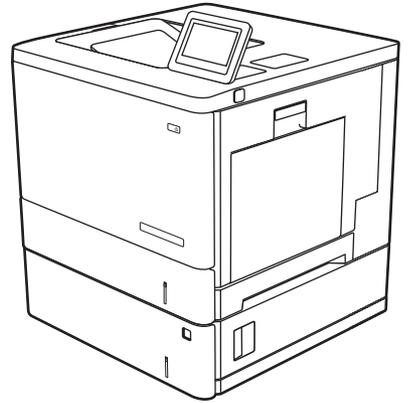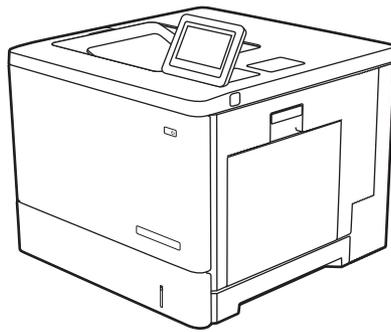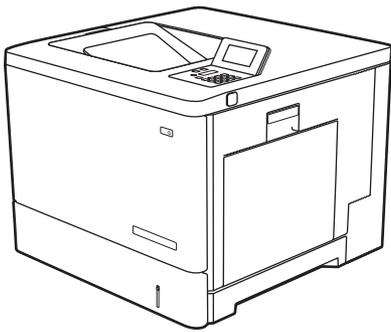# HP Color LaserJet Enterprise M554
HP Color LaserJet Enterprise M555

User Guide

www.hp.com/videos/LaserJet
www.hp.com/support/colorljM554

HP Color LaserJet Enterprise M554, M555

User Guide

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1 Printer overview

- [Warning icons](#)
- [Potential shock hazard](#)
- [Printer views](#)
- [Printer specifications](#)
- [Printer hardware setup and software installation](#)

For more information

The following information is correct at the time of publication.

For video assistance, see www.hp.com/videos/LaserJet.

For current information, see www.hp.com/support/colorljM554.

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

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

Warning icons

Warning icon definitions: The following warning icons may appear on HP products. Apply appropriate caution where applicable.
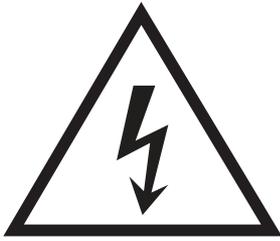
- Caution: Electric shock

- Caution: Hot surface
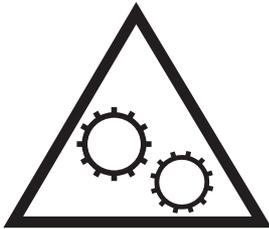
- Caution: Keep body parts away from moving parts

- Caution: Sharp edge in close proximity

Potential shock hazard

Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.

- Read and understand all instructions in the user guide.

- Observe all warnings and instructions marked on the product.

- Use only a grounded electrical outlet when connecting the product to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.

- Do not touch the contacts on any of the sockets on the product. Replace damaged cords immediately.

- Unplug this product from wall outlets before cleaning.

- Do not install or use this product near water or when you are wet.

- Install the product securely on a stable surface.

- Install the product in a protected location where no one can step on or trip over the power cord.

Printer views

- [Printer front view](#)
- [Printer back view](#)
- [Interface ports](#)
- [Control-panel view (color graphical display with keypad control panel, M554 models only)](#)
- [Control-panel view (touchscreen control panel, M555 models only)](#)

Printer front view
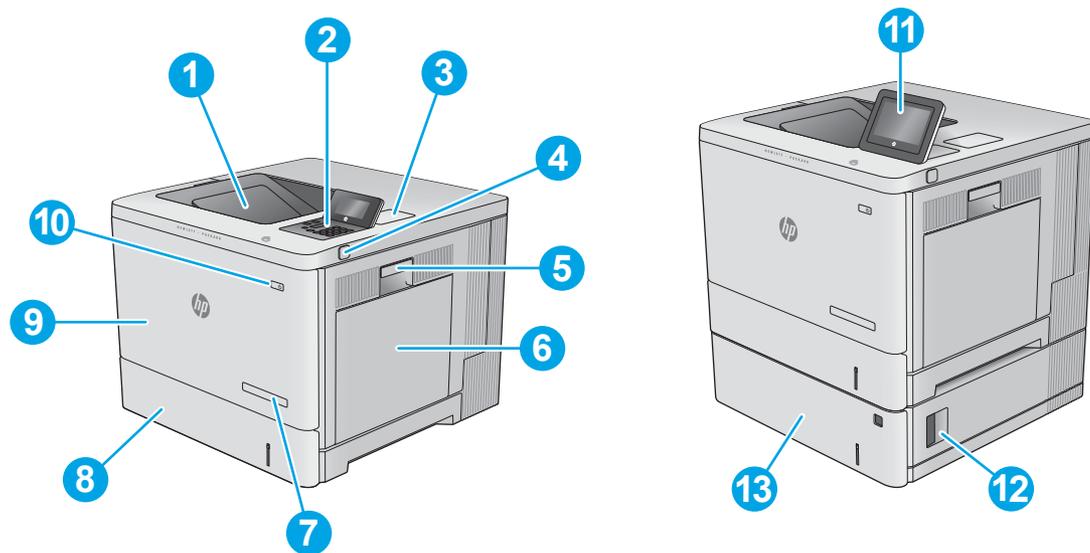
1	Standard output bin
2	Control panel with color graphical display and keypad (M554 models only)
3	Hardware integration pocket for connecting accessory and third-party devices
4	Easy-access USB port
	Insert a USB flash drive for printing without a computer or to update the printer firmware.
	NOTE: An administrator must enable this port before use.
5	Right door (access to the fuser and for clearing jams)
6	Tray 1
7	Model name
8	Tray 2
9	Front door (access to the toner cartridges)
10	On/off button
11	Control panel with color touchscreen display (M555 models only)
12	Lower-right door (access for clearing jams)
13	1 x 550-sheet paper feeder, Tray 3 (included with the M555x model, optional for the other models)

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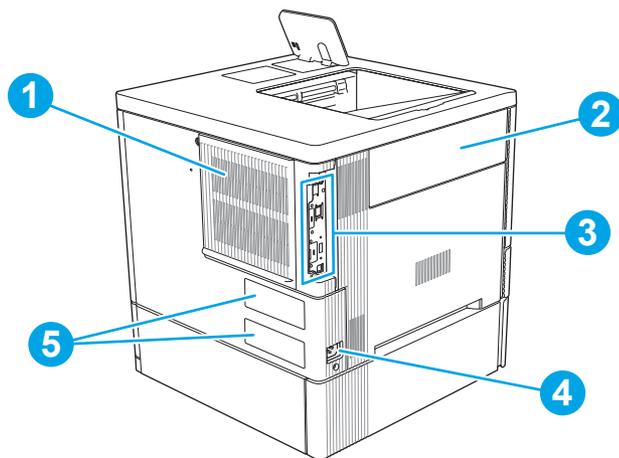
1	Formatter cover
2	Toner-collection-unit door
3	Formatter (contains the interface ports)
4	Power connection
5	Serial number and product number label

Interface ports
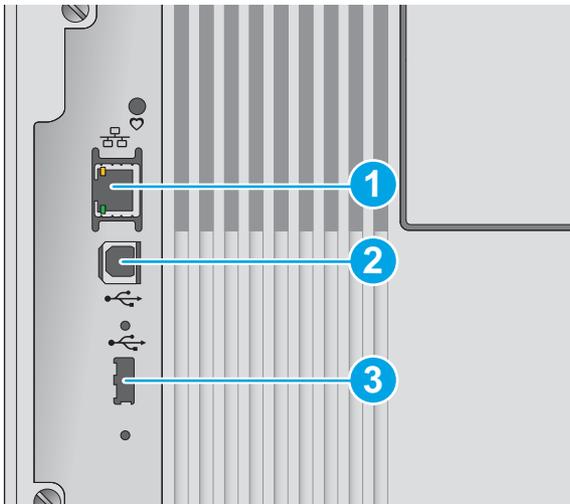
1	Local area network (LAN) Ethernet (RJ-45) network port
2	Hi-Speed USB 2.0 printing port
3	USB port for connecting external USB devices (this port might be covered)
	NOTE: For easy-access USB printing, use the USB port near the control panel.

Control-panel view (color graphical display with keypad control panel, M554 models only)

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

📝 NOTE: For more information about the printer-control-panel features, go to www.hp.com/support/colorljM554. Select **Manuals**, and then select **General reference**.

1	Reset button	Select the Reset button to clear changes, release the printer from a paused state, reset the copy count field, display hidden errors, and restore the default settings (including the language and keyboard layout).
2	Sign In or Sign Out icon	Select the Sign In button to access secured features.
		Select the Sign Out button to sign out of the printer. The printer restores all options to the default settings.
		NOTE: This icon displays only if the administrator has configured the printer to require permission for access to features.
3	Applications area	Select any of the icons to open the application.
		NOTE: The available applications vary by printer. The administrator can configure which applications appear and the order in which they appear.
4	Home button	Returns to the Home screen

5	Information ⓘ button	Select the information button to access several types of printer information. Select the items on the screen for the following information:
		• **Display Language**: Change the language setting for the current user session.
		• **Wi-Fi Direct**: View information for how to connect directly to the printer using a phone, tablet, or other device.
		• **Wireless**: View or change wireless connection settings (for the M554 model, only when an optional wireless accessory is installed).
		• **Ethernet**: View or change Ethernet connection settings.
		• **HP Web Services**: View information to connect and print to the printer using HP Web Services (ePrint).
6	Help ❓ button	Provides a list of help topics or information about a topic when using the Home screen, an app, an option, or a feature
7	Back ↰ button	Backs up one level in the menu tree or backs up one numeric entry
8	Up arrow ▲ button	Navigates to the previous item or widget in the list, or increases the value of numeric items
9	Message Center ⋯ button	Displays the Message Center
10	Left arrow ◀ button	Navigates to the previous item, widget, or level in a menu tree (but does not exit the app), or decreases the value of numeric items
11	OK button	Saves the selected value for an item, activates a focused button, or clears an error condition when the condition is clearable
12	Right arrow ▶ button	Navigates to the next item, widget, or level in a menu tree, or increases the value of numeric items
13	Start ◉ button	Starts the print job
14	Down arrow ▼ button	Navigates to the next item or widget in the list, or decreases the value of numeric items
15	Cancel ✕ button	Pauses the printer and displays a message confirming the job cancellation, if there is an active job
16	Clear ↻ button	Clears the entire entry in an input field
17	Sign In or Sign Out button	Press the Sign In button to access secured features.
		Press the Sign Out button to sign out of the printer. The printer restores all options to the default settings.
18	Numeric keypad	Enters numeric values
19	Home-screen page indicator	Indicates the number of pages on the Home screen or in an application. The current page is highlighted. Use the arrow buttons to scroll between pages.

Control-panel view (touchscreen control panel, M555 models only)

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

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

📝 NOTE: For more information about the printer-control-panel features, go to www.hp.com/support/colorljM554' Select **Manuals**, and then select **General reference**.

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

1	Reset button	Touch the Reset button to clear changes, release the printer from a paused state, reset the copy count field, display hidden errors, and restore the default settings (including the language and keyboard layout).
2	Sign In or Sign Out button	Touch the Sign In button to access secured features. Touch the Sign Out button to sign out of the printer. The printer restores all options to the default settings. **NOTE:** This button displays only if the administrator has configured the printer to require permission for access to features.
3	Information 🛈 button	Touch the information button to access a screen that provides access to several types of printer information. Touch the buttons at the bottom of the screen for the following information: ● Display Language: Change the language setting for the current user session. ● Sleep Mode: Place the printer into sleep mode. ● Wi-Fi Direct: View information for how to connect directly to the printer using a phone, tablet, or other device with Wi-Fi. ● Wireless: View or change wireless connection settings (wireless models only). ● Ethernet: View or change Ethernet connection settings. ● HP Web Services: View information to connect and print to the printer using HP Web Services (ePrint).
4	Help ❓ button	Touch the Help button to open the embedded help system.
5	Current time	Displays the current time.
6	Applications area	Touch any of the icons to open the application. Swipe the screen sideways to access more applications. **NOTE:** The available applications vary by printer. The administrator can configure which applications appear and the order in which they appear.
7	Home-screen page indicator	Indicates the number of pages on the Home Screen or in an application. The current page is highlighted. Swipe the screen sideways to scroll between pages.
8	Home 🏠 button	Touch the Home button to return to the Home screen.

How to use the touchscreen control panel

Use the following actions to use the printer touchscreen control panel.

Action	Description	Example
Touch	Touch an item on the screen to select that item or open that menu. Also, when scrolling through menus, briefly touch the screen to stop the scrolling.	Touch the Settings icon to open the Settings app.
Swipe	Touch the screen and then move your finger horizontally to scroll the screen sideways.	Swipe until the Settings app displays.
Scroll	Touch the screen and then move your finger vertically to scroll the screen up and down. When scrolling through menus, briefly touch the screen to stop the scrolling.	Scroll through the Settings app.
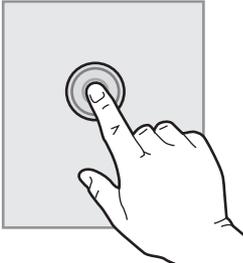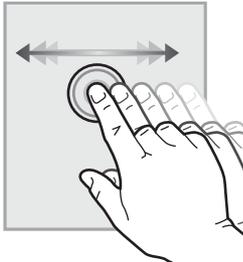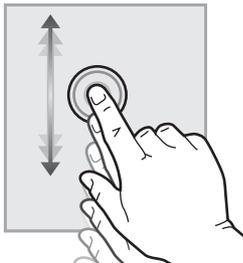
Printer specifications

✍ IMPORTANT: The following specifications are correct at the time of publication, but they are subject to change. For current information, see www.hp.com/support/colorljM554.

- Technical specifications
- Supported operating systems
- Mobile printing solutions
- Printer dimensions
- Power consumption, electrical specifications, and acoustic emissions
- Operating-environment range

Technical specifications

Model name	Product number
M554dn	7ZU81A
M555dn	7ZU78A
M555x	7ZU79A

Table 1-1 Paper handling specifications

Paper handling features	M554dn	M555dn	M555x
Tray 1 (100-sheet capacity)	✔	✔	✔
Tray 2 (550-sheet capacity)	✔	✔	✔
1 x 550-sheet paper feeder NOTE: Can accept up to three 1 x 550-sheet paper feeders.	Optional	Optional	✔
Automatic duplex printing	✔	✔	✔
Printer stand	Optional	Optional	Optional

Table 1-2 Connectivity specifications

Connectivity features	M554dn	M555dn	M555x
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✔	✔	✔
Hi-Speed USB 2.0	✔	✔	✔
Easy-access USB port for printing without a computer and upgrading the firmware	✔	✔	✔
Hardware Integration Pocket for connecting accessory and third-party devices	✔	✔	✔
HP Internal USB Ports	Optional	Optional	Optional

Table 1-2 Connectivity specifications (continued)

Connectivity features	M554dn	M555dn	M555x
HP Jetdirect LAN Accessory	Optional	Optional	Optional
HP Jetdirect 3100w BLE/NFC/Wireless Accessory for printing from mobile devices NOTE: Connected via the Hardware Integration Pocket or the rear host USB port. The HP Jetdirect 3100w BLE/NFC/ Wireless Accessory requires the HP Internal USB ports accessory.	Optional	Optional	Optional

Table 1-3 Print specifications

Print features	M554dn	M555dn	M555x
Prints 56 pages per minute (ppm) on A4 and 35 ppm on letter-size paper	✔	Not available	Not available
Prints 56 ppm on A4 and 40 ppm on letter-size paper	Not available	✔	✔
Easy-access USB printing (no computer required)	✔	✔	✔
Store jobs in the printer memory to print later or print privately	✔	✔	✔

Table 1-4 Mass storage

Mass storage	M554dn	M555dn	M555x
4 GB embedded Multi-Media Controller (eMMC)	✔	✔	✔
HP Secure High Performance Hard Disk Drive FIPS Drive	Optional	Optional	Optional

Table 1-5 Other specifications

Feature	M554dn	M555dn	M555x
1 GB base memory	✔	✔	✔
Security: HP Trusted Platform Module for encrypting all data that passes through the printer	✔	✔	✔
2.7-inch color graphics display with 10-key	✔	Not available	Not available
Color touchscreen control panel	Not available	✔	✔

Supported operating systems

Linux: For information and print drivers for Linux, go to www.hp.com/go/linuxprinting.

UNIX: For information and print drivers for UNIX®, go to www.hp.com/go/unixmodelscripts.

The following information applies to the printer-specific Windows HP PCL 6 print drivers, HP print drivers for macOS, and to the software installer.

Windows: Download HP Easy Start from 123.hp.com to install the HP print driver. Or, go to the printer-support website for this printer: www.hp.com/support/colorljM554 to download the print driver or the software installer to install the HP print driver.

macOS: Mac computers are supported with this printer. Download HP Easy Start either from 123.hp.com or from the Printer Support page, and then use HP Easy Start to install the HP print driver.

1. Go to 123.hp.com.

2. Follow the steps provided to download the printer software.

Table 1-6 Supported operating systems and print drivers

Operating system	Print driver (for Windows, or the installer on the web for macOS)
Windows 7, 32-bit and 64-bit	The "HP PCL 6" printer-specific print driver is installed for this operating system as part of the software installation.
Windows 8, 32-bit and 64-bit	The "HP PCL 6" printer-specific print driver is installed for this operating system as part of the software installation.
Windows 8.1, 32-bit and 64-bit	The "HP PCL-6" V4 printer-specific print driver is installed for this operating system as part of the software installation.
Windows 10, 32-bit and 64-bit	The "HP PCL-6" V4 printer-specific print driver is installed for this operating system as part of the software installation.
Windows Server 2008 R2, SP 1, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
Windows Server 2012, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
Windows Server 2012 R2, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
Windows Server 2016, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
Windows Server 2019, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
macOS 10.13 High Sierra, macOS 10.14 Mojave, macOS 10.15 Catalina	Download HP Easy Start from 123.hp.com, and then use it to install the print driver.

NOTE: Supported operating systems can change.

NOTE: For a current list of supported operating systems, go to www.hp.com/support/colorljM554 for HP's all-inclusive help for the printer.

NOTE: For details on client and server operating systems and for HP UPD driver support for this printer, go to www.hp.com/go/upd. Under **Additional information**, click the links.

Table 1-7 Minimum system requirements

Windows	macOS
● Internet connection	● Internet connection
● Dedicated USB 1.1 or 2.0 connection or a network connection	● Dedicated USB 1.1 or 2.0 connection or a network connection
● 2 GB of available hard-disk space	● 1.5 GB of available hard-disk space
● 1 GB RAM (32-bit) or 2 GB RAM (64-bit)	

NOTE: The Windows software installer installs the HP Smart Device Agent Base service. The file size is approximately 100 kb. Its only function is to check for printers connected via USB hourly. No data is collected. If a USB printer is found, it then tries to locate a JetAdvantage Management Connector (JAMc) instance on the network. If a JAMc is found, the HP Smart Device Agent Base is securely upgraded to a full Smart Device Agent from JAMc, which will then allow printed pages to be accounted for in a Managed Print Services (MPS) account. The driver-only web packs downloaded from hp.com for the printer and installed through the Add Printer wizard do not install this service.

To uninstall the service, open the **Control Panel**, select **Programs** or **Programs and Features**, and then select **Add/Remove Programs** or **Uninstall a Program** to remove the service. The file name is **HPSmartDeviceAgentBase**.

Mobile printing solutions

HP offers multiple mobile printing solutions to enable easy printing to an HP printer from a laptop, tablet, smartphone, or other mobile device. To see the full list and to determine the best choice, go to www.hp.com/go/MobilePrinting.

NOTE: Update the printer firmware to ensure all mobile printing capabilities are supported.

- Wi-Fi Direct (wireless models only, with HP Jetdirect 3100w BLE/NFC/Wireless accessory installed)

- HP ePrint via email (Requires HP Web Services to be enabled and the printer to be registered with HP Connected)

- HP Smart app

- Google Cloud Print

- AirPrint

- Android Printing

Printer dimensions

Product dimensions
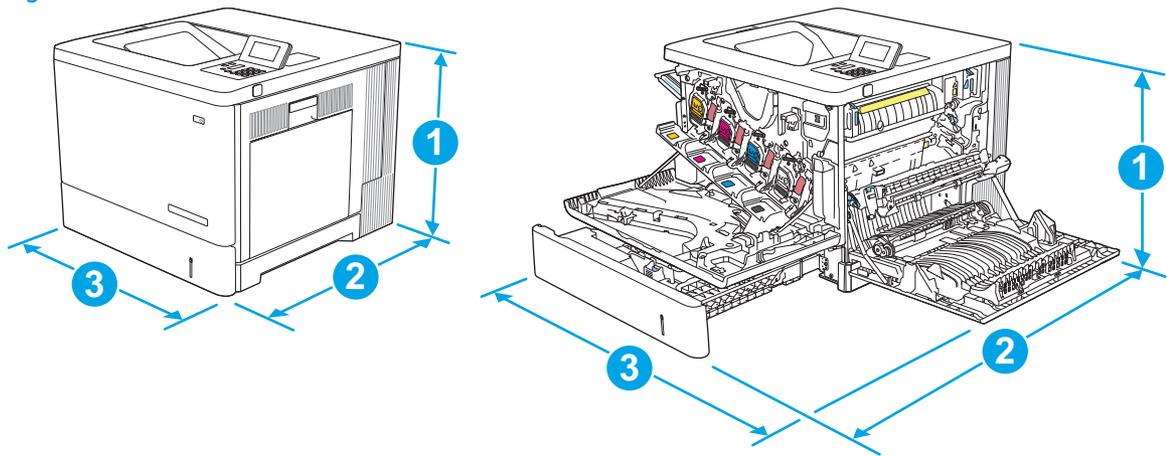
Dimension	Product fully closed	Product fully opened
1. Height	399 mm (15.7 in)	399 mm (15.7 in)
2. Depth	479 mm (18.9 in)	771 mm (30.4 in)
3. Width	458 mm (18.0 in)	826 mm (32.5 in)
Weight	27.5 kg (60.6 lb)	

Figure 1-2 Dimensions for the 1 x 550-sheet paper feeder
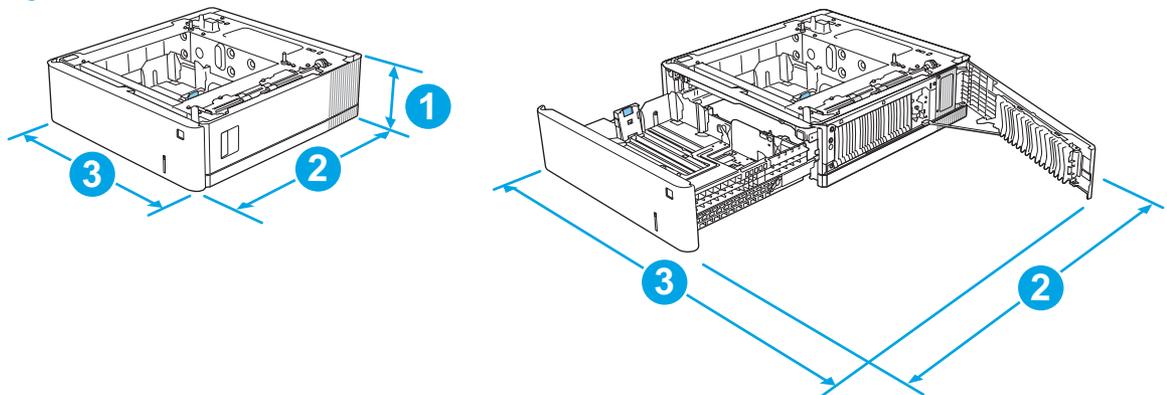
Dimension	Measurement
1. Height	130 mm (5.1 in)
2. Depth	Tray closed: 458 mm (18.0 in)
	Tray opened: 771 mm (30.4 in)
3. Width	Lower-right door closed: 458 mm (18.0 in)
	Lower-right door opened: 853 mm (33.6 in)
Weight	5.8 kg (12.8 lb)

Figure 1-3 Dimensions for the stand
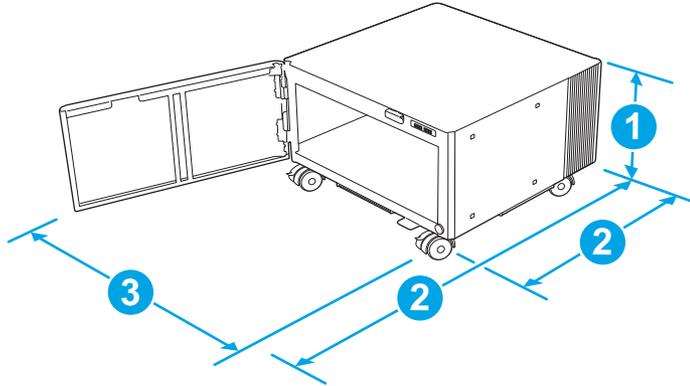
Dimension	Measurement
1. Height	295 mm (11.6 in)
2. Depth	Door closed: 465 mm (18.3 in)
	Door opened: 900 mm (35.4 in)
3. Width	460 mm (18.1 in)
	This value is subject to change. For current information, go to www.hp.com/support/colorljM554.
Weight	17.7 kg (39 lb)
	This value is subject to change. For current information, go to www.hp.com/support/colorljM554.

Figure 1-4 Dimensions for the printer with the 1 x 550-sheet paper tray and stand
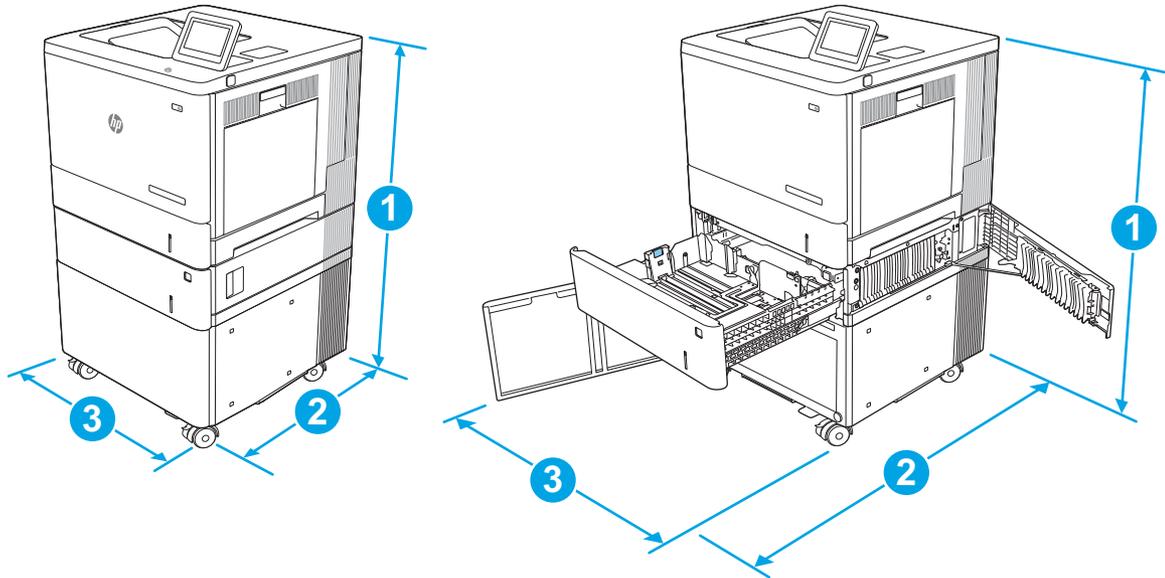
Dimension	Product and accessories fully closed	Product and accessories fully opened
1. Height	876 mm (34.5 in)	876 mm (34.5 in)
2. Depth	479 mm (18.9 in)	900 mm (35.4 in)

Dimension	Product and accessories fully closed	Product and accessories fully opened
3. Width	458 mm (18.0 in)	853 mm (33.6 in)
Weight	51.1 kg (112.7 lb)	

Power consumption, electrical specifications, and acoustic emissions

See www.hp.com/support/colorljM554 for current information.

⚠ **CAUTION:** Power requirements are based on the country/region where the product is sold. Do not convert operating voltages. This will damage the product and void the product warranty.

Operating-environment range

Table 1-8 Operating-environment specifications

Environment	Recommended	Allowed
Temperature	15° to 27°C (59° to 80.6°F)	10° to 32.5°C (50° to 90.5°F)
Relative humidity	30% to 70% relative humidity (RH)	10% to 80% RH

Printer hardware setup and software installation

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

Go to www.hp.com/support/colorljM554 for HP's all-inclusive help for the printer. Find the following support:

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

2 Paper trays

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

For more information

The following information is correct at the time of publication.

For video assistance, see www.hp.com/videos/LaserJet.

For current information, see www.hp.com/support/colorljM554.

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

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

Load paper to Tray 1

Introduction

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

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

1.   Open Tray 1.
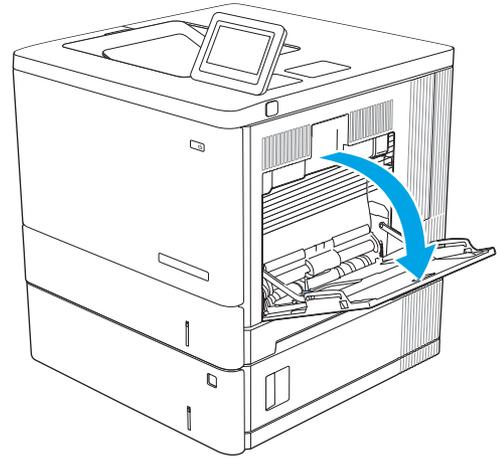
2.   Pull out the tray extension to support the paper.
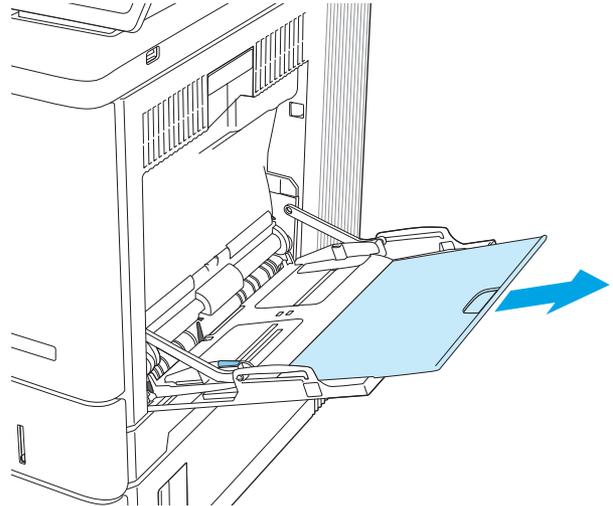
3. Spread the paper guides to the correct size, an then load paper in the tray. For information about how to orient the paper, see Tray 1 paper orientation on page 23.
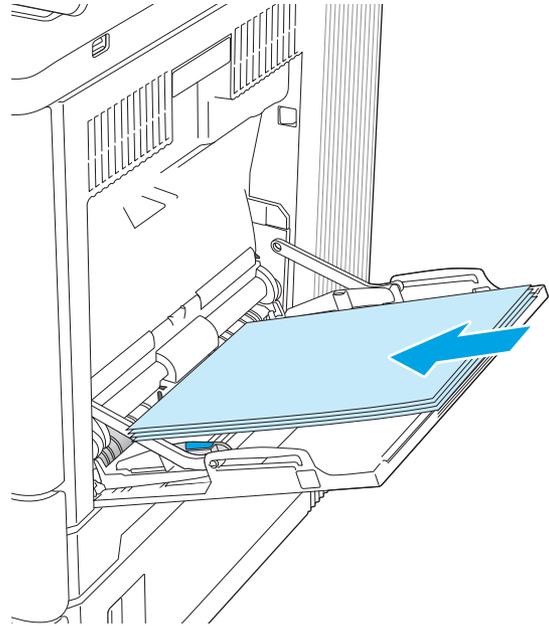
4. Make sure that the paper fits under the fill line on the paper guides.
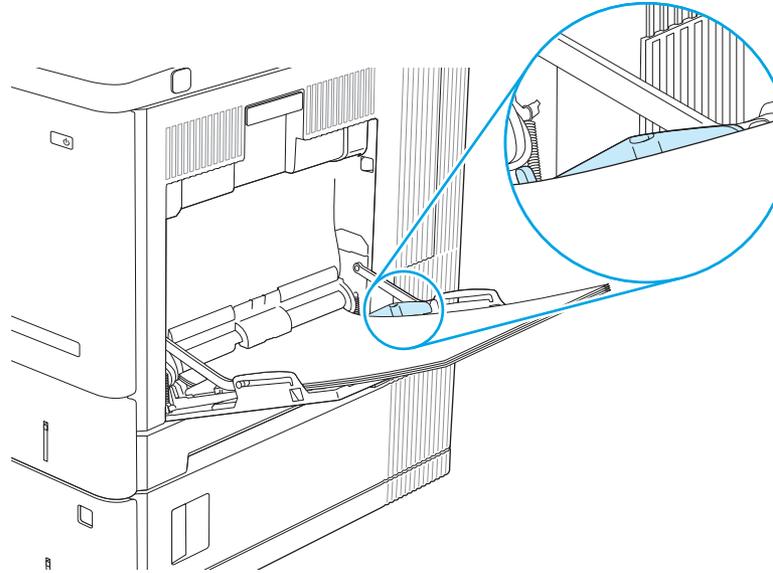
5. Adjust the side guides so that they lightly touch the paper stack, but do not bend it.
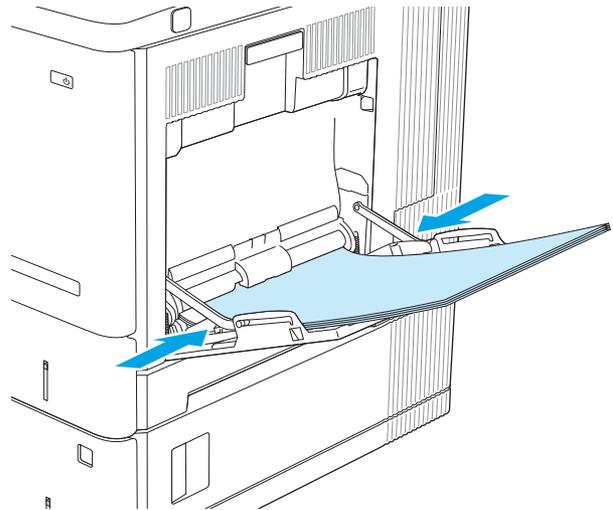
Tray 1 paper orientation

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

NOTE: The Alternative Letterhead Mode settings affects the way to load letterhead or preprinted paper. This setting is disabled by default. When using this mode, load paper as for automatic duplex printing. For more information, see Use alternative letterhead mode on page 24.

Table 2-1 Tray 1 paper orientation

Paper type	Image Orientation	Single-sided printing	Duplex printing or with Alternative Letterhead Mode enabled
Letterhead or preprinted	Portrait	Face-down Top edge leading into the product	Face-up Bottom edge leading into the product

Table 2-1 Tray 1 paper orientation (continued)

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

Use alternative letterhead mode

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

To use the feature, enable it by using the printer control-panel menus.

Enable Alternative Letterhead Mode by using the printer control-panel menus

1. From the Home screen on the printer control panel, swipe from right to left until the Settings menu displays. Touch the Settings icon to open the menu.

2. Open the following menus:

   ● Manage Trays

   ● Alternative Letterhead Mode

3. Select Enabled, and then touch the Save button or press the OK button.

Load paper to Trays 2, 3, 4, and 5

Introduction

The following information describes how to load paper in Tray 2 and the optional 550-sheet trays (Trays 3, 4, and 5; part number B5L34A). These trays hold up to 550 sheets of 75 g/m² (20 lb) paper.

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

NOTE: If your printer includes tray locks, see the Hardware Install Guide for instructions about installing them. If you do not have access to the Hardware Install Guide, note your printer model number and go to the printer support website: www.hp.com/support/colorljM554.

NOTE: The paper guides may be locked before use and may not be adjustable.

1. Open the tray.

   NOTE: Do not open this tray while it is in use.
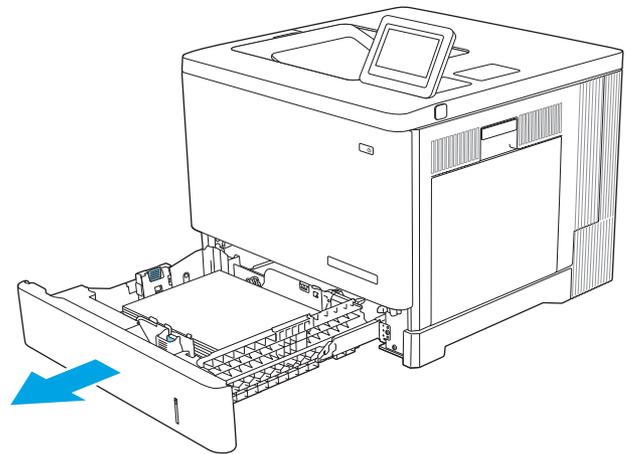
2. Before loading paper, adjust the paper guides by squeezing the adjustment latches and sliding the guides to the size of the paper being used.
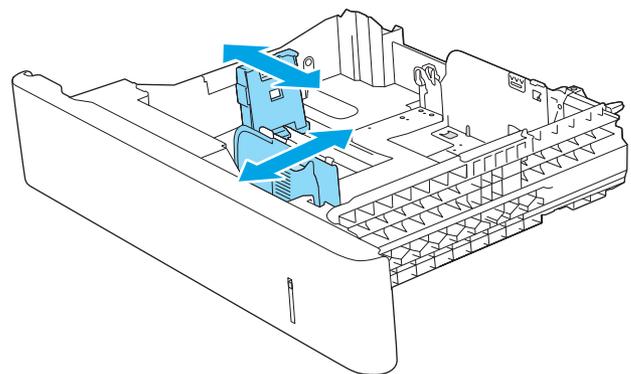
3. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it. For information about how to orient the paper, see Trays 2, 3, 4, and 5 paper orientation on page 27.

    NOTE: To prevent jams, adjust the paper guides to the correct size and do not overfill the tray. Be sure that the top of the stack is below the tray full indicator.
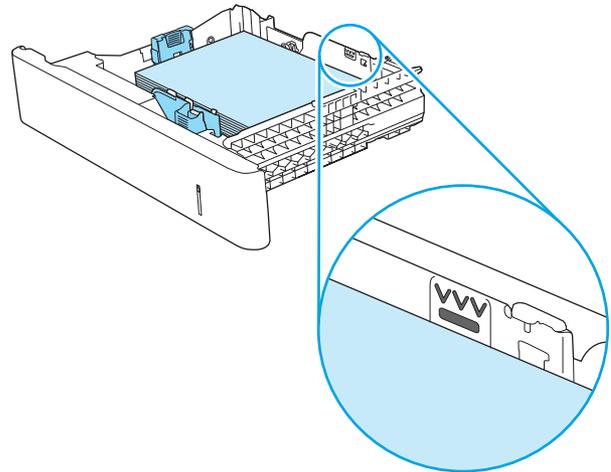
4. Close the tray.
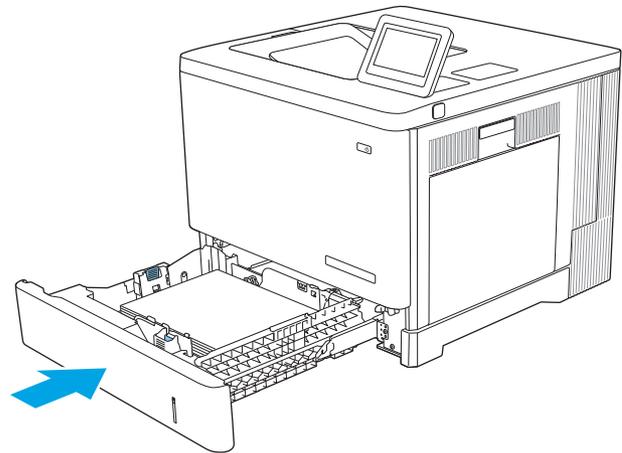
5. The tray configuration message displays on the product control panel.

6. If the paper size and type shown is not correct, select Modify to choose a different paper size or type.

    For custom-size paper, specify the X and Y dimensions for the paper when the prompt displays on the product control panel.
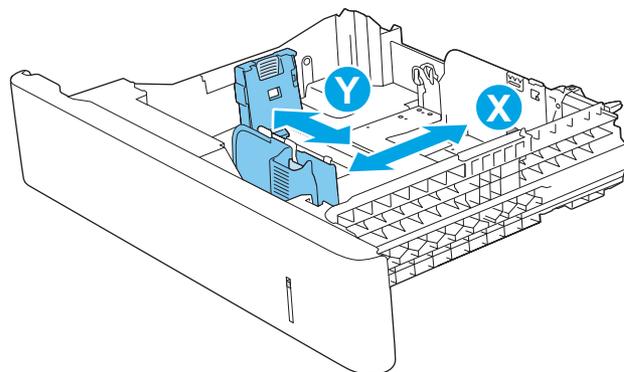
Trays 2, 3, 4, and 5 paper orientation

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

NOTE: The Alternative Letterhead Mode settings affects the way to load letterhead or preprinted paper. This setting is disabled by default. When using this mode, load paper as for automatic duplex printing. For more information, see Use alternative letterhead mode on page 28.

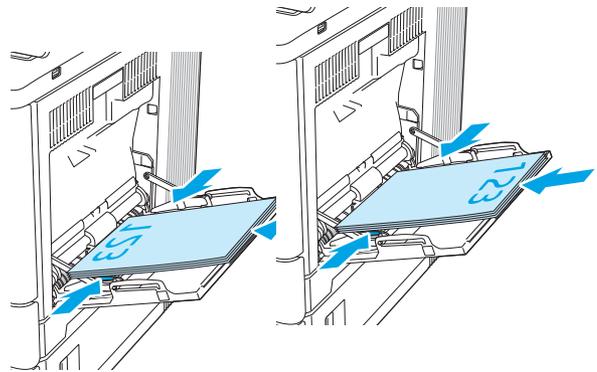Table 2-2 Trays 2, 3, 4, and 5 paper orientation

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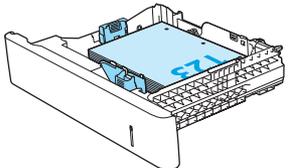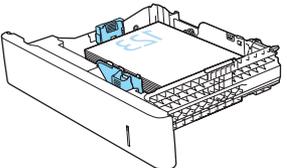
Use alternative letterhead mode

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

To use the feature, enable it by using the printer control-panel menus.

Enable Alternative Letterhead Mode by using the printer control-panel menus

1. From the Home screen on the printer control panel, swipe from right to left until the Settings menu displays. Touch the Settings icon to open the menu.

2. Open the following menus:

    ●   Manage Trays

    ●   Alternative Letterhead Mode

3. Select Enabled, and then touch the Save button or press the OK button.

Load envelopes

Introduction

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

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

Envelope orientation

Load envelopes in either of these orientations:
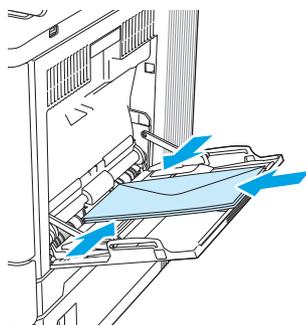
Face-down	Face-down
Top edge toward the back of the product	Top edge leading into the product

Load and print labels

Introduction

To print on sheets of labels, use Tray 2 or one of the optional 550-sheet trays. Tray 1 does not support labels.

To print labels using the manual feed option, follow these steps to select the correct settings in the print driver, and then load the labels into the tray after sending the print job to the printer. When using manual feed, the printer waits to print the job until it detects the tray has been opened and closed.

Manually feed labels

1. From the software program, select the **Print** option.

2. Select the printer from the list of printers, and then click or tap the **Properties** or **Preferences** button to open the print driver.

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

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

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

4. In the **Paper size** drop-down list, select the correct size for the sheets of labels.

5. In the **Paper type** drop-down list, select **Labels**.

6. In the **Paper source** drop-down list, select **Manual feed**.

   NOTE: When using manual feed, the printer prints from the lowest-numbered tray that is configured for the correct size of paper, so it is not necessary to specify a particular tray. For example, if Tray 2 is configured for labels, the printer will print from Tray 2. If Tray 3 is installed and configured for labels, but Tray 2 is not configured for labels, the printer will print from Tray 3.

7. Click the **OK** button to close the **Document Properties** dialog box.

8. In the **Print** dialog box, click the **OK** button to print the job.

9. Load sheets of labels face-up with the top of the sheet toward the right side of the printer.
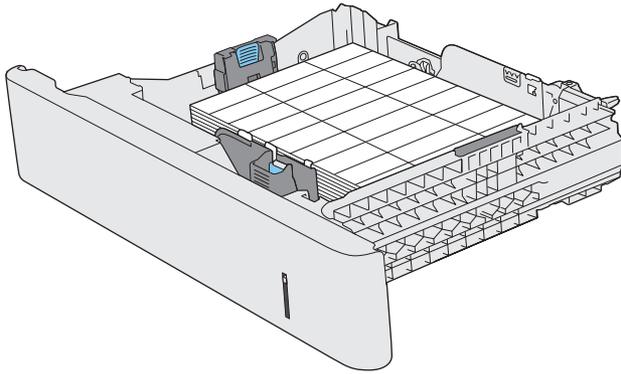
3 Supplies, accessories, and parts

- Order supplies, accessories, and parts
- Replace the toner cartridges
- Replace the toner-collection unit

For more information

The following information is correct at the time of publication.

For video assistance, see www.hp.com/videos/LaserJet.

For current information, see www.hp.com/support/colorljM554.

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

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

Order supplies, accessories, and parts

Ordering

Order supplies and paper	www.hp.com
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 the HP Embedded Web Server (EWS)	To access, in a supported Web browser on your computer, enter the product IP address or host name in the address/URL field. The EWS contains a link to the HP SureSupply website, which provides options for purchasing Original HP supplies.

Supplies and accessories

Table 3-1 Supplies

Item	Description	Part number
HP 212A Black Original LaserJet Toner Cartridge	Standard-capacity replacement black toner cartridge	W2120A
HP 212A Cyan Original LaserJet Toner Cartridge	Standard-capacity replacement cyan cartridge	W2121A
HP 212A Yellow Original LaserJet Toner Cartridge	Standard-capacity replacement yellow toner cartridge	W2122A
HP 212A Magenta Original LaserJet Toner Cartridge	Standard-capacity replacement magenta toner cartridge	W2123A
HP 212X High Yield Black Original LaserJet Toner Cartridge	High-capacity replacement black toner cartridge	W2120X
HP 212X High Yield Cyan Original LaserJet Toner Cartridge	High-capacity replacement cyan toner cartridge	W2121X
HP 212X High Yield Yellow Original LaserJet Toner Cartridge	High-capacity replacement yellow toner cartridge	W2122X
HP 212X High Yield Magenta Original LaserJet Toner Cartridge	High-capacity replacement magenta toner cartridge	W2123X
HP toner-collection unit	Replacement toner-collection unit with attached door	B5L37A

Table 3-2 Accessories

Item	Description	Part number
550-sheet paper feeder	Optional 550-sheet paper feeder (included with the x model) Includes installation instructions	B5L34A
HP LaserJet Stand	Optional stand to support the printer Includes installation instructions	B5L51A
HP Secure High-Performance Hard Disk Drive	Optional hard drive Includes installation instructions	B5L29A

Table 3-2 Accessories (continued)

Item	Description	Part number
1GB DDR3 Memory DIMM	Optional DIMM for expanding the memory Includes installation instructions	G6W84A
HP Internal USB ports	Two optional USB ports for connecting third-party devices Includes installation instructions	B5L28A
HP Trusted Platform Module	Automatically encrypts all data that passes through the printer Includes installation instructions	F5S62A
HP Jetdirect 2900nw Print Server	USB wireless print server accessory	J8031A
HP Jetdirect 3000w NFC/Wireless Accessory	Wi-Fi direct accessory for "touch" printing from mobile devices	J8030A

Customer self-repair parts

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

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

● Parts listed as **Mandatory** self-replacement are to be installed by customers, unless you are willing to pay HP service personnel to perform the repair. For these parts, on-site or return-to-depot support is not provided under the HP product warranty.

● Parts listed as **Optional** self-replacement can be installed by HP service personnel at your request for no additional charge during the product warranty period.

Item	Description	Self-replacement options	Part number
HP Fuser kit	Replacement fuser Includes installation instructions	Mandatory	B5L35-67901 (110-volt) B5L36-67901 (220-volt)
HP Fuser kit, service	Replacement fuser, service kit Includes installation instructions	Mandatory	B5L35-67902 (110-volt) B5L36-67902 (220-volt)
ITB and T2 Roller kit, service	Replacement transfer belt and secondary transfer roller Includes installation instructions	Optional	B5L24-67901
Secondary Transfer Roller kit	Replacement secondary transfer roller Includes installation instructions	Mandatory	B5L24-67902
Tray 2-X Roller kit	Replacement rollers for Trays 2–5 Includes installation instructions	Optional	B5L24-67904

Item	Description	Self-replacement options	Part number
Tray 1 Roller kit	Replacement rollers for Tray 1 Includes installation instructions	Optional	B5L24-67905
Control-panel SVGA kit	Replacement touchscreen control panel for the x model Includes installation instructions	Mandatory	B5L24-67903
HDD 500GB Kit NOTE: M555 models only	Replacement HP Secure High-Performance Hard Disk Drive Includes installation instructions	Mandatory	B5L29-67903
USB Wireless Print Server kit	Replacement HP Jetdirect 2900nw Print Server	Mandatory	5851-6421
NFC Accessory kit	HP Jetdirect 3100w BLE/NFC/Wireless Accessory	Mandatory	3JN69-61001
1GB DDR3 Memory DIMM NOTE: M555 models only	Replacement memory DIMM Includes installation instructions	Mandatory	5851-6422
Two Internal USB Ports kit	Replacement internal USB ports	Mandatory	5851-6424

Replace the toner cartridges

Introduction

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

- Toner-cartridge information

- Remove and replace the cartridges

Toner-cartridge information

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

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

Continue printing with the current cartridge until redistributing the toner no longer yields acceptable print quality. To redistribute the toner, remove the toner cartridge from the printer and gently rock the cartridge back and forth end to end. Reinsert the toner cartridge into the printer and close the cover.

📝 NOTE: High-yield toner cartridges contain more toner than standard cartridges for increased page yield. For more information, go to www.hp.com/go/learnaboutsupplies.

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

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

The following illustration shows the toner-cartridge components.
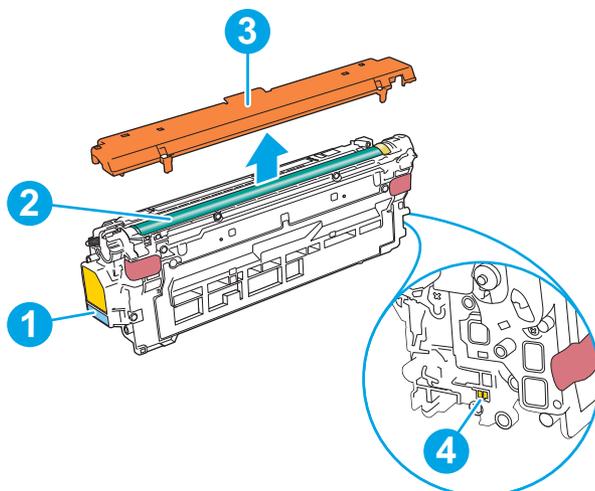
1	Handle
2	Imaging drum

3	Protective shield
4	Memory chip

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

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

Remove and replace the cartridges

1. Open the front door.
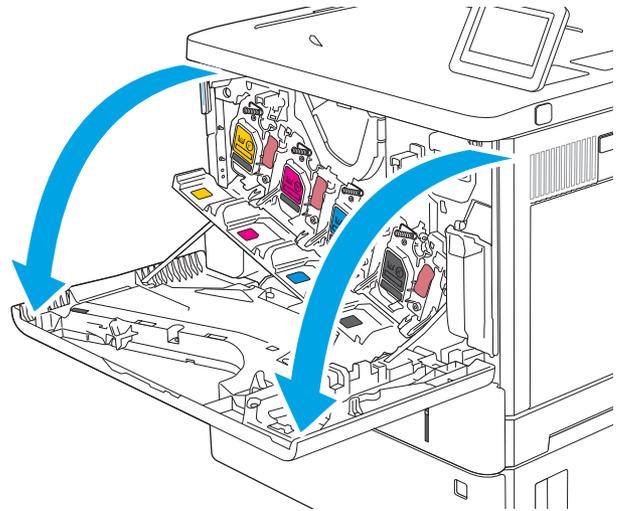
2. Grasp the handle of the used toner cartridge and pull out to remove it.
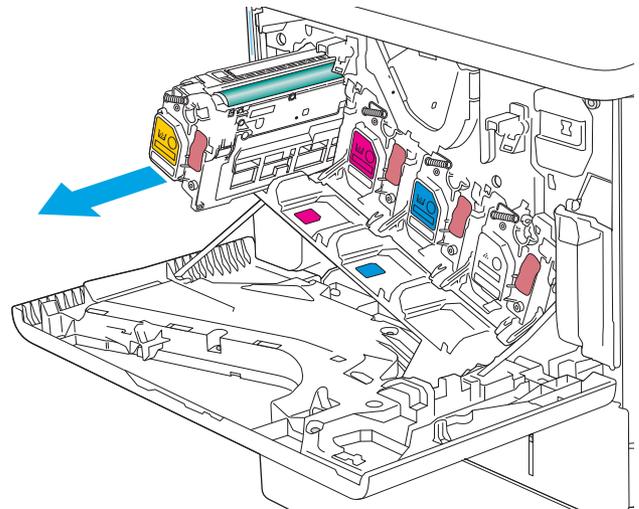
3. Remove the new toner cartridge from its protective shell by tearing off the plastic strip and opening the package. Save all packaging for recycling the used toner cartridge.
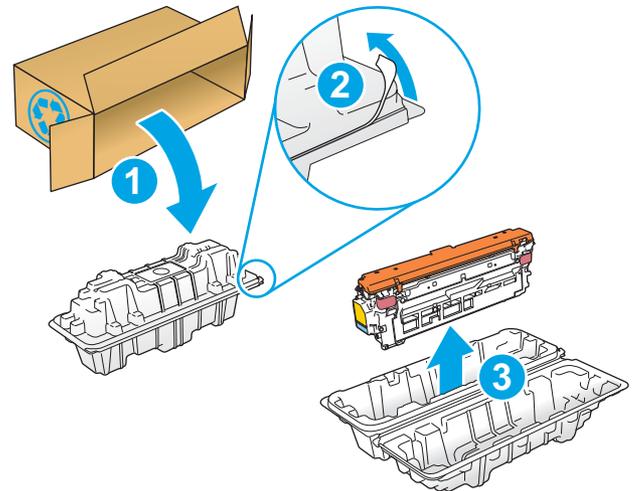
4. Hold both ends of the toner cartridge and rock it 5-6 times.
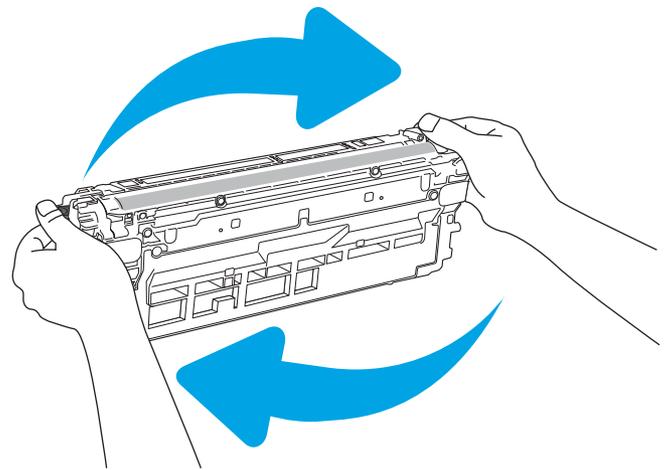
5. Remove the protective shield from the toner cartridge.
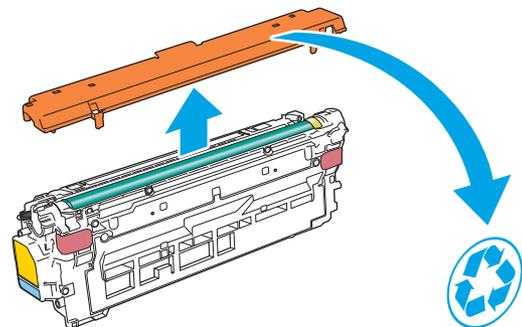
6. Support the toner cartridge underneath with one hand while holding the cartridge handle with the other. Align the toner cartridge with its slot on the shelf, and then insert the toner cartridge into the product.

   NOTE: Avoid touching the green imaging drum. Fingerprints on the imaging drum can cause print defects.
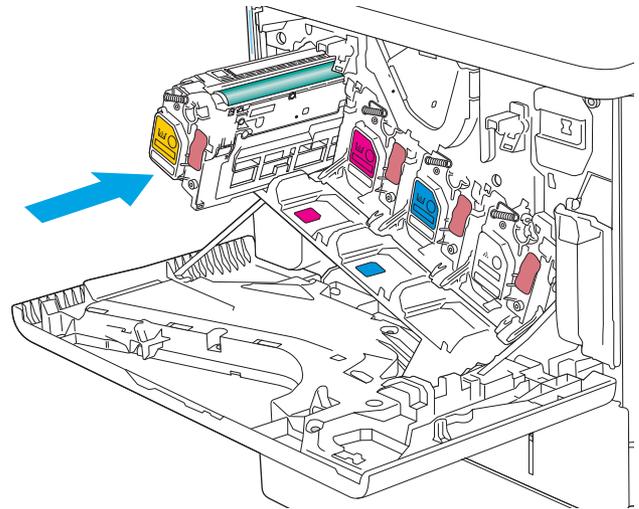
7. Close the front door.
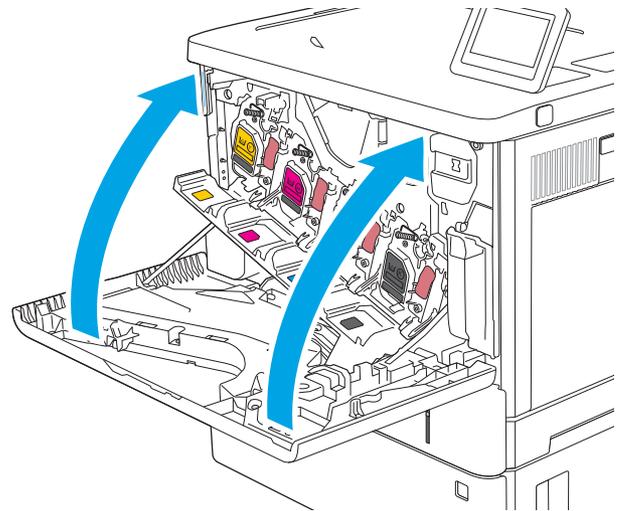
8. Pack the used toner cartridge into the box that the new cartridge came in, or use a large cardboard box and fill it with several cartridges that you need to recycle. See the enclosed recycling guide for information about recycling.

   In the U.S., a pre-paid shipping label is included in the box. In other countries/regions, go to www.hp.com/recycle to print a pre-paid shipping label.

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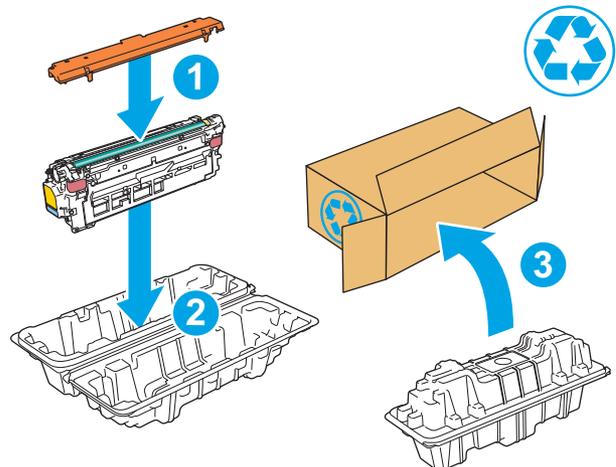
Replace the toner-collection unit

Introduction

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

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

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

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

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

Remove and replace the toner-collection unit

1. Open the front door.
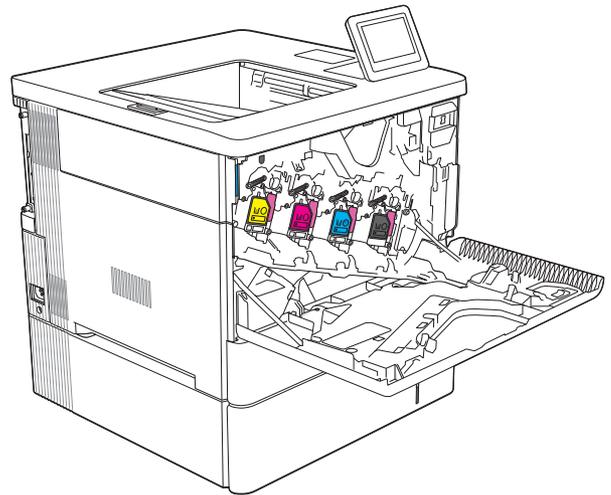
2. Open the toner-collection unit door on the upper-left side of the product.
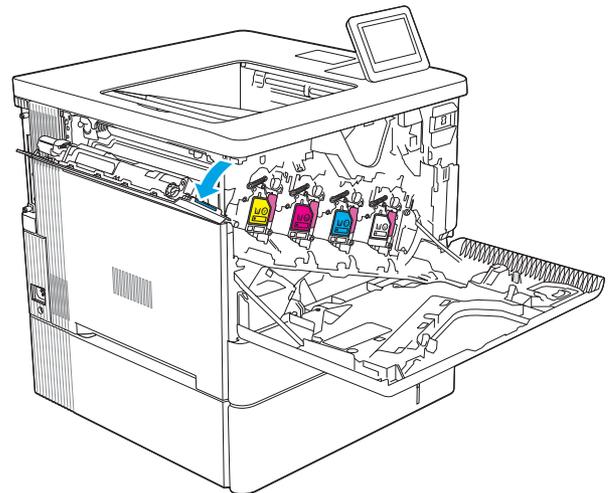
3. Pull out the toner-collection unit and the attached door.
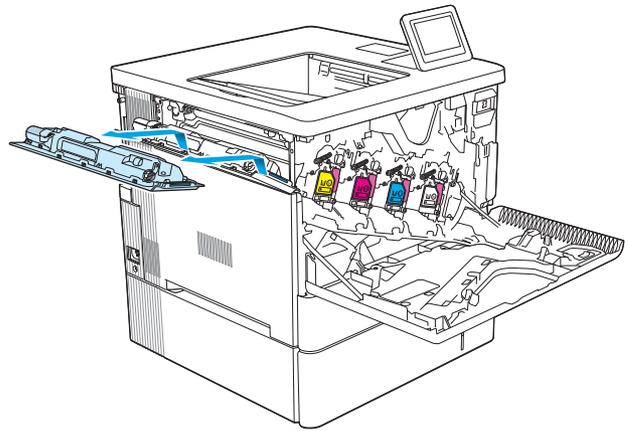
4. Remove the new toner-collection unit from its packaging.
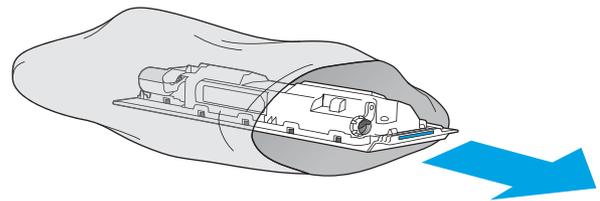
5. Install the new toner-collection unit and the attached door into the product. Align the tabs on the door with the slots in the product.
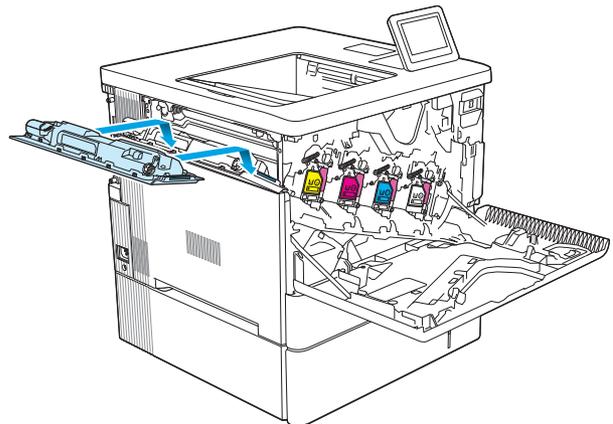
6. Close the toner-collection unit door.
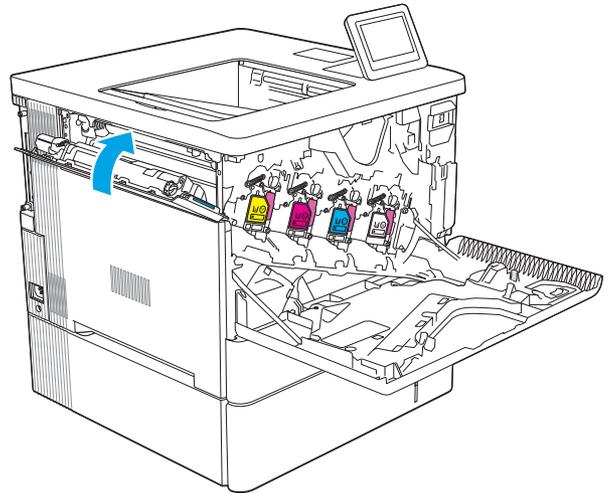
7. Close the front door.

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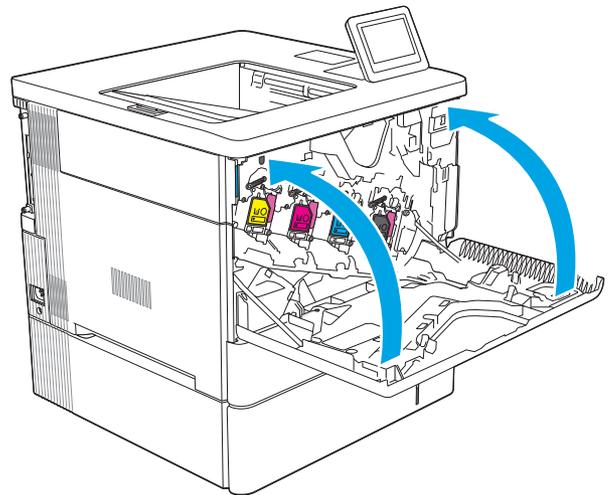
4 Print

- [Print tasks (Windows)](#)

- [Print tasks (macOS)](#)

- [Store print jobs on the printer to print later or print privately](#)

- [Mobile printing solutions](#)

- [Print from a USB flash drive](#)

- [Print using high-speed USB 2.0 port (wired)](#)

For more information

The following information is correct at the time of publication.

For video assistance, see www.hp.com/videos/LaserJet.

For current information, see www.hp.com/support/colorljM554.

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

- Install and configure

- Learn and use

- Solve problems

- Download software and firmware updates

- Join support forums

- Find warranty and regulatory information

Print tasks (Windows)

How to print (Windows)

The following procedure describes the basic printing process for Windows.

1. From the software program, select the **Print** option.

2. Select the printer from the list of printers. To change settings, click the **Properties** or **Preferences** button to open the print driver.

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

    📝 **NOTE:** In Windows 10, 8.1, and 8, these applications will have a different layout with different features from what is described below for desktop applications. To access the print feature from a Start screen app, complete the following steps:

    - **Windows 10:** Select **Print**, and then select the printer.

    - **Windows 8.1 or 8:** Select **Devices**, select **Print**, and then select the printer.

    📝 **NOTE:** For more information, click the Help (?) button in the print driver.

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

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

5. Click the **Print** button to print the job.

Automatically print on both sides (Windows)

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

1. From the software program, select the **Print** option.

2. Select the printer from the list of printers, and then click the **Properties** or **Preferences** button to open the print driver.

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

    📝 **NOTE:** In Windows 10, 8.1, and 8, these applications will have a different layout with different features from what is described below for desktop applications. To access the print feature from a Start screen app, complete the following steps:

    - **Windows 10:** Select **Print**, and then select the printer.

    - **Windows 8.1 or 8:** Select **Devices**, select **Print**, and then select the printer.

3. Click the **Finishing** tab.

4. Select **Print on both sides**. Click **OK** to close the **Document Properties** dialog.

5. In the **Print** dialog, click **Print** to print the job.

Manually print on both sides (Windows)

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

1. From the software program, select the **Print** option.

2. Select the printer from the list of printers, and then click the **Properties** or **Preferences** button to open the print driver.

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

   > **NOTE:** In Windows 10, 8.1, and 8, these applications will have a different layout with different features from what is described below for desktop applications. To access the print feature from a Start screen app, complete the following steps:

   - **Windows 10:** Select **Print**, and then select the printer.

   - **Windows 8.1 or 8:** Select **Devices**, select **Print**, and then select the printer.

3. Click the **Finishing** tab.

4. Select **Print on both sides (manually)**, and then click **OK** to close the **Document Properties** dialog.

5. In the **Print** dialog, click **Print** to print the first side of the job.

6. Retrieve the printed stack from the output bin, and place it in Tray 1.

7. If prompted, select the appropriate control panel button to continue.

Print multiple pages per sheet (Windows)

1. From the software program, select the **Print** option.

2. Select the printer from the list of printers, and then click the **Properties** or **Preferences** button to open the print driver.

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

   > **NOTE:** In Windows 10, 8.1, and 8, these applications will have a different layout with different features from what is described below for desktop applications. To access the print feature from a Start screen app, complete the following steps:

   - **Windows 10:** Select **Print**, and then select the printer.

   - **Windows 8.1 or 8:** Select **Devices**, select **Print**, and then select the printer.

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. Click **OK** to close the **Document Properties** dialog.

6. In the **Print** dialog, click **Print** to print the job.

Select the paper type (Windows)

1. From the software program, select the **Print** option.

2. Select the printer from the list of printers, and then click the **Properties** or **Preferences** button to open the print driver.

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

    📝 **NOTE:**   In Windows 10, 8.1, and 8, these applications will have a different layout with different features from what is described below for desktop applications. To access the print feature from a Start screen app, complete the following steps:

    - **Windows 10:** Select **Print**, and then select the printer.

    - **Windows 8.1 or 8:** Select **Devices**, select **Print**, and then select the printer.

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

4. Select the paper type from the **Paper type** drop-down list.

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

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

6. Load the tray with the specified type and size of paper, and then close the tray.

7. Select the OK button to accept the detected type and size, or select the Modify button to choose a different paper size or type.

8. Select the correct type and size, and then select the OK button.

Additional print tasks

Go to www.hp.com/support/colorljM554.

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

- Create and use printing shortcuts or presets

- Select the paper size, or use a custom paper size

- Select the page orientation

- Create a booklet

- Scale a document to fit a specific paper size

- Print the first or last pages of the document on different paper

- Print watermarks on a document

Print tasks (macOS)

How to print (macOS)

The following procedure describes the basic printing process for macOS.

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

2. Select the printer.

3. Click **Show Details** or **Copies & Pages**, and then select other menus to adjust the print settings.

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

4. Click the **Print** button.

Automatically print on both sides (macOS)

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

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

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

2. Select the printer.

3. Click **Show Details** or **Copies & Pages**, and then click the **Layout** menu.

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

4. Select a binding option from the **Two-Sided** drop-down list.

5. Click the **Print** button.

Manually print on both sides (macOS)

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

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

2. Select the printer.

3. Click **Show Details** or **Copies & Pages**, and then click the **Manual Duplex** menu.

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

4. Click the **Manual Duplex** box, and select a binding option.

5. Click the **Print** button.

6. Go to the printer, and remove any blank paper that is in Tray 1.

7. Retrieve the printed stack from the output bin and place it with the printed side facing down in the input tray.

8. If prompted, select the appropriate control panel button to continue.

Print multiple pages per sheet (macOS)

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

2. Select the printer.

3. Click **Show Details** or **Copies & Pages**, and then click the **Layout** menu.

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

4. From the **Pages per Sheet** drop-down list, select the number of pages that you want to print on each sheet.

5. In the **Layout Direction** area, select the order and placement of the pages on the sheet.

6. From the **Borders** menu, select the type of border to print around each page on the sheet.

7. Click the **Print** button.

Select the paper type (macOS)

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

2. Select the printer.

3. Click **Show Details** or **Copies & Pages**, and then click the **Media & Quality** menu or the **Paper/Quality** menu.

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

4. Select from the **Media & Quality** or **Paper/Quality** options.

    📝 **NOTE:** This list contains the master set of options available. Some options are not available on all printers.

    - **Media Type**: Select the option for the type of paper for the print job.

    - **Print Quality**: Select the resolution level for the print job.

    - **Edge-To-Edge Printing**: Select this option to print close to the paper edges.

5. Click the **Print** button.

Additional print tasks

Go to www.hp.com/support/colorljM554.

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

- Create and use printing shortcuts or presets

- Select the paper size, or use a custom paper size

- Select the page orientation

- Create a booklet

- Scale a document to fit a specific paper size

- Print the first or last pages of the document on different paper

- Print watermarks on a document

Store print jobs on the printer to print later or print privately

Introduction

The following information provides procedures for creating and printing documents that are stored on the printer. These jobs can be printed at a later time or printed privately.

- [Create a stored job (Windows)](#)

- [Create a stored job (macOS)](#)

- [Print a stored job](#)

- [Delete a stored job](#)

- [Information sent to printer for Job Accounting purposes](#)

Create a stored job (Windows)

Store jobs on the printer for private or delayed printing.

1. From the software program, select the **Print** option.

2. Select the printer from the list of printers, and then select **Properties** or **Preferences** (the name varies for different software programs).

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

   📝 **NOTE:** In Windows 10, 8.1, and 8, these applications will have a different layout with different features from what is described below for desktop applications. To access the print feature from a Start screen app, complete the following steps:

   - **Windows 10:** Select **Print**, and then select the printer.

   - **Windows 8.1 or 8:** Select **Devices**, select **Print**, and then select the printer.

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

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

   - **Proof and Hold**: Print and proof one copy of a job, and then print more copies.

   - **Personal Job**: The job does not print until you request it at the printer control panel. For this job-storage mode, you can select one of the **Make Job Private/Secure** options. If you assign a personal identification number (PIN) to the job, you must provide the required PIN at the control panel. If you encrypt the job, you must provide the required password at the control panel. The print job is deleted from memory after it prints and is lost if the printer loses power.

   - **Quick Copy**: Print the requested number of copies of a job and store a copy of the job in the printer memory so you can print it again later.

   - **Stored Job**: Store a job on the printer and allow other users to print the job at any time. For this job-storage mode, you can select one of the **Make Job Private/Secure** options. If you assign a personal identification number (PIN) to the job, the person who prints the job must provide the required PIN at the control panel. If you encrypt the job, the person who prints the job must provide the required password at the control panel.

5. To use a custom user name or job name, click the **Custom** button, and then enter the user name or the job name.

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

   - **Use Job Name + (1–99)**: Append a unique number to the end of the job name.

   - **Replace Existing File**: Overwrite the existing stored job with the new one.

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

Create a stored job (macOS)

Store jobs on the printer for private or delayed printing.

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

2. In the **Printer** menu, select the printer.

3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Job Storage** menu.

4. In the **Mode** drop-down list, select the type of stored job.

   - **Proof and Hold**: Print and proof one copy of a job, and then print more copies.

   - **Personal Job**: The job does not print until someone requests it at the printer control panel. If the job has a personal identification number (PIN), provide the required PIN at the control panel. The print job is deleted from memory after it prints and is lost if the printer loses power.

   - **Quick Copy**: Print the requested number of copies of a job and store a copy of the job in the printer memory to print it again later.

   - **Stored Job**: Store a job on the printer and allow other users to print the job at any time. If the job has a personal identification number (PIN), the person who prints the job must provide the required PIN at the control panel.

5. To use a custom user name or job name, click the **Custom** button, and then enter the user name or the job name.

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

   - **Use Job Name + (1–99)**: Append a unique number to the end of the job name.

   - **Replace Existing File**: Overwrite the existing stored job with the new one.

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

7. Click the **Print** button to process the job.

Print a stored job

Use this procedure to print a document that is in a job storage folder on the printer.

1. From the Home screen on the printer control panel, select Print, and then select Print from Job Storage.

2. Under Stored Jobs to Print, select Choose, and then select the folder where the document is saved.

3. Select the document, and then touch Select.

    If the document is private, enter the four-digit PIN in the Password field, and then select OK.

4. To adjust the number of copies, select the box to the left of the Print button, and then select the number of copies from the keypad that opens. Select the Close ⬇ button to close the keypad.

5. Select Print to print the document.

Delete a stored job

You can delete documents that have been saved to the printer when they are no longer needed. You can also adjust the maximum number of jobs for the printer to store.

- Delete a job that is stored on the printer

- Change the job storage limit

Delete a job that is stored on the printer

You can delete documents that have been saved to the printer when they are no longer needed. You can also adjust the maximum number of jobs for the printer to store.

1. From the Home screen on the printer control panel, select Print.

2. Select Print from Job Storage.

3. Select Choose, and then select the name of the folder where the job is stored.

4. Select the name of the job. If the job is private or encrypted, enter the PIN or password.

5. Select the Trash 🗑 button to delete the job.

Change the job storage limit

When a new job is stored in the printer memory, the printer overwrites any previous jobs with the same user and job name. If a job is not already stored under the same user and job name, and the printer needs additional space, the printer might delete other stored jobs starting with the oldest. Follow these steps to change the number of jobs that the printer can store:

1. From the Home screen on the printer control panel, navigate to the Settings application and then select the Settings icon.

2. Open the following menus:

    a. Copy/Print or Print

    b. Manage Stored Jobs

    c. Temporary Job Storage Limit

3. Use the keypad to enter the number of jobs that the printer stores.

4. Press the OK button or touch Done to save the setting.

Information sent to printer for Job Accounting purposes

Printing jobs sent from drivers on the client (e.g., PC) may send personally identifiable information to HP's Printing and Imaging devices. This information may include, but is not limited to, user name and client name from which the job originated that may be used for job accounting purposes, as determined by the Administrator of the printing device. This same information may also be stored with the job on the mass storage device (e.g., disk drive) of the printing device when using the job storage feature.

Mobile printing solutions

Introduction

HP offers multiple mobile printing solutions to enable easy printing to an HP printer from a laptop, tablet, smartphone, or other mobile device. To see the full list and to determine the best choice, go to www.hp.com/go/MobilePrinting.

NOTE: Update the printer firmware to ensure all mobile printing and ePrint capabilities are supported.

- Wi-Fi, Wi-Fi Direct Print, NFC, and BLE printing

- HP ePrint via email

- AirPrint

- Android embedded printing

Wi-Fi, Wi-Fi Direct Print, NFC, and BLE printing

HP provides Wi-Fi, Wi-Fi Direct Print, Near Field Communication (NFC), and Bluetooth Low Energy (BLE) printing for printers with a supported HP Jetdirect 3100w BLE/NFC/Wireless Accessory. This accessory is available as an option for HP LaserJet printers that include a hardware-integration pocket (HIP).

Wi-Fi, Wi-Fi Direct Print, NFC, and BLE printing enable Wi-Fi capable (mobile) devices to make a wireless network connection directly to the printer without using a wireless router.

The printer does not need to be connected to the network for this mobile walk-up printing to work.

Use Wi-Fi Direct Print to print wirelessly from the following devices:

- iPhone, iPad, or iPod touch using Apple AirPrint

- Android mobile devices using the Android embedded print solution

For more information on wireless printing, go to www.hp.com/go/wirelessprinting.

NFC and Wi-Fi Direct Print capabilities can be enabled or disabled from the printer control panel.

1. From the Home screen on the printer control panel, open the Settings menu.

2. Open the following menus:

    - Networking

    - Wi-Fi Direct

    - Status

3. Select On, and then select OK to enable wireless printing.

NOTE: In environments where more than one model of the same printer is installed, it might be helpful to provide each printer a unique Wi-Fi Direct Name for easier printer identification for Wi-Fi Direct printing. The wireless network names, e.g., Wi-Fi, Wi-Fi Direct, etc. are available on the Information screen by pressing or touching the Information ⓘ button on the printer control panel, and then selecting the Network 🖧 option or the Wireless 📶 option.

Complete the following procedure to change the printer Wi-Fi Direct name:

1. From the Home screen on the printer control panel, open the Settings menu.

2. Open the following menus:

    ●   Networking

    ●   Wi-Fi Direct

    ●   Wi-Fi Direct name

3. Use the keypad to change the name in the Wi-Fi Direct Name text field. Select OK.

HP ePrint via email

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

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

●   The printer must be connected to a wired or wireless network and have Internet access.

●   HP Web Services must be enabled on the printer, and the printer must be registered with HP Connected.

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

1. Open the HP Embedded Web Server (EWS):

    a. Find the printer IP address. On the printer control panel, press the ⓘ button, and then use the arrow keys to select the Ethernet 🖧 menu. Press the OK button to open the menu and display the IP address or host name.

    b. From a computer on the same network as the printer, open a web browser. In the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.

        🖉 https://10.10.XXXXX/
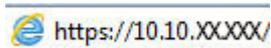
        📝 **NOTE:** If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

2. Click the **HP Web Services** tab.

3. Select the option to enable Web Services.

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

4. Go to www.hpconnected.com to create an HP ePrint account and complete the setup process.

AirPrint

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

●   Mail

●   Photos

- Safari

- iBooks

- Select third-party applications

To use AirPrint, the printer must be connected to the same network (sub-net) as the Apple device. For more information about using AirPrint and about which HP printers are compatible with AirPrint, go to www.hp.com/go/MobilePrinting.

📝 NOTE: Before using AirPrint with a USB connection, verify the version number. AirPrint versions 1.3 and earlier do not support USB connections.

Android embedded printing

HP's built-in print solution for Android and Kindle enables mobile devices to automatically find and print to HP printers that are either on a network or within wireless range for Wi-Fi Direct printing.

The print solution is built into the many versions of the operating system.

📝 NOTE: If printing is not available on your device, go to the Google Play > Android apps and install the HP Print Service Plugin.

For more information on how to use Android embedded printing and which Android devices are supported, go to www.hp.com/go/MobilePrinting.

Print from a USB flash drive

Introduction

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

- .pdf

- .prn

- .pcl

- .ps

- .cht

- Enable the USB port for printing

- Print USB documents

Enable the USB port for printing

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

Method one: Enable the USB port from the printer control panel menus

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.

2. Open the following menus

   a. Copy/Print or Print

   b. Enable Print From USB Drive

3. Select the Enabled option.

Method two: Enable the USB port from the HP Embedded Web Server (network-connected printers only)

1. Find the printer IP address: From the Home screen on the printer control panel, select the Information ⓘ icon, and then select the Network 🖧 icon to display the IP address or host name.

2. Open a web browser, and in the address line, type the IP address exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.

   🅔 https://10.10.XXXXX/

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

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

3. Select the **Copy/Print** tab for multi-function printer models, or the **Print** tab for single-function printer models.

4. In the left menu, select **Print from USB Drive Settings**.

5. Select **Enable Print from USB Drive**.

6. Click **Apply**.

Print USB documents

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

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

2. From the Home screen on the printer control panel, select Print, and then select Print from USB Drive.

3. Select Choose, select the name of the document to print, and then select Select.

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

4. To adjust the number of copies, select the field for the number of copies. Use the keypad to enter the number of copies to print.

5. Select Print to print the document.

Print using high-speed USB 2.0 port (wired)

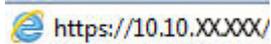## Enable the high-speed USB port for printing

This printer features a high-speed USB 2.0 port for wired USB printing. The port is located in the interface ports area on the back of the printer and is disabled by default. Use one of the following methods to enable the port. Once the port is enabled, install the product software in order to print using this port.

Method one: Enable the high-speed USB 2.0 port from the printer control panel menus

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.

2. Open the following menus

    a. General

    b. Enable Device USB

3. Select the Enabled option.

Method two: Enable the high-speed USB 2.0 port from the HP Embedded Web Server (network-connected printers only)

1. Find the printer IP address: From the Home screen on the printer control panel, select the Information ⓘ icon, and then select the Network 🖧 icon to display the IP address or host name.

2. Open a web browser, and in the address line, type the IP address exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.

    > **NOTE:** If the web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.
    >
    > Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP printer.

3. Select the **Security** tab.

4. On the left side of the screen, select **General Security**.

5. Scroll down to the **Hardware Ports** and select the check box to enable both of the items:

    ● **Enable Device USB**

    ● **Enable Host USB plug and play**

6. Click **Apply**.

5 Manage the printer

- [Advanced configuration with HP Embedded Web Server (EWS)](#)

- [Configure IP network settings](#)

- [Printer security features](#)

- [Energy-conservation settings](#)

- [HP Web Jetadmin](#)

- [Software and firmware updates](#)

For more information

The following information is correct at the time of publication.

For video assistance, see www.hp.com/videos/LaserJet.

For current information, see www.hp.com/support/colorljM554.

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

- Install and configure

- Learn and use

- Solve problems

- Download software and firmware updates

- Join support forums

- Find warranty and regulatory information

Advanced configuration with HP Embedded Web Server (EWS)

- Introduction
- How to access the HP Embedded Web Server (EWS)
- HP Embedded Web Server features

Introduction

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

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

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

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

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

How to access the HP Embedded Web Server (EWS)

NOTE: The steps vary according to the type of control panel.

| 1 | Keypad control panel |
| 2 | Touchscreen control panel |

1.   **Keypad control panels:** On the printer control panel, press the ⓘ button, and then use the arrow keys to select the Ethernet 🖧 menu. Press the OK button to open the menu and display the IP address or host name.

     Touchscreen control panels: On the printer control panel, touch the ⓘ button, and then select the Network 🖧 icon to display the IP address or host name.

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

     🔲 https://10.10.XXXXX/

> **NOTE:** If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

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

Windows® 7

- Internet Explorer (version 8.x or greater)
- Google Chrome (version 34.x or greater)
- Firefox (version 20.x or greater)

Windows® 8 or greater

- Internet Explorer (version 9.x or greater)
- Google Chrome (version 34.x or greater)
- Firefox (version 20.x or greater)

OS X

- Safari (version 5.x or greater)
- Google Chrome (version 34.x or greater)

Linux

- Google Chrome (version 34.x or greater)
- Firefox (version 20.x or greater)

HP Embedded Web Server features

- Information tab
- General tab
- Print tab
- Troubleshooting tab
- Security tab
- HP Web Services tab

- [Networking tab](#)

- [Other Links list](#)

Information tab

Table 5-1 HP Embedded Web Server Information tab

Menu	Description
Device Status	Shows the printer status and shows the estimated life remaining of HP supplies. The page also shows the type and size of paper set for each tray. To change the default settings, click the **Change Settings** link.
Job Log	Shows a summary of all jobs the printer has processed.
Configuration Page	Shows the information found on the configuration page.
Supplies Status Page	Shows the status of the supplies for the printer.
Event Log Page	Shows a list of all printer 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 dynamicweb pages that help solve problems. These pages also show additional services available for the printer.
Usage Page	Shows a summary of the number of pages the printer has printed, grouped by size, type, and paper print path.
Device Information	Shows the printer network name, address, and model information. To customize these entries, click the **Device Information** menu on the **General** tab.
Control Panel Snapshot	Shows an image of the current screen on the control panel display.
Print	Upload a print-ready file from the computer to print. The printer uses the default print settings to print the file.
Printable Reports and Pages	Lists the internal reports and pages for the printer. Select one or more items to print or view.
Open Source Licenses	Shows a summary of the licenses for open source software programs that can be used with the printer.

General tab

Table 5-2 HP Embedded Web Server General tab

Menu	Description
Alerts	Setup email alerts for various printer and supplies events.
Control Panel Administration Menu	Shows the menu structure of the Administration menu on the control panel. **NOTE:** Configure settings on this screen, or the HP Embedded Web Server provides more advanced configuration options than are available through the Administration menu.
General Settings	Configure how the printer recovers from jams and whether copy jobs initiated at the printer control panel take priority over print jobs.
AutoSend	Configure the printer to send automated emails regarding printer configuration and supplies to specific email addresses.
Edit Other Links	Add or customize a link to another website. This link displays in the footer area on all HP Embedded Web Server pages.

Table 5-2 HP Embedded Web Server General tab (continued)

Menu	Description
Ordering Information	Enter information about ordering replacement toner cartridges. This information displays on the supplies status page.
Device Information	Name the printer and assign an asset number to it. Enter the name of the primary contact who will receive information about the printer.
Language	Set the language in which to display the HP Embedded Web Server information.
Date/Time Settings	Set the date and time or synchronize with a network time server.
Energy Settings	Set or edit a wake time, sleep time, and sleep delay for the printer. Set a different schedule for each day of the week and for holidays. Set which interactions with the printer cause it to wake from sleep mode.
Backup and Restore	Create a backup file that contains printer and user data. If necessary, use this file to restore data to the printer.
Reset Factory Settings	Restore printer settings to the factory defaults.
Solution Installer	Install third-party software packages that extend or modify the functionality of the printer.
Firmware Upgrade	Download and install printer firmware upgrade files.
Quota and Statistics Services	Provides connection information about third-party job-statistics services.

Print tab

Table 5-3 HP Embedded Web Server Print tab

Menu	Description
Print from USB drive settings	Enable or disable the Print from USB Drive menu on the control panel.
Manage Stored Jobs	Enable or disable the ability to store jobs in the printer memory. Configure job-storage options.
Default Print Options	Configure the default options for print jobs.
Adjust Paper Types	Override the factory-default mode settings if print quality problems occur when using a specific paper type.
Restrict Color (Color printers only)	Permit or restrict color printing. Specify permissions for individual users or for jobs that are sent from specific software programs.
PCL and PostScript Settings	Adjust the PCL and PostScript settings for all print jobs.

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

Menu	Description
Print Quality	Configure the print quality settings, including the following: ● General print-quality settings ● Default color settings ● Default image registration settings ● Auto sense behavior ● Default paper types ● Default optimization settings
Manage Supplies	Configure how the printer reacts when supplies reach a Very Low state.
Manage Trays	Configure settings for paper trays.

Troubleshooting tab

Table 5-4 HP Embedded Web Server Troubleshooting tab

Menu	Description
General Troubleshooting	Select from a variety of reports and tests to help solve problems with the printer.
Online Help	Link to HP cloud-based online help to assist in troubleshooting printing issues.
Retrieve Diagnostic Data NOTE: This item is available only if an administrator password is set from the Security tab.	Export printer information to a file that can be useful for detailed problem analysis.
Calibration/Cleaning (Color printers only)	Enable the automatic cleaning feature, create and print the cleaning page, and select an option to calibrate the printer immediately.
Firmware Upgrade	Download and install printer firmware upgrade files.
Restore Factory Settings	Restore printer settings to factory defaults.

Security tab

Table 5-5 HP Embedded Web Server Security tab

Menu	Description
General Security	Settings for general security, including the following: • Configure an administrator password to restrict access to certain features on the printer. • Set PJL password for processing PJL commands. • Set file system access and firmware upgrade security. • 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. • View the status of all security settings.
Account Policy	Enable administrator account settings.
Access Control	Configure access to printer functions for specific individuals or groups, and select the method individuals use to sign in to the printer.
Protect Stored Data	Configure and manage the internal hard drive for the printer. Configure settings for jobs that are stored on the printer hard drive.
Certificate Management	Install and manage security certificates for access to the printer and the network.
Web Service Security	Allow resources on this printer to be accessed by web pages from different domains. If no sites are added to the list, then all sites are trusted.
Self Test	Verify that the security functions are running according to expected system parameters.

HP Web Services tab

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

Table 5-6 HP Embedded Web Server HP Web Services tab

Menu	Description
Web Services Setup	Connect this printer to HP Connected on the web by enabling HP Web Services.
Web Proxy	Configure a proxy server if there are issues enabling HP Web Services or connecting the printer to the Internet.
HP JetAdvantage	Access solutions that extend the capabilities of the printer

Networking tab

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

Table 5-7 HP Embedded Web Server Networking tab

Menu	Description
Configuration	

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

Menu	Description
Wireless Direct	Configure Wireless Direct settings for printers that include embedded Wireless Direct Print and NFC printing or that have a wireless accessory installed. **NOTE:** The configuration options available depend on the print server model.
TCP/IP Settings	Configure TCP/IP settings for IPv4 and IPv6 networks. **NOTE:** The configuration options available depend on the print server model.
Network Settings	Configure IPX/SPX, AppleTalk, DLC/LLC, and SNMP settings, depending on the print server model.
Other Settings	Configure general printing protocols and services supported by the print server. The available options depend on the print server model, but can include firmware update, LPD queues, USB settings, support information, and refresh rate.
AirPrint	Enable, set up, or disable network printing from Apple supported printers.
Select Language	Change the language displayed by the HP Embedded Web Server. This page displays if the web pages support multiple languages. Optionally, select supported languages through language-preference settings in the browser.
Google Cloud Print	
Setup	Set up Google Cloud Print options.
Web Proxy	Configure proxy settings.
Security	
Settings	View and restore current security settings to factory-default values. Configure security settings using the Security Configuration Wizard. **NOTE:** Do not use the Security Configuration Wizard to configure security settings using network-management applications, such as HP Web Jetadmin.
Authorization	Control configuration management and use of this printer, including the following: ● Set or change the administrator password to control access to configuration parameters. ● Request, install, and manage digital certificates on the HP Jetdirect print server. ● Limit host access to this printer through an Access Control List (ACL) (for selected print servers on IPv4 networks only).
Secure Communication	Configure security settings.
Mgmt. Protocols	Configure and manage security protocols for this printer, including the following: ● Set the security management level for the HP Embedded Web Server, and control traffic over HTTP and HTTPS. ● Configure the SNMP (Simple Network Management Protocol) operation. Enable or disable the SNMP v1/v2c or SNMP v3 agents on the print server. ● Control access through protocols that may not be secure, such as printing protocols, print services, discovery protocols, name resolution services, and configuration-management protocols.

Menu	Description
802.1X Authentication	Configure 802.1X authentication settings on the Jetdirect print server as required for client authentication on the network, and reset the 802.1X authentication settings to factory-default values. **CAUTION:** When changing the 802.1X authentication settings; the printer might lose its connection. To reconnect, it might be necessary to reset the print server to a factory-default state and reinstall the printer.
IPsec/Firewall	View or configure a Firewall policy or an IPsec/Firewall policy.
Announcement Agent	Enable or disable the HP Device Announcement Agent, set the configuration server, and configure mutual authentication using certificates.
Diagnostics	
Network Statistics	Display network statistics that are collected and stored on the HP Jetdirect print server.
Protocol Info	View a list of network-configuration settings on the HP Jetdirect print server for each protocol.
Configuration Page	View the HP Jetdirect configuration page, which contains status and configuration information.

Other Links list

NOTE: Configure which links display in the footer of the HP Embedded Web Server by using the **Edit Other Links** menu on the **General** tab. The following are the default links.

Table 5-8 HP Embedded Web Server Other Links list

Menu	Description
Product Support	Connect to the support site for the printer to search for help on various topics.
Shop for Supplies	Connect to the HP website for information on purchasing original HP supplies, such as cartridges and paper.
HP Instant Support	Connect to the HP website to find solutions to printer problems.

Configure IP network settings

- Printer sharing disclaimer

- View or change network settings

- Rename the printer on a network

- Manually configure IPv4 TCP/IP parameters from the control panel

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

- Link speed and duplex settings

Printer sharing disclaimer

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

View or change network settings

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

1. Find the printer IP address: From the Home screen on the printer control panel, select the Information 🛈 icon, and then select the Network 🖧 icon to display the IP address or host name.

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

    🌐 https://10.10.XXXXX/

    📝 NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

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

Rename the printer on a network

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

1. Find the printer IP address: From the Home screen on the printer control panel, select the Information 🛈 icon, and then select the Network 🖧 icon to display the IP address or host name.

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

    🌐 https://10.10.XXXXX/

    📝 NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

3. Open the **General** tab.

4. On the **Device Information** page, the default printer name is in the **Device Name** field. You can change this name to uniquely identify this printer.

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

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

Manually configure IPv4 TCP/IP parameters from the control panel

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

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.

2. Open the following menus:

   a. Networking

   b. Ethernet

   c. TCP/IP

   d. IPV 4 Settings

   e. Config Method

3. Select the Manual option, and then select OK.

4. Open the Manual Settings menu.

5. Select the IP Address, Subnet Mask, or Default Gateway option.

6. Use the numeric keypad to enter the correct digits for the field, and then select OK.

   Repeat the process for each field to be configured.

Manually configure IPv6 TCP/IP parameters from the control panel

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

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.

2. To enable manual configuration, open the following menus:

   a. Networking

   b. Ethernet

   c. TCP/IP

   d. IPV6 Settings

3. Select Enable, select On, and then select OK.

4. Open the Address menu.

5. Open the Manual Settings menu, and then select Address. Use the keypad to enter the address, and then select OK.

Link speed and duplex settings

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

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

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

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

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.

2. Open the following menus:

   a. Networking

   b. Ethernet

   c. Link Speed

3. Select one of the following options:

   ● Auto: The print server automatically configures itself for the highest link speed and communication mode allowed on the network.

   ● 10T Half: 10 megabytes per second (Mbps), half-duplex operation

   ● 10T Full: 10 Mbps, full-duplex operation

   ● 10T Auto: 10 Mbps, automatic-duplex operation

   ● 100TX Half: 100 Mbps, half-duplex operation

   ● 100TX Full: 100 Mbps, full-duplex operation

   ● 100TX Auto: 100 Mbps, automatic-duplex operation

   ● 1000T Full: 1000 Mbps, full-duplex operation

4. Select OK. The printer turns off and then on.

Printer security features

Introduction

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

- Security statements

- IP Security

- Assign or change the system password using the HP Embedded Web Server

- Encryption support: HP High Performance Secure Hard Disks

- Lock the formatter

Security statements

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

IP Security

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

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

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

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

1. Find the printer IP address: From the Home screen on the printer control panel, select the Information 🛈 icon, and then select the Network 🖧 icon to display the IP address or host name.

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

   🮕 https://10.10.XXXXX/
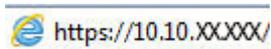
   📝 NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

3. Click the **Security** tab.

4. Open the **General Security** menu.

5. In the area labeled **Set the Local Administrator Password**, enter the name to associate with the password in the **Username** field.

6. Enter the password in the **New Password** field, and then enter it again in the **Verify Password** field.

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

7. Click the **Apply** button.

NOTE: Make note of the password and store it in a safe place. The administrator password cannot be recovered. If the administrator password is lost or forgotten, contact HP Support at support.hp.com for the assistance required to completely reset the printer.

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

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

1. Sign in to the printer:

   - **Keypad control panels:** Press the Sign In 🔒 button

   - **Touchscreen control panels:** From the Home screen on the printer control panel, select Sign In.

2. Follow the prompts to enter the credentials.

NOTE: To maintain security for the printer, press the Sign Out 🔒 button or select Sign Out when you have finished using the printer.

Encryption support: HP High Performance Secure Hard Disks

The hard disk provides hardware-based encryption so you can securely store sensitive data without impacting printer performance. This hard disk uses the latest Advanced Encryption Standard (AES) and has versatile time-saving features and robust functionality.

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

Lock the formatter

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

Energy-conservation settings

Introduction

- Set the idle settings

- Set the sleep timer and configure the printer to use 1 watt or less of power

Set the idle settings

By default the printer stays warm between jobs to optimize speed and print the first page of jobs faster. To conserve energy, set the printer to cool between jobs.

1. From the Home screen on the printer control panel, open the Settings menu.

2. Open the following menus:

    - General Settings

    - Energy Settings

    - Idle Settings

3. Adjust the slider to the right to save energy. Touch Done to save the setting.

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

The sleep settings affect how much power the printer uses, the wake/sleep time, how quickly the printer enters sleep mode, and how quickly the printer wakes up from sleep mode.

To configure the printer to use 1 watt or less of power while in sleep mode, enter times for both the Sleep after Inactivity and Auto Off after sleep settings.

1. From the Home screen on the printer control panel, open the Settings menu.

2. Open the following menus:

    - General Settings

    - Energy Settings

    - Sleep Settings

3. Select Sleep after Inactivity to specify the number of minutes the printer is inactive before it enters sleep mode. Enter the appropriate time period.

    NOTE: The sleep-mode default time is 0 minutes. Zero (0) indicates that the printer will go to sleep in less than 1 minute.

4. Select Auto Off after sleep to put the printer into a deeper power save mode after a period of sleep. Enter the appropriate time period.

    NOTE: By default, the printer will wake from Auto Off in response to any activity other than USB or Wi-Fi, but can be set to wake only to the power button.

5. Select Done to save the settings.

HP Web Jetadmin

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

HP Web Jetadmin upgrades are periodically made available to provide support for specific product features. Go to www.hp.com/go/webjetadmin for more information.

Software and firmware updates

HP regularly updates software and firmware to fix any issues and to add features. To take advantage of the most current updates, download the most recent driver file, firmware file, or both from the Web.

Go to www.hp.com/support/colorljM554. Click **Software and Drivers**.

6 Solve problems

- [Customer support](#)
- [Control panel help system](#)
- [Restore factory settings](#)
- [A "Cartridge is low" or "Cartridge is very low" message displays on the printer control panel](#)
- [Printer does not pick up paper or misfeeds](#)
- [Clear paper jams](#)
- [Resolve print-quality problems](#)
- [Solve wired network problems](#)
- [Solve wireless network problems](#)

For more information

The following information is correct at the time of publication.

For video assistance, see www.hp.com/videos/LaserJet.

For current information, see www.hp.com/support/colorljM554.

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

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

Customer support

Customer support options

Support type	Contact information
Get telephone support for your country/region Have the printer name, serial number, date of purchase, and problem description ready	Country/region phone numbers are on the flyer that was in the box with the printer or at support.hp.com.
Get 24-hour Internet support, and download software utilities and drivers	www.hp.com/support/colorljM554
Order additional HP service or maintenance agreements	www.hp.com/go/carepack
Register the printer	www.register.hp.com

Control panel help system

The printer has a built-in Help system that explains how to use each screen. To open the Help system, touch the Help ❓ button in the upper-right corner of the screen.
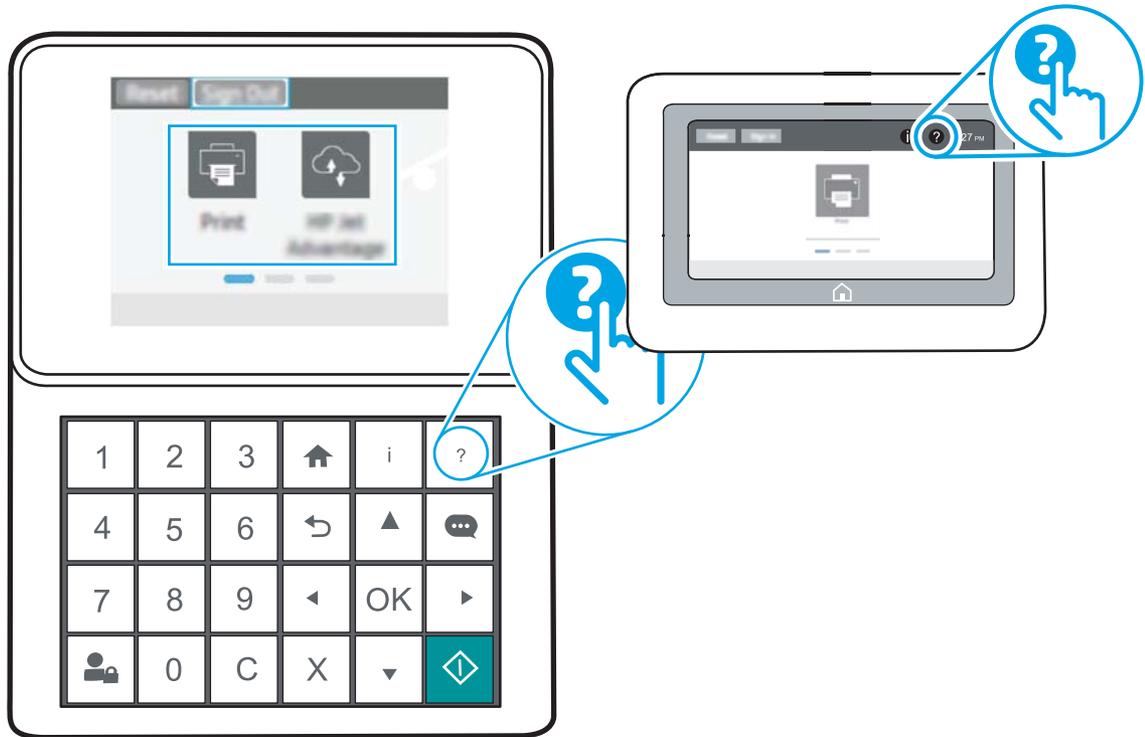
For some screens, the Help opens to a global menu where you can search for specific topics. You can browse through the menu structure by touching the buttons in the menu.

Some Help screens include animations that show specific procedures, such as clearing paper jams.

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

Restore factory settings

Introduction

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

📝 **NOTE:** Restoring factory settings sets most of the printer settings to their factory defaults. However, some settings are not changed, such as language, date, time, and some network configuration settings.

Method one: Restore factory settings from the printer control panel

1. From the Home screen on the printer control panel, open the Settings menu.

2. Open the following menus:

    ● General

    ● Reset Factory Settings

3. Select Reset.

    A verification message advises that completing the reset function might result in loss of data.

4. Select Reset to complete the process.

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

Method two: Restore factory settings from the HP Embedded Web Server (network-connected printers only)

📝 **NOTE:** The steps vary according to the type of control panel.
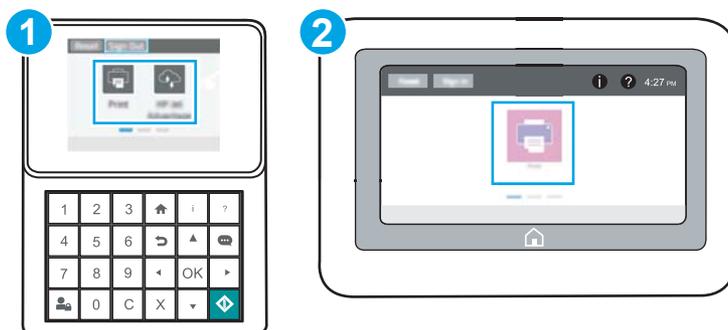
1	Keypad control panel
2	Touchscreen control panel

1. Open the HP Embedded Web Server (EWS):

a. **Keypad control panels:** On the printer control panel, press the ℹ️ button, and then use the arrow keys to select the Ethernet ⊞ menu. Press the OK button to open the menu and display the IP address or host name.

   Touchscreen control panels: On the printer control panel, touch the ℹ️ button, and then select the Network ⊞ icon to display the IP address or host name.

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

   🔲 https://10.10.XXXXX/

   📝 **NOTE:** If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

2. Open the **General** tab.

3. On the left side of the screen, click **Reset Factory Settings**.

4. Click the **Reset** button.

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

A "Cartridge is low" or "Cartridge is very low" message displays on the printer control panel

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

Continue printing with the current cartridge until redistributing the toner no longer yields acceptable print quality. To redistribute the toner, remove the toner cartridge from the printer and gently rock the cartridge back and forth end to end. Reinsert the toner cartridge into the printer and close the cover.

Cartridge is very low: The printer indicates when the cartridge level is very low. Actual cartridge life remaining may vary. To extend the life of the toner, gently rock the cartridges back and forth end to end. Consider having a replacement available to install when print quality is no longer acceptable. The cartridge does not need to be replaced now unless the print quality is no longer acceptable.
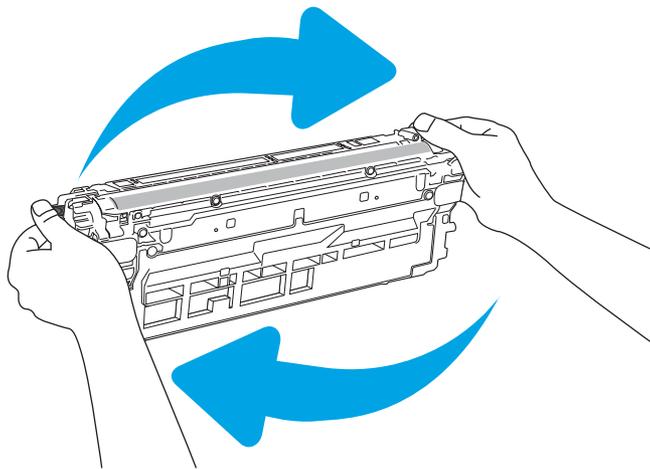
Once an HP toner cartridge has reached **Very Low**, HP's Premium Protection Warranty on that toner cartridge has ended.

Change the "Very Low" settings

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

1. From the Home screen on the printer control panel, open the Settings menu.

2. Open the following menus:

   ● Manage Supplies

   ● Very Low Behavior

   ● Black Cartridge or Color Cartridges

3. Select one of the following options:

- Select the Stop option to set the printer to stop printing when the cartridge reaches the **Very Low** threshold.

- Select the Prompt to continue option to set the printer to stop printing when the cartridge reaches the **Very Low** threshold. You can acknowledge the prompt or replace the cartridge to resume printing.

- Select the Continue option to set the printer to alert you that the cartridge is very low, and to continue printing beyond the **Very Low** setting without interaction. This can result in unsatisfactory print quality.

Order supplies

Order supplies and paper	www.hp.com
Order through service or support providers	Contact an HP-authorized service or support provider.
Order using the HP Embedded Web Server (EWS)	To access, in a supported web browser on your computer, enter the printer IP address or host name in the address/URL field. The EWS contains a link to the HP website, which provides options for purchasing Original HP supplies.

Printer does not pick up paper or misfeeds

Introduction

The following solutions can help solve problems if the printer is not picking up paper from the tray or is picking up multiple sheets of paper at one time. Either of these situations can result in paper jams.

- The printer does not pick up paper
- The printer picks up multiple sheets of paper

The printer does not pick up paper

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

1. Open the printer and remove any jammed sheets of paper. Verify that no torn remnants of paper remain inside the printer.

2. Load the tray with the correct size of paper for the job.

3. Make sure the paper size and type are set correctly on the printer control panel.

4. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray. The arrow on the tray guide should line up exactly with the marking on the tray.

    NOTE: Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray.

    NOTE: If the managed service provider has installed locking tray guides, these may not be adjustable. Contact the managed service representative for more information on locking or unlocking of paper trays.

    The following images show examples of the paper-size indentations in the trays for various printers. Most HP printers have markings similar to these.

    Figure 6-1 Size markings for Tray 1 or the multipurpose tray
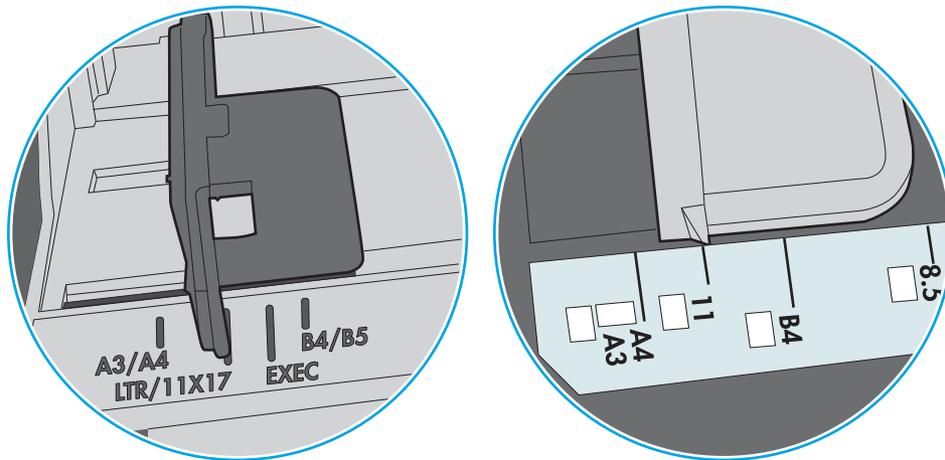
    Figure 6-2 Size markings for cassette trays

5. Verify that the humidity in the room is within specifications for this printer and that paper is being stored in unopened packages. Most reams of paper are sold in moisture-proof wrapping to keep paper dry.

   In high-humidity environments, paper at the top of the stack in the tray can absorb moisture, and it might have a wavy or uneven appearance. If this happens, remove the top 5 to 10 sheets of paper from the stack.

   In low-humidity environments, excess static electricity can cause sheets of paper to stick together. If this happens, remove the paper from the tray, and flex the stack by holding it at each end and bringing the ends up to form a U shape. Then, rotate the ends down to reverse the U shape. Next, hold each side of the stack of paper, and repeat this process. This process releases individual sheets without introducing static electricity. Straighten the paper stack against a table before returning it to the tray.

   Figure 6-3 Technique for flexing the paper stack
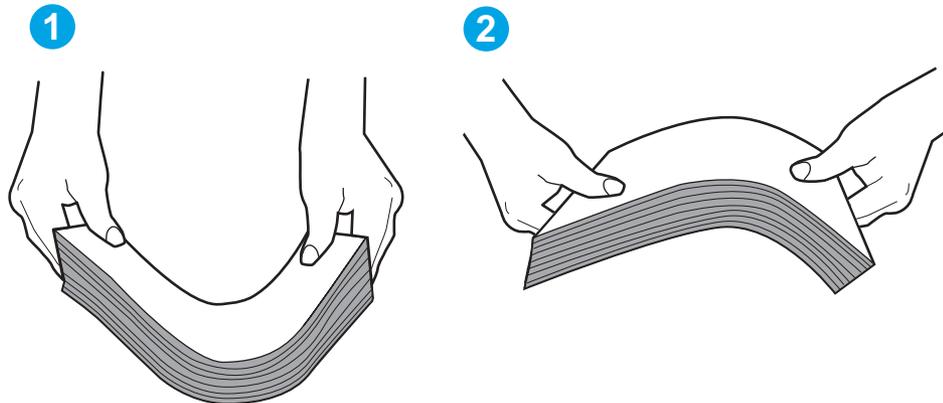
6. Check the printer control panel to see if it is displaying a prompt to feed the paper manually. Load paper, and continue.

7. The rollers above the tray might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water. Use distilled water, if it is available.

   ⚠ CAUTION: Do not spray water directly on to the printer. Instead, spray water on the cloth or dab the cloth in water and wring it out before cleaning the rollers.

   The following image shows examples of the roller location for various printers.

   Figure 6-4 Roller locations for Tray 1 or the multipurpose tray
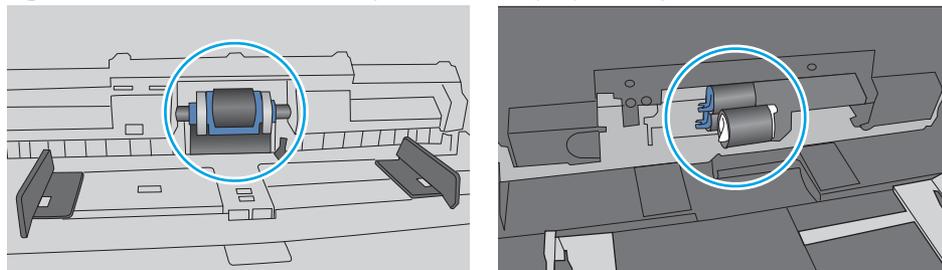
The printer picks up multiple sheets of paper

If the printer 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.

📝 **NOTE:** Fanning the paper introduces static electricity. Instead of fanning the paper, flex the stack by holding it at each end and bringing the ends up to form a U shape. Then, rotate the ends down to reverse the U shape. Next, hold each side of the stack of paper, and repeat this process. This process releases individual sheets without introducing static electricity. Straighten the paper stack against a table before returning it to the tray.

Figure 6-5 Technique for flexing the paper stack
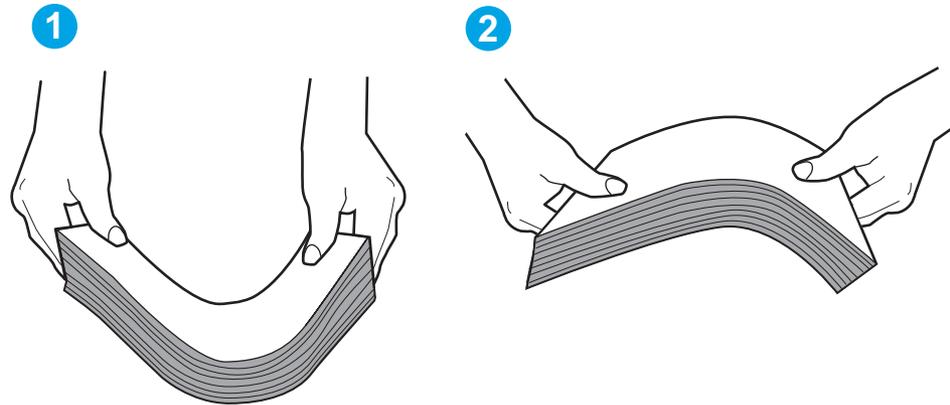
2. Use only paper that meets HP specifications for this printer.

3. Verify that the humidity in the room is within specifications for this printer, and that paper is being stored in unopened packages. Most reams of paper are sold in moisture-proof wrapping to keep paper dry.

In high-humidity environments, paper at the top of the stack in the tray can absorb moisture, and it might have a wavy or uneven appearance. If this happens, remove the top 5 to 10 sheets of paper from the stack.

In low-humidity environments, excess static electricity can cause sheets of paper to stick together. If this happens, remove the paper from the tray, and flex the stack as described above.

4. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.

5. Make sure the tray is not overfilled by checking the stack-height markings inside the tray. If it is overfilled, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.

The following images show examples of the stack-height markings in the trays for various printers. Most HP printers have markings similar to these. Also make sure that all sheets of paper are below the tabs near the stack-height marks. These tabs help hold the paper in the correct position as it enters the printer.

Figure 6-6 Stack-height markings
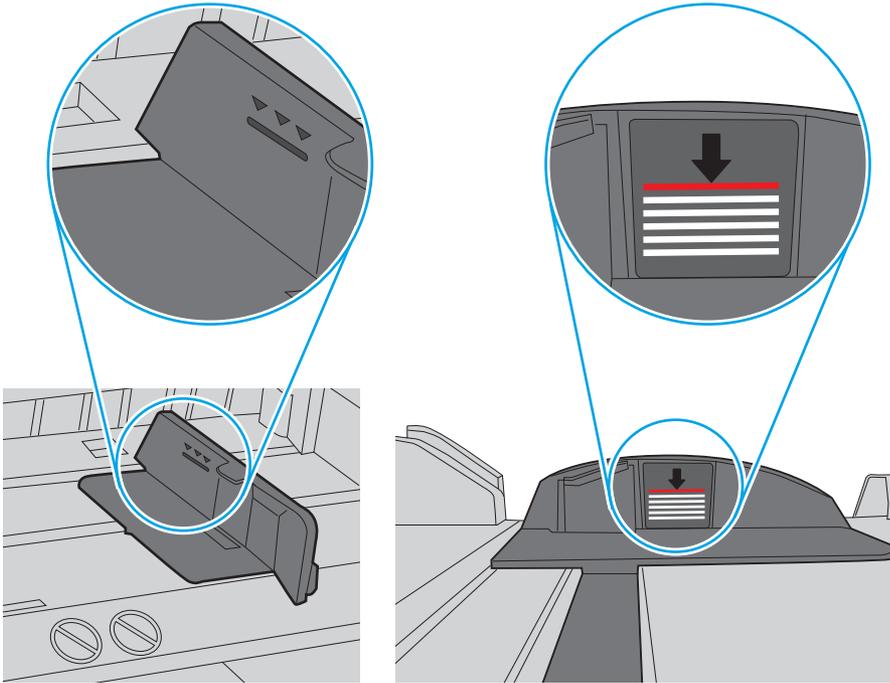
Figure 6-7 Tab for the paper stack
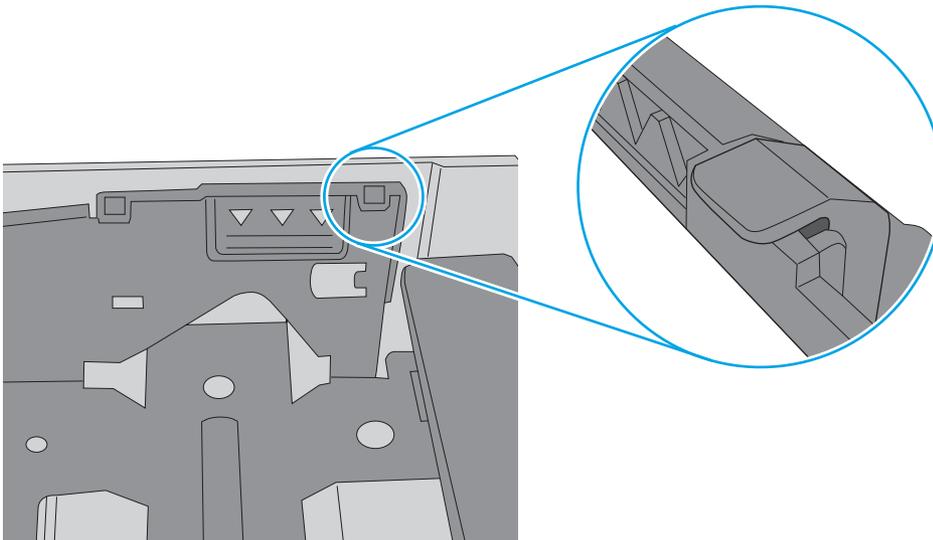
6. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray. The arrow on the tray guide should line up exactly with the marking on the tray.

📝 NOTE: Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray.

The following images show examples of the paper-size indentations in the trays for various printers. Most HP printers have markings similar to these.

Figure 6-8 Size markings for Tray 1 or the multipurpose tray
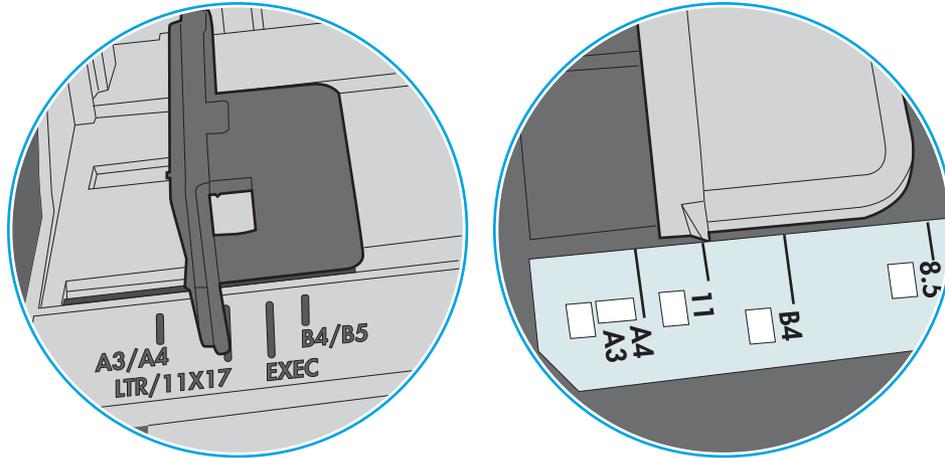
Figure 6-9 Size markings for cassette trays
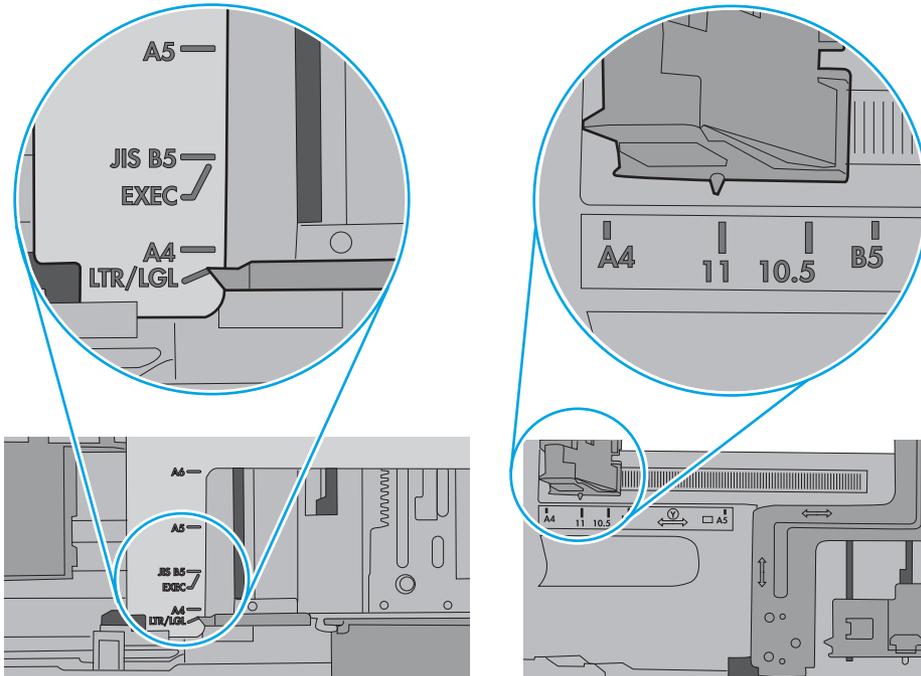
7. Make sure the printing environment is within recommended specifications.

Clear paper jams

Introduction

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

- Jam locations
- Auto-navigation for clearing paper jams
- Experiencing frequent or recurring paper jams?
- 13.B2.D1 tray 1 paper jam
- 13.B2.D2 tray 2 paper jam
- 13.A3, 13.A4, 13.A5 tray 3, tray 4, tray 5 paper jam
- 13.B right door and fuser area paper jam
- 13.E1 output bin paper jam

Jam locations
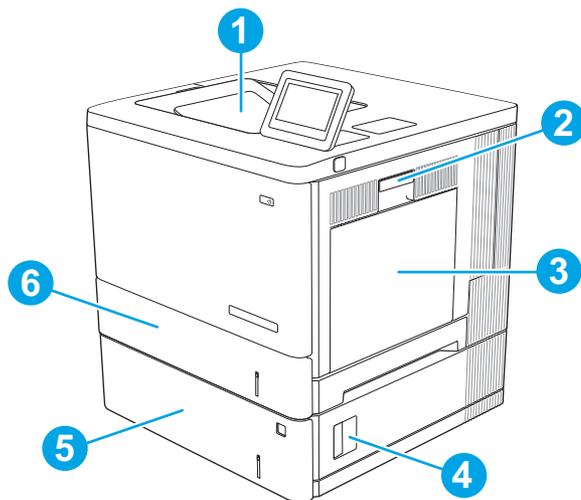
1	Output bin	See 13.E1 output bin paper jam on page 109.
2	Right door and fuser area	See 13.B right door and fuser area paper jam on page 104.
3	Tray 1	See 13.B2.D1 tray 1 paper jam on page 96.
4	Lower-right door	See 13.A3, 13.A4, 13.A5 tray 3, tray 4, tray 5 paper jam on page 101.
5	Optional 550-sheet trays	See 13.A3, 13.A4, 13.A5 tray 3, tray 4, tray 5 paper jam on page 101.
6	Tray 2	See 13.B2.D2 tray 2 paper jam on page 98.

Auto-navigation for clearing paper jams

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

Experiencing frequent or recurring paper jams?

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

> **NOTE:** To see a video that demonstrates how to load paper in a way that reduces the number of paper jams, click here.

1. Use only paper that meets HP specifications for this printer.

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 printer.

7. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.

8. Open the Trays menu on the printer control panel. Verify that the tray is configured correctly for the paper type and size.

9. Make sure the printing environment is within recommended specifications.

13.B2.D1 tray 1 paper jam

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

1. If jammed paper is visible in Tray 1, clear the jam by gently pulling the paper straight out. Touch the OK button to clear the message.
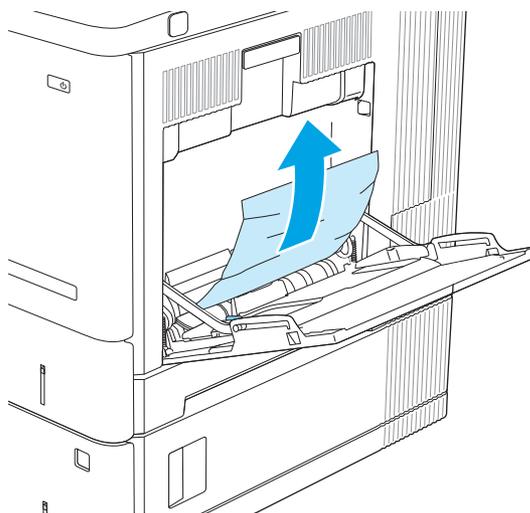
2. If the paper remains stuck, or if no jammed paper is visible in Tray 1, remove any remaining paper in the tray, and then close Tray 1 and open the right door.
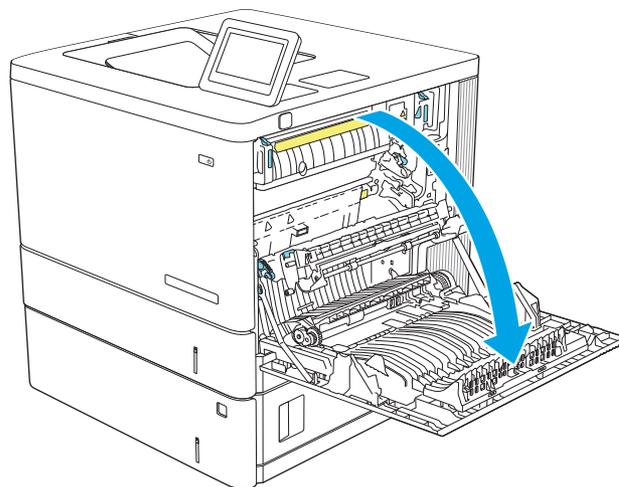
3. If jammed paper is present, gently pull it out.
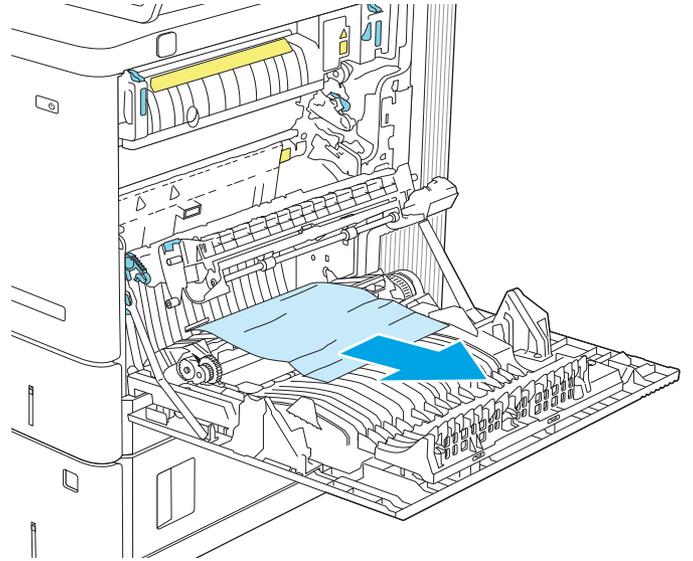
4. Close the right door.
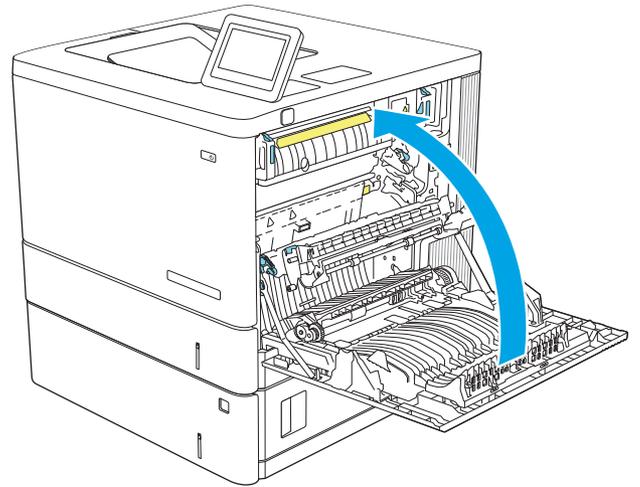
13.B2.D2 tray 2 paper jam

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

1. Lift the latch on the right door to release it.
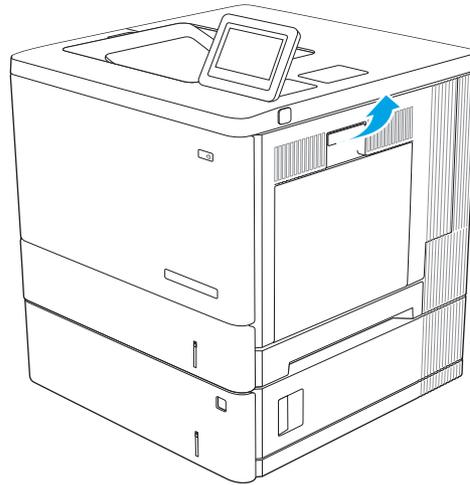
2. Open the right door.
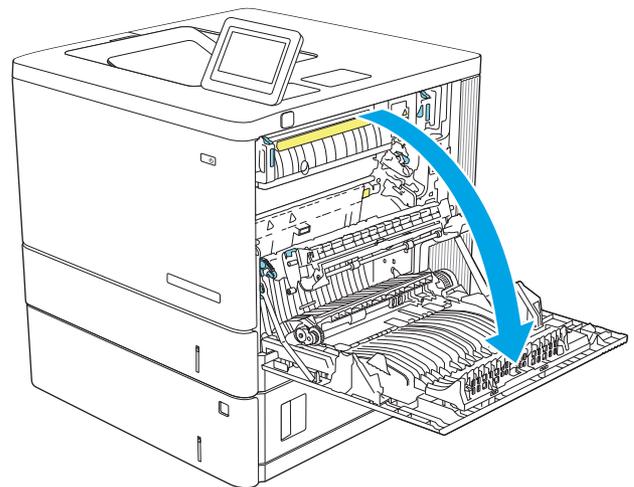
3. Gently pull out any jammed paper from the pick up area.
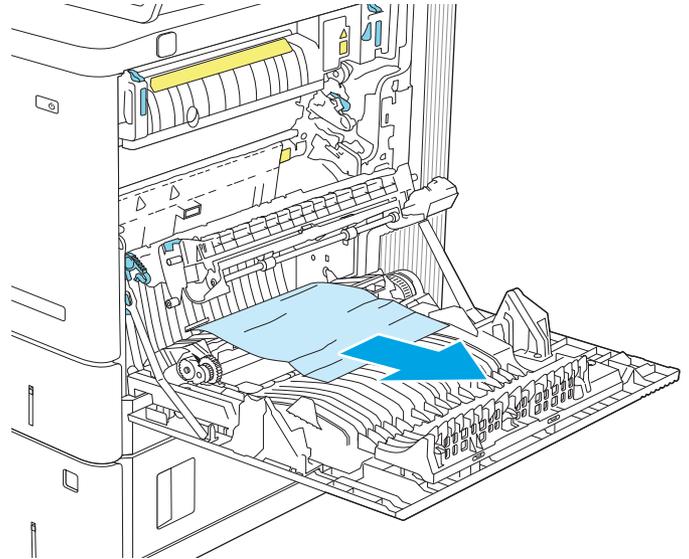
4. Pull the tray completely out of the printer by pulling and lifting it up slightly.
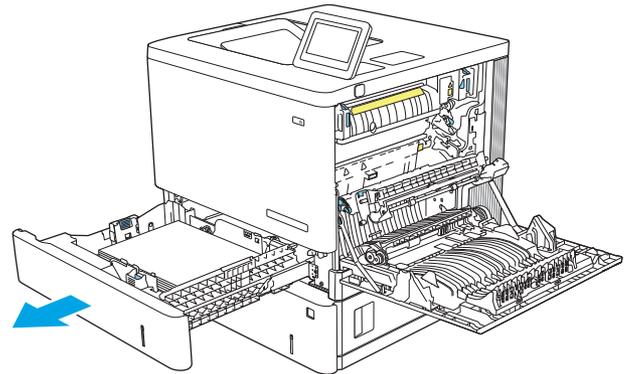
5. Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.
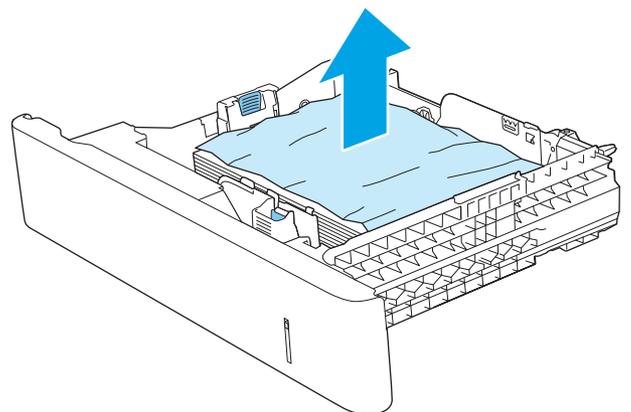
6. Remove any paper from the feed rollers inside the printer. First pull the paper to the left to release it, and then pull it forward to remove it.
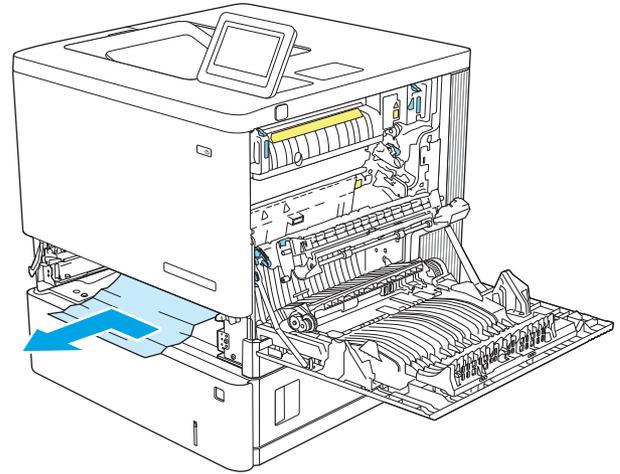
7. Reinsert and close the tray.
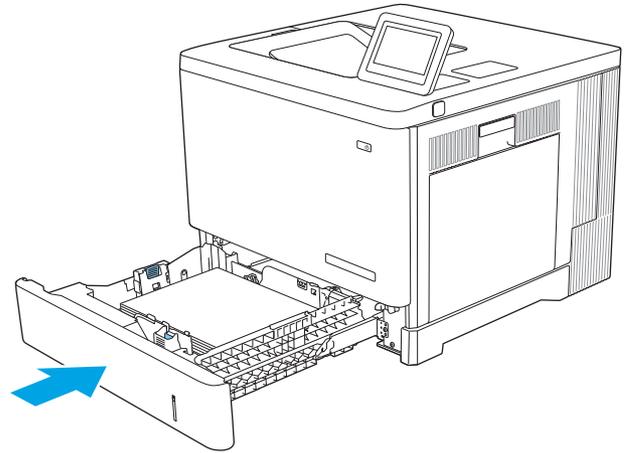
8. Close the right door.
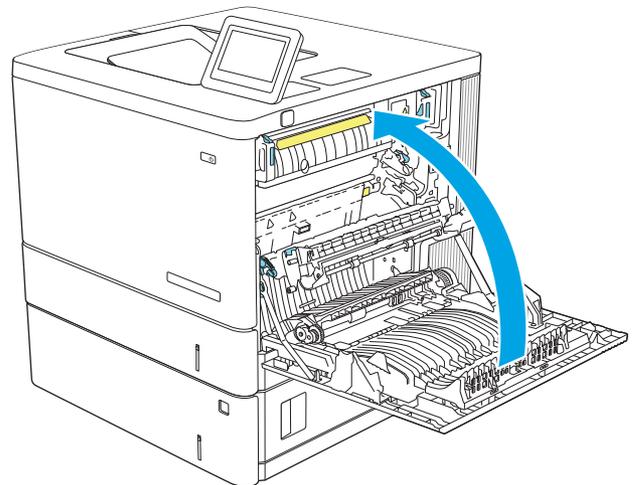
13.A3, 13.A4, 13.A5 tray 3, tray 4, tray 5 paper jam

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

1. Open the lower-right door.
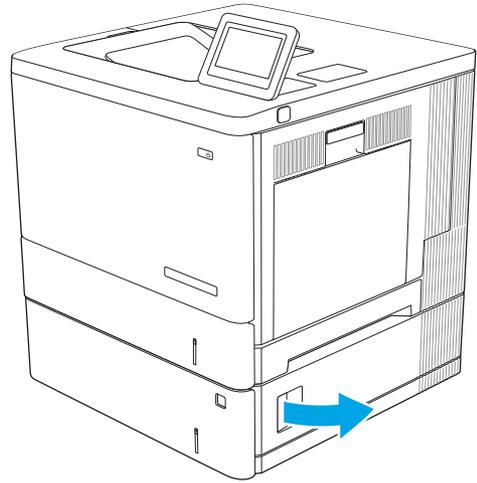
2. Gently pull out any jammed paper.
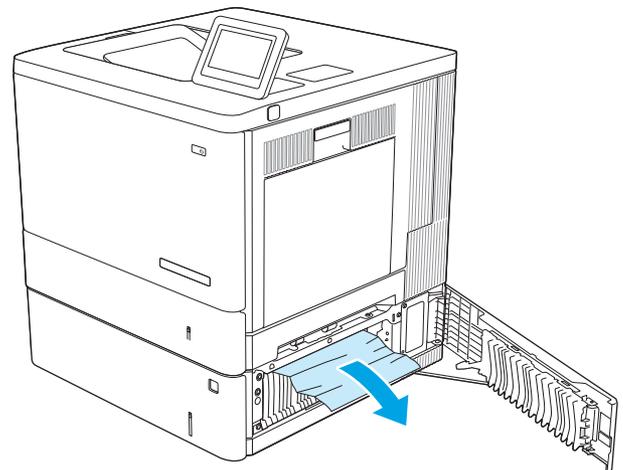
3. Pull the tray completely out of the printer by pulling and lifting it up slightly.
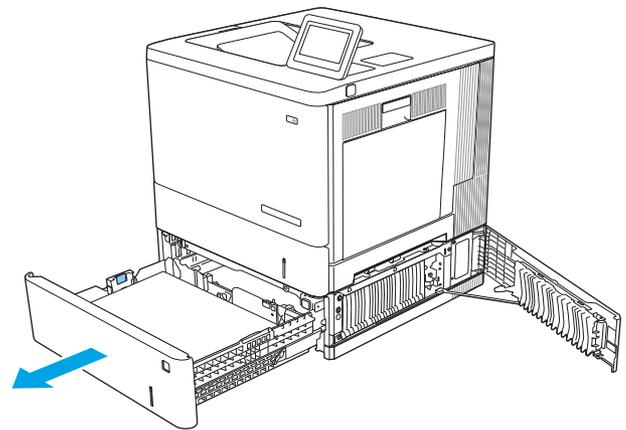
4. Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.
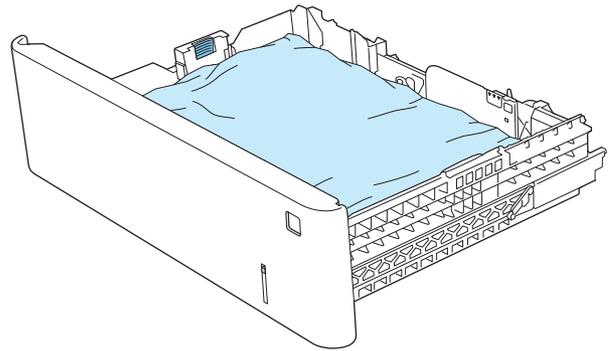
5. Remove any paper from the feed rollers inside the printer. First pull the paper to the left to release it, and then pull it forward to remove it.
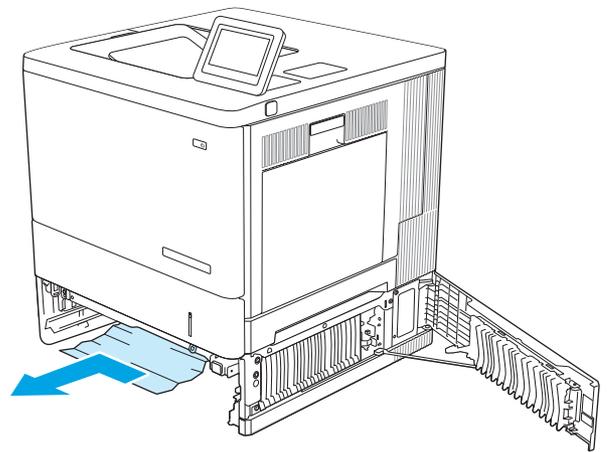
6. Close the lower-right door.
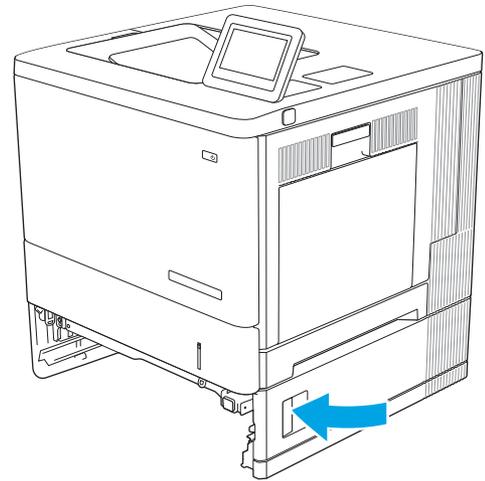
7. Reinsert and close the tray.
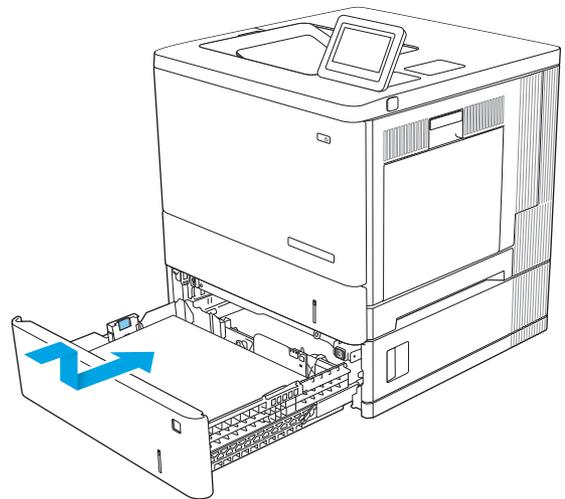
13.B right door and fuser area paper jam

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

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

1. Lift the latch on the right door to release it.
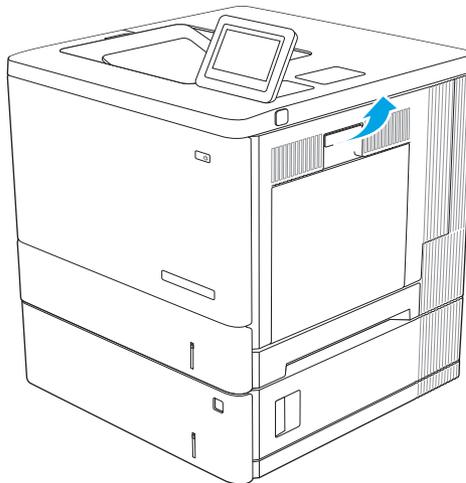
2. Open the right door.
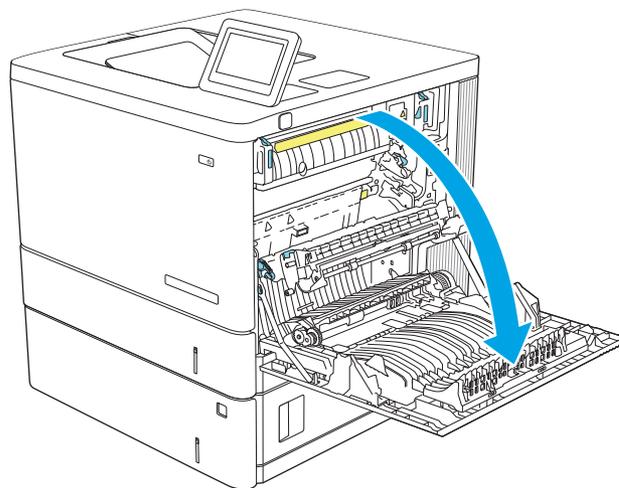
3. Gently pull out any jammed paper from the pick up area.
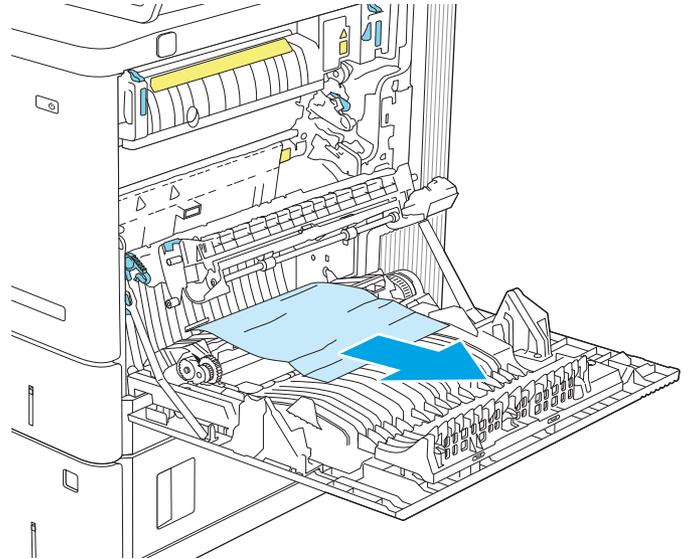
4. Close the transfer assembly.
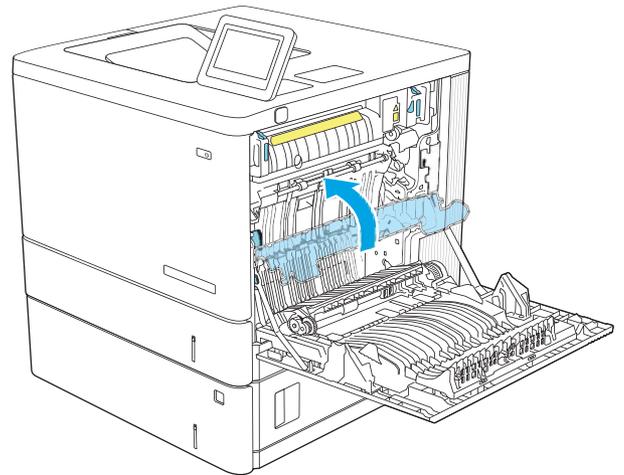
5. Push down on the green levers to release the jam-access cover.
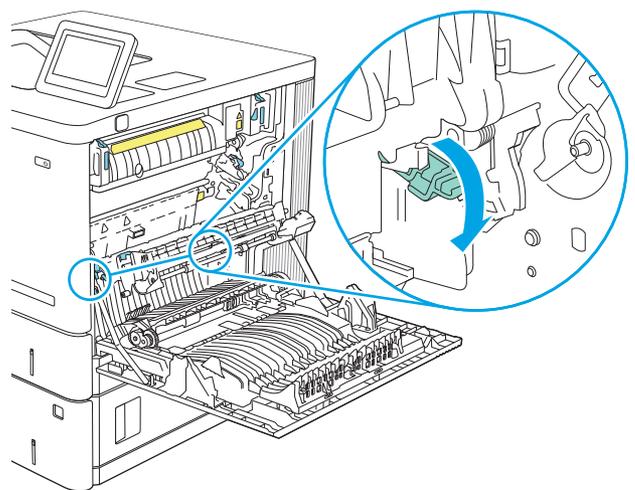
6. Gently pull out any jammed paper. If the paper tears, make sure to remove all remnants.
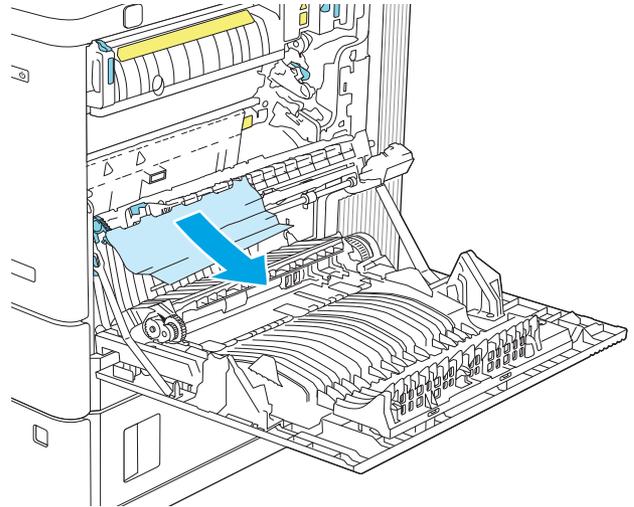
7. Close the jam-access cover, and then lower the transfer assembly.
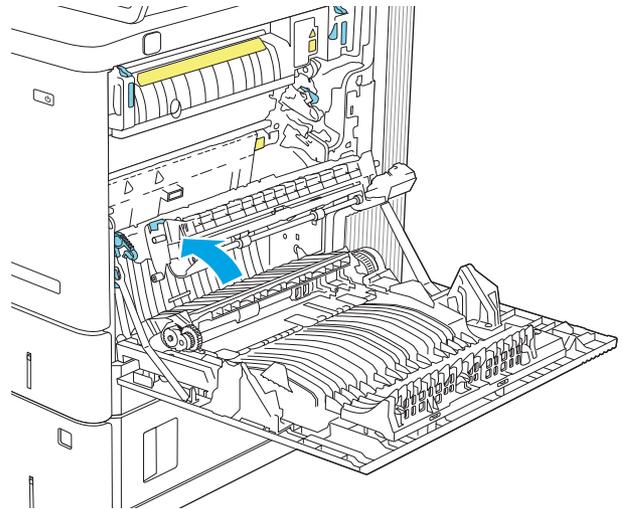
8. If paper is visible entering the bottom of the fuser, gently pull downward to remove it.

   CAUTION: Do not touch the foam on the transfer roller. Contaminants can affect print quality.
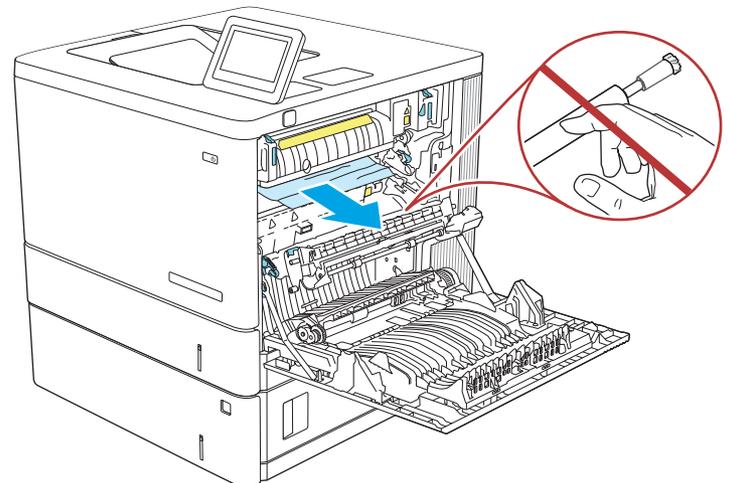
9. If paper is jammed as it enters the output bin, gently pull the paper out to remove it.
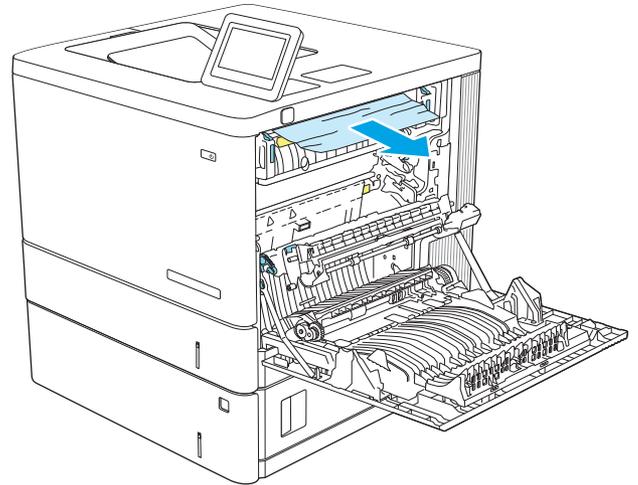
10. Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, lift up slightly, and then pull straight out to remove the fuser.

    CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.
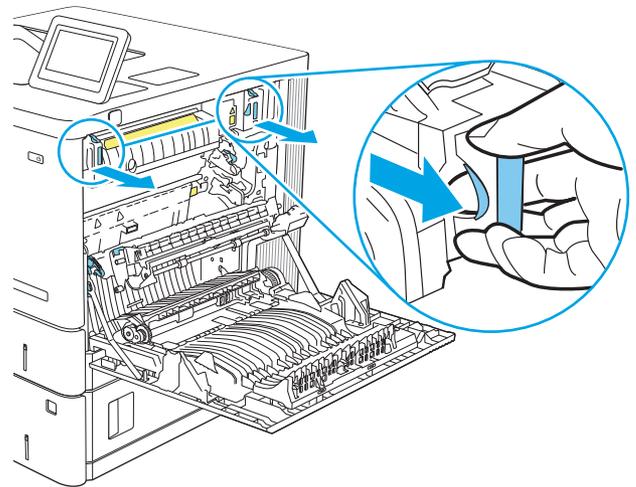
11. Open the jam-access door. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

    CAUTION: Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers until they have cooled.
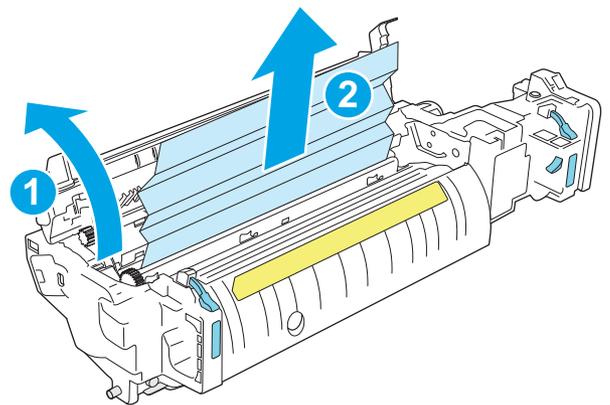
12. Close the jam-access door, and push the fuser completely into the printer until it clicks into place.
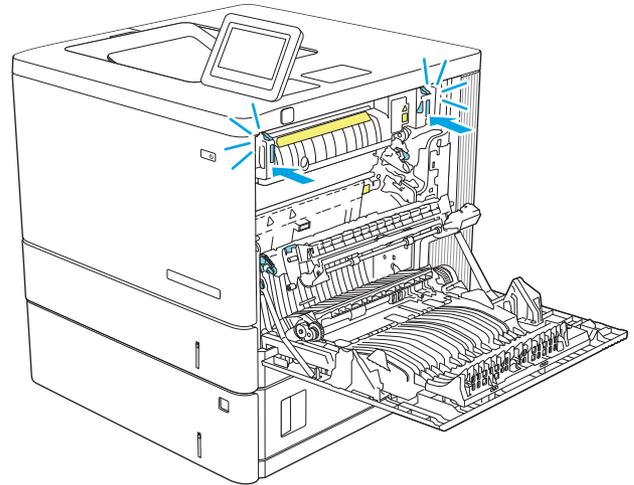
13. Check for jammed paper in the duplex path inside the right door, and remove any jammed paper.
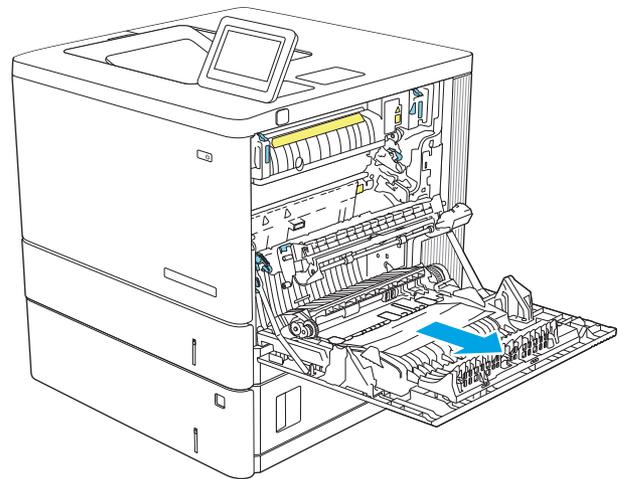
14. Close the right door.
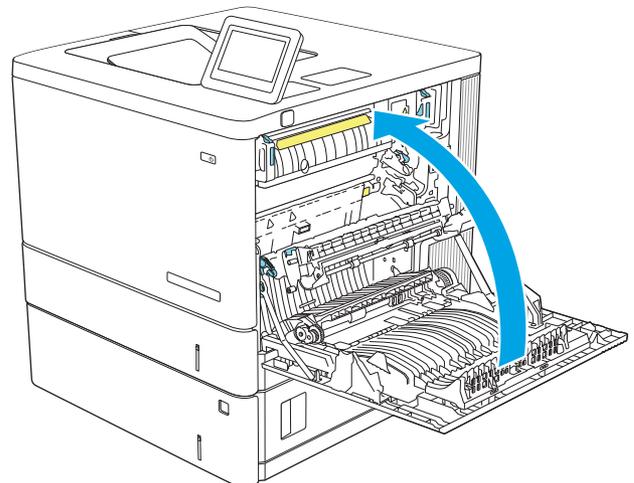
13.E1 output bin paper jam

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

1. If paper is visible in the output bin, grasp the leading edge and remove it.
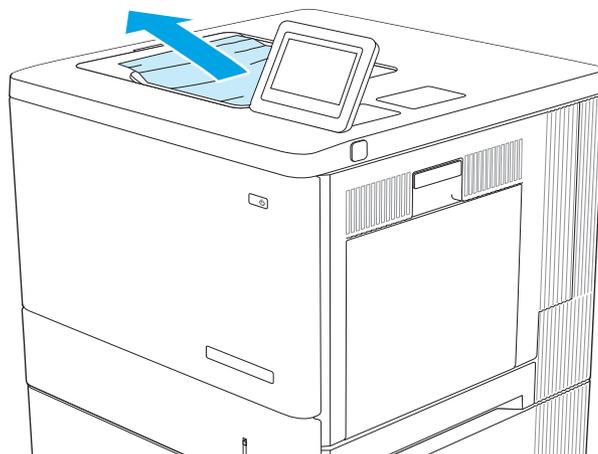
Resolve print-quality problems

Introduction

Use the information below to troubleshoot print-quality problems, including issues with image quality and color quality.

The troubleshooting steps can help resolve the following defects:

- Blank pages
- Black pages
- Colors that do not align
- Curled paper
- Dark or light bands
- Dark or light streaks
- Fuzzy print
- Gray background or dark print
- Light print
- Loose toner
- Missing toner
- Scattered dots of toner
- Skewed images
- Smears
- Streaks

Troubleshoot print quality

To resolve print-quality issues, try these steps in the order presented.

To troubleshoot specific image defects, see Troubleshoot image defects.

Update the printer firmware

Try upgrading the printer firmware.

Print from a different software program

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

Check the paper-type setting for the print job

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

Check the paper type setting on the printer

1. Open the tray.

2. Verify that the tray is loaded with the correct type of paper.

3. Close the tray.

4. Follow the control panel instructions to confirm or modify the paper type settings for the tray.

Check the paper type setting (Windows)

1. From the software program, select the **Print** option.

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

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

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

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

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

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

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

Check the paper type setting (macOS)

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

2. In the **Printer** menu, select the printer.

3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Finishing** menu.

4. Select a type from the **Media Type** drop-down list.

5. Click the **Print** button.

Check toner-cartridge status

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

Step one: Print the supplies status page

1. From the Home screen on the printer control panel, select the Reports menu.

2. Select the Configuration/Status Pages menu.

3. Select Supplies Status Page, and then, select Print [image] to print the page.

Step two: Check supplies status

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

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

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

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

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

   A genuine HP toner cartridge has the word "HP" on it, or has the HP logo on it. For more information on identifying HP cartridges go to www.hp.com/go/learnaboutsupplies.

Print a cleaning page

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

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

1. Load plain paper in Tray 1.

2. From the Home screen on the printer control panel, select the Support Tools menu.

3. Select the following menus:

   ● Maintenance

   ● Calibration/Cleaning

   ● Cleaning Page

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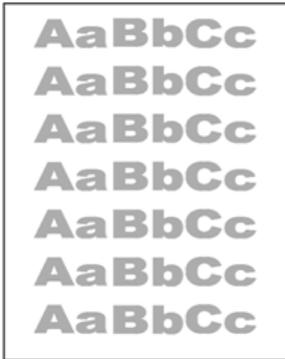
   A **Cleaning...** message displays on the printer control panel. The cleaning process takes a few minutes to complete. Do not turn the printer off until the cleaning process has finished. When it is finished, discard the printed page.

Visually inspect the toner cartridge or cartridges

Follow these steps to inspect each toner cartridge.

1. Remove the toner cartridges from the printer, and verify that the sealing tape has been removed.

2. Check the memory chip for damage.

3. Examine the surface of the green imaging drum.

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

4. If you see any scratches, fingerprints, or other damage on the imaging drum, replace the toner cartridge.

5. Reinstall the toner cartridge, and print a few pages to see if the problem has resolved.

Check paper and the printing environment

Step one: Use paper that meets HP specifications

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

- Always use a paper type and weight that this printer supports.

- Use paper that is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges.

- Use paper that has not been previously printed on.

- Use paper that does not contain metallic material, such as glitter.

- Use paper that is designed for use in laser printers. Do not use paper that is designed only for use in Inkjet printers.

- Use paper that is not too rough. Using smoother paper generally results in better print quality.

Step two: Check the environment

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

- Move the printer away from drafty locations, such as open windows or doors, or air-conditioning vents.

- Make sure the printer is not exposed to temperatures or humidity outside of printer specifications.

- Do not place the printer in a confined space, such as a cabinet.

- Place the printer on a sturdy, level surface.

- Remove anything that is blocking the vents on the printer. The printer requires good air flow on all sides, including the top.

- Protect the printer from airborne debris, dust, steam, grease, or other elements that can leave residue inside the printer.

Step three: Set the individual tray alignment

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

1. Load plain paper in Tray 1.

2. From the Home screen on the printer control panel, select the Settings menu.

3. Select the following menus:

    - Copy/Print or Print

    - Print Quality

    - Image Registration

4. Select Tray, and then select the tray to adjust.

5. Select Print Test Page, and then follow the instructions on the printed pages.

6. Select Print Test Page again to verify the results, and then make further adjustments if necessary.

7. Select Done to save the new settings.

Try a different print driver

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

Download any of the following drivers from the HP Web site: www.hp.com/support/colorljM554.

HP PCL 6 V3 driver	This printer-specific print driver supports Windows 7 and newer operating systems that support version 3 drivers. For a list of supported operating systems, go to www.hp.com/go/support.
HP PCL-6 V4 driver	This product-specific print driver supports Windows 8 and newer operating systems that support version 4 drivers. For a list of supported operating systems, go to www.hp.com/go/support.
HP UPD PS driver	● Recommended for printing with Adobe® software programs or with other highly graphics-intensive software programs ● Provides support for printing from postscript emulation needs, or for postscript flash font support
HP UPD PCL 6	● Recommended for printing in all Windows environments ● Provides the overall best speed, print quality, and printer feature support for most users ● Developed to align with Windows Graphic Device Interface (GDI) for best speed in Windows environments ● Might not be fully compatible with third-party and custom software programs that are based on PCL 5

Troubleshoot color quality

Calibrate the printer to align the colors

Calibration is a printer function that optimizes print quality.

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

1. From the Home screen on the printer control panel, select the Support Tools menu.

2. Select the following menus:

    ●   Maintenance

    ●   Calibration/Cleaning

    ●   Full Calibration

3. Select Start to start the calibration process.

   A **Calibrating** message will display on the printer control panel. The calibration process takes a few minutes to complete. Do not turn the printer off until the calibration process has finished.

4. Wait while the printer calibrates, and then try printing again.

Troubleshoot image defects

Table 6-2 Image defects table quick reference

Table 6-10 Light print on page 121	Table 6-8 Gray background or dark print on page 120	Table 6-5 Blank page — No print on page 118
AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	
Table 6-4 Black page on page 117	Table 6-3 Banding defects on page 117	Table 6-12 Streak defects on page 123
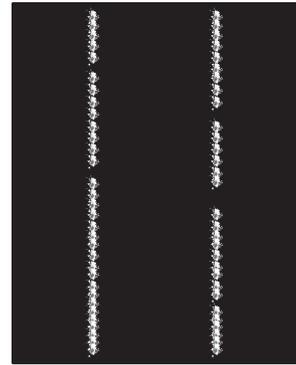
Table 6-2 Image defects table quick reference (continued)

Table 6-7 Fixing/fuser defects on page 119	Table 6-9 Image placement defects on page 120	Table 6-6 Color plane registrations defects (color models only) on page 118
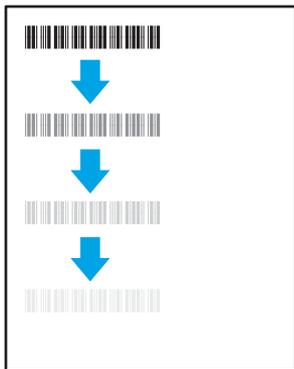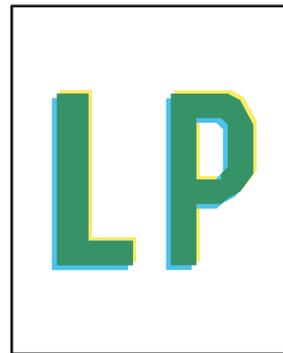
Table 6-11 Output defects on page 122
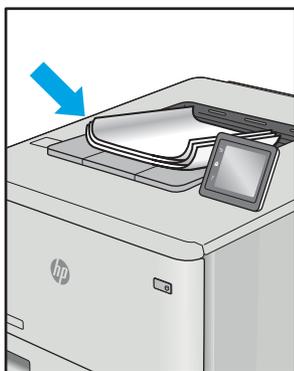
Image defects, no matter the cause, can often be resolved using the same steps. Use the following steps as a starting point for solving image defect issues.

1. Reprint the document. Print quality defects can be intermittent in nature or can go away completely with continued printing.

2. Check the condition of the cartridge or cartridges. If a cartridge is in a **Very Low** state (it has passed the rated life), replace the cartridge.

3. Make sure that the driver and tray print mode settings match the media that is loaded in the tray. Try using a different ream of media or a different tray. Try using a different print mode.

4. Make sure that the printer is within the supported operating temperature/humidity range.

5. Make sure that the paper type, size, and weight are supported by the printer. See the printer support page at support.hp.com for a list of the supported paper sizes and types for the printer.

📝 NOTE: The term "fusing" refers to the part of the printing process where toner is affixed to paper.

The following examples depict letter-size paper that has passed through the printer short-edge first.

Table 6-3 Banding defects

Sample	Description	Possible solutions
	Dark or light lines which repeat down the length of the page, and are wide-pitch and/or impulse bands. They might be sharp or soft in nature. The defect displays only in areas of fill, not in text or sections with no printed content.	1. Reprint the document. 2. Try printing from another tray. 3. Replace the cartridge. 4. Use a different paper type. 5. **Enterprise models only:** From the Home screen on the printer control panel, go to the Adjust Paper Types menu, and then choose a print mode that is designed for a slightly heavier media than what you are using. This slows the print speed and might improve the print quality. 6. If the issue persists, go to support.hp.com.

Table 6-4 Black page

Sample	Description	Possible solutions
	The entire printed page is black.	1. Visually inspect the cartridge to check for damage. 2. Make sure that the cartridge is installed correctly. 3. Replace the cartridge 4. If the issue persists, go to support.hp.com.

Table 6-5 Blank page — No print

Sample	Description	Possible solutions
	The page is completely blank and contains no printed content.	1. Make sure that the cartridges are genuine HP cartridges. 2. Make sure that the cartridge is installed correctly. 3. Print with a different cartridge. 4. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter paper type. 5. If the issue persists, go to support.hp.com.

Table 6-6 Color plane registrations defects (color models only)

Sample	Description	Possible solutions
	One or more color plane(s) is not aligned with the other color planes. This registration error will typically occur with yellow.	1. Reprint the document. 2. From the printer control panel, calibrate the printer. 3. If a cartridge has reached a **Very Low** state, or the printed output is severely faded, replace the cartridge. 4. From the printer control panel use the Restore Calibration feature to reset the printer's calibration settings to the factory defaults. 5. If the issue persists, go to support.hp.com.

Table 6-7 Fixing/fuser defects

Sample	Description	Possible solutions
	Slight shadows or offsets of the image are repeated down the page. The repeated image might fade with each recurrence.	1. Reprint the document. 2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter paper type. 3. If the issue persists, go to support.hp.com.
	Toner rubs off along either edge of the page. This defect is more common at the edges of high-coverage jobs, and on light media types, but can occur anywhere on the page.	1. Reprint the document. 2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a heavier paper type. 3. **Enterprise models only:** From the printer control panel, go to the Edge-to-Edge menu and then select Normal. Reprint the document. 4. **Enterprise models only:** From the printer control panel, select Auto Include Margins and then reprint the document. 5. If the issue persists, go to support.hp.com.
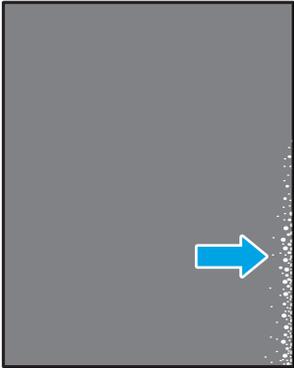
Table 6-8 Gray background or dark print

Sample	Description	Possible solutions
AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	The image or text is darker than expected and/or the background is gray.	1. Make sure that the paper in the trays has not already been run through the printer. 2. Use a different paper type. 3. Reprint the document. 4. **Mono models only:** From the Home screen on the printer control panel, go to the Adjust Toner Density menu, and then adjust the toner density to a lower level. 5. Make sure that the printer is within the supported operating temperature and humidity range. 6. Replace the cartridge. 7. If the issue persists, go to support.hp.com.

Table 6-9 Image placement defects

Sample	Description	Possible solutions
LP	The image is not centered, or is skewed on the page. The defect occurs when the paper is not positioned properly as it is pulled from the tray and moves through the paper path.	1. Reprint the document. 2. Remove the paper and then reload the tray. Make sure that all the paper edges are even on all sides. 3. Make sure that the top of the paper stack is below the tray-full indicator. Do not overfill the tray. 4. Make sure that the paper guides are adjusted to the correct size for the paper. Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray. 5. If the issue persists, go to support.hp.com.

Table 6-10 Light print

Sample	Description	Possible solutions
AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	The printed content is light or faded on the entire page.	1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. 3. **Mono models only:** Make sure that the EconoMode setting is disabled, both at the printer control panel and in the print driver. 4. Make sure that the cartridge is installed correctly. 5. Print a Supplies Status Page and check the life and usage of the cartridge. 6. Replace the cartridge. 7. If the issue persists, go to support.hp.com.

Table 6-11 Output defects

Sample	Description	Possible solutions
	Printed pages have curled edges. The curled edge can be along the short or long side of the paper. Two types of curl are possible: ● **Positive curl:** The paper curls toward the printed side. The defect occurs in dry environments or when printing high-coverage pages. ● **Negative curl:** The paper curls away from the printed side. The defect occurs in high-humidity environments or when printing low-coverage pages.	1. Reprint the document. 2. **Positive curl:** From the printer control panel, select a heavier paper type. The heavier paper type creates a higher temperature for printing. **Negative curl:** From the printer control panel, select a lighter paper type. The lighter paper type creates a lower temperature for printing. Try storing the paper in a dry environment prior to use, or use freshly-opened paper. 3. Print in duplex mode. 4. If the issue persists, go to support.hp.com.
	The paper does not stack well in the output tray. The stack might be uneven, skewed, or the pages might be pushed out of the tray and onto the floor. Any of the following conditions can cause this defect: ● Extreme paper curl ● The paper in the tray is wrinkled or deformed ● The paper is a non-standard paper type, such as envelopes ● The output tray is too full	1. Reprint the document. 2. Extend the output bin extension. 3. If the defect is caused by extreme paper curl, refer to the troubleshooting steps for "Output curl." 4. Use a different paper type. 5. Use freshly-opened paper. 6. Remove the paper from the output tray before the tray gets too full. 7. If the issue persists, go to support.hp.com.
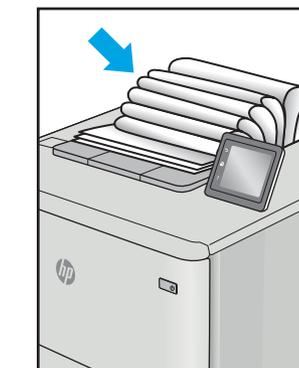
Table 6-12 Streak defects

Sample	Description	Possible solutions
	Light vertical streaks that usually span the length of the page. The defect displays only in areas of fill, not in text or sections with no printed content.	1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. 3. If the issue persists, go to support.hp.com. NOTE: Both light and dark vertical streaks can occur when the printing environment is outside the specified range for temperature or humidity. Refer to your printer's environmental specifications for allowable temperature and humidity levels.
	Dark vertical lines which occur down the length of the page. The defect might occur anywhere on the page, in areas of fill or in sections with no printed content. On color models, these lines or streaks will also be visible on the ITB cleaning page.	1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. 3. Print a cleaning page. 4. Check the toner level in the cartridge. 5. If the issue persists, go to support.hp.com.
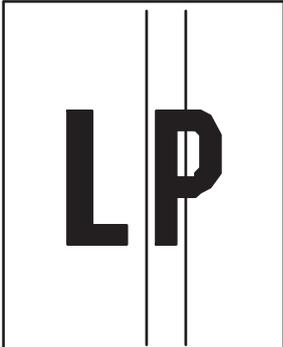
Solve wired network problems

Introduction

Certain types of problems can indicate there is a network communication problem. These problems include the following issues:

- The periodic loss of ability to communicate with the printer

- The printer cannot be found during driver installation

- A periodic failure to print

NOTE: If you have been experiencing intermittent loss of network connectivity, first update the printer firmware. For instructions on how to update the printer firmware, go to http://support.hp.com, search for your printer, and then search on "update the firmware."

Check the following items to verify that the printer is communicating with the network. Before beginning, print a configuration page from the printer control panel and locate the printer IP address that is listed on this page.

- Poor physical connection

- The computer is using the incorrect IP address for the printer

- The computer is unable to communicate with the printer

- The printer is using incorrect link and duplex settings for the network

- New software programs might be causing compatibility problems

- The computer or workstation might be set up incorrectly

- The printer is disabled, or other network settings are incorrect

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

Poor physical connection

1. Verify that the printer is attached to the correct network port using a cable of the correct length.

2. Verify that cable connections are secure.

3. Look at the network port connection on the back of the printer, and verify that the amber activity light flashes indicating network traffic, and the green link-status light is continuously lit indicating a network link.

4. If the problem continues, try a different cable or port on the hub.

The computer is using the incorrect IP address for the printer

1. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the printer is selected. The printer IP address is listed on the printer configuration page.

2. If you installed the printer using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes**.

3. If you installed the printer using a Microsoft standard TCP/IP port, use the hostname instead of the IP address.

4. If the IP address is correct, delete the printer and then add it again.

The computer is unable to communicate with the printer

1. Test network communication by pinging the network.

    a. Open a command-line prompt on your computer.

        ● For Windows, click **Start**, click **Run**, type `cmd`, and then press Enter.

        ● For macOS, go to **Applications**, then **Utilities**, and open **Terminal**.

    b. Type `ping` followed by the IP address for your printer.

    c. If the window displays round-trip times, the network is working.

2. If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the printer, and the computer are all configured for the same network (also known as subnet).

3. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the printer is selected. The printer IP address is listed on the printer configuration page.

4. If you installed the printer using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes**.

5. If you installed the printer using a Microsoft standard TCP/IP port, use the printer's hostname instead of the IP address.

6. If the IP address is correct, delete the printer and then add it again.

The printer is using incorrect link and duplex settings for the network

HP recommends leaving these settings in automatic mode (the default setting). If you change these settings, you must also change them for your network.

New software programs might be causing compatibility problems

Verify that any new software programs are correctly installed and that they use the correct print driver.

The computer or workstation might be set up incorrectly

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

2. Verify that the operating system is configured correctly.

The printer is disabled, or other network settings are incorrect

1. Review the printer's configuration/networking pages to check the status of the network settings and protocols.

2. Reconfigure the network settings if necessary.

Solve wireless network problems

Introduction

Use the troubleshooting information to help resolve issues.

NOTE: To determine whether HP NFC and Wi-Fi Direct printing are enabled on your printer, print a configuration page from the printer control panel.

NOTE: If you have been experiencing intermittent loss of network connectivity, first update the printer firmware. For instructions on how to update the printer firmware, go to http://support.hp.com, search for your printer, and then search on "update the firmware."

Wireless connectivity checklist

- For printers that do not support simultaneous wired and wireless connections, verify that the network cable is not connected.

- Verify that the printer and the wireless router are turned on and have power. Also make sure that the wireless radio in the printer is turned on. (The wireless network indicator is solid when the printer is connected to a wireless network, and blinking when it is searching for a wireless network.)

- Verify that the service set identifier (SSID) is correct:

  - For a wireless connection to your network, confirm that your mobile device is connecting to the correct router/access point.

  - For a Wi-Fi Direct connection, print a configuration page to determine the printer's SSID.

  If you are not sure that the SSID is correct, run the wireless setup again.

- With secured networks, verify that the security information is correct. If the security information is incorrect, run the wireless setup again.

- If the wireless network is working correctly, try accessing other computers on the wireless network. If the network has Internet access, try connecting to the Internet over a wireless connection.

- Verify that the encryption method (AES or TKIP) is the same for the printer as it is for the wireless access point (on networks using WPA security).

- Verify that the printer is within the range of the wireless network. For most networks, the printer must be within 30 m (100 ft) of the wireless access point (wireless router).

- Verify that obstacles do not block the wireless signal. Remove any large metal objects between the access point and the printer. Make sure poles, walls, or support columns containing metal or concrete do not separate the printer and wireless access point.

- Verify that the printer is located away from electronic devices that might interfere with the wireless signal. Many devices can interfere with the wireless signal including motors, cordless phones, security system cameras, other wireless networks, and some Bluetooth devices.

- Verify that the print driver is installed on the computer.

- Verify that you have selected the correct printer port.

- Verify that the computer and printer connect to the same wireless network.

- If your environment has multiple wireless signals and you need the printer to support dual band networks on both 2.4 GHz and 5 GHz, install the HP Jetdirect 2900nw print server accessory.

- For macOS, verify that the wireless router supports Bonjour.

The printer does not print after the wireless configuration completes

1. Make sure that the printer is turned on and in the ready state.

2. Turn off any third-party firewalls on your computer.

3. Make sure that the wireless network is working correctly.

4. Make sure that your computer is working correctly. If necessary, restart the computer.

5. Verify that you can open the printer HP Embedded Web Server from a computer on the network.

The printer does not print, and the computer has a third-party firewall installed

1. Update the firewall with the most recent update available from the manufacturer.

2. If programs request firewall access when you install the printer or try to print, make sure that you allow the programs to run.

3. Temporarily turn off the firewall, and then install the wireless printer on the computer. Enable the firewall when you have completed the wireless installation.

The wireless connection does not work after moving the wireless router or printer

1. Make sure that the router or printer connects to the same network that your computer connects to.

2. Print a configuration page.

3. Compare the service set identifier (SSID) on the configuration page to the SSID in the printer configuration for the computer.

4. If the numbers are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for the printer.

Cannot connect more computers to the wireless printer

1. Make sure that the other computers are within the wireless range and that no obstacles block the signal. For most networks, the wireless range is within 30 m (100 ft) of the wireless access point.

2. Make sure that the printer is turned on and in the ready state.

3. Make sure there are not more than 5 concurrent Wireless Print Direct users.

4. Turn off any third-party firewalls on your computer.

5. Make sure that the wireless network is working correctly.

6. Make sure that your computer is working correctly. If necessary, restart the computer.

The wireless printer loses communication when connected to a VPN

- Typically, you cannot connect to a VPN and other networks at the same time.

The network does not appear in the wireless networks list

- Make sure the wireless router is turned on and has power.

- The network might be hidden. However, you can still connect to a hidden network. Make sure the router/access point is advertising the SSID by checking for its SSID in the available networks seen by your mobile device.

The wireless network is not functioning

1. For printers that do not support simultaneous wired and wireless connections, make sure that the network cable is disconnected.

2. To verify if the network has lost communication, try connecting other devices to the network.

3. Test network communication by pinging the network.

    a. Open a command-line prompt on your computer.

       - For Windows, click **Start**, click **Run**, type cmd, and then press Enter.

       - For macOS, go to **Applications**, then **Utilities**, and open **Terminal**.

    b. Type ping followed by the router IP address.

    c. If the window displays round-trip times, the network is working.

4. Make sure that the router or printer connects to the same network that the computer connects to.

    a. Print a configuration page.

    b. Compare the service set identifier (SSID) on the configuration report to the SSID in the printer configuration for the computer.

    c. If the numbers are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for the printer.

Reduce interference on a wireless network

The following tips can reduce interference in a wireless network:

- Keep the wireless devices away from large metal objects, such as filing cabinets, and other electromagnetic devices, such as microwaves and cordless telephones. These objects can disrupt radio signals.

- Keep the wireless devices away from large masonry structures and other building structures. These objects can absorb radio waves and lower signal strength.

- Position the wireless router in a central location in line of sight with the wireless printers on the network.

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