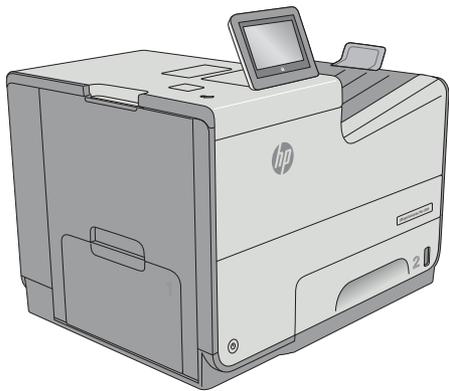


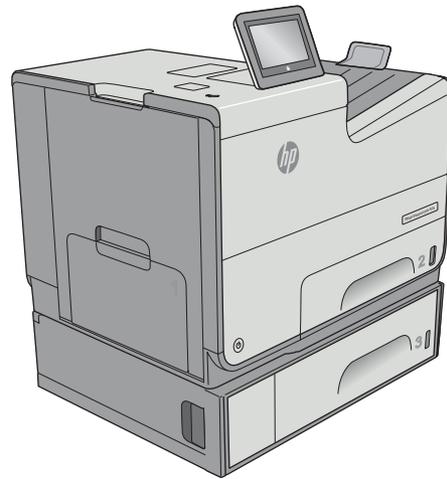


PageWide Enterprise Color 556

User Guide



556dn



556xh



www.hp.com/support/pagewidecolor556



HP PageWide Enterprise Color 556

User Guide

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Edition 2, 3/2019

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1 Printer overview

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

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/pagewidecolor556.

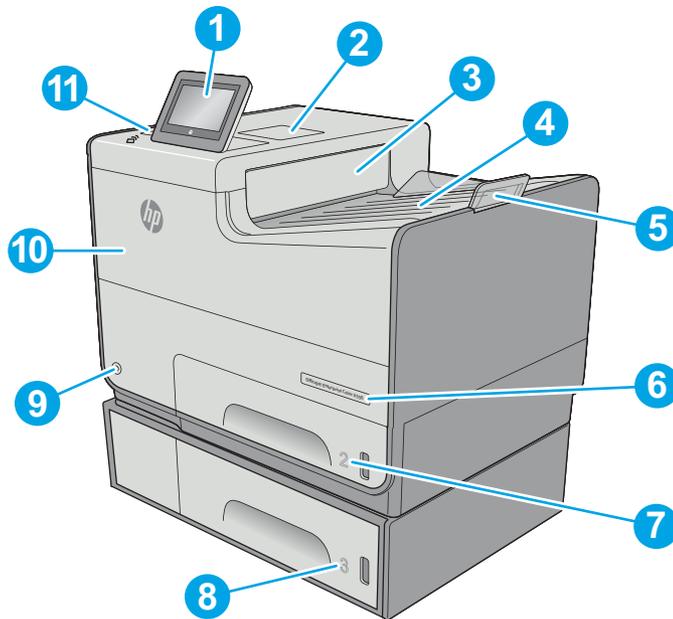
HP's all-inclusive help for the printer includes the following information:

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

Printer views

- [Printer front view](#)
- [Printer back view](#)
- [Interface ports](#)
- [Control-panel view](#)

Printer front view

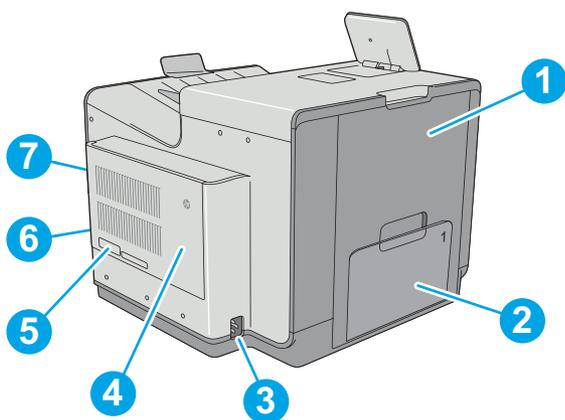


1	Control panel with color touchscreen display (tilts up for easier viewing)
2	Hardware integration pocket (for connecting accessory and third-party devices)
3	Output ejector flap
4	Output bin
5	Output bin extension
6	Model name
7	Tray 2
8	Tray 3 (included with the xh model, optional for the dn model)
9	On/off button
10	Cartridge door
11	Easy-access USB port (on the side of the control panel)

Insert a USB flash drive for printing or scanning without a computer or to update the printer firmware.

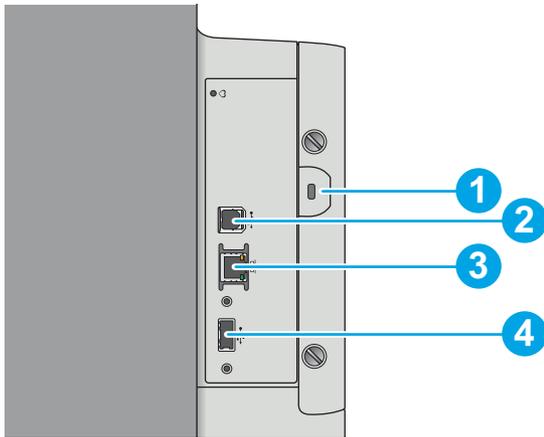
NOTE: An administrator must enable this port before use.

Printer back view



1	Left door (access to the ink-collection unit and for clearing jams)
2	Tray 1
3	Power connection
4	Formatter cover
5	Serial number and product number label
6	Formatter (contains the interface ports)
7	Slot for a cable-type security lock (on the rear cover of the printer)

Interface ports



-
- | | |
|---|---|
| 1 | Slot for a cable-type security lock |
| 2 | Hi-Speed USB 2.0 printing port |
| 3 | Local area network (LAN) Ethernet (RJ-45) network port |
| 4 | USB port for connecting external USB devices (this port might be covered) |
-

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

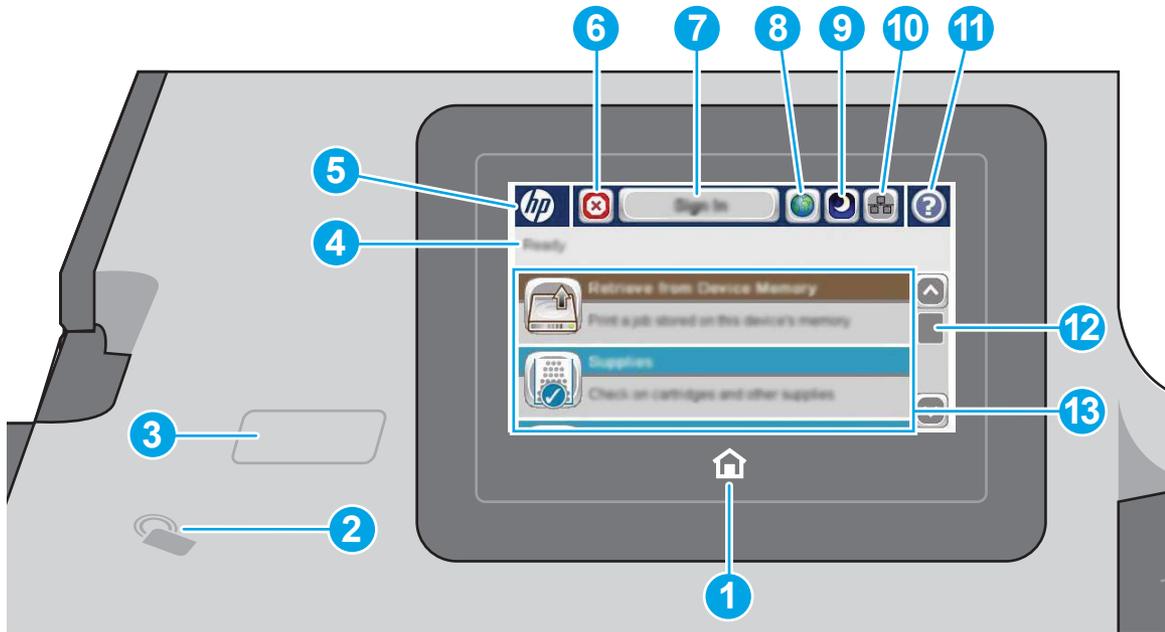
Control-panel view

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

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

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

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



1	Home  button	Touch the Home button to return to the printer Home screen at any time.
2	Near-field communication icon (xh models only)	This icon indicates the printer includes integrated HP near-field communication (NFC) and Wireless Direct Print
3	Easy-access USB port	Insert a USB flash drive for printing or scanning without a computer or to update the printer firmware.
4	Printer status	The status line provides information about the overall printer status.
5	HP logo or Home button	NOTE: An administrator must enable this port before use. On any screen other than the Home screen, the HP logo changes to a Home button. Touch the Home button to return to the Home screen.
6	Stop  button	Touch the Stop button to pause the current job. The Job Status screen opens and provides options to cancel or continue the job.
7	Sign In or Sign Out button	Touch the Sign In button to access secured features. Touch the Sign Out button to sign out of the printer. The printer restores all options to the default settings. NOTE: This button displays only if the administrator has configured the printer to require permission for access to features.

8	Language Selection button	Touch the Language Selection button to select the language for the control-panel display.
9	Sleep button	Touch the Sleep button to put the printer into Sleep mode.
10	Network  button	Touch the Network button to find information about the network connection.
11	Help  button	<p>Touch the Help button to open the embedded help system.</p> <p>Insert a USB flash drive for printing or scanning without a computer or to update the printer firmware.</p> <p>NOTE: An administrator must enable this port before use.</p>
12	Scroll bar	Use the scroll bar to see the complete list of available features.
13	Features	<p>Depending on the printer configuration, the features that appear in this area can include any of the following items:</p> <ul style="list-style-type: none"> • Quick Sets • Retrieve from USB • Retrieve from Device Memory • Job Status • Supplies • Trays • Administration • Device Maintenance

Printer specifications



IMPORTANT: The following specifications are correct at the time of publication, but they are subject to change. For current information, see www.hp.com/support/pagewidecolor556.

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

Technical specifications

Model name	556dn	556xh	
Product number	G1W46A	G1W47A	
Paper handling	Tray 1 (50-sheet capacity)	✓	✓
	Tray 2 (500-sheet capacity)	✓	✓
	Tray 3 (500-sheet capacity)	Optional	✓
	Printer stand	Optional	Optional
	3 x 500-sheet paper feeder and stand (combined 1,500-sheet capacity)	Optional	Optional
	Automatic duplex printing	✓	✓
Connectivity	10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓
	Hi-Speed USB 2.0	✓	✓
	Easy-access USB port for printing without a computer and upgrading the firmware	✓	✓
	Hardware Integration Pocket for connecting accessory and third-party devices	✓	✓
	HP Internal USB Ports	Optional	Optional
	Integrated HP near-field communication (NFC) and Wireless Direct Print functionality for printing from mobile devices	Optional	✓
	HP Jetdirect 3000w NFC/Wireless Accessory for printing from mobile devices	Optional	Optional
HP Jetdirect 2900nw Print Server accessory for wireless connectivity	Optional	Optional	

Model name		556dn	556xh
Product number		G1W46A	G1W47A
Memory	1.28 GB base memory	✓	✓
	NOTE: The base memory is expandable to 2.0 GB by adding a DIMM memory module.		
Mass storage	4 GB embedded Multi-Media Controller (eMMC)	✓	Not supported
	320 GB HP Secure High-Performance Hard Disk	Not supported	✓
Security	HP Trusted Platform Module for encrypting all data that passes through the printer	Optional	Optional
Control-panel display and keyboard	Color touchscreen control panel	✓	✓
Print	Prints 50 pages per minute (ppm) on A4 and 50 ppm on letter-size paper in Professional mode.	✓	✓
	Prints 75 ppm on A4 and 75 ppm on letter-size paper in General Office mode		
	Easy-access USB printing (no computer required)	✓	✓
	Store jobs in the printer memory to print later or print privately	✓	✓

Supported operating systems

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

Windows: The HP Software Installer CD installs the “HP PCL.6” version 3 print driver, the “HP PCL 6” version 3 print driver, or the “HP PCL-6” version 4 print driver, depending on the Windows operating system, along with optional software when using the full software installer. Download the “HP PCL.6” version 3 print driver, the “HP PCL 6” version 3 print driver, and the “HP PCL-6” version 4 print driver from the printer-support Web site for this printer: www.hp.com/support/pagewidecolor556.

OS X: Mac computers are supported with this printer. Download HP Easy Start either from 123.hp.com or from the Print Support page, and then use HP Easy Start to install the HP print driver. HP Easy Start is not included in the in-box CD.

1. Go to 123.hp.com.
2. Follow the steps provided to download the printer software.

Linux: For information and print drivers for Linux, go to hplipopensource.com/hplip-web/index.html.

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

Table 1-1 Supported operating systems and print drivers

Operating system	Print driver installed (from the software installer CD for Windows, or the installer on the Web for OS X)	Notes
Windows® XP SP3, 32-bit	The “HP PCL.6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system. Microsoft retired mainstream support for Windows XP in April 2009. HP will continue to provide best effort support for the discontinued XP operating system.
Windows Vista®, 32-bit	The “HP PCL.6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.
Windows Server 2003 SP2, 32-bit	The “HP PCL.6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system. Microsoft retired mainstream support for Windows Server 2003 in July 2010. HP will continue to provide best effort support for the discontinued Server 2003 operating system.
Windows 7 SP1, 32-bit and 64-bit	The “HP PCL 6” printer-specific print driver is installed for this operating system as part of the full software installation.	
Windows 8, 32-bit and 64-bit	The “HP PCL-6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system. Windows 8 RT support is provided through Microsoft IN OS Version 4, 32- bit driver.
Windows 8.1, 32-bit and 64-bit	The “HP PCL-6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system. Windows 8.1 RT support is provided through Microsoft IN OS Version 4, 32- bit driver.
Windows 10, 32-bit and 64-bit	The “HP PCL-6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.
Windows Server 2008 SP2, 32-bit	The “HP PCL.6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.
Windows Server 2008 SP2, 64-bit	The “HP PCL 6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.
Windows Server 2008 R2, SP 1, 64-bit	The “HP PCL 6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.

Table 1-1 Supported operating systems and print drivers (continued)

Operating system	Print driver installed (from the software installer CD for Windows, or the installer on the Web for OS X)	Notes
Windows Server 2012, 64-bit	The software installer does not support Windows Server 2012 but the printer-specific print drivers do support it.	Download the driver from the HP Web site, and use the Windows Add Printer tool to install it.
Windows Server 2012 R2, 64-bit	The software installer does not support Windows Server 2012 but the printer-specific print drivers do support it.	Download the driver from the HP Web site, and use the Windows Add Printer tool to install it.
OS X 10.9 Mavericks, OS X 10.10 Yosemite, OS X 10.11 El Capitan	The HP print driver is available for download from HP Easy Start. The HP installer software for OS X is not included in the in-box CD.	For OS X, download the installer from HP Easy Start. <ol style="list-style-type: none"> 1. Go to 123.hp.com. 2. Follow the steps provided to download the printer software.

 **NOTE:** For a current list of supported operating systems, go to www.hp.com/support/pagewidecolor556 for HP's all-inclusive help for the printer.

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

Table 1-2 Minimum system requirements

Windows	OS X
<ul style="list-style-type: none"> • CD-ROM drive, DVD drive, or an Internet connection • Dedicated USB 1.1 or 2.0 connection or a network connection • 400 MB of available hard-disk space • 1 GB RAM (32-bit) or 2 GB RAM (64-bit) 	<ul style="list-style-type: none"> • Internet connection • 1 GB of available hard-disk space

Mobile printing solutions

The printer supports the following software for mobile printing:

- HP ePrint software

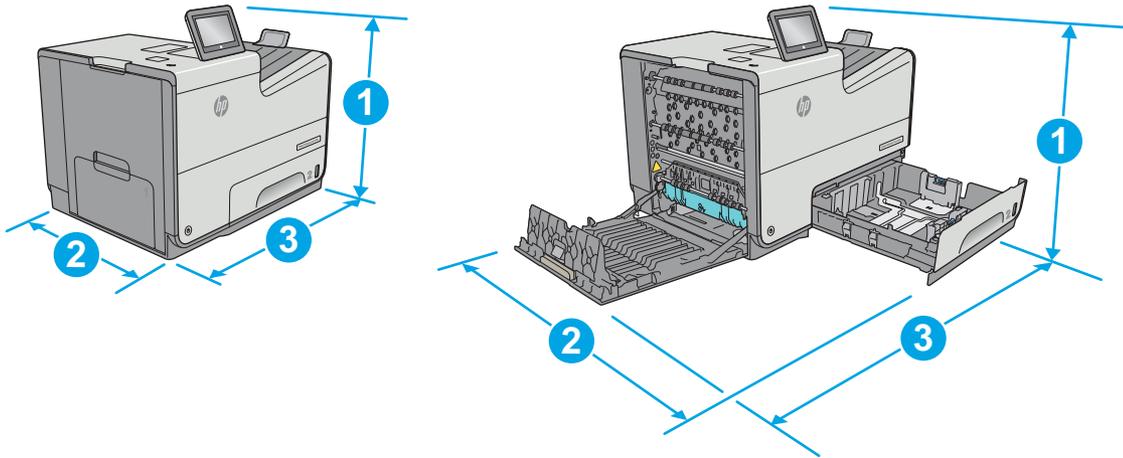
 **NOTE:** The HP ePrint Software supports the following operating systems: Windows 7 SP 1 (32-bit and 64-bit); Windows 8 (32-bit and 64-bit); Windows 8.1 (32-bit and 64-bit); Windows 10 (32-bit and 64-bit); and OS X versions 10.9 Mavericks, 10.10 Yosemite, and 10.11 El Capitan.

- HP ePrint via email (Requires HP Web Services to be enabled and the printer to be registered with HP Connected)
- HP ePrint app (Available for Android, iOS, and Blackberry)
- ePrint Enterprise app (Supported by all printers using ePrint Enterprise Server Software)

- Google Cloud Print
- AirPrint
- Android Printing

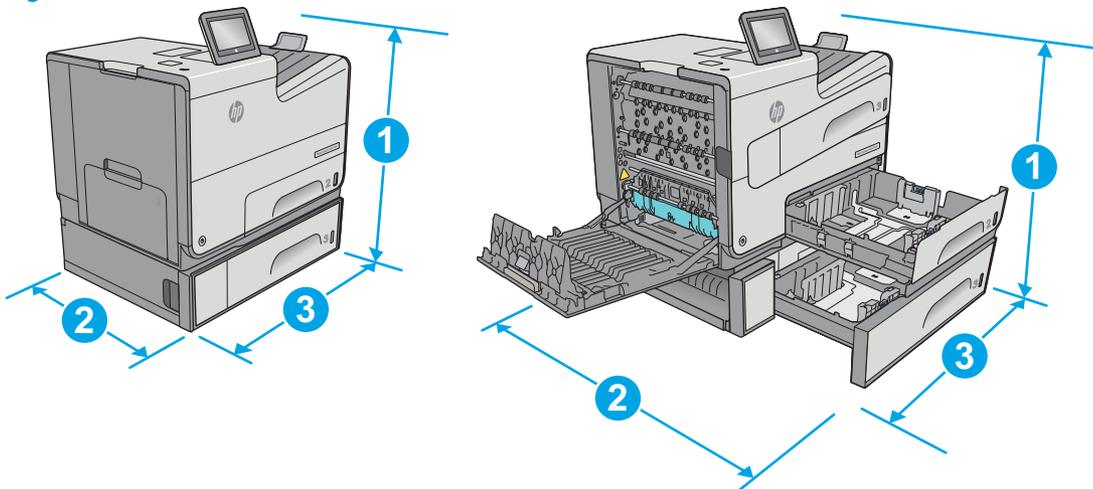
Printer dimensions

Figure 1-1 Dimensions for the dn model



	Printer fully closed	Printer fully opened
1. Height	457 mm (17.9 in)	457 mm (17.9 in)
2. Depth	463 mm (18.2 in)	745 mm (29.3 in)
3. Width	530 mm (20.8 in)	934 mm (36.7 in)
Weight	22.2 kg (48.9 lb)	

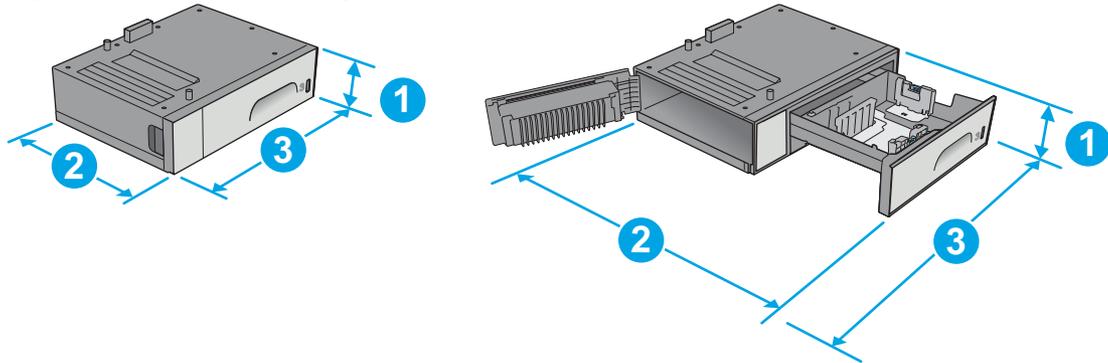
Figure 1-2 Dimensions for the xh model



	Printer fully closed	Printer fully opened
1. Height	597 mm (23.5 in)	597 mm (23.5 in)
2. Depth	463 mm (18.2 in)	745 mm (29.3 in)

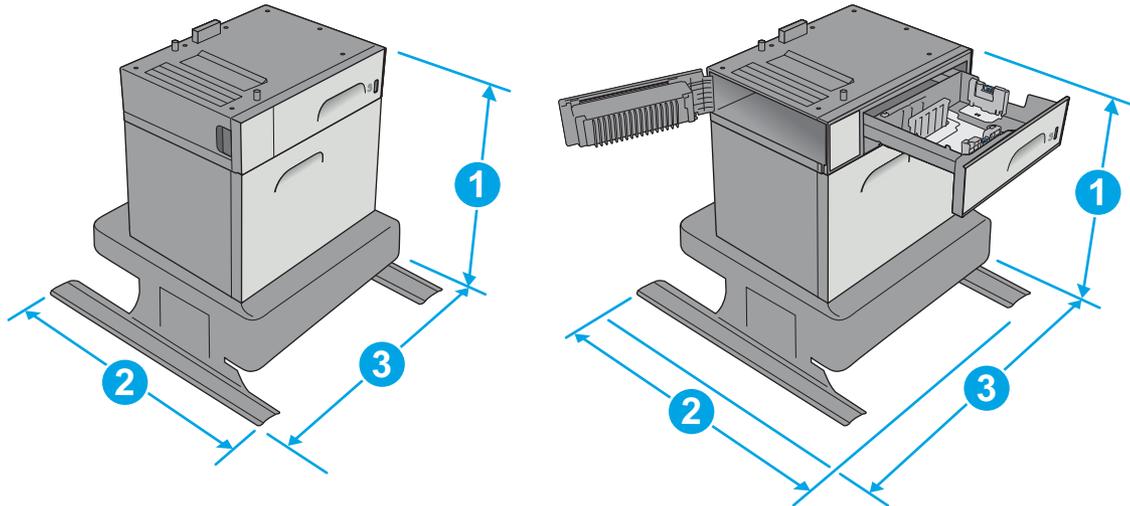
	Printer fully closed	Printer fully opened
3. Width	530 mm (20.8 in)	1038 mm (40.8 in)
Weight	34.1 kg (75.2 lb)	

Figure 1-3 Dimensions for Tray 3



1. Height	138 mm (5.4 in)
2. Depth	Tray closed: 396 mm (15.5 in) Tray opened: 678 mm (26.6 in)
3. Width	Lower-left door closed: 514 mm (20.2 in) Lower-left door opened: 1038 mm (40.8 in)
Weight	5.4 kg (11.8 lb)

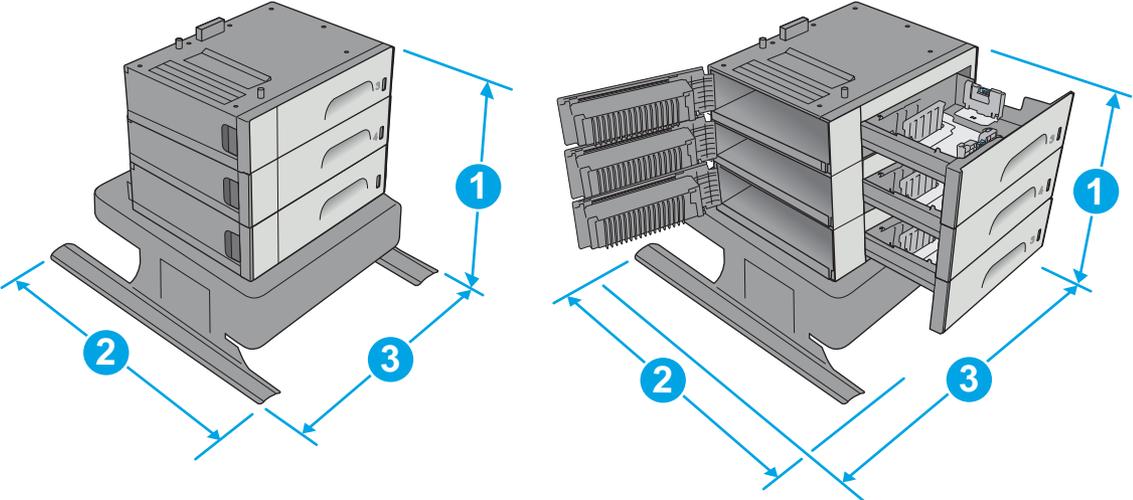
Figure 1-4 Dimensions for the printer stand



1. Height	640 mm (25.1 in)
2. Depth	Tray closed: 669 mm (26.3 in) Tray opened: 810 mm (31.8 in)

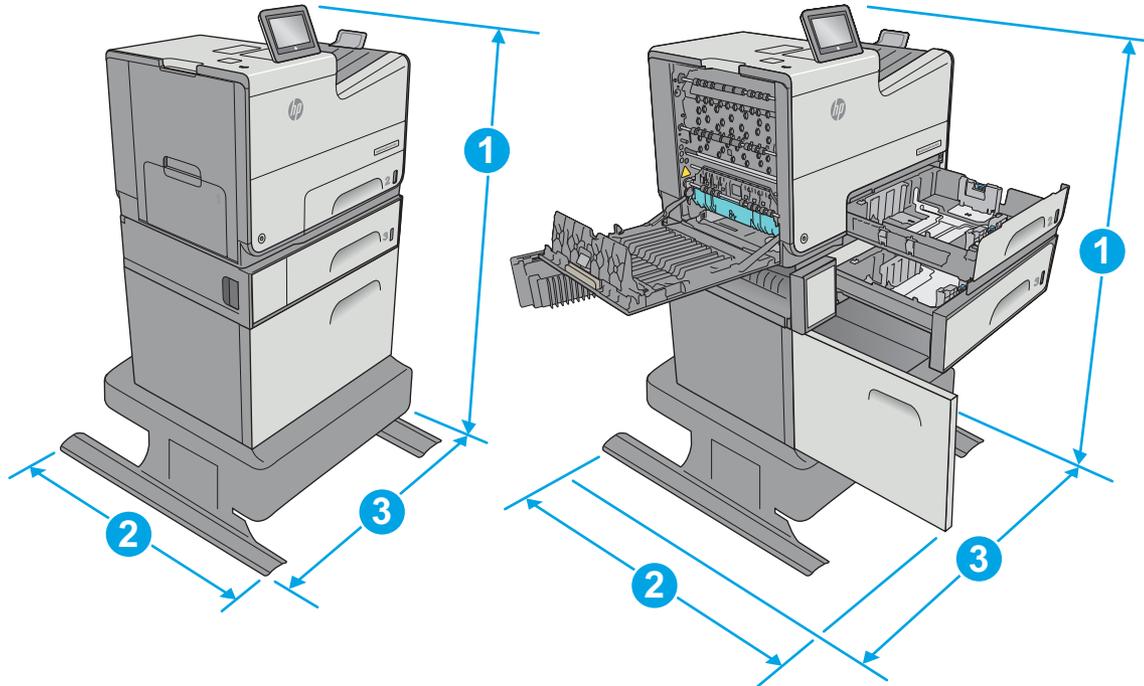
3. Width	Lower-left door closed: 669 mm (26.3 in)
	Lower-left door opened: 1040 mm (40.9 in)
Weight	31.2 kg (69 lb)

Figure 1-5 Dimensions for the 3 x 500-sheet paper feeder and stand



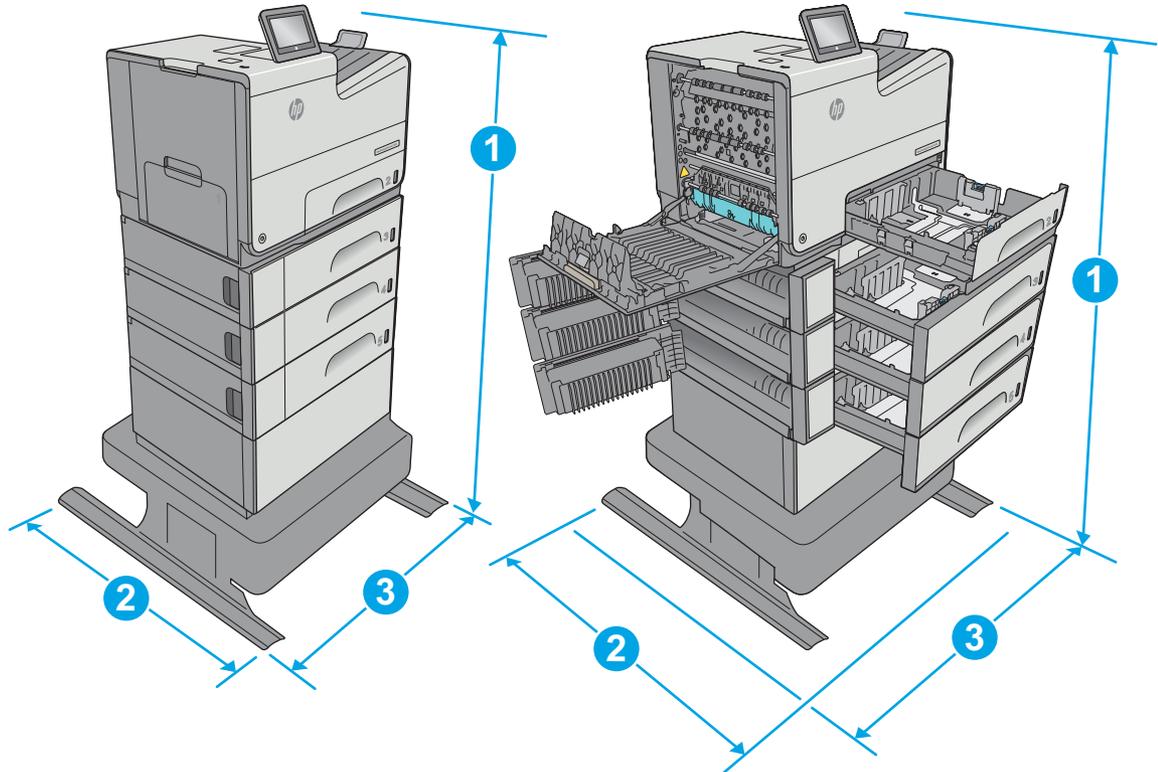
1. Height	642 mm (25.2 in)
2. Depth	Tray closed: 669 mm (26.3 in)
	Tray opened: 795 mm (31.2 in)
3. Width	Lower-left door closed: 669 mm (26.3)
	Lower-left door opened: 1040 mm (40.9 in)
Weight	35.8 kg (79 lb)

Figure 1-6 Dimensions for the xh model with the printer stand



	Printer and accessories fully closed	Printer and accessories fully opened
1. Height	1297 mm (48.6 in)	1297 mm (48.6 in)
2. Depth	669 mm (26.3 in)	810 mm (31.8 in)
3. Width	669 mm (26.3 in)	1040 mm (40.9 in)
Weight	59.9 kg (132.2 lb)	

Figure 1-7 Dimensions for the dn model with the 3 x 500-sheet paper feeder and stand



	Printer and accessories fully closed	Printer and accessories fully opened
1. Height	1099 mm (43.2 in)	1099 mm (43.2 in)
2. Depth	669 mm (26.3 in)	795 mm (31.2 in)
3. Width	669 mm (26.3 in)	1040 mm (40.9 in)
Weight	58 kg (127.9 lb)	

- ¹ These values are subject to change. For current information, go to www.hp.com/support/pagewidecolor556.
² Do not extend more than one paper tray at a time.

Power consumption, electrical specifications, and acoustic emissions

See www.hp.com/support/pagewidecolor556 for current information.

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

Operating-environment range

Table 1-3 Operating-environment specifications

Environment	Recommended	Allowed
Temperature	17° to 25°C (62.6° to 77°F)	15° to 30°C (59° to 86°F)
Relative humidity	30% to 70% relative humidity (RH)	10% to 80% (RH)

Printer hardware setup and software installation

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

Go to www.hp.com/support/pagewidecolor556 for HP's all-inclusive help for the printer. Find the following support:

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

2 Paper trays

- [Load paper to Tray 1 \(multi-purpose tray\)](#)
- [Load paper to Tray 2](#)
- [Load paper to Tray 3](#)
- [Load paper to the 3 x 500-sheet paper feeder](#)
- [Load and print envelopes](#)
- [Load and print labels](#)

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/pagewidecolor556.

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

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- Solve problems
- Download software and firmware updates
- Join support forums
- Find warranty and regulatory information

Load paper to Tray 1 (multi-purpose tray)

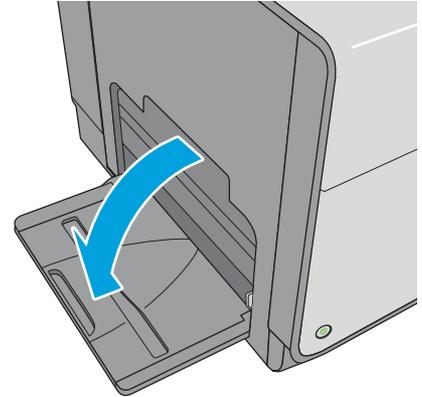
Introduction

The following information describes how to load paper into Tray 1. This tray holds up to 50 sheets of 75 g/m² (20 lb) paper or 5 envelopes.

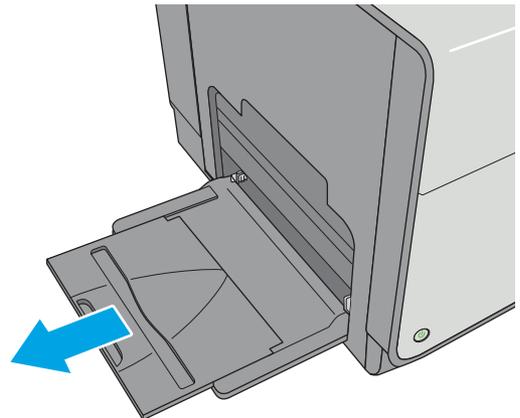
 **NOTE:** Select the correct paper type in the print driver before printing.

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

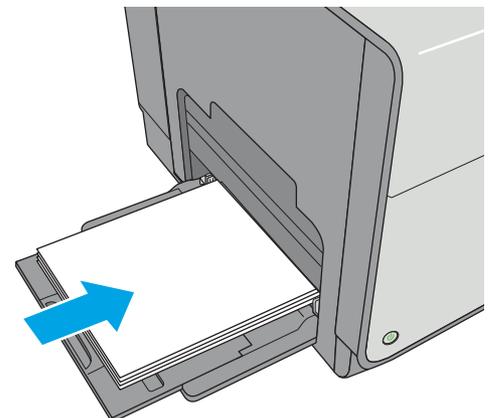
1. Open Tray 1.



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

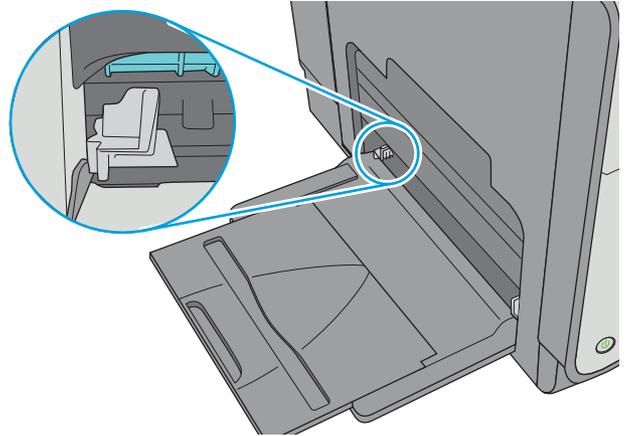


3. Spread the paper guides to the correct size, and then load paper in the tray. For information about how to orient the paper, see [Tray 1 paper orientation on page 19](#).

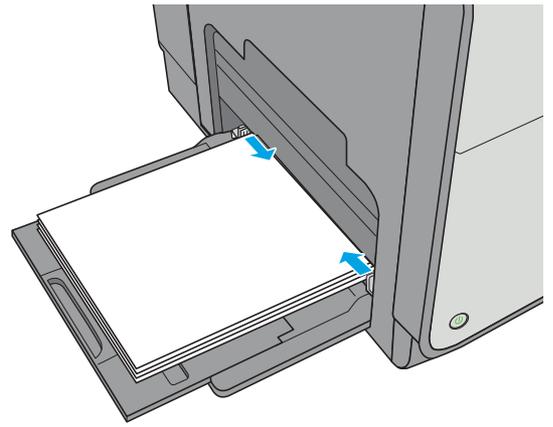


4. Make sure that the paper fits under the fill line on the paper guides.

NOTE: The maximum stack height is 5 mm (0.2 in), or approximately 50 sheets of 75g paper.



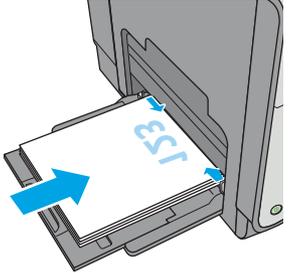
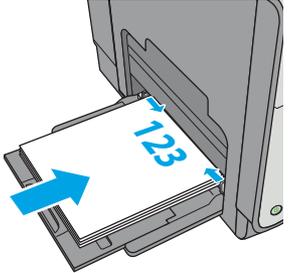
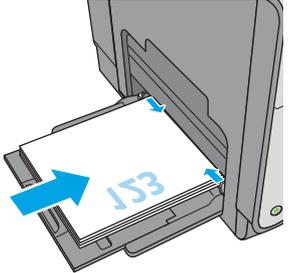
5. Adjust the side guides so that they lightly touch the paper stack, but do not bend it.

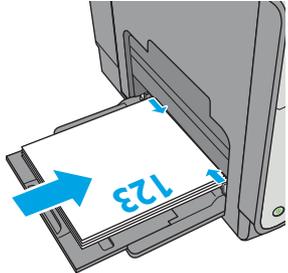
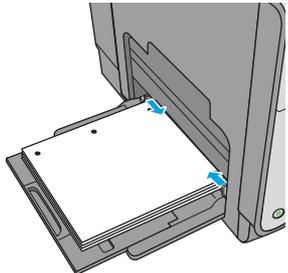
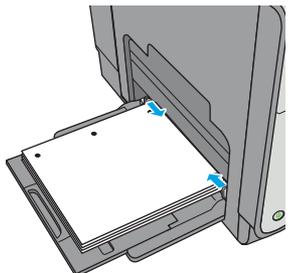


Tray 1 paper orientation

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

 **NOTE:** The Alternative Letterhead Mode settings affects the way to load letterhead or preprinted paper. This setting is disabled by default. When using this mode, load paper as for automatic duplex printing. For more information, see [Use alternative letterhead mode on page 22](#)

Paper type	Image Orientation	Duplex mode	Paper size	How to load paper
Letterhead or preprinted	Portrait	1-sided printing	Letter, Legal, Executive, Statement, Oficio (8.5 x 13), 3 x 5, 4 x 6, 5 x 7, 5 x 8, A4, A5, A6, RA4, B5 (JIS), B6 (JIS), L (90 x 130 mm), 10 x 15 cm, Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm, Japanese Postcard (Postcard (JIS)), Double Japan Postcard Rotated (Double Postcard (JIS))	<p>Face-down</p> <p>Top edge leading into the printer</p> 
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Letter, Legal, Executive, Oficio (8.5 x 13), A4, RA4, B5 (JIS), Oficio (216 x 340)	<p>Face-up</p> <p>Bottom edge leading into the printer</p> 
	Landscape	1-sided printing	Letter, Legal, Executive, Statement, Oficio (8.5 x 13), 3 x 5, 4 x 6, 5 x 7, 5 x 8, A4, A5, A6, RA4, B5 (JIS), B6 (JIS), L (90 x 130 mm), 10 x 15 cm, Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm, Japanese Postcard (Postcard (JIS)), Double Japan Postcard Rotated (Double Postcard (JIS))	<p>Face-down</p> <p>Top edge toward the back of the printer</p> 

Paper type	Image Orientation	Duplex mode	Paper size	How to load paper
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Letter, Legal, Executive, Oficio (8.5 x 13), A4, RA4, B5 (JIS), Oficio (216 x 340)	Face-up Top edge toward the back of the printer
				
Prepunched	Portrait and landscape	1-sided printing	Letter, Legal, Executive, Statement, Oficio (8.5 x 13), 3 x 5, 4 x 6, 5 x 7, 5 x 8, A4, A5, A6, RA4, B5 (JIS), B6 (JIS), L (90 x 130 mm), 10 x 15 cm, Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm, Japanese Postcard (Postcard (JIS)), Double Japan Postcard Rotated (Double Postcard (JIS))	Holes toward the back of the printer
				
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Letter, Legal, Executive, Oficio (8.5 x 13), A4, RA4, B5 (JIS), Oficio (216 x 340)	Holes toward the back of the printer
				

Use alternative letterhead mode

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

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

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

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

Load paper to Tray 2

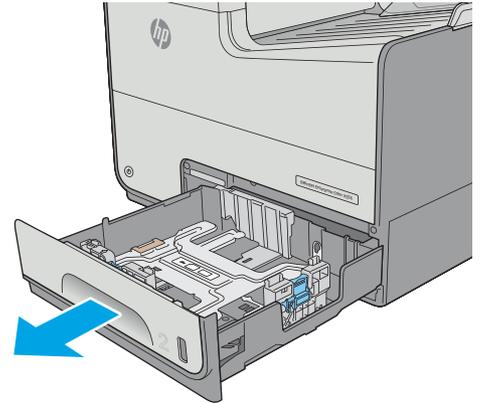
Introduction

The following information describes how to load paper in Tray 2. This tray holds up to 500 sheets of 75 g/m² (20 lb) paper.

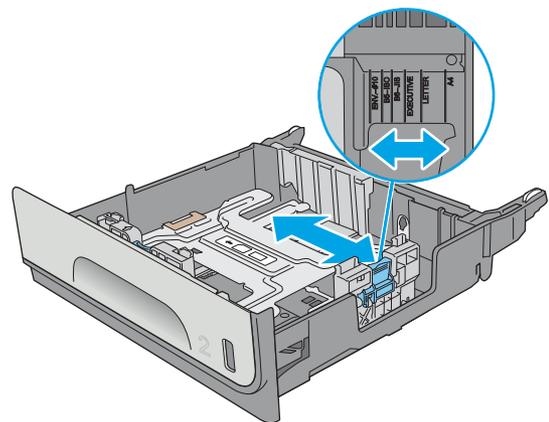
CAUTION: Do not extend more than one paper tray at a time.

1. Open the tray.

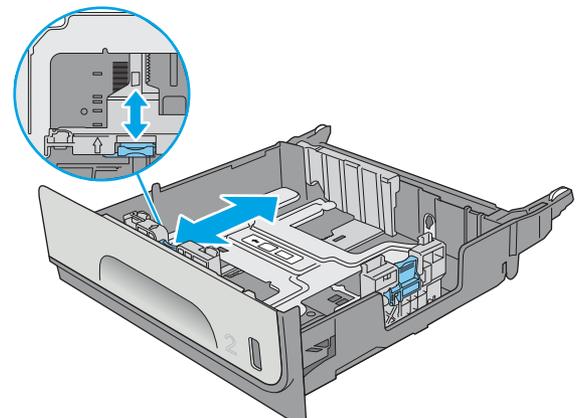
NOTE: Do not open this tray while it is in use.



2. Before loading paper, adjust the paper-width guides by squeezing the adjustment latches and sliding the guides to the size of the paper being used. The edge of the tray guide should line up exactly with the marking on the tray.



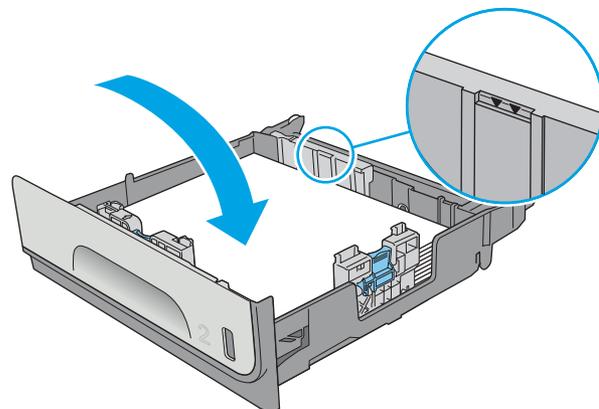
3. Adjust the paper-length guide by squeezing the adjustment latch and sliding the guide to the size of the paper being used.



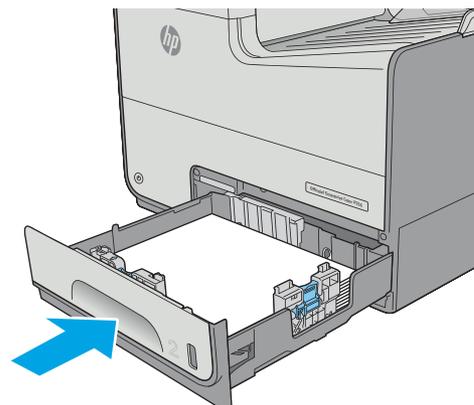
4. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it. For information about how to orient the paper, see [Tray 2 paper orientation on page 24](#).

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

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



5. Close the tray.

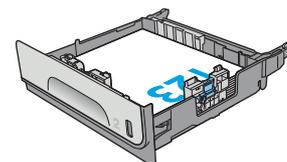


Tray 2 paper orientation

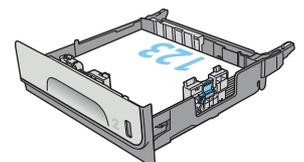
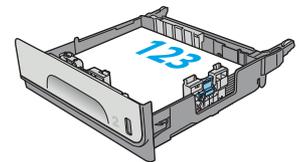
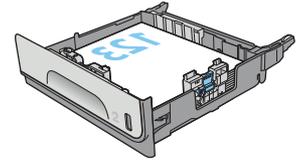
When using paper that requires a specific orientation, load it according to the information in the following table.

 **NOTE:** The Alternative Letterhead Mode settings affects the way to load letterhead or preprinted paper. This setting is disabled by default. When using this mode, load paper as for automatic duplex printing. For more information, see [Use alternative letterhead mode on page 26](#)

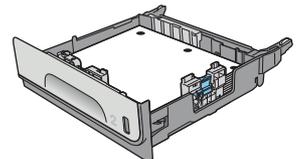
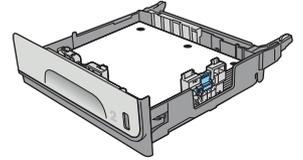
Paper type	Image Orientation	Duplex mode	Paper size	How to load
Letterhead or preprinted	Portrait	1-sided printing	Letter, Executive, Statement, A4, A5, B5 (JIS), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Face-up Top edge toward the right



Paper type	Image Orientation	Duplex mode	Paper size	How to load
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Letter, Executive, Oficio (8.5 x 13), A4, B5 (JIS)	Face-down Top edge toward the left
	Landscape	1-sided printing	Letter, Executive, Statement, A4, A5, B5 (JIS), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Face-up Top edge toward the back of the printer
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Letter, Executive, Oficio (8.5 x 13), A4, B5 (JIS)	Face-down Top edge toward the back of the printer



Paper type	Image Orientation	Duplex mode	Paper size	How to load
Prepunched	Portrait and landscape	1-sided printing	Letter, Executive, Statement, A4, A5, B5 (JIS), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Holes toward the back of the printer
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Letter, Executive, Oficio (8.5 x 13), A4, B5 (JIS)	Holes toward the back of the printer



Use alternative letterhead mode

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

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

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

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

Load paper to Tray 3

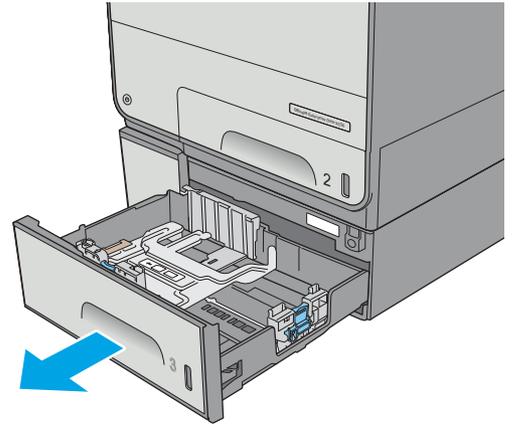
Introduction

The following information describes how to load paper in Tray 3. These trays hold up to 500 sheets of 75 g/m² (20 lb) paper.

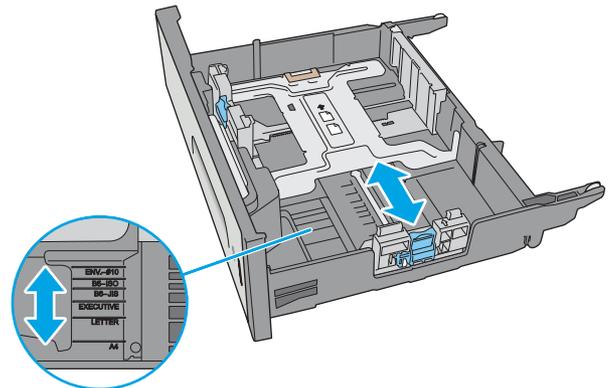
CAUTION: Do not extend more than one paper tray at a time.

1. Open the tray.

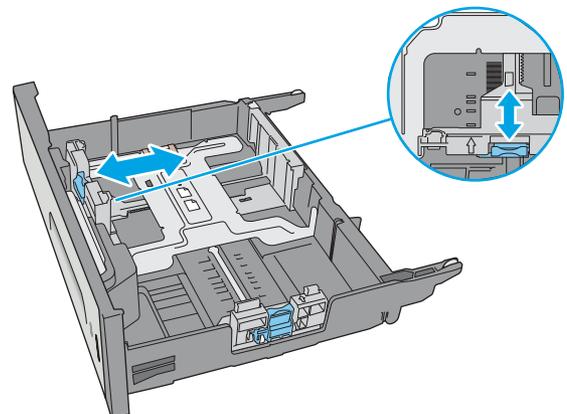
NOTE: Do not open this tray while it is in use.



2. Before loading paper, adjust the paper-width guides by squeezing the adjustment latches and sliding the guides to the size of the paper being used. The edge of the tray guide should line up exactly with the marking on the tray.

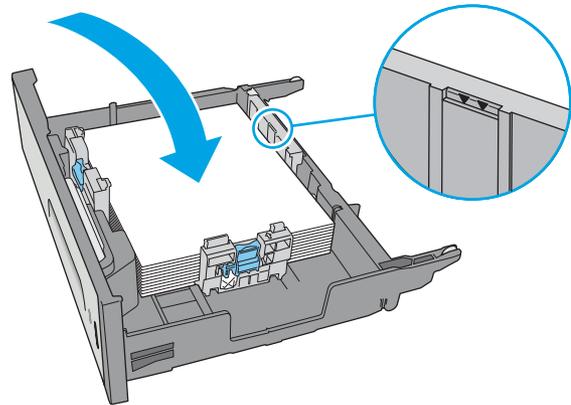


3. Adjust the paper-length guide by squeezing the adjustment latch and sliding the guide to the size of the paper being used.

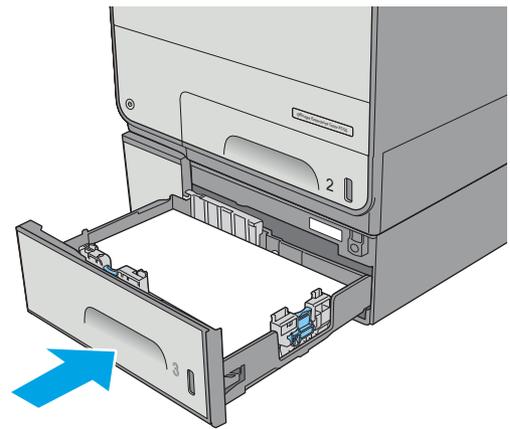


4. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it. For information about how to orient the paper, see [Tray 3 paper orientation on page 28](#).

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



5. Close the tray.

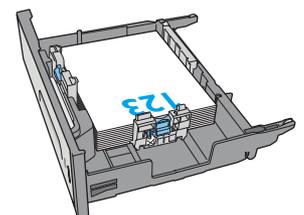


Tray 3 paper orientation

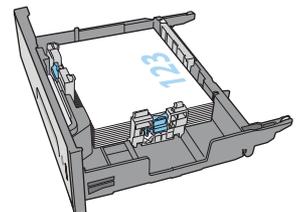
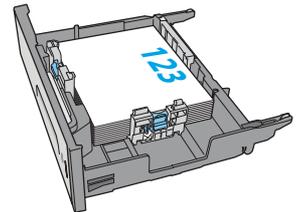
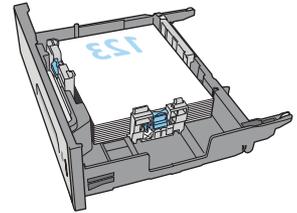
When using paper that requires a specific orientation, load it according to the information in the following table.

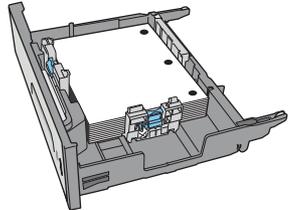
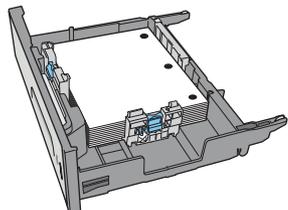
 **NOTE:** The Alternative Letterhead Mode settings affects the way to load letterhead or preprinted paper. This setting is disabled by default. When using this mode, load paper as for automatic duplex printing. For more information, see [Use alternative letterhead mode on page 30](#)

Paper type	Image Orientation	Duplex mode	Paper size	How to load paper
Letterhead or preprinted	Portrait	1-sided printing	Letter, Legal, Executive, Statement, Oficio (8.5 x 13), A4, A5, RA4, B5 (JIS), Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Face-up Top edge toward the right



Paper type	Image Orientation	Duplex mode	Paper size	How to load paper
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Letter, Legal, Executive, Oficio (8.5 x 13), A4, RA4, B5 (JIS), Oficio (216 x 340)	Face-down Top edge toward the left
	Landscape	1-sided printing	Letter, Legal, Executive, Statement, Oficio (8.5 x 13), A4, A5, RA4, B5 (JIS), Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Face-up Top edge toward the back of the printer
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Letter, Legal, Executive, Oficio (8.5 x 13), A4, RA4, B5 (JIS), Oficio (216 x 340)	Face-down Top edge toward the back of the printer



Paper type	Image Orientation	Duplex mode	Paper size	How to load paper
Prepunched	Portrait and landscape	1-sided printing	Letter, Legal, Executive, Statement, Oficio (8.5 x 13), A4, A5, RA4, B5 (JIS), Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Holes toward the back of the printer 
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Letter, Legal, Executive, Oficio (8.5 x 13), A4, RA4, B5 (JIS), Oficio (216 x 340)	Holes toward the back of the printer 

Use alternative letterhead mode

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

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

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

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

Load paper to the 3 x 500-sheet paper feeder

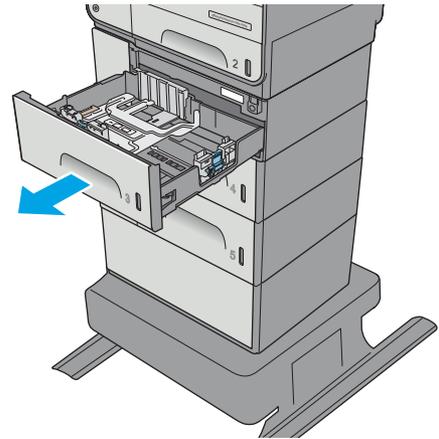
Introduction

The following information describes how to load paper in any of the trays in the 3 x 500-sheet paper feeder. Each tray holds up to 500 sheets of 75 g/m² (20 lb) paper.

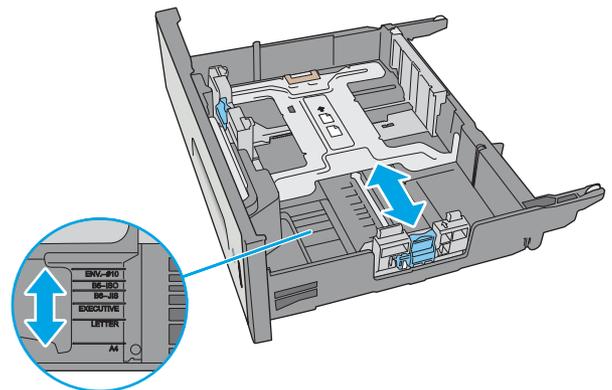
CAUTION: Do not extend more than one paper tray at a time.

1. Open the tray.

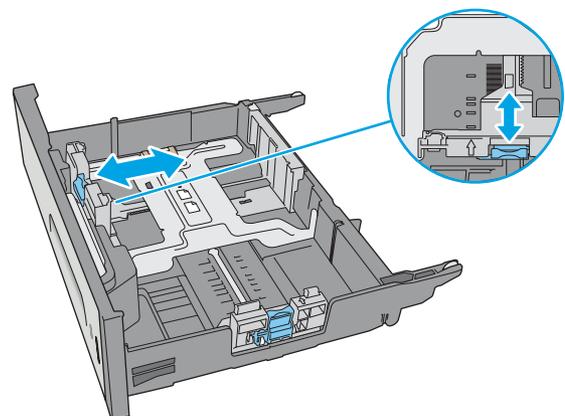
NOTE: Do not open this tray while it is in use.



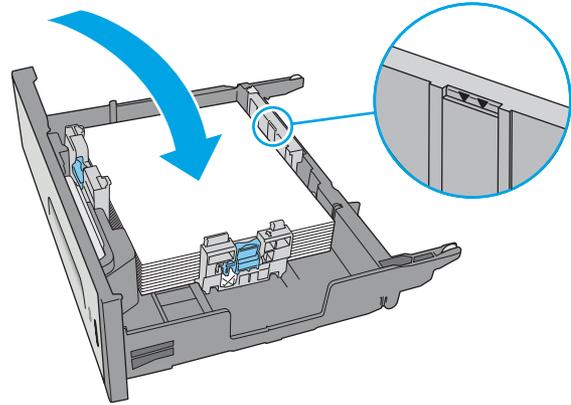
2. Before loading paper, adjust the paper-width guides by squeezing the adjustment latches and sliding the guides to the size of the paper being used. The edge of the tray guide should line up exactly with the marking on the tray.



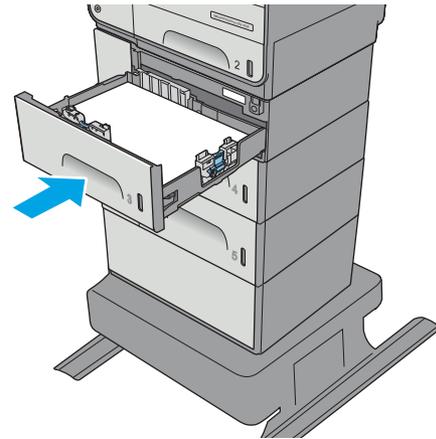
3. Adjust the paper-length guide by squeezing the adjustment latch and sliding the guide to the size of the paper being used.



4. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it. For information about how to orient the paper, see [3 x 500-sheet tray paper orientation on page 32](#).



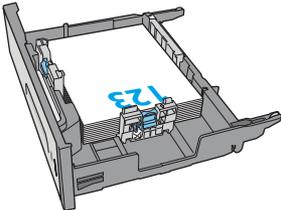
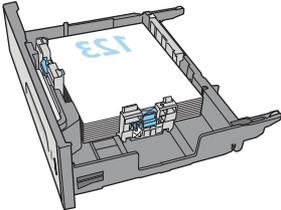
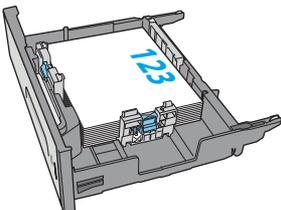
5. Close the tray.



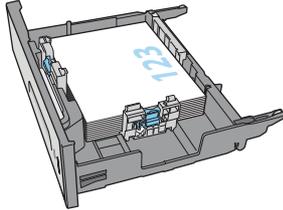
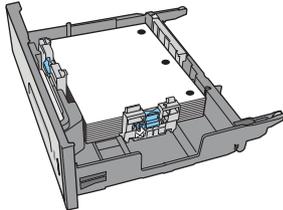
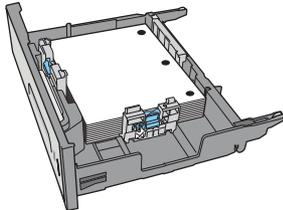
3 x 500-sheet tray paper orientation

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

 **NOTE:** The Alternative Letterhead Mode settings affects the way to load letterhead or preprinted paper. This setting is disabled by default. When using this mode, load paper as for automatic duplex printing. For more information, see [Use alternative letterhead mode on page 35](#)

Paper type	Image orientation	Duplex mode	Paper size	How to load paper
Preprinted or letterhead	Portrait	1-sided printing	Letter, Legal, Executive, Statement, Oficio (8.5 x 13), A4, A5, RA4, B5 (JIS), Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Face-up Top edge toward the right
				
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Letter, Legal, Executive, Oficio (8.5 x 13), A4, RA4, B5 (JIS), Oficio (216 x 340)	Face-down Top edge toward the left
				
	Landscape	1-sided printing	Letter, Legal, Executive, Statement, Oficio (8.5 x 13), A4, A5, RA4, B5 (JIS), Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Face-up Top edge toward the back of the printer
				

(continued)

Paper type	Image orientation	Duplex mode	Paper size	How to load paper
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Letter, Legal, Executive, Oficio (8.5 x 13), A4, RA4, B5 (JIS), Oficio (216 x 340)	Face-down Top edge toward the back of the printer
				
Prepunched	Portrait	1-sided printing	Letter, Legal, Executive, Statement, Oficio (8.5 x 13), A4, A5, RA4, B5 (JIS), Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Holes toward the back of the printer
				
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Letter, Legal, Executive, Oficio (8.5 x 13), A4, RA4, B5 (JIS), Oficio (216 x 340)	Holes toward the back of the printer
				

Use alternative letterhead mode

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

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

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

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

Load and print envelopes

Introduction

The following information describes how to print and load envelopes. Use only Tray 1 or Tray 2 to print on envelopes. Tray 1 holds up to 5 envelopes. Tray 2 holds up to 30 envelopes.

To print envelopes using the manual feed option, follow these steps to select the correct settings in the print driver, and then load the envelopes into the tray after sending the print job to the printer.

Print envelopes

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

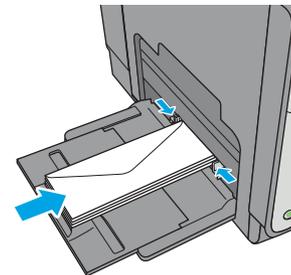
 **NOTE:** The name of the button varies for different software programs.

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

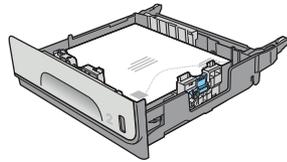
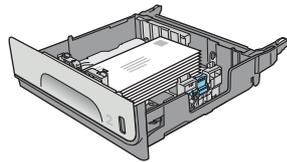
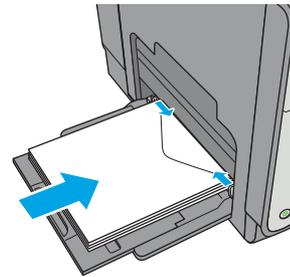
3. Click or tap the **Paper/Quality** tab.
4. In the **Paper size** drop-down list, select the correct size for the envelopes.
5. In the **Paper type** drop-down list, select **Envelope**.
6. In the **Paper source** drop-down list, select **Manual feed**.
7. Click the **OK** button to close the **Document Properties** dialog box.
8. In the **Print** dialog box, click the **OK** button to print the job.

Envelope orientation

Tray	Envelope size	How to load
Tray 1	Envelope #9, Envelope #10, Envelope Monarch, Envelope DL, Japanese Envelope Chou #3, Japanese Envelope Chou #4	Face-down Top edge toward the front of the printer



Tray	Envelope size	How to load
	Envelope B5, Envelope C5, Envelope C6	Face-down Top edge leading into the printer
Tray 2	Envelope #10, Envelope DL, Japanese Envelope Chou #3	Face-up Top edge toward the right of the printer
	Envelope B5, Envelope C5	Face-up Top edge toward the right of the printer



Load and print labels

Introduction

The following information describes how to print and load labels.

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

Manually feed labels

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

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

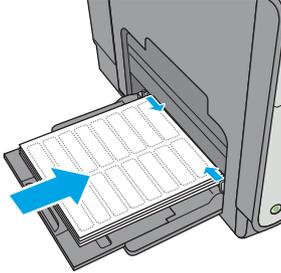
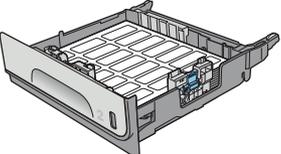
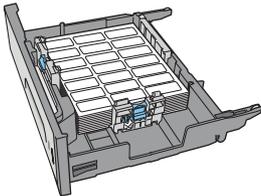
 **NOTE:** To access these features from a Windows 8 or 8.1 Start screen, select **Devices**, select **Print**, and then select the printer.

3. Click or tap the **Paper/Quality** tab.
4. In the **Paper size** drop-down list, select the correct size for the sheets of labels.
5. In the **Paper type** drop-down list, select **Labels**.
6. In the **Paper source** drop-down list, select **Manual feed**.

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

7. Click the **OK** button to close the **Document Properties** dialog box.
8. In the **Print** dialog box, click the **OK** button to print the job.
9. Load sheets of labels face-up with the top of the sheet toward the right side of the printer.

Label orientation

Tray	How to load
Tray 1	Face-down Top edge leading into the printer
	 A diagram showing a tray being inserted into a printer. The tray is tilted downwards, and a large blue arrow points from the left towards the printer's opening. Two smaller blue arrows on the tray's surface point towards the right, indicating the direction of the top edge.
Tray 2	Face-up Top edge toward the right of the printer
	 A diagram of a tray being pulled out of a printer. The tray is tilted upwards, and the top edge is facing towards the right side of the printer.
Tray 3 and the 3 x 500-sheet paper feeder trays	Face-up Top edge toward the right of the printer
	 A diagram of a tray being pulled out of a printer. The tray is tilted upwards, and the top edge is facing towards the right side of the printer.

3 Supplies, accessories, and parts

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

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/pagewidecolor556.

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

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

Order supplies, accessories, and parts

Ordering

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

Supplies and accessories

Item	Description	Cartridge number	Part number
Supplies			
HP 981A Black Original PageWide Cartridge	Standard-capacity replacement black cartridge	981A	J3M71A
HP 981X High Yield Black Original PageWide Cartridge	High-capacity replacement black cartridge	981X	LOR12A
HP 981Y Extra High Yield Black Original PageWide Cartridge	Extra high-capacity replacement black cartridge	981Y	LOR16A
HP 981A Cyan Original PageWide Cartridge	Standard-capacity replacement cyan cartridge	981A	J3M68A
HP 981X High Yield Cyan Original PageWide Cartridge	High-capacity replacement cyan cartridge	981X	LOR09A
HP 981Y Extra High Yield Cyan Original PageWide Cartridge	Extra high-capacity replacement cyan cartridge	981Y	LOR13A
HP 981A Yellow Original PageWide Cartridge	Standard-capacity replacement yellow cartridge	981A	J3M70A
HP 981X High Yield Yellow Original PageWide Cartridge	High-capacity replacement yellow cartridge	981X	LOR11A
HP 981Y Extra High Yield Yellow Original PageWide Cartridge	Extra high-capacity replacement yellow cartridge	981Y	LOR15A
HP 981A Magenta Original PageWide Cartridge	Standard-capacity replacement magenta cartridge	981A	J3M69A
HP 981X High Yield Magenta Original PageWide Cartridge	High-capacity replacement magenta cartridge	981X	LOR10A
HP 981Y Extra High Yield Magenta Original PageWide Cartridge	Extra high-capacity replacement magenta cartridge	981Y	LOR14A
Ink-Collection unit	Replacement ink-collection unit	Not applicable	B5L09A
Accessories			
HP PageWide Enterprise 500-sheet Paper Tray	Optional Tray 3 (1 x 500-sheet paper feeder)	Not applicable	G1W43A

Item	Description	Cartridge number	Part number
HP PageWide Enterprise Printer Stand	Optional stand to support the printer Includes installation instructions	Not applicable	G1W44A
HP PageWide Enterprise 3 x 500-sheet Paper Feeder and Stand	Optional 3 x 500-sheet paper feeder with a stand to support the printer Includes installation instructions	Not applicable	G1W45A
Ink-Collection unit	Replacement ink-collection unit	Not applicable	B5L09A
HP 1GB DDR3 x32 144-Pin 800MHz SODIMM	Optional DIMM for expanding the memory	Not applicable	E5K48
HP Trusted Platform Module	Automatically encrypts all data that passes through the printer	Not applicable	F5S62A
HP Jetdirect 2900nw Print Server	USB wireless print server accessory	Not applicable	J8031A
HP Jetdirect 3000w NFC/Wireless Accessory	NFC and Wireless Direct Print accessory for “touch” printing from mobile devices	Not applicable	J8030A
HP Internal USB Ports	Optional USB ports for connecting third-party devices	Not applicable	B5L28A

Customer self-repair parts

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

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

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

Item	Description	Self-replacement options	Part number
Ink-collection Unit	Replacement ink-collection unit	Mandatory	B5L09
Left Door Assembly, Tray 1 Kit	Replacement left door and Tray 1	Optional	G1W46-67901
Tray 2 Assembly Kit	Replacement Tray 2	Mandatory	G1W46-67904
Tray 3 Assembly Kit	Replacement Tray 3	Mandatory	G1W46-67905
Tray 4 Assembly Kit	Replacement Tray 4	Mandatory	G1W46-67906
Tray 5 Assembly Kit	Replacement Tray 5	Mandatory	G1W46-67907
Printer stand kit	Replacement printer stand	Mandatory	G1W44A

Item	Description	Self-replacement options	Part number
3 x 500-sheet Paper feeder and stand	Replacement 3 x 500-sheet paper feeder and stand	Mandatory	G1W45A
Flap-Eject Assembly Kit	Replacement output ejector flap	Mandatory	G1W46-67902
Control-panel Assembly Kit	Replacement touchscreen control panel	Mandatory	G1W46-67908
USB cover	Replacement easy access USB cover	Mandatory	G1W46-40004
HIP2 cover	Replacement HIP2 cover	Mandatory	G1W46-40008
HP Jetdirect 2900nw Print Server	Replacement USB wireless print server accessory	Mandatory	J8031-61001
HP Jetdirect 3000w NFC/Wireless Accessory	Replacement Wireless Direct Print accessory for “touch” printing from mobile devices	Mandatory	J8030-61001
HP 1GB DDR3 x32 144-Pin 800MHz SODIMM	Replacement memory DIMM	Mandatory	E5K48-67902
HP Trusted Platform Module	Replacement HP Trusted Platform Module	Mandatory	F5S62-61001
Internal USB Port kit	Replacement internal USB port	Mandatory	B5L28-67902
320 GB Hard Disk Drive Kit	Replacement hard-disk drive	Optional	G1W46-67903
FIPS HDD 140 Encrypted 500GB kit	Replacement 500GB hard-disk drive	Mandatory	B5L29-67903
PCA- eMMC Kit	Replacement eMMC kit	Mandatory	5851-6436

Replace the cartridges

- [Introduction](#)
- [Cartridge information](#)
- [Remove and replace the cartridge](#)

Introduction

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

Cartridge information

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

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

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

Item	Description	Cartridge number	Part number
Supplies			
HP 981A Black Original PageWide Cartridge	Standard-capacity replacement black cartridge	981A	J3M71A
HP 981X High Yield Black Original PageWide Cartridge	High-capacity replacement black cartridge	981X	L0R12A
HP 981Y Extra High Yield Black Original PageWide Cartridge	Extra high-capacity replacement black cartridge	981Y	L0R16A
HP 981A Cyan Original PageWide Cartridge	Standard-capacity replacement cyan cartridge	981A	J3M68A
HP 981X High Yield Cyan Original PageWide Cartridge	High-capacity replacement cyan cartridge	981X	L0R09A
HP 981Y Extra High Yield Cyan Original PageWide Cartridge	Extra high-capacity replacement cyan cartridge	981Y	L0R13A
HP 981A Yellow Original PageWide Cartridge	Standard-capacity replacement yellow cartridge	981A	J3M70A
HP 981X High Yield Yellow Original PageWide Cartridge	High-capacity replacement yellow cartridge	981X	L0R11A
HP 981Y Extra High Yield Yellow Original PageWide Cartridge	Extra high-capacity replacement yellow cartridge	981Y	L0R15A
HP 981A Magenta Original PageWide Cartridge	Standard-capacity replacement magenta cartridge	981A	J3M69A

Item	Description	Cartridge number	Part number
HP 981X High Yield Magenta Original PageWide Cartridge	High-capacity replacement magenta cartridge	981X	LOR10A
HP 981Y Extra High Yield Magenta Original PageWide Cartridge	Extra high-capacity replacement magenta cartridge	981Y	LOR14A

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

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

 **CAUTION:** To prevent damage to the cartridge do not touch the gold-colored metal contacts of the cartridge.

The following illustration shows the cartridge components.

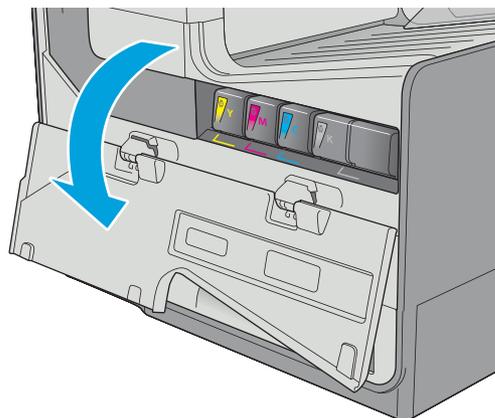


1 Metal connector. Do not touch. Fingerprints may cause supply error messages. Dust may also cause supply error messages; do not leave cartridges outside the printer for prolonged periods of time.

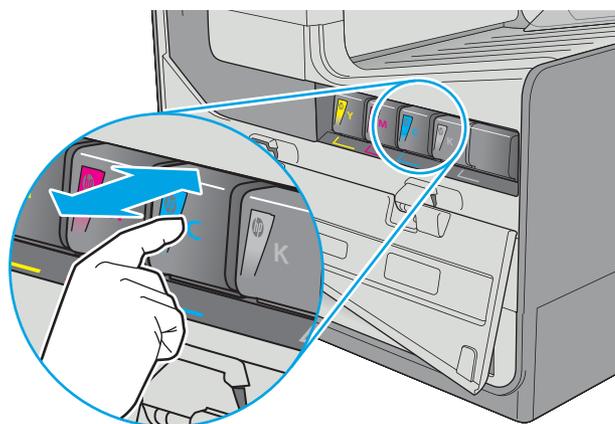
 **NOTE:** Information about recycling used cartridges is in the cartridge box.

Remove and replace the cartridge

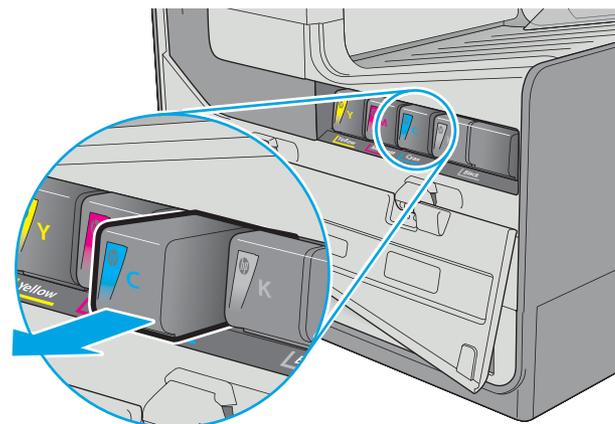
1. Open the cartridge door.



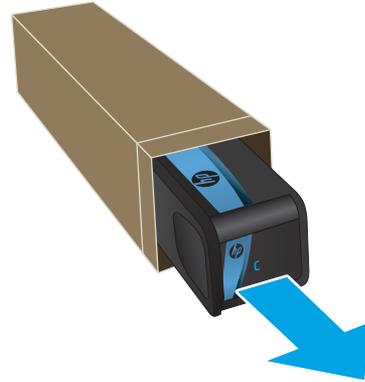
2. Push the old cartridge inward to unlock it.



3. Grasp the edge of the old cartridge and then pull the cartridge straight out to remove it.



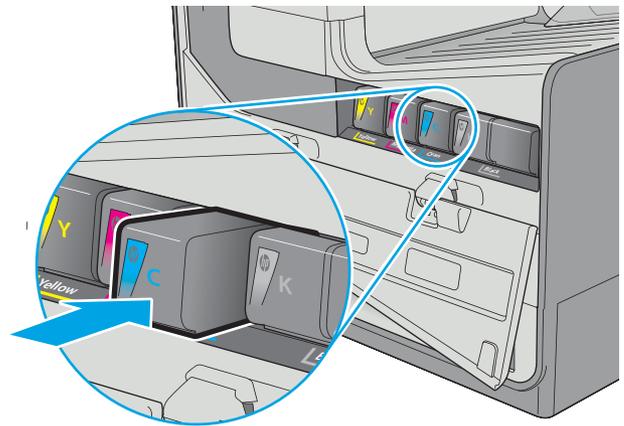
4. Remove the new cartridge from the packaging.



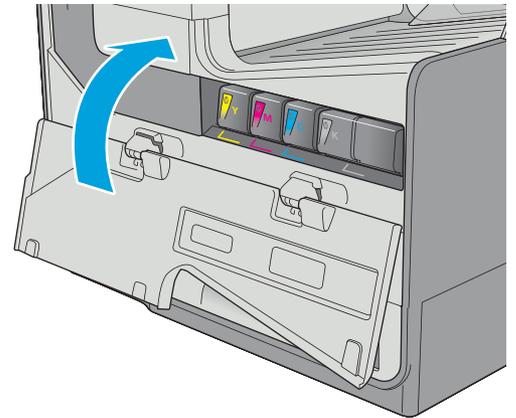
5. Do not touch the gold-colored metal contacts of the cartridge. Fingerprints on the contacts can cause print-quality problems.



6. Insert the new cartridge into the product. Make sure the cartridge is firmly in place.



7. Close the cartridge door.



8. Pack the used cartridge in the box that the new cartridge came in. See the enclosed recycling guide for information about recycling.

HP helps you recycle your Original HP cartridges—it's easy and free with the HP Planet Partners program, available in more than 50 countries/regions around the world¹⁾.

To find information about how to recycle used HP cartridges, please go to www.hp.com/recycle.

¹⁾ Program availability varies. For more information, visit www.hp.com/recycle.

Replace the ink-collection unit

- [Introduction](#)
- [Remove and replace the ink-collection unit](#)

Introduction

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

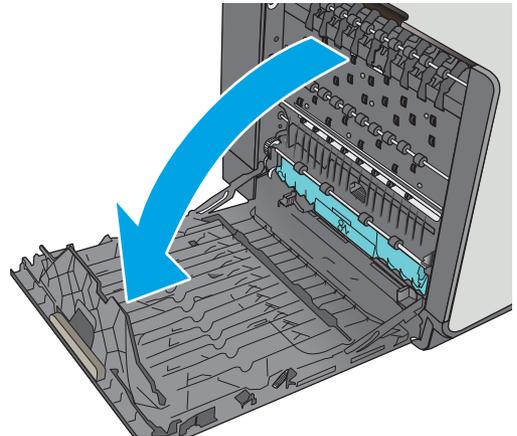
The printer indicates when the ink-collection unit is nearly full and when it is completely full. When it is completely full, printing stops until the ink-collection unit is replaced.

To purchase a ink-collection unit (part number B5L09A), go to the HP Parts Store at www.hp.com/buy/parts.

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

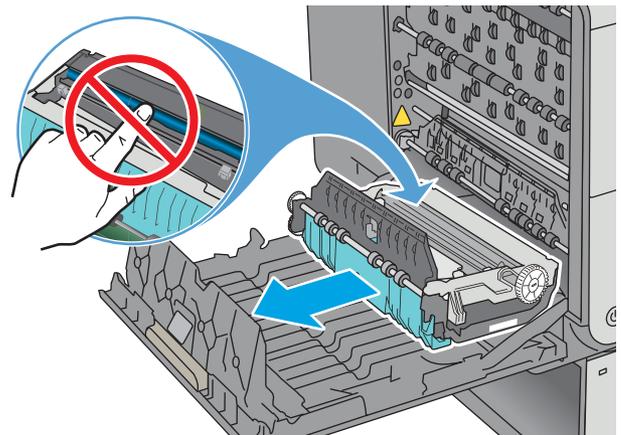
Remove and replace the ink-collection unit

1. Open the left door.

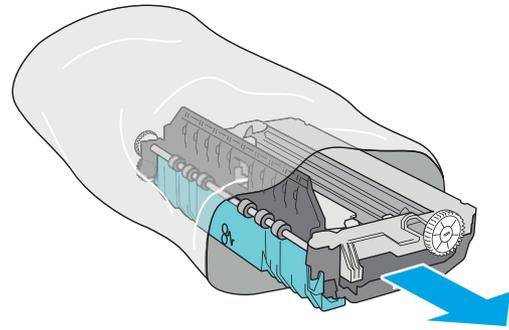


2. Remove the ink-collection unit by pulling it out with both hands. Set the unit aside, upright, on a piece of paper to prevent spills.

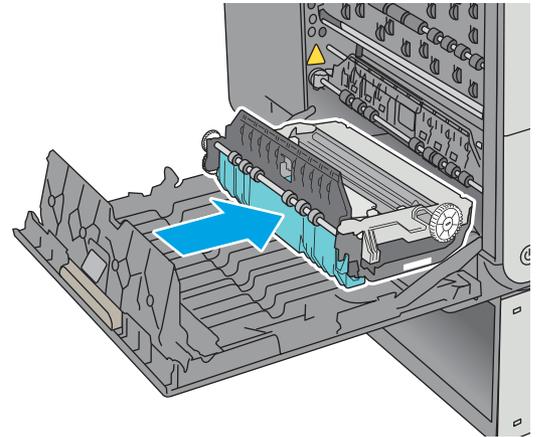
CAUTION: When pulling out the ink-collection unit, avoid making direct contact with the black cylinder to prevent pigment smear on skin or clothes.



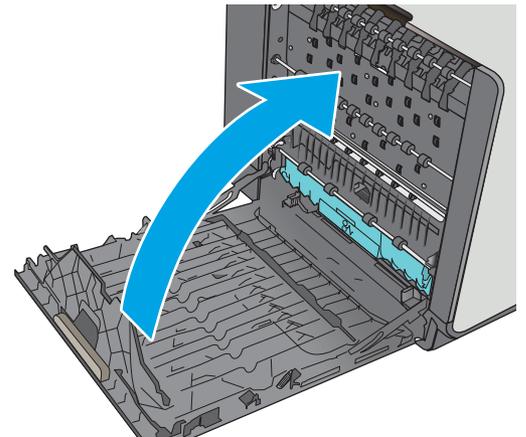
3. Remove the new ink-collection unit from its packaging.



4. Install the ink-collection unit.



5. Close the left door.



4 Print

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

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/pagewidecolor556.

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

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

Print tasks (Windows)

How to print (Windows)

The following procedure describes the basic printing process for Windows.

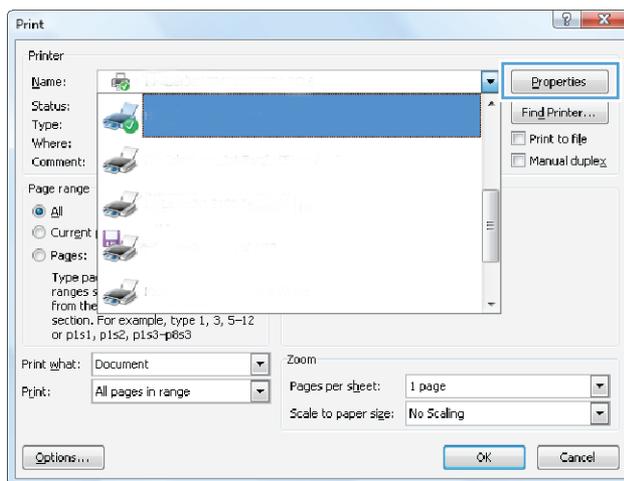
1. From the software program, select the **Print** option.
2. Select the printer from the list of printers. To change settings, click or tap the **Properties** or **Preferences** button to open the print driver.

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

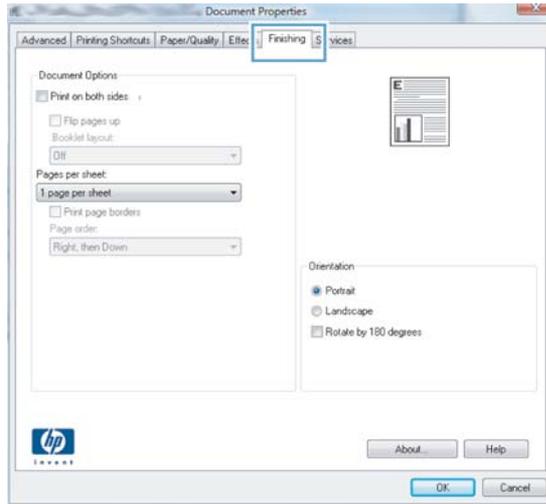
 **NOTE:** To access these features from a Windows 8 or 8.1 Start screen app, select **Devices**, select **Print**, and then select the printer.

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

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



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



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

Automatically print on both sides (Windows)

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

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

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

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

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

Manually print on both sides (Windows)

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

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

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

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

3. Click or tap the **Finishing** tab.
4. Select the **Print on both sides (manually)** check box. Click the **OK** button to print the first side of the job.
5. Retrieve the printed stack from the output bin, and place it in Tray 1.
6. If prompted, touch the appropriate control panel button to continue.

Print multiple pages per sheet (Windows)

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



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



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

3. Click or tap the **Finishing** tab.
4. Select the number of pages per sheet from the **Pages per sheet** drop-down list.
5. Select the correct **Print page borders**, **Page order**, and **Orientation** options. Click the **OK** button to close the **Document Properties** dialog box.
6. In the **Print** dialog box, click the **OK** button to print the job.

Select the paper type (Windows)

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



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



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

3. Click or tap the **Paper/Quality** tab.
4. From the **Paper type** drop-down list, click the **More...** option.
5. Expand the list of **Type is:** options.
6. Expand the category of paper types that best describes your paper.
7. Select the option for the type of paper you are using, and then click the **OK** button.
8. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

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

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

Additional print tasks

Go to www.hp.com/support/pagewidecolor556.

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

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

Print tasks (OS X)

How to print (OS X)

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

1. Click the **File** menu, and then click the **Print** option.
2. Select the printer.
3. Click **Show Details** or **Copies & Pages**, and then select other menus to adjust the print settings.

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

4. Click the **Print** button.

Automatically print on both sides (OS X)

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

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

1. Click the **File** menu, and then click the **Print** option.
2. Select the printer.
3. Click **Show Details** or **Copies & Pages**, and then click the **Layout** menu.

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

4. Select a binding option from the **Two-Sided** drop-down list.
5. Click the **Print** button.

Manually print on both sides (OS X)

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

1. Click the **File** menu, and then click the **Print** option.
2. Select the printer.
3. Click **Show Details** or **Copies & Pages**, and then click the **Manual Duplex** menu.

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

4. Click the **Manual Duplex** box, and select a binding option.
5. Click the **Print** button.
6. Go to the printer, and remove any blank paper that is in Tray 1.

7. Retrieve the printed stack from the output bin and place it with the printed-side facing down in the input tray.
8. If prompted, touch the appropriate control panel button to continue.

Print multiple pages per sheet (OS X)

1. Click the **File** menu, and then click the **Print** option.
2. Select the printer.
3. Click **Show Details** or **Copies & Pages**, and then click the **Layout** menu.



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

4. From the **Pages per Sheet** drop-down list, select the number of pages that you want to print on each sheet.
5. In the **Layout Direction** area, select the order and placement of the pages on the sheet.
6. From the **Borders** menu, select the type of border to print around each page on the sheet.
7. Click the **Print** button.

Select the paper type (OS X)

1. Click the **File** menu, and then click the **Print** option.
2. Select the printer.
3. Click **Show Details** or **Copies & Pages**, and then click the **Media & Quality** menu or the **Paper/Quality** menu.



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

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



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

- **Media Type:** Select the option for the type of paper for the print job.
 - **Print Quality:** Select the resolution level for the print job.
 - **Edge-To-Edge Printing:** Select this option to print close to the paper edges.
5. Click the **Print** button.

Additional print tasks

Go to www.hp.com/support/pagewidecolor556.

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

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

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

Introduction

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

- [Create a stored job \(Windows\)](#)
- [Create a stored job \(OS X\)](#)
- [Print a stored job](#)
- [Delete a stored job](#)
- [Information sent to printer for Job Accounting purposes](#)

Create a stored job (Windows)

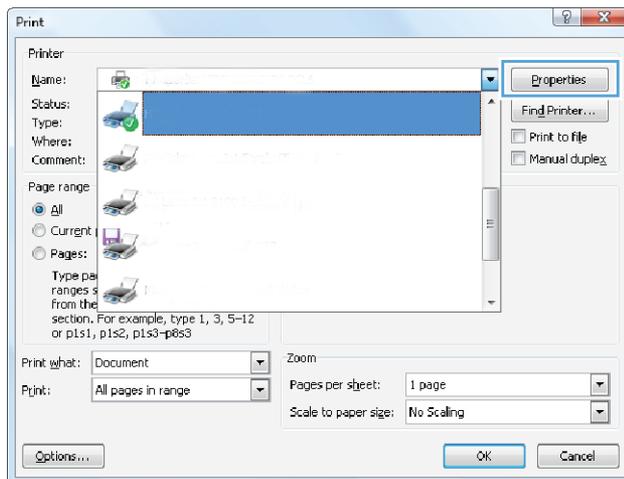
Store jobs on the printer for private or delayed printing.

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

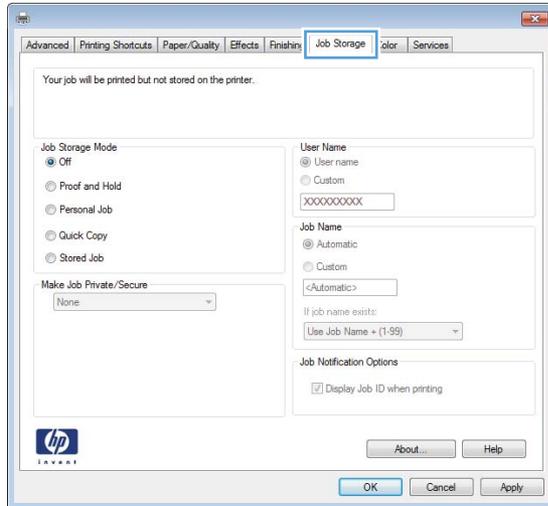
1. From the software program, select the **Print** option.
2. Select the printer from the list of printers, and then select **Properties** or **Preferences** (the name varies for different software programs).

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

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



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



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

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

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

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

- **Use Job Name + (1-99):** Append a unique number to the end of the job name.
- **Replace Existing File:** Overwrite the existing stored job with the new one.

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

7. For information about how to print the job, see the topic for "Print a stored job."

Create a stored job (OS X)

Store jobs on the printer for private or delayed printing.

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the printer.
3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Job Storage** menu.
4. In the **Mode** drop-down list, select the type of stored job.
 - **Proof and Hold:** Print and proof one copy of a job, and then print more copies.
 - **Personal Job:** The job does not print until someone requests it at the printer control panel. If the job has a personal identification number (PIN), provide the required PIN at the control panel. The print job is deleted from memory after it prints and is lost if the printer loses power.
 - **Quick Copy:** Print the requested number of copies of a job and store a copy of the job in the printer memory to print it again later.
 - **Stored Job:** Store a job on the printer and allow other users to print the job at any time. If the job has a personal identification number (PIN), the person who prints the job must provide the required PIN at the control panel.
5. To use a custom user name or job name, click the **Custom** button, and then enter the user name or the job name.

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

- **Use Job Name + (1-99):** Append a unique number to the end of the job name.
 - **Replace Existing File:** Overwrite the existing stored job with the new one.
6. If you selected the **Stored Job** or **Personal Job** option in step 3, you can protect the job with a PIN. Type a 4-digit number in the **Use PIN to Print** field. When other people attempt to print this job, the printer prompts them to enter this PIN number.
 7. Click the **Print** button to process the job.

Print a stored job

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

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

Delete a stored job

When you send a stored job to the printer memory, the printer overwrites any previous jobs with the same user and job name. If a job is not already stored under the same user and job name, and the printer needs additional space, the printer might delete other stored jobs starting with the oldest. You can change the number of jobs that the printer can store from the [General Settings](#) menu on the printer control panel.

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

1. Touch or press the Home  button on the printer control panel.
2. Select [Retrieve from Device Memory](#).
3. Select the name of the folder where the job is stored.
4. Select the name of the job, and then select the [Delete](#) button.
5. If the job is private or encrypted, enter the PIN or the password, and then select the [Delete](#) button.

Information sent to printer for Job Accounting purposes

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

Mobile printing

Introduction

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

- [Wireless Direct Print and NFC Printing](#)
- [HP ePrint via email](#)
- [HP ePrint software](#)
- [AirPrint](#)
- [Google Cloud Print](#)
- [Android embedded printing](#)

Wireless Direct Print and NFC Printing

HP provides Wireless Direct Print and NFC (Near Field Communication) printing for printers with a supported HP Jetdirect 3000w NFC/Wireless Accessory. This accessory is available as an option for HP Enterprise printers that include a hardware-integration pocket (HIP2).

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

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

Use Wireless Direct Print to print wirelessly from the following devices:

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

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

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

1. From the Home screen on the printer control panel, scroll to and select the [Administration](#) menu.
2. Open the following menus:
 - [Network Settings](#)
 - [Wireless Menu](#)
 - [Wireless Direct](#)
3. Select [On](#) to enable wireless printing.



NOTE: In environments where more than one model of the same printer is installed, it might be helpful to provide each printer a more unique Wireless Direct Name for easier printer identification for HP Wireless Direct printing. The Wireless Direct Name is also available on the **How to Connect Page** by touching the Network  button from the Home screen on the printer control panel.

Follow this procedure to change the printer Wireless Direct Name:

1. From the Home screen on the printer control panel, scroll to and select the **Administration** menu.
2. Open the following menus:
 - **Network Settings**
 - **Wireless Menu**
 - **Wireless Direct**
 - **Wireless Direct Name**
3. Select the Wireless Direct Name area.
4. Use the keyboard to change the name.
5. Select **OK**.

HP ePrint via email

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

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

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

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

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

 <https://10.10.XXXXX/>

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

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

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

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

HP ePrint software

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

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

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

Windows and OS X both support IPP printing to LAN or WAN network-connected printers that support ePCL.

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

Go to www.hp.com/go/eprintsoftware for drivers and information.

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

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

AirPrint

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

- Mail
- Photos
- Safari
- iBooks
- Select third-party applications

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

Google Cloud Print

Google Cloud Print is a mobile printing solution available to Gmail account users that allows you to print over the web from anywhere, including your phone or tablet, to any printer.

For more information, go to www.google.com/cloudprint/learn/printers.html, and then select the **HP** link.

Android embedded printing

HP's print solution for Android and Kindle enables mobile devices to automatically find and print to HP printers that are on a network.

The printer must be connected to the same network (sub-net) as the Android device.

HP print solutions are embedded in some Android and Kindle devices and available for others at: play.google.com.

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

Print from the USB port

Introduction

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

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

Enable the USB port for printing

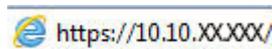
The USB port is disabled by default. Before using this feature, enable the USB port. Use one of the following methods to enable the port:

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

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

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

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



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

2. Open the **Print** tab.
3. On the left side of the screen, click **Retrieve from USB Setup**.

4. Select the **Enable Retrieve from USB** check box.
5. Click **Apply**.

Print USB documents

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



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

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



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

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

5 Manage the printer

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

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/pagewidecolor556.

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

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

Advanced configuration with HP Embedded Web Server (EWS)

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

Introduction

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

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

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

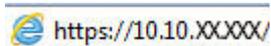
When the printer is connected to the network, the HP Embedded Web Server is automatically available.



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

How to access the HP Embedded Web Server (EWS)

1. From the Home screen on the printer control panel, touch the Network  button to display the IP address or host name.
2. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard. The EWS opens.

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



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

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

Windows® 7

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

Windows® 8 or greater

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

OS X

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

Linux

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

HP Embedded Web Server features

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

Information tab

Table 5-1 HP Embedded Web Server Information tab

Menu	Description
Device Status	Shows the printer status and shows the estimated life remaining of HP supplies. The page also shows the type and size of paper set for each tray. To change the default settings, click the Change Settings link.
Job Log	Shows a summary of all jobs the printer has processed.
Configuration Page	Shows the information found on the configuration page.
Supplies Status Page	Shows the status of the supplies for the printer.
Event Log Page	Shows a list of all printer events and errors. Use the HP Instant Support link (in the Other Links area on all HP Embedded Web Server pages) to connect to a set of dynamic Web pages that help solve problems. These pages also show additional services available for the printer.
Usage Page	Shows a summary of the number of pages the printer has printed, grouped by size, type, and paper print path.

Table 5-1 HP Embedded Web Server Information tab (continued)

Menu	Description
Device Information	Shows the printer network name, address, and model information. To customize these entries, click the Device Information menu on the General tab.
Control Panel Snapshot	Shows an image of the current screen on the control panel display.
Print	Upload a print-ready file from the computer to print. The printer uses the default print settings to print the file.
Printable Reports and Pages	Lists the internal reports and pages for the printer. Select one or more items to print or view.

General tab

Table 5-2 HP Embedded Web Server General tab

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

Print tab

Table 5-3 HP Embedded Web Server Print tab

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

Troubleshooting tab

Table 5-4 HP Embedded Web Server Troubleshooting tab

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

Security tab

Table 5-5 HP Embedded Web Server Security tab

Menu	Description
General Security	Settings for general security, including the following: <ul style="list-style-type: none">• Configure an administrator password to restrict access to certain features on the printer.• Set PJI password for processing PJI commands.• Set file system access and firmware upgrade security.• Enable or disable the Host USB port on the control panel or the USB connectivity port on the formatter for printing directly from a computer.• View the status of all security settings.
Access Control	Configure access to printer functions for specific individuals or groups, and select the method individuals use to sign in to the printer.
Protect Stored Data	Configure and manage the internal hard drive for the printer. Configure settings for jobs that are stored on the printer hard drive.
Certificate Management	Install and manage security certificates for access to the printer and the network.
Web Service Security	Allow resources on this printer to be accessed by web pages from different domains. If no sites are added to the list, then all sites are trusted.
Self Test	Verify that the security functions are running according to expected system parameters.

HP Web Services tab

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

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

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

Networking tab

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

Table 5-7 HP Embedded Web Server Networking tab

Menu	Description
Wireless Direct Print Settings	<p>Configure Wireless Direct Print for printers that include embedded Wireless Direct Print and NFC printing or that have a wireless accessory installed.</p> <p>NOTE: The configuration options available depend on the print server model.</p>
TCP/IP Settings	<p>Configure TCP/IP settings for IPv4 and IPv6 networks.</p> <p>NOTE: The configuration options available depend on the print server model.</p>
Network Settings	<p>Configure IPX/SPX, AppleTalk, DLC/LLC, and SNMP settings, depending on the print server model.</p>
Other Settings	<p>Configure general printing protocols and services supported by the print server. The available options depend on the print server model, but can include firmware update, LPD queues, USB settings, support information, and refresh rate.</p>
AirPrint	<p>Enable, set up, or disable network printing from Apple supported printers.</p>
Select Language	<p>Change the language displayed by the HP Embedded Web Server. This page displays if the Web pages support multiple languages. Optionally, select supported languages through language-preference settings in the browser.</p>
Settings	<p>View and restore current security settings to factory-default values.</p> <p>Configure security settings using the Security Configuration Wizard.</p> <p>NOTE: Do not use the Security Configuration Wizard to configure security settings using network-management applications, such as HP Web Jetadmin.</p>
Authorization	<p>Control configuration management and use of this printer, including the following:</p> <ul style="list-style-type: none"> • Set or change the administrator password to control access to configuration parameters. • Request, install, and manage digital certificates on the HP Jetdirect print server. • Limit host access to this printer through an Access Control List (ACL) (for selected print servers on IPv4 networks only).
Mgmt. Protocols	<p>Configure and manage security protocols for this printer, including the following:</p> <ul style="list-style-type: none"> • Set the security management level for the HP Embedded Web Server, and control traffic over HTTP and HTTPS. • Configure the SNMP (Simple Network Management Protocol) operation. Enable or disable the SNMP v1/v2c or SNMP v3 agents on the print server. • Control access through protocols that may not be secure, such as printing protocols, print services, discovery protocols, name resolution services, and configuration-management protocols.
802.1X Authentication (For selected HP Jetdirect models only)	<p>Configure 802.1X authentication settings on the Jetdirect print server as required for client authentication on the network, and reset the 802.1X authentication settings to factory-default values.</p> <p>CAUTION: When changing the 802.1X authentication settings; the printer might lose its connection. To reconnect, it might be necessary to reset the print server to a factory-default state and reinstall the printer.</p>
IPsec/Firewall (For selected HP Jetdirect models only)	<p>View or configure a Firewall policy or an IPsec/Firewall policy.</p>

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

Menu	Description
Announcement Agent (For selected HP Jetdirect models only)	Enable or disable the HP Device Announcement Agent, set the configuration server, and configure mutual authentication using certificates.
Network Statistics	Display network statistics that are collected and stored on the HP Jetdirect print server.
Protocol Info	View a list of network-configuration settings on the HP Jetdirect print server for each protocol.
Configuration Page	View the HP Jetdirect configuration page, which contains status and configuration information.

Other Links list



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

Table 5-8 HP Embedded Web Server Other Links list

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

Advanced configuration with HP Utility for OS X

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

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

Open HP Utility

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

HP Utility features

The HP Utility toolbar includes these items:

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

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

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

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

Configure IP network settings

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

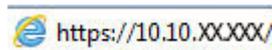
Printer sharing disclaimer

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

View or change network settings

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

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



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

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

Rename the printer on a network

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

1. Open the HP Embedded Web Server (EWS):
 - a. From the Home screen on the printer control panel, touch the Network  button to display the IP address or host name.

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



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

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

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

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

Manually configure IPv4 TCP/IP parameters from the control panel

Use the control-panel [Administration](#) menus to manually set an IPv4 address, subnet mask, and default gateway.

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

Manually configure IPv6 TCP/IP parameters from the control panel

Use the control-panel [Administration](#) menus to manually set an IPv6 address.

1. From the Home screen on the printer control panel, scroll to and touch the [Administration](#) button.
2. To enable manual configuration, open the following menus:
 - [Network Settings](#)
 - [Jetdirect Menu](#)

- [TCP/IP](#)
 - [IPV 6 Settings](#)
 - [Address](#)
 - [Manual Settings](#)
 - [Enable](#)
3. Select the [On](#) option, and then touch the [Save](#) button.
 4. To configure the address, touch the [Address](#) button and then touch the field to open a keypad.
 5. Use the keypad to enter the address, and then touch the [OK](#) button.
 6. Touch the [Save](#) button.

Link speed and duplex settings

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

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

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

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

1. From the Home screen on the printer control panel, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Network Settings](#)
 - [Jetdirect Menu](#)
 - [Link Speed](#)
3. Select one of the following options:
 - [Auto](#): The print server automatically configures itself for the highest link speed and communication mode allowed on the network.
 - [10T Half](#): 10 megabytes per second (Mbps), half-duplex operation
 - [10T Full](#): 10 Mbps, full-duplex operation
 - [10T Auto](#): 10 Mbps, automatic-duplex operation
 - [100TX Half](#): 100 Mbps, half-duplex operation
 - [100TX Full](#): 100 Mbps, full-duplex operation

- **100TX Auto:** 100 Mbps, automatic-duplex operation
 - **1000T Full:** 1000 Mbps, full-duplex operation
4. Touch the **Save** button. The printer turns off and then on.

Printer security features

Introduction

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

- [Security statements](#)
- [Assign an administrator password](#)
- [IP Security](#)
- [Lock the formatter](#)
- [Encryption support: HP High Performance Secure Hard Disks](#)

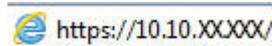
Security statements

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

Assign an administrator password

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

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



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

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

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

6. Click the **Apply** button.

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

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

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

1. From the Home screen on the printer control panel, select [Sign In](#).
2. Follow the prompts to enter the credentials.



NOTE: To maintain security for the printer, select [Sign Out](#) when you have finished using the printer.

IP Security

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

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

Lock the formatter

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

Encryption support: HP High Performance Secure Hard Disks

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

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

Energy-conservation settings

Introduction

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

Optimize speed or energy usage

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

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



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

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

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

1. From the Home screen on the printer control panel, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [General Settings](#)
 - [Energy Settings](#)
 - [Sleep Timer Settings](#)
3. Select [Sleep /Auto Off After](#), enter the appropriate time period, and then touch the [Save](#) button.



NOTE: The sleep-mode default time is 0 minutes. The printer enters sleep mode immediately after each job completes.

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

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

Set the sleep schedule

Use the [Sleep Schedule](#) feature to configure the printer to automatically wake or go into Sleep/Auto Off mode at specific times on specific days of the week.



NOTE: Configure the date and time settings before setting the [Sleep Schedule](#) feature.

1. From the Home screen on the printer control panel, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [General Settings](#)
 - [Date/Time Settings](#)
3. Open the [Date/Time Format](#) menu and configure the following settings:
 - [Date Format](#)
 - [Time Format](#)
4. Touch the Save button.
5. Open the [Date/Time](#) menu and configure the following settings:
 - [Date/Time](#)
 - [Time Zone](#)

If you are in an area that uses daylight savings time, select the [Adjust for Daylight Savings](#) box.
6. Touch the [Save](#) button.
7. Touch the back-arrow button to return to the [Administration](#) screen.
8. Open the following menus:
 - [General Settings](#)
 - [Energy Settings](#)
 - [Sleep Schedule](#)
9. Touch the Add  button, and then select the type of event to schedule: [Wake](#) or [Sleep](#).
10. Configure the following settings:

- [Time](#)
- [Event Days](#)

11. Touch the [OK](#) button, and then touch the [Save](#) button.

HP Web Jetadmin

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

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

Software and firmware updates

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

Go to www.hp.com/support/pagewidecolor556. Click **Drivers & Software**.

6 Solve problems

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

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/pagewidecolor556.

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

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

Customer support

Get telephone support for your country/region	Country/region phone numbers are on the flyer that was in the box with the printer or at www.hp.com/support/ .
Have the printer name, serial number, date of purchase, and problem description ready	
Get 24-hour Internet support, and download software utilities and drivers	www.hp.com/support/pagewidecolor556
Order additional HP service or maintenance agreements	www.hp.com/go/carepack
Register the printer	www.register.hp.com

Control panel help system

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



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

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

Restore factory settings

Introduction

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

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

Method one: Restore factory settings from the printer control panel

1. From the Home screen on the printer control panel, scroll to and touch the **Administration** button.
2. Open the following menus:
 - **General Settings**
 - **Restore Factory Settings**
3. A verification message advises that completing the restore function might result in loss of data. Select **Restore** to complete the process.

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

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

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

 <https://10.10.XX.XXX/>

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

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

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

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

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

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

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

 **NOTE:** This printer is not designed to use continuous ink systems. To resume printing, remove continuous ink system and install genuine HP (or compatible) cartridges.

 **NOTE:** This printer is designed for ink cartridges to be used until they are empty. Refilling cartridges prior to depletion may cause your printer to fail. If this happens, insert a new cartridge (either genuine HP or compatible) to continue printing.

Change the “Very Low” settings

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

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

For products with fax capability

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

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

Order supplies

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

Printer does not pick up paper or misfeeds

Introduction

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

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

The printer does not pick up paper

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

1. Open the printer and remove any jammed sheets of paper. Verify that no torn remnants of paper remain inside the printer.
2. Load the tray with the correct size of paper for the job.
3. Make sure the paper size and type are set correctly on the printer control panel.

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

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

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

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

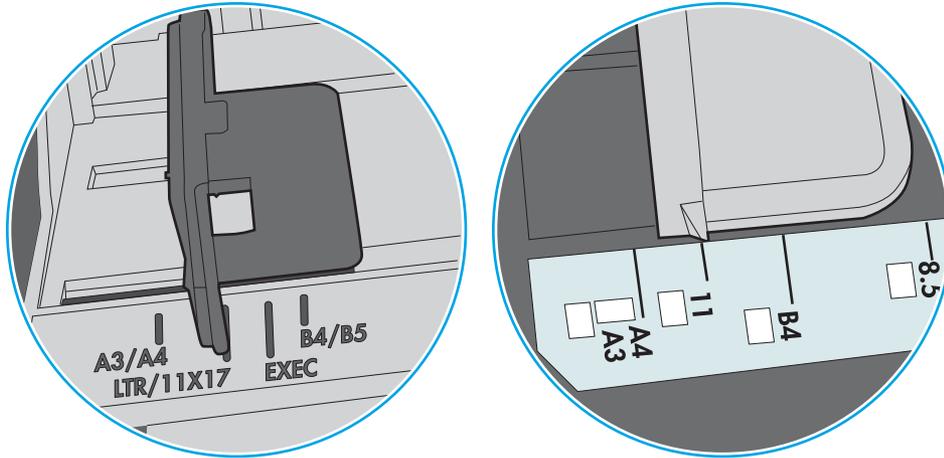
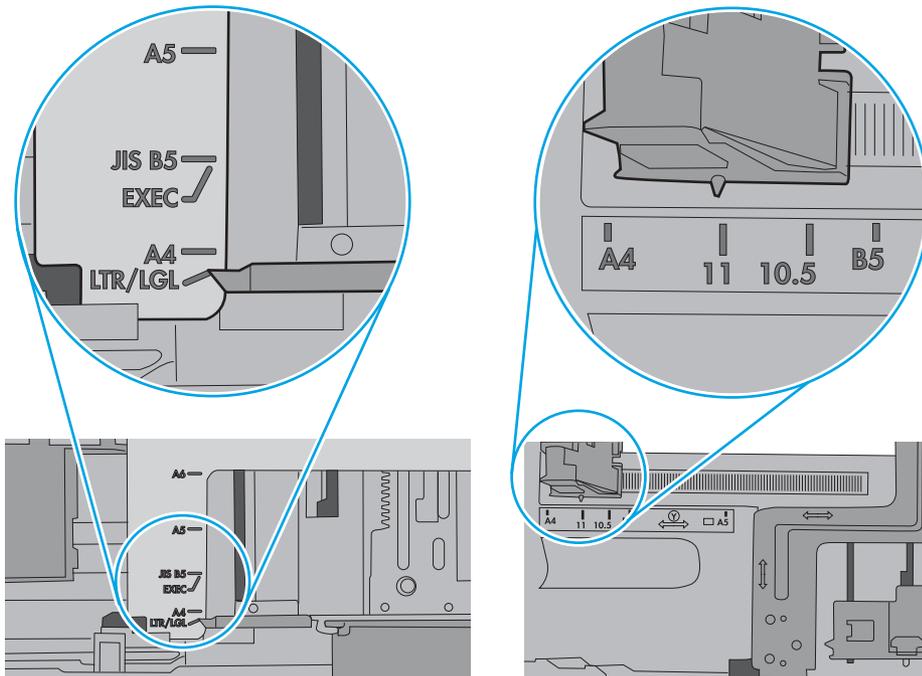


Figure 6-2 Size markings for cassette trays

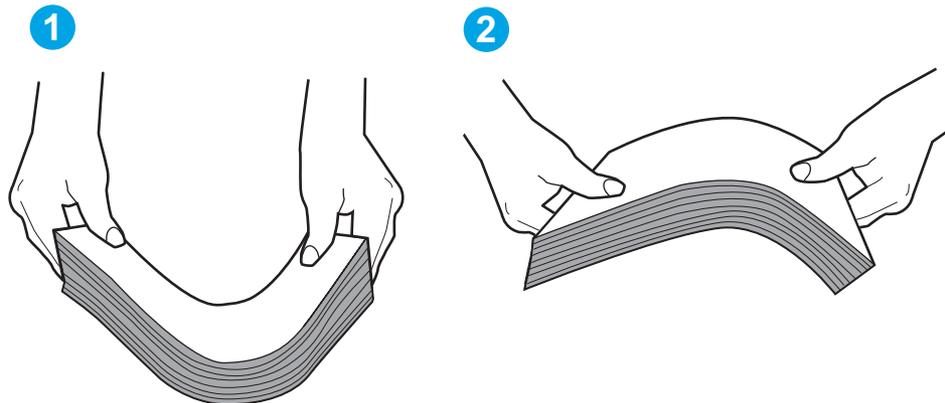


5. Verify that the humidity in the room is within specifications for this printer and that paper is being stored in unopened packages. Most reams of paper are sold in moisture-proof wrapping to keep paper dry.

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

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

Figure 6-3 Technique for flexing the paper stack

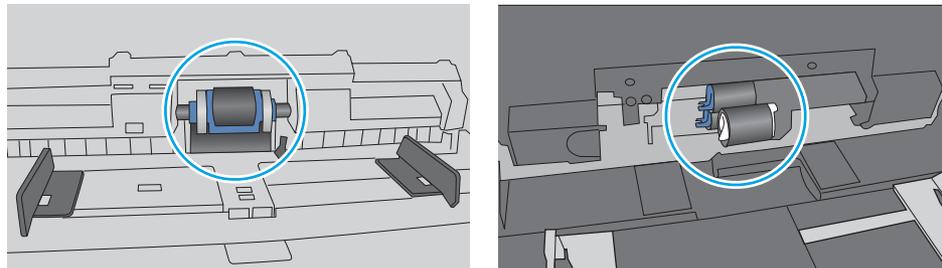


6. Check the printer control panel to see if it is displaying a prompt to feed the paper manually. Load paper, and continue.
7. The rollers above the tray might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water. Use distilled water, if it is available.

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

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

Figure 6-4 Roller locations for Tray 1 or the multipurpose tray



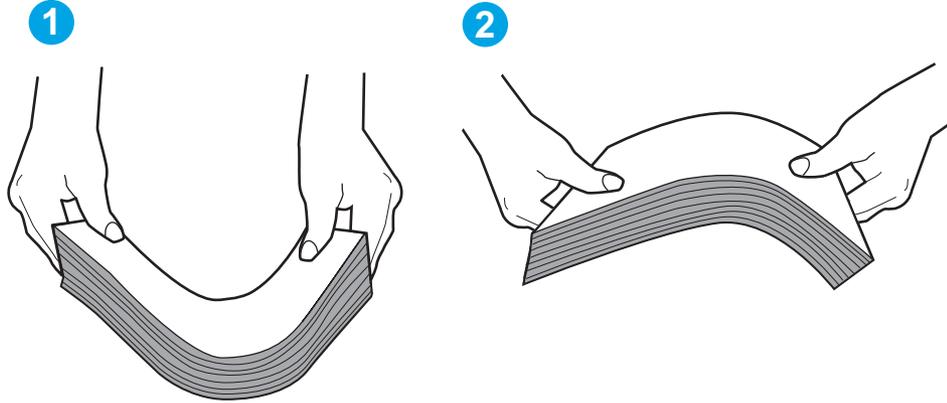
The printer picks up multiple sheets of paper

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

1. Remove the stack of paper from the tray and flex it, rotate it 180 degrees, and flip it over. *Do not fan the paper.* Return the stack of paper to the tray.

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

Figure 6-5 Technique for flexing the paper stack



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

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

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

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

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

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

Figure 6-6 Stack-height markings

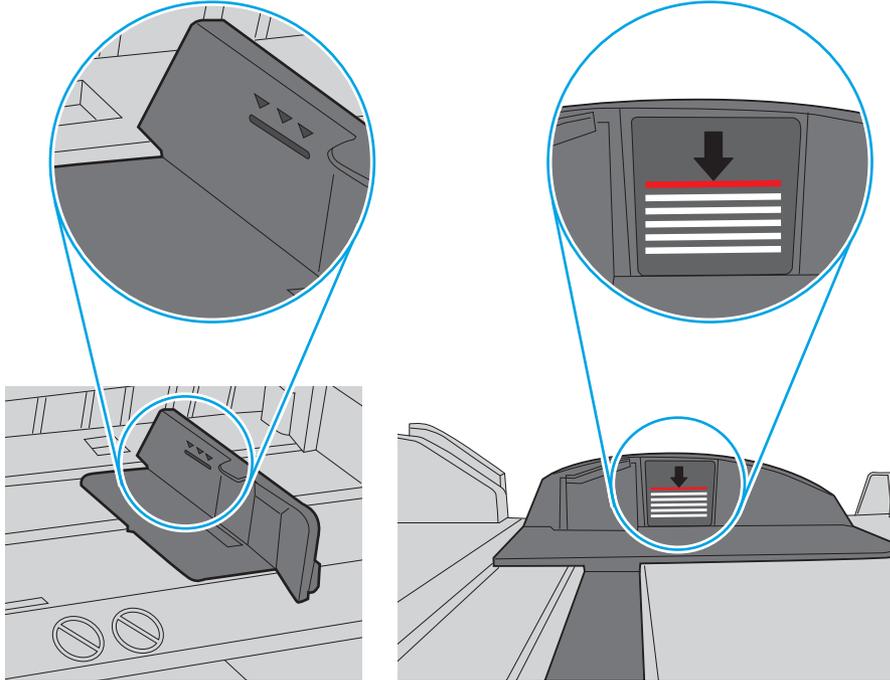
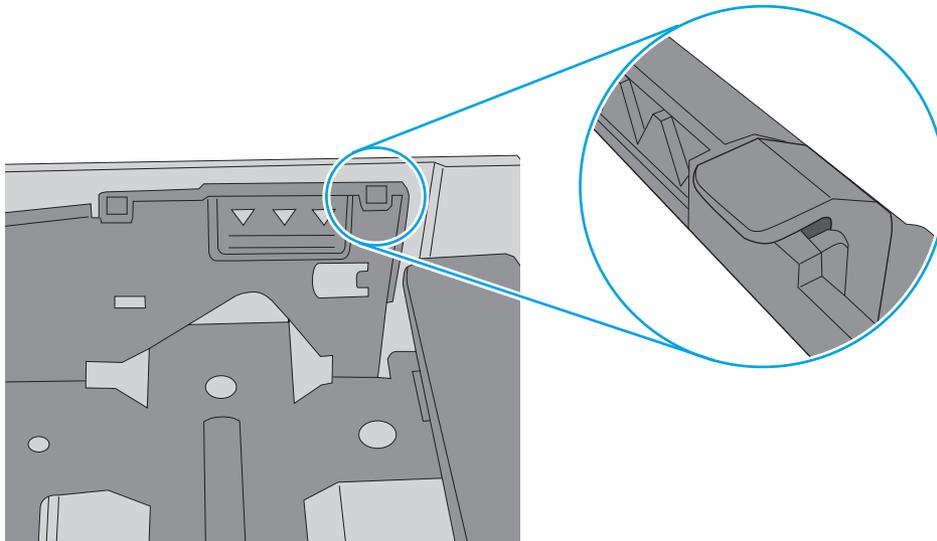


Figure 6-7 Tab for the paper stack



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

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

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

Figure 6-8 Size markings for Tray 1 or the multipurpose tray

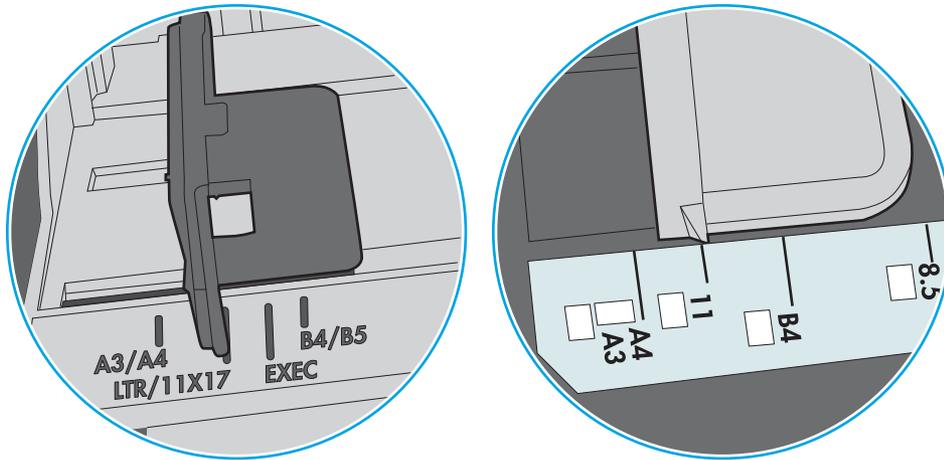
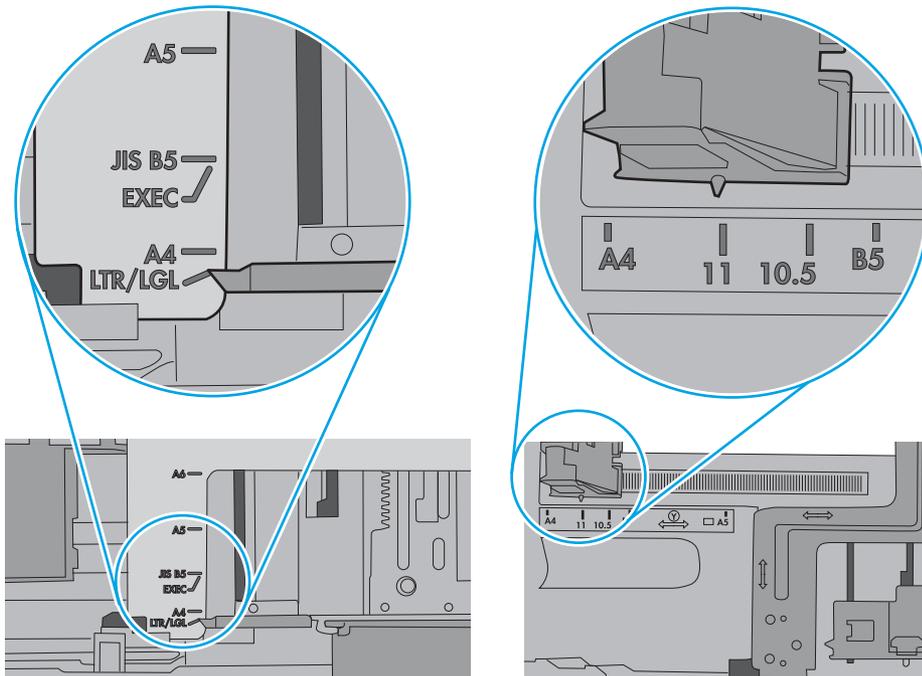


Figure 6-9 Size markings for cassette trays



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

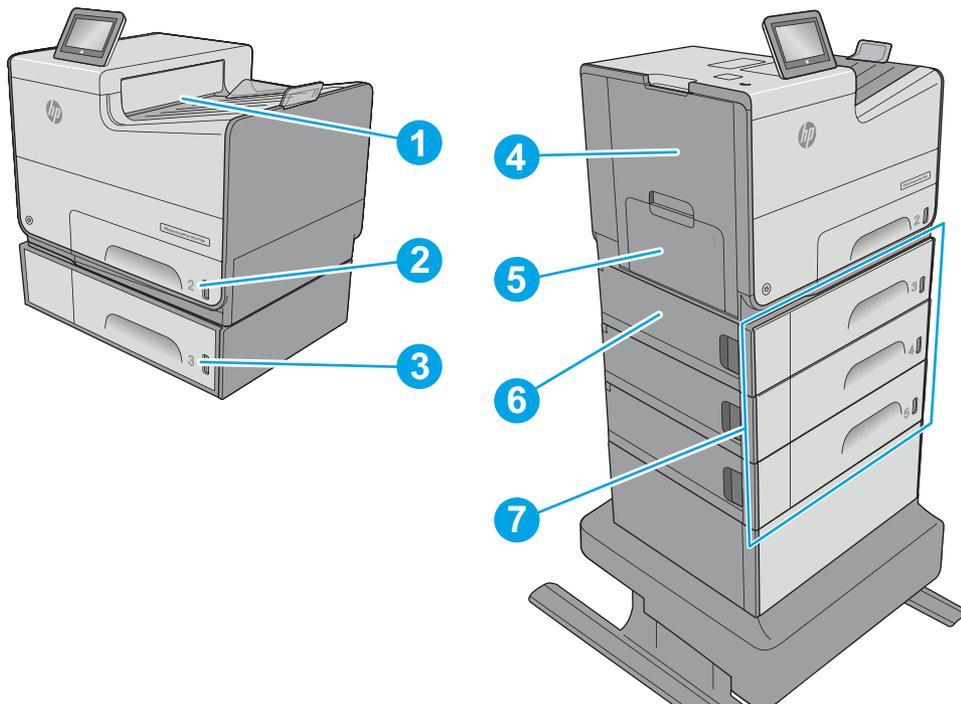
Clear paper jams

Introduction

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

- [Jam locations](#)
- [Auto-navigation for clearing jams](#)
- [Experiencing frequent or recurring paper jams?](#)
- [Clear jams in the left door](#)
- [Clear jams in Tray 1 \(multipurpose tray\)](#)
- [Clear jams in Tray 2](#)
- [Clear jams in Tray 3](#)
- [Clear jams in the 3x500-sheet feeder](#)
- [Clear jams in the ink-collection unit area](#)
- [Clear jams in the output bin](#)

Jam locations



1	Output bin
2	Tray 2
3	Tray 3

4	Left door and ink-collection unit area
5	Tray 1
6	Lower-left door
7	Optional 3x500-sheet paper feeder

Auto-navigation for clearing jams

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

Experiencing frequent or recurring paper jams?

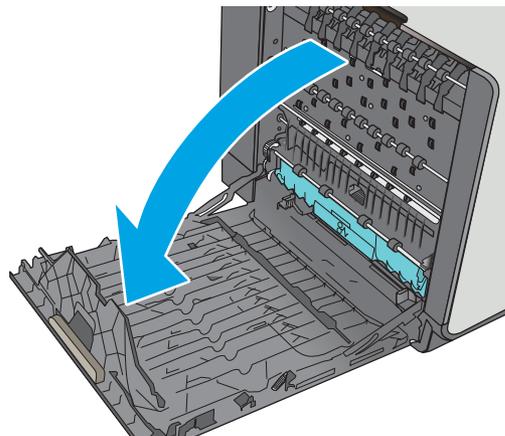
To reduce the number of paper jams, try these solutions.

1. Use only paper that meets HP specifications for this printer.
2. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
3. Use paper that has not previously been printed or copied on.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.
6. Make sure that the tray is fully inserted in the printer.
7. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.
8. Open the [Trays](#) menu on the printer control panel. Verify that the tray is configured correctly for the paper type and size.
9. Make sure the printing environment is within recommended specifications.

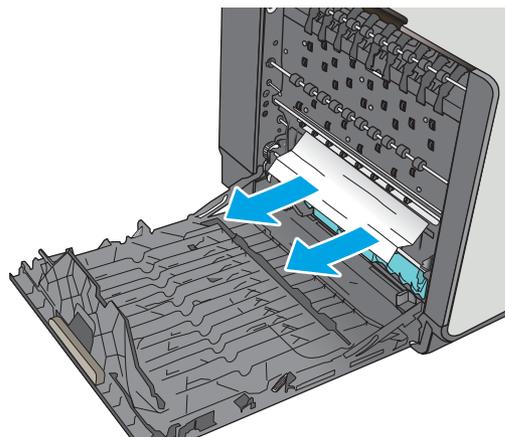
Clear jams in the left door

The following information describes how to clear paper jams in the left door. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

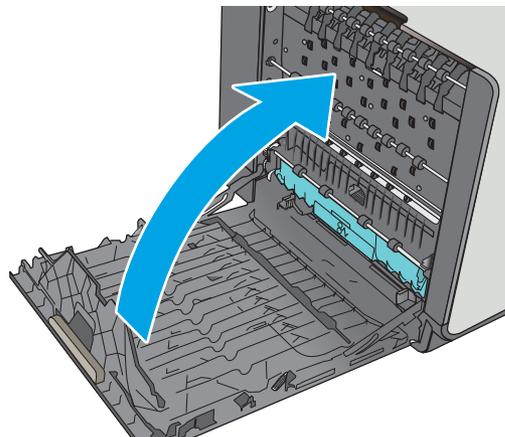
1. Open the left door.



2. Gently pull out any jammed paper from the rollers and delivery area. If the paper tears, make sure to remove all remnants.



3. Close the left door.

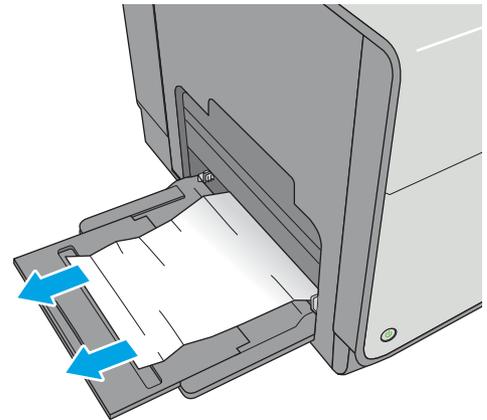


Clear jams in Tray 1 (multipurpose tray)

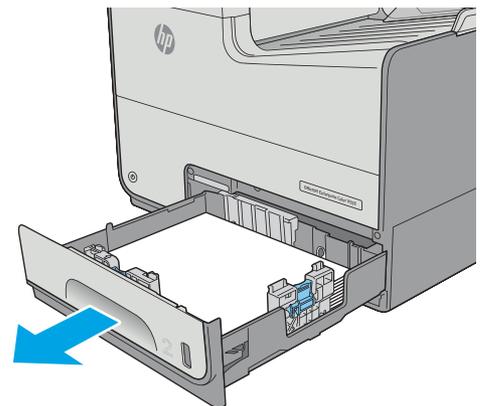
Use the following procedure to check for paper in all possible jam locations related to Tray 1. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. If most of the sheet of paper is visible in the tray, slowly pull the jammed paper out of the printer. Make sure that the entire sheet is removed. If it tears, continue with the following steps to find the remnants.

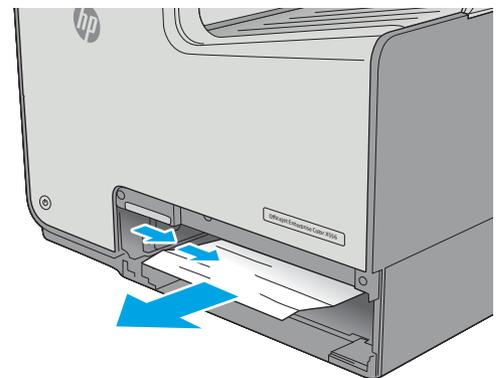
If most of the sheet of paper has been pulled inside the printer, continue with the following steps.



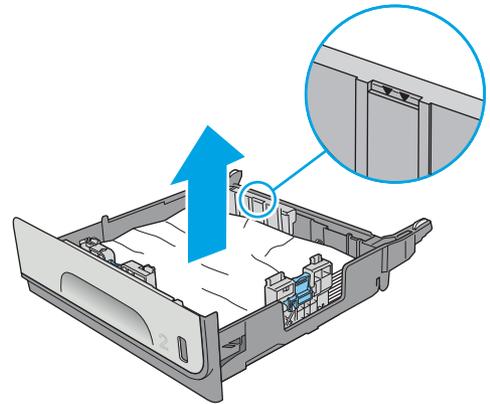
2. Pull Tray 2 completely out of the printer by pulling and lifting up slightly



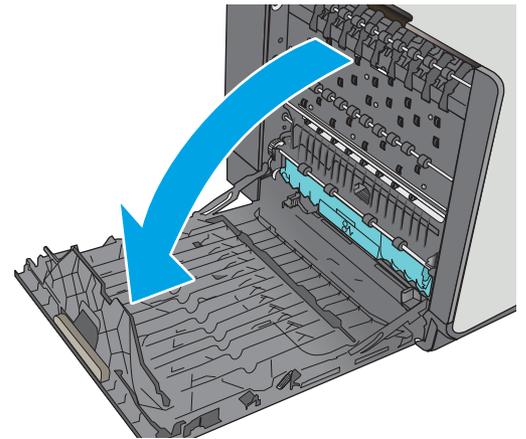
3. Remove the jammed paper from the feed rollers inside the printer. First pull the paper to the right, and then pull it forward to remove it.



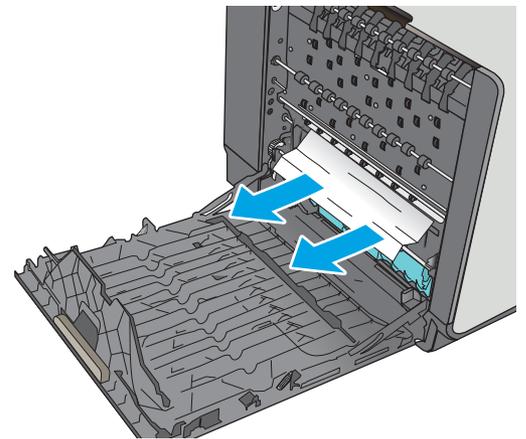
4. Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.



5. Open the left door.

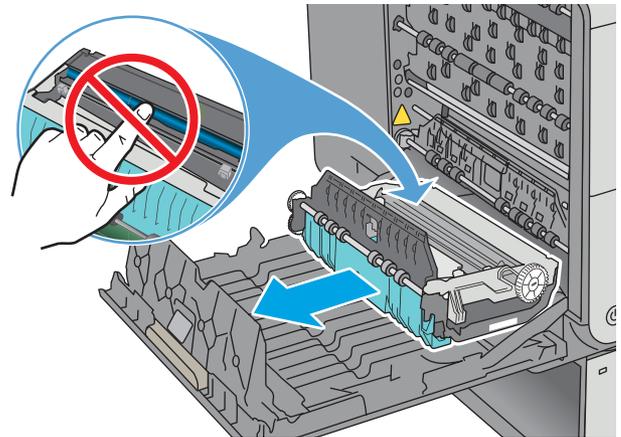


6. Gently pull out any jammed paper from the rollers and delivery area. If the paper tears, make sure to remove all remnants.

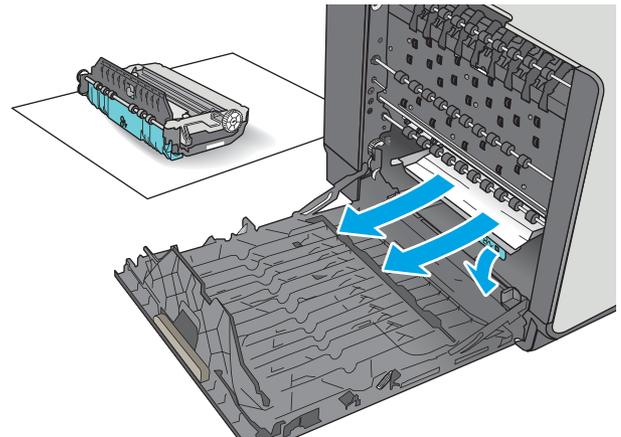


7. Remove the ink-collection unit by pulling it out with both hands. Set the unit aside, upright, on a piece of paper to prevent spills.

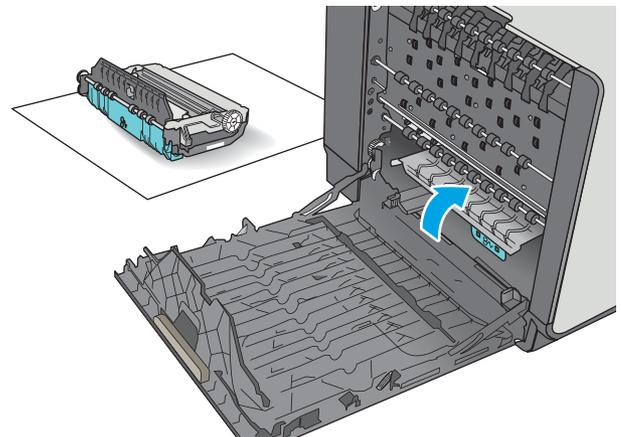
CAUTION: When removing the ink-collection unit, avoid making direct contact with the black cylinder to prevent pigment smear on skin or clothes.



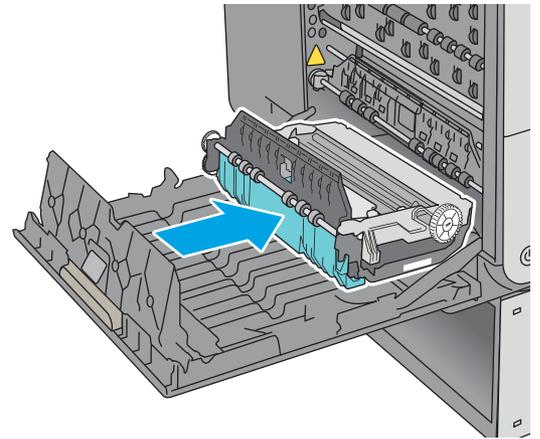
8. Lower the platen by pressing down on the green tab. This will cause the printer to try to feed the sheet through the print zone. You might need to gently pull on the sheet if it does not feed. Remove the sheet.



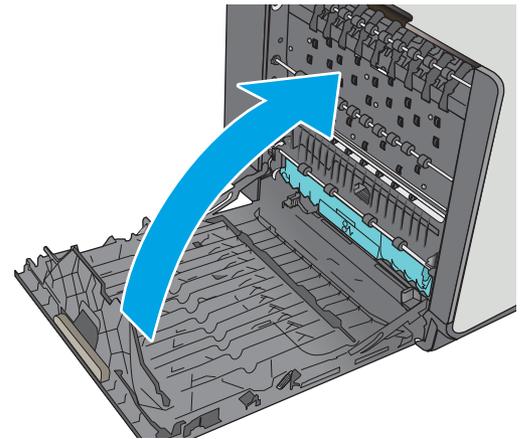
9. Lift the green tab to return the platen to the operating position.



10. Install the ink-collection unit.



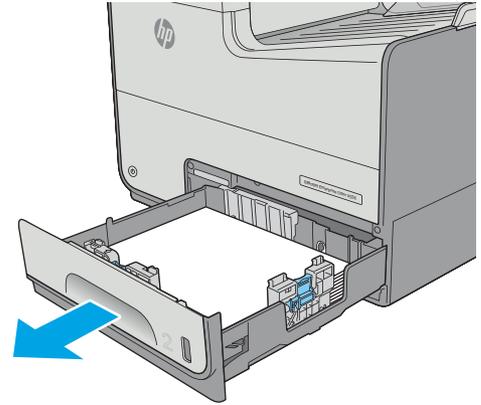
11. Close the left door.



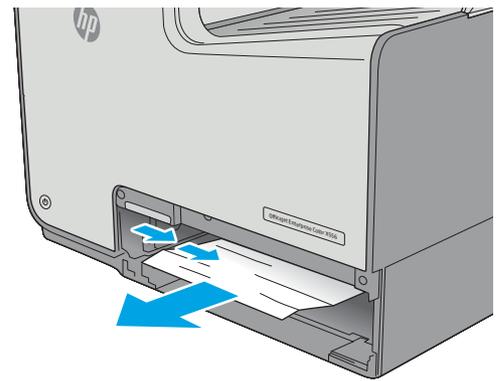
Clear jams in Tray 2

Use the following procedure to clear jams in Tray 2. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

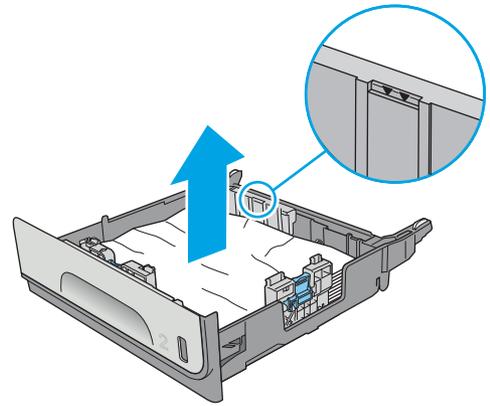
1. Pull the tray completely out of the printer by pulling and lifting up slightly



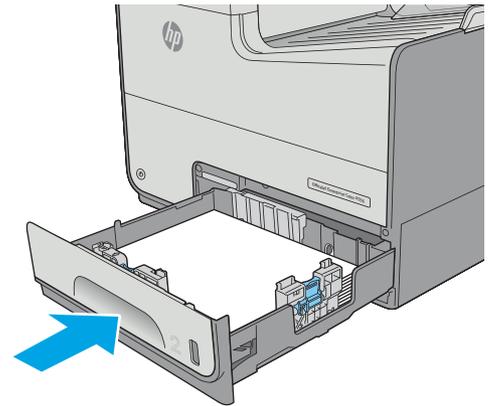
2. Remove the jammed paper from the feed rollers inside the printer. First pull the paper to the right, and then pull it forward to remove it.



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



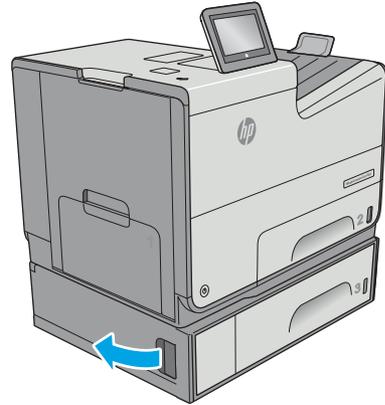
4. Reinsert and close the tray.



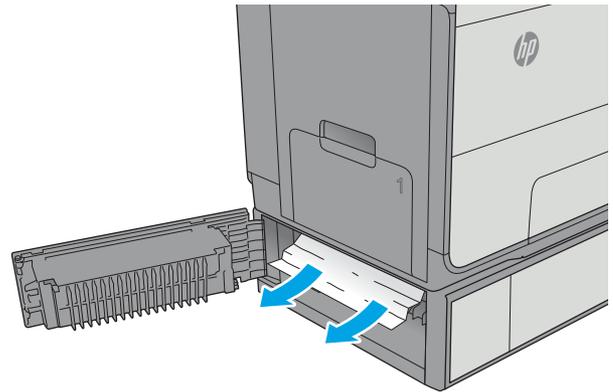
Clear jams in Tray 3

Use the following procedure to check for paper in all possible jam locations related to Tray 3. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

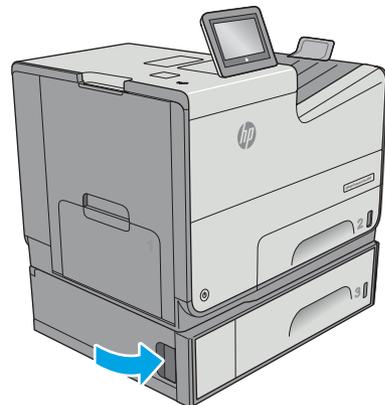
1. Open the lower-left door.



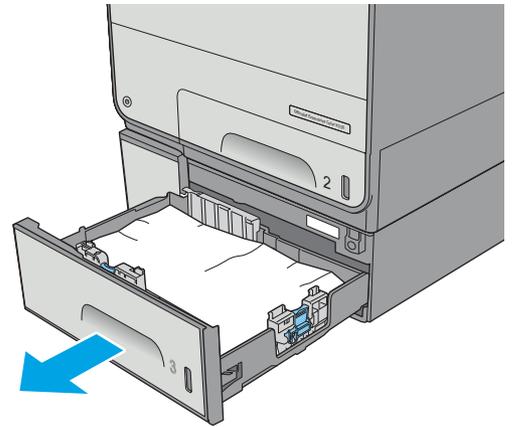
2. Gently pull out any jammed paper.



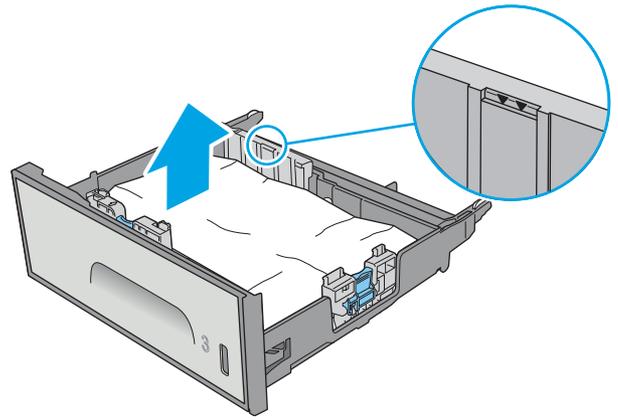
3. Close the lower-left door.



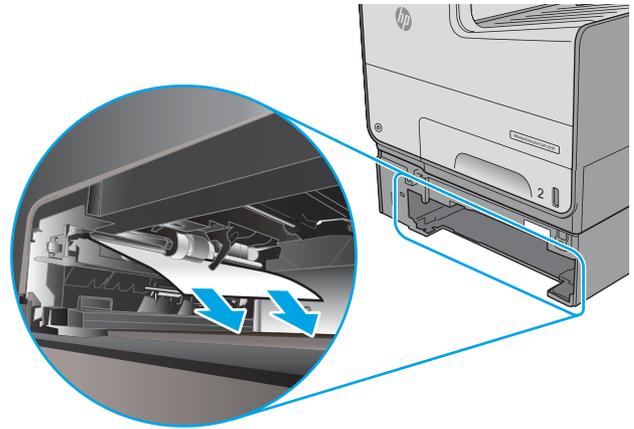
4. Pull the tray completely out of the printer by pulling and lifting it up slightly.



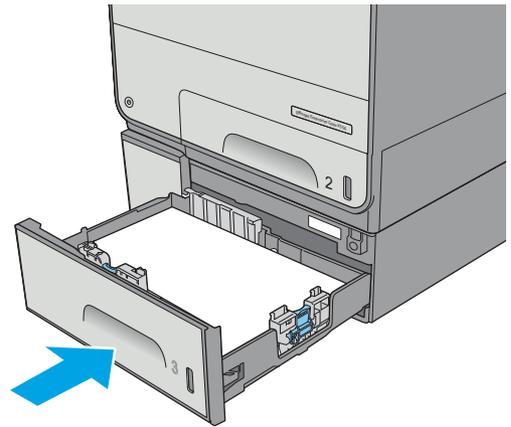
5. Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.



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



7. Reinsert and close the tray.

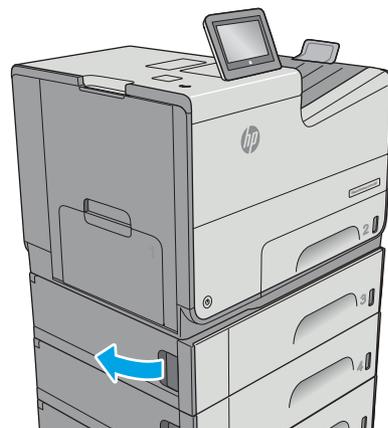


Clear jams in the 3x500-sheet feeder

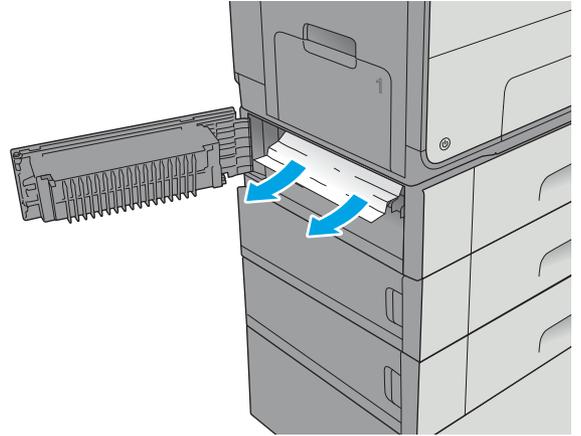
Use the following procedure to check for paper in all possible jam locations related to the 3x500-sheet feeder. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

 **NOTE:** The following procedure shows Tray 3. The method to clear jams in Trays 4 and 5 is the same.

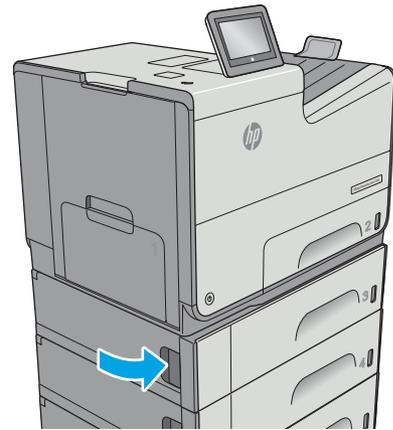
1. Open the lower-left door.



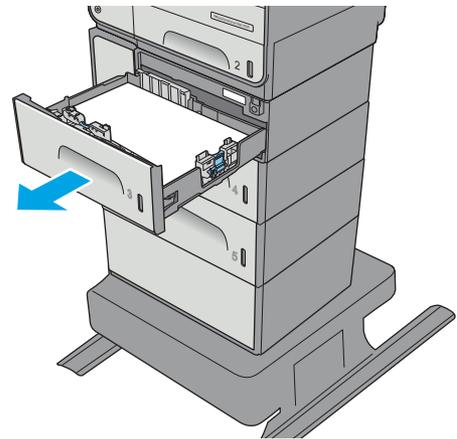
2. Gently pull out any jammed paper.



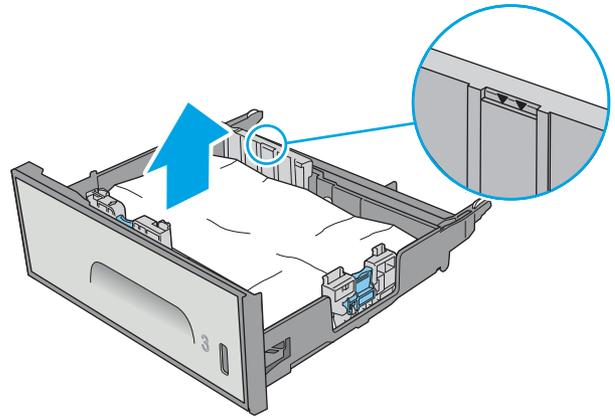
3. Close the lower-left door.



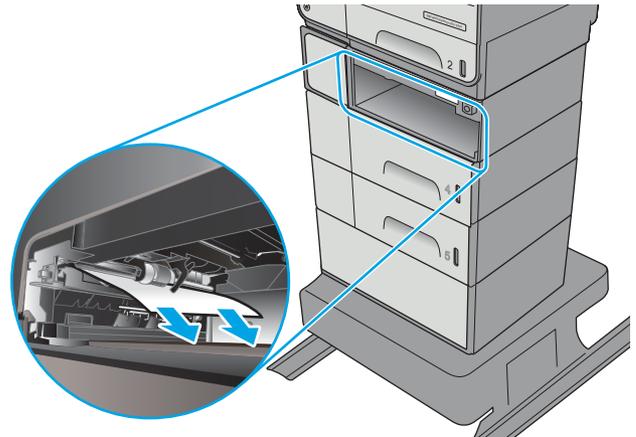
4. Pull the tray completely out of the printer by pulling and lifting it up slightly.



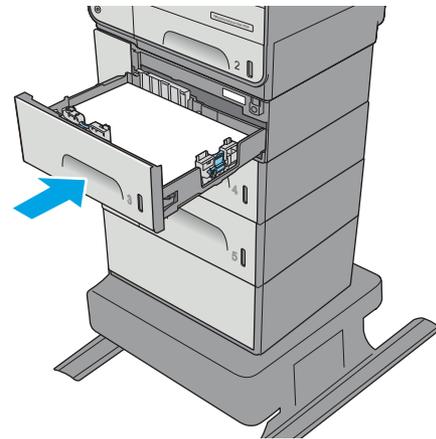
5. Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.



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



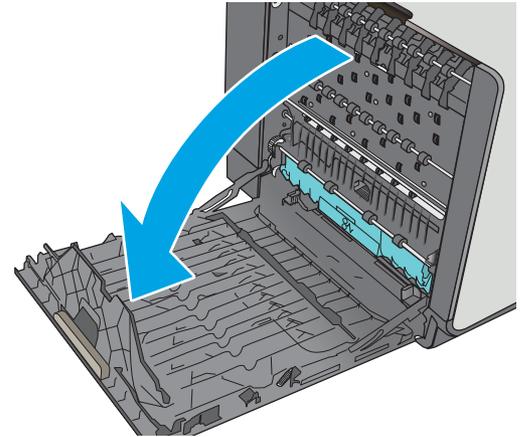
7. Reinsert and close the tray.



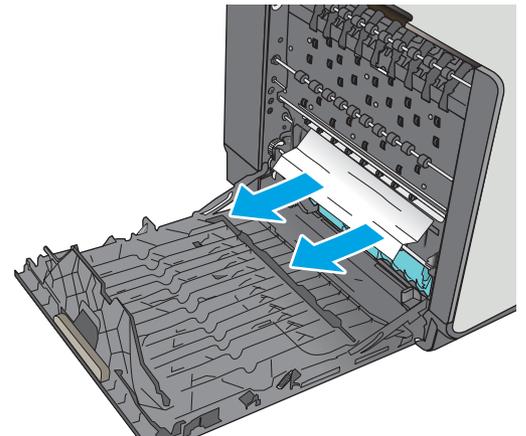
Clear jams in the ink-collection unit area

The following information describes how to clear paper jams in the ink-collection unit. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. Open the left door.

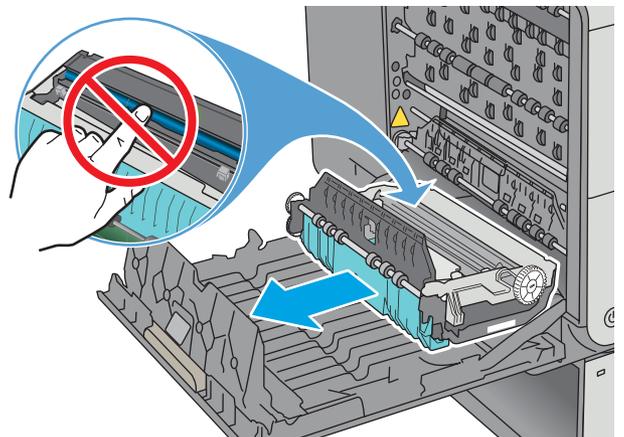


2. Gently pull out any jammed paper from the rollers and delivery area. If the paper tears, make sure to remove all remnants.

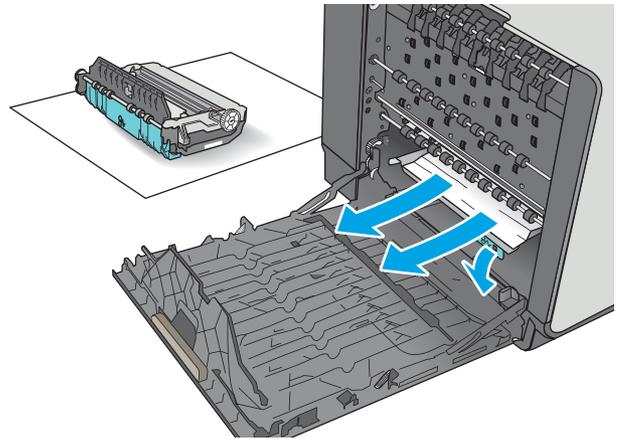


3. Remove the ink-collection unit by pulling it out with both hands. Set the unit aside, upright, on a piece of paper to prevent spills.

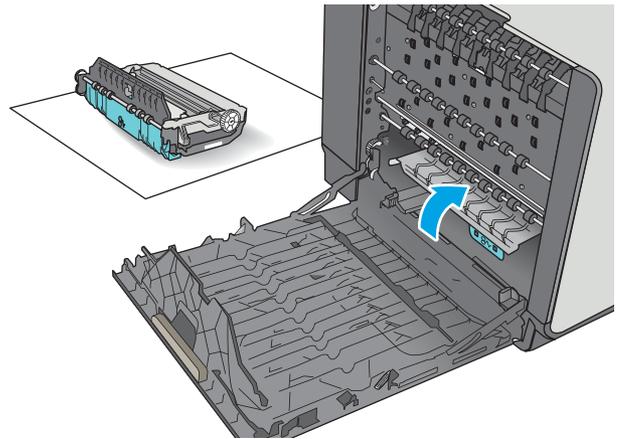
CAUTION: When pulling out the ink-collection unit, avoid making direct contact with the black cylinder to prevent pigment smear on skin or clothes.



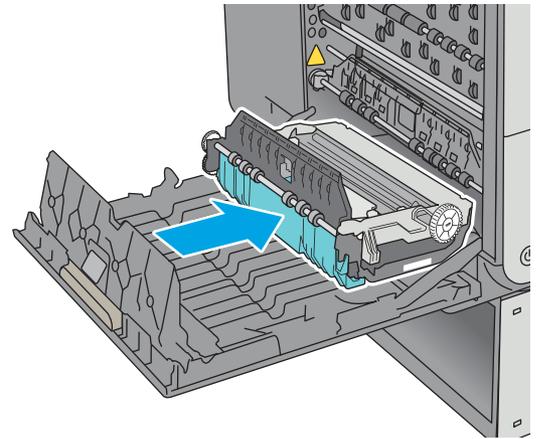
4. Lower the platen by pressing down on the green tab. This will cause the printer to try to feed the sheet through the print zone. You might need to gently pull on the sheet if it does not feed. Remove the sheet.



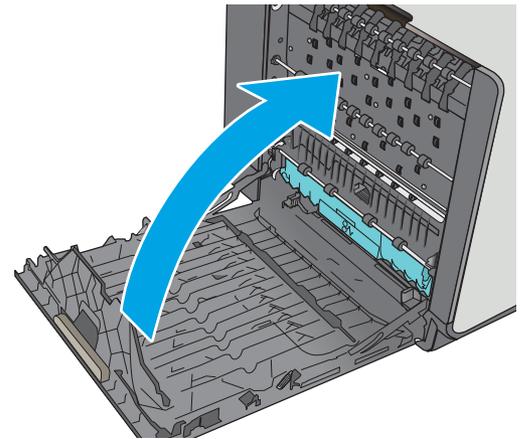
5. Lift the green tab to return the platen to the operating position.



6. Install the ink-collection unit.



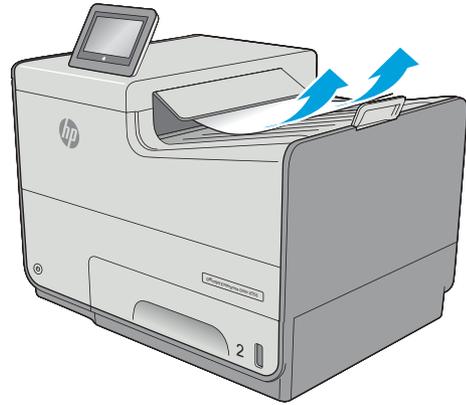
7. Close the left door.



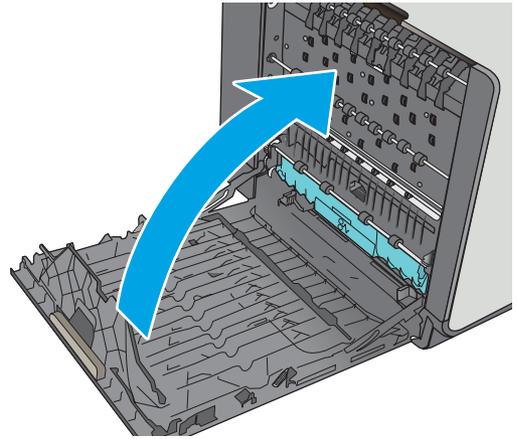
Clear jams in the output bin

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

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



2. Open and then close the left door to clear the message.



Improve print quality

Introduction

- [Print from a different software program](#)
- [Check the paper-type setting for the print job](#)
- [Check cartridge status](#)
- [Clean the printer](#)
- [Visually inspect the cartridge](#)
- [Check paper and the printing environment](#)
- [Adjust color settings \(Windows\)](#)
- [Print and interpret the print quality page](#)
- [Calibrate the printer to align the colors](#)
- [Try a different print driver](#)

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

Print from a different software program

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

Check the paper-type setting for the print job

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

Check the paper type setting (Windows)

1. From the software program, select the **Print** option.
2. Select the printer, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. From the **Paper Type** drop-down list, click the **More...** option.
5. Expand the list of **Type is:** options.
6. Expand the category of paper types that best describes your paper.
7. Select the option for the type of paper you are using, and click the **OK** button.
8. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

Check the paper type setting (OS X)

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the printer.
3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Finishing** menu.
4. Select a type from the **Media Type** drop-down list.
5. Click the **Print** button.

Check cartridge status

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

Step one: Print the supplies status page

1. From the Home screen on the printer control panel, select [Supplies](#).
2. The status of all supply items is listed on the screen.
3. To print or view a report of the status of all supply items, including the genuine HP part number for reordering the supply, select [Manage Supplies](#). Select [Supplies Status](#), and then select either [Print](#) or [View](#).

Step two: Check supplies status

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

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

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

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

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

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

Clean the printer

Print a cleaning page

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

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

1. From the Home screen on the printer control panel, select [Device Maintenance](#)
2. Open the following menus:
 - [Calibration/Cleaning](#)
 - [Cleaning Page](#)

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

Visually inspect the cartridge

1. Remove the cartridge from the product, and verify that there is no debris in the cartridge path.
2. Examine the metal connector of the cartridge.

CAUTION: Do not touch the metal connector on the edge of the cartridge. Fingerprints on the metal connector can cause print-quality problems.



3. If you see any scratches, or other damage on the metal connector, replace the cartridge.
4. If the metal connector does not appear to be damaged, push the cartridge gently back into its slot until it locks in place. Print a few pages to see if the problem has resolved.

Follow these steps to inspect each cartridge.

Check paper and the printing environment

Step one: Use paper that meets HP specifications

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

- Always use a paper type and weight that this printer supports.
- Use paper that is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges.
- Use paper that has not been previously printed on.
- Use paper that does not contain metallic material, such as glitter.
- Use paper that is designed for use in HP PageWide printers. Do not use paper that is designed only for use in laser printers.
- Use paper that is not too rough. Using smoother paper generally results in better print quality.

Step two: Check the environment

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

- Move the printer away from drafty locations, such as open windows or doors, or air-conditioning vents.
- Make sure the printer is not exposed to temperatures or humidity outside of printer specifications.
- Do not place the printer in a confined space, such as a cabinet.
- Place the printer on a sturdy, level surface.
- Remove anything that is blocking the vents on the printer. The printer requires good air flow on all sides, including the top.
- Protect the printer from airborne debris, dust, steam, grease, or other elements that can leave residue inside the printer.

Step three: Set the individual tray alignment

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

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

Adjust color settings (Windows)

When printing from a software program, follow these steps if colors on the printed page do not match colors on the computer screen, or if the colors on the printed page are not satisfactory.

Change the color theme

1. From the software program, select the **Print** option.
2. Select the printer, and then click the **Properties** or **Preferences** button.
3. Click the **Color** tab.
4. Select the **HP EasyColor** check box to clear it.
5. Select a color theme from the **Color Themes** drop-down list.
 - **Default (sRGB)**: This theme sets the printer to print RGB data in raw device mode. When using this theme, manage color in the software program or in the operating system for correct rendering.
 - **Vivid (sRGB)**: The printer increases the color saturation in the midtones. Use this theme when printing business graphics.
 - **Photo (sRGB)**: The printer interprets RGB color as if it were printed as a photograph using a digital mini lab. The printer renders deeper, more saturated colors differently than with the Default (sRGB) theme. Use this theme when printing photos.
 - **Photo (Adobe RGB 1998)**: Use this theme with printing digital photos that use the AdobeRGB color space rather than sRGB. Turn off color management in the software program when using this theme.
 - **None**: No color theme is used.
 - **Custom Profile**: Select this option to use a custom input profile to accurately control color output (for example, to emulate a specific printer). Download custom profiles from www.hp.com.
6. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

Change the color options

1. From the software program, select the **Print** option.
 2. Select the printer, and then click the **Properties** or **Preferences** button.
 3. Click the **Color** tab.
 4. Select the **HP EasyColor** check box to clear it.
 5. Click the **Automatic** or **Manual** setting.
 - **Automatic** setting: Select this setting for most color print jobs
 - **Manual** setting: Select this setting to adjust the color settings independently from other settings. Click the **Settings** button to open the manual color-adjustment window.
-
-  **NOTE:** Changing color settings manually can impact output. HP recommends that only color graphics experts change these settings.
-
6. Click the **Print in Grayscale** option to print a color document in black and shades of gray. Use this option to print color documents for photocopying or faxing. Also use this option to print draft copies.
 7. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

Print and interpret the print quality page

Use the print-quality-troubleshooting pages to help diagnose and solve color print-quality problems.

1. From the Home screen on the printer control panel, scroll to and touch the **Administration** button.
2. Open the following menus:
 - **Troubleshooting**
 - **Print Quality Pages**
 - **Print PQ Troubleshooting Pages**
3. Touch the **Print** button to print the page.

Follow the instructions on the print-quality troubleshooting procedure page.

Calibrate the printer to align the colors

Calibration is a printer function that optimizes print quality.

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

1. From the Home screen on the product control panel, scroll to and touch the **Device Maintenance** button.
2. Open the following menus:
 - **Calibration/Cleaning**
 - **Full Calibration**
3. Touch the **Start** button to start the calibration process.

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

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

Try a different print driver

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

Download any of the following drivers from the HP Web site: www.hp.com/support/pagewidecolor556.

HP PCL.6 driver	<ul style="list-style-type: none">• Provided as the default driver on the printer CD. This driver is automatically installed unless you select a different one.
HP PCL 6 driver	<ul style="list-style-type: none">• Recommended for all Windows environments
HP PCL-6 driver	<ul style="list-style-type: none">• Provides the overall best speed, print quality, and printer-feature support for most users• Developed to align with the Windows Graphic Device Interface (GDI) for the best speed in Windows environments• Might not be fully compatible with third-party and custom software programs that are based on PCL 5

HP UPD PS driver

- Recommended for printing with Adobe® software programs or with other highly graphics-intensive software programs
- Provides support for printing from postscript emulation needs, or for postscript flash font support

HP UPD PCL 5

- Recommended for general office printing in Windows environments
- Compatible with previous PCL versions and older printers
- The best choice for printing from third-party or custom software programs
- The best choice when operating with mixed environments, which require the printer to be set to PCL 5 (UNIX, Linux, mainframe)
- Designed for use in corporate Windows environments to provide a single driver for use with multiple printer models
- Preferred when printing to multiple printer models from a mobile Windows computer

HP UPD PCL 6

- Recommended for printing in all Windows environments
 - Provides the overall best speed, print quality, and printer feature support for most users
 - Developed to align with Windows Graphic Device Interface (GDI) for best speed in Windows environments
 - Might not be fully compatible with third-party and custom software programs that are based on PCL 5
-

Solve wired network problems

Introduction

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

- [Poor physical connection](#)
- [The computer is using the incorrect IP address for the printer](#)
- [The computer is unable to communicate with the printer](#)
- [The printer is using incorrect link and duplex settings for the network](#)
- [New software programs might be causing compatibility problems](#)
- [The computer or workstation might be set up incorrectly](#)
- [The printer is disabled, or other network settings are incorrect](#)



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

Poor physical connection

1. Verify that the printer is attached to the correct network port using a cable of the correct length.
2. Verify that cable connections are secure.
3. Look at the network port connection on the back of the printer, and verify that the amber activity light and the green link-status light are lit.
4. If the problem continues, try a different cable or port on the hub.

The computer is using the incorrect IP address for the printer

1. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the printer is selected. The printer IP address is listed on the printer configuration page.
2. If you installed the printer using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes**.
3. If you installed the printer using a Microsoft standard TCP/IP port, use the hostname instead of the IP address.
4. If the IP address is correct, delete the printer and then add it again.

The computer is unable to communicate with the printer

1. Test network communication by pinging the network.
 - a. Open a command-line prompt on your computer.

- For Windows, click **Start**, click **Run**, type `cmd`, and then press **Enter**.
 - For OS X, go to **Applications**, then **Utilities**, and open **Terminal**.
- b. Type `ping` followed by the IP address for your printer.
 - c. If the window displays round-trip times, the network is working.
2. If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the printer, and the computer are all configured for the same network.

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

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

New software programs might be causing compatibility problems

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

The computer or workstation might be set up incorrectly

1. Check the network drivers, print drivers, and the network redirection settings.
2. Verify that the operating system is configured correctly.

The printer is disabled, or other network settings are incorrect

1. Review the configuration page to check the status of the network protocol. Enable it if necessary.
2. Reconfigure the network settings if necessary.

Solve wireless network problems

- [Introduction](#)
- [Wireless connectivity checklist](#)
- [The printer does not print after the wireless configuration completes](#)
- [The printer does not print, and the computer has a third-party firewall installed](#)
- [The wireless connection does not work after moving the wireless router or printer](#)
- [Cannot connect more computers to the wireless printer](#)
- [The wireless printer loses communication when connected to a VPN](#)
- [The network does not appear in the wireless networks list](#)
- [The wireless network is not functioning](#)
- [Perform a wireless network diagnostic test](#)
- [Reduce interference on a wireless network](#)

Introduction

Use the troubleshooting information to help resolve issues.



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

Wireless connectivity checklist

- Verify that the network cable is not connected.
- Verify that the printer and the wireless router are turned on and have power. Also make sure that the wireless radio in the printer is turned on.
- Verify that the service set identifier (SSID) is correct. Print a configuration page to determine the SSID. If you are not sure the SSID is correct, run the wireless setup again.
- With secured networks, verify that the security information is correct. If the security information is incorrect, run the wireless setup again.
- If the wireless network is working correctly, try accessing other computers on the wireless network. If the network has Internet access, try connecting to the Internet over a wireless connection.
- Verify that the encryption method (AES or TKIP) is the same for the printer as it is for the wireless access point (on networks using WPA security).
- Verify that the printer is within the range of the wireless network. For most networks, the printer must be within 30 m (100 ft) of the wireless access point (wireless router).
- Verify that obstacles do not block the wireless signal. Remove any large metal objects between the access point and the printer. Make sure poles, walls, or support columns containing metal or concrete do not separate the printer and wireless access point.

- Verify that the printer is located away from electronic devices that might interfere with the wireless signal. Many devices can interfere with the wireless signal including motors, cordless phones, security system cameras, other wireless networks, and some Bluetooth devices.
- Verify that the print driver is installed on the computer.
- Verify that you have selected the correct printer port.
- Verify that the computer and printer connect to the same wireless network.
- For OS X, verify that the wireless router supports Bonjour.

The printer does not print after the wireless configuration completes

1. Make sure that the printer is turned on and in the ready state.
2. Turn off any third-party firewalls on your computer.
3. Make sure that the wireless network is working correctly.
4. Make sure that your computer is working correctly. If necessary, restart the computer.
5. Verify that you can open the printer HP Embedded Web Server from a computer on the network.

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

1. Update the firewall with the most recent update available from the manufacturer.
2. If programs request firewall access when you install the printer or try to print, make sure you allow the programs to run.
3. Temporarily turn off the firewall, and then install the wireless printer on the computer. Enable the firewall when you have completed the wireless installation.

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

1. Make sure that the router or printer connects to the same network that your computer connects to.
2. Print a configuration page.
3. Compare the service set identifier (SSID) on the configuration page to the SSID in the printer configuration for the computer.
4. If the numbers are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for the printer.

Cannot connect more computers to the wireless printer

1. Make sure that the other computers are within the wireless range and that no obstacles block the signal. For most networks, the wireless range is within 30 m (100 ft) of the wireless access point.
2. Make sure that the printer is turned on and in the ready state.
3. Make sure there are not more than 5 concurrent Wireless Print Direct users.
4. Turn off any third-party firewalls on your computer.

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

The wireless printer loses communication when connected to a VPN

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

The network does not appear in the wireless networks list

- Make sure the wireless router is turned on and has power.
- The network might be hidden. However, you can still connect to a hidden network.

The wireless network is not functioning

1. Make sure that the network cable is not connected.
2. To verify if the network has lost communication, try connecting other devices to the network.
3. Test network communication by pinging the network.
 - a. Open a command-line prompt on your computer.
 - For Windows, click **Start**, click **Run**, type `cmd`, and then press **Enter**.
 - For OS X, go to **Applications**, then **Utilities**, and open **Terminal**.
 - b. Type `ping` followed by the router IP address.
 - c. If the window displays round-trip times, the network is working.
4. Make sure that the router or printer connects to the same network that the computer connects to.
 - a. Print a configuration page.
 - b. Compare the service set identifier (SSID) on the configuration report to the SSID in the printer configuration for the computer.
 - c. If the numbers are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for the printer.

Perform a wireless network diagnostic test

From the printer control panel, you can run a diagnostic test that provides information about the wireless network settings.

1. From the Home screen on the printer control panel, scroll to and touch the **Administration** button.
2. Open the following menus:
 - **Troubleshooting**
 - **Diagnostic Tests**
3. Select **Run Wireless Test** to start the test. The printer prints a test page that shows test results.

Reduce interference on a wireless network

The following tips can reduce interference in a wireless network:

- Keep the wireless devices away from large metal objects, such as filing cabinets, and other electromagnetic devices, such as microwaves and cordless telephones. These objects can disrupt radio signals.
- Keep the wireless devices away from large masonry structures and other building structures. These objects can absorb radio waves and lower signal strength.
- Position the wireless router in a central location in line of sight with the wireless printers on the network.

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