



HP PageWide Managed Color E75160,  
P75250, HP PageWide Managed Color MFP  
E77650–E77660, P77440, P77940–P77960

On-Site Installation Guide

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# 1 About this printer

- [Purpose of this guide](#)
- [Staging and on-site installation options](#)
- [WISE for Channel Services Delivery Partners](#)
- [PageWide A3 Printer Deployment Quick Reference](#)

## Purpose of this guide

Use this guide to complete installation of HP printers and ensure the printer is prepared to support the customer's needs..

HP requires the site installation technician checklists to ensure the installation is successful and/or any issues are escalated to the proper support level..

For the purpose of this guide, the following terms are explained:.


- Staging: All work performed to prepare the printer for deployment to the customer site. This includes: basic unpacking, inspection, FW upgrade, network configuration, and repacking for delivery to customer site.
- On-site installation: All work performed at the customer final site to set up and verify the printer is working properly and ready for customer use. This includes: unpacking, inspection, assembly, FW upgrades, paper loading, initialization, and network configuration.



## Staging and on-site installation options

Review the Staging and on-site installation options.

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 **NOTE:** Staging personnel and HP field technician must complete the required product training and use the appropriate installation guide available when installing the product.


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- Staging option The printer is removed from the packaging and powered on to setup the configuration settings. Do not remove any tape or other packaging restraints from the unit, if using this option. The next power cycle will show the “SETUP MENU” again and in preparation for the full setup option.
- it is highly recommended final deployment to the end user location be within 7 days of staging activity. .If not possible, all printer set-up activities should be performed at the final customer location.


If the printer will be deployed directly to the final customer location, please go directly to on-site installation and follow the instructions.

- On-site installation is performed at final customer location: the 26-minute startup initialization routine (that uses supplies and paper), and any security and network settings specific to the end user’s environment are performed. All tape and other packaging restraints must be removed to complete this process.

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 **NOTE:** Whenever possible, HP recommends that the staging option be used and the initialization performed only at the final location where the printer will be used.

The setup process must be completed specific to the end user’s environment and the printer.

 **IMPORTANT:** For the staging option, make sure to save all packaging material, packaging restraints, and tape to repackage the printer carefully before sending it to the customer site.

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# WISE for Channel Services Delivery Partners

As of October 2018, HP's internal technical support portal, called WISE, is now available to service-authorized channel partners through an integration with the [HP Partner First Portal](#)

WISE for Channel enables channel partners to access HP technical support documentation, service manuals, user guides, videos, and general support information in a mobile-friendly environment. Users can also access product-specific drivers and firmware through the WISE Product Detail Pages (product home pages).



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**NOTE:** Channel-partner access to technical information via GCSN will continue to be available, in parallel to WISE

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- To access WISE for Channel, partners start at the HP Partner First Portal. The Partner First Portal authenticates channel partners and transmits key channel partner authorization data to WISE. .
- To access WISE from the Partner First Portal, select **Services & Support > Services Delivery > Technical Support > Technical Documentation**.
- For one-click access to WISE from the Partner First Portal (PFP), create a Dashboard link using the following steps:
  1. On the HP Partner First Portal Home page, scroll down to and click **Customize** your dashboard.



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**NOTE:** Remove any packaging tape, and then make sure to save all packaging material to repackage the printer before sending it to the customer site.

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2. In the search field, type `WISE`.
3. When the search results display, click the **Add button next to the WISE Technical Documentation item in the list**.
4. Click the "x" in the top right corner of the Dashboard tools dialog to close it.
5. Find the WISE item on your Dashboard, and then click **Go to open WISE**.

Addition resources:

- [WISE Knowledge Tool for Channel Training](#) (course ID c01080529)

This 15-minute training offers an overview of WISE features and usage. The training incorporates screen shots, tips and tricks, and audio voice-over to guide you through the tutorial.

- [How to search WISE for printer documentation](#) (document ID: c05791539).

# PageWide A3 Printer Deployment Quick Reference

Use this document to review the recommendations for setting up and deploying an HP PageWide A3 printer.

- [Initialization of the Printer](#)
- [Transporting or Moving the printer](#)
- [Storing the printer after initialization](#)

## Initialization of the Printer

The A3 printer, supplies, and accessories must be at the recommended temperature before installation to prevent errors or possible damage to the product that might occur during transportation or storage.

- **Acclimate the printer before initialization**
  - Make sure that the printer, supplies and accessories are at the room temperature : Below 59 degrees Fahrenheit or 15 degrees Celsius ( below 59°F or 15°C).


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 **NOTE:** Attempting to initialize a printer, supplies, or accessories that are too cold will result in temporary poor performance or print quality issues.

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- If the printer, supplies, accessories or any combination of these are below the HP recommended temperature, move the cold items to a warmer temperature.
  1. After removing the printer from the box, open all printer doors and open all cardboard boxes (includes all stored supplies and accessories in cardboard boxes).

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 **NOTE:** Remove any packaging tape, and then make sure to save all packaging material to repackage the printer before sending it to the customer site.

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2. Leave the printer open and allow all cold items to warm up to 24 hours.

- **Printer initialization checklist**
  - For best results, initialize the printer at the printer's final location.
  - Use only supplies provided with the printer to initialize the specific printer.
  - Make sure that all tape and restraints are removed from the printer, supplies, or accessories when initialization.

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 **NOTE:** If relocating the printer after initializing, save all orange shipping restraints, blue tape (wherever possible) and cardboard in the input trays.



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- Ensure to never interrupt the initialization process as during this process the printer will purge shipping fluid, fill up the IDS with ink, calibrate and print some calibration pages.

## Transporting or Moving the printer

Depending on the customer location, review the precautions when moving or transporting the printer.

- **Printer delivery within the same office/building location**

- To turn off the printer, do not unplug the power cord; press the Power button to turn off the printer.
  - Do not remove the cartridges from the printer.
  - Keep the printer upright at all times to avoid tilting or tipping the printer.
  - **Printer delivery to a different office/building location**
    - To turn off the printer, do not unplug the power cord; press the Power button to turn off the printer.
    - Ensure that the printhead wiper is fully inserted and securely locked into place.
    - If the supplies were removed, make sure to install the cartridge shipping cap in the correct orientation.
    - For printers with Stapler functionality, install the stapler carriage restraint or locking screw as appropriate.
    - Use tape to restrain paper trays, ADF lid, and supply doors from opening during transportation.
    - Make sure that the installed printer is on optional input stands whenever possible.
    - Ensure to restrain the printer in an upright position when moving the printer in a vehicle.
- 
-  **NOTE:** Make sure not to tilt the printer down on any side and always keep the printer in an upright position.
- 
- When the printer is moved to a new location, remove all tape and restraints, re-insert supplies and perform print tests to ensure printing is successful and the print output is acceptable.
- 
-  **NOTE:** After relocation, printhead cleaning might be required.
- 

## Storing the printer after initialization

To enable the printer to maintain good results and to avoid print quality issues, review the following checklist:

- Ensure to follow the steps in the **Printer delivery to a different office/building location** section.
- To avoid cold storage situations, ensure that the printer is not below 59 degrees Fahrenheit or 15 degrees Celsius.
- For printer storage and to avoid print quality problems or other issues, ensure to leave the printer plugged in, install HP genuine ink supplies, power on the printer and set it to Sleep Mode.
- After installing the printer, make sure not to turn off the printer for longer than three months.

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## 2 Worksheets

- [Network/printer driver setup](#)
- [Email/Send To configuration](#)
- [HP A3 PageWide Staging Checklist](#)
- [HP A3 PageWide Installation Checklist](#)
- [HP A3 Deployment Training Checklist Instructions](#)
- [HP A3 Deployment Training Checklist](#)

# Network/printer driver setup



**NOTE:** Optional: Complete only if the hardware technician is responsible for configuring the network printer/driver setup.

**Table 2-1** Network/printer driver worksheet

	Remarks/Data
What network topology is in use?	
What operating system will be used on the server?	
What operating system will be used on the clients?	
Is DHCP/BOOTP in use? If no, what TCP/IP address will be used for the MFP?	
What version of TCP/IP is used in the deployment? If no, what subnet mask address will be used for the printer? If no, what default gateway address will be used for the printer? If no, does a host name need to be configured (+name)? (optional)	

# Email/Send To configuration

 **NOTE:** Optional: Complete only if the hardware technician is responsible for configuring the Email/Send To features.

**Table 2-2** Email/Send To configuration worksheet

	Remarks/Data
Is Active Directory, Novell, NTLM or something else in use? (optional)	
Is DNS in use? (optional)	
If yes, what is the domain name? (optional)	
What type of SMTP server is in use? (MS Exchange, Lotus Notes, etc.) (optional)	
Or, if an ISP mail server is being used, what is the IP or host name to the server? (optional)	
On what OS is the SMTP server installed? (optional)	
Is LDAP installed on the same server as the SMTP server? (optional)	
If not, what is the OS of the LDAP server? (optional)	
What is the TCP/IP address of the SMTP server or host name?	
What is the TCP/IP address of the LDAP server?	
What is the port number that LDAP uses?	
What is the search root of the LDAP server?	
Is Send to Folder supported / required?	
If yes, what OS are the shared folders on?	
What type of fax is required to be supported?	
Analog, LAN, Internet?	
If LAN fax is required, is there a LAN fax server available?	
If Internet fax is required, is there a subscription to an Internet fax service?	

# HP A3 PageWide Staging Checklist

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## CARRIER Partner INFORMATION

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Company name

---

HP A3 Device Assembler/Phone Number

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Main Unit staging model #, Serial

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#	Device	X
1	Note all visible damage on shipper's documentation prior signing and take photos of damage and Immediately send all documentation to staging partner and HP Command Center.	
2	For staging, remove enough tape and foam padding to access the control panel, ADF, paper tray, and print head wiper.	
3	Remove cardboard inside tray(s), foam padding and tape from ADF, and any shipping screws.	
4	Remove during staging, but do not throw away the following: print head wiper restraints, stapler shipping lock (if applicable), cap protecting the supply delivery system, piece of white foam protecting the ADF, and the cardboard insert for the paper tray. These pieces need to be saved for repackaging and final shipment.	
5	Confirm the stabilization bars are accounted for (if applicable – do not throw away).	
6	Confirm LPDC (can be confirmed on the front panel of the device).	
7	Adjust all paper trays to 8.5 to 11 unless otherwise directed by the customer	
8	Firmware upgrade (Using control panel reports menu — Configuration page, confirm upgrade DateCode)  Enter firmware date code here:	
9	<b>IMPORTANT:</b> Do not install ink cartridges during staging. Perform staging activities listed in the Staging chapter of this guide. Ink cartridges should only be installed at the final customer location.	
10	Report and document any error codes to staging partner (Even if they were corrected)	
11	Using the control panel reports menu, confirm staging model number near top of the Configuration Page.	
12	Ensure stabilizer feet on bottom of unit are retracted before moving the printer.	
13	Remove finisher brackets, plastic wrap / corner board HP A3 device and pad / blanket for transit / place lock screw for external finisher with brackets	
14	<b>IMPORTANT:</b> Does the Order Form, Config Page and staging model Badge information all match?	
15	Send digital image of configuration pages and this checklist to staging partner at <a href="mailto:service@stagingpartnerdelivery.com">service@staging partnerdelivery.com</a>  Staging technician or team needs to scan the checklist and send to staging partner at <a href="mailto:server@stagingpartnerdelivery.com">server@staging partnerdelivery.com</a> Otherwise send information HP Command Center at <a href="mailto:MPS_A3@HP.COM">MPS_A3@HP.COM</a>	

---

Copier Builder's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

HP Technical Support: 888-472-2737 PIN# 94408 (staging partner use only)

---

## ✓ Driver Responsibility (Please Complete And Sign)

---

Unit in place

---



---

✓ **Driver Responsibility (Please Complete And Sign)**

---

Unit unwrapped

---

Reinstall any removed brackets/finisher lock screw

---

Unit powered up

---

Configuration pages printed

---

---

**If any "Driver Responsibility" item is NOT checked**

---

Name of person requesting

---

Telephone number

---

staging partner name, person contacted

---

HP representative

---

---

**Driver name**

---

**Date**

---

# HP A3 PageWide Installation Checklist

Customer
Site address
Building/Floor/Map ID
Installation Date
MFP staging model / MFP Serial Number(s)



**NOTE:** This information must be provided to the CE prior to arriving at the customer site.

**Table 2-3 Digital Sending Configuration Prerequisites (provided by TM/CM/PM in Deployment Package)**

#	Device	Responsibility	X
1	Location has an active network port	TM/CM/PM	
2	Confirm JDI port confide duplex staging partner is set to FULL	TM/CM/PM	
3	administrative access to the printer	TM/CM/PM	
#	Network setting	Responsibility	X
1	Device IP Address	TM/CM/PM	
2	Device MAC Address (obtained by HP Engineer)	TM/CM/PM	
3	DNS server IP address (primary / secondary)	TM/CM/PM	
4	DNS suffix (e.g., companyname.com)	TM/CM/PM	
5	Domain (e.g. Americas.cpqcorp.net)	TM/CM/PM	
6	Hostname (if applicable)	TM/CM/PM	
#	Scan to E-mail settings	Responsibility	X
1	SMTP server and server port # (e.g., smtp.mycompany.com, port 25 is default)	TM/CM/PM	
2	Confirm with the customer IT admin if SMTP server authentication is required. Most cases it does not.	TM/CM/PM	
3	Confirm with the customer IT admin if the SMTP server needs to identify the device as a relay agent. Most cases it does not.	TM/CM/PM	
4	Authentication is required for Scan to email & NW folder	Customer IT	
#	Scan to network folder settings	Responsibility	X
1	Destination Name (as seen on the MFP)	TM/CM/PM	
2	Send to folder UNC (\\server\share)	TM/CM/PM	
3	admin credentials for share/folder	TM/CM/PM	
4	Authentication is required for Scan to email & NW folder	Customer IT	

**Table 2-4 Check in/Check out and all questions and/or issues immediately contact HP Command Center**

#	Check in	Responsibility	X
1	Contact customer at least 24 hours prior to arrival (Notify HP Command Center for any contact issues)	HP Field Tech	
2	Check in with HP Command Center upon arrival	HP Field Tech	
#	Hardware Process description	Responsibility	X
1	Confirm the stabilization bars are installed and/or accounted for (if applicable)	Staging partner	
2	Do not throw away orange print head wiper restraints, cap protecting the supply delivery system, or stapler shipping lock (if applicable). Give these to the customer to save. If the device is relocated in the future these pieces will be needed to move the device.	Staging partner	
3	Unpack all device components at final installation location	Staging Partner	
4	Verify hardware inventory	Staging Partner	
5	Packaging removed/recycled	Staging Partner	
6	Assemble the device including accessories	Staging Partner	
7	Prior to removing existing device, print the configuration pages to obtain settings. Leave with the new device for use in the installation process.	Staging Partner	
8	Attach device to power	Staging Partner	
9	Locate Staging Partner Checklist and confirm completed. Indicate if not present.	HP Field Tech	
10	Review staging partner staging checklist to ensure FW and assembly is complete and accurate. <ul style="list-style-type: none"> <li>• Inspect device for any damage</li> <li>• Confirm/remove any existing packaging material or tape.</li> <li>• Install ink and allow calibration to complete.</li> <li>• Print configuration page and confirm firmware and LPDC are set per customer requirements.</li> <li>• Confirm/Set all trays to 8.5x11 unless otherwise directed by customer</li> </ul>	HP Field Tech	
11	Load media in all available trays and check all input paths and install paper size labels on each tray.	HP Field Tech	
12	Clean the scanner glass	HP Field Tech	
13	Ensure printer boots to home menu with no errors	HP Field Tech	
14	Verify print and copy quality per Onsite Install Guide	HP Field Tech	
15	Install software and reader solutions (if applicable)	HP Field Tech / Customer IT	
16	Set Power Save Options per customer requirements (if applicable)	HP Field Tech	
#	Network Process description	Responsibility	X
1	Attach device to network	HP Field Tech	

**Table 2-4 Check in/Check out and all questions and/or issues immediately contact HP Command Center (continued)**

#	Check in	Responsibility	X
2	Configure Printer/MFP per settings provided by HP deployment manager <ul style="list-style-type: none"> <li>Establish IP Address</li> <li>Establish Network Connection</li> <li>Complete LDAP settings if provided (if applicable)</li> </ul>	HP Field Tech	
3	Confirm Customer has current version of HP Universal Print Driver (UPD) installed. (if applicable)	HP Field Tech/Customer IT	
4	Create Print Queue / UPD	Customer IT	
5	Print a test page via the network	HP Field Tech/Customer IT	
6	Configure scan-to-email only with customer assistance. (1 to 5 Email Addresses Only)  Go to Wise reference this document for assistance. c05523998	HP Field Tech/Customer IT	
7	Configure scan-to-folder, only with customer assistance. (1 Folder Only)	HP Field Tech/Customer IT	
8	Configure scan-to-fax (if applicable)	HP Field Tech/Customer IT	
9	MFPs only: <ul style="list-style-type: none"> <li>Test Scan to E-mail</li> </ul> If applicable: <ul style="list-style-type: none"> <li>Test send / receive Fax</li> <li>Test Image Send and Document Filing functions.</li> <li>Test DDS (Scan-to-Folder/Workflow) scan to OCR.</li> </ul>	HP Field Tech	
10	Print test pages using all input and output devices. <ul style="list-style-type: none"> <li>Manual feed (tray 1)</li> <li>All paper trays including high capacity.</li> <li>All scanner/ADF paths</li> </ul>	HP Field Tech	
11	Print final configuration page	HP Field Tech	
#	Account Specific Requirements	Responsibility	X
1	List any specific account settings that the engineer needs to be aware of	HP Field Tech	
2	Address book transfer (if applicable)	Customer IT / HP Field Tech	
3	Label the device using supplied labels. (if applicable)	HP Field Tech	
#	Training / Documentation description	Responsibility	X
1	Basic training: (see walk around training checklist) <ul style="list-style-type: none"> <li>Complete all training steps</li> <li>Obtain customer signature upon completion</li> </ul>	HP Field Tech	
#	Check out	Responsibility	X

**Table 2-4** Check in/Check out and all questions and/or issues immediately contact HP Command Center (continued)

#	Check in	Responsibility	X
1	Check out with HP Command Center	HP Field Tech	
2	Provide/send completed checklists, final configuration sheet and packing list / Bill of lading to mps_a3@hp.com	HP Field Tech	

**Notes**

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**Customer acceptance**

Print name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

HP Field Tech

Print name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# HP A3 Deployment Training Checklist Instructions

1. This checklist is to be utilized by HP field/deployment technicians.
2. Each checklist is to be used for a maximum of ten HP A3 devices all in same building and/or same floor.
3. “Responsibility” refers to agent who provides information to complete step on checklist.
  - a. TM = Transition Manager (dMPS) / Onboarding Specialist (pMPS)
  - b. CM = Account Delivery Manager
  - c. PM = Project Manager
  - d. Customer IT = Customer identified Information Technology contact.
  - e. HP Field Technician = Field/deployment technician performing installation.
  - f. When multiple choices are listed, any of the resources can provide the information or working together to complete the step.
4. Take the time to show each step to all available end users and demonstrate process.
5. Answer questions as they arise.
6. Allow end users to perform demonstrated steps.
7. Checklist Header
  - a. Customer: End customer company name.
  - b. Site Address: Physical address of customer installation location.
  - c. Building/Floor/Map ID: Identify building of devices, which floor and Map ID's being replaced.
  - d. Installation Date: Date installations cover on this checklist are physically installed.
  - e. MFP staging model/MFP Serial Number(s): In each block put the staging model description and the serial number of the HP A3 device.
8. Customer Training
  - a. Notify and assemble end users for training on the installed HP A3 device.
  - b. Demonstrate that the user manual can be obtained at [www.hp.com](http://www.hp.com), going to Support, the Products, entering the staging model name from the HP A3 device badge.
9. Feature Identification
  - a. Show each location as indicated on checklist.
  - b. Take time and make sure everyone watching can observe.
10. Control Panel Overview
  - a. Show each checklist item.
  - b. Repeat until all watching are able to see items.
  - c. Super User tasks – Show only identified site super users

- i. Availability may be limited due to network restrictions
- ii. Access Embedded Web Server (EWS) via IP address in browser
- iii. Locate printer IP address
- iv. Supply Status pages
- v. Power Save settings
- vi. Adjust paper size in paper trays.
- vii. Configure paper/media types for trays.
- viii. Customize Control Panel
  - 1. Change Wallpaper
  - 2. Change Language
  - 3. Remove/Hide button from home screen
  - 4. Move buttons
  - 5. Rename an added button
  - 6. Print and interpret a Configuration Page
  - 7. Disable/Enable external USB device features

**11.** Key Operator Tasks

- a. Walk through each demonstration on the checklist.
- b. Repeat until everyone watching comprehends.
- c. Allow users to participate.
- d. Explain Toner Shake requirements, see embedded document for explanation.

**12.** Account Specific Requirements

- a. Identify customer specific actions and demonstrate accordingly.
- b. Card reader use is a frequent example.

**13.** Customer Leave Behind

- a. Provide link to videos at HP user training website.
- b. Print poster.pdf using 11x17 and leave with HP A3 device.

**14.** Add any additional information, including errors in the Notes heading.

**15.** HP technician to print name clearly and sign/date before sending into HP Command Center.

**16.** Customer to fill out the boxed area.

- a. Initials on delivery meeting their expectations.
- b. Customer fills out any comments or suggestions.

- c. Customer prints their name and signs indicating final acceptance.
- d. This checklist must have the customer sign off to be considered complete.
- e. Checklist must be sent to HP Command Center prior to departing customer location.



# HP A3 Deployment Training Checklist

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Customer

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Site address

---

Building/Floor/Map ID

---

Installation Date

---

MFP staging model / MFP Serial Number(s)

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#	Customer training	Responsibility	X
1	Assemble end users for training.	HP Field Tech	
2	Identify user manual available at <a href="http://www.hp.com">www.hp.com</a> with staging model number	HP Field Tech	
#	Feature identification	Responsibility	X
1	Show location of the power button, serial number and basic device workaround/safety	HP Field Tech	
2	Explain the sleep button function	HP Field Tech	
3	Show the automatic document feeder	HP Field Tech	
4	Show the glass cleaner tool under ADF	HP Field Tech	
5	Review all the output bins	HP Field Tech	
6	Review paper trays 1-n	HP Field Tech	
7	Show Hi-capacity paper input (if available)	HP Field Tech	
8	Show optional finishing accessory/accessories	HP Field Tech	
#	Control panel overview	Responsibility	X
1	Review the Home Screen Layout	HP Field Tech	
2	Show the location of the home button	HP Field Tech	
3	Review how to navigate to and from the home screen	HP Field Tech	
4	Demonstrate how to wake device from sleep staging partner	HP Field Tech	
5	Point out operation guide – (Help menu accessed from the “?” icon)	HP Field Tech	
6	Explain print quality settings and identify what are super user functions.	HP Field Tech	
#	Key operator tasks	Responsibility	X
1	How to power the printer on and off	HP Field Tech	
2	How to load paper and adjust paper guides <ul style="list-style-type: none"> <li>• How to load paper to Tray 1, Tray 2 and Tray 3</li> <li>• How to load paper to the HCI</li> <li>• Using optional tray for different media (tray 1)</li> </ul>	HP Field Tech	

#	Customer training	Responsibility	X
3	Review the Finishing Options for the staging model and Configuration <ul style="list-style-type: none"> <li>How to select hole punch options (if applicable)</li> <li>How to select booklet maker job (if applicable)</li> <li>How to select stapling options</li> </ul>	HP Field Tech	
4	How to clear paper jams <ul style="list-style-type: none"> <li>Access doors for clearing jams and typical paper jam locations</li> <li>What is a 13.A1 tray paper jam and how to clear the jam</li> <li>How to clear paper jams in the Bottom HCI (if applicable)</li> <li>How to clear paper jams in the booklet maker (if applicable)</li> <li>How to clear paper jams in the high-volume finisher (if applicable)</li> </ul>	HP Field Tech	
5	Review customer replaceable parts and train how to replace <ul style="list-style-type: none"> <li>How to replace the toner/ink cartridge(s)</li> <li>Demonstrate proper shake technique for toner installation. New Cartridges effective Summer 2018 should no longer require elaborate shake. Basic end to end is all that is required.</li> <li>How to replace the toner collection unit (if applicable)</li> <li>How to replace the staple cartridge</li> </ul>	HP Field Tech	
6	Printing, Copying, Scanning, Faxing Tasks <ul style="list-style-type: none"> <li>How to print</li> <li>How to add printer to device folder (if UPD available)</li> <li>How to make a copy</li> <li>ADF operation</li> <li>How to scan to email</li> <li>How to scan to folder</li> <li>How to send a fax</li> </ul>	HP Field Tech	
#	Account Specific Requirements	Responsibility	X
1	List any specific account settings that the engineer needs to be aware of	HP Field Tech	
#	Customer Leave Behind	Responsibility	X
1	Provide <a href="http://www.hpusertraining.com/hp/portal">www.hpusertraining.com/hp/portal</a> to customer	HP Field Tech	
2	Provide/Print poster for each printer. (11x17)  Control panel Poster – look up product in WISE and download the Control panel poster and print for customer	HP Field Tech	

**Notes**

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**HP Engineer**

Print name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Customer**

Did this delivery meet your expectations? \_\_\_\_\_ YES  
(Initial)

\_\_\_\_\_ NO

**Customer Comments or Suggestions**

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**Customer approval**

Print name

Signature


Date



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# 3 Unboxing

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 **IMPORTANT:** HP does not recommend removing all tape during staging activity. If tape is removed, save the tape for re-installation and delivery to final customer site.

---

If printer is not at the final end user location and is to be staged, only remove tape/packing material as follows:

1. Allow access to power button.
2. Allow access to the Control Panel.
3. Allow access to USB port.
4. Remove service sled restraints.
5. In-cave finisher (if present)
6. Stapler (if present)
7. ADF (If present)

## Unbox and remove packaging

- [Remove clear pack and packaging](#)
- [SFP table top unpacking](#)
- [MFP table top unpacking](#)
- [MFP floor unpacking](#)

## Remove clear pack and packaging

---

 **NOTE:** Carefully save and set aside all materials used in these unpacking steps. You will need them to repackage the printer after the staging process is complete. The printer will need to be re-banded and re-wrapped.

---

1. Remove the plastic wrap and bands. Lift the top piece of cardboard and set aside.



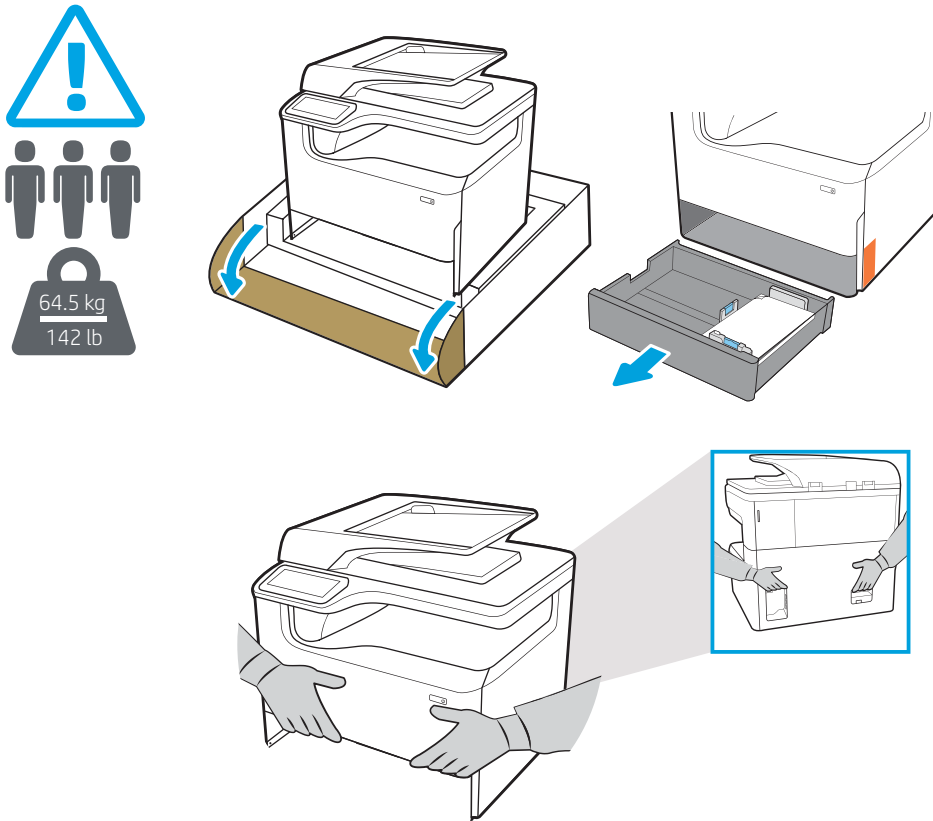
2. Remove cables, cartridges, cardboard, and protecting foam.




3. Remove the plastic wrap and bands. Lift the top piece of cardboard and set aside.



4. Lift the bag from the top of the printer to remove. Lift the product (2-3 persons) and place it on the work station to set up.



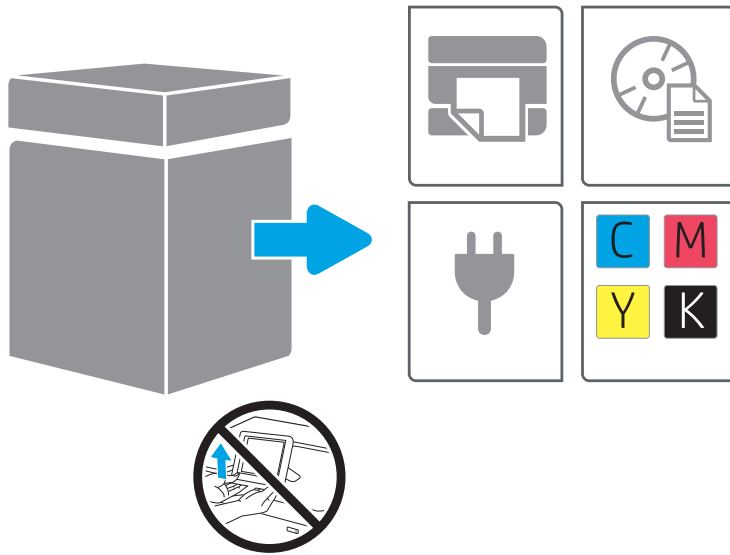
## SFP table top unpacking

 **IMPORTANT:** HP does not recommend removing all tape during staging activity. If tape is removed, save the tape for re-installation and delivery to final customer site.

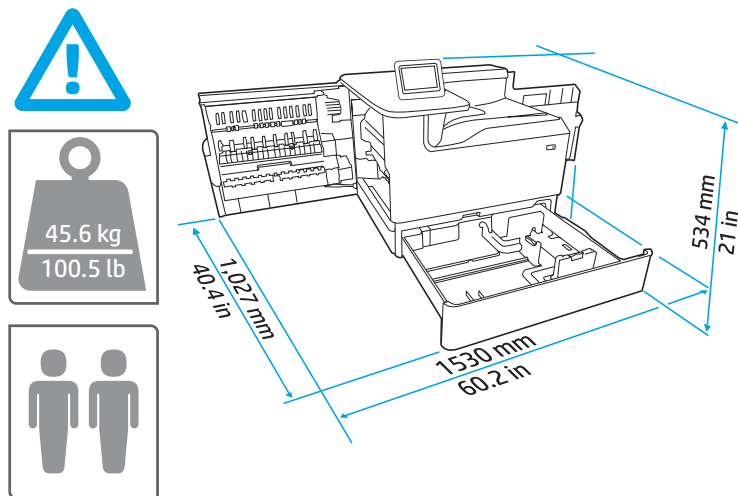
Select a sturdy, well-ventilated, dust-free area, away from direct sunlight to position the printer.

1. The following items will be included in the box with the product.





2. Make sure enough space around the printer is available.

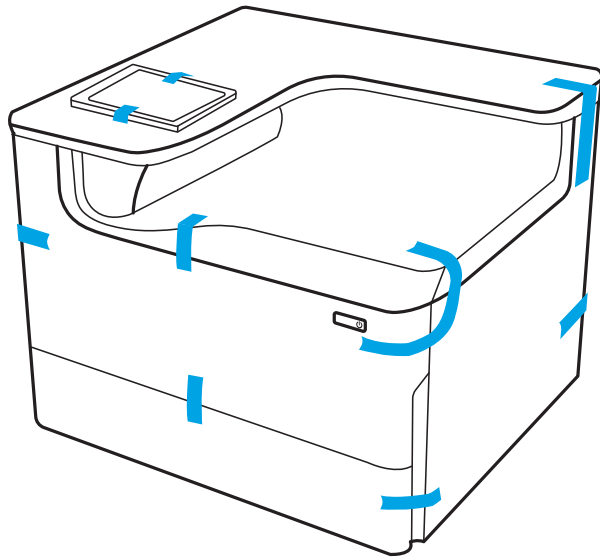


**CAUTION:** The printer is heavy. Two people are required to move the printer.

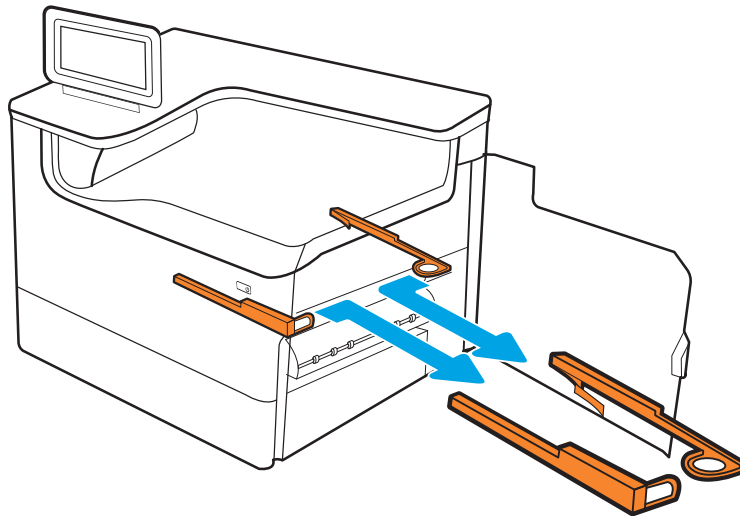
3. Remove all tape, packing material and orange restraints.

**IMPORTANT:** Retain all the packaging for re-packing the printer for shipment to final end user location.

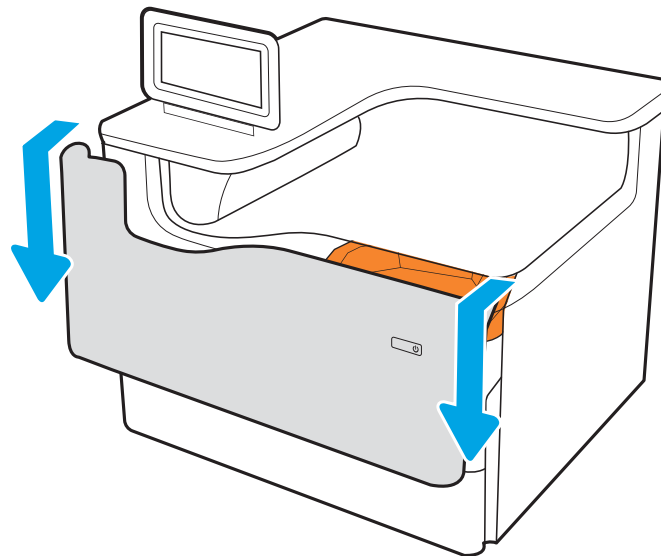
a.



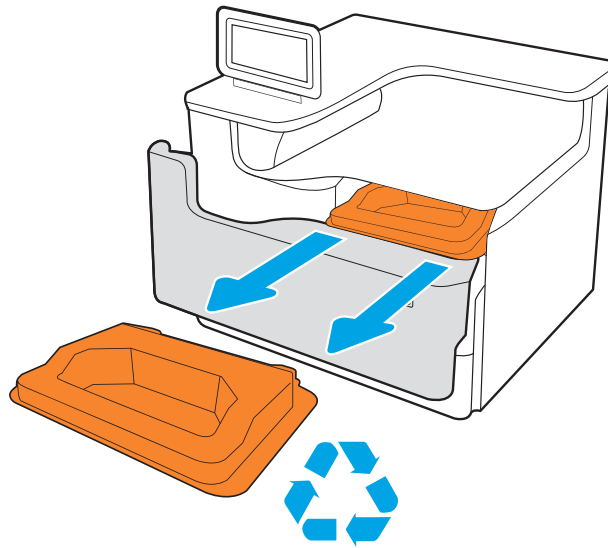
b.




c.



d.

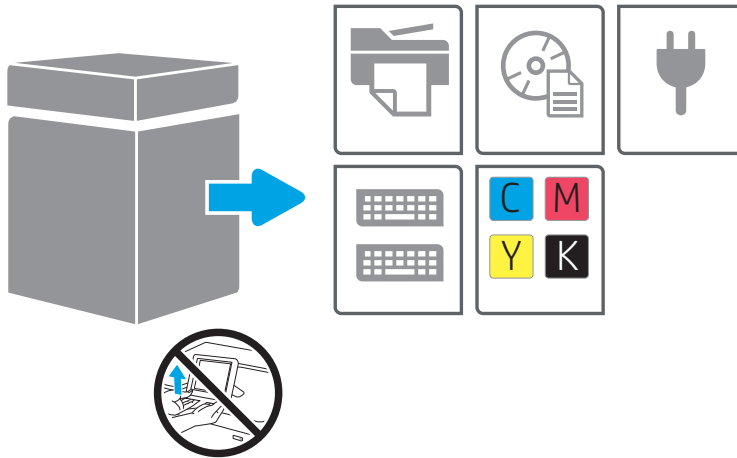


## MFP table top unpacking

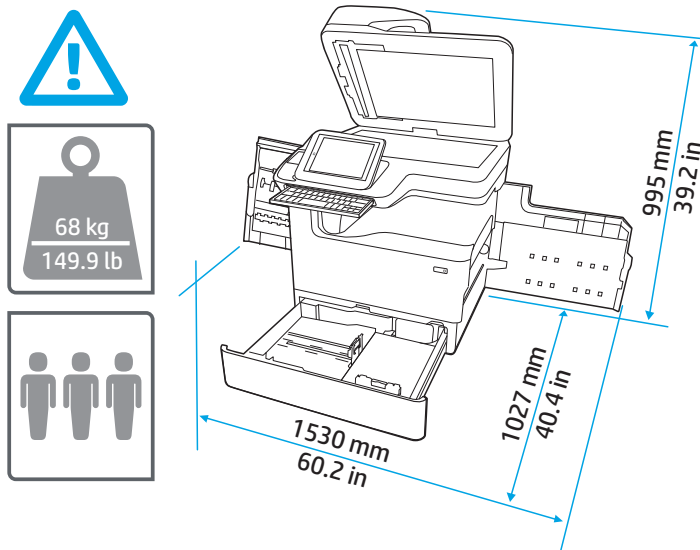
 **IMPORTANT:** HP does not recommend removing all tape during staging activity. If tape is removed, save the tape for re-installation and delivery to final customer site.

Select a sturdy, well-ventilated, dust-free area, away from direct sunlight to position the printer.

1. The following items will be included in the box with the product.



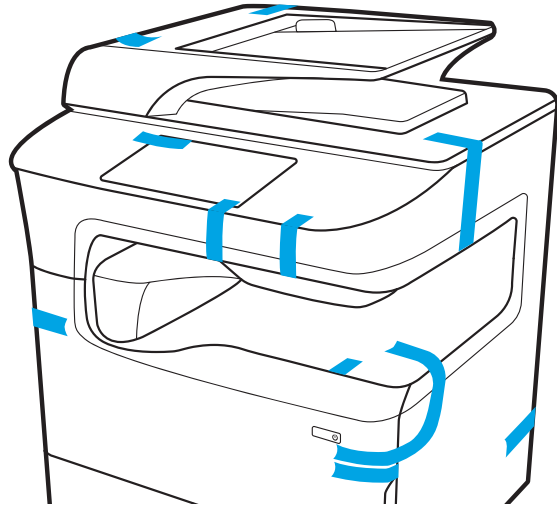
2. Make sure enough space around the printer is available.



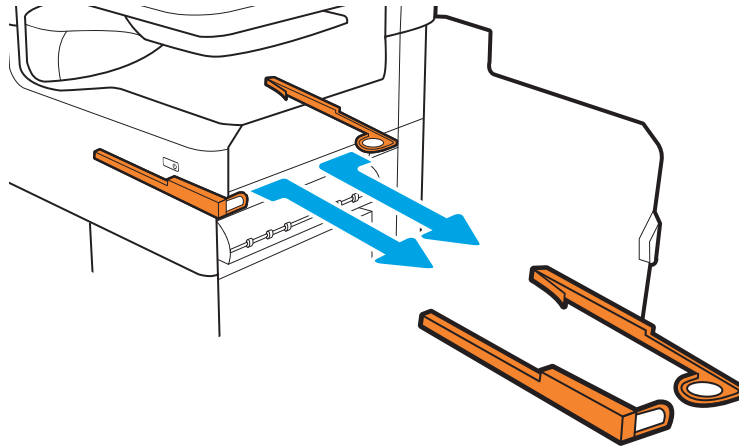
 **CAUTION:** The printer is heavy. Three people are required to move the printer.

3. Remove all tape, packing material and orange restraints.

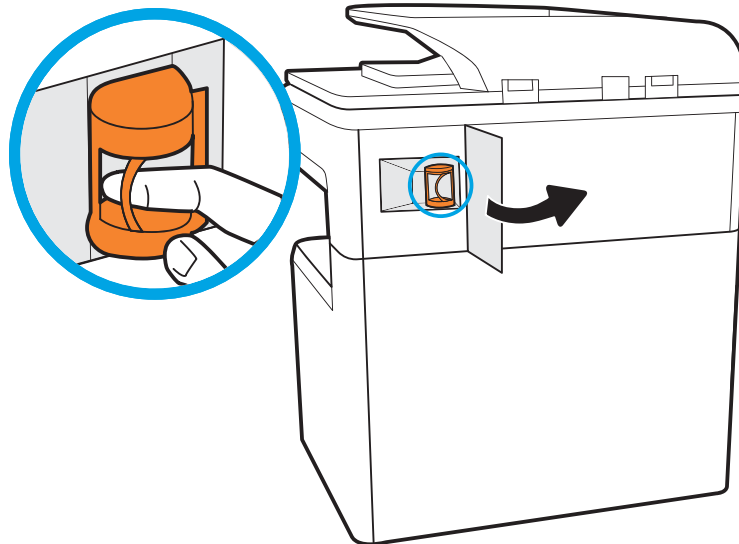
- a.



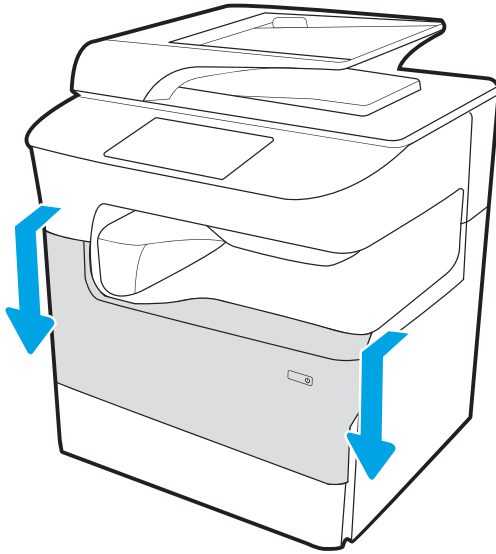
b.



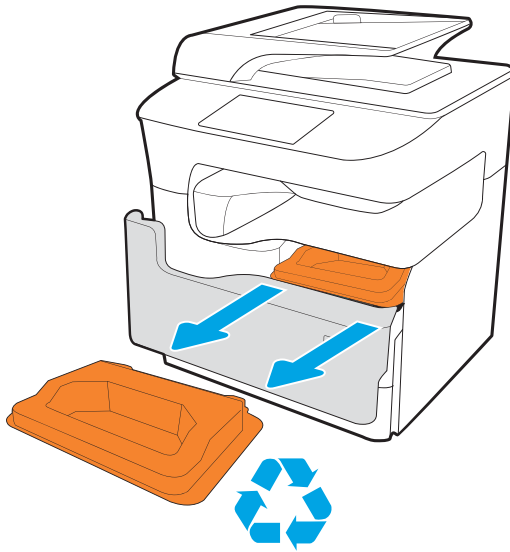
c.




d.



e.

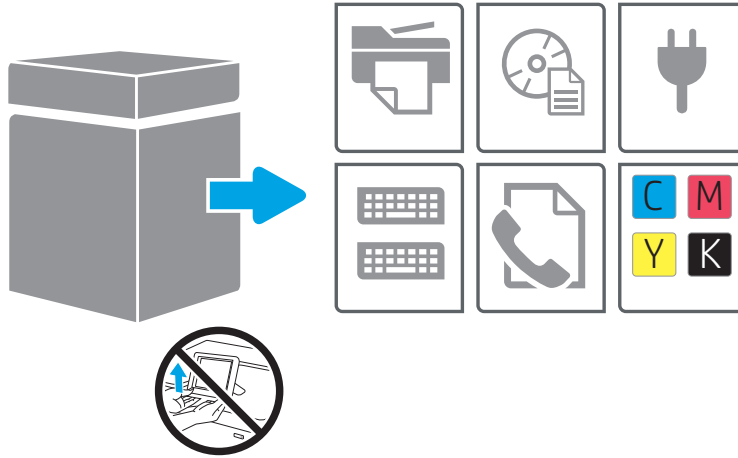


## MFP floor unpacking


 **IMPORTANT:** HP does not recommend removing all tape during staging activity. If tape is removed, save the tape for re-installation and delivery to final customer site.

Select a sturdy, well-ventilated, dust-free area, away from direct sunlight to position the printer.

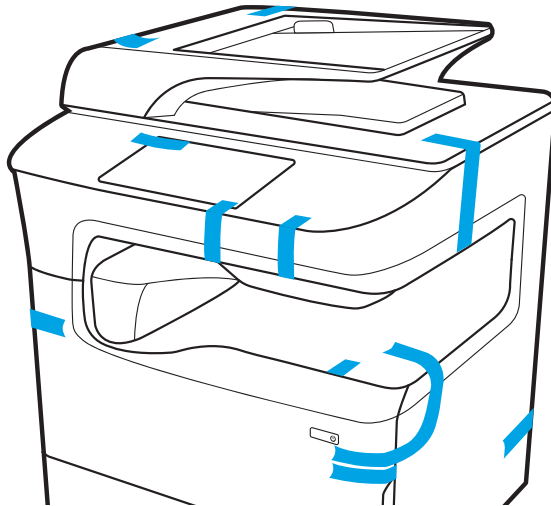
1. The following items will be included in the box with the product.



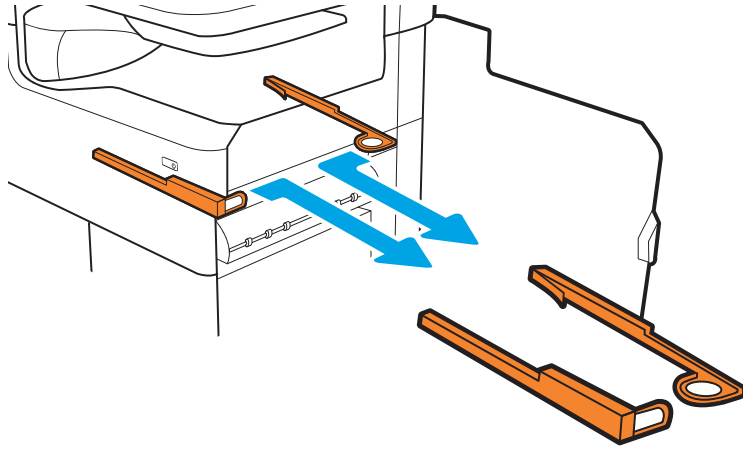
2. Make sure enough space around the printer is available.

 **CAUTION:** The printer is heavy. Four people are required to move the printer.

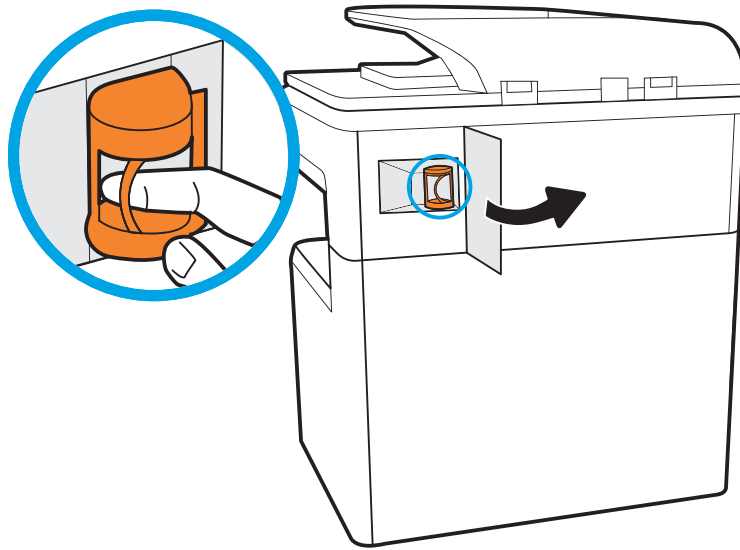
3. Remove all tape, packing material and orange restraints.
  - a.



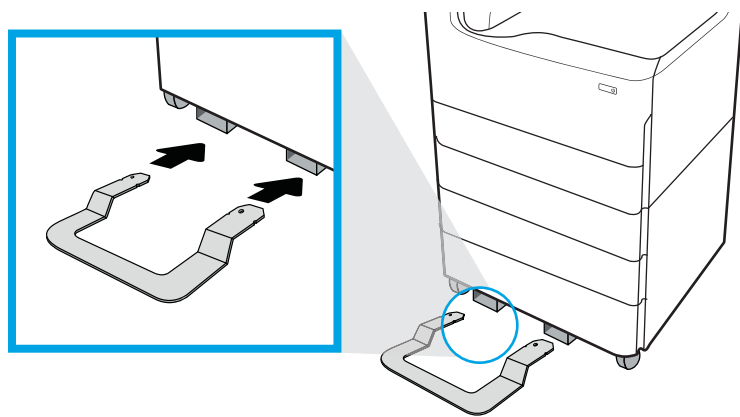
b.



c.

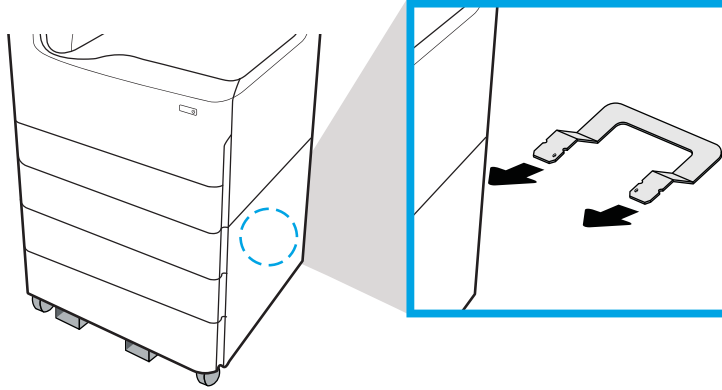


d.

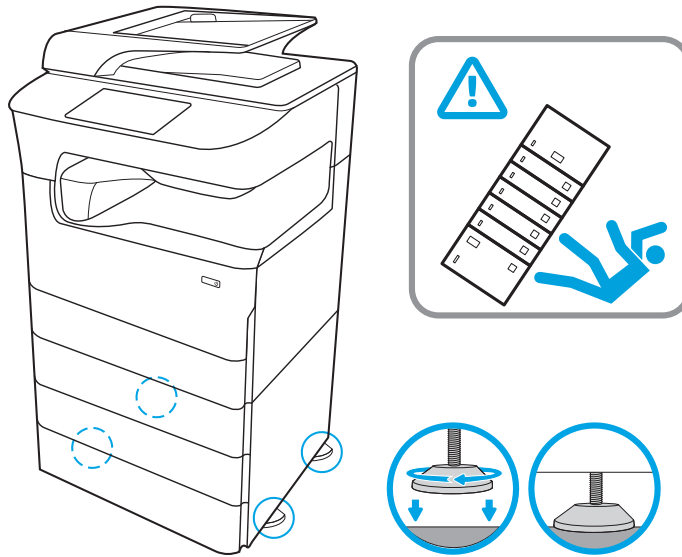




e.



f.



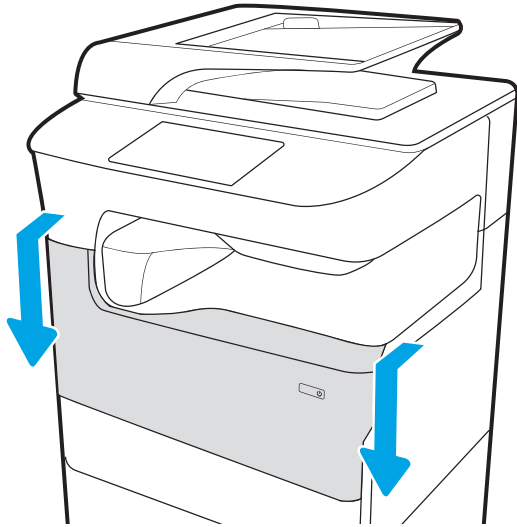
**⚠ CAUTION:** Do not extend more than one paper tray at a time.

Do not use paper tray as a step.

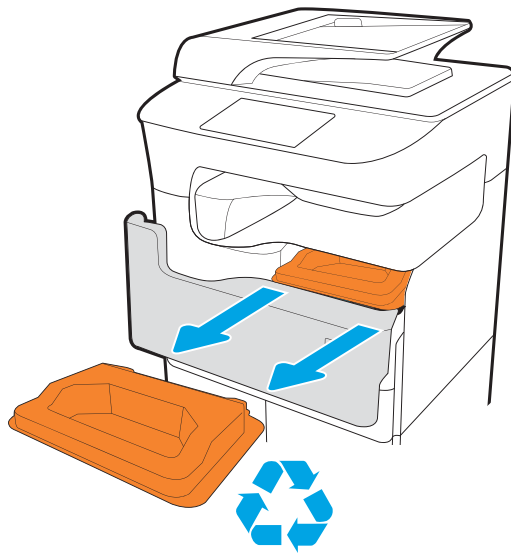
Keep hands out of paper trays when closing.

All trays must be closed when moving the printer.

g.



h.



---

## 4 Hardware Integration Pocket (HIP) USB port check

- [Hardware Integration Pocket \(HIP\) USB port](#)
- [Check the Hardware Integration Pocket \(HIP\) USB port](#)

## Hardware Integration Pocket (HIP) USB port

Use the steps in the following section to connect the USB port in the Hardware Integration Pocket (HIP).

## Check the Hardware Integration Pocket (HIP) USB port

1. Remove the HIP cover
  - a. Make sure the USB port is visible in HIP.



- b. If the USB port is not visible/available in the HIP.

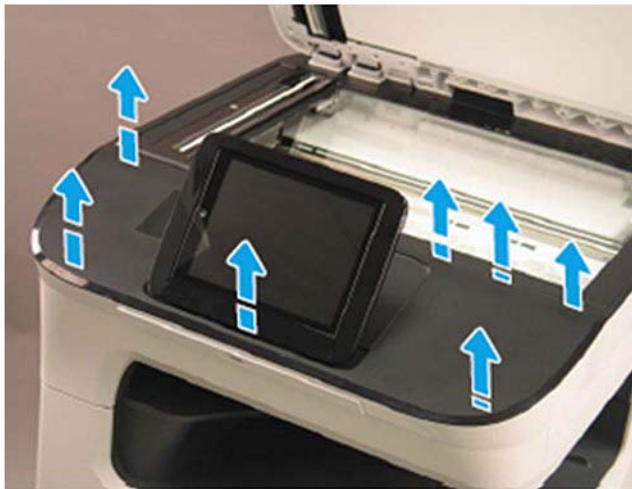


2. Press the Power button to turn off the printer.
3. Unplug the power cord from the back of the printer.

4. Lift-up to open the document feeder, and then tilt the control panel to a fully raised position.



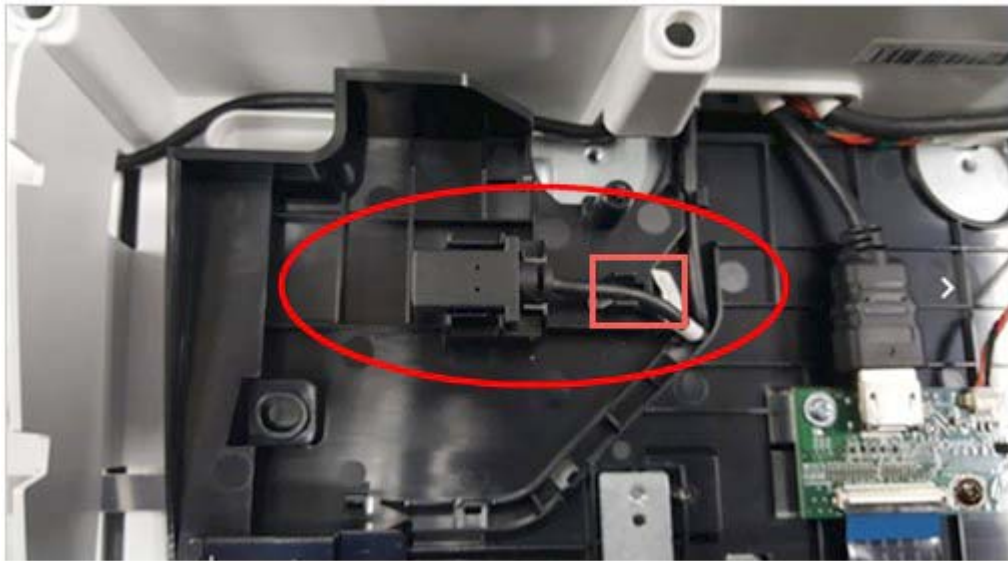
5. Carefully pull up the control panel bezel to remove the cover.



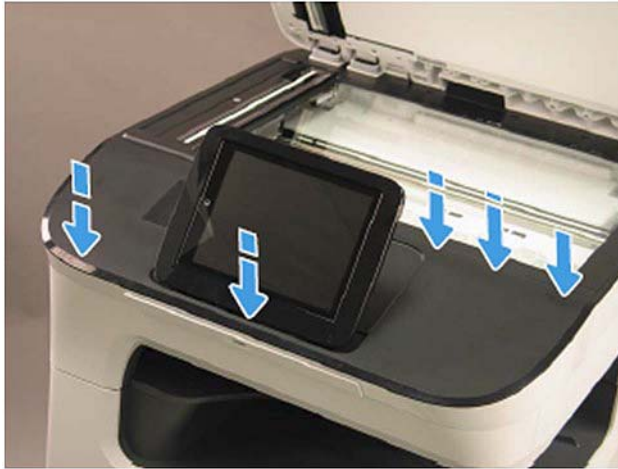
6. Locate the USB cable in the HIP.



7. Make sure that the USB cable is in the USB cable clip holder. The USB cable must be retained in the correct position.



8. Carefully push down on the control-panel bezel to install the cover.



9. Close the document feeder, and then tilt the control panel down.
10. If required, install (optional) accessory to the USB port.



---

# 5 Firmware upgrade

## Firmware upgrade

The firmware bundle is a .bdl file. This file requires an interactive upgrade method. The traditional FTP, LPR or Port 9100 methods of upgrading are not available. Use one of the following methods to upgrade the firmware for this printer.



**NOTE:** Link to YouTube video: <http://youtu.be/IOsm1Z-dbJU>

- [Download the latest firmware for the product to a USB flash drive](#)
- [USB flash drive \(control-panel menu\)](#)
- [USB flash drive \(Pre-boot menu\)](#)
- [HP Embedded Web Server](#)

## Download the latest firmware for the product to a USB flash drive



**NOTE:** Check WISE and CSN for any mandatory firmware upgrades for the HP PageWide Pro A3 series.

1. Go to [www.hp.com/support](http://www.hp.com/support).
2. Select the country/region.
3. Click the Drivers & Software icon.



**Get software and drivers**  
Easily find the software, drivers and  
firmware you need for your HP product.

4. Enter the product name, and then click the Search button.

Enter my HP model number

Search




Find my product

5. On the Download drivers and software page for the product, select the software/driver language from the list, and then click the link for the operating system. A list of the appropriate drivers and software for the product appears.
6. Locate the Firmware section. Make a note of the firmware version and date.

<a href="#">Firmware bundle for HP PageWide Pro A3 series</a>	2307849_000011	175	<a href="#">Download</a>
	9 Feb 2016		

7. Click the Download button, and then save the firmware upgrade file (compressed ZIP file).
8. Extract the firmware bundle file. After uncompressing the file, you will see a xxxxxxxx.bdl file. Copy the xxxxxxxx.bdl file to a portable USB flash memory storage device (thumb drive). USB Flash Drives with a CD formatted partition may not be recognized by the printer. You may need to try a different USB flash drive.

## USB flash drive (control-panel menu)

- 
-  **NOTE:** Staging activity will require updating the firmware in the Pre-boot menu Go to Pre-Boot walk-up firmware upgrade in the Staging chapter.
-  **NOTE:** USB flash drives that are not using a FAT32 format, or do not have a CD formatted partition, might not be recognized by the printer. If the printer does not recognize a USB flash drive, try using a different USB flash drive.
-  **TIP:** The USB port on the printer must be enabled. If it is disabled, use the [Enable Retrieve from USB](#) item in the [General Settings](#) menu to enable it.
- 

### USB flash drive firmware (control-panel menu) upgrade from a touchscreen control panel

1. Turn the printer on, and then wait until it initializes and comes to [Ready](#) state.
2. From the Home screen on the printer control panel, swipe (right), and select [Support Tools](#).
3. Open the following menus:
  - [Maintenance](#)
  - [USB Firmware Upgrade](#)
4. Insert the USB flash drive with the .bdl file on it into the USB port on the printer.
5. Select the .bdl file, and then select [Install](#).


---

 **NOTE:** If there is more than one .bdl file on the storage device, make sure to select the correct file for this printer.

---


6. When the upgrade is complete, the printer automatically restarts.

---

 **TIP:** Print a configuration page and verify that the upgrade firmware version was installed.

---

## USB flash drive (Pre-boot menu)

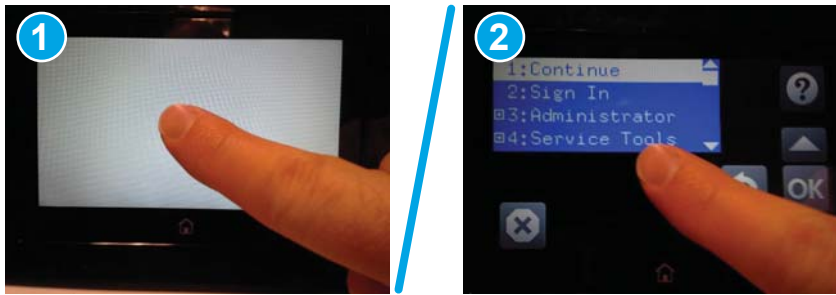
- 
-  **IMPORTANT:** Only use this method of performing a firmware upgrade if the printer cannot initialize to the [Ready](#) state.
- 

### USB flash drive firmware (Pre-boot menu) upgrade from a touchscreen control panel

1. Copy the .bdl file to a portable USB flash drive.

2. Tap the middle of the control-panel display when you see the 1/8 under the logo.

Figure 5-1 Open the Pre-boot menu



3. Select the down arrow ▼ to highlight +3 administrator, and then select OK.
4. If necessary, select the down arrow ▼ to highlight +1 Download, and then select OK.
5. Insert the USB flash drive with the .bdl file on it into the USB port on the printer.

---

 **NOTE:** If the error message **No USB Thumbdrive Files Found** displays on the control-panel display, try using a different portable storage device.

---

6. Select the down arrow ▼ to highlight **USB Thumbdrive**, and then select **OK**.
7. Select the down arrow ▼ to highlight the .bdl file, and then select **OK**.

---

 **NOTE:** The upgrade process can take 10 minutes or longer to complete.

---


 **TIP:** If there is more than one .bdl file on the storage device, make sure to select the correct file for this printer.


---

8. When the message **Complete** displays on the control-panel display, turn the printer power off, and then on again.
9. Select **OK** to begin the upgrade. When the upgrade is complete, the printer will initialize to a **Ready** state.
10. When the upgrade process is complete, print a configuration page and verify that the upgrade firmware version was installed.

## HP Embedded Web Server

---

 **NOTE:** Staging activity will require updating the firmware in the Pre-boot menu Go to Pre-Boot walk-up firmware upgrade in the Staging chapter.

 **NOTE:** The firmware upgrade might take 10 minutes or longer based on the input/output (I/O) transfer rates and the time it takes for the printer to reinitialize.

---

1. Open an Internet browser window.
2. Enter the printer IP address in the URL line.
3. Select the **Firmware Upgrade** link from the **General** tab or from the **Troubleshooting** tab.
4. Browse to the location that the firmware upgrade file was downloaded to, and then select the firmware file—the file has a .bdl file extension. Select the **Install** to perform the upgrade.



---

**NOTE:** Do not close the browser window OR interrupt communication until the HP Embedded Web Server (EWS) displays the confirmation page.

---

5. After the printer reinitializes, print a configuration page and verify that the latest firmware version has been installed.



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# 6 Staging

- [Staging recommendations](#)
- [Acclimation from cold storage Instructions](#)
- [Upgrading firmware](#)
- [Set time/date](#)

## Staging recommendations

Staging: All work performed to prepare the printer for deployment to the customer site. This includes; basic unpacking, inspection, FW upgrades, network configuration, and repackaging for delivery to customer site.

---


 **TIP:** For more information on unpacking, see [Unboxing on page 23](#).

---

Only remove tape/packing material as follows:

1. Allow access to power button.
2. Allow access to the Control Panel.
3. Allow access to USB port.
4. Remove service sled restraints.
5. In-cave finisher (if present)
6. Stapler (if present)
7. ADF (If present)

---

 **CAUTION:** HP does not recommend performing initialization during staging activity. This should only be done at the final customer location.

**CAUTION:** If initialization is performed during staging, it is highly recommended final deployment to the end user location be within 7 days. If this is not possible do not perform initialization during staging. Perform all steps during On-site installation at the final customer location.

---

Issues that may occur if the printer is shipped after the initialization is performed include:

- Vertical white line streaks in printouts – will usually resolve after waiting a few hours.
- Mixing between colors—usually will resolve itself after printing multiple pages.
- Colors streaked vertically in printouts – usually cleared by printing multiple pages
- Air gain in the Print Bar (from moving/shipping vibrations), which can shorten print bar life.

Risk for potential issues are reduced by minimizing vibration or bumps/impacts to the unit while it is being transported.



# Acclimation from cold storage Instructions

## Acclimation

---

 **NOTE:** This section only applies if the printer has been stored in a cool (below 15°C or 59°F) condition before being unpacked for staging.

---

Cold temperatures during product storage or transportation may require extra time before installation to allow the product to adjust to a warmer temperature. The product, cartridges, and accessories need time to acclimate after extreme temperature changes.

### **Product (print engine) acclimation (24 hours when stored below 15°C or 59°F)**

Unpack the product. Remove all packing tape, open the doors on the product, and pull out the trays. Leave the device in a room warmer than 15°C or 59°F for 24 hours.


### **Accessory tray acclimation**

Unpack the accessory trays. Open all the doors/trays. Leave the accessories in a room warmer than 15°C or 59°F for 24 hours before proceeding with the installation.

### **Supply acclimation (24 hours when stored below 15°C or 59°F)**

Unpack the cartridges. It is important to remove the cartridges from their packaging and to separate them to speed the acclimation process. Packaging will act as an insulation barrier and prevent supplies that are too cold from warming thoroughly.

---

 **WARNING!** If you are not sure if the product, cartridges, or accessories need to be acclimated, always proceed as if these products need to be acclimated. Acclimation will not damage these products, but the failure to acclimate the product, cartridges, and accessories can cause errors, print quality issues, or possible damage to occur.

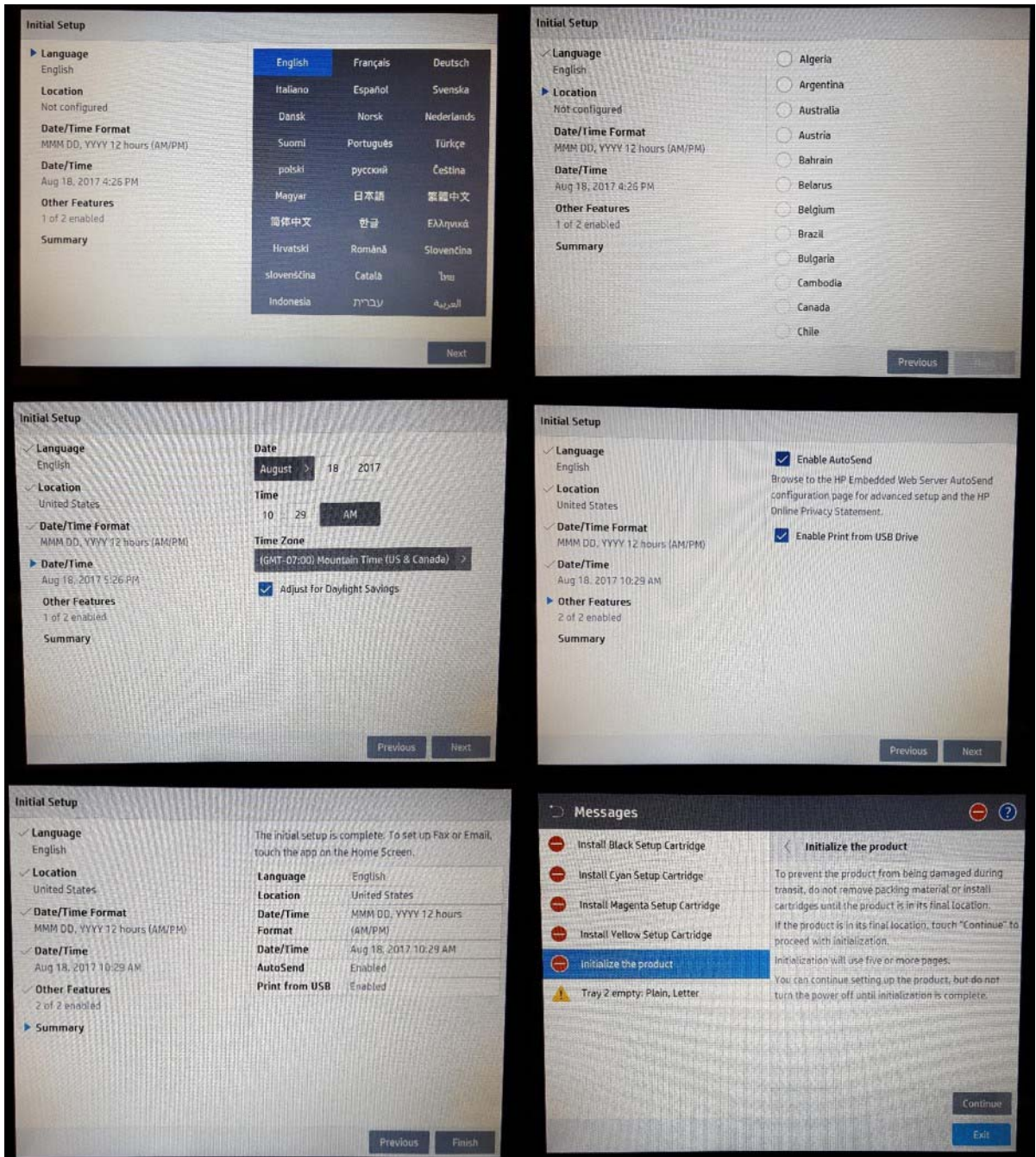
---

## Upgrading firmware

Information about upgrading firmware can be found in this document, [Firmware upgrade on page 43](#) in the Firmware upgrade the chapter.

## Set time/date

If the printer is being turned on for the very first time, the control panel will prompt you to set the Language, location, time/date, the option to enable Autosend and Print from USB drive. After finishing, a screen will appear on the control panel with printer setup options.





---

# 7 Repackaging


- [Introduction](#)
- [Supply cartridges](#)
- [Protecting the supply system](#)
- [Tray repackaging](#)
- [Scanner foam repackaging](#)
- [Reinstall the Stapler-stacker repackaging](#)
- [Print Head Wiper Restraints](#)
- [Reinstall the stapler shipping lock](#)
- [Re-taping instructions](#)
- [Final repacking \(For delivery to end user customer location\)](#)

## Introduction

The instructions in this section can be used to prepare the printer for delivery to final customer site, decommissioning, or return to HP.

## Supply cartridges

 **NOTE:** Use the original shipping materials that were set aside during unpacking.

 **IMPORTANT:** Although not recommended if the full initialization was performed, do not tip or tilt the printer during the repackaging and shipment process. The 26-minute initialization process leaves fluid residue in the fluid collection system (accessed via the left side door). The fluid will dry into a “sludge” that will be more tolerant of tipping or tilting after about 4 hours. If the printer is tipped right after initialization (or repackaged and then shipped on any surface except for the bottom), substantial amounts of fluid could spill inside the printing mechanism. The printer **CAN** be safely repacked right after the initialization process if care is taken to keep the printer in its normal, upright position.

Remove cartridges by pushing on each supply until a “click” sound is heard and the cartridge pops out. Place the cartridges into the corrugated supplies box as shown.



## Protecting the supply system

Install the orange cap to protect the supply delivery system. Make sure the cap is installed in the correct orientation, as shown in the image in the center (below). You should feel the part lightly “snap” into place, and the door should close easily without touching any of the orange cap.





## Tray repackaging

Replacing the cardboard spacer will protect the main paper tray during shipment. Move length and width adjustment levers to their full outboard positions. Retrieve the cardboard spacer and position it as shown in the photo. Position width adjusters to the full inward position. Make sure the folded section passes through the width adjusters as shown.



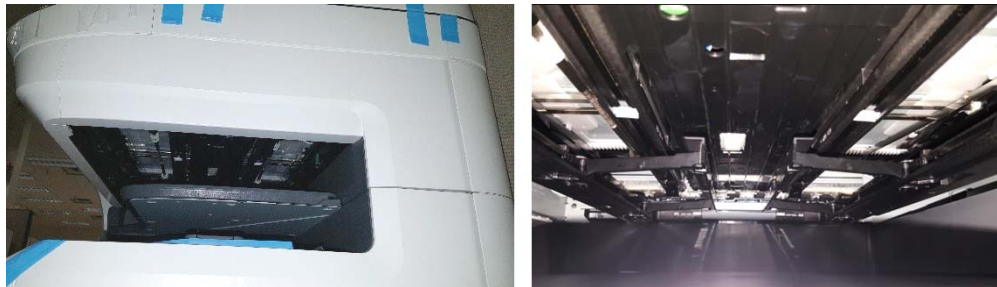
## Scanner foam repackaging

Replacing the scanner foam protects the flatbed scanner glass during shipment. Lift the ADF and place the thin white foam sheet back on the scanner in the same orientation as when it was removed. The marks pressed into the foam should make it very simple to reposition correctly.



## Reinstall the Stapler-stacker repackaging

1. Locate the stapler stacker mezzanines and push them out to the edge as shown.



2. Replace the 3 white foam pieces in order to protect the stacker mezzanines and place the carton board making sure the 3 white foam pieces fit the right position on the carton board.



3. Insert the bottom carton piece as shown.



## Print Head Wiper Restraints

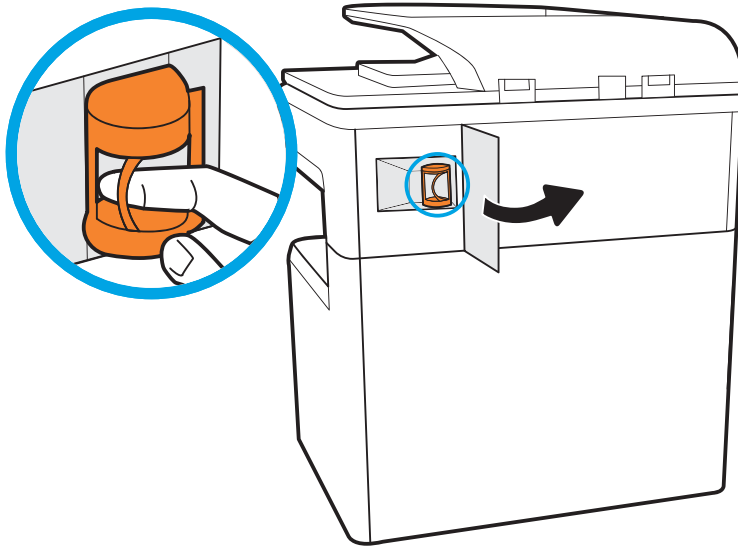
1. Open the right door.
2. Insert the orange Print Head Wiper restraints.



- ▲ If the restraints can be fully inserted and locked into place, then the wiper is in fully and the print head is capped.
3. Add tape long enough to be seen outside the closed Right Door.


## Reinstall the stapler shipping lock

If the unit has the Stapler/Stacker option, reinstall the stapler shipping lock and add tape long enough to be seen outside the closed stapler access door.



## Re-taping instructions

If the unit has the Stapler/Stacker option, reinstall the stapler shipping lock and add tape long enough to be seen outside the closed stapler access door.

 **NOTE:** Use the shipping materials included with the product. Use the following types of blue tape, if necessary.

- For the print head: Scotch® Filament Tape 8916V Blue, 36 mm
- For the rest of the printer: Scotch® Strapping Tape 8898 Blue, 24mm

Tape Errata sheet with handling instructions in the ADF input tray.

ADF/Scanner views of the product taping.



Front and left side views of the product taping.



Locate the bottom cardboard tray (page 6). Using two-three persons, lift the printer and place it back in the bottom foam piece. Pull the sides of the bag down over the sides of the printer to cover.




## Final repacking (For delivery to end user customer location)

Replace top foam pieces, corners and cardboard tray. Replace power cords, CD's, supplies box, etc., as shown. Slide the top cardboard top piece over the printer and foam, and re-wrap the printer.



The unit is ready to be shipped to the final location

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 **NOTE:** If shipping to final location is handled internally (not through an external shipping company), take extra care to ensure that the printer boxes are correctly oriented so that they always face **BOTTOM SIDE DOWN**. This will help to minimize or eliminate any potential issues.

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# 8 On-site installation

- [Acclimation from cold storage Instructions](#)
- [Install accessories](#)
- [Load paper](#)
- [Install cartridges](#)
- [Power on](#)
- [Floor standing finisher installation](#)
- [Clean scanner assembly after setup](#)
- [Print and copy tests](#)

# Acclimation from cold storage Instructions

## Acclimation



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**NOTE:** This section only applies if the printer has been stored in a cool (below 15°C or 59°F) condition before being unpacked for staging.

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Cold temperatures during product storage or transportation may require extra time before installation to allow the product to adjust to a warmer temperature. The product, cartridges, and accessories need time to acclimate after extreme temperature changes.

### Product (print engine) acclimation (24 hours when stored below 15°C or 59°F)

Unpack the product. Remove all packing tape, open the doors on the product, and pull out the trays. Leave the device in a room warmer than 15°C or 59°F for 24 hours.

### Accessory tray acclimation

Unpack the accessory trays. Open all the doors/trays. Leave the accessories in a room warmer than 15°C or 59°F for 24 hours before proceeding with the installation.

### Supply acclimation (24 hours when stored below 15°C or 59°F)

Unpack the cartridges. It is important to remove the cartridges from their packaging and to separate them to speed the acclimation process. Packaging will act as an insulation barrier and prevent supplies that are too cold from warming thoroughly.



---

**WARNING!** If you are not sure if the product, cartridges, or accessories need to be acclimated, always proceed as if these products need to be acclimated. Acclimation will not damage these products, but the failure to acclimate the product, cartridges, and accessories can cause errors, print quality issues, or possible damage to occur.

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# Install accessories

- [1x550-sheet feeder](#)
- [1x550-sheet feeder with storage cabinet](#)
- [3x550-sheet feeder](#)
- [4000-sheet high capacity input \(HCI\) feeder](#)

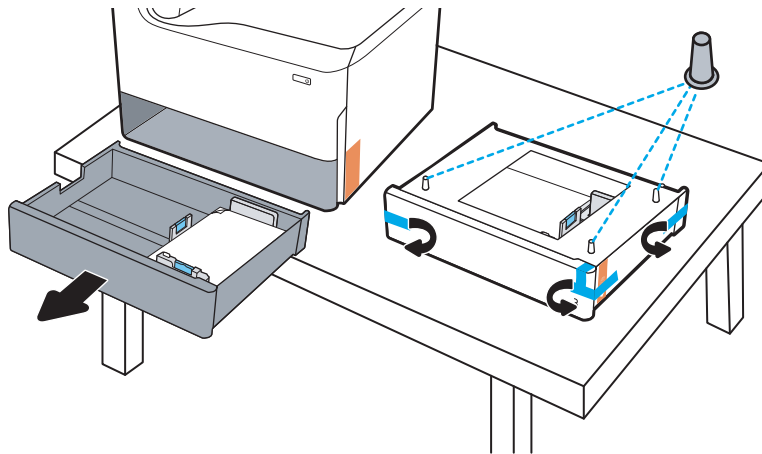
## 1x550-sheet feeder

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**⚠ CAUTION:** Always turn the printer power off, then unplug the power cord before installing any accessory.

---

1. Do the following:
  - a. If the printer tray, or trays, were reinstalled after unpacking the printer, remove them now.
  - b. Remove the blue shipping tape from the accessory.
  - c. Before proceeding, take note of the location of the alignment pins on the accessory.



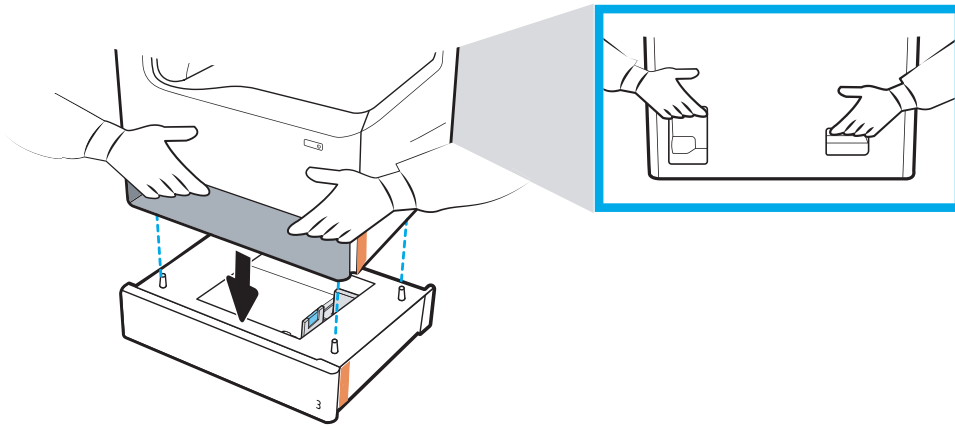
2. Do the following:
  - a. Grasp the printer at the tray cavity and the rear hand holds.
  - b. Lift the printer up, and then set it down on the accessory. Make sure that the alignment pins go into the holes in the chassis. The printer must sit flat on top of the accessory.

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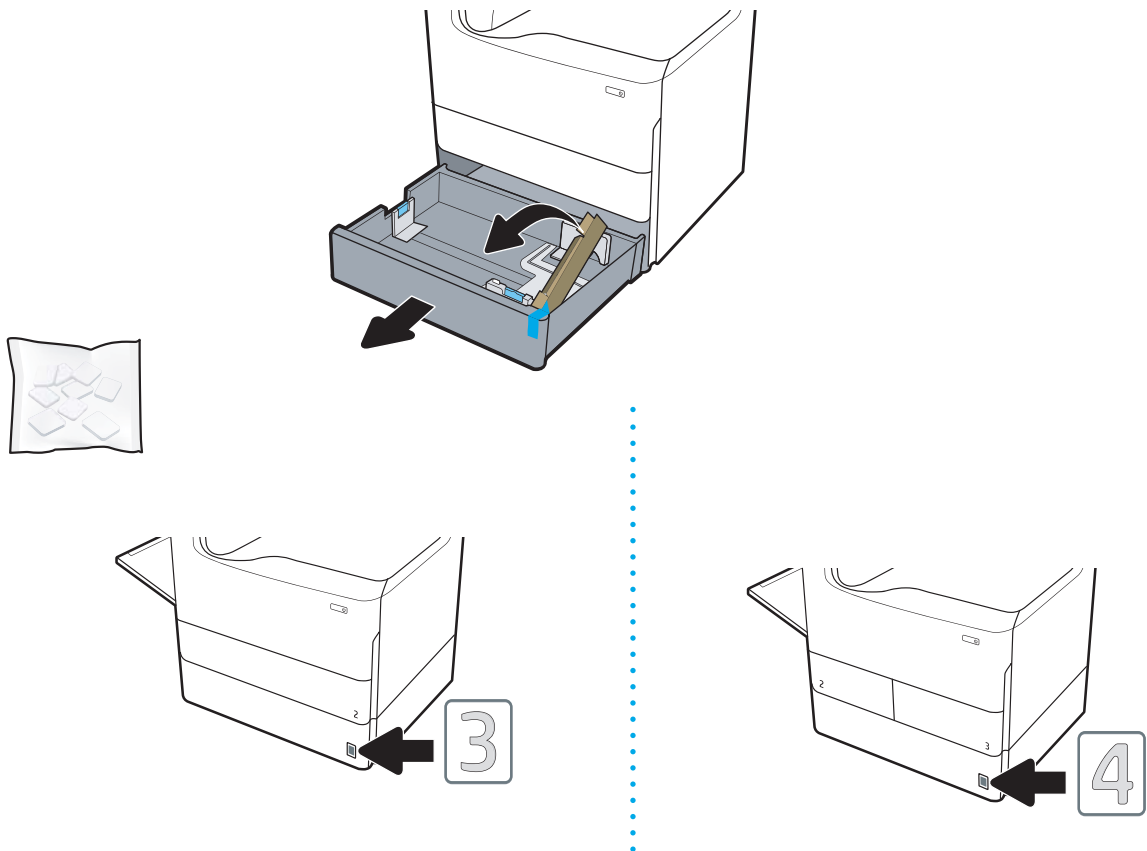
**⚠ CAUTION:** **SFP staging models:** This step requires two people.

**MFP staging models:** This step requires three people. The third person should steady the printer when it is picked up.

---



3. Do the following:
  - a. Open the accessory tray, or trays, and then remove any internal shipping materials.
  - b. Install the correct tray identification plate (see the figure below) on the accessory.



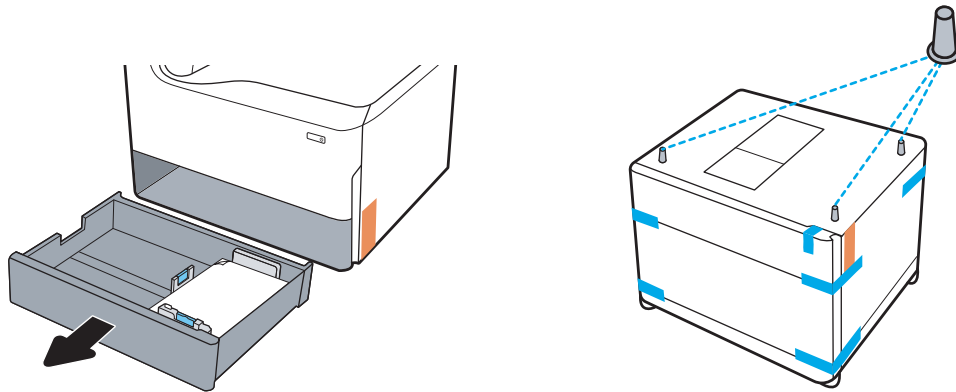
4. **Windows:** If you added the accessory before installing printer software, it is configured during software installation. If you added an accessory after software installation, update the software settings from the **Device Settings** tab in **Printer Properties** to configure it.

**OS X:** After you attach the accessory and send the first print job, the accessory should be automatically configured. If not, open **System Preferences**, choose **Printers & Scanners**, select your printer, then click **Options & Supplies** and manually configure the accessory on the **Options** tab.

## 1x550-sheet feeder with storage cabinet

**⚠ CAUTION:** Always turn the printer power off, then unplug the power cord before installing any accessory.

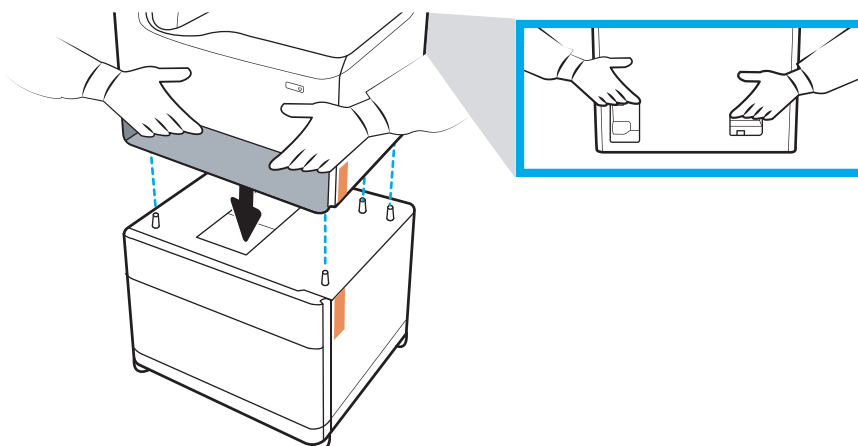
1. Do the following:
  - a. If the printer tray, or trays, were reinstalled after unpacking the printer, remove them now.
  - b. Remove the blue shipping tape from the accessory.
  - c. Before proceeding, take note of the location of the alignment pins on the accessory.



2. Do the following:
  - a. Grasp the printer at the tray cavity and the rear hand holds.
  - b. Lift the printer up, and then set it down on the accessory. Make sure that the alignment pins go into the holes in the chassis. The printer must sit flat on top of the accessory.

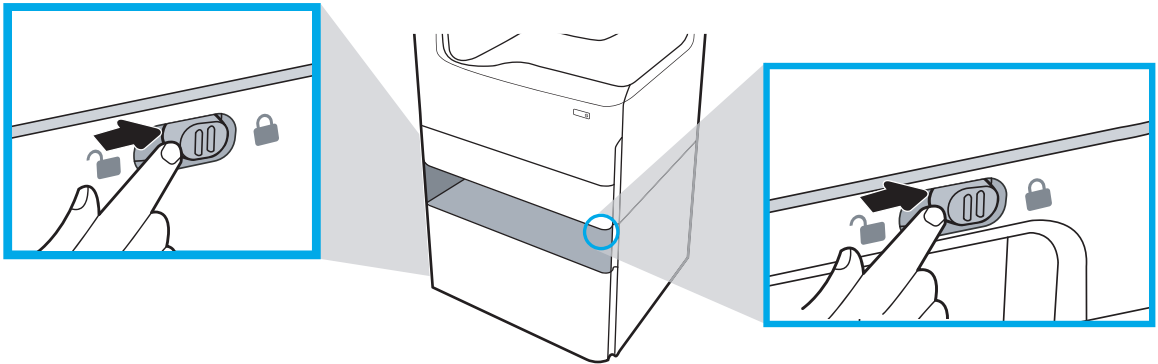
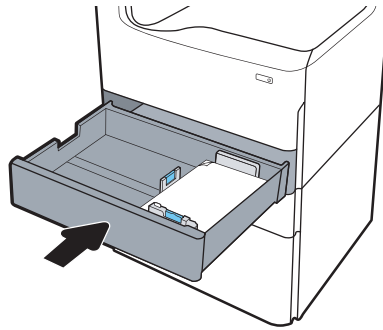
**⚠ CAUTION:** **SFP staging models:** This step requires two people.

**MFP staging models:** This step requires three people. The third person should steady the printer when it is picked up.

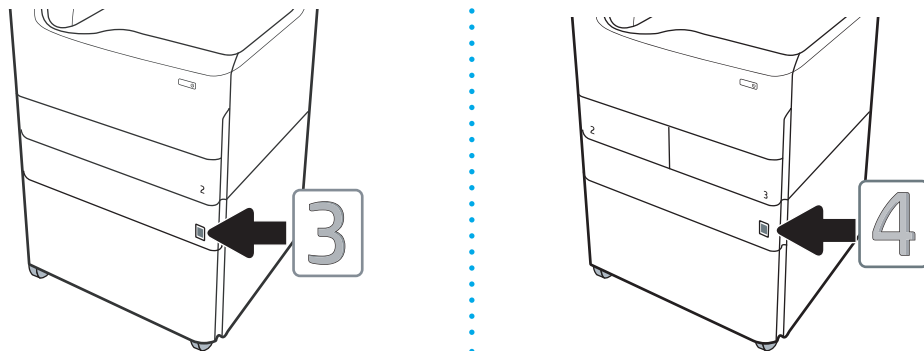


3. Do the following:
  - a. Open the accessory tray, or trays, and remove any internal shipping materials.
  - b. At the front and rear of the accessory, slide the lock button to the locked position.

**⚠ WARNING!** Never attempt to move the printer and accessory in the unlocked position. The printer might fall off of the accessory and cause damage or personal injury.

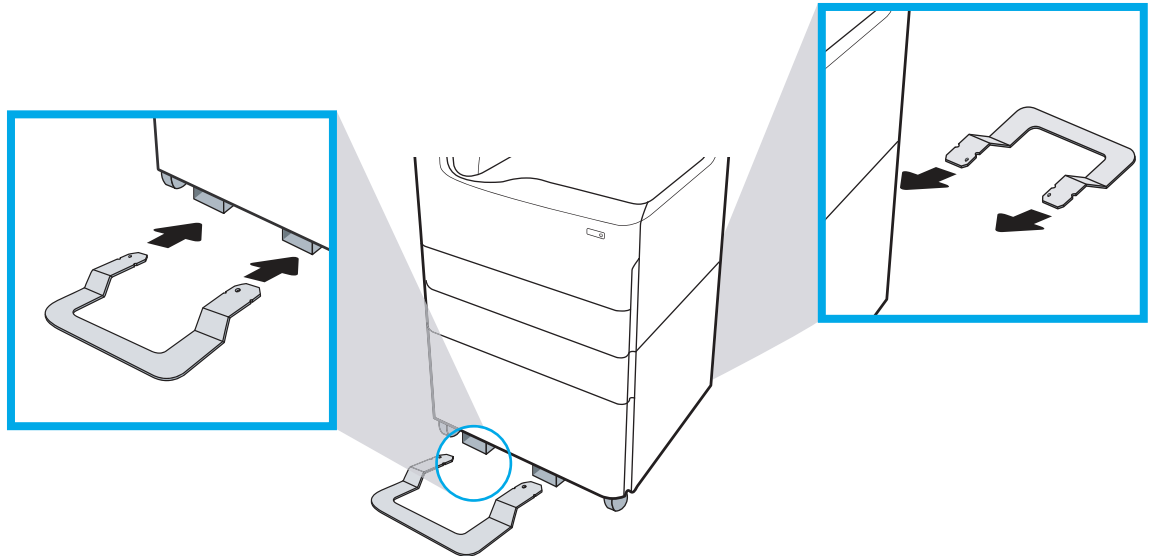


4. Install the correct tray identification plate (see the figure below) on the accessory.



5. Align the accessory stabilizer bar with the slots in the accessory chassis, and then slide the stabilizer in toward the accessory until it stops.

 **NOTE:** Install one stabilizer at the front of the accessory, and one at the rear of the accessory.



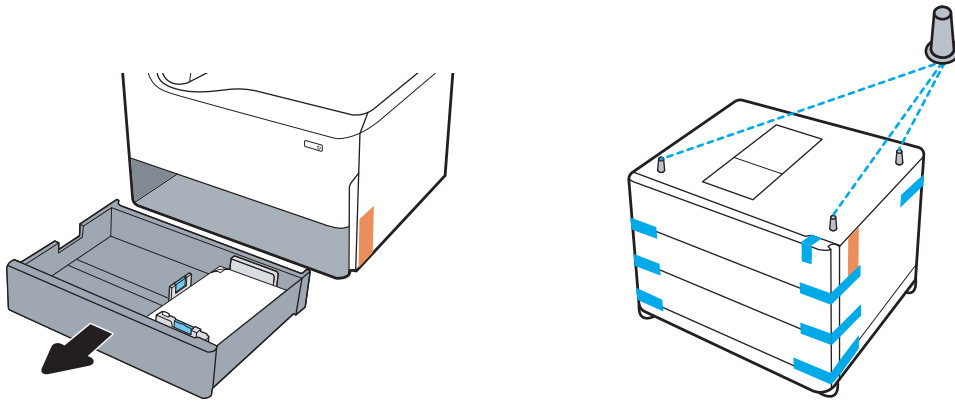
6. **Windows:** If you added an accessory before installing the printer software, it is configured during software installation. If you added an accessory after software installation, update the software settings from the **Device Settings** tab in **Printer Properties** to configure it.

**OS X:** After attaching the accessory and the first print job is sent, the accessory should be automatically configured. If not, open **System Preferences**, choose **Printers & Scanners**, select your printer, then click **Options & Supplies** and manually configure the accessory on the **Options** tab.

## 3x550-sheet feeder

**⚠ CAUTION:** Always turn the printer power off, then unplug the power cord before installing any accessory.

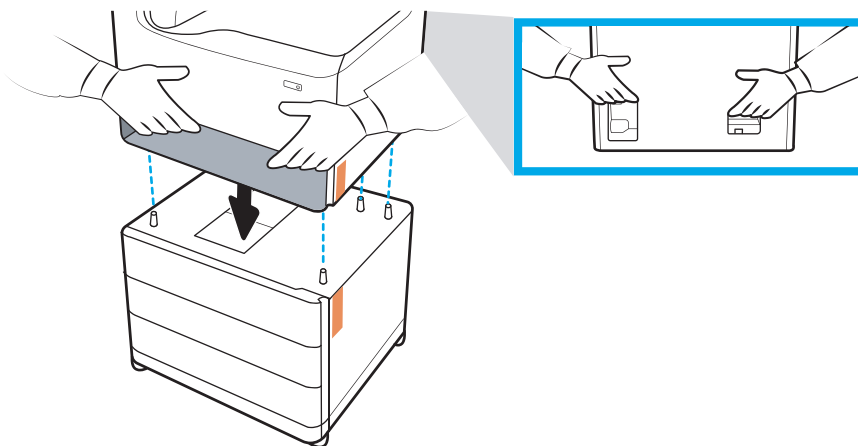
1. Do the following:
  - a. If the printer tray, or trays, were reinstalled after unpacking the printer, remove them now.
  - b. Remove the blue shipping tape from the accessory.
  - c. Before proceeding, take note of the location of the alignment pins on the accessory.



2. Do the following:
  - a. Grasp the printer at the tray cavity and the rear hand holds.
  - b. Lift the printer up, and then set it down on the accessory. Make sure that the alignment pins go into the holes in the chassis. The printer must sit flat on top of the accessory.

**⚠ CAUTION:** **SFP staging models:** This step requires two people.

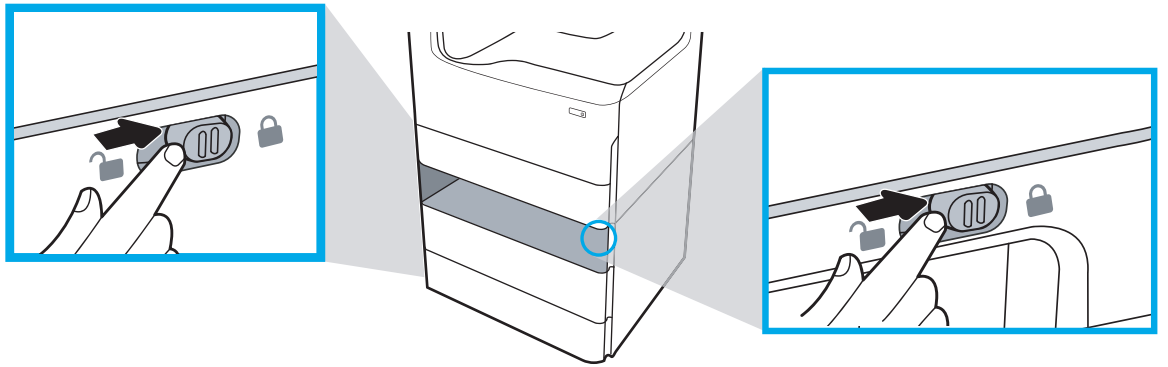
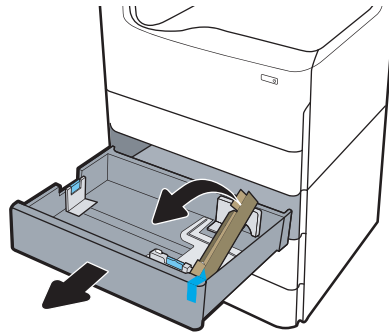
**MFP staging models:** This step requires three people. The third person should steady the printer when it is picked up.



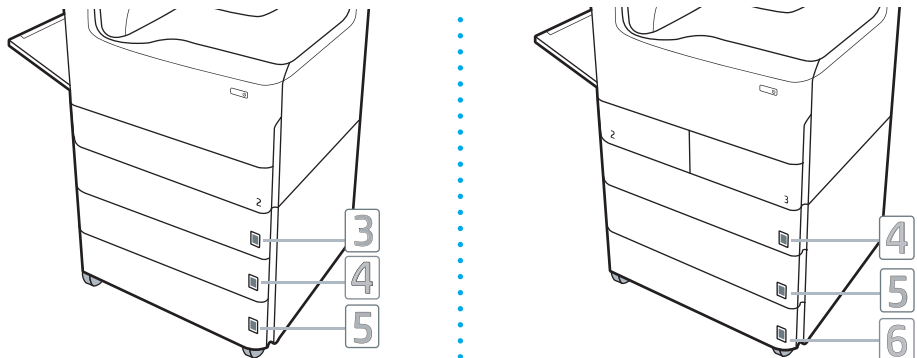
3. Do the following:
  - a. Open the tray, or trays, and remove any internal shipping materials.
  - b. At the front and rear of the accessory, slide the lock button to the locked position.




**⚠ WARNING!** Never attempt to move the printer and accessory in the unlocked position. The printer might fall off of the accessory and cause damage or personal injury.

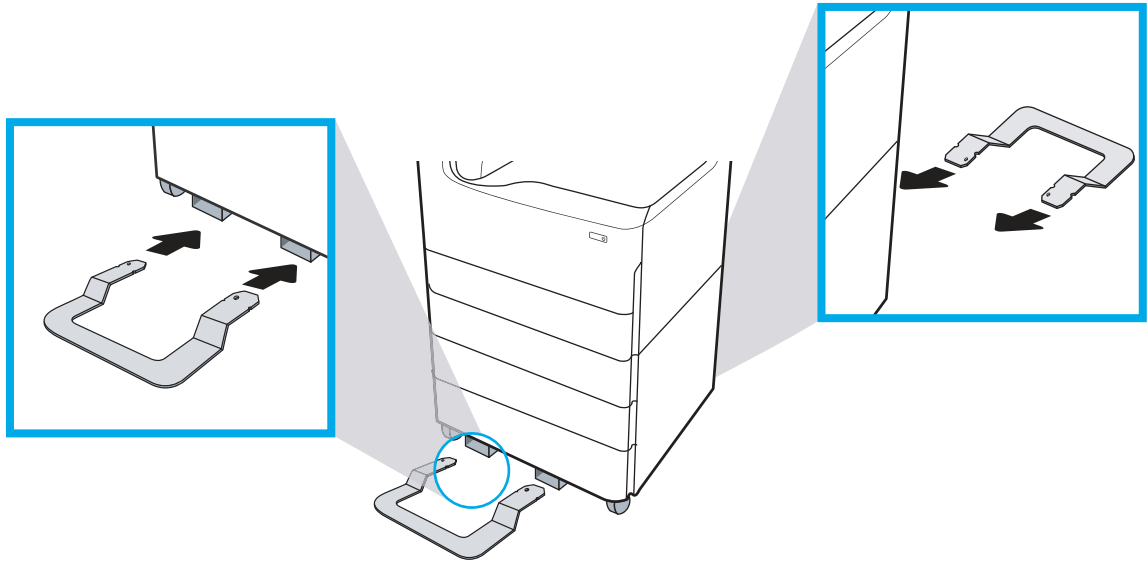


4. Install the correct tray identification plate (see the figure below) on the accessory.



5. Align the accessory stabilizer bar with the slots in the accessory chassis, and then slide the stabilizer in toward the accessory until it stops.

 **NOTE:** Install one stabilizer at the front of the accessory, and one at the rear of the accessory.



6. **Windows:** If you added an accessory before installing the printer software, it is configured during software installation. If you added an accessory after software installation, update the software settings from the **Device Settings** tab in **Printer Properties** to configure it.

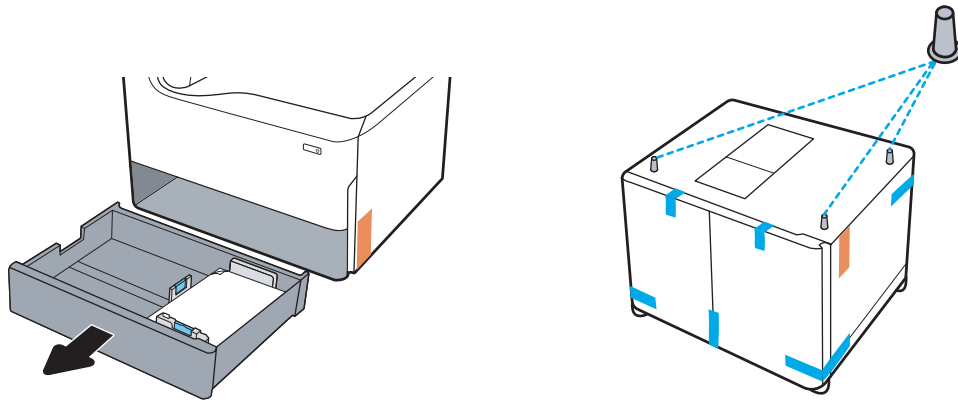
**OS X:** After attaching the accessory and the first print job is sent, the accessory should be automatically configured. If not, open **System Preferences**, choose **Printers & Scanners**, select your printer, then click **Options & Supplies** and manually configure the accessory on the **Options** tab.

**OS X:** After you attach the accessory and send the first print job, the accessory should be automatically configured. If not, open **System Preferences**, choose **Printers & Scanners**, select your printer, then click **Options & Supplies** and manually configure the accessory on the **Options** tab.

## 4000-sheet high capacity input (HCI) feeder

**⚠ CAUTION:** Always turn the printer power off, then unplug the power cord before installing any accessory.

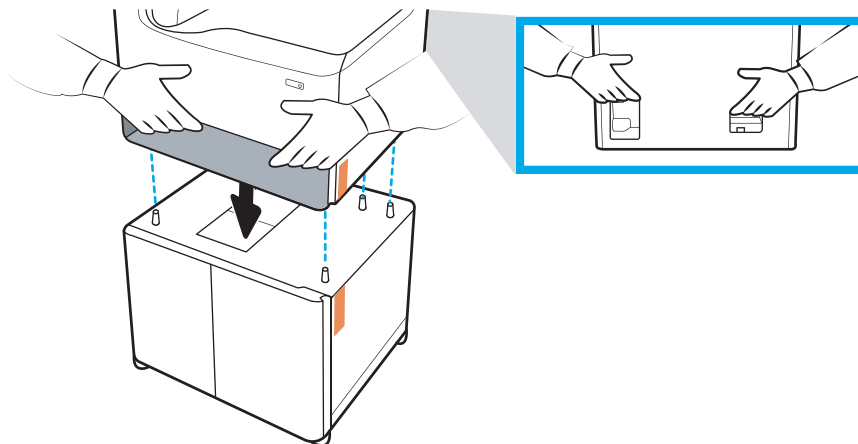
1. Do the following:
  - a. If the printer tray, or trays, were reinstalled after unpacking the printer, remove them now.
  - b. Remove the blue shipping tape from the accessory.
  - c. Before proceeding, take note of the location of the alignment pins on the accessory.



2. Do the following:
  - a. Grasp the printer at the tray cavity and the rear hand holds.
  - b. Lift the printer up, and then set it down on the accessory. Make sure that the alignment pins go into the holes in the chassis. The printer must sit flat on top of the accessory.

**⚠ CAUTION:** **SFP staging models:** This step requires two people.

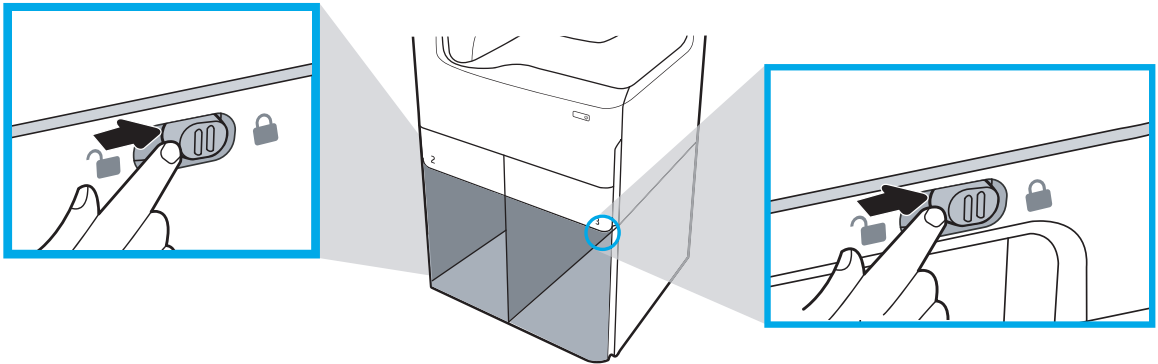
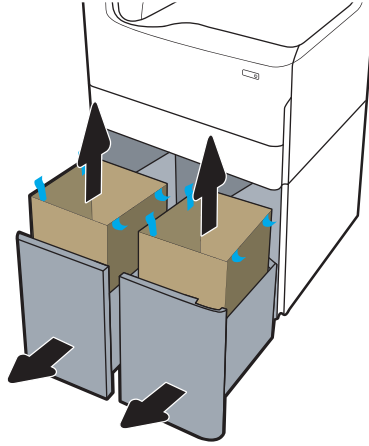
**MFP staging models:** This step requires three people. The third person should steady the printer when it is picked up.



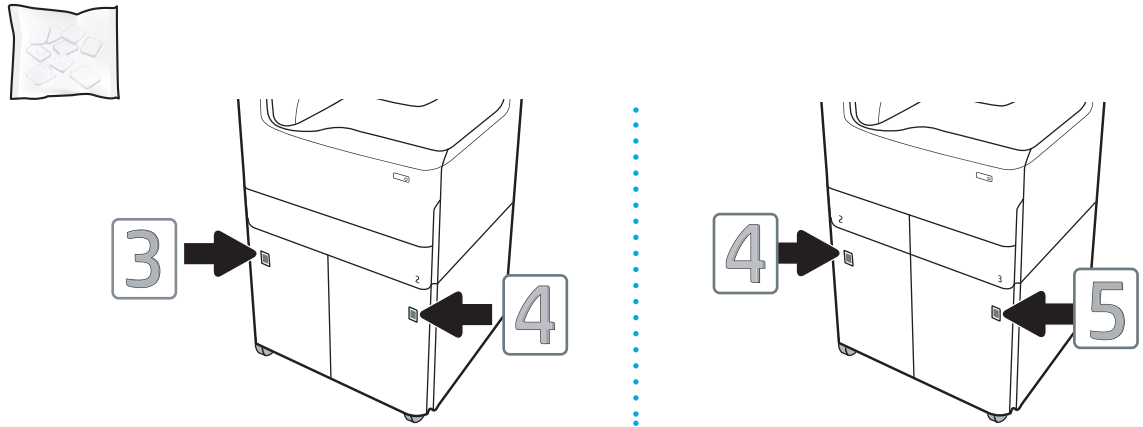
3. Do the following:

- a. Open the trays, and then remove any internal shipping materials.
- b. At the front and rear of the accessory, slide the lock button to the locked position.

**⚠ WARNING!** Never attempt to move the printer and accessory in the unlocked position. The printer might fall off of the accessory and cause damage or personal injury.

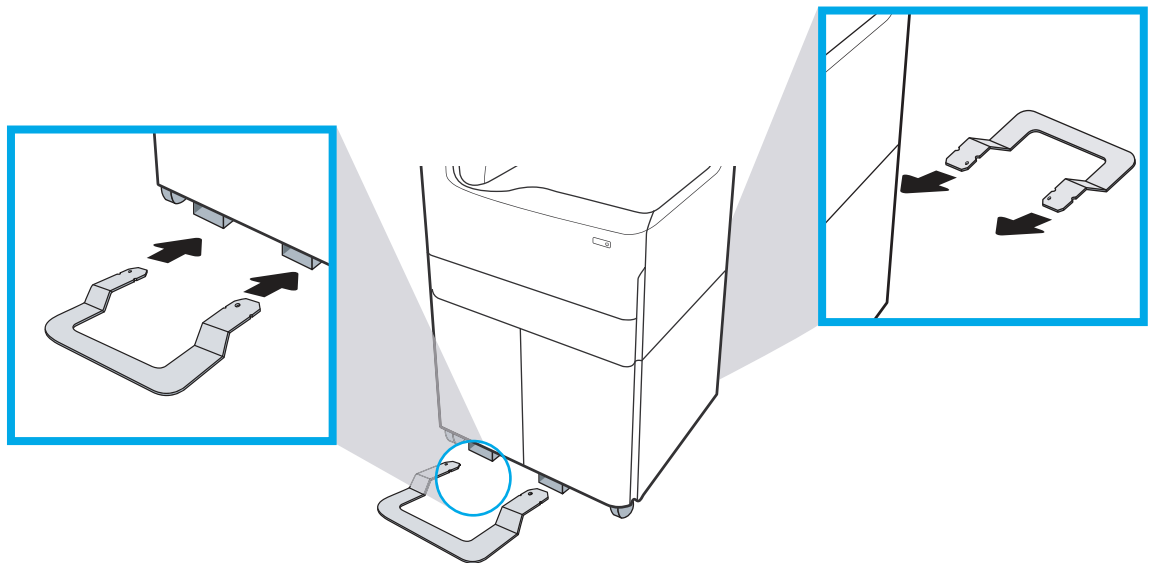


4. Install the correct tray identification plate (see the figure below) on the accessory.



5. Align the accessory stabilizer bar with the slots in the accessory chassis, and then slide the stabilizer in toward the accessory until it stops.

 **NOTE:** Install one stabilizer at the front of the accessory, and one at the rear of the accessory.



6. **Windows:** If you added an accessory before installing the printer software, it is configured during software installation. If you added an accessory after software installation, update the software settings from the **Device Settings** tab in **Printer Properties** to configure it.

**OS X:** After attaching the accessory and the first print job is sent, the accessory should be automatically configured. If not, open **System Preferences**, choose **Printers & Scanners**, select your printer, then click **Options & Supplies** and manually configure the accessory on the **Options** tab.

**OS X:** After you attach the accessory and send the first print job, the accessory should be automatically configured. If not, open **System Preferences**, choose **Printers & Scanners**, select your printer, then click **Options & Supplies** and manually configure the accessory on the **Options** tab.

## Load paper

- [Load paper to Tray 1 \(multipurpose tray\)](#)
- [Load paper to Tray 2](#)
- [Load the 4,000-sheet high-capacity input \(HCI\) tray](#)

### Load paper to Tray 1 (multipurpose tray)

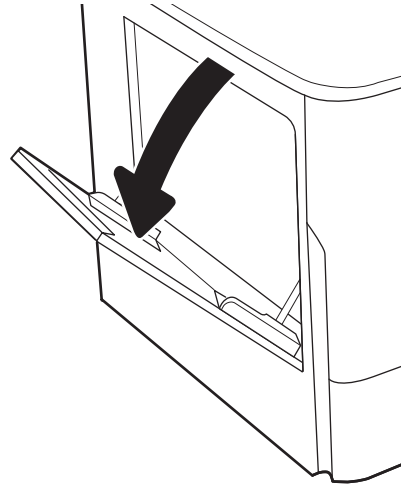
**⚠ CAUTION:** Do not extend more than one paper tray at a time. Do not use paper tray as a step. Keep hands out of paper trays when closing. All trays must be closed when moving the printer.

The following information describes how to load paper in Tray 1. The tray holds up to 100 sheets of 75 g/m<sup>2</sup> (20 lb) paper or 14 envelopes.

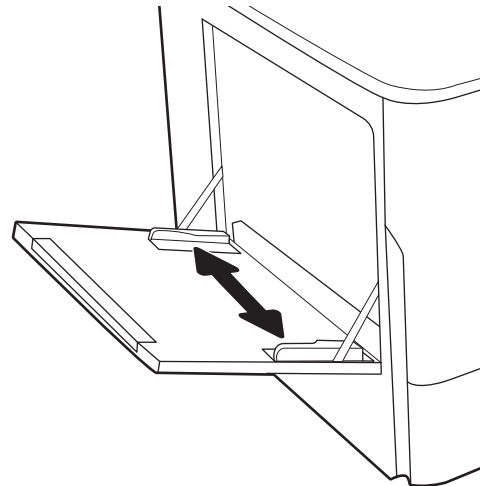
**⚠ CAUTION:** To avoid jams, never add or remove paper from Tray 1 during printing.

1. Open Tray 1.

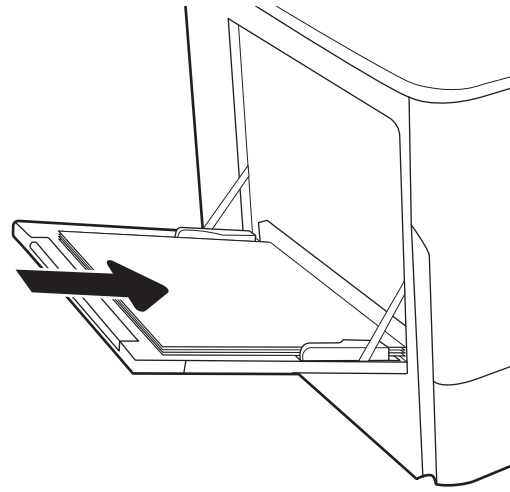
**NOTE:** To print on longer paper, such as legal-size, pull out the Tray 1 extension.



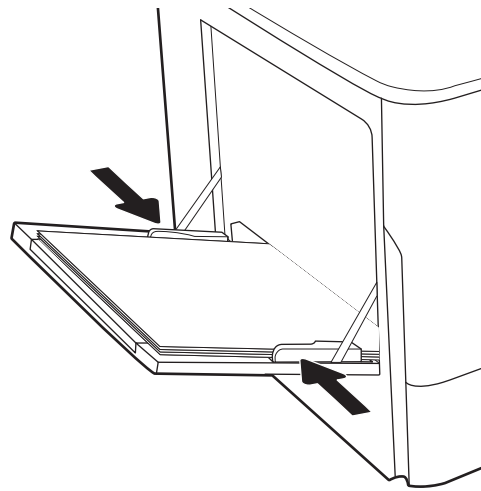
2. Adjust the paper-width guides to the size of the paper being used.



3. Load paper in the tray.



4. Adjust the width guides so that they touch the paper stack, but do not bend it.



## Load paper to Tray 2

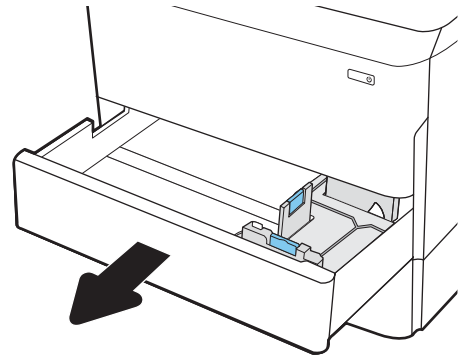
**CAUTION:** Do not extend more than one paper tray at a time. Do not use paper tray as a step. Keep hands out of paper trays when closing. All trays must be closed when moving the printer.

The following information describes how to load paper into Tray 2 and the optional 550-sheet trays. These trays hold up to 550 sheets of 75 g/m<sup>2</sup> (20 lb) paper.

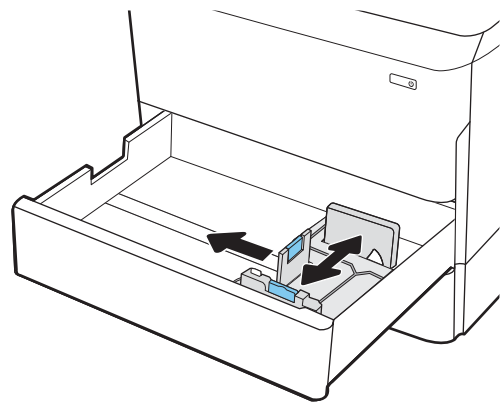
**NOTE:** The procedure to load paper for all 550-sheet trays is the same as for Tray 2. Only Tray 2 is shown here.

1. Open the tray.

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



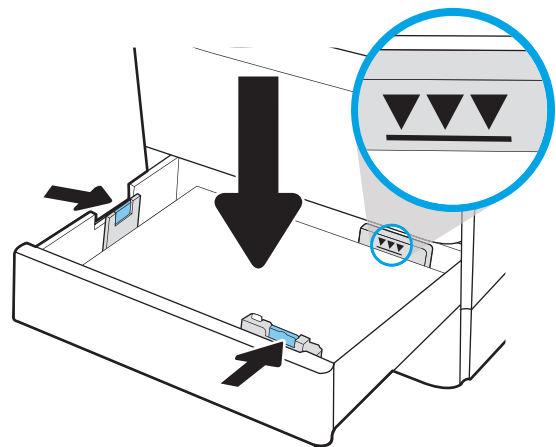
2. Adjust the paper-length and paper-width guides by squeezing the blue adjustment latches and sliding the guides to the size of the paper being used.



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

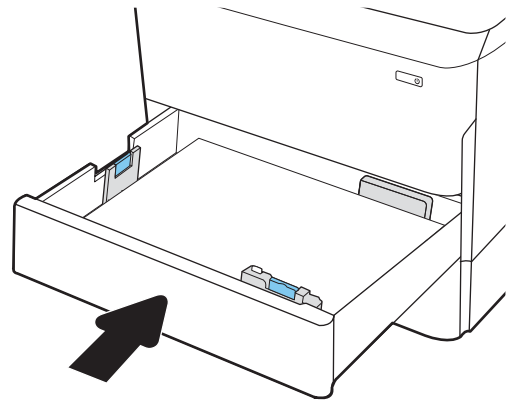
**NOTE:** To prevent jams, do not overfill the tray. Be sure that the top of the stack is below the tray full indicator.

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



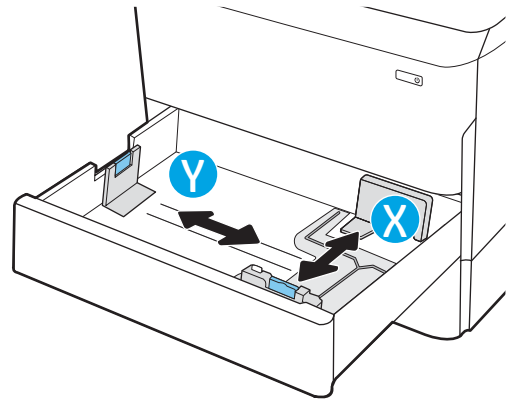


4. Close the tray.



5. The tray configuration message displays on the printer control panel.
6. Select the **OK** button to accept the detected type and size, or select the **Modify** button to choose a different paper size or type.

For custom-size paper, specify the X and Y dimensions for the paper when the prompt displays on the printer control panel.



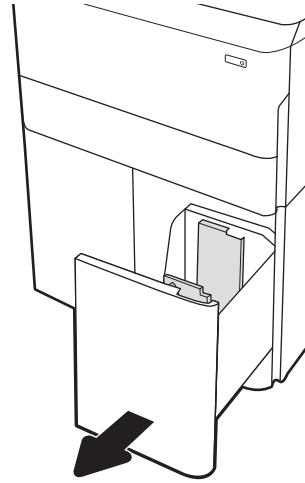
## Load the 4,000-sheet high-capacity input (HCI) tray

**⚠ CAUTION:** Do not extend more than one paper tray at a time. Do not use paper tray as a step. Keep hands out of paper trays when closing. All trays must be closed when moving the printer.

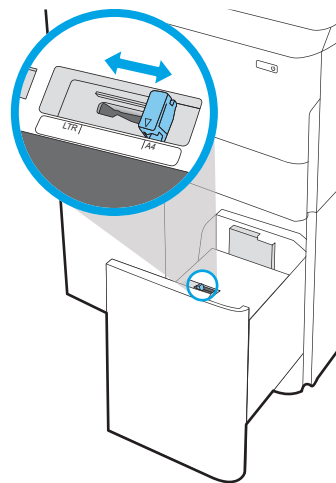
The following information describes how to load paper in the high-capacity input tray, which is available as an accessory for all models. The two trays hold up to 4,000 sheets of 75 g/m<sup>2</sup> (20 lb) paper.

1. Open the tray.

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



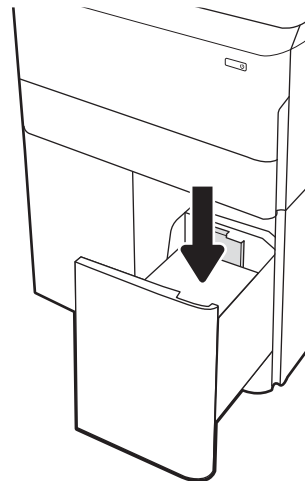
2. Adjust the paper-size guide to the correct position for the paper.



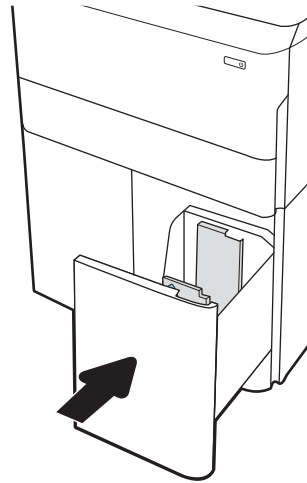
3. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it.

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

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



4. Close the tray.



5. The tray configuration message displays on the printer control panel.
6. Select the **OK** button to accept the detected type and size, or select the **Modify** button to choose a different paper size or type.

# Install cartridges

## Cartridge installation

### Introduction

The following information provides details about the cartridges for the printer.

### Cartridge information

**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 contact. Do not touch the gold-colored metal contacts of the cartridge. Fingerprints on the contacts can damage the cartridge.

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


**Table 8-1** Cartridge information

Item	Description	Cartridge number	Part number
HP 982X High Yield Black Original PageWide Cartridge	High-capacity replacement black cartridge	982X	T0B30A
HP 982X High Yield Cyan Original PageWide Cartridge	High-capacity replacement cyan cartridge	982X	T0B27A
HP 982X High Yield Magenta Original PageWide Cartridge	High-capacity replacement magenta cartridge	982X	T0B28A
HP 982X High Yield Yellow Original PageWide Cartridge	High-capacity replacement yellow cartridge	982X	T0B29A
HP 982A Black Original PageWide Cartridge	Standard-capacity replacement black cartridge	982A	T0B26A
HP 982A Cyan Original PageWide Cartridge	Standard-capacity replacement cyan cartridge	982A	T0B23A

**Table 8-1** Cartridge information (continued)

Item	Description	Cartridge number	Part number
HP 982A Magenta Original PageWide Cartridge	Standard-capacity replacement magenta cartridge	982A	T0B24A
HP 982A Yellow Original PageWide Cartridge	Standard-capacity replacement yellow cartridge	982A	T0B25A

 **NOTE:** High-yield cartridges contain more pigment than standard cartridges for increased page yield. For more information, go to [www.hp.com/go/learnaboutesupplies](http://www.hp.com/go/learnaboutesupplies).

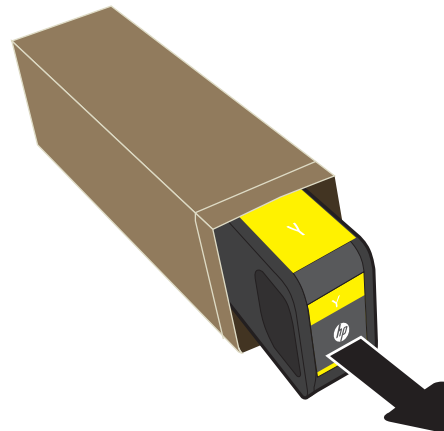
 **NOTE:** Information about recycling used cartridges is in the cartridge box.

## Install the cartridges

1. Open the cartridge door.



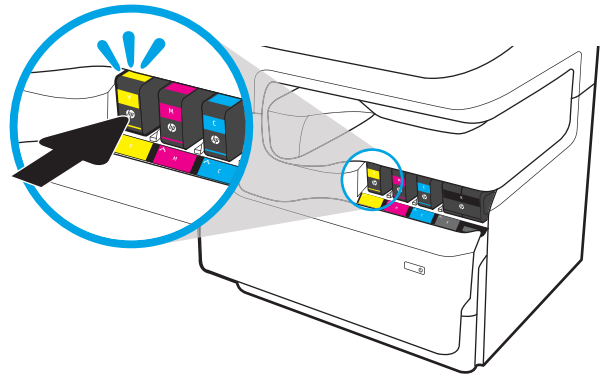
2. Remove the new cartridge from the packaging.



3. Do not touch the gold-colored metal contacts of the cartridge. Fingerprints on the contacts can damage the cartridge.



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



5. Close the cartridge door.




6. 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 world<sup>1)</sup>.

To find information about how to recycle used HP cartridges, please go to [www.hp.com/recycle](http://www.hp.com/recycle).

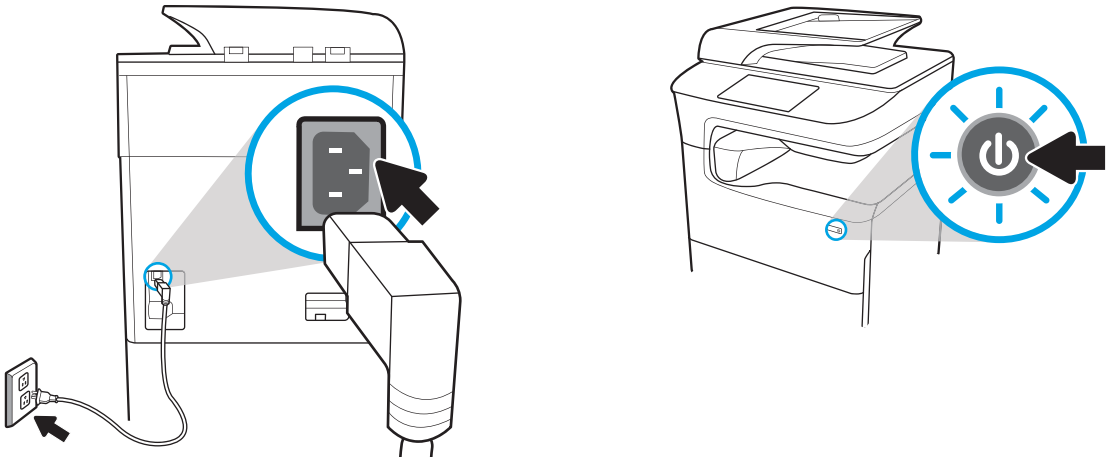
<sup>1)</sup> Program availability varies. For more information, visit [www.hp.com/recycle](http://www.hp.com/recycle).

## Power on

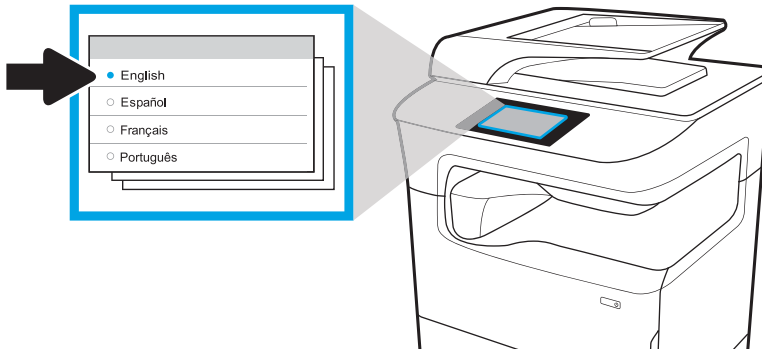
 **NOTE:** An MFP printer is shown below. However, turning the power on is similar for all staging models.

1. Connect the power cord to the printer and to an AC outlet. Turn the printer on.

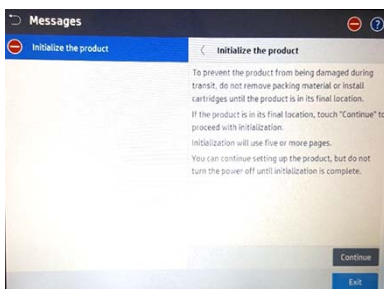
 **NOTE:** Only use the power cord that comes with the printer.




2. At the printer control panel select the language, and then follow the instructions on the display.
  - If the printer is being turned on for the very first time, the control panel will prompt you to set the Language, location, time/date, the option to enable Autosend and Print from USB drive. After finishing, a screen will appear on the control panel with printer setup options.



3. Touch “Initialize Product” and then “Continue” to begin the 26-minute printer initialization.



 **IMPORTANT:** During the printer initialization process, do not turn off the printer, open/close any access doors, or attempt to send any print jobs. Only perform those functions which appear on the control panel screen.



 **NOTE:** After the initialization has begun, you can press “Hide” and proceed with other non-printing setup steps required for your setup.

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### Additional recommendations

---

 **NOTE:** Allow the printer initialization to complete before performing any of the “additional recommendations.”

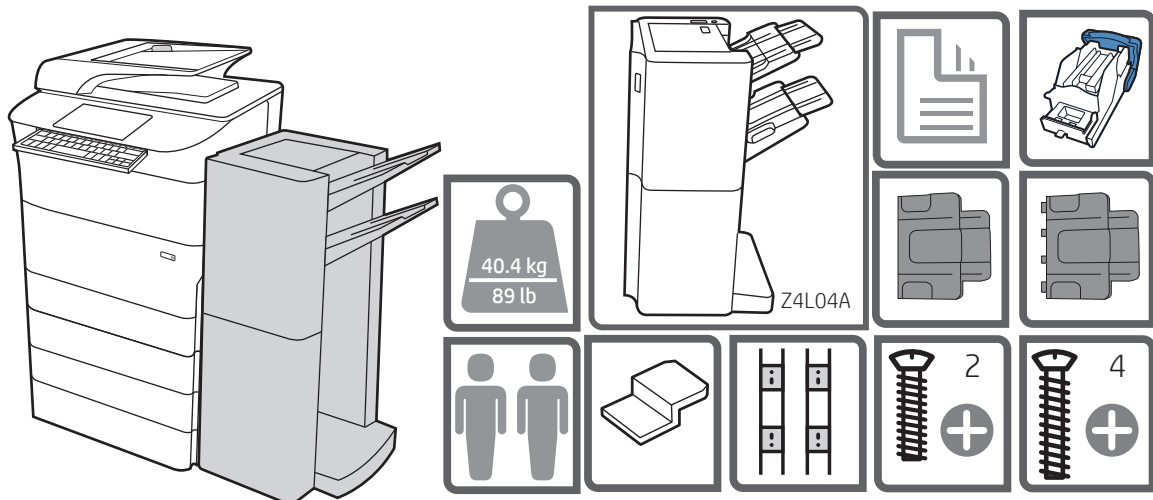
---

- Print a configuration page (Control Panel -> Reports -> Configuration/Status pages)
  - Make 2 copies from the ADF both sided (ADF verification)
  - Make 2 copies from the Flatbed Scanner (Scanner verification)
  - Exercise Save to device memory using the keyboard (keyboard verification)
- 

 **NOTE:** Check any accessory trays during the staging process, before any repacking is necessary.

---

## Floor standing finisher installation



[Unboxing and Installation Video](#)

1. Unbox the finisher accessory that you ordered with this staging model



2. Remove all tape and packing material.



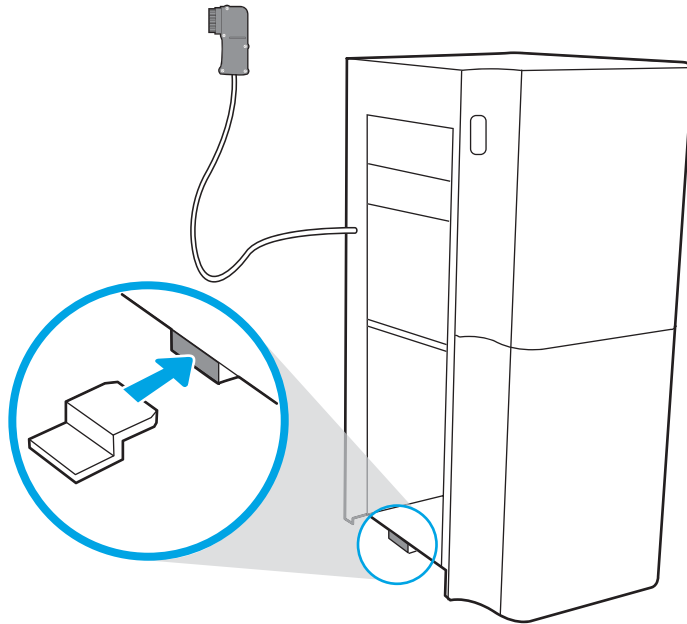
3. Attach black, plastic “flowers.”



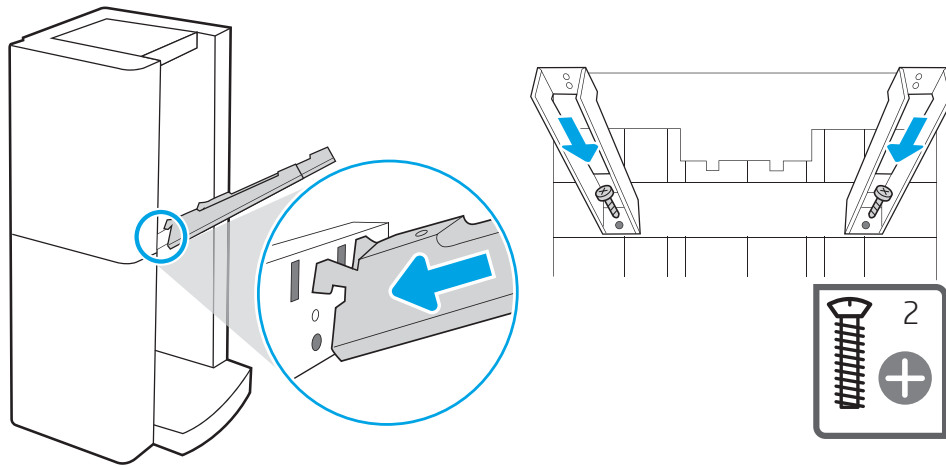
**⚠ WARNING!** The Black plastic “flowers” are key to attaching the finisher to the printer successfully. Check that both contain the spring inside and are installed as shown in the picture. A missing spring will prevent the finisher from attaching to the printer.



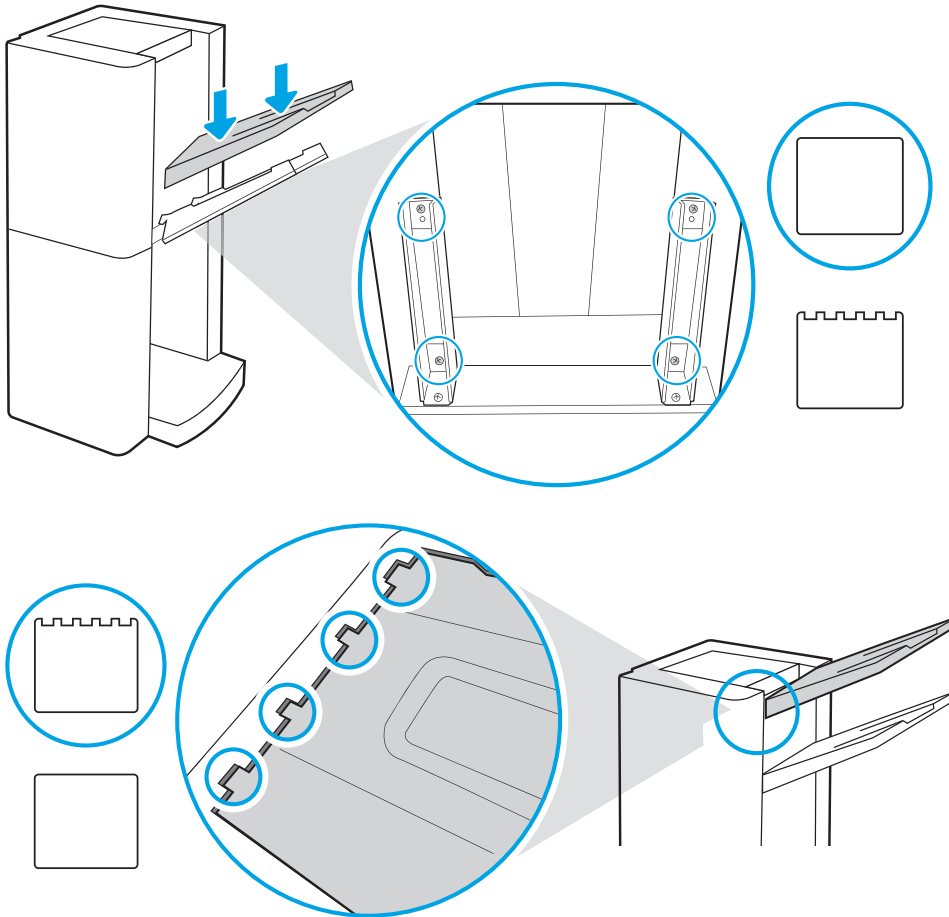
1. Install the two metal brackets in the slots on the finisher chassis plate, and then install the two smaller screws to fasten the brackets to the finisher.



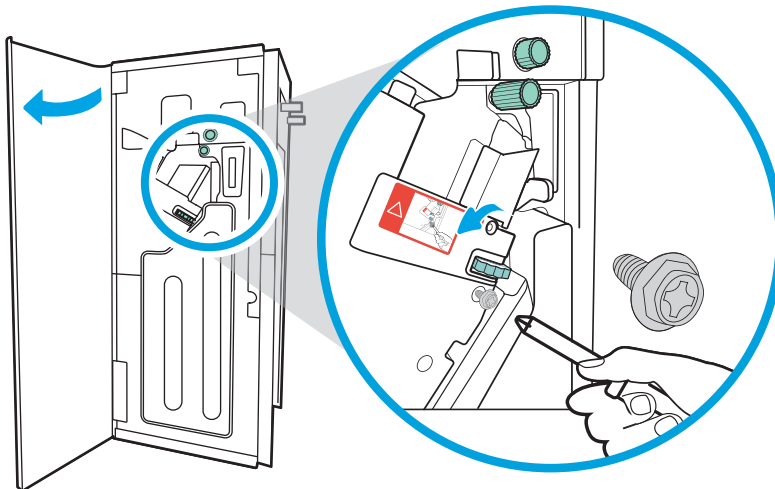
2. Place the lower output bin on the brackets, press down to align the four screw holes in the bin with the holes in the brackets, and then install the four larger screws.



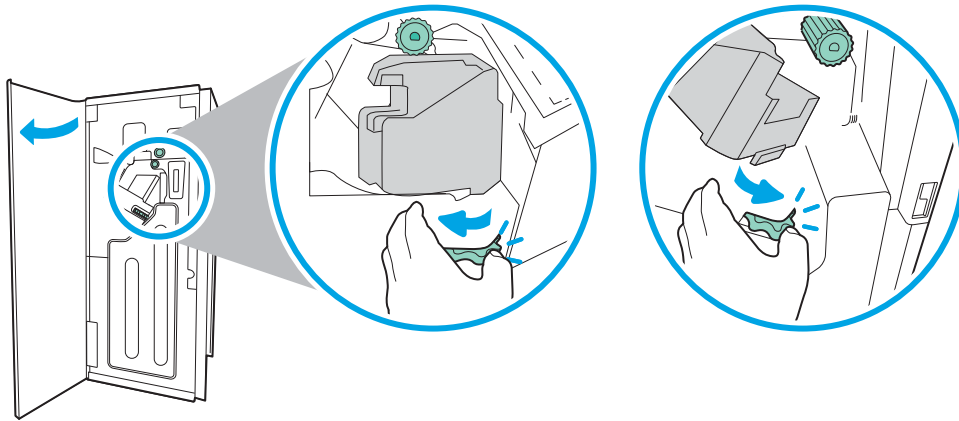
3. To install the top output bin, align the four tabs on the edge of the bin, with the four slots in the finisher. Insert the tabs with the far end of the bin lifted up, and then once the tabs are inserted, carefully lower the far end of the bin into position.



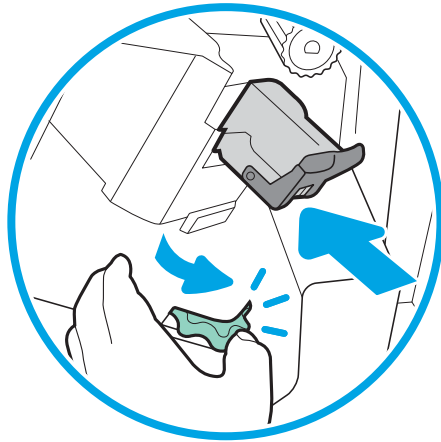
4. Use the handle to open the finisher rear door, and then remove the shipping screw. Discard shipping screw and label.



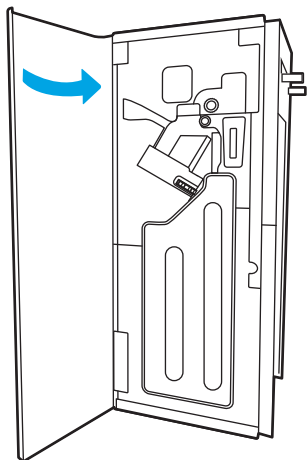
5. Turn the green wheel left to roll the stapler carriage away from you until the carriage spins.



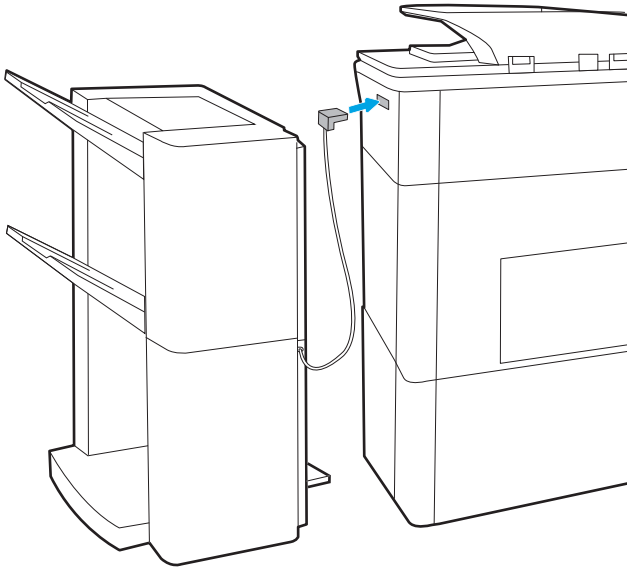
6. Turn the green wheel right to roll the stapler carriage TOWARD you until it reaches its closest position.



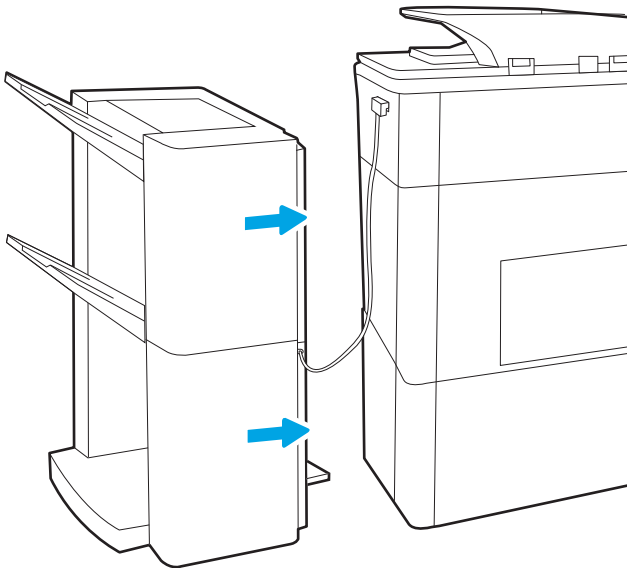
7. Insert the new staple cartridge by holding the green wheel with one hand while pushing the staple cartridge into the slot.



8. Close the finisher rear door.

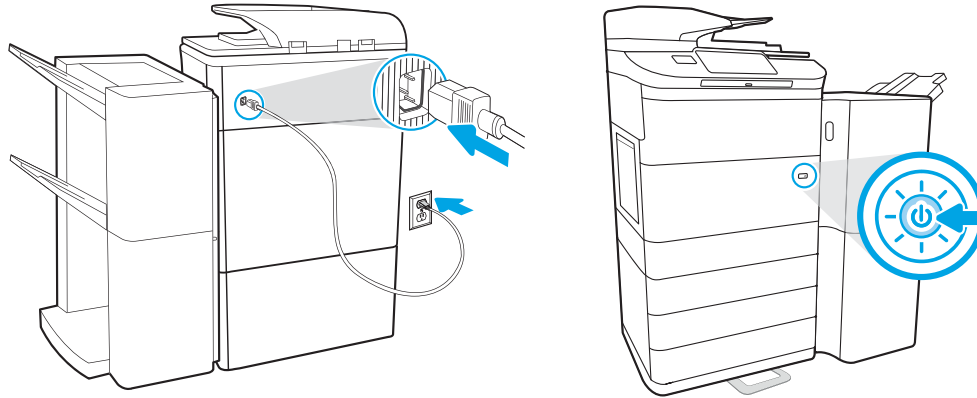


9. Connect the finisher cable to the printer.





10. Attach the finisher accessory to the printer.



11. Connect and turn on the printer.

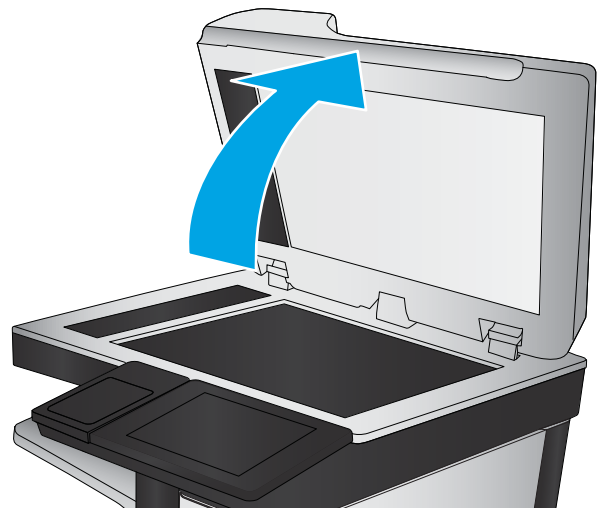
## Clean scanner assembly after setup

Debris on the scanner glass and/or document feeder reflector affects print quality. Use the following procedure to clean the scanner glass and document feeder reflector.

1. Press the power button to turn the printer off, and then disconnect the power cable from the electrical outlet.



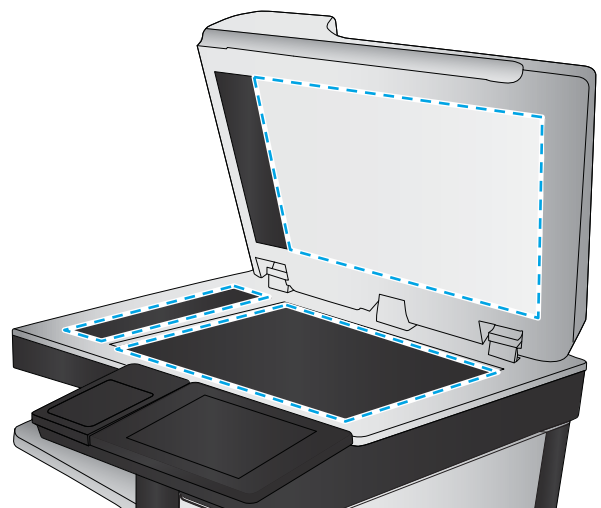
2. Open the scanner lid.



3. Clean the scanner glass, the document feeder strips, and the reflector with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

**CAUTION:** Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the printer; these can damage the printer. Do not place liquids directly on the glass or platen. They might seep and damage the printer.

**NOTE:** Make sure to clean the small strip of glass on the left side of the scanner.



4. Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.
5. Connect the power cable to an outlet, and then press the power button to turn the printer on.

## Print and copy tests

Perform the following tests to verify that the printer setup was successful:

### Print-quality test

1. Verify that you have completed the necessary reassembly steps.
2. Make sure that the tray contains clean, unmarked paper.
3. Attach the power cord and interface cable or interface cables, and then turn on the printer.
4. Print a Configuration page.
5. Print a print quality page, and then verify that there are no lines, streaks, banding, or other print quality defects.
6. Send a print job from the host computer, and then verify that the output meets expectations.
7. Clean the outside of the product with a damp cloth.

### Copy-quality test

1. Verify that you have completed the necessary reassembly steps.
2. Ensure that the input tray contains clean, unmarked paper.
3. With the power cord attached to the printer, turn on the printer.
4. Verify that the expected start up sounds occur.
5. Print a configuration page, and then verify that the expected printing sounds occur.
6. Place the configuration page in the document feeder or on the flatbed glass.
7. Print a copy job, and then verify the results.
8. Clean the outside of the printer with a damp cloth.

### Fax-quality test

1. Place the configuration page in the document feeder.
2. Type a valid fax number, and send the fax job.
3. Verify that the send quality and the receive quality meet expectations.



---

## 9 Late point differentiation configuration (LPDC)

- [Overview](#)
- [Procedure](#)

## Overview

HP offers a new efficient, low-cost, and secure method to deliver HP LaserJet Managed A3 printers to HP customers. It involves manufacturing printers at a temporary, generic speed and then configuring the customer's chosen speed (aka late point differentiation speed) using a virtual license after unboxing.

This feature is available on A3 HP PageWide Managed MFP models such as the HP PageWide MFP E776xx series.

Private Key cryptography is used to secure both the license and the data passed from the printer to the HP Cloud. The printer uses the HP JetAdvantage Management (JAM) Activation site (<https://activation.jamanagement.hp.com/>) to obtain the license. During this exchange, printer information is also shared with the HP Cloud to identify the printer's authorized speed.

The license contains the speed and other values such as model name, serial number (SN), order number, features, energy settings, country (localization based), and factory defaults. After unboxing the printer and updating the firmware, the license is automatically obtained from the HP Cloud when first connecting the printer to the Internet using a network connection.

The license is then locked to the specific printer and serial number. This is the Late Point Differentiation Configuration (LPDC) process. This process can also be performed manually using a USB flash drive and the printer firmware to validate the LPDC license signature.



**NOTE:** Up to a 24-hour delay from the time the unit is shipped to when the license becomes available in the cloud. You will be unable to download the license to the device until the license is available.

---

# Procedure

- [Pre- Requisites](#)
- [Late point differentiation configuration \(LPDC\) \(automatic\)](#)
- [Late point differentiation configuration \(LPDC\) \(manually using USB flash drive\)](#)
- [Install the model nameplate and barcode label](#)

## Pre- Requisites

Before performing the procedure, make sure to note the following tasks:

- The LPDC procedure has two components that must be performed by a trained person during the device install, staging or setup process.
- Wait 24-48 hours from the time the unit is shipped to when the license becomes available in the cloud. The speed cannot be set until the license is available from the cloud.
- If no internet connection is available, or the LPDC process is not possible via the network connection, the speed license can be downloaded to a USB flash drive and manually installed.

Ensure that only the power cord is connected. Do NOT connect the network cable until instructed.

---

 **CAUTION:** Connecting the network cable too early might cause the printer to hang or become corrupted.

---

## Late point differentiation configuration (LPDC) (automatic)

1. Install all hardware and accessories with the printer power source and the network cable disconnected.
2. Plug only the power cord.

---


 **NOTE:** Do not connect the network cable.

---

3. Press the power button to turn on the printer. Wait for the Setup Wizard to display, and then configure each setting.
4. Allow the printer to finalize the initialization and internal communications.
5. Print a Configuration Page to ensure that the printer is working properly, and make sure that the firmware is correctly upgraded.

Confirm that the LPDC status is “**Not configured (XX, XX, XX)**”.


---

 **CAUTION:** Do not skip the next step.

---

6. Manually upgrade the printer firmware by using a USB flash drive (do not connect a network cable).

---

 **CAUTION:** Make sure that all of the accessories are installed before upgrading the firmware. This is the only way to upgrade the firmware on the accessories. Accessories might not upgrade automatically, if attached later.

---

7. Wait for the printer to complete the firmware upgrade process.


---


 **NOTE:** The printer automatically re-initializes several times. This might take up to 30 minutes to complete, so make sure not to interrupt the firmware process.

---

8. After the printer arrives at the “Ready” state, wait another 2-5 minutes to allow the printer firmware to finish copying firmware to all of the PCAs.
9. Print a Configuration Page and make sure that the firmware is correctly upgraded and confirm that the LPDC status is “Not configured (XX, XX, XX)”.
10. Press the power button on the front of the printer, and then turn off the power (near the power cord).

---

 **NOTE:** The printer speed cannot be changed after it is set by the LPDC license. The printer serial number is locked to the speed setting, based on what was ordered by the customer, and is placed in HPI’s license activation site located in the cloud.

 **TIP:** The easiest way to obtain the speed license is to connect the printer to the Internet after upgrading the firmware and allowing the printer to automatically download and transfer the speed license from the HP Cloud.

---

11. Connect the network cable to the printer.
12. Turn on the main power (near the power cord), and then press the power button on the front of the printer. Wait for the printer to reach the “Ready” state.
13. Make sure that the printer has a valid IP address and a working internet connection. A proxy server might need to be configured at this time in the EWS or directly input into the control panel menu.
14. Wait for the LPDC process to automatically start (within 10 minutes of having a working internet connection).


---

 **NOTE:** The printer reboots after the LPDC process is complete, and the printer setup wizard starts.

---

15. When the Setup Wizard appears, re-configure each of the settings.
16. Wait at least 5 minutes after the printer comes to a Ready state to allow the LPDC process to complete.

---


 **CAUTION:** Do not turn the printer power off during this time.


---

17. Print another Configuration Page and make sure that the LPDC is configured with the correct license speed and that the printer model number is correct.

The printer product model changes to the ordered model number. In the LPDC status, the first number in the parentheses (x) is either “0”, “1” or “2”. The “0” corresponds to the slowest speed, “1” is the middle speed, and “2” is the fastest speed. This confirms that the LPDC process is complete.

---

 **NOTE:** If, after connecting the printer to a network to start the LPDC process, the printer repeatedly reboots to the Setup Wizard, go to “Printer repeatedly reboots after attempting the LPDC process” to troubleshoot the issue (ID: c05685029).

 **NOTE:** If the automatic installation fails, if no internet connection is available, or if the LPDC process is not possible via the network connection, the speed license can be downloaded to a USB flash drive and manually installed.


---

## Late point differentiation configuration (LPDC) (manually using USB flash drive)



1. Make sure that the network cable is disconnected from the printer.
2. Turn on the main power switch (near the power cord), and then press the power button on the front of the printer to turn the power on.
3. Download the speed license to a USB flash drive.
4. Press the power button on the front of the printer, wait for it to power off, and then turn off the main switch on the lower-right side of the printer.
5. Download the speed license to a USB flash drive.
  - a. With an Internet-connected PC, open a browser and go to the [HP JetAdvantage Management \(JAM\) Activation site](https://activation.jamangement.hp.com/) (https://activation.jamangement.hp.com/) and select the region.
  - b. Select the country/region.
  - c. Select **SIGN IN** on the Partner First Portal..
  - d. Type the HP Passport Sign In credentials including UserID and Password.
  - e. Select **Managed Print Specialist**, and then select **Technical Support**.
  - f. Select **Activate License**, and then search for **License**.
  - g. Enter the **Serial Number**, **Printer Product Number**, and then select **Submit**.
  - h. Select the **Get License** button next to the device serial number to download the LPDC license file.

---


 **NOTE:** If the license is not found, contact your distributor to ensure HP has been sent the information to create the license. When HP has created the license, you will need to wait 24 - 48 hours before the license becomes available in the cloud.

---

 **CAUTION:** Licenses must be saved in the root directory of the USB drive with the specified file name.


- i. Save the file to the root directory of a USB flash drive that has been FAT32 formatted.
6. Transfer the license information to the printer.
    - a. Insert the USB flash drive into the walkup USB port on the printer (formatter or HIP USB).

---

 **NOTE:** Make sure that the control panel acknowledges that a USB flash drive is installed (a quick message appears on the control panel). Then, press the power button on the front of the printer to turn the power off.

---
    - b. Press the power button to turn on the printer, and then wait for the printer to arrive at a Ready state.

---

 **NOTE:** If the USB flash drive is not detected, remove the USB flash drive, turn off the printer, reinsert the USB flash drive, and then try again.


---
    - c. Wait for the LPDC process to complete (1 to 2 minutes).
    - d. Wait for the printer to reboot automatically.
    - e. When the Setup Wizard displays, re-configure each setting.
  7. Wait another 5 minutes to allow the printer to finish the LPDC process.

---

 **NOTE:** Do not turn the printer power off during this time.

---

- Print a configuration page and make sure that the LPDC is configured with the correct license speed, and make sure the printer model number is correct.

 **NOTE:** The LPDC status should read LPDC: Configured (#).

The printer product model changes to the ordered model number. In the LPDC status, the first number in the parentheses (x) is either “0”, “1” or “2”. The “0” corresponds to the slowest speed, “1” is the middle speed, and “2” is the fastest speed. This confirms that the LPDC process is complete.

- Connect the network cable.

 **NOTE:** If the manual license transfer fails, contact your distributor for support.

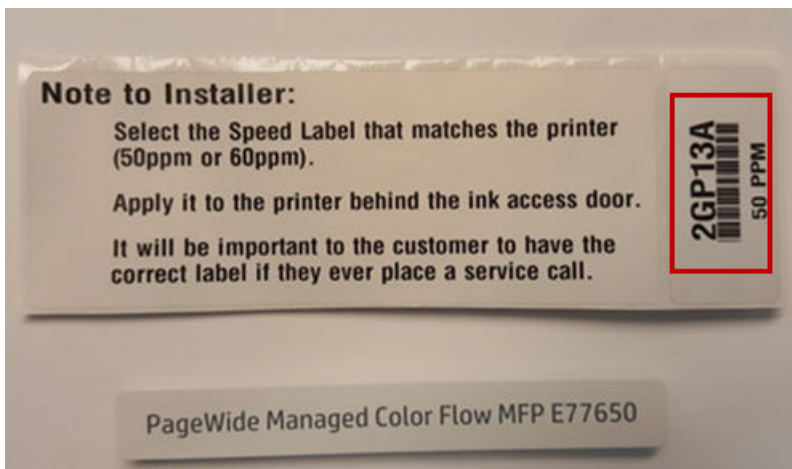
## Install the model nameplate and barcode label

To install the model nameplate and barcode label, follow these steps:

- Locate the large bag containing a CD, power cord, drawer labels, etc.



- Inside the large bag, locate the smaller bag containing the two HP PageWide Managed MFP model nameplates and the two “2GPxxx” barcode labels.



3. Select the appropriate model nameplate that accurately corresponds with the pre-determined engine speed listed on the configuration page.
4. Do not reuse this barcode label.
5. Install the model nameplate on the front of the printer (it snaps in).

Figure 9-1 Location to install the model nameplate



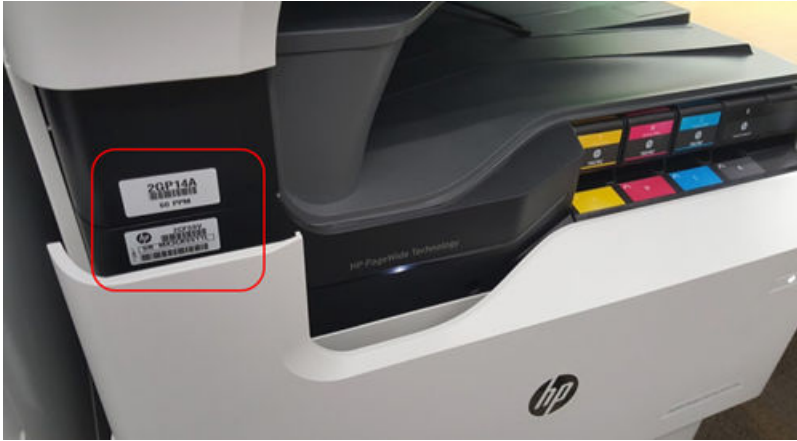
Figure 9-2 Installed model nameplate



6. Select the appropriate "2GPxxx" bar code label that accurately corresponds with the pre-determined engine speed listed on the configuration page.
7. Open the front cover (Cartridge Door).

- Affix the barcode label to the left side (black plastic) above the serial number label.

**⚠ CAUTION:** Do not place the barcode label over any already existing barcode labels or other decals.



- Discard all unused nameplates and barcode labels.

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