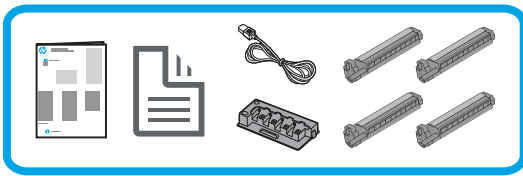
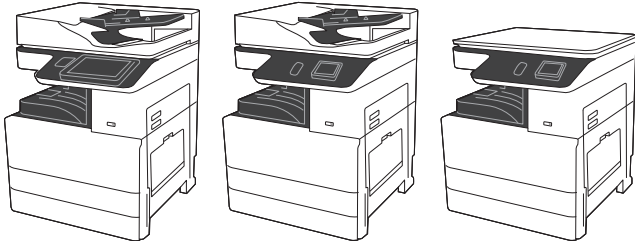




# HP Color LaserJet Managed MFP E78223, E78228

## HP Color LaserJet Managed MFP E77422, E77428



### Engine Install Guide

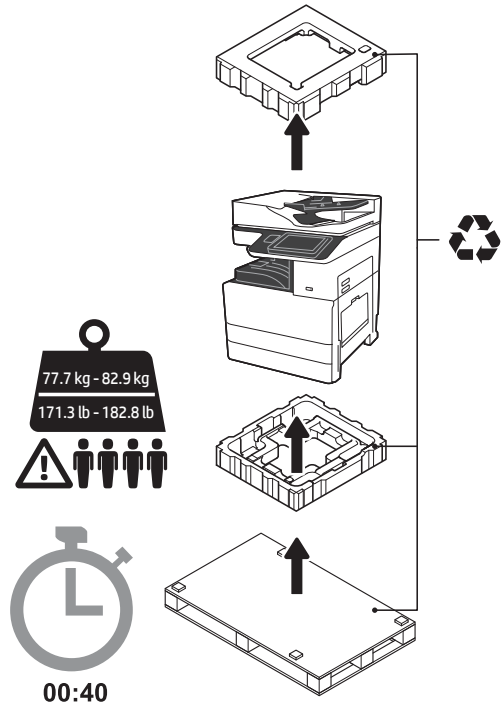


[support.hp.com](https://support.hp.com)



<https://www.hp.com/videos/A3install>

HP recommends reviewing the video before performing the installation.



**WARNING:** Make sure the work area is free of debris and the floor is not slippery or wet.

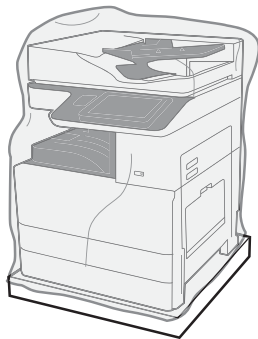
**CAUTION:** The printer assembly is heavy. Four people must lift and install it on the dual cassette feeder (DCF) (Y1F97A), or the cabinet stand (Y1G17A).

**Note:** The picture of this guide may differ from your machine depending on your model.

## 1 Unpack and acclimate the printer.

**CAUTION:** Before the printer is powered on, make sure that the room and equipment are at least 15°C (59°F).  
**NOTE:** Leave the printer on the shipping pallet until it is ready to install on a DCF, or the cabinet stand.

### 1.1



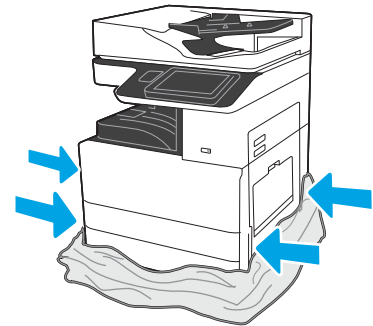
Remove the printer, imaging drums, toner collection unit (TCU), and associated hardware from the box. After unpacking the printer and supplies, allow them to acclimate for four hours.

**NOTE:** If the printer and hardware were stored below 0°C (32°F), it may take them longer to acclimate.

**CAUTION:** Do not remove the shipping tape or protective packing materials until after the printer is installed on a DCF, or the cabinet stand.

**NOTE:** Imaging drums are stored in the output bin area below the automatic document feeder.

### 1.2

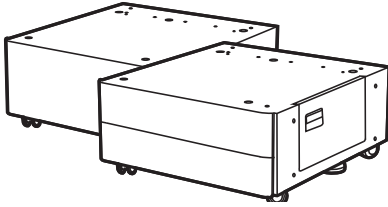


Pull the protective clear plastic down to the base of the printer to allow access to lifting points.

## 2 Prepare the DCF, or the cabinet stand for installation.

**CAUTION:** Use care when lifting. Use proper safe lifting practices.  
**IMPORTANT:** Retain two thumbscrews for securing the cabinet stand.

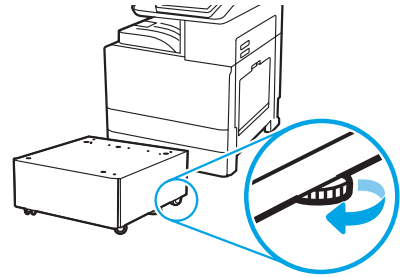
### 2.1



Follow the in-box directions to unpack the DCF, or the cabinet stand.

### 2.2

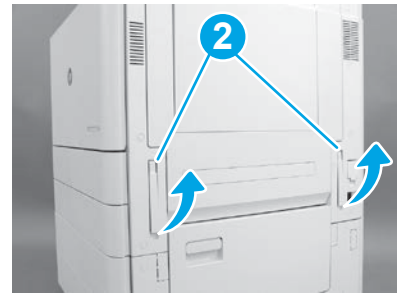
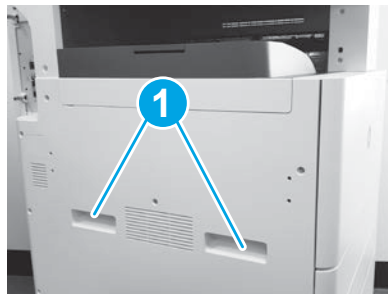
Position the DCF, or the cabinet stand near the printer.  
**WARNING:** Make sure the work area is free of debris and the floor is not slippery or wet.  
**NOTE:** If desired, lower the stabilizers to prevent the printer from moving.



## 3 Install the printer on the DCF, or the cabinet stand.

### 3.1

Hold handles in the hand holds on the left side of the printer (callout 1).  
**NOTE:** Lifting handles are recommended, but are not shipped with the printer (handle set: JC82-00538A).



### 3.2

Carefully lift the printer assembly and align the printer to the alignment pins and connector on the accessory. Carefully lower the printer onto the accessory.  
**CAUTION:** The printer assembly is heavy. Four people must lift and install it on the DCF, or the cabinet stand.  
**NOTE:** On the printer, open each door and all of the trays to check for shipping tape and packing materials. Remove all shipping tape and protective packing materials.



## 4 Remove all packing material and tape from all locations on the engine.

### 4.1



Open Tray 1 on the right side, and then remove the foam near the pickup roller.

### 4.2



Open Tray 2-3 and remove all tape and foam packaging material.

### 4.3



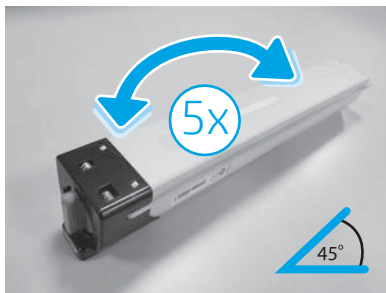
Remove the scanner lock screw and red sticker on the left side of the printer.  
**WARNING:** The scanner lock screw must be removed prior to powering on the printer.

## 5 Install the toner cartridges.

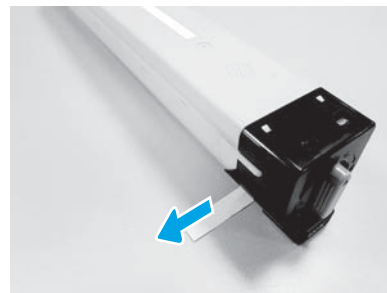
5.1



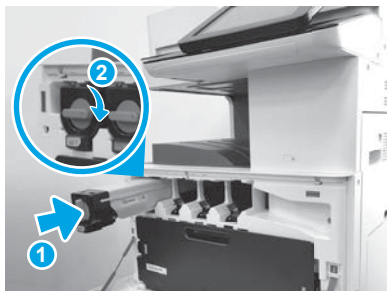
5.2



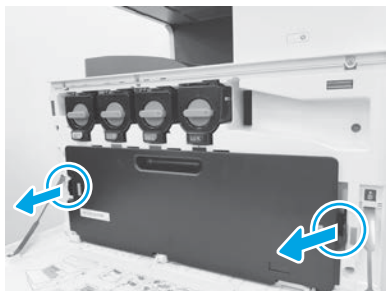
5.3



5.4



5.5



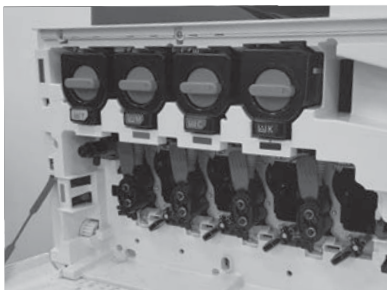
Use the color coding on the printer to install the toner cartridge in the correct slot. Push it in to fully seat the cartridge (callout 1). And then, lock the latch (callout 2).  
**NOTE:** Repeat the previous steps to install the remaining cartridges.

Push the latches on each side of the TCU and then remove the TCU.

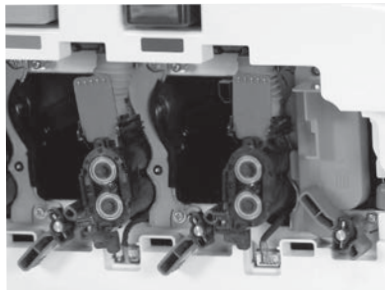
## 6 Install the imaging unit.

**CAUTION:** Do not open the imaging unit package until it is ready to install. Prolonged exposure to bright light can damage the imaging drum and cause image quality problems.

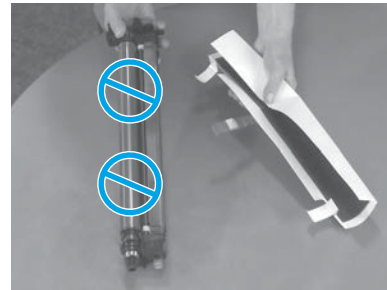
6.1



On the engine rotate the imaging unit lock down and then remove each orange shipping blank.



6.2



Remove the imaging drum units from the foam packaging and plastic bags. Remove the protective white cover.

**CAUTION:** Do not touch the drum surface.

6.3



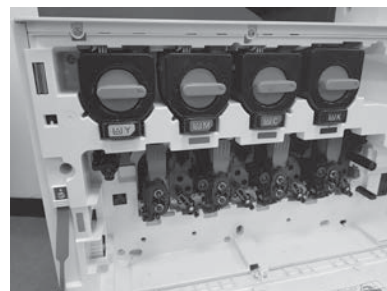
Hold the drum unit with one hand on the bottom and one hand on the handle on the front.

6.4



Install the imaging drum unit by aligning the groove at the top of the drum unit to the guide at the top of the opening.

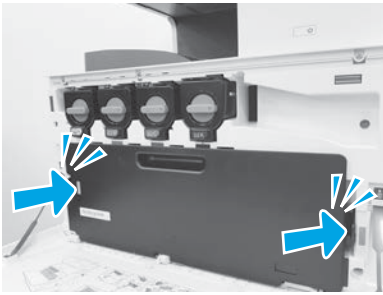
6.5



Rotate the imaging unit drum lock UP to lock the imaging unit drum in place. Install remaining imaging unit drums. Verify each lock lever is UP and each toner shutter supply is OPEN.

## 7 Install the toner collection unit (TCU).

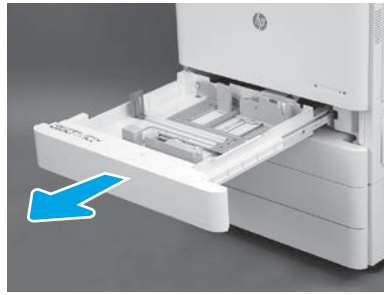
7.1



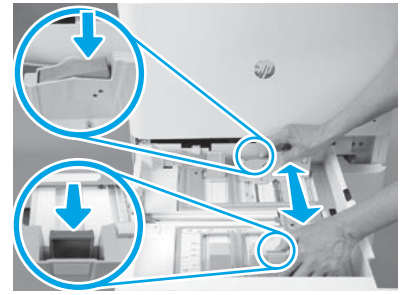
## 8 Load paper in Tray 2.

**NOTE:** Paper is used to print configuration sheets as needed (Letter or A4).

8.1

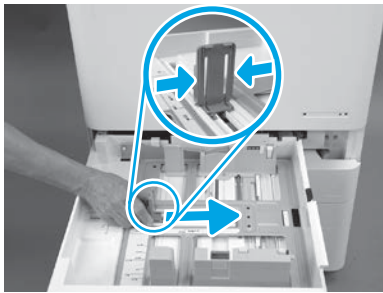


8.2



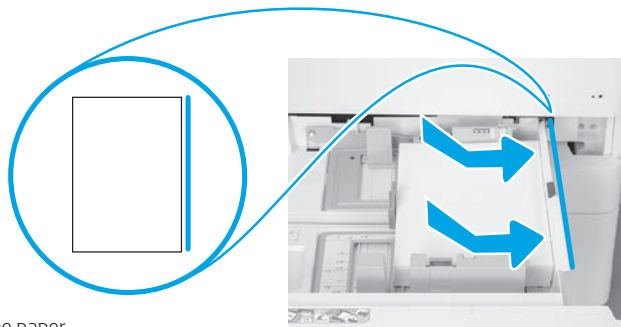
Push down on the blue tab in the back of the tray. At the same time, pinch or squeeze the blue tab in the front of the tray and slide to adjust to the proper paper length. Both tabs are spring-loaded and will lock, once released.

8.3



Squeeze the sides of the tab, and then slide to adjust the paper width.

8.4



Load the paper.  
**NOTE:** A4 or Letter paper should be loaded with the long edge of the paper on the right side of the tray, as shown.

## 9 Initialize the printer.

**CAUTION:** Do not connect the network cable at this time.

9.1

Connect the power cord to the printer and the wall receptacle (callout 1).

**IMPORTANT:** Use the printer power switch to turn the printer power on (callout 2).



9.2



9.3



Follow the control panel prompts to set the country/region, language, date, and time settings.  
**NOTE:** Wait 5-10 minutes for the printer to automatically complete the initialization processes.

9.4



Print a configuration page to make sure that the printer is properly working.  
**NOTE:** Mark the printed page with a "1" to represent the first initialization.

**CAUTION:** The LPDC procedure must be performed by a trained person during the device install, staging or, setup process.

**NOTE:** 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. Go to Step 11.

**NOTE:** 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.

**CAUTION:** Ensure that only the power cord is connected. Do not connect the network cable until directed to do so.


- Use the printer power switch to turn the printer power on. Wait for the **Setup Wizard** to display, and then configure each setting.
- Allow the printer to finalize the initialization and internal communications.




- Print a configuration page to ensure that the printer is working properly, and make sure that the firmware is correctly updated. Confirm that the LPDC status is **“Not configured (XX, XX, XX)”**.

- **Manually update 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 update the firmware on the accessories. Accessories might not update automatically if attached later.

- Wait for the printer to complete the firmware update process. The printer automatically reinitializes several times (this might take up to 30 minutes to complete, so be patient and do not interrupt the firmware process).
  - After the printer reaches the **Ready** state, wait another 2-5 minutes to allow the printer firmware to finish copying firmware to all of the PCAs.
  - Print a configuration page and make sure that the firmware is correctly updated and confirm that LPDC status is **“Not configured (XX, XX, XX)”**.
  - Press the power button  on the front of the printer, and then turn off the main power switch (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.




- Connect the network cable to the printer.
  - Turn on the main power switch (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.
  - 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.
  - 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.
- When the **Setup Wizard** appears, reconfigure each of the settings. The first setting will be Language indicating LPDC process was successful.
  - 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.

- 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” or “1”. The “0” corresponds to the slowest speed, and “1” is the fastest speed. This confirms that the LPDC process is complete.

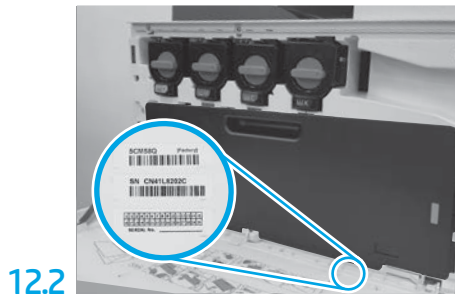
**NOTE:** If the automatic installation fails, if no internet connection is available, or if the LPDC process is not possible via the network connection, the speed license can be downloaded to a USB flash drive and manually installed.



- Make sure that the network cable is disconnected from the printer.
- 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.
- With an internet-connected PC, open a browser and go to the HP Jet Advantage Management (JAM) Activation site: <https://activation.jamanagement.hp.com>.
- Select the country/region.
- Select **SIGN IN** on the Partner First Portal.
- Type the **HP Passport** sign-in credentials (including the **User ID** and **Password**).
- Select **Managed Print Specialist**.
- Select **Technical Support**.
- Select **Activate License**.
- Search for **License**.
- Enter the **Serial Number** and **Printer Product Number**.
- Select **Submit**.
- 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. Once 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.
- Save the file to the root directory of the USB flash drive that has been FAT32 formatted.
- With the printer at the **Ready** state, insert the USB flash drive into the walk-up USB port on the printer (formatter or HIP USB).
- 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.
- Press the power button  on the front of the printer to turn the power on, and then wait for the printer to reach the **Ready** state.  
**NOTE:** If the USB flash drive is not detected, remove the USB flash drive, turn the printer power off, reinsert the USB flash drive, and then turn the printer power on.
- 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 then the printer setup wizard starts.
- When the **Setup Wizard** appears, reconfigure each of the settings. The first setting will be Language indicating LPDC process was successful.
- 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.
- 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" or "1". The "0" corresponds to the slowest speed, and "1" is the fastest speed. This confirms that the speed has set permanently for the printer.
- Connect the network cable.  
**NOTE:** If the manual license transfer fails, contact your distributor for support.

## 12 Install the model nameplate and barcode label.

**NOTE:** The model nameplates are included in the large box that contained the power cord, tray labels, and other items.

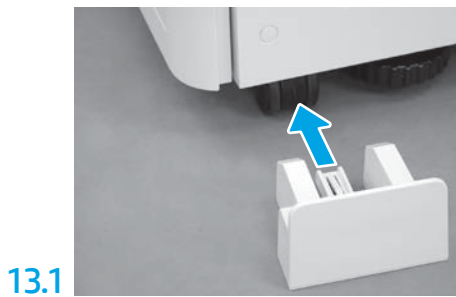


Find the bar code that matches the model nameplate and then install the new bar code label on the inside of the front cover of the printer.



Install the nameplate.

## 13 Install the stabilization blocks.



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