



LASERJET ENTERPRISE 500 COLOR

User Guide



M551n



M551dn



M551xh



HP LaserJet Enterprise 500 color M551

User Guide

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Conventions used in this guide

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

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

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

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

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1 Product basics

- [Product comparison](#)
- [Serial number and model number location](#)
- [Control-panel layout](#)

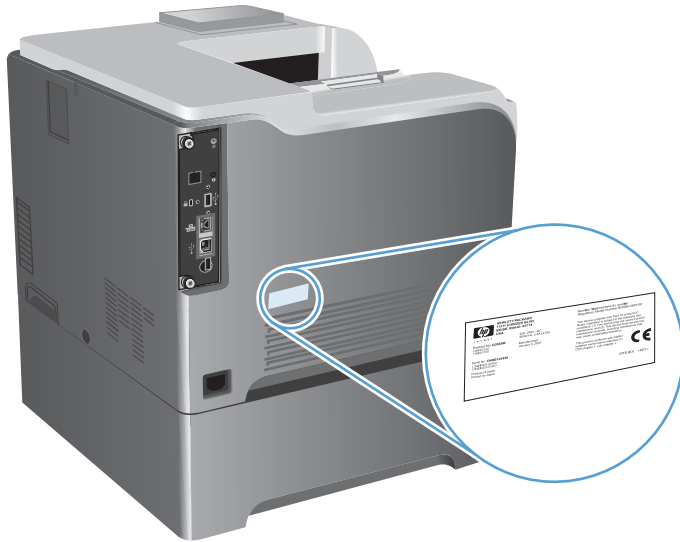
Product comparison

Model	Features
HP LaserJet Enterprise 500 color M551n  Part number: CF081A	Performance • Prints up to 33 pages per minute (ppm) on Letter size paper and 32 ppm on A4 size paper Paper handling • 100-sheet multipurpose input tray (Tray 1) • 500-sheet input tray (Tray 2) • 250-sheet, face-down output bin Supported operating systems • Windows® XP (32-bit and 64-bit) • Windows Vista® (32-bit and 64-bit) • Windows 7 (32-bit and 64-bit) • Windows Server 2008 (32-bit and 64-bit) R2 64-bit • Mac OS X v10.5 and v10.6 Connectivity • Hi-speed USB 2.0 port • HP Jetdirect embedded print server for connecting to a 10/100Base-TX network • Wireless accessory available Memory • 1 gigabyte (GB) of random access memory (RAM) Control-panel display • 4-line color

Model	Features
HP LaserJet Enterprise 500 color M551dn  Part number: CF082A	This model has the same features as HP LaserJet Enterprise 500 color M551n plus the following: Paper handling • Automatic two-sided printing Connectivity • Hardware integration pocket for adding solutions • USB port on the control panel for walk-up printing
HP LaserJet Enterprise 500 color M551xh  Part number: CF083A	This model has the same features as HP LaserJet Enterprise 500 color M551dn plus the following: Paper handling • 500-sheet paper and heavy media tray (Tray 3) Memory • HP Encrypted High Performance Hard Disk (250 GB)

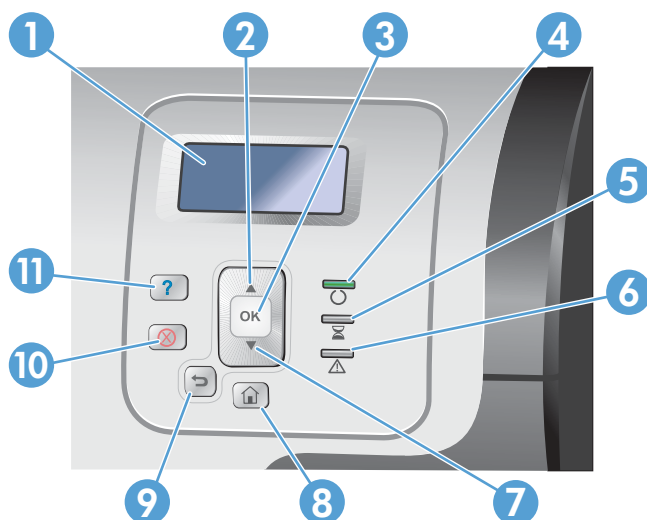
Serial number and model number location

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



Control-panel layout

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



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

Control-panel help

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

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

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

2 Control panel menus

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

Control panel menus

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

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

Navigate the control-panel menus

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

Sign In menu

Table 2-1 Sign In menu

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

Retrieve Job From USB menu

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

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

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

Table 2-2 Retrieve Job From USB menu

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

Retrieve Job From Device Memory menu

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

Table 2-3 Retrieve Job From Device Memory menu

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

Supplies menu

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

Table 2-4 Supplies menu

First level	Second level	Third level	Fourth level	Values
Manage Supplies	Print Supplies Status			
		Supply Settings	Black Cartridge	Very Low Settings
				Stop
				Prompt to continue*
				Continue
			Low Threshold Settings	1-100%
		Color Cartridges	Very Low Settings	Stop
				Prompt to continue*
				Continue
			Low Threshold Settings	Cyan Cartridge 1-100%
				Magenta Cartridge
				Yellow Cartridge
		Toner Collection Unit	Very Low Settings	Stop*
				Prompt to continue
				Continue
		Transfer Kit	Very Low Settings	Stop
				Prompt to continue*
				Continue
			Low Threshold Settings	1-100%
		Fuser Kit	Very Low Settings	Stop
				Prompt to continue*
				Continue
			Low Threshold Settings	1-100%

Table 2-4 Supplies menu (continued)

First level	Second level	Third level	Fourth level	Values
		Color/Black Mix		Auto*
				Mostly Color Pages
				Mostly Black Pages
	Supply Messages	Low Message		On*
				Off
		Level Gauge		On*
				Off

Trays menu

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

Table 2-5 Trays menu

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

Administration menu

Reports menu

Table 2-6 Reports menu

First level	Second level	Third level	Values
Configuration/Status Pages	Print		
	Menu Map		
	Configuration Pages		
	Supplies Status		
	Usage Page		
	Paper Path Page		
	File Directory Page		
	Current Settings Page		
	Color Usage		
Other Pages	Print		
	Demo Page		
	Print RGB Samples		
	CMYK Samples		
	PCL Font List		
	PS Font List		

General Settings menu

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

Table 2-7 General Settings menu

First level	Second level	Third level	Fourth level	Values
Date/Time Settings	Date/Time Format	Date Format		DD/MMM/YYYY
				MMM/DD/YYYY*
				YYYY/MMM/DD
		Time Format		12 hour (AM/PM)*
				24 hours
	Date/Time	Date		
		Time		
		Time Zone		

Table 2-7 General Settings menu (continued)

First level	Second level	Third level	Fourth level	Values
		Adjust for Daylight Savings		On Off*
Energy Settings	Sleep Schedule	A list of scheduled events displays.		
		+ (Add)	Edit	
		Edit	Delete	
			Event Type	Wake Up Sleep
			Event Time	
			Event Days	Select days of the week.
	Sleep Delay			The default value is 45 minutes. Enter a value between 1 and 120 minutes.
	Optimum Speed/ Energy Usage			Faster First Page* Save Energy Save More Energy Save Most Energy
Print Quality	Adjust Color	Highlights	Cyan Density Magenta Density Yellow Density Black Density	-5 to 5 Default = 0
		Midtones	Cyan Density Magenta Density Yellow Density Black Density	-5 to 5 Default = 0
		Shadows	Cyan Density Magenta Density Yellow Density Black Density	-5 to 5 Default = 0
		Restore Color Values		
	Image Registration	Adjust Tray <X>	Print Test Page	

Table 2-7 General Settings menu (continued)

First level	Second level	Third level	Fourth level	Values
			X1 Shift	-5.00 mm to 5.00 mm
			Y1 Shift	Default = 0
			X2 Shift	
			Y2 Shift	
	Auto Sense Behavior	Tray 1 Sensing		Full sensing
				Transparency only
	Adjust Paper Types	Select from a list of paper types that the product supports. The available options are the same for each paper type.	Print Mode	Select from a list of print modes. Default = Auto Sense Behavior
			Resistance Mode	Normal*
				Up
				Down
			Humidity Mode	Normal*
				High
			Pre-Rotation Mode	Off
				On
			Fuser Temp Mode	Normal*
				Up
				Down
			Paper Curl Mode	Normal*
				Reduced
	Optimize	Normal Paper		Standard*
				Smooth
		Light Media		Normal*
				Alternate
		Heavy Paper		Standard*
				Smooth
		Envelope Control		Normal*
				Alternate 1
				Alternate 2

Table 2-7 General Settings menu (continued)

First level	Second level	Third level	Fourth level	Values
		Environment		Normal*
				Low Temp
		Line Voltage		Normal*
				Low Voltage
		Tray 1		Normal*
				Alternate
		Cleaning Control		Normal*
				Alternate
		Background		Normal*
				Alternate 1
				Alternate 2
				Alternate 3
		Media Temp		Normal*
				Alternate
		Uniformity Control		Normal*
				Alternate 1
				Alternate 2
				Alternate 3
		Pre-rotation		Normal*
				Alternate 1
				Alternate 2
				Alternate 3
		Registration		Normal*
				Alternate
		Transfer Control		Normal*
				Alternate 1
				Alternate 2
				Alternate 3
		Moisture Control		Normal*
				Alternate
		Restore Optimize		

Table 2-7 General Settings menu (continued)

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

Retrieve From USB Settings menu

Table 2-8 Retrieve From USB Settings menu

First level	Second level	Values
Retrieve From USB Settings		Enable
		Disable*

Print Settings menu

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

Table 2-9 Print Settings menu

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

Table 2-9 Print Settings menu (continued)

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

Print Options menu

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

Table 2-10 Print Options menu

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

Table 2-10 Print Options menu (continued)

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

Display Settings menu

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

Table 2-11 Display Settings menu

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

Manage Supplies menu

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

Table 2-12 Manage Supplies menu

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

Table 2-12 Manage Supplies menu (continued)

First level	Second level	Third level	Fourth level	Values
	Level Gauge			On *
				Off
Reset Supplies	New Fuser Kit			No
				Yes
	New Transfer Kit			No
				Yes

Manage Trays menu

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

Table 2-13 Manage Trays menu

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

Network Settings menu

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

Table 2-14 Network Settings menu

First level	Values
I/O Timeout	Range: 5 – 300 sec Default = 15
Embedded Jetdirect	See the table that follows for details. These menus have the same structure. If an additional HP Jetdirect network card is installed in the EIO slot, then both menus are available.

Table 2-15 Embedded Jetdirect

First level	Second level	Third level	Fourth level	Fifth level	Values
Information	Print Sec Report				Yes
					No*
TCP/IP	Enable				On*
					Off
	Host Name				Use the arrow buttons to edit the host name. NPXXXXXX*
	IPv4 Settings	Config Method			Bootp*
					DHCP
					Auto IP
					Manual
		Default IP			Auto IP*
					Legacy
		DHCP Release			Yes
					No*
		DHCP Renew			Yes
					No*
		Primary DNS			Range: 0 – 255 Default = xxx.xxx.xx.xx
					Range: 0 – 255 Default = 0.0.0.0

Table 2-15 Embedded Jetdirect (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values
	IPv6 Settings	Enable			On*
					Off
		Address	Manual Settings	Enable	On
					Off*
				Address	Select from a provided list.
		DHCPV6 Policy			Router Specified
					Router Unavailable*
					Always
		Primary DNS			Select from a provided list.
		Secondary DNS			Select from a provided list.
	Proxy Server				Select from a provided list.
	Proxy Port				Default = 00080
	Idle Timeout				Default = 0270
General Security	Secure Web				HTTPS Required*
					HTTPS Optional
	IPSEC				Keep
					Disable*
	802.1x				Reset
					Keep*
	Reset Security				Yes
				No*	
Diagnostics	Embedded Tests	LAN HW Test			Yes
					No*
		HTTP Test			Yes
					No*
		SNMP Test			Yes
				No*	

Table 2-15 Embedded Jetdirect (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values
		Data Path Test			Yes No*
		Select All Tests			Yes No*
		Execution Time			Range: 1 – 60 hours Default = 1
		Execute			Yes No*
	Ping Test	Dest Type			IPv4 IPv6
		Dest IPv4			Range: 0 – 255 Default = 127.0.0.1
		Dest IPv6			Select from a provided list. Default = ::1
		Packet Size			Default = 64
		Timeout			Default = 001
		Count			Default = 004
		Print Results			Yes No*
		Execute			Yes No*
	Ping Results	Packets Sent			Default = 00000
		Packets Received			Default = 00000
		Percent Lost			Default = 000
		RTT Min			Default = 0000
		RTT Max			Default = 0000
		RTT Average			Default = 0000
		Ping In Progress			Yes No*

Table 2-15 Embedded Jetdirect (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values
		Refresh			Yes
					No*
Link Speed					Auto*
					10T Half
					10T Full
					100TX Half
					100TX Full
					100TX Auto
					1000T Full

Troubleshooting menu

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

Table 2-16 Troubleshooting menu

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

Table 2-16 Troubleshooting menu (continued)

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

Device Maintenance menu

Backup/Restore menu

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

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

Table 2-17 Backup/Restore menu

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

Calibration/Cleaning menu

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

Table 2-18 Calibration/Cleaning menu

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

USB Firmware Upgrade menu

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

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

Service menu

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

3 Connect the product

- [Connect to a network](#)

Connect to a network

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

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

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

Supported network protocols

Table 3-1 Supported network protocols

Network type	Supported protocols
TCP/IP IPv4 and IPv6 networks	• Bonjour (mDNS) • Simple Network Management Protocol (SNMP) v1, v2, and v3 • Hyper Text Transfer Protocol (HTTP) • Secure HTTP (HTTPS) • File Transfer Protocol (FTP) • Port 9100 • Line printer daemon (LPD) • Internet Printing Protocol (IPP) • Secure IPP • Web Services Dynamic Discovery (WS Discovery) • IPsec/Firewall
TCP/IP IPv4 networks only	• Auto IP • Service Location Protocol (SLP) • Trivial File Transfer Protocol (TFTP) • Telnet • Internet Group Management Protocol (IGMP) v2 • Bootstrap Protocol (BOOTP)/DHCP • Windows Internet Name Service (WINS) • IP Direct Mode • WS Print

Table 3-1 Supported network protocols (continued)

Network type	Supported protocols
TCP/IP IPv6 networks only	• Dynamic Host Configuration Protocol (DHCP) v6 • Multicast Listener Discovery Protocol (MLD) v1 • Internet Control Message Protocol (ICMP) v6
Other supported network protocols	• Internetwork Packet Exchange/Sequenced Packet Exchange (IPX/SPX) • NetWare Directory Services (NDS) • Bindery • Novell Distributed Print Services (NDPS) • iPrint

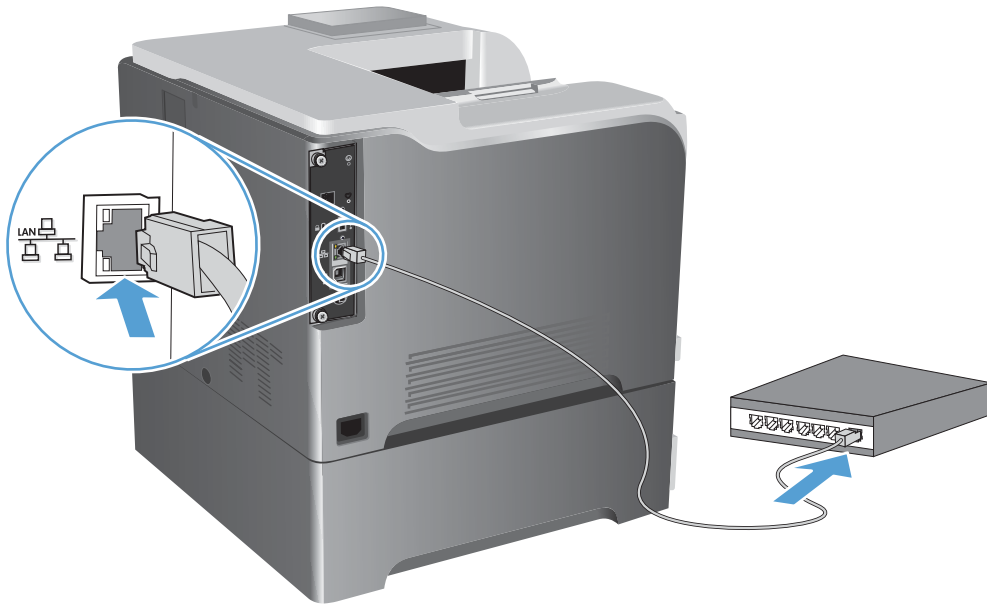
Table 3-2 Advanced Security features for network management

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

Install the product on a wired network

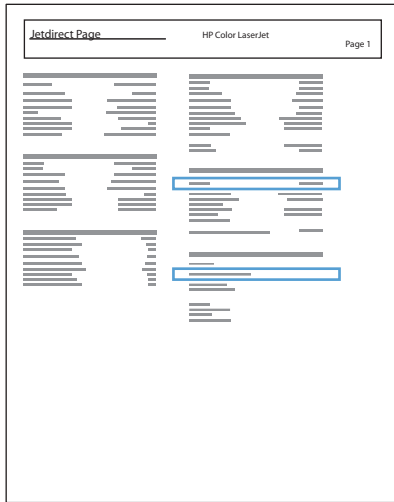
Configure the IP address

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



2. Wait for 60 seconds before continuing. During this time, the network recognizes the product and assigns an IP address or host name for the product.
3. At the product control panel, press the Home  button.
4. Press the down arrow ▼ to highlight the **Administration** menu, and then press the **OK** button.
5. Press the down arrow ▼ to highlight the **Reports** menu, and then press the **OK** button.
6. Press the down arrow ▼ to highlight the **Configuration/Status Pages** menu, and then press the **OK** button.
7. Press the down arrow ▼ to highlight the **Configuration Pages** item, and then press the **OK** button.
8. Press the up arrow ▲ to highlight the **Print** option, and then press the **OK** button to print the report.

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



10. **IPv4:** If the IP address is 0.0.0.0, or 192.0.0.192, or 169.254.x.x, you must manually configure the IP address. See [Manually configure IPv4 TCP/IP parameters from the control panel on page 39](#). Otherwise, the network configuration was successful.

IPv6: If the IP address begins with "fe80:", the product should be able to print. If not, you must manually configure the IP address. See [Manually configure IPv6 TCP/IP parameters from the control panel on page 40](#).

Install the software

1. Quit all programs on the computer.
2. Install the software from the CD.
3. Follow the onscreen instructions.
4. When prompted, select the **Connect through a wired network** option, and then click the **Next** button.
5. From the list of available printers, select the printer that has the correct IP address.
6. Click the **Finish** button.
7. On the **More Options** screen, you can install more software, or click the **Exit** button.
8. Print a test page from the installer to make sure that the software is correctly installed.

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

Configure network settings

View or change network settings

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

1. Print a configuration page, and locate the IP address.

- If you are using IPv4, the IP address contains only digits. It has this format:

xxx.xxx.xxx.xxx

- If you are using IPv6, the IP address is a hexadecimal combination of characters and digits. It has a format similar to this:

xxxx::xxxx:xxxx:xxxx:xxxx

2. To open the embedded Web server, type the IP address into the address line of a Web browser.

 **NOTE:** For Mac OS X use the Safari browser and Bonjour to access the embedded Web server.

3. Click the **Networking** tab to obtain network information. You can change settings as needed.

Set or change the network password

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

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

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

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

Manually configure IPv4 TCP/IP parameters from the control panel

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

1. Press the Home  button.
2. Press the down arrow ▼ to highlight the **Administration** menu, and then press the OK button.
3. Press the down arrow ▼ to highlight the **Network Settings** menu, and then press the OK button.
4. Press the down arrow ▼ to highlight the **Embedded Jetdirect** menu, and then press the OK button.
5. Press the down arrow ▼ to highlight the **TCP/IP** menu, and then press the OK button.
6. Press the down arrow ▼ to highlight the **IPv4 Settings** menu, and then press the OK button.
7. Press the down arrow ▼ to highlight the **Config Method** menu, and then press the OK button.
8. Press the down arrow ▼ to highlight the **Manual** option, and then press the OK button.
9. Press the down arrow ▼ to highlight the **Manual Settings** menu, and then press the OK button.
10. Press the down arrow ▼ to highlight the **IP Address**, **Subnet Mask**, or **Default Gateway** menu, and then press the OK button.
11. Press the up arrow ▲ or the down arrow ▼ to increase or decrease the number for the first byte of the IP address, subnet mask, syslog server, or default gateway.
12. Press the OK button to move to the next set of numbers, or press the back arrow  to move to the previous set of numbers.
13. Repeat steps 10 and 11 until the IP address, subnet mask, or default gateway is complete, and then press the OK button to save the setting.
14. Press the Home  button to return to the **Ready** state.

Manually configure IPv6 TCP/IP parameters from the control panel

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

1. Press the Home  button.
2. Press the down arrow ▼ to highlight the **Administration** menu, and then press the OK button.
3. Press the down arrow ▼ to highlight the **Network Settings** menu, and then press the OK button.
4. Press the down arrow ▼ to highlight the **Embedded Jetdirect** menu, and then press the OK button.
5. Press the down arrow ▼ to highlight the **TCP/IP** menu, and then press the OK button.
6. Press the down arrow ▼ to highlight the **IPv6 Settings** menu, and then press the OK button.
7. Press the down arrow ▼ to highlight the **Address** menu, and then press the OK button.
8. Press the OK button to select the **Manual Settings** menu.
9. Press the down arrow ▼ to highlight the **Address** option, and then press the OK button.
10. Press the up arrow ▲ or the down arrow ▼ to select the first character of the address. Press the OK button.

Repeat this process for each character in the address.

 **NOTE:** You must press the OK button after entering each character.

11. After entering all of the address characters, press the up arrow ▲ or the down arrow ▼ to select the stop character ⊗. Press the OK button.
12. Press the Home  button to return to the **Ready** state.

Link speed and duplex settings

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

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

1. Press the Home  button.
2. Press the down arrow ▼ to highlight the **Administration** menu, and then press the **OK** button.
3. Press the down arrow ▼ to highlight the **Network Settings** menu, and then press the **OK** button.
4. Press the down arrow ▼ to highlight the **Embedded Jetdirect** menu, and then press the **OK** button.
5. Press the down arrow ▼ to highlight the **Link Speed** menu, and then press the **OK** button.
6. Press the down arrow ▼ to highlight one of the following options.

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

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

4 Paper and print media

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

Understand paper use

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

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

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

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

Special paper guidelines

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

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

Media type	Do	Do not
Envelopes	• Store envelopes flat. • Use envelopes where the seam extends all the way to the corner of the envelope. • Use peel-off adhesive strips that are approved for use in laser printers.	• Do not use envelopes that are wrinkled, nicked, stuck together, or otherwise damaged. • Do not use envelopes that have clasps, snaps, windows, or coated linings. • Do not use self-stick adhesives or other synthetic materials.
Labels	• Use only labels that have no exposed backing between them. • Use labels that lie flat. • Use only full sheets of labels.	• Do not use labels that have wrinkles or bubbles, or are damaged. • Do not print partial sheets of labels.
Transparencies	• Use only transparencies that are approved for use in color laser printers. • Place transparencies on a flat surface after removing them from the product.	• Do not use transparent print media not approved for laser printers.

Media type	Do	Do not
Letterhead or preprinted forms	Use only letterhead or forms approved for use in laser printers.	Do not use raised or metallic letterhead.
Heavy paper	Use only heavy paper that is approved for use in laser printers and meets the weight specifications for this product.	Do not use paper that is heavier than the recommended media specification for this product unless it is HP paper that has been approved for use in this product.
Glossy or coated paper	Use only glossy or coated paper that is approved for use in laser printers.	Do not use glossy or coated paper designed for use in inkjet products.

Change the printer driver to match the paper type and size

 **NOTE:** If you change the page settings in the software program, those settings override any settings in the printer driver.

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

Supported paper sizes

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



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

Table 4-1 Supported paper and print media sizes

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

Table 4-1 Supported paper and print media sizes (continued)

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

Table 4-1 Supported paper and print media sizes (continued)

Size and dimensions	Tray 1	Tray 2	Tray 3 (optional)
Custom 76.2 x 127 mm to 215.9 x 355.6 mm (3.0 x 5.8 in to 8.5 x 14 in)	✓		
Custom 101.6 x 148 mm to 215.9 x 297 mm (4.0 x 5.85 in to 8.5 x 11.69 in)		✓	
Custom 148 x 215.9 mm to 210 x 355.6 mm (5.83 x 8.5 in to 8.27 x 14 in)			✓

Supported paper types

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

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

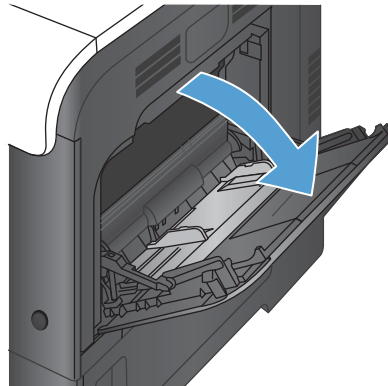
Paper type	Tray 1	Tray 2 ¹	Tray 3 (optional)
HP Matte (120 g/m ²)	✓	✓	✓
HP Matte (160 g/m ²)	✓	✓	✓
HP Matte (200 g/m ²)	✓	✓	✓
HP Soft Gloss (120 g/m ²)	✓	✓	✓
HP Glossy (130 g/m ²)	✓	✓	✓
HP Glossy (160 g/m ²)	✓	✓	✓
HP Glossy (220 g/m ²)	✓	✓	✓

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

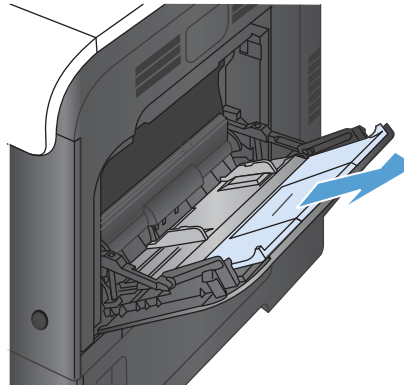
Load paper trays

Load Tray 1

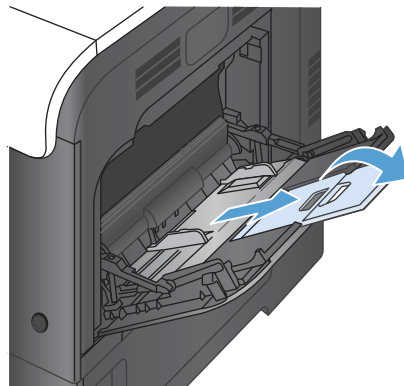
1. Open Tray 1.



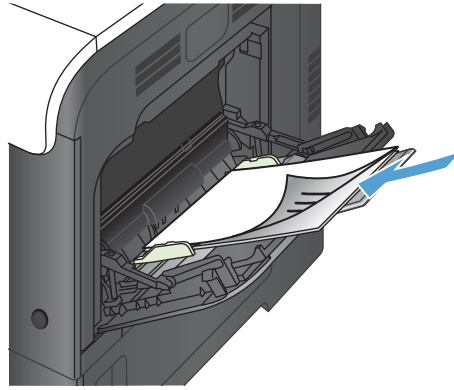
2. Slide out the tray extension.



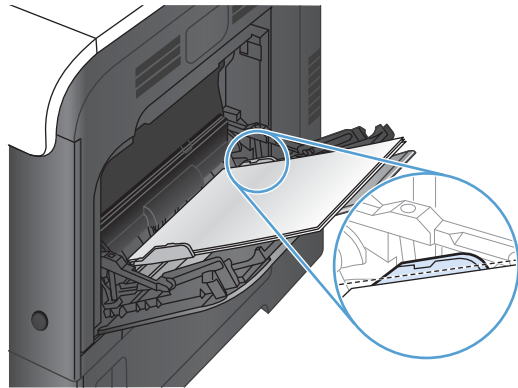
3. Fold out the tray extension to support the paper and set the side guides to the correct width.



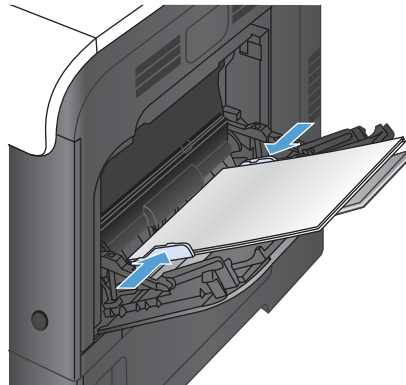
4. Load paper in the tray face down and the short, top edge going into the product first.



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



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



Print envelopes

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

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

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

Load Tray 2

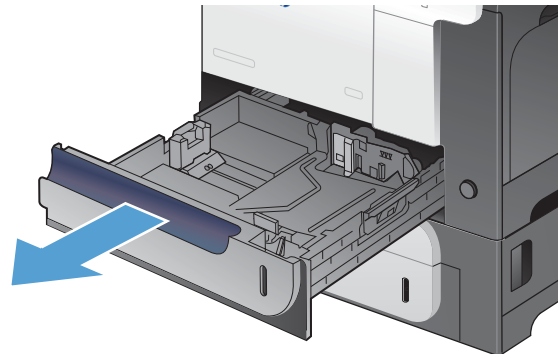
This tray holds up to 500 sheets of 75 g/m² (20 lb) paper. If the paper is heavier, the tray does not hold as many sheets. Do not overfill the tray.

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

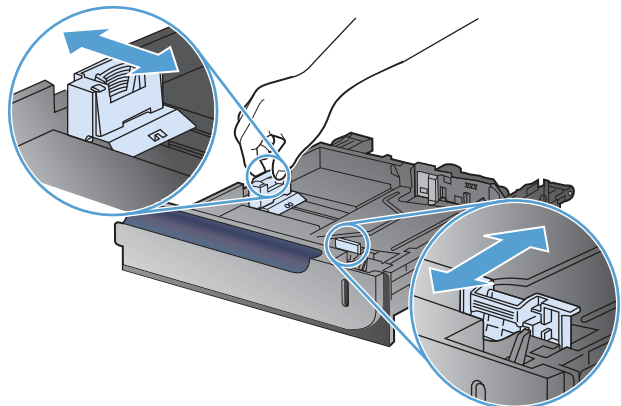
△ **CAUTION:** Do not print envelopes or unsupported sizes of paper from the Tray 2. Print these types of paper only from Tray 1.

1. Slide open the tray.

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



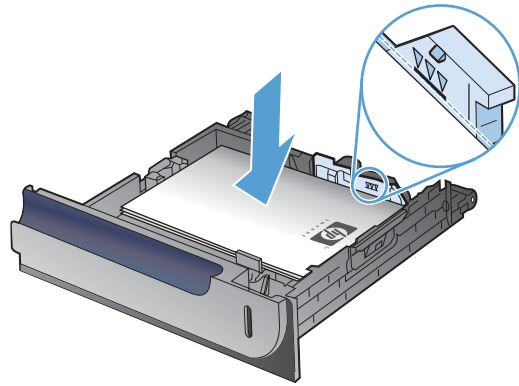
2. Adjust the paper-length and paper-width guides by squeezing the adjustment latch and sliding the guides to the size of the paper being used.



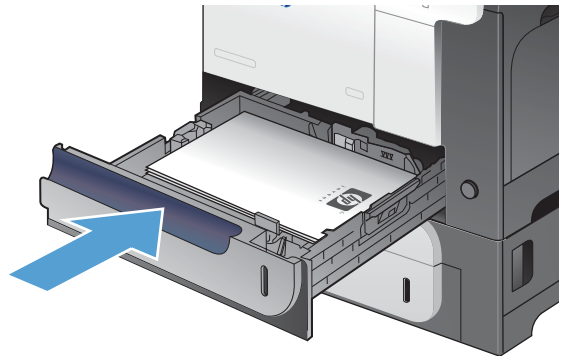
3. Load paper into the tray face up. Check the paper to verify the guides lightly touch the stack, but do not bend it.

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

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



4. Slide the tray into the product.



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



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

Tray 3 holds up to 500 sheets of standard paper.

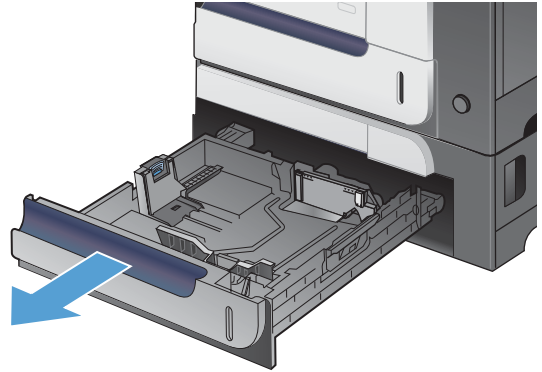
The product automatically detects the following standard sizes of paper in Tray 3: Letter, Legal, Executive, A4, A5, and B5 (JIS).

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

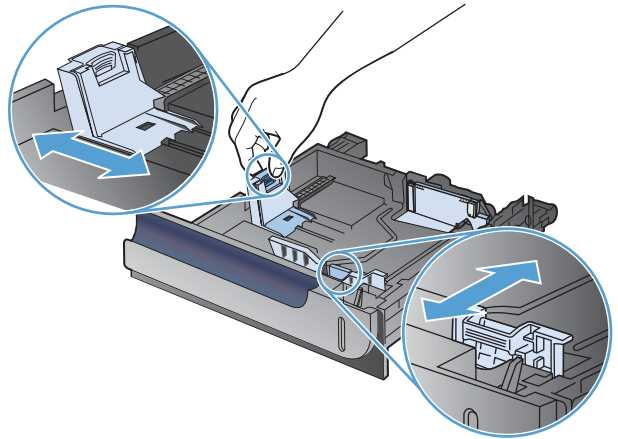
Load standard-sized paper into Tray 3

1. Slide open the tray.

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



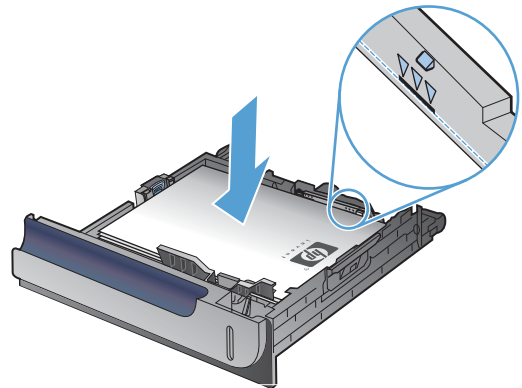
2. Adjust the paper-length and paper-width guides by squeezing the adjustment latches and sliding the guides to the size of the paper being used.



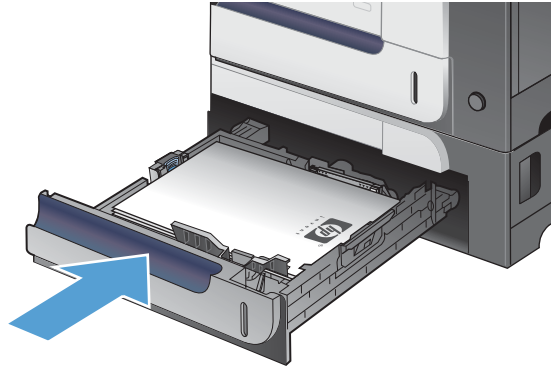
3. Load paper into the tray face up. Check the paper to verify the guides lightly touch the stack, but do not bend it.

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

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



4. Slide the tray into the product.

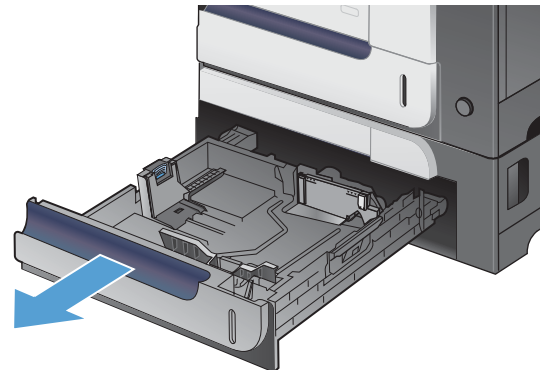


5. The control panel shows the tray's paper type and size. If the configuration is not correct, follow the instructions on the control panel to change the size or type.

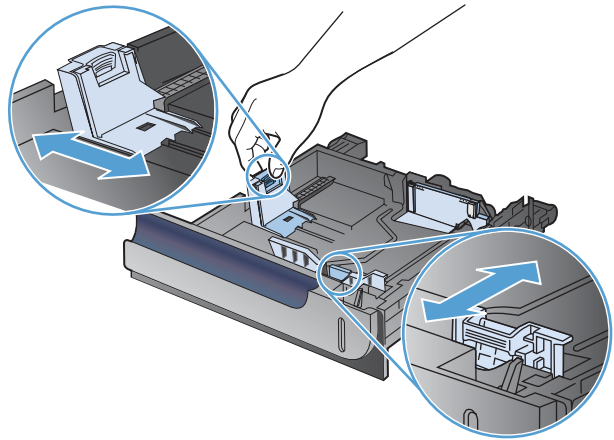


Load custom-size paper into Tray 3

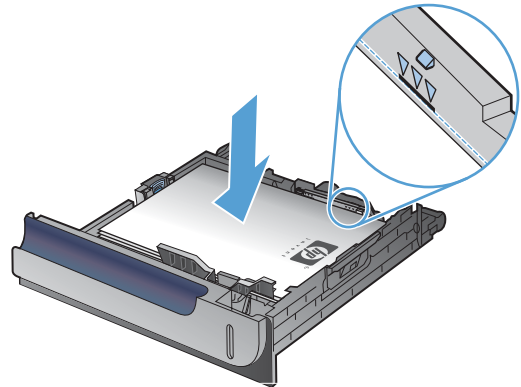
1. Slide open the tray.



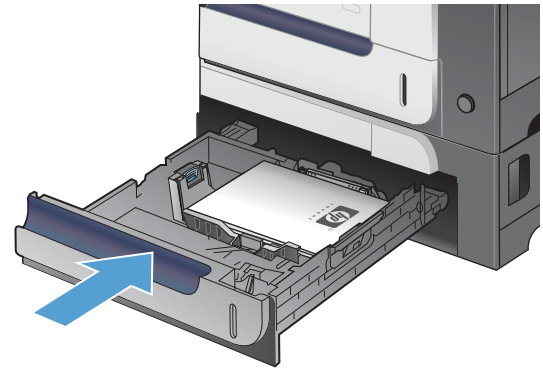
2. Adjust the paper-length and paper-width guides by squeezing the adjustment latches and sliding the guides to the size of the paper being used.



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



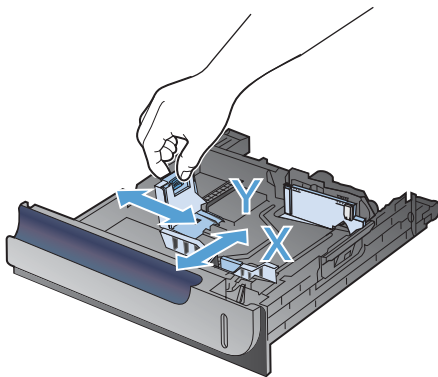
4. Slide the tray into the product. The control panel shows the paper type and size.



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



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



Tray and bin capacity

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

Tray or bin	Paper type	Specifications	Quantity
Tray 1	Paper	Range: 60 g/m ² (16 lb) bond to 220 g/m ² (58 lb) bond	Maximum stack height: 10 mm (0.39 in) Equivalent to 100 sheets of 75 g/m ² (20 lb) bond
	Envelopes	Less than 60 g/m ² (16 lb) bond to 90 g/m ² (24 lb) bond	Up to 10 envelopes
	Labels	Maximum: 0.102 mm (0.004 in) thick	Maximum stack height: 10 mm (0.39 in)
	Transparencies	Minimum: 0.102 mm (0.004 in) thick	Maximum stack height: 10 mm (0.39 in) Up to 50 sheets
	Glossy paper	Range: 105 g/m ² (28 lb) bond to 220 g/m ² (58 lb) bond	Maximum stack height: 10 mm (0.39 in) Up to 50 sheets
Tray 2	Paper	Range: 60 g/m ² (16 lb) bond to 220 g/m ² (59 lb) bond	Equivalent to 500 sheets of 75 g/m ² (20 lb) bond Maximum stack height: 56 mm (2.2 in) For A5, A6, and 4x6 paper sizes, and for paper printed in a landscape orientation the maximum stack height is 40 mm (1.57 in),
	Labels	Maximum: 0.102 mm (0.004 in) thick	Maximum stack height: 56 mm (2.2 in)
	Transparencies	Minimum: 0.102 mm (0.004 in) thick	Maximum stack height: 56 mm (2.2 in)
	Glossy paper	Range: 105 g/m ² (28 lb) bond to 220 g/m ² (58 lb) bond	Maximum stack height: 30 mm (1.18 in)
Tray 3	Paper	Range: 60 g/m ² (16 lb) bond to 220 g/m ² (59 lb) bond	Equivalent to 500 sheets of 75 g/m ² (20 lb) bond Maximum stack height: 56 mm (2.2 in)
	Labels	Maximum: 0.102 mm (0.004 in) thick	Maximum stack height: 56 mm (2.2 in)
	Transparencies	Minimum: 0.102 mm (0.004 in) thick	Maximum stack height: 56 mm (2.2 in)
	Glossy paper	Range: 105 g/m ² (28 lb) bond to 220 g/m ² (58 lb) bond	Maximum stack height: 56 mm (2.2 in)
Output bin	Paper		Up to 300 sheets of 75 g/m ² (20 lb) bond

Configure trays

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

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

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

Configure a tray when loading paper

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

Configure a tray to match print job settings

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

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

Configure a tray from the control panel

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

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

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

Automatic overhead transparency sensing (auto sense mode)

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

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

- Non-transparency
- Transparency

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

Auto-sense settings

Full sensing (Tray 1 only)

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

Transparency only

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

Select the paper by source, type, or size

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

Source

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

Type and size

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

5 Print cartridges, toner collection unit, and other supplies

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

Printer sharing disclaimer

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

Supplies information

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

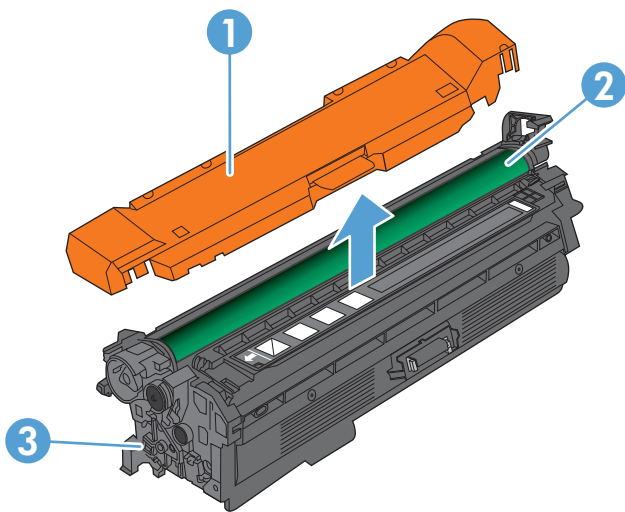
Environmental features: Recycle print cartridges by using the HP Planet Partners return and recycling program.

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

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

Supplies views

Print cartridge views



1	Plastic shield
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2	Imaging drum
3	Print cartridge memory tag

Manage print cartridges

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

Settings for print cartridges

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

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

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

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

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

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

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

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

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

 **NOTE:** Using the **Continue** setting allows printing beyond Very Low without customer interaction and can result in unsatisfactory print quality.

Recycle supplies

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

Print-cartridge storage

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

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

HP policy on non-HP print cartridges

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

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

HP fraud Web site

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

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

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

Replacement instructions

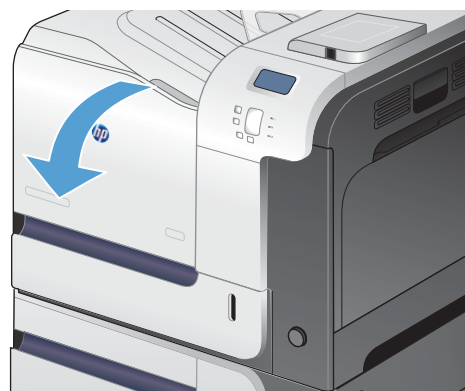
Replace print cartridges

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

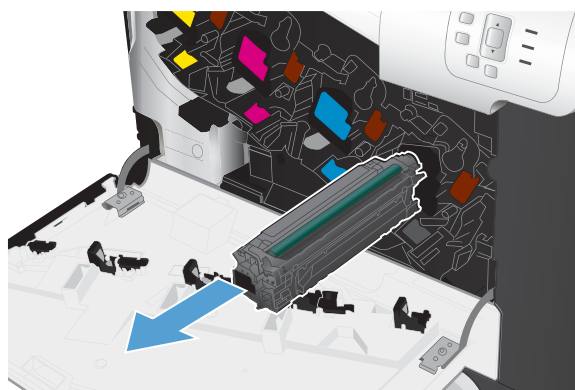
△ **CAUTION:** If toner gets on clothing, wipe it off with a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

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

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

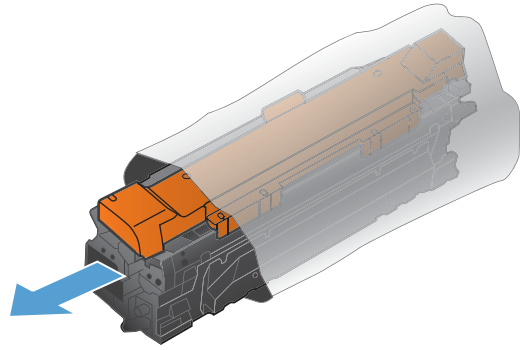


2. Grasp the handle of the used print cartridge and pull out to remove.

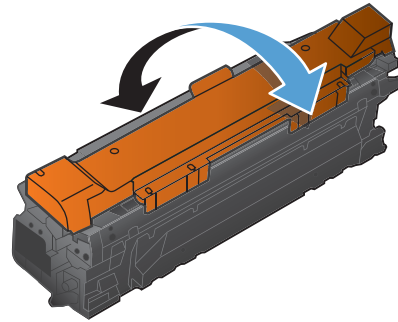


3. Store the used print cartridge in a protective bag. Information about recycling used print cartridges is on the print-cartridge box.

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



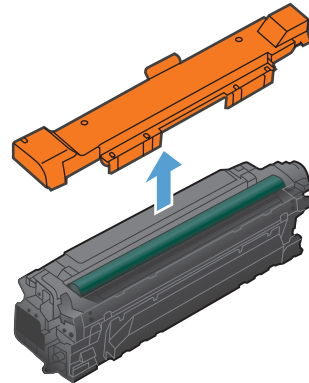
5. Grasp both sides of the print cartridge and distribute the toner by gently rocking the print cartridge.



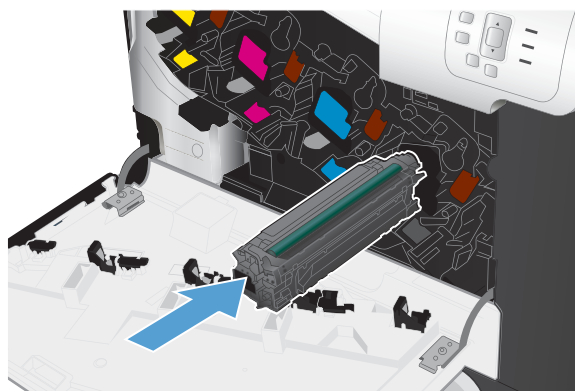
6. Remove the orange protective cover from the print cartridge.

CAUTION: Avoid prolonged exposure to light.

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



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



8. Close the front door.



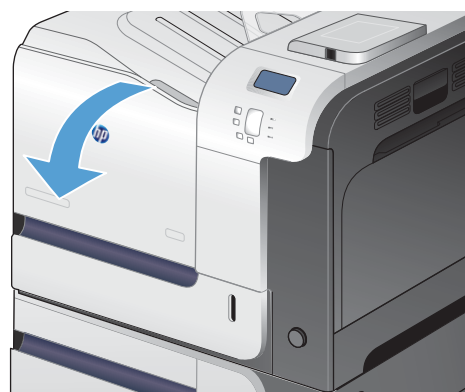
Change the toner collection unit

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

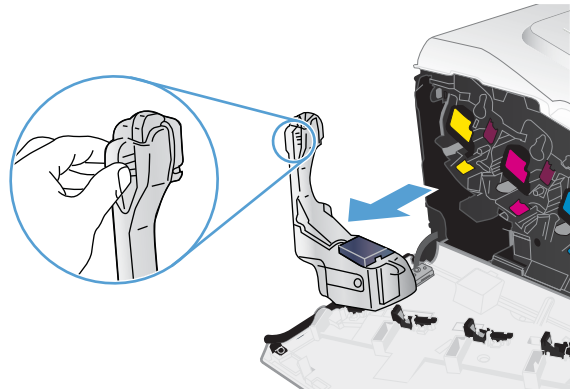
 **NOTE:** The toner collection unit is designed for a single use. Do not attempt to empty the toner collection unit and reuse it. Doing so could lead to toner being spilled inside the product, which could result in reduced print quality. After use, return the toner collection unit to HP's Planet Partners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

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

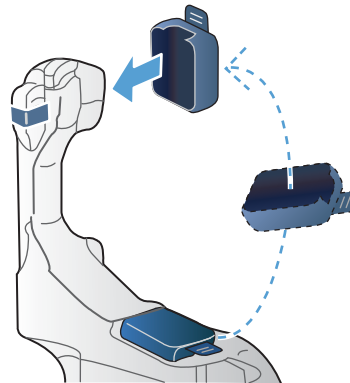
1. Open the front door. Make sure that the door is completely open.



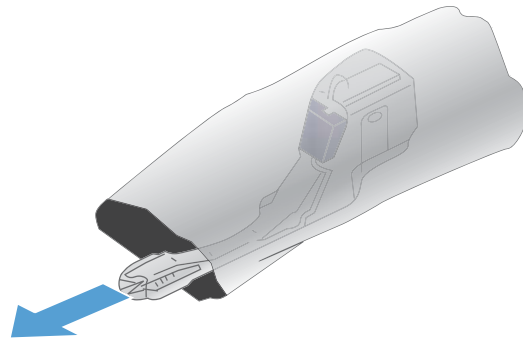
2. Grasp the blue label at the top of the toner collection unit and remove it from the product.



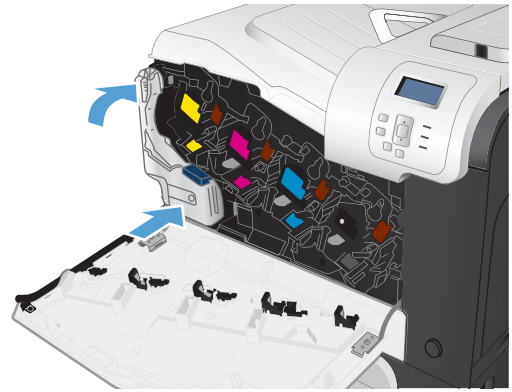
3. Place the attached blue cap over the blue opening at the top of the unit.



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



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



6. Close the front door.

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



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

6 Print tasks

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

Cancel a print job

1. Press the stop button ⊗ on the control panel.



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

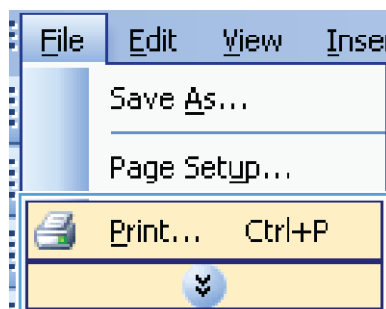
NOTE: It can take some time for all printing to clear after you have canceled a print job.

Basic print tasks with Windows

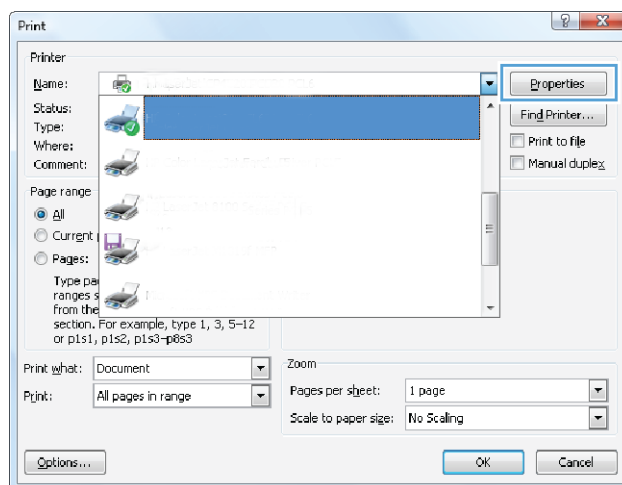
The methods to open the print dialog from software programs can vary. The procedures that follow include a typical method. Some software programs do not have a **File** menu. See the documentation for your software program to learn how to open the print dialog.

Open the printer driver with Windows

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

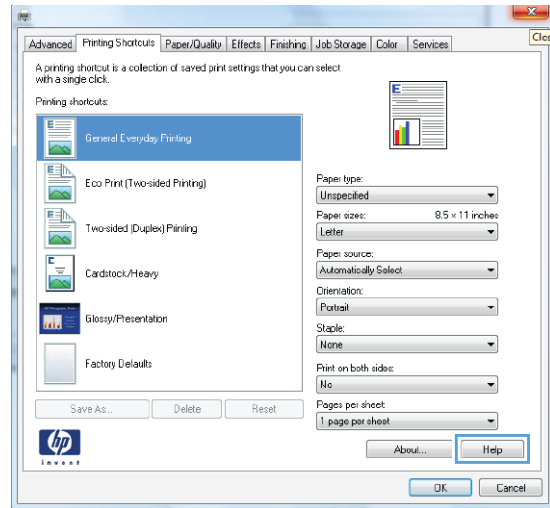


2. Select the product, and then click the **Properties** or **Preferences** button.



Get help for any printing option with Windows

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



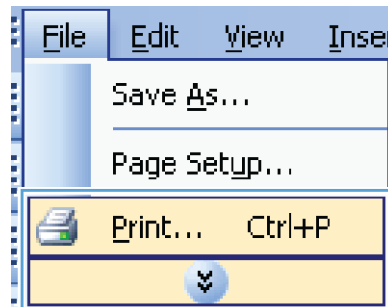
Change the number of print copies with Windows

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

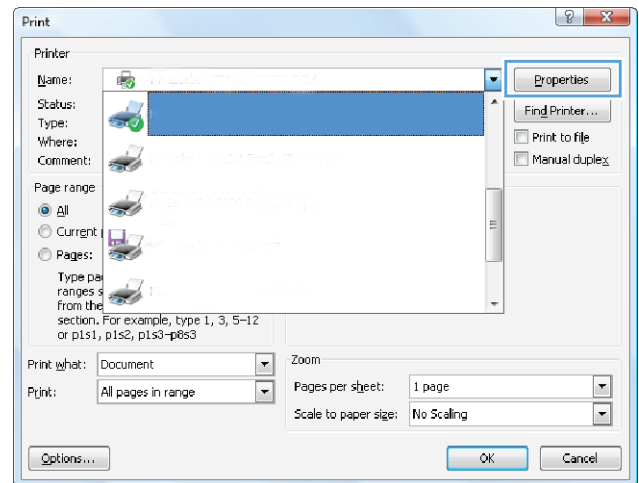
Save custom print settings for reuse with Windows

Use a printing shortcut with Windows

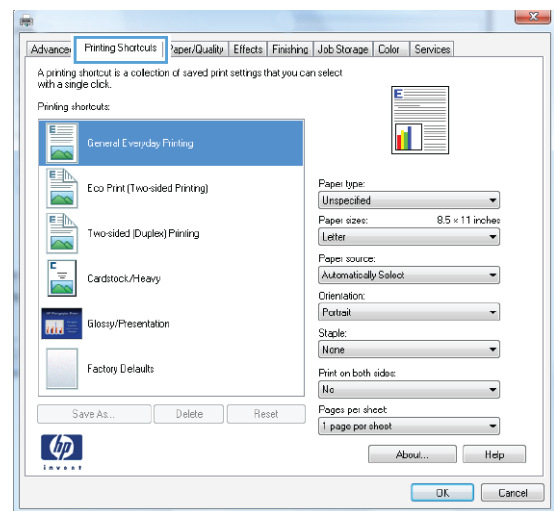
1. On the **File** menu in the software program, click **Print**.



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

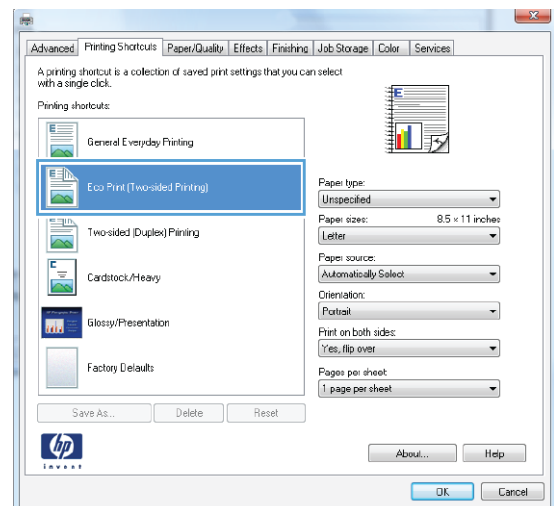


3. Click the **Printing Shortcuts** tab.



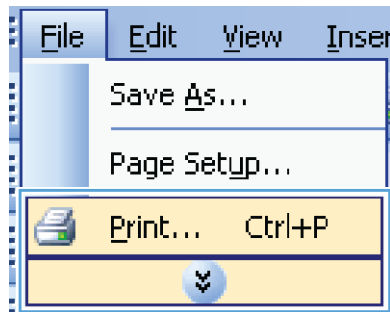
4. Select one of the shortcuts, and then click the **OK** button.

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

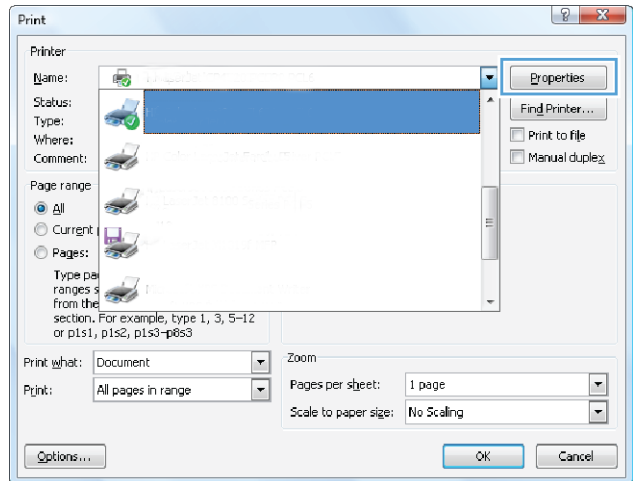


Create printing shortcuts

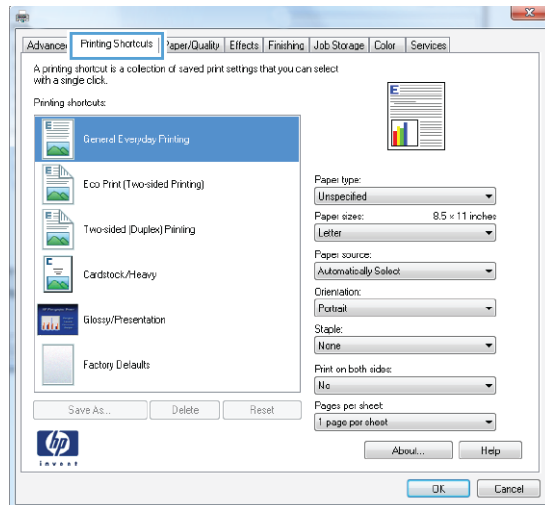
1. On the **File** menu in the software program, click **Print**.



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

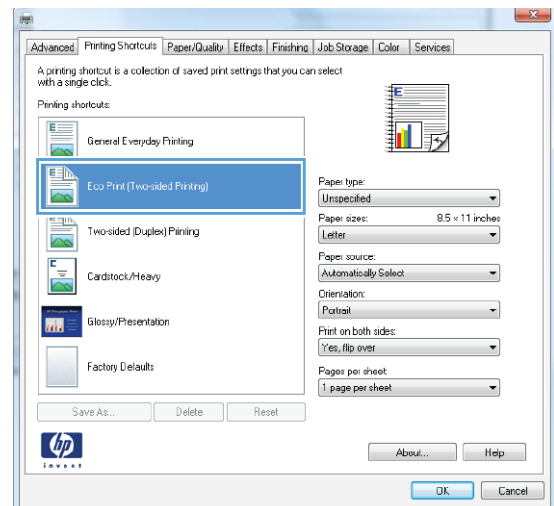


3. Click the **Printing Shortcuts** tab.

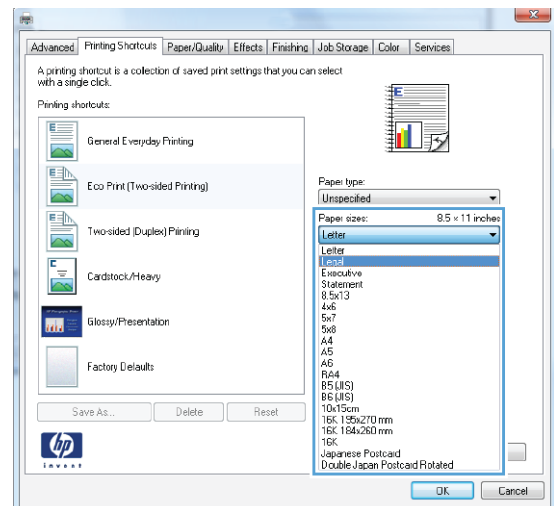


4. Select an existing shortcut as a base.

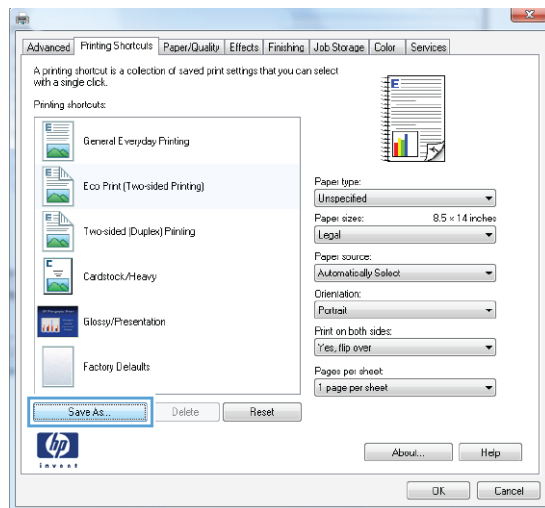
NOTE: Always select a shortcut before adjusting any of the settings on the right side of the screen. If you adjust the settings and then select a shortcut, all your adjustments are lost.



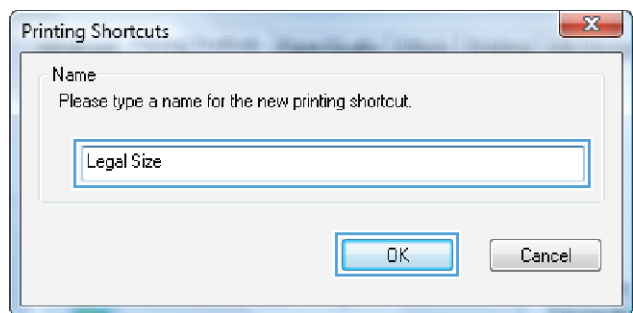
5. Select the print options for the new shortcut.



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



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



Improve print quality with Windows

Select the page size with Windows

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

Select a custom page size with Windows

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

Select the paper type with Windows

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

Select the paper tray with Windows

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

Select the print resolution

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

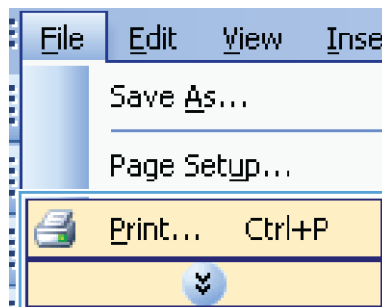
3. Click the **Paper/Quality** tab.
4. In the **Print Quality** area, select the resolution from the first drop-down list.

Print on both sides (duplex) with Windows

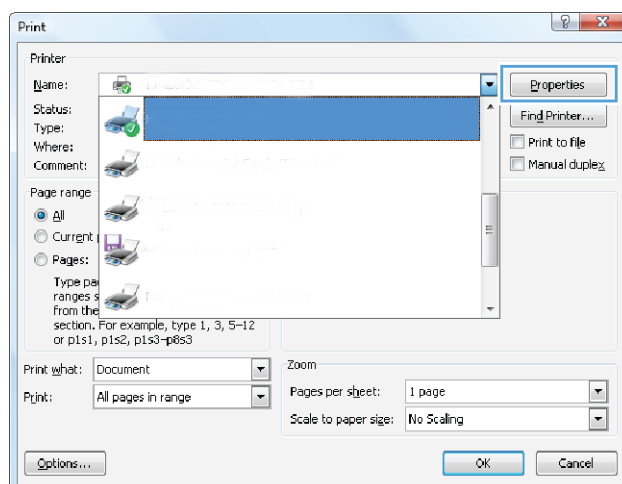
Manually print on both sides with Windows

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

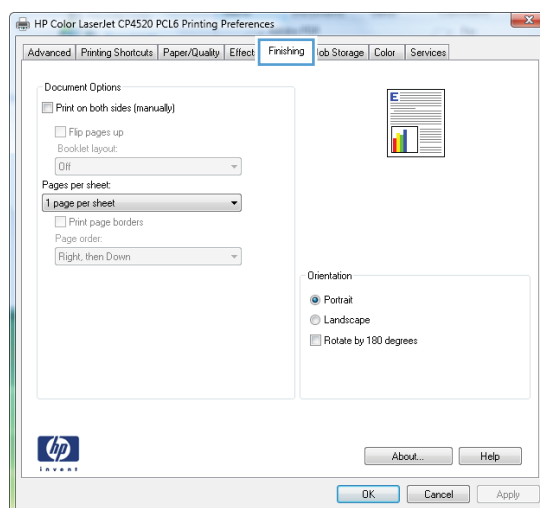
1. On the **File** menu in the software program, click **Print**.



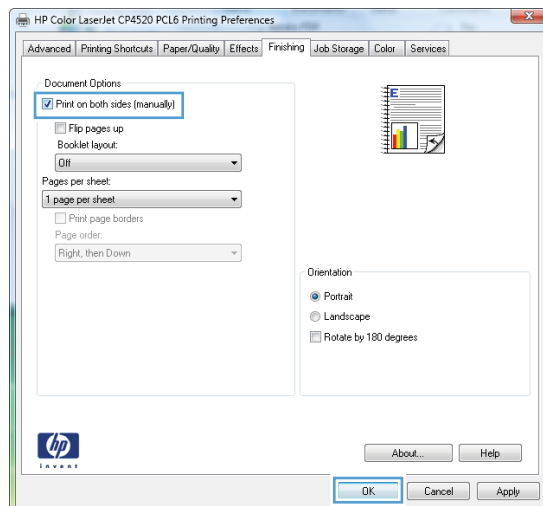
2. Select the product, and then click the **Properties** or **Preferences** button.



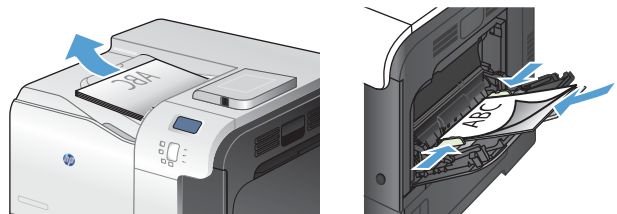
3. Click the **Finishing** tab.



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



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



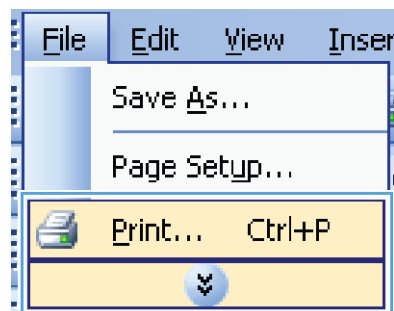
6. On the control panel, press the **OK** button to print the second side of the job.



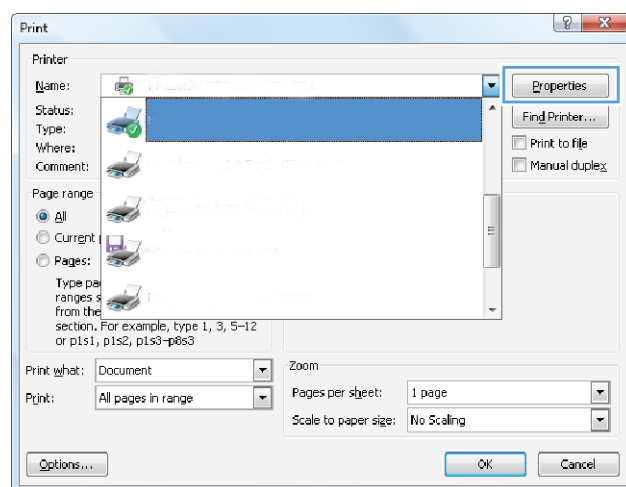
Automatically print on both sides with Windows

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

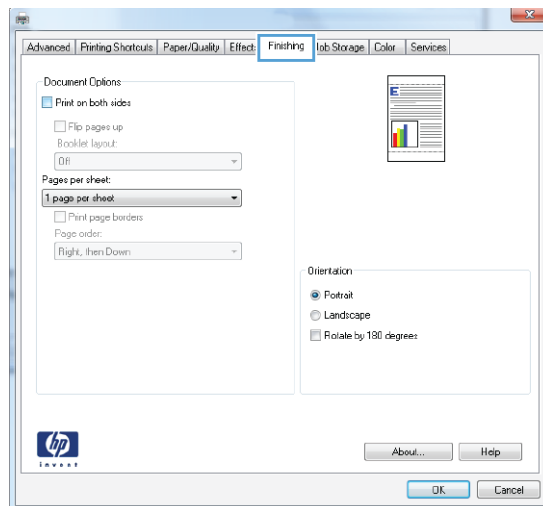
1. On the **File** menu in the software program, click **Print**.



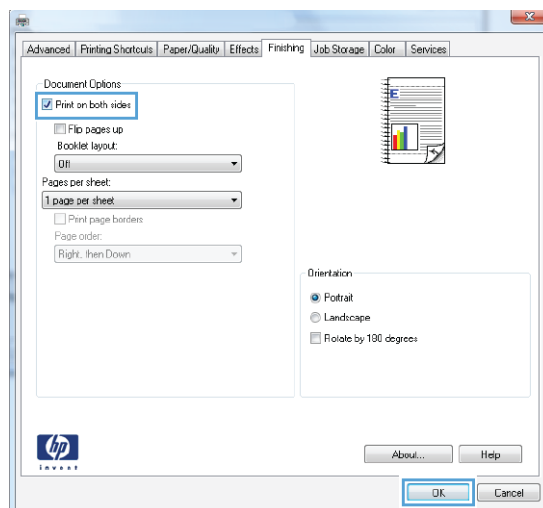
2. Select the product, and then click the **Properties** or **Preferences** button.



3. Click the **Finishing** tab.

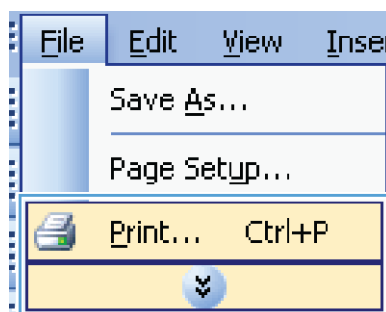


4. Select the **Print on both sides** check box. Click the **OK** button to print the job.

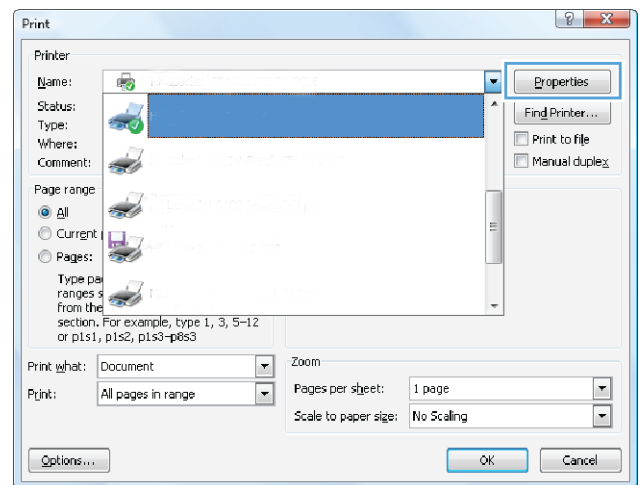


Print multiple pages per sheet with Windows

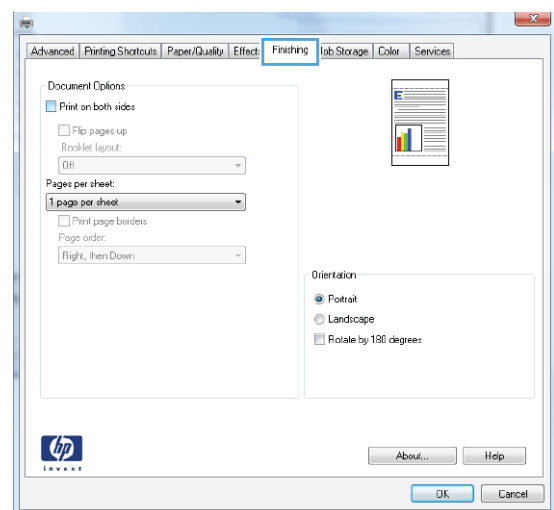
1. On the **File** menu in the software program, click **Print**.



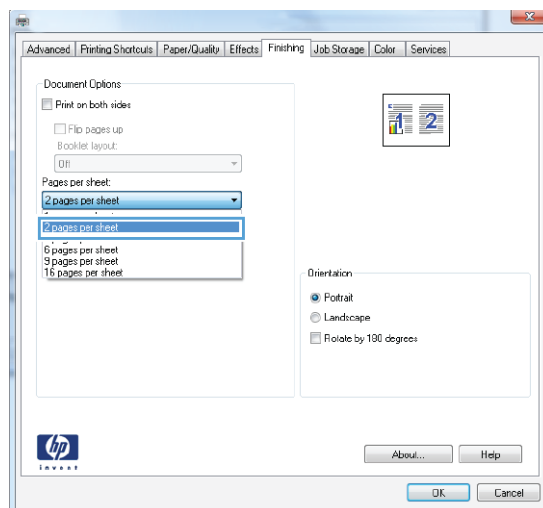
2. Select the product, and then click the **Properties** or **Preferences** button.



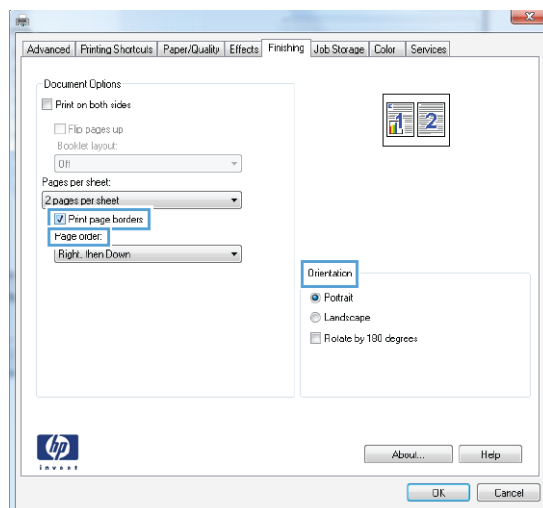
3. Click the **Finishing** tab.



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

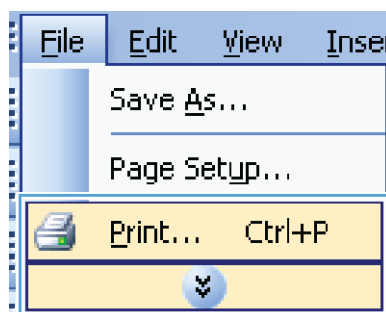


5. Select the correct **Print page borders**, **Page order**, and **Orientation** options.

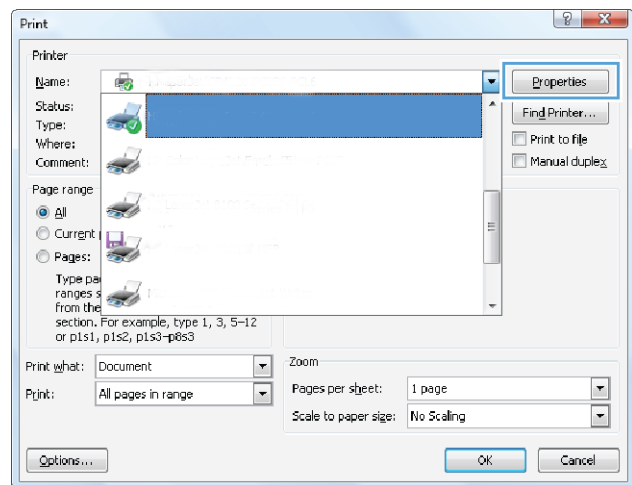


Select page orientation with Windows

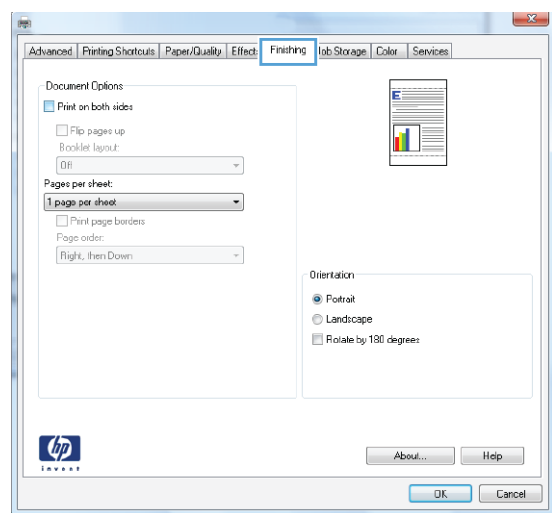
1. On the **File** menu in the software program, click **Print**.



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

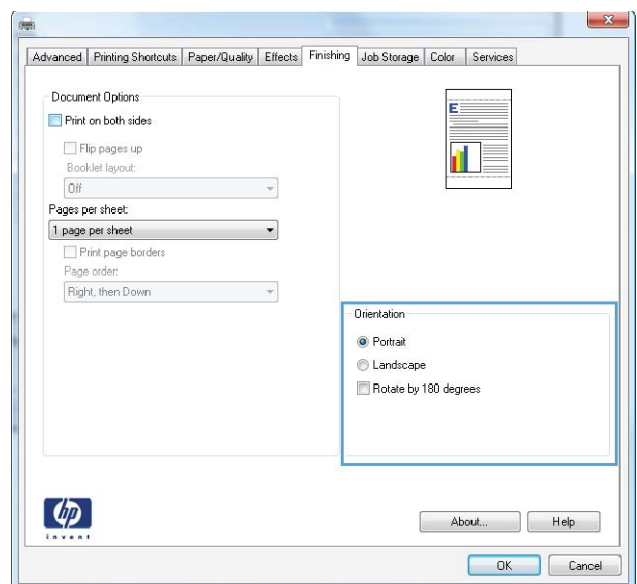


3. Click the **Finishing** tab.



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

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



Set color options with Windows

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

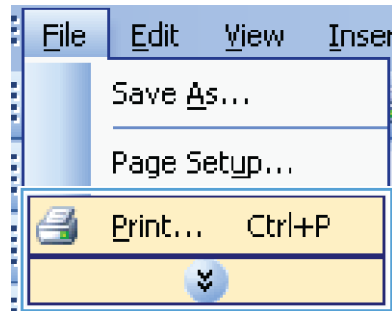
Additional print tasks with Windows

Print colored text as black (grayscale) with Windows

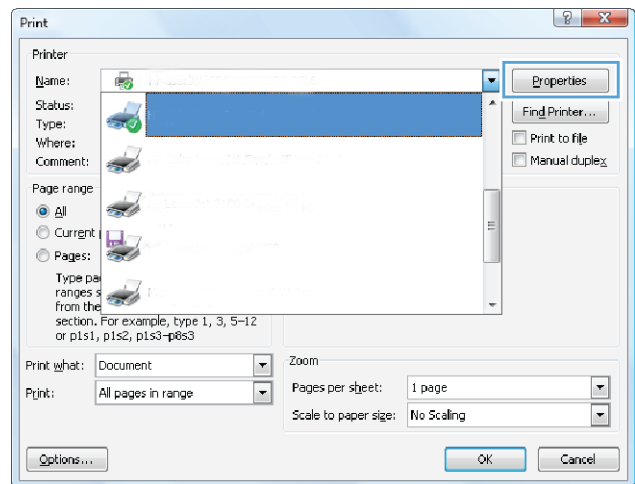
1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Advanced** tab.
4. Expand the **Document Options** section.
5. Expand the **Printer Features** section.
6. In the **Print All Text as Black**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

Print on preprinted letterhead or forms with Windows

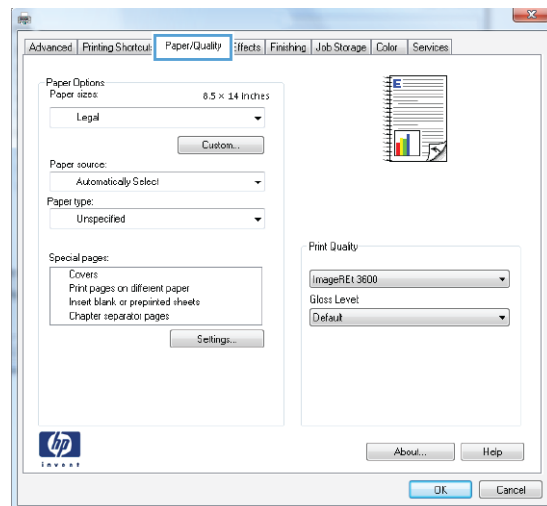
1. On the **File** menu in the software program, click **Print**.



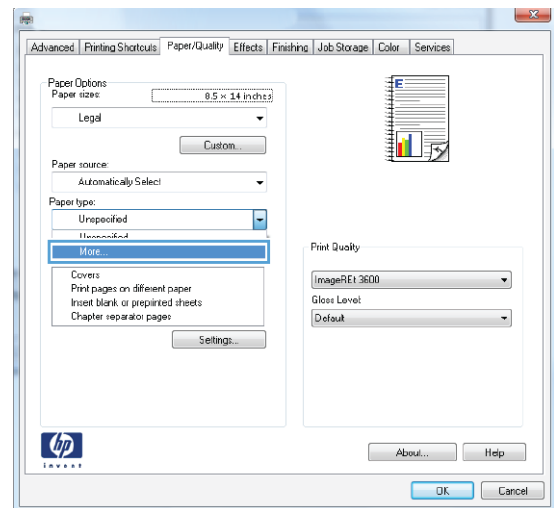
2. Select the product, and then click the **Properties** or **Preferences** button.



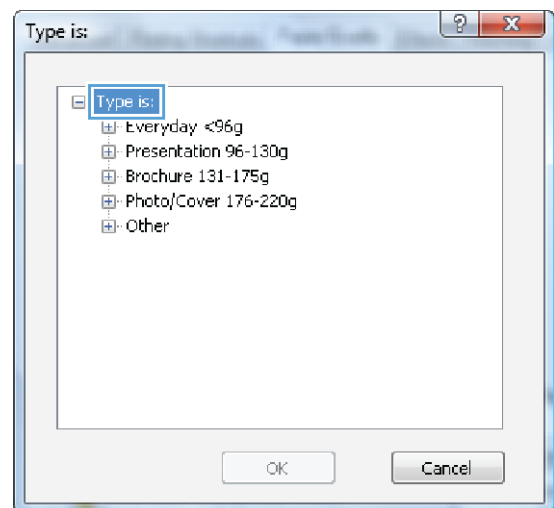
3. Click the **Paper/Quality** tab.



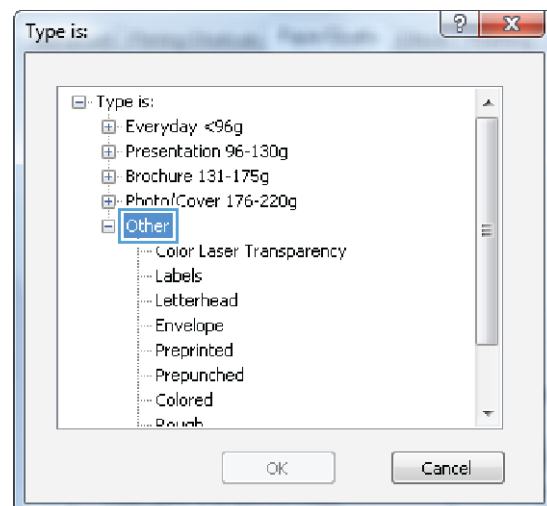
4. From the **Paper type** drop-down list, click the **More...** option.



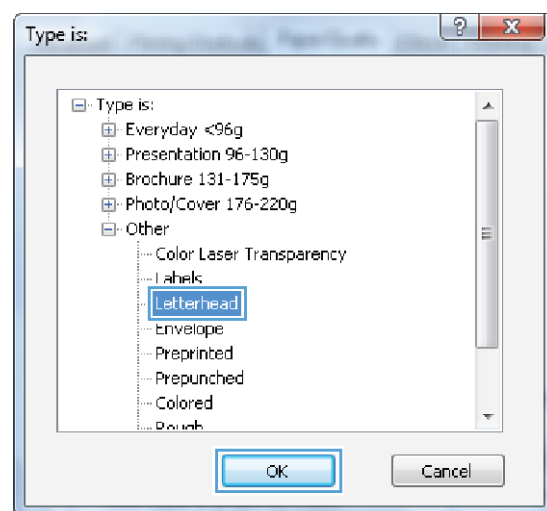
5. Expand the list of **Type is:** options.



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

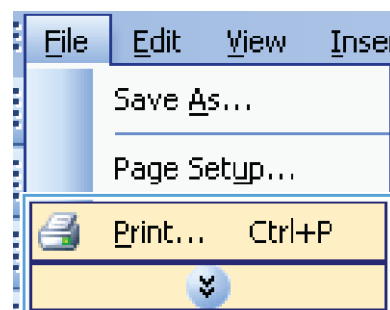


- Select the option for the type of paper you are using, and click the **OK** button.

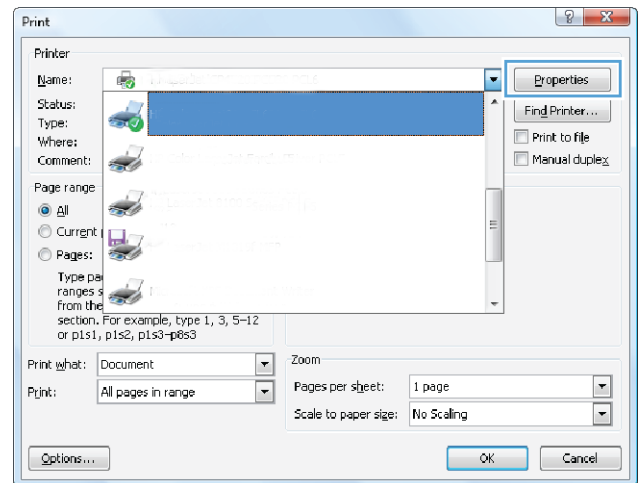


Print on special paper, labels, or transparencies

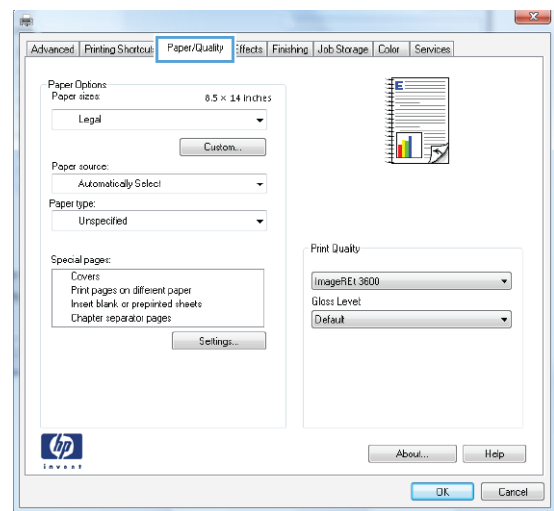
- On the **File** menu in the software program, click **Print**.



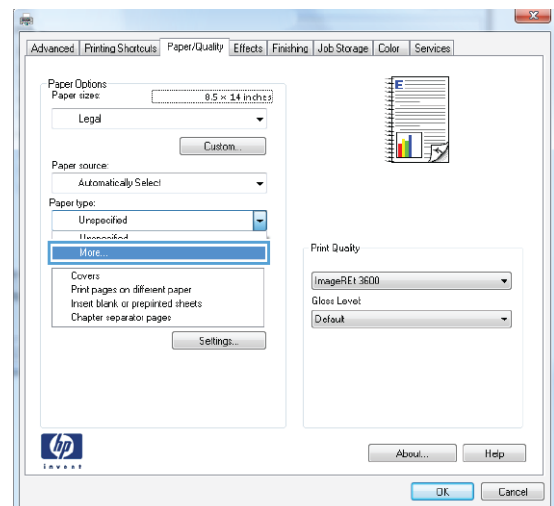
2. Select the product, and then click the **Properties** or **Preferences** button.



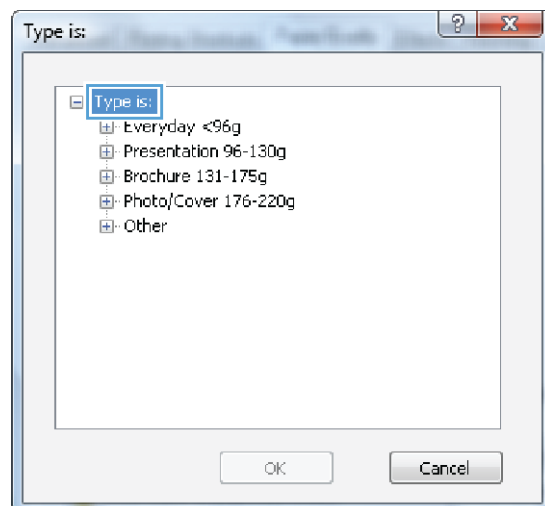
3. Click the **Paper/Quality** tab.



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

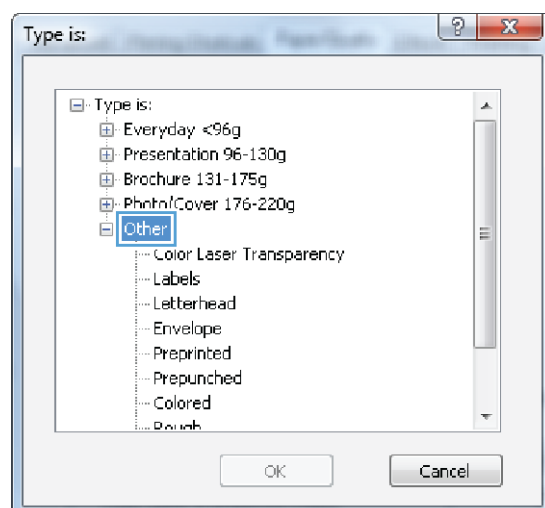


5. Expand the list of **Type is:** options.

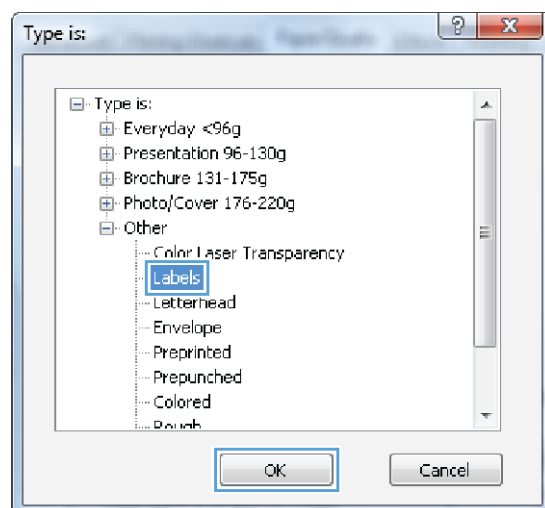


6. Expand the category of paper types that best describes your paper.

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

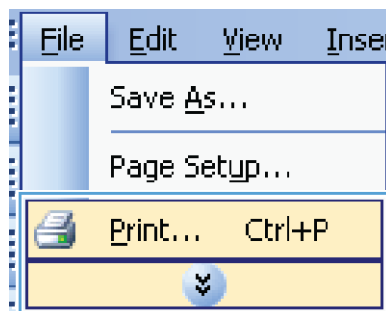


7. Select the option for the type of paper you are using, and click the **OK** button.

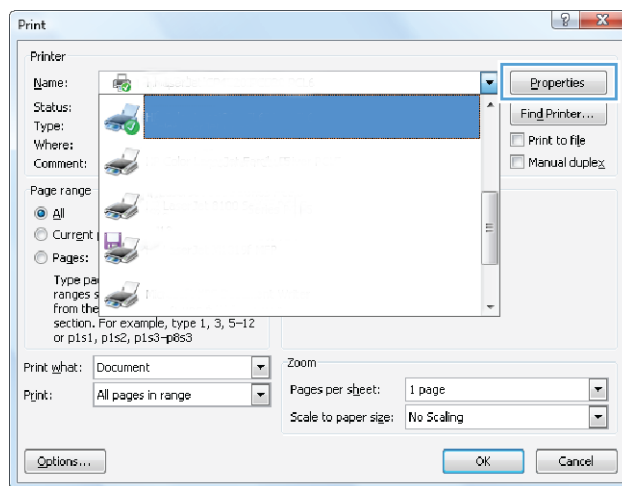


Print the first or last page on different paper with Windows

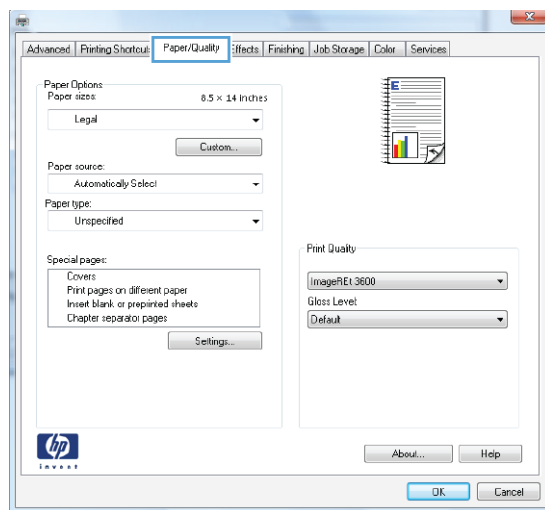
1. On the **File** menu in the software program, click **Print**.



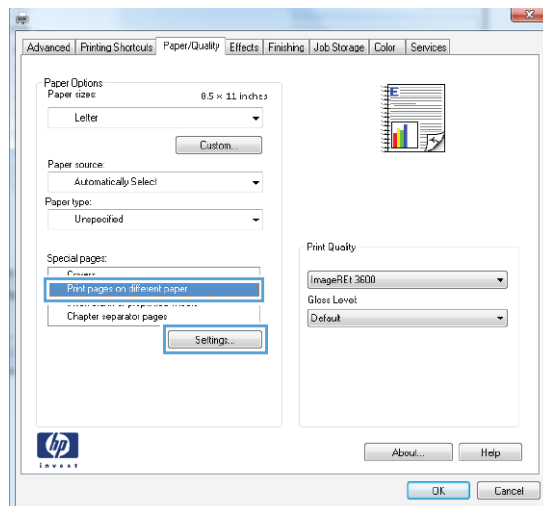
2. Select the product, and then click the **Properties** or **Preferences** button.



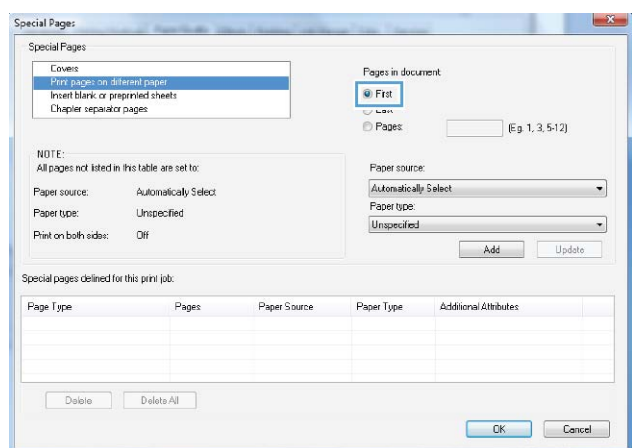
3. Click the **Paper/Quality** tab.



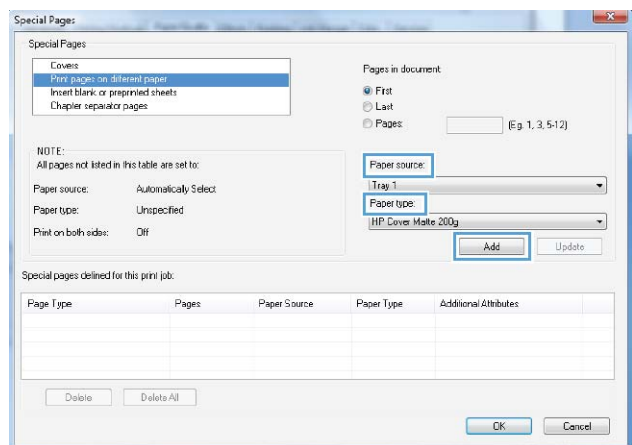
4. In the **Special pages** area, click the **Print pages on different paper** option, and then click the **Settings** button.



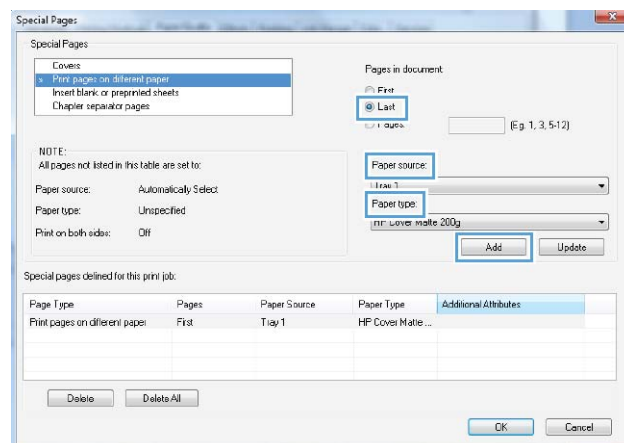
5. In the **Pages in document** area, select either the **First** or **Last** option.



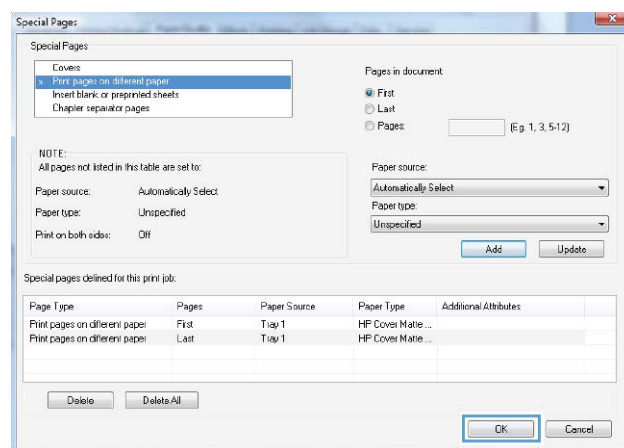
6. Select the correct options from the **Paper source** and **Paper type** drop-down lists. Click the **Add** button.



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

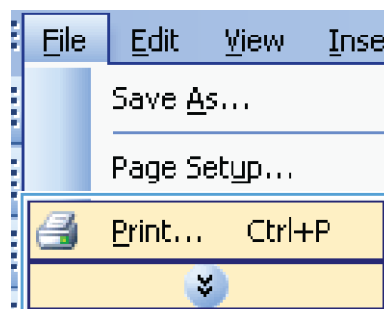


- Click the **OK** button.

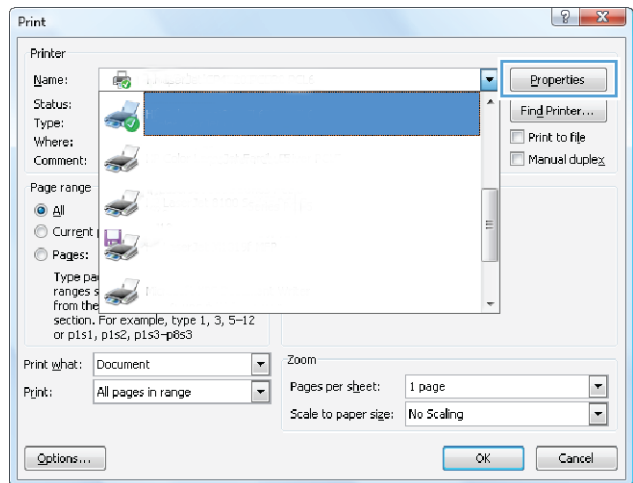


Scale a document to fit page size

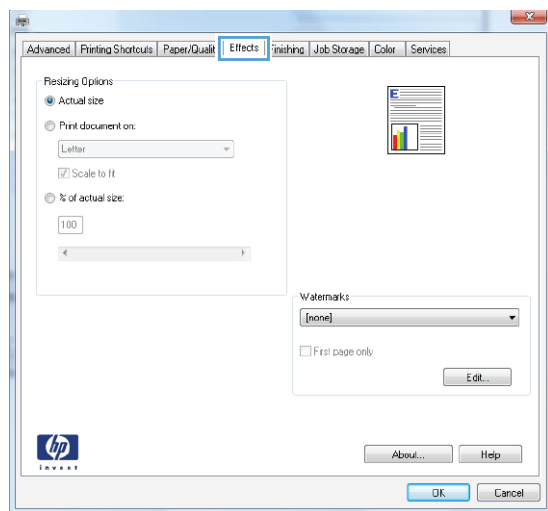
- On the **File** menu in the software program, click **Print**.



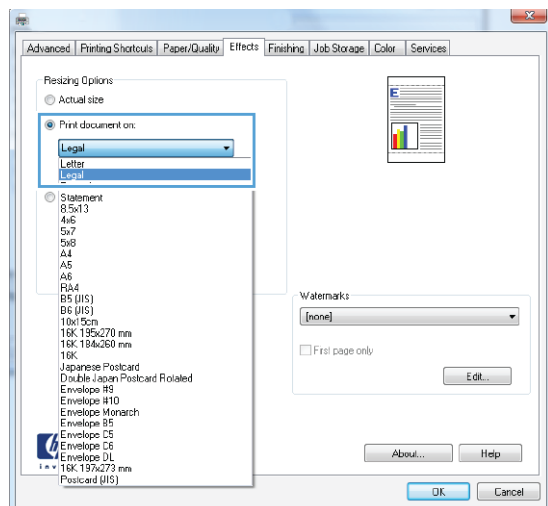
2. Select the product, and then click the **Properties** or **Preferences** button.



3. Click the **Effects** tab.



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



Add a watermark to a document with Windows

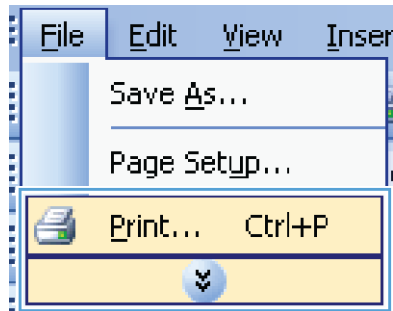
1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Effects** tab.
4. Select a watermark from the **Watermarks** drop-down list.

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

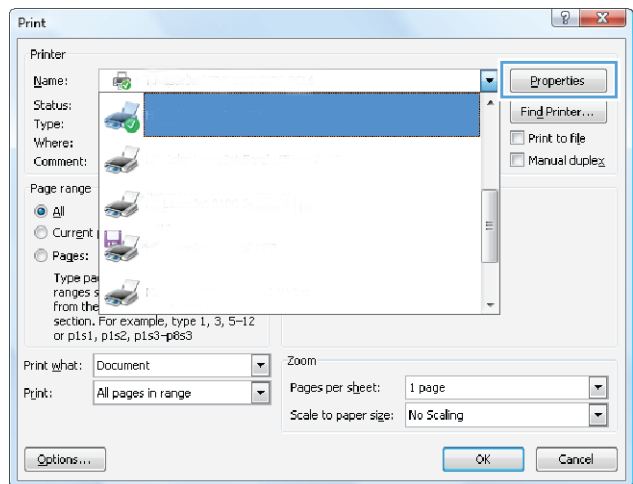
5. To print the watermark on the first page only, select the **First page only** check box. Otherwise, the watermark is printed on each page.

Create a booklet with Windows

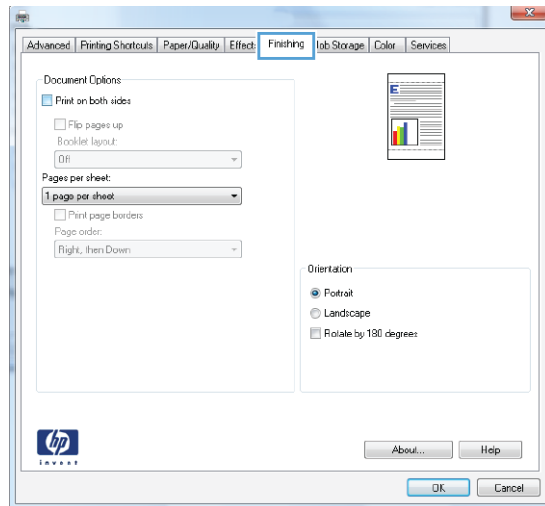
1. On the **File** menu in the software program, click **Print**.



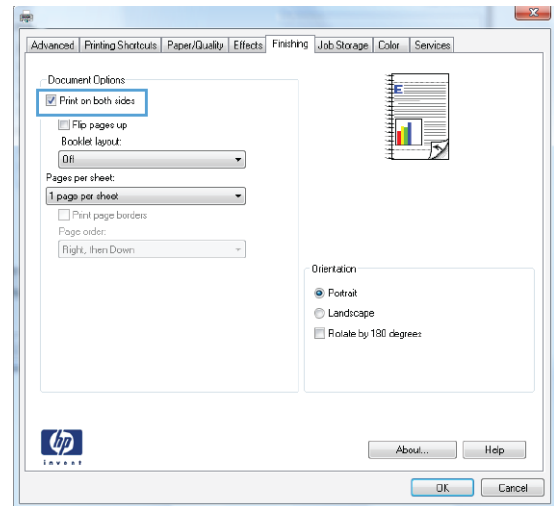
2. Select the product, and then click the **Properties** or **Preferences** button.



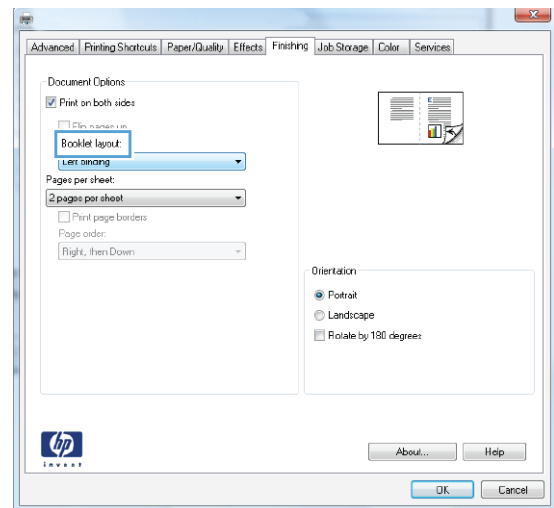
3. Click the **Finishing** tab.



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



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



Walk-up USB printing

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

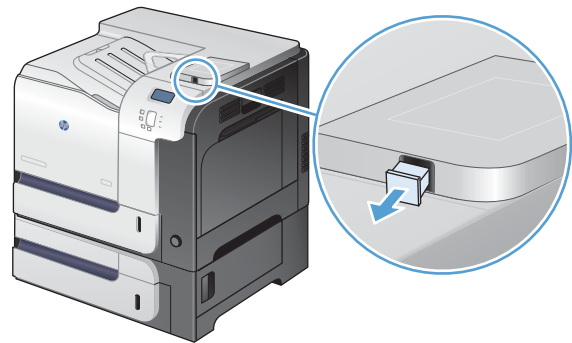
 **NOTE:** You must enable this feature by using the control-panel menus or the HP Embedded Web Server before it can be used.

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

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

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

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



2. Press the down arrow ▼ to highlight **OK**, and then press the **OK** button.
3. Press the down arrow ▼ to highlight **Select a File or Folder**, and then press the **OK** button.
4. Press the down arrow ▼ to select a folder from the list.

5. Select the name of the document that you want to print.
6. Press the **OK** button to print the document.



7 Color

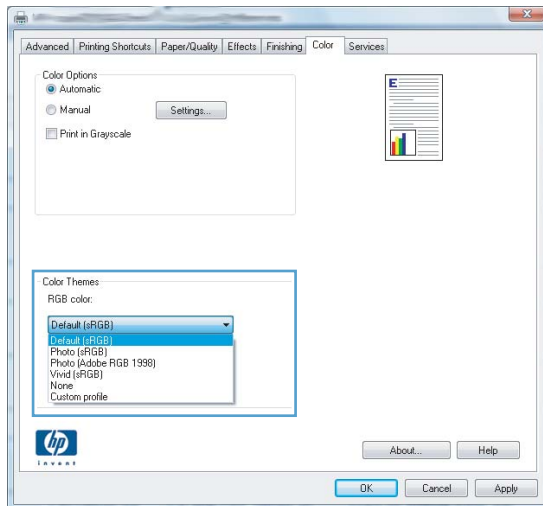
- [Adjust color](#)

Adjust color

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

Change the color theme for a print job

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



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

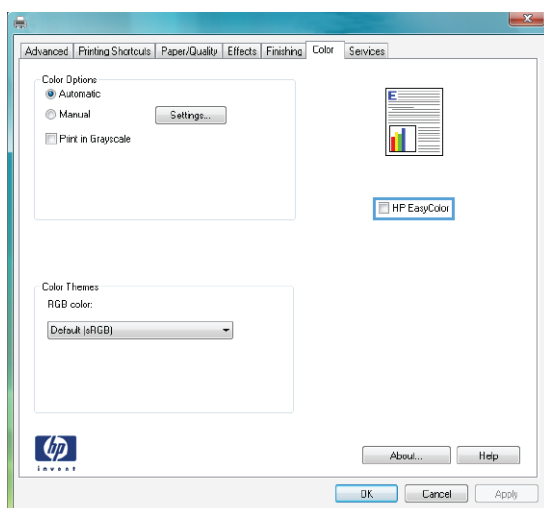
Change the color options

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

1. On the **File** menu in the software program, click **Print**.
2. Click **Properties** or **Preferences**.

3. Click the **Color** tab.
4. Click the **Automatic** or **Manual** setting.
 - **Automatic** setting: Select this setting for most color print jobs
 - **Manual** setting: Select this setting to adjust the color settings independent from other settings.

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



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

Manual color options

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

Table 7-1 Manual color options

Setting description	Setting options
Edge Control The Edge Control setting determines the rendering of edges. Edge control has two components: adaptive halftoning and trapping. Adaptive halftoning increases edge sharpness. Trapping reduces the effect of color-plane misregistration by overlapping the edges of adjacent objects slightly.	• Off turns off both trapping and adaptive halftoning. • Light sets trapping at a minimal level. Adaptive halftoning is on. • Normal sets trapping at a medium level. Adaptive halftoning is on. • Maximum is the most aggressive trapping setting. Adaptive halftoning is on.

Table 7-1 Manual color options (continued)

Setting description	Setting options
Halftone Halftone options affect color output clarity and resolution.	• Smooth provides better results for large, solid-filled print areas and enhances photographs by smoothing color gradations. Select this option when uniform and smooth area fills are important. • Detail is useful for text and graphics that require sharp distinctions among lines or colors, or images that contain a pattern or a high level of detail. Select this option when sharp edges and small details are important.
Neutral Grays The Neutral Grays setting determines the method for creating gray colors used in text, graphics, and photographs.	• Black Only generates neutral colors (grays and black) by using only black toner. This guarantees neutral colors without a color cast. This setting is best for documents and grayscale viewgraphs. • 4-Color generates neutral colors (grays and black) by combining all four toner colors. This method produces smoother gradients and transitions to other colors, and it produces the darkest black.

8 Manage and maintain

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

Print information pages

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

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

2. Open the following menus:

Administration

Reports

Configuration/Status Pages or **Other Pages**

3. Use the down arrow button ▼ to highlight the a report, and then press the **OK** button to select it.

4. Use the up arrow button ▲ to highlight the **Print** item, and then press the **OK** button.

Table 8-1 Reports menu

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

Table 8-1 Reports menu (continued)

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

Use the HP Embedded Web Server

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

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

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

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

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

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

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

Open the HP Embedded Web Server by using a network connection

1. Identify the product IP address or host name.

Open the following menus:

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

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

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

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

Features

Information tab

Table 8-2 HP Embedded Web Server Information tab

Menu	Description
Device Status	Shows the product status and shows the estimated life remaining of HP supplies. The page also shows the type and size of paper set for each tray. To change the default settings, click the Change Settings link.
Configuration Page	Shows the information found on the configuration page.
Supplies Status	Shows a detailed status of the installed HP supplies.
Event Log Page	Shows a list of all product events and errors. Use the HP Instant Support link (in the Other Links area on all HP Embedded Web Server pages) to connect to a set of dynamic Web pages that help you solve problems. These pages also show additional services available for the product.
Usage Page	Shows a summary of the number of pages the product has printed, grouped by size, type, and paper print path.
Device Information	Shows the product network name, address, and model information. To customize these entries, click the Device Information menu on the General tab.
Print	Allows uploading a file from your hard disk or network file server to be printed. The following file types are supported: • .txt • .ps • .pdf • .pcl • .cht • .prn
Print Reports and Pages	Lists the internal reports and pages for the product. Select one or more items to print or view.

General tab

Table 8-3 HP Embedded Web Server General tab

Menu	Description
Control Panel Administration Menu	Provides a remote view of the Administration menu available at the control panel of the product.
Alert Subscriptions	Set up e-mail alerts for various product and supplies events.
AutoSend	Configure the product to send automated e-mails regarding product configuration and supplies to specific e-mail addresses.
Control Panel Snapshot	Provides an inactive view of the control panel of the product.
Sleep Schedule	Set or edit a wake time, sleep time, and sleep delay for the product. You can set a different schedule for each day of the week and for holidays.
Edit Other Links	Add or customize a link to another website. This link appears in the Other Links area on all HP Embedded Web Server pages.
Device Information	Name the product and assign an asset number to it. Enter the name of the primary contact who will receive information about the product.
Language	Set the language in which to display the HP Embedded Web Server information.
Date and Time	Set the date and time or synchronize with a network time server.
Backup and Restore	Create a backup file that contains product and user data. If necessary, you can use this file to restore data to the product.
Solution Installer	Install third-party software programs that can enhance the product functionality.
Firmware upgrade	Download and install product firmware upgrade files.

Print tab

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

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

Table 8-4 HP Embedded Web Server Print tab

Menu	Description
Retrieve Job From USB	Use this item to enable or disable this feature.
Manage Stored Jobs	Use this feature to manage jobs stored on the product memory.

Table 8-4 HP Embedded Web Server Print tab (continued)

Menu	Description
Restrict Color	Use this item to restrict the number of color pages that can be printed from this product.
General Print Settings	Use this item to manage the print settings for this product.

Troubleshooting tab

Table 8-5 HP Embedded Web Server Troubleshooting tab

Menu	Description
Reports and Tests	Print or view product settings, information pages, and diagnostic test pages.
Calibration/Cleaning	Provides remote control of the cleaning and calibration operations of the product.
Firmware upgrade	Download and install product firmware upgrade files.

Security tab

Table 8-6 HP Embedded Web Server Security tab

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

Networking tab

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

Other Links list



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

Table 8-7 HP Embedded Web Server Other Links list

Menu	Description
HP Instant Support	Connects you to the HP website to help you find solutions to product problems.
Shop for Supplies	Connects you to the HP website for ordering supplies.
Product Support	Connects to the support site for the product, from which you can search for help regarding various topics.
Show Me How	Connects you to the HP website for product support.

Use HP Web Jetadmin software

HP Web Jetadmin is a Web-based software solution for remotely installing, monitoring, and troubleshooting network-connected peripherals. Management is proactive, allowing network administrators the ability to resolve issues before users are affected. Download this free, enhanced-management software at www.hp.com/go/webjetadmin.

Device plug-ins can be installed into HP Web Jetadmin to provide support for specific product features. The HP Web Jetadmin software can automatically notify you when new plug-ins are available. On the **Product Update** page, follow the directions to automatically connect to the HP Web site and install the latest device plug-ins for your product.



NOTE: HP Web Jetadmin is not supported from Mac OS X.

Clean the product

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

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

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

Clean the paper path

1. At the product control panel, press the Home  button.
2. Open the following menus:
 1. **Device Maintenance**
 2. **Calibration/Cleaning**
3. Press the down arrow ▼ to highlight the **Print Cleaning Page** menu item, and then press the **OK** button.
4. Completion of the cleaning process depends on the product model:
 - **Non-duplex models:** After the first side prints, reload the page into Tray 1 according the instructions, and then press the **OK** button. After the second side prints, the task is complete. Discard the printed page.
 - **Duplex models:** After both sides print, the task is complete. Discard the printed page.

Product updates

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

9 Solve problems

- [Self help](#)
- [Solve problems checklist](#)
- [Interpret control-panel messages](#)
- [Paper feeds incorrectly or becomes jammed](#)

Self help

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

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

Solve problems checklist

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

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

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

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

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

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

-or-

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

Factors that affect product performance

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

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

Interpret control-panel messages

Control-panel message types

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

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

Control-panel messages

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

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

Paper feeds incorrectly or becomes jammed

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

The product does not pick up paper

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

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

The product picks up multiple sheets of paper

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

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

Prevent paper jams

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

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

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

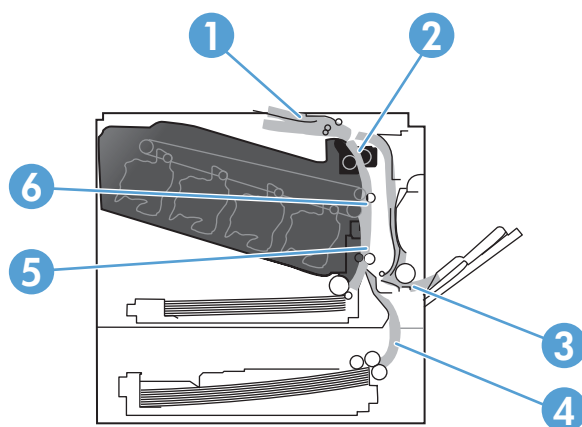
Clear jams

Jam locations

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

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

Figure 9-1 Jam locations



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

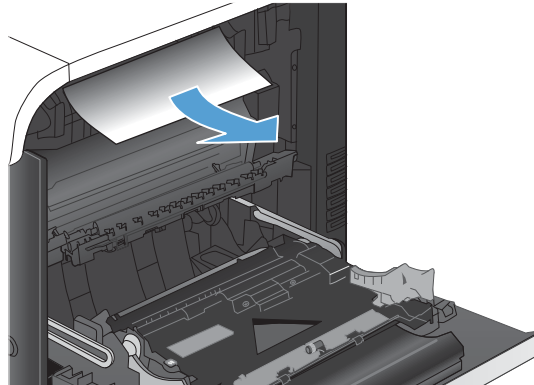
Clear jams in the right door

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

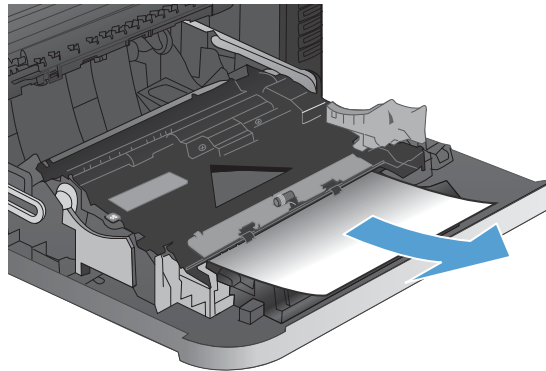
1. Open the right door.



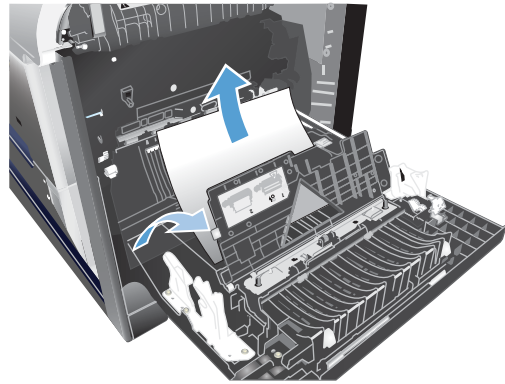
2. If paper is jammed as it enters the output bin, gently pull the paper downward to remove it.



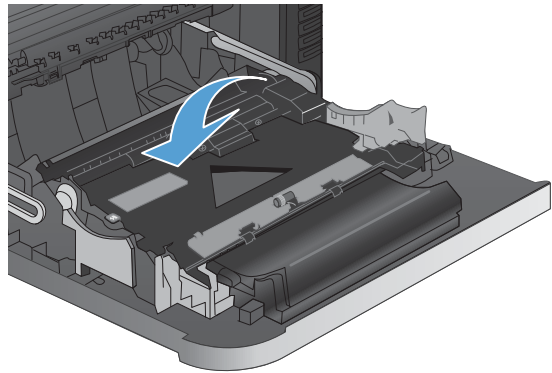
3. If paper is jammed inside the right door, gently pull the paper to remove it.



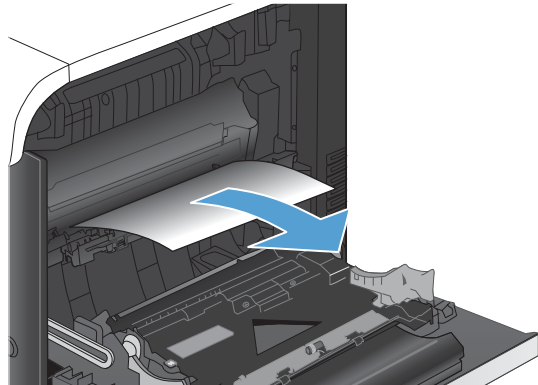
4. Lift the paper-feed cover on the inside of the right door. If jammed paper is present, gently pull the paper straight out to remove it.



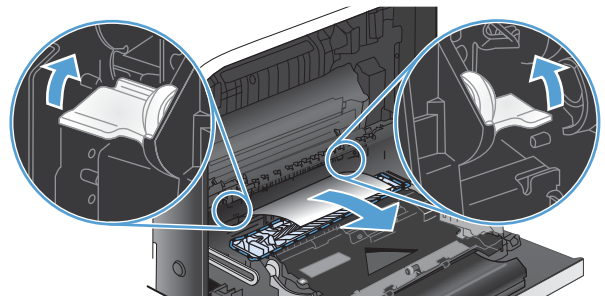
5. Close the paper-feed cover.



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

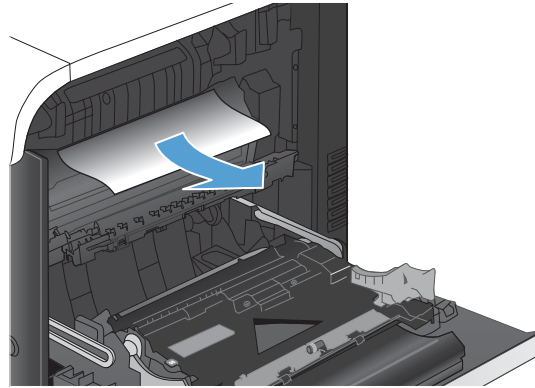


7. Look for paper in the Tray 2 roller area. Near the bottom of the right side, squeeze the two green levers upward to release the jam-access door. Remove any jammed paper, and close the door.



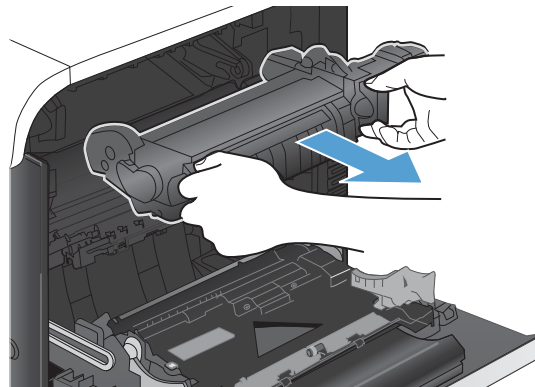
8. If paper is visible entering the bottom of the fuser, gently pull downward to remove it.

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



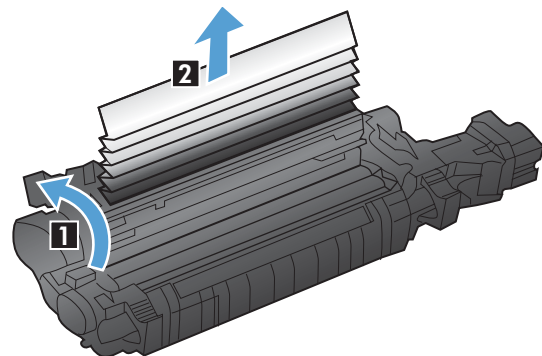
9. Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, lift up slightly, and pull straight out to remove the fuser.

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

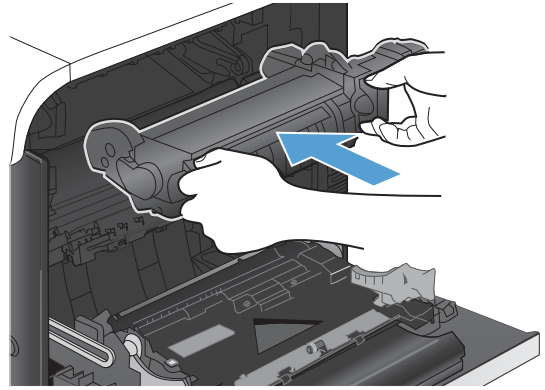


10. Open the jam-access door (callout 1). If paper is jammed inside the fuser, gently pull it straight up to remove it (callout 2). If the paper tears, remove all paper fragments.

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



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

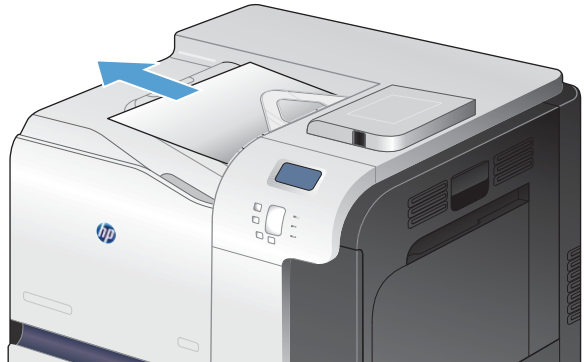


12. Close the right door.



Clear jams in the output bin area

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

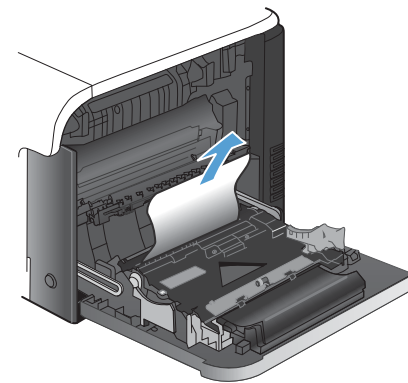
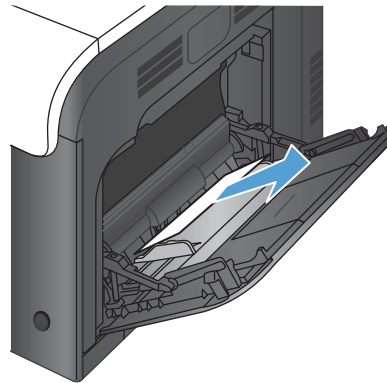


2. If jammed paper is visible in the duplex output area, gently pull it to remove it.

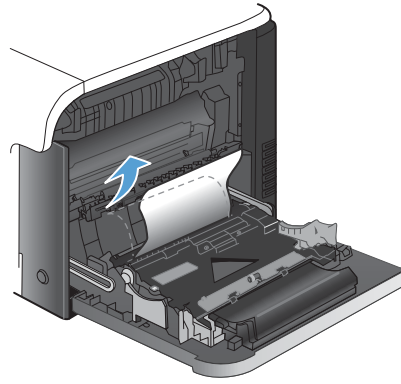


Clear jams in Tray 1

1. If jammed paper is visible in Tray 1, clear the jam by gently pulling the paper straight out. Touch the **OK** button to clear the message.
2. If you cannot remove the paper, or if no jammed paper is visible in Tray 1, close Tray 1 and open the right door.
3. If paper is visible inside the right door, gently pull the trailing edge to remove it.



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



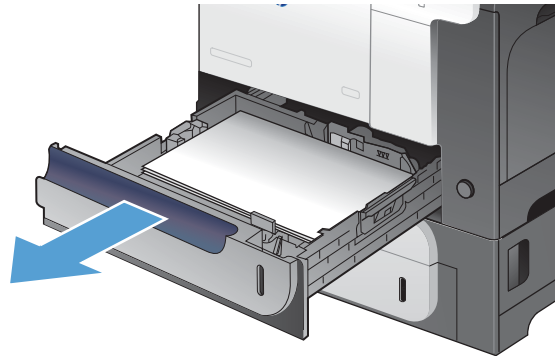
5. Close the right door.



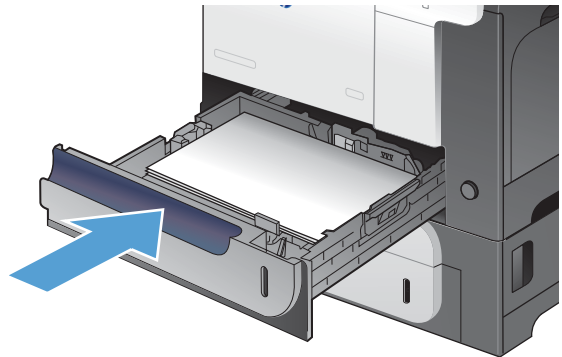
Clear jams in Tray 2

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

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

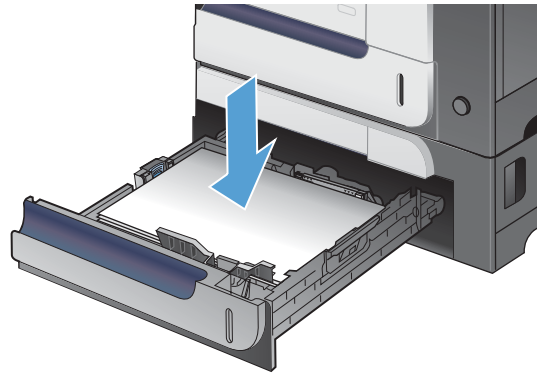


2. Close the tray.

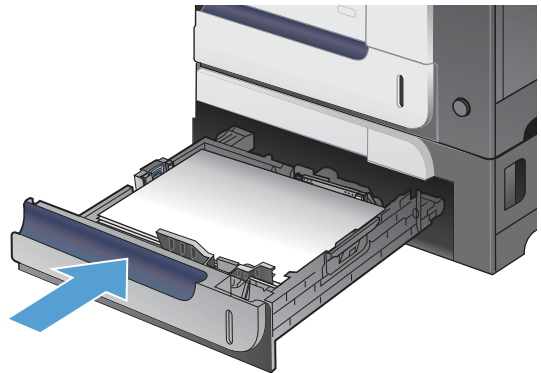


Clear jams in the optional 500-sheet paper and heavy media tray (Tray 3)

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



2. Close Tray 3.

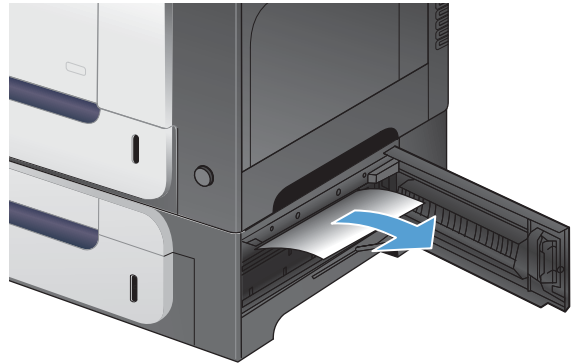


Clear jams in the lower right door (Tray 3)

1. Open the lower right door.



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



3. Close the lower right door.



Change jam recovery

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

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



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

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

A Supplies and accessories

- [Order parts, accessories, and supplies](#)
- [Part numbers](#)

Order parts, accessories, and supplies

Order supplies and paper	www.hp.com/go/suresupply
Order genuine HP parts or accessories	www.hp.com/buy/parts
Order through service or support providers	Contact an HP-authorized service or support provider.
Order using HP software	Use the HP Embedded Web Server on page 118

Part numbers

Ordering information and availability might change during the life of the product.

Accessories

Item	Description	Part number
HP Color LaserJet 1 x 500 Paper Feeder	500-sheet paper and heavy media tray.	CF084A

Print cartridges and toner collection unit

Item	Description ¹	Cartridge number	Part number
HP Color LaserJet black print cartridge	Standard black cartridge	507A	CE400A
HP Color LaserJet black print cartridge	High-capacity black cartridge	507X	CE400X
HP Color LaserJet cyan print cartridge	Cyan cartridge	507A	CE401A
HP Color LaserJet yellow print cartridge	Yellow cartridge	507A	CE402A
HP Color LaserJet magenta print cartridge	Magenta cartridge	507A	CE403A
Toner Collection Unit	Receptacle for toner that has not fused to the paper.		CE254A

¹ For more information, go to www.hp.com/go/learnaboutesupplies

Cables and interfaces

Item	Description	Part number
HP Jetdirect print servers	HP Jetdirect ew2500 Wireless Print Server	J8021A
	HP Jetdirect 2700w USB Wireless Print Server	J8026A
USB cable	2-meter standard USB-compatible device connector	C6518A

Maintenance kits

Item	Description	Part number
Fuser kit	110 Volt replacement fuser	CE484A
	220 Volt replacement fuser	CE506A

B Service and support

- [Hewlett-Packard limited warranty statement](#)
- [HP's Premium Protection Warranty: LaserJet print cartridge limited warranty statement](#)
- [Color LaserJet Fuser Kit, Toner Collection Unit, and Transfer Kit Limited Warranty Statement](#)
- [Data stored on the print cartridge](#)
- [End User License Agreement](#)
- [OpenSSL](#)
- [Customer self-repair warranty service](#)
- [Customer support](#)

Hewlett-Packard limited warranty statement

HP PRODUCT	DURATION OF LIMITED WARRANTY
HP LaserJet Enterprise 500 color CF081A, CF082A, CF083A	One-year on-site warranty

HP warrants to you, the end-user customer, that HP hardware and accessories will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or equivalent in performance to new.

HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software which does not execute its programming instructions due to such defects.

HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

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HP's limited warranty is valid in any country/region or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter form, fit or function of the product to make it operate in a country/region for which it was never intended to function for legal or regulatory reasons.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some countries/regions, states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

HP's Premium Protection Warranty: LaserJet print cartridge limited warranty statement

This HP product is warranted to be free from defects in materials and workmanship.

This warranty does not apply to products that (a) have been refilled, refurbished, remanufactured or tampered with in any way, (b) experience problems resulting from misuse, improper storage, or operation outside of the published environmental specifications for the printer product or (c) exhibit wear from ordinary use.

To obtain warranty service, please return the product to place of purchase (with a written description of the problem and print samples) or contact HP customer support. At HP's option, HP will either replace products that prove to be defective or refund your purchase price.

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Color LaserJet Fuser Kit, Toner Collection Unit, and Transfer Kit Limited Warranty Statement

This HP product is warranted to be free from defects in materials and workmanship until the printer provides a low-life indicator on the control panel.

This warranty does not apply to products that (a) have been refurbished, remanufactured or tampered with in any way, (b) experience problems resulting from misuse, improper storage, or operation outside of the published environmental specifications for the printer product or (c) exhibit wear from ordinary use.

To obtain warranty service, please return the product to place of purchase (with a written description of the problem) or contact HP customer support. At HP's option, HP will either replace products that prove to be defective or refund your purchase price.

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Data stored on the print cartridge

The HP print cartridges used with this product contain a memory chip that assists in the operation of the product.

In addition, this memory chip collects a limited set of information about the usage of the product, which might include the following: the date when the print cartridge was first installed, the date when the print cartridge was last used, the number of pages printed using the print cartridge, the page coverage, the printing modes used, any printing errors that might have occurred, and the product model. This information helps HP design future products to meet our customers' printing needs.

The data collected from the print cartridge memory chip does not contain information that can be used to identify a customer or user of the print cartridge or their product.

HP collects a sampling of the memory chips from print cartridges returned to HP's free return and recycling program (HP Planet Partners: www.hp.com/recycle). The memory chips from this sampling are read and studied in order to improve future HP products. HP partners who assist in recycling this print cartridge might have access to this data, as well.

Any third party possessing the print cartridge might have access to the anonymous information on the memory chip. If you prefer to not allow access to this information, you can render the chip inoperable. However, after you render the memory chip inoperable, the memory chip cannot be used in an HP product.

End User License Agreement

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Rev. 04/09

OpenSSL

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>)

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This product includes cryptographic software written by Eric Young (ey@cryptsoft.com). This product includes software written by Tim Hudson (tjh@cryptsoft.com).

Customer self-repair warranty service

HP products are designed with many Customer Self Repair (CSR) parts to minimize repair time and allow for greater flexibility in performing defective parts replacement. If during the diagnosis period, HP identifies that the repair can be accomplished by the use of a CSR part, HP will ship that part directly to you for replacement. There are two categories of CSR parts: 1) Parts for which customer self repair is mandatory. If you request HP to replace these parts, you will be charged for the travel and labor costs of this service. 2) Parts for which customer self repair is optional. These parts are also designed for Customer Self Repair. If, however, you require that HP replace them for you, this may be done at no additional charge under the type of warranty service designated for your product.

Based on availability and where geography permits, CSR parts will be shipped for next business day delivery. Same-day or four-hour delivery may be offered at an additional charge where geography permits. If assistance is required, you can call the HP Technical Support Center and a technician will help you over the phone. HP specifies in the materials shipped with a replacement CSR part whether a defective part must be returned to HP. In cases where it is required to return the defective part to HP, you must ship the defective part back to HP within a defined period of time, normally five (5) business days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective part may result in HP billing you for the replacement. With a customer self repair, HP will pay all shipping and part return costs and determine the courier/carrier to be used.

Customer support

Get telephone support for your country/region	Country/region phone numbers are on the flyer that was in the box with your product or at www.hp.com/support/ .
Have the product name, serial number, date of purchase, and problem description ready.	
Get 24-hour Internet support	www.hp.com/support/lj500colorM551
Get support for products used with a Macintosh computer	www.hp.com/go/macosex
Download software utilities, drivers, and electronic information	www.hp.com/go/lj500colorM551_software
Order additional HP service or maintenance agreements	www.hp.com/go/carepack
Register your product	www.register.hp.com

C Product specifications

- [Physical specifications](#)
- [Power consumption, electrical specifications, and acoustic emissions](#)
- [Environmental specifications](#)

Physical specifications

Table C-1 Product dimensions

Product	Height	Depth	Width	Weight
HP LaserJet Enterprise 500 color M551n	389 mm (15.3 in)	489 mm (19.3 in)	514 mm (20.2 in)	36.5 kg (80.5 lb)
HP LaserJet Enterprise 500 color M551dn	408 mm (16.1 in)	489 mm (19.3 in)	514 mm (20.2 in)	37 kg (81.6 lb)
HP LaserJet Enterprise 500 color M551xh	575 mm (22.6 in)	489 mm (19.3 in)	514 mm (20.2 in)	44.6 kg (98.3 lb)

Table C-2 Product dimensions, with all doors and trays fully opened

Product	Height	Depth	Width
HP LaserJet Enterprise 500 color M551n	389 mm (15.3 in)	804 mm (31.7 in)	824 mm (32.4 in)
HP LaserJet Enterprise 500 color M551dn	408 mm (16.1 in)	804 mm (31.7 in)	824 mm (32.4 in)
HP LaserJet Enterprise 500 color M551xh	575 mm (22.6 in)	804 mm (31.7 in)	824 mm (32.4 in)

Power consumption, electrical specifications, and acoustic emissions

See www.hp.com/go/lj500colorM551_regulatory for current information.

Environmental specifications

Environmental condition	Recommended	Allowed
Temperature (product and print cartridge)	17° to 25°C (63° to 77°F)	15° to 27°C (59° to 81°F)
Relative humidity	30% to 70% relative humidity (RH)	10% to 70% RH
Altitude	N/A	0 m (0 ft) to 3000 m (9842 ft)

D Regulatory information

- [FCC regulations](#)
- [Environmental product stewardship program](#)
- [Declaration of conformity](#)
- [Safety statements](#)

FCC regulations

This equipment has been tested and found to comply with the limits for a Class A 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, and if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

 **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 A limits of Part 15 of FCC rules.

Environmental product stewardship program

Protecting the environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment.

Ozone production

This product generates no appreciable ozone gas (O₃).

Power consumption

Power usage drops significantly while in Ready or Sleep or Auto-off mode, which saves natural resources and saves money without affecting the high performance of this product. Hewlett-Packard printing and imaging equipment marked with the ENERGY STAR® logo is qualified to the U.S. Environmental Protection Agency's ENERGY STAR specifications for imaging equipment. The following mark will appear on ENERGY STAR qualified imaging products:



Additional ENERGY STAR qualified imaging product model information is listed at:

www.hp.com/go/energystar

Paper use

This product's manual/automatic duplex feature (two-sided printing) and N-up printing (multiple pages printed on one page) capability can reduce paper usage and the resulting demands on natural resources.

Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product's life.

HP LaserJet print supplies

It's easy to return and recycle your HP LaserJet print cartridges after use—free of charge—with HP Planet Partners. Multilingual program information and instructions are included in every new HP LaserJet print cartridge and supplies package. You help reduce the toll on the environment further when you return multiple cartridges together rather than separately.

HP is committed to providing inventive, high-quality products and services that are environmentally sound, from product design and manufacturing to distribution, customer use and recycling. When you participate in the HP Planet Partners program, we ensure your HP LaserJet print cartridges are recycled

properly, processing them to recover plastics and metals for new products and diverting millions of tons of waste from landfills. Since this cartridge is being recycled and used in new materials, it will not be returned to you. Thank you for being environmentally responsible!

 **NOTE:** Use the return label to return original HP LaserJet print cartridges only. Please do not use this label for HP inkjet cartridges, non-HP cartridges, refilled or remanufactured cartridges or warranty returns. For information about recycling your HP inkjet cartridges please go to <http://www.hp.com/recycle>.

Return and recycling instructions

United States and Puerto Rico

The enclosed label in the HP LaserJet toner cartridge box is for the return and recycling of one or more HP LaserJet print cartridges after use. Please follow the applicable instructions below.

Multiple returns (more than one cartridge)

1. Package each HP LaserJet print cartridge in its original box and bag.
2. Tape the boxes together using strapping or packaging tape. The package can weigh up to 31 kg (70 lb).
3. Use a single pre-paid shipping label.

OR

1. Use your own suitable box, or request a free bulk collection box from www.hp.com/recycle or 1-800-340-2445 (holds up to 31 kg (70 lb) of HP LaserJet print cartridges).
2. Use a single pre-paid shipping label.

Single returns

1. Package the HP LaserJet print cartridge in its original bag and box.
2. Place the shipping label on the front of the box.

Shipping

For US and Puerto Rico HP LaserJet print cartridge recycling returns, use the pre-paid, pre-addressed shipping label contained in the box. To use the UPS label, give the package to the UPS driver during your next delivery or pick-up, or take it to an authorized UPS drop-off center. (Requested UPS Ground pickup will be charged normal pick-up rates) For the location of your local UPS drop-off center, call 1-800-PICKUPS or visit www.ups.com.

If you are returning the package with the FedEx label, give the package to either the U.S. Postal Service carrier or FedEx driver during your next pick-up or delivery. (Requested FedEx Ground pickup will be charged normal pick-up rates). Or, you can drop off your packaged print cartridge(s) at any U.S. Post Office or any FedEx shipping center or store. For the location of your nearest U.S. Post Office, please call 1-800-ASK-USPS or visit www.usps.com. For the location of your nearest FedEx shipping center/store, please call 1-800-GOFEDEX or visit www.fedex.com.

For more information, or to order additional labels or boxes for bulk returns, visit www.hp.com/recycle or call 1-800-340-2445. Information subject to change without notice.

Residents of Alaska and Hawaii

Do not use the UPS label. Call 1-800-340-2445 for information and instructions. The U.S. Postal Service provides no-cost cartridge return transportation services under an arrangement with HP for Alaska and Hawaii.

Non-U.S. returns

To participate in HP Planet Partners return and recycling program, just follow the simple directions in the recycling guide (found inside the packaging of your new product supply item) or visit www.hp.com/recycle. Select your country/region for information on how to return your HP LaserJet printing supplies.

Paper

This product is capable of using recycled papers when the paper meets the guidelines outlined in the *HP LaserJet Printer Family Print Media Guide*. This product is suitable for the use of recycled paper according to EN12281:2002.

Material restrictions

This HP product does not contain added mercury.

This HP product contains a battery that might require special handling at end-of-life. The batteries contained in or supplied by Hewlett-Packard for this product include the following:

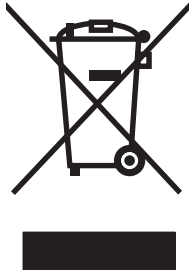
HP LaserJet Enterprise 500 color M551	
Type	Carbon monofluoride lithium
Weight	0.8 g
Location	On formatter board
User-removable	No



廢電池請回收

For recycling information, you can go to www.hp.com/recycle, or contact your local authorities or the Electronics Industries Alliance: www.eiae.org.

Disposal of waste equipment by users in private households in the European Union



This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

Chemical substances

HP is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at: www.hp.com/go/reach.

Material Safety Data Sheet (MSDS)

Material Safety Data Sheets (MSDS) for supplies containing chemical substances (for example, toner) can be obtained by accessing the HP Web site at www.hp.com/go/msds or www.hp.com/hpinfo/community/environment/productinfo/safety.

For more information

To obtain information about these environmental topics:

- Product environmental profile sheet for this and many related HP products
- HP's commitment to the environment
- HP's environmental management system
- HP's end-of-life product return and recycling program
- Material Safety Data Sheets

Visit www.hp.com/go/environment or www.hp.com/hpinfo/globalcitizenship/environment.

Declaration of conformity

Declaration of Conformity

according to ISO/IEC 17050-1 and EN 17050-1

Manufacturer's Name: Hewlett-Packard Company DoC#: BOISB-0802-03-rel.1.0

Manufacturer's Address: 11311 Chinden Boulevard
Boise, Idaho 83714-1021, USA

declares, that the product

Product Name: HP LaserJet Enterprise 500 color M551 series

Regulatory Model Number²⁾ BOISB-0802-03

Including:

CF084A 500-sheet Paper/Heavy Media Tray

Product Options: ALL

Print Cartridges: CE400A, CE400X, CE401A, CE402A, CE403A

conforms to the following Product Specifications:

SAFETY: IEC 60950-1:2005 / EN60950-1: 2006+A11
IEC 60825-1:2007 / EN 60825-1:2007 (Class 1 Laser/LED Product)
IEC 62311:2007 / EN62311:2008
GB4943-2001

EMC: CISPR22:2005 +A1 / EN55022:2006 +A1 - Class A^{1), 3)}
EN 61000-3-2:2006
EN 61000-3-3:2008
EN 55024:1998 +A1 +A2
FCC Title 47 CFR, Part 15 Class A^{1), 3)} / ICES-003, Issue 4
GB9254-2008, GB17625.1-2003

Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 2004/108/EC and the Low Voltage Directive 2006/95/EC, and carries the CE-Marking  accordingly.

This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

1. The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.
2. The product meets the requirements of EN55022 & CNS13438 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."
3. 3) For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).

Boise, Idaho USA

September 2011

For regulatory topics only:

European Contact: Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Strasse 140, D-71034, Böblingen (FAX: +49-7031-14-3143)
www.hp.eu/certificates

USA Contact: Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, Idaho 83707-0015 (Phone: 208-396-6000)

Safety statements

Laser safety

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. The device is certified as a "Class 1" laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. Since radiation emitted inside the device is completely confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

- △ **WARNING!** Using controls, making adjustments, or performing procedures other than those specified in this user guide may result in exposure to hazardous radiation.

Canadian DOC regulations

Complies with Canadian EMC Class A requirements.

« Conforme à la classe A des normes canadiennes de compatibilité électromagnétiques. « CEM ». »

VCCI statement (Japan)

この装置は、クラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者は適切な対策を講ずるよう要求されることがあります。

VCCI-A

Power cord instructions

Make sure your power source is adequate for the product voltage rating. The voltage rating is on the product label. The product uses either 100-127 Vac or 220-240 Vac and 50/60 Hz.

Connect the power cord between the product and a grounded AC outlet.

- △ **CAUTION:** To prevent damage to the product, use only the power cord that is provided with the product.

Power cord statement (Japan)

製品には、同梱された電源コードをお使い下さい。
同梱された電源コードは、他の製品では使用出来ません。

EMC statement (China)

此为 A 级产品，在生活环境中，该产品可能会造成无线电干扰。在这种情况下，可能需要用户对其干扰采取切实可行的措施。

EMC statement (Korea)

A급 기기 (업무용 방송통신기기)	이 기기는 업무용(A급)으로 전자파적합등록을 한 기기이오니 판매자 또는 사용자는 이점을 주의하시기 바라며, 가정 외의 지역에서 사용하는 것을 목적으로 합니다.
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EMI statement (Taiwan)

警告使用者：

這是甲類的資訊產品，在居住的環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。

Laser statement for Finland

Luokan 1 laserlaite

Klass 1 Laser Apparat

HP LaserJet Enterprise 500 color M551n, M551dn, M551xh, laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalisissa käytössä kirjoittimen suojakoteloitinta estää lasersäteiden pääsyn laitteen ulkopuolelle. Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (2007) mukaisesti.

VAROITUS !

Laitteen käyttäminen muulla kuin käyttöohjeessa mainitulla tavalla saattaa altistaa käyttäjän turvallisuusluokan 1 ylittävälle näkymättömälle lasersäteilylle.

VARNING !

Om apparaten används på annat sätt än i bruksanvisning specificerats, kan användaren utsättas för osynlig laserstrålning, som överskrider gränsen för laserklass 1.

HUOLTO

HP LaserJet Enterprise 500 color M551n, M551dn, M551xh - kirjoittimen sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta

tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyykaluja.

VARO !

Mikäli kirjoittimen suojakotelo avataan, olet alttiina näkymättömälle lasersäteilylle laitteen ollessa toiminnassa. Älä katso säteeseen.

VARNING !

Om laserprinterns skyddshölje öppnas då apparaten är i funktion, utsätts användaren för osynlig laserstrålning. Betrakta ej strålen.

Tiedot laitteessa käytettävän laserdiodin säteilyominaisuuksista: Aallonpituus 775-795 nm Teho 5 m W Luokan 3B laser.

GS statement (Germany)

Das Gerät ist nicht für die Benutzung im unmittelbaren Gesichtsfeld am Bildschirmarbeitsplatz vorgesehen. Um störende Reflexionen am Bildschirmarbeitsplatz zu vermeiden, darf dieses Produkt nicht im unmittelbaren Gesichtsfeld platziert werden.

Substances Table (China)

有毒有害物质表

根据中国电子信息产品污染控制管理办法的要求而出台

部件名称	有毒有害物质和元素					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr(VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
打印引擎	X	0	0	0	0	0
控制面板	0	0	0	0	0	0
塑料外壳	0	0	0	0	0	0
格式化板组件	X	0	0	0	0	0
碳粉盒	X	0	0	0	0	0

0609

0 : 表示在此部件所用的所有同类材料中, 所含的此有毒或有害物质均低于 SJ/T11363-2006 的限制要求。

X : 表示在此部件所用的所有同类材料中, 至少一种所含的此有毒或有害物质高于 SJ/T11363-2006 的限制要求。

注 : 引用的“环保使用期限”是根据在正常温度和湿度条件下操作使用产品而确定的。

Restriction on Hazardous Substances statement (Turkey)

Türkiye Cumhuriyeti: EEE Yönetmeliğine Uygundur

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