Troubleshooting

To better help our customers - this HP Laserjet 2550 series troubleshooting page is simply a guide / additional information for your convenience, as you search for assistance in repairing your machine. Although this information is provided for your convenience it is recommended, for the most part, that a technician inspects your office equipment.

It is recommended to consult with a professional when ordering your printer part(s).

Chapter contents

Product Information
Chapter contents
Printer configurations
Printer features
Printer overview
Software components
Specifications
Media specifications
Hewlett-Packard limited warranty statement
Print cartridge information
Regulatory statements
Safety statements

Installation and Operation
Chapter contents
Operating environment
Interface ports
Control panel features
Input trays
Printer output paths
Loading media
HP LaserJet Toolbox

Printer configurations

Thank you for purchasing the HP color LaserJet 2550 series printer. The printer is available in the following configurations.

HP color LaserJet 2550L

The HP color LaserJet 2550L printer is a four-color laser printer that prints letter-size pages up to 20 pages per minute (ppm) in black and white, A4-size pages up to 19 ppm, and it prints letter/A4-size pages at 4 ppm in color. It includes a PCL 6 printer driver and has PostScript® level 3 emulation.

- **Trays.** The printer comes with a multipurpose tray (tray 1) that holds up to 125 sheets of various print media or 10 envelopes. The printer can also accept an optional 250-sheet tray (tray 2) for standard sizes and optional 500-sheet tray (tray 3) for A4 and letter sizes. (Optional tray 2 must be installed in order to install optional tray 3.) See Supported media weights and sizes for more information.

- **Print cartridges.** This model comes standard with color print cartridges (cyan, yellow, and magenta) that can print up to 2,000 pages at 5 percent coverage. It comes with a black print cartridge that can print up to 5,000 pages at 5 percent coverage. (A typical business letter has 5 percent coverage.)

- **Connectivity.** The printer provides parallel and universal serial bus (USB) ports for connectivity. The printer also accepts an optional HP Jetdirect external print server for connecting to a network.

- **Memory.** The printer comes standard with 64 MB RAM.

- **Expandability.** The printer has one available DIMM slot for memory expansion and additional font support. The memory is expandable to 192 MB by adding a 128-MB DIMM.

HP color LaserJet 2550Ln

The HP color LaserJet 2550Ln printer has the same features as the HP color LaserJet 2550L printer, except it *includes* an HP Jetdirect internal print server for connecting to a 10/100Base-T network. This model also accepts optional tray 2 and optional tray 3. (Optional tray 2 must be installed in order to install optional tray 3.)

HP color LaserJet 2550n

The HP color LaserJet 2550n printer has the same features as the HP color LaserJet 2550Ln printer and also includes tray 2. This model also accepts optional tray 3. This model comes standard with high-capacity color print cartridges that can print up to 4,000 pages.

Printer features

| Feature	HP color LaserJet 2550 series printer
Color printing	● Provides laser printing in full color by using the four process colors: cyan, magenta, yellow, and black (CMYK).
Fast print speed	● Prints in black on letter-size paper up to 20 ppm and on A4-size paper up to 19 ppm. Prints in color on A4/letter at 4 ppm.
Excellent print quality	● ImageREt 2400 provides 2400 dpi (dots per inch) color and laser-class quality through a multilevel printing process. ● True 600 x 600 dpi text and graphics. ● Adjustable settings to optimize print quality. ● The HP UltraPrecise print cartridge has a finer toner formulation that provides sharper text and graphics.
Ease of use	● Few supplies to order. Supplies are easy to install. ● Convenient access to printer information and settings by using the HP LaserJet Toolbox software. ● Convenient access to all supplies and to the paper path through the front door.
Expandability	● Optional tray 2. (Included with the 2550n model; compatible with all other models.) This 250-sheet tray for standard sizes reduces how often you have to add paper to the printer. Only one 250-sheet tray can be installed on the printer. ● Optional tray 3. This 500-sheet tray for letter and A4 sizes reduces how often you have to add paper to the printer. Only one 500-sheet tray can be installed on the printer. Optional tray 2 must be installed in order to install optional tray 3. ● Optional HP Jetdirect external print server for connecting to a network (HP color LaserJet 2550L printer). ● One DIMM slot for adding memory and fonts.

Feature	HP color LaserJet 2550 series printer
Flexible paper handling	- Adjustable tray 1 (multipurpose tray) for letterhead, envelopes, labels, transparencies, custom-sized media, postcards, glossy paper, HP LaserJet Tough paper, and heavy paper. - Optional tray 2 (250-sheet tray) that is adjustable for several standard sizes of paper. - Optional tray 3 (500-sheet tray) for letter- and A4-size paper. (Optional tray 2 must be installed in order to install optional tray 3.) - One 125-sheet output bin and one output door. Select the top output bin (face down) for most jobs, including transparencies. Use the rear output door (face up) for jobs on heavy paper, light paper, or special print media. - Straight-through paper path capability from tray 1 to the rear output door. - Manual two-sided printing (duplexing). See Interface cover.
Printer driver features	Fast printing performance, built-in Intellifont and TrueType scaling technologies, built-in HP-GL/2 vector graphics, and advanced imaging capabilities are benefits of the PCL 6 printer language. The PCL 6 also includes 45 scalable TrueType fonts and one bitmapped Line Printer Font. The PCL 6 printer language also included.
PostScript® (PS) level 3 emulation language and fonts	Includes 35 built-in PS language fonts.
Automatic language-switching	The printer automatically determines and switches to the appropriate printer language (such as PS or PCL 6) for the print job.
Interface connections	- Bidirectional enhanced capabilities port (ECP) type-B parallel port (IEEE-1284 compliant). - High-speed USB port. - Accepts an optional HP Jetdirect external print server (HP color LaserJet 2550L printer). The HP color LaserJet 2550Ln and 2550n printers include an HP Jetdirect internal print server.

| Feature	HP color LaserJet 2550 series printer
Networking	- Accepts an optional HP Jetdirect external print server (HP color LaserJet 2550L printer). The HP color LaserJet 2550Ln and 2550n printers include an HP Jetdirect internal print server. - All common network protocols such as Ethernet, Token Ring, and LocalTalk are available by using an optional HP Jetdirect external print server. (The 2550Ln and 2550n models include an HP Jetdirect internal print server.)
Enhanced memory and memory expansion	The printer comes with 64 MB of memory and can be expanded to 192 MB by using the DIMM slot. Most documents can be printed with the standard amount of printer memory through the aid of Memory Enhancement technology (MEt). MEt automatically compresses data, and almost doubles the printer memory and accommodating more complex printing with available memory.
Energy savings	- The printer automatically conserves electricity by substantially reducing power consumption when it is not printing. - As an ENERGY STAR® partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR® guidelines for energy efficiency. ENERGY STAR® is a U.S. registered service mark of the United States Environmental Protection Agency.
Economical printing	N-up printing (printing more than one page on a sheet) and two-sided printing using manual duplexing saves paper. See To use a cleaning page and Interface cover.
Supplies	- A Supplies Status page with print cartridge and imaging drum gauges that show the supply levels that remain. For HP supplies only. - No-shake cartridge design. - Authentication for HP print cartridges. - Enabled supplies-ordering capability.
Accessibility	- Online user guide that is compatible with text screen-readers. - Print cartridges and the imaging drum can be installed and removed by using one hand. - All doors and covers can be opened by using one hand.

Printer overview

Hardware components

Before using the printer, familiarize yourself with the parts of the printer.
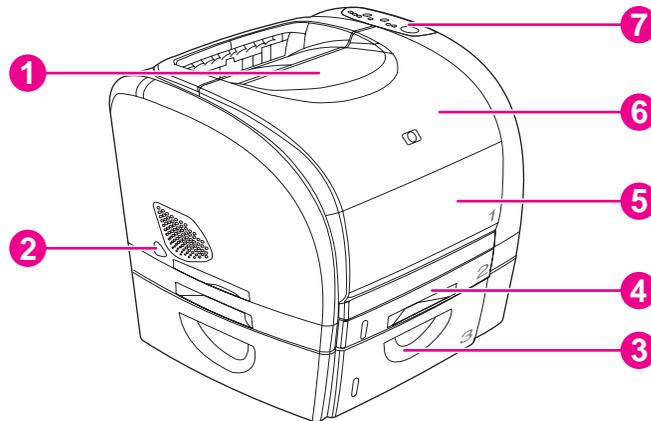
1 Top (face-down) output bin
2 Power switch
3 Optional tray 3
4 Optional tray 2 (included with HP color LaserJet 2550n model)
5 Tray 1
6 Top cover
7 Control panel
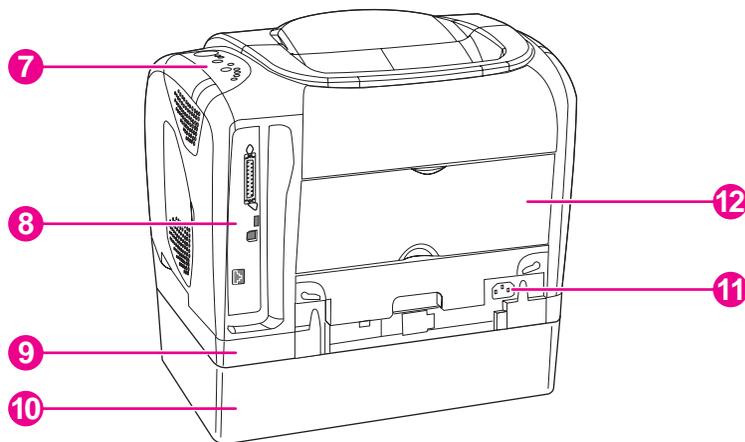
7 Control panel
8 Interface ports *
9 Optional tray 2
10 Optional tray 3
11 Power connector
12 Rear (face-up) output door

* The interface ports are described in more detail in the next chapter. See Interface ports.

Model and serial numbers

The model number and serial number are listed on an identification label located underneath the top door.

The label contains information about the country/region of origin and the revision level, manufacturing date, production code, and production number of the product. The label also contains power rating and regulatory information.


Figure 1-1.   **HP color LaserJet 2550 series printer identification label**

Software components

Software and supported operating systems

For easy printer setup and access to the full range of printer features, HP strongly recommends that you install the software that is provided. Not all software is available in all languages. See the *HP Color LaserJet 2550 Series Printer Getting Started Guide* for installation instructions, and see the Readme file for the latest software information.

The most recent drivers, additional drivers, and other software are available from the Internet and other sources. See Related documentation and software.

The printer supports the following operating systems:

- Microsoft® Windows® 98, Windows 2000, Windows Millennium Edition (Me), and Windows XP

- Windows NT® 4.0 (driver only, other printer software is not available)

- Macintosh OS 9.1, 9.2, 9.3, and OS X v.10.1 and later

- UNIX®, Linux, and OS/2 (limited functionality)

The following tables list the software that is available for your operating system.

Table 1-1. HP color LaserJet 2550 series printer software

Feature	Windows 98, Me	Windows 2000 and XP	Macintosh OS 9.1, 9.2, and 9.3	Macintosh OS X v. 10.1 and later	UNIX®, Linux	OS/2
Windows Installer	✔	✔				
PCL 6 printer driver	✔	✔				
PS printer driver	✔	✔				
HP Web Jetadmin software		✔ [1]				
HP HP LaserJet Toolbox software	✔	✔		✔ [2]		
Macintosh Installer			✔	✔		

Table 1-1. HP color LaserJet 2550 series printer software (continued)

Feature	Windows 98, Me	Windows 2000 and XP	Macintosh OS 9.1, 9.2, and 9.3	Macintosh OS X v. 10.1 and later	UNIX®, Linux	OS/2
Macintosh PostScript printer description (PPD) and printer dialog extensions (PDE)			✔	✔		
IBM drivers						✔[1]
Model scripts					✔[3]	

[1]Available on the HP Web site.
[2]HP LaserJet Toolbox software support for Macintosh OS X, v. 10.2 or later.
[3]Available on the HP Web site. Not specific to this printer.

Software tips

The following are some tips for working with the printer software.

Gaining access to the printer features

The printer features are available in the printer driver. Some features such as custom paper sizes and page orientation might also be available in the program that was used to create a file. Change settings in the program, if possible, because changes that are made in the program override changes that are made in the printer driver.

Obtaining the latest printing software

To check for and install upgrades to the printing software, download drivers from the Internet or HP's file transfer protocol (FTP) servers.

To download drivers

1. Go to www.hp.com. Click the **support & drivers** block.

2. Type `color laserjet 2550` as the product name. The Web page for the drivers might be in English, but you can download the drivers themselves in several languages.

If Internet access is not available, see the flyer that came in the printer box.) See the Readme file for additional release information.

Other print system software

See the Readme file that is provided on the HP color LaserJet 2550 CD-ROM for additional, included software and for supported languages.

Software for Windows

When you install the software for Windows, you can directly connect the printer to a computer by using a USB or parallel cable or, if your printer is network-enabled, you can connect the printer to the network by using the HP Jetdirect print server. See the *HP Color LaserJet 2550 Series Printer Getting Started Guide* for installation instructions, and see the Readme file for the latest software information.

The following software is available to all users of the printer, whether you connected the printer directly to a computer by using a parallel cable or USB cable, or whether you connected the printer to the network by using an HP Jetdirect print server.

Printer drivers

Select a printer driver based on the way the printer is being used.

● Use the PCL 6 printer driver to take full advantage of the printer features. Unless complete backward compatibility with previous PCL drivers or older printers is necessary, the PCL 6 driver is recommended.

● Use the PS printer driver for compatibility with PS needs. Certain printer features are not available in this printer driver.

The printer automatically switches between PS 3 emulation and PCL printer languages depending on the driver you have selected.

Using Help

The printer driver has **Help** dialog boxes that can be activated from the **Help** button in the printer driver, the **F1** key on the computer keyboard, or the question mark symbol **(?)** in the upper-right corner of the printer driver. These **Help** dialog boxes give detailed information about the specific printer driver. Help for the printer driver is separate from the Help for your program.

HP LaserJet Toolbox

You must perform a complete software installation to use the HP LaserJet Toolbox.

The HP LaserJet Toolbox provides links to printer status information and help information, such as the *HP Color LaserJet 2550 Series Printer User Guide*; and tools for diagnosing and solving problems. You can also view explanations and animations of light messages on the control panel. See HP LaserJet Toolbox for more information.

Software for network installations only

This software is available only when the printer is connected to a network.

HP Web Jetadmin

HP Web Jetadmin is intended for printer management in commercial and enterprise networks. While the HP LaserJet Toolbox is used to manage a single printer, HP Web Jetadmin is used to manage groups of printers and other devices. Download this software from the HP Web site at http://www.hp.com/go/webjetadmin. The HP Web Jetadmin Web site provides HP Web Jetadmin software in many languages.

HP Web Jetadmin is available only if the printer is connected to an Internet protocol- (IP-) based network. This browser-based software can be installed on one of the following supported platforms:

- Microsoft Windows 2000 or XP

- Red Hat Linux

- SuSE Linux

Starting HP Web Jetadmin

After you install the HP Web Jetadmin software, you can start it in a supported Web browser on any computer by typing one of the following Web addresses:

- `http://server.domain:port/`

  where "server.domain" is the server hostname and "port" is the port number that you selected during installation. (The default port is 8000.) This information is available in the url.txt file, which is stored in the folder where HP Web Jetadmin is installed.

- `http://ipaddress:port/`

  where "ipaddress" is the IP address of the computer on which HP Web Jetadmin is installed.

For settings that appear in both the printer driver and HP Web Jetadmin, changes that are made in the printer driver override changes that are made in HP Web Jetadmin.

Software for Macintosh

For Mac 9.1, the Apple LaserWriter 8 driver must be installed to use the PPD file. Use the Apple LaserWriter 8 driver that came with your Macintosh. For Mac OS X, use Print Center to print.

The printer includes the following software for Macintosh computers.

PPDs (Mac OS 9.1 and Mac OS X classic)

PPDs, in combination with the LaserWriter driver, provide access to the printer features and allow the computer to communicate with the printer. An installation program for the PPDs is provided on the HP color LaserJet 2550 CD-ROM.

PDEs (Mac OS X)

PDEs are code plug-ins that provide access to printer features, such as information about the number of copies, two-sided printing, and quality settings. An installation program for the PDEs and other software is provided on the HP color LaserJet 2550 CD-ROM.

HP LaserJet Toolbox

The HP LaserJet Toolbox is supported for Mac OS 10.2 and later. You must perform a complete software installation to use the HP LaserJet Toolbox.The HP LaserJet Toolbox provides links to printer status information and help information, such as the *HP Color LaserJet 2550 Series Printer User Guide*; and tools for diagnosing and solving problems. You can also view explanations and animations of light messages on the control panel. See HP LaserJet Toolbox for more information.

Uninstalling the printing software

Uninstall software by using the following directions for your operating system.

Uninstalling software for Windows

The printer comes with an uninstall utility that you can use to select and remove any or all of the Windows HP printing system components from your computer.

To uninstall software for Windows 98 and later

To uninstall the software from Windows 2000 or XP, you must log on with administrator privileges.

1. Close all of the open programs.

   For Windows 98 and Me

   a. Press **Ctrl+Alt+Delete**. The **Close Program** dialog box opens.

   b. Select a program *except* Explorer or Systray, and then click **End Task**.

   c. Repeat step b until all of the programs except Explorer and Systray are closed.

   For Windows 2000 and XP

   a. Press **Ctrl+Alt+Delete**. The **Windows Security** dialog box opens.

   b. Click **Task Manager** and then click the **Applications** tab.

   c. Select a program, and then click **End Task**.

   d. Repeat step c until all of the programs are closed.

2. On the **Start** menu, point to **Programs**, point to **Hewlett-Packard**, point to HP color LaserJet 2550 series, and then click **Add or Remove**.

3. On the Setup screen, click **Next**.

4. To remove specific software components, click **Modify the existing installation**. To remove all the printer software, click **Remove All**.

Clicking **Remove All** requires you to have the software CD to complete the uninstallation.

5. Click the drop-down icon next to each feature that you want to remove. From the drop-down list, click **This feature will not be available**.

6. Click **Next**, and follow the directions on the screen. If the message "The following file is a shared file but is not used by any other programs. Would you like to delete it?" appears, click **Yes to All**. The system finishes removing files.

7. If prompted to restart the computer, click **OK**.

Uninstalling software for Windows by using Add or Remove Programs

An alternate method for uninstalling the printer software is to use the **Add or Remove Programs** method. This method does *not* require you to have the software CD.

1. Click **Start**, point to **Settings**, and then click **Control Panel**.

2. Click **Add or Remove Programs**

3. Scroll through the list of software programs and then click **HP color LaserJet 2550 series printer**.

4. Click **Remove**.

Uninstalling software for Macintosh

To remove the printing software from your Macintosh, drag the HP LaserJet folder and PPDs to the Trash. If you are using Mac OS X, you must also drag the PDEs to the Trash.

For Mac OS 9.1: The PPDs are located in `Macintosh HD\System Folder\Extensions \Printer Descriptions`.

For Mac OS X: The PPDs are located in `Macintosh HD\Library\Printers\PPDs \Contents\Resources\<lang>.lproj`. The PDEs are located in `Macintosh HD \Library\Printers\PPD Plugins\HP*`.

The phrase <lang> represents the language of the printer software that you selected.

Specifications

Table 1-2. Physical specifications

Product	Height	Depth	Width	Weight
HP color LaserJet 2550L printer without optional trays	325 mm (12.80 in)	451 mm (17.76 in)	482 mm (18.98 in)	21.5 kg (47.5 lbs)
HP color LaserJet 2550n printer with tray 2 (250-sheet)	376 mm (14.80 in)	451 mm (17.76 in)	482 mm (18.98 in)	23.9 kg (52.7 lbs)
HP color LaserJet 2550n printer with tray 2 and optional tray 3 (500-sheet)	512 mm (20.16 in)	451 mm (17.76 in)	482 mm (18.98 in)	29.3 kg (64.6 lbs)

Table 1-3. Supplies specifications

Imaging-drum life (based on 5% coverage)	20,000 pages when printing only in black 5,000 pages when printing in color 6,000 to 8,000 pages is the average life
Print-cartridge life (based on 5% coverage)	Black: 5,000 pages Yellow, cyan, and magenta: 2,000 pages each Yellow, cyan, and magenta: 4,000 pages each (HP extended-life color cartridges)

Table 1-4. Electrical specifications

Item	110-volt models	220-volt models
Power supply	115 to 127 V (+/- 10 %)	220 to 240 V (+/- 10 %)
	50 to 60 Hz (+/- 3 Hz)	50 to 60 Hz (+/- 3 Hz)
Power consumption (typical)		
During printing (color)	224 W (average)	217 W (average)
During printing (black and white)	400 W (average)	403 W (average)
During standby	15 W (average)	18 W (average)
Off mode	0 W (average)	0 W (average)
Heat output		
Idle	51 BTU/hr	61 BTU/hr

Table 1-4. Electrical specifications (continued)

Item	110-volt models	220-volt models
Minimum recommended circuit capacity	12 A	6 A

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

Table 1-5. Environmental specifications

	Recommended[1]	Operating[1]	Storage[1]
(printer and print cartridge) Temperature	20° to 27°C (68° to 81°F)	15° to 32.5°C (59° to 90.5°F)	-20° to 40°C (-4° to 104°F)
Relative humidity	20% to 70%	10% to 80%	95% or less

[1]Values are subject to change. See www.hp.com/support/clj2550 for current information.

Table 1-6. Acoustic emissions (HP color LaserJet 2550 series)

Sound power	Declared per ISO 9296[1]
Printing (20 ppm)	L_{WAd} = 6.6 Bels (A)
Sound Pressure	**Declared per ISO 9296[1]**
Operator position (printing at 20 ppm)	L_{pAm} = 62 dB(A)
Bystander position (printing at 20 ppm)	L_{pAm} = 52 dB(A)

[1]Values are subject to change. See http://www.hp.com/support/clj2550 for current information.

Media specifications

This section contains information about the sizes, weights, and capacities of media that each tray supports.

Supported media weights and sizes

This section contains information about the sizes, weights, and capacities of paper and other print media that each tray supports.

Table 1-7. Tray 1 specifications

Tray 1	Dimensions[1]	Weight	Capacity[2]
Paper	Minimum: 76 x 127 mm (3 x 5 inches)	60 to 177 g/m^2 (16 to 47 lb)	Up to 125 sheets of 75 g/m^2 (20 lb) paper
	Maximum: 216 x 356 mm (8.5 x 14 inches)		
Glossy paper	Same as the preceding listed minimum and maximum sizes.	75 to 120 g/m^2 (20 to 32 lb)	Maximum stack height: 12 mm (0.47 inches)
HP Cover paper[4]		203 g/m^2 (75 lb cover)	50 (typically)
Transparencies and opaque film		Thickness: 0.10 to 0.13 mm (3.9 to 5.1 mils)	50 (typically)
Labels[3]		Thickness: up to 0.23 mm (up to 9 mils)	50 (typically)
Envelopes		Up to 90 g/m^2 (16 to 24 lb)	Up to 10

[1]The printer supports a wide range of standard and custom sizes of print media. Check the printer driver for supported sizes.
[2]Capacity can vary depending on media weight and thickness, and environmental conditions.
[3]Smoothness: 100 to 250 (Sheffield).
[4]HP does not guarantee results when printing with other types of heavy paper.

Table 1-8. Optional tray 2 specifications

Optional tray 2 (250-sheet tray)	Dimensions[1]	Weight	Capacity[2]
Letter	216 x 279 mm (8.5 x 11 inches)	60 to 105 g/m^2 (16 to 28 lb)	250 sheets of 75 g/m^2 (20 lb) paper
A4	210 x 297 mm (8.3 x 11.7 inches)		
A5	148 x 210 mm (5.8 x 8.3 inches)		
B5 (ISO)	176 x 250 mm (6.9 x 9.9 inches)		
B5 (JIS)	182 x 257 mm (7.2 x 10 inches)		
Executive	191 x 267 mm (7.3 x 10.5 inches)		
Legal	216 x 356 mm (8.5 x 14 inches)		
8.5 x 13 inches	216 x 330 mm (8.5 x 13 inches)		

[1]The printer supports a wide range of standard and custom sizes of print media. Check the printer driver for supported sizes.

[2]Capacity can vary depending on the media weight and thickness, and environmental conditions.

Table 1-9. Optional tray 3 specifications

Optional tray 3 (500-sheet tray)	Dimensions[1]	Weight	Capacity[2]
Letter	216 x 279 mm (8.5 x 11 inches)	60 to 105 g/m^2 (16 to 28 lb)	500 sheets of 75-g/m^2 (20-lb) paper
A4	210 x 297 mm (8.3 x 11.7 inches)		

[1]The printer supports a wide range of standard and custom sizes of print media. Check the printer driver for supported sizes.

[2]Capacity can vary depending on the media weight and thickness, and environmental conditions.

General guidelines

Some print media might meet all of the guidelines in this manual and still not produce satisfactory results. This problem might be the result of improper handling, unacceptable temperature and humidity levels, or other variables over which HP has no control.

Before purchasing large quantities of print media, always test a sample and make sure the that the print media meets the requirements specified in the *HP Color LaserJet 2550 Series Printer User Guide* and in the *HP LaserJet Printer Family Print Media Guide*. For ordering information, see Ordering parts and supplies.

CAUTION   Using print media that does not meet HP specifications can cause problems for the printer, requiring repair. This repair is not covered by the HP warranty or service agreements.

This printer accepts a variety of media, such as cut-sheet paper (including up to 100% recycled-fiber-content paper), envelopes, labels, transparencies, glossy paper, HP LaserJet Tough paper, and custom-size paper. Properties such as weight, composition, grain, and moisture content are important factors affecting printer performance and output quality. Print media that does not meet the guidelines outlined in this manual can cause the following problems:

● Poor print quality

● Increased jams

● Premature wear on the printer, requiring repair

Paper and print media

Category	Specifications
Acid content	5.5 pH to 8.0 pH
Caliper	0.094 to 0.18 mm (3.0 to 7.0 mils)
Curl in ream	Flat within 5 mm (0.02 inch)
Cut-edge conditions	Cut with sharp blades with no visible fray
Fusing compatibility	Must not scorch, melt, offset, or release hazardous emissions when heated to 210°C (410°F) for 0.1 second
Grain	Long Grain
Moisture content	4% to 6% by weight
Smoothness	100 to 250 Sheffield

For complete print-media specifications for all HP LaserJet printers, see the *HP LaserJet Printer Family Print Media Guide*. To download the guide in PDF format, go to www.hp.com/support/ljpaperguide.

Printing and storage environment

Ideally, the printing and media-storage environment should be at or near room temperature, and not too dry or too humid. Remember that paper is hygroscopic; it absorbs and loses moisture rapidly.

Heat works with humidity to damage paper. Heat causes the moisture in paper to evaporate, while cold causes it to condense on the sheets. Heating systems and air conditioners remove most of the humidity from a room. As paper is opened and used, it loses moisture, causing streaks and smudging. Humid weather or water coolers can cause the humidity to increase in a room. As paper is opened and used it absorbs any excess moisture, causing light print and dropouts. Also, as paper loses and gains moisture it can distort. This issue can cause jams.

As a result, paper storage and handling are as important as the paper-making process itself. Paper storage environmental conditions directly affect the feed operation and print quality.

Care should be taken not to purchase more paper than can be easily used in a short time (about three months). Paper stored for long periods can experience heat and moisture extremes, which can cause damage. Planning is important to prevent damage to a large supply of paper.

Unopened paper in sealed reams can remain stable for several months before use. Opened packages of paper have more potential for environmental damage, especially if they are not wrapped with a moisture-proof barrier.

The media-storage environment should be properly maintained to ensure optimum printer performance. The required condition is 20° to 24°C (68° to 75°F), with a relative humidity of 45% to 55%. The following guidelines should be helpful when evaluating the storage environment:

- Print media should be stored at or near room temperature.
- The air should not be too dry or too humid (to moderate the hygroscopic properties of paper).
- The best way to store an opened ream of paper is to rewrap it tightly in its moisture-proof wrapping. If the printer environment is subject to extremes, unwrap only the amount of paper to be used to prevent unwanted moisture changes.
- Avoid storing paper and print media near heating and air conditioning vents or near windows and doors that are frequently open.

Envelopes

Use only tray 1 to print on envelopes. Select the type of envelope that you are using from the **Print** dialog box or the printer driver.

In your program, set the margins for the envelope. The following table gives typical address margins for a commercial #10 or DL envelope.

Type of address	Top margin	Left margin
Return address	15 mm (0.6 inch)	15 mm (0.6 inch)
Delivery address	51 mm (2 inches)	89 mm (3.5 inches)

- For the best print quality, position margins no closer than 15 mm (0.6 inch) from the edges of the envelope.
- Avoid printing over the area where the envelope seams meet.

Envelope storage

Proper storage of envelopes helps contribute to print quality. Envelopes should be stored flat. If air is trapped in an envelope and creates an air bubble, then the envelope might wrinkle during printing.

For more information, see Resetting the printer for non-HP supplies.

Envelope construction

Envelope construction is critical. Envelope fold lines can vary considerably, not only between manufacturers, but also within a box from the same manufacturer. Successful printing on envelopes depends upon the quality of the envelopes. When selecting envelopes, consider the following components:

- **Weight:** The weight of the envelope paper should not exceed 90 g/m^2 (24 lb) or jamming might occur.

- **Construction:** Before printing, envelopes should lie flat with less than 6 mm (0.25 inch) curl, and should not contain air.

- **Condition:** Envelopes should not be wrinkled, nicked, or otherwise damaged.

- **Temperature:** Use envelopes that are compatible with the heat and pressure of the printer. The fusing temperature of this printer is 210°C (410°F).

- **Size:** Use only envelopes that are within the following size ranges.

    - **Minimum:** 6 x 127 mm (3 x 5 inches)

    - **Maximum:** 216 x 356 mm (8.5 x 14 inches)

Envelopes with double side-seams

Double side-seam construction has vertical seams at both ends of the envelope rather than diagonal seams. This style might be more likely to wrinkle. Be sure the seam extends all the way to the corner of the envelope as shown in the illustration.
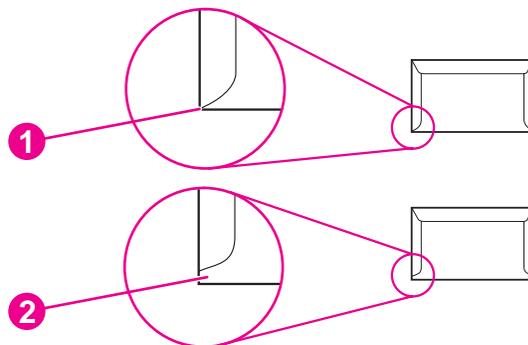
1   acceptable
2   unacceptable

Envelopes with adhesive strips or flaps

Envelopes with a peel-off adhesive strip or with more than one flap that folds over to seal must use adhesives that are compatible with the heat and pressure in the printer. The extra flaps and strips might cause wrinkling, creasing, or even jams and might damage the fuser.

Labels

Select the type of label that you are using from the **Print** dialog box or the printer driver.

CAUTION

To avoid damaging the printer, use only labels that are recommended for laser printers. To prevent serious jams, always use tray 1 to print on labels and always use the straight-through paper path. Never print on the same sheet of labels more than once or print on a partial sheet of labels.

When selecting labels, consider the quality of each component:

- **Adhesives:** The adhesive material should be stable at 210°C (410°F), which is the printer fusing temperature.

- **Arrangement:** Only use labels with no exposed backing between them. Labels can peel off sheets with spaces between the labels, causing serious jams.

- **Curl:** Before printing, labels must lie flat with no more than 13 mm (0.5 inch) of curl in any direction.

- **Condition:** Do not use labels that have wrinkles, bubbles, or other indications of separation.

For more information, see Imaging drum.

Transparencies

Use only tray 1 to print on transparencies. Select **Transparencies** from the **Print** dialog box or the printer driver.

The printer supports printing in color on transparencies. Transparencies that are used in the printer must be able to withstand 210°C (410°F), which is the printer fusing temperature.

CAUTION   To avoid damage to the printer, use only transparencies that are recommended for use in laser printers.

For more information, see Media specifications.

Hewlett-Packard limited warranty statement

HP PRODUCT	DURATION OF LIMITED WARRANTY
HP color LaserJet 2550L, 2550Ln, 2550n	1 year, Return to Authorized Service Center

HP warrants to you, the end-user customer, that HP hardware and accessories will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or equivalent in performance to new.

HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software which does not execute its programming instructions due to such defects.

HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE. Some countries/regions, states or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights and you might also have other rights that vary from country/region to country/region, state to state, or province to province. HP's limited warranty is valid in any country/region or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter form, fit or function of the product to make it operate in a country/region for which it was never intended to function for legal or regulatory reasons.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some countries/regions, states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

Limited warranty for the print cartridges and imaging drum

This HP product is warranted to be free from defects in materials and workmanship during its useful life (end of life is indicated by a printer control panel low-life message).

This warranty does not cover products that have been modified, refurbished, remanufactured, misused, or tampered with in any way.

This limited warranty gives you specific legal rights. You may have other rights which vary from state to state, province to province, and country/region to country/region.

The above warranties are exclusive and no other warranty, whether written or oral, is expressed or implied. The Hewlett-Packard Company specifically disclaims the implied warranties or merchantability and fitness for a particular purpose. To the extent allowed by applicable law, in no event shall Hewlett-Packard Company be liable for any incidental, consequential, special, indirect, punitive, or exemplary damages or lost profits from any breach of this warranty or otherwise.

In the event that your product proves to be defective, please return to place of purchase with a written description of the problem.

Print cartridge information

At 5% page coverage, a black print cartridge will print approximately 5,000 pages. Color print cartridges (yellow, cyan, and magenta) will print 2,000 pages each, and extended-life color print cartridges (yellow, cyan, and magenta) will print 4,000 pages each. These estimates are only approximate; usage conditions and print patterns can cause results to vary.

Refilled print cartridges

While HP does not prohibit the use of refilled print cartridges during the warranty period or while the product is under a maintenance contract, it is not recommended for the following reasons:

- Repairs resulting from the use of refilled cartridges are not covered under HP warranty or maintenance contracts.

- HP has no controls or processes to ensure that a refilled cartridge functions at the high level of reliability of a new HP LaserJet print cartridge. HP also cannot predict the long-term reliability effect on the product from using different toner formulations found in refilled cartridges.

- The print quality of HP LaserJet print cartridges influences the customer's perception of the product. HP has no control over the actual print quality of a refilled cartridge.

- Parts that are critical to print quality might not be replaced when the cartridge is refilled with toner.

HP LaserJet printing supplies

In many countries/regions, this product's printing supplies (for example the print cartridge) can be returned to HP through the HP Printing Supplies Returns and Recycling Program. An easy-to-use and free take-back program is available in more than 30 countries/regions. Multilingual program information and instructions are included in every new HP LaserJet print cartridge and supplies package.

HP Printing Supplies Returns and Recycling Program information

Since 1990, the HP Printing Supplies Returns and Recycling Program has collected millions of used LaserJet print cartridges that otherwise might have been discarded in the world's landfills. The HP LaserJet print cartridges and supplies are collected and bulk shipped to our resource and recovery partners, who disassemble the cartridges. Remaining materials are separated and converted into raw materials for use by other industries to make a variety of useful products.

U.S. returns

For a more environmentally responsible return of used cartridges and supplies, HP encourages the use of bulk returns. Simply bundle two or more cartridges together and use the single, pre-paid, pre-addressed UPS label that is supplied in the package that the new cartridge comes in. For more information in the U.S., call 800-340-2445 or visit the HP LaserJet Supplies Web site at www.hp.com/recycle.

Non-U.S. returns

Non-U.S. customers should call the local HP Sales and Service office or visit the
www.hp.com/recycle Web site for further information regarding availability of the
HP Supplies Returns and Recycling program.

Regulatory statements

Safety statements

Laser safety statement

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. The printer is certified as a "Class 1" laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968.

Since radiation emitted inside the printer is completely confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

WARNING! Using controls, making adjustments, or performing procedures other than those specified in the *HP Color LaserJet 2550 Series Printer User Guide* may result in exposure to hazardous radiation.

Canadian DOC statement

Complies with Canadian EMC Class B requirements.

«Conforme àla classe B des normes canadiennes de compatibilité électromagnétiques (CEM).»

Korean EMI statement

사용자 안내문 (B 급 기기)

이 기기는 비업무용으로 전자파장해검정을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

Operating environment

Place the printer on a sturdy, level surface in a well-ventilated area that meets the following environmental requirements:

- temperature: 15° to 32.5° C (59° to 90.5° F)

- humidity: 10 percent to 80 percent relative humidity (no condensation)

- away from direct sunlight, open flames, and ammonia fumes

- with sufficient space around the printer for access and ventilation
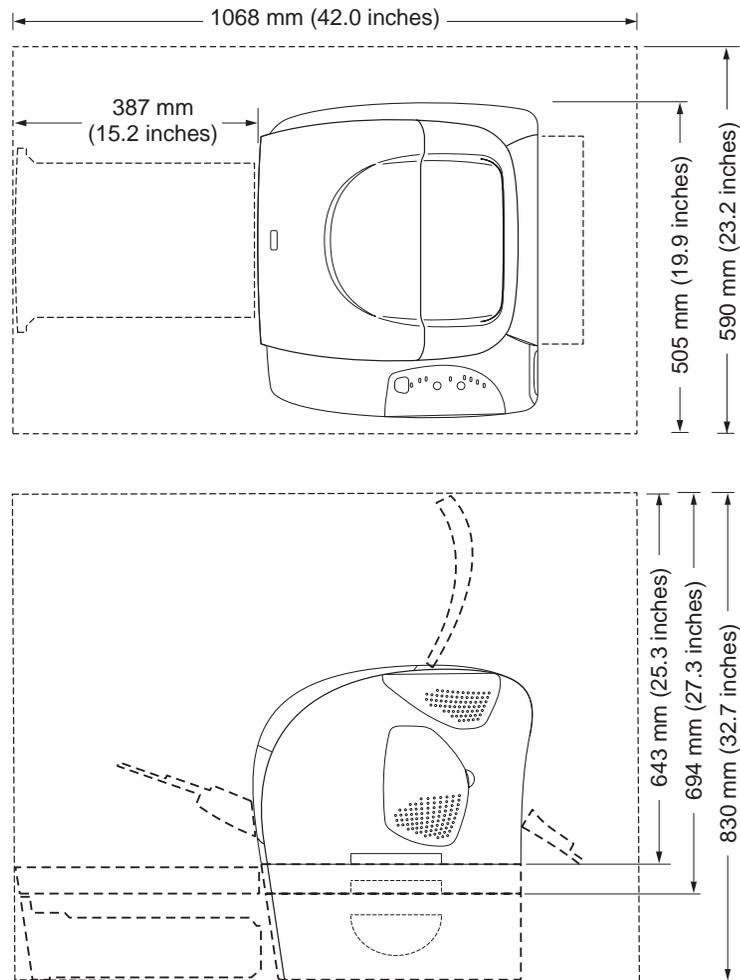
Figure 2-1.   **Space required**

Interface ports

The printer has two interface ports: an IEEE-1284B parallel port and a high-speed USB port.

The HP color LaserJet 2550Ln and 2550n models include an HP Jetdirect internal print server that contains a 10/100Base-T (RJ-45) port.
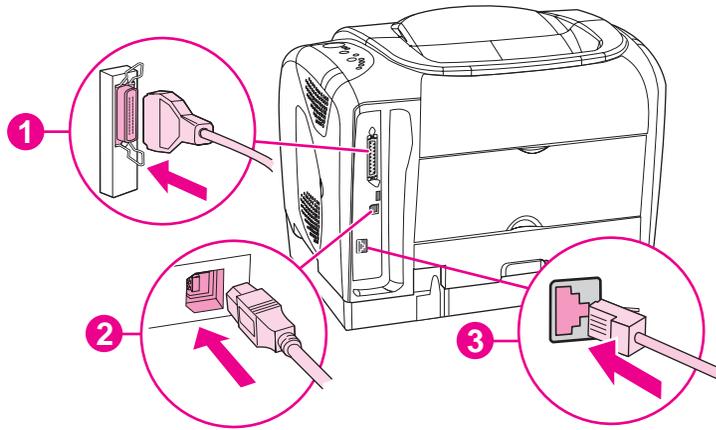
1   Parallel port (IEEE-1284B)
2   High-speed USB port
3   10/100Base-T port (HP color LaserJet 2550Ln and 2550n printers only)

Control panel features

The printer contains the following lights and buttons on the control panel:
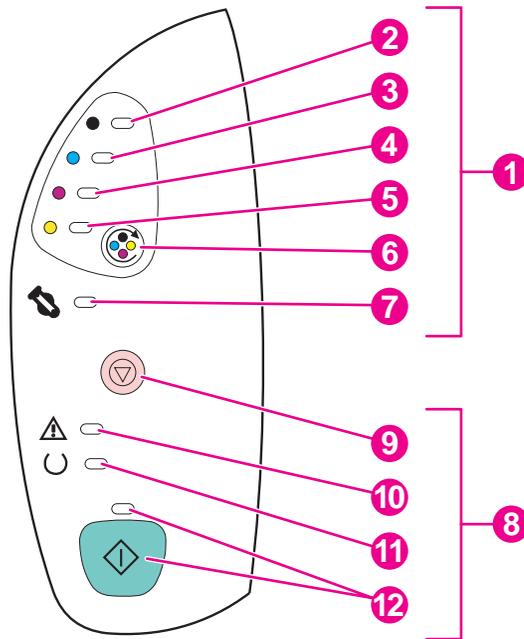
1	**Supplies status lights and buttons**
2	Black print-cartridge light
3	Cyan print-cartridge light
4	Magenta print-cartridge light
5	Yellow print-cartridge light
6	ROTATE CAROUSEL button
7	Imaging drum light
8	**Printer status lights and buttons**
9	CANCEL JOB button
10	Attention light (amber)
11	Ready light (green)
12	Go light and Go button (both green)

The lights and buttons are arranged into two main groups: Supplies Status (top) and Printer Status (bottom). To interpret and troubleshoot the control panel light messages, see Control panel light messages.

Understanding Supplies Status

The printer contains five lights and one button to indicate and control the status of the print cartridges and imaging drum. To interpret and troubleshoot control panel light messages, see Control panel light messages.

Black, Cyan, Magenta, and Yellow Supplies Status lights

These lights indicate when a print cartridge is low (the light is on), or empty or missing (the light blinks). The lights also indicate when a non-HP print cartridge is installed (the light blinks and the Attention light is on).

Rotate Carousel button

When the top cover is closed, pressing ⊛ (ROTATE CAROUSEL) rotates the print-cartridge carousel to bring the next print cartridge into the top position. The light for the print cartridge that is approaching the top position blinks quickly two or three times.

Imaging drum light

This light indicates when the imaging drum is low (light is on), or empty or missing (light blinks). The light also indicates when a non-HP imaging drum is installed (the light blinks and the Attention light is on).

Understanding Printer Status

The printer has two buttons and three lights to indicate and control the printer status. To interpret and troubleshoot the control panel light messages, see Control panel light messages.

Cancel Job button

- When the Ready light is blinking, pressing ⊚ (CANCEL JOB) cancels the current job.

- When the printer is not experiencing an error, pressing ◈ (GO) and ⊚ (CANCEL JOB) simultaneously prints a Configuration page and a Supplies Status page. (If an HP Jetdirect print server is installed, an HP Jetdirect page also prints.)

- When a Supplies Status light is blinking and the Attention light is on (indicating that a non-HP supply has been installed), pressing ⊚ (CANCEL JOB) allows you to continue printing.

CAUTION   You might not receive any indication when a non-HP supply is empty. If you continue printing after the supply is empty, damage to the printer can occur. See Hewlett-Packard limited warranty statement.

Attention light

Generally, the Attention light blinks when the printer is out of paper, when a jam has occurred, or when other problems that need attention occur.

The Attention light is on and one of the Supplies Status lights is blinking the first time a non-HP supply is installed.

Ready light

The Ready light is on when the printer is ready to print (experiencing no errors that prevent printing) and blinks when it is receiving data to be printed.

Go light and Go button

- When the Go light is on and the Attention light is blinking, pressing ⬦ (Go) continues the print job after you load print media for a manual feed, or clears some errors.

- When the Go light is blinking, the top cover has been opened and then closed or you have pressed ⦿ (ROTATE CAROUSEL). Pressing ⬦ (Go) returns the printer to the Ready state. If you do not press ⬦ (Go), the printer returns to the Ready state on its own.

- When the Go light is off, pressing ⬦ (Go) prints a Demo page. Pressing ⬦ (Go) and ⊘ (CANCEL JOB) simultaneously prints a Configuration page and a Supplies Status page. (If an HP Jetdirect print server is installed, an HP Jetdirect page also prints.)

Input trays

The HP color LaserJet 2550 series printer comes with one or more input trays. See Table 2-1. Input tray configuration for configuration information.
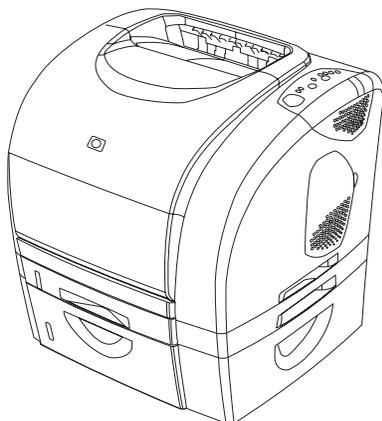
Figure 2-2.   **Standard and optional input trays—HP color LaserJet 2550 series printers**

Table 2-1. Input tray configuration

Printer model	Standard input trays	Optional input trays
HP color LaserJet 2550L	tray 1 (125-sheet)	tray 2 (250-sheet) tray 3 (500-sheet)
HP color LaserJet 2550Ln	tray 1 (125-sheet)	tray 2 (250-sheet) tray 3 (500-sheet)
HP color LaserJet 2550n	tray 1 (125-sheet) tray 2 (250-sheet)	tray 3 (500-sheet)

Note   Because tray 2 and tray 3 are not included with all models, they are referred to as optional tray 2 and optional tray 3 in this documentation.

Optional tray 2 must be installed in order to install optional tray 3.

By default, the printer draws first from tray 1. If tray 1 is empty, the printer draws first from optional tray 3 (if installed) and then from optional tray 2.

Printer output paths

The printer comes with the top output bin and rear output door for printing to a straight-through paper path. Print jobs emerge from the top output bin when the rear output door is closed. Print jobs emerge from the back of the printer when the rear output door is open.

Top output bin

Use the top output bin when printing most jobs, including jobs on average-weight paper and letterhead, and transparencies. The top output bin can hold up to 125 sheets. Prevent more than 125 sheets from accumulating in the top output bin, or jams can occur.

Rear output door

Print jobs emerge from the back of the printer when the rear output door is open. Use the rear output door (straight-through paper path) when printing envelopes, labels, heavy- or lightweight paper, and other thick or special print media. Remove each sheet as it exits the printer.
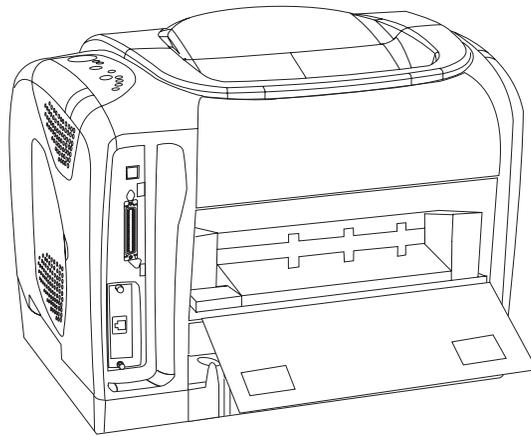
Figure 2-3. **Printer output paths**

Loading media

Load special print media such as envelopes, labels, custom-size media, and transparencies in tray 1 only. Load only paper in optional tray 2 or optional tray 3.

Loading tray 1

Tray 1 (multipurpose tray) holds up to 125 sheets of paper or other print media, or up to 10 envelopes.

To load tray 1

CAUTION   Avoid adding print media to tray 1 while the printer is printing, or jams can occur.

1. Open tray 1.
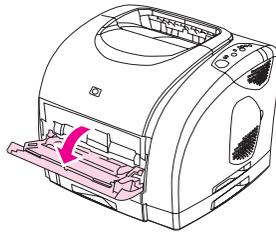
2. Slide out the tray extender. If the print media being loaded is longer than 229 mm (9 inches), also open the additional tray extender.
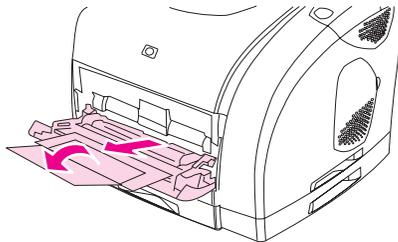
3. Slide the width guides slightly wider than the print media.
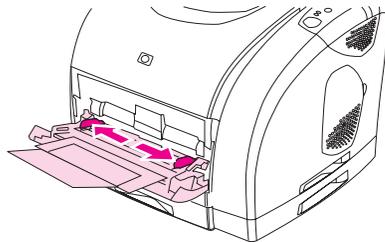
4.   Place print media into the tray with the side to be printed up, and the top, short edge in first.

5.   Slide the paper width guides inward until they lightly touch the print media stack on both sides without bending it. Make sure that the print media fits under the tabs on the width guides.
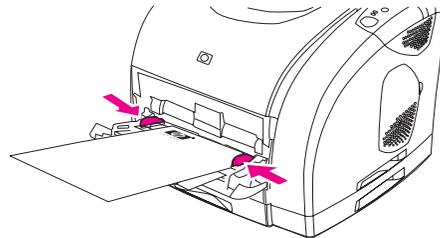
CAUTION   If you choose to close tray 1, first wait for the printer to finish printing. Closing the tray before printing is complete can cause jams.

6.   On the back of the printer, lower the rear output door if you are printing on special media, such as labels, envelopes, or heavy or light paper, to prevent curl.


Loading optional tray 2

CAUTION   Print special print media such as labels and transparencies from tray 1 only. Printing special print media from optional tray 2 or optional tray 3 can cause jams.

To load optional tray 2

1. Pull optional tray 2 out of the printer and remove any paper.
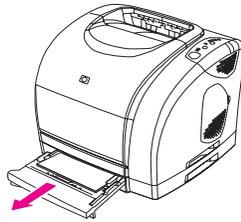
2. Move the side width guides to match the size of paper you are loading.
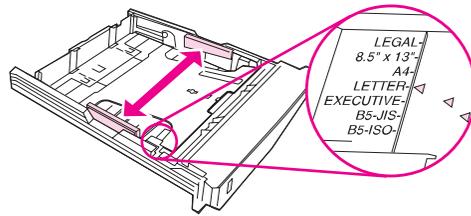
3. Extend the rear of the tray until the arrow points to the size you are loading.
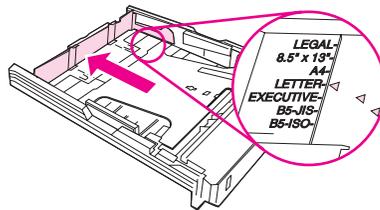
4. Load the paper. If this is special paper such as letterhead, load it with the side to be printed facing down and the top edge toward the front of the tray.
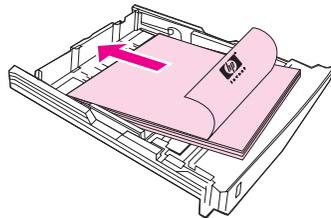
Note If you are manually duplexing, see the *HP Color LaserJet 2550 Series Printer User Guide* for loading instructions.

5. Make sure that the stack of paper is flat in the tray at all four corners, and keep it below the height tabs on the paper length guide in the rear of the tray. Push down on the metal paper-lift plate to lock it into place.
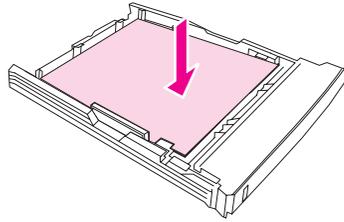
6. Slide the tray back into the printer. If you set the rear of the tray to one of the longer sizes, the back of the tray will protrude from the back of the printer.
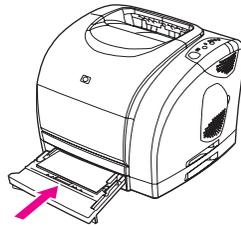
Loading optional tray 3

The optional tray 3 supports A4- and letter-size paper. Optional tray 3 supports only paper, which includes average-weight letterhead and prepunched paper.

For additional information about letterhead and prepunched paper, see the *Series Printer User*.

CAUTION Print special print media such as labels and transparencies from tray 1 only. Printing special print media from optional tray 2 or optional tray 3 can cause jams.

To load optional tray 3

1. Pull the tray out of the printer and remove any paper.
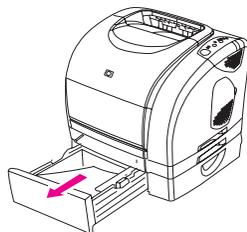
2. For letter-size paper, pull up the rear stop. For A4-size paper, push down the rear stop.
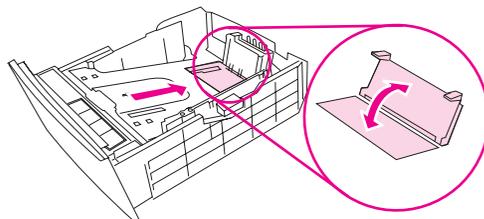
3. For letter-size paper, move the side width guides outward as far as possible. For A4-size paper, move the side width guides inward as far as possible.

4. Load the paper. If this is special paper such as letterhead, load it with the side to be printed facing down and the top edge toward the front of the tray.

5. Make sure that the stack of paper is flat in the tray at all four corners, and keep it below the height tabs on the length guide in the rear of the tray.
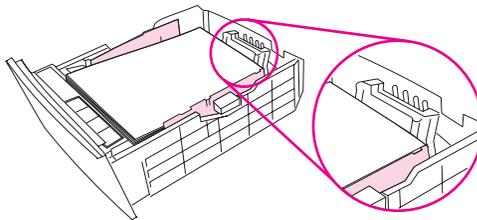
6. Slide the tray back into the printer.
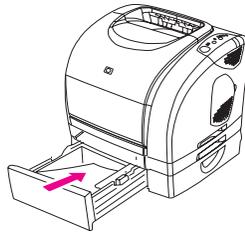
HP LaserJet Toolbox

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

- Check the printer status.
- Configure the printer settings.
- View troubleshooting information.
- View online documentation.

You can view the HP LaserJet Toolbox when the printer is directly connected to your computer or when it is connected to the network. You must perform a complete software installation to use the HP LaserJet Toolbox.

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

Supported operating systems

The HP LaserJet Toolbox is supported for the following operating systems:

- Windows 98, 2000, Me, and XP
- Mac OS X, v. 10.2, or later

Supported browsers

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

Windows

- Microsoft Internet Explorer 5.5 or later
- Netscape Navigator 6.2 or later
- Opera Software ASA Opera 7 or later

Macintosh (OS X, v. 10.2 or later, only)

- Microsoft Internet Explorer 5.1 or later
- Netscape Navigator 6.23 or later
- Safari 1.0

All pages can be printed from the browser.

Viewing the HP LaserJet Toolbox

1. Open the HP LaserJet Toolbox in one of these ways:

   - On the Windows desktop, double-click the HP LaserJet Toolbox icon.

   - On the Windows **Start** menu, point to **Programs**, and then click the **HP LaserJet Toolbox**.

   - For Macintosh OS X, on the hard drive, click **Applications**, and then click the **Utilities** folder. Double-click the **HP LaserJet Toolbox icon**.

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

2. The HP LaserJet Toolbox opens in a Web browser. The HP LaserJet Toolbox software contains the following sections:

   - Status tab

   - Troubleshooting tab

   - Alerts tab

   - Documentation tab

   - Device Settings window

   - HP LaserJet Toolbox links

   - Other links

Status tab

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

- **Device Status**. View printer status information. This page indicates printer conditions such as a jam or an empty tray. After you correct a problem with the printer, click the **Refresh** button to update the device status.

- **Supplies Status**. View detailed supplies status such as the percent of toner remaining in the print cartridge and the number of pages that have been printed with the current print cartridge. This page also has links to order supplies and to find recycling information.

- **Print Info**. Print the configuration page and various other information pages that are available for the printer, such as the supplies status page and the demo page.

Troubleshooting tab

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

- **Printer Lights**. Click the control panel lights on this simulator to find help for a specific control panel light pattern. For several conditions, animated video clips are available that demonstrate the recommended action to solve the problem.

- **Print Quality Tools**. Print a page that assists in solving print-quality problems, view information about print-quality problems, print the cleaning page and clean the printer, and calibrate the printer to maintain color print quality.

- **Maintenance**. Print the cleaning page and clean the printer, view information about printer supplies, and view animated demos of how to replace the print cartridges and the imaging drum.

- **Paper Jams**. View information on locating and clearing jams, and view an animated demo of how to clear jams.

- **Supported Media**. View information about media that the printer supports, and view information about solving problems related to print media.

- **Demo Page**. Print the Demo page for this printer.

Alerts tab

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

- Set up status alerts

- Set up e-mail alerts

- Administrative settings

Set up status alerts page

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

- Pop-up message

- Taskbar icon

Click **Apply** to activate the settings.

Set up e-mail alerts page

On the Set up e-mail alerts page, you can set the e-mail addresses that you want to have alerts sent to, and specify what kind of alerts should go to which e-mail addresses. You can have two e-mail destinations for the following alerts:

- Supplies

- Service

- Paper path

- Advisory

You must set up a simple mail transfer protocol (SMTP) server to send e-mail alerts.

Documentation tab

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

- **Print: How Do I?** Contains information about how to use the printer to print different types of print jobs (for example, how to manually duplex).

- **Series Printer User**. Contains the information about the printer usage, warranty, specifications, and support that you are currently reading. The Series Printer User is available in both HTML and PDF format.

- **Readme**. Contains important information about the printer that is not available in the Series Printer User. The Late-Breaking Readme contains last-minute information about the printer (in English only).

Device Settings window

When you click the **Device Settings** button, a new window opens. The Device Settings window has the following sections:

- **Information** tab
- **Settings** tab
- **Network** link

Information tab

The Information tab provides quick links to the following information:

- **Device Status**. View information about the printer's current status.
- **Supplies Status**. View information about the supplies installed in the printer. A link is provided to the HP Web site for ordering supplies.
- **Event Log**. View a history of printer errors. The most recent error is at the top of the list.
- **Save/Restore Settings**. Save the current settings for the printer to a file on your computer. Use this file to load the same settings onto another printer or to restore these settings to this printer at a later time.
- **Device Configuration**. View a detailed description of the printer's current configuration including the amount of memory installed and whether optional trays are installed.

Settings tab

The **Settings** tab has links to several pages where you can view and change the printer's configuration.

Note Software settings can override settings that are made in the HP LaserJet Toolbox.

- **Device Information**. View basic information about the printer.
- **Paper Handling**. View and change the settings for the printer's trays.
- **Printing**. View and change the default printer job settings.
- **PCL**. View and change the PCL font information.
- **PostScript**. View and change settings for PS errors and timeout.
- **Print Quality**. View and change the print-quality settings.
- **Print Modes**. View and change the print modes for various media types.
- **System Setup**. View and change system information.
- **I/O**. View and change the I/O timeout setting.
- **Service**. Gain access to various procedures required to service the printer.

Network window

The network administrator can use the **Network** window to control the network-related settings for the printer when it is connected to an IP-based network. This button will not appear if the printer is directly connected to a computer, or if the printer is connected to a network through anything other than an HP Jetdirect print server.

HP LaserJet Toolbox links

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

- **Select a device**. Select from all of the HP LaserJet Toolbox-enabled devices.

- **View current alerts**. View the current alerts for all printers that have been set up. (You must be printing to view the current alerts.)

- **Text only page**. View the HP LaserJet Toolbox as a site map that links to text-only pages.

Other links

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

- **HP Instant Support**.

- **Product Registration**. Connects to the HP product registration Web site.

- **Product Support**. Connects to the support site for the HP color LaserJet 2550 series printer. Then, you can search for help with a specific problem.