Ready, Data, and Attention lights provide at-a-glance information about the state of the printer and alert you to printing problems. The display shows more complete status information as well as menus, help information, animations, and error messages.

Display

The printer display gives you complete, timely information about the printer and print jobs. Graphics illustrate levels of supplies, the locations of paper jams, and job status. Menus give access to printer functions and detailed information.

The top-level screen on the display has three areas: message, prompt, and supplies gauge.
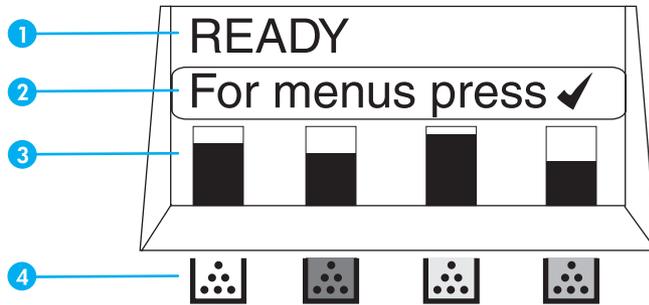
Printer display

1 Message area
2 Prompt area
3 Supplies gauge
4 Print cartridge colors from left to right: black, magenta, yellow, and cyan

The message and prompt areas of the display alert you to the state of the printer and tell you how to respond.

The supplies gauge shows the consumption levels of print cartridges (black, magenta, yellow, cyan). When a non-HP print cartridge is installed, a **?** appears instead of the consumption level. The supplies gauge appears whenever the printer shows the **Ready** state and whenever the printer shows a warning or error message concerning a supply item.

Accessing the control panel from a computer

You can also access the printer control panel from a computer by using the setting page of the embedded Web server.

The computer shows the same information that the control panel shows. From your computer, you can also perform control panel functions such as checking supplies status, viewing messages, or changing tray configuration. For more information, see Using the embedded Web server.

Control panel buttons

Use the buttons on the control panel to perform printer functions and to navigate and respond to menus and messages in the display.

Button name	Function
✔ Select	Makes selections and resumes printing after continuable errors
▲ Up arrow ▼ Down arrow	Navigate menus and text, and increase or decrease the values of numerical items in the display
⤺ Back arrow	Navigates backward in nested menus
Pause/Resume	Temporarily stops and restarts printing, exits all menus
Cancel Job	Cancels and halts the current job in progress, clears paper from the printer, clears any continuable errors associated with the halted job, and is used to override a non-HP print cartridge
? Help	Provides animated graphics and detailed information on printer messages or menus

Interpreting control panel indicator lights
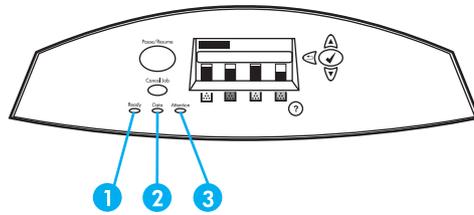
Control panel indicator lights

1   Ready
2   Data
3   Attention

Indicator	On	Off	Flashing
Ready (green)	Printer is online (able to accept and process data).	Printer is offline or is turned off.	Printer is attempting to stop printing and go offline.
Data (green)	Processed data is present in the printer, but more data is needed to complete the job.	Printer is not processing or receiving data.	Printer is processing and receiving data.
Attention (amber)	A critical error has occurred. Printer requires attention.	No conditions exist that require attention.	An error has occurred. Printer requires attention.

Control panel menus

You can perform most routine printing tasks from the computer through the printer driver or software application. This is the most convenient way to control the printer, and will override the printer control panel settings. See the help files associated with the software, or for more information on accessing the printer driver, see Printer software.

You can also control the printer by changing settings in the printer control panel. Use the control panel to access printer features not supported by the printer driver or software application. Use the control panel to configure trays for paper size and type.

Getting started basics

- Enter the menus and activate any selection by pressing the Select button (✔).

- Use the Up or Down arrows to navigate through the menus. In addition to menu navigation, the Up and Down arrows (▲▼) can increase and decrease numerical value selections. Hold down the Up or Down arrows to scroll faster.

- The Back button (↰) allows you to move back in menu selections as well as select numerical values when configuring the printer.

- Exit all menus by pressing PAUSE/RESUME.

- If no key is pressed for 30 seconds, the printer will return to the **Ready** state.

- A lock symbol next to a menu item means a PIN number is needed to use that item. Typically, this number is obtained from your network administrator.

Menu hierarchy

The following tables list the menu hierarchies of each menu.

To access the menus

1. Press ✔ once to access **MENUS**.
2. Press ▲ or ▼ to navigate the listings.
3. Press ✔ to select the appropriate option.
4. Press ⇆ to return to the previous level.
5. Press ✔ to exit the menus.

MENUS	RETRIEVE JOB
	INFORMATION
	PAPER HANDLING
	CONFIGURE DEVICE
	DIAGNOSTICS
	SERVICE

Retrieve job menu (for printers with a hard disk)

See Retrieve job menu (for printers with a hard disk) for more information.

RETRIEVE JOB	A list of stored jobs appears
	NO STORED JOBS

Information menu

See Information menu for more information.

INFORMATION	PRINT MENU MAP
	PRINT CONFIGURATION
	PRINT SUPPLIES STATUS PAGE
	SUPPLIES STATUS
	PRINT USAGE PAGE
	PRINT DEMO
	PRINT FILE DIRECTORY
	PRINT PCL FONT LIST
	PRINT PS FONT LIST

Paper handling menu

See Paper handling menu for more information.

PAPER HANDLING	Tray 1 SIZE
	Tray 1 TYPE
	Tray 2 SIZE
	Tray 2 TYPE
	Tray 3 SIZE
	Tray 3 TYPE
	Tray 4 SIZE
	Tray 4 TYPE

Configure device menu

See Configure device menu and Changing printer control panel configuration settings for more information.

CONFIGURE DEVICE	PRINTING	COPIES
		DEFAULT PAPER SIZE
		DEFAULT CUSTOM PAPER SIZE
		DUPLEX
		OVERRIDE A4/LETTER
		MANUAL FEED
		COURIER FONT
		WIDE A4
		PRINT PS ERRORS
		PCL
	PRINT QUALITY	ADJUST COLOR
		SET REGISTRATION
		PRINT MODES
		OPTIMIZE
		CALIBRATE NOW

	SYSTEM SETUP	(for printers with a hard disk)
		JOB STORAGE LIMIT
		JOB HELD TIMEOUT
		(for printers with a hard disk)
		COLOR/MONO MIX
		TRAY BEHAVIOR
		POWERSAVE TIME
		PERSONALITY
		CLEARABLE WARNINGSS
		AUTO CONTINUE
		SUPPLIES LOW
		JAM RECOVERY
		LANGUAGE
	I/O	**I/O TIMEOUT**
		PARALLEL INPUT
		EIO X
		(Where **X**=1, 2, or 3.)
	RESETS	**RESTORE FACTORY SETTINGS**
		POWERSAVE
		RESET SUPPLIES

Diagnostics menu

See for more information.

DIAGNOSTICS	**PRINT EVENT LOG**
	SHOW EVENT LOG
	PQ TROUBLESHOOTING
	DISABLE CARTRIDGE CHECK
	PAPER PATH TEST
	SENSOR TEST
	COMPONENT TEST
	PRINT/STOP TEST

Retrieve job menu (for printers with a hard disk)

The retrieve job menu allows you to view listings of all stored jobs.

Menu item	Description
A list of stored jobs appears.	Scroll through the list to find a specific stored job.
NO STORED JOBS	If there are no stored jobs, this message appears in place of the list.

Information menu

Use the information menu to access and print specific printer information.

Menu item	Description
PRINT MENU MAP	Prints the control panel menu map, which shows the layout and current settings of the control panel menu items. See Printer information pages.
PRINT CONFIGURATION	Prints the printer configuration page.
PRINT SUPPLIES STATUS PAGE	Prints the estimated remaining life for the supplies; reports statistics on total number of pages and jobs processed, print cartridge manufacture date, serial number, page counts, and maintenance information.
SUPPLIES STATUS	Displays the supplies status in a scrollable list.
PRINT USAGE PAGE	Prints a count of all paper sizes that have passed through the printer; lists whether they were simplex, duplex, monochrome, or color; and reports the page count.
PRINT DEMO	Prints a demonstration page.
PRINT FILE DIRECTORY	Prints the name and directory of files stored in the printer on an optional hard disk.
PRINT PCL FONT LIST	Prints the available PCL fonts.
PRINT PS FONT LIST	Prints the available PS (emulated PostScript) fonts.

Paper handling menu

The paper handling menu allows you to configure input trays by size and type. It is important to correctly configure the trays with this menu before you print for the first time.

If you have used previous HP LaserJet printers, you might be accustomed to configuring Tray 1 to first mode or cassette mode. To mimic the settings for first mode, configure Tray 1 for size = **ANY** and type = **ANY**. To mimic the settings for cassette mode, set either the size or type for Tray 1 to a setting other than **ANY**.

Menu item	Value	Description
Tray 1 SIZE	A list of available sizes appears.	Allows you to configure the paper size for Tray 1. The default is **ANY**. See Supported paper weights and sizes for a complete list of available sizes.
Tray 1 TYPE	A list of available types appears.	Allows you to configure the paper type for Tray 1. The default is **ANY**. See Supported paper weights and sizes for a complete list of available types.
Tray 2 SIZE **Tray 3 SIZE** **Tray 4 SIZE**	A list of available sizes appears.	Allows you to configure the paper size for Tray 2, Tray 3, or Tray 4. The default setting is the size detected by the guides in the tray. To use a custom size or undetectable standard size, move the switch in the tray to Custom. See Supported paper weights and sizes for a complete list of available sizes.
Tray 2 TYPE **Tray 3 TYPE** **Tray 4 TYPE**	A list of available types appears.	Allows you to configure the paper type for Tray 2, Tray 3, or Tray 4. The default is **PLAIN**. See Supported paper weights and sizes for a complete list of available types.

Configure device menu

The configure device menu allows you to change or reset the default print settings, adjust the print quality, and change the system configuration and I/O options.

Printing menu

These settings affect only jobs without identified properties. Most jobs identify all of the properties and override the values set from this menu. This menu can also be used to set default paper size and type.

Menu item	Values	Description
COPIES	1 - 32000	Allows you to set the default number of copies.
DEFAULT PAPER SIZE	A list of available sizes appears.	Allows you to set the default paper size.
DEFAULT CUSTOM PAPER SIZE	UNIT OF MEASURE X DIMENSION Y DIMENSION	Allows you to set the default size for any job without dimensions.
DUPLEX	OFF ON	Allows you to enable or disable the duplex function on models with duplexing capability.
OVERRIDE A4/LETTER	NO YES	Allows you to set the printer to print an A4 job on letter-size paper when no A4 paper is loaded, a letter-size job when no A4-size paper is loaded, an A3 job on 11 by 17-size paper when no A3 paper is loaded, and a 11 by 17-size job on A3 paper when no 11 by 17-size paper is loaded.
MANUAL FEED	ON OFF	Allows you to manually feed paper.
COURIER FONT	REGULAR DARK	Allows you to select a version of the Courier font.
WIDE A4	NO YES	Allows you to change the printable area of A4 paper so that eighty 10-pitch characters may be printed on a single line.
PRINT PS ERRORS	OFF ON	Allows you to select to print PS error pages.

Menu item	Values	Description
PCL	FORM LENGTH ORIENTATION FONT SOURCE FONT NUMBER FONT PITCH FONT POINTSIZE SYMBOL SET APPEND CR TO LF	Allows you to configure settings for the printer control language.

Print quality menu

This menu allows you to adjust all aspects of print quality, including calibration, registration, and color half tone settings.

Menu item	Values	Description
ADJUST COLOR	CYAN DENSITY MAGENTA DENSITY YELLOW DENSITY BLACK DENSITY RESTORE COLOR VALUES	Allows you to modify the half tone settings for each color.
SET REGISTRATION	PRINT TEST PAGE SOURCE ADJUST Tray 1 ADJUST Tray 2 ADJUST Tray 3 ADJUST Tray 4	Allows 1-sided and 2-sided (duplex) image alignment.
PRINT MODES	A list of available modes appears.	Allows you to associate each paper type with a specific print mode.
OPTIMIZE	REDUCE BACKGROUND TRANSFER RESTORE OPTIMIZE	Allows you to optimize certain parameters for all jobs rather than optimizing by paper type.
CALIBRATE NOW		Performs all printer calibrations.

System setup menu

The system setup menu allows you to make changes to general printer configuration default settings such as PowerSave Time, printer personality (language), and jam recovery. See Changing printer control panel configuration settings for more information.

Menu item	Values	Description
JOB STORAGE LIMIT	1-100	Sets the limit for the maximum number of jobs stored on the hard disk at the printer. See Job storage limit for more information.
JOB HELD TIMEOUT	OFF 1 HOUR 4 HOURS 1 DAY 1 WEEK	Sets the period of time that the system keeps files in job storage before deleting them from the queue (for printers with a hard disk). See Job held timeout for more information.
COLOR/MONO MIX =	AUTO MOSTLY COLOR PAGES MOSTLY BLACK PAGES	AUTO will reset the printer to the factory default setting. MOSTLY COLOR PAGES will exhibit the NEVER SWITCH behavior to maximize performance. MOSTLY BLACK PAGES will exhibit the LOOK AHEAD FIRST behavior to improve cost per page as possible while minimizing impact to performance.
TRAY BEHAVIOR	USE REQUESTED TRAY MANUALLY FEED PROMPT	Allows you to specify settings for the tray selection behavior. (This setting allows you to configure the trays to behave like trays in some previous HP printers.) See Tray behavior options: use requested tray and manually feed for more information.
POWERSAVE TIME	1 MINUTE 15 MINUTES 30 MINUTES 1 HOUR 2 HOURS 4 HOURS	Reduces power consumption when the printer has been inactive for an extended period. See PowerSave Time for more information.
PERSONALITY	AUTO PS PCL	Sets the default personality to automatic switching, PCL, or PostScript emulation. See Personality for more information.

Menu item	Values	Description
CLEARABLE WARNINGSS	JOB ON	Sets whether a warning is cleared on the control panel or when another job is sent. See Clearable warnings for more information.
AUTO CONTINUE	OFF ON	Determines printer behavior when the system generates an Auto Continuable error. See Auto continue for more information.
SUPPLIES LOW	STOP CONTINUE	Sets low supplies reporting options. See Supplies low for more information.
JAM RECOVERY	OFF ON AUTO	Sets whether the printer will attempt to reprint pages after a jams. See Jam recovery for more information.
LANGUAGE	A listing of available languages appears.	Sets the default control panel language. See Language for more information.

I/O menu

This menu allows you to configure the printer's I/O options.

See Network configuration.

Menu item	Values	Description
I/O TIMEOUT	5 - 300	Allows you to select the I/O timeout in seconds.
PARALLEL INPUT	HIGH SPEED ADVANCED FUNCTIONS	Allows you to select the speed at which the parallel port communicates with the host and to enable or disable the bidirectional parallel communication.
EIO X (Where X=1, 2, or 3)	Possible values are: TCP/IP IPX/SPX APPLETALK DLC/LLC LINK SPEED	Allows you to configure EIO devices installed in slot 1, 2, or 3.

Resets menu

The resets menu allows you to reset factory settings, disable and enable PowerSave, and update the printer after new supplies are installed.

Menu item	Values	Description
RESTORE FACTORY SETTINGS	None	Allows you to clear the page buffer, remove all perishable personality data, reset the printing environment, and return all default settings to factory defaults. However, this menu does not restore HP Jetdirect network settings to factory default values.
POWERSAVE	**OFF** **ON**	Allows you to enable and disable PowerSave.
RESET SUPPLIES	**NEW TRANSFER KIT** **NEW FUSER KIT**	Allows you to inform the printer that a new transfer kit or new fuser kit has been installed.

Diagnostics menu

The diagnostics menu allows you to run tests that can help you identify and solve problems with the printer.

Menu item	Description
PRINT EVENT LOG	This item will print an event log that will display the last 50 entries in the printer event log, starting with the most recent.
SHOW EVENT LOG	This item displays the last 50 events on the control panel display, starting with the most recent.
PQ TROUBLESHOOTING	This item will print a series of print quality assessment pages that will help troubleshoot many print quality problems.
DISABLE CARTRIDGE CHECK	This item allows you to remove a print cartridge to help determine which cartridge is the source of the problem.
PAPER PATH TEST	This item is useful for testing the paper handling features of the printer, such as the configuration of the trays.
SENSOR TEST	This item allows you to test the paper path sensors and switches for correct operation.
COMPONENT TEST	This item will activate individual parts independently to isolate noise, leaking, and other hardware issues.
PRINT/STOP TEST	This item isolates print quality faults more accurately by stopping the printer in mid print cycle. Stopping the printer in mid cycle allows you to see where the image begins to degrade.

Changing printer control panel configuration settings

By using the printer control panel, you can make changes to general printer configuration default settings such as tray size and type, PowerSave Time, printer personality (language), and jam recovery.

The printer control panel can also be accessed from a computer by using the setting page of the embedded Web server. The computer shows the same information that the control panel shows. For more information, see Using the embedded Web server.

CAUTION Configuration settings seldom need to be changed. Hewlett-Packard recommends that only the system administrator change configuration settings.

Job storage limit

This option sets the limit for the maximum number of jobs stored on the hard disk at the printer. The maximum number allowed is 100, and the default value is 32.

Note This option is only available if a hard disk is installed.

To set the job storage limit

1. Press ✔ to enter the **MENUS**.
2. Press ▼ to highlight **CONFIGURE DEVICE**.
3. Press ✔ to select **CONFIGURE DEVICE**.
4. Press ▼ to highlight **SYSTEM SETUP**.
5. Press ✔ to select **SYSTEM SETUP**.
6. Press ✔ to select **JOB STORAGE LIMIT**.
7. Press ▲ or ▼ to change the value.
8. Press ✔ to set the value.
9. Press PAUSE/RESUME.

Job held timeout

This option sets the period of time that the system keeps files in job storage before deleting them from the queue. The default setting for this option is **OFF**; the other available settings are **1 HOUR**, **4 HOURS**, **1 DAY**, and **1 WEEK**.

Note This option is only available if a hard disk is installed.

To set the job held timeout

1. Press ✔ to enter the **MENUS**.
2. Press ▼ to highlight **CONFIGURE DEVICE**.
3. Press ✔ to select **CONFIGURE DEVICE**.
4. Press ▼ to highlight **SYSTEM SETUP**.
5. Press ✔ to select **SYSTEM SETUP**.

6. Press ▼ to highlight **JOB HELD TIMEOUT**.

7. Press ✔ to select **JOB HELD TIMEOUT**.

8. Press ▲ or ▼ to select the appropriate time period.

9. Press ✔ to set the time period.

10. Press PAUSE/RESUME.

Tray behavior options: use requested tray and manually feed

Tray behavior allows two user-defined options:

● **USE REQUESTED TRAY**—Selecting **EXCLUSIVELY** ensures that the printer will not automatically select another tray when you indicate that a specific tray should be used. Selecting **FIRST** allows the printer to pull from a second tray if the specified tray is empty. **EXCLUSIVELY** is the default setting.

● **MANUALLY FEED**—If you select **ALWAYS** (the default value), the system always displays a prompt before pulling from the multipurpose tray. If you select **UNLESS LOADED**, the system will display the prompt only if the multipurpose tray is empty.

To set use requested tray

1. Press ✔ to enter the **MENUS**.

2. Press ▼ to highlight **CONFIGURE DEVICE**.

3. Press ✔ to select **CONFIGURE DEVICE**.

4. Press ▼ to highlight **SYSTEM SETUP**.

5. Press ✔ to select **SYSTEM SETUP**.

6. Press ▼ to highlight **TRAY BEHAVIOR**.

7. Press ✔ to select **TRAY BEHAVIOR**.

8. Press ✔ to select **USE REQUESTED TRAY**.

9. Press ▲ or ▼ to select **EXCLUSIVELY** or **FIRST**.

10. Press ✔ to set the behavior.

11. Press PAUSE/RESUME.

To set manually feed prompt

1. Press ✔ to enter the **MENUS**.

2. Press ▼ to highlight **CONFIGURE DEVICE**.

3. Press ✔ to select **CONFIGURE DEVICE**.

4. Press ▼ to highlight **SYSTEM SETUP**.

5. Press ✔ to select **SYSTEM SETUP**.

6. Press ▼ to highlight **TRAY BEHAVIOR**.

7. Press ✔ to select **TRAY BEHAVIOR**.

8. Press ▼ to highlight **MANUALLY FEED PROMPT**.

9. Press ✔ to select **MANUALLY FEED PROMPT**.

10. Press ▲ or ▼ to select **ALWAYS** or **UNLESS LOADED**.

11. Press ✔ to set the behavior.

12. Press PAUSE/RESUME.

PowerSave Time

The adjustable PowerSave Time feature reduces power consumption when the printer has been inactive for an extended period. You can set the length of time before the printer goes into PowerSave mode to **1 MINUTE**, **15 MINUTES**, **30 MINUTES**, or to **1 HOUR**, **1.5 HOURS**, **2 HOURS**, or **4 HOURS**. The default setting is **30 MINUTES**.

Note   The printer display dims when the printer is in PowerSave mode. PowerSave mode does not affect printer warm-up time unless the printer was in PowerSave mode for more than 8 hours.

To set PowerSave Time

1. Press ✔ to enter the **MENUS**.

2. Press ▼ to highlight **CONFIGURE DEVICE**.

3. Press ✔ to select **CONFIGURE DEVICE**.

4. Press ▼ to highlight **SYSTEM SETUP**.

5. Press ✔ to select **SYSTEM SETUP**.

6. Press ▼ to highlight **POWERSAVE TIME**.

7. Press ✔ to select **POWERSAVE TIME**.

8. Press ▲ or ▼ to select the appropriate time period.

9. Press ✔ to set the time period.

10. Press PAUSE/RESUME.

To disable/enable PowerSave

1. Press ✔ to enter the **MENUS**.

2. Press ▼ to highlight **CONFIGURE DEVICE**.

3. Press ✔ to select **CONFIGURE DEVICE**.

4. Press ▼ to highlight **RESETS**.

5. Press ✔ to select **RESETS**.

6. Press ▼ to highlight **POWERSAVE**.

7. Press ✔ to select **POWERSAVE**.

8. Press ▲ or ▼ to select **ON** or **OFF**.

9. Press ✔ to set the selection.

10. Press PAUSE/RESUME.

Personality

This printer features automatic personality (printer language) switching.

- **AUTO** configures the printer to automatically detect the type of print job and configure its personality to accommodate that job.
- **PCL** configures the printer to use Printer Control Language.
- **PS** configures the printer to use PostScript emulation.

To set the personality

1. Press ✔ to enter the **MENUS**.
2. Press ▼ to highlight **CONFIGURE DEVICE**.
3. Press ✔ to select **CONFIGURE DEVICE**.
4. Press ▼ to highlight **SYSTEM SETUP**.
5. Press ✔ to select **SYSTEM SETUP**.
6. Press ▼ to highlight **PERSONALITY**.
7. Press ✔ to select **PERSONALITY**.
8. Press ▲ or ▼ to select the appropriate personality (**AUTO**, **PS**, **PCL**).
9. Press ✔ to set the personality.
10. Press PAUSE/RESUME.

Clearable warnings

You can determine the display time of control panel clearable warnings with this option by selecting **ON** or **JOB**. The default value is **JOB**.

- **ON** displays clearable warnings until you press ✔.
- **JOB** displays clearable warnings until the end of the job in which it was generated.

To set the clearable warnings

1. Press ✔ to enter the **MENUS**.
2. Press ▼ to highlight **CONFIGURE DEVICE**.
3. Press ✔ to select **CONFIGURE DEVICE**.
4. Press ✔ to highlight **SYSTEM SETUP**.
5. Press ✔ to select **SYSTEM SETUP**.
6. Press ▼ to highlight **clearable_warnings**.
7. Press ✔ to select **clearable_warnings**.
8. Press ▲ or ▼ to select the appropriate setting.
9. Press ✔ to set the selection.
10. Press PAUSE/RESUME.

Auto continue

You can determine printer behavior when the system generates an Auto Continuable error. **ON** is the default setting.

- **ON** displays an error message for ten seconds before automatically continuing to print.
- **OFF** pauses printing any time the printer displays an error message and until you press ✔.

To set the auto continue

1. Press ✔ to enter the **MENUS**.
2. Press ▼ to highlight **CONFIGURE DEVICE**.
3. Press ✔ to select **CONFIGURE DEVICE**.
4. Press ▼ to highlight **SYSTEM SETUP**.
5. Press ✔ to select **SYSTEM SETUP**.
6. Press ▼ to highlight **AUTO CONTINUE**.
7. Press ✔ to select **AUTO CONTINUE**.
8. Press ▲ or ▼ to select the appropriate setting.
9. Press ✔ to set the selection.
10. Press PAUSE/RESUME.

Supplies low

The printer allows two options for reporting that supplies are low; **CONTINUE** is the default value.

- **CONTINUE** allows the printer to continue printing while displaying a warning until the supply is replaced.
- **STOP** causes the printer to pause printing until you replace the used supply or press ✔, which allows the printer to print while continuing to display the warning.

To set supplies low reporting

1. Press ✔ to enter the **MENUS**.
2. Press ▼ to highlight **CONFIGURE DEVICE**.
3. Press ✔ to select **CONFIGURE DEVICE**.
4. Press ▼ to highlight **SYSTEM SETUP**.
5. Press ✔ to select **SYSTEM SETUP**.
6. Press ▼ to highlight **SUPPLIES LOW**.
7. Press ✔ to select **SUPPLIES LOW**.
8. Press ▲ or ▼ to select the appropriate setting.
9. Press ✔ to set the selection.
10. Press PAUSE/RESUME.

Jam recovery

This option allows you to configure the printer response to paper jams, including how it handles the pages involved. **AUTO** is the default value.

- **AUTO**—the printer automatically turns jam recovery on when sufficient memory is available.

- **ON**—The printer reprints any page involved in a paper jam. Additional memory is allocated to store the last few pages printed, and this might cause overall printer performance to suffer.

- **OFF**—The printer will not reprint any page that was involved in a paper jam. Since no memory is used to store the most recent pages, performance might be optimal.

To set jam recovery response

1. Press ✔ to enter the **MENUS**.
2. Press ▼ to highlight **CONFIGURE DEVICE**.
3. Press ✔ to select **CONFIGURE DEVICE**.
4. Press ▼ to highlight **SYSTEM SETUP**.
5. Press ✔ to select **SYSTEM SETUP**.
6. Press ▼ to highlight **JAM RECOVERY**.
7. Press ✔ to select **JAM RECOVERY**.
8. Press ▲ or ▼ to select the appropriate setting.
9. Press ✔ to set the selection.
10. Press PAUSE/RESUME.

Language

The option to set the default language appears when the printer is turned on for the first time. As you scroll through the available options, the list will appear in the language that is highlighted. When the list appears in the language desired, press ✔ to set the language. You may also change the language at any time by following these steps:

To select language

1. Press ✔ to enter the **MENUS**.
2. Press ▼ to highlight **CONFIGURE DEVICE**.
3. Press ✔ to select **CONFIGURE DEVICE**.
4. Press ▼ to highlight **SYSTEM SETUP**.
5. Press ✔ to select **SYSTEM SETUP**.
6. Press ▼ to highlight **LANGUAGE**.
7. Press ✔ to select **LANGUAGE**.
8. Press ▲ or ▼ to select the appropriate language.
9. Press ✔ to set the selection.
10. Press PAUSE/RESUME.

To select language if the display is in a language you do not understand

1. Press ✔ once.
2. Press ▼ three times.
3. Press ✔ once.
4. Press ▼ two times.
5. Press ✔ once.
6. Press ▼ nine times.
7. Press ✔.
8. Press ▲ or ▼ to select the appropriate language.
9. Press ✔ to set the selection.
10. Press PAUSE/RESUME.

Using the printer control panel in shared environments

Because your printer is shared with other users, adhere to the following guidelines to ensure successful printer operation:

- Consult your system administrator before making changes to control panel settings. Changing control panel settings could affect other print jobs.

- Coordinate with other users before changing the default printer font or downloading soft fonts. Coordinating these operations conserves memory and avoids unexpected printer output.

- Be aware that switching printer personalities, such as Emulated PostScript or PCL, affects the printed output of other users.

Note   Your network operating system may automatically protect each user's print job from the effects of other print jobs. Consult your system administrator for more information.

3 I/O Configuration

This chapter describes how to configure certain network parameters on the printer. The following topics are covered:

- Network configuration
- Parallel configuration
- Enhanced I/O (EIO) configuration

Network configuration

You might need to configure certain network parameters on the printer. You can configure these parameters from the printer control panel, the embedded Web server, or for most networks, from the HP Web Jetadmin software (or the HP LaserJet Utility for Macintosh).

Note   For more information about using the embedded Web server, see Using the embedded Web server.

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

This section contains the following instructions for configuring network parameters from the printer control panel:

- configuring TCP/IP parameters
- disabling unused network protocols

Configuring TCP/IP parameters

You can use the printer control panel to configure the following TCP/IP parameters:

- usage of the BOOTP file for configuration parameters (the default is to use the BOOTP file)
- IP address (4 bytes)
- subnet mask (4 bytes)
- default gateway (4 bytes)
- idle TCP/IP connection timeout (in seconds)

Configuring TCP/IP parameters using BOOTP or DHCP

1. Press ✔ to enter the **MENUS**.
2. Press ▼ to highlight **CONFIGURE DEVICE**.
3. Press ✔ to select **CONFIGURE DEVICE**.
4. Press ▼ to highlight **I/O**.
5. Press ✔ to select **I/O**.
6. Press ▼ to highlight **EIO X** (where X = 1, 2, or 3).
7. Press ✔ to select **EIO X**.
8. Press ✔ to highlight **TCP/IP**.
9. Press ▼ to select **CONFIG METHOD**.
10. Press ✔ to select **CONFIG METHOD**.
11. Press ▼ to highlight **BOOTP or DHCP**.
12. Press ✔ to save the setting.
13. Press the PAUSE/RESUME button to return to the **Ready** state.

Manually configuring TCP/IP parameters from the printer control panel

Use manual configuration to set an IP address, subnet mask, default gateway, syslog server, and idle timeout.

Setting an IP address

1. Press ✔ to enter the **MENUS**.
2. Press ▼ to highlight **CONFIGURE DEVICE**.
3. Press ✔ to select **CONFIGURE DEVICE**.
4. Press ▼ to highlight **I/O**.
5. Press ✔ to select **I/O**.
6. Press ▼ to highlight **EIO X** (where X = 1, 2, or 3).
7. Press ✔ to select **EIO X**.
8. Press ✔ to highlight **TCP/IP**.
9. Press ▼ to select **CONFIG METHOD**.
10. Press ✔ to select **CONFIG METHOD**.
11. Press ▼ to highlight **MANUAL**.
12. Press ✔ to select **MANUAL**.
13. Press ▼ to highlight **MANUAL SETTINGS**.
14. Press ✔ to select **MANUAL SETTINGS**.
15. Press ▼ to highlight **IP ADDRESS**.
16. Press ✔ to select **IP ADDRESS**.

The first of four sets of numbers is highlighted. Each set of numbers represents one byte of information and has a range from 0 to 255.

17. Press the ▲ or ▼ arrow to increase or decrease the number for the first byte of the IP address.

To cycle through the numbers faster, hold down the arrow button.

18. Press ✔ to move to the next set of numbers. (Press ⇆ to move to the previous set of numbers.)
19. Repeat steps 16 and 17 until the correct IP address is entered.
20. Press ✔ to save the setting.
21. Press the P\ :sub:`AUSE`/R\ :sub:`ESUME` button to return to the **Ready** state.

Setting the subnet mask

1. Press ✔ to enter the **MENUS**.
2. Press ▼ to highlight **CONFIGURE DEVICE**.
3. Press ✔ to select **CONFIGURE DEVICE**.
4. Press ▼ to highlight **I/O**.
5. Press ✔ to select **I/O**.

6. Press ▼ to highlight **EIO X** (where X = 1, 2, or 3).

7. Press ✔ to select **EIO X**.

8. Press ✔ to highlight **TCP/IP**.

9. Press ▼ to select **CONFIG METHOD**.

10. Press ✔ to select **CONFIG METHOD**.

11. Press ▼ to highlight **MANUAL**.

12. Press ✔ to select **MANUAL**.

13. Press ▼ to highlight **MANUAL SETTINGS**.

14. Press ✔ to select **MANUAL SETTINGS**.

15. Press ▼ to highlight **SUBNET MASK**.

16. Press ✔ to select **SUBNET MASK**.

Note   The first of four sets of numbers is highlighted. Each set of numbers represents one byte of information and has a range from 0 to 255.

17. Press the ▲ or ▼ arrow to increase or decrease the number for the first byte of the subnet mask.

18. Press ✔ to move to the next set of numbers. (Press ⇆ to move to the previous set of numbers.)

19. Repeat steps 17 and 18 until the correct subnet mask is entered.

20. Press ✔ to save the subnet mask.

21. Press the PAUSE/RESUME button to return to the **Ready** state.

Setting the default gateway

1. Press ✔ to enter the **MENUS**.

2. Press ▼ to highlight **CONFIGURE DEVICE**.

3. Press ✔ to select **CONFIGURE DEVICE**.

4. Press ▼ to highlight **I/O**.

5. Press ✔ to select **I/O**.

6. Press ▼ to highlight **EIO X** (where X = 1, 2, or 3).

7. Press ✔ to select **EIO X**.

8. Press ✔ to highlight **TCP/IP**.

9. Press ▼ to select **CONFIG METHOD**.

10. Press ✔ to select **CONFIG METHOD**.

11. Press ▼ to highlight **MANUAL**.

12. Press ✔ to select **MANUAL**.

13. Press ▼ to highlight **MANUAL SETTINGS**.

14. Press ✔ to select **MANUAL SETTINGS**.

15. Press ▼ to highlight **DEFAULT GATEWAY**.

16. Press ✔ to select **DEFAULT GATEWAY**.

The first of four sets of numbers are the default settings. Each set of numbers represents one byte of information and has a range from 0 to 255.

17. Press the ▲ or ▼ arrow to increase or decrease the number for the first byte of the default gateway.

18. Press ✔ to move to the next set of numbers. (Press ⇦ to move to the previous set of numbers.)

19. Repeat steps 17 and 18 until the correct subnet mask is entered.

20. Press ✔ to save the default gateway.

21. Press the PAUSE/RESUME button to return to the **Ready** state.

Setting the syslog server

1. Press ✔ to enter the **MENUS**.

2. Press ▼ to highlight **CONFIGURE DEVICE**.

3. Press ✔ to select **CONFIGURE DEVICE**.

4. Press ▼ to highlight **I/O**.

5. Press ✔ to select **I/O**.

6. Press ▼ to highlight **EIO X** (where X = 1, 2, or 3).

7. Press ✔ to select **EIO X**.

8. Press ✔ to highlight **TCP/IP**.

9. Press ▼ to select **CONFIG METHOD**.

10. Press ✔ to select **CONFIG METHOD**.

11. Press ▼ to highlight **MANUAL**.

12. Press ✔ to select **MANUAL**.

13. Press ▼ to highlight **MANUAL SETTINGS**.

14. Press ✔ to select **MANUAL SETTINGS**.

15. Press ▼ to highlight **SYSLOG SERVER**.

16. Press ✔ to select **SYSLOG SERVER**.

The first of four sets of numbers are the default settings. Each set of numbers represents one byte of information and has a range from 0 to 255.

17. Press the ▲ or ▼ arrow to increase or decrease the number for the first byte of the default gateway.

18. Press ✔ to move to the next set of numbers. (Press ⇦ to move to the previous set of numbers.)

19. Repeat steps 17 and 18 until the correct subnet mask is entered.

20. Press ✔ to save the syslog server.

21. Press the PAUSE/RESUME button to return to the **Ready** state.

Setting the idle timeout

1. Press ✔ to enter the **MENUS**.

2. Press ▼ to highlight **CONFIGURE DEVICE**.

3. Press ✔ to select **CONFIGURE DEVICE**.

4. Press ▼ to highlight **I/O**.

5. Press ✔ to select **I/O**.

6. Press ▼ to highlight **EIO X** (where X = 1, 2, or 3).

7. Press ✔ to select **EIO X**.

8. Press ✔ to highlight **TCP/IP**.

9. Press ▼ to select **CONFIG METHOD**.

10. Press ✔ to select **CONFIG METHOD**.

11. Press ▼ to highlight **MANUAL**.

12. Press ✔ to select **MANUAL**.

13. Press ▼ to highlight **MANUAL SETTINGS**.

14. Press ✔ to select **MANUAL SETTINGS**.

15. Press ▼ to highlight **IDLE TIMEOUT**.

16. Press ✔ to select **IDLE TIMEOUT**.

17. Press the ▲ or ▼ arrow to to increase or decrease the number of seconds for the idle timeout.

18. Press ✔ to save the idle timeout.

19. Press the P<small>AUSE</small>/R<small>ESUME</small> button to return to the **Ready** state.

Setting the link speed

By factory default, the link speed is set to **AUTO**. Use the following procedure to set a specific speed:

1. Press ✔ to enter the **MENUS**.

2. Press ▼ to highlight **CONFIGURE DEVICE**.

3. Press ✔ to select **CONFIGURE DEVICE**.

4. Press ▼ to highlight **I/O SUBMENU**.

5. Press ✔ to select **I/O SUBMENU**.

6. Press ▼ to highlight **EIO X** (where X = 1, 2, or 3).

7. Press ✔ to select **EIO X**.

8. Press ✔ to highlight **LINK SPEED**.

9. Press ▼ to select **LINK SPEED**.

10. Press ▼ to highlight the desired link speed.

11. Press ✔ to select the desired link speed.

12. Press the P<small>AUSE</small>/R<small>ESUME</small> button to return to the **Ready** state.

Disabling network protocols (optional)

By factory default, all supported network protocols are enabled. Disabling unused protocols has the following benefits:

- decreases printer-generated network traffic
- prevents unauthorized users from printing to the printer
- provides only pertinent information on the configuration page
- allows the printer control panel to display protocol-specific error and warning messages

Note   TCP/IP configuration cannot be disabled on the HP Color LaserJet 5500 printer.

To disable IPX/SPX

Note   Do not disable this protocol if Windows 95/98, Windows NT, Me, 2000, and XP systems will be printing to the printer using IPX/SPX.

1. Press ✓ to enter the **MENUS**.
2. Press ▼ to highlight **CONFIGURE DEVICE**.
3. Press ✓ to select **CONFIGURE DEVICE**.
4. Press ▼ to highlight **I/O**.
5. Press ✓ to select **I/O**.
6. Press ▼ to highlight **EIO X** (where X = 1, 2, or 3).
7. Press ✓ to select **EIO X**.
8. Press ▼ to highlight **IPX/SPX**.
9. Press ✓ to select **IPX/SPX**.
10. Press ✓ to select **ENABLE**.
11. Press ▼ to highlight **OFF**.
12. Press ✓ to select **OFF**. The control panel displays a message that the setting has been saved and displays an option to re-enable IPX/SPX.
13. Press the PAUSE/RESUME button to return to the **Ready** state.

To disable AppleTalk

1. Press ✓ to enter the **MENUS**.
2. Press ▼ to highlight **CONFIGURE DEVICE**.
3. Press ✓ to select **CONFIGURE DEVICE**.
4. Press ▼ to highlight **I/O**.
5. Press ✓ to select **I/O**.
6. Press ▼ to highlight **EIO X** (where X = 1, 2, or 3).
7. Press ✓ to select **EIO X**.
8. Press ▼ to highlight **APPLETALK**.
9. Press ✓ to select **APPLETALK**.

10. Press ✓ to select **ENABLE**.

11. Press ▼ to highlight **OFF**.

12. Press ✓ to select **OFF**. The control panel displays a message that the setting has been saved and displays an option to re-enable AppleTalk.

13. Press the PAUSE/RESUME button to return to the **Ready** state.

To disable DLC/LLC

1. Press ✓ to enter the **MENUS**.

2. Press ▼ to highlight **CONFIGURE DEVICE**.

3. Press ✓ to select **CONFIGURE DEVICE**.

4. Press ▼ to highlight **I/O**.

5. Press ✓ to select **I/O**.

6. Press ▼ to highlight **EIO X** (where X = 1, 2, or 3).

7. Press ✓ to select **EIO X**.

8. Press ▼ to highlight **DCL/LLC**.

9. Press ✓ to select **DCL/LLC**.

10. Press ▼ to select **ENABLE**.

11. Press ▼ to highlight **OFF**.

12. Press ✓ to select **OFF**. The control panel displays a message that the setting has been saved and displays an option to re-enable DLC/LLC.

13. Press the PAUSE/RESUME button to return to the **Ready** state.

Parallel configuration

The HP Color LaserJet 5500 printer supports network and parallel connections at the same time. A parallel connection is made by connecting the printer to the computer using a bidirectional parallel cable (IEEE-1284 compliant) with a c-connector plugged into the printer's parallel port. The cable can be a maximum of 10 meters (30 feet) long.

When used to describe a parallel interface, the term *bidirectional* indicates that the printer is able to both receive data from the computer and send data to the computer through the parallel port.
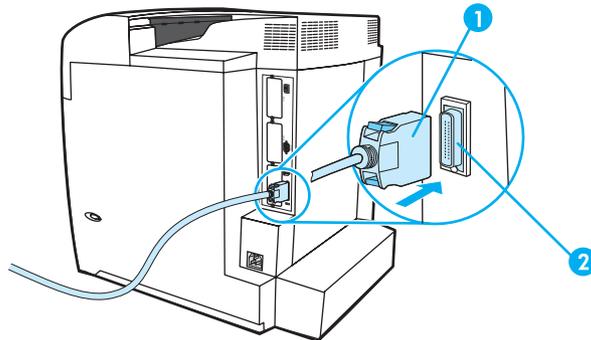
Parallel port connection

1   c-connector
2   parallel port

Note   To use the enhanced capabilities of the bidirectional parallel interface such as bidirectional communication between the computer and printer, faster transfer of data, and automatic configuration of printer drivers, ensure that the most recent printer driver is installed. For more information, see Printer drivers.

Note   Factory settings support automatic switching between the parallel port and one or more network connections on the printer. If you are experiencing problems, see Network configuration.

Enhanced I/O (EIO) configuration

This printer comes equipped with three enhanced input/output (EIO) slots. The three EIO slots hold compatible external devices such as the HP Jetdirect print server network cards, HP EIO hard disk drive, or other devices. Plugging EIO network cards into the slots increases the number of network interfaces available to the printer.

EIO network cards can maximize printer performance when you are printing from a network. In addition they provide the ability to place the printer anywhere on a network. This eliminates the need to attach the printer directly to a server or a workstation and enables you to place the printer closer to the network users.

If the printer is configured through an EIO network card, configure that card through the control panel Configure device menu.

HP Jetdirect print servers

HP Jetdirect print servers (network cards) can be installed in one of the printer's EIO slots. These cards support multiple network protocols and operating systems. HP Jetdirect print servers facilitate network management by allowing you to connect a printer directly to your network at any location. HP Jetdirect print servers also support the Simple Network Management Protocol (SNMP), which provides network managers with remote printer management and troubleshooting through HP Web Jetadmin software.

Note   Installation of these cards and network configuration should be performed by a network administrator. Configure the card either through the control panel, the printer installation software, or with HP Web Jetadmin software.

Note   Refer to the HP Jetdirect print server documentation for information on which external devices or EIO network cards are supported.

Available enhanced I/O interfaces

HP Jetdirect print servers (network cards) provide software solutions for:

- Novell NetWare Network
- Microsoft Windows and Windows NT networks
- Apple Mac OS (AppleTalk)
- UNIX (HP-UX and Solaris)
- Linux (Red Hat and SuSE)
- Internet printing

For a summary of available network software solutions, refer to the *HP Jetdirect Print Server Administrator's Guide*, or visit HP Customer Care online at http://www.hp.com/support/net_printing.

NetWare networks

When using Novell NetWare products with an HP Jetdirect print server, Queue Server mode provides improved printing performance over Remote Printer mode. The HP Jetdirect print server supports Novell Directory Services (NDS) as well as bindery modes. For more information, see the *HP Jetdirect Print Server Administrator's Guide*.

For Windows 95, 98, Me, NT 4.0, 2000, and XP systems, use the printer installation utility for printer setup on a NetWare network.

Windows and Windows NT networks

For Windows 95, 98, Me, NT 4.0, 2000, and XP systems, use your printer installation utility for printer setup on a Microsoft Windows network. The utility supports printer setup for either peer-to-peer or client-server network operation.

AppleTalk networks

Use the HP LaserJet Utility to set up the printer on an EtherTalk or LocalTalk network. For more information, refer to the *HP Jetdirect Print Server Administrator's Guide* included with printers equipped with the HP Jetdirect print server.

UNIX/Linux networks

Use the HP Jetdirect printer installer for UNIX utility to set up the printer on HP-UX or Sun Solaris networks.

For setup and management on UNIX or Linux networks, use HP Web Jetadmin.

To obtain HP software for UNIX/Linux networks, visit HP Customer Care online at http://www.hp.com/support/net_printing. For other installation options supported by the HP Jetdirect print server, see the *HP Jetdirect Print Server Administrator's Guide* included with printers equipped with the HP Jetdirect print server.

4 Printing tasks

This chapter describes how to perform basic printing tasks. The following topics are covered:

Controlling print jobs

In the Microsoft Windows operating system, three settings affect how the printer driver tries to pull paper when you send a print job. The **Source**, **Type**, and **Size** settings appear in the **Page Setup**, **Print**, or **Print Properties** dialog boxes in most software programs. If you do not change these settings, the printer automatically selects a tray, using the default printer settings.

Source

Printing by **Source** means you choose a specific tray from which you want the printer to pull paper. The printer tries to print from this tray, no matter what type or size is loaded in it. If you choose a tray that is configured for a type or size that does not match your print job, the printer does not print automatically. Instead, it waits for you to load the tray you chose with the type or size of print paper for your print job. If you load the tray correctly, the printer begins printing. If you press ✔, the display allows you to choose other trays.

Type and Size

Printing by **Type** or **Size** means you want the printer to pull paper or print paper from the first tray that is loaded with the type or size that you choose. Selecting paper by type rather than source is similar to locking out trays and helps protect special paper from accidental use. (However, selecting the Any setting does not enable this tray lockout function.) For example, if a tray is configured for letterhead, and you specify the driver to print on plain paper, the printer will not pull the letterhead from that tray. Instead, it will pull paper from a tray that has plain paper loaded and is configured for plain paper on the printer control panel. Selecting paper by type and size results in significantly better print quality for heavy paper, glossy paper, and transparencies. Using the wrong setting can result in unsatisfactory print quality. Always print by Type for special print media such as labels or grayscale transparencies. Always print by Size for envelopes.

- If you want to print by Type or Size and the trays have not been configured for a certain type or size, load the paper or print media into Tray 1. Then, in the printer driver, select the Type or Size from the **Page Setup** dialog box, the **Print** dialog box, or the **Print Properties** dialog box.

- If you often print on a certain type or size of paper, the printer administrator (for a network printer) or you (for a local printer) can configure a tray for that type or size (see Using the embedded Web server or Configuring input trays for type and size). Then, when you choose that type or size as you print a job, the printer pulls from the tray configured for that type or size.

Precedence for print settings (software)

Changes made to print settings are prioritized (or take precedence) depending on where the changes are made:

The names of commands and dialog boxes may vary depending on your program.

- *Page Setup dialog box*. This dialog box opens when you click **Page Setup** or a similar command on the **File** menu of the program you are working in. Settings changed here override settings changed anywhere else.

- *Print dialog box*. This dialog box opens when you click **Print**, **Print Setup**, or a similar command on the **File** menu of the program you are working in. Settings changed in the **Print** dialog box have a lower priority and do not override changes made in the **Page Setup** dialog box.

- *Printer Properties dialog box (printer driver)*. The printer driver opens when you click **Properties** in the **Print** dialog box. Settings changed in the **Printer Properties** dialog box do not override settings available anywhere else.

- *Default printer settings*. The default printer settings determine settings used in all print jobs, *unless* settings are changed in the **Page Setup**, **Print**, or **Printer Properties** dialog boxes, as described above. There are several ways to change the default printer settings depending on the operating system:

1. Click **Start**, **Settings**, **Printers**, and then right-click the printer icon and click **Properties**.

2. Click **Start**, **Control Panel**, and then select the **Printers** folder. Right-click the printer icon and click **Properties**.

3. Click **Start**, **Settings**, **Printers**, and then right-click the printer icon and click **Document Defaults**.

4. Click **Start**, **Settings**, **Printers**, and then right-click the printer icon and click **Printing Preferences**.

CAUTION   To avoid affecting print jobs of other users, make printer setup changes through the software application or the printer driver whenever possible. Printer setup changes made through the control panel become default settings for subsequent jobs. Changes made through an application or the printer driver affect only that specific job.

Selecting print paper

You can use many types of paper and other print media with this printer. This section provides guidelines and specifications for selecting and using different print media.

Before purchasing any paper or specialized forms in quantity, verify that your paper supplier obtains and understands the print media requirements specified in the *HP LaserJet Printer Family Print Media Guide.*

See Supplies and accessories for *HP LaserJet Printer Family Print Media Guide* ordering information. To download a copy of the *HP LaserJet Printer Family Print Media Guide* go to http://www.hp.com/support/lj5500 and select **Manuals**.

It is possible that paper could meet all of the guidelines in this chapter and still not print satisfactorily. This may be due to abnormal characteristics of the printing environment or to other variables over which Hewlett-Packard has no control (for example, extremes in temperature and humidity).

Hewlett-Packard recommends testing any paper before buying it in large quantities.

CAUTION Using paper that does not conform to the specifications listed here or in the print media guide can cause problems that require service. This service is not covered by the Hewlett-Packard warranty or service agreements.

Paper to avoid

The HP Color LaserJet 5500 can handle many types of paper. Use of paper outside the printer's specifications will cause a loss of print quality and increase the chance of paper jams occuring.

- Do not use paper that is too rough.
- Do not use paper with cutouts or perforations other than standard 3-hole punched paper.
- Do not use multipart forms.
- Do not use paper that has already been printed on or that has been fed through a photocopier.
- Do not use paper with a watermark if you are printing solid patterns.

Paper that may damage the printer

In rare circumstances paper can damage the printer. The following paper must be avoided to prevent possible damage:

- Do not use paper with staples attached.
- Do not use transparencies designed for Inkjet printers or other low temperature printers. Use only transparencies that are specified for use with HP Color LaserJet printers.
- Do not use photo paper intended for Inkjet printers.
- Do not use paper that is embossed or coated and is not designed for the temperatures of the HP Color LaserJet 5500 image fuser. Select paper that can tolerate temperatures of 190° C (374° F) for.1 second. HP produces a selection of paper that is designed for the Color LaserJet 5500 printer.

- Do not use letterhead paper with low temperature dyes or thermography. Preprinted forms or letterhead must use inks that can tolerate temperatures of 190° C (374° F) for 0.1 second.

- Do not use any media that produces hazardous emissions, or that melts, offsets, or discolors when exposed to 190° C (374° F) for 0.1 second.

To order HP Color LaserJet printing supplies, go to http://www.hp.com/go/ljsupplies in the U. S. or to http://www.hp.com/ghp/buyonline.html worldwide.

Configuring input trays

The HP Color LaserJet 5500 series printer allows you to configure input trays by type and size. You can to load different paper in the printer input trays and then request paper by type or size.

If you have used previous HP Color LaserJet printers, you might be accustomed to configuring Tray 1 to first mode or cassette mode. To mimic the settings for first mode, configure Tray 1 for Size =**ANY** and Type = **ANY**. The printer will pull paper from Tray 1 first when the print job does not specify another tray. This setting is recommended if you use different types or sizes of paper. To mimic the settings from cassette mode, set either the size or type for Tray 1 to a setting other than **ANY**. This setting is recommended if you are using the same size and type of paper in Tray 1.

Note
If you use 2-sided printing (duplex), be sure that the paper loaded meets the specifications for duplex printing. (See Supported paper weights and sizes.)

The instructions below are to configure the trays at the printer control panel. You can also configure the trays from your computer by accessing the embedded Web server. See Using the embedded Web server.

Configuring Tray 1 size

1. Press ✔ to enter the **MENUS**.
2. Press ▾ to highlight **PAPER HANDLING**.
3. Press ✔ to select **PAPER HANDLING**.
4. Press ▾ to highlight **TRAY 1 SIZE**.
5. Press ✔ to select **TRAY 1 SIZE**.
6. Press ▾ or ▴ to highlight the desired paper size.
7. Press ✔ to select the paper size.
8. Press PAUSE/RESUME to return to the **Ready** state.
9. If **TRAY 1 SIZE** is set to **CUSTOM**, the pop up menu for Custom appears.

Configuring Tray 1 type

1. Press ✔ to enter the **MENUS**.
2. Press ▾ to highlight **PAPER HANDLING**.
3. Press ✔ to select **PAPER HANDLING**.
4. Press ▾ to highlight **TRAY 1 TYPE**.
5. Press ✔ to select **TRAY 1 TYPE**.
6. Press ▾ or ▴ to highlight the desired paper type.
7. Press ✔ to select the paper type.
8. Press PAUSE/RESUME to return to the **Ready** state.

Tray 2, Tray 3, or Tray 4 detectable standard paper size

The printer can automatically detect most standard sizes in Trays 2, 3, and 4, including Letter, A3, A4, A5, JIS B4, JIS B5, Legal, Executive, and 11 by 17 inches. Be sure the Tray 2, Tray 3, or Tray 4 switch is in the Standard size position.

Note When the tray detects a standard size, only one option will appear in the control panel. To use a different size, change the width and length guides to the new size or set the tray switch to custom.

Tray 2, Tray 3, or Tray 4 paper type

1. Press ✓ to enter the **MENUS**.
2. Press ▼ to highlight **PAPER HANDLING**.
3. Press ✓ to select **PAPER HANDLING**.
4. Press ▼ to highlight **TRAY 2 TYPE**, **TRAY 3 TYPE**, **TRAY 4 TYPE**.
5. Press ✓ to select **TRAY 2 TYPE**, **TRAY 3 TYPE**, **TRAY 4 TYPE**.
6. Press ▼ or ▲ to highlight the desired paper type.
7. Press ✓ to select the paper type.
8. Press PAUSE/RESUME to return to the **Ready** state.

Tray 2, Tray 3, or Tray 4 custom paper

The Tray X size menu will be displayed when the Tray 2, Tray 3, or Tray 4 switch is moved to the custom size position. You can also change the size setting in the control panel from **ANY CUSTOM** to **CUSTOM**.

Use the **ANY** setting when the paper on which you want to print does not exactly match the size of the paper specified in the document you are printing. The printer will look first for paper that exactly matches the document, and then it will look for and print from the tray set to **ANY**.

Use **ANY CUSTOM** to set a custom size in the software application. The printer will look for an exact size match. If it does not find an exact match to the custom size specified, it will look in the tray set for **ANY CUSTOM**. Finally, the printer will look for and use paper from a tray set to **ANY**.

Note If you will be using only one size of custom paper, or will not be leaving the same custom size paper in the tray for some time, set the tray switch to Custom and select the size setting in the control panel to **ANY CUSTOM**. You do not need to set the unit of measure, X dimension, or Y dimension.

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There are three steps to set up custom paper. When all three steps are completed, the display will return to the **PAPER HANDLING** menu. Once a Custom size is set for a tray, it will be retained until the switch in the tray is moved back to **Standard** or you can change it in the control panel.

1. Unit of measure

2. X dimension

3. Y dimension
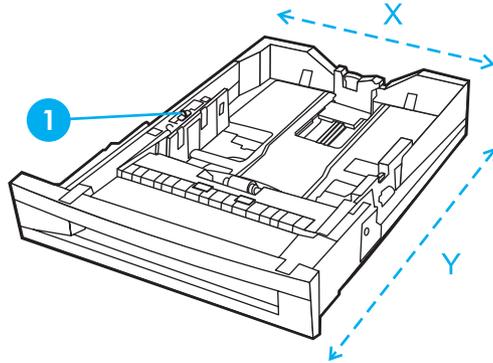
1   Custom/Standard switch

Unit of measure

1. Press ▼ to highlight **UNIT OF MEASURE**.

2. Press ✔ to select **UNIT OF MEASURE**.

3. Press ▲ or ▼ to highlight the correct measurement.

4. Press ✔ to select the value.

Y dimension

The Y dimension is the length of the page as it feeds into the printer.

1. Press ▼ to highlight **Y DIMENSION**.

2. Press ✔ to select **Y DIMENSION**.

3. Press ▲ or ▼ to highlight the correct value.

4. Press ✔ to select the value. If the value entered is outside the vaild range, **INVALID VALUE** will appear for two seconds. The display prompts you to enter another value.

X dimension

The X dimension is the width of the page as it feeds into the printer.

1. Press ▼ to highlight **X DIMENSION**.

2. Press ✔ to select **X DIMENSION**.

3. Press ▲ or ▼ to highlight the correct value.

4. Press ✔ to select the value. If the value entered is outside the the valid range, **INVALID VALUE** will appear for two seconds. The display prompts you to enter another value.

Tray 2, Tray 3, or Tray 4 nondetectable standard sizes

Trays 2, 3, and 4 can also use several standard sizes that are not automatically detected by the printer. These sizes are 11 by 17 inches, ISO B5, JIS Executive, JIS DPostcard, 8K, and 16K. Envelope sizes are not supported in Trays 2, 3, or 4.

To use a nondetectable standard size, move the tray switch to Custom and follow the steps below.

1. Press ✔ to enter the **MENUS**.

2. Press ▾ to highlight **PAPER HANDLING**.

3. Press ✔ to select **PAPER HANDLING**.

4. Press ▾ to highlight **TRAY 2 SIZE**, **TRAY 3 SIZE**, or **TRAY 4 SIZE**.

5. Press ✔ to select **TRAY 2 SIZE**, **TRAY 3 SIZE**, or **TRAY 4 SIZE**.

6. Press ▾ or ▴ to highlight the desired paper size.

7. Press ✔ to select the paper size.

8. Press PAUSE/RESUME to return to the **Ready** state.

Printing from Tray 1 (multipurpose tray)

Tray 1 is a multipurpose tray that holds up to 100 sheets of paper or 20 envelopes. It provides a convenient way to print envelopes, transparencies, custom-size paper, or other types of paper without having to unload the other trays.

Loading paper into Tray 1

CAUTION To avoid jams, never add or remove a tray during printing.

1. Open Tray 1.
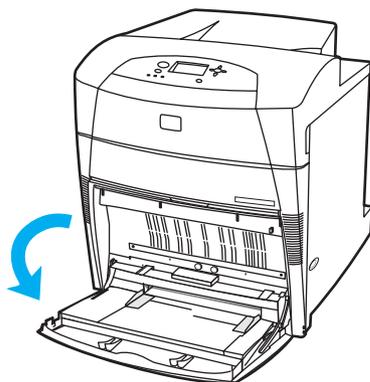
2. Set the side guides to the desired width.

3. Load paper in the tray with the side to be printed on facing down, and the top of the paper on the left.
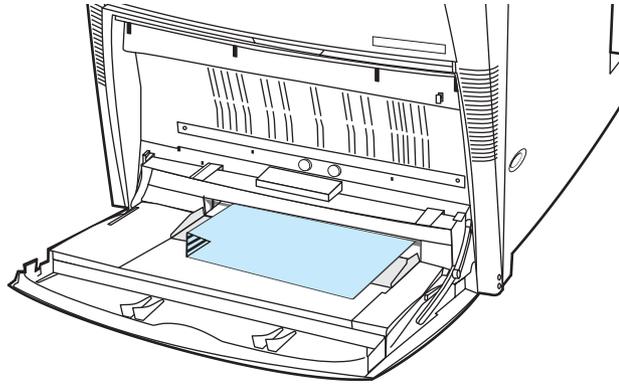
4. Adjust the side guides so that they lightly touch the paper stack but do not bend the paper.
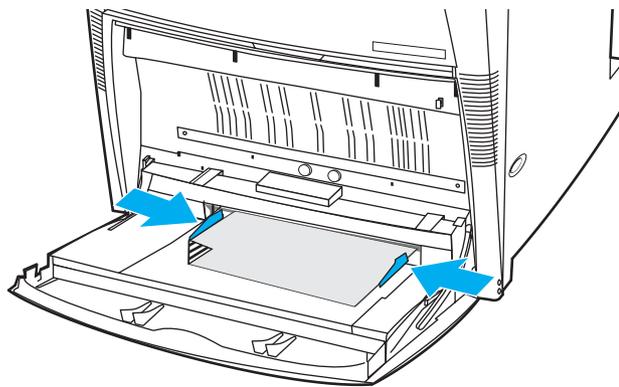
Note   Make sure the paper does not exceed the maximum stack height indicator mark in the tray.

Printing envelopes from Tray 1

Many types of envelopes can be printed from Tray 1. Up to 20 envelopes can be stacked in the tray. Printing performance depends on the construction of the envelope.

In the software, set margins at least 15 mm (0.6 inches) from the edge of the envelope.

CAUTION   Envelopes with clasps, snaps, windows, coated linings, exposed self-stick adhesives, or other synthetic materials can severely damage the printer. To avoid jams and possible printer damage, never try to print on both sides of an envelope. Before you load envelopes, make sure they are flat, undamaged, and not stuck together. Do not use envelopes with pressure-sensitive adhesive. To avoid jams, do not remove or insert envelopes during printing.

To load envelopes into Tray 1

1. Open Tray 1.
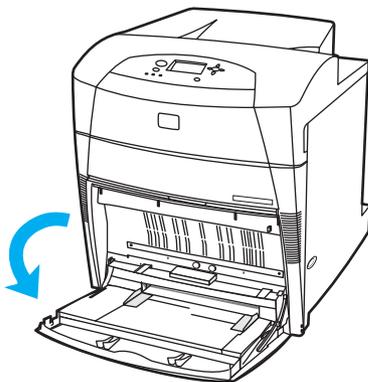
2. Load up to 20 envelopes in the center of Tray 1 with the side to be printed on facing down, top on the left, and the short edge toward the printer. Slide the envelopes into the printer as far as they will go without forcing them.
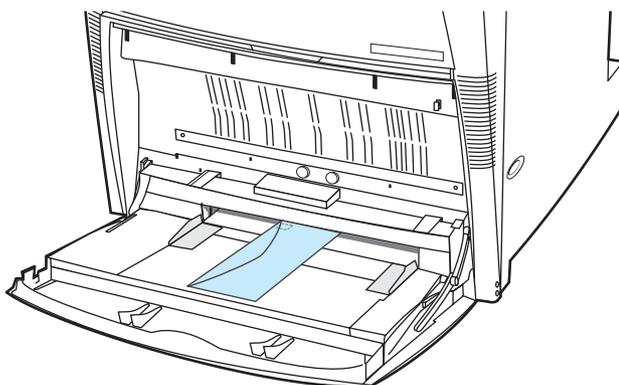
3. Adjust the guides to touch the envelope stack without bending the envelopes. Make sure the envelopes fit under the tabs on the guides.
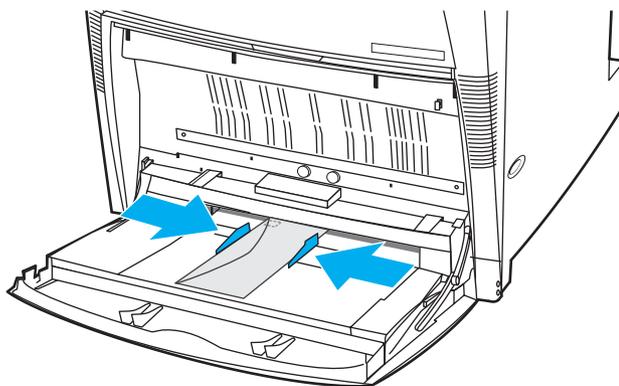
Printing envelopes

1. In the printer control panel, set the paper size for Tray 1 to match the size envelope you are printing.

2. Specify Tray 1 or select the paper source by size in the printer driver.

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

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

4. Select **Print** from the software application or printer driver.

Address type	Left margin	Top margin
Return	15 mm (0.6 inches)	15 mm (0.6 inches)
Destination	102 mm (4.0 inches)	51 mm (2.0 inches)

Printing from Tray 2, Tray 3, and Tray 4

Tray 2, optional Tray 3, and optional Tray 4 hold up to 500 sheets of standard paper or a 57 mm (2.24 inches) stack of labels. Tray 3 and Tray 4 attach underneath Tray 2. When Tray 3 and Tray 4 are properly installed, the printer detects them and lists Tray 3 and Tray 4 as choices in the control panel **CONFIGURE DEVICE** menu. Tray 2, Tray 3, and Tray 4 adjust for many sizes. The printer automatically detects some paper sizes in Tray 2, Tray 3, and Tray 4 based on the tray's paper guide configuration. (See Supported paper weights and sizes.)

CAUTION The paper path for Tray 3 passes through Tray 2. The paper path for Tray 4 passes through Tray 3, and then through Tray 2. If Tray 2 or Tray 3 is partially pulled out or removed, paper from Tray 3 or Tray 4 cannot feed into the printer. This causes the printer to stop and generate a message that Tray 2 and or Tray 3 must be installed.

Loading detectable standard-sized paper into Tray 2, Tray 3, and Tray 4

Detectable standard-sized paper are Letter, A3, A4, 11 by 17, Legal, JIS B5, and Executive.

CAUTION   Do not print cardstock or envelopes from Tray 2, Tray 3, and Tray 4. Print on these types of paper only from Tray 1. Do not overfill the input tray or open it while it is in use. Doing so can cause jams in the printer.

1. Remove the tray from the printer.
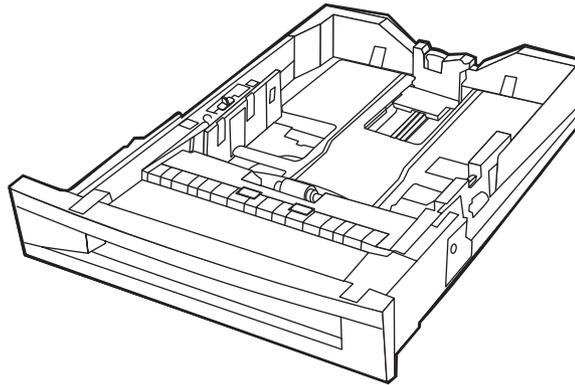
2. Adjust the rear paper guide by squeezing the guide adjustment latch and sliding it to the size of the paper being used.
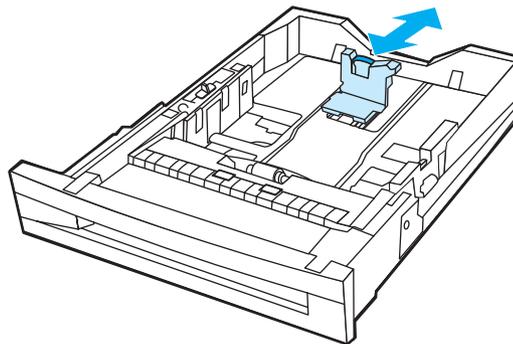
3. Slide the paper-width guides open to the size of the paper being used.
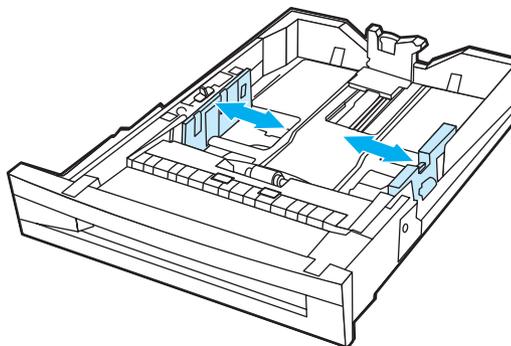
4. Load the paper face-up, making sure that stack height of the paper does not exceed the maximum stack height mark in the tray.
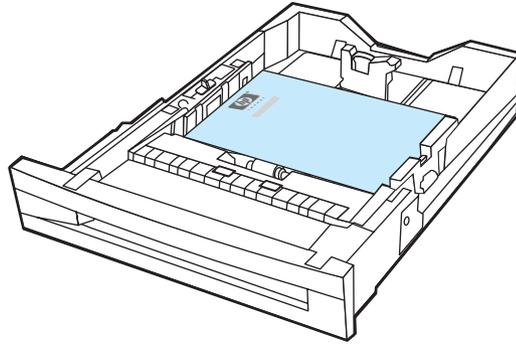
5. Slide the paper-width guides in, making sure that they gently touch the paper.
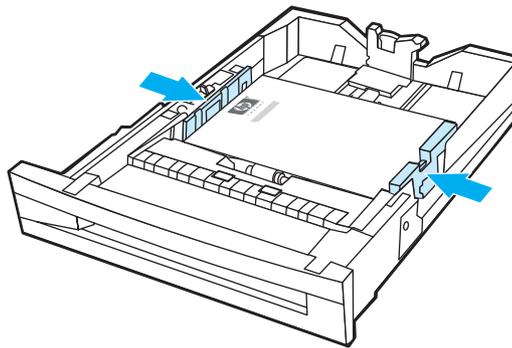
6. Insert the tray into the printer.
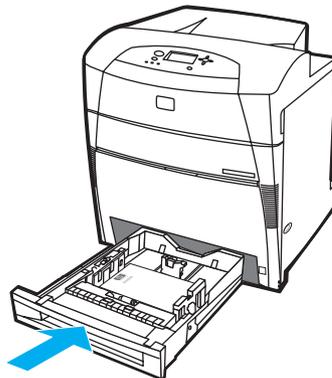
Note   If the tray is not properly adjusted, the printer might display an error message or the paper might jam.

Loading undetectable standard or custom-sized paper into Tray 2, Tray 3, and Tray 4

The Tray X size menu will be displayed when the Tray 2, Tray 3, or Tray 4 switch is in the custom size position. You must also change the size setting in the control panel from **ANY CUSTOM** to **CUSTOM**, or select the undetectable size.

1. Remove tray from the printer.
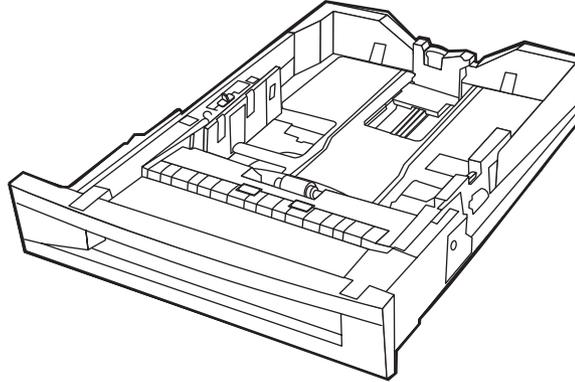
2. Move the tray switch to the Custom size position. Once a custom size is set for a tray, it will be retained until the switch is moved back to Standard.
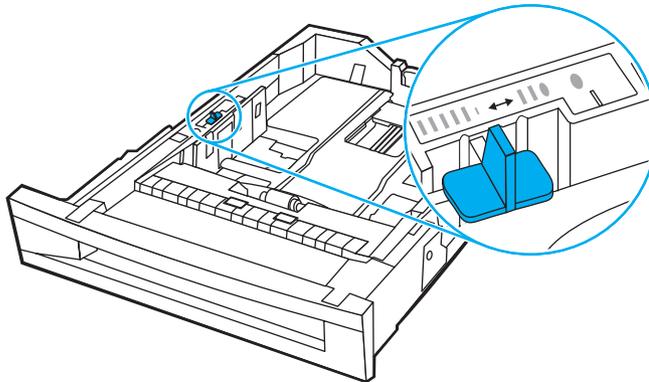
3. Slide the paper width guides all the way open and adjust the rear paper-length guide to the length of the paper being used.
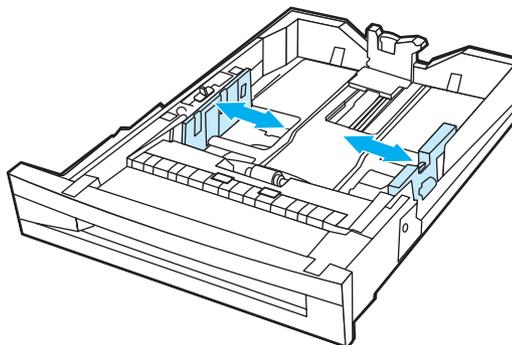
4. Load the paper face-up, making sure that the stack height of the paper does not exceed the maximum stack height mark in the tray.
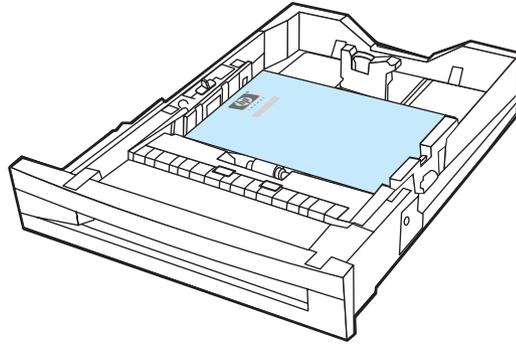
5. Slide the paper-width guides in, making sure that they gently touch the paper.
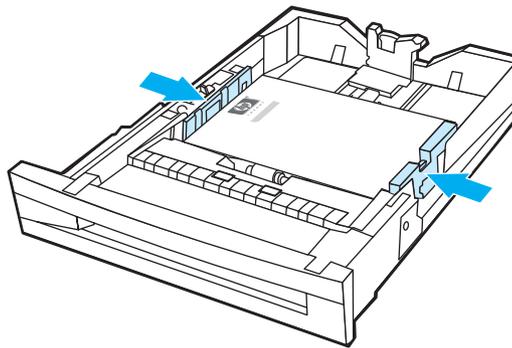
6. Insert the tray into the printer.
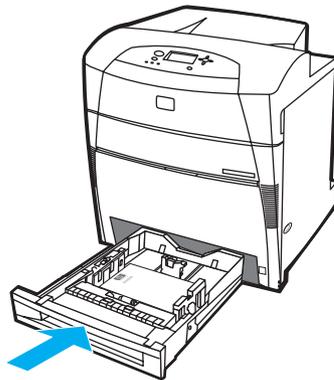
7. Select the paper size in the control panel.

Printing on special media

Use these guidelines when printing on special types of media.

Transparencies

When printing on transparencies, use the following guidelines:

- Handle transparencies using the edges. Oils from your fingers deposited on the transparency can cause print quality problems.

- Use only overhead transparencies recommended for use in this printer. Hewlett-Packard recommends using HP Color LaserJet Transparencies with this printer. HP products are designed to work together for optimum printing results.

- In either the software application or the driver, select **TRANSPARENCY** as the media type, or print from a tray that is configured for transparencies.

CAUTION   Transparencies not designed for LaserJet printing will melt in the printer, causing damage to the printer.

Glossy paper

- In either the software application or the driver, select **Glossy** as the media type, or print from a tray that is configured for glossy paper.

  Select **Glossy** for media weights up to 105 g/m^2 (28 lb bond). Select **Heavy glossy** for media weights of 105 g/m^2 (28 lb bond) and heavier.

- Use the control panel to set the media type to **GLOSSY** for the input tray being used.

- Because this affects all print jobs, it is important to return the printer to its original settings once the job has printed. See Configuring input trays for more information.

Note   Hewlett-Packard recommends using HP Color LaserJet Soft Gloss paper with this printer. HP products are designed to work together for optimum printing results. If HP Color LaserJet Soft Gloss paper is not used with this printer, print quality may be compromised.

Colored paper

- Colored paper should be of the same high quality as white xerographic paper.

- Pigments used must be able to withstand the printer's fusing temperature of 190° C (374° F) for 0.1 second without deterioration.

- Do not use paper with a colored coating that was added after the paper was produced.

- The printer creates colors by printing patterns of dots, overlaying and varying their spacing to produce various colors. Varying the shade or color of the paper will affect the shades of the printed colors.

Envelopes

Note   Envelopes can be printed only from Tray 1. Set the tray's media size to the specific envelope size. See Printing envelopes from Tray 1.

Adhering to the following guidelines will help ensure proper printing on envelopes and help prevent printer jams:

- Do not load more than 20 envelopes into Tray 1.

- The weight rating of envelopes should not exceed 105 g/m^2 (28 lb bond).

- Envelopes should be flat.

- Do not use envelopes with windows or clasps.

- Envelopes must not be wrinkled, nicked, or otherwise damaged.

- Envelopes with peel-off adhesive strips must use adhesives that can withstand the heat and pressures of the printer's fusing process.

- Envelopes should be loaded face-down with the top of the envelope to the left, and the short edge feeding into the printer first.

Note   In high humidity environments, envelopes should be printed long-edge first to prevent them from sealing during printing. For long edge printing, envelopes should be loaded long edge first, face-down. See Printing envelopes from Tray 1 to change the printer driver's envelope orientation.

Labels

Note   For printing labels, set the tray's media type to **LABELS** in the printer control panel. See Configuring input trays. When printing labels, use the following guidelines:

- Verify that the labels' adhesive material can tolerate temperatures of 190° C (374° F) for 0.1 second.

- Verify that there is no exposed adhesive material between the labels. Exposed areas can cause labels to peel off during printing, which can cause printer jams. Exposed adhesive can also cause damage to printer components.

- Do not re-feed a sheet of labels.

- Verify that labels lie flat.

- Do not use labels that are wrinkled, bubbled, or otherwise damaged.

Heavy paper

- Any of the trays will print most heavy media that does not excede 163 g/m^2 (47 lb bond).

- For optimum results when printing on heavy paper, use the printer control panel to set the media type for the tray to **HEAVY** (106 g/m^2 to 163 g/m^2).

- Use card stock only in Tray 1 (163 g/m^2 to 200 g/m^2).

- In either the software application or the driver, select **HEAVY** or **CARDSTOCK** as the media type, or print from a tray that is configured for heavy paper.

- Because this setting affects all print jobs, it is important to return the printer back to its original settings once the job has printed. See Configuring input trays.

CAUTION   In general do not use paper that is heavier than the media specification recommended for this printer. Doing so can cause misfeeds, paper jams, reduced print quality, and excessive mechanical wear. However, some heavier media, such as HP Cover Stock, can be safely used.

HP LaserJet Tough paper

When printing on HP LaserJet Tough paper, use the following guidelines:

- Handle HP LaserJet Tough paper using the edges. Oils from your fingers deposited on HP LaserJet Tough paper can cause print quality problems.

- Use only Hewlett-Packard LaserJet Tough paper with this printer. HP products are designed to work together for optimum printing results.

- In either the software application or the driver, select **TOUGH PAPER** as the media type, or print from a tray that is configured for HP LaserJet Tough paper.

CAUTION Transparent media that are not designed for LaserJet printing will melt in the printer, causing damage to the printer.

Preprinted forms and letterhead

Observe the following guidelines for best results with preprinted forms and letterhead:

- Forms and letterhead must be printed with heat-resistant inks that will not melt, vaporize, or release hazardous emissions when subjected to the printer's fusing temperature of approximately 190° C (374° F) for 0.1 second.

- Inks must be non-flammable and should not adversely affect any printer rollers.

- Forms and letterhead should be sealed in a moisture-proof wrapping to prevent changes during storage.

- Before loading preprinted paper such as forms and letterhead, verify that the ink on the paper is dry. During the fusing process, wet ink can come off of preprinted paper.

- When duplex printing, load pre-printed forms and letterhead into Tray 2, Tray 3, and Tray 4 face-down with the top edge of the page to the left. To load pre-printed forms and letterhead into Tray 1, load them face-up with the top edge of the page to the left.

- When simplex printing, load pre-printed forms and letterhead into Tray 2, Tray 3, and Tray 4 face-up with the top edge of the page to the left. To load pre-printed forms and letterhead into Tray 1, load them face-down with the top edge of the page to the left.

Recycled paper

This printer supports the use of recycled paper. Recycled paper must meet the same specifications as standard paper. See the *HP LaserJet Printer Family Print Media Guide*. Hewlett-Packard recommends that recycled paper contain no more than 5 percent ground wood.

2-sided (duplex) printing

Some printer models are capable of automatic 2-sided (duplex) printing, or printing on both sides of a page. To find out which models support 2-sided printing, see Printer configurations.

Note
You must specify automatic 2-sided printing options in your software application or in the printer driver in order to print on both sides of the page.

Perform the following to use automatic 2-sided printing:

- Verify that the printer driver is configured for 2-sided printing. (For instructions, see the online Help for the printer driver.)
- Select the appropriate 2-sided printing options in the printer driver software. 2-sided printing options include page and binding orientation.
- 2-sided printing is not supported for certain media types, including transparencies, labels, cardstock, and glossy film.
- For best results, avoid 2-sided printing with rough-textured, heavy-weight paper.
- When using 2-sided printing, load pre-printed forms and letterhead into Tray 2, Tray 3, and Tray 4 face-down with the top edge of the page to the left. To load pre-printed forms and letterhead into Tray 1, load them face-up with the top edge of the page to the left.

Control panel settings for automatic 2-sided printing

Many software applications allow you to change 2-sided printing settings. If your software application or printer driver does not allow you to adjust 2-sided printing settings, you can adjust these settings through the control panel. The factory default setting is **OFF**.

CAUTION
Do not use 2-sided printing when printing on labels. Serious damage to the printer may result.

To enable or disable 2-sided printing from the printer control panel

Note
Changing settings for 2-sided printing through the printer control panel affects all print jobs. Whenever possible, change settings for 2-sided printing through your software application or printer driver.

1. Press ✔ to enter the **MENUS**.
2. Press ▼ to highlight **CONFIGURE DEVICE**.
3. Press ✔ to select **CONFIGURE DEVICE**.
4. Press ✔ to select **Printing...**.
5. Press ▼ to highlight **DUPLEX**.
6. Press ✔ to select **DUPLEX**.
7. Press ▲ or ▼ to select **ON** to enable 2-sided printing or **OFF** to disable 2-sided printing.
8. Press ✔ to set the value.
9. Press Pause/Resume.
10. Select 2-sided printing from your software application or printer driver, if possible.

To select 2-sided printing from the printer driver, the driver must first be properly configured. (For instructions, see the online Help for the printer driver.)

Options for binding 2-sided printing jobs

Before printing a 2-sided document, in the printer driver choose the edge on which you will bind your finished document. Long-edge or book binding is the conventional layout used in book binding. Short-edge or tablet binding is the typical calendar binding.

The default binding setting is to bind on the long edge when the page is set up for portrait orientation. To change to short edge binding, click the **Flip Pages Up** check box.

Manual 2-sided printing

Some printer models do not support automatic 2-sided printing. However, you can print on both sides of a page using manual 2-sided printing. To manually print on both sides, use the instructions below.

1. Print all the even-numbered pages first. (Many software applications have an option to print only odd or even pages.)

2. Remove the printed pages from the printer. If the print job has an odd number of pages, add a blank piece of paper to the bottom of the stack.

3. In your software application or in the printer driver, select **Manual Feed** as the paper source.

4. In the printer driver, select the option to **Manually Print on 2nd Side**.

    ●   In PCL drivers, this option is found on the **Finishing** tab under **Print Quality Details**.

    ●   In the PostScript driver, this option is found in the **Document Options** section under the **Advanced** settings.

5. In your software application, select the option to print all the odd-numbered pages, and click **Print**. When the printer control panel displays **MANUALLY FEED**, insert the stack of paper into Tray 1 in one of the following orientations.

    ●   For portrait orientation with long-edge (book) binding, place the stack with the previously printed side facing up and the top edge of the pages to the left.

    ●   For portrait orientation with short-edge (calendar) binding, place the stack wth the previously printed side facing up and to the top edge of the pages to the right.

    ●   For landscape orientation with long-edge (calendar) binding, place the stack with the previously printed side facing up and the bottom edge of the pages feeding into the printer.

    ●   For landscape orientation with short-edge (book) binding, place the stack with the previously printed side facing up and the top edge of the pages feeding into the printer.

Special printing situations

Use these guidelines when printing on special types of paper.

Printing a different first page

Use the following procedure to print the first page of a document on a different paper type than the rest of the document, for example, to print the first page of a document on letterhead paper and the rest on plain paper.

1. From your application or printer driver, specify a tray for the first page and another tray for the remaining pages.

2. Load the special paper into the tray that you specified in step 1.

3. Load the paper for the remaining pages of the document into another tray.

You can also print on different paper by using the printer control panel or printer driver to set the types of paper that are loaded in the trays and then selecting the first and remaining pages by paper type.

Printing on custom-size paper

The printer supports single-sided printing and manual duplexing on custom-size paper. Tray 1 supports paper sizes from 76 by 127 mm (3 by 5 inches) to 312 by 470 mm (12.3 by 18.5 inches).

When printing on custom-size paper, if Tray 1 is configured in the printer control panel as **TRAY 1 TYPE=ANY** and **TRAY 1 SIZE=ANY**, the printer will print on whatever paper is loaded in the tray. When printing on custom size paper from Trays 2, Tray 3, and Tray 4, adjust the switch on the tray to the Custom position, and from the control panel, set the paper size to **CUSTOM** or **ANY CUSTOM**.

Some software applications and printer drivers allow you to specify custom paper-size dimensions. Be sure to set the correct paper size in both the page setup and print dialog boxes. If your software doesn't allow this, specify the custom paper-size dimensions in the Paper handling menu of the printer control panel. See Paper handling menu for more information.

If your software application requires you to calculate margins for custom-size paper, see the online Help for that application.

Stopping a print request

You can stop a print request either from the printer control panel or from your software application. To stop a print request from a computer on a network, see the online Help for the specific network software.

Note   It may take some time for all printing to clear after you have canceled a print job.

To stop the current print job from the printer control panel

Press CANCEL JOB on the printer control panel to cancel the job that is currently printing. Pressing CANCEL JOB does not affect subsequent print jobs that are stored in the printer buffer.

To stop the current print job from your software application

If several requests have been sent to the printer through your software, they may be waiting in a print queue (in Windows Print Manager, for example). See your software documentation for specific instructions on canceling a print request from the computer.

Job retention features

The HP Color LaserJet 5500 series printer lets you store a job in the printer memory for printing at a later time. These job retention features are described below. To use job retention, you must install a hard disk drive in the printer and properly configure the printer driver.

To support job retention features for complex jobs, HP recommends that you install additional memory.

CAUTION   Make sure to uniquely identify jobs in the printer driver before printing. Using default names may override previous jobs with the same default name or cause the job to be deleted.

Storing a print job

You can download a print job to the printer's hard disk without printing it. You can then print the job at any time through the printer control panel. For example, you may want to download a personnel form, calendar, time sheet, or accounting form that other users can access and print.

To store a print job permanently on the hard disk, select the **Stored Job** option in the driver when printing the job.

Quick copying a job

The quick copy feature prints the requested number of copies of a job and stores a copy on the printer's hard disk. Additional copies can be printed later. This feature can be turned on or off from the driver.

Proofing and holding a job

The proof and hold feature provides a quick and easy way to print and proof one copy of a job and then print addtional copies.

To permanently store the job and prevent the printer from deleting it select the **Stored Job** option in the driver.

Printing stored jobs

1. Press ✔ to enter **MENUS**.

2. **RETRIEVE JOB** is highlighted.

3. Press ✔ to select **RETRIEVE JOB**.

4. Press ▼ to highlight your **USER NAME**.

5.   Press ✔ to select your **USER NAME**.

6.   Press ▼ to highlight a **JOB NAME**.

7.   Press ✔ to select the **JOB NAME**.

8.   **PRINT** is highlighted.

9.   Press ✔ to select **PRINT**.

10. Press ▲ and ▼ to select the number of copies.

11. Press ✔ to print the job.

Deleting stored jobs

When you send a stored job, the printer overwrites any previous jobs with the same user and job name. If there is not a job already stored under the same user and job name, and the printer needs additional space, the printer may delete other stored jobs starting with the oldest. The default number of jobs that can be stored is 32. You can change the number of jobs that can be stored from the control panel. For more information about setting the job storage limit, see System setup menu.

If the printer is turned off, all stored jobs are deleted. A job can also be deleted from the control panel, from the embedded Web server, or from HP Web Jetadmin. To delete a job from the control panel, use the following procedure:

1.   Press ✔ to enter **MENUS**.

2.   **RETRIEVE JOB** is highlighted.

3.   Press ✔ to select **RETRIEVE JOB**.

4.   Press ▼ to highlight your **USER NAME**.

5.   Press ✔ to select your **USER NAME**.

6.   Press ▼ to highlight a **JOB NAME**.

7.   Press ✔ to select the **JOB NAME**.

8.   Press ▼ to highlight **DELETE**.

9.   Press ✔ to select **DELETE**.

10. Press ✔ to delete the job.

Private jobs

The private printing feature lets you secure a job with a Personal Identification Number (PIN). That job cannot be printed or deleted until the PIN is entered at the control panel. A lock symbol next to a job name indicates the job is private.

Specify that a job is private from the driver. Select the **Private Job** option and type a 4-digit PIN. To avoid overwriting jobs with the same name, also specify a username and job name.

Printing a private job

1.   Press ✔ to enter **MENUS**.

2.   **RETRIEVE JOB** is highlighted.

3.   Press ✔ to select **RETRIEVE JOB**.

4.   Press ▼ to highlight your **USER NAME**.

5. Press ✔ to select your **USER NAME**.

6. Press ▼ to highlight a **JOB NAME**.

7. Press ✔ to select the **JOB NAME**.

8. **PRINT** is highlighted.

9. Press ✔ to select **PRINT**.

10. Press ▲ or ▼ to select the first digit of the PIN.

11. Press ✔ to select the digit. The number changes to an asterisk.

12. Repeat steps 10 and 11 for the remaining three digits of the PIN.

13. Press ✔ when finished entering PIN.

14. Press ▲ and ▼ to select the number of copies needed.

15. Press ✔ to print the job.

Deleting a private job

If the printer is turned off, all private jobs are deleted. A private job can also be deleted from the printer control panel. You can delete a job without printing it or delete it after it is printed.

1. Press ✔ to enter **MENUS**.

2. **RETRIEVE JOB** is highlighted.

3. Press ✔ to select **RETRIEVE JOB**.

4. Press ▼ to highlight your **USER NAME**.

5. Press ✔ to select your **USER NAME**.

6. Press ▼ to highlight a **JOB NAME**.

7. Press ✔ to select the **JOB NAME**.

8. Press ▼ to highlight **DELETE**.

9. Press ✔ to select **DELETE**.

10. Press ▲ or ▼ to select the first digit of the PIN.

11. Press ✔ to select the digit. The number changes to an asterisk.

12. Repeat steps 10 and 11 for the remaining three digits of the PIN.

13. Press ✔ when finished entering PIN.

14. Press ✔ to delete the job.

Printing with the optional HP Fast InfraRed Receiver

The optional HP Fast InfraRed Receiver (FIR) enables wireless printing from any IRDA-compliant portable device (such as a laptop computer) to the printer.

The printing connection is maintained by positioning the sending infrared port within operating range. The connection is permanently broken if the sending port is moved out of operation range or if anything passing between the ports blocks transmission for more than 40 seconds. (This block could be a hand, paper, or even direct sunlight.)

Note   For more information, see the user guide that came with the optional HP FIR. If your operating system does not have infrared software installed, contact your computer manufacturer for drivers and installation instructions.

Setting up to print with Windows 95, 98, 2000, NT, Me, and XP

Before launching the InfraRed Driver, complete the following steps:

1. Click **Start**, click **Settings**, and then click **Printers**.

2. Select the HP LaserJet 5500, 5500n, 5500dn, 5500Dtn, or 5500hdn as your default printer.

3. While in the same **Printers** folder, make certain the printer is highlighted, choose **Properties** then **Details**, and make sure that **Virtual Infrared LPT Port** is selected.

4. Select the file to print.

Setting up to print with Macintosh computers

The first step for setting up an infrared printer is creating a Desktop Printer icon using the Desktop Printer Utility. By default, the Desktop Printer Utility is located in the **Apple Extras/Apple LaserWriter** folder on the hard drive.

Printer IR will not be an option if the Infrared Control Panel and extenstion are not active. In addition, the infrared print capability is possible only with the HP LaserWriter version 8.6 driver or later.

1. Launch the Desktop Utility.

2. **Select Printer IR (Infrared)** and click **OK**.

3. Change **PostScript Printer Description (PPD) File** to match the printer.

4. On the **File** menu, select **Save**.

5. Enter a name and location for the desktop printer icon and click **OK**.

Note   Once the icon is on the desktop (or saved elsewhere), printer options need to be manually configured. This step is essentially the same as selecting **Configure** after setting up a printer in the Chooser. To set the options, highlight the Desktop Printer icon and select **Change Setup** from the Printing menu.

Printing a job

1. Align your laptop computer (or other portable device equipped with an IRDA-compliant FIR window) within 1 meter (3 feet) maximum of the optional HP Fast InfraRed Receiver. The FIR window must be at an angle of within +/- 15 degrees relative to the printer to ensure an effective connection for printing.

2. Print the job. The status indicator on the optional HP Fast InfraRed Receiver lights up, and, after a short delay, the printer control panel displays **PROCESSING JOB**.

If the status indicator does not light up, realign the optional HP Fast InfraRed Receiver with the FIR port on the sending device, resend the print job, and maintain the alignment of all devices. If you have to move the equipment, make sure that all devices remain within the range of operation to maintain the connection.

If the connection is interrupted before your print job is complete, the optional HP Fast InfraRed Receiver status indicator turns off. You have up to 40 seconds to correct the interruption and continue the job. If the connection is resumed within this time, the status indicator lights up again.

Note The connection is permanently broken if the sending port is moved out of operation range or if anything passing between the ports blocks transmission for more than 40 seconds. (This block could be a hand, paper, or even direct sunlight). Depending on the size of the job, printing with the optional HP Fast Infrared Receiver may be slower than printing with a cable connected directly to the parallel port.

Interrupting and resuming printing

The job interrupt and resume feature lets you temporarily stop the job that is currently printing in order to print another job through an FIR connection. When the FIR job is finished printing, the interrupted job resumes printing.

To interrupt the job at the printer, connect to the FIR port on the printer and send a job to the printer. The printer stops printing the current job when it reaches the end of the copy it is printing. The printer then prints the job sent over the FIR connection. When the printer is done printing that job, it resumes printing the original job with multiple copies where it left off.

Managing memory

This printer supports up to 416 MB of memory. You can add additional memory by installing Dual Inline Memory Modules (DIMMs). To allow for memory expansion, the printer has three DIMM slots, which accept 64, 128, or 256 MB of RAM each. For information about installing memory, see Working with memory and print server cards.

The printer uses 168-pin, nonparity, synchronous DRAM memory modules. Extended data output (EDO) DIMMs are not supported.

Note   If memory problems occur when you are printing complex graphics, you can make more memory available by removing downloaded fonts, style sheets, and macros from printer memory. Reducing the complexity of a print job from within an application can help avoid memory problems.

5 Managing the printer

This chapter describes how to manage the printer. The following topics are covered:

- [Printer information pages](#)
- [Using the embedded Web server](#)
- [Using Printer Status and Alerts](#)

Printer information pages

From the printer control panel, you can print pages that give details about the printer and its current configuration. The procedures for printing the following information pages are described here:

- menu map
- configuration page
- supplies status page
- usage page
- demo page
- file directory (available only on printers with hard drives)
- PCL or PS font list
- event log
- print quality troubleshooting page

Menu map

To see the current settings for the menus and items available in the control panel, print a control panel menu map.

1. Press ✔ to enter the **MENUS**.
2. Press ▼ to highlight **INFORMATION**.
3. Press ✔ to select **INFORMATION**.
4. If **PRINT MENU MAP** is not highlighted, press ▲ or ▼ until it is highlighted.
5. Press ✔ to select **PRINT MENU MAP**.

The message **PRINTING... MENU MAP** appears on the display until the printer finishes printing the menu map. The printer returns to the **Ready** state after printing the menu map.

You might want to store the menu map near the printer for reference. The content of the menu map varies, depending on the options currently installed in the printer. (Many of these values can be overridden from the printer driver or software application.)

For a complete list of control panel menus and possible values, see Menu hierarchy.

Configuration page

Use the configuration page to view current printer settings, to help troubleshoot printer problems, or to verify installation of optional accessories, such as memory (DIMMs), paper trays, and printer languages.

1. Press ✔ to enter the **MENUS**.
2. Press ▼ to highlight **INFORMATION**.
3. Press ✔ to select **INFORMATION**.
4. Press ▼ to highlight **PRINT CONFIGURATION**.
5. Press ✔ to select **PRINT CONFIGURATION**.

The message **PRINTING... CONFIGURATION** appears on the display until the printer finishes printing the configuration page. The printer returns to the **Ready** state after printing the configuration page.

If the printer is configured with EIO cards (for example, an HP Jetdirect print server) or an optional hard disk drive, an additional configuration page will print that provides information about those devices.

Supplies status page

The supplies status page illustrates the remaining life for the following printer supplies:

- print cartridges (all colors)
- transfer unit
- fuser

To print the supplies status page:

1. Press ✔ to enter the **MENUS**.
2. Press ▼ to highlight **INFORMATION**.
3. Press ✔ to select **INFORMATION**.
4. Press ▼ to highlight **PRINT SUPPLIES STATUS PAGE**.
5. Press ✔ to select **PRINT SUPPLIES STATUS PAGE**.

The message **PRINTING... SUPPLIES STATUS** appears on the display until the printer finishes printing the supplies status page. The printer returns to the **Ready** state after printing the supplies status page.

If you are using non-HP supplies, the supplies status page will not show the remaining life for those supplies. For more information, see Non-HP print cartridges.

Usage page

The usage page lists a page count for each size of paper that has passed through the printer. This page count includes the number of pages that were printed on one side, the number that were printed on two sides (duplexed), and totals of the two printing methods for each paper size. It also lists the average percentage of page coverage for each color.

1. Press ✔ to enter the **MENUS**.
2. Press ▼ to highlight **INFORMATION**.
3. Press ✔ to select **INFORMATION**.
4. Press ▼ to highlight **PRINT USAGE PAGE**.
5. Press ✔ to select **PRINT USAGE PAGE**.

The message **PRINTING... USAGE PAGE** appears on the display until the printer finishes printing the usage page. The printer returns to the **Ready** state after printing the usage page.

Demo

A demo page is a color photograph that demonstrates print quality.

1. Press ✔ to enter the **MENUS**.
2. Press ▼ to highlight **INFORMATION**.
3. Press ✔ to select **INFORMATION**.
4. Press ▼ to highlight **PRINT DEMO**.
5. Press ✔ to select **PRINT DEMO**.

The message **PRINTING... DEMO** appears on the display until the printer finishes printing the demo page. The printer returns to the **Ready** state after printing the demo page.

File directory

The file directory page contains information for all installed mass storage devices. This option does not appear if no mass storage devices are installed.

1. Press ✔ to enter the **MENUS**.
2. Press ▼ to highlight **INFORMATION**.
3. Press ✔ to select **INFORMATION**.
4. Press ▼ to highlight **PRINT FILE DIRECTORY**.
5. Press ✔ to select **PRINT FILE DIRECTORY**.

The message **PRINTING... FILE DIRECTORY** appears on the display until the printer finishes printing the file directory page. The printer returns to the **Ready** state after printing the file directory page.

PCL or PS font list

Use the font lists to see which fonts are currently installed in the printer. (The font lists also show which fonts are resident on an optional hard disk accessory or flash DIMM.)

1. Press ✔ to enter the **MENUS**.
2. Press ▼ to highlight **INFORMATION**.
3. Press ✔ to select **INFORMATION**.
4. Press ▼ to highlight **PRINT PCL FONT LIST** or **PRINT PS FONT LIST**.
5. Press ✔ to select **PRINT PCL FONT LIST** or **PRINT PS FONT LIST**.

The message **PRINTING... FONT LIST** appears on the display until the printer finishes printing the font list page. The printer returns to the **Ready** state after printing the font list page.

Event log

The event log lists the printer events, including printer jams, service errors, and other printer conditions.

1. Press ✔ to enter the **MENUS**.
2. Press ▼ to highlight **DIAGNOSTICS**.

3. Press ✔ to select **DIAGNOSTICS**.

4. Press ▼ to highlight **PRINT EVENT LOG**.

5. Press ✔ to select **PRINT EVENT LOG**.

The message **PRINTING... EVENT LOG** appears on the display until the printer finishes printing the event log. The printer returns to the **Ready** state after printing the event log.

Print quality troubleshooting pages

The print quality troubleshooting pages provide information on aspects of the printer that affect print quality.

1. Press ✔ to enter the **MENUS**.

2. Press ▼ to highlight **DIAGNOSTICS**.

3. Press ✔ to select **DIAGNOSTICS**.

4. Press ▼ to highlight **PQ TROUBLESHOOTING**.

5. Press ✔ to select **PQ TROUBLESHOOTING**.

The message **PRINTING... PQ TROUBLESHOOTING** appears on the display until the printer finishes printing the print quality troubleshooting information. The printer returns to the **Ready** state after printing the print quality troubleshooting information.

The print quality troubleshooting information includes one page for each color (cyan, magenta, yellow, and black), printer statistics related to print quality, instructions on interpreting the information, and procedures to solve print quality problems.

If following the procedures recommended by the print quality troubleshooting pages does not improve print quality, go to http://www.hp.com/support/lj5500.

Using the embedded Web server

When the printer is directly connected to a computer, the embedded Web server is supported for Windows 95 and later. In order to use the embedded Web server with a direct connection, you must choose the Custom installation option when you install the printer driver. Select the option to load Printer Status and Alerts. The proxy server is installed as part of the Printer Status and Alerts software.

When the printer is connected to the network, the embedded Web server is automatically available. You may access the embedded Web server from Windows 95 and later.

The embedded Web server allows you to view printer and network status and to manage printing functions from your computer instead of from the printer control panel. Below are examples of what you can do using the embedded Web server:

- view printer control status information
- set the type of paper loaded in each tray
- determine the remaining life on all supplies and order new ones
- view and change tray configurations
- view and change the printer control panel menu configuration
- view and print internal pages
- receive notification of printer and supplies events
- view and change network configuration

To use the embedded Web server, you must have Microsoft Internet Explorer 4 and later or Netscape Navigator 4 and later. The embedded Web server works when the printer is connected to an IP-based network. The embedded Web server does not support IPX-based printer connections. You do not have to have Internet access to open and use the embedded Web server.

To access the embedded Web server using a network connection

In a supported Web browser on your computer, type the IP address for the printer. (To find the IP address, print a configuration page. For more information about printing a configuration page, see Printer information pages.)

Note   Once you open the URL, you can bookmark it so that you can return to it quickly in the future.

1. The embedded Web server has three tabs that contain settings and information about the printer: the Information tab, the Settings tab, and the Network tab. Click the tab that you want to view.
2. See the following sections for more information about each tab.
3. See Using Printer Status and Alerts section to access the embedded web server with a direct connection.

Information tab

The Information pages group consists of the following pages.

- **Device Status.** This page displays the printer status and shows the life remaining of HP supplies, with 0 percent representing that a supply is empty. The page also shows the type and size of print paper set for each tray. To change the default settings, click **Change Settings**.

- **Configuration page.** This page shows the information found on the printer Configuration page.

- **Supplies Status.** This page shows the life remaining of HP supplies, with 0 percent representing that a supply is empty. This page also provides supplies part numbers. To order new supplies, click **Order Supplies** in the **Other Links** area on the left side of the window. To visit any website, you must have Internet access.

- **Event log.** This page shows a list of all printer events and errors.

- **Usage page.** This page shows a summary of the number of pages the printer has printed, grouped by size and type.

- **Device Information.** This page also shows the printer network name, address, and model information. To change these entries, click **Device Information** on the **Settings** tab.

- **Control Panel.** Displays messages from the printers control panel, for example **Ready** or **PowerSave**.

Settings tab

This tab allows you to configure the printer from your computer. The **Settings** tab can be password protected. If this printer is networked, always consult with the printer administrator before changing settings on this tab.

The **Settings** tab contains the following pages.

- **Configure Device.** Configure all printer settings from this page. This page contains the traditional menus found on printers using a control panel display. These menus include **Information**, **Paper Handling**, **Configure Device**, and **Diagnostics**.

- **Alerts.** Network only. Set up to receive e-mail alerts for various printer and supplies events.

- **E-mail.** Network only. Used in conjunction with the Alerts page to set up incoming and outgoing e-mail, as well as to set e-mail alerts.

- **Security.** Set a password that must be entered to gain access to the **Settings** and **Networking** tabs. Enable and disable certain features of the EWS.

- **Other Links.** Add or customize a link to another website. This link is displayed in the **Other Links** area on all embedded Web server pages. These permanent links always appear in the **Other Links** area: **HP Instant Support™**, **Order Supplies**, and **Product Support**.

- **Device Information.** Name the printer and assign an asset number to it. Enter the name and e-mail address for the primary contact who will receive information about the printer.

- **Language.** Determine the language in which to display the embedded Web server information.

- **Time Services.** Allows time synchronization with a network time server.

Networking tab

This tab allows the network administrator to control network-related settings for the printer when it is connected to an IP-based network. This tab will not appear if the printer is directly connected to a computer, or if the printer is connected to a network using anything other than an HP Jetdirect print server card.

Other links

This section contains links that connect you to the Internet. You must have Internet access in order to use any of these links. If you use a dial-up connection and did not connect when you first opened the embedded Web server, you must connect before you can visit these websites. Connecting might require that you close the embedded Web server and reopen it.

- **HP Instant Support™.** Connects you to the HP website to help you find solutions. This service analyzes your printer error log and configuration information to provide diagnostic and support information specific to your printer.

- **Order Supplies.** Click this link to connect to the HP website and order genuine HP supplies, such as print cartridges and paper.

- **Product Support.** Connects to the support site for the HP Color LaserJet 5500 printer. Then, you can search for help regarding general topics.

Using Printer Status and Alerts

Printer Status and Alerts is supported only for Windows 95 and later versions.

The Printer Status and Alerts software is available to users of both networked and directly connected printers. To use Printer Status and Alerts software, you must choose the custom installation option when you install the driver and then select the option to install Printer Status and Alerts.

This software allows you to view the embedded Web server information for a particular printer. It also generates messages on the computer regarding the status of the printer and print jobs. Depending on how the printer is connected, you can receive different messages.

- **Networked printers.** You can receive regular job status messages that appear every time a print job is sent to the printer or every time the print job finishes printing. You can also receive alert messages. These messages appear when you are printing to a particular printer if that printer experiences a problem. In some cases, the printer can continue to print (such as when a tray that is not being used is open, or a print cartridge is low). In other cases, a problem may prevent the printer from printing (such as when paper is out, or a print cartridge is empty).

- **Directly connected printers.** You can receive alert messages that appear when the printer experiences a problem but can continue printing or a problem that prevents it from printing. You can also receive messages indicating the print cartridge is low.

You can set alert options for a single printer that supports Printer Status and Alerts, or you can set alert options for all printers that support Printer Status and Alerts. For networked printers, these alerts only appear for your jobs.

Note that even if you are setting alert options for all printers, not all options you select will apply to all printers. For example, when selecting the option to notify you when the print cartridges are low, directly connected printers that support Printer Status and Alerts will generate a message when the print cartridges are low, but do not select the option because the printer has a problem but can print. However, none of the networked printers will generate this message, unless it affects a user-specific job.

To choose which status messages appear

1. Open Printer Status and Alerts in one of these ways:

   - Double-click the **Printer Status and Alerts** tray icon, which is near the clock in the Tray Manager.

   - On the Start menu, point to **Programs**, point to **Printer Status and Alerts**, and click **Printer Status and Alerts**.

2. Click the **Options** icon in the left pane.

3. In the **For** field, select the printer driver for this printer, or select **All Printers**.

4. Clear the options for the messages you do not want to appear, and select the options for the messages you do want to appear.

5. In the **Options for:** box, select **Alerts** to specify the conditions when alerts are displayed. Select **Status Check Rate** to select how frequently you want the software to update the printer status information that the software uses to generate the messages. **Status Check Rate** might not be available if the printer administrator has restricted the rights to this function.

To view status messages and information

On the left side of the window, select the printer for which you want to see information. Information provided includes status messages, supplies status, and printer capabilities. You can also click the Job History (clock) icon at the top of the window to view a list of previous jobs sent to the printer from your computer.

6 Color

This chapter describes how the HP Color LaserJet 5500 series printer provides great color printing. This chapter also describes ways to produce the best possible color prints. The following topics are covered:

- Using color
- Managing color
- Matching colors

Using color

The HP Color LaserJet 5500 series printer offers great color printing as soon as you set up the printer. It provides a combination of automatic color features to generate excellent color results for the general office user, plus sophisticated tools for the professional who is experienced with color use.

The HP Color LaserJet 5500 series printer provides carefully designed and tested color tables to provide smooth, accurate color rendition of all printable colors.

HP ImageREt 2400

HP ImageREt 2400 is a technology that provides you with the best color print quality without having to change driver settings or make trade-offs between print quality, performance, and memory. ImageREt 2400 produces photorealistic images.

ImageREt 2400 provides 2400 dpi color laser-class quality through a multilevel printing process. This process precisely controls color by combining up to four colors within a single dot and by varying the amount of toner in a given area. As a result, ImageREt 2400, together with the 600-by-600 dpi engine resolution, creates millions of smooth colors.

Paper selection

For the best color and image quality it is important to select the appropriate paper type from the software printer menu or from the front panel. See Selecting print paper.

Color options

Color options enable optimal color output automatically for diverse types of documents.

Color options use object tagging, which allows optimal color and halftone settings to be used for different objects (text, graphics, and photos) on a page. The printer driver determines which objects are used on a page and uses halftone and color settings that provide the best print quality for each object. Object tagging, combined with optimized default settings, produces great color out of the box.

In the Windows environment, the **Automatic** and **Manual** color options are on the **Color** tab in the printer driver.

sRGB

Standard red-green-blue (sRGB) is a world-wide color standard originally developed by HP and Microsoft as a common color language for monitors, input devices (scanners, digital cameras), and output devices (printers, plotters). It is the default color space used for HP products, Microsoft operating systems, the World Wide Web, and most office software sold today. sRGB is representative of the typical Windows PC monitor today and the convergence standard for high-definition television.

Note   Factors such as the type of monitor you use and the room's lighting can affect the appearance of colors on your screen. For more information, see Matching colors.

The latest versions of Adobe PhotoShop, CorelDRAW™, Microsoft Office, and many other applications use sRGB to communicate color. Most importantly, as the default color space in Microsoft operating systems, sRGB has gained broad adoption as a means to exchange color information between applications and devices using a common definition that assures typical users will experience greatly improved color matching. sRGB improves your ability to match colors between the printer, the PC monitor and other input devices (scanner, digital camera) automatically, without the need to become a color expert.

Printing in four-colors (CMYK)

Cyan, magenta, yellow, and black (CMYK) are the inks used by a printing press. The process is often called four-color printing. CMYK data files are typically used by and originate from graphic arts (printing and publishing) environments. The printer will accept CMYK colors through the PS printer driver. The printer color-rendering of CMYK is designed to provide rich, saturated colors for text and graphics.

CMYK ink set emulation (PostScript only)

The printer's color rendering of CMYK can be made to emulate several standard Offset Press ink sets.

- **Default.** This selection is good for general purpose rendering of CMYK data. It is designed to render photographs well, while at the same time providing rich saturated colors for text and graphics.

- **SWOP.** Common ink standard in the U.S. and other locations.

- **Euroscale.** Common ink standard in Europe and other locations.

- **DIC (Dainippon Ink and Chemical).** Common ink standard in Japan and other locations.

- **Device.** Emulation is turned off. To render photographs properly with this selection, images require color management in the application or operating system.

Managing color

Setting color options to Automatic will typically produce the best possible print quality for color documents. However, there may be cases when you want to print a color document in grayscale (black and white) or wish to change one of the printer's color options.

- Using Windows, print in grayscale or change the color options using settings found on the **Color** tab in the printer driver.
- Using a Macintosh computer, print in grayscale or change the color options using the **Color Matching** pop-up menu in the **Print** dialog box.

Print in Grayscale

Selecting the **Print in Grayscale** option from the printer driver prints a document in black and white. This option is useful for printing color documents that will be photocopied or faxed.

Automatic or manual color adjustment

The **Automatic** color adjustment option optimizes the neutral gray color treatment, halftones, and edge enhancements used for each element in a document. For more information, see your printer driver online Help.

Note

Automatic is the default setting and is recommended for printing all color documents.

The **Manual** color adjustment option allows you to adjust the neutral gray color treatment, halftones, and edge enhancements for text, graphics and photographs. To access the Manual color options, from the **Color** tab, select **Manual**, then **Settings**.

Manual color options

Manual color adjustment allows you to adjust the Color (or Color Map) and Halftoning options individually for text, graphics, and photographs.

Note

Some applications convert text or graphics to raster images. In these cases, the **Photographs** settings will also control text and graphics.

Halftone options. Halftone options affect the resolution and clarity of your color output. You can select halftone settings for text, graphics, and photographs independently. The two halftone options are **Smooth** and **Detail**.

- The **Smooth** option provides better results for large, solid-filled print areas. It also enhances photographs by smoothing out fine color gradations. Choose this option when uniform and smooth area fills are top priority.
- The **Detail** option is useful for text and graphics that require sharp distinctions among lines or colors, or images that contain a pattern or a high level of detail. Choose this option when sharp edges and details are top priority.

Neutral Grays. The **Neutral Grays** setting determines the method used for creating gray colors used in text, graphics, and photographs.

Two values are available for the **Neutral Grays** setting:

- **Black Only** generates neutral colors (grays and black) using only black toner. This guarantees neutrals colors without a color cast.
- **4-Color** generates neutral colors (grays and black) by combining all four toner colors. This method produces smoother gradients and transitions to non-neutral colors, and it produces the darkest black.

Edge Control. The **Edge Control** setting determines how edges are rendered. Edge control has two components: adaptive halftoning and trapping. Adaptive halftoning increases edge sharpness. Trapping reduces the effect of color plane misregistration by overlapping the edges of adjacent objects slightly.

Four levels of edge control are available:

- **Maximum** is the most aggressive trapping setting. Adaptive halftoning is on for this setting.
- **Normal** is the default trapping setting. Trapping is at a medium level and adaptive halftoning is on.
- **Light** sets trapping at a minimal level, and adaptive halftoning is on.
- **Off** turns off both trapping and adaptive halftoning.

RGB Color. Two values are available for the **RGB Color** setting:

- **Default** instructs the printer to interpret RGB color as sRGB. sRGB is the accepted standard of Microsoft and the World Wide Web Organization (www).
- **Device** instructs the printer to print RGB data in raw device mode. To render photographs properly with this selection, you must manage image color in the application or operating system.

Matching colors

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

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

- print media
- printer colorants (inks or toners for example)
- printing process (inkjet, press, or laser technology for example)
- overhead lighting
- personal differences in perception of color
- software applications
- printer drivers
- PC operating system
- monitors
- video cards and drivers
- operating environment (humidity for example)

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

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

PANTONE®* color matching

PANTONE®* has multiple color matching systems. PANTONE®* Matching System is very popular and uses solid inks to generate a wide range of color hues and tints. See http://www.hp.com/support/lj5500_software for details on how to use PANTONE®* Matching System with this printer.

Swatch book color matching

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

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

Most process swatch books will have a note on what process standards were used to print the swatch book. In most cases they will be SWOP, EURO, or DIC. To get optimal color matching to the process swatch book, select the corresponding ink emulation from the printer menu. If you cannot identify the process standard, use SWOP ink emulation.

7 Maintenance

This chapter describes ways to maintain your printer. The following topics are covered:

- [Managing the print cartridge](#)
- [Changing print cartridges](#)
- [Replacing supplies](#)
- [Configuring e-mail alerts](#)
- [Periodic cleaning](#)

Managing the print cartridge

Using, storing, and monitoring print cartridges can help ensure quality printer output.

HP print cartridges

When you use a genuine new HP print cartridge (part number C9730A, C9731A, C9732A, C9733A), you can obtain the following supplies information:

- percentage of supplies remaining
- estimated number of pages remaining
- number of pages printed

Non-HP print cartridges

Hewlett-Packard Company cannot recommend use of non-HP print cartridges, either new or remanufactured. Because they are not genuine HP products, HP cannot influence their design or control their quality. Service or repair required as a result of using a non-HP print cartridge *will not* be covered under the printer warranty.

If you use a non-HP print cartridge, certain features, such as remaining toner volume data, may not be available.

If the non-HP print cartridge was sold to you as a genuine HP product, see HP fraud hotline.

Print cartridge authentication

The HP Color LaserJet 5500 series printer automatically authenticates the print cartridges when the cartridges are inserted into the printer. During authentication, the printer will let you know whether a cartridge is a genuine HP print cartridge.

If the printer control panel message states that this is not a genuine HP print cartridge and you believe you purchased an HP print cartridge, see HP fraud hotline.

HP fraud hotline

Call the HP fraud hotline (1-877-219-3183, toll-free in North America) when you install an HP print cartridge and the printer message says the cartridge is non-HP. HP will help determine if the product is genuine and take steps to resolve the problem.

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

- You are experiencing a high number of problems with the print cartridge.
- The cartridge does not look like it usually does (for example, the orange pull tab is missing, or the packaging differs from HP packaging).

Print cartridge storage

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

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

Print cartridge life expectancy

The life of the print cartridge depends on usage patterns and the amount of toner that print jobs require. For example, when printing text at 5 percent coverage, an HP print cartridge lasts an average of 12,000 pages. (A typical business letter is about 5 percent coverage.)

Cartridge life expectancy is reduced by frequently printing many 1- or 2-page jobs, heavy coverage, and automatic duplexing.

At any time, you can verify the life expectancy by checking the print cartridge life, as described below.

Checking the print cartridge life

You can check the print cartridge life using the printer control panel, the embedded Web server, printer software, or HP Web Jetadmin software. Check the supplies gauge on the printer control panel for approximate supply levels.
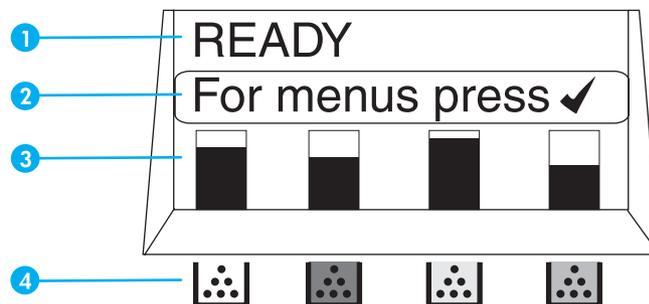
Printer display

1 Message area
2 Prompt area
3 Supplies gauge
4 Print cartridge colors from left to right: black, magenta, yellow, and cyan

For precise levels, follow the instructions below to print a supplies status page.

Using the printer control panel

1. Press ✔ to enter the **MENUS**.

2. Press ▼ to highlight **INFORMATION**.

3. Press ✔ to select **INFORMATION**.

4. Press ▼ to highlight **PRINT SUPPLIES STATUS PAGE**.

5. Press ✔ to print the supplies status page.

Using the embedded Web server (for network connected printers)

1. In your browser, enter the IP address for the printer home page. This takes you to the printer status page. See Using the embedded Web server.

2. On the left side of the screen click **Supplies Status**. This takes you to the supplies status page, which provides print cartridge information.

Using printer Status and Alerts (for directly connected printers)

Three things are required to use this feature:

- The *Printer Status and Alerts* software must be installed on your computer (use the custom installation option to install this software).

- The printer must be directly connected to your computer by parallel connection. See Parallel configuration.

- You must have access to the World Wide Web.

1. Open the **Printer Status and Alerts** in one of two ways: Double-click the Printer Status and Alerts tray icon, which is near the clock in the Tray Manager or, on the Start menu, point to **Programs**, point to **Printer Status and Alerts**, and click **Printer Status and Alerts**.

2. On the left side of the status window, click the Printer icon from which you wish to obtain status.

3. If available at the top of the status window, click the **Supplies** link. Otherwise you can also scroll down to Supplies Status.

Note   If you want to order supplies, click **Order Supplies**. This opens a browser that produces a URL from which to purchase supplies. Select the supplies you wish to order and follow the directions accordingly.

Using HP Web Jetadmin

In HP Web Jetadmin, select the printer device. The device status page shows print cartridge information.

Changing print cartridges

When a print cartridge approaches the end of useful life, the control panel displays a message recommending that you order a replacement. The printer can continue to print using the current print cartridge until the control panel displays a message instructing you to replace the cartridge.

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

Replace a print cartridge when the printer control panel displays a **REPLACE <COLOR> CARTRIDGE** message. The control panel display also indicates the color that should be replaced (unless a genuine HP cartridge is not currently installed).

To change the print cartridge

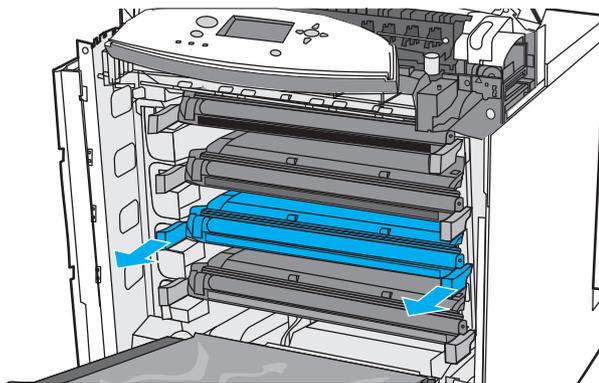1. Lift the top cover of the printer.
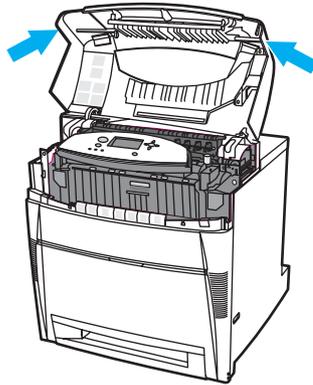
2. Grasp the front cover and pull down, and then grasp the green handles on the transfer unit and pull down.
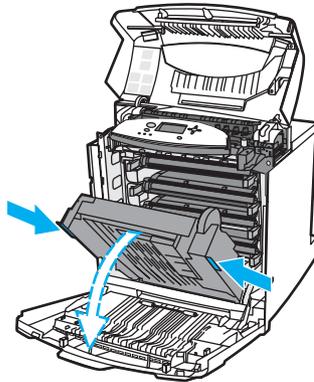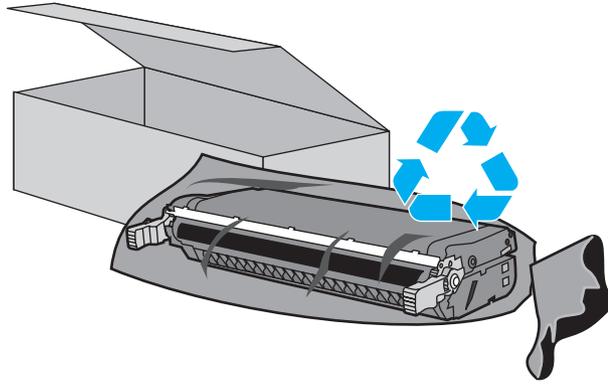
CAUTION Do not place any item on the transfer unit while it is open. If the transfer unit is damaged, severe print quality problems may result.
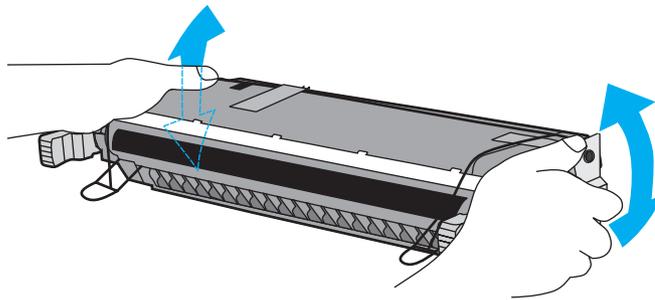
3. Remove the used print cartridge from the printer.

4. Remove the new print cartridge from the bag. Place the used print cartridge in the bag for recycling.

5. Grasp both sides of the cartridge and distribute the toner by gently rocking the cartridge from side to side.

6. Remove the orange shipping tape. Remove and discard the orange shipping locks from the new print cartridge.
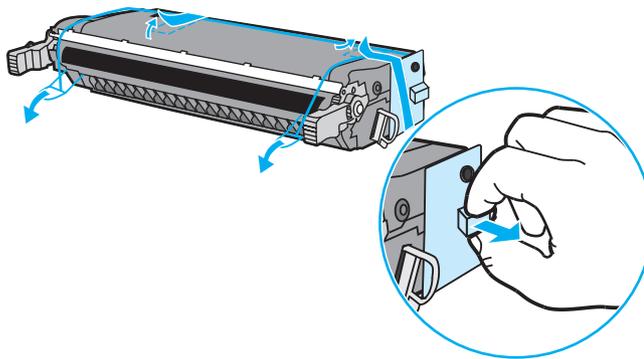
7. Remove the inside sealing tape by breaking the orange tab on the end of the new print cartridge and pulling the tape completely out. Discard the tape.
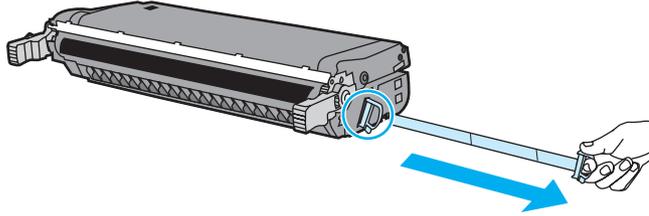
8. Align the print cartridge with the tracks inside the printer and insert the cartridge until it is completely seated and clicks into place.
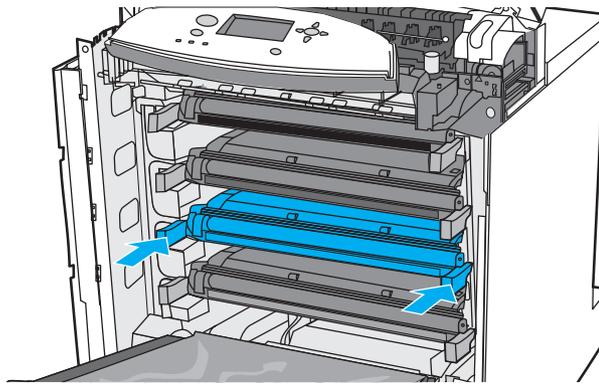
Note   If a cartridge is in the wrong slot, the control panel will display the message **INCORRECT <COLOR>** or **INCORRECT SUPPLIES**.

9. Close the front cover and then close the top cover. After a short while, the control panel should display **Ready**.

10. Installation is complete. Place the used print cartridge in the box in which the new cartridge arrived. See the enclosed recycling guide for recycling instructions.

11. If you are using a non-HP print cartridge, check the control panel for further instructions.

For additional help, go to http://www.hp.com/support/lj5500.
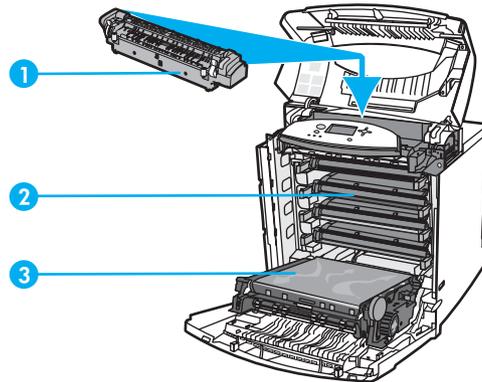
Replacing supplies

Carefully follow the guidelines in this section when replacing printer supplies.

Locating supplies

Supplies are identified by labeling and blue plastic handles.

The following figure illustrates the location of each supply item.

Supply item locations

1   fuser
2   print cartridges
3   transfer unit

Supply replacement guidelines

To facilitate the replacement of supplies, keep the following guidelines in mind when setting up the printer.

- Sufficient space is required above and in the front of the printer for removing supplies.
- The printer should be located on a flat, sturdy surface.

For instructions on installing supplies, see the installation guides provided with each supply item or see more information at http://www.hp.com/support/lj5500. When you connect, select **Solve a Problem**.

CAUTION   Hewlett-Packard recommends the use of HP products in this printer. Use of non-HP products may cause problems requiring service that is not covered by the Hewlett-Packard warranty or service agreements.

Making room around the printer for replacing supplies

The following illustration shows the clearance necessary in front of, above, and to the side of the printer for replacing supplies.
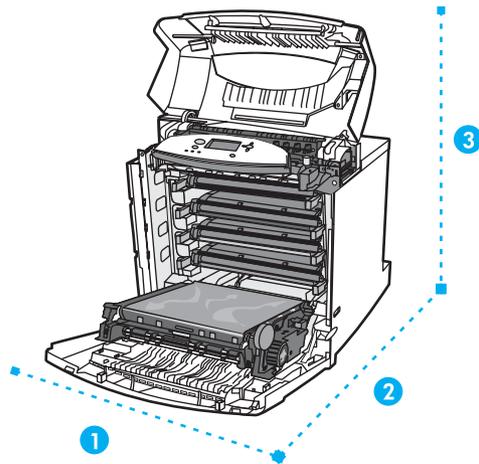
Supplies replacement clearance diagram

1   628 mm (25 inches)
2   1550 mm (61 inches)
3   940 mm (37 inches)

Approximate replacement intervals for supplies

The following table lists the estimated replacement intervals for supplies and the control panel messages that prompt when to replace each item.

Item	Printer message	Page count	Approximate time period[1]
Color cartridges	**REPLACE <BLACK> CARTRIDGE** **REPLACE <COLOR> CARTRIDGE**	13,000 pages[2] 12,000 pages[2]	3.25 months 3 months
Image Transfer kit	**REPLACE TRANSFER KIT**	120,000 pages[3]	40 months
Image Fuser kit	**REPLACE FUSER KIT**	150,000 pages[3]	50 months

[1]Approximate life is based on 4,000 pages per month.

[2]Approximate average A4-/letter-size page count based on approximately 5 percent coverage of individual colors.

[3]Usage conditions and print patterns may cause results to vary.

To order supplies online, go to http://www.hp.com/supplies/lj5500.

Configuring e-mail alerts

You can use HP Web Jetadmin or the embedded Web server to configure the system to alert you of problems with the printer. The alerts take the form of e-mail messages to the e-mail account(s) that you specify.

You can configure the following:

- the printer(s) you want to monitor

- what alerts are to be received (for example, alerts for paper jams, paper out, supplies status, and cover open)

- the e-mail account to which the alerts should be forwarded

Software	Information location
HP Web Jetadmin	See HP Web Jetadmin for general information about HP Web Jetadmin. See the HP Web Jetadmin Help system for details on alerts and how to set them up.
Embedded Web server	See Using the embedded Web server for general information about the embedded Web server. See the embedded Web server Help system for details on alerts and how to set them up.
Printer Status and Alerts	See Using printer Status and Alerts (for directly connected printers) for general information about Printer Status and Alerts. See the embedded Web server Help system for details on alerts and how to set them up.

Periodic cleaning

To ensure the printer continues to function properly throughout its life, periodic cleaning is necessary.

One area of the printer that must be cleaned periodically is the overhead transparency (OHT) and 2-sided printing (duplex) sensor. The OHT sensor detects and ensures that the printer uses the correct print mode. The sensor also corrects for paper skew on the second side of the page during 2-sided (duplex) printing.

The static discharge comb at the top of the printer also needs periodic cleaning. A brush to clean the static discharge comb is stored inside the front cover.

When to clean the OHT sensor

- The printer control panel reports paper is being used instead of the desired transparency.
- The images on the front and back of the printed page do not align.
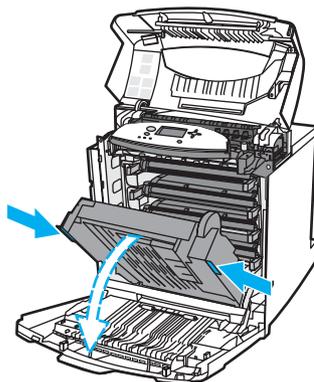
To clean the OHT sensor

Note   If these instructions do not remedy the OHT and 2-sided printing (duplex) problems, contact HP support at http://www.hp.com/support.

1. Lift the top cover of the printer.
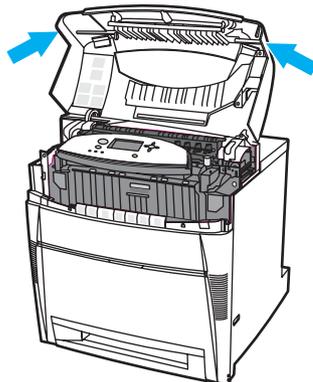
2. Grasp the front cover and pull down, and then grasp the green handles on the transfer unit and pull down.

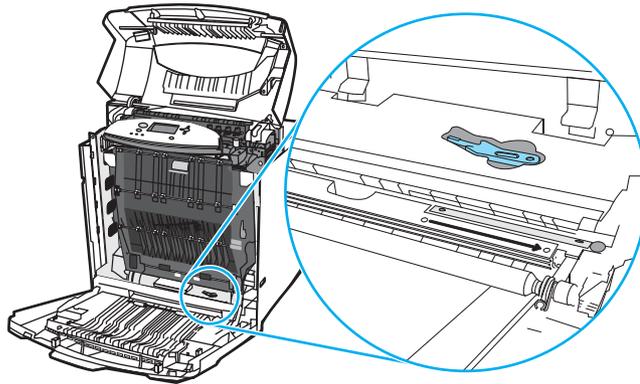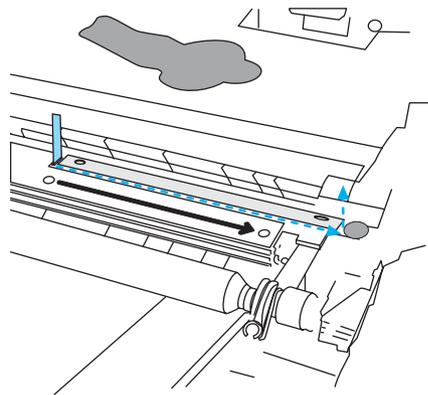3. Remove the cyan print cartridge from the printer.

CAUTION Do not place the cyan print cartridge on the transfer unit while it is open. If the transfer unit is damaged, severe print quality problems may result.

4. Remove the OHT sensor cleaning brush from the base of the printer.

5. Insert the brush into the base notch and brush from right to left four or five times.

CAUTION Do not brush back and forth over the sensor. This will smear dust over the sensor and cause printer errors.

6. Replace the OHT sensor cleaning brush into the base of the printer.

7. Align the cyan print cartridge with the tracks inside the printer and insert the cartridge until it is completely seated.

8. Close the front cover, and then close the top cover.

8 Problemsolving

This chapter describes what to do if problems arise with your printer. The following topics are covered:

-

Basic troubleshooting checklist

The time required to download a print job from the computer and to process the job depends on the following variables:

If you are experiencing problems with the printer, this checklist may help identify the cause of the problem.

- Is the printer connected to power?

- Is the printer on?

- Is the printer in the **Ready** state?

- Are all necessary cables connected?

- Are any messages displayed on the control panel?

- Was a genuine HP supply installed?

- Were recently replaced print cartridges installed correctly? Was the pull tab on the cartridge removed?

- Were recently installed supply items (image fuser kit, image transfer kit) installed correctly?

If you cannot find solutions to printer problems in this guide, see http://www.hp.com/support/lj5500.

For additional information on installation and setup of the printer, see the start guide for this printer.

Factors affecting printer performance

Several factors affect the time it takes to print a job. Among these is maximum printer speed, measured in pages per minute (ppm). Other factors that affect printing speed include the use of special paper (such as transparencies, heavy paper, and custom-size paper), printer processing time, and download time. Other factors include

- the complexity and size of graphics

- the printer I/O configuration (network versus parallel)

- the speed of the computer you are using

- the amount of printer memory installed

- the network operating system and configuration (if applicable)

- printer personality (PCL or PostScript 3 emulation)

Note   Adding additional printer memory might resolve memory problems, improve how the printer handles complex graphics, and improve download times, but it will not increase maximum printer speed (ppm rating).

Control panel message types

The control panel displays four types of messages that may indicate the status of or problems with the printer.

Status messages

Status messages reflect the current state of the printer. They inform you of normal printer operation and require no interaction to clear them. They change as the state of the printer changes. Whenever the printer is ready, not busy, and has no pending warning messages, the status message **Ready** is displayed if the printer is online.

Warning messages

Warning messages inform you of data and print errors. These messages typically alternate with the **Ready** or **STATUS** messages and remain displayed until the ✔ button is pressed. If **CLEARABLE WARNINGS** is set to **JOB** in the printer's configuration menu, these messsages are cleared by the next print job.

Error messages

Error messages communicate that some action must be performed, such as adding paper or clearing a paper jam.

Some error messages are auto-continuable. If **AUTO CONTINUE=ON** is displayed, the printer will continue normal operation after displaying an auto-continuable error message for 10 seconds.

Note   Any button pressed during the 10-second display of an auto-continuable error message will override the auto-continue feature and the function of the button pressed will take precedence. For example, pressing the CANCEL JOB button will cancel the job.

Critical error messages

Critical error messages inform you of a device failure. Some of these messages can be cleared by turning the printer off and then on. These messages are not affected by the **AUTO CONTINUE** setting. If a critical error persists, service is required.

The following table lists and describes control panel messages, in alphabetical order.

Control panel messages

Control panel messages

Control panel message	Description	Recommended action
Access denied **menus locked**	An attempt has been made to modify a menu item while the control panel security mechanism is enabled by the printer administrator. The message will disappear shortly, and the printer will return to **Ready** or **BUSY** state.	Contact the printer administrator to change settings.
Canceling... **<JOB NAME>**	The printer is in the process of canceling a job. The message will continue to be displayed while the job is stopped, the paper path flushed, and any remaining incoming data on the active data channel is received and discarded.	No action necessary.
Checking paper path	The engine is turning its rollers to check for possible paper jams.	No action necessary.
Checking printer	The engine is doing an internal test.	No action necessary.
CHOSEN PERSONALITY NOT AVAILABLE **For help press** ? alternates with **CHOSEN PERSONALITY NOT AVAILABLE** **To continue** **press** ✔	The printer encountered a request for a personality that did not exist in the printer. The job is aborted and no pages will be printed.	1. Press ✔ to continue. 2. Try a different driver.
Clearing event log	This message is displayed while the event log is cleared. The printer will back up one screen to **Service Menu** upon completion of printing the page.	No action necessary.
Clearing paper **path**	The printer jammed or detected misplaced paper when turned on. The printer is attempting to eject jammed pages automatically.	No action necessary.
CLOSE FRONT COVERS **For help press** ?	The covers need to be closed.	1. Press ? for more information. 2. Close front covers. 3. To exit help, press ?. **Note** This message might also appear if the fuser is missing or installed incorrectly. Be sure that the fuser is installed correctly.

Control panel message	Description	Recommended action
CPR SENSOR **OUT OF RANGE**	A color plane registration (CPR) error was detected during calibration.	1. Force a calibration by selecting **Calibrate Now** from from the Print Quality menu. 2. If the message persists, contact HP Support.
DATA RECEIVED **To print last page** **press ✔**	The printer received data and is waiting for a form feed. When the printer receives another file, the message should disappear.	Press ✔ to continue.
Deleting... **<JOB NAME>**	The printer is currently deleting the stored job.	No action necessary.
DISK DEVICE **FAILURE** alternates with **Ready** **For menus press ✔**	A device failure has occurred on the specified drive.	1. Printing may continue for jobs that do not require access to the disk drive. 2. To clear the message, turn the printer off and then back on. 3. If the message persists, remove and re-install the EIO disk drive. 4. If the message persists, replace the EIO disk drive.
DISK FILE **OPERATION FAILED** alternates with **Ready** **For menus press ✔**	The printer received a PJL file system command that attempted to perform an illogical operation (for example, to download a file to a non-existent directory).	1. Printing may continue. 2. Turn the printer off and then back on. 3. If the message reappears, there may be a problem with the software application.
DISK FILE **SYSTEM IS FULL** alternates with **Ready** **For menus press ✔**	The printer received a PJL file system command that attempted to store something on the file system but was unsuccessful because the file system is full.	1. Use the HP Web Jetadmin software to delete files from the EIO disk drive and try again. 2. To remove this message from the display, turn the printer off and then back on.
DISK IS **WRITE PROTECTED** alternates with **Ready** **For menus press ✔**	The file system device is protected and no new files can be written to it.	1. To enable writing to the disk, turn off write protection, using HP Web Jetadmin. 2. To remove this message from the display, turn the printer off and then back on.
Doors open. **Test aborted.**	A printer door has been opened during a test. The test has been aborted.	Close the door and restart the test.
EIO DISK X **initializing**	The EIO disk device in slot X is initializing.	No action necessary.

Control panel message	Description	Recommended action
EIO DISK X **NOT FUNCTIONAL** **For help press ?**	The EIO disk in slot X is not working correctly.	Remove the EIO disk from the slot indicated and replace with a new EIO disk drive.
EIO DISK X **spinning up**	The EIO disk device in slot X is spinning up its platter.	No action necessary.
Event log empty	**SHOW EVENT LOG** was selected from the control panel, and the event log is empty.	No action necessary.
FLASH DEVICE **FAILURE** alternates with **Ready** **For menus press ✔**	A device failure has occurred on the specified storage device.	1. Printing may continue for jobs that do not require the Flash DIMM. 2. To remove this message from the display, turn the printer off and then back on. 3. If the message persists, remove and re-install the Flash DIMM. 4. If the message persists, replace the Flash DIMM.
Flash disk X **initializing** **Do not power off**	The new flash DIMM installed in slot X is initializing.	No action necessary.
FLASH FILE **OPERATION FAILED** alternates with **Ready** **For menus press ✔**	The printer received a PJL file system command that attempted to perform an illogical operation (for example, to download a file to a non-existent directory).	1. Printing may continue. 2. Turn the printer off and then back on. 3. If the message reappears, there may be a problem with the software application.
FLASH FILE **SYSTEM IS FULL** alternates with **Ready** **For menus press ✔**	The printer received a PJL file system command that attempted to store something on the file system but was unsuccessful because the file system is full.	1. Use HP Web Jetadmin software to delete files from the Flash Memory and try again. 2. To remove this message from the display, turn the printer off and then back on.
FLASH IS **WRITE PROTECTED** alternates with **Ready** **For menus press ✔**	The file system is protected and no new files can be written to it.	1. To enable writing to the Flash Memory, turn off write protection, using HP Web Jetadmin. 2. To remove this message from the display, turn the printer off and then back on.
Genuine HP **supplies installed**	A new HP cartridge has been installed. The printer returns to the **Ready** state after approximately 10 seconds.	No action necessary.

Control panel message	Description	Recommended action
INCORRECT <COLOR> **CARTRIDGE** alternates with **For help press** ?	An incorrect cartridge is installed in a slot and the cover is closed.	1. Press ? for help. 2. Press ▲ and ▼ to step through the instructions. 3. To exit help, press ?.
Incorrect PIN	The wrong PIN was entered.	Re-enter PIN correctly. After three incorrect PIN entries, the printer will return to **Ready**.
INCORRECT SUPPLIES **For status press** ✔	At least one supply item is incorrectly positioned in the printer and another supply item is missing, incorrectly placed, out, or low.	1. Press ✔ and then press ? for help. 2. Follow the instructions on the display to locate and replace the incorrect supply. 3. Press ▲ and ▼ to step through the instructions. 4. To exit help, press ?.
Initializing	This message is displayed when the printer is turned on, as soon as the individual tasks begin intialization.	No action necessary.
Initializing **permanent storage**	This message is displayed when the printer is turned on to show that permanent storage is being made ready for use.	No action necessary.
INSERT **TRAY X** **For help press** ?	Tray X must be inserted or closed before the current job can be printed.	1. Press ? for detailed information. 2. Press ▲ and ▼ to step through instructions. 3. To exit help, press ?.
INSTALL <COLOR> **CARTRIDGE** alternates with **For help press** ?	The cartridge is either not installed or not correctly installed in the printer.	1. Press ? for help. 2. Follow the instructions on the display to locate and install the missing or incorrectly installed cartridge. 3. Press ▲ and ▼ to step through the instructions. 4. To exit help, press ?.
Install fuser **For help press** ?	The fuser is either not installed or not correctly installed in the printer.	1. Press ? for help. 2. Follow the instructions on the display to locate and install the missing or incorrectly installed fuser. 3. Press ▲ and ▼ to step through the instructions. 4. To exit help, press ?.

Control panel message	Description	Recommended action
INSTALL SUPPLIES **For status press ✔**	At least one supply item is missing or is not correctly seated in the printer and another supply item is missing, incorrectly placed, out, or low. Insert the supply item or make sure the installed supply item is fully seated.	1. Press ✔ and then press **?** for help. 2. Follow the instructions on the display to locate and replace the missing or incorrect supply. 3. Press ▲ and ▼ to step through the instructions. 4. To exit help, press **?**.
INSTALL TRANSFER **UNIT** alternates with **For help press ?**	The transfer unit is either not installed or not correctly installed in the printer.	1. Press **?** for help. 2. Follow the instructions on the display to locate and replace the missing or incorrectly installed transfer unit. 3. Press ▲ and ▼ to step through the instructions. 4. To exit help, press **?**.
LOAD TRAY X: **<TYPE> <SIZE>** **For help press ?** alternates with **LOAD TRAY X:** **<TYPE> <SIZE>** **To use another** **tray press ✔**	Tray X is either empty or configured for a type and size other than what is specified in the job.	1. Press **?** for help. 2. Follow the instructions on the display to load paper or configure the tray. 3. Press ▲ and ▼ to step through the instructions. 4. To exit help, press **?**. or Press ✔ to print from another tray.
LOAD TRAY X: **<TYPE> <SIZE>** alternates with **For help press ?**	Tray X is either empty or configured for a type and size other than specified in the job. No other tray is available.	1. Press **?** for detailed information. 2. Follow the instructions on the display to load paper or configure the tray. 3. Press ▲ and ▼ to step through the instructions. 4. To exit help, press **?**.
LOAD TRAY X: **<TYPE> <SIZE>** **For help press ?** alternates with **LOAD TRAY X:** **<TYPE> <SIZE>** **Move tray switch to CUSTOM** **To use another** **tray press ✔**	Tray X is either empty or configured for a type and size other than specified in the job.	1. Press **?** for help. 2. Follow the instructions on the display to move the tray switch to Custom. 3. Press ▲ and ▼ to step through the instructions. 4. To exit help, press **?**. or Press ✔ to print from another tray.

Control panel message	Description	Recommended action
LOAD TRAY X: **<TYPE> <SIZE>** **For help press ?** alternates with **LOAD TRAY X:** **<TYPE> <SIZE>** **Move tray switch to STANDARD** **To use another** **tray press ✔**	Tray X is either empty or configured for a type and size other than specified in the job.	1. Press **?** for help. 2. Follow the instructions on the display to load paper or configure the tray. HP recommends moving the tray switch to Standard. 3. Press ▲ and ▼ to step through the instructions. 4. To exit help, press **?**. or Press ✔ to print from another tray.
Loading **program x** **Do not power off**	Programs and fonts can be stored on the printer file system and are loaded into RAM when the printer is turned on. The number X specifies a sequence number indicating the current program being loaded.	No action necessary.
If no paper is in the manual feed tray: **MANUALLY FEED** **<TYPE> <SIZE>** **For help press ?** alternates with **MANUALLY FEED** **<TYPE> <SIZE>** **To continue press ✔**	Paper is in Tray 1, but a job sent requires a specific paper type and size that is not currently available.	Press ✔ to print from the tray. Or follow the instructions below and load the correct paper. 1. Press **?** for help. 2. Follow the instructions on the display to load the correct paper. 3. Press ▲ and ▼ to step through the instructions. 4. To exit help, press **?**.
MANUALLY FEED **<TYPE> <SIZE>** **For help press ?** alternates with **MANUALLY FEED** **<TYPE> <SIZE>** **To use another** **tray press ✔**	There is no paper in the tray and a job sent requires a specific paper type and size that is not currently available through Tray 1.	Press ✔ to print from another tray. Or follow the instructions below to load the correct paper. 1. Press **?** for help. 2. Follow the instructions on the display to load the correct paper. 3. Press ▲ and ▼ to step through the instructions. 4. To exit help, press **?**.
Moving... **MP tray solenoid** **To exit press** **Cancel Job key**	The printer is executing a Component Test and the component selected is MP Tray Feed Solenoid.	No action necessary.

Control panel message	Description	Recommended action
Moving... **tray feed clutch** **To exit press** **Cancel Job key**	The printer is executing a Component Test and the component selected is Tray Feed Clutch.	No action necessary.
No job to cancel	The CANCEL JOB button was pressed, but there is no active job or buffered data to cancel. This message is displayed for approximately two seconds before the printer is returned to the **Ready** state.	No action necessary.
NON HP CARTRIDGE **DETECTED**	A new cartridge has been installed that is not made by HP. This message is displayed until an HP cartridge is installed or CANCEL JOB is pressed.	If you believe you purchased an HP cartridge, please call the HP fraud hotline at 1-877-219-3183. Any printer repair required as a result of using non-HP cartridges is not covered under HP warranty. To continue printing, press CANCEL JOB. The first pending job will be cancelled.
NON HP CARTRIDGE **IN USE** alternates with **Ready** **For menus press ✔**	The printer has detected that a non-HP print cartridge is currently installed.	If you believe you purchased an HP cartridge, please call the HP fraud hotline at 1-877-219-3183. Any printer repair required as a result of using non-HP cartridges is not covered under HP warranty.
ORDER <COLOR> **CARTRIDGE** alternates with **To continue press ✔**	The identified print cartridge is nearing the end of its useful life and the **SUPPLIES LOW** setting in **SYSTEM SETUP** is set to **STOP**. Override by pressing ✔.	1. Order the identified print cartridge. 2. Press ✔ to continue. 3. Press **?** for detailed information. 4. Press ▲ and ▼ to step through the instructions. 5. To exit help, press **?**. Supplies ordering information is also available from the embedded Web server. See Using the embedded Web server for more information.

Control panel message	Description	Recommended action
ORDER <COLOR> **CARTRIDGE** alternates with **XXXX PAGES LEFT**	The identified print cartridge is nearing the end of its useful life. The printer is ready and will continue for the estimated number of pages indicated.	1. Order the identified print cartridge. 2. Estimated pages remaining is based upon historical page coverage of this printer. 3. Printing will continue until **REPLACE <COLOR> CARTRIDGE** is shown. 4. Press **?** for detailed information. 5. Press ▲ and ▼ to step through the instructions. 6. To exit help, press **?**. Supplies ordering information is also available from the embedded Web server. See Using the embedded Web server for more information.
ORDER FUSER KIT **XXXX PAGES LEFT** **For menus press ✔**	The fuser is near end of life. The printer is ready and will continue for the estimated number of pages indicated.	1. Order the image fuser kit. 2. Printing can continue until **SUPPLIES OUT** is reached. 3. Press **?** for detailed information. 4. Press ▲ and ▼ to step through the instructions. 5. To exit help, press **?**. Supplies ordering information is also available from the embedded Web server. See Using the embedded Web server for more information.
ORDER FUSER KIT **XXXX PAGES LEFT** **To continue press ✔**	The fuser is near end of life and the **SUPPLIES LOW** setting in **SYSTEM SETUP** is set to **STOP**.	1. Order the image fuser kit. 2. Press ✔ to continue printing. Printing can continue until **SUPPLIES OUT** is reached. 3. Press **?** for detailed information. 4. Press ▲ and ▼ to step through the instructions. 5. To exit help, press **?**. Supplies ordering information is also available from the embedded Web server. See Using the embedded Web server for more information.

Control panel message	Description	Recommended action
ORDER SUPPLIES **For menus press** ✔ alternates with **Ready**	More than one supply item is low.	1. Press ✔ to identify which supplies should be ordered. 2. Order the identified supplies. 3. Printing can continue until **SUPPLIES OUT** is reached. 4. Press **?** for detailed information. 5. Press ▲ and ▼ to step through the instructions. 6. To exit help, press **?**. Supplies ordering information is also available from the embedded Web server. See Using the embedded Web server for more information.
ORDER SUPPLIES **For status press** ✔ alternates with **Ready**	More than one supply item is low, and the **SUPPLIES LOW** setting is set to **STOP**.	1. Press ✔ to identify which supplies should be ordered. 2. Order the identified supplies. 3. Press ✔ twice to continue printing. Printing can continue until **SUPPLIES OUT** is reached. Supplies ordering information is also available from the embedded Web server. See Using the embedded Web server for more information.
ORDER TRANSFER KIT **XXXX PAGES LEFT** **For menus press** ✔	The number of pages remaining for the transfer unit has reached the low threshold, and the **SUPPLIES LOW** setting in **SYSTEM SETUP** is set to **STOP**.	1. Order the transfer kit. 2. Printing can continue until transfer unit life is out. 3. Press **?** for detailed information. 4. Press ▲ and ▼ to step through the instructions. 5. To exit help, press **?**. Supplies ordering information is also available from the embedded Web server. See Using the embedded Web server for more information.
ORDER TRANSFER KIT **XXXX PAGES LEFT** **To enter menus press** ✔	The transfer unit is near end of life.	1. Order the transfer kit. 2. Printing can continue until transfer unit life is out. 3. Press **?** for detailed information. 4. Press ▲ and ▼ to step through the instructions. 5. To exit help, press **?**. Supplies ordering information is also available from the embedded Web server. See Using the embedded Web server for more information.

Control panel message	Description	Recommended action
OUTPUT BIN FULL **Remove all paper** **from bin**	Remove all paper. The output bin is full and must be emptied for printing to continue.	Remove all paper from the output bin to continue printing.
Paused **To return to ready** **press Resume key**	The printer is paused, and there are no error messages pending at the display. The I/O continues receiving data until memory is full.	Press Pᴀᴜsᴇ/Rᴇsᴜᴍᴇ.
Performing **CALIBRATION**	The printer is calibrating.	No action necessary.
Performing **PAPER PATH TEST**	The printer is performing a Paper Path Test.	No action necessary.
Performing **PRINT/STOP TEST**	The printer is performing a Print/Stop Test.	No action necessary.
Performing **upgrade**	A firmware upgrade is in process.	No action necessary. Do not turn off the printer.
Please wait	The printer is in the process of clearing data.	No action necessary.
Powersave on	The printer is in the Powersave mode. Any button press or the receipt of data will clear Powersave and execute the action.	No action necessary. The printer will automatically exit Powersave.
Printing... **CONFIGURATION**	The printer is generating the configuration page. The printer will return to the online **Ready** state when the page is completed. No action necessary.	No action necessary.
Printing... **DEMO**	The printer is generating the demo page. The printer will return to the online **Ready** state when the page is completed.	No action necessary.
Printing... **EVENT LOG**	The printer is generating the event log page. The printer will return to the online **Ready** state when the page is completed.	No action necessary.
Printing... **FILE DIRECTORY**	The printer is generating the mass storage directory page. The printer will return to the **Ready** state when the page is completed.	No action necessary.
Printing... **FONT LIST**	The printer is generating either the PCL or PS personality typeface list. The printer will return to the **Ready** state when the page is completed.	No action necessary.
Printing... **MENU MAP**	The printer is generating the printer menu map. The printer will return to the **Ready** state when the page is completed.	No action necessary.

Control panel message	Description	Recommended action
Printing... **PQ TROUBLESHOOTING**	The printer is generating the print quality troubleshooting pages. The printer will return to the **Ready** state when the pages are printed.	Follow the instructions on the printed pages.
Printing... **REGISTRATION PAGE**	The printer is generating the registration page. The printer will return to the **SET REGISTRATION** menu when the page is completed.	Follow the instructions on the printed pages.
Printing... **SUPPLIES STATUS**	The printer is generating the supplies status page. The printer will return to the online **Ready** state when the page is completed.	No action necessary.
Printing... **USAGE PAGE**	The printer is generating the usage page. The printer will return to the online **Ready** state when the page is completed.	No action necessary.
Processing...	This message precedes all other processing tasks, or appears when the printer receives non-printable data.	No action necessary.
Processing duplex job **Do not grab paper** **until job completes**	Paper temporarily comes into the output bin while printing a duplex job.	Do not grab paper as it temporarily comes into the output bin. The message will disappear when the job is finished.
Processing... **<JOB NAME>**	The printer is currently processing a job but is not yet picking pages. When paper motion begins, this message will be replaced by a message that indicates which tray the job is being printed from.	No action necessary.
Processing... **<JOB NAME>** **copy <x> of <y>**	The printer is currently processing or printing collated copies. The message indicates that copy X of Y total copies is currently being processed.	No action necessary.
Processing... **<JOB NAME>** **from tray xx**	The printer is actively processing a job from the designated tray.	No action necessary.
Ready **Diagnostics mode** **To exit press** **Cancel Job key**	The printer is online and ready for data. No status or device attendance messages are pending at the display.	No action necessary.
Ready **For menus press ✔**	The printer is online and ready for data. No status or device attendance messages are pending at the display.	No action necessary.
Receiving **upgrade**	A firmware upgrade is in progress.	Do not turn the printer off until the printer returns to **Ready**.

Control panel message	Description	Recommended action
REINSTALL <COLOR> **CARTRIDGE** alternates with **For help press ?**	The cartridge is not fully seated.	1. Press ? for detailed information. 2. Follow the instructions on the display to reinstall the cartridge. 3. Press ▲ and ▼ to step through the instructions. 4. To exit help, press ?.
REINSTALL SUPPLIES alternates with **For status press ✔**	One or more cartridges are not fully seated.	1. Press ✔ to display which cartridges are not fully seated. 2. Follow the instructions on the display to reinstall the cartridge(s). 3. Press ▲ and ▼ to step through the instructions. 4. To exit help, press ?.
REMOVE ALL **PRINT CARTRIDGES** **To exit press** **Cancel Job key**	The printer is executing a Component Test and the component selected is **Belt Only**.	Remove all print cartridges. After diagnostics are complete, reinstall all print cartridges.
REMOVE AT LEAST 1 **PRINT CARTRIDGE** **To exit press** **Cancel Job key**	The printer is executing a Disable Cartridge Check or Component Test where the component selected is **CARTRIDGE MOTOR**.	Remove one print cartridge. After the test is complete, reinstall the print cartridge.
REPLACE <COLOR> **CARTRIDGE** alternates with **For help press ?**	The identified print cartridge has reached the end of life. Printing will not continue until the cartridge is replaced.	1. Press ? for help. 2. Follow the instructions on the display to locate and install the missing or incorrectly installed print cartridge. 3. Press ▲ and ▼ to step through the instructions. 4. To exit help, press ?. Supplies ordering information is also available from the embedded Web server. See Using the embedded Web server for more information.

Control panel message	Description	Recommended action
REPLACE FUSER KIT **For help press** ?	The fuser kit is at end of life.	1. Press ? for help. 2. Follow the instructions on the display to locate and install the fuser kit. 3. Answer **Yes** to the question, **Is this a new fuser kit?** 4. Press ▲ and ▼ to step through the instructions. 5. To exit help, press ?. Supplies ordering information is also available from the embedded Web server. See Using the embedded Web server for more information.
REPLACE SUPPLIES **For status press** ✔	At least one supply item is out and needs to be replaced and another supply item is either out or low.	1. Press ✔ to identify which supplies should be replaced. 2. Press ? for help. 3. Follow the instructions on the display to locate and replace the identified supply. 4. Press ▲ and ▼ to step through the instructions. 5. To exit help, press ?. Supplies ordering information is also available from the embedded Web server. See Using the embedded Web server for more information.
REPLACE TRANSFER KIT **For help press** ?	The transfer unit is at end of life.	1. Press ? for help. 2. Follow the instructions on the display to locate and install the transfer kit. 3. Answer **Yes** to the question, **Is this a new transfer kit?** 4. Press ▲ and ▼ to step through the instructions. 5. To exit help, press ?. Supplies ordering information is also available from the embedded Web server. See Using the embedded Web server for more information.
Request accepted **Please wait**	The printer has accepted a request to print an internal page, but the current job must finish printing before the internal page will print.	No action necessary.
Resend **upgrade**	The firmware upgrade was not completed successfully.	Attempt upgrade again. You may need to use the parallel port to send the upgrade file.

Control panel message	Description	Recommended action
Resetting factory settings	The printer is restoring factory settings.	No action necessary.
Resetting kit count	**YES** was selected in the **Reset Supplies** menu to reset the counts for any of the supplies that cannot be detected as new.	No action necessary.
Restoring last saved state	The printer is restoring the last saved state.	No action necessary.
Rotating <color> cartridge motor To exit press Cancel Job key	A component test is in progress; the component selected is **<color> Cartridge motor**.	Press CANCEL JOB when ready to stop this test.
Rotating... alienation motor To exit press Cancel Job key	The printer is executing a Component Test and the component selected is **alienation motor**.	Press CANCEL JOB when ready to stop this test.
Rotating... belt drive To exit press Cancel Job key	The printer is executing a Component Test and the component selected is **Belt Only**.	Press CANCEL JOB when ready to stop this test.
Rotating... fuser motor To exit press Cancel Job key	The printer is executing a Component Test and the component selected is **fuser motor**.	Press CANCEL JOB when ready to stop this test.
Rotating... transfer motors To exit press Cancel Job key	The printer is executing a Component Test and the component selected is **TRANSFER MOTORS**.	Press CANCEL JOB when ready to stop this test.
Rotating <color> Laser To exit press Cancel Job key	A Scanner Test is in progress.	Press CANCEL JOB when ready to stop this test.
Saving current state	The current state is being saved.	No action necessary.
Setting saved	A menu selection has been saved.	No action necessary.
Test terminated	A diagnostic test has been terminated by pressing the CANCEL JOB button.	No action necessary.

Control panel message	Description	Recommended action
TRAY X CONTAINS **UNKNOWN MEDIA**	The paper type in the specified tray cannot be determined.	1. To change paper type, press ✔. Use ▲ and ▼ to highlight the type, then press ✔ to select. 2. To change the paper size to Letter, A4, Executive, B5 JIS, A5, or Legal, leave the tray switch in the Standard position. 3. To change the paper size to other sizes, move the tray switch to Custom, adjust the paper guides against the paper, and close the tray. 4. Use ▲ and ▼ to highlight the paper size, then press ✔ to select.
TRAY X EMPTY **<TYPE> <SIZE>** alternates with **Ready** **For menus press ✔**	The specified tray is empty and needs to be filled, but the current job does not need this tray to print correctly.	Refill the tray at a convenient time.
TRAY X OPEN **For help press ?** alternates with **Ready** **For menus press ✔**	The specified tray is open or not closed completely. This tray is not needed for the current print job.	Close the tray.
TRAY X **<TYPE> <SIZE>** **Size detected by tray** alternates with **TRAY X** **<TYPE> <SIZE>** **To change type** **press ✔**	The printer is reporting the current configuration of Tray X. The tray switch is in the Standard position.	1. To change paper type, press ✔. 2. Use ▲ and ▼ to highlight the type, then press ✔ to select the type. or To change the paper size to Letter, A4, Executive, B5 JIS, A5, or Legal, leave the tray switch in the Standard position. or 1. To change the paper size to other sizes, move the tray switch to Custom, adjust the paper guides against the paper, and close the tray. 2. Use ▲ and ▼ to highlight the paper size, then press ✔ to select the size.

Control panel message	Description	Recommended action
TRAY X **<TYPE> <SIZE>** **Size specified by user** alternates with **TRAY X** **<TYPE> <SIZE>** **To change type** **press ✔**	The printer is reporting the current configuration of Tray X. The tray switch is in the Custom position.	1. To change paper type, press ✔. 2. Use ▲ and ▼ to highlight the type, then press ✔ to select the type. 3. To change the paper size to Letter, A4, Executive, B5 JIS, A5, or Legal, leave the tray switch in the Standard position. 4. To change the paper size to other sizes, adjust the paper guides against the paper, and close the tray. 5. Select the paper handling menu from the control panel. Configure the size for the tray. 6. See Configuring input trays for more details.
Unable to mopy job **<JOB NAME>**	A Mopy job cannot be mopied because of a memory, disk, or configuration problem. Only one copy will be produced.	No action necessary.
Unable to store job **<JOB NAME>**	A job cannot be stored because of a memory, disk, or configuration problem.	Install additional memory in the printer, or install a disk drive into the printer. If a disk drive is installed, delete previously stored print jobs.
USE INSTEAD? **TRAY X:<TYPE> <SIZE>**	The printer is offering a selection of alternate paper to use for the print job.	1. Use ▲ and ▼ to highlight another tray, and then press ✔ to select the tray. 2. Press ⇆ to return to the previous tray.
Validating supplies **For menus press ✔** alternates with **Ready** **For menus press ✔**	A new cartridge has been installed and the printer is determining whether it is an HP or non-HP cartridge.	No action necessary.
Wait for printer to **reinitialize**	Settings have been changed before the printer automatically restarts, or external device modes have changed.	No action necessary.
Warming up	The printer is coming out of Powersave mode. Printing will continue as soon as warmup is completed.	No action necessary.
10.XX.YY SUPPLIES **ERROR** **For help press ?**	The printer cannot read or write to at least one print cartridge memory tag, or at least one memory tag is missing.	1. Turn the printer off and then back on. 2. Press ? for more information. 3. To exit help, press ?. 4. If the error persists, contact HP Support.

Control panel message	Description	Recommended action
13.XX.YY JAM IN TOP COVER AREA **For help press ?**	There is a jam in the top cover area.	1. Press **?** for detailed information about clearing the jam. 2. Press ▲ and ▼ to step through the instructions. 3. To exit help, press **?**. 4. If the message persists after clearing all pages and exiting Help, contact HP Support. **Note** If **JAM RECOVERY=OFF** some pages will not be reprinted. Re-send the missing pages.
13.XX.YY JAM IN DUPLEX PATH **For help press ?**	There is a jam in the duplex path.	1. Press **?** for detailed information about clearing the jam. 2. Press ▲ and ▼ to step through the instructions. 3. To exit help, press **?**. 4. If the message persists after clearing all pages and exiting Help, contact HP Support. **Note** If **JAM RECOVERY=OFF** some pages will not be reprinted. Re-send the missing pages.
13.XX.YY JAM IN PAPER INPUT PATH **For help press ?**	There is a jam in the paper input path.	1. Press **?** for detailed information about clearing the jam. 2. Press ▲ and ▼ to step through the instructions. 3. To exit help, press **?**. 4. If the message persists after clearing all pages and exiting Help, contact HP Support. **Note** If **JAM RECOVERY=OFF** some pages will not be reprinted. Re-send the missing pages.

Control panel message	Description	Recommended action
13.XX.YY JAM IN **PAPER PATH** **For help press** ?	There is a jam in the paper path.	1. Press ? for detailed information about clearing the jam. 2. Press ▲ and ▼ to step through the instructions. 3. To exit help, press ?. 4. If the message persists after clearing all pages and exiting Help, contact HP Support. **Note** If **JAM RECOVERY=OFF** some pages will not be reprinted. Re-send the missing pages.
13.XX.YY JAM IN **TRAY 1** **For help press** ?	A page is jammed in the multi-purpose tray.	1. Press ? for detailed information about clearing the jam. 2. Press ▲ and ▼ to step through the instructions. 3. To exit help, press ?. 4. If the message persists after clearing all pages and exiting Help, contact HP Support. **Note** If **JAM RECOVERY=OFF** some pages will not be reprinted. Re-send the missing pages.
13.XX.YY JAM IN **TRAY X** **For help press** ?	A page is jammed in Tray X.	1. Press ? for detailed information about clearing the jam. 2. Press ▲ and ▼ to step through the instructions. 3. To exit help, press ?. 4. If the message persists after clearing all pages and exiting Help, contact HP Support. **Note** If **JAM RECOVERY=OFF** some pages will not be reprinted. Re-send the missing pages.

Control panel message	Description	Recommended action
13.XX.YY.DUPLEX **JOB INTERRUPTED** **For help press ?** alternates with **13.XX.YY.DUPLEX** **JOB INTERRUPTED** **Discard top sheet** **and press ✔** or **13.XX.YY.DUPLEX** **JOB INTERRUPTED** **Discard top two** **sheets and press ✔**	A duplex job was interrupted by interference as paper passed through the output bin during duplexing.	1. Press **?** for more information. 2. Remove one or two pages from the output bin as directed by the display. 3. Press ✔ to continue printing. **Note** If **JAM RECOVERY=OFF** some pages will not be reprinted. Re-send the missing pages.
20 INSUFFICIENT **MEMORY** **For help press ?** alternates with **20 INSUFFICIENT** **MEMORY** **To continue** **press ✔**	The printer has received more data from the computer than fits in available memory.	1. Press ✔ to continue printing. **Note** A loss of data will occur. 2. Reduce the complexity of the print job to avoid this error. 3. Adding memory to the printer may allow printing of more complex pages.
22 EIO X **BUFFER OVERFLOW** **To continue** **press ✔**	The printer EIO card in slot X has overflowed its I/O buffer during a busy state.	1. Press ✔ to continue printing. **Note** A loss of data will occur. 2. If the message persists, contact HP Support.
22 PARALLEL I/O **BUFFER OVERFLOW** **For help press ?** alternates with **22 PARALLEL I/O** **BUFFER OVERFLOW** **To continue** **press ✔**	The printer? parallel buffer has overflowed during a busy state.	1. Press ✔ to continue printing. **Note** A loss of data will occur. 2. If the message persists after exiting Help, contact HP Support.

Control panel message	Description	Recommended action
22 SERIAL I/O **BUFFER OVERFLOW** **To continue** **press ✔**	The printer serial buffer has overflowed during a busy state.	1. Press ✔ to continue printing. **Note** A loss of data will occur. 2. If the message persists, contact HP Support.
40 BAD SERIAL **TRANSMISSION** **To continue** **press ✔**	A serial data error (parity, framing, or line overrun) has occurred while the printer was receiving data.	1. Press ✔ to continue printing. **Note** A loss of data will occur. 2. If the message persists, contact HP Support.
40 EIO X BAD **TRANSMISSION** **To continue** **press ✔**	A connection with the card in EIO slot X has been abnormally broken.	1. Press ✔ to continue printing. **Note** A loss of data will occur. 2. If the message persists, contact HP Support.
41.3 UNEXPECTED **SIZE IN TRAY X** **For help press ?** alternates with **LOAD TRAY X:** **<TYPE> <SIZE>** **For help press ?**	Paper is loaded which is longer or shorter in the feed direction than the size configured for the tray.	1. Load the paper as instructed. 2. If the incorrect size was selected, cancel the job or press ? for help. 3. Press ▲ and ▼ to step through the instructions. 4. To exit help, press ?.
41.5 UNEXPECTED **TYPE IN TRAY X** **For help press ?** alternates with **LOAD TRAY X:** **<TYPE> <SIZE>** **For help press ?**	The printer senses a different paper type in the paper path than what is configured in the tray.	1. Load the paper as instructed. 2. If the incorrect type was selected, cancel the job or press ? for help. 3. Press ▲ and ▼ to step through the instructions. 4. If you are trying to print transparencies and the output was printed like paper, the OHT sensor might be dirty. For OHT sensor cleaning instructions, see Periodic cleaning. 5. To exit help, press ?.

Control panel message	Description	Recommended action
41.X **PRINTER ERROR** **For help press** ? alternates with **41.X** **PRINTER ERROR** **To continue** **press** ✔	A printer error has occurred.	1. Press ✔ to continue or press ? for more information. 2. If the message persists after exiting help, turn the printer off and then back on. 3. If the message still persists, contact HP Support.
49.XXXX **PRINTER ERROR** **To continue** **turn off then on**	A critical firmware error has occurred.	1. Turn the printer off and then back on. 2. If the message persists, contact HP Support.
50.X FUSER ERROR **For help press** ?	A fuser error has occurred.	1. Turn the printer off and then back on. 2. If the message persists, contact HP Support.
51.X **PRINTER ERROR** **For help press** ? alternates with **51.X** **PRINTER ERROR** **To continue** **turn off then on**	A printer error has occurred.	1. Press ✔ to continue. 2. Turn the printer off and then back on. 3. If the message persists, contact HP Support.
52.X **PRINTER ERROR** **For help press** ? alternates with **52.X** **PRINTER ERROR** **To continue** **turn off then on**	A printer error has occurred.	1. Press ✔ to continue. 2. Turn the printer off and then back on. 3. If the message persists, contact HP Support.
53.X0.ZZ **PRINTER ERROR** **To continue** **turn off then on**	An error has occurred in the onboard RAM.	1. Press ✔ to continue. 2. Turn the printer off and then back on. 3. If the message persists, contact HP Support.

Control panel message	Description	Recommended action
53.XY.ZZ **PRINTER ERROR** **To continue** **CANCEL JOB**	An error occurred in some memory of the printer. Values of X, Y, and ZZ are: **X DIMM Type** 5 Invalid DIMM speed 4 Exceeded maximum RAM size 3 Failed RAM test 2 Unsupported memory size 1 Unrecognized memory 0 Unsupported memory **ZZ Error Number** 4 DIMM Slot 4 3 DIMM Slot 3 2 DIMM Slot 2 1 DIMM Slot 1 **Y Device Location** 1 RAM	1. Press CANCEL JOB. 2. If the problem persists, contact HP support.
55.X **PRINTER ERROR** **For help press** ? alternates with **55.X** **PRINTER ERROR** **To continue** **press** ✔	A printer command error has occurred.	1. Press ✔ to continue. 2. Turn the printer off and then back on. 3. If the message persists, contact HP Support.
57.X **PRINTER ERROR** **To continue** **turn off then on**	A printer fan error has occurred.	1. Turn the printer off and then back on. 2. If the message persists, contact HP Support.
58.X **PRINTER ERROR** **For help press** ? alternates with **58.X** **PRINTER ERROR** **To continue** **turn off then on**	A memory tag error was detected.	1. Turn the printer off and then back on. 2. If the message persists, contact HP Support.

Control panel message	Description	Recommended action
59.X **PRINTER ERROR** **For help press** ? alternates with **59.X** **PRINTER ERROR** **To continue** **turn off then on**	A printer motor error has occurred.	1. Turn the printer off and then back on. 2. If the message persists, contact HP Support. **Note** This message might also appear if the transfer unit is missing or incorrectly installed. Ensure that the transfer unit is correctly installed.
62 NO SYSTEM **To continue** **turn off then on**	No system was found.	1. Turn the printer off and then back on. 2. If the message persists, contact HP Support.
64 PRINTER ERROR **For help press** ? alternates with **64 PRINTER ERROR** **To continue** **turn off then on**	Scan buffer error.	1. Turn the printer off and then back on. 2. If the message persists, contact HP Support.
68.X PERMANENT **STORAGE ERROR** **For help press** ? alternates with **68.X PERMANENT** **STORAGE ERROR** **To continue** **press** ✔	One or more printer settings saved in the non-volatile storage device is invalid and has been reset to its factory default. Pressing the ✔ button should clear the message. Printing can continue, but there may be unexpected behavior.	1. Press ✔ to continue. 2. Turn the printer off and then back on. 3. If the message persists, contact HP Support.
68.X PERMANENT **STORAGE FULL** **For help press** ? alternates with **68.X PERMANENT** **STORAGE FULL** **To continue** **press** ✔	A non-volatile storage device is full. Pressing the ✔ button should clear the message. Printing can continue, but there may be unexpected behavior. 0 for onboard NVRAM X Description 1 for removable disk (flash or hard)	1. Press ✔ to continue. 2. For 68.0 errors, turn the printer off and then back on. 3. If a 68.0 error persists, contact HP Support. 4. For 68.1 errors, use the HP Web Jetadmin software to delete files from the disk drive. 5. For 68.1 errors that persist, contact HP Support.

Control panel message	Description	Recommended action
68.X PERMANENT **STORAGE WRITE FAIL** **To continue** **press ✔**	A non-volatile storage device is full. Pressing the ✔ button should clear the message. Printing can continue, but there may be unexpected behavior. X Description 1 for removable disk (flash or hard) 0 for onboard NVRAM	1. Press ✔ to continue. 2. Turn the printer off and then back on. 3. If the problem persists, contact HP Support.
79.XXXX **PRINTER ERROR** **To continue** **turn off then on**	A critical hardware error has occurred.	1. Turn the printer off and then back on. 2. If the problem persists, contact HP Support.
8X.YYYY **EIO ERROR**	The EIO accessory card in slot X has encountered a critical error.	1. Turn the printer off and then back on. 2. If the problem persists, contact HP Support.

Paper jams

Use this illustration to troubleshoot paper jams in the printer. For instructions on clearing paper jams, see Clearing paper jams.
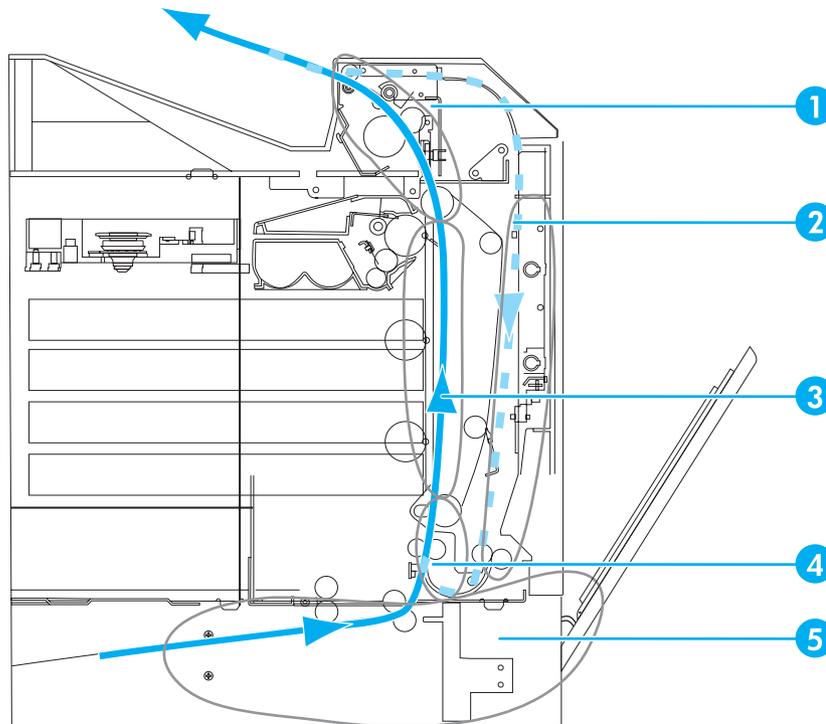
Paper jam locations (shown without optional Tray 3 or optional Tray 4)

1   top cover area
2   duplex path
3   paper path
4   input path
5   trays

Paper jam recovery

This printer automatically provides paper jam recovery, a feature that allows you to set whether the printer should attempt to automatically reprint jammed pages. The options are:

● **AUTO** Printer will attempt to reprint jammed pages.

● **OFF** Printer will not attempt to reprint jammed pages.

Note

During the recovery process, the printer may reprint several good pages that were printed before the paper jam occurred. Be sure to remove any duplicated pages.

To disable paper jam recovery

1. Press ✔ to enter the **MENUS**.

2. Press ▾ to highlight **CONFIGURE DEVICE**.

3. Press ✔ to select **CONFIGURE DEVICE**.

4. Press ▼ to highlight **SYSTEM SETUP**.

5. Press ✔ to select **SYSTEM SETUP**.

6. Press ▼ to highlight **JAM RECOVERY**.

7. Press ✔ to select **JAM RECOVERY**.

8. Press ▼ to highlight **OFF**.

9. Press ✔ to select **OFF**.

10. Press the PAUSE/RESUME button to return to the **Ready** state.

To improve print speed and increase memory resources, you may want to disable paper jam recovery. If paper jam recovery is disabled, the pages involved in a jam will not be reprinted.

Common causes of paper jams

The following table lists common causes of paper jams and suggested solutions for resolving them.

Issue	Cause	Solution
Common causes of paper jams[1]	Paper does not meet HP-recommended paper specifications.	Use only paper that meets HP specifications. See Supported paper weights and sizes.
	A supply item is installed incorrectly, causing repeated jams.	Verify that all print cartridges, the transfer unit, and the fuser are correctly installed.
	You are reloading paper that has already passed through a printer or copier.	Do not use paper that has been previously printed on or copied.
	An input tray is loaded incorrectly.	Remove any excess paper from the input tray. Be sure that it does not exceed the maximum stack height mark in the input tray. See Configuring input trays.
	Paper is skewed.	Input tray guides are not adjusted correctly. Adjust input tray guides so they hold paper firmly in place without bending it.
	Paper is binding or sticking together.	Remove paper, flex it, rotate it 180 degrees, or flip it over. Reload paper into the input tray. Do not fan paper.
	Paper is removed before it settles into the output bin.	Reset the printer. Wait until the page completely settles in the output bin before removing it.
	When duplexing, the paper is removed before the second side of the document is printed.	Reset the printer and print the document again. Wait until the page completely settles in the output bin before removing it.
	Paper is in poor condition.	Replace the paper.
	Paper is not picked up by the internal rollers from Tray 2, Tray 3, or Tray 4.	Remove the top sheet of paper. If the paper is heavier than 163 g/m^2 (43 lb), it may not be picked from the tray.
	Paper has rough or jagged edges.	Replace the paper.
	Paper is perforated or embossed.	This paper does not separate easily. You might need to feed single sheets from Tray 1.

Issue	Cause	Solution
Common causes of paper jams (continued)	Printer supply items have reached the end of their useful life.	Check the printer control panel for messages prompting you to replace supplies, or print a supplies status page to verify the remaining life of the supplies. See Replacing supplies for more information.
	Paper was not stored correctly.	Replace the print paper. Paper should be stored in the original packaging in a controlled environment.

[1]If the printer still continues to jam, contact HP Customer Support or your authorized HP service provider. For more information, see http://www.hp.com/support/lj5500.

Clearing paper jams

Each section below corresponds with a jam message that might appear on the control panel. Use these procedures to clear the jam.

Jam in Tray 1 or Tray 2

1. Using the side handles, open the top cover.
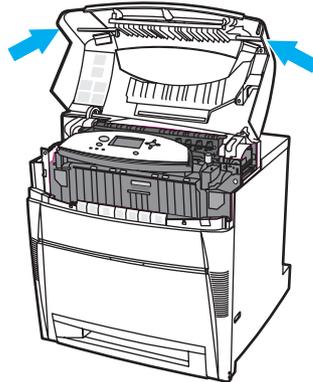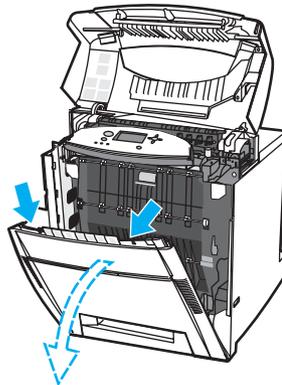
2. Grasp the the front cover and pull down.

3. Grasp the green handles on the transfer unit and pull down.

CAUTION   Do not place anything on the transfer unit while it is open. If the transfer unit is damaged, print quality problems may result.

4. Grasp the paper by both corners and pull up.
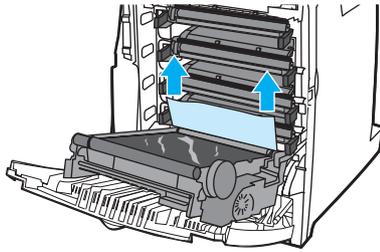
5. Inspect the paper path to ensure that it is clear.

If the paper tears, make sure that all paper fragments are removed from the paper path before resuming printing.

6. Close the transfer unit and front cover.
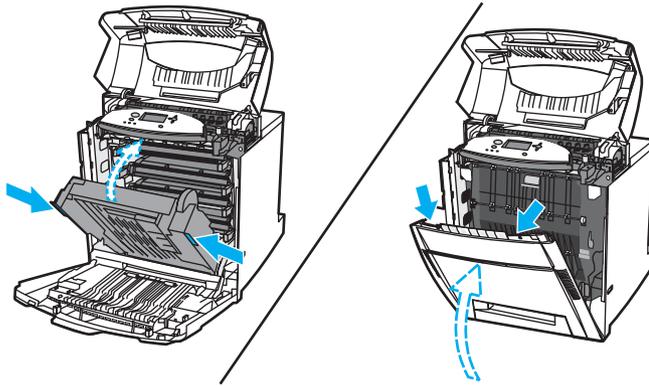
It is a good idea to inspect the input trays when clearing jams. However, opening and closing input trays has no effect on clearing jam messages.

7. Pull out Tray 2 and place it on a flat surface. Remove any partially fed paper.
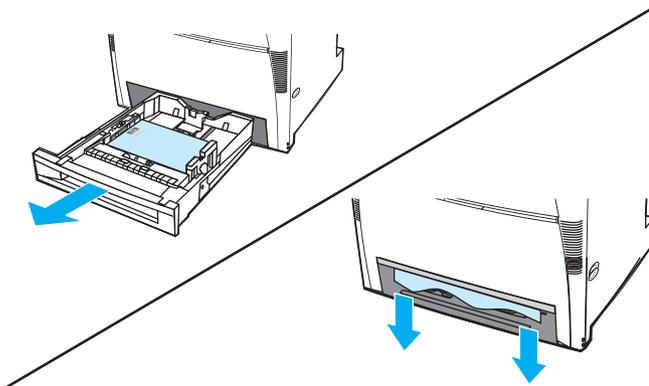
8. Inspect the paper path above to ensure that it is clear. To remove any partially fed paper, grasp the paper by both corners and pull down.
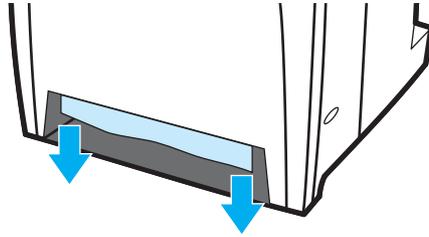
Note   If the paper tears, make sure that all paper fragments are removed from the paper path before resuming printing.

9. Check to make sure the paper is located correctly and flush with the paper guides.
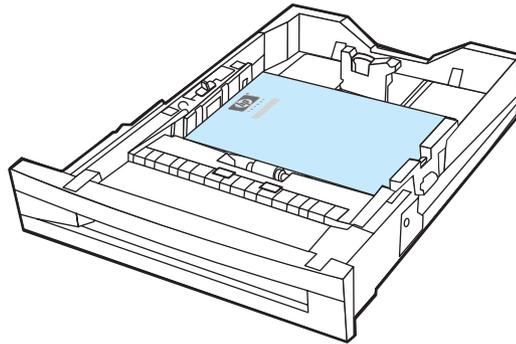
10. Insert the tray into the printer. Make sure all trays are completely closed.
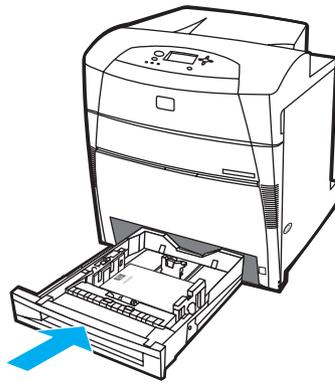
11. Close the top cover.
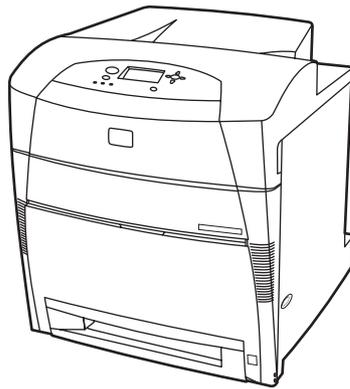
Jam in Tray 3 or Tray 4

1. Using the side handles, open the top cover.
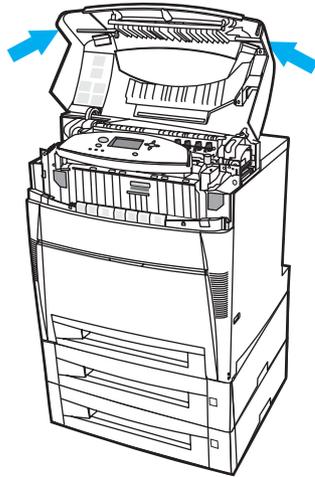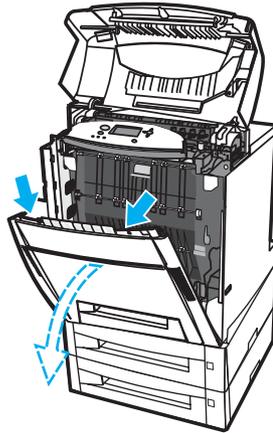
2. Grasp the the front cover and pull down.

3. Grasp the green handles on the transfer unit and pull down.

CAUTION   Do not place anything on the transfer unit while it is open. If the transfer unit is damaged, print quality problems may result.

4. Grasp the paper by both corners and pull up.
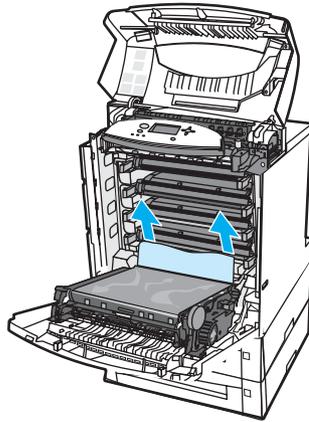
5. Inspect the paper path to ensure that it is clear.

Note   If the paper tears, make sure that all paper fragments are removed from the paper path before resuming printing.

6. Close the transfer unit and front cover.
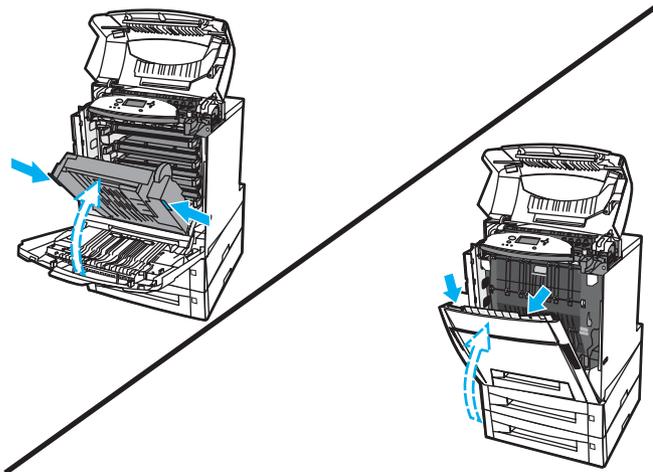
7. Pull out optional Tray 3 and Tray 4 (if applicable) and place them on a flat surface.
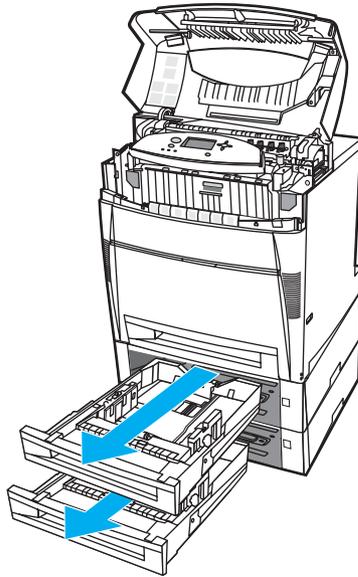
8. Remove any partially fed paper.
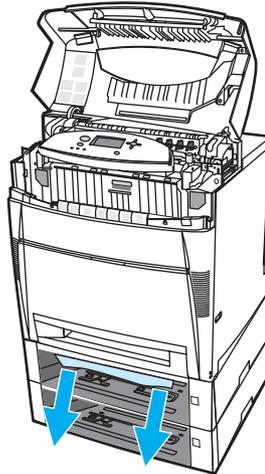
9. Inspect the above paper path to ensure that it is clear.

Note If the paper tears, make sure that all paper fragments are removed from the paper path before resuming printing.

10. Check Tray 3 and Tray 4 to make sure the paper is located correctly and flush with the paper guides.
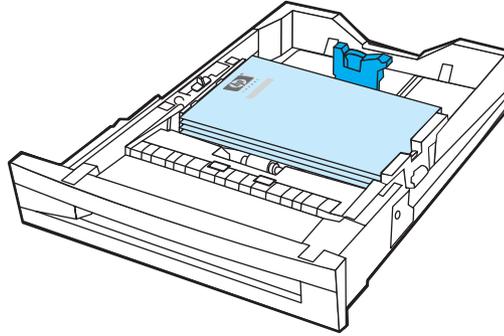
11. Insert the trays into the printer.

12. Pull out Tray 2 and place it on a flat surface.
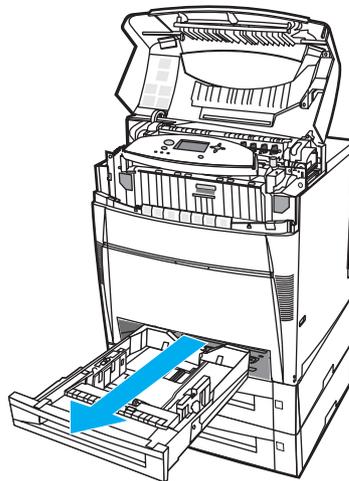
13. Remove any partially fed paper.
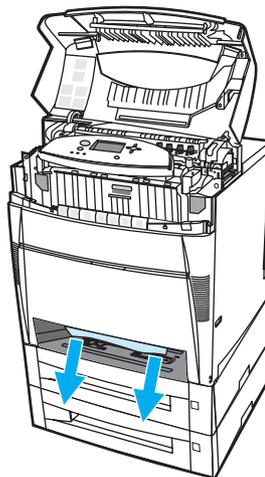
14. Inspect the above paper path to ensure that it is clear.
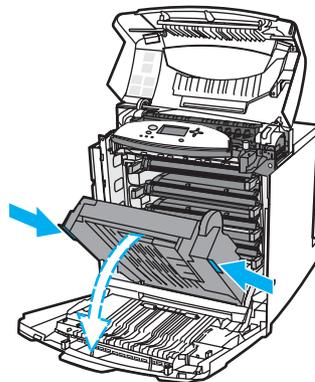
If the paper tears, make sure that all paper fragments are removed from the paper path before resuming printing.

15. Check the slot at the front of Tray 2, and make sure the paper is loaded correctly and flush with the paper guides.
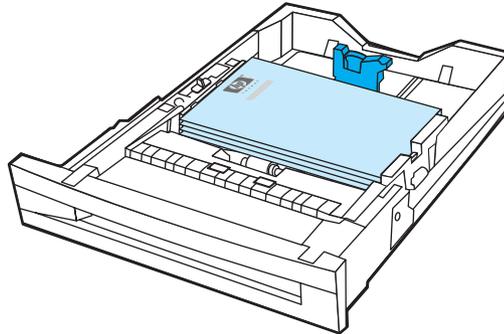
16. Insert Tray 2 into the printer. Make sure all trays are completely closed.
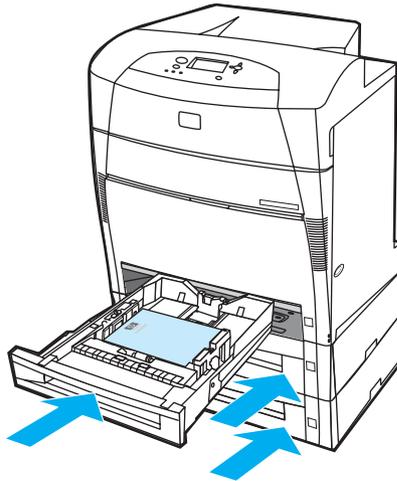
17. Close the top cover.
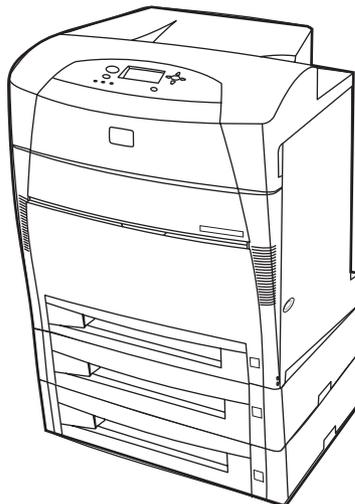
Jams in the top cover

Jams in the top cover occur in the areas indicated below. Use the procedures in this section to clear jams in these areas.
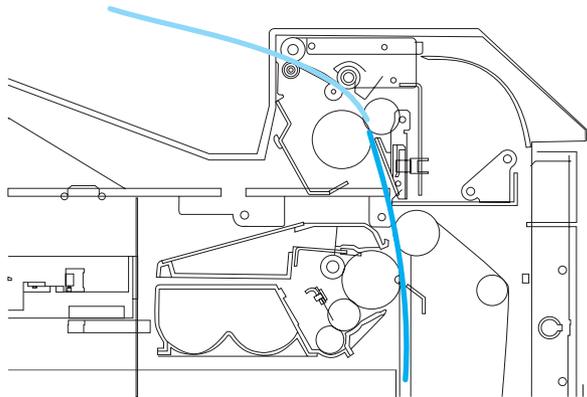
Jammed paper
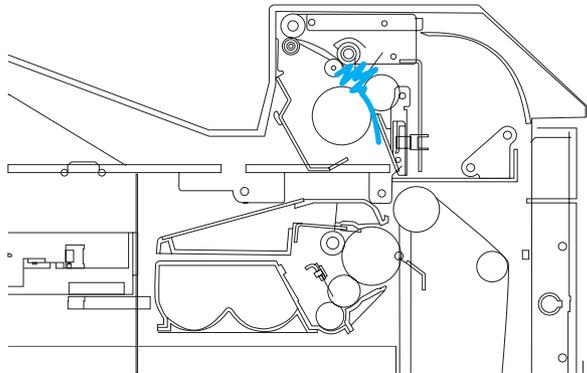
Crumpled paper in the fuser
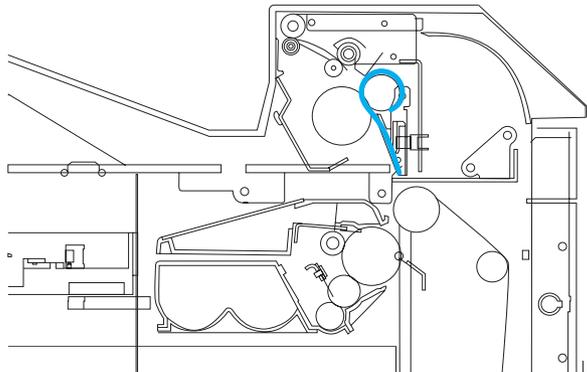
Paper wrapped around the fuser

Jam in the top cover

CAUTION Do not use a sharp object to remove a jam in the fuser. If the fuser is damaged, print quality problems may result.

1. Using the side handles, open the top cover.
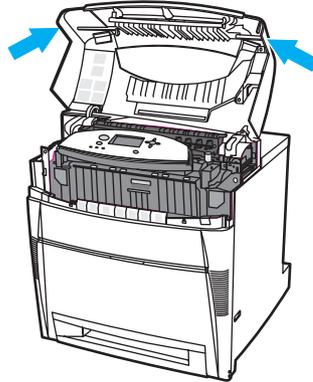
2. Firmly pull forward on the two green levers to disengage the fuser rollers.
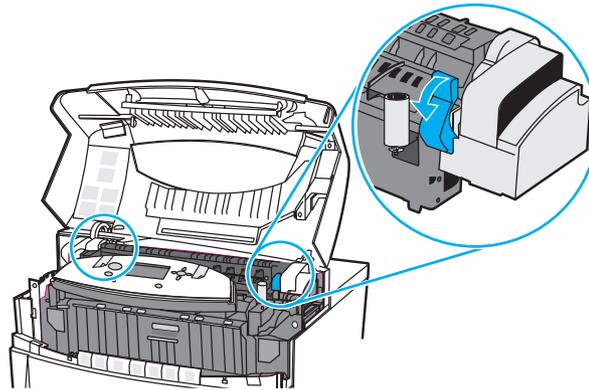
WARNING! Do not touch the fuser. It is hot and could cause burns! The fuser operating temperature is 190° C (374° F). Wait 10 minutes to allow the fuser to cool before touching it.

3. Grasp the paper by both corners to remove it, if possible.
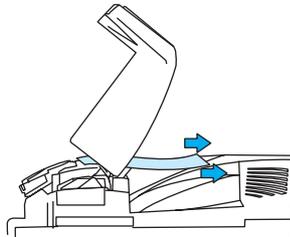
4. Open the fuser cover and pull up to remove any paper that is crumpled in the fuser.
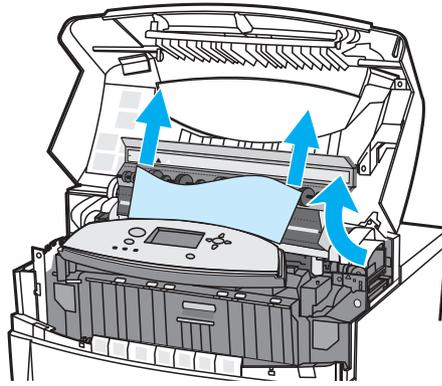
WARNING! Do not reach into the fuser until it has cooled.

Note If the paper tears, make sure that all paper fragments are removed from the paper path before resuming printing.

5. Grasp the the front cover and pull down.
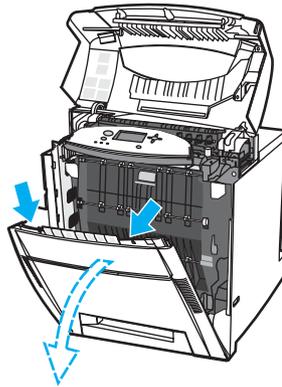
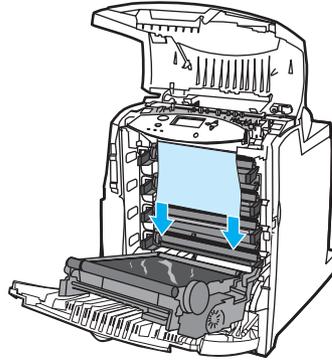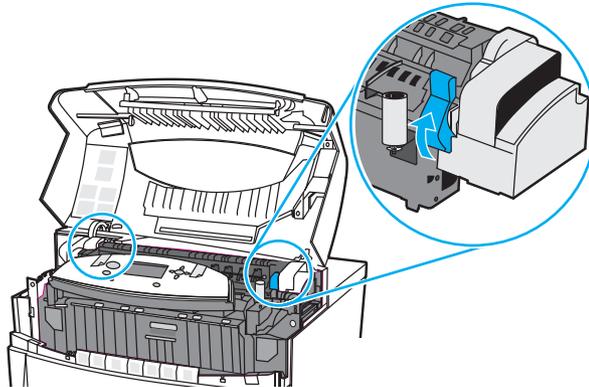6. Grasp the green handles on the transfer unit and pull down.

CAUTION Do not place anything on the transfer unit while it is open. If the transfer unit is damaged, print quality problems may result.

7. If the paper is wrapped around the fuser roller or stuck in the rollers, grasp the paper by both corners and pull *down*.

Note If the paper is wrapped around the roller, it is important to pull *down* on the paper to remove it. Pulling up on the paper can damage the fuser rollers and cause print quality problems.

WARNING! Do not reach into the fuser until it has cooled.

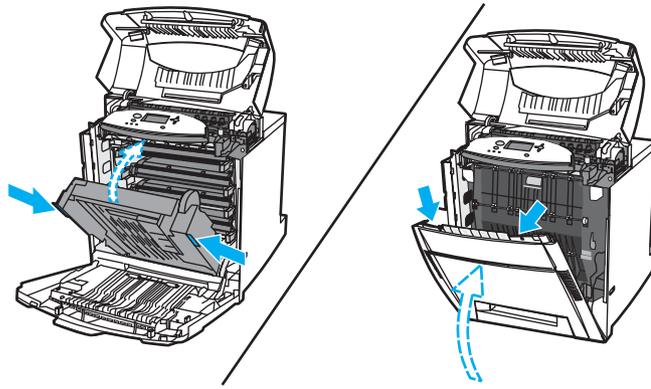**Note** If the paper tears, make sure that all paper fragments are removed from the paper path before resuming printing.

8. Firmly push the two green levers on either side of the fuser to re-engage the fuser rollers.

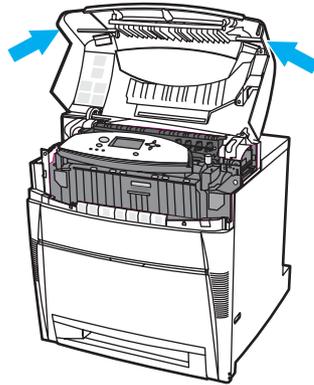9. Close the transfer unit and front cover.
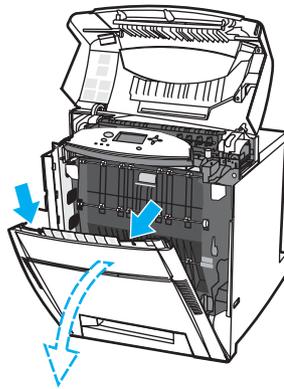
10. Close the top cover.
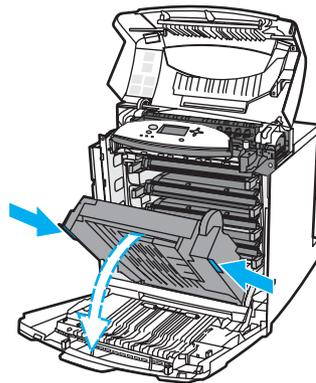
Jam in paper input path or paper path

1. Using the side handles, open the top cover.

2. Grasp the the front cover and pull down.

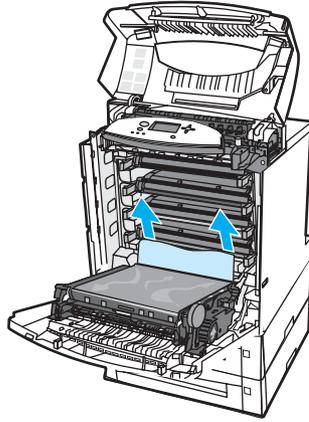3. Grasp the green handles on the transfer unit and pull down.

CAUTION   Do not place anything on the transfer unit while it is open. If the transfer unit is damaged, print quality problems may result.
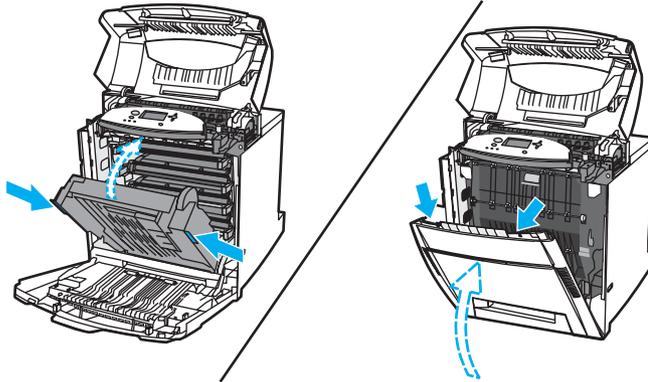
4. Grasp the paper by both corners and pull up.

5. Inspect the paper path to ensure that it is clear.

If the paper tears, make sure that all paper fragments are removed from the paper path before resuming printing.

6. Close the transfer unit and front cover.

7. Pull out Tray 2, Tray 3, and Tray 4 and place each tray on a flat surface. Remove any partially fed paper from these trays.

8. Inspect the paper path above and below to ensure that it is clear.

If the paper tears, make sure that all paper fragments are removed from the paper path before resuming printing.

9. Check Tray 2, Tray 3, and Tray 4 to make sure the paper is located correctly in each tray and flush with the paper guides. Insert the trays into the printer. Make sure all trays are completely closed.

10. Close the top cover.

Jam in duplex path

1. Using the side handles, open the top cover.
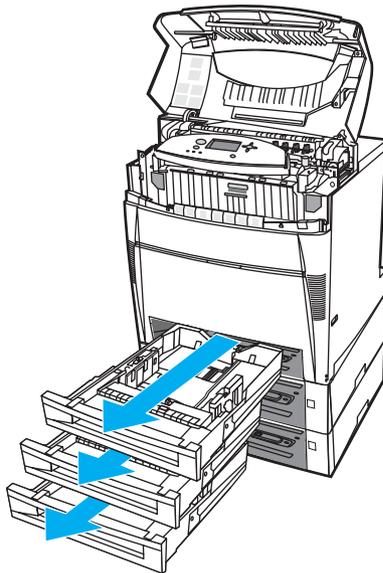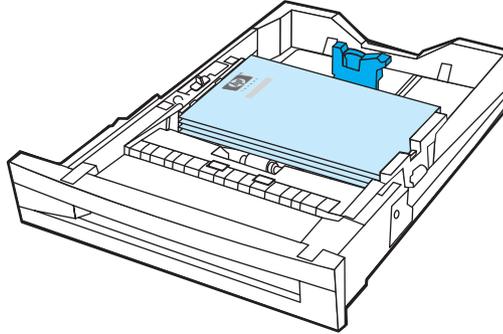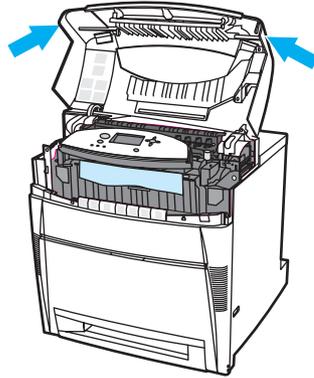
2. Grasp the paper by both corners and pull down.

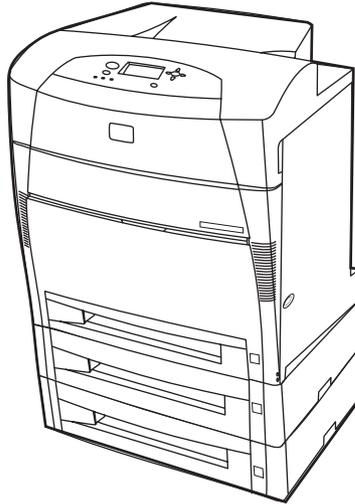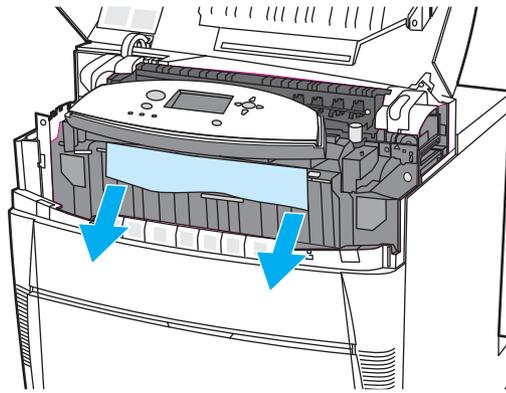**Note**   If the paper tears, make sure that all paper fragments are removed from the paper path before resuming printing.

3. Grasp the front cover and pull down.
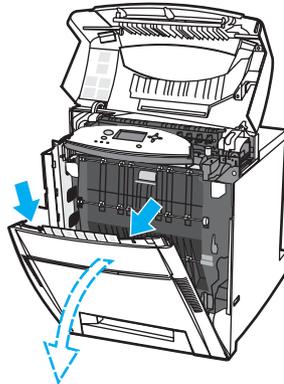
4. Grasp the paper by both corners and pull up.
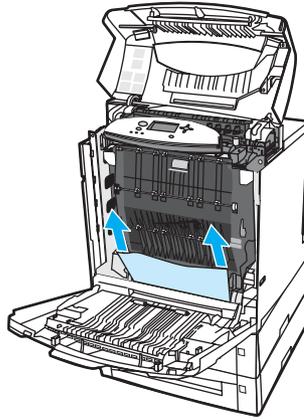
5. If the paper cannot be accessed from this location, grasp the green handles on the transfer unit and pull down.
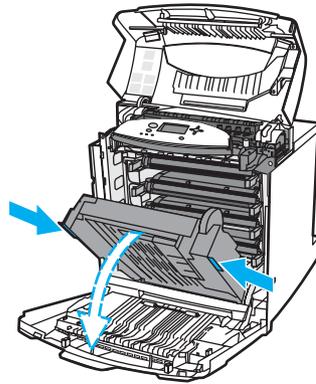
6. Grasp the paper by both corners and pull up.
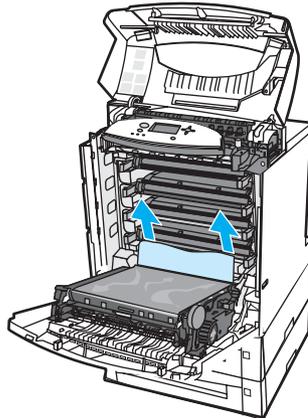
7. Close the transfer unit and front cover.
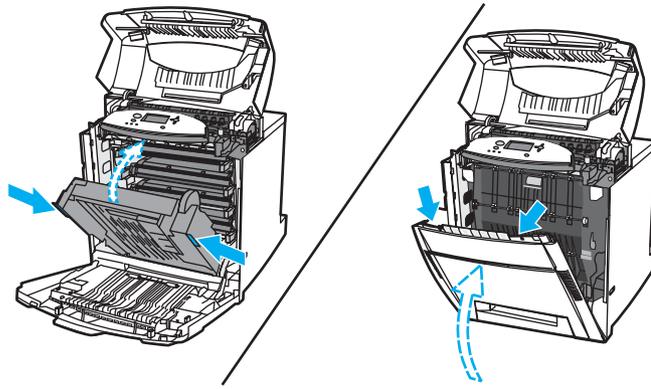
8. Close the top cover.

Paper handling problems

The following table lists common paper handling problems and suggested solutions for resolving them.

Use only paper that meets the specifications outlined in the *HP LaserJet Printer Family Print Media Guide*. For ordering information, see Supplies and accessories.

For paper specifications for this printer, see Supported paper weights and sizes.

Paper handling problems

| Issue	Cause	Solution
Printer feeds multiple sheets	The input tray is overfilled.	Remove excess paper from the input tray.
	The paper exceeds the maximum stack height indicator mark in the input tray (Trays 2, 3, and 4).	Open the input tray and verify that the paper stack is below the maximum stack height indicator mark.
	Paper is sticking together.	Remove paper, flex it, rotate it 180 degrees or flip it over, and then reload it into the tray. **Note** Do not fan paper. Fanning can create static electricity, which can cause paper to stick together.
	Paper does not meet the specifications for this printer.	Use only paper that meets HP paper specifications for this printer. See Supported paper weights and sizes.
	Glossy paper is being used in a high humidity environment.	Use another type of paper.

Issue	Cause	Solution
Printer feeds incorrect page size	The correct size paper is not loaded in the input tray.	Load the correct size paper in the input tray.
	The correct size paper is not selected in the software application or printer driver.	Confirm that the settings in the application and printer driver are appropriate, since the application settings override the printer driver and control panel settings, and the printer driver settings override the control panel settings.
	The correct size paper for Tray 1 is not selected in the printer control panel.	From the control panel, select the correct size paper for Tray 1.
	The paper size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
	The guides in the tray are not against the paper.	Verify that the guides are touching the paper.
	The custom/standard switch in the tray is not in the correct position.	Verify that the switch is in the correct position for the paper size.
Printer pulls from incorrect tray	You are using a driver for a different printer.	Use a driver for this printer.
	The specified tray is empty.	Load paper in the specified tray.
	Tray behavior for the requested tray is set to **FIRST** in the system setup submenu of the Configure Device menu.	Change the setting to **EXCLUSIVELY**.
	The paper size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
	The guides in the tray are not against the paper.	Verify that the guides are touching the paper.
	The Custom/Standard switch in the tray is not in the correct position.	Verify that the switch is in the correct position for the paper size.
	The **USE REQUESTED TRAY** setting in the printer control panel is set to **EXCLUSIVELY**, and the requested tray is empty. The printer will not use another tray.	Load paper in the requested tray. *or* Change the setting from **EXCLUSIVELY** to **FIRST** in the Configuration Menu. This will allow the printer to use the paper in other trays if no paper is loaded in the specified tray.

Issue	Cause	Solution
Paper does not feed automatically	Manual feed is selected in the software application.	Load Tray 1 with paper, or, if the paper is loaded, press ✔.
	The correct size paper is not loaded.	Load the correct size paper.
	The input tray is empty.	Load paper into the input tray.
	Paper from a previous jam has not been completely removed.	Open the printer and remove any paper in the paper path. Closely inspect the fuser area for jams. See Paper jams.
	The paper size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
	The guides in the tray are not against the paper.	Verify that the guides are touching the paper.
	The Custom/Standard switch in the tray is not in the correct position.	Verify that the switch is in the correct position for the paper size.
	Manual feed prompt is set to **ALWAYS**. The printer will always prompt for manual feed, even if paper is in the tray.	Open the tray, reload the paper, and then close the tray. Otherwise, change the manual feed prompt setting to **UNLESS LOADED**. Using this setting, the printer will prompt for manual feed unless paper is already in the tray.
	The **USE REQUESTED TRAY** setting in the printer control panel is set to **EXCLUSIVELY**, and the requested tray is empty. The printer will not use another tray.	Load paper in the requested tray. *or* Change the setting from **EXCLUSIVELY** to **FIRST** in the Configuration Menu. This will allow the printer to use the paper in other trays if no paper is loaded in the specified tray.
Unable to select paper sizes for Trays 2, 3, or 4 using the printer control panel	The printer automatically detects some paper sizes when the tray switch is set to Standard and the paper width and length guides are in a standard paper size position.	Set the tray switch to Custom, or adjust the paper width and length guides to fit snugly against the paper stack. For more information, see Configuring input trays.

Issue	Cause	Solution
Paper does not feed from Trays 2, 3, or 4	Manual feed or Tray 1 is selected in the software application.	Load Tray 1 with paper, or, if the paper is loaded, press ✔.
	The correct size paper is not loaded.	Load the correct size paper.
	The input tray is empty.	Load paper in the input tray.
	The correct paper type for the input tray is not selected in the printer control panel.	From the printer control panel, select the correct paper type for the input tray.
	Paper from a previous jam has not been completely removed.	Open the printer and remove any paper in the paper path. Closely inspect the fuser area for jams. See Paper jams.
	Tray 3 or Tray 4 (500-sheet paper feeder) does not appear as an input tray option.	Tray 3 or Tray 4 appears as an option only if it is installed. Verify that Tray 3 or Tray 4 is correctly installed. Verify that the printer driver has been configured to recognize Tray 3 or Tray 4.
	Tray 3 or Tray 4 is incorrectly installed.	Print a configuration page to confirm that Tray 3 or Tray 4 is installed. If not, verify that the optional installed 500-sheet feeder assembly is correctly attached to the printer.
	The paper size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
	The guides in the tray are not against the paper.	Verify that the guides are touching the paper.
	The custom/standard switch in the tray is not in the correct position.	Verify that the switch is in the correct position for the paper size.
	The **USE REQUESTED TRAY** setting in the printer control panel is set to **EXCLUSIVELY**, and the requested tray is empty. The printer will not use another tray.	Change the setting from **EXCLUSIVELY**, or load paper in the requested tray.

Issue	Cause	Solution
Transparencies or glossy paper will not feed	The correct paper type is not specified in the software or printer driver.	Verify that the correct paper type is selected in the software or printer driver.
	The input tray is overfilled.	Remove excess paper from the input tray. Make sure the paper does not exceed the maximum stack height indicator mark in Trays 2, 3, or 4. Do not exceed the maximum stack height for Tray 1.
	Paper in another input tray is the same size as the transparencies, and the printer is defaulting to the other tray.	Make sure that the input tray containing the transparencies or glossy paper is selected in the software application or printer driver. Use the printer control panel to configure the tray to the paper type loaded.
	The tray containing the transparencies or glossy paper is not configured correctly for type.	Make sure that the input tray containing the transparencies or glossy paper is selected in the software application or printer driver. Use the printer control panel to configure the tray to the paper type loaded. See Configuring input trays.
Transparencies are not printed correctly and the printer control panel displays the **41.5 UNEXPECTED TYPE IN TRAY** error message	The OHT sensor is dirty.	Clean the OHT sensor. See Periodic cleaning.

Issue	Cause	Solution
Envelopes jam or will not feed in the printer	Envelopes are loaded in an unsupported tray. Only Tray 1 can feed envelopes.	Load envelopes into Tray 1.
	Envelopes are curled or damaged.	Try using different envelopes. Store envelopes in a controlled environment. Try rotating the envelope orientation to load long-edge first, and set the tray switch to Custom. See Envelopes for more information.
	Envelopes are sealing because the moisture content is too high.	Try using different envelopes. Store envelopes in a controlled environment.
	Envelope orientation is incorrect.	Verify that the envelope is loaded correctly. See Configuring input trays.
	This printer does not support the envelopes being used.	See Supported paper weights and sizes or the *HP LaserJet Printer Family Print Media Guide*.
	Tray 1 is configured for a size other than envelopes.	Configure Tray 1 size for envelopes.
Output is curled or wrinkled	Paper does not meet the specifications for this printer.	Use only paper that meets the HP paper specifications for this printer. See Supported paper weights and sizes.
	Paper is damaged or in poor condition.	Remove paper from the input tray and load paper that is in good condition.
	Printer is operating in an excessively humid environment.	Verify that the printing environment is within humidity specifications.
	You are printing large, solid-filled areas.	Large, solid-filled areas can cause excessive curl. Try using a different pattern.
	Paper used was not stored correctly and may have absorbed moisture.	Remove paper and replace it with paper from a fresh, unopened package.
	Paper has poorly cut edges.	Remove paper, flex it, rotate it 180 degrees or turn it over, and then reload it into the input tray. Do not fan paper. If the problem persists, replace the paper.
	The specific paper type was not configured for the tray or selected in the software.	Configure the software for the paper (see the software documentation). Configure the tray for the paper, see Configuring input trays.

Issue	Cause	Solution
Printer will not duplex or duplexes incorrectly (2-sided printing)	You are trying to duplex on unsupported paper.	Verify that the paper is supported for 2-sided printing. See Supported paper weights and sizes.
	The printer driver is not set up for 2-sided printing.	Set up the printer driver to enable 2-sided printing.
	The first page is printing on the back of preprinted forms or letterhead.	Load preprinted forms and letterhead in Tray 1 with the letterhead or printed side up and the top of the page to the left. For Tray 2, Tray 3, or Tray 4, load these paper printed side down with the top of the page to the left. See 2-sided (duplex) printing for more information on 2-sided printing.
	Printer model does not support 2-sided printing.	The HP Color LaserJet 5500 and 5500n printers do not support automatic 2-sided printing.

Printer response problems

The following table lists common printer response problems and suggested solutions for resolving them.

Printer response problems

Issue	Cause	Solution
No display message	The printer on/off button is in the off position.	Verify that the printer is on. Fans may run while the printer is in Standby mode (off).
	The printer memory DIMMs are defective or installed incorrectly.	Verify that the printer memory DIMMs are correctly installed and are not defective.
	The power cord is not firmly plugged into both the printer and the power receptacle.	Turn off the printer and then disconnect and reconnect the power cord. Turn the printer back on.
	The line voltage is incorrect for the printer power configuration.	Connect the printer to a proper voltage source, as specified on the Power Rating Label on the back of the printer.
	The power cord is damaged or excessively worn.	Replace the power cord.
	The power source receptacle is not working correctly.	Connect the printer to a different power receptacle.

Issue	Cause	Solution
Printer is on, but nothing prints	The printer Ready indicator light is not lit.	Press PAUSE/RESUME to return the printer to the **Ready** state.
	The top cover is not closed properly.	Close the top cover firmly.
	The Data indicator light is flashing.	The printer is probably still receiving data. Wait for the Data indicator to stop flashing.
	REPLACE <COLOR> CARTRIDGE appears on the printer display.	Replace the print cartridge specified on the printer display.
	A printer message other than **Ready** appears on the printer control panel.	See Control panel messages.
	The parallel port may have a DOS timeout error.	Add a MODE command to the AUTOEXEC.BAT file. See the DOS manual for additional information.
	The PS (PostScript Emulation) personality is not selected.	Select **PS** or **AUTO** for the printer language. See Changing printer control panel configuration settings.
	The correct driver is not selected in the software application or printer driver.	Select the driver for PostScript Emulation for this printer in the software application or printer driver.
	The printer is not properly configured.	See Changing printer control panel configuration settings.
	The computer port is not configured or is not working properly.	Run another peripheral connected to this port to verify that the port is working properly.
	The printer has not been correctly named for the network or for a Macintosh.	Use the appropriate utility to name the printer on the network. For Macintosh, name the printer from within the Chooser menu.

Issue	Cause	Solution
Printer is on but is not receiving data	The printer Ready indicator light is not lit.	Press PAUSE/RESUME to return the printer to the **Ready** state.
	The top cover is not closed properly.	Close the top cover firmly.
	A printer message other than **Ready** appears on the printer control panel.	See Control panel messages.
	The interface cable is not correct for this configuration.	Select the correct interface cable for your configuration. See Parallel configuration or Enhanced I/O (EIO) configuration.
	The interface cable is not securely connected to both the printer and the computer.	Disconnect and reconnect the interface cable.
	The printer is not configured correctly.	See Changing printer control panel configuration settings for configuration information.
	The interface configurations on the printer configuration page do not match the configurations on the host computer.	Configure the printer to match the computer configuration.
	The computer is not working properly.	Try using an application that you know works properly to check the computer, or, if connected via the parallel port, in DOS, type `Dir>Prn` at the DOS command prompt.
	The computer port that the printer is connected to is not configured or is not working properly.	Run another peripheral connected to this port to verify that the port is working properly.
	The printer has not been correctly named for the network or Macintosh.	Use the appropriate utility to name the printer on the network. For Macintosh, name the printer from within the Chooser menu.

Issue	Cause	Solution
Unable to select the printer from the computer	If you are using a switch box, the printer may not be selected for the computer.	Select the correct printer through the switch box.
	The printer's Ready indicator light is not lit.	Press PAUSE/RESUME to return the printer to the **Ready** state.
	A printer message other than **Ready** appears on the printer control panel.	See Control panel messages.
	The correct printer driver is not installed in the computer.	Install the correct printer driver.
	The correct printer and port are not selected on the computer.	Select the correct printer and port.
	The network is not configured properly for this printer.	Use the network software to verify the printer's network configuration, or consult with the network administrator.
	The power source receptacle is not working correctly.	Connect the printer to a different power receptacle.

Printer control panel problems

The following table lists common printer control panel problems and suggested solutions for resolving them.

Printer control panel problems

Issue	Cause	Solution
Control panel settings work incorrectly	The printer control panel display is blank or is not lit, even when the fan is running.	Fans may run while the printer is in Standby mode (off). Press the printer's on/off button to turn the printer on.
	Printer settings in the printing software application or printer driver differ from the printer control panel settings.	Confirm that the settings in the application and printer driver are appropriate. The application settings override the printer driver and control panel settings, and the printer driver settings override the control panel settings.
	Control panel settings were not correctly saved after they were changed.	Reselect the control panel settings, and then press ✔. An asterisk (*) should appear to the right of the setting.
	The Data indicator light is lit, and there are no pages printing.	Buffered data exists in the printer. Press ✔ to print the buffered data using current control panel settings and activate the new control panel settings.
	If the printer is on a network, another user may have changed printer control panel settings.	Consult the network administrator to coordinate changes to printer control panel settings.
Unable to select Tray 3 or Tray 4 (optional 500-sheet paper feeder)	Tray 3 or Tray 4 (500-sheet paper feeder) does not appear as an input tray option on the configuration page or on the control panel.	Tray 3 or Tray 4 appears as an option only if it is installed. Verify correct installation of Tray 3 or Tray 4.
	Tray 3 or Tray 4 does not appear as an option in the printer driver.	Verify that the printer driver configuration recognizes Tray 3 or Tray 4.

Color printing problems

The following table lists common color printing problems and suggested solutions for resolving them.

Color printing problems

Issue	Cause	Solution
Printing black instead of color	**Grayscale** is selected in the software application or printer driver.	Select **Color** mode instead of **Grayscale** or **Monochrome** mode in the software application or printer driver. See Printer information pages to learn how to print a configuration page.
	The correct printer driver is not selected in your software application.	Select the correct printer driver.
	No color appears on the configuration page.	Contact HP support.
Incorrect shade	The sealing tape has not been removed from the print cartridge.	Remove the sealing tape from the print cartridge for the color that is missing. See Changing print cartridges.
	The paper does not meet the specifications for this printer.	See the *HP LaserJet Printer Family Print Media Guide*. Go to http://www.hp.com/support/lj5500 for *HP LaserJet Printer Family Print Media Guide* ordering information. When you connect, select **Manuals**.
	You are operating the printer in excessively humid conditions.	Verify that the printer environment is within humidity specifications. **Note** For more information about color quality problems see Print quality troubleshooting.
	OHT sensors might be dirty.	Clean the OHT sensor. See Periodic cleaning for information about cleaning the OHT sensor.
Missing color	The HP print cartridge is defective.	Replace the cartridge.
	A non-HP cartridge might be installed.	Ensure that you are using a genuine HP print cartridge.

Issue	Cause	Solution
Inconsistent colors after installing a print cartridge	The sealing tape has not been removed from the print cartridge.	Remove the sealing tape from the print cartridge for the color that is missing. See Changing print cartridges.
	Another print cartridge may be low.	Check the supplies gauge on the control panel or print a supplies status page. See Printer information pages.
	Print cartridges may be improperly installed.	Verify that each print cartridge is installed properly.
Printed colors do not match screen colors	Extremely light screen colors are not being printed.	The software application may interpret extremely light colors as white. If so, avoid using extremely light colors.
	Extremely dark screen colors are being printed in black.	The software application may interpret extremely dark colors as black. If so, avoid using extremely dark colors.
	The colors on the computer screen differ from the printer output.	In the printer driver's Color Control tab, select **Screen Match**. **Note** Several factors can influence your ability to match printed colors to those on your screen. These factors include paper, overhead lighting, software applications, operating system palettes, monitors, and video cards and drivers.

Incorrect printer output

The following table lists common printer output problems and suggested solutions for resolving them.

Incorrect printer output

Issue	Cause	Solution
Incorrect fonts are printed	The font has not been correctly selected in the software application.	Re-select the font in the software application.
	The font is not available to the printer	Download the font to the printer or use another font. (In Windows, the driver does this automatically.)
	The correct printer driver is not selected.	Select the correct printer driver.
Unable to print all characters in a symbol set	The correct font is not selected.	Select the correct font.
	The correct symbol set is not selected.	Select the correct symbol set.
	The selected character or symbol is not supported by the software application.	Use a font that supports the selected character or symbol.
Drifting text between printouts	Your software application is not resetting the printer to the top of the page.	See the documentation for the software or the *PCL/PJL Technical Reference Package* for specific information.
Erratic, missing characters or interrupted printout	The interface cable is of poor quality.	Try using a different, higher quality IEEE-compliant cable. Parallel cables can be no longer than 10 meters (30 feet).
	The interface cable is loose.	Disconnect and reconnect the interface cable.
	The interface cable is damaged or bad.	Try using a different interface cable.
	The power cable is loose.	Disconnect and reconnect the power cable.
	You are attempting to print a PCL job with the printer configured for PostScript Emulation.	From the printer control panel, select the correct printer personality and then resend the print job.
	You are attempting to print a PostScript job with the printer configured for PCL.	From the printer control panel, select the correct printer personality and then resend the print job.

Issue	Cause	Solution
Partial printout	A memory error message appears on the printer control panel.	1. Free up printer memory by deleting unneeded downloaded fonts, style sheets, and macros from printer memory. or 2. Add more memory to the printer.
	The file you are printing contains errors.	Check the software application to verify that the file does not contain errors. 1. Print another file that you know is error-free from within the same application. or 2. Print the file from another application.

Guidelines for printing with different fonts

- The 80 internal fonts are available in PostScript Emulation (PS) and PCL mode.
- To conserve printer memory, download only those fonts that are needed.
- If you require several downloaded fonts, consider installing additional printer memory.

Some software applications automatically download fonts at the beginning of each print job. It might be possible to configure those applications to download only soft fonts that are not already resident in the printer.

Software application problems

The following table lists common software application problems and suggested solutions for resolving them.

Software application problems

Issue	Cause	Solution
Unable to change system selections through software	System software changes are locked out by the printer control panel.	Consult with your network administrator.
	The software application does not support system changes.	See the software application documentation.
	The correct printer driver is not loaded.	Load the correct printer driver.
	The correct application driver is not loaded.	Load the correct application driver.
Unable to select a font from the software	The font is not available to the software application.	See the software application documentation.
Unable to select colors from the software	The software application does not support color.	See the documentation for the software application.
	Color mode is not selected in the software application or printer driver.	Select **Color** mode instead of **Grayscale** or **Monochrome** mode.
	The correct printer driver is not loaded.	Load the correct printer driver.
Printer driver does not recognize Tray 3, Tray 4, or the duplex printing accessory	The printer driver has not been configured to recognize Tray 3, Tray 4, or the duplex printing accessory.	See the printer driver's online Help for instructions on how to configure the driver to recognize printer accessories.
	The accessory may not be installed.	Verify that the accessory is properly installed.

Print quality troubleshooting

If you are experiencing problems with print quality, the following lists may help identify the cause of the problem.

Print quality problems associated with paper

Some print quality problems arise from use of inappropriate paper.

- Use paper that meets HP paper specifications. See Supported paper weights and sizes.
- The surface of the paper is too smooth. Use paper that meets HP paper specifications. See Supported paper weights and sizes.
- The driver setting is incorrect. To change the paper type setting, see Type and Size.
- The paper you are using is too heavy for the paper type setting you selected, and the toner is not fusing to the paper.
- The moisture content of the paper is uneven, too high, or too low. Use paper from a different source or from an unopened ream of paper.
- Some areas of the paper reject toner. Use paper from a different source or from an unopened ream of paper.
- The letterhead you are using is printed on rough paper. Use a smoother, xerographic paper. If this solves your problem, consult with the printer of your letterhead to verify that the paper used meets the specifications for this printer. See Supported paper weights and sizes.
- The paper is excessively rough. Use a smoother, xerographic paper.

Overhead transparency defects

Overhead transparencies may display any of the image quality problems that any other type of paper will cause, as well as defects specific to printing on transparencies. In addition, because transparencies are pliable while in the print path, they are subject to being marked by the paper-handling components.

Note   Allow transparencies to cool for at least 30 seconds before handling them.

- In the printer driver **Paper** tab, select **Transparency** as the paper type. Also, make sure that the tray is correctly configured for transparencies.
- Check that the transparencies meet the specifications for this printer. See Supported paper weights and sizes. For more information, consult the *HP LaserJet Printer Family Print Media Guide.* See http://www.hp.com/support/lj5500 for *HP LaserJet Printer Family Print Media Guide* ordering information. For downloadable manuals, go to http://www.hp.com/support/lj5500. When you connect, select **Manuals**.
- The transparencies you are using are not designed for proper toner adhesion. Use only transparencies designed for HP Color LaserJet printers.
- If the color is off and the printer control panel displays the **41.5 UNEXPECTED TYPE IN TRAY X** error, the OHT sensor might be dirty. See Periodic cleaning for OHT cleaning instructions.
- Handle transparencies by the edges. Skin oil on the surface of transparencies can cause spots and smudges.

- Small, random dark areas on the trailing edge of solid fill pages may be caused by transparencies sticking together in the output bin. Try printing the job in smaller batches.
- The selected colors are undesirable when printed. Select different colors in the software application or printer driver.
- If you are using a reflective overhead projector, use a standard overhead projector instead.

Print quality problems associated with the environment

If the printer is operating in excessively humid or dry conditions, verify that the printing environment is within specifications. See the start guide for this printer for information on operating environment specifications.

Print quality problems associated with jams

Make sure that all paper is cleared from the paper path. See Paper jam recovery.

- If the printer recently jammed, print two to three pages to clean the printer.
- If the paper does not pass through the fuser, which causes image defects to appear on subsequent documents, print two to three pages to clean the printer. However, if the problem persists see the next section.

Print quality problems associated with maintenance

Some print quality problems might occur when the printer needs cleaning. See Periodic cleaning for more information.

Print quality troubleshooting pages

Use the built-in print quality troubleshooting pages to help diagnose and solve print quality problems.

1. Press ✔ to enter the **MENUS**.
2. Press ▾ to highlight **DIAGNOSTICS**.
3. Press ✔ to select **DIAGNOSTICS**.
4. Press ▾ to highlight **PQ TROUBLESHOOTING**.
5. Press ✔ to print the pages.

The printer returns to the **Ready** state after printing the print quality troubleshooting pages.

A Working with memory and print server cards

Printer memory

The printer has five dual in-line memory module (DIMM) slots.

For maximum flexibility in DIMM support, the formatter is designed with four 168-pin DIMM slots and a fifth 100-pin DIMM slot. Due to technical limitations, only four DIMMs can be loaded at a time, so the fifth DIMM slot (100-pin) is logically the same as the fourth DIMM slot (168-pin). The system can only have a DIMM installed on the fourth DIMM slot (168-pin) provided that no DIMM is installed in the fifth DIMM slot (100-pin) and vice versa.

Use these DIMM slots to upgrade the printer with:

- more printer memory - DIMMs are available in 64, 128, and 256 MB
- flash memory DIMMs - available in 4 MB; unlike standard printer memory, flash DIMMs can be used to permanently store downloaded items in the printer, even when the printer is off
- DIMM-based accessory fonts, macros, and patterns
- other DIMM-based printer languages and printer options

You may want to add more memory to the printer if you often print complex graphics or PostScript documents, or if you use many downloaded fonts. Additional memory also allows the printer to print multiple, collated copies at the maximum speed.

Note Single in-line memory modules (SIMMs) used on previous HP LaserJet printers are not compatible with the printer.

Note To order DIMMs, see Supplies and accessories.

Before ordering additional memory, see how much memory is currently installed by printing a configuration page.

Printing a configuration page

1. Press ✔ to enter the **MENUS**.
2. Press ▼ to highlight **INFORMATION**.
3. Press ✔ to select **INFORMATION**.
4. Press ▼ to highlight **PRINT CONFIGURATION**.
5. Press ✔ to print the configuration page.

Installing memory and font DIMMs

You can install more memory for the printer, and you can also install a font DIMM to allow the printer to print characters for languages such as Chinese or the Cyrillic alphabet.

CAUTION   Static electricity can damage DIMMs. When handling DIMMs, either wear an antistatic wrist strap, or frequently touch the surface of the DIMM antistatic package and then touch bare metal on the printer.
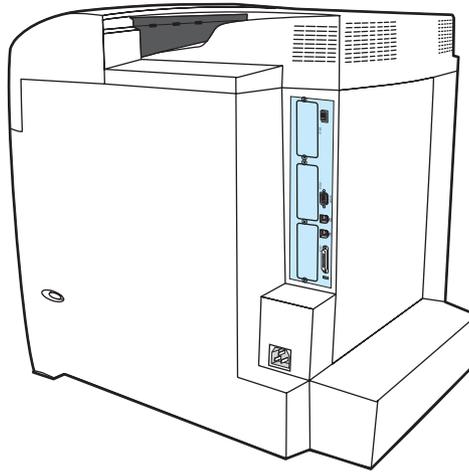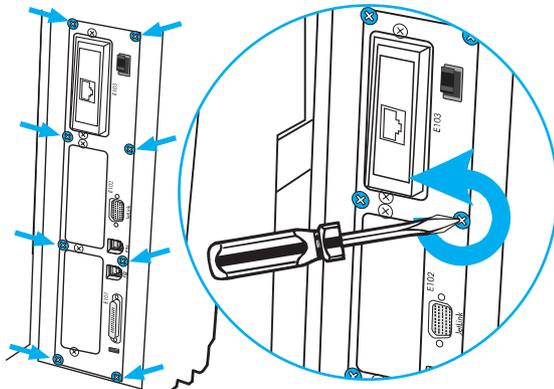
To install memory and font DIMMs

1. Turn the printer off.
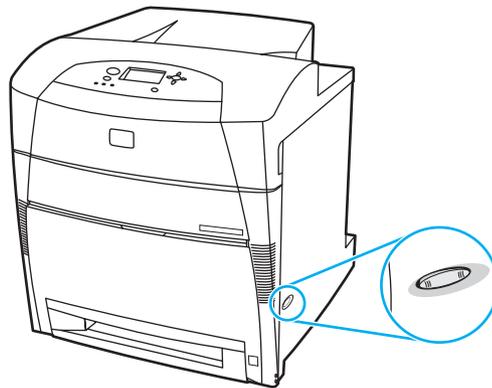
2. Disconnect all power and interface cables
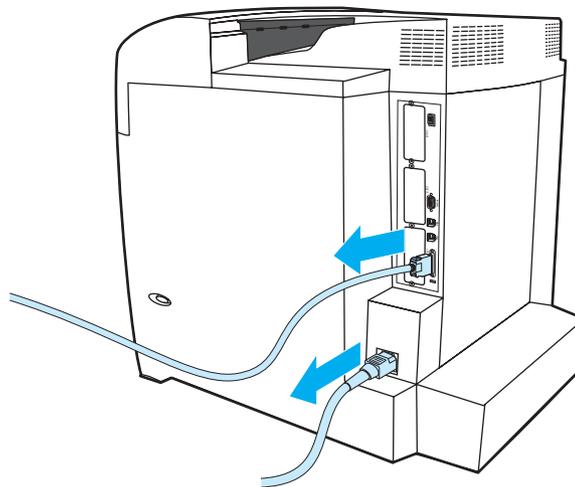
3. Locate the formatter board in the rear of the printer.

4. Remove the eight screws holding the board in place, and set them aside.

5. Slide out the formatter board and set it on a clean, flat, grounded surface.
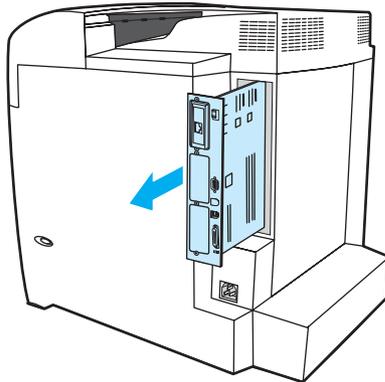
6. Release the locks on each side of the DIMM slot.
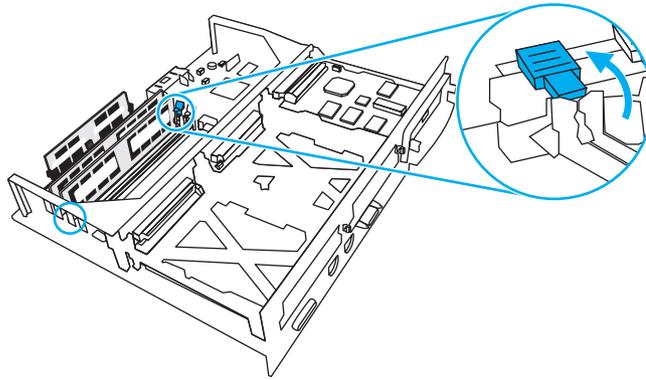
7. Remove the DIMM from the antistatic package. Locate the alignment notches on the bottom edge of the DIMM.
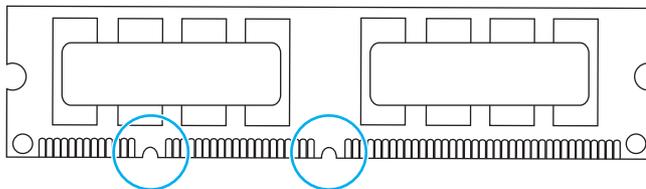
8. Holding the DIMM by the edges, align the notches on the DIMM with the bars in the DIMM slot.
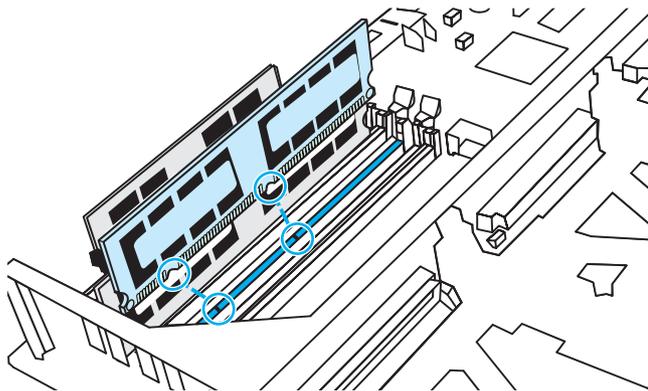
Note If you have difficulty inserting the DIMM or closing the latches, make sure the notches on the bottom of the DIMM are aligned with the bars in the slot. If the DIMM still does not go in, make sure you are using the correct type of DIMM.

9. Firmly press the DIMM straight into the slot. Close the locks on each side of the DIMM until they snap into place.
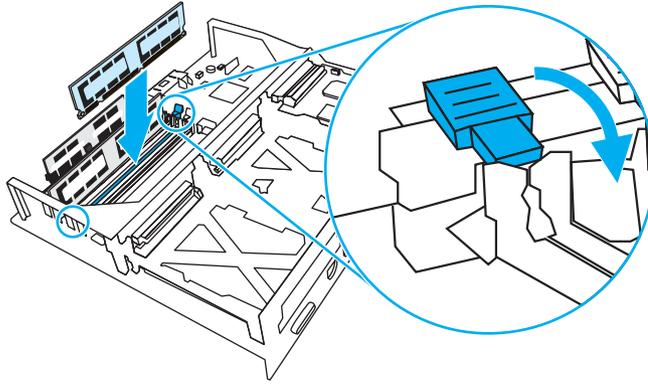
10. Align the formatter board in the tracks at the top and bottom of the slot, and slide the board back into the printer. Replace and tighten the eight screws removed in step 4.
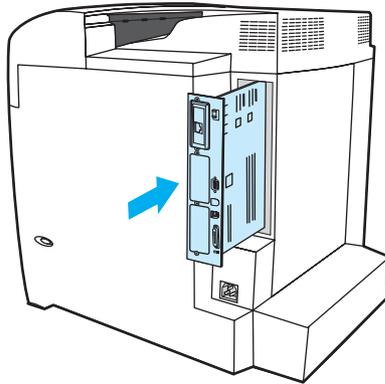
11. Reconnect the power cable and interface cables, and turn the printer on.
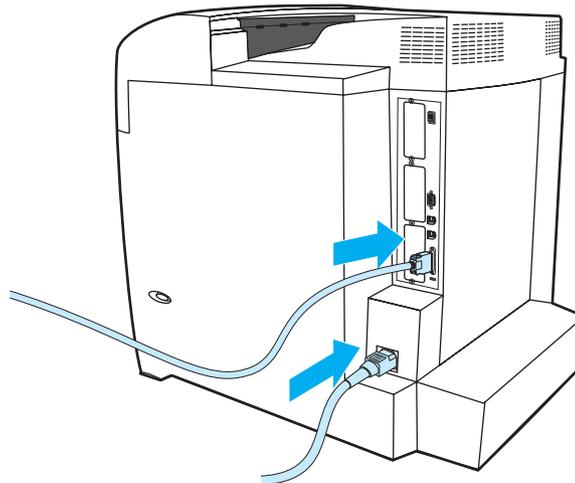
12. If you installed a memory DIMM, go to Enabling memory. If you installed a language font DIMM, go to Enabling the language font DIMM.

Enabling memory

If you installed a memory DIMM, set the printer driver to recognize the newly added memory.

To enable memory for Windows

1. On the **Start** menu, point to **Settings**, and click **Printers** or **Printers and Faxes**.

2. Select this printer and select **Properties**.

3. On the **Configure** tab, click **More**.

4. In the **Total Memory** field, type or select the total amount of memory that is now installed.

5. Click **OK**.

6. Go to Checking DIMM installation.

Enabling the language font DIMM

If you installed a language font DIMM in the printer, you must select the Font DIMM option in the printer driver for the font DIMM to work properly.

To enable fonts from the PCL 5c and PCL 6 printer drivers for Windows

1. On the **Start** menu, point to **Settings**, and click **Printers**.

2. Select this printer and select **Properties**.

3. On the **Configure** tab, click **More**.

4. Select the **Font DIMM** check box.

5. In the **Configure Font DIMMs** dialog box, click **Add** to add the font file.

6. In the **Add Font DIMM** dialog box, browse to the location of the font file, select the font file, and click **OK**.

7. In the **Configure Font DIMMs**dialog box, select the installed DIMM.

8. Click **OK**.

9. Print a configuration page. See Configuration page.

Checking DIMM installation

Check that the DIMMs are installed correctly and working.

To check DIMM installation

1. Turn the printer on. Check that the Ready light is on after the printer has gone through the startup sequence. If an error message appears, a DIMM may have been incorrectly installed.

2. Print a configuration page. See Configuration page.

3. Check the Installed Personalities and Options section on the configuration page and compare it with the configuration page printed before the DIMM installation.

4. If the amount of recognized memory has not increased:

   The DIMM may not be installed correctly. Repeat the installation procedure.

   The DIMM may be defective. Try a new DIMM.
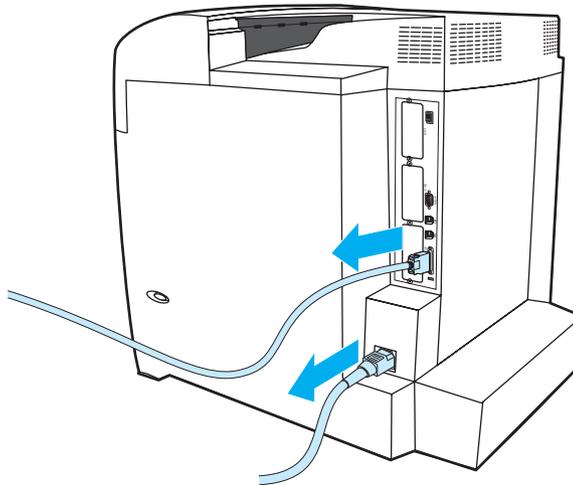
Installing an HP Jetdirect print server card

You can install an HP Jetdirect print server card in the base model printer, which comes with an open EIO slot.

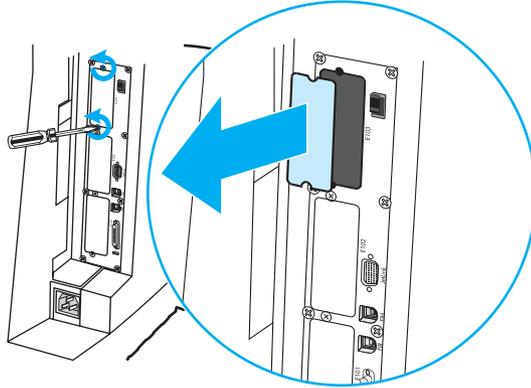## To install an HP Jetdirect print server card
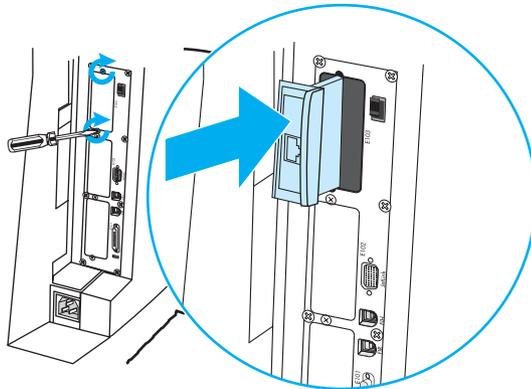
1. Turn the printer off.
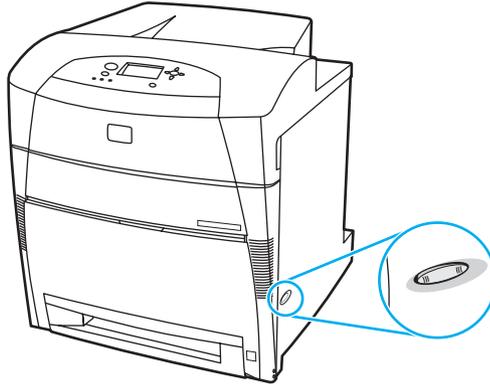
2. Disconnect all power and interface cables.

3. Locate an empty EIO slot. Loosen and remove the two retaining screws holding the cover for the EIO slot onto the printer, and then remove the cover. You will not need these screws and cover again.
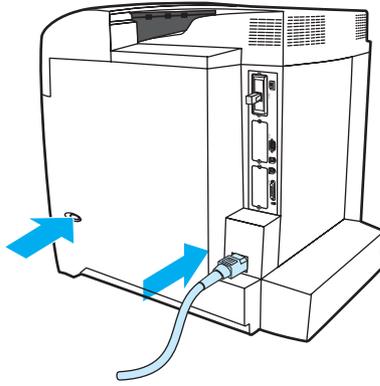

4. Firmly insert the HP Jetdirect print server card into the EIO slot. Insert and tighten the retaining screws that came with the print server card.

5. Connect the network cable.
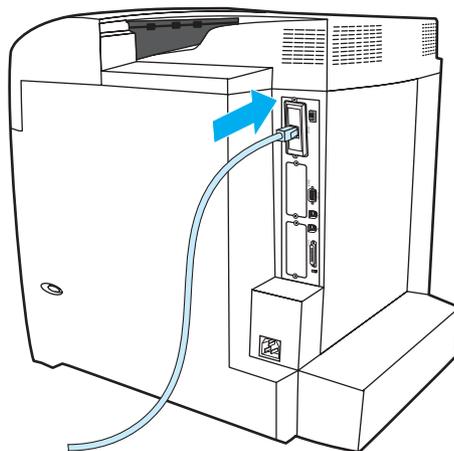
6. Reconnect the power cable, and turn the printer on.

7. Print a configuration page (see Configuration page). In addition to a printer configuration page and a Supplies Status page, an HP Jetdirect configuration page that contains network configuration and status information should also print.

   If it does not print, uninstall and reinstall the print server card to ensure that it is completely seated in the slot.

8. Perform one of these steps:

   Choose the correct port. See the computer or operating system documentation for instructions.

   Reinstall the software, choosing the network installation this time.

B Supplies and accessories

To order supplies in the US, contact http://www.hp.com/go/ljsupplies. To order supplies worldwide, see http://www.hp.com/ghp/buyonline.html. To order accessories, see http://www.hp.com/go/accessories.

Spare parts and supplies availability

Spare parts and supplies for this product will be available for at least five years after production has stopped.

Ordering directly through the embedded Web server (for printers with network connections)

Use the following steps to order printing supplies directly through the embedded Web server (see Using the embedded Web server).

1. In the Web browser on the computer, type the IP address for the printer. The printer status window appears. Or, go to the URL provided in the alert email.

2. If asked to provide a password, enter the password.

3. On the left side of the Device Configuration window, click **Order Supplies.** This provides a URL from which to purchase supplies. Supplies information with part numbers and printer information is provided.

4. Select the part numbers you wish to order and follow the instructions on the screen.

Ordering directly through the printer software (for printers directly connected to a computer)

The printer software gives you the ability to order supplies directly from the computer. Three conditions are necessary to use this feature:

- The "Printer Status and Alerts" software must be installed on your computer (use the custom installation option to install this software).

- The printer must be directly connected to your computer through a parallel cable. For more information, see Parallel configuration.

- You must have access to the World Wide Web.

To order printing supplies directly through the computer software

1. At the bottom right of the screen (in the system tray), select the **Printer** icon. This opens the status window.

2. On the left side of the status window, select the appropriate **Printer** icon.

3. If available at the top of the status window, select **Supplies**. Otherwise, you can also scroll down to Supplies Status.

4. Click **Order Supplies**. The browser opens to the supplies purchasing page.

5. Select the supplies you wish to order.

Supplies, accessories, and part numbers

Part	Part number	Type/size
Memory	J6054B	Printer hard disk
	C4287A	4 MB Flash DIMM
	C7848A	Synchronous 64 MB DIMM (SDRAM)
	C7850A	Synchronous 128 MB DIMM (SDRAM)
	C79653A	Synchronous 256 MB DIMM (SDRAM)
Accessories	J6057A	HP Jetdirect network card
	C4103A	FIR pod
	C9669B	Printer stand
	C7130A	Optional 500-sheet paper feeder (Tray 3 and Tray 4)
Printer supplies	C9730A	Black print cartridge
	C9731A	Cyan print cartridge

Part	Part number	Type/size
	C9732A	Yellow print cartridge
	C9733A	Magenta print cartridge
	C9734A	Image transfer kit
	C9735A	Image fuser kit (110 volt)
	C9736A	Image fuser kit (220 volt)
Cables	C2946A	IEEE-1284 compliant parallel cable, 3 m (approximately 10 feet) long, with 25-pin male/micro 36-pin male ("C" size) connector
Paper	C2934A	50 sheets HP Color LaserJet Transparencies (letter)
	C2936A	HP Color LaserJet Transparencies (A4) 50 sheets
	92296T	HP LaserJet Monochrome transparencies (letter)
	92296U	HP LaserJet Monochrome transparencies (A4)
	C4179A	200 sheets HP LaserJet Soft Gloss paper (letter)
	C4179B	HP LaserJet Soft Gloss paper (A4) 200 sheets
	Q1298A	HP LaserJet Tough paper (letter)
	Q1298B	HP LaserJet Tough paper (A4)
	HPU1132	HP Premium Choice LaserJet paper (letter)
	CHP410	HP Premium Choice LaserJet paper (A4)
	HPJ1124	HP LaserJet paper (letter)
	CHP310	HP LaserJet paper (A4)
Reference materials	5963-7863	*HP LaserJet Printer Family Print Media Guide*

Part	Part number	Type/size
	5021-0337	*PCL/PJL Technical Reference Package* For downloadable versions, go to http://www.hp.com/support/lj5500. When connected, select **Manuals**.

C Service and Support

Hewlett-Packard limited warranty statement

HP PRODUCT	DURATION OF LIMITED WARRANTY
HP Color LaserJet 5500, 5500n, 5500dn, 5500dtn, and 5500hdn printer	One-year limited warranty

HP warrants to you, the end-user customer, that HP hardware and accessories will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or equivalent in performance to new.

HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software which does not execute its programming instructions due to such defects.

HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE. Some countries/regions, states or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights and you might also have other rights that vary from country/region to country/region, state to state, or province to province.HP's limited warranty is valid in any country/region or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter form, fit or function of the product to make it operate in a country/region for which it was never intended to function for legal or regulatory reasons.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some countries/regions, states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

Limited warranty for print cartridge life

This HP product is warranted to be free from defects in materials and workmanship during its useful life (end of life is indicated by a printer control panel low-life message).

This warranty does not cover products that have been modified, refurbished, remanufactured, misused, or tampered with in any way.

This limited warranty gives you specific legal rights. You may have other rights which vary from state to state, province to province, and country/region to country/region.

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In the event that your product proves to be defective, please return it to place of purchase with a written description of the problem.

Transfer unit and fuser warranty

This HP product is warranted to be free from defects in materials and workmanship for one year or until the printer control panel indicates a low-life message, whichever occurs first.

This warranty does not cover products that have been modified, refurbished, remanufactured, misused, or tampered with in any way.

This limited warranty gives you specific legal rights. You may have other rights which vary from state to state, province to province, and country/region to country/region.

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In the event that your product proves to be defective, please return to place of purchase with a written description of the problem.

HP maintenance agreements

HP has several types of maintenance agreements that meet a wide range of support needs. Maintenance agreements are not part of the standard warranty. Support services may vary by area. Check with your local HP dealer to determine the services available to you.

On-site service agreements

To provide you with the level of support best suited to your needs, HP has on-site service agreements with three response times:

Priority on-site service

This agreement provides 4-hour service response to your site for calls made during normal HP business hours.

Next-day on-site service

This agreement provides support by the next working day following a service request. Extended coverage hours and extended travel beyond HP's designated service zones are available on most on-site agreements (for additional charges).

Weekly (volume) on-site service

This agreement provides scheduled weekly on-site visits for organizations with many HP products. This agreement is designated for sites using 25 or more workstation products, including printers, plotters, computers, and disk drives.

Extended warranty

HP SupportPack provides coverage for the HP hardware product and all HP-supplied internal components. The hardware maintenance covers a 1 to 5 year period from date of the HP product purchase. The customer must purchase HP SupportPack within 90 days of the HP product purchase. For more information, contact the HP Customer Care Service and Support group.

D Printer specifications

Physical dimensions

Product	Height	Depth	Width	Weight
HP LaserJet 5500	640 mm (25.2 in)	704 mm (27.7 in)	577 mm (22.7 in)	60 kg (132 lbs)
HP LaserJet 5500 with optional Tray 3 and stand	909 mm (35.8 in)	704 mm (27.7 in)	630 mm (24.8 in)	113 kg (250 lbs)
HP LaserJet 5500 with optional Trays 3 and 4 and stand	1041 mm (41 in)	704 mm (27.7 in)	630 mm (24.8 in)	128 kg (283 lbs)

Electrical specifications

Item	110-volt models	220-volt models
Power supply	100 to 127 V (+/- 10 %) 50 to 60 Hz (+/- 2 Hz)	220 to 240 V (+/- 10 %) 50 to 60 Hz (+/- 2 Hz)
Power consumption (typical)		
During printing	592 W (average)	562 W (average)
During standby	54 W (average)	51 W (average)
Power Save mode	48 W (average)	44 W (average)
Off mode	0 W (average)	0.15 W (average)
Heat output		
Idle	181 BTU/hr	174 BTU/hr
Minimum recommended circuit capacity	10.1 A	5 A

WARNING!   Power requirements are based on the region where the printer is sold. Do not convert operating voltages. This may damage the printer and void the product warranty.

Note   These values are subject to change. See http://www.hp.com/support/lj5500 for current information.

PowerSave default activation is 30 minutes.

Operating environment specifications

Environment	Allowed
Temperature	15 to 27° C (59 to 81° F)
Humidity	10 to 70% RH

Acoustic emissions

Activity level	Operator (<1m)	Bystander (1m)	Sound power
Active	L_{pAm}56 dB (A)	L_{pAm}49 dB (A)	L_{WAd}6.5 Bels (A)
Idle	L_{pAm}35 dB (A) (inaudible)	L_{pAm}33 dB (A) (inaudible)	L_{WAd}4.9 Bels (A) (inaudible)
Powersave	L_{pAm}N/A dB (A)	L_{pAm}N/A dB (A)	L_{WAd}N/A Bels (A)

Note   These values are subject to change. See http://www.hp.com/support/lj5500 for current information.

E Regulatory information

FCC regulations

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy. If this equipment is not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- reorient or relocate the receiving antenna.

- increase separation between equipment and receiver.

- connect equipment to an outlet on a circuit different from that to which the receiver is located.

- consult your dealer or an experienced radio/TV technician.

Note   Any changes or modifications to the printer that are not expressly approved by HP could void the user's authority to operate this equipment.

Use of a shielded interface cable is required to comply with the Class B limits of Part 15 of FCC rules.

Environmental product stewardship program

Protecting the environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on the environment.

Ozone production

This product generates no appreciable ozone gas (O_3).

Energy consumption

Energy usage drops significantly while in PowerSave mode, which saves natural resources and saves money without affecting the high performance of this printer. This product qualifies for ENERGY STAR®, which is a voluntary program to encourage the development of energy-efficient office products.

ENERGY STAR is a U.S. registered service mark of the U.S. Environmental Protection Agency. As an ENERGY STAR® partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR® Guidelines for energy efficiency. For more information, see http://www.energystar.gov/.

Paper use

This product's optional automatic duplex feature (two-sided printing) can reduce paper usage and the resulting demands on natural resources.

Plastics

Plastic parts over 25 grams have markings according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product's life.

HP LaserJet Printing Supplies

In many countries/regions, this product's printing supplies (print cartridges, fuser, and transfer unit) can be returned to HP through the HP Printing Supplies Returns and Recycling Program. An easy to use and free takeback program is available in over 48 countries/regions. Multi-lingual program information and instructions are included in every new HP LaserJet print cartridge and supplies package.

HP Printing Supplies Returns and Recycling Program Information

Since 1990, the HP Printing Supplies Returns and Recycling Program has collected more than 47 million used LaserJet printer cartridges that otherwise might have been discarded in the world's landfills. The HP LaserJet printer cartridges and supplies are collected and bulk-shipped to our resource and recovery partners, who disassemble the cartridges. After a thorough quality inspection, selected parts are reclaimed for use in new cartridges. Remaining materials are separated and converted into raw materials for use by other industries to make a variety of useful products.

- **U.S. returns**—For a more environmentally responsible return of used cartridges and supplies, HP encourages the use of bulk returns. Simply bundle two or more cartridges together and use the single, pre-paid, and pre-addressed UPS label that is supplied in the package. For more information in the U.S., call 1-800-340-2445 or visit the HP LaserJet Supplies website at http://www.hp.com/go/recycle.

- **Non-U.S. recycling returns**—Non-U.S. customers should call the local HP Sales and Service Office or visit the http://www.hp.com/go/recycle website for further information regarding availability of the HP Supplies Returns and Recycling Program.

Recycled paper

This product is capable of using recycled papers when the paper meets the guidelines outlined in the *HP LaserJet Printer Family Print Media Guide*. This product is suitable for the use of recycled paper according to DIN 19309.

Material restrictions

This product does not contain batteries.

This product does not contain added mercury.

This product contains lead in solder.

For recycling information, go to http://www.hp.com/go/recycle, contact your local authorities, or go to the Electronics Industries Alliance website http://www.eiae.org.

Material Safety Data Sheet (MSDS)

Material Safety Data Sheets (MSDS) can be obtained by contacting the HP LaserJet Supplies website at http://www.hp.com/go/msds.

For more information

On HP environmental programs, including:

- Product environmental profile sheet for this and many related HP products
- HP's commitment to the environment
- HP's environmental management system
- HP's end-of-life product return and recycling program
- Material Safety Data Sheets

See http://www.hp.com/go/environment or http://www.hp.com/hpinfo/community/environment.

Declaration of Conformity

Declaration of Conformity
according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name:	Hewlett-Packard Company
Manufacturer's Address:	11311 Chinden Boulevard
	Boise, Idaho 83714-1021, USA

declares that the product

Product Name:	HP Color LaserJet 5500 series
	Including: 500-sheet paper feeder
Regulatory Model Number:	BOISB-0202-00
Product Options:	All

conforms to the following Product Specifications:

Safety:	IEC 60950:1991+A1 +A2 +A3 +A4 / EN60950:1992+A1 +A2 +A3 +A4 +A11
	IEC 60825-1:1993 + A1 / EN 60825-1 + A11 Class 1 Laser/LED Product
	GB4943-1995
EMC:	CISPR 22:1993 + A1 + A2 / EN 55022:1994 + A1 + A2 Class B[1*]
	EN 61000-3-2:1995 / A14
	EN 61000-3-3:1995
	EN 55024:1998
	FCC Title 47 CFR, Part 15 Class B[2] / ICES-003, Issue 3 / GB9254-1998
	AS / NZS 3548:1995 + A1 + A2

Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 89/336/EEC and the Low Voltage Directive 73/23/EEC, and carries the CE-Marking accordingly:

1) The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.

2) This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

*) This product includes LAN (Local Area Network) options. When the interface cable is attached to LAN connectors, the product meets the requirements of EN55022 Class A in which case the following applies: "Warning" This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures".

Boise, Idaho 83713, USA

12 March, 2002

For regulatory topics only:

Australia Contact	Product Regulations Manager, Hewlett-Packard Australia, Ltd. 31-41 Joseph Street Blackburn, Victoria 3130, Australia
European Contact	Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard Gmbh, Department HQ-TRE / Standards Europe Herrenberger Straße 130 Böblingen, D-71034, (+49-7031-14-3143)
USA Contact	Product Relations Manager, Hewlett-Packard Company PO Box 15, Mail Stop 160 Boise, ID 83707-0015, USA (208-396-6000)

Safety statements

Laser safety

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. The printer is certified as a "Class 1" laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. Since radiation emitted inside the printer is completely confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

WARNING!   Using controls, making adjustments, or performing procedures other than those specified in this user guide may result in exposure to hazardous radiation.

Canadian DOC regulations

Complies with Canadian EMC Class B requirements.

«Conforme à la classe B des normes canadiennes de compatibilité électromagnétiques. «CEM».»

EMI statement (Korea)

사용자 안내문 (B 급 기기)

이 기기는 비업무용으로 전자파장해검정을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

VCCI statement (Japan)

この装置は，情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスB情報技術装置です。この装置は，家庭環境で使用することを目的としていますが，この装置がラジオやテレビジョン受信機に近接して使用されると，受信障害を引き起こすことがあります。
取り扱い説明書に従って正しい取り扱いをして下さい。

Laser Statement for Finland

Luokan 1 laserlaite

Klass 1 Laser Apparat

HP Color LaserJet 5500, 5500n, 5500dn, 5500dtn, 5500hdn laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalissa käytössä kirjoittimen suojakotelointi estää lasersäteen pääsyn laitteen ulkopuolelle. Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (1994) mukaisesti.

VAROITUS !

Laitteen käyttäminen muulla kuin käyttöohjeessa mainitulla tavalla saattaa altistaa käyttäjän turvallisuusluokan 1 ylittävälle näkymättömälle lasersäteilylle.

VARNING !

Om apparaten används på annat sätt än i bruksanvisning specificerats, kan användaren utsättas för osynlig laserstrålning, som överskrider gränsen för laserklass 1.

HUOLTO

HP Color LaserJet 5500, 5500n, 5500dn, 5500dtn, 5500hdn -kirjoittimen sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyökaluja.

VARO !

Mikäli kirjoittimen suojakotelo avataan, olet alttiina näkymättömällelasersäteilylle laitteen ollessa toiminnassa. Älä katso säteeseen.

VARNING !

Om laserprinterns skyddshölje öppnas då apparaten är i funktion, utsättas användaren för osynlig laserstrålning. Betrakta ej strålen. Tiedot laitteessa käytettävän laserdiodin säteilyominaisuuksista: Aallonpituus 775-795 nm Teho 5 m W Luokan 3B laser.

Glossary

bidirectional communication

Two-way data transmission.

bin

A receptacle for holding printed pages.

BOOTP

Abbreviation for "Bootstrap Protocol," an Internet protocol that allows a computer to find its own IP address.

chooser

A Macintosh accessory that allows you to select a device.

control panel

The area on the printer that contains buttons and a display screen. Use the control panel to set printer settings and to get information about the printer status.

default

The normal or standard setting for hardware or software.

DHCP

Abbreviation for "dynamic host configuration protocol." DHCP enables individual computers or peripherals connected to a network to find their own configuration information, including the IP address.

DIMM

Abbreviation for "dual in-line memory module." A small circuit board that holds memory chips.

duplex

A feature that allows printing on both sides of a sheet of paper.

EIO

Abbreviation for "Enhanced Input/Output." A hardware interface used for adding an internal print server, network adaptor, hard disk, and other plug-in functionality for HP printers.

Emulated PostScript

Software that emulates Adobe PostScript, a programming language that describes the appearance of the printed page.

EPS

Abbreviation for "Encapsulated PostScript": a type of graphics file.

FIR

Abbreviation for "Fast InfraRed." InfraRed wireless printing.

firmware

Programming instructions that are stored in a read-only memory unit inside the printer.

font

A complete set of letters, numerals, and symbols in a typeface.

fuser

The assembly that uses heat to fuse the toner onto the paper or other media.

grayscale

Various shades of gray.

halftone pattern

A halftone pattern uses differing sizes of ink dots to produce a continuous-tone image such as a photograph.

HP Jetdirect

HP product for network printing.

HP Web Jetadmin

HP trademarked Web-based printer control software that lets you use a computer to manage any peripheral connected to an HP Jetdirect print server.

I/O

Abbreviation for "input/output" and refers to computer port settings.

IP address

The unique number assigned to a computer device connected to a network.

IPX/SPX

Abbreviation for "internetwork packet exchange/sequenced packet exchange."

macro

A single keystroke or command that results in a series of actions or instructions.

media

The paper, labels, transparencies, or other material on which the printer prints the image.

memory tag

A memory partition with a specific address.

monochrome

Black and white. Devoid of color.

mopy

The HP term for "multiple original prints" capability.

network

A system of computers interconnected by telephone wires or other means in order to share information.

network administrator

A person who manages a network.

page buffer

Temporary printer memory used to hold page data while the printer creates an image of the page.

parallel cable

A type of computer cable often used to connect printers directly to a computer rather than to a network.

parallel port

A connection point for a device connected with a parallel cable.

PCL

Abbreviation for "Printer Control Language."

peripheral

An auxilliary device, such as a printer, modem, or storage system, that works in conjunction with a computer.

personality

Distinctive features or characteristics of a printer or printer language.

pixel

Abbreviation for "picture element," which is the smallest unit of area in an image displayed on a screen.

PJL

Abbreviation for "Printer Job Language."

PostScript

A trademarked page description language.

PPD

Abbreviation for "PostScript Printer Description."

printer driver

Software program that allows a computer to access printer features.

RAM

Abbreviation for "random access memory," a type of computer memory used to store data that may change.

RARP

Abbreviation for "Reverse Address Resolution Protocol," a protocol that enables a computer or peripheral to determine its own IP address.

raster image

An image composed of dots.

render

The process of outputting text or graphics.

RJ-45

A type of connector used for data transmission over standard telephone wire.

ROM

Abbreviation for "read-only memory," a type of computer memory used to store data that should not be changed.

supplies

Materials used by the printer that are used up and must be replaced. Supply items for the HP Color LaserJet 5500 printer are the four print cartridges, the transfer unit, and the fuser.

TCP/IP

An internet protocol (developed by the U.S. Department of Defense) that has become the global standard for communications.

toner

The fine black or colored powder that forms the image on the printed media.

transfer unit

The black plastic belt that transports the paper inside the printer and transfers the toner from the print cartridges onto the paper.

tray

A receptacle for holding blank paper.

xerographic paper

General term for paper intended for photocopy or laser printer use.

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