

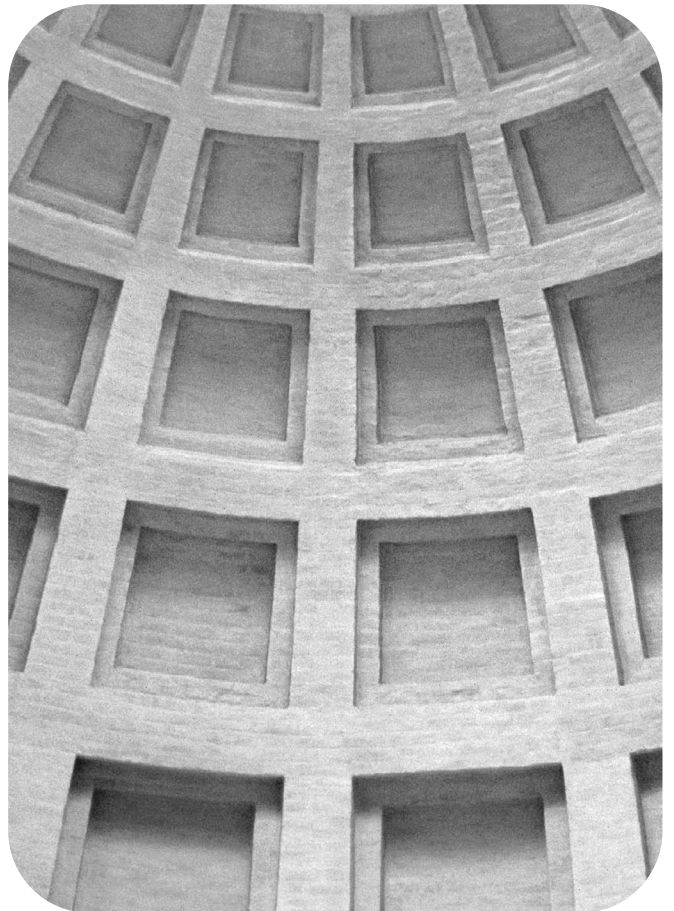


hp color LaserJet 5550,  
5550n, 5550dn,  
5550dtn, 5550hdn



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- Get more solutions:** A section with a list of solutions and a "need assistance?" button.
- Why use the solutions for your business needs?** A section with a globe image and the URL [www.hp.com/go/gsc](http://www.hp.com/go/gsc).
- Do you have a need solution?** A section with a "need solution?" button.
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- Printing solutions overview:** A section with a list of solutions and a "need assistance?" button.
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HP Color LaserJet 5550, 5550n, 5550dn,  
5550dtn, 5550hdn

**User Guide** \_\_\_\_\_

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# hp customer care

## Online services

*For 24-hour access to information using a modem or Internet connection:*

World Wide Web URL: for the HP Color LaserJet 5550 series printers, updated HP printer software, product and support information, and printer drivers in several languages can be obtained from <http://www.hp.com/support/clj5550>. (Sites are in English.)

HP Instant Support Professional Edition (ISPE) is a suite of web-based troubleshooting tools for desktop computing and printing products. ISPE helps you quickly identify, diagnose, and resolve computing and printing problems. The ISPE tools may be accessed from <http://instantsupport.hp.com>.

## Telephone support

HP provides free telephone support during the warranty period. When you call, you will be connected to a responsive team waiting to help you. For the telephone number for your country/region, see the flyer that shipped in the box with the product, or visit <http://www.hp.com/support/callcenters>. Before calling HP, have the following information ready: product name and serial number, date of purchase, and description of the problem.

You can also find support on the Internet at <http://www.hp.com>. Click the **support & drivers** block.

## Software utilities, drivers, and electronic information

Visit: [http://www.hp.com/go/clj5550\\_software](http://www.hp.com/go/clj5550_software) for the HP Color LaserJet 5550 series printer. The Web page for the drivers might be in English, but you can download the drivers themselves in several languages.

Call: See the flyer that shipped in the box with the printer.

## HP direct ordering for accessories or supplies

In the United States, supplies can be ordered from <http://www.hp.com/sbso/product/supplies>. In Canada, supplies can be ordered from <http://www.hp.ca/catalog/supplies>. In Europe, supplies can be ordered from <http://www.hp.com/supplies>. In Asia-Pacific, supplies can be ordered from <http://www.hp.com/paper/>.

Accessories can be ordered from <http://www.hp.com/go/accessories>.

Call: 1-800-538-8787 (U.S.) or 1-800-387-3154 (Canada).

## HP service information

To locate HP-Authorized Dealers, call 1-800-243-9816 (U.S.) or 1-800-387-3867 (Canada). For service for your product, call the customer support number for your country/region. See the flyer that shipped in the box with the printer.

## HP service agreements

Call: 1-800-835-4747 (U.S.) or 1-800-268-1221 (Canada).

Extended Service: 1-800-446-0522

## HP toolbox

To check the printer status and settings and to view troubleshooting information and online documentation, use HP Toolbox. You can view the HP Toolbox when the printer is directly connected to your computer or when it is connected to a network. You must have performed a complete software installation to use the HP Toolbox. See [Using the HP Toolbox](#).

## HP support and information for Macintosh computers

Visit: <http://www.hp.com/go/macosex> for Macintosh OS X support information and HP subscription service for driver updates.

Visit: <http://www.hp.com/go/mac-connect> for products designed specifically for the Macintosh user.

# Table of contents

## 1 Printer basics

Quick access to printer information .....	2
World Wide Web links .....	2
User guide links .....	2
Where to look for more information .....	2
Printer configurations .....	5
HP Color LaserJet 5550 .....	5
HP Color LaserJet 5550n .....	5
HP Color LaserJet 5550dn .....	6
HP Color LaserJet 5550dtn .....	7
HP Color LaserJet 5550hdn .....	8
Printer features .....	10
Walk around .....	12
Printer software .....	13
Software features .....	13
Printer drivers .....	14
Software for Macintosh computers .....	17
Installing the printing system software .....	18
Uninstalling the software .....	23
Software for networks .....	23
Utilities .....	24
Print media specifications .....	27
Supported paper weights and sizes .....	27

## 2 Control panel

Control panel overview .....	32
Display .....	32
Accessing the control panel from a computer .....	33
Control panel buttons .....	34
Interpreting control panel indicator lights .....	35
Control panel menus .....	36
Getting started basics .....	36
Menu hierarchy .....	37
To access the menus .....	37
Retrieve job menu (for printers with a hard drive) .....	37
Information menu .....	37
Paper handling menu .....	38
Configure device menu .....	38
Diagnostics menu .....	39
Retrieve job menu (for printers with a hard drive) .....	41
Information menu .....	42
Paper handling menu .....	43
Configure device menu .....	44
Printing menu .....	44
Print quality menu .....	45

System setup menu .....	46
I/O menu .....	48
Resets menu .....	49
Diagnostics menu .....	50
Changing printer control panel configuration settings .....	52
Job storage limit .....	52
Job held timeout .....	52
Show address .....	53
Color/black mix .....	53
Tray behavior options: Use Requested Tray and manually feed .....	54
PowerSave Time .....	55
Personality .....	56
Clearable warnings .....	57
Auto continue .....	57
Supplies low .....	58
Color supply out .....	58
Jam recovery .....	59
Language .....	59
Using the printer control panel in shared environments .....	60

### 3 I/O Configuration

Network configuration .....	62
Configuring Novell NetWare frame type parameters .....	62
Configuring TCP/IP parameters .....	63
Parallel configuration .....	69
USB configuration .....	70
Jetlink connection configuration .....	71
Enhanced I/O (EIO) configuration .....	72
HP Jetdirect print servers .....	72
Available enhanced I/O interfaces .....	72
NetWare networks .....	72
Windows and Windows NT networks .....	73
AppleTalk networks .....	73
UNIX/Linux networks .....	73
Wireless printing .....	74
IEEE 802.11b standard .....	74
Bluetooth .....	74

### 4 Printing tasks

Controlling print jobs .....	76
Source .....	76
Type and Size .....	76
Print setting priorities .....	76
Selecting print media .....	78
Media to avoid .....	78
Media that may damage the printer .....	78
Configuring input trays .....	80
Configuring trays when the printer gives a prompt .....	80
Loading Tray 1 for one-time use .....	80
Loading Tray 1 when the same paper is used for multiple print jobs .....	82
Printing envelopes from Tray 1 .....	84
Loading detectable media into Trays 2, 3, 4, and 5 .....	85
Loading undetectable/standard size media into Trays 2, 3, 4, and 5 .....	88
Loading custom media into Trays 2, 3, 4, and 5 .....	90
Configuring trays using the Paper Handling menu .....	93



Printing on special media .....	95
Transparencies .....	95
Glossy paper .....	95
Colored paper .....	96
Printing images .....	96
Envelopes .....	96
Labels .....	97
Heavy paper .....	97
HP LaserJet Tough paper .....	98
Preprinted forms and letterhead .....	98
Recycled paper .....	98
Two-sided (duplex) printing .....	99
Control panel settings for automatic two-sided printing .....	100
Duplexing blank pages .....	101
Options for binding two-sided printing jobs .....	101
Manual two-sided (duplex) printing .....	101
Printing booklets .....	102
Adjusting the registration .....	102
Special printing situations .....	104
Printing a different first page .....	104
Printing a blank back cover .....	104
Printing on custom-size media .....	104
Stopping a print request .....	105
Job storage features .....	105
Storing a print job .....	106
Quick copying a job .....	106
Proofing and holding a job .....	107
Private jobs .....	108
Mopier mode .....	109
Managing memory .....	110

## 5 Managing the printer

Printer information pages .....	112
Menu map .....	112
Configuration page .....	112
Supplies status page .....	113
Usage page .....	113
Demo .....	114
Print CMYK samples .....	114
Print RGB samples .....	114
File directory .....	114
PCL or PS font list .....	115
Event log .....	115
Using the embedded Web server .....	116
To access the embedded Web server using a network connection .....	116
Information tab .....	117
Settings tab .....	117
Networking tab .....	118
Other links .....	118
Using the HP Toolbox .....	119
Supported operating systems .....	119
Supported browsers .....	119
To view HP Toolbox .....	119
HP Toolbox sections .....	120
Other links .....	120

Status tab .....	120
Troubleshooting tab .....	120
Alerts tab .....	121
Documentation tab .....	121
Device Settings button .....	121
HP Toolbox links .....	121

## 6 Color

Using color .....	124
Paper selection .....	124
HP ImageREt 3600 .....	124
Best image printing .....	124
Color options .....	124
sRGB .....	125
Printing in four-colors (CMYK) .....	125
Managing printer color options .....	126
Print in Grayscale .....	126
Automatic or manual color adjustment .....	126
Matching colors .....	128
PANTONE®* color matching .....	128
Sample book color matching .....	128
Printing color samples .....	129
Color emulation of the HP Color LaserJet 4550 .....	129

## 7 Maintenance

Managing the print cartridge .....	132
HP print cartridges .....	132
Non-HP print cartridges .....	132
Print cartridge authentication .....	132
HP fraud hotline .....	132
Print cartridge storage .....	133
Print cartridge life expectancy .....	133
Approximate replacement intervals for supplies .....	133
Checking the print cartridge life .....	134
Changing print cartridges .....	135
To change the print cartridge .....	135
Replacing supplies .....	139
Locating supplies .....	139
Supply replacement guidelines .....	139
Making room around the printer for replacing supplies .....	140
Configuring e-mail alerts for supplies status .....	141
Periodic cleaning .....	142
When to clean the OHT sensor .....	142
To clean the OHT sensor .....	142
When to clean the static discharge comb .....	145
To clean the static discharge comb .....	146

## 8 Problemsolving

Basic troubleshooting checklist .....	151
Factors affecting printer performance .....	151
Troubleshooting information pages .....	152
Paper path test page .....	152
Registration page .....	152
Event log .....	153

Control panel message types .....	154
Status messages .....	154
Warning messages .....	154
Error messages .....	154
Critical error messages .....	154
Control panel messages .....	155
Paper jams .....	181
Paper jam recovery .....	181
Common causes of paper jams .....	183
Clearing paper jams .....	185
Jam in Tray 1, 2, 3, 4, or 5 .....	185
Jam in Tray 3, 4, or 5 .....	189
Jams in the top cover .....	195
Jam in paper input path or paper path .....	200
Multiple jams in paper path .....	202
Jam in duplex path .....	207
Multiple jams in duplex path .....	209
Media-handling problems .....	215
Printer feeds multiple sheets .....	215
Printer feeds incorrect page size .....	215
Printer pulls from incorrect tray .....	216
Media does not feed automatically .....	216
Unable to select paper sizes for Tray 2, 3, 4, or 5 using the printer control panel. ....	217
Media does not feed from Tray 2, 3, 4, or 5 .....	217
Transparencies or glossy paper will not feed .....	218
Transparencies are not printed correctly and the control panel displays an error message indicating a problem with the media in the tray. ....	218
Envelopes jam or will not feed in the printer .....	219
Output is curled or wrinkled .....	219
Printer will not duplex or duplexes incorrectly .....	219
Printer response problems .....	221
No display message .....	221
Printer is on, but nothing prints .....	221
Printer is on, but is not receiving data .....	222
Unable to select the printer from the computer .....	222
Printer control panel problems .....	224
Control panel settings work incorrectly .....	224
Unable to select Tray 3, 4, or 5 .....	224
Color printing problems .....	225
Printing black instead of color .....	225
Incorrect shade .....	225
Missing color .....	225
Inconsistent colors after installing a print cartridge .....	226
Printed colors do not match screen colors .....	226
Incorrect printer output .....	227
Incorrect fonts are printed .....	227
Unable to print all characters in a symbol set .....	227
Drifting text between printouts .....	227
Erratic, missing characters or interrupted printout .....	227
Partial printout .....	228
Guidelines for printing with different fonts .....	228
Software application problems .....	229
Unable to change system selections through software .....	229
Unable to select a font from the software .....	229
Unable to select colors from the software .....	229
Printer driver does not recognize Tray 3, 4, or 5 in the duplex printing accessory .....	229

Print quality troubleshooting .....	230
Print quality problems associated with paper .....	230
Overhead transparency defects .....	230
Print quality problems associated with the environment .....	231
Print quality problems associated with jams .....	231
Print quality problems associated with maintenance .....	231
Print quality troubleshooting pages .....	231
Calibrating the printer .....	232
Print quality defect chart .....	232

## Appendix A Working with memory and print server cards

Printer memory and fonts .....	239
Printing a configuration page .....	239
Installing memory and fonts .....	241
To install DDR memory DIMMs .....	241
To install a flash memory card .....	244
Enabling memory .....	247
Installing an HP Jetdirect print server card .....	248
To install an HP Jetdirect print server card .....	248

## Appendix B Supplies and accessories

Spare parts and supplies availability .....	251
Ordering directly through the embedded Web server (for printers with network connections) .....	251
Ordering directly through the printer software (for printers directly connected to a computer) .....	252
To order printing supplies directly through the computer software .....	252

## Appendix C Service and Support

Hewlett-Packard limited warranty statement .....	255
Limited warranty for print cartridges and image drums .....	257
HP's Premium Protection Warranty. Color LaserJet Image Fuser Kit and Image Transfer Kit Limited Warranty Statement .....	258
HP maintenance agreements .....	259
On-site service agreements .....	259

## Appendix D Printer specifications

Electrical specifications .....	262
Acoustic emissions <sup>1, 2</sup> .....	263
Environmental specifications .....	264

## Appendix E Regulatory information

FCC regulations .....	265
Environmental product stewardship program .....	266
Protecting the environment .....	266
Ozone production .....	266
Energy consumption .....	266
Paper use .....	266
Plastics .....	266
HP LaserJet Printing Supplies .....	266
HP Printing Supplies Returns and Recycling Program Information .....	267
Recycled paper .....	267

Material restrictions .....	267
Material Safety Data Sheet (MSDS) .....	267
For more information .....	267
Declaration of Conformity .....	268
Safety statements .....	269
Laser safety .....	269
Canadian DOC regulations .....	269
EMI statement (Korea) .....	269
VCCI statement (Japan) .....	269
Laser Statement for Finland .....	270

## Glossary

## Index



# 1

# Printer basics

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

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

# Quick access to printer information

## World Wide Web links

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

- <http://www.hp.com/support/clj5550>

Printer drivers may be obtained from the following sites:

- In China: <ftp://www.hp.com.cn/support/clj5550>
- In Japan: <ftp://www.jpn.hp.com/support/clj5550>
- In Korea: <http://www.hp.co.kr/support/clj5550>
- In Taiwan: <http://www.hp.com.tw/support/clj5550>
- or the local driver website: <http://www.dds.com.tw>

To order supplies:

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

To order accessories:

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

## User guide links

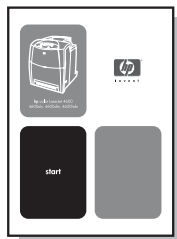
- [Walk around](#)
- [Replacing supplies](#)

## Where to look for more information

Several references are available for use with this printer. See <http://www.hp.com/support/clj5550>.

## Setting up the printer

**Getting Started Guide**—Step-by-step instructions for installing and setting up the printer. This guide is located on the CD that shipped with the printer.

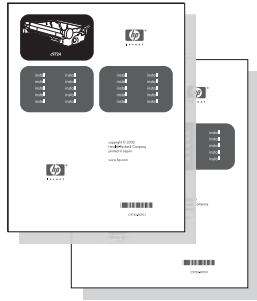




**HP Jetdirect Print Server Administrator's Guide**—Instructions to configure and troubleshoot the HP Jetdirect print server. This guide is located on the CD that shipped with the printer.



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



## Using the printer

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



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



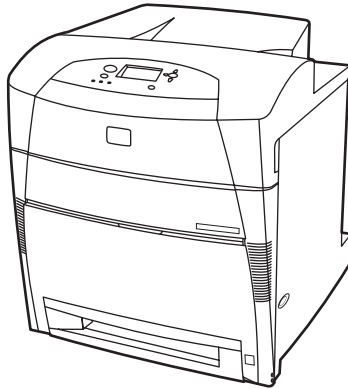
**HTML (Online) User Guide**—Detailed information on using and troubleshooting the printer.  
Available at <http://www.hp.com/support/clj5550>. Once connected, select **Manuals**.



## Printer configurations

Thank you for purchasing the HP Color LaserJet 5550 series printer. This printer is available in the configurations described below.

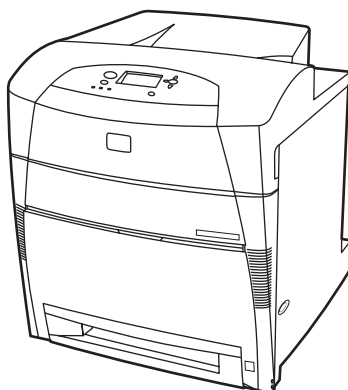
### HP Color LaserJet 5550



The HP Color LaserJet 5550 printer is a four-color laser printer that prints up to 28 A4 pages per minute (ppm) and up to 27 letter size ppm. Following is a list of printer features. For more detailed information about each feature, see [Printer features](#).

- Tray 1 is a multipurpose tray that holds up to 100 sheets of various print media or 20 envelopes.
- Tray 2 is a 500-sheet paper feeder that supports Letter, Letter-Rotated, A4, A4-Rotated, executive, A5 (JIS), B4 (JIS), B5 (JIS), 11 x 17, A3, 16K, 8K, Executive (JIS), 8.5 x 13, and Legal sizes. This tray can also handle custom media.
- Capability to connect using parallel, network, and Jetlink ports. The printer contains three enhanced input/output (EIO) slots, a Jetlink port, a universal serial bus (USB 1.1) connection, and a standard bidirectional parallel cable interface (IEEE-1284-C compliant).
- 160 megabytes (MB) of synchronous dynamic random access memory (SDRAM). 128MB DDR, plus 32 MB of additional memory on the formatter board and an additional open dual inline memory module (DIMM) slot.

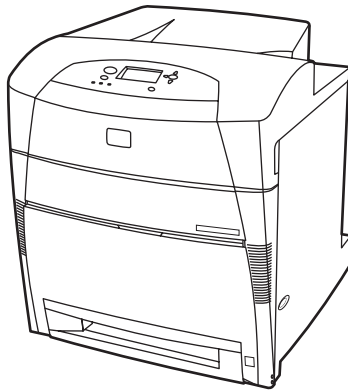
### HP Color LaserJet 5550n



The HP Color LaserJet 5550n printer is a four-color laser printer that prints up to 28 A4 pages per minute (ppm) and up to 27 letter size ppm. Following is a list of printer features. For more detailed information about each feature, see [Printer features](#).

- Tray 1 is a multipurpose tray that holds up to 100 sheets of various print media or 20 envelopes.
- Tray 2 is a 500-sheet paper feeder that supports Letter, Letter-Rotated, A4, A4-Rotated, executive, A5 (JIS), B4 (JIS), B5 (JIS), 11 x 17, A3 16K, 8K, Executive (JIS), 8.5 x 13, and Legal sizes. This tray can also handle custom media.
- Capability to connect using parallel, network, and Jetlink ports. The printer contains three enhanced input/output (EIO) slots, a Jetlink port, a universal serial bus (USB 1.1) connection, and a standard bidirectional parallel cable interface (IEEE-1284-C compliant). The printer also contains an HP Jetdirect 620N print server EIO network card.
- 160 megabytes (MB) of synchronous dynamic random access memory (SDRAM). 128MB DDR, plus 32 MB of additional memory on the formatter board and an additional open dual inline memory module (DIMM) slot.

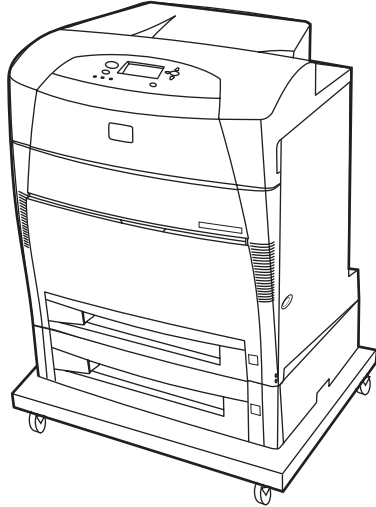
## HP Color LaserJet 5550dn



The HP Color LaserJet 5550dn is a four-color laser printer that prints up to 28 A4 pages per minute (ppm) and up to 27 letter size ppm. Following is a list of printer features. For more detailed information about each feature, see [Printer features](#).

- Tray 1 is a multipurpose tray that holds up to 100 sheets of various print media or 20 envelopes.
- Tray 2 is a 500-sheet paper feeder that supports Letter, Letter-Rotated, A4, A4-Rotated, executive, A5 (JIS), B4 (JIS), B5 (JIS), 11 x 17, A3, 16K, 8K, Executive (JIS), 8.5 x 13, and Legal sizes. This tray can also handle custom media.
- Automatic two-sided (duplex) printing.
- Capability to connect using parallel, network, and Jetlink ports. The printer contains three enhanced input/output (EIO) slots, a Jetlink port, a universal serial bus (USB 1.1) connection, and a standard bidirectional parallel cable interface (IEEE-1284-C compliant). The printer also contains an HP Jetdirect 620N print server EIO network card.
- 160 megabytes (MB) of synchronous dynamic random access memory (SDRAM). 128MB DDR, plus 32 MB of additional memory on the formatter board and an additional open dual inline memory module (DIMM) slot.

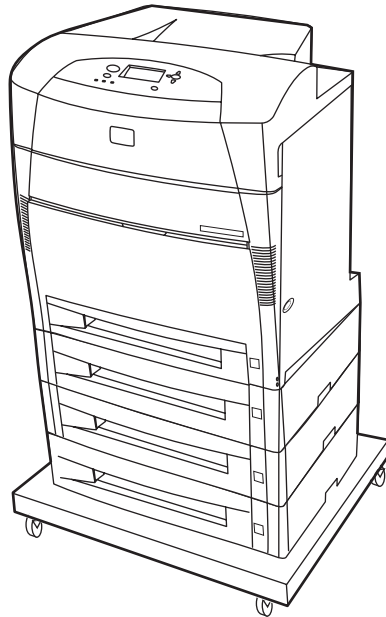
## HP Color LaserJet 5550dtn



The HP Color LaserJet 5550dtn is a four-color laser printer that prints up to 28 A4 pages per minute (ppm) and up to 27 letter size ppm. Following is a list of printer features. For more detailed information about each feature, see [Printer features](#).

- Tray 1 is a multipurpose tray that holds up to 100 sheets of various print media or 20 envelopes.
- Tray 2 is a 500-sheet paper feeder that supports Letter, Letter-Rotated, A4, A4-Rotated, executive, A5 (JIS), B4 (JIS), B5 (JIS), 11 x 17, A3, 16K, 8K, Executive (JIS), 8.5 x 13, and Legal sizes. Tray 3 can hold 500 sheets of Letter, Letter-Rotated, A4, A4-Rotated, executive, A5 (JIS), B4 (JIS), B5 (JIS), 11 x 17, A3, 16K, 8K, Executive (JIS), 8.5 x 13, and Legal sizes. Both trays can handle custom media.
- Automatic two-sided (duplex) printing.
- Capability to connect using parallel, network, and Jetlink ports. The printer contains three enhanced input/output (EIO) slots, a Jetlink port, a universal serial bus (USB 1.1) connection, and a standard bidirectional parallel cable interface (IEEE-1284-C compliant). The printer also contains an HP Jetdirect 620N print server EIO network card.
- 288 MB of SDRAM: 256 MB DDR, plus 32 MB of additional memory on the formatter board and an additional DIMM slot. This printer has two 200-pin small outline dual inline memory module (SODIMM) slots that accept 128 or 256 MB RAM each. An optional hard-drive is available.
- Printer stand.

## HP Color LaserJet 5550hdn



The HP Color LaserJet 5550hdn is a four-color laser printer that prints up to 28 A4 pages per minute (ppm) and up to 27 letter size ppm. Following is a list of printer features. For more detailed information about each feature, see [Printer features](#)

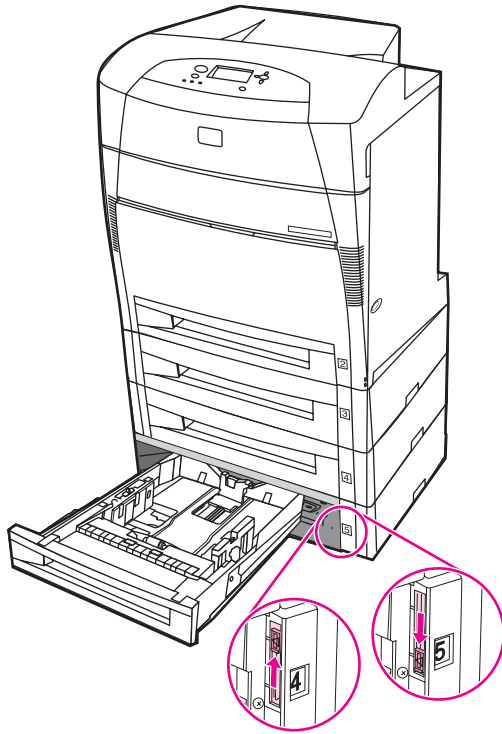
- Tray 1 is a multipurpose tray that holds up to 100 sheets of various print media or 20 envelopes.
- Tray 2 is a 500-sheet paper feeder that supports Letter, Letter-Rotated, A4, A4-Rotated, executive, A5 (JIS), B4 (JIS), B5(JIS), 11 x 17, A3, 16K, 8K, Executive (JIS), 8.5 x 13, and Legal sizes. This tray can handle custom media.
- Trays 3, 4, and 5 can hold 500 sheets of Letter, Letter-Rotated, A4, A4-Rotated, executive, A5 (JIS), B4 (JIS), B5 (JIS), 11 x 17, A3, 16K, 8K, Executive (JIS), 8.5 x 13, and Legal sizes. These trays can also handle custom media.
- Printer stand.
- Automatic two-sided (duplex) printing.
- Capability to connect using parallel, network, and Jetlink ports. The printer contains three enhanced input/output (EIO) slots, a Jetlink port, a universal serial bus (USB 1.1) connection, and a standard bidirectional parallel cable interface (IEEE-1284-C compliant). The printer also contains an HP Jetdirect 620N print server EIO network card.
- 288 MB of SDRAM: 256 MB DDR, plus 32 MB of additional memory on the formatter board and an additional DIMM slot. This printer has two 200-pin small outline dual inline memory module (SODIMM) slots that accept 128 or 256 MB RAM each. Additionally, this printer contains a hard-drive.

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**Note**

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If you add Tray 5 to the printer after you purchase the printer, the tray position indicator might display the wrong number. To change the number, slide the position indicator switch to the number 5.



## Printer features

This printer combines the quality and reliability of Hewlett-Packard printing with the features listed below. For more information on printer features, see the Hewlett-Packard website at <http://www.hp.com/support/clj5550>.

### Features

<p>Performance</p>	<ul style="list-style-type: none"> <li>• Up to 28 pages per minute (ppm) for A4 size paper and up to 27 ppm for letter size paper.</li> <li>• Also prints on transparencies and glossy paper. For more information see <a href="#">Supported paper weights and sizes</a>.</li> </ul>
<p>Memory</p>	<ul style="list-style-type: none"> <li>• HP Color LaserJet 5550, HP Color LaserJet 5550n, and HP Color LaserJet 5550dn models contain 128 MB SDRAM, 32 MB of additional memory on the formatter board, and an additional open DIMM slot. Memory specification: All HP Color LaserJet 5550 series printers use 200-pin SODIMM that support 128 or 256 MB of RAM.</li> <li>• HP Color LaserJet 5550dtn and HP Color LaserJet 5550hdn models contain 288 MB of SDRAM: 256 MB DDR, plus 32 MB of additional memory on the formatter board and an additional DIMM slot. These printer models contain two 200-pin SODIMM slots that accept 128 or 256 MB RAM each.</li> <li>• Optional hard drive can be added via an EIO slot (included with the HP Color LaserJet 5550hdn printer).</li> </ul>
<p>User interface</p>	<ul style="list-style-type: none"> <li>• Graphic display on control panel.</li> <li>• Enhanced Help with animated graphics.</li> <li>• Embedded Web server to access support and order supplies (network-connected printers).</li> <li>• HP Toolbox software to provide printer status and alerts, configure printer settings, view documentation and troubleshooting information, and print internal printer information pages.</li> </ul>
<p>Supported printer personalities</p>	<ul style="list-style-type: none"> <li>• HP PCL 6.</li> <li>• HP PCL 5c.</li> <li>• PostScript 3 emulation.</li> <li>• Automatic language switching.</li> <li>• Direct PDF support.</li> <li>• XHTML support.</li> </ul>
<p>Storage features</p>	<ul style="list-style-type: none"> <li>• Job storage. For more information, see <a href="#">Job storage limit</a>.</li> <li>• Personal identification number (PIN) printing (for printers with hard drives).</li> <li>• Fonts and forms.</li> </ul>
<p>Fonts</p>	<ul style="list-style-type: none"> <li>• 80 internal fonts available for both PCL and PostScript emulation.</li> <li>• 80 printer-matching screen fonts in TrueType™ format available with the software solution.</li> <li>• Supports forms and fonts on the hard drive using HP Web Jetadmin.</li> </ul>

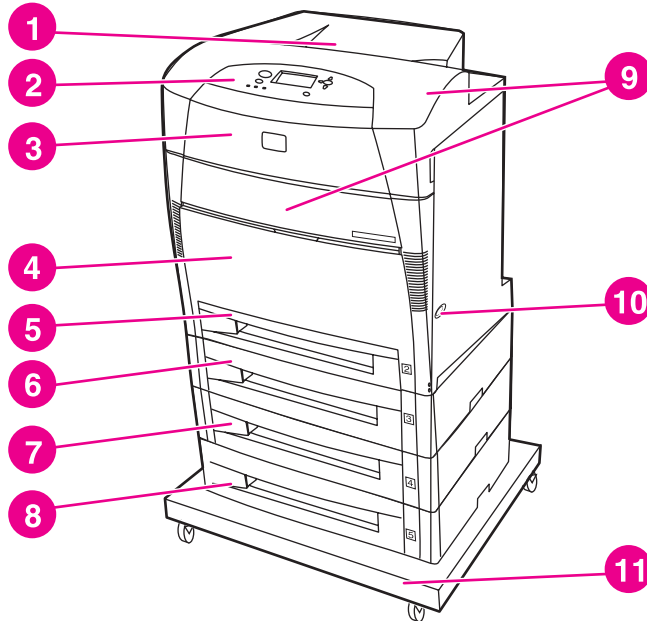


**Features (continued)**

<b>Paper handling</b>	<ul style="list-style-type: none"><li>• Prints on paper from 76 x 127 mm (3 x 5 inches) up to 306 x 470 mm (12.3 x 18.5 inches).</li><li>• Prints on paper with weights from 60 g/m<sup>2</sup> to 200 g/m<sup>2</sup> (16 to 53 lb bond).</li><li>• Prints on a wide range of media types including glossy, labels, overhead transparencies, and envelopes.</li><li>• Multiple gloss levels.</li><li>• A 500-sheet paper feeder (Tray 2) that supports paper sizes from 148 x 210 mm (5.8 x 8.3 inches) up to 297 x 432 mm (11.6 x 17 inches).</li><li>• Optional 500-sheet paper feeder that supports paper sizes from 148 x 210 mm (5.8 x 8.3 inches) up to 297 x 432 mm (11.6 x 17 inches); standard on HP Color LaserJet 5550dtn (Trays 3) and HP Color LaserJet 5550hdn (Trays 3, 4, and 5) printers. For more information see <a href="#">Supported paper weights and sizes</a>.</li><li>• Automatic two-sided printing on HP Color LaserJet 5550dn, HP Color LaserJet 5550dtn, and HP Color LaserJet 5550hdn printers.</li><li>• 250-sheet face-down output bin.</li></ul>
<b>Accessories</b>	<ul style="list-style-type: none"><li>• Printer hard drive, which provides storage for fonts and macros as well as job storage; standard on HP Color LaserJet 5550hdn.</li><li>• Small outline dual inline memory modules (SODIMM).</li><li>• Printer stand (recommended for additional optional trays).</li><li>• Optional Trays 3, 4, and 5, that support paper sizes from 148 x 210 mm (5.8 x 8.3 inches) up to 297 x 432 mm (11.6 x 17 inches); standard on HP Color LaserJet 5550dtn (Tray 3) and HP Color LaserJet 5550hdn (Trays 3, 4, and 5) printers.</li></ul>
<b>Connectivity</b>	<ul style="list-style-type: none"><li>• Optional enhanced input/output (EIO) network card; standard on HP Color LaserJet 5550n, HP Color LaserJet 5550dn, HP Color LaserJet 5550dtn, and HP Color LaserJet 5550hdn printers.</li><li>• USB 1.1 connection.</li><li>• HP Web Jetadmin software.</li><li>• Standard bidirectional parallel cable interface (IEEE -1284-C compliant).</li><li>• The printer supports an Jetlink connection for paper handling input devices.</li><li>• Both USB and parallel connections are supported, but cannot be used at the same time.</li></ul>
<b>Supplies</b>	<ul style="list-style-type: none"><li>• Supplies status page contains information on toner level, page count, and estimated pages remaining.</li><li>• No-shake cartridge design.</li><li>• Printer checks for authentic HP print cartridges at cartridge installation.</li><li>• Internet-enabled supply-ordering capabilities (using embedded Web server or printer Status and Alerts).</li></ul>

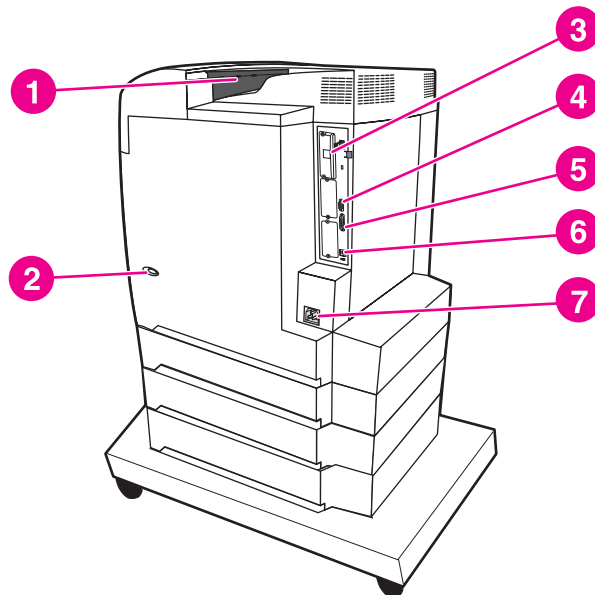
## Walk around

The following illustrations identify the locations and names of key components of this printer.



### Front view

- 1 output bin
- 2 printer control panel
- 3 top cover
- 4 Tray 1 (open to use)
- 5 Tray 2 (500 sheets of standard paper)
- 6 Tray 3 (optional; 500 sheets of standard paper)
- 7 Tray 4 (optional; 500 sheets of standard paper)
- 8 Tray 5 (optional; 500 sheets of standard paper)
- 9 access to print cartridges, transfer unit, and fuser
- 10 on/off switch
- 11 stand



### Back/side view

- 1 output bin
- 2 on/off switch
- 3 EIO connection
- 4 Jetlink connection
- 5 parallel port
- 6 USB connection
- 7 power connection

## Printer software

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

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### Note

For the latest information about the printing system software components, refer to the readme file on the Web at <http://www.hp.com/support/clj5550>. For information about installing the printer software, view the Install Notes on the CD-ROM included with the printer.

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

- Microsoft Windows 98, Me
- Microsoft Windows NT 4.0, 2000, XP, and Server 2003
- Apple Mac OS version 8.6 through 9.2.x, and Apple Mac OS version 10.1 and later

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### Note

For a list of the network environments supported by the network administrator software components, see [Network configuration](#).

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### Note

For a list of printer drivers, updated HP printer software, and product support information, go to <http://www.hp.com/support/clj5550>.

## Software features

Automatic configuration, Update Now, and Preconfiguration features are available with the HP Color LaserJet 5550 series printer.

### Driver Autoconfiguration

The HP LaserJet PCL 6 and PCL 5c drivers for Windows and the PS drivers for Windows 2000 and Windows XP feature automatic discovery and driver configuration for printer accessories at the time of installation. Some accessories that the Driver Autoconfiguration supports are the duplexing unit, optional paper trays, and dual inline memory modules (DIMMs).

### Update Now

If you have modified the configuration of the HP Color LaserJet 5550 printer since installation, the driver can be automatically updated with the new configuration in environments that support bidirectional communication. Click the **Update Now** button to automatically reflect the new configuration in the driver.

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### Note

The Update Now feature is not supported in environments where shared Windows NT 4.0, Windows 2000, Windows Server 2003, or Windows XP clients are connected to Windows NT 4.0, Windows 2000, or Windows XP hosts.

## HP Driver Preconfiguration

HP Driver Preconfiguration is a software architecture and set of tools that allows HP software to be customized and distributed in managed corporate printing environments. Using HP Driver Preconfiguration, information technology (IT) administrators can preconfigure the printing and device defaults for HP printer drivers before installing the drivers in the network environment. For more information, see the *HP Driver Preconfiguration Support Guide*, which is available at <http://www.hp.com/support/clj5550>.

## Printer drivers

Printer drivers allow you to gain access to the printer features and allow the computer to communicate with the printer (using a printer language). Check the install notes, readme, and late-breaking readme files on the printer CD-ROM for additional software and languages.

The following printer drivers are included with the printer. The most recent drivers are available at <http://www.hp.com/support/clj5550>. Depending on the configuration of Windows-based computers, the installation program for the printer software automatically checks the computer for Internet access to obtain the latest drivers.

Operating system <sup>1</sup>	PCL 6	PCL 5c	PS	PPD <sup>2</sup>
Windows 98, Me	✓	✓	✓	✓
Windows NT 4.0	✓	✓	✓	✓
Windows 2000	✓	✓	✓	✓
Windows XP	✓	✓	✓	✓
Windows Server 2003	✓	✓	✓	✓
Macintosh OS	✓	✓	✓	

<sup>1</sup> Not all printer features are available from all drivers or operating systems. See the context-sensitive help in your driver for available features.

<sup>2</sup> PostScript Printer Description files.

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### Note

If your system did not automatically check the Internet for the latest drivers during software installation, download them from <http://www.hp.com/support/clj5550>. Once connected, select **Downloads and Drivers** to find the driver you wish to download.

You can obtain Model Scripts for UNIX® and Linux by downloading them from the Internet or by requesting them from an HP-authorized service or support provider. See the support flyer that came in the printer box.

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### Note

If the printer driver you want is not on the printer CD-ROM or is not listed here, check the install notes, readme, and late-breaking readme files to see if the printer driver is supported. If it is not supported, contact the manufacturer or distributor of the program you are using and request a driver for the printer.

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## Additional drivers

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

- PCL 5c printer drivers for Windows 98, Me, NT 4.0, 2000, XP, and Server 2003.
- OS/2 PCL 5c/6 printer driver.
- OS/2 PS printer driver.
- UNIX model scripts.
- Linux drivers.
- HP OpenVMS drivers.

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### Note

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The OS/2 drivers are available from IBM and are packaged with OS/2. They are not available for Traditional Chinese, Simplified Chinese, Korean, or Japanese.

## Select the right printer driver for your needs

Select a printer driver based on the way that you use the printer. Certain printer features are available only in the PCL 6 drivers. See the printer driver Help for available features.

- Use the PCL 6 driver to take full advantage of printer features. For general office printing, the PCL 6 driver is recommended to provide optimum performance and print quality.
- Use the PCL 5c driver if backward compatibility with previous PCL printer drivers or older printers is necessary.
- Use the PS driver if you are printing primarily from PostScript-specific programs such as Adobe and Corel, for compatibility with PostScript Level 3 needs, or for PS font DIMM support.

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### Note

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The printer automatically switches between PS and PCL printer languages.

## Printer driver Help

Each printer driver has Help screens that can be activated by using either the Help button, the F1 button on the computer keyboard, or a question-mark symbol in the upper right corner in the printer driver (depending on the Windows operating system used). These Help screens give detailed information about the specific driver. Printer driver Help is separate from your program Help.

## Accessing the printer drivers

Use one of the following methods to access the printer drivers from your computer:

Operating System	To change settings for all immediate print jobs (until the application is closed)	To change print job default settings (For example, turn on <b>Print on Both Sides</b> by default.)	To change configuration settings (For example, add a physical option such as a tray or enable/disable a driver feature such as <b>Allow Manual Duplexing</b> .)
Windows 98, NT 4.0, and ME	From the <b>File</b> menu in the application, click <b>Print</b> . Select the printer, and then click <b>Properties</b> . (The steps may vary; this procedure is most common.)	Click <b>Start</b> , click <b>Settings</b> , and then click <b>Printers</b> . Right-click the printer icon, and choose <b>Properties</b> (Windows 98 and ME) or <b>Document Defaults</b> (NT 4.0).	Click <b>Start</b> , click <b>Settings</b> , and then click <b>Printers</b> . Right-click the printer icon, and choose <b>Properties</b> . Select the <b>Configure</b> tab.
Windows 2000 and XP	From the <b>File</b> menu in the application, click <b>Print</b> . Select the printer, and then click <b>Properties</b> or <b>Preferences</b> . (The steps may vary; this procedure is most common.)	Click <b>Start</b> , click <b>Settings</b> , and then click <b>Printers</b> or <b>Printers and Faxes</b> . Right-click the printer icon, and choose <b>Printing Preferences</b> .	Click <b>Start</b> , click <b>Settings</b> , and then click <b>Printers</b> or <b>Printers and Faxes</b> . Right-click the printer icon, and choose <b>Properties</b> . Select the <b>Device Settings</b> tab.
Macintosh OS 9.1	On the <b>File</b> menu, click <b>Print</b> . Change the settings that you want on the various pop-up menus.	On the <b>File</b> menu, click <b>Print</b> . As you change settings on the pop-up menu, click <b>Save Settings</b> .	Click the desktop printer icon. From the <b>Printing</b> menu, click <b>Change Setup</b> .
Macintosh OS X 10.1	On the <b>File</b> menu, click <b>Print</b> . Change settings that you want on the various pop-up menus.	On the <b>File</b> menu, click <b>Print</b> . Change settings that you want on the various pop-up menus, and then on the main pop-up menu, click <b>Save Custom Setting</b> . These settings are saved as the <b>Custom</b> option. To use the new settings, you must select the <b>Custom</b> option every time you open a program and print.	Delete the printer and reinstall. The driver will be auto-configured with the new options when it is reinstalled. (AppleTalk connections only) <hr/> <b>Note</b> Configuration settings may not be available in Classic mode. <hr/>

Operating System	To change settings for all immediate print jobs (until the application is closed)	To change print job default settings (For example, turn on <b>Print on Both Sides</b> by default.)	To change configuration settings (For example, add a physical option such as a tray or enable/disable a driver feature such as <b>Allow Manual Duplexing</b> .)
Macintosh OS X.2	On the <b>File</b> menu, click <b>Print</b> . Change settings that you want on the various pop-up menus.	On the <b>File</b> menu, click <b>Print</b> . Change settings that you want on the various pop-up menus, and then on the <b>Presets</b> pop-up menu, click <b>Save as</b> and enter a name for the preset. These settings are saved in the <b>Presets</b> menu. To use the new settings, you must select the saved preset option every time you open a program and print.	Open <b>Print Center</b> . (Select the hard drive, click <b>Applications</b> , click <b>Utilities</b> , then double-click <b>Print Center</b> .) Click on the print queue. On the <b>Printers</b> menu, click <b>Show Info</b> . Select the <b>Installable Options</b> menu. <hr/> <b>Note</b> Configuration settings may not be available in Classic mode.
Macintosh OS X.3	On the <b>File</b> menu, click <b>Print</b> . Change settings that you want on the various pop-up menus.	On the <b>File</b> menu, click <b>Print</b> . Change settings that you want on the various pop-up menus, and then on the <b>Presets</b> pop-up menu, click <b>Save as</b> and enter a name for the preset. These settings are saved in the <b>Presets</b> menu. To use the new settings, you must select the saved preset option every time you open a program and print.	Open <b>Printer Setup Utility</b> . (Select the hard drive, click <b>Applications</b> , click <b>Utilities</b> , then double-click <b>Printer Setup Utility</b> .) Click on the print queue. On the <b>Printers</b> menu, click <b>Show Info</b> . Select the <b>Installable Options</b> menu.

## Software for Macintosh computers

The HP installer provides PostScript Printer Description (PPD) files, Printer Dialog Extensions (PDEs), and the HP LaserJet Utility for use with Macintosh computers.

The embedded Web server can be used by Macintosh computers if the printer is connected to a network.

### PPDs

PPDs, in combination with the Apple PostScript drivers, allow you to gain access to the printer features and allow the computer to communicate with the printer. An installation program for the PPDs, PDEs, and other software is provided on the CD-ROM. Use the appropriate PS driver that comes with the operating system.

## HP LaserJet Utility

Use the HP LaserJet Utility to control features that are not available in the driver. The illustrated screens make selecting printer features easier than ever. Use the HP LaserJet Utility to do the following:

- name the printer, assign it to a zone on the network, and download files and fonts.
- configure and set the printer for Internet protocol (IP) printing.

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### Note

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The HP LaserJet Utility is not currently supported for OS X, but the utility is supported for the Classic environment.

## Installing the printing system software

The following sections contain instructions for installing the printing system software.

The printer comes with printing system software and printer drivers on a CD-ROM. The printing system software on the CD-ROM must be installed to take full advantage of the printer features.

If you do not have access to a CD-ROM drive, you can download the printing system software from the Internet at <http://www.hp.com/support/clj5550>.

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### Note

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Sample model scripts for UNIX® (HP-UX®, Sun Solaris) and Linux networks are available for download at <http://www.hp.com/support>.

You can download the latest software free of charge at <http://www.hp.com/support/clj5550>.

## Installing Windows printing system software for direct connections

This section explains how to install the printing system software for Microsoft Windows 98, Windows Me, Windows NT 4.0, Windows 2000, Windows Server 2003, and Windows XP.

When installing the printing software in a direct-connect environment, always install the software before connecting the parallel or USB cable. If the parallel or USB cable was connected before the software installation, see [Installing the software after the parallel or USB cable has been connected](#).

Either a parallel or USB cable can be used for the direct connection. However, you cannot connect parallel and USB cables at the same time. Use an IEEE 1284-compatible cable or a standard 2-meter USB cable.

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### Note

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NT 4.0 does not support USB cable connections.

### To install the printing system software

1. Close all software programs that are open or running.
2. Insert the printer CD-ROM into the CD-ROM drive. If the welcome screen does not open, start it by using the following procedure:
  - On the **Start** menu, click **Run**.
  - Type the following: X:/setup (where X is the letter of the CD-ROM drive).
  - Click **OK**.
3. When prompted, click **Install Printer** and follow the instructions on the computer screen.
4. Click **Finish** when the installation has completed.



5. You might need to restart the computer.
6. Print a Test Page or a page from any software program to make sure that the software is correctly installed.

If installation fails, reinstall the software. If this fails, check the installation notes and readme files on the printer CD-ROM or the flyer that came in the printer box, or go to <http://www.hp.com/support/clj5550> for help or more information.

## Installing Windows printing system software for networks

The software on the printer CD-ROM supports network installation with a Microsoft network. For network installation on other operating systems, go to <http://www.hp.com/support/clj5550>, or see the *Network Installation Guide* included with the printer.

The HP Jetdirect print server that is included with the HP LaserJet 5550n, HP LaserJet 5550dn printer, or HP LaserJet 5550dtn printer has a 10/100 Base-TX network port. If you need an HP Jetdirect print server with another type of network port, see [Supplies and accessories](#) or go to <http://www.hp.com/support/clj5550>.

The installer does not support printer installation or printer object creation on Novell servers. It supports only direct-mode network installations between Windows computers and a printer. To install your printer and create objects on a Novell server, use an HP utility (such as HP Web Jetadmin or HP Install Network Printer Wizard) or a Novell utility (such as NWadmin).

### To install the printing system software

1. If you are installing the software on Windows NT 4.0, Windows 2000, Windows Server 2003, or Windows XP, make sure that you have administrator privileges.
2. Make sure that the HP Jetdirect print server is configured correctly for the network by printing a configuration page (see [Printer information pages](#)). On the second page, locate the printer IP address. You might need this address to complete network installation. If the printer is using DHCP IP configuration, use the name on the second page. Otherwise, if the printer is shut down for an extended period of time, DHCP does not guarantee that the same IP address will be issued.
3. Close all software programs that are open or running.
4. Insert the printer CD-ROM into the CD-ROM drive. If the welcome screen does not open, start it by using the following procedure:
  - On the **Start** menu, click **Run**.
  - Type the following: X:/setup (where X is the letter of the CD-ROM drive).
  - Click **OK**.
5. When prompted, click **Install Printer** and follow the instructions on the computer screen.
6. Click **Finish** when installation has completed.
7. You might need to restart the computer.
8. Print a Test Page or a page from any software program to make sure that the software is correctly installed.

If installation fails, reinstall the software. If this fails, check the installation notes and readme files on the printer CD-ROM or the flyer that came in the printer box, or go to <http://www.hp.com/support/clj5550> for help or more information.

## To set up a Windows computer to use the network printer using Windows-sharing

If the printer is directly connected to a computer using a parallel cable, you can share the printer on the network so that other network users can print to it. You can also share a USB directly connected printer.

See your Windows documentation to enable Windows-sharing. After the printer is shared, install the printer software on all computers that share the printer.

## Installing Macintosh printing system software for networks

This section describes how to install Macintosh printing system software. The printing system software supports Apple Mac OS version 8.6 through 9.2.x, Apple Mac OS version 10.1, and later.

The printing system software includes the following components:

- **PostScript® Printer Description (PPD) files**

The PPDs, in combination with the Apple PostScript printer drivers, provide access to printer features. An installation program for the PPDs and other software is provided on the CD-ROM that came with the printer. Use the Apple LaserWriter 8 printer driver that comes with the computer.

- **HP LaserJet Utility**

The HP LaserJet Utility provides access to features that are not available in the printer driver. Use the illustrated screens to select printer features and complete the following tasks with the printer:

- Name the printer.
- Assign the printer to a zone on the network.
- Assign an IP to the printer.
- Download files and fonts.
- Configure and set the printer for IP or AppleTalk printing.

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### Note

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The HP LaserJet Utility is not currently supported for OS X, but the utility is supported for the Classic environment.

### To install printer drivers from Mac OS 8.6 to 9.2

1. Connect the network cable between the HP Jetdirect print server and a network port.
2. Insert the CD-ROM into the CD-ROM drive. The CD-ROM menu runs automatically. If the CD-ROM menu does not run automatically, double-click the CD-ROM icon on the desktop, and then double-click the Installer icon. This icon is located in the Installer/ <language> folder of the Starter CD-ROM (where <language> is your language preference). (For example, the Installer/English folder contains the Installer icon for the English printer software.)
3. Follow the instructions on the computer screen.
4. Open the Apple Desktop Printer Utility located in the {Startup Disk}: Applications: Utilities folder.
5. Double-click **Printer (AppleTalk)**.
6. Next to AppleTalk Printer Selection, click **Change**.

7. Select the printer, click **Auto Setup**, and then click **Create**.
8. On the **Printing** menu, click **Set Default Printer**.

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**Note**

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The icon on the desktop will appear to be generic. All the print panels will appear in the print dialog in an application.

### To install printer drivers from Mac OS 10.1 and later

1. Connect the network cable between the HP Jetdirect print server and a network port.
2. Insert the CD-ROM into the CD-ROM drive. The CD-ROM menu runs automatically. If the CD-ROM menu does not run automatically, double-click the CD-ROM icon on the desktop, and then double-click the Installer icon. This icon is located in the Installer/ <language> folder of the Starter CD-ROM (where <language> is your language preference). (For example, the Installer/English folder contains the Installer icon for the English printer software.)
3. Double-click the **HP LaserJet Installers** folder.
4. Follow the instructions on the computer screen.
5. Double-click the Installer icon for the desired language.
6. On your computer hard drive, double-click **Applications**, **Utilities**, and then **Print Center**.
7. Click **Add Printer**.
8. Select the AppleTalk connection type on OS X 10.1 and the Rendezvous connection type on OS X 10.2.
9. Select the printer name.
10. Click **Add Printer**.
11. Close the Print Center by clicking the close button in the upper-left corner.

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**Note**

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Macintosh computers cannot be connected directly to the printer using a parallel port.

### Installing Macintosh printing system software for direct connections (USB)

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**Note**

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Macintosh computers do not support parallel port connections.

This section explains how to install the printing system software for Mac OS 8.6, Mac OS 9. x, and Mac OS X and later.

The Apple LaserWriter driver must be installed to use the PPD files. Use the Apple LaserWriter 8 driver that came with your Macintosh computer.

### To install the printing system software

1. Connect a USB cable between the USB port on the printer and the USB port on the computer. Use a standard 2-meter USB cable.
2. Close all software programs that are open or running.
3. Insert the printer CD-ROM into the CD-ROM drive and run the installer.

The CD-ROM menu runs automatically. If the CD-ROM menu does not run automatically, double-click the CD-ROM icon on the desktop, and then double-click the Installer icon. This icon is located in the Installer/<language> folder of the Starter CD-ROM (where <language> is your language preference).

4. Follow the instructions on the computer screen.
5. Restart the computer.
6. *For Mac OS 8.6:*
  - From HD/Applications/Utilities, open the Apple Desktop Printer Utility.
  - Double-click **Printer (USB)**.
  - Next to **USB Printer Selection**, click **Change**.
  - Select the printer, click **Auto Setup**, and then click **Create**.
  - Click on the Desktop Printer Icon that was just created.
  - On the **Printing** menu, click **Set Default Printer**.

*For Mac OS 9.x*

- From HD/Applications/Utilities, open the Apple Desktop Printer Utility.
- Double-click **Printer (USB)**, and then click **OK**.
- Next to **USB Printer Selection**, click **Change**.
- Select the printer, and then click **OK**.
- Next to **Postscript® Printer Description (PPD) File**, click **Auto Setup** and then select **Create**.
- Save the printer setup.
- Click on the Desktop Printer Icon that was just created.
- On the **Printing** menu, click **Set Default Printer**.

*For Mac OS X*

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**Note**

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If OS X and 9x (Classic) are installed on the same computer, the installer will show both the Classic and the OS X installation options.

- From HD/Applications/Utilities/Print Center, start the Print Center.
  - If the printer appears in the Printer list, delete the printer.
  - Click **Add**.
  - From the drop-down menu on the top, select **USB**.
  - From the printer Model List, select **HP**.
  - Under **Model Name**, select **HP Color Laserjet 5550**, and then click **Add**.
7. Print a Test Page or a page from any software program to make sure that the software is correctly installed.

If installation fails, reinstall the software. If this fails, see the installation notes or readme files on the printer CD-ROM or the flyer that came in the printer box, or go to <http://www.hp.com/support/clj5550> for help or more information.

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**Note**

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The icon on the desktop will appear to be generic. All the print panels will appear in the print dialog in an application.

### **Installing the software after the parallel or USB cable has been connected**

If you have already connected a parallel or USB cable to a Windows computer, the **New Hardware Found Wizard** appears when you turn on the computer.

### **To allow the Wizard to search the CD and automatically install the printer software**

1. In the **New Hardware Found** dialog box, click **Search CD-ROM drive**.
2. Click **Next**.
3. Follow the instructions on the computer screen.
4. Print a Test Page or a page from any software program to make sure that the software is correctly installed.

If installation fails, reinstall the software. If this fails, check the installation notes and readme files on the printer CD-ROM or the flyer that came in the printer box, or go to <http://www.hp.com/support/clj5550> for help or more information.

## **Uninstalling the software**

This section explains how to uninstall the printing system software.

### **To remove software from Windows operating systems**

Use the Uninstaller in the HP LaserJet 5550/Tools program group to select and remove any or all of the Windows HP printing system components.

1. Click **Start** and then click **Programs**.
2. Click **HP LaserJet 5550** and then click **Tools**.
3. Click **Uninstaller**.
4. Click **Next**.
5. Select the HP printing system components you want to uninstall.
6. Click **OK**.
7. Follow the instructions on the computer screen to complete the uninstallation.

### **To remove software from Macintosh operating systems**

Drag the HP LaserJet folder and PPDs to the trash can.

## **Software for networks**

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

### **HP Web Jetadmin**

HP Web Jetadmin allows you to manage HP Jetdirect connected printers within your intranet using a browser. HP Web Jetadmin is a browser-based management tool, and should be installed only on a single network administration server. It can be installed and run on Red Hat Linux; Suse Linux; Windows NT 4.0 Server and Workstation; Windows 2000 Professional, Server, and Advanced Server; and Windows XP with Service Pack 1.

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

When installed on a host server, HP Web Jetadmin can be accessed by any client through a supported web browser (such as Microsoft Internet Explorer 5.5 and 6.0 or Netscape Navigator 7.0).

HP Web Jetadmin has the following features:

- Task-oriented user interface provides configurable views, saving network managers significant time.
- Customizable user profiles let network administrators include only the function viewed or used.
- Instant e-mail notification of hardware failure, low supplies, and other printer problems now route to different people.
- Remote installation and management from anywhere using only a standard Web browser.
- Advanced autodiscovery locates peripherals on the network, without manually entering each printer into a database.
- Simple integration into enterprise management packages.
- Quickly find peripherals based on parameters such as IP address, color capability, and model name.
- Easily organize peripherals into logical groups, with virtual office maps for easy navigation.
- Manages and configures multiple printers at once.

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

## UNIX

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

## Utilities

The HP Color LaserJet 5550 series printer is equipped with several utilities, which make it easy to monitor and manage the printer on a network.

## Embedded Web server

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

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

The advantage of an embedded Web server is that it provides an interface to the printer that anyone can access with a network-connected computer or a standard Web browser. There is no special software to install or configure. For more information about the HP embedded Web server, see the *Embedded Web Server User Guide*. You can find this guide on the CD-ROM included with the printer.

## Features

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

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

For a complete explanation of the features and functionality of the embedded Web server, see [Using the embedded Web server](#).

## hp toolbox

The HP Toolbox is a Windows-only software application that can be used for the following tasks:

- check the printer status
- view troubleshooting information
- view online documentation
- print internal printer pages
- receive pop-up status messages
- access the embedded Web server

You can view the HP Toolbox when the printer is directly connected to your computer or when it is connected to a network. You must have performed a complete software installation before using the HP Toolbox.

## Other components and utilities

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

Windows	Macintosh OS	Network administrator
<ul style="list-style-type: none"> <li>• Software installer — automates the printing system installation</li> <li>• Online Web registration</li> <li>• HP toolbox</li> </ul>	<ul style="list-style-type: none"> <li>• PostScript Printer Description files (PPDs) — for use with the Apple PostScript drivers that comes with the Mac OS</li> <li>• HP LaserJet Utility (available from the Internet) — a printer management utility for Mac OS users</li> <li>• HP toolbox (for Mac OS X v10.2 and later)</li> </ul>	<ul style="list-style-type: none"> <li>• HP Web Jetadmin — a browser-based system management tool. See <a href="http://www.hp.com/go/webjetadmin">http://www.hp.com/go/webjetadmin</a> for the latest HP Web Jetadmin software</li> <li>• HP Jetdirect Printer Installer for UNIX — available for download from <a href="http://www.hp.com/support/net_printing">http://www.hp.com/support/net_printing</a></li> </ul>



## Print media specifications

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

- To order supplies in the U.S., go to <http://www.hp.com/go/ljsupplies>.
- To order supplies worldwide, go to <http://www.hp.com/ghp/buyonline.html>.
- To order accessories, go to <http://www.hp.com/go/accessories>.
- For additional information about supported media weights and sizes, go to <http://www.hp.com/support/ljpaperguide>.

### Supported paper weights and sizes

Letter and A4 sizes can be loaded with the long-edge or short-edge leading into the printer. Long-edge first is the preferred orientation. Long-edge feed gives greater throughput, and lower consumable usage. Short-edge feed is called the rotated orientation, and is identified in the trays as LTR-R and A4-R. Short-edge feed can be useful when printing on media with special features, such as perforations or windows.

#### Tray 1 paper sizes and types

Tray 1	Dimensions	Weight or thickness	Capacity
Minimum size (unless otherwise noted)	76 by 127 mm (3 by 5 in)		
Maximum size (unless otherwise noted) <sup>1</sup>	306 by 470 mm (12.05 by 18.5 in)		
Nondetectable standard sizes: Letter, Letter-Rotated, A4, A4-Rotated, Legal, Executive, A5, A3, RA3, 11 x 17, B4(JIS), B5(JIS), Double post card(JIS), 16K, 8K, Executive (JIS), 12 x 18, 8.5 x 13, A6, JIS-B6, Statement, #10 envelope, DL Envelope, C5 Envelope, B5 Envelope, Monarch Envelope. (Tray 1 has no automatically detectable standard sizes.)			
Plain paper		75 to 89 g/m <sup>2</sup> (20 to 23 lb bond)	100 sheets (75 g/m <sup>2</sup> ; 20 lb bond)
Light paper		60 to 74 g/m <sup>2</sup> (16 to 19 lb bond)	100 sheets

### Tray 1 paper sizes and types (continued)

Tray 1	Dimensions	Weight or thickness	Capacity
Intermediate paper		90 to 104 g/m <sup>2</sup> (24 to 27 lb bond)	Maximum stack height: 10 mm (0.4 in)
Heavy paper		105 to 119 g/m <sup>2</sup> (28 to 31 lb bond)	Maximum stack height: 10 mm (0.4 in)
Extra heavy paper		120 to 164 g/m <sup>2</sup> (32 to 43 lb bond)	Maximum stack height: 10 mm (0.4 in)
Cardstock		163 to 200 g/m <sup>2</sup> (44 to 53 lb bond)	Maximum stack height: 10 mm (0.4 in)
Glossy paper		75 to 105 g/m <sup>2</sup> (20 to 28 lb bond)	Maximum stack height: 10 mm (0.4 in)
Heavy Glossy		106 to 120 g/m <sup>2</sup> (29 to 32 lb bond)	Maximum stack height: 10 mm (0.4 in)
High Gloss Images		120 to 120 g/m <sup>2</sup> (32 to 32 lb bond)	Maximum stack height: 10 mm (0.4 in)
Transparency		0.12 to 0.13 mm thick (4.7 to 5.5 mils thick)	Maximum stack height: 10 mm (0.4 in)
Tough Paper		0.10 to 0.13 mm thick (4 to 5 mils thick)	Maximum stack height: 10 mm (0.4 in)
Envelopes		75 to 105 g/m <sup>2</sup> (20 to 28 lb bond)	20 envelopes
Labels			Maximum stack height: 10 mm (0.4 in)

<sup>1</sup> Paper up to 312 mm wide can be fed through the paper path, but most drivers only support 306 mm maximum width.

#### Note

The following table lists the standard sizes of paper that the printer can automatically detect when loaded in Tray 2 and optional Trays 3, 4, and 5. For more information about loading standard, non-detectable size paper, see [Configuring input trays](#).

### Tray 2 and optional Trays 3, 4, and 5 paper sizes and types

Tray 2 and optional Trays 3, 4, and 5	Dimensions	Weight or thickness	Capacity
Automatically detectable standard sizes: Letter, Letter-Rotated, A4, A4-Rotated, A3, 11x17, Legal, B4 (JIS), B5 (JIS), A5, Executive			
Nondetectable standard sizes: 16K, 8K, Executive (JIS), 8.5 x 13			
Minimum Size (unless otherwise noted)	76 by 127 mm (3 by 5 in)		

### Tray 2 and optional Trays 3, 4, and 5 paper sizes and types (continued)

Tray 2 and optional Trays 3, 4, and 5	Dimensions	Weight or thickness	Capacity
Maximum size (unless otherwise noted)	297 by 431 mm (11.69 by 17 in)		
Plain paper		75 to 89 g/m <sup>2</sup> (20 to 23 lb bond)	500 sheets (75 g/m <sup>2</sup> ; 20 g/m)
Light paper		60 to 74 g/m <sup>2</sup> (16 to 19 lb bond)	500 sheets
Intermediate paper		90 to 104 g/m <sup>2</sup> (24 to 27 lb bond)	Maximum stack height: 50 mm (2.0 in)
Heavy paper		105 to 119 g/m <sup>2</sup> (28 to 31 lb bond)	Maximum stack height: 50 mm (2.0 in)
Extra heavy paper <sup>1</sup>		120 to 163 g/m <sup>2</sup> (32 to 43 lb bond)	Maximum stack height: 50 mm (2.0 in)
Glossy paper		75 to 105 g/m <sup>2</sup> (20 to 28 lb bond)	200 sheets
High Gloss Images		120 to 120 g/m <sup>2</sup> (32 to 32 lb bond)	Maximum stack height: 10 mm (0.4 in)
Labels			Maximum stack height: 50 mm (2 in)
Transparency		0.12 to 0.13 mm thick (4.7 to 5.5 mils thick)	100 sheets
Tough paper		0.10 to 0.13 mm thick (4 to 5 mils thick)	100 sheets

<sup>1</sup> The use of Extra heavy paper from Trays 2, 3, 4, and 5 is allowed, but the performance cannot be guaranteed due to the wide variation in these papers.

### Automatic two-sided printing (duplexing)<sup>1</sup>

Automatic two-sided printing	Dimensions	Weight or thickness	Capacity
Standard size paper, Letter, Letter-Rotated, A4, A4-Rotated, Legal, Executive, A3, 11x17, B4 (JIS), B5 (JIS)		60 to 120 g/m <sup>2</sup> (16 to 32 lb bond)	

<sup>1</sup> The printer automatically prints on paper weights up to 163 g/m<sup>2</sup>. However, automatic two-sided printing on weights above the maximum value noted in this table can produce unexpected results.

**Manual two-sided (duplex) printing.** Any of the supported paper sizes listed for printing from Tray 1 can be manually duplexed. See [Two-sided \(duplex\) printing](#) for more information.



# 2

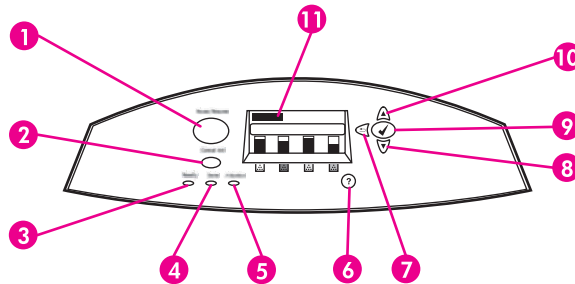
## Control panel

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

- [Control panel overview](#)
- [Control panel buttons](#)
- [Interpreting control panel indicator lights](#)
- [Control panel menus](#)
- [Menu hierarchy](#)
- [Retrieve job menu \(for printers with a hard drive\)](#)
- [Information menu](#)
- [Paper handling menu](#)
- [Configure device menu](#)
- [Diagnostics menu](#)
- [Changing printer control panel configuration settings](#)
- [Using the printer control panel in shared environments](#)

## Control panel overview

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



### Control panel buttons and lights

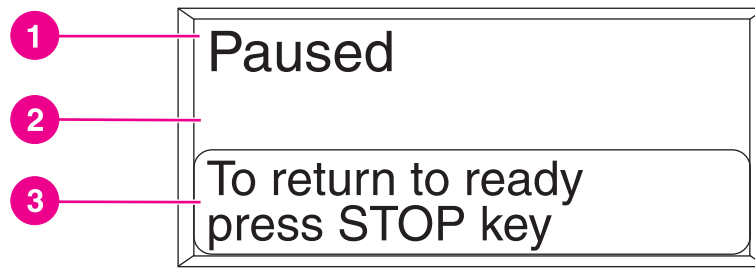
- 1 **MENU** button
- 2 **STOP** button
- 3 **READY** light
- 4 **DATA** light
- 5 **ATTENTION** light
- 6 **HELP (?)** button
- 7 **BACK/EXIT** (←) button
- 8 **DOWN ARROW** (▼) button
- 9 **SELECT** (✓) button
- 10 **UP ARROW** (▲) button
- 11 Display

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

### Display

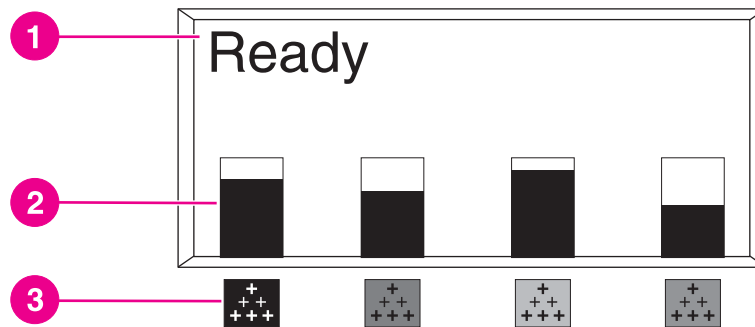
The printer display gives you complete, timely information about the printer and print jobs. Graphics illustrate levels of supplies, the locations of paper jams, and job status. Menus give access to printer functions and detailed information.

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



### Printer display

- 1 Message area
- 2 Message area
- 3 Prompt area



### Printer display

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

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

The supplies gauge shows the consumption levels of print cartridges (black, magenta, yellow, cyan). A ? appears instead of the consumption level when the level is not known. This can occur in the following circumstances:

- missing cartridges
- incorrectly placed cartridges
- cartridges with an error
- some non-HP cartridges

The supplies gauge appears whenever the printer shows the **Ready** state with no warnings. It will also appear when the printer shows a warning or error message concerning a print cartridge or multiple supplies.

## Accessing the control panel from a computer

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

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

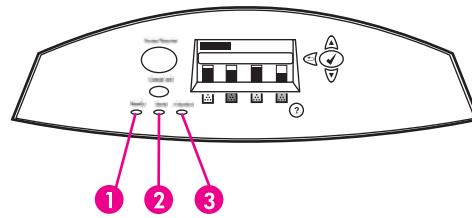
## Control panel buttons

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

Button name	Function
✓ <b>SELECT</b>	Makes selections and resumes printing after recovery errors.
▲ <b>UP ARROW</b> ▼ <b>DOWN ARROW</b>	Navigates menus and text, and increases or decreases the values of numerical items in the display.
↶ <b>BACK/EXIT ARROW</b>	Navigates backward in nested menus, or quits menus or help.
<b>MENU</b>	Accesses and exits the menus.
<b>STOP</b>	Pauses the current job and provides options to resume printing or to cancel the current job.
? <b>HELP</b>	Provides animated graphics and detailed information on printer messages or menus.



# Interpreting control panel indicator lights



## Control panel indicator lights

- 1 **READY**
- 2 **DATA**
- 3 **ATTENTION**

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

## Control panel menu

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

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

### Getting started basics

- Enter the menus and activate any selection by pressing the (✓) button.
- Use the Up or Down arrows to navigate through the menus. In addition to menu navigation, the Up and Down arrows (▲ ▼) can increase and decrease numerical value selections. Hold down the Up or Down arrows to scroll faster.
- The Back button (↩) allows you to move back in menu selections as well as select numerical values when configuring the printer.
- Exit all menus by pressing **MENU**.
- If no key is pressed for 30 seconds, the printer will return to the **Ready** state.
- A lock symbol next to a menu item means a PIN number is needed to use that item. Typically, this number is obtained from your network administrator.

# Menu hierarchy

The following tables list the menu hierarchies of each menu.

## To access the menus

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

<b>MENUS</b>	<b>RETRIEVE JOB</b> <b>INFORMATION</b> <b>PAPER HANDLING</b> <b>CONFIGURE DEVICE</b> <b>DIAGNOSTICS</b> <b>SERVICE</b>
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## Retrieve job menu (for printers with a hard drive)

See [Retrieve job menu \(for printers with a hard drive\)](#) for more information.

<b>RETRIEVE JOB</b>	A list of stored jobs appears <b>NO STORED JOBS</b>
---------------------	--

## Information menu

See [Information menu](#) for more information.

<b>INFORMATION</b>	<b>PRINT MENU MAP</b> <b>PRINT CONFIGURATION</b> <b>PRINT SUPPLIES STATUS PAGE</b> <b>SUPPLIES STATUS</b> <b>PRINT USAGE PAGE</b> <b>PRINT DEMO</b> <b>PRINT RGB SAMPLES</b> <b>PRINT CMYK SAMPLES</b> <b>PRINT FILE DIRECTORY</b> <b>PRINT PCL FONT LIST</b> <b>PRINT PS FONT LIST</b>
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## Paper handling menu

See [Paper handling menu](#) for more information.

<b>PAPER HANDLING</b>	<b>TRAY 1 SIZE</b> <b>TRAY 1 TYPE</b> <b>TRAY &lt;N&gt; SIZE</b> N = 2, 3, 4, or 5 <b>TRAY &lt;N&gt; TYPE</b> N = 2, 3, 4, or 5
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## Configure device menu

See [Configure device menu](#) and [Changing printer control panel configuration settings](#) for more information.

<b>CONFIGURE DEVICE</b>	<b>PRINTING</b>	<b>COPIES</b> <b>DEFAULT PAPER SIZE</b> <b>DEFAULT CUSTOM PAPER SIZE</b> <b>DUPLEX</b> <b>DUPLEX BINDING</b> <b>OVERRIDE A4/LETTER</b> <b>MANUAL FEED</b> <b>COURIER FONT</b> <b>WIDE A4</b> <b>PRINT PS ERRORS</b> <b>PCL</b>
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	<b>PRINT QUALITY</b>	<b>ADJUST COLOR</b> <b>SET REGISTRATION</b> <b>PRINT MODES</b> <b>OPTIMIZE</b> <b>QUICK CALIBRATE NOW</b> <b>FULL CALIBRATE NOW</b> <b>COLOR RET</b>
	<b>SYSTEM SETUP</b>	<b>JOB STORAGE LIMIT</b> (for printers with a hard drive) <b>JOB HELD TIMEOUT</b> (for printers with a hard drive) <b>SHOW ADDRESS</b> <b>COLOR/BLACK MIX</b> <b>TRAY BEHAVIOR</b> <b>POWERSAVE TIME</b> <b>PERSONALITY</b> <b>CLEARABLE WARNINGS</b> <b>AUTO CONTINUE</b> <b>SUPPLIES LOW</b> <b>COLOR SUPPLY OUT</b> <b>JAM RECOVERY</b> <b>RAM DISK</b> <b>LANGUAGE</b>
	<b>I/O</b>	<b>I/O TIMEOUT</b> <b>PARALLEL INPUT</b> <b>EIO X</b> (Where X=1, 2, or 3.)
	<b>RESETS</b>	<b>RESTORE FACTORY SETTINGS</b> <b>POWERSAVE</b> <b>RESET SUPPLIES</b>

## Diagnostics menu

See [Diagnostics menu](#) for more information.

<b>DIAGNOSTICS</b>	<b>PRINT EVENT LOG</b> <b>SHOW EVENT LOG</b> <b>PQ TROUBLESHOOTING</b> <b>DISABLE CARTRIDGE CHECK</b> <b>PAPER PATH SENSORS</b> <b>PAPER PATH TEST</b> <b>MANUAL SENSOR TEST</b> <b>COMPONENT TEST</b> <b>PRINT/STOP TEST</b>
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## Retrieve job menu (for printers with a hard drive)

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

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

## Information menu

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

Menu item	Description
<b>PRINT MENU MAP</b>	Prints the control panel menu map, which shows the layout and current settings of the control panel menu items. See <a href="#">Printer information pages</a> .
<b>PRINT CONFIGURATION</b>	Prints the printer configuration page.
<b>PRINT SUPPLIES STATUS PAGE</b>	Prints the estimated remaining life for the supplies; reports statistics on total number of pages and jobs processed, print cartridge manufacture date, serial number, page counts, and maintenance information.
<b>SUPPLIES STATUS</b>	Displays the supplies status in a scrollable list.
<b>PRINT USAGE PAGE</b>	Prints a count of all media sizes that have passed through the printer; lists whether they were simplex, duplex, monochrome, or color; and reports the page count.
<b>PRINT DEMO</b>	Prints a demonstration page.
<b>PRINT RGB SAMPLES</b>	Prints color samples for different RGB values. The samples act as a guide for color matching on the HP Color LaserJet 5550.
<b>PRINT CMYK SAMPLES</b>	Prints color samples for different CMYK values. The samples act as a guide for color matching on the HP Color LaserJet 5550.
<b>PRINT FILE DIRECTORY</b>	Prints the name and directory of files stored in the printer on an optional hard drive.
<b>PRINT PCL FONT LIST</b>	Prints the available PCL fonts.
<b>PRINT PS FONT LIST</b>	Prints the available PS (emulated PostScript) fonts.



## Paper handling menu

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

### Note

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

Menu item	Value	Description
<b>TRAY 1 SIZE</b>	A list of available sizes appears.	Allows you to configure the media size for Tray 1. The default is <b>ANY SIZE</b> . See <a href="#">Supported paper weights and sizes</a> for a complete list of available sizes.
<b>TRAY 1 TYPE</b>	A list of available types appears.	Allows you to configure the media type for Tray 1. The default is <b>ANY TYPE</b> . See <a href="#">Supported paper weights and sizes</a> for a complete list of available types.
<b>TRAY &lt;N&gt; SIZE</b> N = 2, 3, 4, or 5	A list of available sizes appears.	Allows you to configure the media size for Trays 2, 3, 4, and 5. The default setting is the size detected by the guides in the tray. To use a custom size, move the switch in the tray to custom. See <a href="#">Supported paper weights and sizes</a> for a complete list of available sizes.
<b>TRAY &lt;N&gt; TYPE</b> N = 2, 3, 4, or 5	A list of available types appears.	Allows you to configure the media type for Trays 2, 3, 4, and 5. The default is <b>PLAIN</b> . See <a href="#">Supported paper weights and sizes</a> for a complete list of available types.

## Configure device menu

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

### Printing menu

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

Menu item	Values	Description
<b>COPIES</b>	<b>1 - 32000</b>	Allows you to set the default number of copies.
<b>DEFAULT PAPER SIZE</b>	A list of available sizes appears.	Allows you to set the default paper size.
<b>DEFAULT CUSTOM PAPER SIZE</b>	<b>UNIT OF MEASURE</b> <b>X DIMENSION</b> <b>Y DIMENSION</b>	Allows you to set the default size for any job without dimensions.
<b>DUPLEX</b>	<b>OFF</b> <b>ON</b>	Allows you to enable or disable the duplex function on models with duplexing capability.
<b>DUPLEX BINDING</b>	<b>LONG EDGE</b> <b>SHORT EDGE</b>	This item appears only if the printer has a duplex unit and if <b>DUPLEX</b> is set to <b>ON</b> . It allows you to choose the edge of the paper to use for binding duplex jobs.
<b>OVERRIDE A4/LETTER</b>	<b>NO</b> <b>YES</b>	Allows you to set the printer to print an A4 job on letter-size paper when no A4 paper is loaded, a letter-size job when no A4-size paper is loaded, an A3 job on 11 x 17-size paper when no A3 paper is loaded, and a 11 x 17-size job on A3 paper when no 11 x 17-size paper is loaded.
<b>MANUAL FEED</b>	<b>ON</b> <b>OFF</b>	Allows you to manually feed paper.
<b>COURIER FONT</b>	<b>REGULAR</b> <b>DARK</b>	Allows you to select a version of the Courier font.
<b>WIDE A4</b>	<b>NO</b> <b>YES</b>	Allows you to change the printable area of A4 paper so that eighty 10-pitch characters may be printed on a single line.

Menu item	Values	Description
<b>PRINT PS ERRORS</b>	<b>OFF</b> <b>ON</b>	Allows you to select to print PS error pages.
<b>PRINT PDF ERRORS</b>	<b>OFF</b> <b>ON</b>	Allows you to select to print PDF error pages. The default is <b>OFF</b> .
<b>PCL</b>	<b>FORM LENGTH</b> <b>ORIENTATION</b> <b>FONT SOURCE</b> <b>FONT NUMBER</b> <b>FONT PITCH</b> <b>FONT POINT SIZE</b> <b>SYMBOL SET</b> <b>APPEND CR TO LF</b> <b>SUPPRESS BLANK PAGES</b>	Submenu that allows access to PCL menu items.

## Print quality menu

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

Menu item	Values	Description
<b>ADJUST COLOR</b>	<b>HIGHLIGHTS</b> <b>MIDTONES</b> <b>SHADOWS</b> <b>RESTORE FACTORY SETTINGS</b>	Allows you to modify the half tone settings for each color. The default for each color is <b>0</b> .
<b>SET REGISTRATION</b>	<b>PRINT TEST PAGE</b> <b>SOURCE</b> <b>*&lt;N&gt;</b> <b>TRAY 1</b> <b>TRAY 2</b> <b>TRAY 3</b> <b>TRAY 4</b>	Allows simplex and duplex image alignment. The default for the <b>SOURCE</b> is <b>TRAY 2</b> . The default for the sub-items <b>TRAY &lt;N&gt; TYPE</b> , <b>TRAY 1 TYPE</b> , <b>TRAY 2 TYPE</b> , <b>TRAY 3 TYPE</b> , and <b>TRAY 4 TYPE</b> is <b>0</b> .
<b>PRINT MODES</b>	A list of available modes appears.	Allows you to associate each media type with a specific print mode.

Menu item	Values	Description
<b>OPTIMIZE</b>	<b>BACKGROUND</b> <b>TRANSFER</b> <b>TRANSPARENCY</b> <b>FUSER WARM UP</b> <b>MEDIA TYPE</b> <b>RESTORE OPTIMIZE</b>	Please leave the default settings, unless instructed by the Call Center.
<b>QUICK CALIBRATE NOW</b>		Performs partial printer calibrations.  For more information, see <a href="#">Calibrating the printer</a> .
<b>FULL CALIBRATE NOW</b>		Performs all printer calibrations.  For more information, see <a href="#">Calibrating the printer</a> .
<b>COLOR RET</b>	<b>OFF</b> <b>ON</b>	The <b>COLOR RET</b> menu item allows the user to either turn on or turn off a color printer's RET (Resolution Enhancement Technology) setting. The default is <b>ON</b> .

## System setup menu

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

Menu item	Values	Description
<b>JOB STORAGE LIMIT</b>	<b>1-100</b>	Sets the limit for the maximum number of jobs stored on the hard drive at the printer.  See <a href="#">Job storage limit</a> for more information.
<b>JOB HELD TIMEOUT</b>	<b>OFF</b> <b>1 HOUR</b> <b>4 HOURS</b> <b>1 DAY</b> <b>1 WEEK</b>	Sets the period of time that the system keeps files in job storage before deleting them from the queue (for printers with a hard drive).  See <a href="#">Job held timeout</a> for more information.

Menu item	Values	Description
<b>SHOW ADDRESS</b>	<b>AUTO</b> <b>OFF</b>	This item determines whether the printer's IP address is shown on the display with the <b>Ready</b> message. If more than one EIO card is installed, the IP address of the card in the first slot is shown. The default is <b>OFF</b> .
<b>COLOR/BLACK MIX</b>	<b>AUTO</b> <b>MOSTLY COLOR PAGES</b> <b>MOSTLY BLACK PAGES</b>	<b>AUTO</b> will reset the printer to the factory default setting. <b>MOSTLY COLOR PAGES</b> will exhibit the <b>NEVER SWITCH</b> behavior to maximize performance. <b>MOSTLY BLACK PAGES</b> will exhibit the <b>LOOK AHEAD FIRST</b> behavior to improve cost per page as possible while minimizing impact to performance.
<b>TRAY BEHAVIOR</b>	<b>USE REQUESTED TRAY</b> <b>MANUAL FEED PROMPT</b> <b>PS DEFER MEDIA</b>	Submenu that allows access to tray behavior options. (This setting allows you to configure the trays to behave like trays in some previous HP printers.)  See <a href="#">Tray behavior options: Use Requested Tray and manually feed</a> for more information.  <b>PS DEFER MEDIA</b> affects how paper is handled when printing from an Adobe PS print driver. <b>ENABLED</b> uses HP paper handling. <b>DISABLED</b> uses the Adobe PS paper handling. The default is <b>ENABLED</b> .
<b>POWERSAVE TIME</b>	<b>1 MINUTE</b> <b>15 MINUTES</b> <b>30 MINUTES</b> <b>60 MINUTES</b> <b>90 MINUTES</b> <b>2 HOURS</b> <b>4 HOURS</b>	Reduces power consumption when the printer has been inactive for an extended period. See <a href="#">Changing printer control panel configuration settings</a> .
<b>PERSONALITY</b>	<b>AUTO</b> <b>PCL</b> <b>PDF</b> <b>MIME</b> <b>PS</b>	Sets the default personality to automatic switching, PCL, or PostScript emulation.  See <a href="#">Personality</a> for more information.

Menu item	Values	Description
<b>CLEARABLE WARNINGS</b>	<b>JOB</b> <b>ON</b>	Sets whether a warning is cleared on the control panel or when another job is sent.  See <a href="#">Clearable warnings</a> for more information.
<b>AUTO CONTINUE</b>	<b>OFF</b> <b>ON</b>	Determines printer behavior when the system generates an Auto Continuable error.  See <a href="#">Auto continue</a> for more information.
<b>SUPPLIES LOW</b>	<b>STOP</b> <b>CONTINUE</b>	Sets low supplies reporting options.  See <a href="#">Supplies low</a> for more information.
<b>COLOR SUPPLY OUT</b>	<b>autoContinueBlack</b> <b>STOP</b>	Sets the <b>COLOR SUPPLY OUT</b> printer behavior. When a color supply is empty and the printer is set to <b>autoContinueBlack</b> , the printer will continue printing using black toner only.
<b>JAM RECOVERY</b>	<b>OFF</b> <b>ON</b> <b>AUTO</b>	Sets whether the printer will attempt to reprint pages after a jam.  See <a href="#">Jam recovery</a> for more information.
<b>RAM DISK</b>	<b>AUTO</b> <b>OFF</b>	Allows you to specify how the RAM disk is configured. When set to <b>AUTO</b> , the printer determines the optimal RAM disk size based on the amount of available memory. The default is <b>AUTO</b> . This message displays in models that have a hard drive installed.
<b>LANGUAGE</b>	A listing of available languages appears.	Sets the default control panel language.  See <a href="#">Language</a> for more information.

## I/O menu

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

See [Network configuration](#).

Menu item	Values	Description
<b>I/O TIMEOUT</b>	<b>5 - 300</b>	Allows you to select the I/O timeout in seconds.
<b>PARALLEL INPUT</b>	<b>HIGH SPEED</b> <b>ADVANCED FUNCTIONS</b>	Submenu that allows access to parallel input options. Use these options to select the speed at which the parallel port communicates with the host and to enable or disable the bidirectional parallel communication.  The default for <b>HIGH SPEED</b> is <b>YES</b> . The default for <b>ADVANCED FUNCTIONS</b> is <b>ON</b> .
<b>EIO X</b> (Where X=1, 2, or 3)	Possible values are: <b>TCP/IP</b> <b>IPX/SPX</b> <b>APPLETALK</b> <b>DLC/LLC</b> <b>LINK SPEED</b>	Allows you to configure EIO devices installed in slot 1, 2, or 3.

## Resets menu

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

Menu item	Values	Description
<b>RESTORE FACTORY SETTINGS</b>		Allows you to clear the page buffer, remove all perishable personality data, reset the printing environment, and return all default settings to factory defaults. However, this menu does not restore HP Jetdirect network settings to factory default values.
<b>POWERSAVE</b>	<b>OFF</b> <b>ON</b>	Allows you to enable and disable PowerSave. Default is <b>ON</b>
<b>RESET SUPPLIES</b>	<b>NEW TRANSFER KIT</b> <b>NEW FUSER KIT</b>	Allows you to inform the printer that a new transfer kit or new fuser kit has been installed.

## Diagnostics menu

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

Menu item	Description
<b>PRINT EVENT LOG</b>	This item will print an event log that will display the last 50 entries in the printer event log, starting with the most recent.
<b>SHOW EVENT LOG</b>	This item displays the last 50 events on the control panel display, starting with the most recent.
<b>PQ TROUBLESHOOTING</b>	This item will print a series of print quality assessment pages that will help troubleshoot any print quality problems.
<b>DISABLE CARTRIDGE CHECK</b>	This item allows you to remove a print cartridge to help determine which cartridge is the source of the problem.
<b>PAPER PATH TEST</b>	This item is useful for testing the paper handling features of the printer, such as the configuration of the trays.
<b>PAPER PATH SENSORS</b>	This item performs a test on each of the printer's sensors to determine if they are working correctly and displays the status of each sensor.
<b>MANUAL SENSOR TEST</b>	This item performs a test to determine whether the paper path sensors are operating correctly.
<b>COMPONENT TEST</b>	This item will activate individual parts independently to isolate noise, leaking, and other hardware issues.



<b>Menu item</b>	<b>Description</b>
<b>PRINT/STOP TEST</b>	This item isolates print quality faults more accurately by stopping the printer in mid-print cycle. Stopping the printer in mid-print cycle allows you to see where the image begins to degrade. Stopping the printer in mid-print cycle will cause a jam that may need to be manually removed. A service representative should perform this test.

# Changing printer control panel configuration settings

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

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

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## CAUTION

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

## Job storage limit

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

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## Note

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This option is only available if a hard drive is installed.

### To set the job storage limit

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

## Job held timeout

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

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## Note

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This option is only available if a hard drive is installed.

### To set the job held timeout

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

6. Press ▼ to highlight **JOB HELD TIMEOUT**.
7. Press ✓ to select **JOB HELD TIMEOUT**.
8. Press ▲ or ▼ to select the appropriate time period.
9. Press ✓ to set the time period.
10. Press **MENU**.

## Show address

This item determines whether the printer's IP address is shown on the display with the **Ready** message. If more than one EIO card is installed, the IP address of the card installed in the first slot appears.

### To show the IP address

1. Press **MENU** to enter the **MENUS**.
2. Press ▼ to highlight **CONFIGURE DEVICE**.
3. Press ✓ to select **CONFIGURE DEVICE**.
4. Press ▼ to highlight **SYSTEM SETUP**.
5. Press ✓ to select **SYSTEM SETUP**.
6. Press ▼ to highlight **SHOW ADDRESS**.
7. Press ✓ to select **SHOW ADDRESS**.
8. Press ▲ or ▼ to select the desired option.
9. Press ✓ to select the option.
10. Press **MENU**.

## Color/black mix

This item allows you to configure printer settings to optimize printer and cartridge performance for the printing environment. If the printer is primarily used for black printing (over two-thirds of the pages are black only), change the printer settings to **MOSTLY BLACK PAGES**. If the printer is primarily used for color printing, change the printer settings to **MOSTLY COLOR PAGES**. If the printer is used for a mix of black-only and color print jobs, it is recommended that you use the printer default of **AUTO**. To determine the percentage of color pages, print a configuration page. See [Printer information pages](#) to learn how to print a configuration page. The configuration page shows the total number of pages printed and the number of color pages printed. To determine the percentage of color pages printed, divide the color page count by the total page count.

### To set the color/black mix

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

6. Press ▼ to highlight **COLOR/BLACK MIX**.
7. Press ✓ to select **COLOR/BLACK MIX**.
8. Press ▲ or ▼ to select the desired option.
9. Press ✓ to select the option.
10. Press **MENU**.

## Tray behavior options: Use Requested Tray and manually feed

Tray behavior allows three user-defined options:

- **USE REQUESTED TRAY**—Selecting **EXCLUSIVELY** ensures that the printer will not automatically select another tray when you indicate that a specific tray should be used. Selecting **FIRST** allows the printer to pull from a second tray if the specified tray is empty. **EXCLUSIVELY** is the default setting.
- **MANUAL FEED**—If you select **ALWAYS** (the default value), the system always displays a prompt before pulling from the multipurpose tray. If you select **UNLESS LOADED**, the system will display the prompt only if the multipurpose tray is empty.
- **PS DEFER MEDIA**—This setting affects how non-HP PostScript drivers will behave with the device. There is no need to change this setting if using the drivers supplied by HP. If set to **ENABLED**, non-HP PostScript drivers will use the HP tray selection method as the HP drivers do. If set to **DISABLED**, some non-HP PostScript drivers will use the PostScript tray selection method instead of the HP method.

### To set Use Requested Tray

1. Press **MENU** to enter the **MENUS**.
2. Press ▼ to highlight **CONFIGURE DEVICE**.
3. Press ✓ to select **CONFIGURE DEVICE**.
4. Press ▼ to highlight **SYSTEM SETUP**.
5. Press ✓ to select **SYSTEM SETUP**.
6. Press ▼ to highlight **TRAY BEHAVIOR**.
7. Press ✓ to select **TRAY BEHAVIOR**.
8. Press ✓ to select **USE REQUESTED TRAY**.
9. Press ▲ or ▼ to select **EXCLUSIVELY** or **FIRST**.
10. Press ✓ to set the behavior.
11. Press **MENU**.

### To set manually feed prompt

1. Press **MENU** to enter the **MENUS**.
2. Press ▼ to highlight **CONFIGURE DEVICE**.
3. Press ✓ to select **CONFIGURE DEVICE**.
4. Press ▼ to highlight **SYSTEM SETUP**.
5. Press ✓ to select **SYSTEM SETUP**.
6. Press ▼ to highlight **TRAY BEHAVIOR**.

7. Press **✓** to select **TRAY BEHAVIOR**.
8. Press **▼** to highlight **MANUAL FEED PROMPT**.
9. Press **✓** to select **MANUAL FEED PROMPT**.
10. Press **▲** or **▼** to select **ALWAYS** or **UNLESS LOADED**.
11. Press **✓** to set the behavior.
12. Press **MENU**.

### To set the printer default for PS Defer Media

1. Press **MENU** to enter the **MENUS**.
2. Press **▼** to highlight **CONFIGURE DEVICE**.
3. Press **✓** to select **CONFIGURE DEVICE**.
4. Press **▼** to highlight **SYSTEM SETUP**.
5. Press **✓** to select **SYSTEM SETUP**.
6. Press **▼** to highlight **TRAY BEHAVIOR**.
7. Press **✓** to select **TRAY BEHAVIOR**.
8. Press **✓** to select **PS DEFER MEDIA**.
9. Press or select **ENABLED** or **DISABLED**.
10. Press **✓** to set the behavior.
11. Press **MENU**.

### PowerSave Time

The adjustable PowerSave Time feature reduces power consumption when the printer has been inactive for an extended period. You can set the length of time before the printer goes into PowerSave mode to **1 MINUTE**, **15 MINUTES**, **30 MINUTES**, or to **60 MINUTES**, **90 MINUTES**, **2 HOURS**, or **4 HOURS**. The default setting is **30 MINUTES**.

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#### Note

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

### To set PowerSave Time

1. Press **MENU** to enter the **MENUS**.
2. Press **▼** to highlight **CONFIGURE DEVICE**.
3. Press **✓** to select **CONFIGURE DEVICE**.
4. Press **▼** to highlight **SYSTEM SETUP**.
5. Press **✓** to select **SYSTEM SETUP**.
6. Press **▼** to highlight **POWERSAVE TIME**.
7. Press **✓** to select **POWERSAVE TIME**.
8. Press **▲** or **▼** to select the appropriate time period.
9. Press **✓** to set the time period.
10. Press **MENU**.

## To disable/enable PowerSave

1. Press **MENU** to enter the **MENUS**.
2. Press **▼** to highlight **CONFIGURE DEVICE**.
3. Press **✓** to select **CONFIGURE DEVICE**.
4. Press **▼** to highlight **RESETS**.
5. Press **✓** to select **RESETS**.
6. Press **▼** to highlight **POWERSAVE**.
7. Press **✓** to select **POWERSAVE**.
8. Press **▲** or **▼** to select **ON** or **OFF**.
9. Press **✓** to set the selection.
10. Press **MENU**.

## Personality

This printer features automatic personality (printer language) switching.

- **AUTO** configures the printer to automatically detect the type of print job and configure its personality to accommodate that job.
- **PCL** configures the printer to use Printer Control Language.
- **PDF** configures the printer to print PDF files.
- **MIME** configures the printer for use with hand-held devices such as cellular phones and personal digital assistants (PDAs).
- **PS** configures the printer to use PostScript emulation.

## To set the personality

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

## Clearable warnings

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

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

### To set the clearable warnings

1. Press **MENU** to enter the **MENUS**.
2. Press ▼ to highlight **CONFIGURE DEVICE**.
3. Press ✓ to select **CONFIGURE DEVICE**.
4. Press ✓ to highlight **SYSTEM SETUP**.
5. Press ✓ to select **SYSTEM SETUP**.
6. Press ▼ to highlight **CLEARABLE WARNINGS**.
7. Press ✓ to select **CLEARABLE WARNINGS**.
8. Press ▲ or ▼ to select the appropriate setting.
9. Press ✓ to set the selection.
10. Press **MENU**.

## Auto continue

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

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

### To set the auto continue

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

## Supplies low

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

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

### To set supplies low reporting

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

## Color supply out

There are two options for this menu item.

- **autoContinueBlack** allows the printer to continue printing using black toner only when a color supply is empty. A warning message displays on the control panel when the printer is in this mode. Printing in this mode is allowed only for a specific number of pages. After that, the printer will pause printing until you replace the empty color supply.
- **STOP** causes the printer to stop printing until the empty color supply is replaced.

### To set color supply out response

1. Press **MENU** to enter the **MENUS**.
2. Press ▼ to highlight **CONFIGURE DEVICE**.
3. Press ✓ to select **CONFIGURE DEVICE**.
4. Press ▼ to highlight **SYSTEM SETUP**.
5. Press ✓ to select **SYSTEM SETUP**.
6. Press ▼ to highlight **COLOR SUPPLY OUT**.
7. Press ✓ to select **COLOR SUPPLY OUT**.
8. Press ▲ or ▼ to select the appropriate setting.
9. Press ✓ to set the selection.
10. Press **MENU**.



## Jam recovery

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

- **AUTO**—The printer automatically turns jam recovery on when sufficient memory is available.
- **ON**—The printer reprints any page involved in a paper jam. Additional memory is allocated to store the last few pages printed, and this might cause overall printer performance to suffer.
- **OFF**—The printer will not reprint any page that was involved in a paper jam. Since no memory is used to store the most recent pages, performance might be optimal.

### To set jam recovery response

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

## Language

If the control panel displays **LANGUAGE** in English, follow the procedure provided below. Otherwise, turn the printer off and then back on. When **XXXMB** appears, press and hold **✓**. When all three control panel lights are lit, release **✓** and follow the procedure provided below to set the language.

### To select language

1. When **Select A Language** appears in English, press **✓**, and wait until the control panel displays **LANGUAGE** in English.
2. Press **▼** until the preferred language displays.
3. Press **✓** to save the preferred language.

## Using the printer control panel in shared environments

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

- Consult your system administrator before making changes to control panel settings. Changing control panel settings could affect other print jobs.
- Coordinate with other users before changing the default printer font or downloading soft fonts. Coordinating these operations conserves memory and avoids unexpected printer output.
- Be aware that switching printer personalities, such as Emulated PostScript or PCL, affects the printed output of other users.

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### Note

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

# 3

## I/O Configuration

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

- [Network configuration](#)
- [Parallel configuration](#)
- [USB configuration](#)
- [Jetlink connection configuration](#)
- [Enhanced I/O \(EIO\) configuration](#)
- [Wireless printing](#)

## Network configuration

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

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### Note

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For more information about using the embedded Web server, see [Using the embedded Web server](#). For more information about using the HP Toolbox, see [Using the HP Toolbox](#).

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

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

- configuring TCP/IP parameters
- disabling unused network protocols
- configuring Novell NetWare frame type parameters

### Configuring Novell NetWare frame type parameters

The HP Jetdirect print server automatically selects a NetWare frame type. Select a frame type manually only when the print server selects an incorrect frame type. To identify the frame type chosen by the HP Jetdirect print server, print a configuration page from the printer control panel. See [Printer information pages](#).

#### To configure the Novell NetWare parameters from the printer control panel

1. Press **MENU** to enter the **MENUS**.
2. Press **▼** to highlight **CONFIGURE DEVICE**.
3. Press **✓** to select **CONFIGURE DEVICE**.
4. Press **▼** to highlight **I/O**.
5. Press **✓** to select **I/O**.
6. Press **▼** to highlight **EIO X** (where X = 1, 2, or 3).
7. Press **✓** to select **EIO X**.
8. Press **▼** to highlight **IPX/SPX**.
9. Press **✓** to select **IPX/SPX**.
10. Press **▼** to highlight **FRAME TYPE**.
11. Press **▼** to highlight the desired frame type.
12. Press **✓** to select the frame type.
13. Press the **MENU** button to return to the Ready state.

## Configuring TCP/IP parameters

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

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

### To automatically configure TCP/IP parameters from the printer control panel

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

### To manually configure TCP/IP parameters from the printer control panel

Use manual configuration to set an IP address, subnet mask, and local and default gateway.

#### Setting an IP address

1. Press **MENU** to enter the **MENUS**.
2. Press **▼** to highlight **CONFIGURE DEVICE**.
3. Press **✓** to select **CONFIGURE DEVICE**.
4. Press **▼** to highlight **I/O**.
5. Press **✓** to select **I/O**.
6. Press **✓** to select **EIO X**.
7. Press **▼** to highlight **TCP/IP**.
8. Press **✓** to select **TCP/IP**.
9. Press **▼** to highlight **MANUAL SETTINGS**.

10. Press ✓ to select **MANUAL SETTINGS**.
11. Press ▼ to highlight **MANUAL**.
12. Press ▼ to highlight **IP ADDRESS**.
13. Press ✓ to select **IP ADDRESS**.

---

**Note**

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The first of three sets of numbers is highlighted. If there is not a number highlighted, a highlighted empty underscore appears.

14. Press ▲ or ▼ to increase or decrease the number for configuring the IP address.
15. Press ✓ to move to the next set of numbers.
16. Repeat steps 15 and 16 until the correct IP address is entered.
17. Press the **MENU** button to return to the **Ready** state.

### Setting the subnet mask

1. Press **MENU** to enter the **MENUS**.
2. Press ▼ to highlight **CONFIGURE DEVICE**.
3. Press ✓ to select **CONFIGURE DEVICE**.
4. Press ▼ to highlight **I/O**.
5. Press ✓ to select **I/O**.
6. Press ▼ to highlight **EIO X** (where X = 1, 2, or 3).
7. Press ✓ to select **EIO X**.
8. Press ▼ to highlight **TCP/IP**.
9. Press ✓ to select **TCP/IP**.
10. Press ▼ to highlight **MANUAL SETTINGS**.
11. Press ✓ to select **MANUAL SETTINGS**.
12. Press ▼ to highlight **SUBNET MASK**.
13. Press ✓ to select **SUBNET MASK**.

---

**Note**

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The first of three sets of numbers is highlighted.

14. Press ▲ or ▼ to increase or decrease the number for configuring the subnet mask.
15. Press ✓ to move to the next set of numbers.
16. Repeat steps 14 and 15 until the correct subnet mask is entered.
17. Press the **MENU** button to return to the **Ready** state.

### Setting the syslog server

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

6. Press ▼ to highlight **EIO X** (where X = 1, 2, or 3).
7. Press ✓ to select **EIO X**.
8. Press ✓ to highlight **TCP/IP**.
9. Press ▼ to highlight **MANUAL SETTINGS**.
10. Press ✓ to select **MANUAL SETTINGS**.
11. Press ▼ to highlight **SYSLOG SERVER**.
12. Press ✓ to select **SYSLOG SERVER**.

---

### Note

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

13. Press the ▲ or ▼ arrow to increase or decrease the number for the first byte of the default gateway.
14. Press ✓ to move to the next set of numbers. (Press ⬅ to move to the previous set of numbers.)
15. Repeat steps 13 and 14 until the correct subnet mask is entered.
16. Press ✓ to save the syslog server.
17. Press the **MENU** button to return to the **Ready** state.

### Setting the local and default gateway

1. Press **MENU** to enter the **MENUS**.
2. Press ▼ to highlight **CONFIGURE DEVICE**.
3. Press ✓ to select **CONFIGURE DEVICE**.
4. Press ▼ to highlight **I/O**.
5. Press ✓ to select **I/O**.
6. Press ▼ to highlight **EIO X** (where X = 1, 2, or 3).
7. Press ✓ to select **EIO X**.
8. Press ▼ to highlight **TCP/IP**.
9. Press ✓ to select **TCP/IP**.
10. Press ▼ to highlight **MANUAL SETTINGS**.
11. Press ✓ to select **MANUAL SETTINGS**.
12. Press ▼ to highlight **LOCAL GATEWAY** or **DEFAULT GATEWAY**.
13. Press ✓ to select **LOCAL GATEWAY** or **DEFAULT GATEWAY**.

---

### Note

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The first of three sets of numbers are the default settings. If there is not a number highlighted, a highlighted empty underscore appears.

14. Press ▲ or ▼ to increase or decrease the number for configuring **LOCAL** or **DEFAULT GATEWAY**.
15. Press ✓ to move to the next set of numbers.
16. Repeat steps 15 and 16 until the correct subnet mask is entered.
17. Press the **MENU** button to return to the **Ready** state.

## Disabling network protocols (optional)

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

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

---

### Note

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TCP/IP configuration cannot be disabled on the HP Color LaserJet 5550 series printer.

## To disable IPX/SPX

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### Note

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Do not disable this protocol if Windows 95/98, Windows NT, ME, 2000, and XP users will be printing to the printer.

1. Press **MENU** to enter the **MENUS**.
2. Press **▼** to highlight **CONFIGURE DEVICE**.
3. Press **✓** to select **CONFIGURE DEVICE**.
4. Press **▼** to highlight **I/O**.
5. Press **✓** to select **I/O**.
6. Press **▼** to highlight **EIO X** (where X = 1, 2, or 3).
7. Press **✓** to select **EIO X**.
8. Press **▼** to highlight **IPX/SPX**.
9. Press **✓** to select **IPX/SPX**.
10. Press **▼** to highlight **ENABLE**.
11. Press **✓** to select **ENABLE**.
12. Press **▼** to highlight **ON** or **OFF**.
13. Press **✓** to select **ON** or **OFF**.
14. Press the **MENU** button to return to the **Ready** state.

## To disable DLC/LLC

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



10. Press ▼ to highlight **ENABLE**.
11. Press ✓ to select **ENABLE**.
12. Press ▼ to highlight **ON** or **OFF**.
13. Press ✓ to select **ON** or **OFF**.
14. Press the **MENU** button to return to the **Ready** state.

### Setting the idle timeout

1. Press ✓ to enter the **MENUS**.
2. Press ▼ to highlight **CONFIGURE DEVICE**.
3. Press ✓ to select **CONFIGURE DEVICE**.
4. Press ▼ to highlight **I/O**.
5. Press ✓ to select **I/O**.
6. Press ▼ to highlight **EIO X** (where X = 1, 2, or 3).
7. Press ✓ to select **EIO X**.
8. Press ✓ to highlight **TCP/IP**.
9. Press ▼ to highlight **MANUAL SETTINGS**.
10. Press ✓ to select **MANUAL SETTINGS**.
11. Press ▼ to highlight **IDLE TIMEOUT**.
12. Press ✓ to select **IDLE TIMEOUT**.
13. Press the ▲ or ▼ arrow to increase or decrease the number of seconds for the idle timeout.
14. Press ✓ to save the idle timeout.
15. Press the **MENU** button to return to the **Ready** state.

### Setting the link speed

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

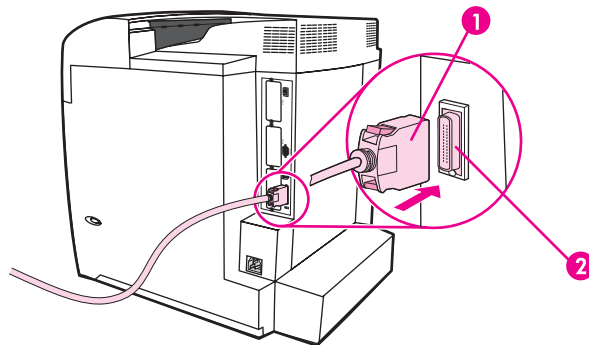
1. Press ✓ to enter the **MENUS**.
2. Press ▼ to highlight **CONFIGURE DEVICE**.
3. Press ✓ to select **CONFIGURE DEVICE**.
4. Press ▼ to highlight **I/O**.
5. Press ✓ to select **I/O**.
6. Press ▼ to highlight **EIO X** (where X = 1, 2, or 3).
7. Press ✓ to select **EIO X**.
8. Press ✓ to highlight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

10. Press ▼ to highlight the desired link speed.
11. Press ✓ to select the desired link speed.
12. Press the **MENU** button to return to the **Ready** state.

## Parallel configuration

The HP Color LaserJet 5550 series printer supports network and parallel connections at the same time. A parallel connection is made by connecting the printer to the computer using a bidirectional parallel cable (IEEE-1284 compliant) with a c-connector plugged into the printer's parallel port. The cable can be a maximum of 10 meters (33 feet) long.

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



### Parallel port connection

- 1 c-connector
- 2 parallel port

---

#### Note

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

---

#### Note

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

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## USB configuration

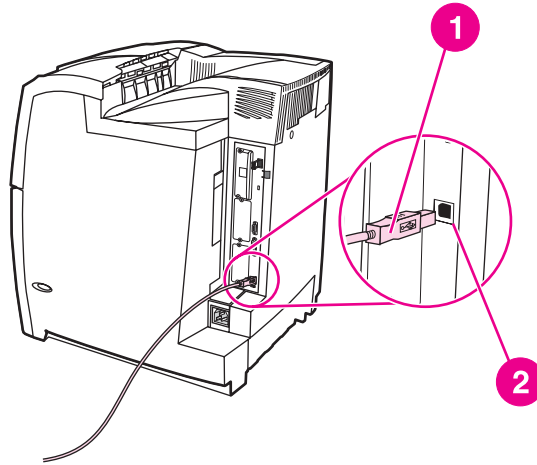
This printer supports a USB 1.1 connection. The port is located on the back of the printer, as shown in the figure below. You must use an A-to-B type USB cable.

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### Note

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USB support is not available for computers running Windows 95 or Windows NT 4.0.

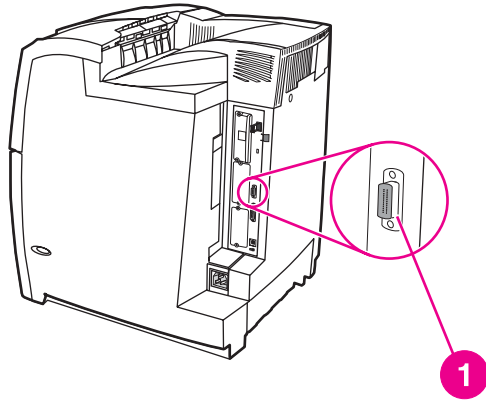


### USB connection

- 1 USB connector
- 2 USB port

## Jetlink connection configuration

This printer supports a Jetlink connection for paper handling input devices. The port is located on the back of the printer, as shown in the figure below.



### Jetlink connection

- 1 Jetlink connection port

## Enhanced I/O (EIO) configuration

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

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

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

### HP Jetdirect print servers

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

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**Note**

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

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**Note**

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

### Available enhanced I/O interfaces

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

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

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

### NetWare networks

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

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

## Windows and Windows NT networks

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

## AppleTalk networks

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

## UNIX/Linux networks

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

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

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

## Wireless printing

Wireless networks offer a safe, secure, and cost-effective alternative to traditional wired network connections. See [Supplies and accessories](#) for a list of available wireless print servers.

### IEEE 802.11b standard

With the wireless HP Jetdirect 802.11b external print server, HP peripherals can be placed anywhere in the office or home and connected to a wireless network running Microsoft, Apple, Netware, UNIX, or Linux network operating systems. This wireless technology provides a high-quality printing solution without the physical constraints of wiring. Peripherals can be conveniently placed anywhere in an office or home and can be easily moved without changing network cables.

Installation is easy with the HP Install Network Printer Wizard.

HP Jetdirect 802.11b print servers are available for adapting wireless printing to USB and parallel connections.

### Bluetooth

Bluetooth wireless technology is a low-power, short-range radio technology that can be used to wirelessly connect computers, printers, personal digital assistants (PDAs), cell phones, and other devices.

Unlike infrared technology, Bluetooth's reliance on radio signals means that devices do not have to be in the same room, office, or cubicle with an unobstructed line of sight in order to communicate. This wireless technology increases portability and efficiency within business network applications.

The HP Color LaserJet 5550 series printer uses a Bluetooth adapter (hp bt1300) to incorporate Bluetooth wireless technology. The adapter is available for either USB or parallel connections. The adapter has a 10-meter, line-of-site operation range in the 2.5 GHz ISM band and can achieve data transfer rates up to 723 Kbps. The device supports the following Bluetooth profiles:

- Hardcopy Cable Replacement Profile (HCRP)
- Serial Port Profile (SPP)
- Object Push Profile (OPP)
- Basic Imaging Profile (BIP)
- Basic Printing Profile (BPP) with XHTML-Print



# 4

## Printing tasks

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

- [Controlling print jobs](#)
- [Selecting print media](#)
- [Configuring input trays](#)
- [Printing on special media](#)
- [Two-sided \(duplex\) printing](#)
- [Special printing situations](#)
- [Job storage features](#)
- [Managing memory](#)

## Controlling print jobs

Three settings affect the printer driver's ability to specify how paper should be pulled in the printer. The **Source**, **Type**, and **Size** settings appear in the **Page Setup**, **Print**, or **Print Properties** dialog boxes in most software programs. If you do not change these settings, the printer automatically selects a tray using the default printer settings.

### Source

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

---

#### Note

If you have difficulties printing by Source and want the printer to autoswitch from the specified tray, see [Tray behavior options: Use Requested Tray and manually feed](#).

### Type and Size

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

- If you want to print by **Type** or **Size** and the trays have not been configured for that type or size, in the printer driver, select the **Type** or **Size** from the **Page Setup** dialog box, the **Print** dialog box, or the **Print Properties** dialog box. The printer will prompt you to load that type and size.
- If you often print on a certain type or size of paper, the printer administrator (for a network printer) or you (for a local printer) can configure a tray for that type or size (see [Using the embedded Web server](#) or [Configuring input trays](#) for type and size). Then, when you choose that type or size as you print a job, the printer pulls from the tray configured for that type or size.

### Print setting priorities

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

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**Note**

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

- *Page Setup dialog box.* This dialog box opens when you click **Page Setup** or a similar command on the **File** menu of the program you are working in. Settings changed here override settings changed anywhere else.
- *Print dialog box.* This dialog box opens when you click **Print**, **Print Setup**, or a similar command on the **File** menu of the program you are working in. Settings changed in the **Print** dialog box have a lower priority and do not override changes made in the **Page Setup** dialog box.
- *Printer Properties dialog box (printer driver).* The printer driver opens when you click **Properties** in the **Print** dialog box. Settings changed in the **Printer Properties** dialog box do not override settings available anywhere else.
- *Printer menu settings.* Lowest priority and often used if software drivers do not have that option.
- *Default printer settings.* The default printer driver settings determine settings used in all print jobs, *unless* settings are changed in the **Page Setup**, **Print**, or **Printer Properties** dialog boxes, as described above. There are several ways to change the default printer settings depending on the operating system: 1) click **Start**, **Settings**, **Printers**, and then right-click the printer icon and click **Properties**; 2) click **Start**, **Control Panel**, and then select the **Printers** folder; right-click the printer icon and click **Properties**.

---

**CAUTION**

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

## Selecting print media

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

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

See [Supplies and accessories](#) for *HP LaserJet Printer Family Print Media Guide* ordering information. To download a copy of the *HP LaserJet Printer Family Print Media Guide* go to <http://www.hp.com/support/clj5550> and select **Manuals**.

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

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

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### CAUTION

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

### Media to avoid

The HP Color LaserJet 5550 series printer can handle many types of paper. Use of paper outside the printer's specifications will cause a loss of print quality and increase the chance of paper jams occurring.

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

### Media that may damage the printer

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

- Do not use paper with staples attached.
- Do not use transparencies designed for Inkjet printers or other low temperature printers. Use only transparencies that are specified for use with HP Color LaserJet printers.
- Do not use photo paper intended for Inkjet printers.
- Do not use paper that is embossed or coated and is not designed for the temperatures of the HP Color LaserJet 5550 image fuser. Select paper that can tolerate temperatures of 190°C (374°F) for 0.1 second. HP produces a selection of paper that is designed for the HP Color LaserJet 5550 series printer.

- Do not use letterhead paper with low temperature dyes or thermography. Preprinted forms or letterhead must use inks that can tolerate temperatures of 190°C (374°F) for 0.1 second.
- Do not use any media that produces hazardous emissions, or that melts, offsets, or discolors when exposed to 190°C (374°F) for 0.1 second.

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

## Configuring input trays

The HP Color LaserJet 5550 series printer allows you to configure input trays by type and size. You can load different paper in the printer input trays and then request paper by type or size.

---

### Note

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

---

### Note

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

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

---

### Note

Letter and A4 sizes can be loaded with the long-edge or short-edge leading into the printer. Long-edge first is the preferred orientation. Long-edge feed gives greater throughput, and lower consumable usage. Short-edge feed is called the rotated orientation, and is identified in the trays as LTR-R and A4-R. Short-edge feed can be useful when printing on media with special features, such as perforations or windows.

## Configuring trays when the printer gives a prompt

In the following situations, the printer automatically prompts you to configure the tray for type and size:

- when you load paper into the tray, on tray close you will see **Tray X <TYPE> <SIZE>**. To change the type or size, press **✓**.
- when you specify a particular tray or media type for a print job through the printer driver or a software application and the tray is not configured to match the print job's settings. You will see **LOAD TRAY X <TYPE> <SIZE>**.

The control panel displays this message: **LOAD TRAY X <TYPE> <SIZE>**, to change size or type, press **✓**. The instructions below explain how to configure the tray after the prompt appears.

---

### Note

The prompt does not appear if you are printing from Tray 1 and if Tray 1 is configured for **ANY SIZE** and **ANY TYPE**.

## Loading Tray 1 for one-time use

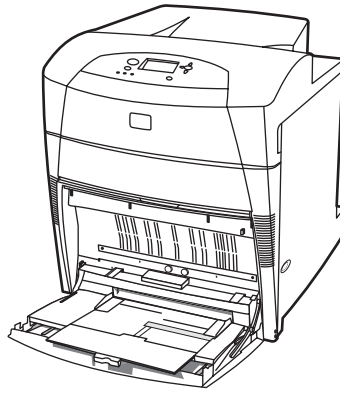
Follow this procedure if the tray is usually left empty and is used for a variety of sizes or types of paper.

---

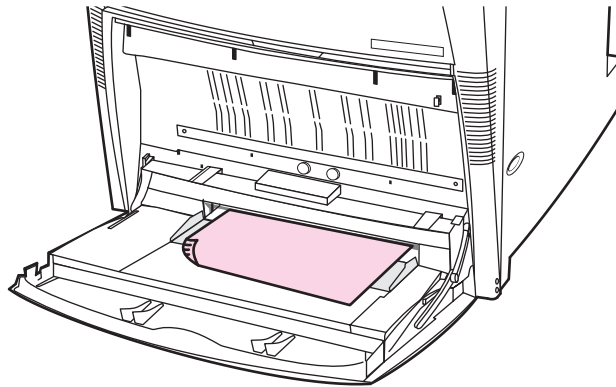
### CAUTION

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

1. Open the tray.



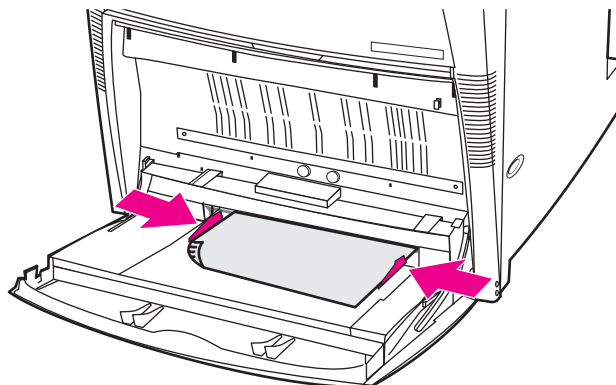
2. Remove any paper that is in the tray.
3. Move the side guides all the way out.
4. Load paper in the tray with the side to be printed on facing down, and the top of the paper on the left. Make sure that the stack height of the paper does not exceed the maximum stack height mark in the tray.



**Note**

If you are duplexing, see [Two-sided \(duplex\) printing](#) for load instructions.

5. Move the side guides to the correct position so that they will lightly touch the paper stack but will not bend the paper.



6. Look at the display within a few seconds of loading the paper (reinsert the paper if the time has already elapsed). If the printer does not display the **Tray X <TYPE> <SIZE>** message, the tray is ready for use.

7. If the printer displays **Tray X <TYPE> <SIZE>**, press ✓ to change the size and type configuration.
8. The size menu appears.
9. Press ▲ to highlight **ANY SIZE**.
10. Press ✓ to select **ANY SIZE**.
11. The type menu appears.
12. Press ▲ to highlight **ANY TYPE**.
13. Press ✓ to select **ANY TYPE**.
14. The printer displays **Tray X ANY SIZE ANY TYPE**. Press ↵ to accept the size/type settings and exit the message. The tray is ready for use.

## Loading Tray 1 when the same paper is used for multiple print jobs

Follow this procedure if Tray 1 continues to be loaded with the same type of paper and the paper is not removed from the tray between jobs. This procedure may also increase the printer performance when printing from Tray 1.

### CAUTION

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

1. Before loading the paper, from the Control panel, press the **MENU** key to enter the **MENUS**.
2. Press ▼ or ▲ to highlight **PAPER HANDLING**.
3. Press ✓ to display **PAPER HANDLING** menu.
4. Press ▼ or ▲ to highlight **TRAY 1 SIZE**.
5. Press ✓ to display the **TRAY 1 SIZE** values.
6. Press ▼ or ▲ to highlight the correct size.
7. Press ✓ to select the size.

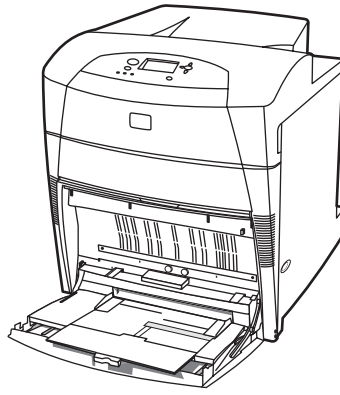
### Note

If selecting **CUSTOM**, also select the unit of measure, the X and the Y dimensions.

8. Press ▼ or ▲ to highlight **TRAY 1 TYPE**.
9. Press ✓ to display the **TRAY 1 TYPE** values.
10. Press ▼ or ▲ to highlight the correct type.
11. Press ✓ to select the type.
12. Press **MENU** to exit **MENUS**.

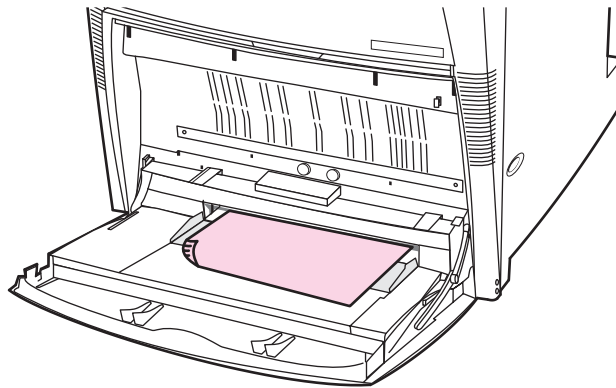


13. Open the tray.



14. Move the side guides out.

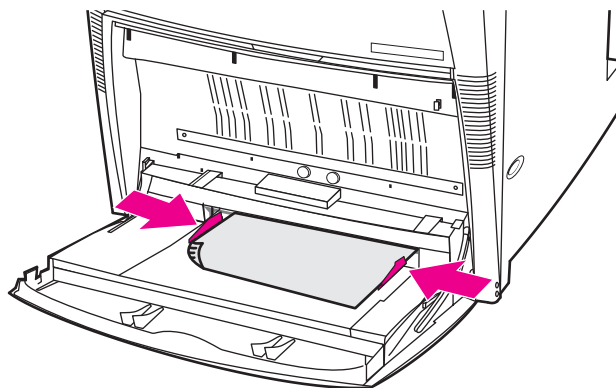
15. Load paper in the tray with the side to be printed on facing down, and the top of the paper on the left. Make sure that the stack height of the paper does not exceed the maximum stack height mark in the tray.




**Note**

If you are duplexing, see [Two-sided \(duplex\) printing](#) for load instructions.

16. Adjust the side guides so that they will lightly touch the paper stack but will not bend the paper.



17. The printer displays the tray configuration. It should match the size and type set in steps 1-12 above. Press  to accept the settings and exit the message. The tray is ready for use.

## Printing envelopes from Tray 1

### CAUTION

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

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

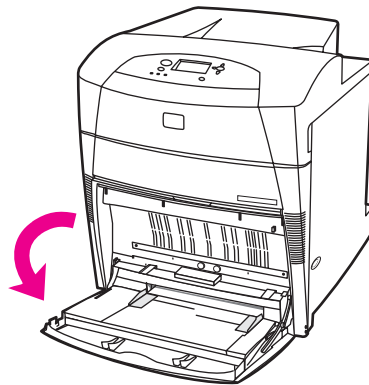
In the software, set margins at least 15 mm (0.6 inches) from the edge of the envelope.

### To load envelopes into Tray 1

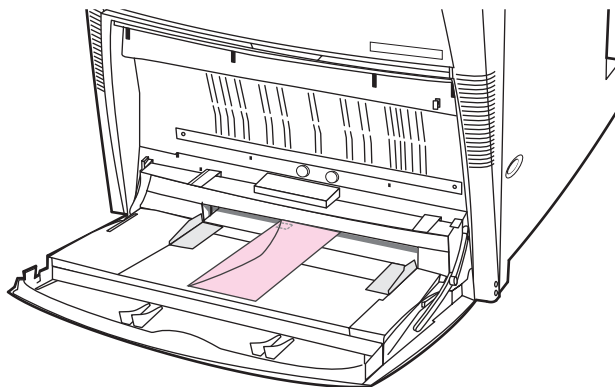
### CAUTION

To avoid paper jams, do not remove or insert envelopes during printing.

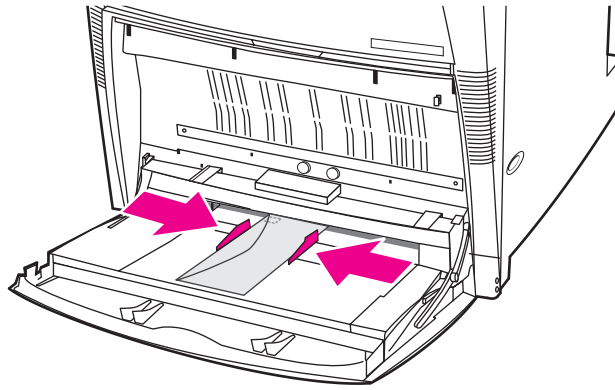
1. Open Tray 1.



2. Load up to 20 envelopes in the center of Tray 1 with the side to be printed on facing down, top on the left, and the short edge toward the printer. Slide the envelopes into the printer as far as they will go without forcing them.



- Adjust the guides to touch the envelope stack without bending the envelopes. Make sure the envelopes fit under the tabs on the guides.



## Printing envelopes

- In the printer control panel, set the paper size for Tray 1 to match the size envelope you are printing.
- Specify Tray 1 or select the paper source by size in the printer driver.
- If your software does not automatically format an envelope, specify Landscape for page orientation in your software application or printer driver. Use the guidelines in the table that follows to set margins for return and destination addresses on Commercial #10 or DL envelopes.

### Note

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

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

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

## Loading detectable media into Trays 2, 3, 4, and 5

Follow this procedure to load detectable standard-size paper in the tray. The detectable sizes are marked in the tray and include Letter, Letter-Rotated, A4, A4-Rotated, A3, 11 x 17 Legal, B4 (JIS), B5 (JIS), A5, and Executive.

### CAUTION

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

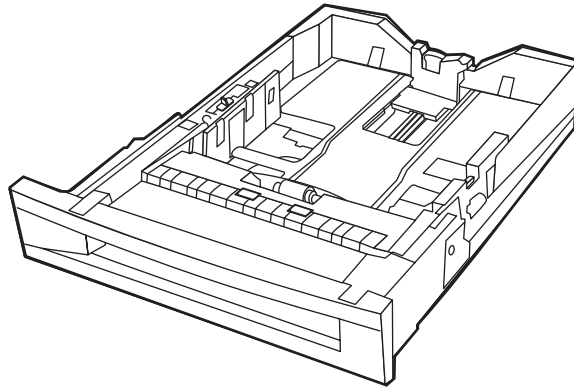
### CAUTION

The paper path for Tray 3 passes through Tray 2. If Tray 2 is partially pulled out or removed, paper from Tray 3 cannot feed into the printer. This causes the printer to stop and generate a message that Tray 2 must be installed. Similarly, Trays 2, 3, and 4 must be closed for paper from Tray 5 to feed into the printer.

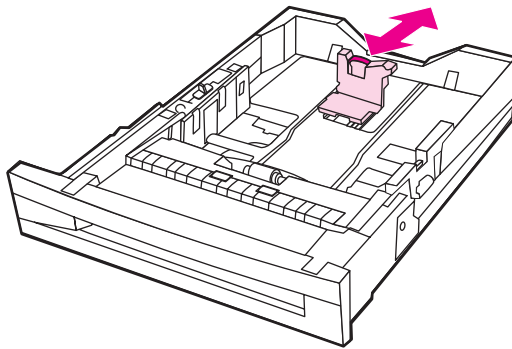
### CAUTION

Do not print cardstock, envelopes, or unsupported sizes of media from Tray 2, 3, 4, or 5. Print on these types of media only from Tray 1. Do not overfill the input tray or open it while it is in use. Doing so can cause paper jams.

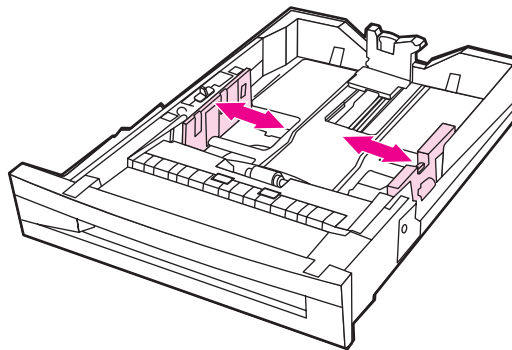
1. Open the tray.



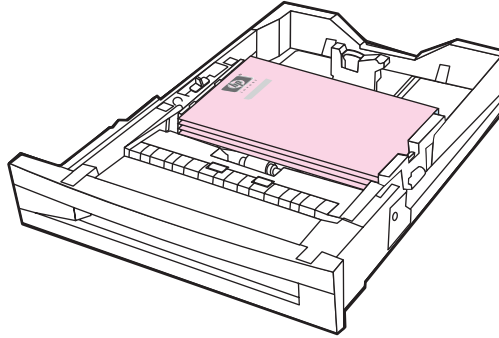
2. Adjust the rear paper guide by squeezing the guide adjustment latch and sliding the guide to the length of the media being used.



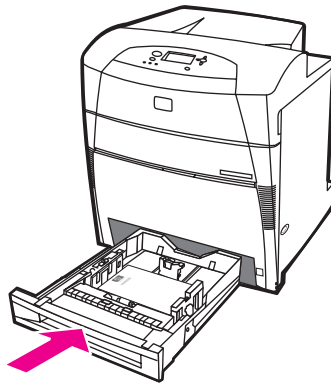
3. Adjust the paper width guide by squeezing the guide adjustment latch and sliding the guide to the width of the media being used.



4. Load media face-up, making sure that the stack height of the paper does not exceed the maximum stack height mark in the tray.



5. Verify that the tray switch is set to STANDARD.
6. Close the tray.



7. The printer displays the tray size and type configuration. (If the tray configuration is no longer displayed, open and close the tray again.)
8. If the size and type are correct, press **↵** to accept the settings.
9. To change the size or type, press **✓** when the tray configuration is displayed. The **TRAY X SIZE= \*<SIZE>** menu appears.
10. Press **▼** or **▲** to highlight the correct size.
11. Press **✓** to select the size. A **Setting saved** message appears followed by the tray type menu.

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**Note**

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Depending on the size selected, the printer might prompt you to move the CUSTOM/STANDARD switch in the tray to another position or to move the length/width guides. Follow the instructions in the prompt, close the tray, and follow these steps from the beginning.

12. To change the type, press **▼** or **▲** to highlight the correct paper type.
13. Press **✓** to select the paper type. A **Setting saved** message appears, and then the current type and size settings are displayed again.
14. If size and type are now correct, press **↵** to accept the size and type settings, and then exit the message. The tray is ready to use.

## Loading undetectable/standard size media into Trays 2, 3, 4, and 5

Follow this procedure to load undetectable standard-size paper in the tray. The undetectable standard sizes include 16K, 8K, Executive (JIS), 8.5x13.

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**CAUTION**

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

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**CAUTION**

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The paper path for Tray 3 passes through Tray 2. If Tray 2 is partially pulled out or removed, paper from Tray 3 cannot feed into the printer. This causes the printer to stop and generate a message that Tray 2 must be installed. Similarly, Trays 2, 3, and 4 must be closed for paper from Tray 5 to feed into the printer.

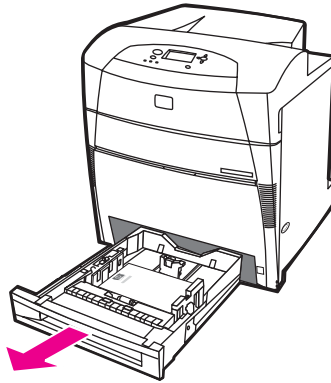
---

**CAUTION**

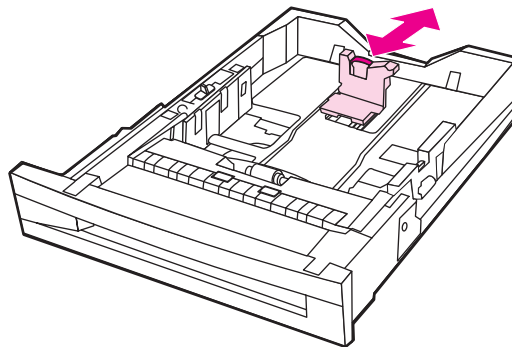
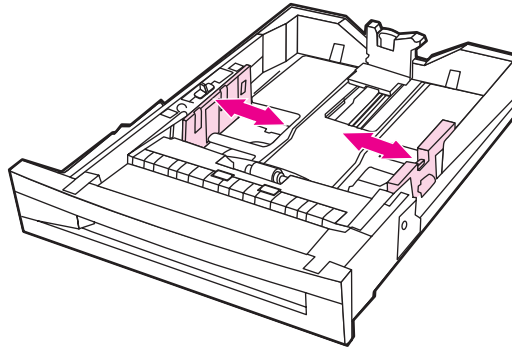
---

Do not print cardstock, envelopes, or unsupported sizes of media from Tray 2, 3, 4, or 5. Print on these types of media only from Tray 1. Do not overfill the input tray or open it while it is in use. Doing so can cause paper jams.

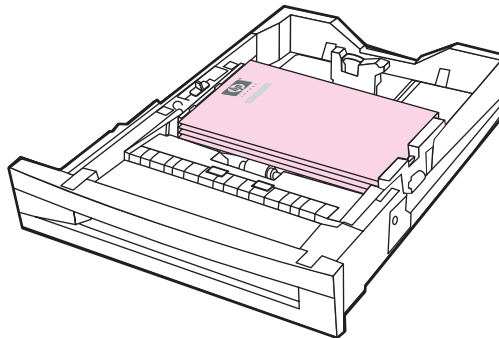
1. Open the tray.



2. Slide the paper width and length guides all the way out.

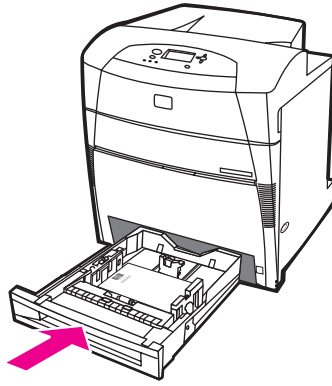


3. Load media face-up, making sure that the stack height of the paper does not exceed the maximum stack height mark in the tray.



4. Slide the paper width and length guides in, making sure that they gently touch the paper.
5. Verify that the tray switch is set to CUSTOM.

6. Close the tray.



7. The printer displays the tray size and type configuration
8. If the size and type are correct, press **↵** to accept the settings, and exit the message.
9. To change the size or type, press **▼** when the tray configuration is displayed (If the tray configuration is no longer displayed, open and close the tray again). The **TRAY X SIZE= \*<SIZE>** menu appears.
10. Press **▼** or **▲** to highlight the correct size.
11. Press **▼** to select the size. A **Setting saved** message appears followed by the tray type menu.

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**Note**

Depending on the size selected, the printer might prompt you to move the CUSTOM/STANDARD switch in Tray to another position or to move the length/width guides. Follow the instructions in the prompt, close the tray, and follow these steps from the beginning.

12. To change the type, press **▼** or **▲** to highlight the correct paper type.
13. Press **▼** to select the paper type. A **Setting saved** message appears, and then the current type and size settings are displayed again.
14. If size and type are now correct, press **↵** to accept the size and type settings, and exit the message. The tray is ready to use.

## Loading custom media into Trays 2, 3, 4, and 5

Follow this procedure to load custom size paper in the tray.

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**CAUTION**

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

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**CAUTION**

The paper path for Tray 3 passes through Tray 2. If Tray 2 is partially pulled out or removed, paper from Tray 3 cannot feed into the printer. This causes the printer to stop and generate a message that Tray 2 must be installed. Similarly, Trays 2, 3, and 4 must be closed for paper from Tray 5 to feed into the printer.

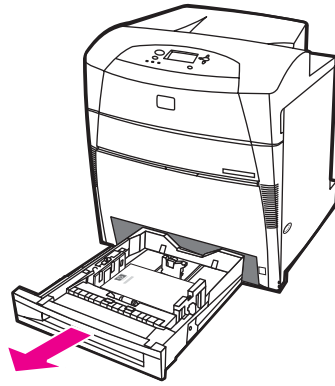
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**CAUTION**

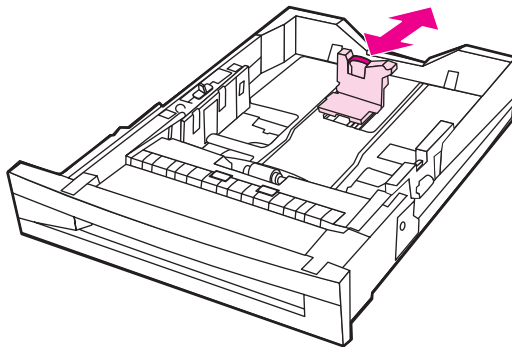
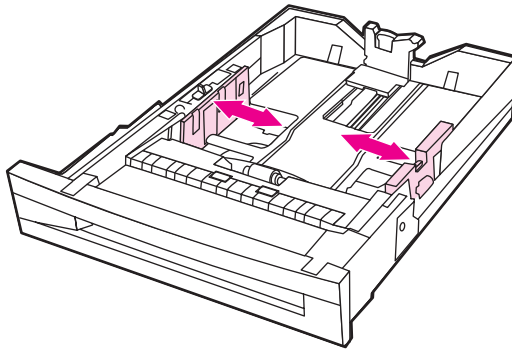
Do not print cardstock, envelopes, or unsupported sizes of media from Tray 2, 3, 4, or 5. Print on these types of media only from Tray 1. Do not overfill the input tray or open it while it is in use. Doing so can cause paper jams.



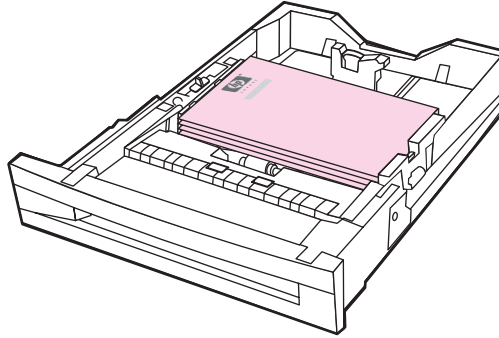
1. Open the tray.



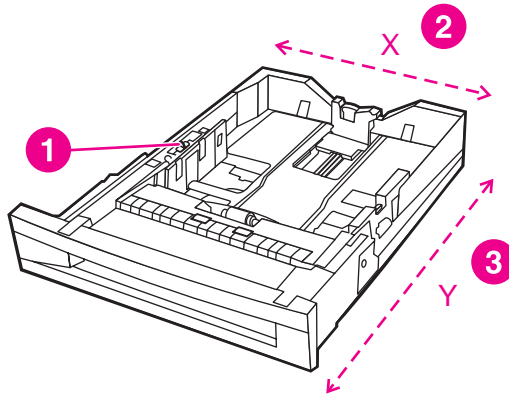
2. Slide the paper width and length guides all the way out.



3. Load media face-up, making sure that the stack height of the paper does not exceed the maximum stack height mark in the tray.

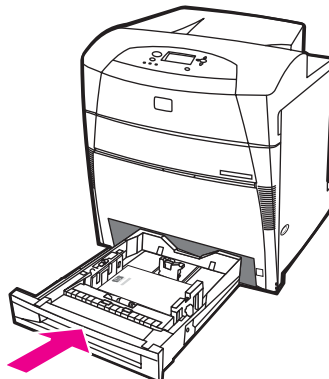


4. Slide the paper width and length guides in, making sure that they gently touch the paper.
5. Note the orientation of the paper and which dimension is the X dimension and which is the Y dimension. X and Y dimensions are marked in the tray, for your convenience.



- 1 CUSTOM/STANDARD switch
- 2 Page width (X dimension)
- 3 Page length (Y dimension)

6. Verify that the tray switch is set to CUSTOM.
7. Close the tray.



8. The printer displays the tray configuration. Look at the display.

9. If the size and type are correct, press **↵** to accept the settings and exit the message. If the settings are not correct, continue with this procedure.

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**Note**

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If the size is listed as **CUSTOM**, it means the tray size is set to **ANY CUSTOM** meaning that it will match any custom job even if the dimensions are different. The size can be changed to **CUSTOM** with exact dimensions if desired. When set to **CUSTOM**, the dimensions will show instead of the word **CUSTOM** on the tray configuration message.

10. To change the size or type, press **✓** when the tray configuration is displayed. (If the tray configuration is no longer displayed, open and close the tray again). The **TRAY X SIZE= \*<SIZE>** menu appears.
11. Press **✓** to select **CUSTOM**. The **UNIT OF MEASURE** menu appears.

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**Note**

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Depending on the size selected, the printer might prompt you to move the **CUSTOM/STANDARD** switch in the tray to another position or to move the length/width guides. Follow the instructions in the prompt, close the tray, and follow these steps from the beginning.

12. Press **▼** or **▲** arrows to highlight the correct unit (either millimeters or inches).
13. Press **✓** to select the X value. The **X DIMENSION** menu appears.
14. Press **▼** or **▲** to change the X dimension value until it is correct.
15. Press **✓** to select the value. The **Y DIMENSION** menu appears.
16. Press **▼** or **▲** to change the Y dimension value until it is correct.
17. Press **✓** to select the value. A **Setting saved** message appears, and then the **Tray X TYPE** menu appears.
18. To change the type, press **▼** or **▲** to highlight the correct paper type.
19. Press **✓** to select the paper type. A **Setting saved** message appears, and then the current type and size settings are displayed again.
20. If size and type are now correct, press **↵** to accept the settings and exit the message. The tray is ready for use.

## Configuring trays using the Paper Handling menu

You can also configure the trays for type and size without a prompt from the printer. Use the paper handling menu to configure the trays as follows.

### Configuring the paper size

1. Press **MENU** to enter the **MENUS**.
2. Press **▼** to highlight **PAPER HANDLING**.
3. Press **✓** to select **PAPER HANDLING**.
4. Press **▼** to highlight **TRAY <N> SIZE**. (N represents the number of the tray you are configuring.)
5. Press **✓** to select **TRAY <N> SIZE**.
6. Press **▼** or **▲** to highlight the correct size.

7. Press ✓ to select the correct size.

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**Note**

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Depending on the tray you are configuring and the size selected, the printer might prompt you to adjust the tray guides or to move the CUSTOM/STANDARD switch in the tray to the other position. Follow the instructions in the prompt, and then close the tray.

### Configuring the paper type

1. Press **MENU** to enter the **MENUS**.
2. Press ▼ to highlight **PAPER HANDLING**.
3. Press ✓ to select **PAPER HANDLING**.
4. Press ▼ to highlight **TRAY <N> TYPE**. (N represents the number of the tray you are configuring.)
5. Press ✓ to select **TRAY <N> TYPE**.
6. Press ▼ or ▲ to highlight the correct paper type.
7. Press ✓ to select the correct paper type.

A **Setting saved** message appears, and then the current type and size settings are displayed.

## Printing on special media

Use these guidelines when printing on special types of media.

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### Note

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Special media such as envelopes or cardstock should be printed from Tray 1.

To print on any special media, use the following procedure:

1. Load the media in the paper tray.
2. When the printer prompts you for the paper type, select the correct media type for the paper loaded in the tray. For example, select **HIGH GLOSS IMAGES** when loading HP High Gloss Laser Paper
3. In the software application or the printer driver, set the media type to match the media type that is loaded in the paper tray.

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### Note

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For the best print quality, always verify that the media type selected on the printer control panel and the media type selected in the application or printer driver match the type of media loaded in the tray.

## Transparencies

When printing on transparencies, use the following guidelines:

- Handle transparencies using the edges. Oils from your fingers deposited on the transparency can cause print quality problems.
- Use only overhead transparencies recommended for use in this printer. Hewlett-Packard recommends using HP Color LaserJet Transparencies with this printer. HP products are designed to work together for optimum printing results.
- In either the software application or the driver, select **Transparency** as the media type, or print from a tray that is configured for transparencies. Use the control panel to set the media type.

For more information about how to access the printer drivers, see [Accessing the printer drivers](#).

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### CAUTION

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

## Glossy paper

- In either the software application or the driver, select **Glossy**, **Heavy Glossy**, or **High Gloss** as the media type, or print from a tray that is configured for glossy paper.  
Select **Glossy** for media weights up to 105 g/m<sup>2</sup> (28 lb bond). Select **Heavy glossy** for media weights of 105 g/m<sup>2</sup> (28 lb bond) and heavier.
- Use the control panel to set the media type to **GLOSSY** or **HEAVY GLOSSY** for the input tray being used.

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### Note

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

## Colored paper

- Colored paper should be of the same high quality as white xerographic paper.
- Pigments used must be able to withstand the printer fusing temperature of 190°C (374° F) for 0.1 second without deterioration.
- Do not use paper with a colored coating that was added after the paper was produced.
- The printer creates colors by printing patterns of dots, overlaying and varying their spacing to produce various colors. Varying the shade or color of the paper will affect the shades of the printed colors.

## Printing images

To obtain the best print quality when printing images, such as photographs or posters, use High Gloss Laser Paper (Q2420A) with the HP High Gloss (Images) media type setting.

- In either the software application or the printer driver, select **HP High Gloss (images)** as the media type, or print from a tray that is configured for glossy paper.
- You can also configure the printer using settings on the printer control panel. See [Configuring input trays](#) for more information.
- Use the control panel to set the media type to **HIGH GLOSS IMAGES** for the tray being used.

## Envelopes

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### Note

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Envelopes can be printed only from Tray 1. Set the tray's media size to the specific envelope size. See [Printing envelopes from Tray 1](#).

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

- Do not load more than 20 envelopes into Tray 1.
- The weight rating of envelopes should not exceed 105 g/m<sup>2</sup> (28 lb bond).
- Envelopes should be flat.
- Do not use envelopes with windows or clasps.
- Envelopes must not be wrinkled, nicked, or otherwise damaged.
- Envelopes with peel-off adhesive strips must use adhesives that can withstand the heat and pressures of the printer's fusing process.
- Envelopes should be loaded face-down with the top of the envelope to the left, and the short edge feeding into the printer first.

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### Note

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In high humidity environments, envelopes should be printed with the flap on the leading edge to reduce sealing of the flap during printing. For long edge printing, envelopes should be loaded long edge first, face-down. See [Printing envelopes from Tray 1](#) to change the envelope orientation.

## Labels

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### Note

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

- Verify that the labels' adhesive material can tolerate temperatures of 190°C (374°F) for 0.1 second.
- Verify that there is no exposed adhesive material between the labels. Exposed areas can cause labels to peel off during printing, which can cause printer jams. Exposed adhesive can also cause damage to printer components.
- Do not re-feed a sheet of labels.
- Verify that labels lie flat.
- Do not use labels that are wrinkled, bubbled, or otherwise damaged.

## Heavy paper

The following heavy paper types can be used with the HP Color LaserJet 5550 series printer.

Paper type	Paper weight
Heavy	105-119 g/m <sup>2</sup> 28-31 lb
Extra heavy	120-163 g/m <sup>2</sup> 32-43 lb
Cardstock	164-200 g/m <sup>2</sup> 44-53 lb

When printing on heavy paper types, use the following guidelines:

- Use Tray 1 for paper that is heavier than 163 g/m<sup>2</sup> to 200 g/m<sup>2</sup> (43 lb bond up to 53 lb bond).
- For optimum results when printing on heavy paper, use the printer control panel to set the media type for the tray to match the paper type.
- In either the software application or the driver, select **Heavy**, **Extra Heavy**, or **Cardstock** as the media type, or print from a tray that is configured for heavy paper.
- Because this setting affects all print jobs, it is important to return the printer back to its original settings once the job has printed. See [Configuring input trays](#).

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### CAUTION

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In general do not use paper that is heavier than the media specification recommended for this printer. Doing so can cause misfeeds, paper jams, reduced print quality, and excessive mechanical wear.

## HP LaserJet Tough paper

Tough paper is a robust plastic film that will not tear and withstands the weather. When printing on HP LaserJet Tough paper, use the following guidelines:

- Handle HP LaserJet Tough paper using the edges. Oils from your fingers deposited on HP LaserJet Tough paper can cause print quality problems.
- Use only Hewlett-Packard LaserJet Tough paper with this printer. HP Products are designed to work together for optimum printing results.
- In either the software application or the driver, select **Tough Paper** as the media type, or print from a tray that is configured for HP LaserJet Tough paper.

## Preprinted forms and letterhead

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

- Forms and letterhead must be printed with heat-resistant inks that will not melt, vaporize, or release hazardous emissions when subjected to the printer's fusing temperature of approximately 190°C (374°F) for 0.1 second.
- Inks must be non-flammable and should not adversely affect any printer rollers.
- Forms and letterhead should be sealed in a moisture-proof wrapping to prevent changes during storage.
- Before loading preprinted paper such as forms and letterhead, verify that the ink on the paper is dry. During the fusing process, wet ink can come off of preprinted paper.
- When duplex printing, load pre-printed forms and letterhead into Trays 2, 3, 4, and 5 face-down with the top edge of the page to the left. To load pre-printed forms and letterhead into Tray 1, load them face-up with the top edge of the page to the left.
- When simplex printing, load pre-printed forms and letterhead into Trays 2, 3, 4, and 5 face-up with the top edge of the page to the left. To load pre-printed forms and letterhead into Tray 1, load them face-down with the top edge of the page to the left.

## Recycled paper

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



## Two-sided (duplex) printing

Some printer models are capable of automatic duplex printing (printing on both sides of a page). To find out which models support automatic two-sided printing, see [Printer configurations](#). All printer models support manual two-sided printing.

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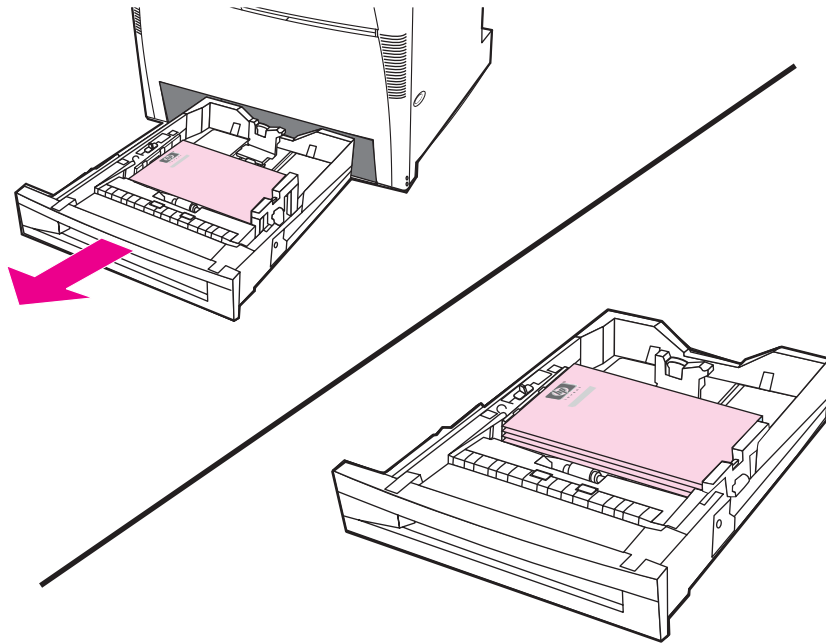
### Note

You must specify two-sided printing options in your software application or in the printer driver in order to print on both sides of the page. If this option is not visible in the software application or printer driver, use the following information to make duplex printing options available.

To use two-sided printing:

- Verify that the printer driver is configured to show the two-sided printing options: automatic and/or manual. For instructions, see the online Help for the printer driver or for more information about how to access the printer drivers, see [Accessing the printer drivers](#).
- Once the two-sided printing option is shown, select the appropriate two-sided printing options in the printer driver software. Two-sided printing options include page and binding orientation. For more information about options for binding two-sided printing jobs, see [Options for binding two-sided printing jobs](#).
- Automatic two-sided printing is not supported for certain media types, including transparencies, envelopes, cardstock, tough paper and labels.
- Automatic two-sided printing only supports 11 x 17, A3, letter, letter\_R, legal, A4, A4-R, B5, B4, and executive paper sizes.
- Manual two-sided printing can support all sizes and more types of media. (Transparencies, envelopes, and labels are not supported.)
- If both automatic and manual two-sided printing are enabled in the software driver, the printer will automatically print on two sides if the size and type are supported by the duplexer. Otherwise, it will manually duplex.

- For best results, avoid two-sided printing with rough-textured, heavy-weight media.
- When duplexing preprinted media such as letterhead or forms, load the paper the opposite of that when duplexing simplex. Place the media face down in Trays 2, 3, 4, or 5. Place special media face up in Tray 1. (This process is different than the process for one-sided printing.)



## Control panel settings for automatic two-sided printing

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

### CAUTION

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

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

### Note

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

1. Press **MENU** to enter the **MENUS**.
2. Press **▼** to highlight **CONFIGURE DEVICE**.
3. Press **✓** to select **CONFIGURE DEVICE**.
4. Press **✓** to select **Printing....**
5. Press **▼** to highlight **DUPLEX**.
6. Press **✓** to select **DUPLEX**.

7. Press ▲ or ▼ to select **ON** to enable two-sided printing or **OFF** to disable two-sided printing.
8. Press ✓ to set the value.
9. Press ▼ to highlight **DUPLEX BINDING**.
10. Press ✓ to select **DUPLEX BINDING**.
11. Press **MENU**.
12. Select two-sided printing from your software application or printer driver, if possible.

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**Note**

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

## Duplexing blank pages

If selecting source or type in the software driver, the printer will not print blank second sides of duplexed pages, resulting in faster performance. However, if the paper type is set to **ANY TYPE**, **LETTERHEAD**, **PREPRINTED**, or **PREPUNCHED**, the blank second sides print to prevent text from printing on the wrong side of the page.

## Options for binding two-sided printing jobs

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

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**Note**

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

## Manual two-sided (duplex) printing

Printing on both sides can be performed manually (manual duplex printing). This is useful for paper sizes or weights that are not supported for automatic duplexing (for example, cardstock or custom size paper). It can also be performed on printer models that do not support automatic two-sided printing.

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**Note**

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Damaged or previously used paper can cause paper jams and should not be used.

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**Note**

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Manual two-sided printing is not supported for Windows 98 and NT 4.0 systems that use the PS driver.

### To manually print on two sides (duplex)

1. Ensure that the printer driver is configured to allow manual duplexing. In the printer driver, select **Allow Manual Duplex**. See [Accessing the printer drivers](#).
2. From the application, open the printer driver.
3. Select the appropriate size and type.
4. On the **Finishing** tab, click **Print on Both Sides** or **Print on Both Sides (Manually)**.
5. The default binding option is to bind on the long edge of the paper in portrait layout. To change the setting, click the **Finishing** tab, and select the **Flip pages up** checkbox.
6. Click **OK**. The **Print on Both Sides** instructions will appear. Follow the instructions to finish printing your document.

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**Note**

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If total sheets exceed the Tray 1 capacity for manual duplex jobs, feed the top 100 sheets and press ✓. When prompted, feed the next 100 sheets and press ✓. Repeat as necessary until all the sheets from the output stack have been loaded into Tray 1.

For more information about how to access the printer drivers, see [Accessing the printer drivers](#).

## Printing booklets

Some versions of the printer driver let you control the printing of booklets when duplexing. You can select binding on the left or right side on letter, legal, or A4 paper size. Windows 2000 and XP supports booklet printing for all paper sizes.

See the printer driver online Help for more information about the printing booklets feature.

## Adjusting the registration

Adjusting the registration ensures that all jobs are centered on the page. This is a two-part process: 1) estimating the centering adjustments and 2) setting the shift values.

Use the following procedure to estimate the centering adjustments.

1. Using a ruler, measure, in millimeters, the left and right margins on the front side of the printed test page. Compare the two measurements.
2. Estimate the adjustment necessary to center the page. Each unit of adjustment shifts the image approximately 0.25 mm. This is the X1 shift value.
3. Using a ruler, measure, in millimeters, the left and right margins on the back side of the printed test page. Compare the two measurements.
4. Estimate the adjustment necessary to center the page. Each unit of adjustment shifts the image approximately 0.25 mm. This is the X2 shift value.
5. Using a ruler, measure, in millimeters, the top and bottom margins on the printed test page. Compare the two measurements.
6. Estimate the adjustment necessary to center the page. Each unit of adjustment shifts the image approximately 0.25 mm. This is the Y shift value.

Use the following procedure to set the shift values.

1. Press **MENU** to enter the **MENUS**.
2. Press ▲ or ▼ to highlight **CONFIGURE DEVICE** and press ✓ to select.
3. Press ▲ or ▼ to highlight **PRINT QUALITY** and press ✓ to select.
4. Press ▲ or ▼ to highlight **SET REGISTRATION** and press ✓ to select.
5. Press ▲ or ▼ to highlight the tray you are adjusting. (**ADJUST TRAY <N>**, **ADJUST TRAY 1**, **ADJUST TRAY 2**, **ADJUST TRAY 3**, or **ADJUST TRAY 4**), and press ✓ to select.
6. Press ▲ or ▼ to highlight **ADJUST TRAY X** and press ✓ to select.
7. Press ▲ or ▼ to highlight **X1 SHIFT** and press ✓ to select.
8. Press ▲ or ▼ to highlight the value for X1 from Step 2 and press ✓ to select.
9. Press ▲ or ▼ to highlight **X2 SHIFT** and press ✓ to select.
10. Press ▲ or ▼ to highlight the value for X2 in Step 4 and press ✓ to select.
11. Press ▲ or ▼ to highlight **Y SHIFT** and press ✓ to select.

12. Press ▲ or ▼ to highlight the value for Y from Step 6 and press ✓ to select.  
These procedures may be repeated for each of the trays installed in the printer.

## Special printing situations

Use these guidelines when printing on special types of paper.

### Printing a different first page

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

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

For more information about how to access the printer drivers, see [Accessing the printer drivers](#).

2. Load the special paper into the tray that you specified in step 1.
3. Load the paper for the remaining pages of the document into another tray.

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

### Printing a blank back cover

Use the following procedure to print a blank back cover. You can also select an alternate paper source or print on a different media type than the rest of the document.

1. On the printer driver's **Paper** tab, select **Use different paper**, then from the drop-down list, select **Back Cover**, check **Add a blank back cover**, and then click **OK**.
2. For more information about how to access the printer drivers, see [Accessing the printer drivers](#).

You can also select an alternate paper source or print a blank back cover on a different media type than the rest of the document. If desired, select a different source and type from the drop-down lists.

### Printing on custom-size media

The printer supports single-sided printing and manual duplexing on custom-size paper. Tray 1 supports paper sizes from 76 x 127 mm (3 x 5 inches) to 312 x 470 mm (12.3 x 18.5 inches). Tray 2 and optional Trays 3, 4 and 5 support media sizes from 148 x 210 mm (7.16 x 8.27 inches) to 297 x 432 mm (8.5 x 14 inches).

When printing on custom-size paper, if Tray 1 is configured in the printer control panel as **TRAY 1 TYPE=ANY** and **TRAY 1 SIZE=ANY**, the printer will print on whatever paper is loaded in the tray. When printing on custom size paper from Trays 2, 3, 4, and 5, adjust the switch on the tray to the Custom position, and from the control panel, set the paper size to **CUSTOM** or **ANY CUSTOM**.

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

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**Note**

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The printer feeder supports up to 312 mm wide, but the printer driver is limited to 304 mm.

For more information about how to access the printer drivers, see [Accessing the printer drivers](#).

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

## Stopping a print request

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

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**Note**

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

### To stop the current print job from the printer control panel

1. Press **STOP** on the printer control panel to pause the job that is currently printing. The control panel menu provides the option to resume printing or to cancel the current job.
2. Press **MENU** to exit the menu and resume printing, or highlight **CANCEL JOB**, and press **✓** to cancel the job.

Pressing **STOP** does not affect subsequent print jobs that are stored in the printer buffer.

### To stop the current print job from your software application

A dialog box may appear briefly on the user display, giving you the option to cancel the print job.

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

If a print job is waiting in a print queue (computer memory) or print spooler (Windows 98, 2000, XP, or Me), delete the print job there.

For Windows 98, 2000, XP, or Me, click **Start**, **Settings**, and then **Printers**. Double-click the **HP Color LaserJet 5550 series printer** icon to open the print spooler. Select the print job you want to cancel, and then press **Delete**.

## Job storage features

The HP Color LaserJet 5550 series printer lets you store a job in the printer's memory for printing at a later time. The job storage features use memory from both the hard drive and random access memory (RAM). These job storage features are described below.

To support job storage features for complex jobs, or if you often print complex graphics, print PostScript (PS) documents, or use many downloaded fonts, HP recommends that you install additional memory. Added memory also gives you more flexibility in supporting job-storage features, such as quick copying.

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**Note**

To use the Private Job and Proof and Hold features, you must have a minimum of 192 MB of memory: 160 MB DDR plus 32 MB of additional memory on the formatter board. To use the quick copy and stored jobs features you must install an optional hard drive in the printer (HP Color LaserJet 5550, 5550n, 5550dn, 5550dtn models) and properly configure the drivers.

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**CAUTION**

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Make sure to uniquely identify jobs in the printer driver before printing. Using default names may override previous jobs with the same default name or cause the job to be deleted. For more information about how to access the printer drivers, see [Accessing the printer drivers](#).

## Storing a print job

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

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

1. Press **MENU** to enter **MENUS**.
2. **RETRIEVE JOB** is highlighted.
3. Press **✓** to select **RETRIEVE JOB**.
4. Press **▼** to highlight your **USER NAME**.
5. Press **✓** to select your **USER NAME**.
6. Press **▼** to highlight a **JOB NAME**.
7. Press **✓** to select the **JOB NAME**.  
**PRINT** is highlighted.
8. Press **✓** to select **PRINT**.
9. Press **▲** or **▼** to select the first digit of the PIN.
10. Press **✓** to select the digit. The number changes to an asterisk.
11. Repeat steps 9 and 10 for the remaining three digits of the PIN.
12. Press **✓** when finished entering PIN.
13. Press **▲** or **▼** to select the number of copies needed.
14. Press **✓** to print the job.

## Quick copying a job

Quick Copy stores a copy of a printed job on the hard drive, and allows you to print additional copies of a print job using the control panel. The number of quick-copy print jobs that can be stored in the printer is set from the printer control panel.

This feature can be turned on or off from the driver.

1. Press **MENU** to enter **MENUS**.
2. **RETRIEVE JOB** is highlighted.
3. Press **✓** to select **RETRIEVE JOB**.
4. Press **▼** to highlight your **USER NAME**.



5. Press ✓ to select your **USER NAME**.
6. Press ▼ to highlight a **JOB NAME**.
7. Press ✓ to select the **JOB NAME**.  
**PRINT** is highlighted.
8. Press ✓ to select **PRINT**.
9. Press ▲ or ▼ to select the number of copies.
10. Press ✓ to print the job.

## Proofing and holding a job

The proof and hold feature provides a quick and easy way to print and proof one copy of a job and then print additional copies. This option stores the print job on the printer hard drive or in printer RAM memory, and prints only the first copy of the job, allowing you to check the first copy. If the document prints correctly, you can print the remaining copies of the print job from the printer control panel. The number of proof-and-hold print jobs that can be stored in the printer is set from the printer control panel.

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

## Printing stored jobs

1. Press **MENU** to enter **MENUS**.  
**RETRIEVE JOB** is highlighted.
2. Press ✓ to select **RETRIEVE JOB**.
3. Press ▼ to highlight your **USER NAME**.
4. Press ✓ to select your **USER NAME**.
5. Press ▼ to highlight a **JOB NAME**.
6. Press ✓ to select the **JOB NAME**.  
**PRINT** is highlighted.
7. Press ✓ to select **PRINT**.
8. Press ▲ or ▼ to select the number of copies.
9. Press ✓ to print the job.

## Deleting stored jobs

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

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

1. Press **MENU** to enter **MENUS**.

2. **RETRIEVE JOB** is highlighted.
3. Press ✓ to select **RETRIEVE JOB**.
4. Press ▼ to highlight your **USER NAME**.
5. Press ✓ to select your **USER NAME**.
6. Press ▼ to highlight a **JOB NAME**.
7. Press ✓ to select the **JOB NAME**.
8. Press ▼ to highlight **DELETE**.
9. Press ✓ to select **DELETE**.
10. Press ✓ to delete the job.

## Private jobs

This option allows you to send a print job directly to the printer memory. Selection of Private Job activates the PIN field. The print job can be printed only after you type a PIN in the printer control panel. After the job is printed, the printer removes the job from the printer memory. This feature is useful when you are printing sensitive or confidential documents that you do not want to leave in an output bin after printing. Private Job stores the print job on the hard drive or in printer RAM memory. After it is released for printing, the private job is immediately deleted from the printer. If more copies are needed, you have to reprint the job from the program. If you send a second private job to the printer with the same user name and job name as an existing private job (and you have not released the original job for printing), the job will overwrite the existing job, regardless of the PIN. Private jobs are deleted if power to the printer is turned off.

### Note

A lock symbol next to a job name indicates that the job is private.

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

## Printing a private job

1. Press **MENU** to enter **MENUS**.  
**RETRIEVE JOB** is highlighted.
2. Press ✓ to select **RETRIEVE JOB**.
3. Press ▼ to highlight your **USER NAME**.
4. Press ✓ to select your **USER NAME**.
5. Press ▼ to highlight a **JOB NAME**.
6. Press ✓ to select the **JOB NAME**.  
**PRINT** is highlighted.
7. Press ✓ to select **PRINT**.
8. Press ▲ or ▼ to select the first digit of the PIN.
9. Press ✓ to select the digit. The number changes to an asterisk.
10. Repeat steps 8 and 9 for the remaining three digits of the PIN.
11. Press ✓ when finished entering PIN.
12. Press ▲ or ▼ to select the number of copies.

13. Press ✓ to print the job.

## Deleting a private job

A private job can be deleted from the printer control panel. You can delete a job without printing it, or IT WILL BE AUTOMATICALLY DELETED after it is printed.

1. Press **MENU** to enter **MENUS**.  
**RETRIEVE JOB** is highlighted.
2. Press ✓ to select **RETRIEVE JOB**.
3. Press ▼ to highlight your **USER NAME**.
4. Press ✓ to select your **USER NAME**.
5. Press ▼ to highlight a **JOB NAME**.
6. Press ✓ to select the **JOB NAME**.
7. Press ▼ to highlight **DELETE**.
8. Press ✓ to select **DELETE**.
9. Press ▲ or ▼ to select the first digit of the PIN.
10. Press ✓ to select the digit. The number changes to an asterisk.
11. Repeat steps 9 and 10 for the remaining three digits of the PIN.
12. Press ✓ when finished entering PIN.
13. Press ✓ to delete the job.

## Mopier mode

When Mopier Mode is enabled in the driver, the printer produces multiple, collated copies from a single print job. Multiple-original printing (mopying) increases printer performance and reduces network traffic by sending the job to the printer once, then storing it in the printer's RAM. The remainder of the copies are printed at the printer's fastest speed. All documents can be created, controlled, managed, and finished from the desktop, which eliminates the extra step of using a photocopier.

The HP Color LaserJet 5550 series printers support the mopying feature, provided they have enough total memory (at least 192 MB of total memory: 160 MB DDR plus 32 MB on the formatter board), and the mopying feature is enabled by default if the **Mopier Mode** setting is **Enabled** in the **Device Settings** tab.

## Managing memory

This printer supports up to 544 MB of memory: 512 MB DDR plus 32 MB of additional memory on the formatter board. You can add additional memory by installing dual data-rate (DDR) memory. To allow for memory expansion, the printer has two DDR slots, which accept 128 or 256 MB of RAM each. For information about installing memory, see [Working with memory and print server cards](#).

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### Note

Memory specification: HP Color LaserJet 5550 series printers use 200-pin small outline dual inline memory modules (SODIMM) that support 128 or 256 MB of RAM.

The printer features Memory Enhancement Technology (MEt), which automatically compresses page data to provide the most efficient use of the printer's RAM.

The printer uses DDR SODIMM. Extended data output (EDO) DIMMs are not supported.

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### Note

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

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# 5

## Managing the printer

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

- [Printer information pages](#)
- [Using the embedded Web server](#)
- [Using the HP Toolbox](#)

## Printer information pages

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

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

### Menu map

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

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

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

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

For a complete list of control panel menus and possible values, see [Menu hierarchy](#).

### Configuration page

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

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

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

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**Note**

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

## Supplies status page

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

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

### To print the supplies status page:

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

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

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**Note**

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

## Usage page

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

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

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

## Demo

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

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

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

## Print CMYK samples

Use the **PRINT CMYK SAMPLES** page to print CMYK color samples to match the color values in your application.

1. Press **MENU** to enter the **MENUS**.
2. Press **▼** to highlight **INFORMATION**.
3. Press **✓** to select **INFORMATION**.
4. Press **▼** to highlight **PRINT CMYK SAMPLES**.
5. Press **✓** to select **PRINT CMYK SAMPLES**.

The message **Printing... CMYK Samples** appears on the display until the printer finishes printing the demo page. The printer returns to the **Ready** state after printing the demo page.

## Print RGB samples

Use the **PRINT RGB SAMPLES** page to print RGB color samples to match the color values in your application.

1. Press **MENU** to enter the **MENUS**.
2. Press **▼** to highlight **INFORMATION**.
3. Press **✓** to select **INFORMATION**.
4. Press **▼** to highlight **PRINT RGB SAMPLES**.
5. Press **✓** to select **PRINT RGB SAMPLES**.

The message **Printing... RGB Samples** appears on the display until the printer finishes printing the demo page. The printer returns to the **Ready** state after printing the demo page.

## File directory

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

1. Press **MENU** to enter the **MENUS**.
2. Press **▼** to highlight **INFORMATION**.
3. Press **✓** to select **INFORMATION**.



4. Press ▼ to highlight **PRINT FILE DIRECTORY**.
5. Press ✓ to select **PRINT FILE DIRECTORY**.

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

## PCL or PS font list

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

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

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

## Event log

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

1. Press **MENU** to enter the **MENUS**.
2. Press ▼ to highlight **DIAGNOSTICS**.
3. Press ✓ to select **DIAGNOSTICS**.
4. Press ▼ to highlight **PRINT EVENT LOG**.
5. Press ✓ to select **PRINT EVENT LOG**.

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

## Using the embedded Web server

When the printer is directly connected to a computer, the embedded Web server is supported for Windows 98 and later. In order to use the embedded Web server with a direct connection, you must choose the Custom installation option when you install the printer driver. Select the option to load Printer Status and Alerts. The proxy server is installed as part of the Printer Status and Alerts software.

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

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

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

To use the embedded Web server, you must have Microsoft Internet Explorer 4 and later or Netscape Navigator 4 and later. The embedded Web server works when the printer is connected to an IP-based network. The embedded Web server does not support IPX-based printer connections. You do not have to have Internet access to open and use the embedded Web server. For more information about the HP embedded Web server, see the *HP Embedded Web Server User's Guide*. You can find this guide on the CD-ROM included with this printer.

### To access the embedded Web server using a network connection

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

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#### Note

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

1. The embedded Web server has three tabs that contain settings and information about the printer: the Information tab, the Settings tab, and the Network tab. Click the tab that you want to view.
2. See the following sections for more information about each tab.

## Information tab

The Information pages group consists of the following pages.

- **Device Status.** This page displays the printer status and shows the life remaining of HP supplies, with 0 percent representing that a supply is empty. The page also shows the type and size of print paper set for each tray. To change the default settings, click **Change Settings**.
- **Configuration page.** This page shows the information found on the printer Configuration page.
- **Supplies Status.** This page shows the life remaining of HP supplies, with 0 percent representing that a supply is empty. This page also provides supplies part numbers. To order new supplies, click **Order Supplies** in the **Other Links** area on the left side of the window. To visit any website, you must have Internet access.
- **Event log.** This page shows a list of all printer events and errors.
- **Usage page.** This page shows a summary of the number of pages the printer has printed, grouped by size and type.
- **Device Information.** This page also shows the printer network name, address, and model information. To change these entries, click **Device Information** on the **Settings** tab.
- **Control Panel.** Displays messages from the printers control panel, for example **Ready** or **POWERSAVE**.

## Settings tab

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

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

- **Configure Device.** Configure all printer settings from this page. This page contains the traditional menus found on printers using a control panel display. These menus include **Information**, **Paper Handling**, **Configure Device**, and **Diagnostics**.
- **Alerts.** Network only. Set up to receive e-mail alerts for various printer and supplies events.
- **E-mail.** Network only. Used in conjunction with the Alerts page to set up incoming and outgoing e-mail, as well as to set e-mail alerts.
- **Security.** Set a password that must be entered to gain access to the **Settings** and **Networking** tabs. Enable and disable certain features of the EWS.
- **Other Links.** Add or customize a link to another website. This link is displayed in the **Other Links** area on all embedded Web server pages. These permanent links always appear in the **Other Links** area: **HP Instant Support™**, **Order Supplies**, and **Product Support**.
- **Device Information.** Name the printer and assign an asset number to it. Enter the name and e-mail address for the primary contact who will receive information about the printer.
- **Language.** Determine the language in which to display the embedded Web server information.
- **Time Services.** Allows time synchronization with a network time server.

## Networking tab

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

## Other links

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

- **HP Instant Support™.** Connects you to the HP website to help you find solutions. This service analyzes your printer error log and configuration information to provide diagnostic and support information specific to your printer.
- **Order Supplies.** Click this link to connect to the HP website and order genuine HP supplies, such as print cartridges and paper.
- **Product Support.** Connects to the support site for the HP Color LaserJet 5550 series printer. Then, you can search for help regarding general topics.

# Using the HP Toolbox

The hp Toolbox is a Web application that you can use for the following tasks:

- Check the printer status.
- Configure the printer settings (access device Web page settings).
- View troubleshooting information.
- View online documentation.
- Print internal printer information pages.
- Receive pop-up status messages.

You can view the HP Toolbox when the printer is directly connected to your computer. If the printer is connected to a network, use **Custom Installer**. The HP Toolbox software is automatically installed as part of the typical software installation.

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## Note

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You do not have to have Internet access to open and use the HP Toolbox. However, if you click a link in the **Other Links** area, you must have Internet access to go to the site associated with the link. See [Other links](#) for more information.

## Supported operating systems

HP Toolbox is supported for the following operating systems:

- Windows 98, 2000, Me, Server 2003, and XP
- Macintosh OS 10.2 or later

## Supported browsers

To use the HP Toolbox, you must have one of the following browsers:

- Microsoft Internet Explorer 5.5 or later (Internet Explorer 5.2 or later for Macintosh)
- Netscape Navigator 7.0 or later (Netscape Navigator 7.0 or later for Macintosh)
- Opera Software ASA Opera™ 6.05 and 7.0 for Windows
- Safari 1.0 software for Macintosh

All pages can be printed from the browser.

## To view HP Toolbox

On the **Start** menu, select **Programs**, select **HP Color LaserJet 5550**, and then select **HP LaserJet toolbox**.

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## Note

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You can also view the HP Toolbox by clicking the system tray icon or the desktop icon.

The HP Toolbox opens in a Web browser.

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## Note

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

## HP Toolbox sections

The HP Toolbox software contains the following sections:

- [Status tab](#)
- [Troubleshooting tab](#)
- [Alerts tab](#)
- [Documentation tab](#)
- [Device Settings button](#)

## Other links

Each page in the HP Toolbox contains links to the HP website for the following information:

- Product registration
- Product support
- Ordering supplies
- HP Instant Support™

You must have Internet access to use any of these links. If you use a dial-up connection and did not connect when you first opened the HP Toolbox, you must connect before you can visit these websites.

## Status tab

The **Status** tab has links to the following main pages:

- **Device Status.** View printer status information. This page will indicate printer conditions such as a paper jam or an empty tray. Use the virtual control panel buttons on this page to change printer settings. After you correct a problem with the printer, click the **Refresh** button to update the device status.
- **Supplies Status.** View detailed supplies status such as the percent of toner remaining in the print cartridges and the number of pages printed with the current print cartridges. This page also has links to order supplies and to find recycling information.
- **Print Info Pages.** Print the configuration page and various other information pages that are available for the printer, such as the **Supplies Status** page, the **Demo** page, and **Menu Map**.

## Troubleshooting tab

The **Troubleshooting** tab provides links to various printer troubleshooting information, such as how to clear a paper jam, how to resolve print quality problems, how to resolve other internal problems with the printer, and how to print some printer pages.

## Alerts tab

The **Alerts** tab allows you to configure the printer to automatically notify you of printer alerts. The **Alerts** tab has links to the following main pages:

- Set up status alerts
- Administrative settings

### Set up status alerts page

On the **Set up status alerts** page, you can choose to turn alerts on or off, specify when the printer should send an alert, and choose from two different types of alerts:

- a pop-up message
- a task bar icon

Click **Apply** to activate the settings.

### Administrative settings page

On the **Administrative settings** page, you can set the frequency of how often the HP Toolbox checks for printer alerts. Three settings are available:

- Less often: every 15000 milliseconds
- Normal: every 8000 milliseconds
- More often: every 4000 milliseconds

If you want to reduce network I/O traffic, reduce the frequency that the printer checks for alerts.

## Documentation tab

The **Documentation** tab contains links to these information sources:

- **User Guide.** Contains the information about the printer usage, warranty, specifications, and support that you are currently reading. The user guide is available in both HTML and PDF format.
- **Install Notes.** Contains installation information about the printer.

## Device Settings button

Clicking the **Device Settings** button connects you to the printer's embedded Web server. See [Using the embedded Web server](#) for more information.

## HP Toolbox links

The HP Toolbox links at the left of the screen provide links to the following options:

- **Select a device.** Select from all HP Toolbox-enabled devices.
- **View current alerts.** View the current alerts for all set up printers. (You must be printing to view current alerts.)
- **Text only page.** View HP Toolbox as a site map linking to text-only pages.





# 6

## Color

This chapter describes how the HP Color LaserJet 5550 series printer provides great color printing. This chapter also describes ways to produce the best possible color prints. The following topics are covered:

- [Using color](#)
- [Managing printer color options](#)
- [Matching colors](#)

## Using color

The HP Color LaserJet 5550 series printer offers great color printing as soon as you set up the printer. It provides a combination of automatic color features to generate excellent color results for the general office user, plus sophisticated tools for the professional who is experienced with color use.

The HP Color LaserJet 5550 series printer provides carefully designed and tested color tables to provide smooth, accurate color rendition of all printable colors.

### Paper selection

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

### HP ImageREt 3600

HP ImageREt 3600 print technology is a system of innovative technologies developed exclusively by HP to deliver superior print quality. The HP ImageREt system sets itself apart from the industry by integrating technology advancements and optimizing each element of the print system. Several categories of HP ImageREt have been developed for a variety of user needs.

The system's foundation is comprised of key color laser technologies, including image enhancements, smart supplies, and high-resolution imaging. As the level or category of ImageREt increases, these core technologies are refined for more advanced system usage, and additional technologies are integrated. The HP ImageREt 3600 is a complete HP proprietary printing solution developed and implemented for the HP Color LaserJet 5550 series printer. HP now offers superior image enhancements for general office documents and marketing collateral. HP Image REt 3600 does well in different environmental conditions and with a variety of media. The image mode of this print system is optimized for printing on HP High Gloss Laser Paper.

### Best image printing

For the best image quality from the HP Color LaserJet 5550 series printer, use HP High Gloss Laser Paper in the special imaging mode. To select the image mode, set the media type to **HP High Gloss (Images)**. See [Printing on special media](#) for more information.

### Color options

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

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

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

For more information about accessing the printer drivers, see [Accessing the printer drivers](#).

## sRGB

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

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### Note

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Factors such as the type of monitor you use and the room lighting can affect the appearance of colors on your screen. For more information, see [Matching colors](#).

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

## Printing in four-colors (CMYK)

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

### CMYK ink set emulation (PostScript only)

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

- **Default.** This selection is good for general purpose rendering of CMYK data. It is designed to render photographs well, while at the same time providing rich saturated colors for text and graphics.
- **Specification for Web Offset Publications (SWOP).** Common ink standards in the United States and other locations.
- **Euroscale.** Common ink standard in Europe and other locations.
- **Dainippon Ink and Chemical (DIC).** Common ink standard in Japan and other locations.
- **Device.** Emulation is turned off. To render photographs properly with this selection, images require color management in the application or operating system.

## Managing printer color options

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

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

For more information about accessing the printer drivers, see [Accessing the printer drivers](#).

### Print in Grayscale

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

### Automatic or manual color adjustment

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

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#### Note

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

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

### Manual color options

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

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#### Note

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

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

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

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

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

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

**Edge Control.** The **Edge Control** setting determines how edges are rendered. Edge control has three components: adaptive halftoning REt, and trapping. Adaptive halftoning increases edge sharpness. Trapping reduces the effect of color plane misregistration by overlapping the edges of adjacent objects slightly. The color REt option increases the apparent resolution by placing each dot for the smoothest edges.

Four levels of edge control are available:

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

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

- **Default** instructs the printer to interpret RGB color as sRGB. sRGB is the accepted standard of Microsoft and the World Wide Web Organization (www).
- **Vivid** instructs the printer to increase the color saturation in the midtones so that colored objects appear more colorful. Printed blues and greens will likely appear darker than on your monitor. This option is good for business graphics or for producing colors similar to the HP Color LaserJet 4550.
- **Device** instructs the printer to print RGB data in raw device mode. To render photographs properly with this selection, you must manage image color in the application or operating system.

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**Note**

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HP Color LaserJet 4550 series Color Emulation can be accessed through the Print Task Quick Sets in the printer driver.

## Matching colors

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

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

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

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

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

### PANTONE®\* color matching

PANTONE®\* has multiple color matching systems. PANTONE®\* Matching System is very popular and uses solid inks to generate a wide range of color hues and tints. See [http://www.hp.com/support/clj5550\\_software](http://www.hp.com/support/clj5550_software) for details on how to use PANTONE®\* Matching System with this printer.

### Sample book color matching

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

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

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

## Printing color samples

To use the Color samples, select the Color sample that is the closest match to the desired color. Use the sample's color value in your application to describe the object you wish to match. Colors may vary depending on paper type and the software application used. For more details on how to use the Color Samples, go to <http://www.hp.com/support/clj5550>.

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

1. Press **MENU** to enter the **MENUS**.
2. Press **▼** to highlight **INFORMATION**.
3. Press **✓** to select **INFORMATION**.
4. Press **▼** to highlight **PRINT CMYK SAMPLES** or **PRINT RGB SAMPLES**.
5. Press **✓** to select **PRINT CMYK SAMPLES** or **PRINT RGB SAMPLES**.

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### Note

These samples are only accurate if you have not changed the defaults.

## Color emulation of the HP Color LaserJet 4550

The PCL, PS, and HP Color LaserJet 5550 series printer drivers include a Print Task Quick Set called "HP Color LaserJet 4550 Color Emulation." This Print Task Quick Set allows you to easily set the printer to emulate the colors of the HP Color LaserJet 4550 printer. In general, the emulation color rendering has more contrast and is darker in appearance. This emulation works well with documents that contain graphics.





# 7

# Maintenance

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

- [Managing the print cartridge](#)
- [Changing print cartridges](#)
- [Replacing supplies](#)
- [Configuring e-mail alerts for supplies status](#)
- [Periodic cleaning](#)
- [When to clean the static discharge comb](#)
- [To clean the static discharge comb](#)

## Managing the print cartridge

Be sure to use genuine HP print cartridges for the best printing results. This section provides information on proper use and storage of HP print cartridges. It also provides information about using non-HP print cartridges.

### HP print cartridges

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

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

### Non-HP print cartridges

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

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

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

### Print cartridge authentication

The HP Color LaserJet 5550 series printer automatically authenticates the print cartridges when the cartridges are inserted into the printer. During authentication, the printer will let you know if a cartridge is or is not a genuine HP print cartridge.

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

To override a non-HP print cartridge error message, press the ✓ button.

### HP fraud hotline

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

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

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

## Print cartridge storage

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

### CAUTION

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

## Print cartridge life expectancy

The life of the print cartridge depends on usage patterns and the amount of toner that print jobs require. Usage conditions and print patterns may cause actual results to vary.

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

## Approximate replacement intervals for supplies

The following table lists the estimated replacement intervals for supplies and the control panel messages that prompt when to replace each item. Usage conditions and print patterns may cause results to vary.

Item	Printer message	Page count	Approximate time period <sup>1</sup>
Color cartridges	<b>REPLACE BLACK CARTRIDGE</b>	13,000 pages <sup>2</sup>	3.25 months
	<b>REPLACE &lt;COLOR&gt; CARTRIDGE</b>	12,000 pages <sup>2</sup>	3 months
Image Transfer kit	<b>REPLACE TRANSFER KIT</b>	120,000 pages	40 months
Image Fuser kit	<b>REPLACE FUSER KIT</b>	150,000 pages	50 months

<sup>1</sup> Approximate life is based on 4,000 pages per month.

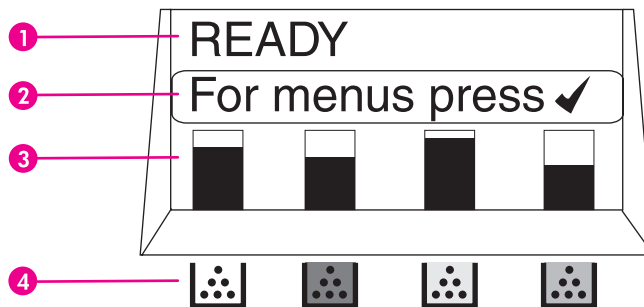
<sup>2</sup> Approximate average A4-/letter-size page count based on approximately 5 percent coverage of individual colors.

To order supplies online, go to <http://www.hp.com/supplies/clj5550>.

You can use the HP Toolbox or the embedded Web server to order supplies. For more information, see [hp toolbox](#) and [Using the embedded Web server](#).

## Checking the print cartridge life

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



### Printer display

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

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

### Using the printer control panel

1. Press **MENU** to enter the **MENUS**.
2. Press **▼** to highlight **INFORMATION**.
3. Press **✓** to select **INFORMATION**.
4. Press **▼** to highlight **PRINT SUPPLIES STATUS PAGE**.
5. Press **✓** to print the supplies status page.

### Using the embedded Web server (for network connected printers)

1. In your browser, enter the IP address for the printer home page. This takes you to the printer status page. See [Using the embedded Web server](#).
2. On the left side of the screen click **Supplies Status**. This takes you to the supplies status page, which provides print cartridge information.

### Using printer software

To use this feature, the HP Toolbox software must be installed on your computer. This software is automatically installed as part of the typical software installation. In addition, you must have access to the World Wide Web.

1. On the **Start** menu, select **Programs**, and then click **HP toolbox**.  
The HP Toolbox opens in a Web browser.
2. On the left side of the window, click the **Status** tab, and then click **Supplies Status**.

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**Note**

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

## Using HP Web Jetadmin

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

## Changing print cartridges

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

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

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

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**CAUTION**

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

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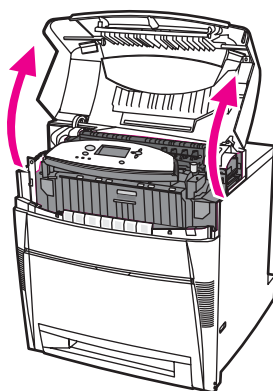
**Note**

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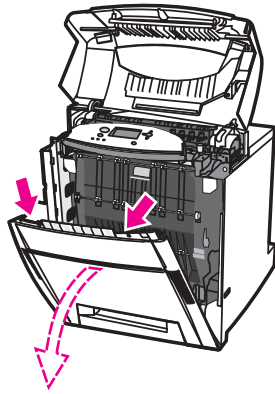
For information about recycling used print cartridges, see [HP Printing Supplies Returns and Recycling Program Information](#), or visit the HP LaserJet Supplies website at <http://www.hp.com/recycle>.

## To change the print cartridge

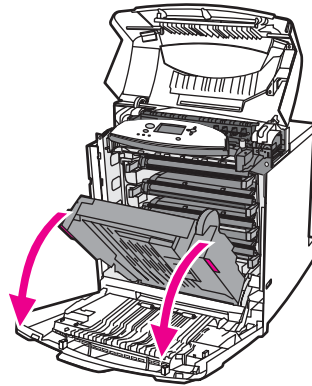
1. Lift the top cover of the printer.



2. Grasp the front cover and pull down.



3. Grasp the green handles on the transfer unit and pull down.



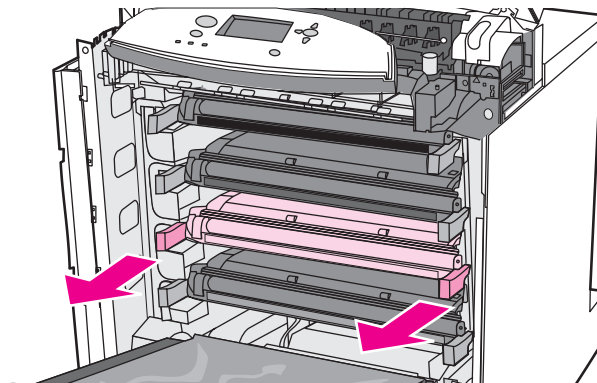
---

**CAUTION**

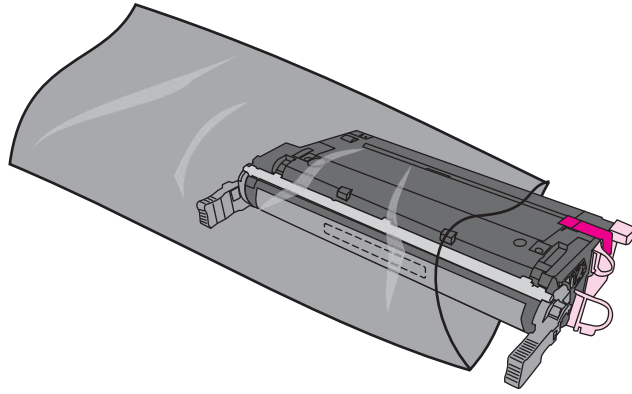
---

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

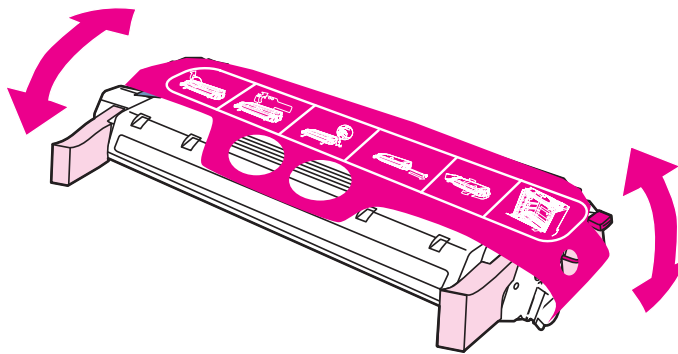
4. Remove the used print cartridge from the printer.



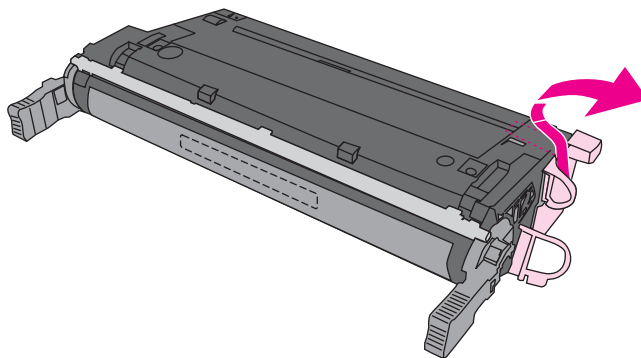
5. Remove the new print cartridge from the bag. Place the used print cartridge in the bag for recycling.



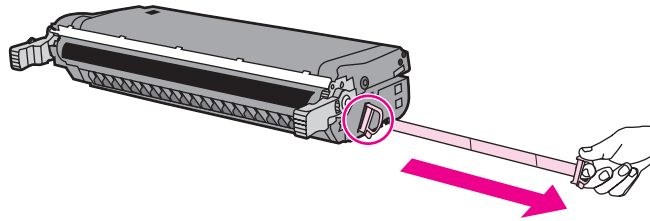
6. Grasp both sides of the cartridge and distribute the toner by gently rocking the cartridge from side to side.



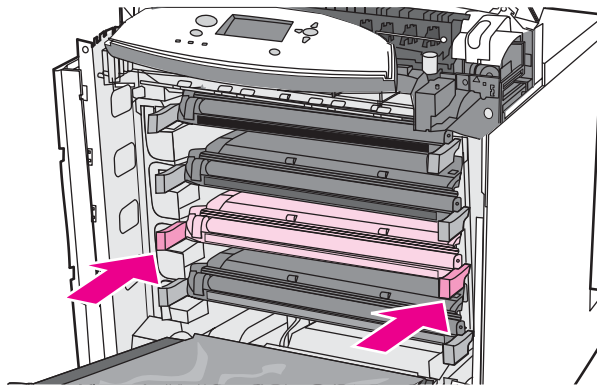
7. Remove the orange mylar strip and the orange shipping lock from the new print cartridge. Discard the lock.



8. Remove the inside sealing tape by breaking the orange tab on the end of the new print cartridge and pulling the tape completely out. Discard the tape.



9. Align the print cartridge with the tracks inside the printer and insert the cartridge until it is completely seated and clicks into place.



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**Note**

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If a cartridge is in the wrong slot, the control panel will display the message **INCORRECT <COLOR> CARTRIDGE** or **INCORRECT SUPPLIES**.

10. Close the front cover and then close the top cover. After a short while, the control panel should display **Ready**.
  11. Installation is complete. Place the used print cartridge in the box in which the new cartridge arrived. See the enclosed recycling guide for recycling instructions.
  12. If you are using a non-HP print cartridge, check the control panel for further instructions.
- For additional help, go to <http://www.hp.com/support/clj5550>.



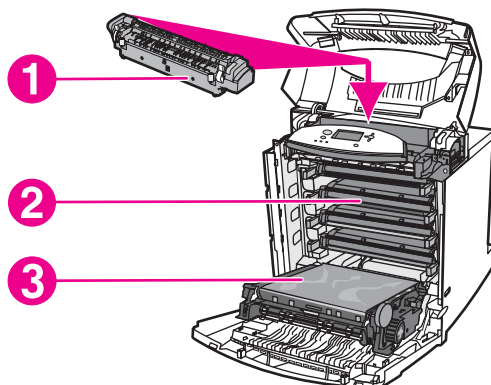
# Replacing supplies

When you use genuine HP supplies, the printer automatically notifies you when supplies are nearly depleted. The notification to order supplies allows ample time to order new supplies before they need to be replaced.

## Locating supplies

Supplies are identified by labeling and blue plastic handles.

The following figure illustrates the location of each supply item.



### Supply item locations

- 1 fuser
- 2 print cartridges
- 3 transfer unit

## Supply replacement guidelines

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

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

For instructions on installing supplies, see the installation guides provided with each supply item or see more information at <http://www.hp.com/support/clj5550>. When you connect, select **Solve a Problem**.

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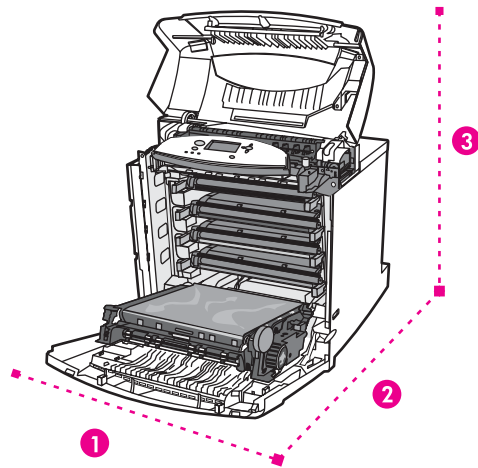
### CAUTION

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

## Making room around the printer for replacing supplies

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



### Supplies replacement clearance diagram

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

## Configuring e-mail alerts for supplies status

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

You can configure the following:

- the printer(s) you want to monitor
- what alerts are to be received (for example, alerts for paper jams, paper out, supplies status, and cover open)
- the e-mail account to which the alerts should be forwarded

Software	Information location
HP Web Jetadmin	See the HP Web Jetadmin Help system for details on alerts and how to set them up.
Embedded Web server	See <a href="#">Using the embedded Web server</a> for general information about the embedded Web server. See the embedded Web server Help system for details on alerts and how to set them up.

You can also receive alerts through the HP Toolbox software. These alerts display as either a pop-up window or an animated taskbar icon. The HP Toolbox software does not send alerts in the form of an e-mail message. You can configure the HP Toolbox software to deliver only the alerts you want to receive, and you can also specify how often the software checks the printer's status. See [Using the HP Toolbox](#) for more information.

## Periodic cleaning

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

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

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

### When to clean the OHT sensor

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

### To clean the OHT sensor

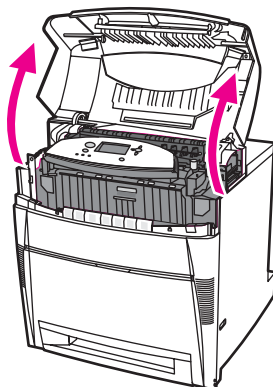
---

#### Note

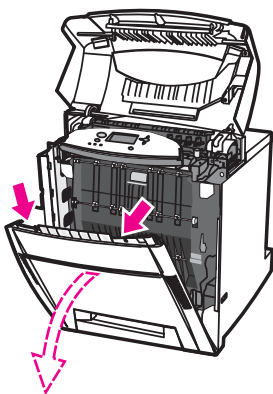
---

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

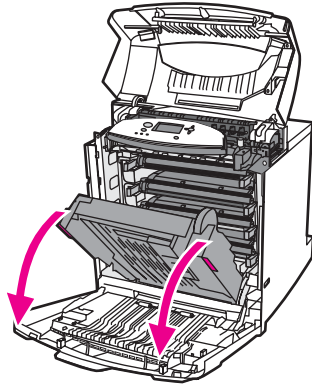
1. Lift the top cover of the printer.



2. Grasp the front cover and pull down.



3. Grasp the green handles on the transfer unit and pull down.



4. Remove the cyan print cartridge from the printer.

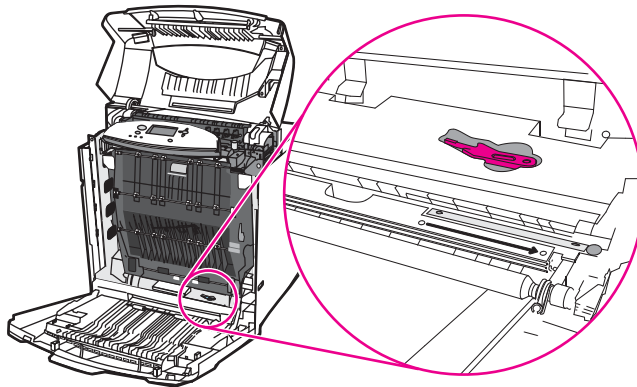
---

**CAUTION**

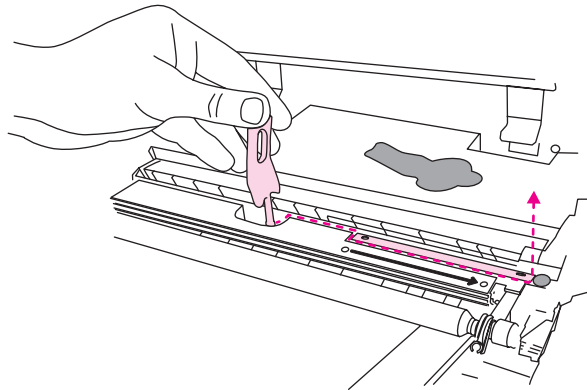
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Do not place the cyan print cartridge on the transfer unit while it is open. If the transfer unit is damaged, severe print quality problems may result.

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



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



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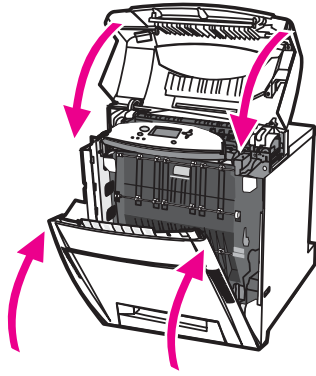
**CAUTION**

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

7. Replace the OHT sensor cleaning brush into the base of the printer.
8. Align the cyan print cartridge with the tracks inside the printer and insert the cartridge until it is completely seated.

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



## When to clean the static discharge comb

Clean the static discharge comb when you replace the black print cartridge, when you replace the image transfer kit, or when print quality defects occur.

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### Note

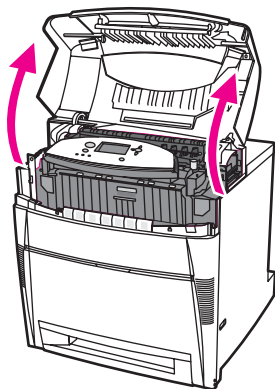
If you are replacing the black print cartridge, clean the static discharge comb first and then replace the black print cartridge. (Toner might fall onto the black print cartridge during cleaning.) Be careful not to get toner on your clothes

If you are replacing the image transfer kit, clean the static discharge comb with the new cleaning brush included with the replacement image transfer kit.

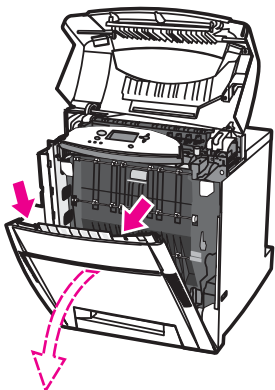
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## To clean the static discharge comb

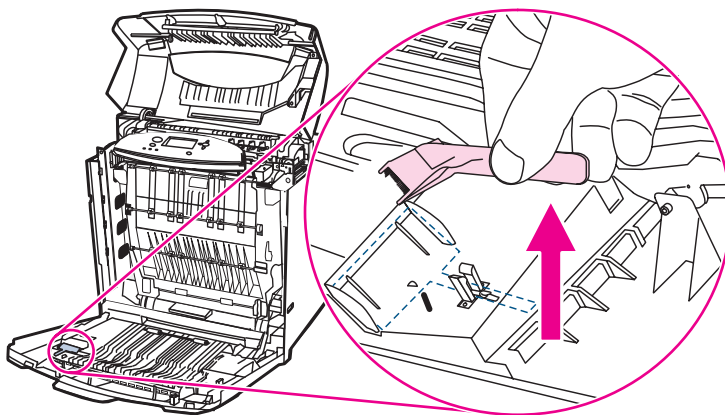
1. Lift the top cover of the printer.



2. Grasp the front cover and pull down.

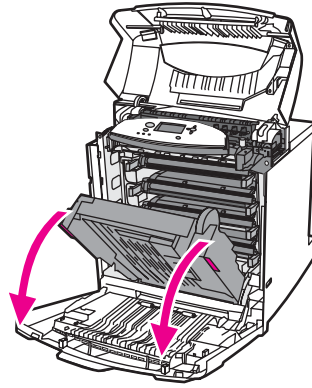


3. Remove the cleaning brush from inside the front cover.

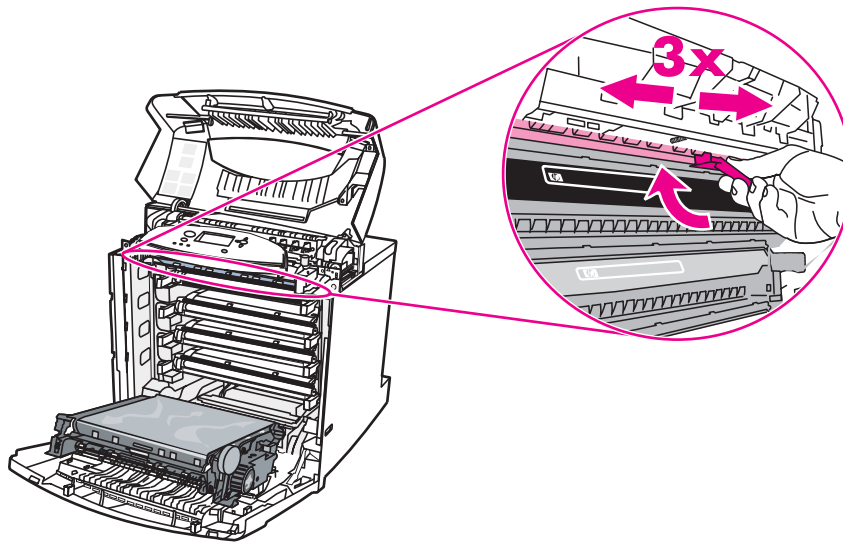




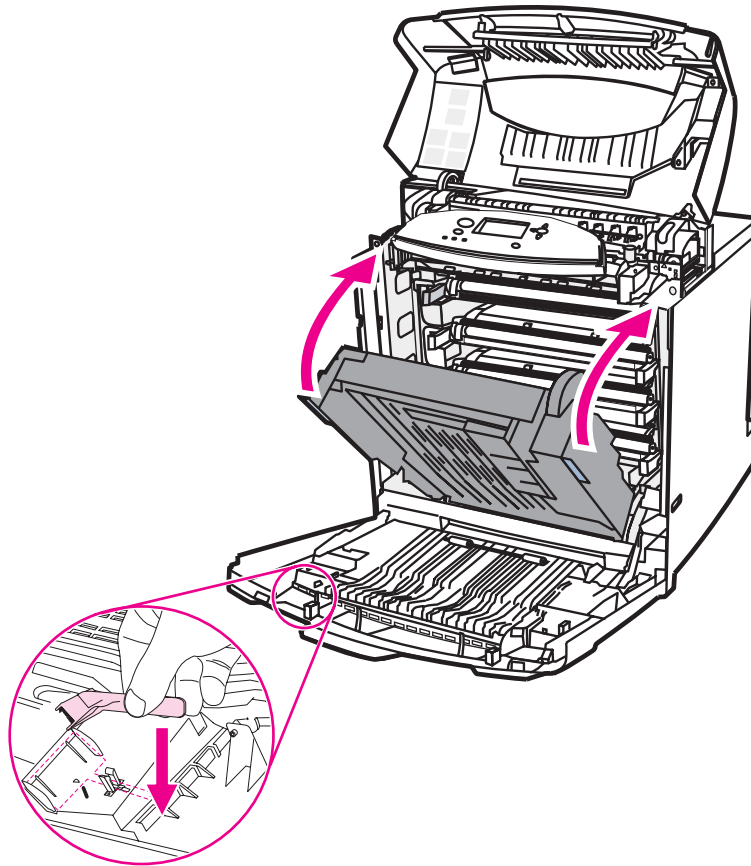
4. Grasp the green handles on the ETB and pull down.



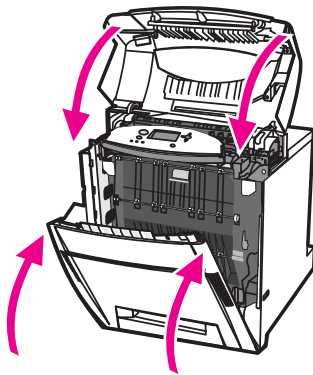
5. Rub the cleaning brush back and forth three times over the static discharge comb at the top of the printer to remove excess toner. Shake the brush over a waste receptacle to dispose of the excess toner.



6. Close the ETB and store the cleaning brush inside the front cover. If you are replacing the ETB, a new cleaning brush is included.



7. Close the front cover and then the top cover.



# 8

# Problemsolving

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

- [Basic troubleshooting checklist](#)
- [Troubleshooting information pages](#)
- [Control panel message types](#)
- [Control panel messages](#)
- [Paper jams](#)
- [Common causes of paper jams](#)
- [Clearing paper jams](#)
- [Media-handling problems](#)
- [Printer feeds multiple sheets](#)
- [Printer feeds incorrect page size](#)
- [Printer pulls from incorrect tray](#)
- [Media does not feed automatically](#)
- [Unable to select paper sizes for Tray 2, 3, 4, or 5 using the printer control panel.](#)
- [Media does not feed from Tray 2, 3, 4, or 5](#)
- [Transparencies or glossy paper will not feed](#)
- [Transparencies are not printed correctly and the control panel displays an error message indicating a problem with the media in the tray.](#)
- [Envelopes jam or will not feed in the printer](#)
- [Output is curled or wrinkled](#)
- [Printer will not duplex or duplexes incorrectly](#)
- [Printer response problems](#)
- [No display message](#)
- [Printer is on, but nothing prints](#)
- [Printer is on, but is not receiving data](#)
- [Unable to select the printer from the computer](#)
- [Printer control panel problems](#)
- [Control panel settings work incorrectly](#)
- [Unable to select Tray 3, 4, or 5](#)
- [Color printing problems](#)
- [Printing black instead of color](#)

- [Incorrect shade](#)
- [Missing color](#)
- [Inconsistent colors after installing a print cartridge](#)
- [Printed colors do not match screen colors](#)
- [Incorrect printer output](#)
- [Incorrect fonts are printed](#)
- [Unable to print all characters in a symbol set](#)
- [Drifting text between printouts](#)
- [Erratic, missing characters or interrupted printout](#)
- [Partial printout](#)
- [Software application problems](#)
- [Unable to change system selections through software](#)
- [Unable to select a font from the software](#)
- [Unable to select colors from the software](#)
- [Printer driver does not recognize Tray 3, 4, or 5 in the duplex printing accessory](#)
- [Print quality troubleshooting](#)

## Basic troubleshooting checklist

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

- Is the printer connected to power?
- Is the printer on?
- Is the printer in the **Ready** state?
- Are all necessary cables connected?
- Are any messages displayed on the control panel?
- Was a genuine HP supply installed?
- Were recently replaced print cartridges installed correctly? Was the pull tab on the cartridge removed?
- Were recently installed supply items (image fuser kit, image transfer kit) installed correctly?

If you cannot find solutions to printer problems in this guide, see <http://www.hp.com/support/cj5550>.

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

### Factors affecting printer performance

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

- the complexity and size of graphics
- the printer I/O configuration (network versus parallel)
- the speed of the computer you are using
- the amount of printer memory installed
- the network operating system and configuration (if applicable)
- printer personality (PCL or PostScript 3 emulation)

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#### Note

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

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## Troubleshooting information pages

From the printer control panel, you can print pages that can help diagnose printer problems. The procedures for printing the following information pages are described here:

- paper path test page
- registration page
- event log

### Paper path test page

The **paper path test** page is useful for testing the paper handling features of the printer. You can define the paper path you want to test by selecting the source, destination, and other options available on the printer.

1. Press **MENU** to enter the **MENUS**.
2. Press **▼** to highlight **DIAGNOSTICS**.
3. Press **✓** to select **DIAGNOSTICS**.
4. Press **▼** to highlight **PAPER PATH TEST**.
5. Press **✓** to select **PAPER PATH TEST**.

The message **Performing... PAPER PATH TEST** appears on the display until the printer finishes the paper path test. The printer returns to the **Ready** state after printing the paper path test page.

### Registration page

The **registration** page prints a horizontal arrow and a vertical arrow that show how far from center an image can be printed on the page. You can set registration values for a tray so that an image on the back and front of a page is centered. Setting the registration also allows the image to be centered on the page. Image placement varies slightly for each tray. Perform the registration procedure for each tray.

1. Press **MENU** to enter the **MENUS**.
2. Press **▼** to highlight **CONFIGURE DEVICE**.
3. Press **✓** to select **CONFIGURE DEVICE**.
4. Press **▼** to highlight **PRINT QUALITY**.
5. Press **✓** to select **PRINT QUALITY**.
6. Press **▼** to highlight **SET REGISTRATION**.
7. Press **✓** to select **SET REGISTRATION**.

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#### Note

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You can select a tray by specifying a **SOURCE**. The default **SOURCE** is Tray 2. To set the registration for Tray 2, go to step 12. Otherwise, proceed to the next step.

8. Press **▼** to highlight **SOURCE**.
9. Press **✓** to select **SOURCE**.
10. Press **▼** or **▲** to highlight a tray.

11. Press ✓ to select the tray.

After selecting the tray, the printer control panel returns to the **SET REGISTRATION** menu.

12. Press ▼ to highlight **PRINT TEST PAGE**.
13. Press ✓ to select **PRINT TEST PAGE**.
14. Follow the instructions on the printed page.

## Event log

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

1. Press **MENU** to enter the **MENUS**.
2. Press ▼ to highlight **DIAGNOSTICS**.
3. Press ✓ to select **DIAGNOSTICS**.
4. Press ▼ to highlight **PRINT EVENT LOG**.
5. Press ✓ to select **PRINT EVENT LOG**.

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

## Control panel message types

Control panel messages are divided into three types, depending on their severity.

- Status messages
- Warning messages
- Error messages

Within the error message category, some messages are ranked as *Critical* error messages. This section explains the differences between the control panel message types.

### Status messages

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

### Warning messages

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

### Error messages

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

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

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#### Note

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

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### Critical error messages

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

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



## Control panel messages

### Control panel messages

Control panel message	Description	Recommended action
<p><b>10.X.X SUPPLY MEMORY ERROR</b></p> <p>alternates with</p> <p><b>For help press ?</b></p> <p>The supplies gauge will display the consumption levels of print cartridges.</p>	<p>The printer cannot read or write to at least one print cartridge memory tag or at least one memory tag is missing.</p> <p>The following control panel messages correspond to the color of the print cartridge:</p> <p>10.00.00 = black print cartridge            10.00.01 = cyan print cartridge            10.00.02 = magenta print cartridge            10.00.03 = yellow print cartridge</p>	<ol style="list-style-type: none"> <li>1. Turn the printer off and then back on.</li> <li>2. Press ? for more information.</li> <li>3. If the error persists, contact HP support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</li> </ol>
<p><b>13.XX.YY JAM IN DUPLEX PATH</b></p> <p><b>For help press ?</b></p>	<p>There is a jam in the duplex path.</p>	<ol style="list-style-type: none"> <li>1. Press ? for detailed information about clearing the jam.</li> <li>2. Press ▲ and ▼ to step through the instructions.</li> <li>3. If the message persists after clearing all pages, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</li> </ol>
<p><b>13.XX.YY JAM IN PAPER PATH</b></p> <p><b>For help press ?</b></p>	<p>There is a jam in the media path.</p>	<ol style="list-style-type: none"> <li>1. Press ? for detailed information about clearing the jam.</li> <li>2. Press ▲ and ▼ to step through the instructions.</li> <li>3. If the message persists after clearing all pages, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</li> </ol>
<p><b>13.XX.YY JAM IN TOP COVER AREA</b></p> <p><b>For help press ?</b></p>	<p>There is a jam in the top cover area.</p>	<ol style="list-style-type: none"> <li>1. Press ? for detailed information about clearing the jam.</li> <li>2. Press ▲ and ▼ to step through the instructions.</li> <li>3. If the message persists after clearing all pages, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</li> </ol>

## Control panel messages (continued)

Control panel message	Description	Recommended action
<p><b>13.XX.YY JAM IN TRAY 1</b></p> <p>Clear jam then press ✓</p> <p>alternates with <b>13.XX.YY JAM IN TRAY 1</b></p> <p>For help press ?</p>	A page is jammed in the multi-purpose tray.	<ol style="list-style-type: none"> <li>1. Press ? for detailed information about clearing the jam.</li> <li>2. Press ▲ and ▼ to step through the instructions.</li> <li>3. If the message persists after clearing all pages, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</li> </ol>
<p><b>13.XX.YY JAM IN TRAY X</b></p> <p>For help press ?</p>	A page is jammed in Tray 2, 3, 4, or 5, or in multiple trays.	<ol style="list-style-type: none"> <li>1. Press ? for detailed information about clearing the jam.</li> <li>2. Press ▲ and ▼ to step through the instructions.</li> <li>3. If the message persists after clearing all pages, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</li> </ol>
<p><b>13.XX.YY MULTIPLE JAMS IN DUPLEX PATH</b></p> <p>For help press ?</p>	There is a jam in the duplex path.	<ol style="list-style-type: none"> <li>1. Press ? for detailed information about clearing the jam.</li> <li>2. Press ▲ and ▼ to step through the instructions.</li> <li>3. If the message persists after clearing all pages, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</li> </ol>
<p><b>13.XX.YY MULTIPLE JAMS IN PAPER PATH</b></p> <p>For help press ?</p>	There are multiple jams in the paper path.	<ol style="list-style-type: none"> <li>1. Press ? for detailed information about clearing the jam.</li> <li>2. Press ▲ and ▼ to step through the instructions.</li> <li>3. If the message persists after clearing all pages, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</li> </ol>
<p><b>20 INSUFFICIENT MEMORY</b></p> <p>For help press ?</p> <p>alternates with <b>20 INSUFFICIENT MEMORY</b></p> <p>To continue press ✓</p>	The printer has received more data from the computer than fits in available memory.	<ol style="list-style-type: none"> <li>1. Press ✓ to continue printing.</li> </ol> <hr/> <p><b>Note</b></p> <p>A loss of data will occur.</p> <hr/> <ol style="list-style-type: none"> <li>2. Reduce the complexity of the print job to avoid this error in the future.</li> <li>3. Adding memory to the printer may allow printing of more complex pages.</li> </ol>

## Control panel messages (continued)

Control panel message	Description	Recommended action
<b>22 EIO X BUFFER OVERFLOW</b> To continue press ✓	The printer's EIO card in slot X has overflowed its I/O buffer during a busy state.	1. Press ✓ to continue printing. <hr/> <b>Note</b> A loss of data will occur. <hr/> 2. If the message persists, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a> .
<b>22 PARALLEL I/O BUFFER OVERFLOW</b> For help press ? alternates with <b>22 PARALLEL I/O BUFFER OVERFLOW</b> To continue press ✓	The printer's parallel buffer has overflowed during a busy state.	1. Press ✓ to resume printing. <hr/> <b>Note</b> A loss of data will occur. <hr/> 2. If the message persists, disconnect the parallel cable at both ends and reconnect. 3. If the message still persists, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a> .
<b>22 SERIAL I/O BUFFER OVERFLOW</b> To continue press ✓	The printer's serial buffer has overflowed during a busy state.	1. Press ✓ to continue printing. <hr/> <b>Note</b> A loss of data will occur. <hr/> 2. If the message persists, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a> .
<b>22 USB I/O BUFFER OVERFLOW</b> To continue press ✓	The printer's USB buffer has overflowed during a busy state.	1. Press ✓ to continue printing. <hr/> <b>Note</b> Loss of data will occur. <hr/> 2. If the message persists, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a> .
<b>40 BAD SERIAL TRANSMISSION</b> To continue press ✓	A serial data error (parity, framing, or line overrun) has occurred while the printer was receiving data.	1. Press ✓ to continue printing. <hr/> <b>Note</b> A loss of data will occur. <hr/> 2. If the message persists, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a> .
<b>40 EIO X BAD TRANSMISSION</b> To continue press ✓	A connection with the card in EIO slot X has been abnormally broken.	1. Press ✓ to continue printing. <hr/> <b>Note</b> A loss of data will occur. <hr/> 2. If the message persists, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a> .

## Control panel messages (continued)

Control panel message	Description	Recommended action
<b>41.3 UNEXPECTED SIZE IN TRAY X</b> For help press ?	Media is loaded that is longer or shorter in the feed direction than the size configured for the tray.	<ol style="list-style-type: none"> <li>If the incorrect size was selected, cancel the job or press ? to access help.</li> <li>Press ▲ and ▼ to step through the instructions.</li> </ol>
<b>41.3 UNEXPECTED SIZE IN TRAY X</b> For help press ? alternates with <b>LOAD TRAY X</b> <TYPE> <SIZE> To use another tray press ✓	Media is loaded that is longer or shorter in the feed direction than the size configured for the tray.	<ol style="list-style-type: none"> <li>If the incorrect size was selected, cancel the job or press ? to access help.  OR</li> <li>Press ✓ to select another tray.</li> <li>Press ▲ and ▼ to step through the instructions.</li> </ol>
<b>41.5 UNEXPECTED TYPE IN TRAY X</b> For help press ?	The printer senses a different media type in the media path than configured in the tray.	<ol style="list-style-type: none"> <li>If the incorrect size was selected, cancel the job or press ? to access help.</li> <li>Press ▲ and ▼ to step through the instructions.</li> </ol>
<b>41.5 UNEXPECTED TYPE IN TRAY X</b> For help press ? alternates with <b>LOAD TRAY X</b> <TYPE> <SIZE> To use another tray press ✓	The printer senses a different media type in the media path than configured in the tray.	<ol style="list-style-type: none"> <li>If the incorrect size was selected, cancel the job or press ? to access help.  OR</li> <li>Press ✓ to select another tray.</li> <li>Press ▲ and ▼ to step through the instructions.</li> </ol>
<b>41.X PRINTER ERROR</b> For help press ? alternates with <b>41.X PRINTER ERROR</b> To continue press ✓	A printer error has occurred.	<ol style="list-style-type: none"> <li>Press ✓ to continue or press ? for more information.</li> <li>If the message persists, turn the printer off and then back on.</li> <li>If the message still persists, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</li> </ol>
<b>49.XXXX PRINTER ERROR</b> To continue turn off then on	A critical firmware error has occurred.	<ol style="list-style-type: none"> <li>Turn the printer off and then back on.</li> <li>If the message persists, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</li> </ol>

## Control panel messages (continued)

Control panel message	Description	Recommended action
<p><b>50.X FUSER ERROR</b></p> <p>For help press ?</p>	<p>A fuser error has occurred.</p> <p>The following are specific fuser errors:</p> <p>50.1 - A low fuser temperature error has occurred in the main thermistor.</p> <p>50.2 - A fuser warm-up service error has occurred.</p> <p>50.3 - A high fuser temperature error has occurred in the main thermistor.</p> <p>50.4 - A faulty fuser error has occurred.</p> <p>50.8 - A low fuser temperature error has occurred in the sub-thermistor.</p> <p>50.9 - A high fuser temperature error has occurred in the sub-thermistor.</p> <p>These errors may be due to an inadequate power supply, inadequate line voltage, or a problem with the fuser.</p>	<ol style="list-style-type: none"> <li>1. Turn the printer off and then back on.</li> <li>2. If the message persists, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</li> </ol>
<p><b>51.2Y</b></p> <p><b>PRINTER ERROR</b></p> <p>For help press ?</p> <p>alternates with</p> <p><b>51.2Y</b></p> <p><b>PRINTER ERROR</b></p> <p>To continue</p> <p>turn off then on</p>	<p>Either a beam detects an error, or a laser error has occurred.</p> <p>The values of Y are:</p> <p><b>Y Description</b></p> <p>0 - Black</p> <p>1 - Cyan</p> <p>2 - Magenta</p> <p>3 - Yellow</p>	<ol style="list-style-type: none"> <li>1. Turn the printer off and then back on.</li> <li>2. If the problem persists, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</li> </ol>
<p><b>53.XX.X CHECK RAM</b></p> <p><b>DIMM SLOT X</b></p>	<p>An error occurred on some memory of the printer.</p> <p>Values of X, Y, and ZZ are:</p> <p><b>X Device Location</b></p> <p>1 Slot 1</p> <p>2 Slot 2</p> <p><b>Y Bank Number</b></p> <p>1 Bank number 1</p> <p>2 Bank number 2</p> <p>3 Bank number 3</p> <p>4 Bank number 4</p> <p><b>ZZ Error Number</b></p> <p>01 Unsupported memory</p> <p>02 Unrecognized memory</p> <p>03 Under minimum memory limit</p> <p>04 Exceeded maximum memory limit</p> <p>05 Failed RAM test</p>	<p>If prompted to do so, press ✓ to continue. The printer should come to the <b>Ready</b> state, but will not make full use of all memory installed.</p> <p>Otherwise:</p> <ol style="list-style-type: none"> <li>1. Turn the printer off.</li> <li>2. Verify that all DDR SDRAM meets specifications and is correctly seated.</li> <li>3. Turn the printer on.</li> <li>4. If the problem persists, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</li> </ol>

## Control panel messages (continued)

Control panel message	Description	Recommended action
<b>54.01</b> <b>PRINTER ERROR</b> To continue turn off then on	Printing cannot continue. The humidity environmental sensor is abnormal.	<ol style="list-style-type: none"> <li>1. Turn the printer off and then back on.</li> <li>2. If the problem persists, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</li> </ol>
<b>54.XX</b> <b>PRINTER ERROR</b> To continue turn off then on	Printing cannot continue. There is a toner remaining sensor malfunction.  Values of X are: 15 - Yellow 16 - Magenta 17 - Cyan 18 - Black	<ol style="list-style-type: none"> <li>1. Turn the printer off and then back on.</li> <li>2. If the problem persists, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</li> </ol>
<b>55 DC CONTROLLER ERROR</b> For help press ? alternates with <b>55.0X.YY</b> <b>PRINTER ERROR</b> To continue turn off then on	A printer command error has occurred.	<ol style="list-style-type: none"> <li>1. Turn the printer off and then back on.</li> <li>2. If the problem persists, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</li> </ol>
<b>56.XX</b> <b>PRINTER ERROR</b> To continue turn off then on	A printer error has occurred.	<ol style="list-style-type: none"> <li>1. Turn the printer off and then back on.</li> <li>2. If the problem persists, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</li> </ol>
<b>57.0X</b> <b>PRINTER ERROR</b> To continue turn off then on	A printer fan error has occurred.	<ol style="list-style-type: none"> <li>1. Turn the printer off and then back on.</li> <li>2. If the problem persists, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</li> </ol>
<b>58.0X</b> <b>PRINTER ERROR</b> For help press ? alternates with <b>58.0X</b> <b>PRINTER ERROR</b> To continue turn off then on	A memory tag error was detected.	<ol style="list-style-type: none"> <li>1. Turn the printer off and then back on.</li> <li>2. If the problem persists, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</li> </ol>

## Control panel messages (continued)

Control panel message	Description	Recommended action
<b>59.XY</b> <b>PRINTER ERROR</b> For help press ? alternates with <b>59.XY</b> <b>PRINTER ERROR</b> To continue turn off then on	A printer motor error has occurred.	<ol style="list-style-type: none"> <li>1. Turn the printer off and then back on.</li> <li>2. If the problem persists, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</li> </ol> <p>Note: This message might also appear if the transfer unit is missing or incorrectly installed. Ensure that the transfer unit is correctly installed.</p>
<b>62 NO SYSTEM</b> To continue turn off then on	No system was found.	<ol style="list-style-type: none"> <li>1. Turn the printer off and then back on.</li> <li>2. If the problem persists, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</li> </ol>
<b>68.X PERMANENT STORAGE FULL</b> For help press ? alternates with <b>68.X PERMANENT STORAGE FULL</b> To continue press ✓	A non-volatile storage device is full. Pressing the ✓ button should clear the message. Printing can continue, but there may be unexpected behavior.  <b>X Description</b> 0 for onboard NVRAM 1 for removable disk (flash or hard)	<ol style="list-style-type: none"> <li>1. Press ✓ to continue.</li> <li>2. For <b>68.0</b> errors, turn the printer off and then back on.</li> <li>3. If a <b>68.0</b> error persists, contact HP Support.</li> <li>4. For <b>68.1</b> errors, use the HP Web Jetadmin software to delete files from the disk drive.</li> <li>5. For <b>68.1</b> errors that persist, contact HP Support.</li> </ol>
<b>68.X PERMANENT STORAGE WRITE FAIL</b> To continue press ✓	A non-volatile storage device is full. Pressing the ✓ button should clear the message. Printing can continue, but there may be unexpected behavior.  <b>X Description</b> 0 for onboard NVRAM 1 for removable disk (flash or hard)	<ol style="list-style-type: none"> <li>1. Press ✓ to continue.</li> <li>2. If the message persists, turn the printer off and then back on.</li> <li>3. If the problem persists, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</li> </ol>
<b>68.X STORAGE ERROR SETTINGS CHANGED</b> For help press ? alternates with <b>68.X STORAGE ERROR SETTINGS CHANGED</b> To continue press ✓	One or more printer settings saved in the non-volatile storage device is invalid and has been reset to its factory default. Pressing the ✓ button should clear the message. Printing can continue, but there may be unexpected behavior.	<ol style="list-style-type: none"> <li>1. Press ✓ to continue.</li> <li>2. If the message persists, turn the printer off and then back on.</li> <li>3. If the problem persists, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</li> </ol>
<b>79.XXXX</b> <b>PRINTER ERROR</b> To continue turn off then on	A critical hardware error has occurred.	<ol style="list-style-type: none"> <li>1. Turn the printer off and then back on.</li> <li>2. If the problem persists, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</li> </ol>

## Control panel messages (continued)

Control panel message	Description	Recommended action
<b>8X.YYYY</b> <b>EIO ERROR</b>	The EIO accessory card in slot X has encountered a critical error.  <b>X Description</b> 1: error in slot 1 2: error in slot 2	<ol style="list-style-type: none"> <li>1. Turn the printer off and then back on.</li> <li>2. If the problem persists, contact HP Support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</li> </ol>
<b>Access Denied</b> <b>MENUS LOCKED</b>	An attempt has been made to modify a menu item while the control panel security mechanism is enabled by the printer administrator. The message will disappear shortly, and the printer will return to <b>Ready</b> or <b>BUSY</b> state.	Contact the printer administrator to change settings.
<b>BAD OPTIONAL TRAY</b> <b>CONNECTION</b>	The 500-sheet input tray is not making proper connection with the printer.	<ol style="list-style-type: none"> <li>1. Verify that the printer is on a level surface.</li> <li>2. Turn the printer off.</li> <li>3. Reseat the printer on the 500-sheet input tray.</li> <li>4. If the printer is on the optional printer stand, make sure that the support straps are attached to the rear of the stand and printer.</li> <li>5. Turn the printer on after reseating the 500-sheet input tray.</li> </ol>
<b>Calibrating...</b>	The printer is calibrating.	No action necessary.
<b>Canceling...</b>	The printer is in the process of canceling a job. The message will continue to be displayed while the job is stopped, the paper path flushed, and any remaining incoming data on the active data channel is received and discarded.	No action necessary.
<b>CARD SLOT X</b> <b>NOT FUNCTIONAL</b>	The flash card in slot X is not working correctly.	<ol style="list-style-type: none"> <li>1. Turn the printer off.</li> <li>2. Remove the card from the slot indicated and replace with a new card.</li> </ol>
<b>Checking paper path</b>	The engine is turning its rollers to check for possible paper jams.	No action necessary.
<b>Checking printer</b>	The engine is doing an internal test.	No action necessary.
<b>CHOSEN PERSONALITY</b> <b>NOT AVAILABLE</b> To continue press ✓ alternates with <b>CHOSEN PERSONALITY</b> <b>NOT AVAILABLE</b> For help press ?	PjL encountered a request for a personality that did not exist in the printer. The job is aborted and no pages will be printed.	<ol style="list-style-type: none"> <li>1. Press ? for detailed information.</li> <li>2. Press ▲ and ▼ to step through the instructions.</li> <li>3. Reprint using the correct driver for the device.</li> </ol>



## Control panel messages (continued)

Control panel message	Description	Recommended action
<b>Clearing event log</b>	This message is displayed while the event log is cleared. The printer will exit the <b>MENUS</b> once the event log has been cleared.	No action necessary.
<b>Clearing paper path</b>	The printer jammed or detected misplaced paper when turned on. The printer is attempting to eject jammed pages automatically.	No action necessary.
<b>CLOSE FRONT COVERS</b> For help press ?	The covers need to be closed.	Close front covers.  <b>Note</b> This message might also appear if the fuser is missing or incorrectly installed. <u>Ensure that the fuser is correctly installed.</u>
<b>DATA RECEIVED</b> To print last page press ✓ alternates with <b>Ready</b> To print last page press ✓	The printer received data and is waiting for a form feed. When the printer receives another file, the message should disappear.	Press ✓ to continue printing.
<b>Deleting...</b>	The printer is currently deleting the stored job.	No action necessary.
<b>DISK DEVICE FAILURE</b> To clear press ✓ alternates with <b>Ready</b>	A device failure has occurred on the specified drive. Printing may continue for jobs that do not require access to the disk drive.	<ol style="list-style-type: none"> <li>1. To clear the message, press the ✓ key.</li> <li>2. If the message persists, remove and re-install the EIO disk drive.</li> <li>3. Turn the printer back on.</li> <li>4. If the message still persists, replace the EIO disk drive.</li> </ol>
<b>DISK FILE OPERATION FAILED</b> To clear press ✓ alternates with <b>Ready</b>	The printer received a PJL file system command that attempted to perform an illogical operation (for example, to download a file to a non-existent directory). Printing may continue.	<ol style="list-style-type: none"> <li>1. To clear the message, press the ✓ key.</li> <li>2. If the message persists, turn the printer off and then back on.</li> <li>3. If the message reappears, there may be a problem with the software application.</li> </ol>
<b>DISK FILE SYSTEM IS FULL</b> To clear press ✓ alternates with <b>Ready</b>	The printer received a PJL file system command that attempted to store something on the file system but was unsuccessful because the file system is full.	<ol style="list-style-type: none"> <li>1. Use the HP Web Jetadmin software to delete files from the EIO disk drive, or delete the stored job from the printer control panel.</li> <li>2. To clear the message, press the ✓ key.</li> <li>3. If the message persists, turn the printer off and then back on.</li> </ol>

## Control panel messages (continued)

Control panel message	Description	Recommended action
<b>DISK IS WRITE PROTECTED</b> To clear press ✓ alternates with <b>Ready</b>	The file system device is protected and no new files can be written to it.	<ol style="list-style-type: none"> <li>To enable writing to the disk, turn off write protection, using HP Web Jetadmin.</li> <li>To clear the message, press the ✓ key.</li> <li>If the message persists, turn the printer off and then back on.</li> </ol>
<b>EIO DISK X NOT FUNCTIONAL</b> For help press ?	The EIO disk in slot X is not working correctly.	<ol style="list-style-type: none"> <li>Turn the printer off.</li> <li>Remove the EIO disk from the slot indicated and replace with a new EIO disk drive.</li> </ol>
<b>EIO X disk initializing</b>	The EIO disk device in slot X is initializing.	No action necessary.
<b>EIO X disk spinning up</b>	The EIO disk device in slot X is spinning up its platter.	No action necessary.
<b>Event Log Empty</b>	<b>SHOW EVENT LOG</b> was selected from the control panel, and the event log is empty.	No action necessary.
<b>FLASH DEVICE FAILURE</b> To clear press ✓ alternates with <b>Ready</b>	A device failure has occurred on the specified drive. Printing may continue for jobs that do not require the Flash DIMM.	<ol style="list-style-type: none"> <li>To clear the message, press the ✓ key.</li> <li>If the message persists, remove and re-install the EIO disk drive.</li> <li>Turn the printer back on.</li> <li>If the message still persists, replace the Flash DIMM.</li> </ol>
<b>FLASH FILE OPERATION FAILED</b> To clear press ✓ alternates with <b>Ready</b>	The printer received a PJL file system command that attempted to perform an illogical operation (for example, to download a file to a non-existent directory).	<ol style="list-style-type: none"> <li>To clear the message, press the ✓ key.</li> <li>If the message persists, turn the printer off and then back on.</li> <li>If the message reappears, there may be a problem with the software application.</li> </ol>
<b>FLASH FILE SYSTEM IS FULL</b> To clear press ✓ alternates with <b>Ready</b>	The printer received a PJL file system command that attempted to store something on the file system but was unsuccessful because the file system is full.	<ol style="list-style-type: none"> <li>Use HP Web Jetadmin software to delete files from the Flash Memory and try again.</li> <li>To clear the message, press the ✓ key.</li> <li>If the message persists, turn the printer off and then back on.</li> </ol>

## Control panel messages (continued)

Control panel message	Description	Recommended action
<p><b>FLASH IS WRITE PROTECTED</b></p> <p>To clear press ✓</p> <p>alternates with</p> <p><b>Ready</b></p>	<p>The file system device is protected and no new files can be written to it.</p>	<ol style="list-style-type: none"> <li>To enable writing to the Flash Memory, turn off write protection, using HP Web Jetadmin.</li> <li>To clear the message, press the ✓ key.</li> <li>If the message persists, turn the printer off and then back on.</li> </ol>
<p><b>Genuine HP supplies installed</b></p>	<p>A new HP cartridge has been installed. The printer returns to the <b>Ready</b> state after approximately 10 seconds.</p>	<p>No action necessary.</p>
<p><b>If no paper in tray: MANUALLY FEED</b></p> <p>&lt;TYPE&gt; &lt;SIZE&gt;</p> <p>For help press ?</p> <p>alternates with</p> <p><b>MANUALLY FEED</b></p> <p>&lt;TYPE&gt; &lt;SIZE&gt;</p> <p>To use another tray press ✓</p>	<p>A job was sent that specified <b>MANUAL FEED</b> and Tray 1 is empty.</p>	<p>Load Tray 1 with the specified media.</p> <p>OR</p> <p>To use media from another tray, press ✓ and select the tray from the list.</p>
<p><b>Incorrect</b></p>	<p>The wrong PIN was entered. After three incorrect PIN entries, the printer will return to <b>Ready</b>.</p>	<p>Re-enter PIN correctly.</p>
<p><b>INCORRECT &lt;COLOR&gt; CARTRIDGE</b></p> <p>alternates with</p> <p>For help press ?</p> <p>The supplies gauge will display the consumption levels of print cartridges.</p>	<p>A cartridge is installed in the wrong slot and the cover is closed.</p>	<ol style="list-style-type: none"> <li>Open the top cover and image transfer unit.</li> </ol> <hr/> <p><b>CAUTION</b></p> <p>The image transfer unit can be easily damaged.</p> <hr/> <ol style="list-style-type: none"> <li>Remove the incorrect print cartridge.</li> <li>Install the correct print cartridge.</li> <li>Close the front cover.</li> </ol>
<p><b>INCORRECT SUPPLIES</b></p> <p>For status press ✓</p> <p>The supplies gauge will display the consumption levels of print cartridges.</p>	<p>At least one supply item is incorrectly positioned in the printer and another supply item is missing, incorrectly placed, out, or low.</p>	<ol style="list-style-type: none"> <li>Press ✓ to access the SUPPLIES STATUS menu.</li> <li>Press ▲ and ▼ to highlight the specific supply that has a problem.</li> <li>Press ? to view help for the supply.</li> <li>Press ▲ and ▼ to step through the instructions.</li> </ol>
<p><b>Initializing permanent storage</b></p>	<p>Displayed when the printer is turned on to show that permanent storage is being initialized.</p>	<p>No action necessary.</p>
<p><b>Initializing...</b></p>	<p>This message is displayed when the printer is turned on, as soon as the individual tasks begin initialization.</p>	<p>No action necessary.</p>

## Control panel messages (continued)

Control panel message	Description	Recommended action
<b>INSERT OR CLOSE TRAY X</b> <b>For help press ?</b>	Tray XX must be inserted or closed before the current job can be printed.	Close the tray indicated.
<b>INSTALL &lt;COLOR&gt; CARTRIDGE</b> alternates with <b>For help press ?</b> The supplies gauge will display the consumption levels of print cartridges.	The cartridge is either not installed or not correctly installed in the printer.	1. Open the top cover and image transfer unit. <hr/> <b>CAUTION</b> The image transfer unit can be easily damaged. <hr/> 2. Insert the print cartridge and make sure that it is fully seated. 3. Close the front cover. 4. If the error persists, contact HP support at <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a> .
<b>INSTALL SUPPLIES</b> <b>For status press ✓</b> The supplies gauge will display the consumption levels of print cartridges.	At least one supply item is missing or is not correctly seated in the printer and another supply item is missing, incorrectly placed, out, or low. Insert the supply item or make sure the installed supply item is fully seated.	1. Press ✓ to access the SUPPLIES STATUS menu. 2. Press ▲ and ▼ to highlight the specific supply that has a problem. 3. Press ? to view help for the supply. 4. Press ▲ and ▼ to step through the instructions.
<b>INSUFFICIENT MEMORY TO LOAD FONTS/DATA</b> <b>For help press ?</b> alternates with <b>&lt;DEVICE&gt;</b> <b>To continue press ✓</b>	The device does not have enough memory to load the data, such as fonts or macros from the location specified. <b>&lt;DEVICE&gt;</b> can be one of the following: INTERNAL = ROM directly on the formatter board CARD SLOT X = font card in slot X DIMMS EIO X DISK = removable hard disk installed in EIO slot X	1. To use the device without the data, press ✓. 2. To solve the problem, add more memory to the device. DDR SDRAM Memory: 128MB, (Q2630A) or 256MB (Q2631A).
<b>LOAD TRAY 1: &lt;TYPE&gt; &lt;SIZE&gt;</b> <b>For help press ?</b> alternates with <b>LOAD TRAY 1: &lt;TYPE&gt; &lt;SIZE&gt;</b> <b>To continue press ✓</b>	Tray 1 is loaded and configured for a type and size other than the one specified in the job.	1. If the correct paper is loaded, press ✓. 2. Otherwise, remove the incorrect paper and load Tray 1 with the specified paper. 3. Confirm that the media guides are in the correct position. 4. Verify that the tray switch is in the correct position. 5. To use another tray, remove paper from Tray 1 and then press ✓.

## Control panel messages (continued)

Control panel message	Description	Recommended action
<p><b>LOAD TRAY X</b> &lt;TYPE&gt; &lt;SIZE&gt; For help press ? alternates with <b>LOAD TRAY X</b> &lt;TYPE&gt; &lt;SIZE&gt; To use another tray press ✓</p>	<p>Tray XX is either empty or configured for a type and size other than specified in the job.</p>	<ol style="list-style-type: none"> <li>1. Load the paper tray with the specified media.</li> <li>2. Confirm that the media guides are in the correct position.</li> <li>3. Verify that the tray switch is in the correct position.</li> <li>4. To use another tray, press ✓.</li> </ol>
<p><b>LOAD TRAY X</b> &lt;TYPE&gt; &lt;SIZE&gt; <b>Move tray switch to CUSTOM</b> alternates with <b>LOAD TRAY X</b> &lt;TYPE&gt; &lt;SIZE&gt; To use another tray press ✓</p>	<p>Tray XX is either empty or configured for a type and size other than specified in the job. The size specified in the job requires that the tray switch be in the CUSTOM position.</p>	<ol style="list-style-type: none"> <li>1. Load the paper tray with the specified media.</li> <li>2. Confirm that the media guides are in the correct position.</li> <li>3. Verify that the tray switch is in the CUSTOM position.</li> <li>4. To use another tray, press ✓.</li> </ol>
<p><b>LOAD TRAY XX:</b> &lt;TYPE&gt; &lt;SIZE&gt; For help press ?</p>	<p>Tray XX is either empty or configured for a type and size other than specified in the job. No other tray is available.</p>	<ol style="list-style-type: none"> <li>1. Load the paper tray with the specified media.</li> <li>2. Confirm that the media guides are in the correct position.</li> <li>3. Verify that the tray switch is in the correct position.</li> </ol>
<p><b>LOAD TRAY XX:</b> &lt;TYPE&gt; &lt;SIZE&gt; <b>Move tray switch to CUSTOM</b> alternates with <b>LOAD TRAY XX:</b> &lt;TYPE&gt; &lt;SIZE&gt; For help press ?</p>	<p>Tray XX is either empty or configured for a type and size other than specified in the job. The size specified in the job requires that the tray switch be in the CUSTOM position.</p> <p>No other tray is available.</p>	<ol style="list-style-type: none"> <li>1. Load the paper tray with the specified media.</li> <li>2. Confirm that the media guides are in the correct position.</li> <li>3. Verify that the tray switch is in the CUSTOM position.</li> </ol>
<p><b>LOAD TRAY XX:</b> &lt;TYPE&gt; &lt;SIZE&gt; <b>Recommend move switch to STANDARD</b> alternates with <b>LOAD TRAY XX:</b> &lt;TYPE&gt; &lt;SIZE&gt; For help press ?</p>	<p>Tray XX is either empty or configured for a type and size other than specified in the job. The size specified in the job is a detectable size.</p> <p>No other tray is available.</p>	<ol style="list-style-type: none"> <li>1. Load the paper tray with the specified media.</li> <li>2. Confirm that the media guides are in the correct position.</li> <li>3. Verify that the tray switch is in the STANDARD position so the printer will automatically detect the size.</li> </ol>

## Control panel messages (continued)

Control panel message	Description	Recommended action
<p><b>LOAD TRAY XX:</b> &lt;TYPE&gt; &lt;SIZE&gt;</p> <p><b>Recommend move switch to STANDARD</b></p> <p>alternates with</p> <p><b>LOAD TRAY XX:</b> &lt;TYPE&gt; &lt;SIZE&gt;</p> <p>To use another tray press ✓</p>	<p>Tray XX is either empty or configured for a type and size other than specified in the job. The size specified in the job is a detectable size.</p>	<ol style="list-style-type: none"> <li>1. Load the paper tray with the specified media.</li> <li>2. Confirm that the media guides are in the correct position.</li> <li>3. Verify that the tray switch is in the STANDARD position so the printer will automatically detect the size.</li> </ol>
<p><b>Loading program XX</b></p> <p><b>Do not power off</b></p>	<p>Programs and fonts can be stored on the printer's file system and are loaded into RAM when the printer is turned on. The number XX specifies a sequence number indicating the current program being loaded.</p>	<p>No action necessary. Do not turn the printer off.</p>
<p><b>MANUALLY FEED</b> &lt;TYPE&gt; &lt;SIZE&gt;</p> <p><b>For help press ?</b></p>	<p>A job was sent specifying <b>MANUAL FEED</b> and Tray 1 is empty.</p> <p>No other tray is available.</p>	<p>Load Tray 1 with the specified media.</p>
<p><b>MANUALLY FEED</b> &lt;TYPE&gt; &lt;SIZE&gt;</p> <p><b>For help press ?</b></p> <p>alternates with</p> <p><b>MANUALLY FEED</b> &lt;TYPE&gt; &lt;SIZE&gt;</p> <p><b>To continue press ✓</b></p>	<p>A job was sent that specified <b>MANUAL FEED</b>. Tray 1 is already loaded.</p>	<p>Load Tray 1 with the specified media.</p> <p>OR</p> <p>If the corrected paper is loaded in Tray 1, press ✓ to print.</p> <p>To use media from another tray, clear the media from Tray 1, and then press ✓.</p>
<p><b>MANUALLY FEED OUTPUT STACK</b></p>	<p>The even-numbered pages of a manual two-sided document have been printed and the printer is waiting for the output stack to be inserted for the odd-numbered pages to be printed.</p>	<p>Follow the instructions on the <b>Print on Both Sides</b> instruction dialog box at the computer.</p> <p>OR</p> <p>Press ? for help at the printer.</p>
<p><b>Moving solenoid</b></p> <p><b>To exit press the STOP key</b></p>	<p>The printer is executing a Component Test and the component selected is a solenoid.</p>	<p>No action necessary.</p>
<p><b>NO STORED JOBS</b></p>	<p>No jobs stored on the EIO disk. This message is displayed when the user enters the <b>RETRIEVE JOB</b> menu and there are no jobs to retrieve.</p>	<p>No action necessary.</p>

## Control panel messages (continued)

Control panel message	Description	Recommended action
<p><b>NON HP SUPPLY DETECTED</b></p> <p>The supplies gauge will display the consumption levels of print cartridges.</p>	<p>A new cartridge has been installed that is not made by HP. This message is displayed until an HP cartridge is installed or the ✓ button is pressed.</p>	<p>If you believe you purchased an HP cartridge, please call the HP fraud hotline at (1-877-219-3183, toll-free in North America).</p> <hr/> <p><b>CAUTION</b></p> <p>Any printer repair required as a result of using non-HP cartridges is not covered under HP warranty.</p> <hr/> <p>To continue printing, press ✓.</p>
<p><b>NON HP SUPPLY IN USE</b></p> <p>alternates with</p> <p><b>Ready</b></p> <p>The supplies gauge will display the consumption levels of print cartridges, but the level of any refilled cartridge will not be shown.</p>	<p>The printer has detected that a non-HP print cartridge is currently installed.</p>	<p>If you believe you purchased an HP cartridge, please call the HP fraud hotline.</p> <hr/> <p><b>CAUTION</b></p> <p>Any printer repair required as a result of using non-HP cartridges is not covered under HP warranty.</p> <hr/>
<p><b>ORDER &lt;COLOR&gt; CARTRIDGE</b></p> <p>The supplies gauge will display the consumption levels of print cartridges.</p> <p>alternates with</p> <p><b>Ready</b></p> <p>The supplies gauge will display the consumption levels of print cartridges.</p>	<p>The identified print cartridge is nearing the end of its useful life. The printer is ready and will continue for the estimated number of pages indicated. Estimated pages remaining is based upon the historical page coverage of this printer.</p> <p>Printing will continue until a supply needs to be replaced.</p>	<ol style="list-style-type: none"> <li>1. Press ? to view help for the message.</li> <li>2. Obtain the part number for the print cartridge indicated.</li> <li>3. Order a print cartridge</li> </ol> <hr/> <p><b>Note</b></p> <p>Supplies ordering information is also available from the embedded Web server. See <a href="#">Using the embedded Web server</a> for more information.</p> <hr/>
<p><b>ORDER FUSER KIT LESS THAN X PAGES</b></p> <p><b>For help press ?</b></p> <p>alternates with</p> <p><b>Ready</b></p>	<p>The fuser is near end of life. The printer is ready and will continue for the estimated number of pages indicated.</p> <p>Printing will continue until a supply needs to be replaced.</p>	<ol style="list-style-type: none"> <li>1. Press ? to view help for the message.</li> <li>2. Obtain the part number for the fuser kit.</li> <li>3. Order the fuser kit.</li> </ol> <hr/> <p><b>Note</b></p> <p>Supplies ordering information is also available from the embedded Web server. See <a href="#">Using the embedded Web server</a> for more information.</p> <hr/>

## Control panel messages (continued)

Control panel message	Description	Recommended action
<p><b>ORDER SUPPLIES</b></p> <p>alternates with</p> <p><b>Ready</b></p> <p><b>For help press ?</b></p> <p>The supplies gauge will display the consumption levels of print cartridges.</p>	<p>More than one supply item is low.</p> <p>Printing will continue until a supply needs to be replaced.</p>	<ol style="list-style-type: none"> <li>1. Press <b>MENU</b> to access the <b>MENUS</b>.</li> <li>2. Press <b>▲</b> or <b>▼</b> to highlight <b>INFORMATION</b>, and then press <b>✓</b>.</li> <li>3. Press <b>▲</b> or <b>▼</b> to highlight <b>SUPPLIES STATUS</b>, and then press <b>✓</b>.</li> <li>4. Press <b>▲</b> or <b>▼</b> to highlight a supply that needs to be ordered.</li> <li>5. Press <b>?</b> to access help for the supply.</li> <li>6. Obtain a part number from help.</li> <li>7. Order the supply.</li> <li>8. Repeat the previous steps as necessary for each supply that needs to be ordered.</li> <li>9. Supplies ordering information is also available from the embedded Web server. See <a href="#">Using the embedded Web server</a> for more information.</li> </ol>
<p><b>ORDER TRANSFER KIT LESS THAN X PAGES</b></p> <p><b>For help press ?</b></p> <p>alternates with</p> <p><b>Ready</b></p>	<p>The transfer unit is near end of life.</p> <p>Printing can continue until transfer unit life ends.</p>	<ol style="list-style-type: none"> <li>1. Press <b>?</b> to view help for the message.</li> <li>2. Obtain the transfer kit part number from help.</li> <li>3. Order the transfer kit.</li> </ol> <hr/> <p><b>Note</b></p> <p>Supplies ordering information is also available from the embedded Web server. See <a href="#">Using the embedded Web server</a> for more information.</p>
<p><b>Output Bin Full</b></p> <p><b>Remove all paper from bin</b></p>	<p>The output bin is full and must be emptied for printing to continue.</p>	<p>Remove media from the output bin.</p>
<p><b>Paused</b></p> <p><b>To return to Ready press the STOP key</b></p>	<p>The printer is paused, and there are no error messages pending at the display. The I/O continues receiving data until memory is full.</p>	<p>Press the <b>STOP</b> key.</p>
<p><b>Performing upgrade</b></p>	<p>A firmware upgrade is in process.</p>	<p>Do not turn the printer off until the printer returns to <b>Ready</b>.</p>
<p><b>Performing... PAPER PATH TEST</b></p>	<p>The printer is performing a Paper Path Test.</p>	<p>No action necessary.</p>
<p><b>Performing... PRINT/STOP TEST</b></p>	<p>The printer is performing a Print/Stop Test.</p>	<p>No action necessary.</p>



## Control panel messages (continued)

Control panel message	Description	Recommended action
<b>Please wait</b>	The printer is in the process of clearing data.	No action necessary.
<b>Powersave on</b>	The printer is in the power save mode. Any button press, an error condition, or the receipt of printable data may clear this message.	No action necessary.
<b>PRINT CONFIGURATION</b>	The printer is generating the configuration page. The printer will return to the online <b>Ready</b> state when the page is completed.	No action necessary.
<b>PRINTING STOPPED</b> To continue press ✓	This message is displayed when a Print/Stop Test is run and time expires.	Press ✓ to continue printing.
<b>Printing...</b> <b>CMYK Samples</b>	This message displays while the printer CMYK samples page is being generated.	No action necessary.
<b>Printing...</b> <b>DEMO PAGE</b>	The printer is generating the demo page. The printer will return to the online <b>Ready</b> state when the page is completed.	No action necessary.
<b>Printing...</b> <b>EVENT LOG</b>	The printer is generating the event log page. The printer will return to the online <b>Ready</b> state when the page is completed.	No action necessary.
<b>Printing...</b> <b>FILE DIRECTORY</b>	The printer is generating the mass storage directory page. The printer will return to the <b>Ready</b> state when the page is completed.	No action necessary.
<b>Printing...</b> <b>FONT LIST</b>	The printer is generating either the PCL or PS personality typeface list. The printer will return to the <b>Ready</b> state when the page is completed.	No action necessary.
<b>Printing...</b> <b>MENU MAP</b>	The printer is generating the printer menu map. The printer will return to the <b>Ready</b> state when the page is completed.	No action necessary.
<b>Printing...</b> <b>PQ troubleshooting</b>	The printer is generating the print quality troubleshooting pages. The printer will return to the <b>Ready</b> state when the pages are printed.	Follow the instructions on the printed pages.
<b>Printing...</b> <b>REGISTRATION PAGE</b>	The printer is generating the registration page. The printer will return to the <b>SET REGISTRATION</b> menu when the page is completed.	Follow the instructions on the printed pages.
<b>Printing...</b> <b>RGB Samples</b>	This message displays while the printer RGB samples page is being generated.	No action necessary.
<b>Printing...</b> <b>SUPPLIES STATUS</b>	The printer is generating the supplies status page. The printer will return to the online <b>Ready</b> state when the page is completed.	No action necessary.

## Control panel messages (continued)

Control panel message	Description	Recommended action
<b>Printing...</b> <b>USAGE PAGE</b>	The printer is generating the usage page. The printer will return to the online <b>Ready</b> state when the page is completed.	No action necessary.
<b>Processing duplex job</b> <b>Do not grab paper until job completes</b>	Paper temporarily comes into the output bin while printing a duplex job. Do not attempt to remove the pages until the job is complete.	Do not grab paper as it temporarily comes into the output bin. The message will disappear when the job is finished.
<b>Processing...</b>	The printer is currently processing a job but is not yet picking pages. When paper motion begins, this message will be replaced by a message that indicates which tray the job is being printed from.	No action necessary.
<b>Processing...</b> <b>copy &lt;X&gt; of &lt;Y&gt;</b>	The printer is currently processing or printing collated copies. The message indicates that copy X of Y total copies is currently being processed.	No action necessary.
<b>Processing...</b> <b>from tray xx</b>	The printer is actively processing a job from the designated tray.	No action necessary.
<b>RAM DISK DEVICE FAILURE</b> <b>To clear press ✓</b> alternates with <b>Ready</b>	A device failure has occurred on the specified drive.	<ol style="list-style-type: none"> <li>To clear the message, press the ✓ key.</li> <li>If the message persists, turn the printer off and then back on.</li> <li>If the message still persists, contact HP Support.</li> </ol>
<b>RAM DISK FILE OPERATION FAILED</b> <b>To clear press ✓</b> alternates with <b>Ready</b>	The printer received a PJL file system command that attempted to perform an illogical operation (for example, to download a file to a non-existent directory).  Printing may continue.	<ol style="list-style-type: none"> <li>To clear the message, press the ✓ key.</li> <li>If the message persists, turn the printer off and then back on.</li> <li>If the message reappears, there may be a problem with the software application.</li> </ol>
<b>RAM DISK FILE SYSTEM IS FULL</b> <b>To clear press ✓</b> alternates with <b>Ready</b>	The printer received a PJL file system command that attempted to store something on the file system but was unsuccessful because the file system is full.	<ol style="list-style-type: none"> <li>To clear the message, press the ✓ key.</li> <li>If the message persists, turn the printer off and then back on.</li> </ol> <hr/> <p><b>Note</b></p> <p>This will also delete any files saved in RAM.</p> <hr/>
<b>RAM DISK IS WRITE PROTECTED</b> <b>To clear press ✓</b> alternates with <b>Ready</b>	The file system device is protected and no new files can be written to it.	<ol style="list-style-type: none"> <li>To enable writing to the RAM disk, turn off write protection, using HP Web Jetadmin software.</li> <li>To clear the message, press the ✓ key.</li> <li>If the message persists, turn the printer off and then back on.</li> </ol>

## Control panel messages (continued)

Control panel message	Description	Recommended action
<p><b>Ready</b></p> <p>The supplies gauge will display the consumption levels of print cartridges.</p>	<p>The printer is online and ready for data. No status or device attendance messages are pending at the display.</p>	<p>No action necessary.</p>
<p><b>Ready</b></p> <p><b>Diagnostics mode</b></p> <p>To exit press the STOP key</p>	<p>The printer is in a special diagnostics mode.</p>	<p>Press the <b>Stop</b> key to exit the special diagnostics mode.</p> <p>OR</p> <p>No action is necessary.</p>
<p><b>Receiving</b></p> <p><b>upgrade</b></p>	<p>A firmware upgrade is in progress.</p>	<p>Do not turn the printer off until the printer returns to <b>Ready</b>.</p>
<p><b>REMOVE ALL</b></p> <p><b>PRINT CARTRIDGES</b></p> <p>To exit press the STOP key</p>	<p>The printer is executing a Component Test and the component selected is Belt Only.</p>	<p>Remove all print cartridges.</p>
<p><b>REMOVE AT LEAST ONE</b></p> <p><b>CARTRIDGE</b></p> <p>To exit press the STOP key</p>	<p>The printer is executing a Disable Cartridge Check or Component Test where the component selected is Cartridge Motor.</p>	<p>Remove one print cartridge.</p>
<p><b>REPLACE &lt;COLOR&gt;</b></p> <p><b>CARTRIDGE</b></p> <p>The supplies gauge will display the consumption levels of print cartridges.</p> <p>alternates with</p> <p><b>For help press ?</b></p> <p>The supplies gauge will display the consumption levels of print cartridges.</p>	<p>The identified print cartridge has reached the end of life and the <b>COLOR SUPPLY OUT</b> setting in <b>SYSTEM SETUP</b> is set to <b>STOP</b>. Printing will not continue until the cartridge is replaced.</p>	<ol style="list-style-type: none"> <li>1. Open the top cover and image transfer unit.</li> </ol> <hr/> <p><b>CAUTION</b></p> <p>The image transfer unit can be easily damaged.</p> <hr/> <ol style="list-style-type: none"> <li>2. Remove the identified print cartridge.</li> <li>3. Install a new print cartridge.</li> <li>4. Close the top and front covers.</li> <li>5. Supplies ordering information is also available from the embedded Web server. See <a href="#">Using the embedded Web server</a> for more information.</li> </ol>

## Control panel messages (continued)

Control panel message	Description	Recommended action
<p><b>REPLACE &lt;COLOR&gt; CARTRIDGE</b></p> <p>The supplies gauge will display the consumption levels of print cartridges.</p> <p>alternates with</p> <p><b>To continue press ✓</b></p> <p>The supplies gauge will display the consumption levels of print cartridges.</p>	<p>The identified print cartridge is nearing the end of its useful life and the <b>SUPPLIES LOW</b> setting in <b>SYSTEM SETUP</b> is set to <b>STOP</b>.</p>	<ol style="list-style-type: none"> <li>Order the identified print cartridge.</li> <li>To continue printing, press ✓.</li> <li>To replace the cartridge, perform the following steps: <ul style="list-style-type: none"> <li>Open the top cover and image transfer unit.</li> </ul> </li> </ol> <hr/> <p><b>CAUTION</b></p> <p>The image transfer unit can be easily damaged.</p> <hr/> <ul style="list-style-type: none"> <li>Remove the identified print cartridge.</li> <li>Install a new print cartridge.</li> <li>Close the top and front covers.</li> <li>Supplies ordering information is also available from the embedded Web server. See <a href="#">Using the embedded Web server</a> for more information.</li> </ul>
<p><b>REPLACE FUSER KIT</b></p> <p><b>For help press ?</b></p>	<p>The fuser kit has reached the end of its life. Printing will not continue until the fuser has been replaced.</p>	<ol style="list-style-type: none"> <li>Open the top cover.</li> <li>Loosen the blue thumb screws.</li> <li>Remove the old fuser unit.</li> <li>Install a new fuser unit and secure with thumb screws.</li> <li>Close the top cover.</li> <li>Supplies ordering information is also available from the embedded Web server. See <a href="#">Using the embedded Web server</a> for more information.</li> </ol>
<p><b>REPLACE FUSER KIT</b></p> <p><b>For help press ?</b></p> <p>alternates with</p> <p><b>REPLACE FUSER KIT</b></p> <p><b>To continue press ✓</b></p>	<p>The fuser is nearing the end of its useful life and the <b>SUPPLIES LOW</b> setting in <b>SYSTEM SETUP</b> is set to <b>STOP</b>.</p>	<ol style="list-style-type: none"> <li>Order the fuser kit.</li> <li>To continue printing, press ✓.</li> <li>To replace the fuser kit, perform the following steps: <ul style="list-style-type: none"> <li>Open the top cover.</li> <li>Loosen the blue thumb screws.</li> <li>Remove the old fuser unit.</li> <li>Install a new fuser unit and secure with thumb screws.</li> <li>Close the top cover.</li> <li>Supplies ordering information is also available from the embedded Web server. See <a href="#">Using the embedded Web server</a> for more information.</li> </ul> </li> </ol>








## Control panel messages (continued)

Control panel message	Description	Recommended action
<p><b>REPLACE SUPPLIES</b></p> <p><b>For status press ✓</b></p> <p>The supplies gauge will display the consumption levels of print cartridges.</p>	<p>Multiple supplies are at the end of their useful life. If the supplies affected are cartridges only, printing has stopped because the <b>COLOR SUPPLY OUT</b> setting in <b>SYSTEM SETUP</b> is set to <b>STOP</b>. If the fuser or transfer kit is affected, then printing always stops.</p>	<ol style="list-style-type: none"> <li>1. Press ✓ to access the <b>SUPPLIES STATUS</b> menu.</li> <li>2. Press ▲ and ▼ to highlight the specific supply that has a problem.</li> <li>3. Press ? to view help for the supply.</li> <li>4. Press ▲ and ▼ to step through the instructions.</li> <li>5. Supplies ordering information is also available from the embedded Web server. See <a href="#">Using the embedded Web server</a> for more information.</li> </ol>
<p><b>REPLACE SUPPLIES</b></p> <p><b>To continue press ✓</b></p> <p>The supplies gauge will display the consumption levels of print cartridges.</p>	<p>Multiple supplies are at the end of their useful life and the <b>SUPPLIES LOW</b> setting in <b>SYSTEM SETUP</b> is set to <b>STOP</b>.</p>	<ol style="list-style-type: none"> <li>1. Press ✓ to access the <b>SUPPLIES STATUS</b> menu.</li> <li>2. Press ▲ and ▼ to highlight the specific supply that has a problem.</li> <li>3. Press ? to view help for the supply.</li> <li>4. Press ▲ and ▼ to step through the instructions.</li> <li>5. Supplies ordering information is also available from the embedded Web server. See <a href="#">Using the embedded Web server</a> for more information.</li> </ol>
<p><b>REPLACE SUPPLIES</b></p> <p><b>Using black only</b></p> <p>The supplies gauge will display the consumption levels of print cartridges.</p> <p>alternates with</p> <p><b>Ready</b></p> <p><b>For help press ?</b></p> <p>The supplies gauge will display the consumption levels of print cartridges.</p>	<p>At least one color cartridge is at the end of its useful life and the <b>COLOR SUPPLY OUT</b> setting in <b>SYSTEM SETUP</b> is set to <b>autoContinueBlack</b>. Printing will continue using black toner only.</p>	<p>Press ✓ to identify which supplies should be replaced. Replace identified supplies to continue printing in color.</p>
<p><b>REPLACE TRANSFER KIT</b></p> <p><b>For help press ?</b></p>	<p>The transfer unit is at end of life. Printing will not continue until the the transfer kit has been replaced.</p>	<ol style="list-style-type: none"> <li>1. Open the top and front cover.</li> <li>2. Remove the old unit by pressing the blue buttons on either side of the unit.</li> <li>3. Slide the old unit out of the printer.</li> <li>4. Install a new transfer unit.</li> <li>5. Close the front and top covers.</li> <li>6. Supplies ordering information is also available from the embedded Web server. See <a href="#">Using the embedded Web server</a> for more information.</li> </ol>

## Control panel messages (continued)

Control panel message	Description	Recommended action
<p><b>REPLACE TRANSFER KIT</b></p> <p>For help press ?</p> <p>alternates with</p> <p><b>REPLACE TRANSFER KIT</b></p> <p>To continue press ✓</p>	<p>The transfer unit is nearing the end of its useful life and the <b>SUPPLIES LOW</b> setting in <b>SYSTEM SETUP</b> is set to <b>STOP</b>.</p>	<ol style="list-style-type: none"> <li>Order the transfer kit.</li> <li>To continue printing, press ✓.</li> <li>To replace the transfer kit, perform the following steps: <ul style="list-style-type: none"> <li>Open the top and front cover.</li> <li>Remove the old unit by pressing the blue buttons on either side of the unit.</li> <li>Slide the old unit out of the printer.</li> <li>Install a new transfer unit.</li> <li>Close the front and top covers.</li> <li>Supplies ordering information is also available from the embedded Web server. See <a href="#">Using the embedded Web server</a> for more information.</li> </ul> </li> </ol>
<p><b>Request accepted</b></p> <p><b>please wait</b></p>	<p>The printer has accepted a request to print an internal page, but the current job must finish printing before the internal page will print.</p>	<p>No action necessary.</p>
<p><b>Resend</b></p> <p><b>upgrade</b></p>	<p>The firmware upgrade was not completed successfully.</p>	<p>Attempt upgrade again.</p>
<p><b>Resetting Kit Count</b></p>	<p>YES is selected in the Reset Supplies menu, to reset the counts for any of the supplies that cannot be detected as new.</p>	<p>No action necessary.</p>
<p><b>RESTORE FACTORY</b></p> <p><b>SETTINGS</b></p>	<p>The printer is restoring factory settings.</p>	<p>No action necessary.</p>
<p><b>Restoring...</b></p>	<p>The printer is restoring settings.</p>	<p>No action necessary.</p>
<p><b>Rotating &lt;COLOR&gt;</b></p> <p><b>motor</b></p> <p>To exit press</p> <p>the <b>STOP</b> key</p>	<p>A component test is in progress; the component selected is the &lt;color&gt; Cartridge motor.</p>	<p>Press <b>STOP</b> when ready to stop this test.</p>
<p><b>Rotating motor</b></p> <p>To exit press</p> <p>the <b>STOP</b> key</p>	<p>The printer is executing a Component Test and the component selected is a motor.</p>	<p>Press <b>STOP</b> when ready to stop this test.</p>
<p><b>Setting saved</b></p>	<p>A menu selection has been saved.</p>	<p>No action necessary.</p>

## Control panel messages (continued)

Control panel message	Description	Recommended action
<b>SIZE MISMATCH IN TRAY X</b> <b>For help press ?</b> alternates with <b>Ready</b>	The tray is loaded with media longer or shorter in the feed direction than the size configured for the tray.	<ol style="list-style-type: none"> <li>Adjust the side and rear media guides against the paper.</li> <li>If the media used is letter, A4, executive, JIS B5, A5, or legal, the tray switch should be set to STANDARD. Set the tray switch to CUSTOM for all other media sizes. The tray switch must be set before the size can be selected from the control panel.</li> <li>If necessary, press  after the tray is closed to reset the paper size or type.</li> </ol>
<b>Tray X</b> <b>&lt;TYPE&gt; &lt;SIZE&gt;</b> <b>Size specified by user</b> alternates with <b>Tray X &lt;TYPE&gt; &lt;SIZE&gt;</b> <b>To change size or type</b> <b>Press </b>	The printer is reporting the current configuration of tray X. The tray switch is in the CUSTOM position.	<ol style="list-style-type: none"> <li>If the configuration of the size and type is correct, press  to clear the message.</li> <li>To change media size or type, press . Use  and  to highlight the size or type, and then press  to select.</li> <li>If action is required to change the size, a message with instructions will appear after the selection is attempted.</li> <li>See <a href="#">Configuring input trays</a> for more details.</li> </ol>
<b>TRAY X EMPTY</b> <b>&lt;TYPE&gt; &lt;SIZE&gt;</b> alternates with <b>Ready</b>	The specified tray is empty and the current job does not currently need this tray to print.	Refill the tray at a convenient time.
<b>TRAY X OPEN</b> <b>For help press ?</b> alternates with <b>Ready</b>	The specified tray is open or not closed completely.	Close the tray.
<b>TRAY X SIZE= *&lt;SIZE&gt;</b> <b>Setting saved</b>	The size selected from the menu has been saved.	No action is necessary.

## Control panel messages (continued)

Control panel message	Description	Recommended action
<p><b>TRAY X SIZE= *&lt;SIZE&gt;</b>  <b>Setting saved</b>                      alternates with  <b>TRAY XX SIZE=&lt;SIZE&gt;</b>  <b>Recommend move switch to STANDARD</b></p>	<p>A detectable media size was selected from the menu and the tray switch is set to CUSTOM.</p> <p>Although not required, the size selected can be automatically sensed if the tray switch is moved to STANDARD.</p>	<ol style="list-style-type: none"> <li>Adjust the side and rear media guides against the paper.</li> <li>If the media used is letter, A4, executive, JIS B5, A5, or legal, the tray switch should be set to STANDARD. Set the tray switch to CUSTOM for all other media sizes. The tray switch must be set before the size can be selected from the control panel.</li> <li>Reset the paper size in the paper handling menu or tray size pop-up menu.</li> </ol>
<p><b>TRAY X SIZE= *&lt;SIZE&gt;</b>  <b>Settings not saved</b>                      alternates with  <b>TRAY XX SIZE=&lt;SIZE&gt;</b>  <b>To change move tray switch to CUSTOM</b></p>	<p>A non-detectable media size was selected from the menu and the tray switch is set to STANDARD.</p> <p>In order to change the tray size to the size selected, the tray switch must first be in the CUSTOM position.</p>	<ol style="list-style-type: none"> <li>Adjust the side and rear media guides against the paper.</li> <li>If the media used is letter, A4, executive, JIS B5, A5, or legal, the tray switch should be set to STANDARD. Set the tray switch to CUSTOM for all other media sizes. The tray switch must be set before the size can be selected from the control panel.</li> <li>Reset the paper size in the paper handling menu or the tray size pop-up menu.</li> </ol>
<p><b>TRAY X SIZE= *&lt;SIZE&gt;</b>  <b>Settings not saved</b>                      alternates with  <b>TRAY XX SIZE=&lt;SIZE&gt;</b>  <b>To change size move guides in tray</b></p>	<p>A detectable media size was selected from the menu, but the tray guide sensors detect a different size.</p> <p>The size selected from the menu does not match the size detected by the tray. Size detection occurs when the tray switch is set to the STANDARD position. The tray switch is already in the correct position for the size selected.</p>	<ol style="list-style-type: none"> <li>Adjust the side and rear media guides against the paper.</li> <li>If the media used is letter, A4, executive, JIS B5, A5, or legal, the tray switch should be set to STANDARD. Set the tray switch to CUSTOM for all other media sizes. The tray switch must be set before the size can be selected from the control panel.</li> <li>If necessary, reset the paper size again.</li> </ol>
<p><b>TRAY X SIZE= *&lt;SIZE&gt;</b>  <b>Verify tray switch set to CUSTOM</b>                      alternates with  <b>TRAY X SIZE= *&lt;SIZE&gt;</b>  <b>Then close tray</b></p>	<p>A non-detectable media size was selected from the menu and the tray is open.</p> <p>The selected size requires that the tray switch be set to CUSTOM, otherwise when the tray is closed, the tray size will change.</p>	<ol style="list-style-type: none"> <li>Adjust the side and rear media guides against the paper.</li> <li>If the media used is letter, A4, executive, JIS B5, A5, or legal, the tray switch should be set to STANDARD. Set the tray switch to CUSTOM for all other media sizes. The tray switch must be set before the size can be selected from the control panel.</li> <li>Close the tray.</li> </ol>



## Control panel messages (continued)

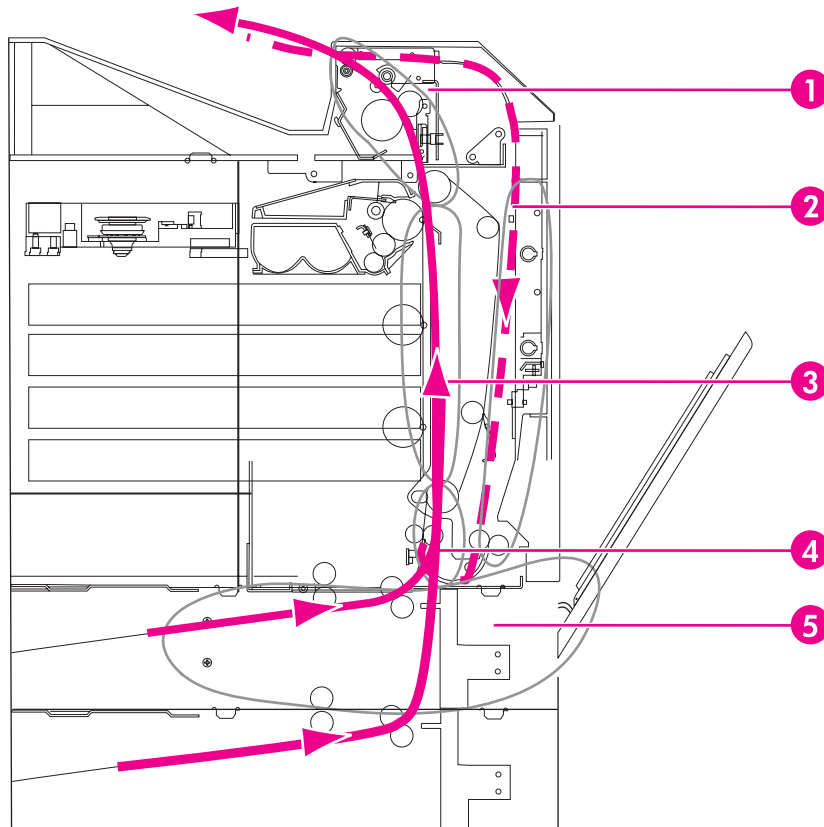
Control panel message	Description	Recommended action
<p><b>TRAY XX SIZE=&lt;SIZE&gt;</b>  <b>Recommend move switch to STANDARD</b>  alternates with  <b>TRAY XX SIZE=&lt;SIZE&gt;</b>  <b>Then close tray</b></p>	<p>A detectable media size was selected from the menu and the tray is open.</p> <p>Although not required, the size selected can be automatically sensed if the tray switch is moved to STANDARD.</p>	<ol style="list-style-type: none"> <li>1. Adjust the side and rear media guides against the paper.</li> <li>2. If the media used is letter, A4, executive, JIS B5, A5, or legal, the tray switch should be set to STANDARD. Set the tray switch to CUSTOM for all other media sizes. The tray switch must be set before the size can be selected from the control panel.</li> </ol>
<p><b>TYPE MISMATCH IN TRAY X</b>  <b>For help press ?</b>  alternates with  <b>Ready</b></p>	<p>The media type loaded in the tray does not match the media type configured for the tray.</p>	<ol style="list-style-type: none"> <li>1. Adjust the side and rear guides against the paper.</li> <li>2. If size is a detectable size, set the tray switch to STANDARD, otherwise set the tray switch to CUSTOM.</li> <li>3. If necessary, press ✓ after the tray is closed to change the paper size or type.</li> </ol>
<p><b>Unable To Mopy Job</b>  alternates with  <b>Processing...</b></p>	<p>A Mopy job cannot be moped because of a memory, disk, or configuration problem. Only one copy will be produced.</p>	<p>Install additional memory in the printer or install a disk drive in the printer.</p>
<p><b>Unable To Store Job</b>  alternates with  <b>Processing...</b></p>	<p>A job cannot be stored because of a memory, disk, or configuration problem.</p>	<p>Install additional memory in the printer, or install a disk drive into the printer. If a disk drive is installed, delete previously stored print jobs.</p>
<p><b>USE TRAY X</b>  &lt;TYPE&gt; &lt;SIZE&gt;  <b>Size detected by tray</b>  alternates with  <b>Tray X</b>  &lt;TYPE&gt; &lt;SIZE&gt;  <b>To change size or type press ✓</b></p>	<p>The printer is reporting the current configuration of tray X. The tray switch is in the STANDARD position.</p>	<ol style="list-style-type: none"> <li>1. If the configuration of the size and type is correct, press ↵ to clear the message.</li> <li>2. To change media size or type, press ✓.  Use ▲ and ▼ to highlight the size or type, and then press ✓ to select.</li> <li>3. If action is required to change the size, a message with instructions will appear after the selection is attempted.</li> </ol>
<p><b>USE TRAY X</b>  &lt;TYPE&gt; &lt;SIZE&gt;  <b>To change press ▲/▼</b>  <b>To use press ✓</b></p>	<p>The printer is offering a selection of alternate media to use for the print job.</p>	<ol style="list-style-type: none"> <li>1. View tray configurations (type and size) using ▲ and ▼.</li> <li>2. Press ✓ to select a tray to use.</li> </ol>
<p><b>Wait for printer to reinitialize</b></p>	<p>RAM disk settings have been changed before the printer automatically restarts, or external device modes have changed or the printer is coming out of the diagnostics mode and will automatically restart.</p>	<p>No action necessary.</p>

**Control panel messages (continued)**

<b>Control panel message</b>	<b>Description</b>	<b>Recommended action</b>
<b>Warming up</b>	The printer is coming out of PowerSave mode. Printing will continue as soon as warmup is completed.	No action necessary.

# Paper jams

Use this illustration to troubleshoot paper jams in the printer. For instructions on clearing paper jams, see [Clearing paper jams](#).



## Paper jam locations (shown without optional Tray 4 or optional Tray 5)

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

## Paper jam recovery

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

- **AUTO** Printer will attempt to reprint jammed pages.
- **OFF** Printer will not attempt to reprint jammed pages.

### Note

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

## To disable paper jam recovery

1. Press **MENU** to enter the **MENUS**.
2. Press **▼** to highlight **CONFIGURE DEVICE**.

3. Press ✓ to select **CONFIGURE DEVICE**.
4. Press ▼ to highlight **SYSTEM SETUP**.
5. Press ✓ to select **SYSTEM SETUP**.
6. Press ▼ to highlight **JAM RECOVERY**.
7. Press ✓ to select **JAM RECOVERY**.
8. Press ▼ to highlight **OFF**.
9. Press ✓ to select **OFF**.
10. Press the **MENU** button to return to the **Ready** state.

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

## Common causes of paper jams

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

Cause	Solution
Print media does not meet HP-recommended media specifications.	Use only media that meets HP specifications. See <a href="#">Supported paper weights and sizes</a> .
A supply item is installed incorrectly, causing repeated jams.	Verify that all print cartridges, the transfer unit, and the fuser are correctly installed.
You are reloading paper that has already passed through a printer or copier.	Do not use media that has been previously printed on or copied.
An input tray is loaded incorrectly.	Remove any excess media from the input tray. Press media down in the input tray so it fits below the tabs, and within the media width guides. See <a href="#">Configuring input trays</a> .
Print media is skewed.	Input tray guides are not adjusted correctly. Adjust input tray guides so they hold media firmly in place without bending it. If media heavier than 120 g/m <sup>2</sup> (32 lb) is loaded into Tray 2, 3, 4, or 5, the media might skew.
Print media is binding or sticking together.	Remove media, flex it, rotate it 180 degrees, or flip it over. Reload media into the input tray. Do not fan media.
Print media is removed before it settles into the output bin.	Reset the printer. Wait until the page completely settles in the output bin before removing it.
When duplexing, the print media is removed before the second side of the document is printed.	Reset the printer and print the document again. Wait until the page completely settles in the output bin before removing it.
Print media is in poor condition.	Replace the print media.
Print media is not picked up by the internal rollers from Tray 2, 3, 4, or 5.	Remove the top sheet of media. If the media is heavier than 120 g/m <sup>2</sup> (32 lb), it may not be picked from the tray.
Print media has rough or jagged edges.	Replace the media.
Print media is perforated or embossed.	This media does not separate easily. You might need to feed single sheets from Tray 1.
Printer supply items have reached the end of their useful life.	Check the printer control panel for messages prompting you to replace supplies, or print a supplies status page to verify the remaining life of the supplies. See <a href="#">Replacing supplies</a> for more information.

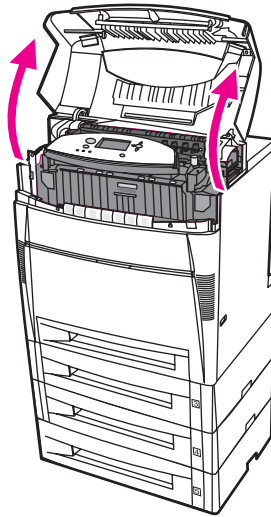
Cause	Solution
Media was not stored correctly.	<p data-bbox="930 157 1458 243">Replace the print media. Media should be stored in the original packaging in a controlled environment.</p> <hr data-bbox="930 262 1458 266"/> <p data-bbox="930 273 986 296"><b>Note</b></p> <p data-bbox="930 315 1436 432">If the printer continues to jam, contact HP Customer Support or your authorized HP service provider. For more information, see <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a>.</p>

## Clearing paper jams

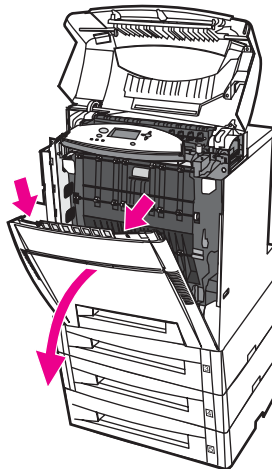
Each section below corresponds with a jam message that might appear on the control panel. Use these procedures to clear the jam.

### Jam in Tray 1, 2, 3, 4, or 5

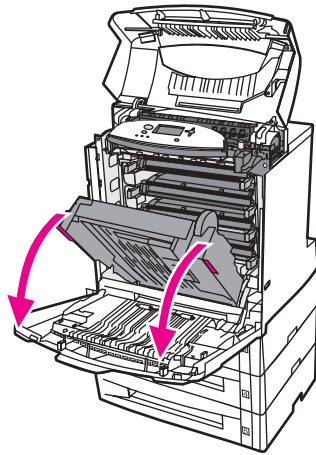
1. Using the side handles, open the top cover.



2. Grasp the front cover and pull down.



3. Grasp the green handles on the transfer unit and pull down.



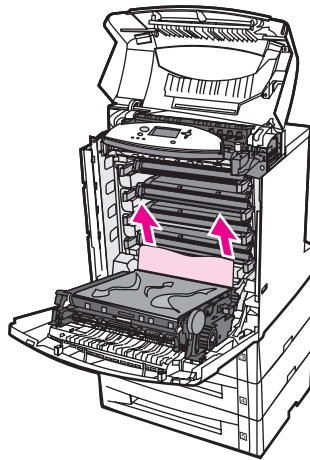
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**CAUTION**

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

4. Grasp the paper by both corners and pull up.



5. Inspect the paper path to ensure that it is clear.

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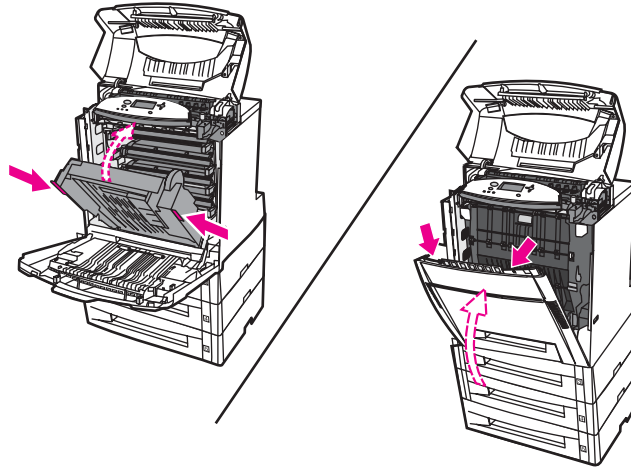
**Note**

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If the paper tears, make sure that all paper fragments are removed from the paper path before resuming printing.



6. Close the transfer unit and front cover.

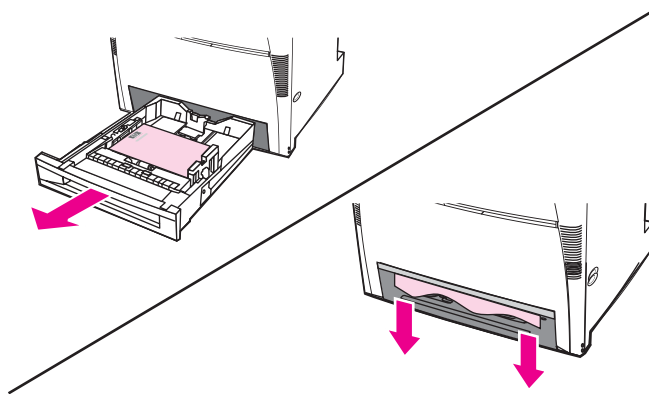


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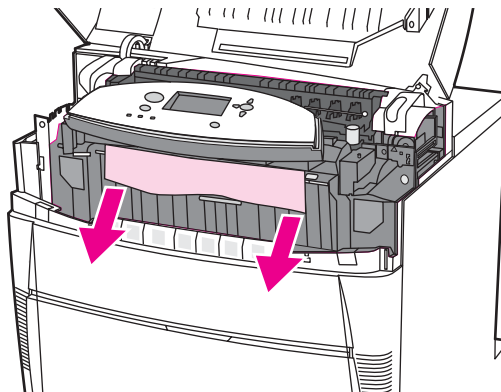
**Note**

It is a good idea to inspect the input trays when clearing jams. However, opening and closing input trays has no effect on clearing jam messages.

7. Pull out Tray 2 and place it on a flat surface. Remove any partially fed paper.



8. Inspect the paper path above to ensure that it is clear. To remove any partially fed paper, grasp the paper by both corners and pull down.

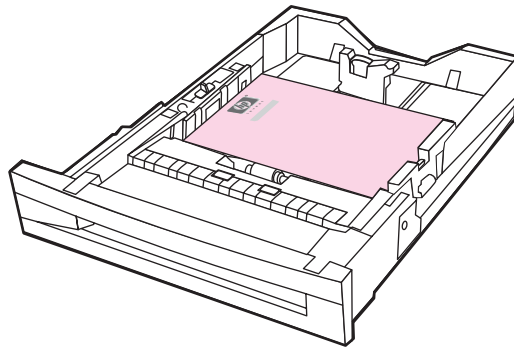


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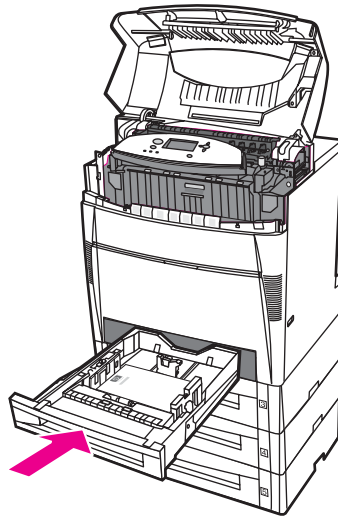
**Note**

If the paper tears, make sure that all paper fragments are removed from the paper path before resuming printing.

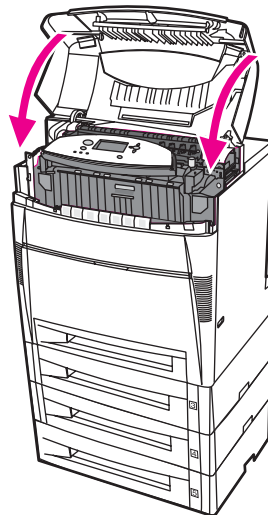
9. Check to make sure the paper is located correctly and flush with the paper guides.



10. Insert the tray into the printer. Make sure all trays are completely closed.

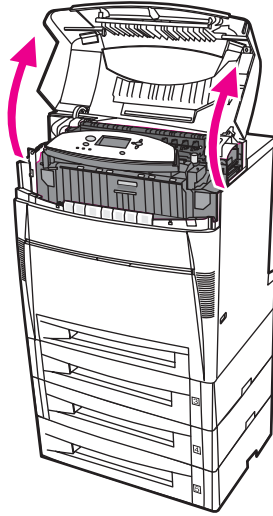


11. Close the top cover.

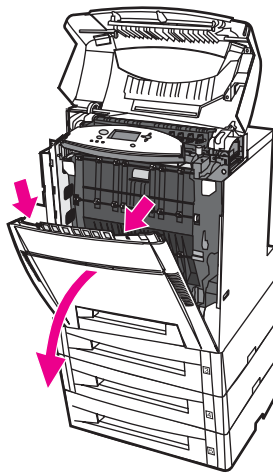


## Jam in Tray 3, 4, or 5

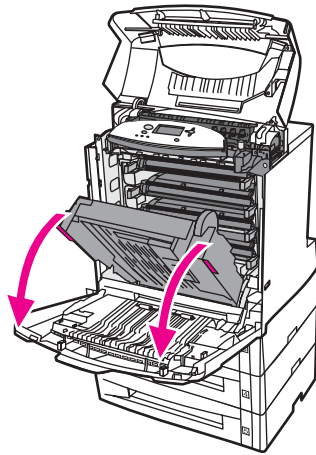
1. Using the side handles, open the top cover.



2. Grasp the front cover and pull down.



3. Grasp the green handles on the transfer unit and pull down.



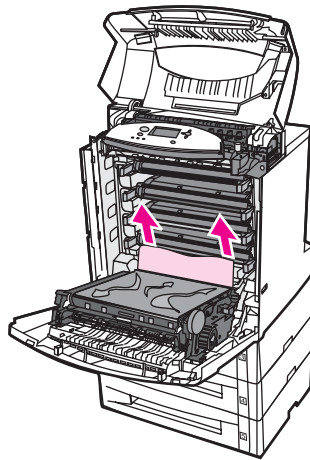
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**CAUTION**

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

4. Grasp the paper by both corners and pull up.



5. Inspect the paper path to ensure that it is clear.

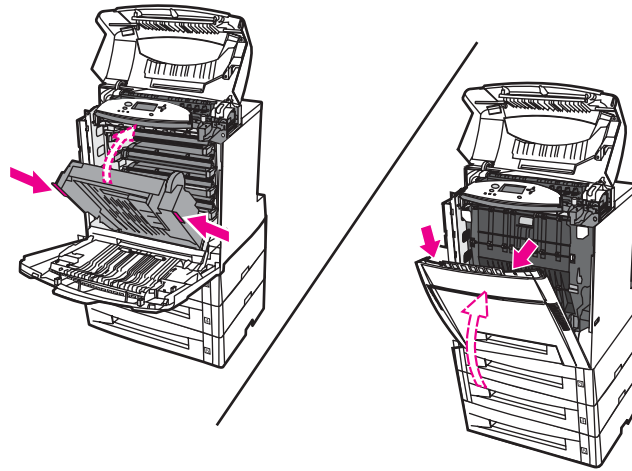
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**Note**

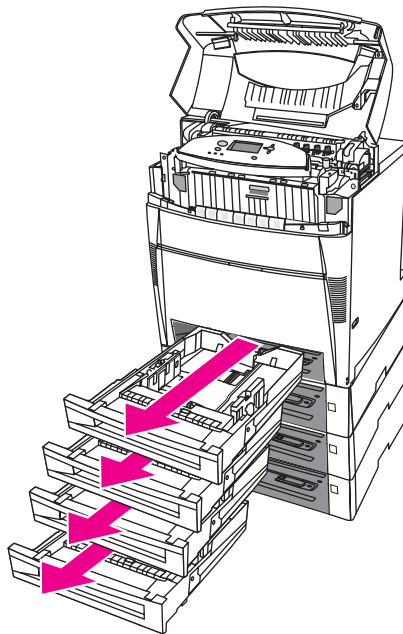
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If the paper tears, make sure that all paper fragments are removed from the paper path before resuming printing.

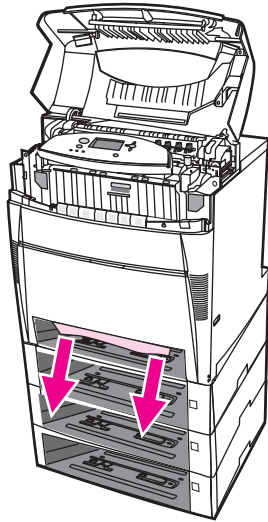
6. Close the transfer unit and front cover.



7. Pull out Trays 3, 4, and 5 (if applicable) and place them on a flat surface.



8. Remove any partially fed paper.



9. Inspect the above paper path to ensure that it is clear.

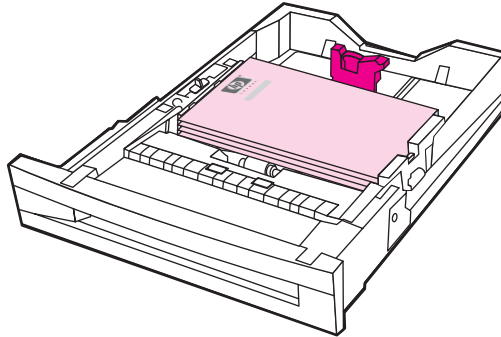
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**Note**

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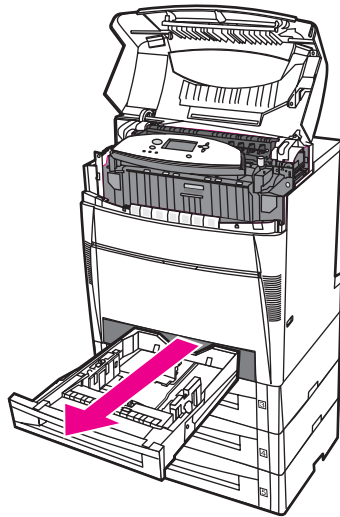
If the paper tears, make sure that all paper fragments are removed from the paper path before resuming printing.

10. Check Trays 3, 4, and 5 to make sure the paper is located correctly and flush with the paper guides.

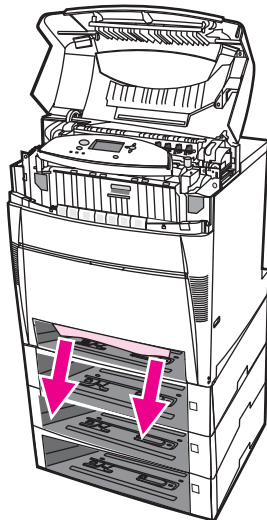


11. Insert the trays into the printer.

12. Pull out Tray 2 and place it on a flat surface.



13. Remove any partially fed paper.



14. Inspect the above paper path to ensure that it is clear.

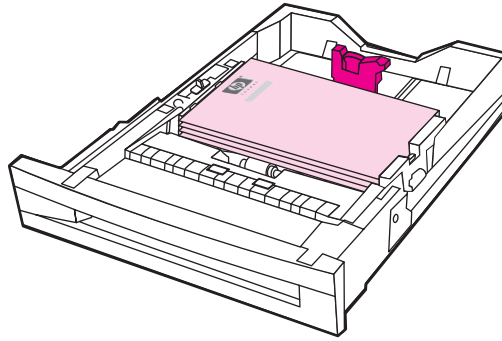
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**Note**

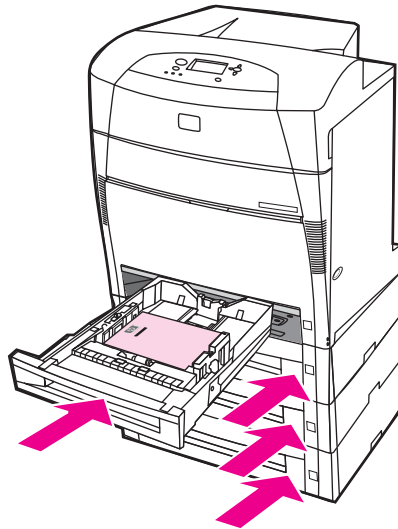
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If the paper tears, make sure that all paper fragments are removed from the paper path before resuming printing.

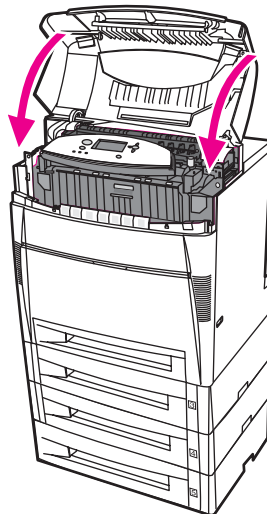
15. Check the slot at the front of Tray 2, and make sure the paper is loaded correctly and flush with the paper guides.



16. Insert Tray 2 into the printer. Make sure all trays are completely closed.



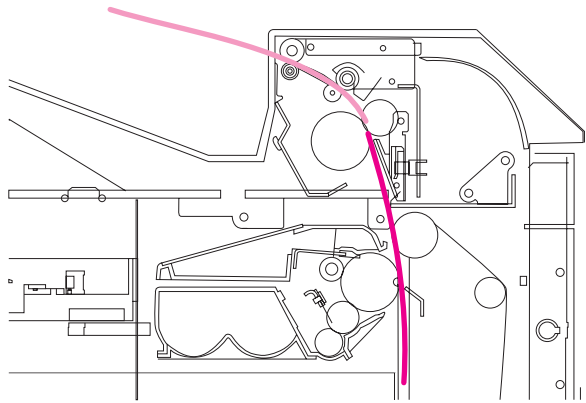
17. Close the top cover.



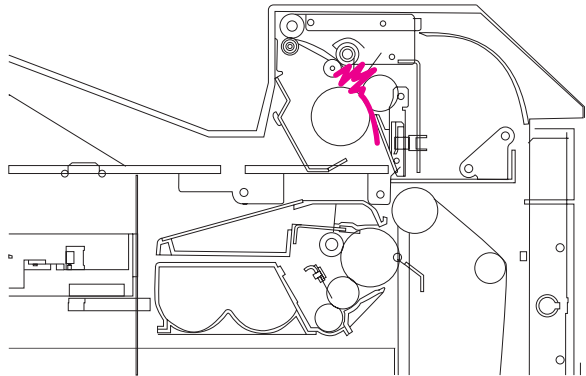


## Jams in the top cover

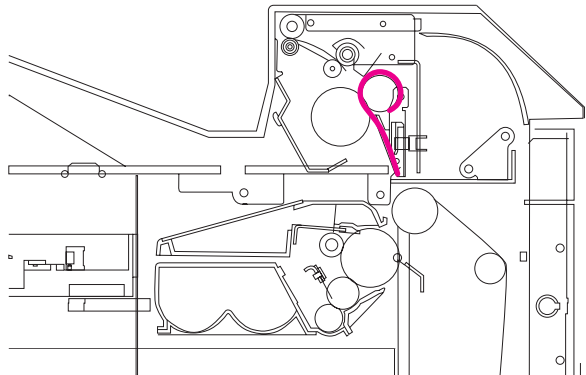
Jams in the top cover occur in the areas indicated below. Use the procedures in this section to clear jams in these areas.



## Jammed paper



## Crumpled paper in the fuser



## Paper wrapped around the fuser

## Jam in the top cover

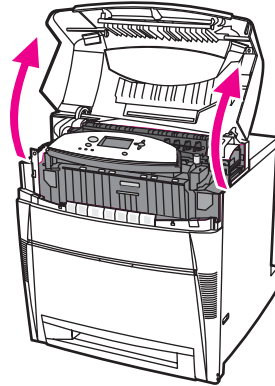
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### WARNING!

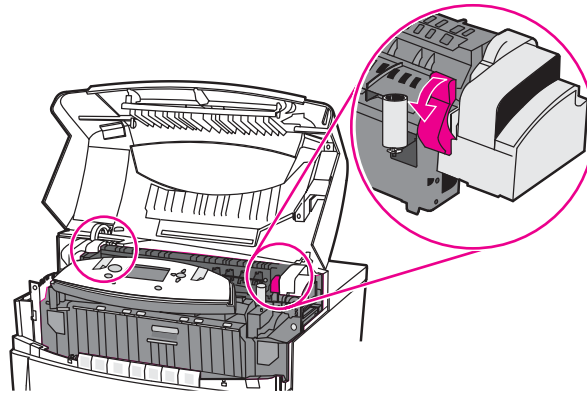
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Do not touch the fuser. It is hot and could cause burns! The fuser's operating temperature is 190°C (374°F). Wait ten minutes to allow the fuser to cool before touching the fuser.

1. Using the side handles, open the top cover.



2. Firmly pull forward on the two green levers to disengage the fuser rollers.



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### WARNING!

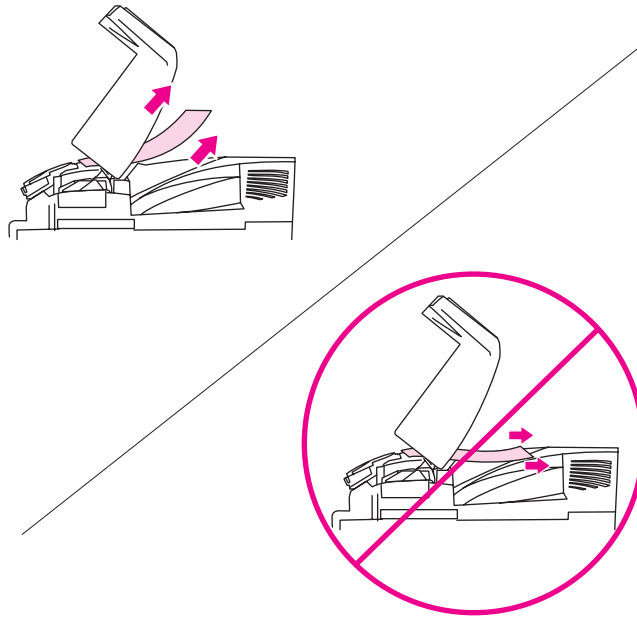
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Do not touch the fuser. It is hot and could cause burns! The fuser's operating temperature is 190°C (374°F). Wait ten minutes to allow the fuser to cool before touching the fuser.

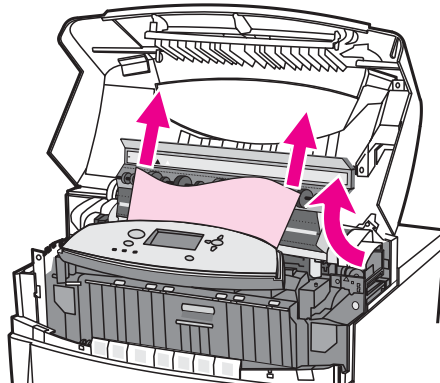
3. Grasp the paper by both corners to remove it, if possible.

**CAUTION**

Be sure to pull the media straight up.



4. Open the fuser cover and pull up to remove any paper that is crumpled in the fuser.



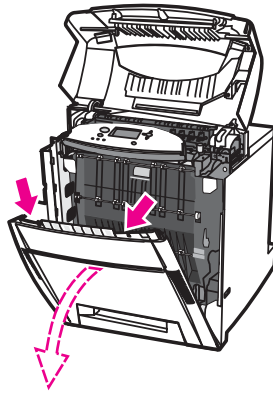
**WARNING!**

Do not reach into the fuser until it has cooled.

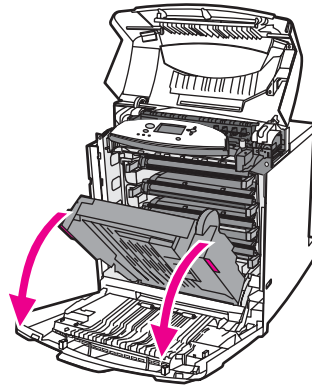
**Note**

If the paper tears, make sure that all paper fragments are removed from the paper path before resuming printing.

5. Grasp the front cover and pull down.



6. Grasp the green handles on the transfer unit and pull down.



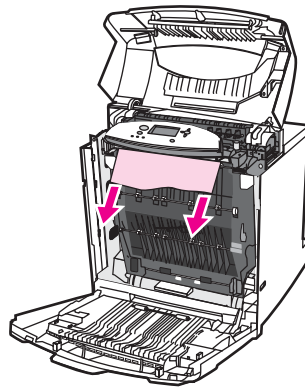
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**CAUTION**

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

7. If the paper is wrapped around the fuser roller or stuck in the rollers, grasp the paper by both corners and pull *down*.



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**Note**

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If the paper is wrapped around the roller, it is important to pull *down* on the paper to remove it. Pulling up on the paper can damage the fuser rollers and cause print quality problems.

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**WARNING!**

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Do not reach into the fuser until it has cooled.

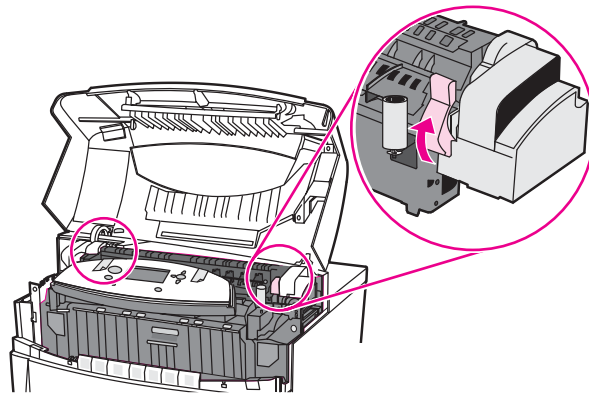
---

**Note**

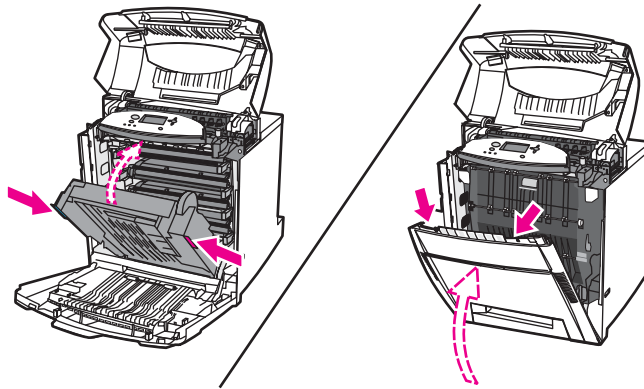
---

If the paper tears, make sure that all paper fragments are removed from the paper path before resuming printing.

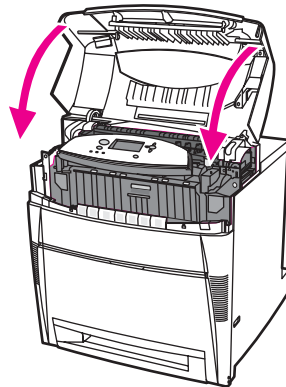
8. Firmly push the two green levers on either side of the fuser to re-engage the fuser rollers.



9. Close the transfer unit and front cover.

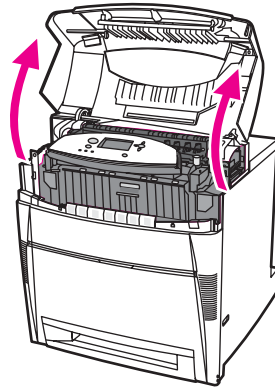


10. Close the top cover.

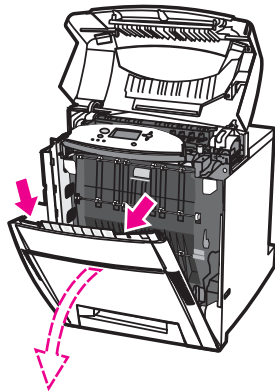


## Jam in paper input path or paper path

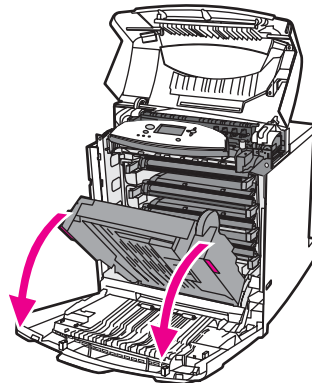
1. Using the side handles, open the top cover.



2. Grasp the front cover and pull down.



3. Grasp the green handles on the transfer unit and pull down.



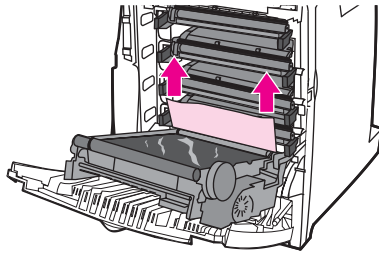
---

### CAUTION

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

4. Grasp the paper by both corners and pull up.



5. Inspect the paper path to ensure that it is clear.

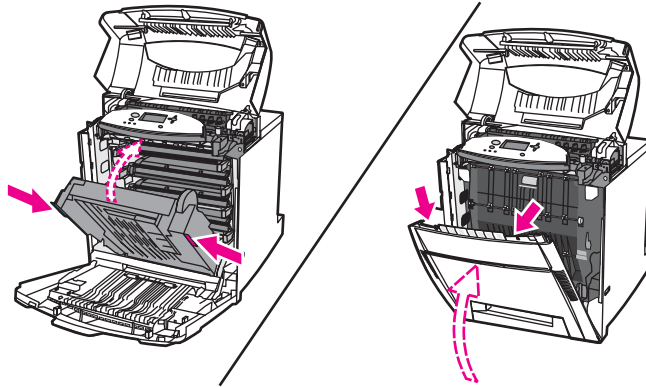
---

**Note**

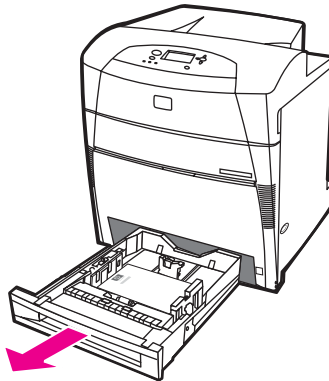
---

If the paper tears, make sure that all paper fragments are removed from the paper path before resuming printing.

6. Close the transfer unit and front cover.



7. Pull out Tray 2 (and Trays 3, 4, and 5, if the printer contains these trays). Place each tray on a flat surface. Remove any partially fed paper from these trays.



8. Inspect the paper path above and below to ensure that it is clear.

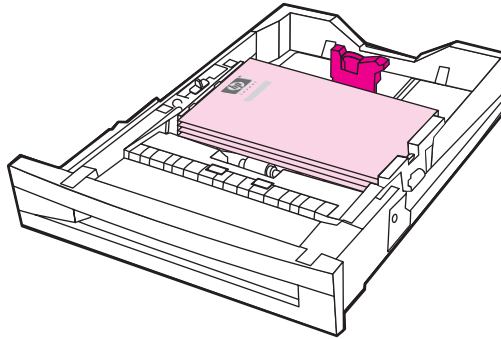
---

**Note**

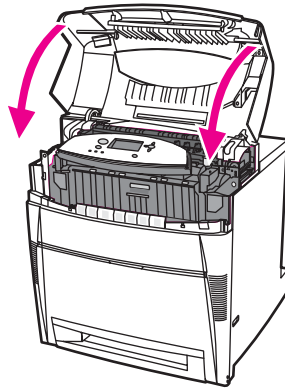
---

If the paper tears, make sure that all paper fragments are removed from the paper path before resuming printing.

9. Check Tray 2, 3, 4, and 5 to make sure the paper is located correctly in each tray and flush with the paper guides. Insert the trays into the printer. Make sure all trays are completely closed.

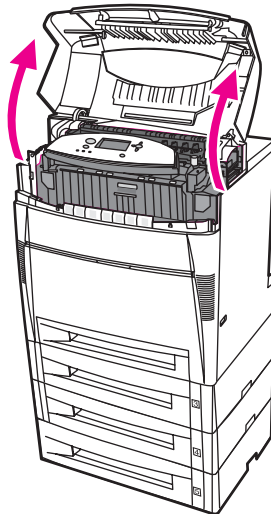


10. Close the top cover.



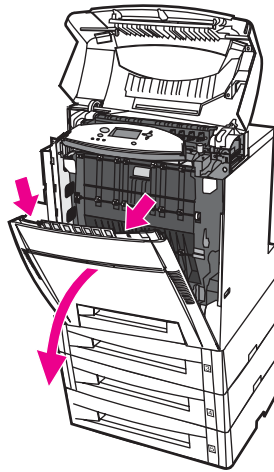
## Multiple jams in paper path

1. Using the side handles, open the top cover.

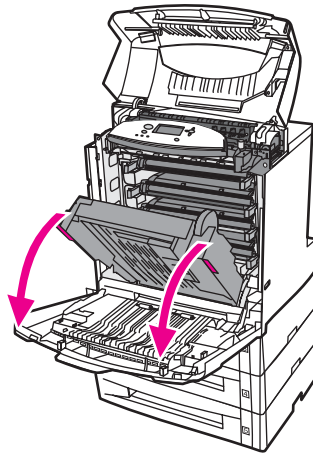




2. Grasp the front cover and pull down.



3. Grasp the green handles on the transfer unit and pull down.



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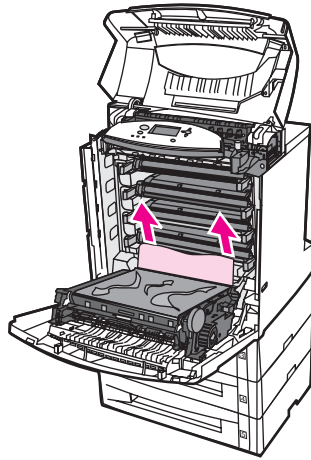
**CAUTION**

---

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

4. Inspect the transfer unit to ensure that it is clear.

5. Grasp the media by both corners to remove it, if possible.



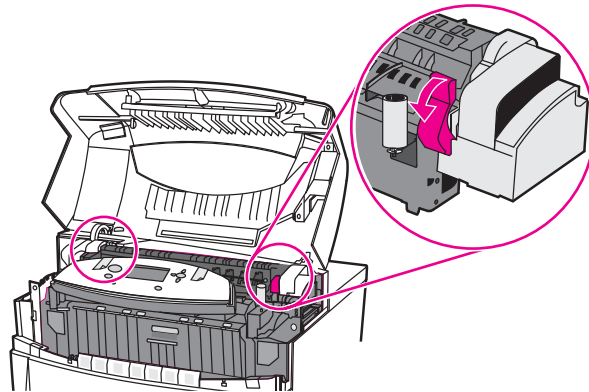
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**Note**

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If the media tears, make sure that all media fragments are removed from the paper path before resuming printing.

6. Firmly pull forward on the two green levers to disengage the fuser rollers.



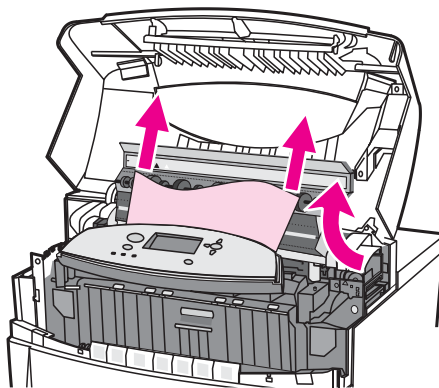
---

**WARNING!**

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Do not touch the fuser. It is hot and could cause burns! The fuser operating temperature is 190 °C (374°F). Wait ten minutes to allow the fuser to cool before touching it.

7. Open the fuser cover.



8. Inspect the fuser and remove any paper that is crumpled in the fuser.

**WARNING!**

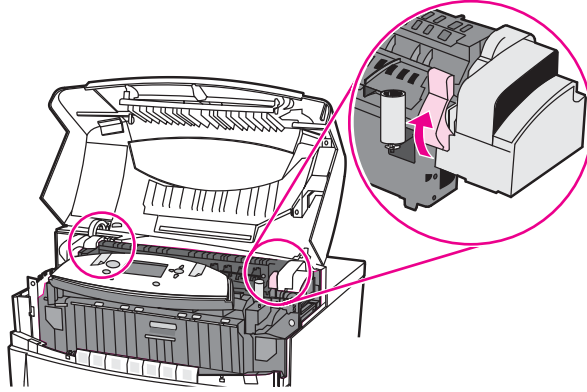
Do not reach into the fuser until it has cooled.

**Note**

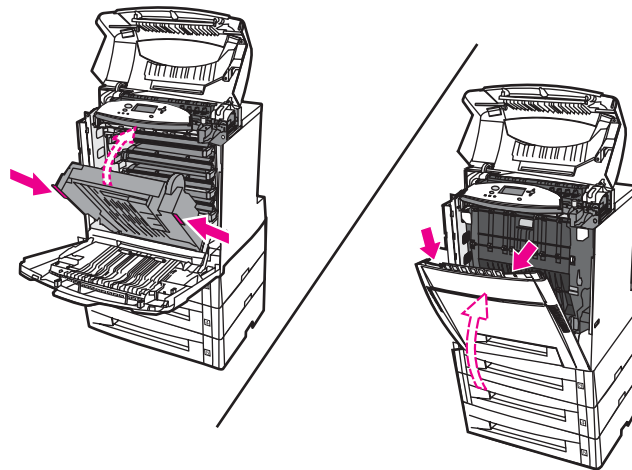
If the paper tears, make sure that all paper fragments are removed from the paper path before resuming printing.

9. Close the fuser cover.

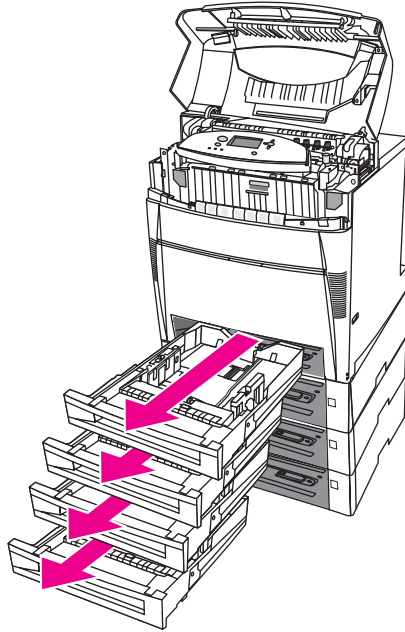
10. Firmly push the two green levers on either side of the fuser to re-engage the fuser rollers.



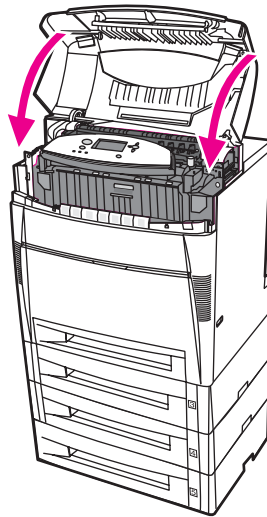
11. Close the transfer unit and the front cover.



12. Pull out Trays 2, 3, 4, and 5 and place each tray on a flat surface. Remove any partially fed paper from these trays.

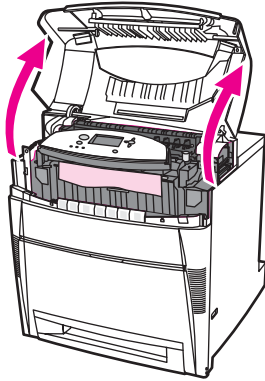


13. Inspect the paper path above and below each tray to ensure that it is clear.
14. Close the top cover.

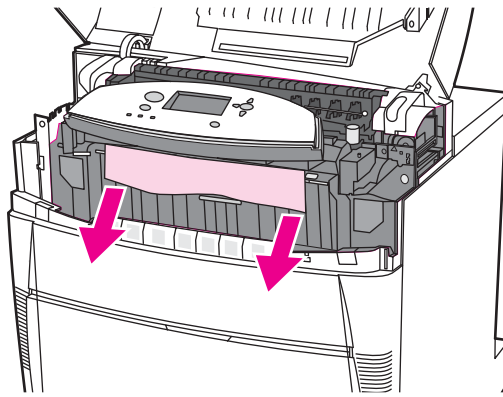


## Jam in duplex path

1. Using the side handles, open the top cover.



2. Grasp the paper by both corners and pull down.



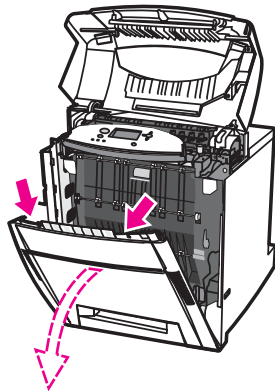
---

### Note

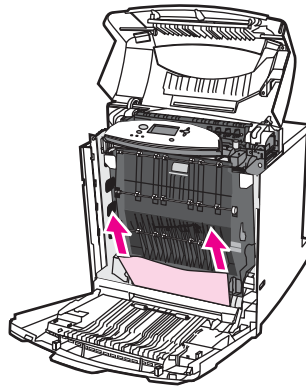
---

If the paper tears, make sure that all paper fragments are removed from the paper path before resuming printing.

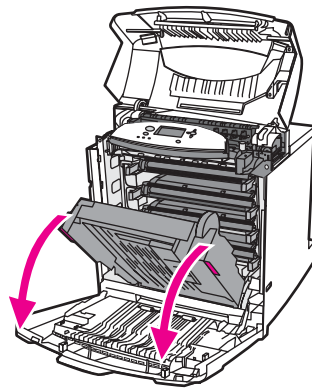
3. Grasp the front cover and pull down.



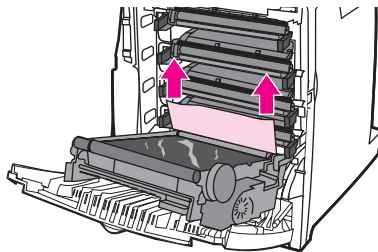
4. Grasp the paper by both corners and pull up.



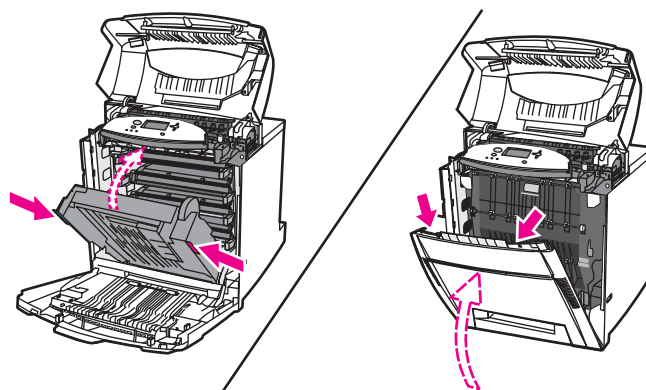
5. If the paper cannot be accessed from this location, grasp the green handles on the transfer unit and pull down.



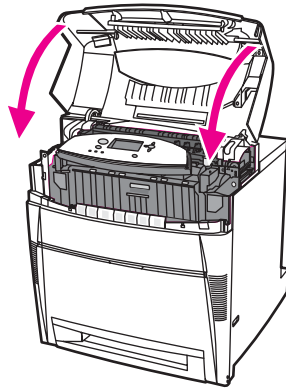
6. Grasp the paper by both corners and pull up.



7. Close the transfer unit and front cover.

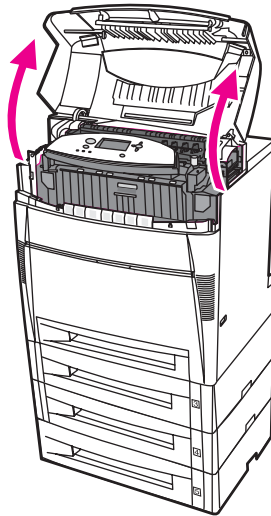


8. Close the top cover.

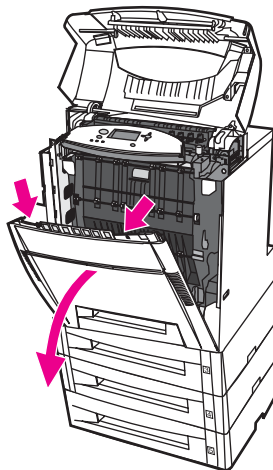


### Multiple jams in duplex path

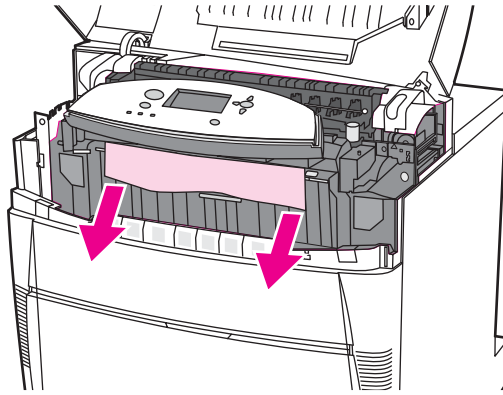
1. Using the side handles, open the top cover.



2. Grasp the front cover and pull down.



3. Grasp the paper by both corners and pull down.



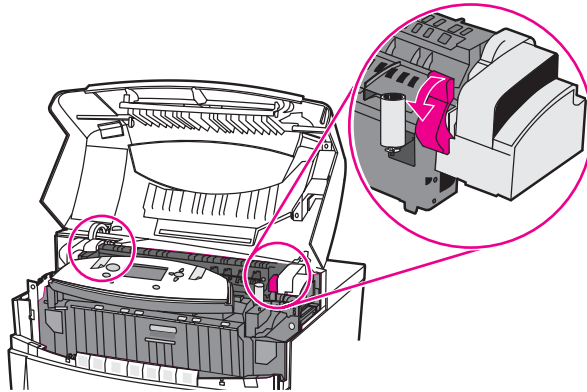
---

**Note**

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If the paper tears, make sure that all paper fragments are removed from the paper path before resuming printing.

4. Firmly pull forward on the two green levers to disengage the fuser rollers.



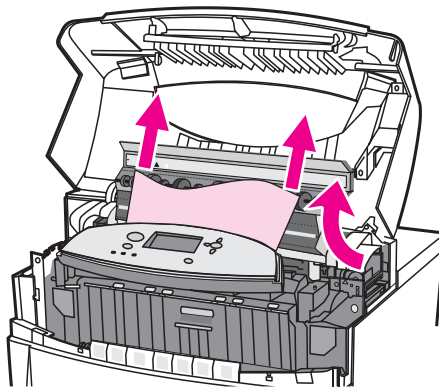
---

**WARNING!**

---

Do not touch the fuser. It is hot and could cause burns! The fuser's operating temperature is 190°C (374°F). Wait 10 minutes to allow the fuser to cool before touching it.

5. Open the fuser cover.



6. Inspect the fuser and remove any paper that is crumpled in the fuser.

---

**WARNING!**

---

Do not reach into the fuser until it has cooled.

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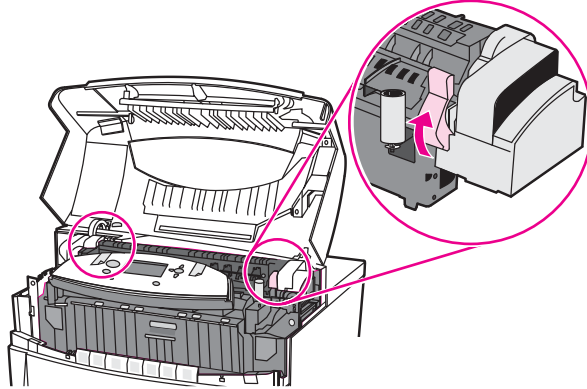
**Note**

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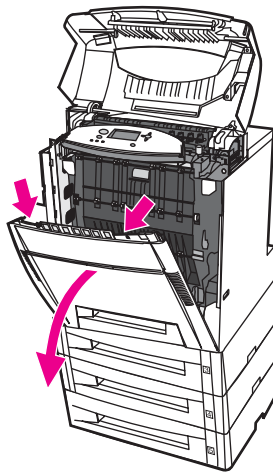
If the media tears, make sure that all media fragments are removed from the paper path before resuming printing.



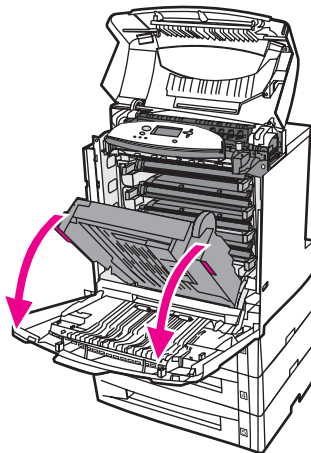
7. Close the fuser cover.
8. Firmly push the two green levers on either side of the fuser to re-engage the fuser rollers.



9. Grasp the front cover and pull down.



10. Grasp the green handles on the transfer unit and pull down.



---

**CAUTION**

---

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

11. Inspect the transfer unit to ensure that it is clear.

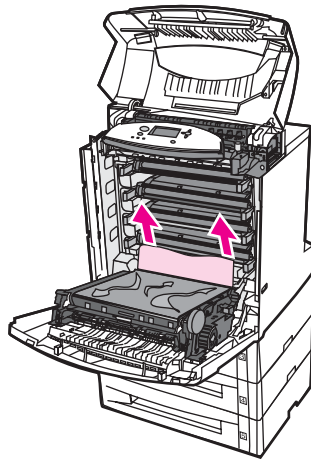
---

**Note**

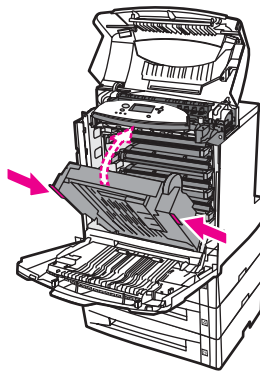
---

If the media tears, make sure that all media fragments are removed from the paper path before resuming printing.

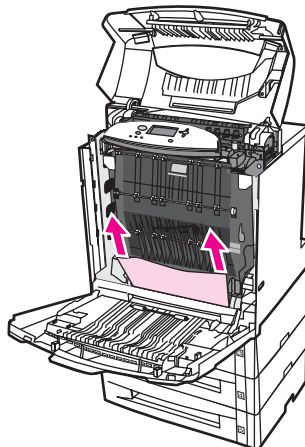
12. Grasp the media by both corners to remove it, if possible.



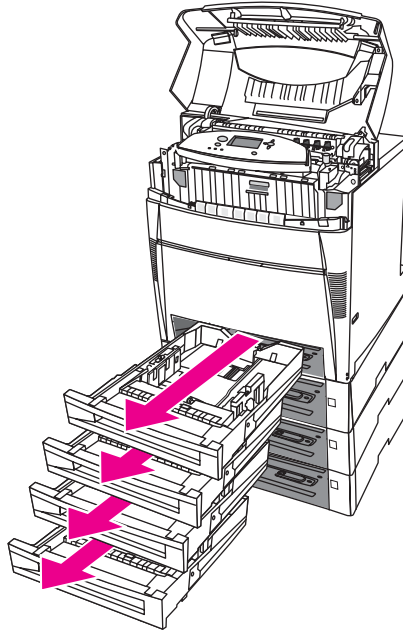
13. Close the transfer unit.



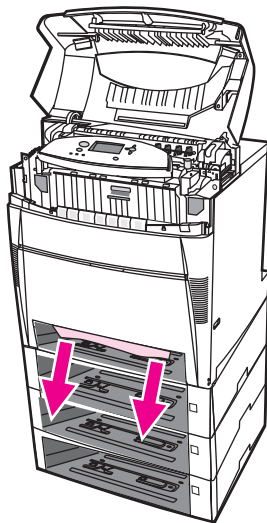
14. If you could not reach the paper with the transfer unit open in Step 12, grasp the paper by both corners and pull up.



15. Pull out Trays 2, 3, 4, and 5 and place each tray on a flat surface. Remove any partially fed paper from these trays.



16. Inspect the paper path above and below each tray to ensure that it is clear.  
17. Remove any partially fed paper.



18. Inspect the above paper path to ensure that it is clear.

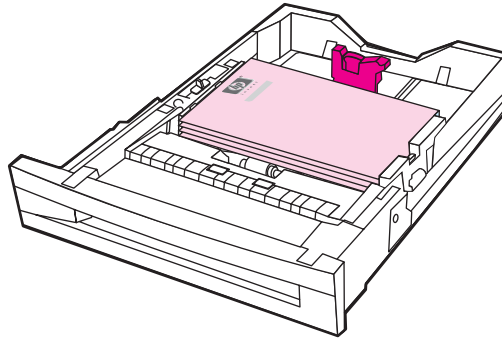
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**Note**

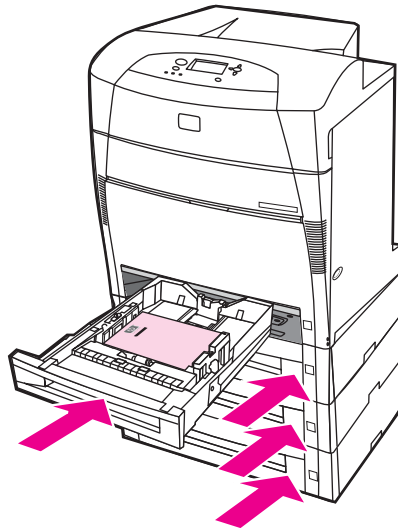
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If the paper tears, make sure that all paper fragments are removed from the paper path before resuming printing.

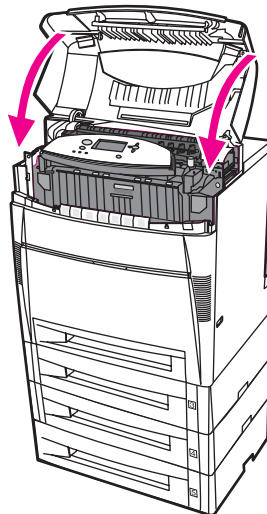
19. Check the slot at the front of each tray, and make sure the paper is loaded correctly and flush with the paper guides.



20. Insert all trays into the printer. Make sure all trays are completely closed.



21. Close the top cover.



## Media-handling problems

Use only media that meets the specifications outlined in the *HP LaserJet Printer Family Print Media Guide*. For ordering information, see [Supplies and accessories](#).

For paper specifications for this printer, see [Supported paper weights and sizes](#).

### Printer feeds multiple sheets

Cause	Solution
The input tray is overfilled.	Remove excess media from the input tray.
The paper exceeds the maximum stack height indicator mark in the input tray (Trays 2, 3, 4, and 5).	Open the input tray and verify that the paper stack is below the maximum stack height indicator mark.
Print media is sticking together.	Remove media, flex it, rotate it 180 degrees or flip it over, and then reload it into the tray. <hr/> <b>Note</b> Do not fan media. Fanning can cause static electricity, which can cause media to stick together. <hr/>
Media does not meet the specifications for this printer.	Use only media that meets HP media specifications for this printer. See <a href="#">Supported paper weights and sizes</a> .
Glossy paper is being used in a high humidity environment.	Use another type of paper.

### Printer feeds incorrect page size

Cause	Solution
The correct size media is not loaded in the input tray.	Load the correct size media in the input tray.
The correct size media is not selected in the software application or printer driver.	Confirm that the settings in the application and printer driver are appropriate, since the application settings override the printer driver and control panel settings, and the printer driver settings override the control panel settings. For more information about how to access the printer drivers, see <a href="#">Accessing the printer drivers</a> .
The correct size media for Tray 1 is not selected in the printer control panel.	From the control panel, select the correct size media for Tray 1.
The media size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the media size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the rear and width media guides are touching the paper.

### Printer feeds incorrect page size (continued)

Cause	Solution
The CUSTOM/STANDARD switch in the tray is not in the correct position.	Verify that the switch is in the correct position for the media size.

### Printer pulls from incorrect tray

Cause	Solution
You are using a driver for a different printer. For more information about how to access the printer drivers, see <a href="#">Accessing the printer drivers</a> .	Use a driver for this printer.
The specified tray is empty.	Load media in the specified tray.
Tray behavior for the requested tray is set to <b>FIRST</b> in the system setup submenu of the configure device menu.	Change the setting to <b>EXCLUSIVELY</b> .
The media size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the media size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the guides are touching the paper.
The CUSTOM/STANDARD switch in the tray is not in the correct position.	Verify that the switch is in the correct position for the media size.
The <b>USE REQUESTED TRAY</b> setting in the printer control panel is set to <b>EXCLUSIVELY</b> , and the requested tray is empty. The printer will not use another tray.	Load paper in the requested tray. or Change the setting from <b>EXCLUSIVELY</b> to <b>FIRST</b> in the Configuration menu. This will allow the printer to use the paper in other trays if no paper is loaded in the specified tray.

### Media does not feed automatically

Cause	Solution
Manual feed is selected in the software application.	Load Tray 1 with media, or, if the media is loaded, press ✓.
The correct size media is not loaded.	Load the correct size media.
The input tray is empty.	Load media into the input tray.
Media from a previous jam has not been completely removed.	Open the printer and remove any media in the paper path. Closely inspect the fuser area for jams. See <a href="#">Paper jams</a> .
The media size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the media size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the guides are touching the paper.
The CUSTOM/STANDARD switch in the tray is not in the correct position.	Verify that the switch is in the correct position for the media size.

### Media does not feed automatically (continued)

Cause	Solution
Manual feed prompt is set to <b>ALWAYS</b> . The printer will always prompt for manual feed, even if paper is in the tray.	Open the tray, reload the paper, and then close the tray.  Otherwise, change the manual feed prompt setting to <b>UNLESS LOADED</b> . Using this setting, the printer will prompt for manual feed unless paper is already in the tray.
The <b>USE REQUESTED TRAY</b> setting in the printer control panel is set to <b>EXCLUSIVELY</b> , and the requested tray is empty. The printer will not use another tray.	Load paper in the requested tray.  or  Change the setting from <b>EXCLUSIVELY</b> to <b>FIRST</b> in the Configuration menu. This will allow the printer to use the paper in other trays if no paper is loaded in the specified tray.

### Unable to select paper sizes for Tray 2, 3, 4, or 5 using the printer control panel.

Cause	Solution
The printer automatically detects some paper sizes when the tray switch is set to Standard and the paper width and length guides are in a standard paper size position.	Set the tray switch to Custom, or adjust the paper width and length guides to fit snugly against the paper stack. For more information, see <a href="#">Configuring input trays</a> .

### Media does not feed from Tray 2, 3, 4, or 5

Cause	Solution
Manual feed is selected in the software application.	Load Tray 1 with media, or, if the media is loaded, press ✓.
The correct size media is not loaded.	Load the correct size media.
The input tray is empty.	Load media in the input tray.
The correct media type for the input tray is not selected in the printer control panel.	From the printer control panel, select the correct media type for the input tray.
Media from a previous jam has not been completely removed.	Open the printer and remove any media in the paper path. Closely inspect the fuser area for jams. See <a href="#">Paper jams</a> .
Tray 3, 4, or 5 does not appear as an input tray option.	Tray 3, 4, and 5 only display as an option if they are installed. Verify that Tray 3, 4, and 5 are correctly installed. Verify that the printer driver has been configured to recognize Tray 3, 4, and 5. For more information about how to access the printer drivers, see <a href="#">Accessing the printer drivers</a> .
Tray 3, 4, or 5 is incorrectly installed.	Print a configuration page to confirm that Tray 3, 4, or 5 is installed. If not, verify that the optional installed 500-sheet feeder assembly or 2 x 500-sheet feeder assembly is correctly attached to the printer.

**Media does not feed from Tray 2, 3, 4, or 5 (continued)**

Cause	Solution
The media size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the media size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the guides are touching the paper.
The CUSTOM/STANDARD switch in the tray is not in the correct position.	Verify that the switch is in the correct position for the media size.
The <b>USE REQUESTED TRAY</b> setting in the printer control panel is set to <b>EXCLUSIVELY</b> , and the requested tray is empty. The printer will not use another tray.	Load paper in the requested tray. or Change the setting from <b>EXCLUSIVELY</b> to <b>FIRST</b> in the Configuration menu. This will allow the printer to use the paper in other trays if no paper is loaded in the specified tray.

**Transparencies or glossy paper will not feed**

Cause	Solution
The correct media type is not specified in the software or printer driver.	Verify that the correct media type is selected in the software or printer driver.
The input tray is overfilled.	Remove excess media from the input tray. Do not load more than 200 sheets of glossy paper or glossy film, or more than 100 transparencies in Tray 2, 3, 4, or 5. Do not exceed the maximum stack height for Tray 1.
Media in another input tray is the same size as the transparencies, and the printer is defaulting to the other tray.	Make sure that the input tray containing the transparencies or glossy paper is selected in the software application or printer driver. Use the printer control panel to configure the tray to the media type loaded. For more information about how to access the printer drivers, see <a href="#">Accessing the printer drivers</a> .
The tray containing the transparencies or glossy paper is not configured correctly for type.	Make sure that the input tray containing the transparencies or glossy paper is selected in the software application or printer driver. Use the printer control panel to configure the tray to the media type loaded. See <a href="#">Configuring input trays</a> . For more information about how to access the printer drivers, see <a href="#">Accessing the printer drivers</a> .
Transparencies or glossy paper may not meet supported media specifications.	Use only media that meets the HP media specifications for this printer. See <a href="#">Supported paper weights and sizes</a> .

**Transparencies are not printed correctly and the control panel displays an error message indicating a problem with the media in the tray.**

Cause	Solution
The OHT sensor is dirty, causing a <b>41.5 UNEXPECTED TYPE IN TRAY</b> error.	Clean the OHT sensor. See <a href="#">Periodic cleaning</a> .



### Envelopes jam or will not feed in the printer

Cause	Solution
Envelopes are loaded in an unsupported tray. Only Tray 1 can feed envelopes.	Load envelopes into Tray 1.
Envelopes are curled or damaged.	Try using different envelopes. Store envelopes in a controlled environment. Try rotating the envelope orientation to load long-edge first, and set the tray switch to Custom. See <a href="#">Configuring input trays</a> .
Envelopes are sealing because the moisture content is too high.	Try using different envelopes. Store envelopes in a controlled environment.
Envelope orientation is incorrect.	Verify that the envelope is loaded correctly. See <a href="#">Configuring input trays</a> .
This printer does not support the envelopes being used.	See <a href="#">Supported paper weights and sizes</a> or the <i>HP LaserJet Printer Family Print Media Guide</i> .
Tray 1 is configured for a size other than envelopes.	Configure Tray 1 size for envelopes.

### Output is curled or wrinkled

Cause	Solution
Media does not meet the specifications for this printer.	Use only media that meets the HP media specifications for this printer. See <a href="#">Supported paper weights and sizes</a> .
Media is damaged or in poor condition.	Remove media from the input tray and load media that is in good condition.
Printer is operating in an excessively humid environment.	Verify that the printing environment is within humidity specifications. See <a href="#">Printer specifications</a> .
You are printing large, solid-filled areas.	Large, solid-filled areas can cause excessive curl. Try using a different pattern.
Media used was not stored correctly and may have absorbed moisture.	Remove media and replace it with media from a fresh, unopened package.
Media has poorly cut edges.	Remove media, flex it, rotate it 180 degrees or turn it over, and then reload it into the input tray. Do not fan media. If the problem persists, replace the media.
The specific media type was not configured for the tray or selected in the software.	Configure the software for the media (see the software documentation). Configure the tray for the media, see <a href="#">Configuring input trays</a> .

### Printer will not duplex or duplexes incorrectly

Cause	Solution
You are trying to duplex on unsupported media.	Verify that the media is supported for duplex printing. See <a href="#">Supported paper weights and sizes</a> .

**Printer will not duplex or duplexes incorrectly (continued)**

<b>Cause</b>	<b>Solution</b>
The printer driver is not set up for duplex printing.	Set up the printer driver to enable duplex printing.
The first page is printing on the back of preprinted forms or letterhead.	Load preprinted forms and letterhead in Tray 1 with the letterhead or printed side up and the bottom of the page feeding into the printer. For Tray 2, 3, 4, or 5, load these media printed side down with the top of the page toward the back of the printer.
Printer model does not support two-sided printing.	The HP Color Laser Jet 5550 and HP Color Laser Jet 5550N do not support automatic two-sided printing.

## Printer response problems

### No display message

Cause	Solution
The printer's on/off button is in the standby position.	Verify that the printer is on. Fans may run while the printer is in standby mode (off).
The printer's memory DIMMs are defective or installed incorrectly.	Verify that the printer's memory DIMMs are correctly installed and are not defective.
The power cord is not firmly plugged into both the printer and the power receptacle.	Turn off the printer and then disconnect and reconnect the power cord. Turn the printer back on.
The line voltage is incorrect for the printer power configuration.	Connect the printer to a proper voltage source, as specified on the Power Rating Label on the back of the printer.
The power cord is damaged or excessively worn.	Replace the power cord.
The power source receptacle is not working correctly.	Connect the printer to a different power receptacle.

### Printer is on, but nothing prints

Cause	Solution
The printer's <b>Ready</b> indicator light is not lit.	Press <b>STOP</b> to return the printer to the <b>Ready</b> state.
The top cover is not closed properly.	Close the top cover firmly.
The <b>Data</b> indicator light is flashing.	The printer is probably still receiving data. Wait for the <b>Data</b> indicator to stop flashing.
<b>REPLACE &lt;COLOR&gt; CARTRIDGE</b> appears on the printer display.	Replace the print cartridge specified on the printer display.
A printer message other than <b>Ready</b> appears on the printer control panel.	See <a href="#">Control panel messages</a> .
The parallel port may have a DOS timeout error.	Add a MODE command to the AUTOEXEC.BAT file. See the DOS manual for additional information.
The PS (PostScript Emulation) personality is not selected.	Select <b>PS</b> or <b>AUTO</b> for the printer language. For more information, see <a href="#">Changing printer control panel configuration settings</a> .
The correct driver is not selected in the software application or printer driver.	Select the driver for PostScript Emulation for this printer in the software application or printer driver. For more information about how to access the printer drivers, see <a href="#">Accessing the printer drivers</a> .
The printer is not properly configured.	See <a href="#">Changing printer control panel configuration settings</a> .

### Printer is on, but nothing prints (continued)

Cause	Solution
The computer port is not configured or is not working properly.	Run another peripheral connected to this port to verify that the port is working properly.
The printer has not been correctly named for the network or for a Macintosh computer.	Use the appropriate utility to name the printer on the network. For Macintosh OS 9.x computers, select the printer from within the Chooser. For Macintosh OS X 10.1 and later, open the Print Center Application, select the connection type, and then select the printer.

### Printer is on, but is not receiving data

Cause	Solution
The printer's <b>Ready</b> indicator light is not lit.	Press <b>STOP</b> to return the printer to the <b>Ready</b> state.
The top cover is not closed properly.	Close the top cover firmly.
A printer message other than <b>Ready</b> appears on the printer control panel.	See <a href="#">Control panel messages</a> .
The interface cable is not correct for this configuration.	Select the correct interface cable for your configuration. See <a href="#">Parallel configuration</a> , or <a href="#">Enhanced I/O (EIO) configuration</a> .
The interface cable is not securely connected to both the printer and the computer.	Disconnect and reconnect the interface cable.
The printer is not configured correctly.	See <a href="#">Changing printer control panel configuration settings</a> for configuration information.
The interface configurations on the printer's configuration page do not match the configurations on the host computer.	Configure the printer to match the computer configuration.
The computer is not working properly.	Try using an application that you know works properly to check the computer, or, in DOS, type Dir>Prn at the DOS prompt.
The computer port that the printer is connected to is not configured or is not working properly.	Run another peripheral connected to this port to verify that the port is working properly.
The printer has not been correctly named for the network or Macintosh computer.	Use the appropriate utility to name the printer on the network. For Macintosh OS 9.x computers, select the printer from within the Chooser. For Macintosh OS X 10.1 and later, open the Print Center Application, select the connection type, and select the printer.

### Unable to select the printer from the computer

Cause	Solution
If you are using a switch box, the printer may not be selected for the computer.	Select the correct printer through the switch box.

**Unable to select the printer from the computer (continued)**

<b>Cause</b>	<b>Solution</b>
The printer's <b>Ready</b> indicator light is not lit.	Press <b>STOP</b> to return the printer to the <b>Ready</b> state.
A printer message other than <b>Ready</b> appears on the printer control panel.	See <a href="#">Control panel messages</a> .
The correct printer driver is not installed in the computer.	Install the correct printer driver. For more information about how to access the printer drivers, see <a href="#">Accessing the printer drivers</a> .
The correct printer and port are not selected on the computer.	Select the correct printer and port.
The network is not configured properly for this printer.	Use the network software to verify the printer's network configuration, or consult with the network administrator.
The power source receptacle is not working correctly.	Connect the printer to a different power receptacle.

## Printer control panel problems

### Control panel settings work incorrectly

Cause	Solution
The printer control panel display is blank or is not lit, even when the fan is running.	Fans may run while the printer is in standby mode (off). Press the printer's on/off button to turn the printer on.
Printer settings in the printing software application or printer driver differ from the printer control panel settings.	Confirm that the settings in the application and printer driver are appropriate, since the application settings override the printer driver and control panel settings, and the printer driver settings override the control panel settings. For more information about how to access the printer drivers, see <a href="#">Accessing the printer drivers</a> .
Control panel settings were not correctly saved after they were changed.	Reselect the control panel settings and then press ✓. An asterisk (*) should appear to the right of the setting.
The <b>Data</b> indicator light is lit, and there are no pages printing.	Buffered data exists in the printer. Press ✓ to print the buffered data using current control panel settings and activate the new control panel settings.
If the printer is on a network, another user may have changed printer control panel settings.	Consult the network administrator to coordinate changes to printer control panel settings.

### Unable to select Tray 3, 4, or 5

Cause	Solution
Tray 3, 4, or 5 do not appear as an input tray option on the configuration page or on the control panel.	The tray only displays as an option if it is installed. Verify that Tray 3, 4, or 5 is correctly installed.
Tray 3, 4, or 5 do not appear as an option in the printer driver.	Verify that the printer driver configuration recognizes Tray 3, 4, or 5. For more information about how to access the printer drivers, see <a href="#">Accessing the printer drivers</a> .

## Color printing problems

### Printing black instead of color

Cause	Solution
Color mode is not selected in the software application or printer driver.	Select <b>color</b> mode instead of grayscale or monochrome mode in the software application or printer driver, see <a href="#">Printer information pages</a> to learn how to print a configuration page.
The correct printer driver is not selected in your software application.	Select the correct printer driver.
No color appears on the configuration page.	Consult your service representative.

### Incorrect shade

Cause	Solution
The sealing tape has not been removed from the print cartridge.	Remove the sealing tape from the print cartridge for the color that is missing. See <a href="#">Changing print cartridges</a> .
The media does not meet the specifications for this printer.	See the <i>HP LaserJet Printer Family Print Media Guide</i> . Go to <a href="http://www.hp.com/support/clj5550">http://www.hp.com/support/clj5550</a> for HP LaserJet Family Paper Specification Guide ordering information. When you connect, select <b>Manuals</b> . Or go to <a href="http://www.hp.com/support/ljpaperguide">http://www.hp.com/support/ljpaperguide</a> to download the guide in PDF format.
You are operating the printer in excessively humid conditions.	Verify that the printer's environment is within humidity specifications.  <b>Note</b> For more information about color quality problems, see <a href="#">Print quality troubleshooting</a> .
The OHT sensor might be dirty.	Clean the OHT sensor. See <a href="#">Periodic cleaning</a> .

### Missing color

Cause	Solution
Defective HP print cartridge.	Replace the cartridge.
A non-HP cartridge might be installed.	Ensure that you are using a genuine HP print cartridge.

### Inconsistent colors after installing a print cartridge

Cause	Solution
The sealing tape has not been removed from the print cartridge.	Remove the sealing tape from the print cartridge for the color that is missing. See <a href="#">Changing print cartridges</a> .
Another print cartridge may be low.	Check the supplies gauge on the control panel or print a supplies status page. See <a href="#">Printer information pages</a> .
Print cartridges may be improperly installed.	Verify that each print cartridge is installed properly.
A non-HP cartridge might be installed.	Ensure that you are using a genuine HP print cartridge.

### Printed colors do not match screen colors

Cause	Solution
Extremely light screen colors are not being printed.	The software application may interpret extremely light colors as white. If so, avoid using extremely light colors.
Extremely dark screen colors are being printed in black.	The software application may interpret extremely dark colors as black. If so, avoid using extremely dark colors.
The colors on the computer screen differ from the printer output.	On the printer driver's <b>Color Control</b> tab, select <b>Screen Match</b> . <hr/> <b>Note</b> Several factors can influence your ability to match printed colors to those on your screen. These factors include print media, overhead lighting, software applications, operating system palettes, monitors, and video cards and drivers.



## Incorrect printer output

### Incorrect fonts are printed

Cause	Solution
The font has not been correctly selected in the software application.	Re-select the font in the software application.
The font is not available to the printer.	Download the font to the printer or use another font. (In Windows, the driver does this automatically.)
The correct printer driver is not selected.	Select the correct printer driver. For more information about how to access the printer drivers, see <a href="#">Accessing the printer drivers</a> .

### Unable to print all characters in a symbol set

Cause	Solution
The correct font is not selected.	Select the correct font.
The correct symbol set is not selected.	Select the correct symbol set.
The selected character or symbol is not supported by the software application.	Use a font that supports the selected character or symbol.

### Drifting text between printouts

Cause	Solution
Your software application is not resetting the printer to the top of the page.	See the documentation for the software or the PCL/PJL Technical Reference Package for specific information.

### Erratic, missing characters or interrupted printout

Cause	Solution
The interface cable is of poor quality.	Try using a different, higher-quality, IEEE-compliant cable. Parallel cables can be no longer than 10 meters (30 feet).
The interface cable is loose.	Disconnect and reconnect the interface cable.
The interface cable is damaged or bad.	Try using a different interface cable.
The power cable is loose.	Disconnect and reconnect the power cable.
You are attempting to print a PCL job with the printer configured for PostScript Emulation.	From the printer control panel, select the correct printer personality, and then resend the print job.
You are attempting to print a PostScript job with the printer configured for PCL.	From the printer control panel, select the correct printer personality, and then resend the print job.

## Partial printout

Cause	Solution
A memory error message appears on the printer control panel.	<ol style="list-style-type: none"><li data-bbox="925 212 1463 296">1. Free up printer memory by deleting unneeded downloaded fonts, style sheets, and macros from printer memory; or</li><li data-bbox="925 310 1326 338">2. Add more memory to the printer.</li></ol>
The file you are printing contains errors.	Check the software application verify that the file does not contain errors. To do so: <ol style="list-style-type: none"><li data-bbox="925 443 1463 495">1. Print another file that you know is error-free from within the same application; or</li><li data-bbox="925 510 1378 537">2. Print the file from another application.</li></ol>

## Guidelines for printing with different fonts

- The 80 internal fonts are available in PostScript Emulation (PS) and PCL mode.
- To conserve printer memory, download only those fonts that are needed.
- If you require several downloaded fonts, consider installing additional printer memory.

Some software applications automatically download fonts at the beginning of each print job. It might be possible to configure those applications to download only soft fonts that are not already resident in the printer.

## Software application problems

### Unable to change system selections through software

Cause	Solution
System software changes are locked out by the printer control panel.	Consult with your network administrator.
The software application does not support system changes.	See the software application documentation.
The correct printer driver is not loaded.	Load the correct printer driver. For more information about how to access the printer drivers, see <a href="#">Accessing the printer drivers</a> .
The correct application driver is not loaded.	Load the correct application driver.

### Unable to select a font from the software

Cause	Solution
The font is not available to the software application.	See the software application documentation.

### Unable to select colors from the software

Cause	Solution
The software application does not support color.	See the documentation for the software application.
Color mode is not selected in the software application or printer driver.	Select <b>color</b> mode instead of grayscale or monochrome mode.
The correct printer driver is not loaded.	Load the correct printer driver.

### Printer driver does not recognize Tray 3, 4, or 5 in the duplex printing accessory

Cause	Solution
The printer driver has not been configured to recognize Tray 3, 4, or 5, or the duplex printing accessory.	See the printer driver's online Help for instructions on how to configure the driver to recognize printer accessories. For more information about how to access the printer drivers, see <a href="#">Accessing the printer drivers</a> .
The accessory may not be installed.	Verify that the accessory is properly installed.

## Print quality troubleshooting

If you are experiencing problems with print quality, the following lists may help identify the cause of the problem.

### Print quality problems associated with paper

Some print quality problems arise from use of inappropriate paper.

- Use paper that meets HP paper specifications. See [Supported paper weights and sizes](#).
- The surface of the paper is too smooth. Use paper that meets HP paper specifications. See [Supported paper weights and sizes](#).
- The driver setting is incorrect. To change the paper type setting, see [Type and Size](#).
- The paper you are using is too heavy for the paper type setting you selected, and the toner is not fusing to the paper.
- The moisture content of the paper is uneven, too high, or too low. Use paper from a different source or from an unopened ream of paper.
- Some areas of the paper reject toner. Use paper from a different source or from an unopened ream of paper.
- The letterhead you are using is printed on rough paper. Use a smoother, xerographic paper. If this solves your problem, consult with the printer of your letterhead to verify that the paper used meets the specifications for this printer. See [Supported paper weights and sizes](#).
- The paper is excessively rough. Use a smoother, xerographic paper.
- The transparencies you are using are not designed for proper toner adhesion. Use only transparencies designed for HP Color LaserJet printers.

### Overhead transparency defects

Overhead transparencies may display any of the image quality problems that any other type of paper will cause, as well as defects specific to printing on transparencies. In addition, because transparencies are pliable while in the print path, they are subject to being marked by the paper-handling components.

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#### Note

Allow transparencies to cool for at least 30 seconds before handling them.

- In the printer driver **Paper** tab, select **Transparency** as the paper type. Also, make sure that the tray is correctly configured for transparencies.
- Check that the transparencies meet the specifications for this printer. See [Supported paper weights and sizes](#). For more information, consult the *HP LaserJet Printer Family Print Media Guide*. See <http://www.hp.com/support/clj5550> for *HP LaserJet Printer Family Print Media Guide* ordering information. For downloadable manuals, go to <http://www.hp.com/support/clj5550>. When you connect, select **Manuals**.
- The transparencies you are using are not designed for proper toner adhesion. Use only transparencies designed for HP Color LaserJet printers.
- If the color is off and the printer control panel displays the **41.5 UNEXPECTED TYPE IN TRAY X LOAD TRAY X <TYPE> <SIZE>** error, the OHT sensor might be dirty. See [Periodic cleaning](#) for OHT cleaning instructions.

- Handle transparencies by the edges. Skin oil on the surface of transparencies can cause spots and smudges.
- Small, random dark areas on the trailing edge of solid fill pages may be caused by transparencies sticking together in the output bin. Try printing the job in smaller batches.
- The selected colors are undesirable when printed. Select different colors in the software application or printer driver.
- If you are using a reflective overhead projector, use a standard overhead projector instead.

## Print quality problems associated with the environment

Print quality problems can occur if the printer is operating in an environment outside of the printer specifications (see [Printer specifications](#)).

## Print quality problems associated with jams

Make sure that all paper is cleared from the paper path. See [Paper jam recovery](#).

- If the printer recently jammed, print two to three pages to clean the printer.
- If the paper does not pass through the fuser, which causes image defects to appear on subsequent documents, print two to three pages to clean the printer. However, if the problem persists see the next section.

## Print quality problems associated with maintenance

Some print quality problems might occur when the printer needs cleaning. See [Periodic cleaning](#) for more information.

## Print quality troubleshooting pages

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

1. Press **MENU** to enter the **MENUS**.
2. Press **▼** to highlight **DIAGNOSTICS**.
3. Press **✓** to select **DIAGNOSTICS**.
4. Press **▼** to highlight **PQ TROUBLESHOOTING**.
5. Press **✓** to select **PQ TROUBLESHOOTING**.

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

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

If following the procedures recommended by the print quality troubleshooting pages do not improve print quality, go to <http://www.hp.com/support/clj5550>.

## Calibrating the printer

The HP Color LaserJet 5550 printer automatically calibrates and cleans at various times to maintain the highest level of print quality. The user may also request the printer to calibrate via the printer's control panel, using **QUICK CALIBRATE NOW** or **FULL CALIBRATE NOW** located in the **CALIBRATION** and **PRINT QUALITY** menu. **QUICK CALIBRATE NOW** is used for color tone calibration and takes about 90 seconds. If color density or tone seems wrong, Quick Calibration can be run. Full Calibration includes the Quick Calibrate routines and adds Drum Phase Calibration and Color Plane Registration (CPR). This takes about 3 minutes and 30 seconds. If color layers (cyan, magenta, yellow, black) on the printed page seem to be shifted from one another, Full Calibration should be run.

The HP Color LaserJet 5550 printer incorporates a new feature to skip calibration when appropriate, making the printer available more quickly. For example, when the power switch is turned off, then on again quickly, calibration is not needed and will be skipped. This saves approximately one minute in time to be ready.

The printer may pause printing while it is calibrating or cleaning. When possible, the printer will wait for the job to complete before calibrating or cleaning.

1. Press **MENU** to enter the **MENUS**.
2. Press **▼** to highlight **CONFIGURE DEVICE**.
3. Press **✓** to select **CONFIGURE DEVICE**.
4. Press **▼** to highlight **PRINT QUALITY**.
5. Press **✓** to select **PRINT QUALITY**.
6. Press **▼** to highlight **QUICK CALIBRATE NOW**.
7. Press **✓** to select **QUICK CALIBRATE NOW**.

OR

To perform a full calibration, use **FULL CALIBRATE NOW** instead of **QUICK CALIBRATE NOW** in steps 6 and 7.

## Print quality defect chart

Use the examples in the print quality defect chart to determine which print-quality problem you are experiencing, and then see the corresponding pages to find information that can help you troubleshoot the problem. For the latest information and problem-solving procedures, go to <http://www.hp.com/support/cj5550>.

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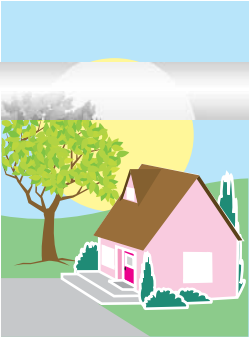

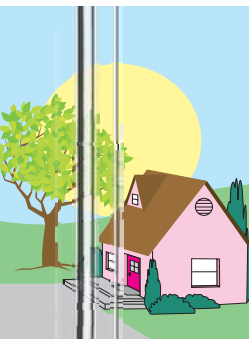



### Note

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The print-quality defect chart assumes the use of letter- or A4-size media that has moved through the printer long-edge first.

An image with no defects



	<p><b>Horizontal lines or streaks</b></p> <ul style="list-style-type: none"> <li>• Make sure that the operation and location requirements of the printer are met.</li> <li>• Print the Print Quality Troubleshooting Pages (see <a href="#">Print quality troubleshooting</a>) and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component.</li> </ul>		<p><b>Misaligned colors</b></p> <ul style="list-style-type: none"> <li>• Request a <b>FULL CALIBRATE NOW</b> using the printer control panel (see <a href="#">Print quality troubleshooting</a>).</li> <li>• Verify that the media does not exceed the maximum weight supported (see <a href="#">Print media specifications</a>).</li> </ul>
	<p><b>Vertical lines</b></p> <ul style="list-style-type: none"> <li>• Print the Print Quality Troubleshooting Pages (see <a href="#">Print quality troubleshooting</a>) and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component.</li> </ul>		<p><b>Repetitive defects</b></p> <ul style="list-style-type: none"> <li>• Make sure that the operation and location requirements of the printer are met.</li> <li>• Print the Print Quality Troubleshooting Pages (see <a href="#">Print quality troubleshooting</a>) and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component.</li> </ul>
	<p><b>Color fade in all colors</b></p> <ul style="list-style-type: none"> <li>• Make sure that the operation and location requirements of the printer are met.</li> <li>• Calibrate the printer.</li> </ul>		<p><b>Color fade in one color</b></p> <ul style="list-style-type: none"> <li>• Make sure that the operation and location requirements of the printer are met.</li> <li>• Calibrate the printer.</li> <li>• Print the Print Quality Troubleshooting Pages (see <a href="#">Print quality troubleshooting</a>) and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component.</li> </ul>



### Fingerprints and media dents

- Make sure to use supported media.
- Make sure that the media you are using does not have any wrinkles or dents from handling, and that the media is not contaminated with visible fingerprints or other foreign substances.
- Print the Print Quality Troubleshooting Pages (see [Print quality troubleshooting](#)) and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component.



### Loose toner

- Make sure that the operation and location requirements of the printer are met.
- Make sure to use supported media.
- Make sure that the media type and size for the tray are set correctly in the control panel for the media that you are using.
- Make sure that the media is loaded correctly, the size guides are touching the edges of the stack of media, and the custom-media switch is set appropriately.

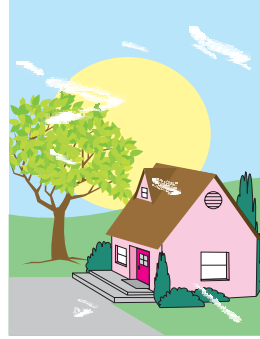
Make sure that the media you are using does not have any wrinkles or dents from handling, and that the media is not contaminated with visible fingerprints or other foreign substances.





#### Smeared toner

- Make sure to use supported media.
- A paper fragment was left in the printer when clearing a jam. Remove any paper fragments (see [Paper jams](#).)



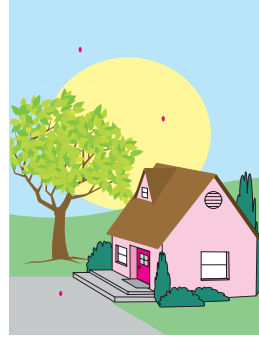
#### White areas (dropouts) on page

- Make sure that the operation and location requirements of the printer are met.
- Make sure to use supported media.
- Make sure that the media you are using does not have any wrinkles or dents from handling, and that the media is not contaminated with visible fingerprints or other foreign substances.
- Make sure that the media type and size for the tray are set correctly in the control panel for the media that you are using.
- Calibrate the printer.
- Print the Print Quality Troubleshooting Pages (see [Print quality troubleshooting](#)) and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component.



### Media damage (wrinkles, curl, creases, tears)

- Make sure that the operation and location requirements of the printer are met.
- Make sure to use supported media.
- Make sure that the media is loaded correctly.
- Make sure that the media type and size for the tray are set correctly in the control panel for the media that you are using.
- Make sure that the media you are using does not have any wrinkles or dents from handling, and that the media is not contaminated with visible fingerprints or other foreign substances.
- Make sure that the following supplies are seated correctly:
  - fuser
  - transfer belt
- Inspect the jam areas and remove any undetected jammed or torn media.



### Specks or stray toner

- Make sure that the operation and location requirements of the printer are met.
- Make sure to use supported media.
- Make sure that the media type and size for the tray are set correctly in the control panel for the media that you are using.
- Calibrate the printer.
- Print the Print Quality Troubleshooting Pages (see [Print quality troubleshooting](#)) and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component.



**Skewed, stretched, or off-center page**

- Make sure that the operation and location requirements of the printer are met.
- Make sure to use supported media.
- Make sure that the media is loaded correctly.
- For problems with page skew, turn over the stack of media and rotate the stack 180 degrees.
- Make sure that the following supplies are seated correctly:
  - fuser
  - transfer belt
- Inspect the jam areas and remove any undetected jammed or torn media.



# A

# Working with memory and print server cards

## Printer memory and fonts

The printer has two 200-pin DDR SDRAM slots. One slot is available for adding memory to the printer. DDR SDRAM memory is available in 128 and 256 MB modules.

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**Note**

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Memory specification: HP Color LaserJet 5550 series printers use 200-pin small outline dual inline memory modules (SODIMM) that support 128 or 256 MB of RAM.

The printer also has three flash memory card slots for printer firmware, fonts, and other solutions.

- The first flash memory card is reserved for printer firmware.

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**Note**

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Use the first flash memory card slot for firmware only. The slot is marked "Firmware Slot"

- The two additional flash memory card slots enable the user to add fonts and third-party solutions, such as signatures and personalities. The slots are marked "Slot 2" and "Slot 3." For more information about types of solutions available, go to <http://www.hp.com/go/gsc>.

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**Note**

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Flash memory cards adhere to Compact Flash specifications and size.

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**CAUTION**

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Do not insert a flash memory card that is designed for use with a digital camera into the printer. The printer does not support photo printing directly from a flash memory card. If you install a camera-type flash memory card, the control panel displays a message asking if you want to reformat the flash memory card. If you choose to reformat the card, all data on the card will be lost.

You may want to add more memory to the printer if you often print complex graphics or PS documents, or use many downloaded fonts. Additional memory also allows the printer to print multiple, collated copies at the maximum speed.

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**Note**

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Single in-line memory modules (SIMMs) / dual in-line memory modules (DIMMs) used on previous HP LaserJet printers are not compatible with the printer.

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**Note**

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To order DDR SDRAM, see [Supplies and accessories](#).

Before ordering additional memory, see how much is currently installed by printing a configuration page.

## Printing a configuration page

1. Press **MENU** to enter the **MENUS**.

2. Press ▼ to highlight **INFORMATION**.
3. Press ✓ to select **INFORMATION**.
4. Press ▼ to highlight **PRINT CONFIGURATION**.
5. Press ✓ to print the configuration page.

## Installing memory and fonts

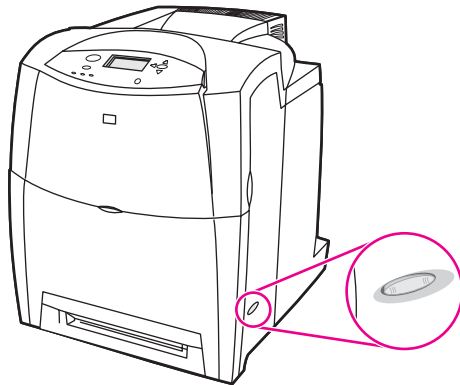
You can install more memory for the printer, and you can also install a font card to allow the printer to print characters for languages such as Chinese or the Cyrillic alphabet.

### CAUTION

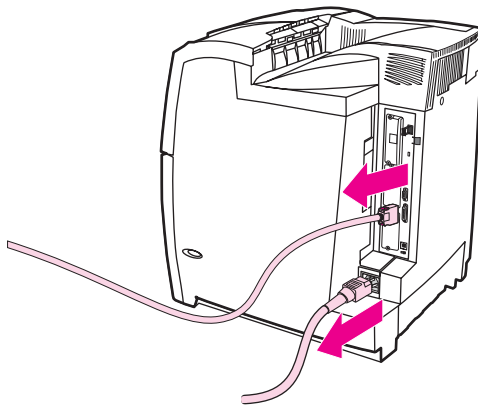
Static electricity can damage DIMMs. When handling DIMMs, either wear an antistatic wrist strap, or frequently touch the surface of the DIMM antistatic package and then touch bare metal on the printer.

### To install DDR memory DIMMs

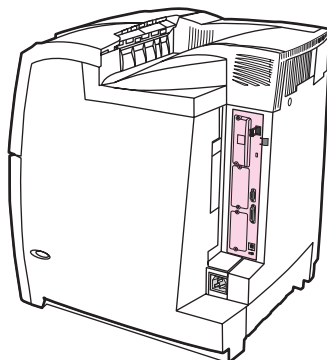
1. Turn the printer off.



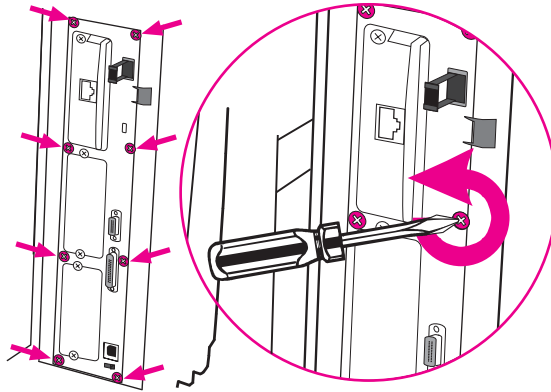
2. Disconnect all power and interface cables.



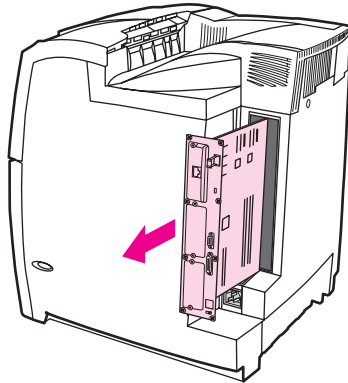
3. Locate the formatter board in the rear of the printer.



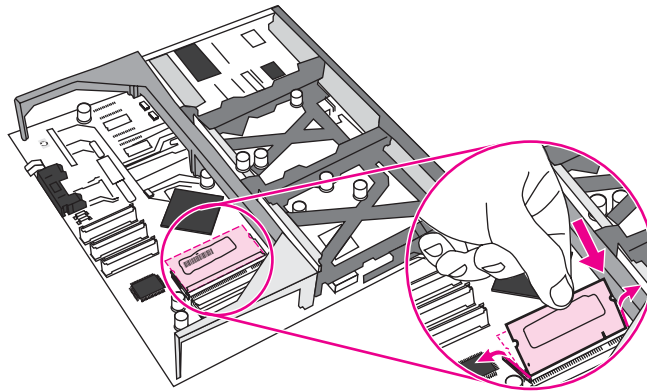
- Using a #2 Phillips screwdriver, remove the eight screws holding the board in place, and set them aside.



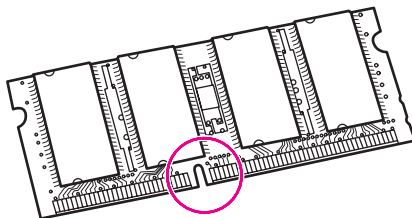
- Slide out the formatter board and set it on a clean, flat, grounded surface.



- To replace a DDR DIMM that is currently installed, spread the latches apart on each side of the DIMM slot, lift the DDR DIMM up at an angle, and pull it out.

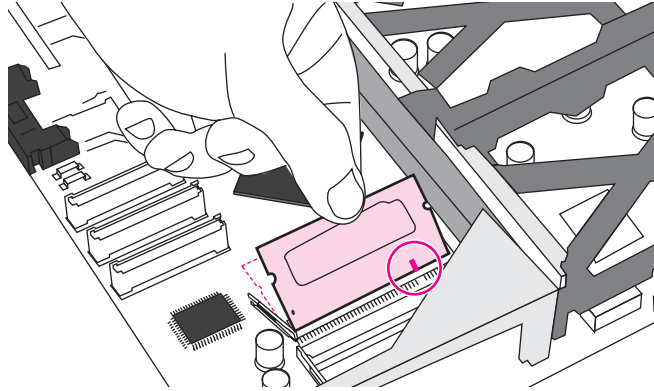


- Remove the new DIMM from the antistatic package. Locate the alignment notch on the bottom edge of the DIMM.

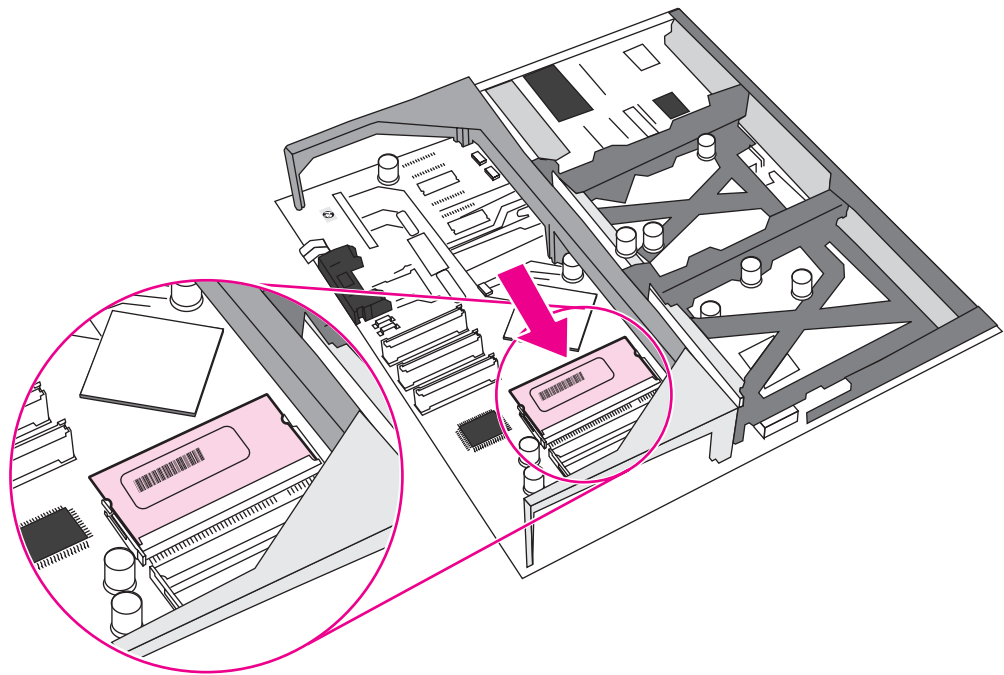




8. Holding the DIMM by the edges, align the notch on the DIMM with the bar in the DIMM slot at an angle and firmly press the DIMM into the slot until it is fully seated. When installed correctly, the metal contacts are not visible.



9. Push down on the DIMM until both latches engage the DIMM.



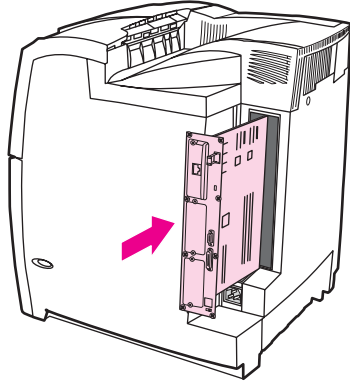
---

**Note**

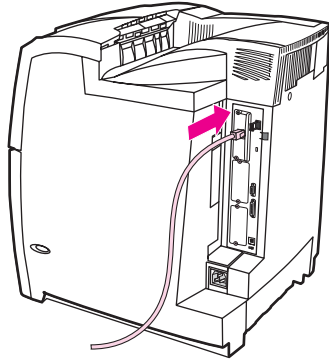
If you have difficulty inserting the DIMM, make sure the notch on the bottom of the DIMM is aligned with the bar in the slot. If the DIMM still does not go in, make sure you are using the correct type of DIMM.

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10. Align the formatter board in the tracks at the top and bottom of the slot, and then slide the board back into the printer. Replace and tighten the eight screws removed in step 4.



11. Reconnect the power cable and interface cables, and turn the printer on.



12. If you installed a memory DIMM, go to [Enabling memory](#).

## To install a flash memory card

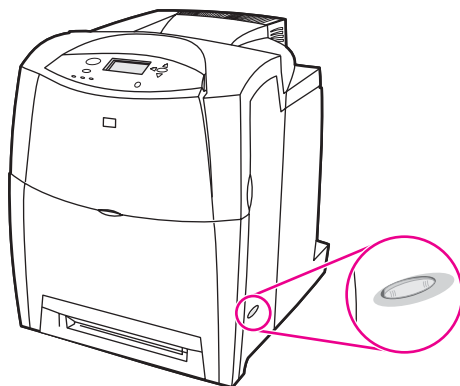
---

### CAUTION

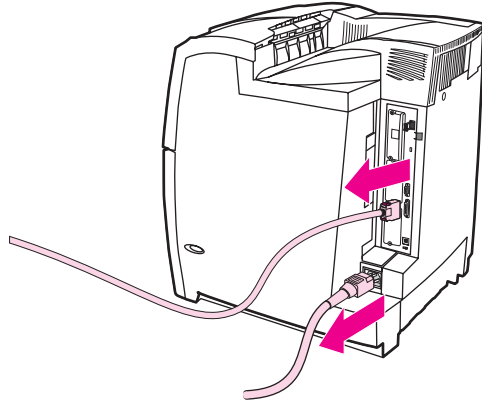
---

Do not insert a flash memory card that is designed for use with a digital camera into the printer. The printer does not support photo printing directly from a flash memory card. If you install a camera-type flash memory card, the control panel displays a message asking if you want to reformat the flash memory card. If you choose to reformat the card, all data on the card will be lost.

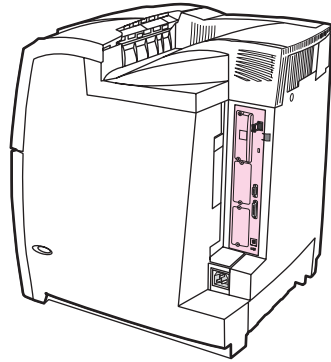
1. Turn the printer off.



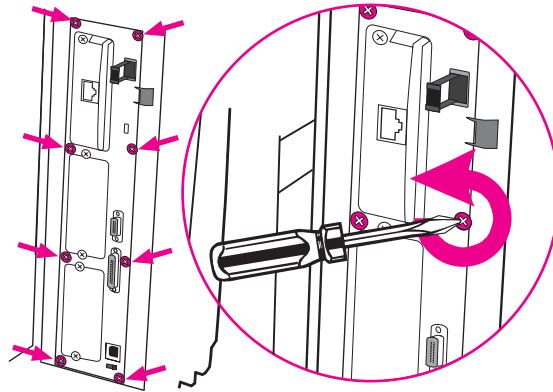
2. Disconnect all power and interface cables.



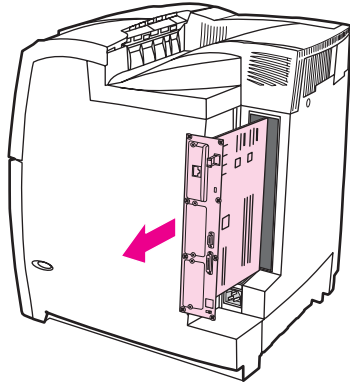
3. Locate the formatter board in the rear of the printer.



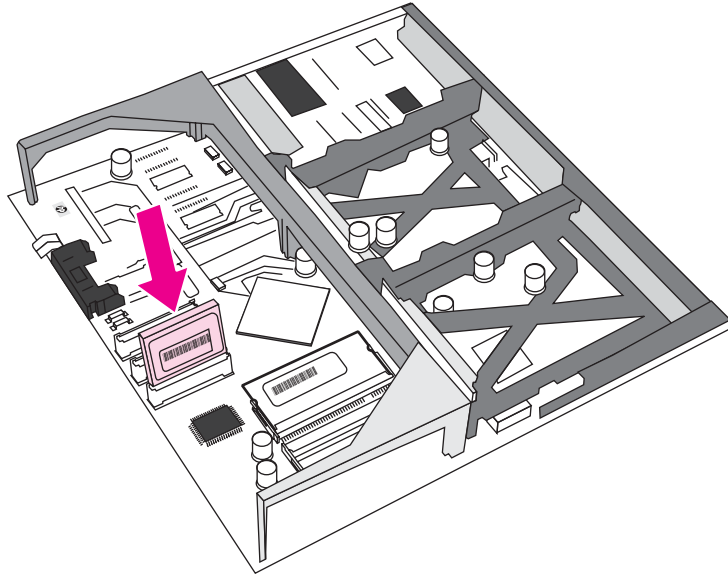
4. Using a #2 Phillips screwdriver, remove the eight screws holding the board in place, and set them aside.



- Slide out the formatter board and set it on a clean, flat, grounded surface.



- Align the groove on the side of the flash memory card with the notches in the connector and push it in the slot until it is fully seated.



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**CAUTION**

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Do not insert the flash memory card at an angle.

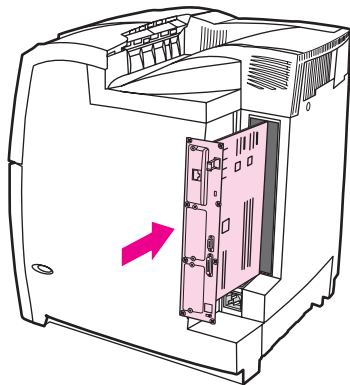
---

**Note**

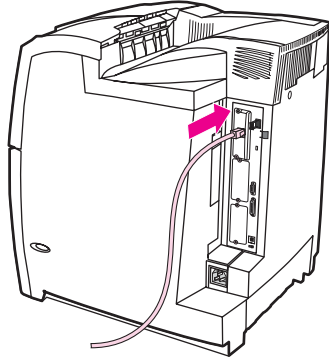
---

The first flash memory slot marked "Firmware Slot" is reserved for firmware only. Slots 2 and 3 should be used for all other solutions.

- Align the formatter board in the tracks at the top and bottom of the slot, and then slide the board back into the printer. Replace and tighten the eight screws removed in step 4.



8. Reconnect the power cable and interface cables, and turn the printer on.



## Enabling memory

If you installed a memory DIMM, set the printer driver to recognize the newly added memory.

### To enable memory for Windows 98, ME, and NT

1. On the **Start** menu, point to **Settings**, and click **Printers**.
2. Right-click the printer and select **Properties**.
3. On the **Configure** tab, click **More**.
4. In the **Total Memory** field, type or select the total amount of memory that is now installed.
5. Click **OK**.

### To enable memory for Windows 2000 and XP

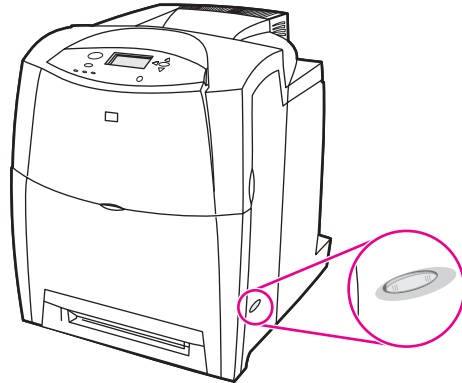
1. On the **Start** menu, point to **Settings**, and click **Printers** or **Printers and Faxes**.
2. Right-click the printer and select **Properties**.
3. On the **Device Settings** tab, click **Printer Memory** (in the **Installable Options** section).
4. Select the total amount of memory that is now installed.
5. Click **OK**.

## Installing an HP Jetdirect print server card

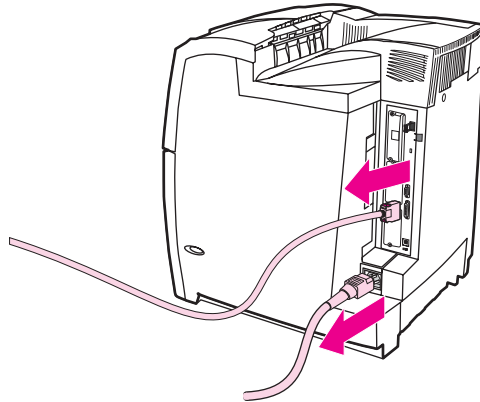
You can install an HP Jetdirect print server card in the base model printer, which comes with an open EIO slot.

### To install an HP Jetdirect print server card

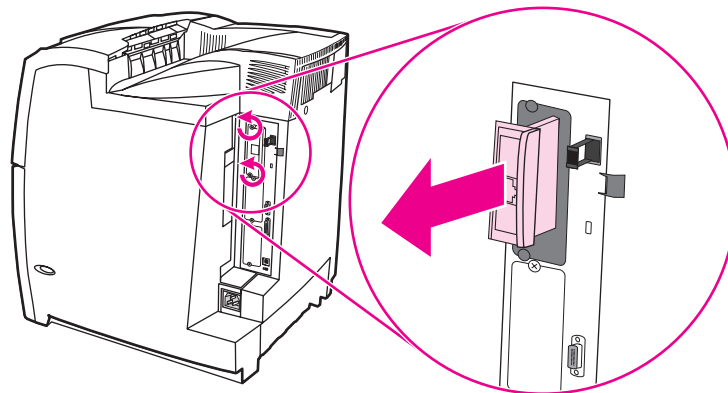
1. Turn the printer off.



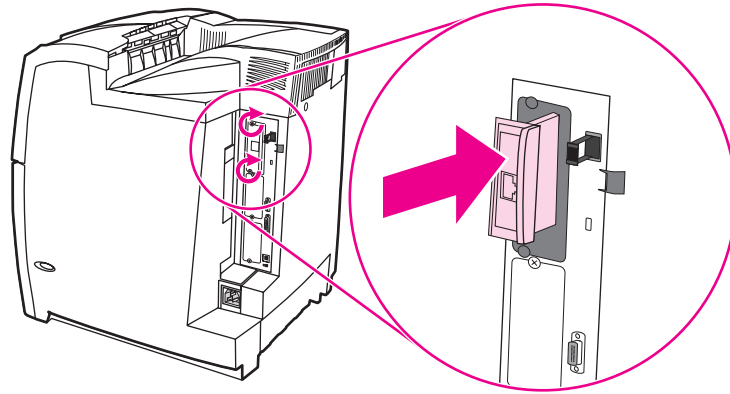
2. Disconnect all power and interface cables.



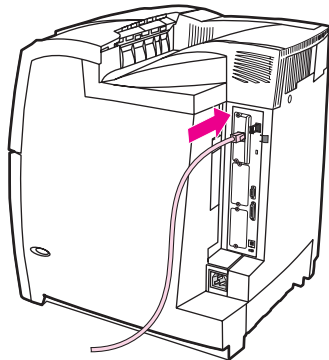
3. Locate an empty EIO slot. Loosen and remove the two retaining screws holding the cover for the EIO slot onto the printer, and then remove the cover. You will not need these screws and cover again.



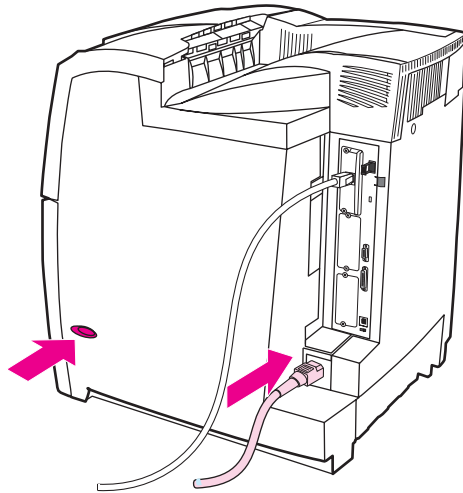
4. Firmly insert the HP Jetdirect print server card into the EIO slot. Insert and tighten the retaining screws that came with the print server card.



5. Connect the network cable.



6. Reconnect the power cable, and turn the printer on.



7. Print a configuration page (see [Configuration page](#)). In addition to a printer configuration page and a Supplies Status page, an HP Jetdirect configuration page that contains network configuration and status information should also print.

If it does not print, uninstall and reinstall the print server card to ensure that it is completely seated in the slot.

8. Perform one of these steps:

- Choose the correct port. See the computer or operating system documentation for instructions.
- Reinstall the software, choosing the network installation this time.



# B

## Supplies and accessories

To order supplies in the US, contact <http://www.hp.com/go/ljsupplies>. To order supplies worldwide, see <http://www.hp.com/ghp/buyonline.html>. To order accessories, see <http://www.hp.com/go/accessories>.

### Spare parts and supplies availability

Spare parts and supplies for this product will be available for at least five years after production has stopped.

### Ordering directly through the embedded Web server (for printers with network connections)

Use the following steps to order printing supplies directly through the embedded Web server (see [Using the embedded Web server](#)).

1. In the Web browser on the computer, type the IP address for the printer. The printer status window appears. Or, go to the URL provided in the alert email.
2. Click **Other Links**.
3. Click **Order Supplies**. The browser opens to a page in which you can choose to send information about the printer to HP. You also have the option to order supplies without sending the printer's information to HP.
4. Select the part numbers you want to order and follow the instructions on the screen.

## Ordering directly through the printer software (for printers directly connected to a computer)

The printer software gives you the ability to order supplies directly from the computer. Three conditions are necessary to use this feature:

- The “Printer Status and Alerts” software must be installed on your computer (use the custom installation option to install this software).
- The printer must be directly connected to your computer through a parallel cable. For more information, see [Parallel configuration](#).
- You must have access to the World Wide Web.

### To order printing supplies directly through the computer software

1. At the bottom right of the screen (in the system tray), select the **Printer** icon. This opens the status window.
2. On the left side of the status window, select the appropriate **Printer** icon.
3. If available at the top of the status window, select **Supplies**. Otherwise, you can also scroll down to Supplies Status.
4. Click **Order Supplies**. The browser opens to the supplies purchasing page.
5. Select the supplies you wish to order.

#### Supplies, accessories, and part numbers

Part	Part number	Type/size
Memory	J6073A	Printer hard disk
	Q2630A	Synchronous 128 MB DIMM (SDRAM)
	Q2631A	Synchronous 256 MB DIMM (SDRAM)
Accessories	J7934A	EIO Jetdirect
	C9669B	Printer stand
	C7130B	Optional 500-sheet paper feeder (Trays 3, 4, and 5)
Printer supplies	C9730A	Black print cartridge
	C9731A	Cyan print cartridge
	C9732A	Yellow print cartridge
	C9733A	Magenta print cartridge
	C9734B	Image transfer kit
	Q3984A	Image fuser kit (110 volt)

**Supplies, accessories, and part numbers (continued)**

<b>Part</b>	<b>Part number</b>	<b>Type/size</b>
	Q3985A	Image fuser kit (220 volt)
Cables	C2946A	IEEE-1284 compliant parallel cable, 3 m (approximately 10 feet) long, with 25-pin male/micro 36-pin male ("C" size) connector
Paper	C2934A	HP Color LaserJet Transparencies (letter) 50 sheets
	C2936A	HP Color LaserJet Transparencies (A4) 50 sheets
	92296T	HP LaserJet Monochrome transparencies (letter)
	92296U	HP LaserJet Monochrome transparencies (A4)
	C4179A	HP LaserJet Soft Gloss paper (letter) 200 sheets
	C4179B	HP LaserJet Soft Gloss paper (A4) 200 sheets
	Q1298A	HP LaserJet Tough paper (letter)
	Q1298B	HP LaserJet Tough paper (A4)
	HPU1132	HP Premium Choice LaserJet paper (letter)
	CHP410	HP Premium Choice LaserJet paper (A4)
	HPJ1124	HP LaserJet paper (letter)
	CHP310	HP LaserJet paper (A4)
Reference materials	5963-7863	<i>HP LaserJet Printer Family Print Media Guide</i>
	5021-0337	<i>PCL/PJL Technical Reference Package</i>  For downloadable versions, go to <a href="http://www.hp.com/support/cj5550">http://www.hp.com/support/cj5550</a> . When connected, select <b>Manuals</b> .





# Service and Support

## Hewlett-Packard limited warranty statement

### HP PRODUCT

HP Color LaserJet 5550, HP Color LaserJet 5550n,  
HP Color LaserJet 5550dn, HP Color LaserJet  
5550dtn, and HP Color LaserJet 5550hdn printer

### DURATION OF LIMITED WARRANTY

One-year limited warranty

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

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

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

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

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

HP's limited warranty is valid in any country/region or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter form, fit or function of the product to make it operate in a country/region for which it was never intended to function for legal or regulatory reasons. TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE. Some countries/regions, states or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights and you might also have other rights that vary from country/region to country/region, state to state, or province to province.

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

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

## Limited warranty for print cartridges and image drums

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

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

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

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTY IS EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

TO THE EXTENT ALLOWED BY LOCAL LAW, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.

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

## HP's Premium Protection Warranty. Color LaserJet Image Fuser Kit and Image Transfer Kit Limited Warranty Statement

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

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

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

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTY IS EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

TO THE EXTENT ALLOWED BY LOCAL LAW, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.

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



# HP maintenance agreements

HP has several types of maintenance agreements that meet a wide range of support needs. Maintenance agreements are not part of the standard warranty. Support services may vary by area. Check with your local HP dealer to determine the services available to you.

## **On-site service agreements**

To provide you with the level of support best suited to your needs, HP has on-site service agreements with three response times:

### **Priority on-site service**

This agreement provides 4-hour service response to your site for calls made during normal HP business hours.

### **Next-day on-site service**

This agreement provides support by the next working day following a service request. Extended coverage hours and extended travel beyond HP designated service zones are available on most on-site agreements (for additional charges).

### **Weekly (volume) on-site service**

This agreement provides scheduled weekly on-site visits for organizations with many HP products. This agreement is designated for sites using 25 or more workstation products, including printers, plotters, computers, and disk drives.



# D

## Printer specifications

### Physical dimensions

Product	Height	Depth	Width	Weight
HP Color LaserJet 5550	640 mm (25.2 in)	704 mm (27.7 in)	577 mm (22.7 in)	60 kg (132 lbs)
HP Color LaserJet 5550n and HP Color LaserJet 5550dn, with optional Tray 3 and stand	833 mm (32.8 in)	718 mm (28.25 in)	630 mm (24.8 in)	111 kg (246 lbs)
HP Color LaserJet 5550dtn with optional Trays 2 and 3 and stand	965 mm (38 in)	718 mm (28.25 in)	630 mm (24.8 in)	126 kg (279 lbs)
HP Color LaserJet 5550hdn with optional Trays 3, 4, and 5 and stand	1097 mm (43.2 in)	718 mm (28.25 in)	630 mm (24.8 in)	141 kg (312 lbs)

## Electrical specifications

### WARNING!

Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This may damage the printer and void the product warranty.

	110-Volt Models	230-Volt Models
Power Requirements	110-127V (+/- 10%) 50/60 Hz (+/- 2 Hz)	220-240V (+/- 10%) 50/60 Hz (+/- 2 Hz)
Rated short term current	7.0 Amps	3.0 Amps

	Power Consumption (average, in watts) <sup>1</sup>			
Product Model	Printing (28 PPM) <sup>2</sup>	Ready <sup>4</sup>	PowerSave (Sleep 2) <sup>3</sup>	Off
HP Color LaserJet 5550	611 W	93 W	23 W	0.3 W
HP Color LaserJet 5550n	614 W	93 W	24 W	0.3 W
HP Color LaserJet 5550dn	630 W	93 W	24 W	0.3 W
HP Color LaserJet 5550dtn	630 W	93 W	24 W	0.3 W
HP Color LaserJet 5550hdn	632 W	93 W	28 W	0.3 W

<sup>1</sup> Values current as of February 2, 2004. Values subject to change, see <http://www.hp.com/support/clj5550> for current information.

<sup>2</sup> Power reported is the highest value measured for color and monochrome printing using all standard voltages.

<sup>3</sup> Default time from Ready Mode to Sleep 2 = 30 minutes.

<sup>4</sup> Heat dissipation in Ready Mode = 318 BTU/Hour.

### Operating environment specifications

Environment	Allowed
Temperature	15 to 27°C (59 to 81°F)
Humidity	10 to 70% RH

### Note

These values are subject to change. See <http://www.hp.com/support/clj5550> for current information.

## Acoustic emissions<sup>1, 2</sup>

Sound Power Level	Declared Per ISO 9296
Printing (28 PPM)	$L_{WA_d}=6.6$ Bels (A) [66 dB (A)]
Ready	$L_{WA_d}=4.9$ Bels (A) [49 dB (A)]
Sound Pressure Level - Bystander Position	Declared Per ISO 9296
Printing (28 PPM)	$L_{pA_m}=49$ dB (A)
Ready	$L_{pA_m}=33$ dB (A)

<sup>1</sup> Values current as of January 25, 2004. Values subject to change, see <http://www.hp.com/support/cj5550> for current information.

<sup>2</sup> Configuration tested: Base unit printing A4 monochrome from standard tray.

## Environmental specifications

Specification	Allowed
Temperature	15 to 27°C (59 to 81°F)
Humidity	10 to 70 percent RH

# E

## Regulatory information

### FCC regulations

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy. If this equipment is not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- reorient or relocate the receiving antenna.
- increase separation between equipment and receiver.
- connect equipment to an outlet on a circuit different from that to which the receiver is located.
- consult your dealer or an experienced radio/TV technician.

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#### Note

Any changes or modifications to the printer that are not expressly approved by HP could void the user's authority to operate this equipment.

Use of a shielded interface cable is required to comply with the Class B limits of Part 15 of FCC rules.

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# Environmental product stewardship program

## Protecting the environment

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

## Ozone production

This product generates no appreciable ozone gas (O<sub>3</sub>).

## Energy consumption

Energy usage drops significantly while in PowerSave mode, which saves natural resources and saves money without affecting the high performance of this printer. This product qualifies for ENERGY STAR®, which is a voluntary program to encourage the development of energy-efficient office products.



ENERGY STAR is a U.S. registered service mark of the U.S. Environmental Protection Agency. As an ENERGY STAR® partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR® Guidelines (version 3.0) for energy efficiency. For more information, see <http://www.energystar.gov/>.

## Paper use

This product's optional automatic duplex feature (two-sided printing) can reduce paper usage and the resulting demands on natural resources.

## Plastics

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

## HP LaserJet Printing Supplies

In many countries/regions, this product's printing cartridges can be returned to HP through the HP Printing Supplies Returns and Recycling Program. An easy to use and free takeback program is available in over 48 countries/regions. Multi-lingual program information and instructions are included in every new HP LaserJet print cartridge and supplies package.



## HP Printing Supplies Returns and Recycling Program Information

Since 1990, the HP Printing Supplies Returns and Recycling Program has collected more than 47 million used LaserJet printer cartridges that otherwise might have been discarded in the world's landfills. The HP LaserJet printer cartridges and supplies are collected and bulk-shipped to our resource and recovery partners, who disassemble the cartridges. After a thorough quality inspection, selected parts are reclaimed for use in new cartridges. Remaining materials are separated and converted into raw materials for use by other industries to make a variety of useful products.

- **U.S. returns**—For a more environmentally responsible return of used cartridges and supplies, HP encourages the use of bulk returns. Simply bundle two or more cartridges together and use the single, pre-paid, and pre-addressed UPS label that is supplied in the package. For more information in the U.S., call 1-800-340-2445 or visit the HP LaserJet Supplies website at <http://www.hp.com/recycle>.
- **Non-U.S. recycling returns**—Non-U.S. customers should call the local HP Sales and Service Office or visit the <http://www.hp.com/recycle> website for further information regarding availability of the HP Supplies Returns and Recycling Program.

### Recycled paper

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

### Material restrictions

This product does not contain batteries.

This product does not contain added mercury.

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

### Material Safety Data Sheet (MSDS)

Material Safety Data Sheets (MSDS) can be obtained by contacting <http://www.hp.com/go/msds>.

### For more information

On HP environmental programs, including:

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

See <http://www.hp.com/go/environment> or <http://www.hp.com/hpinfo/community/environment>.

# Declaration of Conformity

## Declaration of Conformity

according to ISO/IEC Guide 22 and EN 45014

**Manufacturer's Name:** Hewlett-Packard Company  
**Manufacturer's Address:** 11311 Chinden Boulevard  
Boise, Idaho 83714-1021, USA

### declares that the product

**Product Name:** HP Color LaserJet 5550/5550n/5550dn/5550dtn/5550hdn  
**Regulatory Model Number:<sup>4)</sup>** BOISB-0310-00  
Including  
Q3956A -- Optional 500-Sheet Input Tray  
Q9669A -- Optional Printer Stand  
**Product Options:** All

### conforms to the following Product Specifications:

**Safety:** IEC 60950:1999 / EN60950: 2000  
IEC 60825-1:1993 +A1:1997 +A2:2001 / EN 60825-1:1994 +A11:1996 +A2:2001  
(Class 1 Laser/LED Product)  
GB4943-2001

**EMC:** CISPR 22:1997 / EN 55022:1998 Class B<sup>1)3)</sup>  
EN 61000-3-2:1995 / A14  
EN 61000-3-3:1995 / A1  
EN 55024:1998  
FCC Title 47 CFR, Part 15 Class B<sup>2)</sup>, ICES-003, Issue 3  
AS / NZS 3548:1995 + A1 + A2, GB9254-1998, GB17625.1-1998, CNS13438

### Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 89/336/EEC and the Low Voltage Directive 73/23/EEC, and carries the CE-Marking accordingly

1) The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems Compliance testing of product to standard with exception of Clause 9.5, which is not yet in effect.

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

3) The product includes LAN (Local Area Network) options. When the interface cable is attached to LAN connectors, the product meets the requirements of EN55022 and CNS13438 Class A in which case the following applies: "Warning – This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures".

4) For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).

Boise, Idaho 83713, USA

**5 December 2003**

### For regulatory topics only:

**Australia Contact** Product Regulations Manager, Hewlett-Packard Australia, Ltd. 31-41 Joseph Street Blackburn, Victoria 3130, Australia

**European Contact** Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe Herrenberger Straße 140 Böblingen, D-71034, Germany (+49-7031-14-3143)

**USA Contact** Product Relations Manager, Hewlett-Packard Company PO Box 15, Mail Stop 160 Boise, ID 83707-0015, USA (208-396-6000)

## Safety statements

### Laser safety

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

#### WARNING!

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

### Canadian DOC regulations

Complies with Canadian EMC Class B requirements.

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

### EMI statement (Korea)

#### 사용자 안내문 (B 급 기기)

이 기기는 비업무용으로 전자파장해검정을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

### VCCI statement (Japan)

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。  
取り扱い説明書に従って正しい取り扱いをして下さい。

## Laser Statement for Finland

### Luokan 1 laserlaite

Klass 1 Laser Apparat

HP Color LaserJet 5550, HP Color LaserJet 5550n, HP Color LaserJet 5550dn, HP Color LaserJet 5550dtn, HP Color LaserJet 5550hdn laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalisissa käytössä kirjoittimen suojakoteloitinta estää lasersäteiden pääsyn laitteen ulkopuolelle. Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (1994) mukaisesti.

### **VAROITUS !**

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

### **WARNING !**

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

### **HUOLTO**

HP Color LaserJet 5550, HP Color LaserJet 5550n, HP Color LaserJet 5550dn, HP Color LaserJet 5550dtn, HP Color LaserJet 5550hdn -kirjoittimen sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyökaluja.

### **VARO !**

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

### **WARNING !**

Om laserprinterns skyddshölje öppnas då apparaten är i funktion, utsättas användaren för osynlig laserstrålning. Betrakta ej strålen. Tiedot laitteesta käytettävän laserdiodin säteilyominaisuuksista: Aallonpituus 775-795 nm Teho 5 m W Luokan 3B laser.

# Glossary

## bidirectional communication

Two-way data transmission.

## bin

A receptacle for holding printed pages.

## BOOTP

Abbreviation for “Bootstrap Protocol,” an Internet protocol that allows a computer to find its own IP address.

## chooser

A Macintosh accessory that allows you to select a device.

## control panel

The area on the printer that contains buttons and a display screen. Use the control panel to set printer settings and to get information about the printer status.

## default

The normal or standard setting for hardware or software.

## DHCP

Abbreviation for “dynamic host configuration protocol.” DHCP enables individual computers or peripherals connected to a network to find their own configuration information, including the IP address.

## DIMM

Abbreviation for “dual in-line memory module.” A small circuit board that holds memory chips.

## duplex

A feature that allows printing on both sides of a sheet of paper.

## EIO

Abbreviation for “Enhanced Input/Output.” A hardware interface used for adding an internal print server, network adaptor, hard disk, and other plug-in functionality for HP printers.

## Emulated PostScript

Software that emulates Adobe PostScript, a programming language that describes the appearance of the printed page.

## EPS

Abbreviation for “Encapsulated PostScript”: a type of graphics file.

## FIR

Abbreviation for “Fast InfraRed.” InfraRed wireless printing.

firmware	Programming instructions that are stored in a read-only memory unit inside the printer.
font	A complete set of letters, numerals, and symbols in a typeface.
fuser	The assembly that uses heat to fuse the toner onto the paper or other media.
grayscale	Various shades of gray.
halftone pattern	A halftone pattern uses differing sizes of ink dots to produce a continuous-tone image such as a photograph.
HP Jetdirect	HP product for network printing.
HP Web Jetadmin	HP trademarked Web-based printer control software that lets you use a computer to manage any peripheral connected to an HP Jetdirect print server.
I/O	Abbreviation for “input/output” and refers to computer port settings.
IP address	The unique number assigned to a computer device connected to a network.
IPX/SPX	Abbreviation for “internetwork packet exchange/sequenced packet exchange.”
macro	A single keystroke or command that results in a series of actions or instructions.
media	The paper, labels, transparencies, or other material on which the printer prints the image.
memory tag	A memory partition with a specific address.
monochrome	Black and white. Devoid of color.
mopy	The HP term for “multiple original prints” capability.
network administrator	A person who manages a network.
network	A system of computers interconnected by telephone wires or other means in order to share information.

page buffer

Temporary printer memory used to hold page data while the printer creates an image of the page.

parallel cable

A type of computer cable often used to connect printers directly to a computer rather than to a network.

parallel port

A connection point for a device connected with a parallel cable.

PCL

Abbreviation for "Printer Control Language."

peripheral

An auxiliary device, such as a printer, modem, or storage system, that works in conjunction with a computer.

personality

Distinctive features or characteristics of a printer or printer language.

pixel

Abbreviation for "picture element," which is the smallest unit of area in an image displayed on a screen.

PJL

Abbreviation for "Printer Job Language."

PostScript

A trademarked page description language.

PPD

Abbreviation for "PostScript Printer Description."

printer driver

Software program that allows a computer to access printer features.

RAM

Abbreviation for "random access memory," a type of computer memory used to store data that may change.

RARP

Abbreviation for "Reverse Address Resolution Protocol," a protocol that enables a computer or peripheral to determine its own IP address.

raster image

An image composed of dots.

render

The process of outputting text or graphics.

RJ-45

A type of connector used for data transmission over standard telephone wire.

ROM

Abbreviation for "read-only memory," a type of computer memory used to store data that should not be changed.

supplies

Materials used by the printer that are used up and must be replaced. Supply items for the HP Color LaserJet 5550 printer are the four print cartridges, the transfer unit, and the fuser.

TCP/IP

An internet protocol (developed by the U.S. Department of Defense) that has become the global standard for communications.

toner

The fine black or colored powder that forms the image on the printed media.

transfer unit

The black plastic belt that transports the paper inside the printer and transfers the toner from the print cartridges onto the paper.

tray

A receptacle for holding blank paper.

xerographic paper

General term for paper intended for photocopy or laser printer use.



# Index

## Symbols/Numerics

- 2-sided printing
  - binding options 101
  - blank pages 101
  - control panel settings 100

## A

- accessories
  - ordering 251
- auto continue 57
- auxiliary connection configuration 71

## B

- booklet printing 102

## C

- clearable warnings
  - setting display time 57
- color
  - adjusting 126
  - halftone options 126
  - HP ImageREt 3600 124
  - managing 126
  - matching 128
  - print in grayscale 126
  - printed vs. monitor 128
  - sRGB 125
  - using 124
- color options
  - configuring 53
- color supply out
  - reporting 58
- components
  - locating 12
- configuration page
  - printing 112
- configuring
  - e-mail alerts 141
- control panel
  - blank display 221
  - buttons 32, 34
  - configuring 52
  - display 32
  - lights 32, 35
  - menus 36, 37
  - messages 155
  - overview 31

- printer personalities 56
- problems 224
  - using in shared environments 60
- controlling print jobs 76

## D

- Declaration of Conformity 268
- diagnostics menu 50
- DIMMs (dual inline memory modules)
  - installing 241
- double-sided printing 99
- driver autoconfiguration 13
- duplex printing 99

## E

- e-mail alerts
  - configuring 141
- EIO (Enhanced Input Output)
  - configuring 72
- embedded Web server
  - checking toner level 134
  - description 24
  - ordering supplies 251
  - using 116
  - using to configure alerts 141
- envelopes
  - jams 219
  - loading in Tray 1 84
- errors
  - auto continue 57

## F

- FCC regulations 265
- file directory page
  - printing 114
- flash memory card
  - installing 244
- font list
  - printing 115

## G

- grayscale printing 126

## H

- HP fraud hotline 132

- HP Jetdirect print servers
  - installing 248
- HP toolbox
  - using 119
- hp toolbox 25
- HP Web Jetadmin
  - checking toner level 135
  - using to configure e-mail alerts 141

**I**

- I/O menu 48
- images
  - printing 96
- information menu 42
- input trays
  - configuring 43, 54, 80
- IP address
  - displaying 53

**J**

- jam recovery
  - setting 59
- jams
  - common causes 183
  - configuring e-mail alerts 141
  - envelopes 219
  - locations 181
  - recovery 181
- Japanese VCCI statement 269
- job held timeout 52
- job storage limit 52

**K**

- Korean EMI statement 269

**L**

- language
  - changing 59
- lights 35

**M**

- maintenance
  - agreements 259
- media
  - colored paper 96
  - envelopes 96
  - glossy paper 95
  - heavy paper 97
  - HP LaserJet Tough paper 98
  - labels 97
  - letterhead 98
  - preprinted forms 98
  - recycled paper 98
  - selecting 78
  - transparencies 95

- memory
  - adding 110, 239
  - enabling 247
- menu map
  - description 42
  - printing 112
- menus
  - diagnostics 50
  - I/O 48
  - information 42
  - paper handling 43
  - print quality 45
  - printing 44
  - resets 49
  - retrieve job 41
  - system setup 46

**N**

- networks
  - administrative tools 26
  - AppleTalk 73
  - configuring 62
  - disabling DLC/LLC 66
  - disabling IPX/SPX 66
  - disabling protocols 66
  - I/O interfaces 72
  - idle timeout 67
  - IP address 63
  - link speed 67
  - local and default gateway 65
  - Novell NetWare 72
  - Novell NetWare frame type 62
  - software 23
  - subnet mask 64
  - syslog server 64
  - TCP/IP parameters 63
  - UNIX/Linux 73
  - Windows 73

**P**

- paper handling menu 43
- paper path test page
  - printing 152
- parallel configuration 69
- personality
  - setting 56
- PIN (personal identification number)
  - private jobs 108
- PowerSave
  - changing settings 55
  - disabling 56
  - time 55
- preconfiguration 13
- print cartridge
  - authentication 132
  - checking the toner level 134
  - genuine HP 132

- life expectancy 133
- managing 132
- non-HP 132
- replacing 135
- storing 133
- print quality menu 45
- print server card
  - installing 248
- printer
  - connectivity 11
  - driver 14
- printer information pages
  - troubleshooting 152
- printer personalities 56
- printing
  - booklets 102
- printing menu 44
- private jobs
  - deleting 109
  - printing 108
- product stewardship 266

## R

- RAM (random access memory) 10
- recycling
  - print cartridge 266
- registration page
  - printing 152
- regulations
  - FCC 265
- resets menu 49
- retrieve job menu 41

## S

- safety statements
  - laser safety 269
  - laser safety for Finland 270
- service
  - agreements 259
- software
  - applications 25
  - installing 18, 23
  - macintosh 17
  - networks 23
  - utilities 24
- special situations
  - blank back cover 104
  - custom-sized paper 104
  - different first page 104
- specifications
  - acoustic 263
  - electrical 262
  - humidity 264
  - temperature 264

- stopping a print request 105
- storing jobs
  - deleting 107
  - printing 107
  - private jobs 108
  - proof and hold jobs 107
  - quick copy jobs 106
  - storing 106
- subnet mask 64
- supplies
  - ordering 251
  - replacement intervals 133
- supplies low
  - configuring e-mail alerts 141
  - reporting 58
- supplies out
  - configuring alerts 141
- supplies status page
  - description 42
  - printing 113
- system setup menu 46

## T

- troubleshooting
  - checklist 151
  - color printing problems 225
  - control panel problems 224
  - duplexing 219
  - incorrect printer output 227
  - jams 181
  - media handling problems 215
  - overhead transparencies 230
  - print quality 230
  - printer response 221
  - software applications 229
  - transparencies 218
- two-sided printing 99

## U

- Update Now 13
- usage page
  - description 42
  - printing 113
- USB configuration 70

## W

- warranty
  - print cartridge 257
  - product 255
  - transfer unit 258
- wireless printing
  - 802.11b standard 74
  - Bluetooth 74







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