



LASERJET ENTERPRISE 500 COLOR

Software Technical Reference



M551n



M551dn



M551xh



HP LaserJet Enterprise 500 color M551

Software Technical Reference

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1 Product basics and Windows software description

The chapter provides information about these topics:

- [Purpose and scope](#)
- [Software availability and localization](#)
- [Windows printing-system software](#)
- [Driver configuration for Windows](#)
- [Use the HP Embedded Web Server](#)
- [Use HP Web Jetadmin software](#)
- [HP ePrint](#)
- [HP Print View Software](#)
- [Advanced color use](#)

Purpose and scope

This software technical reference (STR) provides information about, and troubleshooting tips for, the printing-system software for the product.

This STR is prepared in an electronic format to serve as a quick-reference tool for Customer Care Center (CCC) agents, support engineers, system administrators, management information systems (MIS) personnel, and end users, as appropriate.

The following information is included in this STR:

- Descriptions of drivers, operating systems, and system environments
- Descriptions of installing and uninstalling the printing-system software components

For information about the location of information within chapters, see the table of contents. An index is also provided in this STR.

Software availability and localization

This section provides information about the availability of the HP LaserJet Enterprise 500 color M551 printing-system software and related software and firmware.

Printing-system software on the Web

All software that is contained on the installation CD is also available on the Web.

Web deployment is the preferred method for obtaining the latest software. The Web site offers an option for automatic e-mail notification about new software releases.

The HP LaserJet Enterprise 500 color M551 printing-system software is available for download at the following Web site:

www.hp.com/go/lj500colorM551_software

In-box printing-system software CD

The software CD for the HP LaserJet Enterprise 500 color M551 product contains a variety of files for installing the printing-system software on the computer. This section describes the files that are available on the software CD and provides additional information about support and availability.

The HP LaserJet Enterprise 500 color M551 printing-system software CD is divided into two partitions, one for Windows operating systems and one for Macintosh operating systems.

The files in each partition include documentation files and files that are required in order to install and uninstall the printing-system components.

HP LaserJet software CD, Windows partition

 **NOTE:** For information about the contents of the Macintosh partition of the HP LaserJet Enterprise 500 color M551 printing-system software CD, see [HP LaserJet software CD, Macintosh partition on page 121](#).

The root directory in the Windows partition of the software CD contains the AUTORUN.EXE file, the SETUP.EXE file, and the following directories:

- Drivers

 **NOTE:** The file hpcm500c.inf is for a 32-bit install and hpcm500u.inf is for a 64-bit install.

- Installer
- Installer Content
- Languages
- Prerequisites
- Setup
- Utilities

The Utilities folder contains the files to run this stand-alone utility:

- FileToEmail

CD versions and language support

The user guide is provided in two versions, the basic User Guide and the full User Guide.

The basic user guide is a reduced user guide and can be found on the in-box software CD. The full User Guide contains all the product use information and can be found at www.hp.com.

There are two formats for the basic User Guide included on the in-box software CD; .Pdf and .Chm .

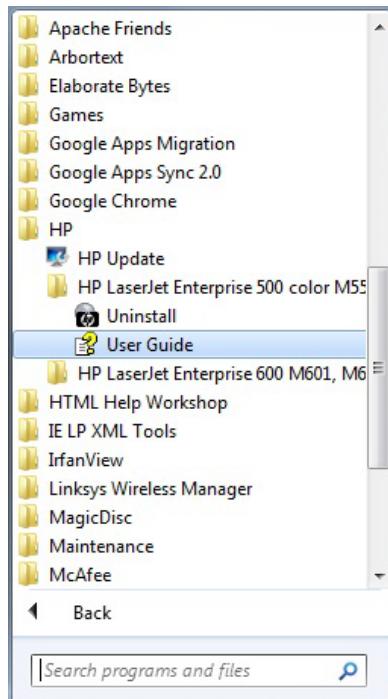
.Pdf files are included in 30 languages and can be viewed while running the installer.

.Chm files are included in 38 languages, have a smaller file size, and 30 of the languages are installed on your PC by default when the installer is run from the in-box software CD.

Both the .Pdf and .Chm formats contain the same information but the formatting is different.

The User Guide can be found in the **Start** menu by clicking **Start\All Programs\HP\HP LaserJet Enterprise 500 color M551**.

Figure 1-1 Accessing User Guide from Windows Start menu



The User Guides can also be found on the hard disk here:

- \\CD ROOT\Documents\program files\HP\HP LaserJet Enterprise 500 color M551\Help_Learn

One of the following 30 languages will be installed automatically.

Table 1-1 Installer CD languages

Language	iso4lang
English	enww
French (Francais)	frww
German (Deutsch)	deww
Italian (Italiano)	itww
Spanish (Espanol)	esww
Bulgarian ¹	bgww
Simplified Chinese	zhcn
Catalan (El catala)	caww
Croatian (Hrvatski)	hrww
Czech (Cestina)	csww
Danish (Dansk)	daww
Dutch (Nederlands)	nlww
Estonian (Esti) ¹	etww
Finnish (Suomi)	fiww
Greek	elww
Hungarian (Magyar)	huww
Bahasa Indonesian	idww
Japanese	jaww
Kazakh ¹	kkww
Korean	koww
Latvian (Latviesu) ¹	lvww
Lithuanian (Lietuvislai) ¹	ltww
Norwegian (Norsk)	noww
Polish (Polski)	plww
Portuguese (Portugues)	ptww
Romanian (Romana)	roww
Russian	ruww
Serbian ¹	srww
Slovak (Sloveneina)	skww
Slovenian (Sloveneina)	slww
Swedish (Svenska)	svww

Table 1-1 Installer CD languages (continued)

Language	iso4lang
Thai	thww
Traditional Chinese	zhtw
Turkish (Turkce)	trww
Ukrainian ¹	ukww
Vietnamese ¹	viww
Arabic	arww
Hebrew	heww

¹ Not installed automatically but can be found on the CD at: \\CD ROOT\documents\program files\HP LaserJet Enterprise 500 color M551\Help_Learn



NOTE: Ukrainian is also included in .Pdf format on the CD but cannot be viewed during install.

The User Guide in .Pdf format for 30 languages can be viewed during install or opened from the CD. All of the user guides in .Pdf format can be opened from the CD at \\CD ROOT\documents.

When the in-box software Installer CD is run, the user guide can be viewed by clicking **More Options, Documentation**, then **User Guide (CD)**. The Installer CD screen is shown in [Figure 1-2 Installer CD documentation screen on page 6](#).

Figure 1-2 Installer CD documentation screen



Driver languages

The HP LaserJet Enterprise 500 color M551 product provides driver support in the following languages.

Table 1-2 Supported print driver languages

Component	Language list	
HP PCL 6 Print Driver	Arabic Japanese	
HP PCL 5 Universal Print Driver	Bulgarian Korean	
HP PCL 6 Universal Print Driver	Catalan Latvian	
HP PS Universal Print Driver	Croatian Lithuanian	
	Czech Norwegian	
	Danish Polish	
	Dutch Portuguese	
	English Romanian	
	Estonian Russian	
	Finnish Serbian	
	French Slovak	
	German Slovenian	
	Greek Spanish	
	Hebrew Swedish	
	Hungarian Thai	
	Italian Turkish	
		Ukrainian
		Simplified Chinese
		Traditional Chinese

Installer languages

The HP LaserJet Enterprise 500 color M551 product provides installer component support in the following languages.

Table 1-3 Installer component languages

Component	Language list
Administrator install	<ul style="list-style-type: none">ArabicKorean
Common Windows Installer	<ul style="list-style-type: none">Bahasa IndonesianNorwegian
Web Registration	<ul style="list-style-type: none">CatalanPolish
NOTE: Web Registration is run when the install is complete, and is not installed on the user's system.	<ul style="list-style-type: none">CroatianPortugueseCzechRomanianDanishRussianDutchSlovakEnglishSlovenianFinnishSpanishFrenchSwedishGermanThaiGreekTurkishHebrewSimplified ChineseHungarianTraditional ChineseItalianJapanese

Documentation languages

The HP LaserJet Enterprise 500 color M551 product provides documentation in the following languages.

Table 1-4 Documentation languages

Component	Language list	
● <i>HP LaserJet Enterprise 500 color M551 Driver Preconfiguration User Guide</i> (Available in English only)	● Arabic ● Bulgarian ● Catalan ● Croatian ● Czech ● Danish ● Dutch ● English ● Estonian ● Finnish ● French ● German ● Greek ● Hebrew ● Hungarian ● Italian ● Japanese	● Korean ● Latvian ● Lithuanian ● Norwegian ● Polish ● Portuguese ● Romanian ● Russian ● Serbian ● Slovak ● Slovenian ● Spanish ● Swedish ● Thai ● Turkish ● Ukrainian ● Simplified Chinese ● Traditional Chinese
● <i>HP JetDirect Administrator's Guide</i> (.PDF file) (with the following exceptions)		
◦ Catalan documentation in Spanish only		
◦ No documentation in Arabic, Bulgarian, Czech, Greek, Hebrew, Croatian, Estonian, Lithuanian, Latvian, Romanian, Slovak, Slovenian, Serbian, Turkish, Ukrainian		
● <i>HP LaserJet Enterprise 500 color M551 Install Notes</i> (.HTML file)		

Windows printing-system software

This section contains information about the following topics:

- [Windows printing-system software](#)
- [HP Color LaserJet print drivers](#)

Windows printing-system software

Table 1-5 Software components for Windows

Component	Description
HP installer	Installs the printing-system software based on the hardware it detects from the host computer.
Uninstaller	Removes files and folders that were installed when the printing-system software was originally installed on the computer.
File-to-email Utility	Collects crash logs and attaches the data files to an email to assist troubleshooting an installation or operation failure.
Driver software	Use the driver software to print with the computer and the product. This software includes the following drivers: <ul style="list-style-type: none">• The HP PCL 6 print driver. The HP PCL 6 print driver is installed by default.• The HP PCL 5 Universal print driver (UPD). This print driver is <i>not</i> installed by default. To install the HP PCL 5 UPD, download it from www.hp.com/go/upd, and then use the Microsoft Add Printer Wizard.• The HP PCL 6 Universal print driver (UPD). This print driver is <i>not</i> installed by default. To install the HP PCL 6 UPD, download it from www.hp.com/go/upd, and then use the Microsoft Add Printer Wizard.• The HP PS Universal Print Driver (UPD). This print driver is <i>not</i> installed by default. To install the HP PS UPD, download it from www.hp.com/go/upd, and then use the Microsoft Add Printer Wizard.
Help & Learn Center	This program provides help for using the product, as well as links to Web sites for product support and supplies ordering.

HP Color LaserJet print drivers

Print drivers provide the printing features and communication between the computer and the product. The software CD includes software for end users and network administrators who are working in the following operating environments:

Operating systems supported for the print drivers

HP PCL 6 discrete, HP UPD PCL 5, HP PD PCL 6, HP UPD PS, and Mac drivers

Windows XP SP 2 or greater (32-bit and 64-bit)

Windows Server 2003 SP 1 or greater (32 bit and 64 bit)

Windows Server 2008 (32-bit and 64-bit)

Windows Server 2008 R2 (64-bit)

Windows Vista (32-bit and 64-bit)

Windows 7 (32-bit and 64-bit)

Mac OS X 10.5, OS X 10.6

 **NOTE:** Print driver for Mac OS X 10.7 available from Apple Software Update

Operating systems supported for the installer CD

The HP PCL 6 discrete driver and .NET 3.5 is installed for Windows operating systems, the Mac driver is installed for Mac operating systems

Windows XP SP 2 or greater (32-bit)

Windows Server 2003 SP 1 or greater (32 bit only)

Windows Server 2008 (32-bit and 64-bit)

Windows Server 2008 R2 (64-bit)

Windows Vista (32-bit and 64-bit)

Windows 7, including starter edition (32-bit and 64-bit)

Mac OS X 10.5, OS X 10.6

 **NOTE:** Print driver for Mac OS X 10.7 available from Apple Software Update

In Windows operating systems the HP LaserJet Enterprise 500 color M551 Print driver supports preconfiguration, automatic configuration, and driver updates after installation.

 **NOTE:** For additional information about installing the printing-system software, see the *HP LaserJet Enterprise 500 color M551 Install Notes* on the printing-system software CD.

All of the drivers provide access to the paper-handling and print quality configuration settings supported by this printer.

HP PCL 6 Print Driver, PCL 6 Universal Print Driver, PCL 5 Universal Print Driver, and PS Universal Print Driver

All of the Windows drivers are supported by Microsoft 32-bit and 64-bit operating systems. The HP PCL 6 driver is included on the HP LaserJet Enterprise 500 color M551 printing-system software CD.

The PCL 6 and PCL 5 Universal Print Drivers and the PS Universal Print Driver are available for download at the following Web site:

www.hp.com/go/upd

 **NOTE:** The HP PCL 6 Print Driver is installed by default.

Printer-driver version numbers for Windows operating systems

Access to printer-driver version numbers varies, depending on the operating system in which the product is installed.

 **NOTE:** For a list of HP LaserJet Enterprise 500 color M551 print drivers, updated HP printing-system software, and product-support information, go to:

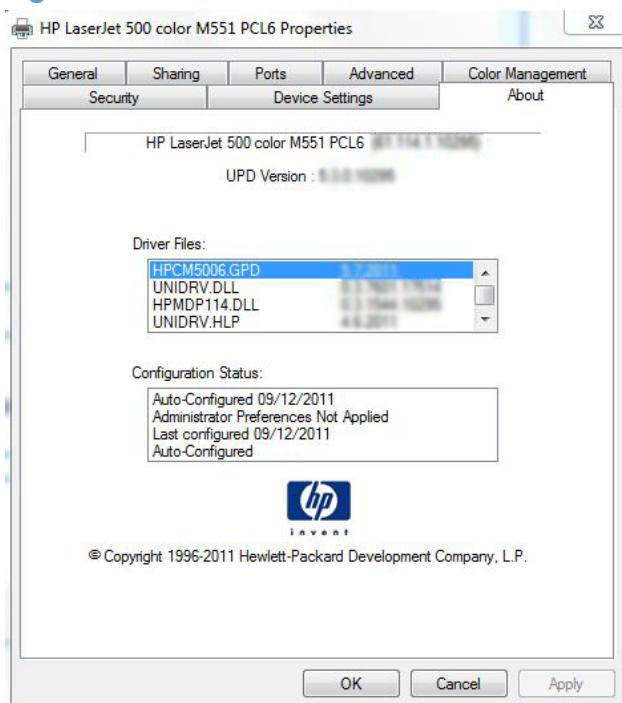
www.hp.com/go/lj500colorM551_software

If you are using an HP print driver in a Windows environment, follow these steps to find driver-version information:

1. In Windows Vista and Windows 7, click the **Start** button, click **Control Panel**, click **Hardware and Sound**, and then click **Printers**.
In Windows XP, Windows Server 2003, and Windows Server 2008, click **Start**, click **Settings**, and then click **Printers and Faxes**.
2. Right-click the product icon.
3. In Windows Vista, Server 2003 and XP click **Properties**, in Windows 7 and Server 2008 click **Printer Properties**.

4. Click the **About** tab.

Figure 1-3 About tab



 **NOTE:** The HP PCL 6 Print driver is installed by default when using the installer CD. It can also be downloaded from www.hp.com with an installer or just the driver. In all cases, the driver will be listed as UPD Version 5.3.0.10295. This refers to the HP PCL 6 driver version **NOT** the UPD driver version as stated. This may be removed in a future version of the driver.

You can also gain information about driver versions by clicking the **About** button that appears on most driver tabs.

Driver configuration for Windows

The HP print drivers feature bidirectional communication technology which, in supported environments, provide automatic discovery and driver configuration for product accessories at the time of installation.

Some accessories that are automatically discovered and configured include the duplexing unit, optional paper trays, printer hard disk, and dual inline memory modules (DIMMs).

Driver autoconfiguration

Automatic discovery and driver configuration through bidirectional communication occurs in the following circumstances:

- When a print driver is installed by using the installer
- When using the Update Now feature for a driver that is already installed

However, as shown in the following table, driver autoconfiguration and Update Now are *not* available in Windows XP, Windows Server 2003, Windows Server 2008, Windows Vista, or Windows 7 operating systems over a direct connection (USB) when the product is installed by using the Add Printer Wizard.

Table 1-6 Automatic discovery and driver configuration through bidirectional communication¹

Connection type	Add Printer Wizard install	Common installer
Network	Yes	Yes
Direct connection	No	Yes

¹ The table applies to Windows XP, Windows Server 2003, Windows Server 2008, Windows Vista, and Windows 7.

Bidirectional communication

In environments that support bidirectional communication, the computer communicates with the product during installation, determines the physical configuration, and then configures the driver accordingly.

Bidirectional communication is the capability of the product to respond to data inquiries from the computer and report information back, such as what type of print paper is available or what accessories are connected to the product. Bidirectional communication depends on the network operating system and on the type of connection that exists between the computer and the product. If the connection does not have this capability (that is, if it has no bidirectional mode), it can only accept commands from the host and cannot report information back to the host computer.

Enterprise AutoConfiguration

Enterprise AutoConfiguration (EAC) uses bidirectional communication to provide autoconfiguration functionality for installation of the print driver over a network, whether you use the installer on the printing-system software CD or the Add Printer Wizard to install the driver. Driver installation that includes EAC is configured with the same settings as the physical configuration of the product. Configuration occurs without user interaction.

If bidirectional-communication software has been installed previously, EAC is not activated, and the pre-existing bidirectional-communication software is used to configure the print driver.

If bidirectional communication software has not been installed, EAC installs bidirectional-communication software that allows it to communicate with the product and automatically match the print driver with the actual product configuration. EAC is activated during installation of the driver or whenever the Update Now feature is used.

If the product configuration changes after installation, the driver can be automatically updated with the new configuration in environments that support bidirectional communication by using the Update Now feature. For more information, see [Update Now on page 15](#).

Update Now

If you have modified the configuration of the HP LaserJet Enterprise 500 color M551 product since installation, the driver can be automatically updated with the new configuration in environments that support bidirectional communication. Use the Update Now feature to automatically reflect the new configuration in the driver.

For example, if the product is installed and an optional paper-handling accessory is added later, use the Update Now feature to query the product and update the settings to match the new product configuration.

The feature automatically updates the registry and changes the configuration information that appears on the **Device Settings** tab.

 **NOTE:** Depending on which settings were updated, the Update Now feature might change the configuration information that displays on the print-driver tabs, instead of (or in addition to) changing the information on the **Device Settings** tab.

 **NOTE:** The Update Now feature is not supported in environments where shared Windows XP clients are connected to Windows XP hosts.

To activate the Update Now feature, follow these steps:

1. In Windows Vista and Windows 7, click the **Start** button, click the **Control Panel** item, click the **Hardware and Sound** item, and then click the **Printers** item.

In Windows XP, Windows Server 2003, and Windows Server 2008, click the **Start** button, click the **Settings** item, and then open the **Printers and Faxes** item.

2. Right-click the product name.
3. Click the **Properties** item, or the **Printer Properties** item in Windows 7 and Server 2008.
4. Click the **Device Settings** tab.
5. If necessary, click the **Installable Options** list to expand it and show the options.
6. In the **Automatic Configuration** drop-down menu, select the **Update Now** item.
7. Click the **OK** button to save the setting.

HP Driver Configuration

HP Driver Configuration is a software architecture and set of tools that permits HP printing-system software to be customized and distributed in managed corporate printing environments. Using HP Driver Configuration, information technology (IT) administrators in corporate and enterprise environments can preconfigure the printing and device defaults for HP print drivers before installing the drivers in the network environment.

HP Driver Configuration is most beneficial when configuring print drivers for multiple workstations or print servers for print queues that share the same configuration. Two types of features can be configured:

- Product settings
- Printing-preferences settings

The driver is configured to match the product hardware so that access to all of the product accessories through the driver is enabled correctly (for example, for duplexing units and additional input trays). Most driver-feature settings can also be configured.

HP Driver Configuration configures the driver to match the accessories that are installed on the product, or to match the settings that IT administrators make in the configuration (.CFG) file (for example, optional trays, total amount of memory, job-storage settings, or mopier settings).

The configuration process consists of three basic steps:

- Driver acquisition
- Driver configuration
- Driver installation and deployment

These steps can be accomplished in different ways, depending on the tool that is being used to define the configuration.

The driver configuration process is supported through three distinct tools. All three are designed with the same basic user-interface (UI) controls for interacting with the .CFG file, but are packaged differently, either to support established product installation workflows or to leave the deployment and installation of the driver entirely up to the user. The following tools support driver preconfiguration:

- **HP Driver Configuration Utility.** The HP Driver Configuration Utility is a small, standalone, Windows-software program that the administrator can use to open the .CFG file that is associated with a particular driver and make modifications that are applied when that driver is installed on the target computer. It is intended for use in environments that have an established process for deploying drivers. This is the preconfiguration tool of choice to support any Novell or HP Print Server Appliance (PSA) and Point and Print environments. It is used in the way that any ordinary Windows software program is used.

The HP Driver Configuration Utility is available at the following Web site:

www.hp.com/go/dcuc

HP Driver Deployment Utility. The HP Driver Deployment Utility (HP DDU) was created to simplify the deployment of print drivers onto a client computer. It is a simple utility that packages the print-driver files, and the code needed to deploy them, into two files: an .EXE

file and a .CAB file. These files are run on the client computer to copy the print-driver files to the Windows driver store and, for network packages, to install the product. This utility is supported on Windows XP, Windows 7, Windows Server 2003, Windows Server 2008, and Windows Vista operating systems.

- **HP Web Jetadmin Driver Configuration.** HP Web Jetadmin provides a queue-creation program that can be used to create printer queues on Windows XP. HP Web Jetadmin Driver Configuration adds a number of screens to the existing queue-creation workflow from which the drivers that are being installed for the queues can be customized as part of the process. The HP Web Jetadmin Driver Configuration is limited to Internet Explorer browsers.

HP Web Jetadmin is supported by the following:

- Windows XP (Professional only)
- Windows Server 2003 (R2 only)
- Windows Server 2008
- Windows Vista (Business and Enterprise Editions)
- Windows 7

The HP Web Jetadmin print management features are supported by the following:

- Windows XP Professional (with Service Pack 2 or higher)
- Windows Server 2003

To gain access to the HP DDU, insert the software CD into the CD-ROM drive, and then navigate to the Driver Deployment Utility folder.

For detailed information about gaining access to and installing these tools, see the **HP Driver Configuration Support Guide** at the following Web site and click on the **Manuals** link.

www.hp.com/go/ddu

Use the HP Embedded Web Server

Use the HP Embedded Web Server to view product status, configure product network settings, and to manage printing functions from your computer instead of from the product control panel. The following are examples of what you can do using the HP Embedded Web Server:

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

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

- Windows: Microsoft Internet Explorer 5.01 or later or Netscape 6.2 or later
- Mac OS X: Safari or Firefox using Bonjour or an IP address
- Linux: Netscape Navigator only
- HP-UX 10 and HP-UX 11: Netscape Navigator 4.7

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

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

Open the HP Embedded Web Server by using a network connection

1. Identify the product IP address or host name.

Open the following menus:

1. **Administration**
2. **Reports**
3. **Configuration/Status Pages**

 **NOTE:** If the product has been configured to display its IP address on the control panel, touch [How to Connect](#) and then touch [Network Address](#) from the [Main Menu](#) to display the IP address.

2. Use the down arrow button ▼ to highlight the **Configuration Page** item, and then press the **OK** button.

3. Use the up arrow button ▲ to highlight the **Print** item, and then press the **OK** button.
4. Locate the IP address or host name on the HP Jetdirect page.

 **NOTE:** Mac OS X users can also reference the Bonjour (mDNS) name located on the configuration page to access the Embedded Web Server from the Safari browser.

5. In a supported Web browser on your computer, type the product IP address or host name in the address/URL field.

Features

Information tab

Table 1-7 HP Embedded Web Server Information tab

Menu	Description
Device Status	Shows the product status and shows the estimated life remaining of HP supplies. The page also shows the type and size of paper set for each tray. To change the default settings, click the Change Settings link.
Job Log	Shows the print jobs printed on the product and provides the capability to view and export the details for the print jobs.
Configuration Page	Shows the information found on the configuration page.
Supplies Status Page	Shows a detailed status of the installed HP supplies.
Event Log Page	Shows a list of all product events and errors. Use the HP Instant Support link (in the Other Links area on all HP Embedded Web Server pages) to connect to a set of dynamic Web pages that help you solve problems. These pages also show additional services available for the product.
Usage Page	Shows a summary of the number of pages the product has printed, grouped by size, type, and paper print path.
Device Information	Shows the product network name, address, and model information. To customize these entries, click the Device Information menu on the General tab.
Control Panel Snapshot	Provides an inactive view of the control panel of the product.
Print	Allows uploading a file from your hard disk or network file server to be printed. The following file types are supported: <ul style="list-style-type: none"> • .txt • .ps • .pdf • .pcl • .cht • .prn
Printable Reports and Pages	Lists the internal reports and pages for the product. Select one or more items to print or view.

General tab

Table 1-8 HP Embedded Web Server General tab

Menu	Description
Alerts	Set up email alerts for various product and supplies events.
Control Panel Administration Menu	Provides a remote view of the Administration menu available at the control panel of the product.
AutoSend	Configure the product to send automated emails regarding product configuration and supplies to specific email addresses.
Edit Other Links	Add or customize a link to another website. This link appears in the Other Links area on all HP Embedded Web Server pages.
Ordering Information	Add additional information to be used when ordering supplies. This information is displayed on the Supplies Status Page .
Device Information	Name the product and assign an asset number to it. Enter the name of the primary contact who will receive information about the product.
Language	Set the language in which to display the HP Embedded Web Server information.
Date and Time	Set the date and time or synchronize with a network time server.
Energy Settings	Set the sleep schedule and sleep timer settings for the product.
Backup and Restore	Create a backup file that contains product and user data. If necessary, you can use this file to restore data to the product.
Restore Factory Settings	Restore the product settings to the factory default settings.
Solution Installer	Install third-party software programs that can enhance the product functionality.
Firmware upgrade	Download and install product firmware upgrade files.
Statistics Services	Displays the name of, or add/remove the connection to, a job statistics service used by the product.

Print tab

Use the **Print** tab to enable or disable walk-up USB printing. Jobs printed from USB will use the default print settings. the following file types are supported for walk-up USB printing:

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

Table 1-9 HP Embedded Web Server Print tab

Menu	Description
Retrieve from USB	Use this item to enable or disable this feature.
Setup	
Manage Stored Jobs	Use this feature to manage jobs stored on the product memory.
Adjust Paper Types	Adjust the factory default setting for select paper types.
Restrict Color	Use this item to restrict the number of color pages that can be printed from this product.
General Print Settings	Use this item to manage the print settings for this product.
Manage Trays	Use this item to manage the tray settings for this product.

Troubleshooting tab

Table 1-10 HP Embedded Web Server Troubleshooting tab

Menu	Description
General Troubleshooting	Print or view product settings, information pages, and diagnostic test pages.
Calibration/Cleaning	Provides remote control of the cleaning and calibration operations of the product.
Firmware upgrade	Download and install product firmware upgrade files.
Restore Factory Settings	Restore the product settings to the factory default settings.

Security tab

Table 1-11 HP Embedded Web Server Security tab

Menu	Description
General Security	Configure an administrator password so you can restrict access to certain features on the product. Enable or disable the Host USB port on the control panel or the USB connectivity port on the formatter for printing directly from a computer.
Access Control	Configure access to product functions for specific individuals or groups. Also select the method by which individuals sign in to the product.
Protect Stored Data	Configure and manage the internal hard drive for the product. This product includes an encrypted hard drive for maximum security. Configure settings for jobs that are stored on the product hard drive.
Certificate Management	Install and manage security certificates for access to the product and the network.

HP Web Services

Use the HP Web Services tab to enable or disable the HP Web Services feature.

Networking tab

Use the **Networking** tab to change network settings for the product when it is connected to an IP-based network. This tab does not appear if the product is connected to other types of networks.

Other Links list

 **NOTE:** You can configure which items appear in the **Other Links** list by using the **Edit Other Links** menu on the **General** tab. The following items are the default links.

Table 1-12 HP Embedded Web Server Other Links list

Menu	Description
HP Instant Support	Connects you to the HP website to help you find solutions to product problems.
Shop for Supplies	Connects you to the HP website for ordering supplies.
Product Support	Connects to the support site for the product, from which you can search for help regarding various topics.

Use HP Web Jetadmin software

HP Web Jetadmin is a Web-based software solution for remotely installing, monitoring, and troubleshooting network-connected peripherals. Management is proactive, allowing network administrators the ability to resolve issues before users are affected. Download this free, enhanced-management software at www.hp.com/go/webjetadmin.

 **NOTE:** HP Web Jetadmin is not supported from Mac OS X.

HP ePrint

HP ePrint is a service that allows you to print directly to certain HP products by sending an email to the product email address. HP ePrint lets you print from any smart phone or computer without installing any special drivers or software.

In order to use HP ePrint, the product Web Services feature must be enabled. Complete the following steps.

1. Print a configuration page and locate the IP address.
2. At the computer, open a Web browser, type the IP address in the address line, and then press the **Enter** key. The HP Embedded Web Server (EWS) opens.
3. Click the **HP Web Services** tab.
4. Click the **Enable HP Web Services** button.
5. When the HP Web Services feature is enabled, ePrint information appears in the HP EWS. An email address is automatically assigned to the product. The product also prints an HP Web Services page that contains this email address and instructions for using the service.

Configure HP ePrint

Web: For all supported HP products, use the HP ePrintCenter Web site to define security settings and to configure default print settings for all HP ePrint jobs sent to this product.

- a. Go to www.hpeprintcenter.com.
- b. Click **Sign In** to enter your HP ePrintCenter credentials or to sign up for a new account.
- c. Select your product from the list, or click **+ Add printer** to add it. To add the product, you need the printer code, which is the segment of the product e-mail address that is before the @ symbol.

 **NOTE:** This code is valid for only 24 hours. If you do not log into the ePrintCenter within 24 hours of enabling HP Web Services, the code expires. If the code expires, follow the instructions to enable HP Web Services again, and obtain a new code. Once you log into the ePrintCenter (www.hpeprintcenter.com) within 24 hours, the ePrint email address of the printer does not change.

- d. To prevent your product from printing unexpected documents, click **ePrint Settings**, and then click the **Allowed Senders** tab. Click **Allowed Senders Only**, and add the e-mail addresses from which you want to allow ePrint jobs.
- e. To set up default settings for all ePrint jobs sent to this product, click **ePrint Settings**, click **Print Options**, and select the settings that you want to use.

HP Print View Software

Use HP Print View software to change various print settings and see immediately how those changes affect your document. When you are satisfied with the print settings, print the job directly from HP Print View to your supported printer.

Print View 2.0 supports both print and cost estimation.

Download HP Print View Software, and determine which products are supported, from the following location:

www.hp.com/go/ihm

Advanced color use

Restrict color printing

The HP LaserJet Enterprise 500 color M551 has the ability to monitor and control color print-job use. For more information about color access control, go to the following Web site and look under **Learn More**.

www.hp.com/go/cac

The following table shows various tools that can be used to control color-printing access.

Table 1-13 Color access control tools

Tool	Description
HP Embedded Web Server	<p>The HP Embedded Web Server (HP EWS) is a Web-browser-based utility that provides an interface to the product that you can use to change product settings, including color access control settings. No special software needs to be installed or configured. It allows you to set color printing restrictions and view a log of color printing use. The HP EWS is designed for one-to-one product configuration monitoring and management.</p>
HP Web Jetadmin	<p>The HP Web Jetadmin provides an interface to the product through a Web browser on single network-administration servers. Use HP Web Jetadmin to manage HP Jetdirect-connected products within an intranet.</p> <p>For more information, see the following Web site:</p> <p>www.hp.com/go/webjetadmin</p>
HP Managed Printing Administration (HP MPA)	<p>HP MPA provides a means for controlling color printing through Managed Print Policies (MPPs) and Managed Printer Lists (MPLs).</p> <p>For more information, see the following Web site:</p> <p>www.hp.com/go/mpa</p>
HP UPD Active Directory Group Policy	<p>Color printing access can be controlled through Active Directory Group Policy and the HP UPD Active Directory Administrative template within your Active Directory infrastructure.</p> <p>For more information, see the HP Universal Print Driver System Administrator Guide</p>
Color usage job log	<p>The color usage job log shows color and monochrome print job statistics for a product.</p>
Product control panel	<p>Use the product control panel to restrict color use in network-connected products.</p> <p>For more information, see the following procedure.</p>

To restrict color-printing access to a network-connected HP LaserJet Enterprise 500 color M551 from the product control panel, follow these steps:

1. Press the **Home** button  to return to the main screen, if needed.
2. Press the **up arrow** ▲ or the **down arrow** ▼ to scroll to **Administration**, and then press the **OK** button.
3. Press the **up arrow** ▲ or the **down arrow** ▼ to scroll to **General Settings**, and then press the **OK** button.
4. Press the **up arrow** ▲ or the **down arrow** ▼ to scroll to **Restrict Color**, and then press the **OK** button.
5. Press the **up arrow** ▲ or the **down arrow** ▼ to scroll to one of the following options, and then press the desired option:
 - **Enable Color.** This is the default setting. Use of color-printing features is unrestricted.
 - **Disable Color.** This setting denies the use of color-printing features to all users.
 - **Color if Allowed.** Network administrators can use this setting to allow color-printing to certain users and restrict it for other users. User privileges can be set using HP EWS. For more information, see the EWS online help.

ICC/CMS

HP provides cyan-magenta-yellow-black (CMYK) and standard red-green-blue (sRGB) International Color Consortium (ICC) profiles with the product. The CMYK profile can only be used with a postscript print driver; the sRGB profile can be used with any of the product print drivers. The profiles are available at the following HP Web site under software downloads:

www.hp.com/support/lj500colorM551

The ICC profiles describe the way that color will be interpreted in the default CMYK and RGB modes. These profiles can be used for color conversions in a color-managed workflow. The sRGB profile matches the default RGB mode (sRGB), which is enabled with the **Default (sRGB)** or **Color** setting in either a PCL or postscript print driver. The product interprets CMYK data according to the Specifications for Web Offset Publications (SWOP) simulation when **Default CMYK+** is the selected **CMYK Color** setting in the postscript print driver, and a more accurate SWOP rendering can be produced by selecting the **SWOP** setting. This standard defines how a particular set of CMYK ink colors should behave. Emulation for Dainippon Press (DIC) and Euro-standard CMYK inks used in Asia and Europe are also available and can be selected from the print driver.

PANTONE color matching

PANTONE has multiple color matching systems. The PANTONE MATCHING SYSTEM® is very popular and uses solid inks to generate a wide range of color hues and tints. See www.hp.com/go/lj500colorM551_software for details on how to use PANTONE Colors with this product.

 **NOTE:** PANTONE Colors generated might not match PANTONE-identified standards. Consult current PANTONE Publications for accurate color.

2 Install Windows software and utilities

Introduction

The HP LaserJet Enterprise 500 color M551 product comes with software and installers for Microsoft Windows and Apple, Inc., Macintosh systems. Linux and UNIX systems are supported, and software is available on the Web.

This chapter provides procedures for installing and removing the HP LaserJet Enterprise 500 color M551 printing-system software for Windows operating systems. The chapter provides information about these topics:

- [Supported operating systems for Windows](#)
- [Install overview](#)
- [Detailed Microsoft Windows installation instructions](#)
- [Install optional software](#)
- [Uninstall software](#)



NOTE: If the computer is running a 64-bit Windows operating system, you must install the corresponding 64-bit print driver.

If you are installing through the Add Printer Wizard, the files are as follows:

hpcm500c.inf = 32 bit

hpcm500u.inf = 64 bit

Supported operating systems for Windows

Windows operating systems provide full-featured support for the HP LaserJet Enterprise 500 color M551 product. Operating systems that are not described here provide varying levels of functionality.

Windows XP is used to denote Windows XP Home Edition, Windows XP Professional, and Windows XP Media Edition unless noted otherwise. Windows Vista is used to denote Windows Vista Home Basic, Windows Vista Home Premium, Windows Vista Business, Windows Vista, and Windows Vista Ultimate unless noted otherwise. Windows 7 is used to denote Windows 7 Basic, Windows 7 Home Premium, Windows 7 Professional, Windows 7 Enterprise, and Windows 7 Ultimate.

Table 2-1 Windows software component support

	Windows XP, SP 2 and greater (32-bit and 64-bit)	Windows Server 2003 (32-bit and 64-bit)	Windows Server 2008 (32-bit, 64-bit, and R2 edition)	Windows Vista (32-bit and 64-bit)	Windows 7 (32-bit and 64-bit)
HP UPD PCL5 driver	x	x	x	x	x
HP UPD PCL6 driver	x	x	x	x	x
HP UPD PS driver	x	x	x	x	x
Discrete PCL6 driver	x	x	x	x	x
Installer CD (Windows/Mac)	x (32-bit only)	x (32-bit only)	x	x	x
HP MPA	x (32-bit only)	x (32-bit only)	x (32-bit only)	x (32-bit only)	x (32-bit only)
HP DDU	x	x	x	x	x
HP DCU	x	x	x	x	x

In any of the supported operating systems, you must have administrator privileges to install the product printing-system software.

For more information about the HP LaserJet Enterprise 500 color M551 product, go to the following Web site:

www.hp.com/support/lj500colorM551

System requirements

The system requirements for installing and using the HP LaserJet Enterprise 500 color M551 printing-system software for Windows and Macintosh are as follows:



NOTE: The installer CD will run on both operating systems.

- Same system requirements for running the supported Windows operating system (OS)
- Latest operating system updates installed through Windows Update
- 200 MB of available hard-disk space
- Mac OS X v10.5, v10.6, and v10.7 (v10.7 drivers available through Apple Software Update) with 175 MB of free hard-disk space
- CD drive, DVD drive, or Internet connection
- Dedicated universal serial bus (Hi-Speed USB) connectivity port or network connection

Print driver and other software support links

- Software support: www.hp.com/go/lj500colorM551_software
- Product manuals: www.hp.com/go/lj500MFPM525_manuals
- General product support: www.hp.com/support/lj500colorM551
- HP UPD (Universal Print Driver – PCL6, PCL5, PS): www.hp.com/go/upd
- HP MPA (Managed Print Administrator – used with UPD): www.hp.com/go/mpa
- HP DDU (Driver Deployment Utility – used to package and deploy drivers in large environments – can even perform installations silently (no user intervention)): www.hp.com/go/ddu
- HP DCU (Driver Configuration Utility – used to configure drivers prior to deployment – e.g. set two-sided printing as default): www.hp.com/go/dcu
- Citrix and Windows Terminal Services: For the latest support, see: www.hp.com/go/upd documentation tab, then open the *System Administrator's Guide*.
- Linux. For more information, go to the following Web site:
www.hplip.net
- UNIX drivers/model scripts: www.hp.com/go/unix, www.hp.com/go/unixmodelscripts and www.hp.com/go/jetdirectunix_software
- Novell: <http://www.novell.com/iptprint>
- SAP device types/configuration files: www.hp.com/go/sap/drivers and www.hp.com/go/sap/print
- Smart Web Printing - a simple browser plug-in that enables you to select and clip, or select and print web pages:
www.hp.com/global/us/en/consumer/digital_photography/free/software/smart-web-printing.html
- Print View (In-house Marketing tool/driver): www.hp.com/go/ihm

- HP WJA (Web Jetadmin – used in large/managed environments to manage printers, deploy drivers, update firmware, etc.): www.hp.com/go/webjetadmin
- HP ePrint: www.eprintcenter.com
- HP ePrint Mobile driver: www.hp.com/go/eprintmobiledriver
- Mac Airprint: www.hp.com/go/airprint

Install overview

The software for the product comes on a single CD. The software installer first checks the versions of Windows Installer and Microsoft .NET installed on the system, and then installs the printing-system software from the CD onto the hard disk and updates Windows files.

Depending on the configuration of your computer as well as the installation method selected, the following components might be installed during the printing-system software installation:

- HP LaserJet Enterprise 500 color M551 PCL 6 print driver
- *HP LaserJet Enterprise 500 color M551 User Guide*
- UnInstall utility

For all of the supported platforms, each install option presents a series of query dialog boxes that guide you through the installation process.

Software Installer system check

The software installer checks the computer system to ensure that the following Windows features are the correct version to support the printing-system components.

Microsoft Windows Installer 3.1

When the user starts the installation process, the product software installer checks the computer system to determine the version number of the Windows Installer currently on the system. If the product software installer detects that the Windows Installer version is prior to version 3.1, a dialog box appears alerting the user that the Windows Installer must be updated. The user must click the **OK** button to continue. The product software installer then updates the Windows Installer and continues the HP LaserJet Enterprise 500 color M551 printing-system installation process.

To determine which version of Windows Installer is currently running on the computer, follow these instructions.

1. For Windows 7 and Windows Vista, click the **Start** button, click the **Control Panel** option, and then click the **Programs** option.
For Windows XP and Windows Server 2003, click the **Start** button, click the **Control Panel** option, and then double-click the **Add/Remove programs** option.
2. Scroll down until you find the entry for the **Windows Installer**.

Software installation types for Windows

The product printing-system software can be installed in the following ways:

- HP LaserJet Enterprise 500 color M551 printing-system installer (Recommended)
- Microsoft Found New Hardware Wizard (Plug and Play installation)

Installation options

The printing-system software can be used with the product in the following configurations:

- Install the printing-system software on a computer that is directly connected to the product through a USB port.
- Install the printing-system software on a computer that has access to a network, either wired or wireless, to which the product is connected.

 **NOTE:** A wireless option can be purchased separately.

Detailed Microsoft Windows installation instructions

The dialog boxes shown here appear in the Windows XP Professional installation sequence. The order and appearance of dialog boxes can vary among operating systems.

Use the installation CD to install the product software

The recommended Easy installation installs the PCL 6 print driver and user guide.

- For a USB installation, *do not* connect the USB cable between the product and the computer yet. You will be instructed to connect the USB cable during the installation process.
- For a wired network installation, connect the product to the network before starting the installation process. The product will need a few minutes to receive a network address.
- For a wireless network installation, *do not* connect the USB cable between the product and the computer yet. You will be instructed to connect the USB cable during the installation process.

A series of dialog boxes appears during installation of the product printing-system software in Windows environments.

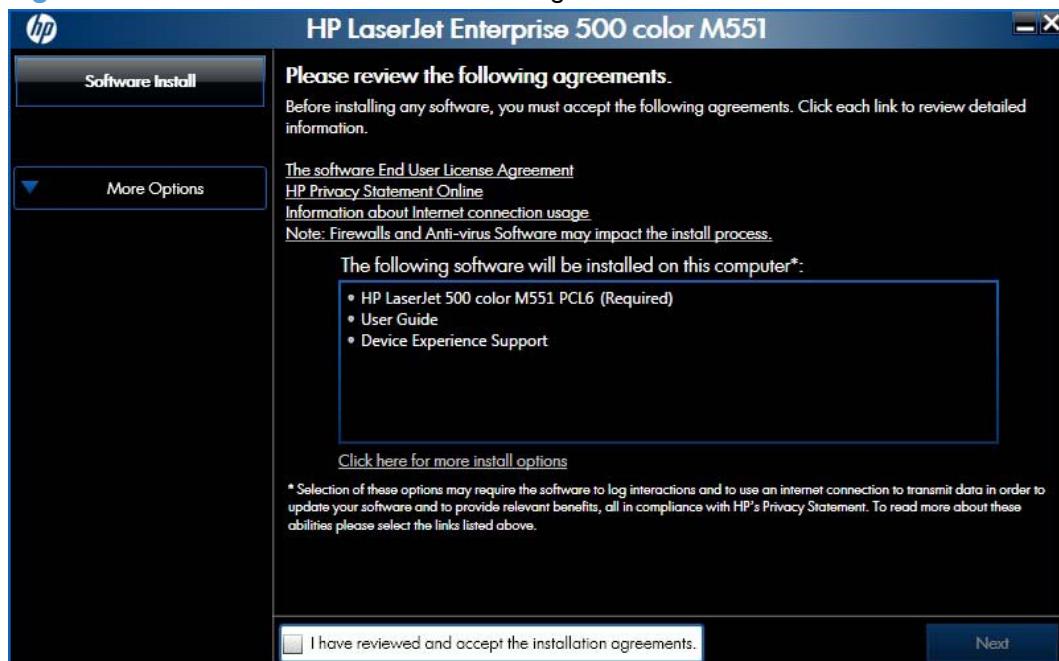
 **NOTE:** You can return to the previous dialog box by clicking the **Back** button, or exit the printing-system software installation by clicking the **Cancel** button.

1. Close all programs.
2. Insert the printing system software CD into the CD-ROM drive. The software installer detects the language of the operating system, and then displays the main menu of the installation program in the same language.

If the installer program has not started after 30 seconds, complete these steps:

 - a. On the **Start** menu, click the **Run** option.
 - b. Type the following: `X:\SETUP.EXE` (where X is the letter of the CD-ROM drive).
 - c. Click the **OK** button. The installer program starts.
3. Read the license agreement, click the **I have reviewed and accept the installation agreements** check box, and then click the **Next** button to continue to the **Connection Type** screen.

Figure 2-1 Software installation — License agreement screen



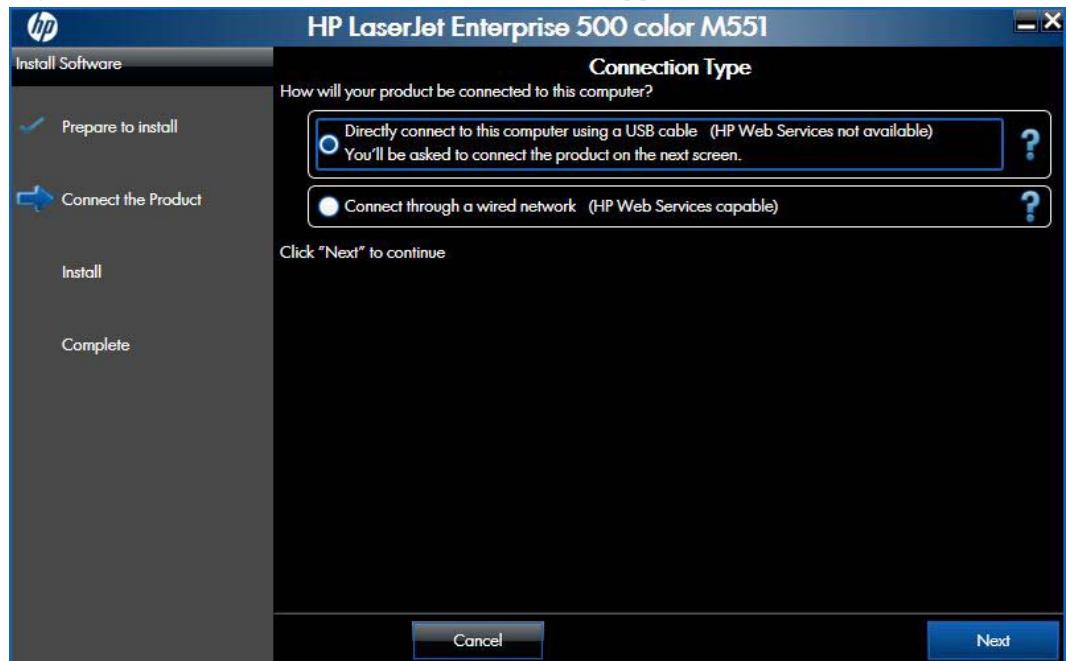
4. The **Preparing to Install** screen appears. It may take several minutes before the installer proceeds to the next screen.

5. Select a connection type option on the **Connection Type** screen, based on how the product connects to the computer.

- For USB-connected products, follow these steps:

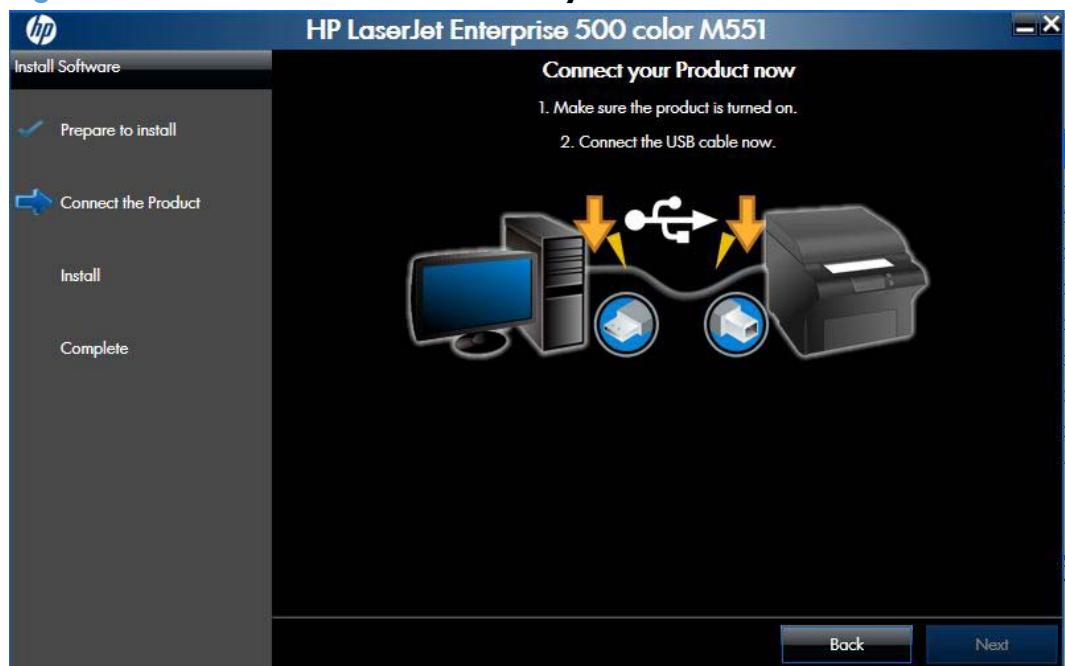
- Select **Directly connect to this computer using a USB cable.** and then click **Next.**

Figure 2-2 Software installation — **Connection Type** screen



b. Connect the product to the computer when prompted at the **Connect your Product now** screen. The installer program opens a progress bar as it automatically starts the software installation.

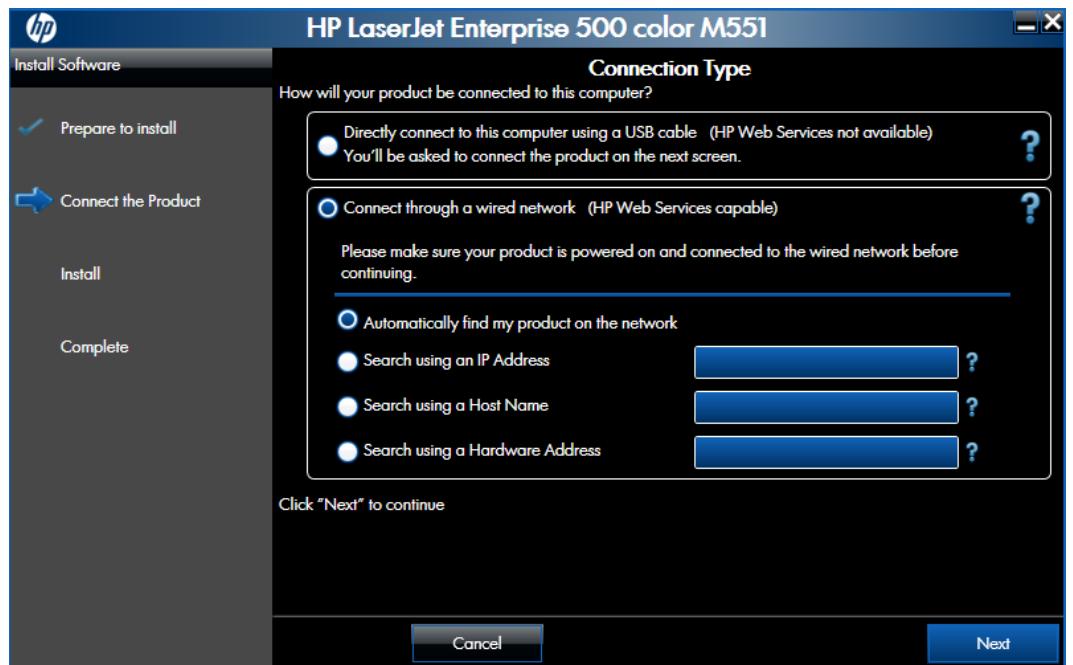
Figure 2-3 Software installation — **Connect your Product now** screen



- For wired network connected products, follow these steps:

- Select the **Connect through a wired network** option.

Figure 2-4 Software installation — **Connection Type** screen for network connected installation



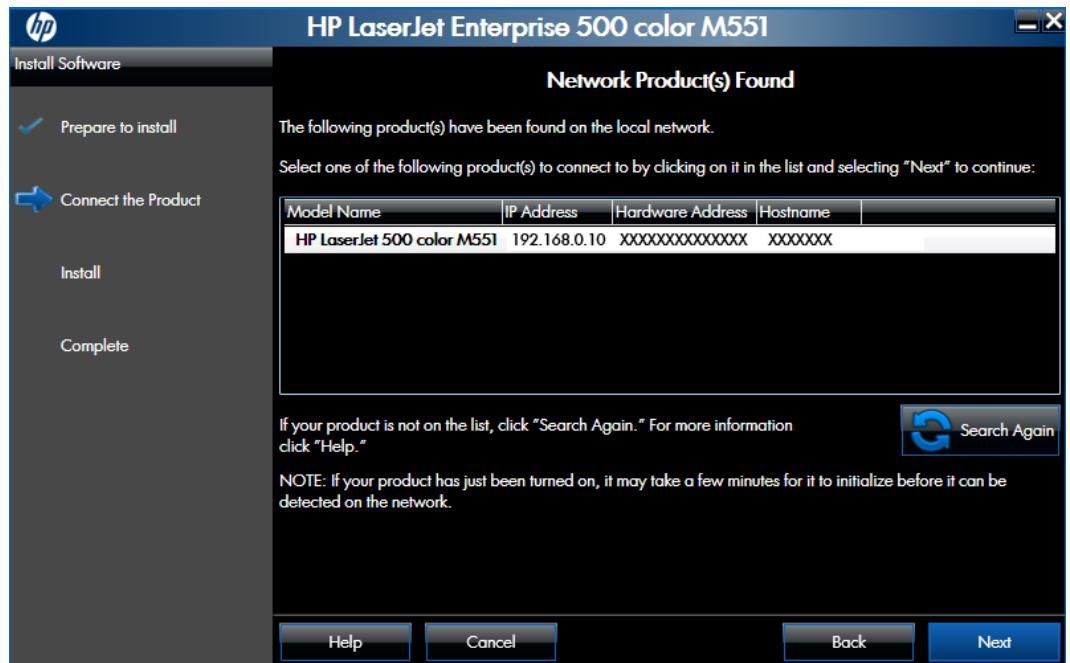
- If the product's network settings are not known, select the **Automatically find my product on the network** option.
- If the product's networking settings are known, enter either the product's host name, IP address, or hardware address.

 **NOTE:** The product's network IP address can be obtained at the product control panel. From the product control panel's [Main Menu](#), select [How to Connect](#) and then press the [OK](#) button. Select [Network Address](#) and then press the [OK](#) button to display the IP address.

- Click the **Next** button.

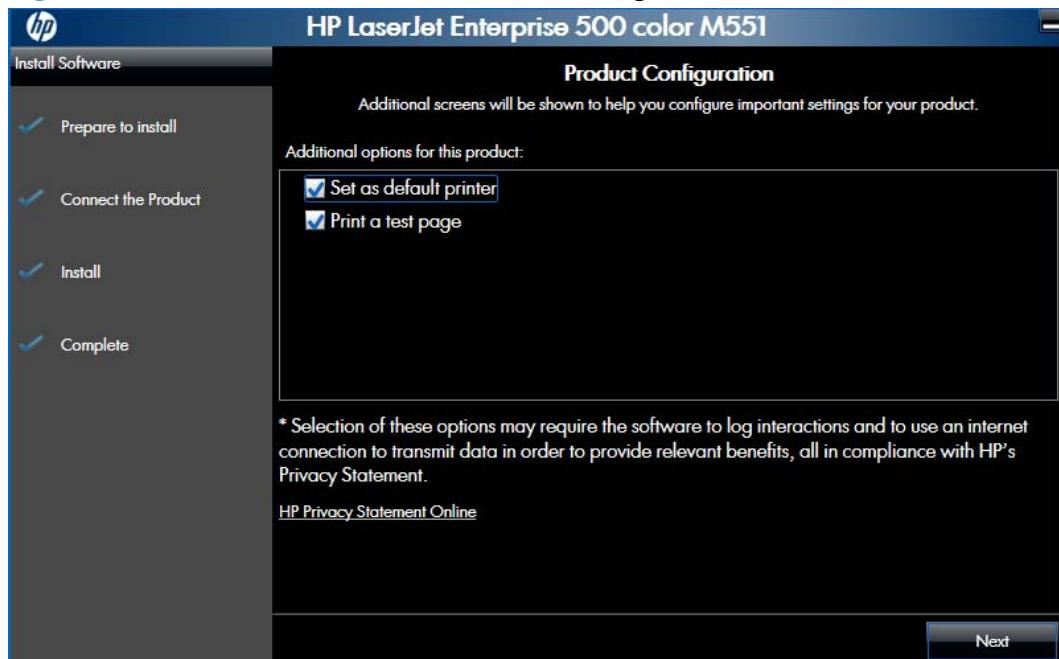
e. A list of products is displayed on the **Network Product(s) Found** screen. Select the product to install and then click the **Next** button

Figure 2-5 Software installation — **Network Product(s) Found** screen



6. The **Product Configuration** screen appears.

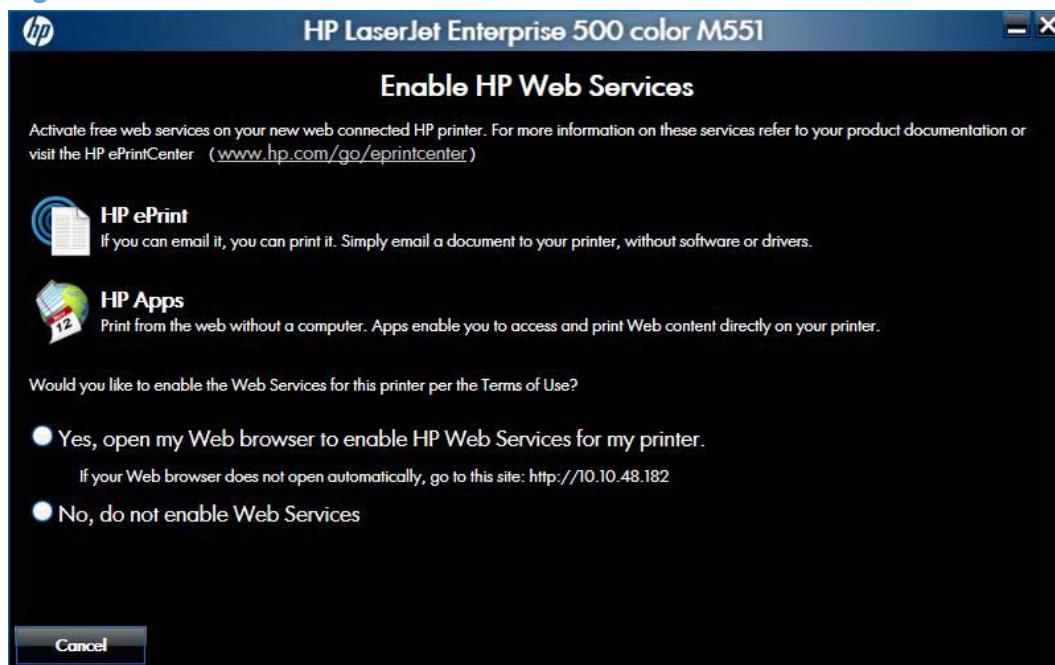
Figure 2-6 Software installation — **Product Configuration** screen



- Make this product the default printer by selecting the **Set as default printer** check box.
- Send a test page to the product by selecting the **Print a test page** check box.

7. Click the **Next** button to proceed to the **Enable HP Web Services** screen.

Figure 2-7 Software installation — **Enable HP Web Services** screen



▲ Select the option to **Yes, open my Web browser to enable HP Web services for my printer.** to go to an HP web site and set up the Web services HP ePrint for your product.

When Web Services are enabled, ePrint information appears in the HP Embedded Web Server. Look for the e-mail address that is automatically assigned to the product. The product also prints an HP Web Services page that contains this e-mail address and instructions for using the service.

-or-

Select the check box next to **No, do not enable Web services** if you do not want HP Web services enabled for your product. Click the **Exit** button.

Configure HP ePrint

- a. Go to www.hpeprintcenter.com.
- b. Click **Sign In** to enter your HP ePrintCenter credentials or to sign up for a new account.
- c. Select your product from the list, or click **+ Add printer** to add it. To add the product, you need the printer code, which is the segment of the product e-mail address that is before the @ symbol.

 **NOTE:** This code is valid for only 24 hours. If it expires, follow the instructions to enable HP Web Services again, and obtain a new code.

- d.** To prevent your product from printing unexpected documents, click **ePrint Settings**, and then click the **Allowed Senders** tab. Click **Allowed Senders Only**, and add the e-mail addresses from which you want to allow ePrint jobs.
- e.** To set up default settings for all ePrint jobs sent to this product, click **ePrint Settings**, click **Print Options**, and select the settings that you want to use.

8. Click the **Finish** button to complete the installation.

Install optional software

Use the following steps to install optional software programs:

- 1.** Insert the HP LaserJet Enterprise 500 color M551 software CD into the CD-ROM drive. The installer program should open.

If the installer program has not started after 30 seconds, complete these steps:

- a.** On the **Start** menu, click **Run**.
- b.** Type the following: X:\SETUP.EXE (where X is the letter of the CD-ROM drive).
- c.** Click the **OK** button.

2. Click the **More Options** menu.

 **NOTE:** All of the software listed in the following steps is available via Web download only and does *not* come on the product software CD.

- 3.** Click the **Admin Software** button to gain access to the following software:

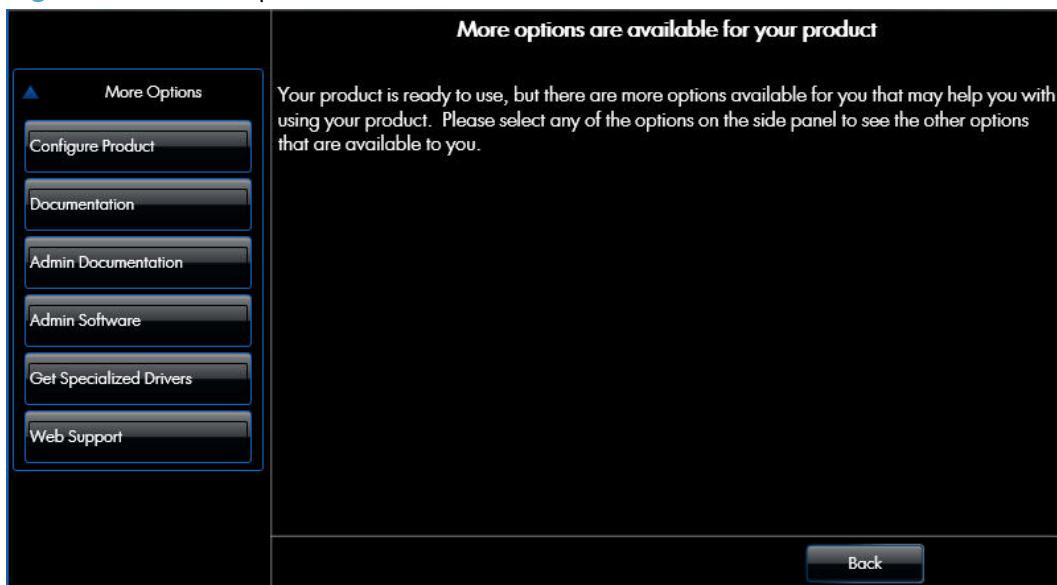
 - **HP Universal Print Driver Portal (Online)**
 - **HP Web Jetadmin (Online)**
 - **HP Driver Deployment Utility (Online)**

- **HP Driver Configuration Utility (Online)**
- **Eco Print Solutions Console (Online)**

4. Click the **Get Specialized Drivers** button to gain access to the following software:

- **HP Universal Print Driver Portal (Online)**
- **HP Print View Software (Online)**

Figure 2-8 More Options screen



Uninstall software

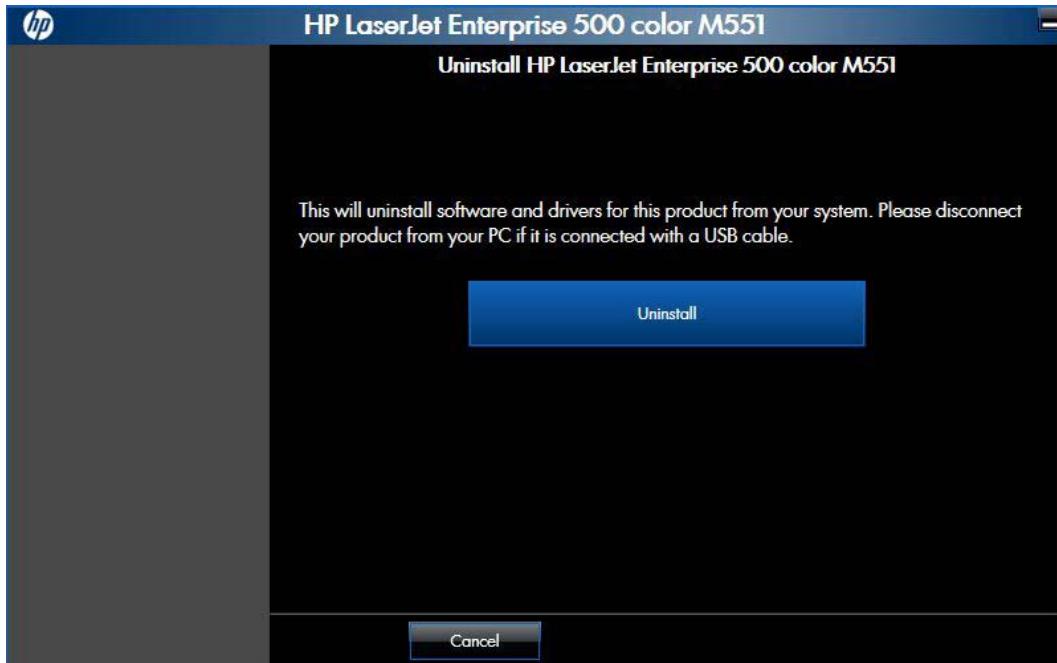
 **NOTE:** If the print driver was installed by using the HP Driver Installation Utility, follow the instructions in the [Remove the print driver by using the Windows Add or Remove Programs feature on page 45](#). If the driver was installed using the Add Printer Wizard, follow the instructions in the [Uninstall the print driver by using the Server Properties feature on page 47](#).

Use the HP Uninstall utility to remove the product software

The installed software includes a utility to remove the product software.

1. Click the Windows **Start** button, click the **Programs** or **All Programs** item, and then click the **HP** item.
2. Click the **HP LaserJet Enterprise 500 color M551** item, and then click the **Uninstall** item. The HP Uninstaller utility opens.

Figure 2-9 HP Uninstaller utility — Uninstall button



3. Click the **Uninstall** button to begin the removal process. When the process is complete, either click the **Reboot Now** button, or clear the check box and click the **Reboot Later** button.

Figure 2-10 HP Uninstaller utility — Reboot Now button

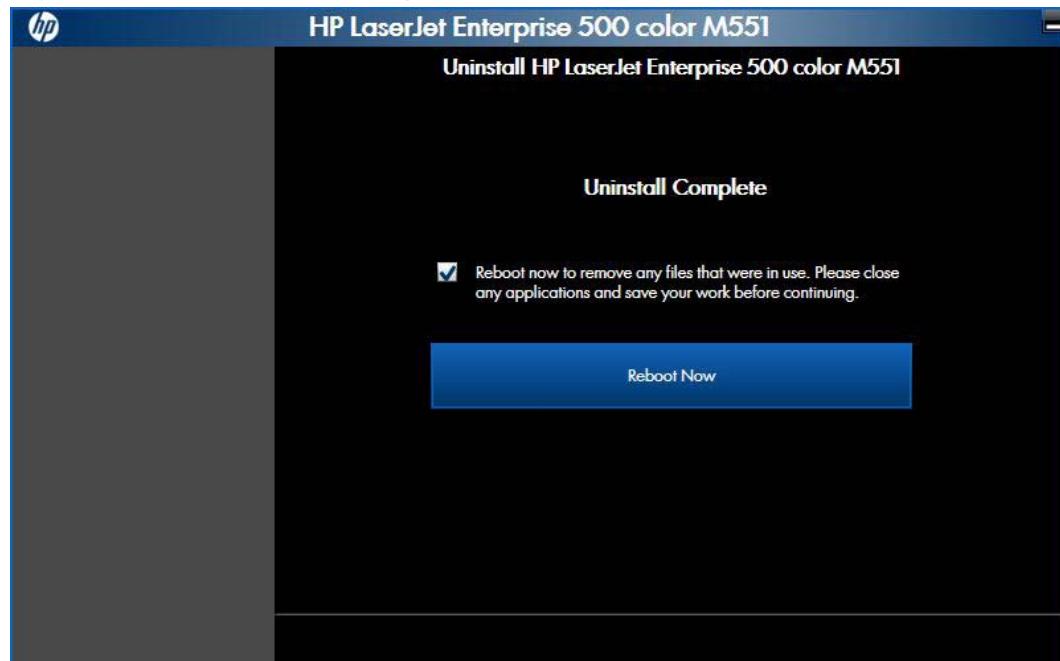
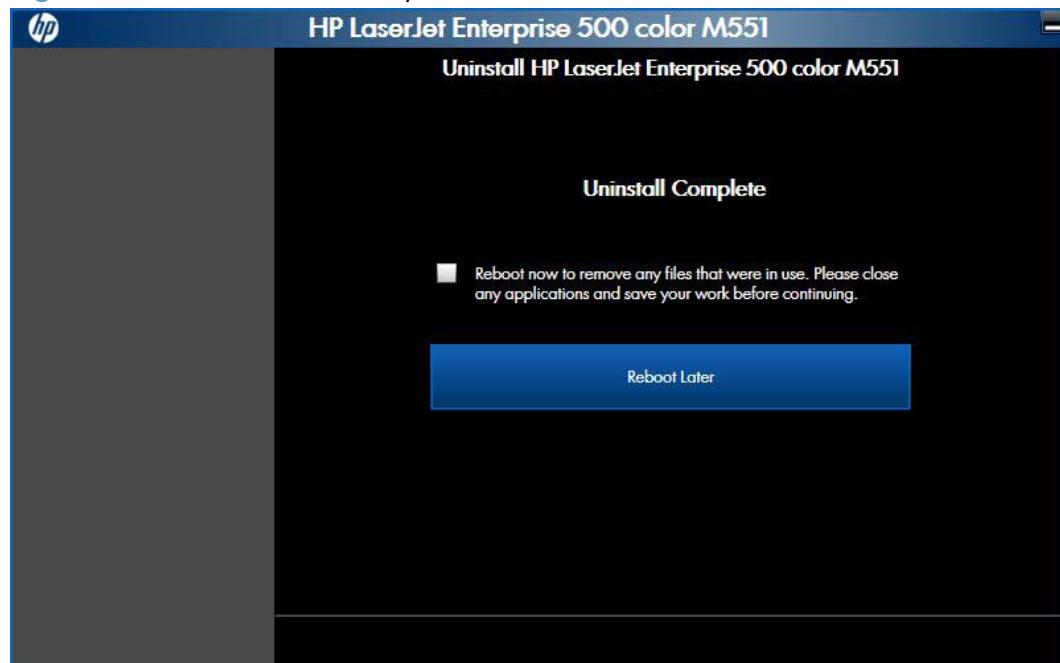


Figure 2-11 HP Uninstaller utility — Reboot Later button



Use the software CD to remove the product software

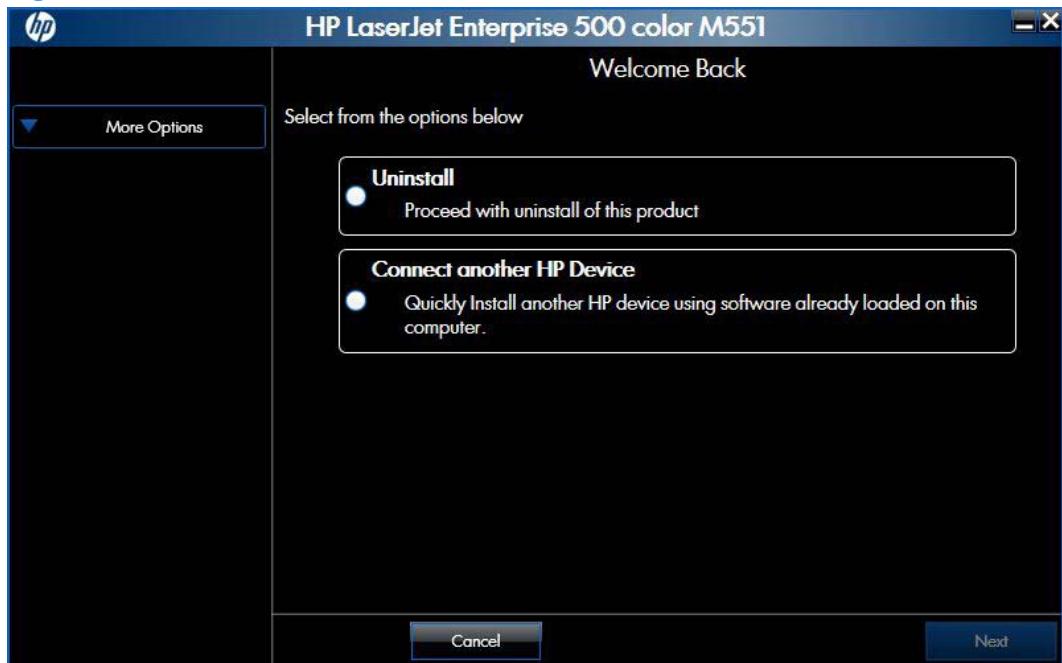
The installer program on the software CD includes a utility to remove the product software

1. Insert the printing system software CD into the CD-ROM drive. The software installer detects the language of the operating system, and then displays the main menu of the installation program in the same language.

If the installer program has not started after 30 seconds, complete these steps:

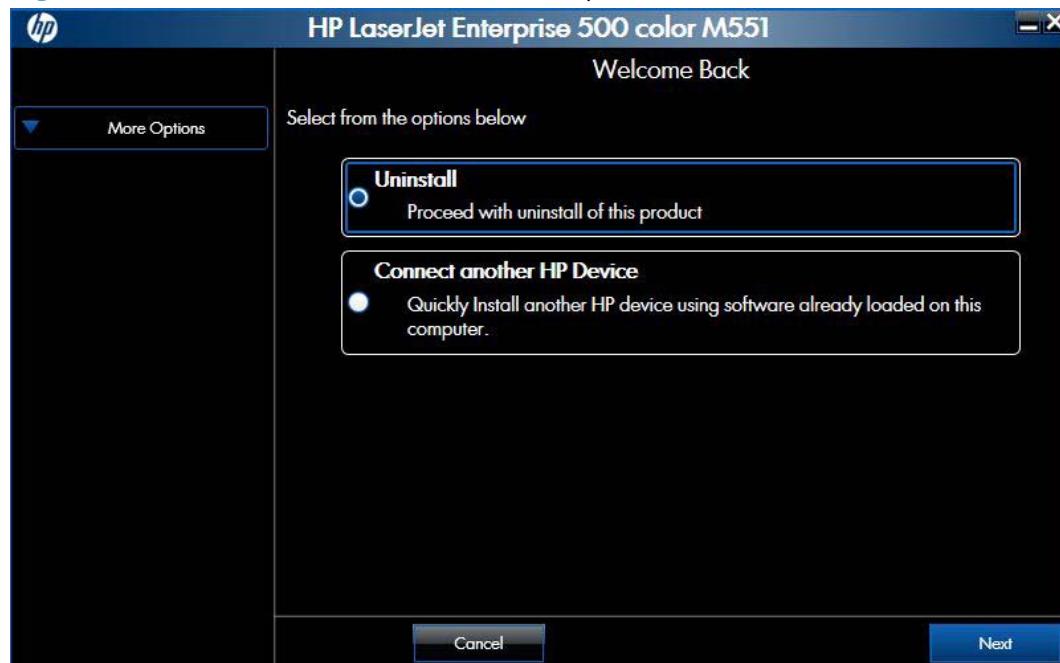
- a. On the **Start** menu, click the **Run** option.
- b. Type the following: `X:\SETUP.EXE` (where X is the letter of the CD-ROM drive).
- c. Click the **OK** button. The installer program starts and opens the **Welcome Back** screen.

Figure 2-12 Software installation — Welcome Back screen



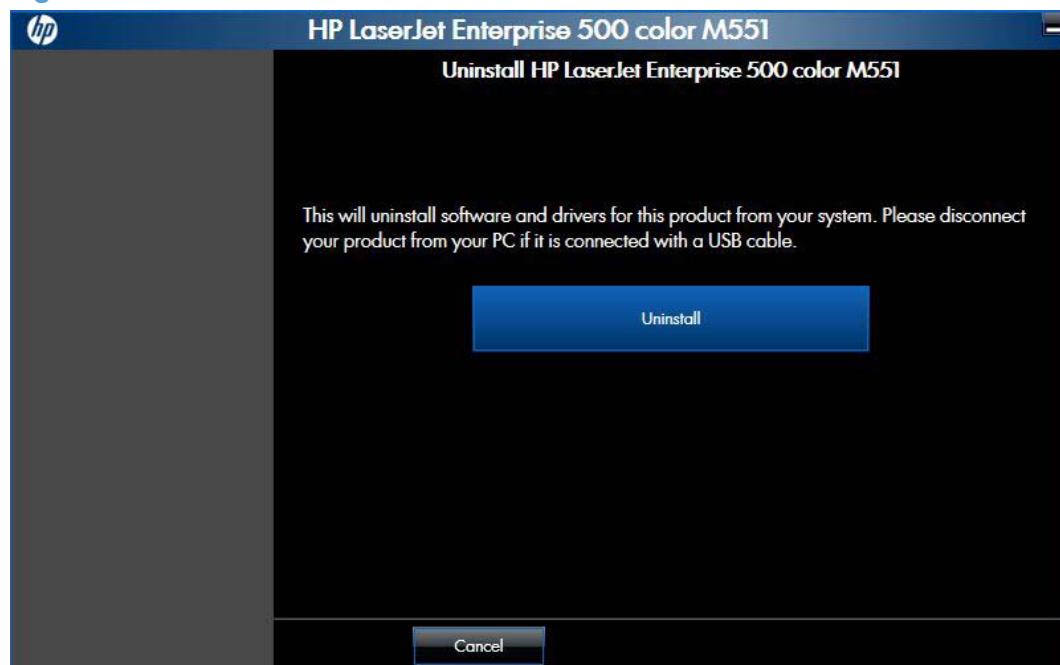
2. Click the **Uninstall** option, and then click the **Next** button.

Figure 2-13 Software installation — Uninstall option selected



3. Click the **Uninstall** button, and then follow the onscreen instructions to complete the process.

Figure 2-14 Software uninstall — Uninstall button



4. Click the **Uninstall** button to begin the removal process. When the process is complete, either click the **Reboot Now** button, or clear the check box and click the **Reboot Later** button.

Figure 2-15 Software uninstall — Reboot Now button

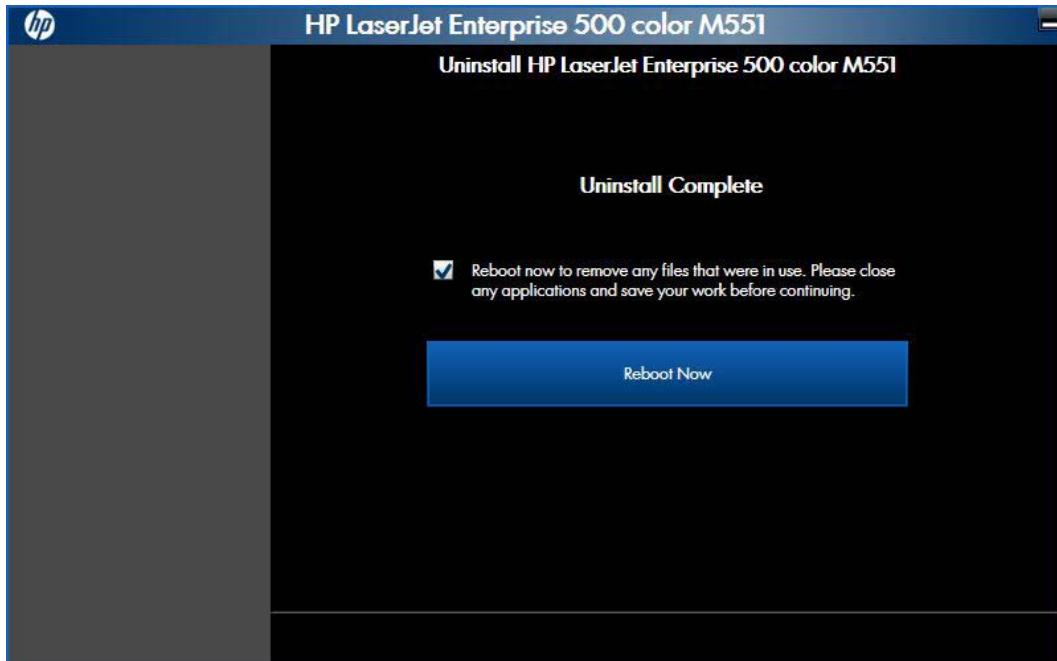
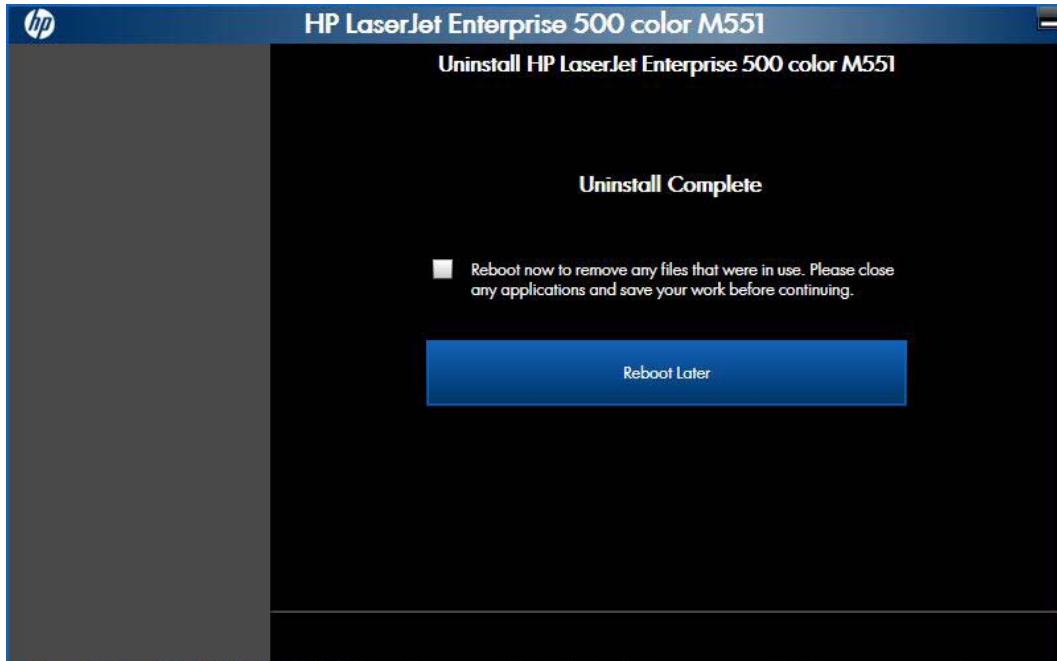


Figure 2-16 Software uninstall — Reboot Later button



Remove the print driver by using the Windows Add or Remove Programs feature

If the print driver was installed by the HP Driver Installation Utility (HP DIU), perform the following to uninstall the driver:

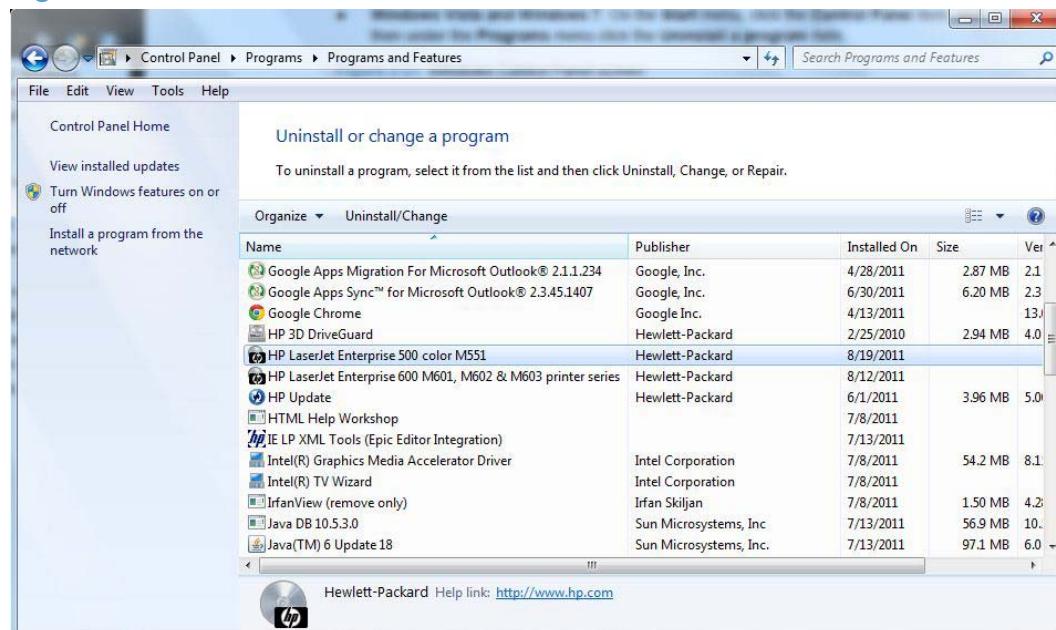
 **NOTE:** You do not need the printing-system software CD to use this uninstall method.

 **NOTE:** To uninstall the software, you must log on with Administrator privileges.

1. Close all programs.
2. Complete one of the following steps.

- **Windows XP and Windows Server 2003:** On the **Start** menu, click the **Control Panel** item, and then double-click the **Add/Remove programs** item.
- **Windows Vista and Windows 7:** On the **Start** menu, click the **Control Panel** item, and then under the **Programs** menu click the **Uninstall a program** item.

Figure 2-17 Windows Control Panel screen

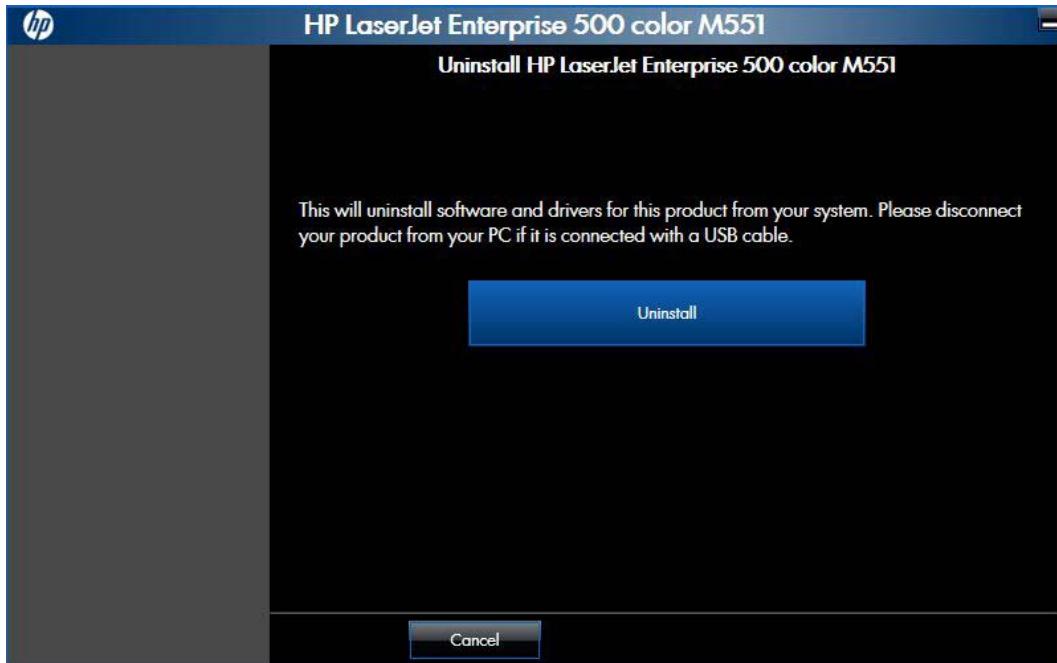


3. Click **Change or Remove Programs**, select the component you want to remove, and then click **Change/Remove**. The following components might appear in the list of programs:

- HP LaserJet Enterprise 500 color M551 PCL 6 driver

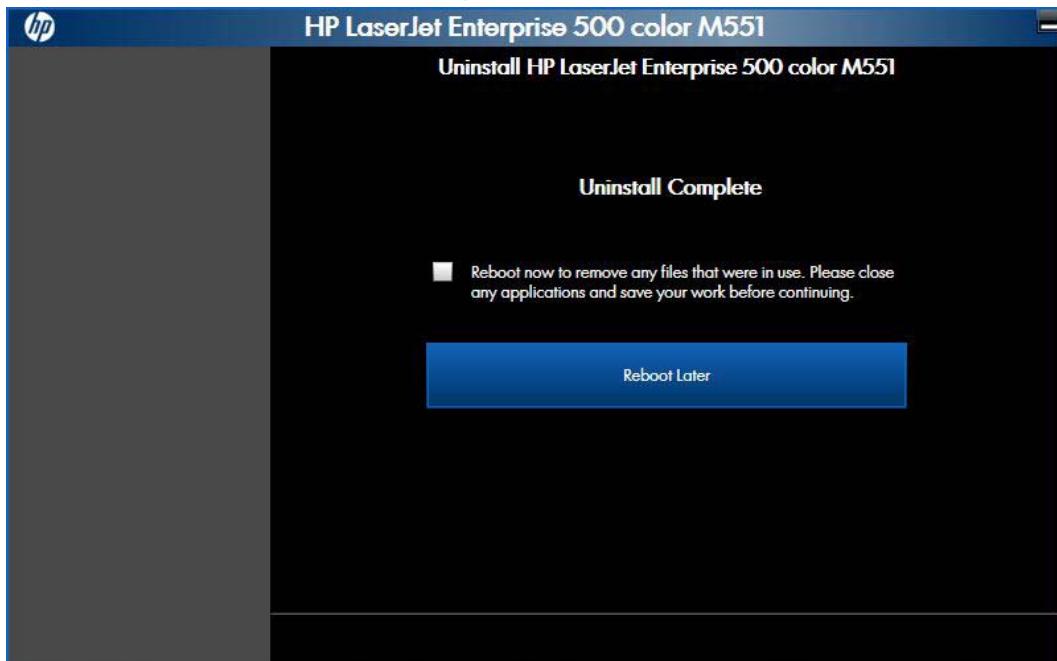
4. The HP Driver Uninstall Utility launches. Click the **Uninstall** button to start the uninstall process. Click **Cancel** to exit the HP Uninstall Utility.

Figure 2-18 HP Driver Uninstall Utility screen



5. When the removal is complete, you will be prompted to reboot the computer. De-select the checkbox to reboot at a later time.

Figure 2-19 HP Driver Uninstall Complete screen



Uninstall the print driver by using the Server Properties feature

If the print driver was installed by the Add Printer Wizard, perform the following to uninstall the driver:



NOTE: To uninstall the software, you must log on with Administrator privileges.

1. Close all programs.
2. On the **Start** menu, do one of the following steps:
 - **Windows XP and Windows Server 2003:** Click the **Settings** item, and then open the **Printers and Faxes** item.
 - **Windows Server 2008:** Click the **Control Panel** item, and then open the **Printers** folder.
 - **Windows Vista:** Click the **Control Panel** item. Under the **Hardware and Sound** category, click the **Printer** item.
 - **Windows 7:** Click the **Devices and Printers** item.
3. Right-click the icon for your product and then click the **Delete** button. This removes the icon for the product only, but it does not remove the associated files.



NOTE: You cannot have any print jobs in the print queue for the print driver being deleted. Double-click the print queue icon to verify there are no jobs in the print queue.

4. To remove the associated files, do one of the following steps:
 - **Windows XP and Windows Server:** Click the **File** menu from inside the **Printers** or **Printers and Faxes** dialog, and then click the **Server Properties** menu item.
 - **Windows Vista:** Right-click the list pane, and then click the **Server Properties** menu item.
 - **Windows 7:** Click another item in the **Printers and Faxes** group, and then at the top of the list click the **Printer server properties** button.
5. Click the **Drivers** tab, click the name of the product, and then click the **Remove** button. When you are prompted to confirm the deletion, click the **Yes** button.



NOTE: This will fail if there are any queues on the printer using this driver.

6. Click the **OK** button to close the **Print Server Properties** dialog, and then close the **Printers** or **Printers and Faxes** dialog .

3 HP PCL 6 print driver for Windows

Introduction

This chapter describes the features of the HP LaserJet Enterprise 500 color M551 PCL 6 Print Driver for, Windows XP (32-bit), Windows Server 2003 (32-bit), Windows Server 2008 (32-bit and 64-bit), Windows Vista (32-bit and 64-bit), and Windows 7 (32-bit and 64-bit).

You can control print jobs from several places:

- the product control panel
- the software program print dialog box
- the driver user interface

Generally, for features that are duplicated in more than one location (for instance, you can select the paper input tray from any of them), settings that are established in the software program take precedence over print-driver settings. Print-driver settings, in turn, override product control-panel settings.

When you install the printing-system software in Windows, the HP PCL 6 Print Driver is installed by default through the installer. The HP PS Universal Print Driver and the HP PCL 5 Universal Print Driver and the HP PCL 6 Universal Print Driver can be installed by downloading the software from the Web.

Topics:

- [Change the print driver settings for Windows](#)
- [Help system](#)
- [Advanced tab features](#)
- [Printing Shortcuts tab features](#)
- [Paper/Quality tab features](#)
- [Effects tab features](#)
- [Finishing tab features](#)
- [Job Storage tab features](#)
- [Color tab features](#)
- [Services tab features](#)

- [Device Settings tab features](#)
- [About tab features](#)

Change the print driver settings for Windows

Operating System	To change the settings for all print jobs until the software program is closed	To change the default settings for all print jobs	To change the device configuration settings
Windows 7, XP, Server 2003, Server 2008, and Vista	<p>1. On the File menu in the software program, click Print.</p> <p>2. Select the driver, and then click Properties or Preferences.</p> <p>The steps can vary; this procedure is most common.</p>	<p>1. Click Start, click Settings, and then click Devices and Printers (Windows 7) or Printers and Faxes (Windows XP Professional and Server 2003) or Printers and Other Hardware Devices (Windows XP Home).</p> <p>For Windows Vista, click Start, click Control Panel, and then click Printer.</p> <p>2. Right-click the driver icon, and then select Printing Preferences.</p>	<p>1. Click Start, click Settings, and then click Devices and Printers (Windows 7) or Printers and Faxes (Windows XP Professional and Server 2003) or Printers and Other Hardware Devices (Windows XP Home).</p> <p>For Windows Vista, click Start, click Control Panel, and then click Printer.</p> <p>2. Right-click the driver icon, and then select Properties or Printer Properties.</p> <p>3. Click the Configure tab or the Device Settings tab.</p>

To gain access to driver settings from within most software programs, click **File**, click **Print**, and then click **Properties** or **Preferences**. The appearance and names of the driver tabs that appear can vary, depending on the operating system. These settings apply only while the software program is open.

You can also control the driver directly from the **Printers** folder. These settings change the default settings for all software programs.

- In Windows 7, click **Start**, select **Devices and Printers**, right-click the device name, and then click **Printing Preferences** to gain access to the same set of driver tabs that the software program controls.
- In Windows XP, click **Start**, select **Settings**, select **Printers and Faxes** (Windows XP Professional) or **Printers and Other Hardware Devices** (Windows XP Home), right-click the device name, and then click **Printing Preferences** to gain access to the same set of driver tabs that the software program controls.
- In Windows Vista, click **Start**, select **Settings**, select **Printers**, right-click the device name, and then click **Printing Preferences** to gain access to the same set of driver tabs that the software program controls.

In Windows Vista, Server 2003 and XP click **Properties**, in Windows 7 and Server 2008 click **Printer Properties**, after right-clicking the device name to gain access to the **Properties** tab set, which controls the driver behavior and driver connections.

Properties tab set

The **Properties** tab set contains information about and options for configuring the product.

 **NOTE:** Windows also has tabs in the **Properties** tab set. For information about those tabs, see the documentation that came with the computer.

Printing Preferences tab set

The HP LaserJet Enterprise 500 color M551 product **Printing Preferences** tabs contain options for formatting documents for the product. Gain access to the **Printing Preferences** tabs either through the software program or through the Windows **Printers and Faxes** folder.

The following tabs are included in **Printing Preferences** tab set:

- Advanced
- Printing Shortcuts
- Paper/Quality
- Effects
- Finishing
- Job Storage
- Color
- Services

Document preview image

The document preview image is a line-drawn image of a page that represents graphics and text. The document preview image is always oriented so that the contents of the page are right-side-up. The document preview image appears in the upper-right corner of all **Printing Preferences** tabs except the **Services** and **Job Storage** tabs.

Switching between tabs does not change the location or appearance of the document preview image. Move the mouse over the document preview image, and the mouse cursor changes from an arrow to a gloved hand. Toggle between portrait and landscape page orientation by clicking on the image.

Help system

The HP PCL 6 Print Driver includes a full-featured Help system to provide assistance with printing and configuration options.

“What's this?” Help

Windows XP, Windows Server 2003, Windows Server 2008, Windows Vista, and Windows 7 support **What's this?** Help. You can gain access to “What's this?” Help messages in any of the following ways:

- Right-click a feature or control. A pop-up Help window appears.
- Click a feature or control, and then press the **F1** key. The Help window for the currently selected control appears.

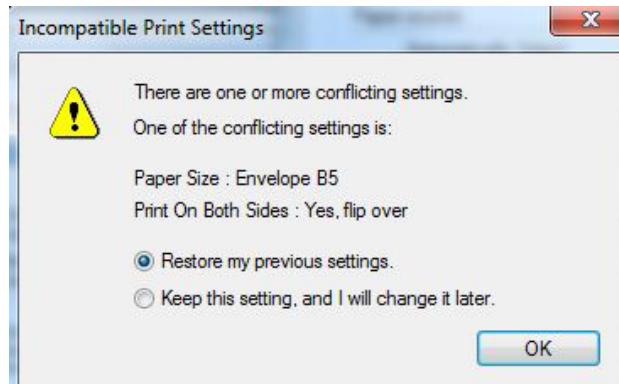
Incompatible Print Settings messages

Incompatible Print Settings (constraint) messages are unsolicited messages that appear in response to specific print-driver selections. These messages alert you to selections that are illogical or impossible given the product capabilities or the current settings of other controls.

 **NOTE:** Constraint messages are limited, and the underlying software architecture might accept some settings that are illogical or impossible for the product to perform. Sending a job with incompatible settings can lead to unexpected results. If print jobs do not print as expected, check the product documentation for the product capabilities.

In supported Windows operating environments, some technically invalid print-driver configurations result in warning messages. Duplexing, for example, is not possible when the Transparency paper type is selected. The following figure shows an **Incompatible Print Settings** message.

Figure 3-1 An **Incompatible Print Settings** message



To resolve the conflicting settings, click **Restore my previous settings.**, and then click **OK**. The driver resets the conflicting control back to its previous state.

If you want to keep the conflicting setting, click **Keep this setting, and I will change it later.**, and then click **OK**.

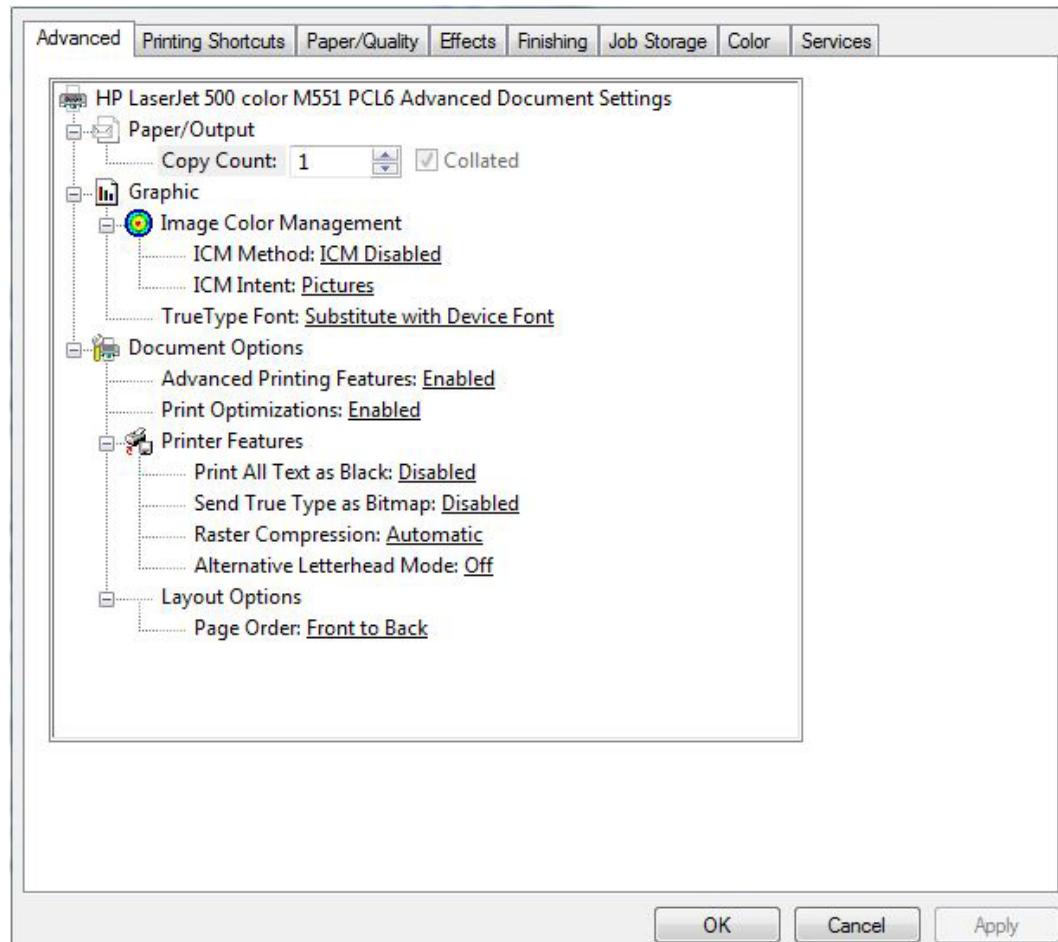
 **NOTE:** In this example, the conflict can be resolved manually. If the conflict is not resolved when the driver is closed, then the same dialog appears again when a print job is sent to the product.

Advanced tab features

 **NOTE:** The **Advanced** tab is located on the **Printing Preferences** tab set.

Use the **Advanced** tab to change the layout of printed pages. Use this tab to configure special controls that are not commonly used, as well as to control features such as collating and copies in the driver (although most current software programs support these features in the print dialog box or through the page settings in the software program). The following figure shows the **Advanced** tab.

Figure 3-2 The default appearance of the **Advanced** tab



OK

Cancel

Apply

The **Advanced** tab contains the following controls:

- [Paper/Output](#)
- [Graphic](#)
- [Document Options](#)

Paper/Output

The **Paper/Output** setting contains the **Copy Count** setting.

Copy Count

Copy Count specifies the number of copies to print. This driver setting is useful for software programs that do not provide a copy count. If a copy count is available in the software program, set the copy count in the software program.

The number of copies that you request appears in the **Copy Count** option. You can select the number by typing in the text box or by using the up and down arrows to the right of the text box. Valid entries are numbers from 1 to 9999. The copies value will not advance from the maximum number (9999) to 1 when the up arrow is used, or change from 1 to the maximum number (9999) when the down arrow is used. When you click another group box or leave the **Advanced** tab, invalid entries into the text box (such as non-numerical input, numbers less than 1, or numbers greater than the maximum allowed) are changed to the last valid value that appeared in the text box. The default number of copies is 1.

Because you can set the number of copies that you want from some software programs, conflicts between the software program you are using and the driver can arise. In most cases, the software program and the driver communicate, so that the number of copies set in one location (such as the program) will appear in the other (such as the driver). For some programs, this communication does not take place, and the copies values are treated independently. For these programs, setting 10 copies in the program and then setting 10 copies in the driver will result in 100 copies (10 x 10) being printed. It is recommended that you set the number of copies in the program, whenever possible.

When the **Copy Count** option is set to more than 1, the **Collated** check box becomes available. Select this check box when you want the product to collate (collect and combine in proper order) the printed copies. Most current software programs support the collating feature in the print dialog box or through the page settings in the software program.

Graphic

The **Graphic** setting contains the following controls:

- **Image Color Management** settings
- **True Type Font** settings

Image Color Management

This control lists the available Image Color Management (ICM) options used for printing color graphics. ICM, a set of calculations for color matching, makes it possible for programs to adjust colors before printing so that the color of images on the screen more closely match the color of those images when they are printed.



NOTE: The ICM control is typically set to **ICM Disabled**.

True Type Font

Use **Substitute with Device Font** (the default setting) to print documents that contain TrueType fonts by using equivalent printer fonts. This permits faster printing; however, you might lose special characters that the equivalent printer font does not support. Select **Download as Softfont** to download TrueType fonts for printing instead of using printer fonts.

Document Options

The **Document Options** setting contains the following controls:

- [Advanced Printing Features](#)
- [Print Optimizations](#)
- [Printer Features](#)
- [Layout Options](#)

Advanced Printing Features

When the **Advanced Printing Features** setting is **Enabled**, metafile spooling is turned on and **Finishing** tab options such as **Page Order**, **Booklet Layout**, and **Pages per Sheet** are available, depending on your product.

Enhanced metafile spooling is used to greatly reduce the amount of time that elapses between a request to print (initiated by an application) and the return of control to the application by the operating system.

For normal printing, leave the **Advanced Printing Features** setting at the default (**Enabled**). If compatibility problems occur, you can disable the feature. However, some advanced printing features might still appear in the print driver, even though they have been disabled. If you select an advanced printing feature in the print driver that has been disabled on the **Advanced** tab, the feature is automatically re-enabled.

Print Optimizations

The default setting for **Print Optimizations** is **Enabled**. When this feature is enabled and your document contains overlapping text and graphics, the text that is placed on top of a graphic might not print correctly. If the printed output is not correct, you can disable this feature. When this feature is disabled, print optimization-features, such as substituting device fonts for TrueType fonts and scanning for horizontal and vertical rules, are turned off.

Printer Features

The **Printer Features** setting contains the following controls:

- **Print All Text as Black**

The feature is **Disabled** by default. When **Enabled** is selected, the driver prints all text as black regardless of the original document text color. Color text is printed as black, except for white text, which remains white. (White text is a reliable method of printing reverse typeface against a dark background.) This setting does not affect graphic images on the page, nor does it affect any text that is part of a graphic.

- **Send True Type as Bitmap**

Send True Type as Bitmap provides an alternative for software programs that have trouble using TrueType fonts for special graphic aspects such as shading, rotation, or slanting. The setting is **Disabled** (off) by default. The TrueType fonts are converted to bitmap soft fonts before downloading. The **Enabled** setting causes the driver to send TrueType fonts to the product as outlines, which retains the standard format (outline) of the fonts.

- **Raster Compression**

Use the **Raster Compression** feature to select the graphics-compression method:

- **Automatic.** The software determines the best compression method to use.
- **Best Quality.** This option forces the software to use a lossless compression method. (Lossless means that no data is lost during compression.)
- **Maximum Compression.** Where applicable, this option requires the software to always use a lossy compression method (some data is lost).

- **Alternative Letterhead Mode**

When selected, this option eliminates the need to flip or reload letterhead or preprinted paper in a tray, whether you are printing on one or both sides of the sheet. Load the paper as you would for printing on both sides. If the product tray has an icon that indicates whether to load paper either face-up or face-down, load the paper in opposite orientation of that shown.

When this option is selected, you must use one of the following options in the **Paper type** setting:

- Letterhead
- Preprinted

 **NOTE:** Because **Alternative Letterhead Mode** is available only if the product is equipped with an automatic duplexing unit, the base model (HP LaserJet Enterprise color M551n) does not support this option.

Layout Options

The **Layout Options** setting contains the **Page Order** setting.

Page Order specifies the order in which the pages of your document are printed. **Front to Back** (default setting) prints the document so that page 1 prints first. **Back to Front** prints the document so that page 1 prints last.

 **NOTE:** The page-ordering operation works on whole sheets of paper rather than on individual logical pages. Accordingly, if you set **Pages per Sheet** (on the **Finishing** tab) to be greater than one, the ordering of logical pages on a physical sheet of paper does not change.

Printing Shortcuts tab features

- [Use defined printing shortcuts](#)
- [Create a custom printing shortcut](#)



NOTE: The **Printing Shortcuts** tab is located on the **Printing Preferences** tab set.

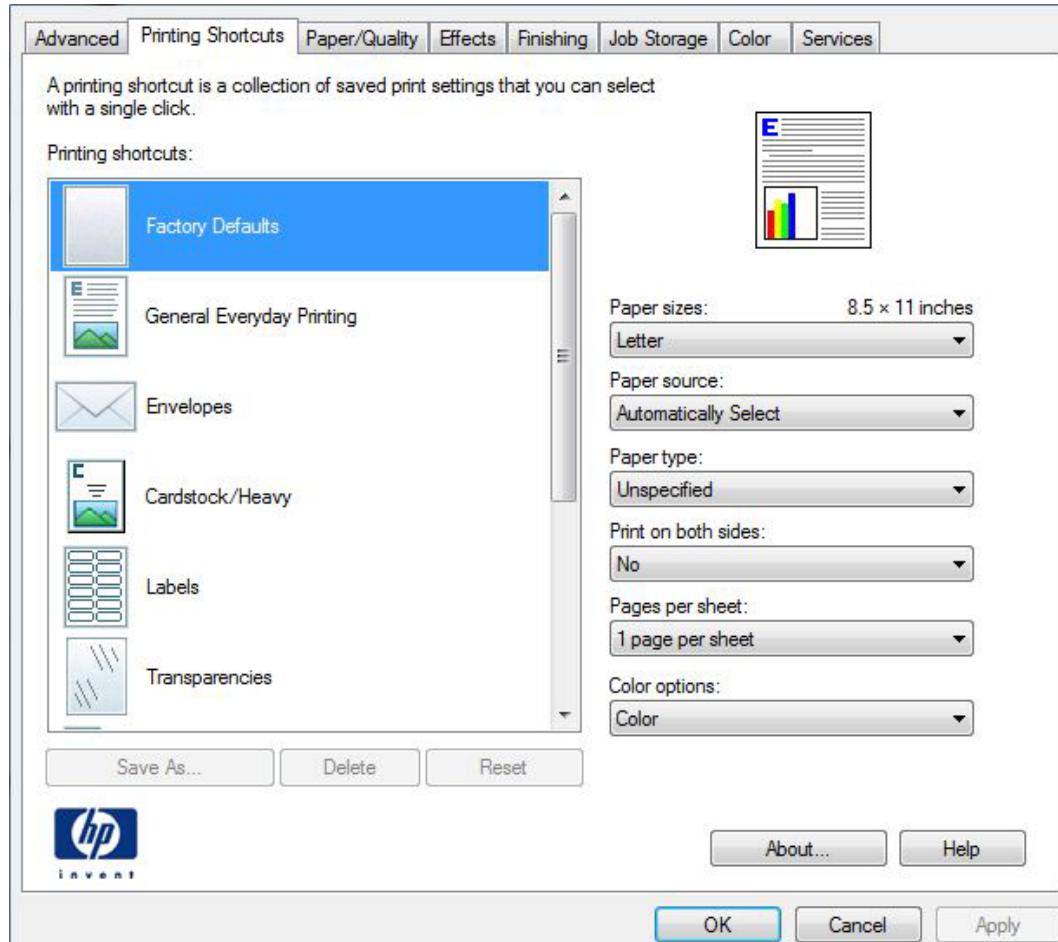
Use the **Printing Shortcuts** tab to select and store specific combinations of driver settings for easy use.

The following figure shows the **Printing Shortcuts** tab.



NOTE: The number of options shown (**Paper sizes**, **Paper source**, etc) changes depending on the selected shortcut.

Figure 3-3 **Printing Shortcuts** tab



The **Printing Shortcuts** tab is a new tab that appears on the HP PCL 6 Print Driver beginning with the HP Color LaserJet CM4730 MFP. In previous drivers, the Print Task Quick Sets appeared in most of the driver tabs, and was used to capture commonly used driver settings. Like Quick Sets, the **Printing Shortcuts** tab saves commonly used driver settings under a shortcut name.

- [Use defined printing shortcuts](#)

- [Create a custom printing shortcut](#)

Use defined printing shortcuts

The following defined printing shortcuts are available:

- **Factory Defaults**
- **General Everyday Printing**. Select this option to print using typical settings.
- **Envelopes**. Select this option to print using typical settings for booklet printing.
- **Cardstock/Heavy**
- **Labels**
- **Transparencies**
- **EcoSMART Settings**. Select this option to print using typical settings for duplex printing.
- **Booklet Printing**
- **Snapshot Photos**
- **Glossy/Presentation**. Select this option to print with the default printer-driver settings.

 **NOTE:** If you change any of the settings for a defined printing shortcut, the **Save As...** and **Reset** buttons become active. Click **Save As...** to save the new settings as a custom printing shortcut. Click **Reset** to set the default options for all features of the selected shortcut.

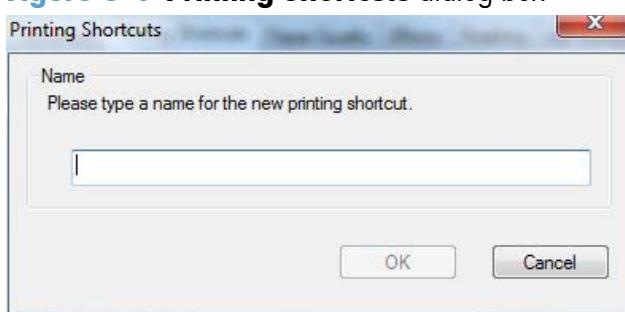
Create a custom printing shortcut

1. Select **General Everyday Printing** as a base.
2. Select the appropriate print settings on the **Printing Shortcuts** tab or use the settings on any of the **Printing Preferences** tabs.

 **NOTE:** Setting **Color options** to **Black & White** automatically selects the **Print in Grayscale** option on the **Color** tab.

3. On the **Printing Shortcuts** tab, click **Save As...**. The **Printing Shortcuts** dialog box appears.

Figure 3-4 **Printing Shortcuts** dialog box



4. Type a name for the custom printing shortcut, and then click **OK**. The custom printing shortcut appears in the **Printing Shortcuts** list.
5. To delete a custom printing shortcut, click the custom shortcut, then click the **Delete** button.

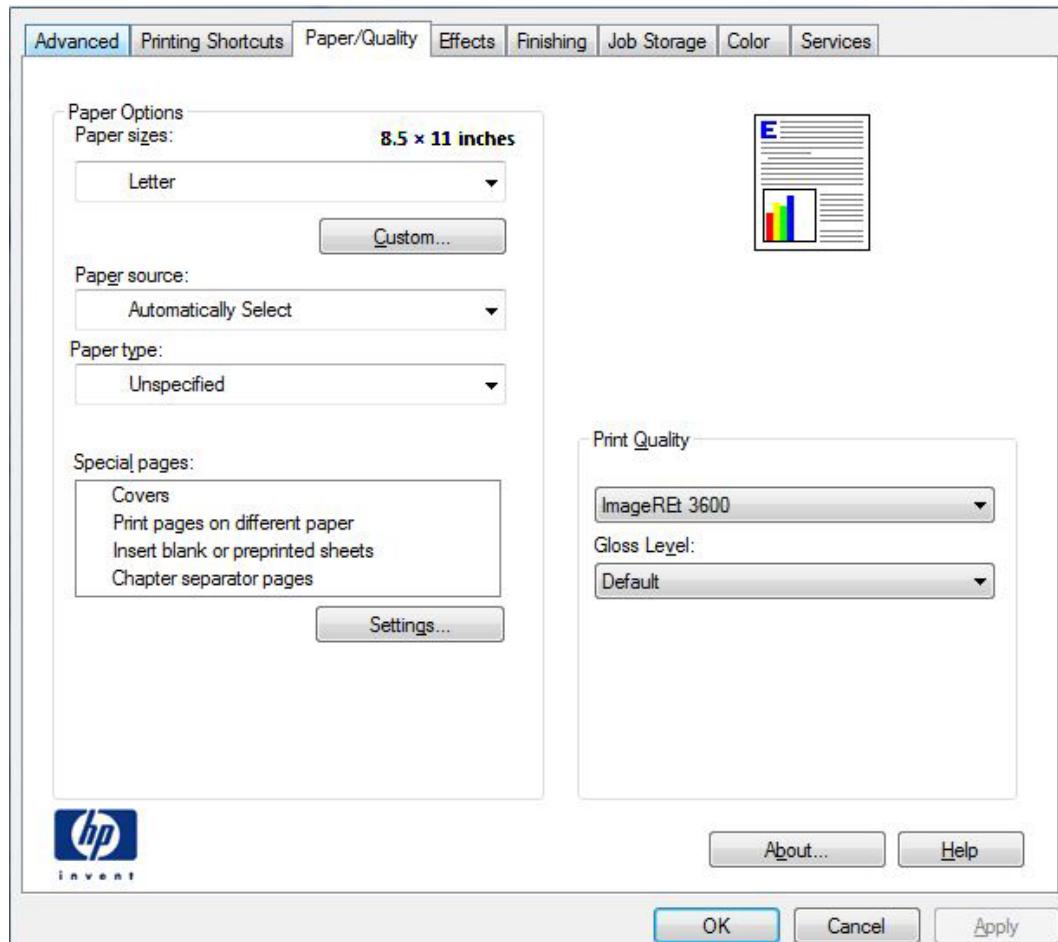
 **NOTE:** Predefined shortcuts are designed for using as-is, or as bases for custom printing shortcuts, and cannot be deleted.

Paper/Quality tab features

 **NOTE:** The **Paper/Quality** tab is located on the **Printing Preferences** tab set.

Use the **Paper/Quality** tab to specify paper size, type, and source. You can also use this tab to specify different paper selections for the front cover, first page, other pages, last page, and back cover of the document. The following figure shows the **Paper/Quality** tab.

Figure 3-5 **Paper/Quality** tab



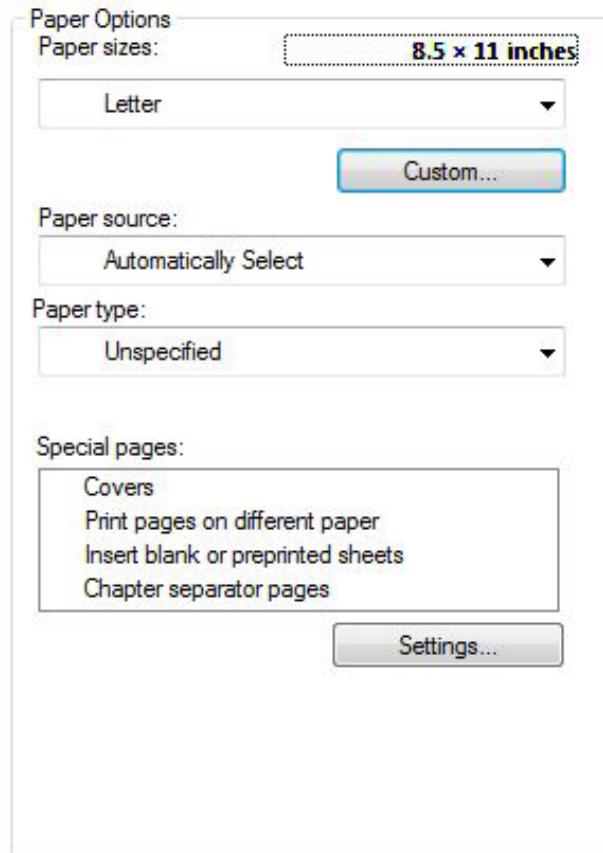
The **Paper/Quality** tab contains the following control sets:

- [Paper Options](#)
- [Document preview image](#)
- [Print Quality](#)

Paper Options

The settings specified in the **Paper Options** group box on the **Paper/Quality** tab apply to all of the pages of the document. The following figure shows the **Paper Options** group box and the selections that are available by default.

Figure 3-6 **Paper Options** group box



The settings in the **Paper Options** group box are described in the following order:

- [Paper sizes](#)
- [Custom Paper Size](#)
- [Paper source](#)
- [Paper type](#)
- [Special pages](#)

Paper sizes

The **Paper sizes** setting is a drop-down menu that lists all of the supported paper sizes.

When you move the mouse over the dimensions label, the mouse cursor changes from an arrow to a gloved hand. Click the dimensions label to toggle between English and metric units.

Because paper-size settings in most software programs override driver settings, it is generally best to use the driver to set paper size only when you are printing from software programs that do not include a paper-size setting, such as NotePad, or when you are producing a book or a booklet that does not require different paper sizes.

 **NOTE:** Certain software programs can override the size command and specify different paper sizes within a single document.

When you change the print-driver setting to a paper size that is not currently loaded in the product, a control-panel message appears that prompts you to load the paper size or select another tray.

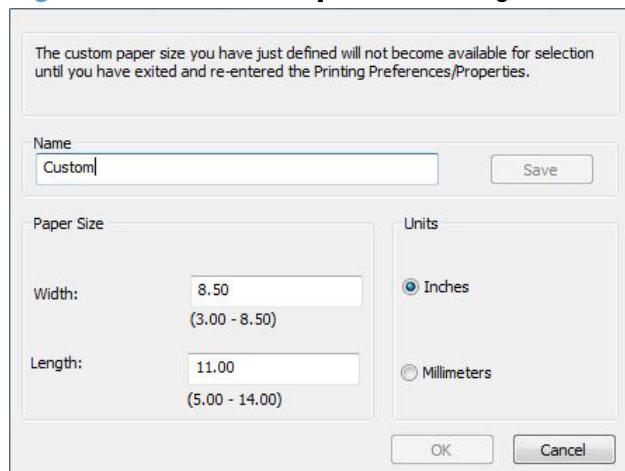
For information about paper sizes, see [Paper attributes and commands on page 152](#).

When the **Settings** under the **Special pages** section have been changed, the **Paper sizes**, **Paper source**, and **Paper type** menus change also, offering a variety of options. For more information, see [Special pages on page 71](#).

Custom Paper Size

The **Custom Paper Size** dialog box appears when you click **Custom...** on the **Paper/Quality** tab. The following figure shows the initial appearance of the **Custom Paper Size** dialog box.

Figure 3-7 **Custom Paper Size** dialog box



 **NOTE:** The HP LaserJet Enterprise 500 color M551 product supports custom paper sizes up to 14 inches in length and 8.5 inches in width. The driver will be updated to enable printing to the maximum size.

Name

Use the **Name** text box to type a new name for a custom paper size. When you change the name to something other than **Custom**, the **Save** and **OK** buttons become active.

The name that appears in the **Name** text box depends on the following conditions:

- If a saved custom paper size has been selected from the drop-down menu on the **Paper/Quality** tab, then the **Name** text box shows the name of the selected custom paper size.
- If a standard paper size has been selected on the **Paper/Quality** tab, then the **Name** text box shows the default name of **Custom**.
- If a new name has been typed into the **Name** text box for the purpose of saving a new size or renaming an existing size, then that new name will remain in the text box until the new size is saved or the dialog box is closed.

If you type a new name into the **Name** text box, but then do not click **Save**, you can change the width and height values without losing the name. However, if you close the dialog box without clicking **Save**, any unsaved name or size values are lost without warning.

Paper size

The width and height values can be changed by typing numeric strings into the edit boxes in the **Paper Size** group box.

Any entry that is greater than the maximum limits of the width and height control is rounded down to the maximum valid entry, while any entry that is smaller than the minimum limits of the width and height control is rounded up to the minimum valid entry.

If units are in millimeters, the custom paper-size range minimum is the limit rounded up to the nearest whole millimeter. The custom paper-size range maximum is the limit rounded down to the nearest whole millimeter. Any non-numerical entry reverts to the minimum value. Width and height entries are validated when the focus has changed.

The resolution of each control is 1 millimeter or 1/10 of an inch, depending on the current measurement units.

Supported paper sizes

This product supports a number of paper sizes, and it adapts to various media.



NOTE: To obtain best results, select the correct paper size and type in the print driver before printing.

Table 3-1 Supported paper and print media sizes

Size and dimensions	Tray 1	Tray 2	Tray 3 (optional)
Letter	✓	✓	✓
215.9 x 279 mm (8.5 x 11 in)			
Legal	✓		✓
215.9 x 355.6 mm (8.5 x 14 in)			
A4	✓	✓	✓
210 x 297 mm (8.27 x 11.69 in)			

Table 3-1 Supported paper and print media sizes (continued)

Size and dimensions	Tray 1	Tray 2	Tray 3 (optional)
RA4	✓		✓
215 x 305 mm (8.47 x 12.01 in)			
A5	✓	✓	✓
148 x 210 mm (5.83 x 8.27 in)			
B5 (JIS)	✓	✓	✓
182 x 257 mm (7.17 x 10.12 in)			
B6 (JIS)	✓	✓	
128 x 182 mm (5.04 x 7.17 in)			
Executive	✓	✓	✓
184.2 x 266.7 mm (7.25 x 10.5 in)			
Statement	✓	✓	
140 x 216 mm (5.5 x 8.5 in)			
4x6	✓	✓	
101.6 x 152.4 mm (4 x 6 in)			
10 x 15 cm	✓	✓	
101.6 x 152.4 mm (4 x 6 in)			
3x5	✓		
76.2 x 127.0 mm (3.0 x 5.0 in)			
5x7	✓	✓	
127 x 177.8 mm (5 x 7 in)			
5x8	✓	✓	
127 x 203.2 mm (5 x 8 in)			
A6	✓	✓	
105 x 148 mm (4.13 x 5.83 in)			
Postcard (JIS)	✓		
100 x 148 mm (3.94 x 5.83 in)			
Double Postcard (JIS)	✓	✓	
148 x 200 mm (5.83 x 7.87 in)			
16K	✓	✓	✓
184 x 260 mm (7.24 x 10.24 in)			

Table 3-1 Supported paper and print media sizes (continued)

Size and dimensions	Tray 1	Tray 2	Tray 3 (optional)
16K	✓	✓	✓
195 x 270 mm (7.68 x 10.63 in)			
16K	✓	✓	✓
197 x 273 mm (7.8 x 10.8 in)			
8.5 x 13	✓		✓
215.9 x 330.2 mm (8.5 x 13 in)			
Envelope Commercial #10	✓		
104.9 x 241.3 mm (4.13 x 9.49 in)			
Envelope #9	✓		
98.43 mm x 225.43 mm (3.88 x 8.88 in)			
Envelope B5	✓		
176 x 250 mm (6.93 x 9.84 in)			
Envelope C5 ISO	✓		
162 x 229 mm (6.93 x 9.84 in)			
Envelope C6	✓		
114 x 162 mm (4.49 x 6.38 in)			
Envelope DL ISO	✓		
110 x 220 mm (4.33 x 8.66 in)			
Envelope Monarch	✓		
98.4 x 190.5 mm (3.88 x 7.5 in)			
Custom	✓		
76.2 x 127 mm to 215.9 x 355.6 mm (3.0 x 5.0 in to 8.5 x 14 in)			
Custom		✓	
101.6 x 148 mm to 215.9 x 297 mm (4.0 x 5.85 in to 8.5 x 11.69 in)			
Custom			✓
148 x 215.9 mm to 210 x 355.6 mm (5.83 x 8.5 in to 8.27 x 14 in)			

Units

To change measurement units, click one of the options in the **Units** group box (either **Inches** or **Millimeters**).

Custom width and height control limits

The minimum paper size for the HP LaserJet Enterprise 500 color M551 product is 76 x 127 mm (3 x 5 in) and the maximum in Tray 1 is 215.9 x 355.6 mm (8.5 x 14 in). The following table summarizes paper size limits for each paper-handling device.



NOTE: Custom media size is 148 x 215.9 mm to 210 x 355.6 mm (5.83 x 8.5 in to 8.27 x 14 in).

Table 3-2 Custom paper sizes

Tray	Dimensions	Minimum	Maximum
Tray 1 (100-sheet multipurpose)	Width	76 mm (3 in)	215.9 mm (8.5 in)
	Length	127 mm (5 in)	355.6 mm (14 in)
Tray 2 (250-sheet)	Width	101.6 mm (4.0 in)	215.9 mm (8.5 in)
	Length	148 mm (5.83 in)	297 mm (11.69 in)
Trays 3 — 6 (500-sheet)	Width	148.0 mm (5.83 in)	215.9 mm (8.5 in)
	Length	210 mm (8.27 in)	355.6 mm (14.0 in)

Paper source

The **Paper source** setting specifies the source tray to use for printing a document. The list of source trays depends on the product accessories that are installed. Any optional source trays that are installed through the **Device Settings** tab also appear here.

The **Paper source** drop-down menu can contain the following options, depending on what has been installed on the product:

- **Automatically Select**
- **Printer auto select**
- **Manual Feed in Tray 1**
- **Tray 1** (100-sheet multipurpose tray)
- **Tray 2** (250-sheet tray)

The default setting is **Automatically Select**. When this setting is selected, the HP LaserJet Enterprise 500 color M551 uses the source tray that supports the paper size that you have selected. If you select a source tray other than **Automatically Select**, make sure that the correct paper size is loaded in the source tray. For information about paper sources, see [Paper attributes and commands on page 152](#).

Paper type

The **Paper type** drop-down menu shows the first few paper types that the HP LaserJet Enterprise 500 color M551 supports and an entry for **More**. Clicking **More** opens the **Type is:** dialog box. Click the

+ next to **Type is:** and its subcategories to view all of the paper types that the product supports, listed in the following categories.

- **Unspecified**
- **Everyday <96g**
 - **Plain**
 - **HP EcoSMART Lite**
 - **Light**
 - **Bond**
 - **Recycled**
- **Presentation 96-130g**
 - **HP Color Laser Matte 105g**
 - **HP Premium Choice Matte 120g**
 - **HP Presentation Soft Gloss 120g**
 - **HP Professional Soft Gloss 120g**
 - **HP Premium Presentation Glossy 120g**
 - **Mid-Weight 96-110g**
 - **Heavy 111-130g**
 - **Mid-Weight Glossy 96-110g**
 - **Heavy Glossy 111-130g**
- **Brochure 131-175g**
 - **HP Brochure Matte 150g**
 - **HP Brochure Glossy 150g**
 - **Extra Heavy 131-175g**
 - **Extra Heavy Glossy 131-175g**
- **Photo/Cover 176-220g**
 - **HP Cover Matte 200g**
 - **HP Matte Photo 200g**
 - **Cardstock 176-220g**

- **Card Glossy 176–200g**
- **HP Brochure Glossy 200g**
- **Other**
 - **Color Label Transparency**
 - **Labels**
 - **Letterhead**
 - **Envelope**
 - **Preprinted**
 - **Prepunched**
 - **Colored**
 - **Rough**
 - **HP Tough Paper**
 - **Opaque Film**

The default setting is **Unspecified**.

No mechanism exists for manually adding custom paper types through the driver. Use HP Web Jetadmin to add custom paper types. Custom types can be added only by using bidirectional communication, so they must already exist in the product when the bidirectional query occurs. If bidirectional communication is enabled, then an updated list of paper types is returned. If bidirectional communication is not enabled, then the driver looks for custom paper types that have been saved from a previous bidirectional communication query, and uses those. Otherwise, no custom paper types are available through the driver.



NOTE: To download a current version of HP Web Jetadmin and for the latest list of supported host systems, go to the following Web site:

www.hp.com/go/webjetadmin

If you select a setting other than the default, make sure that the correct paper type is loaded in the tray that you selected in the **Paper source** setting. For more information about paper types, see [Paper attributes and commands on page 152](#).

When you change the print-driver setting to a paper type that is not currently loaded in the product, a control-panel message appears that prompts you to load the paper type or select another tray.



NOTE: To only use a specific tray for special paper such as letterhead, set the tray up as letterhead at the printer control panel. Select letterhead in the driver when you want to print to that tray.

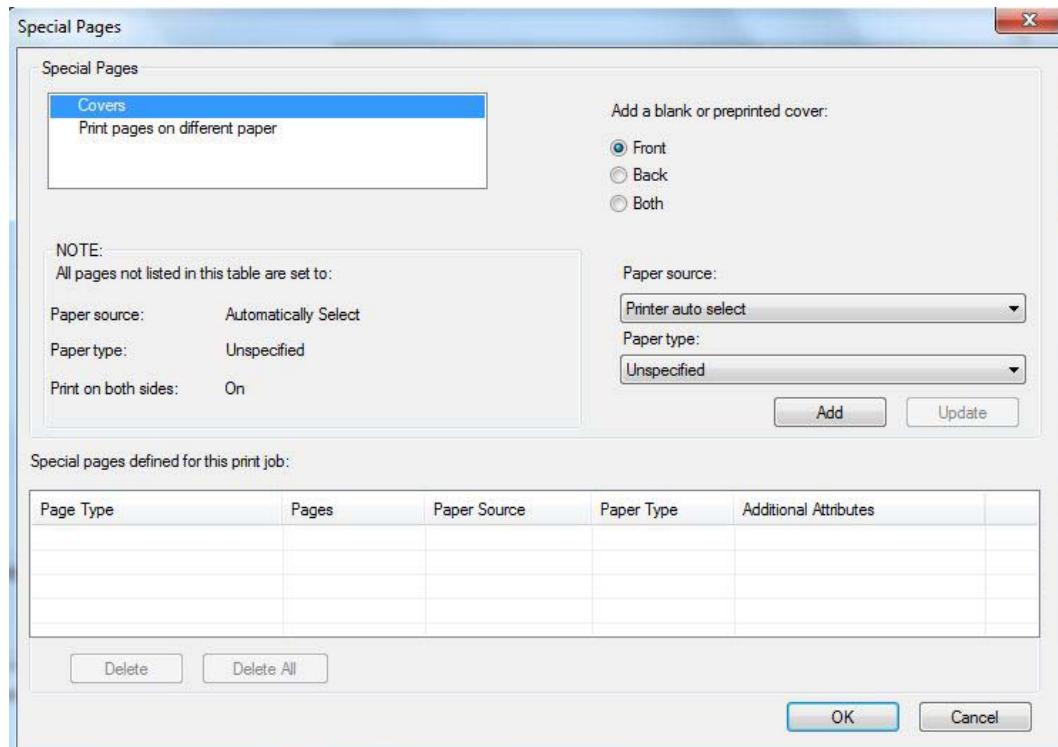
To prevent *accidentally* printing from a tray specified for special paper, specify plain paper at the printer control panel and driver for other print jobs. Otherwise, paper may be pulled from the wrong tray.

Special pages

To specify special pages to be used, click the **Settings** button under **Special pages**.

Covers

To use specific cover settings, click **Covers** in the **Special pages** group box.



Use the **Covers** options to include a blank or preprinted cover on a document, or to include a front/back cover from a source tray that is different from the one used for the remainder of the document.

The following are the **Covers** options:

- **Add a blank or preprinted cover:** Select which cover is customized: **Front**, **Back**, or **Both**.
- **Paper source:** The **Paper source** setting specifies the source tray to use for adding a front and/or back cover to the document. The list of source trays depends on the accessories that are installed. Any optional trays that are installed through the **Device Settings** tab also appear here.
- **Paper type:** The **Paper type** setting specifies the paper size to use for front and/or back covers. Changes made to the **Paper type** setting here override any previous **Paper type** settings using the same paper source.



NOTE: The same size of paper will be used for the entire print job.

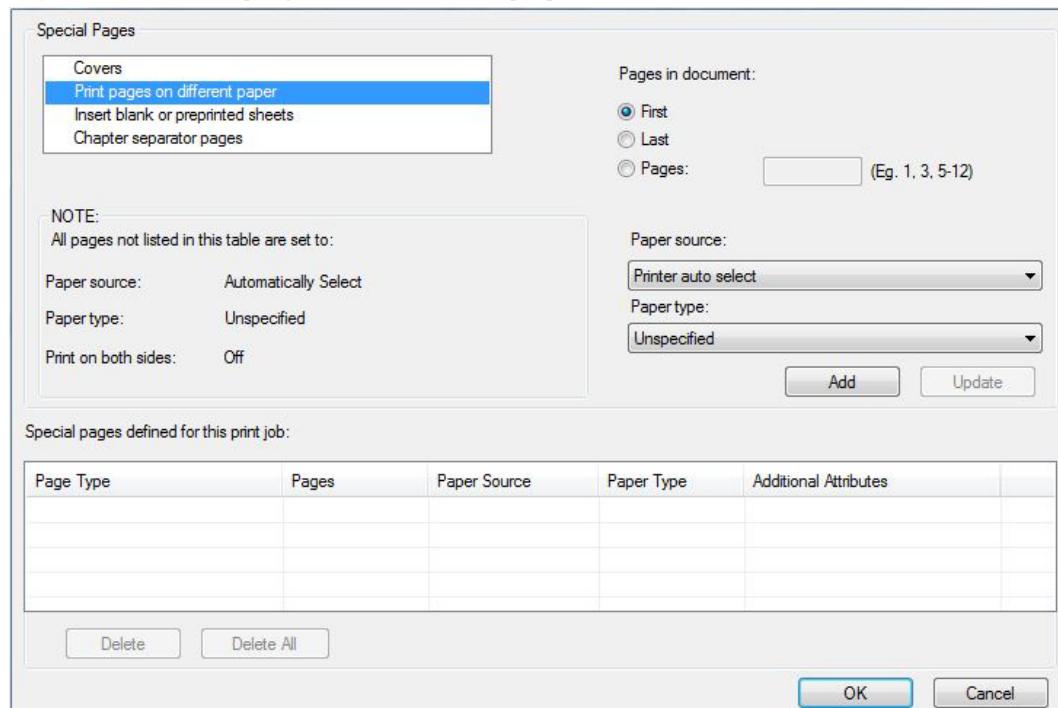
When you change the type and source of the paper and covers, the settings remain configured until you close the software program.

Print pages on different paper

Use the **Print pages on different paper** options to select an alternative paper type or source for the first, last, or other pages of a document.

The following figure shows the **Print pages on different paper** settings and options.

Figure 3-8 Print pages on different paper



The following are the **Print pages on different paper** options:

- **Pages in document.** Select which pages are customized: the **First** page, the **Last** page, or specify a page range with the **Pages** option.
- **Paper source** The **Paper source** setting specifies the source tray to use for printing a document. The list of source trays depends on the accessories that are installed. Any optional trays that are installed through the **Device Settings** tab also appear here.
- **Paper type:** The **Paper type** drop-down menu shows all of the paper types that the HP LaserJet Enterprise 500 color M551 supports.



NOTE: The same type of paper is used for the entire print job.

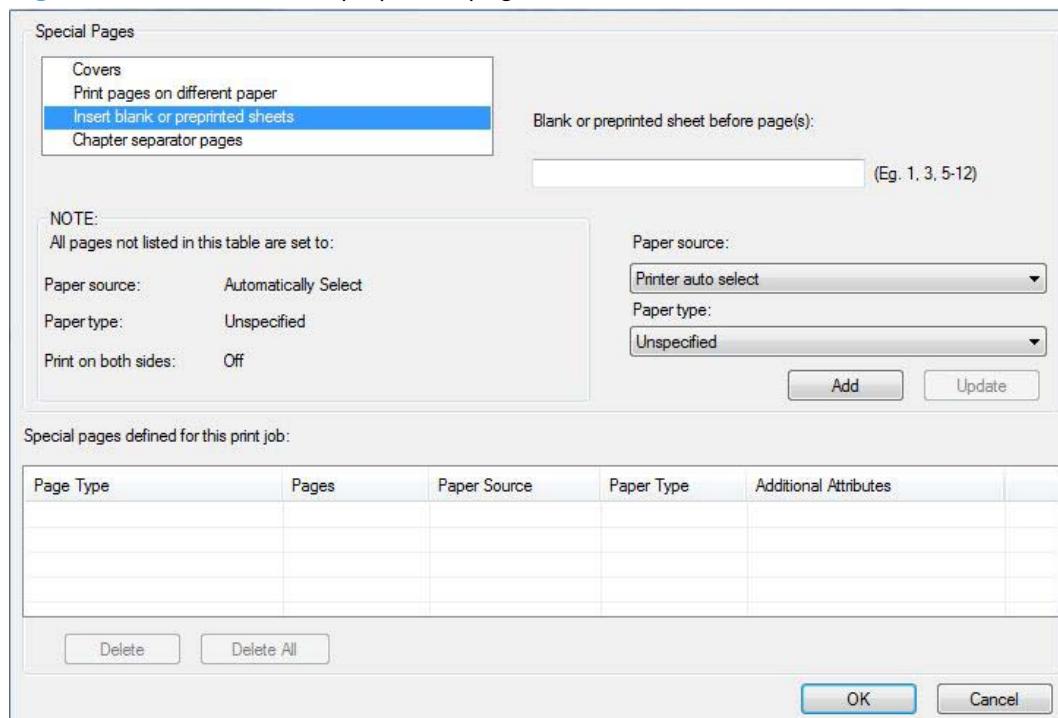
When you change the type and source of the paper and covers, the settings remain configured until you close the software program.

Insert blank or preprinted pages

Use the **Insert blank or preprinted pages** options to designate where to insert preprinted pages or blank pages into a document.

The following figure shows the **Print pages on different paper** settings and options.

Figure 3-9 Insert blank or preprinted pages



The following are the **Insert blank or preprinted pages** options:

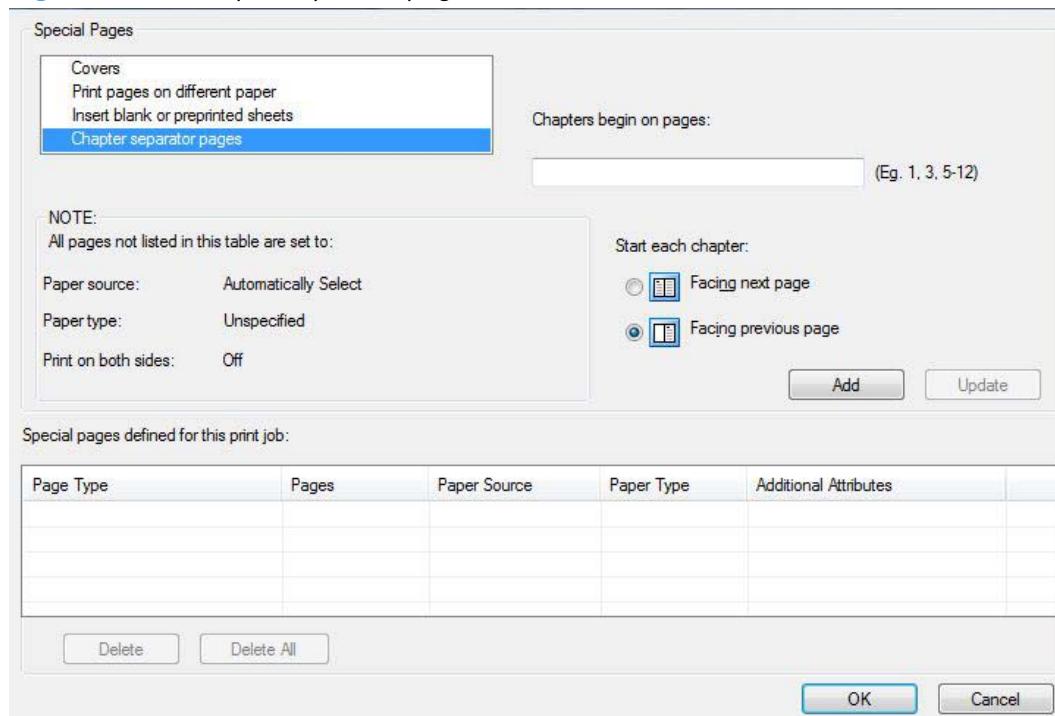
- **Blank or preprinted sheet before page(s):** Specify where in the document you want to insert blank or preprinted pages by designating the page numbers or page ranges that the blank or preprinted pages will precede. For example, to insert a blank or preprinted page on page four, specify **5** in the **Blank or preprinted sheet before page(s):** option.
- **Paper source:** The **Paper source** setting specifies the source tray to use for printing a document. The list of source trays depends on the accessories that are installed. Any optional trays that are installed through the **Device Settings** tab also appear here.
- **Paper type:** The **Paper type** drop-down menu shows all of the paper types that the HP LaserJet Enterprise 500 color M551 supports.

Chapter separator pages

Use the **Chapter separator pages** options to designate where the first page of a chapter appears in the document.

The following figure shows the **Chapter separator pages** settings and options.

Figure 3-10 Chapter separator pages



The following are the **Chapter separator pages** options:

- **Chapters begin on pages:** Specify where in the document the chapters begin by designating a page number for each chapter.
- **Start each chapter:** Select **Facing next page** to make each chapter begin on the left side of the document. Select **Facing previous page** to make each chapter begin on the right side of the document.

Click the **Add** button to add the special pages you create. These special pages will be listed and available for use under **Special pages defined for this print job**.

Document preview image

The document preview image is a line-drawn image of a page that represents graphics and text. The document preview image is always oriented so that the contents of the page are right-side-up. The document preview image appears in the upper-right corner of the following **Printing Preferences** driver tabs:

- **Printing Shortcuts**
- **Paper/Quality**
- **Effects**
- **Finishing**
- **Color**

Switching between tabs does not change the location or appearance of the document preview image. When you move the mouse over the document preview image, the mouse cursor changes from an arrow to a gloved hand. You can toggle between portrait and landscape page orientation by clicking the image.

Print Quality

The **Print Quality** group box contains the following controls:

- [Print Quality drop-down menu](#)
- [Gloss Level drop-down menu](#)

Print Quality drop-down menu

Use this control to select print quality. ImageREt settings precisely control colors by combining up to 4 colors and varying the amount of toner in a given area to create many smooth colors, sharp images, and crisp text.

The **Print Quality** drop-down menu contains the following resolution options.

- **ImageREt 3600.** This setting is selected by default. ImageREt 3600 produces a 600x600 dpi print resolution that provides 3600-dpi laser-class quality with millions of smooth colors.
- **1200 x 1200.** This setting may improve the rendering of fine lines and text.

Gloss Level drop-down menu

The **Gloss Level** drop-down menu contains the following options.

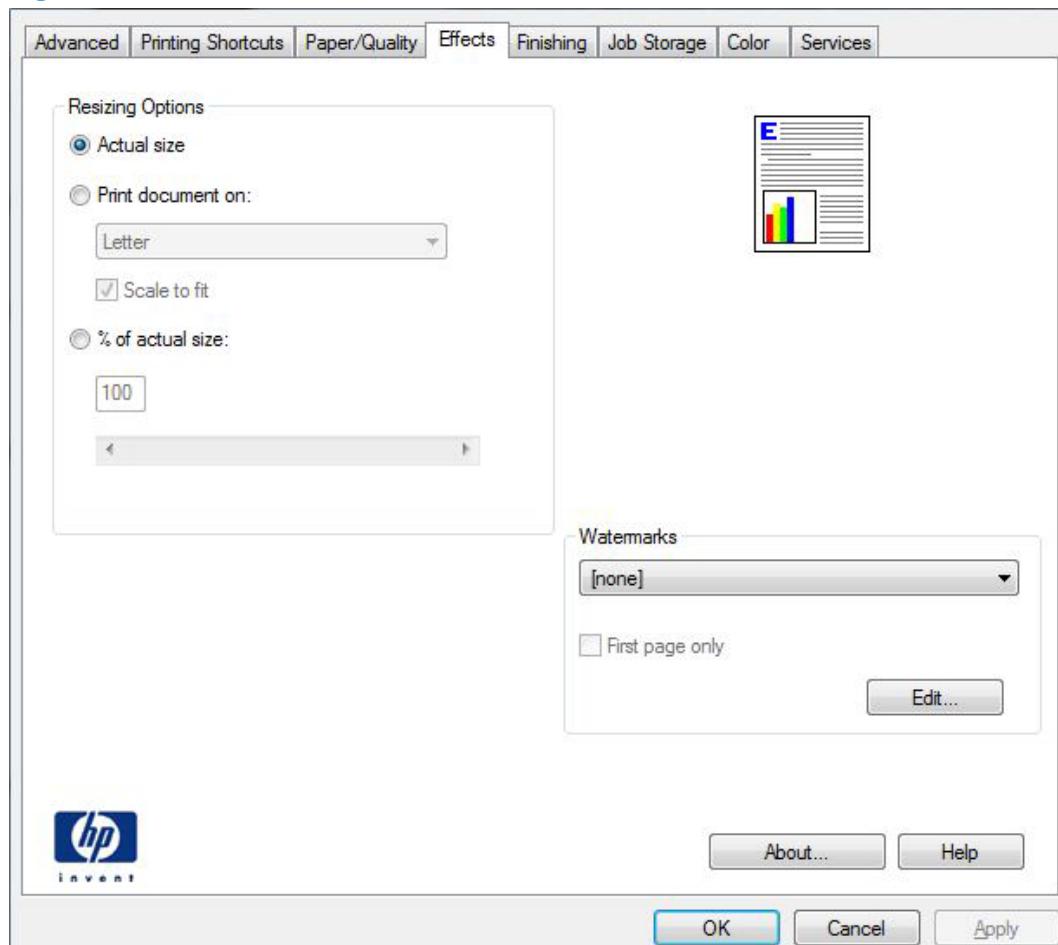
- **Default.** This setting is selected by default and uses the setting that is selected on the product control panel.
- **Best.** This setting increases gloss output and stability, but slows printing and reduces drum life.
- **Standard.** This setting produces normal gloss output at full speed, without reducing drum life.

Effects tab features

 **NOTE:** The **Effects** tab is located on the **Printing Preferences** tab set.

Use the **Effects** tab to create unique paper effects such as scaling and watermarks. The following figure shows the **Effects** tab.

Figure 3-11 Effects tab



The **Effects** tab contains the following controls:

- [Resizing Options](#)
- [Document preview image](#)
- [Watermarks](#)

Resizing Options

The **Resizing Options** group box consists of the following controls:

- **Actual Size** (default)
- **Print Document On**

- **Scale to Fit**
- **% of Actual Size**

Actual Size

Actual Size is the default setting. It prints the document without changing the document size.

Print Document On

Click the **Print Document On** option to format the document for one paper size and then print the document on a different paper size, with or without scaling the image to fit the new paper size.

The **Print Document On** control is disabled by either of the following conditions:

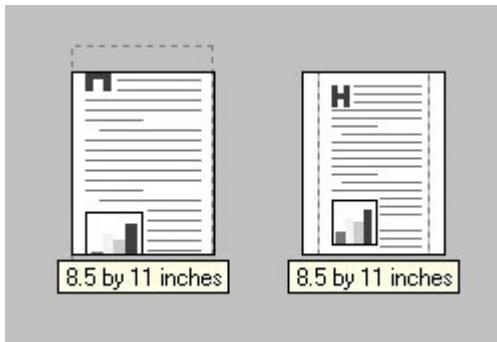
- The **% of Actual Size** value is not 100.
- The **Pages per Sheet** value (on the **Finishing** tab) is not 1.

When **Print Document On** is selected, the drop-down menu shows the paper sizes on which you can print. The list contains all of the standard paper sizes that the selected paper source supports and any custom sizes that you have created. When **Print Document On** is selected, **Scale to Fit** is automatically selected. Clear this check box if you do not want your document reduced or enlarged to fit on the selected paper.

Scale to Fit

The **Scale to Fit** option box specifies whether each formatted document page image is scaled to fit the target paper size. By default, **Scale to Fit** is selected when **Print Document On** is selected. If the setting is turned off, then the document page images will not be scaled, and are instead centered at full size on the target paper. If the document size is larger than the target paper size, then the document image is clipped. If it is smaller, then it is centered within the target paper. The following figure shows preview images for a document formatted for Legal-size paper with the **Print Document On** check box selected, and the target size specified as **Letter**.

Figure 3-12 Preview images – Legal on Letter; **Scale to Fit** off (left) and on (right)



When the size for which the document is formatted (that is, the logical size) differs from the target size, the preview image uses a dashed gray line to show the boundaries of the logical page in relation to the target paper size.

% of Actual Size

The **% of Actual Size** option provides a slider bar and input box to use for scaling the percentage setting. The default setting in the entry box is 100% of actual size. Actual size is defined as the paper size that is selected within the driver or what the driver receives from the software program (if the software program does not negotiate the paper size with the driver). The driver scales the page by the appropriate factor and sends it to the product.

The limits of the range are from 25% to 400%, and any values outside the range are adjusted to those limits as soon as the focus is removed from the control (that is, when the **Tab** key is pressed or another control is selected).

Any change to the scale also changes the page preview, which increases or decreases from the upper-left corner of the preview.

The slider bar controls the scale directly. The value in the edit box changes as the slider-bar indicator is dragged, and the document preview image is updated to the new image scale. Each click on the arrows increases or decreases the scale by 1%. Each click on the slider bar affects the scale by 10%.

You cannot achieve an exact value by dragging the slider-bar indicator. Instead, either use the slider-bar indicator to approximate the value that you want and then use the arrows to refine the value, or type the value into the entry box.

The following settings disable **% of Actual Size**:

- **Print Document On** (on the **Effects** tab) is selected
- **Pages per Sheet** (on the **Finishing** tab) is not 1

Document preview image

The document preview image is a line-drawn image of a page that represents graphics and text. The document preview image is always oriented so that the contents of the page are right-side-up. The document preview image appears in the upper-right corner of the following Printing Preferences driver tabs:

- **Printing Shortcuts**
- **Paper/Quality**
- **Effects**
- **Finishing**
- **Color**

Switching between tabs does not change the location or appearance of the document preview image. When you move the mouse over the document preview image, the mouse cursor changes from an arrow to a gloved hand. You can toggle between portrait and landscape page orientation by clicking the image.

Watermarks

Use the **Watermarks** feature to select a watermark, create a new watermark (text only), or edit an existing watermark. The following watermarks are preset in the driver:

- **(none)**
- **[Username]**
- **Confidential**
- **Draft**
- **SAMPLE**

The Watermarks feature can be configured using the Driver Configuration Utility.

If the **[Username]** watermark is selected, the driver will use the network username of the logged in user for the watermark.

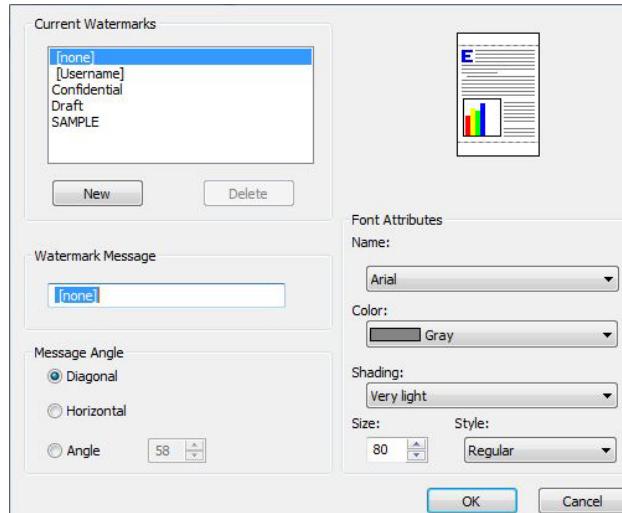
The drop-down menu shows alphabetically sorted watermarks that are currently available on the system, plus the string "(none)," which indicates that no watermark is selected. This is the default setting. Any watermark that is selected from this list appears in the preview image.

When the **First Page Only** check box is selected, the watermark is printed only on the first page of the document. The **First Page Only** check box is disabled when the current watermark selection is "(none)."

Watermarks are applied to logical pages. For example, when **Pages per Sheet** is set to "4" and **First Page Only** is turned off, four watermarks appear on the physical page (one on each logical page).

Click **Edit**, and the **Watermark Details** dialog box appears.

Figure 3-13 Watermark Details dialog box



The dialog box shows a preview image and provides options for creating a new watermark and controlling the message angle and font attributes.

Click **OK** to accept all of the changes that are made in the **Watermark Details** dialog box. However, clicking **Cancel** does not cancel all of the changes. If you make changes to a watermark and then select a different watermark or click **New**, all of the changes are saved, and only the current, unsaved changes can be canceled.

Current watermarks

The **Current Watermarks** group box contains a list of available watermarks, both predefined watermarks that are available in the driver and any new watermarks that you have created.

To create a new watermark, click **New**. The new watermark appears in the **Current Watermarks** list and in the **Watermark Message** edit box as "Untitled" until you name it. The name that you type in the **Watermark Message** field appears in the **Current Watermarks** group box in the **Watermark Details** dialog box and in the **Watermarks** group box on the **Effects** tab.

To name the new watermark, type the selected watermark text in the **Watermark Message** edit box.

To delete a watermark, select the watermark in the **Current Watermarks** list, and then click **Delete**. A warning appears asking whether you are sure you want to delete the selected item. Click **Cancel** if you want to keep the watermark. Click **OK** to delete the selected watermark.

 **NOTE:** You can have no more than 30 watermarks in the **Current Watermarks** list at one time. When you reach the limit of 30 watermarks, the **New** button is disabled.

To edit an existing watermark, select the watermark in the **Current Watermarks** list. If you change the **Watermark Message** for that watermark, you are, in effect, creating a new watermark.

Watermark Message

The **Watermark Message** is also the name that identifies the watermark in the **Current Watermarks** list, except when more than one watermark has the same message. For example, you might want several different watermarks with the message DRAFT, each with a different typeface or font size. When this occurs, the string is appended with a space, a pound sign, and a number (for example, **Draft #2**). When a number is added, the number two is used first, but if the resulting name is also in the list, then the number increases until the name is unique (**Draft #3**, **Draft #4**, and so on).

Message Angle

Use the controls in the **Message Angle** group box to print the watermark in different orientations on the page. All settings center the watermark string within the page; the selection of a particular setting affects only the angle of the string placement. The following settings are available:

- **Diagonal.** This is the default setting. Select this setting to place the text along a line that spans the lower-left to upper-right corners of the page.
- **Horizontal.** Select this setting to place the text along a line that spans the mid-left and mid-right edges of the page.
- **Custom.** Select this setting to place the text at the specified angle across the page. Use the numeric spin box to select the angle.

Font Attributes

Use the controls in the **Font Attributes** group box to change the font and the shading, size, and style of the font.

The **Font Attributes** group box contains the following controls:

- **Name**

The **Name** drop-down menu lists fonts that are currently installed on the system. The default is language-dependent.

- **Color**

The **Color** drop-down menu contains the following selections:

- **Gray**
- **Red**
- **Yellow**
- **Green**
- **Cyan**
- **Blue**
- **Magenta**

- **Shading**

The default **Shading** setting for new and preset watermarks is **Very Light**. The following range of shades is available from the **Shading** drop-down menu:

- **Lightest**
- **Very Light** (default)
- **Light**
- **Medium Light**
- **Medium**
- **Medium Dark**
- **Dark**
- **Very Dark**
- **Darkest**

These values represent the intensity of the gray that is used. Select **Light** to produce a lightly saturated gray watermark. Select **Lightest** to produce the lightest shade of watermark. Select **Darkest** to produce a black watermark.

- **Size**

Font sizes from 1 to 999 points are available from the **Size** menu. The default point size is language-dependent.

- **Style**

The following settings are available:

- **Regular**
- **Bold**
- **Italic**
- **Bold Italic**

The default **Style** setting for new and preset watermarks is **Regular**.

Default watermark settings

The following table shows **Font Attribute** settings for new and preset watermarks.

Table 3-3 Font Attribute settings for new and preset watermarks

Setting	New watermark	Preset watermark
Name	Arial	Varies by language
Color	Gray	Gray
Shading	Very Light	Very Light
Size	80	Varies by language
Style	Regular	Regular

Click **OK** to accept all of the changes that have been made in the **Watermark Details** dialog box. Clicking **Cancel** does not cancel all of the changes. If you make changes to a watermark and then select a different watermark or click **New**, all of the changes are saved, and only the current, unsaved changes can be canceled.

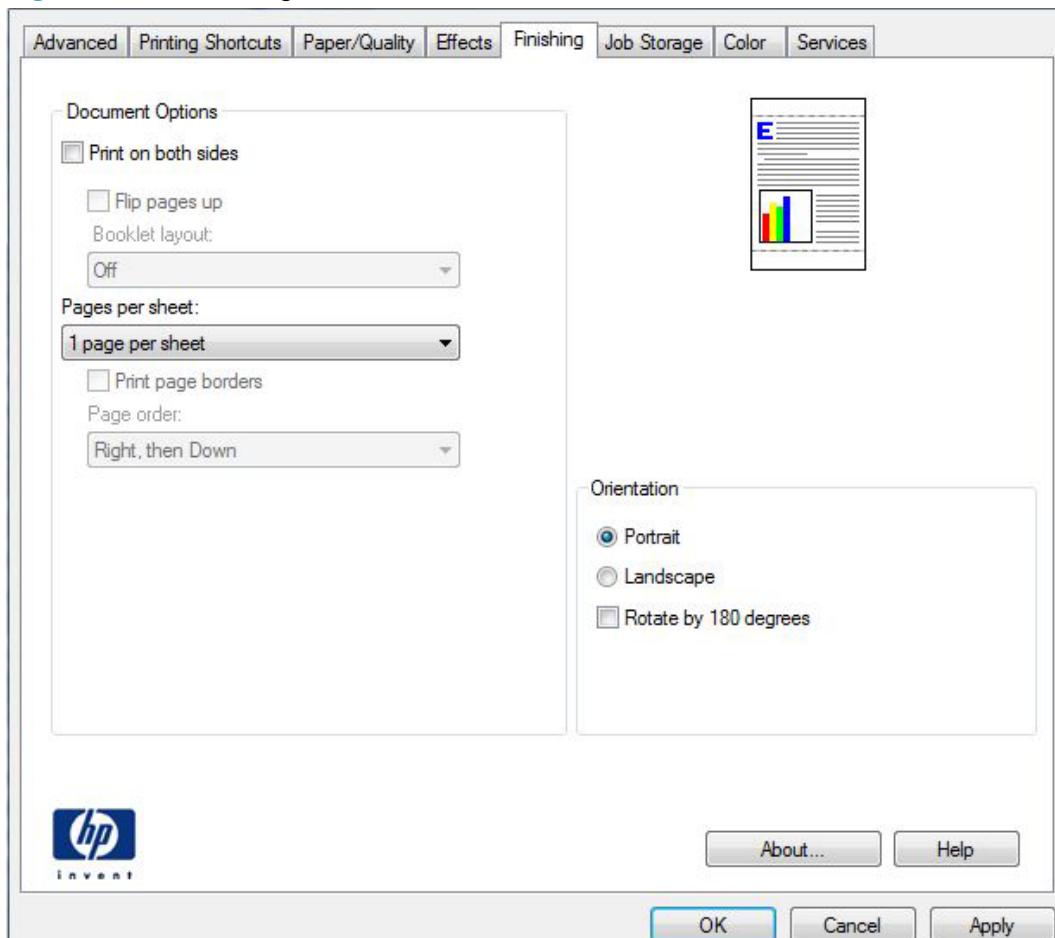
Finishing tab features



NOTE: The **Finishing** tab is located on the **Printing Preferences** tab set.

Use the **Finishing** tab to print booklets and control the paper output. The following figure shows the **Finishing** tab.

Figure 3-14 Finishing tab



The **Finishing** tab contains the following controls:

- [Document Options](#)
- [Document preview image](#)
- [Orientation](#)

Document Options

The **Document Options** group box contains the following controls:

- [Print on Both Sides](#)
- [Flip Pages Up](#)

- [Booklet Layout](#)
- [Pages per Sheet](#)
- [Print Page Borders](#)
- [Page Order](#)

Print on Both Sides

The default setting for the **Print on Both Sides** option, or **Print on Both Sides (manually)** for non-duplexing models, is off (not selected). **Print on Both Sides** is available when the following conditions exist:

- **Paper type** on the **Paper** tab is set to any paper type *except for* the following types:
 - **Labels**
 - **Color Laser Transparency**
 - **Envelopes**
- **Paper sizes** is set to any paper size *except for* the following sizes:
 - **Statement**
 - **3x5**
 - **4x6**
 - **5x7**
 - **5x8**
 - **A6**
 - **B6**
 - **10x15cm**
 - **Envelope #10**
 - **Japanese Postcard**
 - **Envelope #9**
 - **Envelope Monarch**
 - **Envelope B5**
 - **Envelope C5**
 - **Envelope C6**
 - **Envelope DL**

Print on both sides automatically

The duplexing unit in the HP LaserJet Enterprise 500 color M551 product prints on two sides of a sheet of paper when the **Print on Both Sides** option is specified in the print job. The HP LaserJet Enterprise 500 color M551 product comes with a duplexing unit installed in the following models:

- HP LaserJet Enterprise color M551dn
- HP LaserJet Enterprise color M551xh

These product models support smart duplexing. The smart duplexing feature increases printing performance by preventing one-page print jobs or single-sided pages of a duplexed print job from going through the duplexing unit even when the duplexing feature has been selected in the driver.

All paper types support the smart duplexing feature, except for paper types that cannot be printed on both sides (such as labels, transparencies, and envelopes) and the following paper types:

- Prepunched
- Preprinted
- Letterhead
- Cardstock

When the paper type is set to **Unspecified**, the smart duplexing feature is disabled.

To achieve the best print quality when printing on the second side of the page, the product needs to make adjustments to its print modes. When you select a paper type, you are, in effect, instructing the product to use a group of settings (such as fuser temperature and print speed) to print the paper with the best possible quality. This group of settings is known as print mode. A different print mode is used with each paper type. Print-mode adjustments for the second side of a duplexed page are automatic.

Print on both sides manually

Select the **Print on Both Sides (Manually)** check box to print on the second side of the paper for the HP LaserJet Enterprise 500 color M551, which does not have a duplexing unit installed. Also, select **Print on Both Sides (Manually)** on the other HP LaserJet Enterprise 500 color M551 product models for paper types that are not available when using the automatic duplexing unit, such as cardstock and thick paper.

Manually printing on the second side of a page is available when you are using the HP PCL 6 driver. If a duplexing unit is installed and manual duplexing is enabled in the driver, the product automatically prints on both sides of paper types that are supported for automatic duplexing (Letter, A4, Legal, and 8.5 x 11 only). For paper types that are *not* supported for automatic duplexing, a Help message appears prompting you to configure the driver settings for manual printing on both sides. Manual printing on both sides does not occur automatically.

Select the paper type that corresponds to the paper that you are using for the print job. The following paper types have a different print modes when you manually print on the second side:

- Plain
- Preprinted

- Letterhead
- Prepunched
- Bond
- Recycled
- Colored
- Rough

 **NOTE:** To make the **Print on Both Sides (Manually)** check box available in the document options, select the **Allow Manual Duplexing** option on the **Device Settings** tab in the print-driver **Properties** tab set. See [Installable Options on page 111](#).

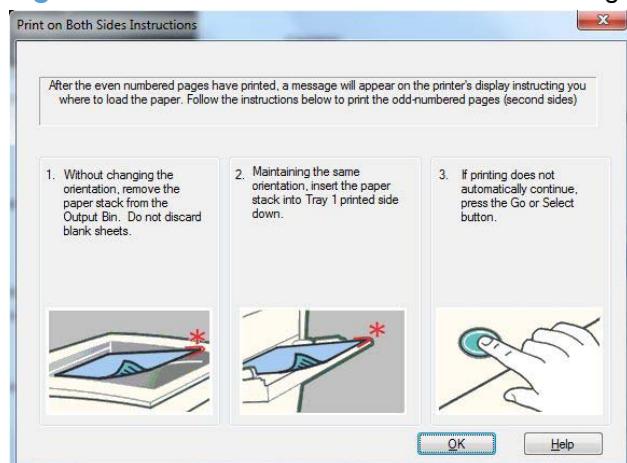
If you want to print on both sides manually while using paper that is supported for automatic duplexing, you must select and apply the **Not Installed** setting on the **Duplex Unit (for 2-Sided Printing)** option on the **Device Settings** tab.

Cardstock paper can be manually printed on the second side, but no change occurs to the print mode. Transparencies and labels should *never* be manually printed on the second side.

To print a multiple-page document, follow these steps:

1. Select the **Print on Both Sides (Manually)** check box.
2. Click **OK**. The even-number pages of the document print.
3. When the control panel shows the **MANUALLY FEED** message, insert the stack of paper (on which the even-number pages have been printed) as indicated in the following figure.

Figure 3-15 Print on Both Sides Instructions dialog box



When you have completed the steps that appear in the dialog box, the second half of the print job prints on the back side of the stack of paper. The driver does not require the program to specifically support odd- and even-page printing, because the driver coordinates this function.

Flip Pages Up

Use the **Flip Pages Up** check box to specify the duplex-binding option. By default, the **Flip Pages Up** check box is not available. It is available only when **Print on Both Sides** is selected. The following table demonstrates the results of selecting this check box, depending on the paper orientation selected on the **Finishing** tab.

Table 3-4 Page orientation

Orientation (Finishing tab)	Flip Pages Up selected	Flip Pages Up not selected
Portrait	Short-edge binding	Long-edge binding
Landscape	Long-edge binding	Short-edge binding

When **Print on Both Sides** is selected, the document preview image changes to show a spiral binding along either the left edge or the top edge of the page. In addition, a folded-over corner appears in the lower-right portion of the preview image, indicating that printing occurs on the back side. An arrow on the folded-over corner points in the direction that the pages would be flipped if they were bound together.

Short-side binding is for print jobs with pages that read by flipping over like the pages of a calendar. Long-side binding is for print jobs with pages that read by turning like the pages of a book.

Booklet Layout

The **Booklet Layout** drop-down menu, visible when **Print on Both Sides** is selected, offers choices that are based on the current paper size. The default setting for the **Booklet Printing** drop-down menu is **Off**. The other settings have the following format, where **[paper size]** depends on the paper size that is set on the **Paper/Quality** tab:

- **Left Binding**
- **Right Binding**

When you select **Left Binding** or **Right Binding**, the document preview image changes to show the location of the binding. If the **Pages per Sheet** setting is on the default setting of 1, it automatically changes to **2 pages per sheet**. If you change the **Pages per Sheet** setting manually to 4, 6, 9, or 16 pages per sheet, the booklet setting is disabled. See [Pages per Sheet on page 88](#) for more information.

Book and Booklet Printing

The HP LaserJet Enterprise 500 color M551 supports book and booklet printing.

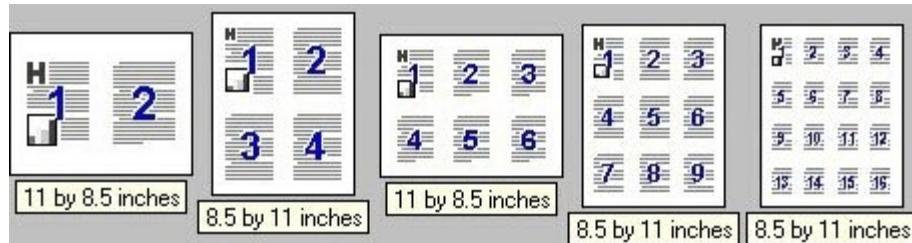
A book is a print job consisting of at least two pages. It can have a different paper type for the front cover, first page, other pages, last page, or back cover. Use the **Covers** and **Print pages on different paper** settings on the **Paper/Quality** tab to select different paper for the front cover, first page, other pages, and back cover. For more information, see [Paper/Quality tab features on page 62](#).

A booklet is a print job that places two pages on each side of a sheet that can then be folded into a booklet that is half the size of the paper. Use the **Booklet Layout** drop-down menu on the **Finishing** tab to control booklet settings.

Pages per Sheet

Use the **Pages per Sheet** option to select the number of pages that you want to print on a single sheet of paper. If you choose to print more than one page per sheet, the pages appear smaller and are arranged on the sheet in the order that they would otherwise be printed. The **Pages per Sheet** drop-down menu provides six settings:

Figure 3-16 Pages per Sheet preview images



- **1 page per sheet** (this is the default)
- **2 pages per sheet**
- **4 pages per sheet**
- **6 pages per sheet**
- **9 pages per sheet**
- **16 pages per sheet**



NOTE: When you select an option other than **2 pages per sheet**, booklet printing is unavailable.

Related controls indented beneath **Pages per Sheet** are **Print Page Borders** and **Page Order**, which become active when **Pages per Sheet** is greater than 1.

Print Page Borders

Print Page Borders sets a line around each page image on a printed sheet to help visually define the borders of each logical page.

Page Order

The **Page Order** drop-down menu contains four selections:

- **Right, then Down**
- **Down, then Right**
- **Left, then Down**
- **Down, then Left**

The preview document image changes to reflect alterations in these settings.

Document preview image

The document preview image is a line-drawn image of a page that represents graphics and text. The document preview image is always oriented so that the contents of the page are right-side-up. The document preview image appears in the upper-right corner of the following **Printing Preferences** driver tabs:

- **Printing Shortcuts**
- **Paper/Quality**
- **Effects**
- **Finishing**
- **Color**

Switching between tabs does not change the location or appearance of the document preview image. When you move the mouse over the document preview image, the mouse cursor changes from an arrow to a gloved hand. You can toggle between portrait and landscape page orientation by clicking the image.

Orientation

Orientation refers to the layout of the image on the page, and does not affect the way that paper feeds into the product. You can specify the orientation of the print job. The three available orientations are portrait, landscape, and rotated. The default orientation is **Portrait**.



NOTE: Nearly all software programs establish the orientation for the printed page, so the page orientation in the driver is useful only for the few software programs that do not set an orientation.

The **Orientation** group box contains the following options:

- **Portrait.** The top edge of the document is the shorter edge of the paper.
- **Landscape.** The top edge of the document is the longer edge of the paper.
- **Rotate by 180 degrees.** This creates a landscape or portrait orientation in which the image is rotated 180°. This setting is useful for printing prepunched paper.

You can toggle orientation between portrait and landscape by clicking the document preview image. If you select the **Rotate by 180 degrees** check box, the document preview image icon does not visually change on the driver screen to reflect this setting.

Job Storage tab features



NOTE: The **Job Storage** tab is located on the **Printing Preferences** tab set.

Use the job-storage feature to store print jobs in the HP LaserJet Enterprise 500 color M551 product memory or hard disk for printing at a later time.

The **Job Storage** tab appears among the driver tabs only if the job-storage feature is enabled on the **Device Settings** tab. To support job-storage features for complex jobs, or if you often print complex graphics, print postscript (.PS) documents, or use many downloaded fonts, HP recommends that you install additional memory, install a hard disk, or both. Added memory also gives you more flexibility in supporting job-storage features. A minimum total memory of 288 MB is required to use the **Proof and Hold** and **Personal Job** job-storage features. A hard disk is required to use the **Quick Copy** and **Stored Job** job-storage features.

After a hard disk is installed (HP LaserJet Enterprise color M551xh models only), the driver must be configured to reflect the changes in the product. If bidirectional communication is enabled in your environment, the Update Now feature can be used to update the drivers. For more information, see [Automatic Configuration on page 111](#).

To configure the drivers manually after installing a hard disk, follow these steps:

1. In Windows Vista, Windows 7, and Windows Server 2008, click the **Start** button, click **Control Panel**, click **Hardware and Sound**, and then click **Printers**.
In Windows XP and Windows Server 2003, click **Start**, click **Settings**, and then click **Printers and Faxes**.
2. Right-click the product name.
3. In Windows Vista, Server 2003 and XP click **Properties**, in Windows 7 and Server 2008 click **Printer Properties**.
4. Click the **Device Settings** tab.
5. Select **Installed** for the **Printer Hard Disk** under **Installable Options**, and then select **Installed** in the drop-down menu.
6. Click **OK** to make the printer hard disk and job-storage features available.

You can disable the job-storage feature while leaving the printer hard disk enabled. To disable the job-storage feature, follow these steps:



NOTE: The **Job Storage** tab is not displayed in Printer Preferences when Job storage is disabled.

1. In Windows Vista and Windows 7, click the **Start** button, click **Control Panel**, click **Hardware and Sound**, and then click **Printers**.
In Windows XP, Windows Server 2003, and Windows Server 2008, click **Start**, click **Settings**, and then click **Printers and Faxes**.
2. Right-click the product name.
3. Click **Properties** or **Printer properties** (Windows 7).

4. Click the **Device Settings** tab.
5. Select **Job Storage**.
6. Select the **Disabled** option.

If the job-storage feature is enabled (without installing a hard disk but with at least 288 MB of total memory—installed memory number is available on the product configuration page in the Memory section), two **Job Storage Mode** settings are available on the **Job Storage** tab:

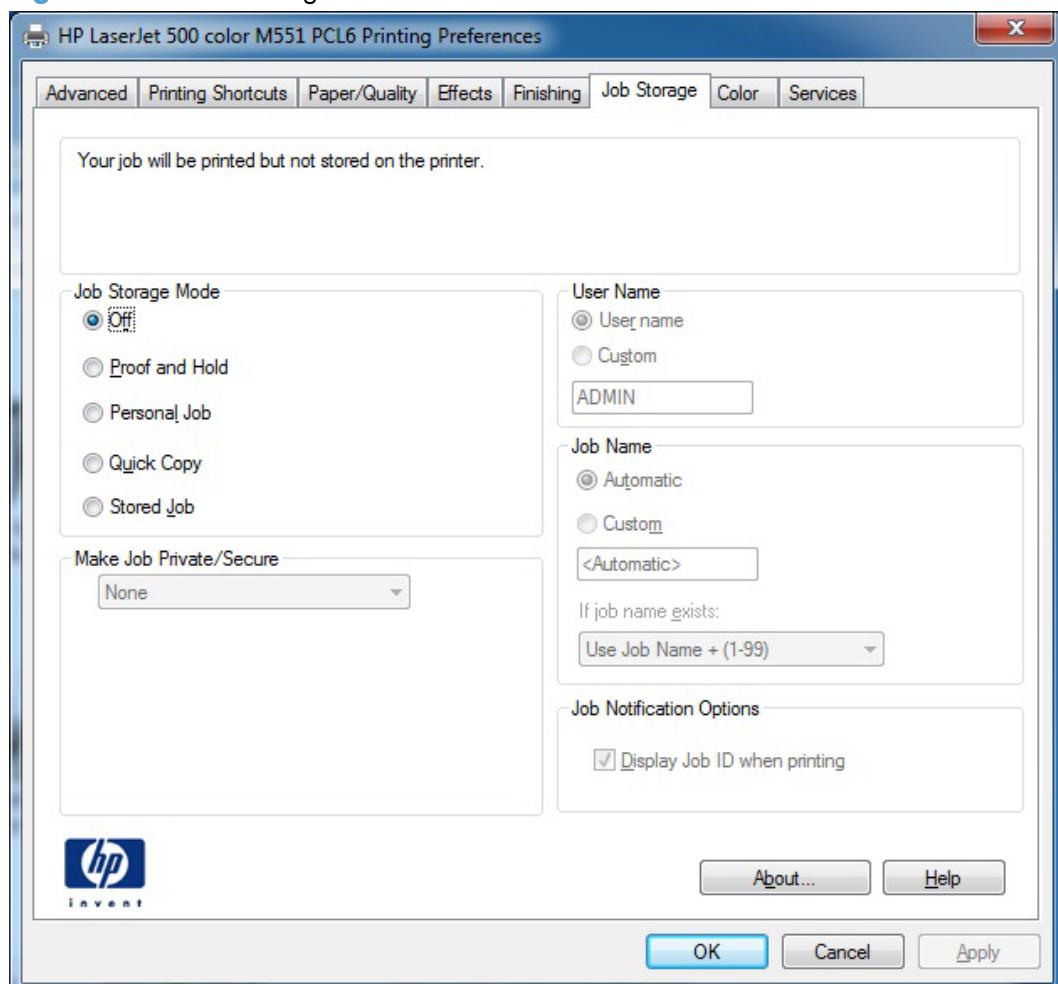
- **Proof and Hold**
- **Personal Job**

Two additional **Job Storage Mode** settings become available on the **Job Storage** tab if a hard disk is installed:

- **Quick Copy**
- **Stored Job**

The following figure shows the **Job Storage** tab.

Figure 3-17 Job Storage tab



The **Job Storage** tab contains the following controls:



NOTE: Information about using the job-storage feature when printing is also provided here.

- [Status group box](#)
- [Job Storage Mode](#)
- [Make Job Private/Secure](#)
- [User Name](#)
- [Job Name](#)
- [Job Notification Options](#)
- [Use job-storage features when printing](#)

Status group box

The unlabeled group box on the **Job Storage** tab contains a status message about the destination of a print job. The status information changes depending on the selections that are made on the **Job Storage** tab.

Job Storage Mode

Use the **Job Storage Mode** options on the HP LaserJet Enterprise 500 color M551 product to store documents at the product and then control their printing at the product control panel.

The HP LaserJet Enterprise 500 color M551 printer offers the following **Job Storage Mode** options:

- **Off**
- **Proof and Hold**
- **Personal Job**
- **Quick Copy**
- **Stored Job**

These options and the settings that control them are described below.

Off

When selected, this option turns the job-storage feature off (it is disabled), which means that the print job will not be stored in the product.

Proof and Hold

To use the **Proof and Hold** option, the job-storage feature must be enabled.

When selected, this option stores the print job in memory and prints only the first copy of the job, allowing you to check the first copy. If the document prints correctly, set the number of copies to print at the control panel and then print the remaining copies of the print job. You can set the number of proof-and-hold print jobs that can be stored in the product at the control panel.

 **NOTE:** When using the **Proof and Hold** option, only one copy of the print job is sent to the printer even if multiple copies are specified in the software application you print from. If multiple copies are needed while using the **Proof and Hold** option, they must be specified at the control panel.

After it is released for printing, the proof-and-hold job is immediately deleted from the product. If more copies are needed, you must reprint the job from the software program. If you send a second proof-and-hold job to the product with the same user name and job name as an existing proof-and-hold job (and you have not released the original job for printing), the job overwrites the existing job. Proof-and-hold jobs are deleted if you turn off the product.

 **NOTE:** The product configuration can be set to hold a maximum of 50 quick-copy or proof-and-hold jobs. The number is set at the product control panel in the **CONFIGURATION** menu, and the default is 32. When this preset limit is reached, the new document overwrites the oldest held document. Also, a document that has the same user name and job name as one that is already stored on the printer hard disk will overwrite the existing document.

Personal Job

To use the **Personal Job** option, the job-storage feature must be enabled.

When you select **Personal Job**, the print job is sent to the product, but is not printed until you request the job at the product control panel. Selecting **Personal Job** activates the **Make Job Private/Secure** group box.

If **PIN to print** is selected in the **Make Job Private/Secure** dropdown box, the print job can be printed only after you type the correct PIN at the control panel. After the job is printed, the job is immediately deleted from the product. This feature is useful when you are printing sensitive or confidential documents that you do not want to leave in an output bin after printing.

The PIN number for Personal Jobs must be exactly four digits (0 though 9). If non-numeric characters are entered for the PIN number, they disappear from the input field. If more than four characters are entered for the PIN number, the characters past the fourth are truncated. The default value for the PIN is 0000 for **Personal Job**.

If **Encrypt Job (with password)** is selected in the **Make Job Private/Secure** dropdown box, the print job is sent and stored on the product encrypted. See [Encrypt Job \(with password\) on page 95](#).

After the personal job is released for printing, it is immediately deleted from the product. If more copies are needed, you must reprint the job from the software program. If you send a second personal job that has the same user name and job name as an existing personal job (and you have not released the original job for printing), the job overwrites the existing job, regardless of the PIN. Personal jobs are deleted if you turn off the product.

Quick Copy

To use the **Quick Copy** option, a printer hard disk must be installed, and the job-storage feature must be enabled.

When you select **Quick Copy**, the entire print job prints and a copy of the print job is stored on the product, after which you can print additional copies of the print job at the product control panel. The number of quick-copy print jobs that can be stored in the product is set by using the product control panel.

 **NOTE:** The product configuration can be set to hold a maximum of 50 quick-copy or proof-and-hold jobs. The number is set at the product control panel in the **CONFIGURATION** menu, and the default is 32. When this preset limit is reached, the new document overwrites the oldest held document. Also, a document that has the same user name and job name as one that is already stored on the printer hard disk will overwrite the existing document. **Quick Copy** jobs are deleted if you turn off the product.

Stored Job

To use the **Stored Job** option, a hard disk must be installed on the product and the job-storage feature must be enabled.

Use the **Stored Job** option to send a print job directly to the printer hard disk without printing it. The print job is stored in the product as if it is an electronic file cabinet. After the print job is stored on the printer hard disk, you can print the job at the product control panel.

The job remains stored in the product until it is deleted or overwritten by a document that has the same user name and job name. Stored jobs remain on the printer hard disk when the product is turned off. Use this feature for forms and other common or shared documents.

A stored job can be managed in two ways: as either a public or a private job.

To make a stored job public, set the **Make Job Private/Secure** dropdown box to **None**.

To make a stored job private, set the **Make Job Private/Secure** dropdown box to either **PIN to print** or **Encrypt Job (with password)**.

Select **PIN to print** in the **Make Job Private/Secure** dropdown box to set the private mode (without encryption). The print job can be printed only after you type the correct, 4-digit PIN at the control panel. For more information on the PIN to print option, see [Personal Job on page 93](#).

Select **Encrypt Job (with password)** to set the private mode *with* encryption. For more information, see [Encrypt Job \(with password\) on page 95](#).

After the job is printed, the job remains in the product and can be printed again at the product control panel.

The group box labeled **Make Job Private/Secure** is usually inactive. The **PIN to print** and **Encrypt Job (with password)** options only become available when you select **Stored Job** or **Personal Job**. If you select **PIN to print** or **Encrypt Job (with password)**, you must type a PIN to make the stored job private or else select **None**.

 **NOTE:** A *private* stored job is not the same as a *personal* job. *Personal* jobs are deleted from the product after they are printed. *Private* stored jobs are retained in the product after printing, but require that a PIN be typed each time they are printed. A printer hard disk is required for *Private* stored jobs.

Make Job Private/Secure

The **Make Job Private/Secure** drop-down menu is available when **Personal Job** or **Stored Job** is selected.

PIN to print

Select **PIN to print** from the drop-down menu, and then type a 4-digit PIN number in the box provided. The personal or stored job is sent to the product, where you must enter the 4-digit PIN on the control panel to retrieve the job. For more information on the PIN to print option, see [Personal Job on page 93](#)

Encrypt Job (with password)

The new HP UPD option Encrypt Job (with password) is available for use with firmware 11.2 or higher), and provides end-to-end secure print job transmission with mutual authentication on the supported devices. The print job is sent and stored encrypted, and can only be printed after entering the password on the device.

Set a password for encrypting a job

1. Enter a sequence of numeric characters, from 4 to 12 numeric characters in length, in the **Password** field.

2. Confirm the password you entered by retyping it in the **Confirm** field.

 **NOTE:** The key icon next to the **Confirm** field will change to green when you correctly retype your password in the **Confirm** field.

3. Select **Save as default password** to save your password and then click the **Apply** button.

 **NOTE:** If **Save as default password** is not selected, the password is not saved even if you print twice from the same application while the application is still open.

If **Save as default password** is selected with a password and used to print a job, and then **Save as default password** is deselected at a later time, the password will still be used as the **default** password.

User Name

Use the **User Name** settings to help identify the job at the product control panel. The following are the **User Name** settings:

- **User Name.** This option associates your Windows user name with the stored print job. The Windows user name automatically appears in the text field below the **User Name** options.
- **Custom.** Use this option to type a custom name for the stored print job. When you click **Custom**, the text field below the option becomes available. The **User Name** field can contain no more than 16 characters, and is limited to A through Z and 0 through 9 because the name appears on the product control-panel display. If you try to type a lowercase character, it automatically shifts to uppercase. If you try to type a character in an ASCII code of fewer than 32 or more than 126 characters, the character is removed from the edit field, along with all of the characters that follow it. If you try to type more than 16 characters, any character beyond 16 is truncated.

Job Name

Use the **Job Name** options to specify a name to identify the job at the product control panel. The following are the **Job Name** settings:

- **<Automatic>** This option, which is the default selection, automatically generates the job name that is associated with the stored print job. The file name of the print job is used if it is available to the print driver. Otherwise, the software program name or a time stamp is used for the job name.
- **Custom.** Use this to type a custom job name for the stored print job. When you click **Custom**, the text field below the option becomes available. In those languages for which **<Automatic>** cannot be translated without the use of invalid characters, the driver uses a string of three dashes. The acceptable characters for job name and user name vary for each operating system. The string must be of a length and type that can appear on the product control-panel display.

The **Job Name** field can contain no more than 16 characters, and is limited to A through Z (uppercase or lowercase) and 0 through 9 so that the name can appear on the product control-panel display. If you try to type a character in an ASCII code of fewer than 32 or more than 126 characters, the character is removed from the edit field, along with all of the characters that follow it. If you try to type more than 16 characters, any character beyond 16 is truncated.

When the dialog box is closed, or as soon as the focus is removed from the control (that is, when the **Tab** key is pressed or another control is selected), an empty string is replaced with **<Automatic>**. The acceptable characters for job name and user name vary for each operating system. The string must be of a length and type that can appear on the product control-panel display.

If Job Name Exists. When you store a print job, you can create a print-job name or the product software can assign one automatically. If a print job with the same name already exists, the new print job will overwrite the existing print job. To eliminate the chances of a new print job overwriting an old print job because both have the same name, select **Use Job Name + (1-99)**. After you create the print job name, or when one is created automatically, the product software assigns a number between 1 and 99 to the end of the print job name to make the name unique. Select **Replace Existing File** if you always want the product software to overwrite an existing print job with the same print job name.

Job Notification Options

Clicking a **Job Storage Mode** selection causes the **User Name** and **Job Name** options to become available. The **Display Job ID when printing** check box is selected by default. The **Display Job ID when printing** option causes a pop-up dialog box to appear when the job-storage print job is printed. The dialog box shows the user name and job name that are associated with the stored print job, as well as the printer name, port, and location.

Use job-storage features when printing

To use job-storage features when printing, follow these steps:

1. Click **File**, and then click **Print** from the software program. The **Print** dialog box appears.

 **NOTE:** Clicking the print icon in the software program toolbar prints the job without using job-storage features.

2. Click **Properties** or **Preferences**. The **Properties** or **Preferences** dialog box appears.

 **NOTE:** The label for the button that opens the **Printer Preferences** dialog box varies between software programs.

For example, in Adobe Acrobat on Windows 7 the button is labeled **Properties**. In Internet Explorer 8 the button is labeled **Preferences**.

3. Click the **Job Storage** tab.
4. Select the job-storage options by clicking the appropriate option button, and then complete any required fields.
5. Click **OK**.

Release a job-storage print job

After you send a print job that uses the job-storage feature, you can release the job to print from the product control panel.

1. Press the **Home** button  to open the menus.
2. Press the **up arrow** ▲ or the **down arrow** ▼ until **Retrieve Job From Device Memory** is highlighted on the product control panel, and then press **OK**.
3. Press the **up arrow** ▲ or the **down arrow** ▼ to scroll to your user name, and then press **OK**.
4. Press the **up arrow** ▲ or the **down arrow** ▼ to scroll to the job name, and then press **OK**.
5. Press the **up arrow** ▲ or the **down arrow** ▼ until **PRINT** is highlighted on the product control panel, and then press **OK**.
6. Press **OK**.
7. If a PIN number or password is assigned to the job, press the **up arrow** ▲ or the **down arrow** ▼ to select the first digit of the PIN, and then press **OK**. Repeat this step for each of the remaining digits of the PIN or Password. If no Pin or Password is assigned, repeat this step for each of the remaining three digits of the PIN number.

If no PIN number is assigned to the job, continue with the next step.

8. Press the **up arrow** ▲ or the **down arrow** ▼ to select the number of copies to print.
9. Press **OK** to print the job.

Delete a job-storage print job

Sometimes it is necessary to delete a print job from the printer hard disk. You can do this from the product control panel.

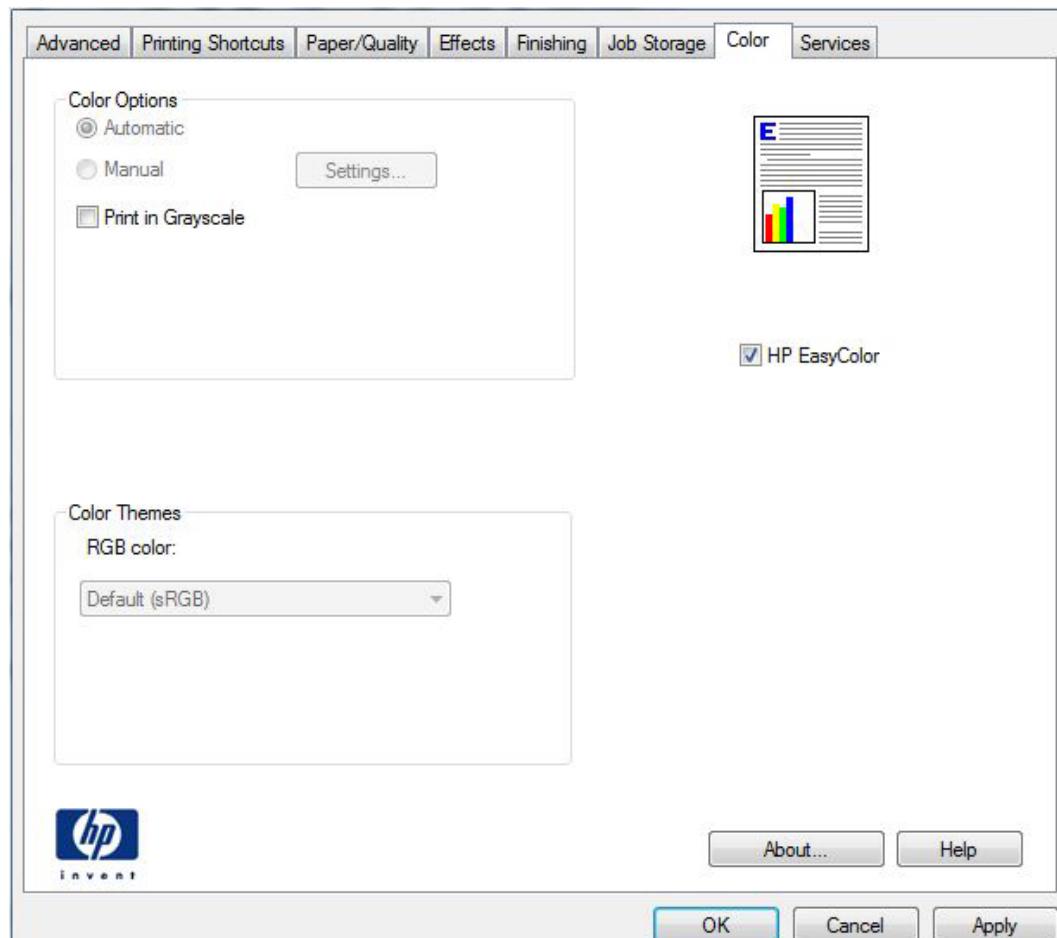
1. Press the **Home** button  to open the menus.
2. Press the **up arrow** ▲ or the **down arrow** ▼ until **Retrieve Job From Device Memory** is highlighted on the product control panel, and then press **OK**.
3. Press the **up arrow** ▲ or the **down arrow** ▼ to scroll to your user name, and then press **OK**.
4. Press the **up arrow** ▲ or the **down arrow** ▼ to scroll to the job name, and then press **OK**.
5. Press the **up arrow** ▲ or the **down arrow** ▼ until **DELETE** is highlighted on the product control panel, and then press **OK**.
6. Press **OK**.
7. If a PIN number or password is assigned to the job, press the **up arrow** ▲ or the **down arrow** ▼ to select the first digit of the PIN, and then press **OK**. Repeat this step for each of the remaining digits of the PIN or Password. If no Pin or Password is assigned, repeat this step for each of the remaining three digits of the PIN number.
If no PIN number is assigned to the job, continue with the next step.
8. Press **OK** to delete the job.

Color tab features

 **NOTE:** The **Color** tab is located on the **Printing Preferences** tab set.

Use the **Color** tab to specify predefined color-option settings or to fine-tune the color treatments and halftoning. Color output can also be converted to grayscale. The **Color** tab is shown in the following figure.

Figure 3-18 **Color** tab



The **Color** tab contains the following sets of controls:

- [Color Options](#)
- [Color Themes](#)
- [Document preview image](#)
- [HP EasyColor](#)

Color Options

Use the **Color Options** group box to adjust the independent color controls. The settings affect the print job color rendering and print quality. The **Color Options** group box contains the following controls:

- **Automatic** option (default)
- **Manual** option
- **Settings** button (Click this button to open the **Color Settings** dialog box.)
- **Print in Grayscale** check box

Automatic

Use the **Automatic** option for color settings that automatically fine-tune the printed output. The **Automatic** color settings provide high-quality output while maintaining product performance for most color printing needs.

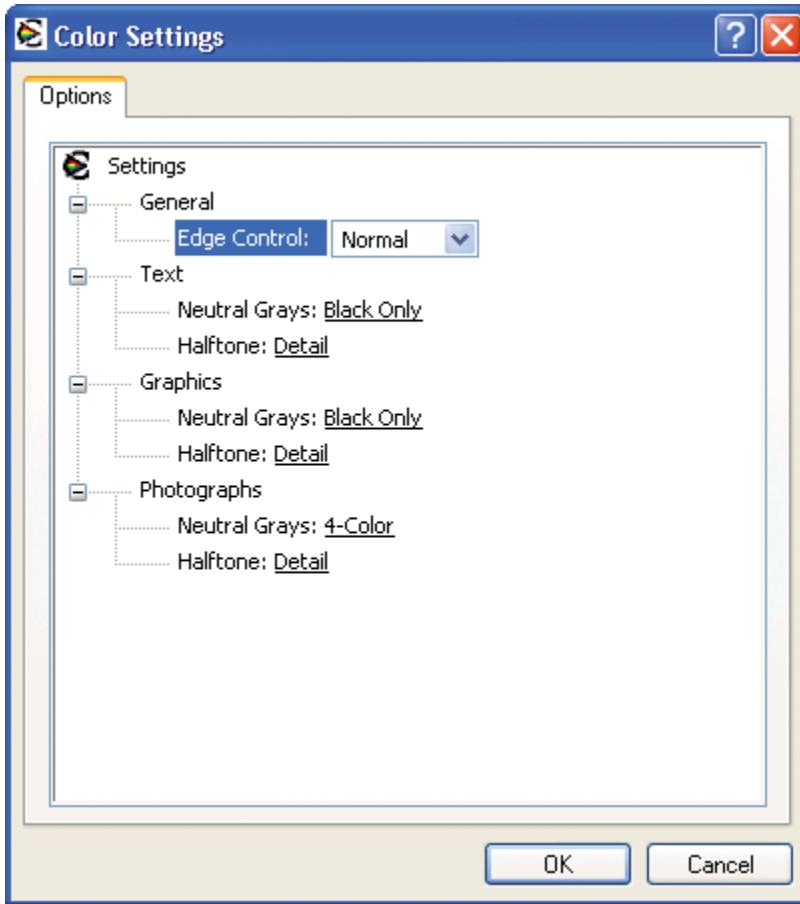
Manual

 **NOTE:** To change color settings, first de-select the **HP EasyColor** option.

To change the color settings, select the **Manual** option, and then click **Settings**. The **Color Settings** dialog box appears.

To change the settings, make your selections by using the drop-down menus in the **Color Settings** dialog box, and then click **OK**. The following figure shows the **Color Settings** dialog box.

Figure 3-19 Color Settings dialog box



The **Color Settings** dialog box contains the following controls:

- **General**
 - **Edge Control**
- **Text**
 - **Neutral Grays**
 - **Halftone**
- **Graphics**
 - **Neutral Grays**
 - **Halftone**
- **Photographs**
 - **Neutral Grays**
 - **Halftone**

Settings

General

Use the **General** setting group to control **Edge Control** settings for all color printing.

Edge Control determines how edges are rendered. **Edge Control** consists of three components:

- Adaptive Halftoning, which increases edge sharpness
- Trapping, which reduces the effect of color plane misregistration by slightly overlapping the edges of adjacent objects
- Color Resolution Enhancement Technology (C-REt), which increases the apparent resolution by placing each dot for the smoothest edges

The **Edge Control** option offers four settings:

- **Off.** The **Off** setting turns Trapping, Adaptive Halftoning, and C-REt to **Off**.
- **Light.** The **Light** setting provides minimal trapping. Adaptive Halftoning is set to **On** and C-REt is set to **On**.
- **Normal.** The **Normal** setting provides the default trapping settings. Adaptive Halftoning is set to **On**, and C-REt is set to **On**.
- **Maximum.** The **Maximum** setting provides the most trapping. Adaptive Halftoning is set to **On**, and C-REt is set to **On**.

Neutral Grays

The **Neutral Grays** drop-down menu controls the selection of a device-dependent color table that is embedded in the product firmware. You can adjust the **Neutral Grays** setting independently for text, graphics, or photographs. The following options are available:

- **Black Only.** This option generates neutral colors (grays and black) by using only black toner. This option guarantees that neutral colors do not have a color cast. **Black Only** is the default setting for the **Text** and **Graphics** components.
- **4-Color.** This option generates neutral colors by combining all four colors of toner, which produces smoother gradients and transitions to non-neutral colors. It also produces the darkest possible black. **4-Color** is the default setting for **Photographs**.

Halftone

The **Halftone** setting controls the selection of a product-dependent halftone algorithm that is embedded in the product firmware. Halftoning is a method by which the product mixes the four primary colors (cyan, magenta, yellow, and black) in varying proportions to create the appearance of many colors. The **Halftone** options affect the resolution and clarity of the color on the printed page. You can select **Halftone** settings for text, graphics, and photographs independently.

The following Halftone options are available:

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

Print in Grayscale

Click the **Print in Grayscale** option to print a color document in black and white. Use this option to print color documents for photocopying or faxing.

Color Themes



NOTE: To change Color Themes, first de-select the **HP EasyColor** option.

The **Color Themes** group box contains the following **RGB color** options, which determines how colors are rendered:

- [Default \(sRGB\)](#)
- [Photo \(sRGB\)](#)
- [Photo \(Adobe RGB 1998\)](#)
- [Vivid \(sRGB\)](#)
- [None](#)
- [Custom Profile](#)

Default (sRGB)

Select **Default (sRGB)** for most printing needs. This setting instructs the product to interpret RGB color as sRGB, which is the accepted standard of Microsoft and the World Wide Web Consortium (W3C). Colors are matched to optimize the RGB colors on the screen and to provide vivid images and graphics.

Photo (sRGB)

Select **Photo (sRGB)** to enhance documents in which the content is mainly bitmap images, such as .GIF or .eps files. This setting instructs the product to use the best color matching for rendering sRGB bitmap images. This setting affects only raster data; it has no effect on text or vector-based graphics. Using glossy paper in combination with this setting provides the maximum enhancement.

Photo (Adobe RGB 1998)

Select **Photo (AdobeRGB 1998)** for documents that use the AdobeRGB color space rather than sRGB. For example, some digital cameras capture images in Adobe RGB, and documents that are

produced with Adobe PhotoShop use the Adobe RGB color space. When printing from a professional software program that uses Adobe RGB, it is important that you turn off the color management in that software program and allow the print driver to manage the color space.

Vivid (sRGB)

The **Vivid (sRGB)** feature instructs the printer to increase the color saturation in the midtones. Less colorful objects are rendered more colorfully. This value is recommended for printing business graphics.

None

Select **None** to instruct the printer to print RGB data in raw device mode. To render documents properly when this option is selected, you must manage color in the program in which you are working or in the operating system.

 **CAUTION:** Use this option only if you are familiar with the procedures for managing color in the software program or in the operating system.

Custom Profile

Select **Custom Profile** when you want to duplicate the printed output from other products or for using special effects. This setting instructs the product to use a custom profile to emulate color output from another product by modifying how color is rendered.

The default custom profile is an emulation of the color table used on the HP Color LaserJet 4650 product. The product holds only one custom profile at a time, so when you download and install another color table, it erases the default color table and installs the new one.

You can download custom profiles from the following Web site:

www.hp.com

www.hp.com/go/lj500colorM551_firmware

Document preview image

The document preview image is a line-drawn image of a page that represents graphics and text. The document preview image is always oriented so that the contents of the page are right-side-up. The document preview image appears in the upper-right corner of the following **Printing Preferences** driver tabs:

- **Printing Shortcuts**
- **Paper/Quality**
- **Effects**
- **Finishing**
- **Color**

Switching between tabs does not change the location or appearance of the document preview image. When you move the mouse over the document preview image, the mouse cursor changes from an

arrow to a gloved hand. You can toggle between portrait and landscape page orientation by clicking the image.

HP EasyColor

If you are using the HP PCL 6 print driver for Windows, the **HP EasyColor** technology automatically improves mixed-content documents that are printed from Microsoft Office programs. This technology scans documents and automatically adjusts photographic images in .JPEG or .PNG format.

HP EasyColor technology enhances the entire image at one time, rather than dividing it into several pieces, which results in improved color consistency, sharper details, and faster printing.

In the following example, the images on the left were created without using the **HP EasyColor** option. The images on the right show the enhancements that result from using the **HP EasyColor** option.



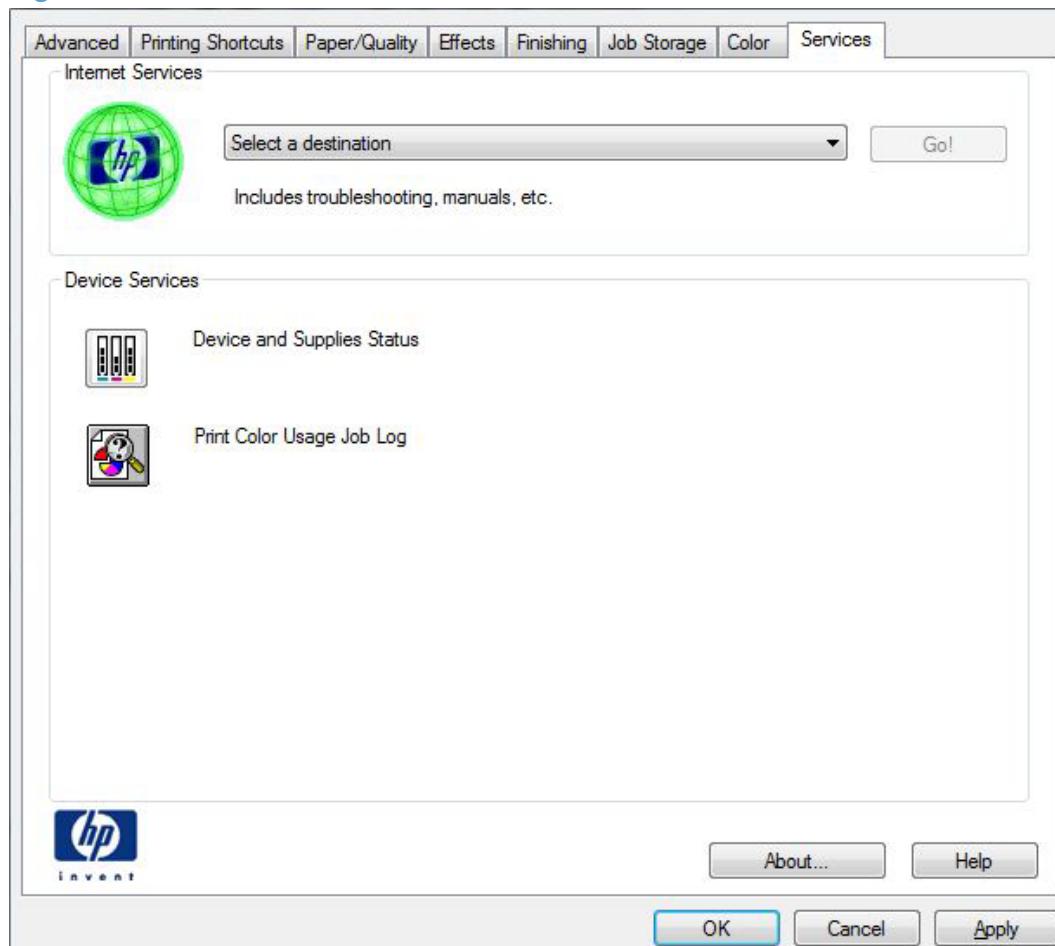
The **HP EasyColor** option is enabled by default in the HP PCL 6 print driver, so you do not need to make manual color adjustments. To disable the option so you can manually adjust the color settings, open the **Color** tab, and click the **HP EasyColor** check box to clear it.

Services tab features

 **NOTE:** The **Services** tab is located on the **Printing Preferences** tab set.

The **Services** tab is shown in the following figure.

Figure 3-20 Services tab



The **Services** tab contains the following group boxes:

- [Internet Services](#)
- [Device services](#)

Internet Services

The **Internet Services** group box contains the **Select a destination** drop-down menu with the following selections:

- **Online diagnostic tools.** This is the HP Instant Support Web site, where you can find interactive tools and contacts for troubleshooting.
- **Support and troubleshooting.** This is the main Web site for HP LaserJet Enterprise 500 color M551 product support.

- **Product manuals.** View or download HP LaserJet Enterprise 500 color M551 product manuals.
- **Check for driver updates.** Automatically check your print drivers to see whether the correct and most up-to-date print drivers are installed.
- **Color printing access/usage.** Find information about enabling and disabling color printing and tracking color print-job usage.
- **Show me how.** Find tips on using your HP product.

If you have Internet access, select any of these items and click **Go!** to open the corresponding HP Web page.

Device services

Click the **Device and Supplies Status** icon to open the **Device Status** screen of the HP EWS, which shows supply levels and control panel status.

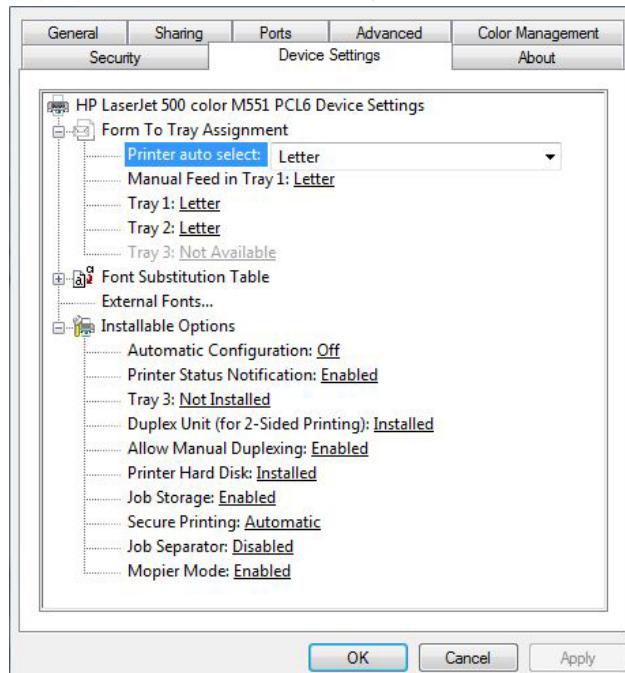
Click the **Print Color Usage Job Log** icon to print a color usage job report.

Device Settings tab features

 **NOTE:** The **Device Settings** tab is located on the **Properties** tab set.

Available options depend on the feature. The following figure shows the **Device Settings** tab.

Figure 3-21 Device Settings tab



The **Device Settings** tab contains controls for paper-handling devices and controls for managing the HP LaserJet Enterprise 500 color M551 product.

The **Device Settings** tab contains the following controls:

- [Form to Tray Assignment](#)
- [Font Substitution Table](#)
- [Installable Options](#)

Form to Tray Assignment

A network administrator can use **Form to Tray Assignment** to specify the paper size in each input tray.

The HP LaserJet Enterprise 500 color M551 product supports more than one source of paper. You can assign a form (which defines the paper size and margins) to each paper source. When a form is matched to a source, you can select the form when you print. The product prints from the tray to which that form is assigned.

Network administrators can use the **Form to Tray Assignment** setting to specify, in the driver, the paper size that is loaded into each available input tray. The use of forms constrains the choices that are available in the paper-size list on the **Paper/Quality** tab in the **Printing Preferences** driver tabs.

This constraint prevents (or reduces the likelihood of) tying up the product with paper-mount messages that occur when users request sizes or types that are not available.

The trays listed in the **Form to Tray Assignment** setting include standard trays and optional accessory trays. Generally, items that are installed separately have a separate **Installable Options** setting.

The input trays listed here are also listed as paper sources on the **Paper/Quality** tab.

Configuring the trays

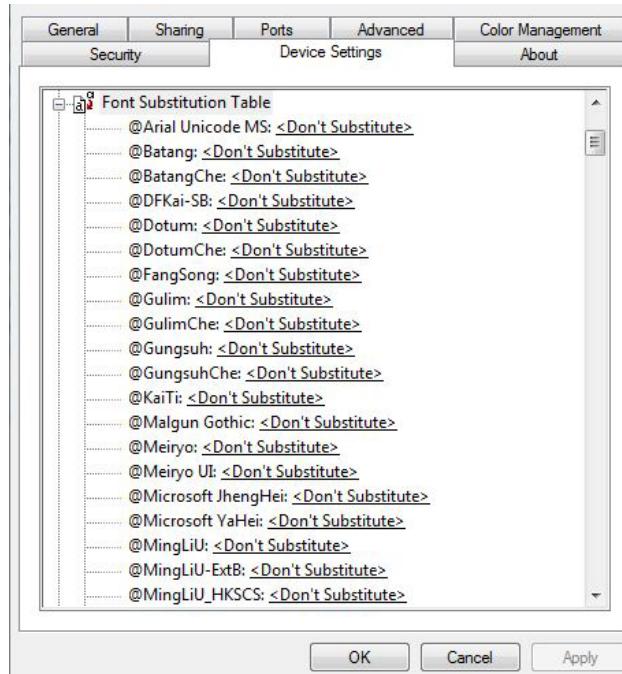
1. Select the appropriate tray in the **Form to Tray Assignment** list.
2. Use the drop-down menu to select the paper size (or form) that is loaded in that tray.
3. Repeat steps 1 and 2 for the remaining trays.
4. Click **OK** to enable your settings, or, if necessary, click **Cancel** to reconfigure all the trays, and remove the size and type constraints that have been imposed on the **Paper/Quality** tab.

Font Substitution Table

Use the plus (+) symbol next to the **Font Substitution Table** settings to change the TrueType to printer font mapping and to install and remove external fonts for the product through the **External Fonts** option. External fonts can be soft fonts or DIMM fonts.

Click the plus (+) symbol next to the **Font Substitution Table** option to open a list of fonts, as shown in the following figure. Use the settings to change the TrueType-to-product font mappings.

Figure 3-22 Font Substitution Table

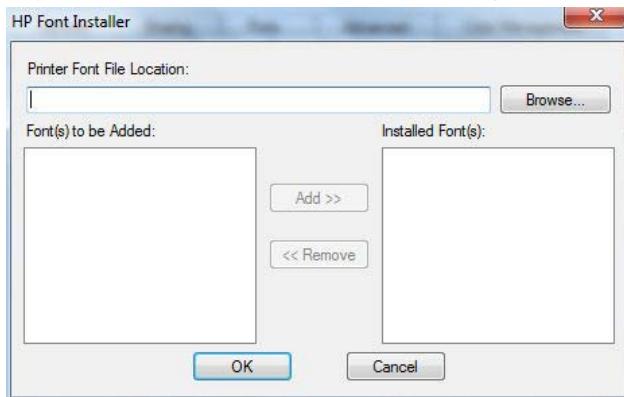


External Fonts

Use the **External Fonts** option to install and remove external fonts for the product. External fonts can be soft fonts or DIMM fonts.

Click the **External Fonts** option to make the **Properties** button available. Click **Properties** to open the **HP Font Installer** dialog box, which is shown in the following figure.

Figure 3-23 HP Font Installer dialog box



Installing external fonts

Follow these steps to install external fonts.

1. In Windows Vista and Windows 7, click the **Start** button, click **Control Panel**, click **Hardware and Sound**, and then click **Printers**.
In Windows XP, Windows Server 2003, and Windows Server 2008, click **Start**, click **Settings**, and then click **Printers and Faxes**.
2. Right-click the name of the product.
3. In Windows Vista, Server 2003 and XP click **Properties**, in Windows 7 and Server 2008 click **Printer Properties**.
4. Click the **Device Settings** tab.
5. Click the **External Fonts** option. The **Properties** button appears.
6. Click **Properties**. The **HP Font Installer** dialog box appears.
7. Type the name and path of the font metric file in the **Printer Font File Location** text box, or click **Browse** to locate the file on the computer. The font file names appear in the **Font(s) to be Added** window.
8. Select the fonts that you want to add, and then click **Add**. The fonts are installed and the file names appear in the **Installed Font(s)** window.
9. Click **OK** to close the **HP Font Installer** dialog box.

Removing external fonts

1. In Windows Vista and Windows 7, click the **Start** button, click **Control Panel**, click **Hardware and Sound**, and then click **Printers**.
In Windows XP, Windows Server 2003, and Windows Server 2008, click **Start**, click **Settings**, and then click **Printers and Faxes**.
2. Right-click the name of the product.
3. In Windows Vista, Server 2003 and XP click **Properties**, in Windows 7 and Server 2008 click **Printer Properties**.
4. Click the **Device Settings** tab.
5. Click the **External Fonts** option. The **Properties** button appears.
6. Click **Properties**. The **HP Font Installer** dialog box appears. The external fonts that are installed appear in the **Installed Fonts** window.
7. Select the fonts that you want to remove, and then click **Remove**. The fonts are removed.
8. Click **OK** to close the **HP Font Installer** dialog box.

Installable Options

Items under **Installable Options** are set based on the current printer configuration when the driver is installed.

The HP LaserJet Enterprise 500 color M551 product has printing options that you can install and configure in this section. The following controls are available:

- [Automatic Configuration](#)
- [Printer Status Notification](#)
- [Tray 3](#)
- [Duplex Unit \(for 2-Sided Printing\)](#)
- [Allow Manual Duplexing](#)
- [Printer Hard Disk](#)
- [Job Storage](#)
- [Secure Printing](#)
- [Job Separator](#)
- [Mopier Mode](#)

Automatic Configuration

Use the **Device Settings** tab to tell the driver about the hardware configuration of the product. If bidirectional communication is enabled in a supported environment, update this tab by selecting the

Update Now setting in the **Automatic Configuration** setting. The default setting is **Off**. After an automatic configuration, the setting returns to **Off** after the changes are made.

If your environment does not support bidirectional communication, the **Update Now** setting is unavailable, so you must manually configure the options on this tab.

If you have more than one driver installed for the product (for example, the default HP PCL 6 Print Driver and the HP PCL 5 Universal Print Driver), the Update Now feature works automatically only on the driver on which it is activated. The other driver will not be updated, and might show the default setting for the specific product model.

Printer Status Notification

When enabled, this option displays a small status-notification window in the lower-right corner of the screen. This window is visible while printing a document or while viewing the print driver settings. It provides information about the status of the document being printed as well as information about the printer, including the current status of the printer supplies.

Tray 3

This control specifies whether you have Tray 3, an additional 500-sheet tray, installed on the product. Tray 3 comes standard on HP LaserJet Enterprise color M551xh only.

Duplex Unit (for 2-Sided Printing)

The duplexing unit comes installed on the HP LaserJet Enterprise color M551dn and the 5HP LaserJet Enterprise color M551xh product models.



NOTE: The HP LaserJet Enterprise 500 color M551 product supports smart duplexing. The product uses the smart duplexing feature to detect information on both sides of the print job pages and only runs the pages through the duplexing unit if printable information appears on the second side of the page.

Allow Manual Duplexing

Select **Allow Manual Duplexing** to print on both sides of any supported size and most types of paper (except transparencies, envelopes, and labels). To use this feature, you must reinsert the paper stack into the input tray to print the second side. The product pauses while you make this adjustment.

This setting is enabled by default.

Printer Hard Disk

When this option is installed, the **Job Storage** option and the **Mopier Mode** are enabled in the print driver. Use the **Job Storage** option to store print jobs and then print them later from the control panel. The multiple-original print (mopy) function is an HP-designed feature that produces multiple, collated copies from a single print job.

Job Storage

When **Job Storage** is enabled, the product can store print jobs so that you can gain access to those print jobs later at the control panel.

Secure Printing

The new HP UPD option **Encrypt Job (with password)** is available for use with this printer and provides end-to-end secure print job transmission with mutual authentication on the supported devices. The print job is sent and stored encrypted, and can only be printed after entering the password on the device.

Setting this to disabled results in the setting **Encrypt Job** not to be listed under **Make Job Private/Secure** on the **Job Storage** tab.

The default is **Automatic**, enabling the setting to be selected from the **Job Storage** tab.

Job Separator

Use this control to specify whether a print job identifier page should be printed between print jobs. The Job Separator feature is disabled by default.

Mopier Mode

The multiple-original print (mopy) function is an HP-designed feature that produces multiple, collated copies from a single print job. Multiple-original printing (mopying) increases performance and reduces network traffic by transmitting the job to the product once, and then storing it in memory or on the hard disk. The remainder of the copies are printed at the fastest speed. All documents that are printed in mopier mode can be created, controlled, managed, and finished from the computer, which eliminates the extra step of using a photocopier.

The HP LaserJet Enterprise 500 color M551 supports the transmit-once mopying feature when the **Mopier Mode**: setting on the **Device Settings** tab is **Enabled**.

When you use the HP PCL 6 Print Driver, mopying is performed in one of two ways: either through the software or through the product hardware. When mopier mode is enabled, mopying takes place through the product hardware. One copy of a multiple-page print job is transmitted once through the network to the product, together with a printer job language (PML) command directing the product to make the specified number of copies.

When you disable mopier mode, you are not necessarily disabling multiple collated copies, which the driver can still perform through the software rather than the product hardware (the mopying path that is disabled when you change the **Mopier Mode** setting to **Disabled**). However, a multiple-copy print job that is sent when the mopier is disabled loses the advantage of transmitting the print job once, because the job is sent through the network for each collated copy.

Mopier mode and collation

Mopying and collating print jobs are independent but closely related functions. Mopying, the ability to send original print jobs to the product, is performed by the print driver. Collating can be controlled by either the print driver or the document software program. The mopying mode is selected by default in

the driver, and can be disabled by changing the **Mopier Mode** setting on the **Device Settings** tab to **Disabled**.

Control collation through the print driver by selecting or clearing the **Collated** check box on the **Advanced** tab. Click **Copy Count** under the **Paper Output** setting. You can clear the check box, which is available only when the **Copy Count** option is set to more than 1 copy, to allow the software program to control collation.

To receive uncollated multiple copies of a print job, you must clear the **Collated** check box and make sure that the software program collation feature is not selected.

The following table shows the relation between mopier mode settings and collation settings in the software program and the driver. The first three columns show the settings; the last column, "Expected result", shows how a 3-page print job would appear.

Table 3-5 Driver mopier mode and collation settings

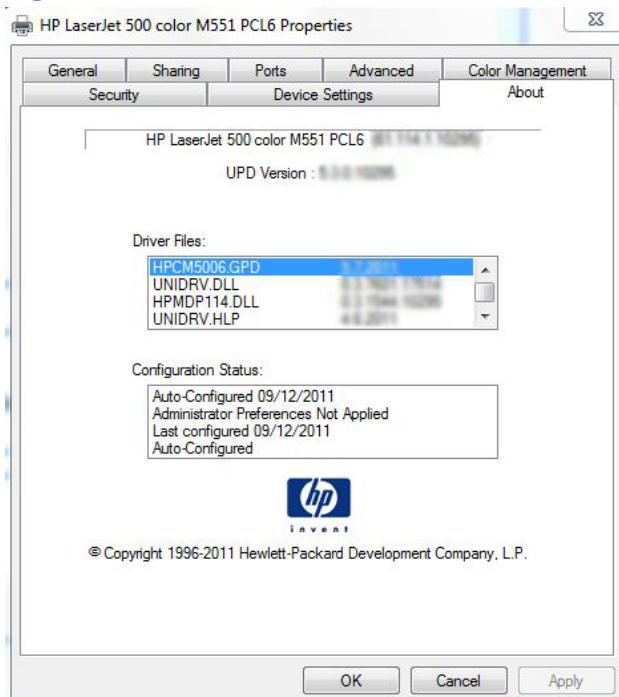
Mopier mode	Application collation	Driver collation	Expected result
Disabled	Not selected	Not selected	3 copies uncollated
Disabled	Not selected	Selected	3 copies uncollated
Disabled	Selected	Not selected	3 copies collated
Disabled	Selected	Selected	3 copies collated
Enabled	Not selected	Not selected	3 copies uncollated
Enabled	Not selected	Selected	3 copies uncollated
Enabled	Selected	Not selected	3 copies collated
Enabled	Selected	Selected	3 copies collated

About tab features

 **NOTE:** The **About** tab is located on the **Properties** tab set.

The **About** tab provides detailed information about driver component versions. It contains an overall build version number (in parentheses after the model name) together with specific information about each of the components. The information varies according to the HP LaserJet Enterprise 500 color M551 model number, driver, date, and versions. The **About** tab is shown in the following figure.

Figure 3-24 **About** tab



The **About** tab lists driver installation file names and their version numbers. The **About** tab also indicates whether the driver was autoconfigured, whether administrator preferences were set, the date the driver was last configured, and whether the configuration is autoconfigured or user-configured.

The **About** button is also available on most driver screens. The **About** button provides a PCL and UPD driver version numbers.

 **NOTE:** The HP PCL 6 print driver is installed by default when using the installer CD. It can also be downloaded from www.hp.com with an installer or just the driver. In all cases, the driver will be listed as UPD Version 5.3.0.10295. This refers to the HP PCL 6 driver version **NOT** the UPD driver version as stated. This will be removed in a future version of the driver.

4 Mac OS X software and utilities

Introduction

The HP LaserJet Enterprise 500 color M551 comes with software and installers for Apple, Inc. Macintosh systems.

This chapter provides procedures for installing and removing the HP LaserJet Enterprise 500 color M551 printing-system software for Macintosh operating systems, as well as descriptions about the software and utilities. The chapter provides information about these topics:

- [Determine the Mac driver version](#)
- [Supported operating systems for Mac OS X](#)
- [Printing-system software](#)
- [Mac OS X installation instructions](#)
- [Remove software from Mac operating systems](#)
- [HP Printer Utility for Mac](#)

Determine the Mac driver version

Mac OS X v10.5, v10.6, and v10.7

1. From the Apple menu , click the **System Preferences** menu and then click the **Print & Fax** icon (Mac OS X v10.5 and 10.6) or **Print and Scan** icon (Mac OS X v10.7).
2. Select the product in the left side of the window.
3. Click the **Options & Supplies** button.
4. Click the **General** tab to view the driver version number.

Supported operating systems for Mac OS X

The product supports the following Mac operating systems:

- Mac OS X v10.5, v10.6, and v10.7. The installer CD only supports OS X v10.5 and v10.6. Drivers for OS X v10.7 are available through Apple Software Update.



NOTE: For Mac OS X 10.5 and later, PPC and Intel® Core™ Processor Macs are supported.

Macintosh system requirements

Hardware requirements

- PowerPC G4, G5 or Intel Core processor
- 256 MB RAM
- 175 MB of available hard-disk space
- CD-ROM or DVD drive or Internet connection

Supported printer drivers for Mac

The HP LaserJet software installer provides PostScript® Printer Description (PPD) files, Printer Dialog Extensions (PDEs), and the HP Utility for use with Mac OS X computers. The HP printer PPD and PDE files, in combination with the built-in Apple PostScript printer drivers, provide full printing functionality and access to specific HP printer features.

Change printer-driver settings for Mac

Change the settings for all print jobs until the software program is closed	Change the default settings for all print jobs	Change the product configuration settings
<ol style="list-style-type: none">1. On the File menu, click the Print button.2. Change the settings that you want on the various menus. <p>These settings are saved in the Presets menu. To use the new settings, you must select the saved preset option every time you open a program and print.</p>	<ol style="list-style-type: none">1. On the File menu, click the Print button.2. Change the settings that you want on the various menus.3. On the Presets menu, click the Save As... option and type a name for the preset.	<p>Mac OS X 10.5 and 10.6</p> <ol style="list-style-type: none">1. From the Apple menu , click the System Preferences menu and then click the Print & Fax icon or the Print & Scan icon for OS X 10.7.2. Select the product in the left side of the window.3. Click the Options & Supplies button.4. Click the Driver tab.5. Configure the installed options.

Printing-system software

The product includes the following software for Macintosh computers:

- PDEs for Mac OS X v10.5 and v10.6 only. Mac OS X v10.7 drivers are available for download from Apple Software Update. The installer CD does not support OS X v10.7

PDEs

Printer Dialog Extensions (PDEs) are code plug-ins that provide access to product features, such as number of copies, duplexing, and quality settings. The PDEs are HP additions to Apple's print driver.

HP Embedded Web Server

Mac OS X v10.4 and later support the HP Embedded Web Server (HP EWS). Use the HP LaserJet Utility to control features that are not available in the driver. Use the HP EWS to perform the following tasks:

- Name the product and assign it to a zone on the AppleTalk network.
- Change product settings.
- Set a password for the product.
- From the computer, lock out functions on the control panel to prevent unauthorized access (see the printing-software help).

Online help

This HTML-based help system replaces the Apple Guide help system that was provided with Mac OS 9.x HP products. The help system is in English only, and can be viewed through a browser or in the Macintosh OS Help Center.

Screen fonts

The printing-system software for Macintosh operating systems no longer includes a font installer. The HP LaserJet Enterprise 500 color M551 product uses previously installed system fonts when it is installed on a Macintosh computer.

Mac OS X installation instructions

On a Macintosh computer, the installation procedures are basically the same for a network administrator, a network client, and a single user. Install the software on any computer that has save rights to the product. Users must have Administrator rights to install the software.

 **NOTE:** If the computer is connected to the product by a LocalTalk (printer port) connection, you must configure the AppleTalk (or network) control panel for the correct connection to communicate with the product. You must set up the HP LaserJet Enterprise 500 color M551, connect it to the computer or network, and turn it on *before* the software is installed. Macintosh operating systems do not support parallel connections.

The Macintosh partition contains an installer program for each language. Find the appropriate language for the operating system that is being used, and then use the installer program for that language.

 **NOTE:** Detailed installation steps can be found in [Mac OS X installation on page 122](#).

HP LaserJet software CD, Macintosh partition

The files contained in the Macintosh partition of the HP LaserJet software CD are grouped by language and reside in the following directory:

- HP LaserJet Enterprise 500 color M551
- Doocuments

Install the HP LaserJet printing-system software for the Macintosh OS

Topics:

- [General installation instructions](#)
- [Mac OS X installation](#)
- [Setup instructions](#)

General installation instructions

1. Insert the Macintosh printing-system software CD into the CD-ROM drive.

 **NOTE:** If the CD screen does not open automatically, double-click the CD-ROM icon on the desktop to open the CD-ROM window.

2. Double-click the HP LaserJet Enterprise 500 color M551 icon.

3. Follow the onscreen instructions to complete the software installation.

 **NOTE:** If you are installing the printing-system software on a Macintosh OS X system, be patient. The installer must perform an initial search of the computer for up to 1 minute. During this time the installer might appear to be stalled.

4. When software installation is complete, click **Close**.

Mac OS X installation

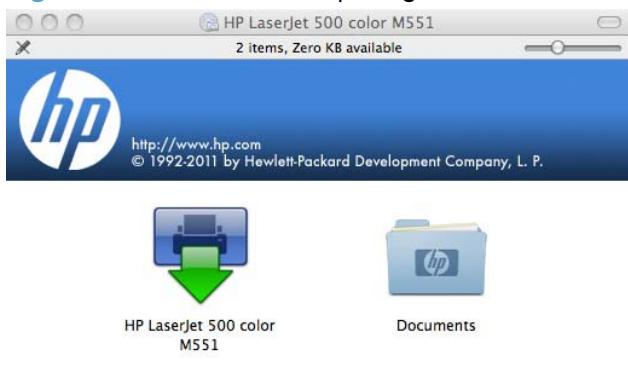
This section provides information about the various installation dialog-box sequences for the Mac OS X operating system.

Main Install dialog box sequence

 **NOTE:** If you are connecting the product to a network or with a USB cable, connect the network cable to the network port.

1. Insert the HP LaserJet Enterprise 500 color M551 printing-system software CD in the CD-ROM drive.
-  **NOTE:** If the CD screen does not open automatically when the CD is put into the CD-ROM drive, double-click the CD-ROM icon on the desktop to open the installer folder.
2. The installer program opens.

Figure 4-1 Mac installer opening screen



 **NOTE:** The file name displayed on your HP LaserJet installer browser screen may be different than the file name displayed in the above figure.

 **NOTE:** In the HP LaserJet installer browser screen, double-click the **Documents** icon to gain access to the product user guide. You can also select a language folder and locate the available ReadMe file which is in .htm format.

3. In the HP LaserJet installer browser screen, double-click the product icon to open the installer program Introduction dialog.

Figure 4-2 Mac installer Introduction dialog



4. Click the **Continue** button. The **Software License Agreement** dialog appears.

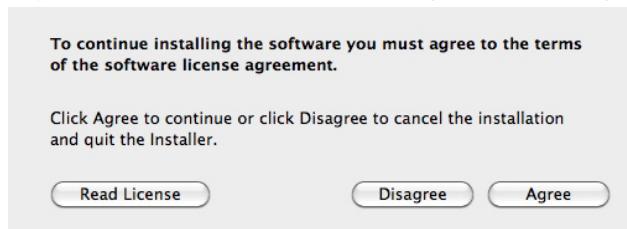
Figure 4-3 Mac installer Software License Agreement dialog



5. You can save or print the license file by clicking the **Save** button or the **Print** button.

6. Read the software license agreement, and then click the **Continue** file. The license agreement dialog appears.

Figure 4-4 Mac installer license agreement dialog



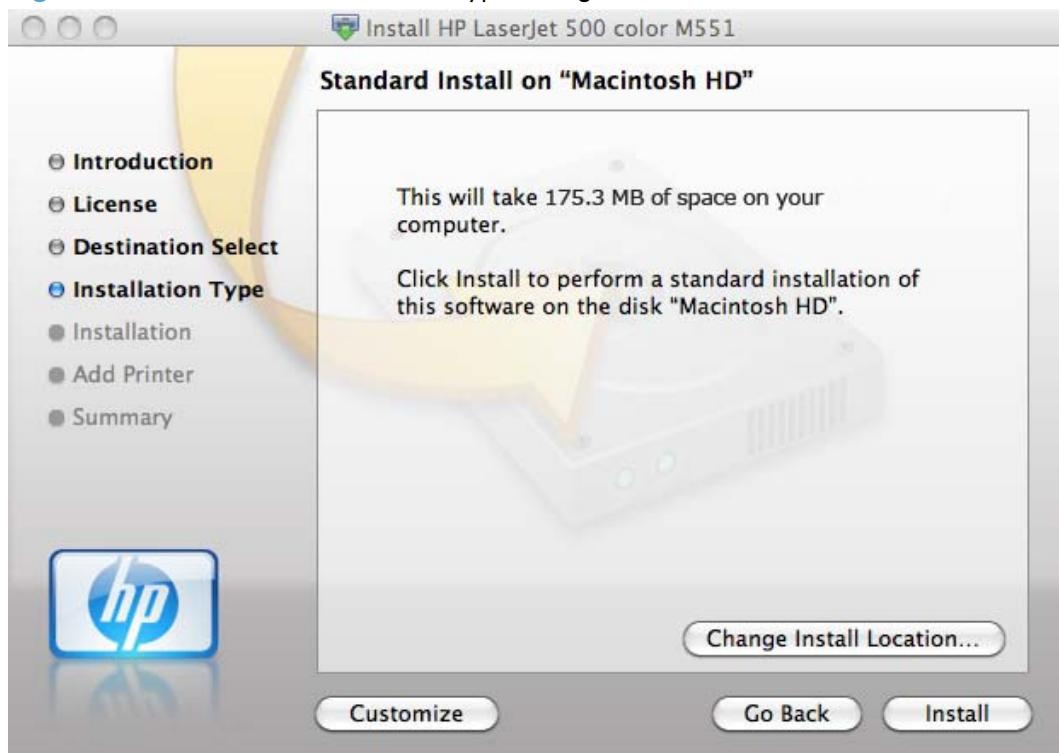
7. Click the **Disagree** button to end the installation and close the installer, or click the **Agree** button to continue the installation.

Figure 4-5 Mac installer Select a Destination dialog



8. Select the destination for the software installation and click **Continue**. The Installation Type dialog appears.

Figure 4-6 Mac installer Installation Type dialog



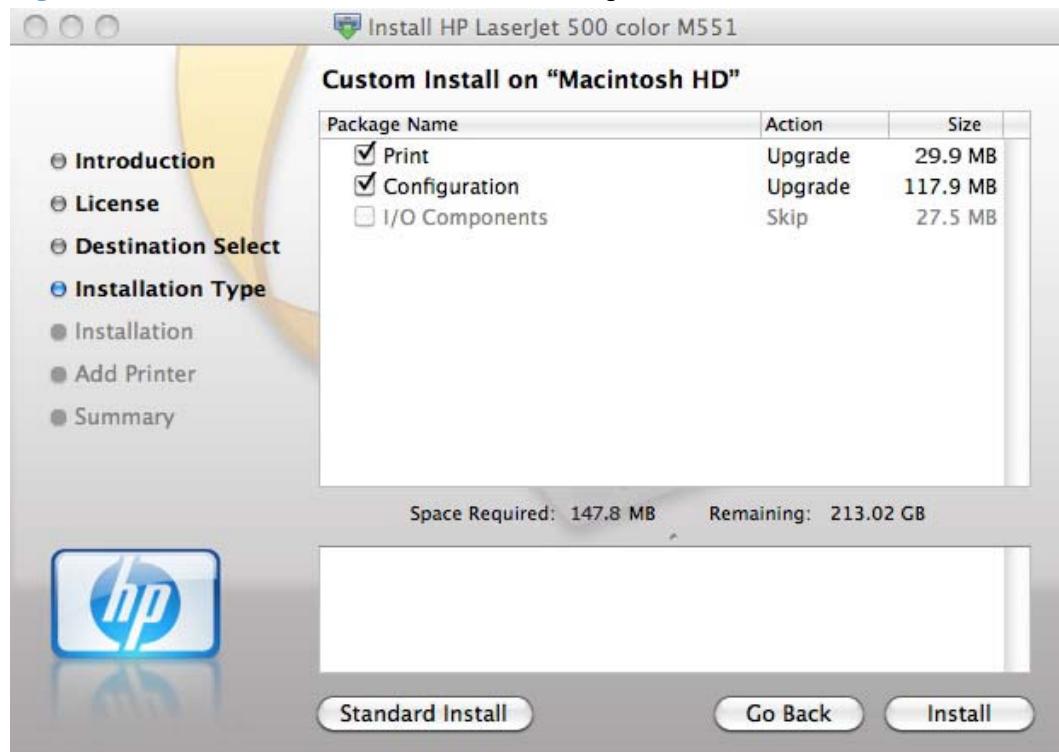
9. Click the **Go Back** button to go back to the previous screen.

To change the installation location, click the **Change Install Location...** button, navigate to the desired location, click the **Continue** button, and then click the **Install** button. Go to step 9.

Click the **Install** button to continue the standard installation. Go to step 9.

Click the **Customize** button to open a dialog that lists separate software programs that you can choose to install.

Figure 4-7 Mac installer custom installation dialog



Click the **Standard Install** button to revert to the standard installation process.

Click the **Go Back** button to go back to the previous dialog box.

Use the check boxes in the **Package Name** list to select the printing-system components to install, and then click the **Install** button.

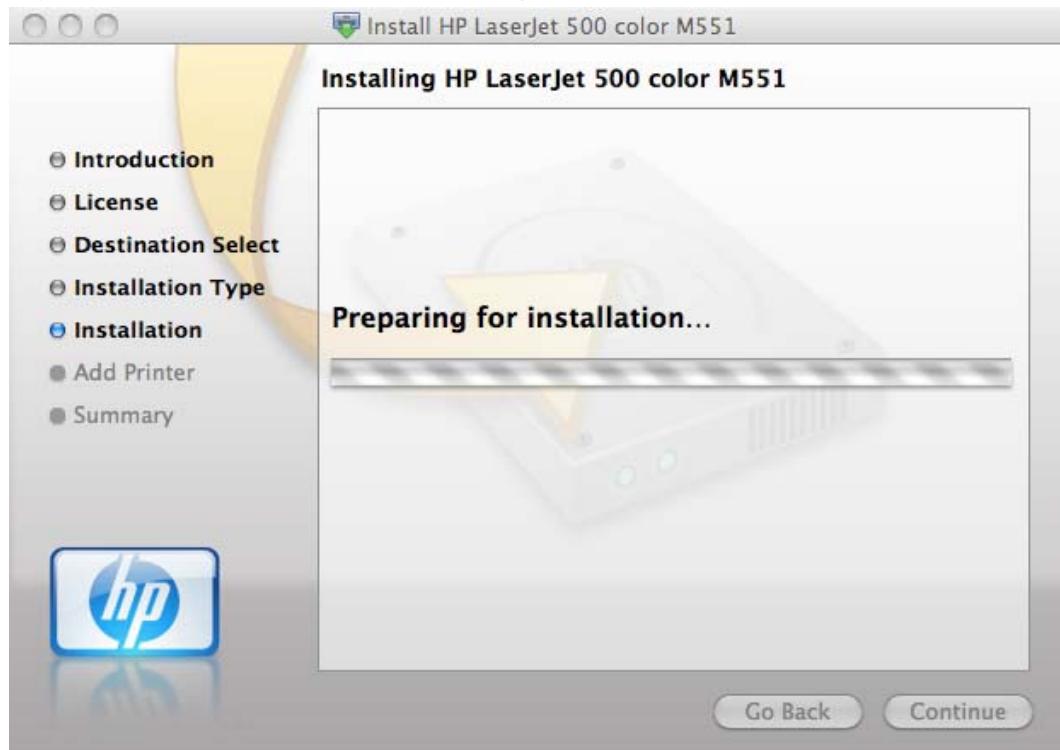
10. An authentication dialog appears. Type the required user name and password, and then click the **OK** button.

Figure 4-8 Mac installer authentication dialog

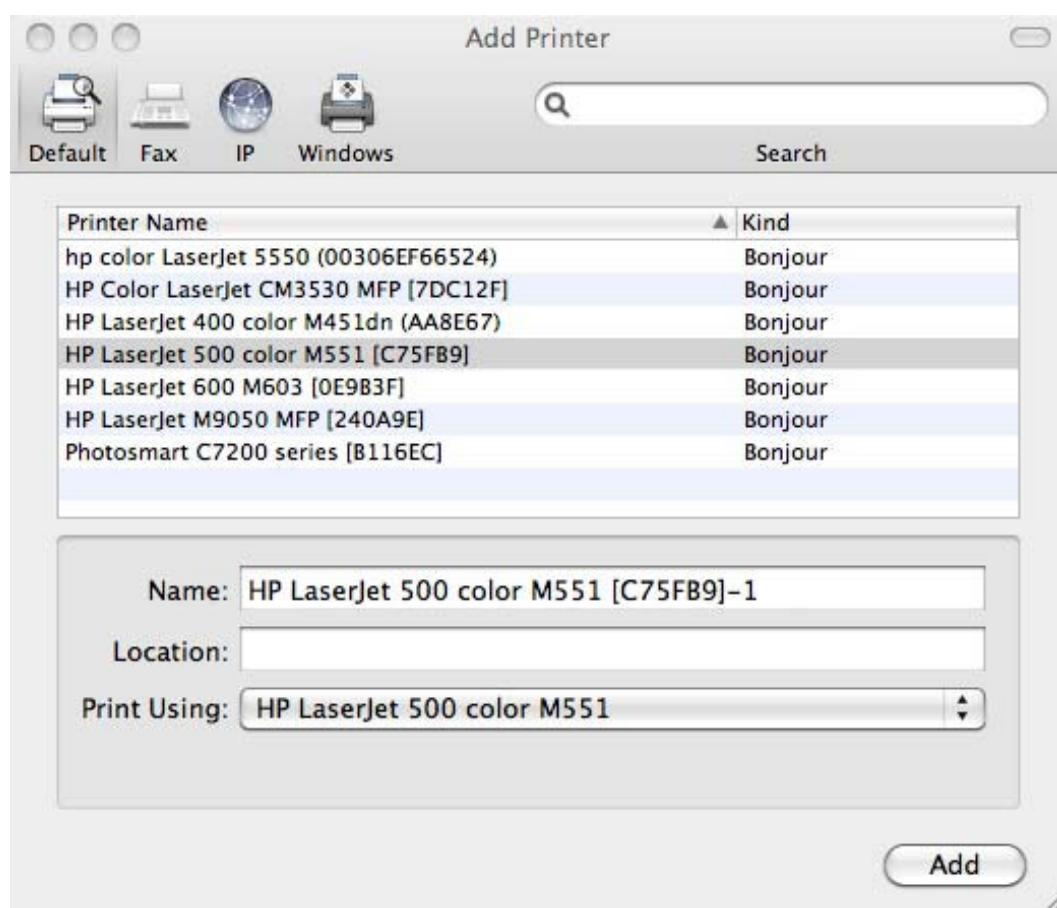


11. The Installation dialog appears. A progress bar shows the percentage of the installation progress that has been completed. Allow the program to install the software.

Figure 4-9 Mac installer Installation dialog

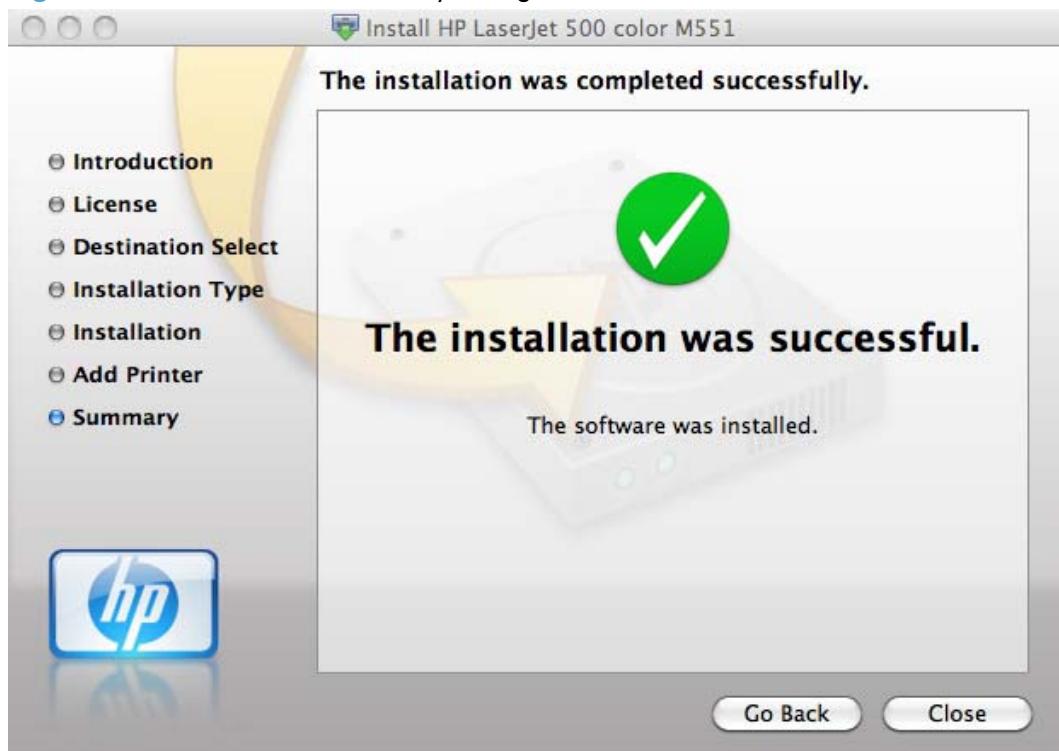


12. The **Add Printer** dialog appears. Click the **Add Printer...** button to add your printer to the list of available printers.



13. When the installation is complete, the **Summary** dialog appears, stating that the installation was successful.

Figure 4-10 Mac installer Summary dialog



Click the **Close** button to exit the installer.

Setup instructions

This section contains information about the following topics:

- [Setting up a printer with Mac OS X v10.5, v.10.6](#)
- [Troubleshooting the product setup](#)

Setting up a printer with Mac OS X v10.5, v.10.6

Complete these steps *after* completing the printing-system software installation if you did not add a printer when running the installer.

1. If you are installing the product using a USB connection, connect the USB cable between the product and the computer if you have already not done so. Turn on the product. If you are installing using a network connection, verify that the network cable is connected to the product and that the product is on.
2. Mac OS X 10.5 and 10.6: From the Apple menu , click the **System Preferences** menu, then click the **Print & Fax** icon.

3. If you are installing the product using a USB connection, verify that the product appears in the printer list. The **Name** column in the printer list should display the product name. If this is the case, the USB setup is complete.

If the product does not appear, or if the correct information does not appear in the field, see [Troubleshooting the product setup on page 133](#).

If you are installing the product using a network connection, continue with the following steps.

4. Mac OS X 10.5 and 10.6: Click the plus symbol in the **Printer List** to open the **Printer Browser** screen.
5. You can use either Bonjour (default browser) or IP Printing for the network connection.

 **NOTE:** Bonjour is the easiest method and is the best method to use if the product is installed on your local network.

IP Printing must be used if you are installing the product on a different network.

If you are using Bonjour, carry out the following steps:

- a. Click the **Default Browser** tab.
- b. Select the product from the list. The software verifies that the product is connected to the network and the **Print Using** field is automatically populated with the correct PPD for the product.

 **NOTE:** If you are on a network that has more than one product, print a configuration page and match the Bonjour Printer Name to the name on the list to identify the product that you are installing.

 **NOTE:** If the product does not appear in the list, verify that the product is on and connected to the network, then try turning the product off and then on again. If the product PPD does not appear in the **Print Using** pull-down list, turn the computer off and then on again, then restart the setup process. For more troubleshooting information, see [Troubleshooting the product setup on page 133](#).

- c. Click the **Add** button.
- d. You are finished with the setup process.

If you are using the IP Printing method, carry out the following steps:

- a. Click the **IP Printer** tab.
- b. Choose **HP Jet Direct – Socket** from the **Protocol** pull-down menu. This is the recommended setting for HP products.

c. At the product control panel, touch the **Network Address** button to identify the product IP address or host name.

If the **Network Address** button is not visible, you can find the IP address or host name by printing a configuration page.

i. At the product control panel, scroll to and touch the **Administration** button.

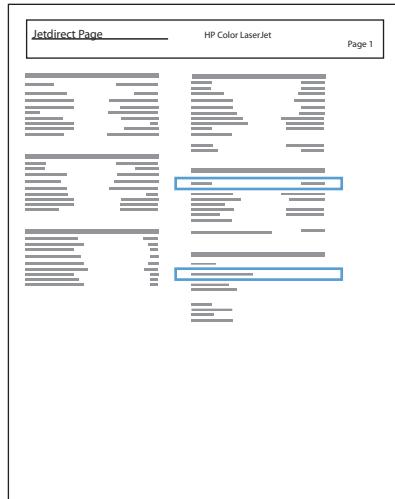
ii. Open the following menus:

- Reports
- Configuration/Status Pages
- Configuration Page

iii. Touch the **View** button to view the information on the control panel, or touch the **Print** button to print the pages.

iv. Find the IP address on the Jetdirect page.

Figure 4-11 IP location on the Jetdirect page



v. IPv4: If the IP address is 0.0.0.0, or 192.0.0.192, or 169.254.x.x, you must manually configure the IP address. Otherwise, the network configuration was successful.

IPv6: If the IP address begins with "fe80:", the product should be able to print. If not, you must manually configure the IP address.

d. Type the IP address into the **Address** field on the add printer screen.

e. The **Name**, **Location**, and **Print Using** information will automatically be filled in. If the product PPD does not appear in the **Print Using** field, turn the computer off and then on again and restart the setup process.

6. Mac OS v10.5 and v10.6: Select the product, click the **Options and Supplies** button, then click the **Driver** button.

7. In Mac OSv 10.5 and v10.6 each optional tray is listed with a checkbox.

8. If the product has a hard disk, select the **Printer Disk** check box.
9. If the product has a duplex unit, select the **Duplex Unit** check box.
10. After you have selected the settings in the driver screen, click **Continue**. The product name appears in the **Printer List** and the setup is complete.

Troubleshooting the product setup

If the product does not appear in the printer list after an installation:

Complete each one of these solutions in the order given, and restart the setup process after each one to see if the issue has been resolved.

- Verify that the USB or network cable is connected between the product and the computer and that the product is powered on.
- Try disconnecting and reconnecting the cable. If the computer has more than one USB port, try a different USB port.
- Turn the product off and then back on.
- Turn the computer off and then back on.
- If you are using a USB hub on the computer, disconnect any other USB devices from the hub.

If the wrong PPD appears in the Kind column in the printer list after installation:

1. Unplug the USB cable.
2. Delete the print queue with the incorrect type (for example, Generic PostScript Printer).
3. Reinstall the printing-system software.
4. Turn the computer off and then on.
5. Reconnect the USB cable from the computer to the product.

If these steps do not resolve the problem, delete the incorrect print queue, click **Add**, choose the product from the list, and then browse manually for the product PPD.

Remove software from Mac operating systems

You must have administrator rights to remove the software.

1. Open **System Preferences**.
2. Select **Print & Fax**.
3. Highlight the product.
4. Click the minus (-) symbol.

5. Delete the print queue, if necessary.
6. Delete the .GZ file from the following hard-drive folder:
 - **Mac OS X v10.4:** Select **Macintosh HD**, then go to the following directory `Library/Printers/PPDs/Contents/Resources/<lang>.lproj`, where `<lang>` is the two-letter language code for the language that you are using.
 - **Mac OS X v10.5, v10.6, and v10.7:** Select **Macintosh HD**, then go to the following directory `Library/Printers/PPDs/Contents/Resources`.

 **NOTE:** In Finder, if **Macintosh HD** is not viewable in the list, go to **Finder/Preferences/Sidebar/Devices/** and then select **Hard Disk**.

HP Printer Utility for Mac

The HP Printer Utility is a software program that gives you access to the product in Mac OS X.

The HP Printer Utility does not work when it is installed by using the AppleTalk protocol. Use IP, Bonjour or Rendezvous to enable the HP Printer Utility.

The following topics are discussed:

- [Access to the HP \(Printer\) Utility](#)
- [Information and Support area](#)
- [Printer Settings](#)

Click the **HP Support** button to go to the **HP Online Support** Web site for more help on any of these topics.

Access to the HP (Printer) Utility

In Mac OS X v10.5 and v 10.6, follow these steps to gain access to the HP (Printer) Utility:

1. Mac OS X 10.5 and above: Open the Finder, click **Applications**, click **Utilities**, and then double-click **Printer Setup Utility**.

-or-

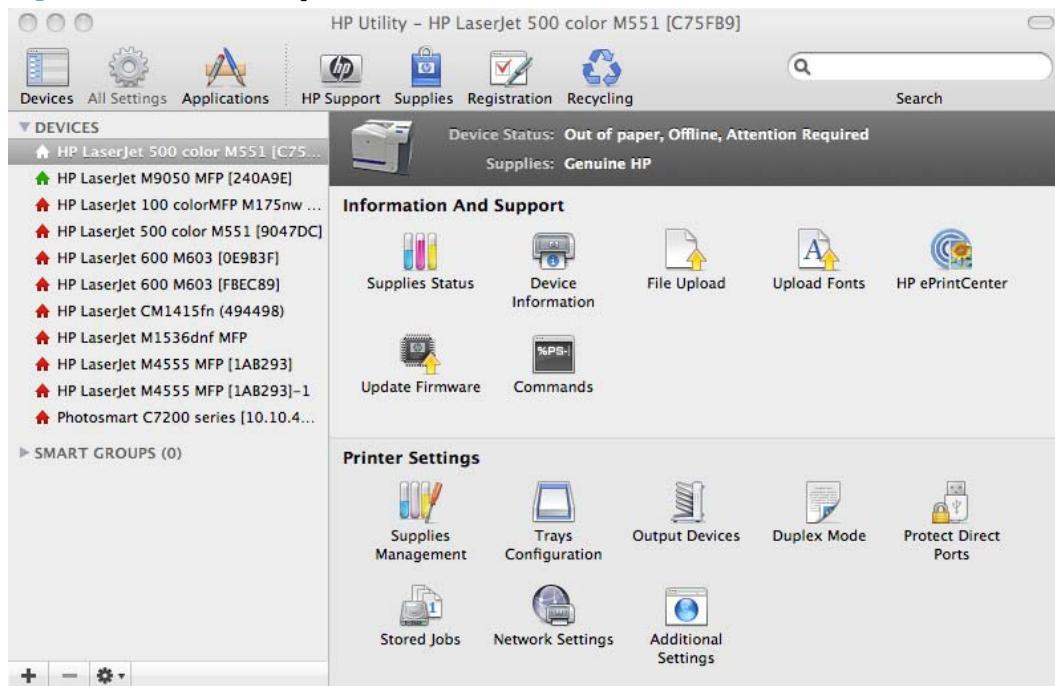
Mac OS X 10.5 and above: From the **Printer Browser** menu, click **Printer Utility**

-or-

Mac OS X 10.5 and above: From the **Print Queue**, click the **Utility** icon.

2. The main **HP Utility** screen appears. Click the product in the **Devices** list.

Figure 4-12 HP Utility main screen



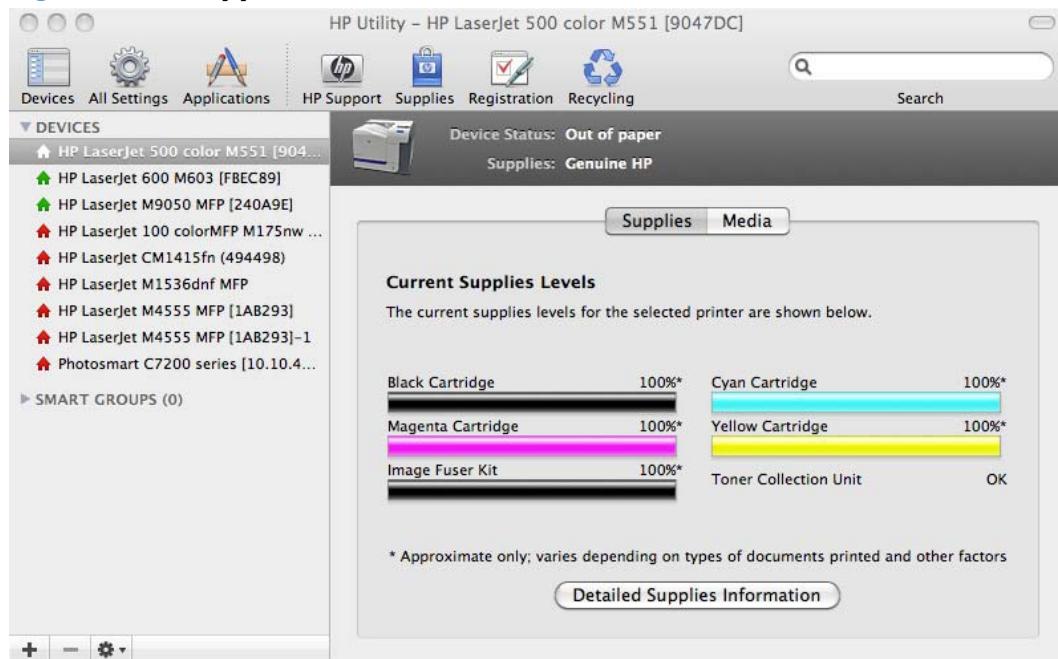
The following sections describe the screens and features that are available in the HP Utility.

Information and Support area

Supplies Status

In the **Information And Support** section of the HP Utility, click **Supplies Status** to open the **Supplies Status** screen.

Figure 4-13 Supplies Status screen



Click **Detailed Supplies Information...** to open the **Supplies Status** details screen.

Use the scroll button to see information about the color toner cartridges.

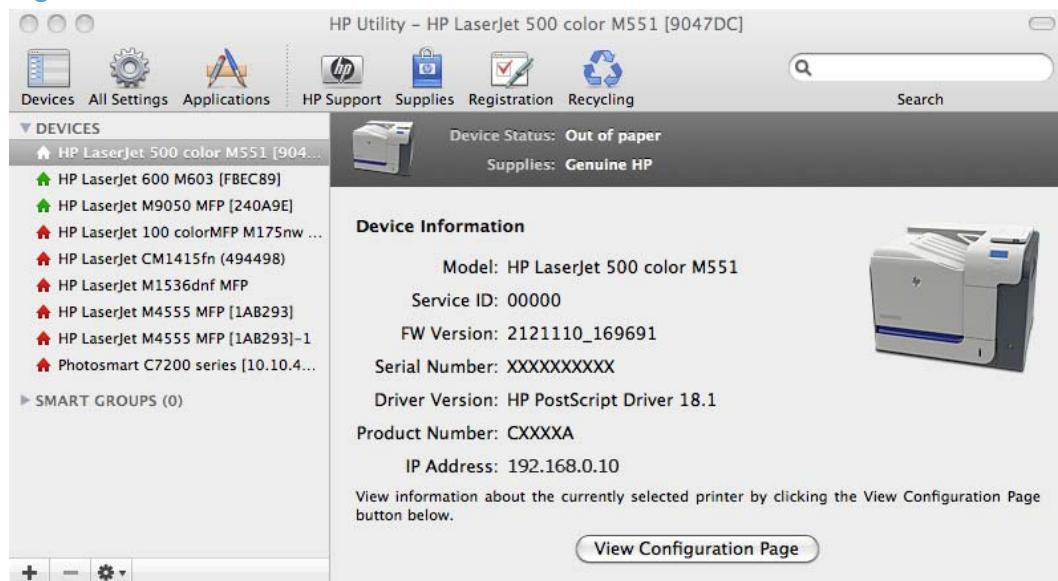
On the **Supplies Status** screen, click **Media** to see the status of the trays.

You can also order supplies at anytime by clicking **Supplies** in the toolbar on the HP Print Utilities main screen.

Device Information

In the **Information And Support** section of the HP Utility, click **Device Information** to find the product **Service ID** (if assigned), the firmware version (**FW Version**), and the **Serial Number**.

Figure 4-14 Device Information screen

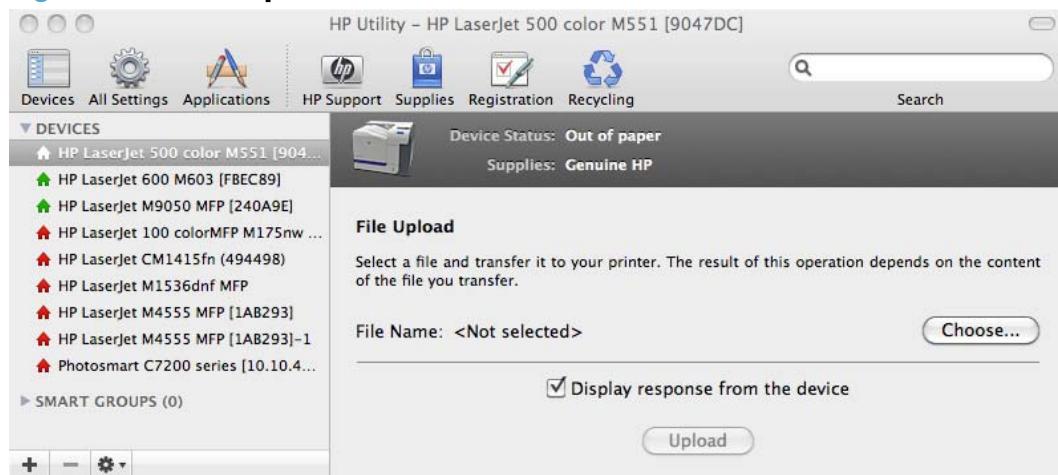


The product configuration page shows other settings; click **View Configuration Page**.

File Upload

In the **Information And Support** section of the HP Utility, click **File Upload** to open the **File Upload** screen.

Figure 4-15 File Upload screen



The **File Upload** command is supported for file types that can be sent directly to the product without first being opened through a software program. Some files can be uploaded to the product, but some cannot.

Documents in the following file formats can be printed by using a command line. That is, they do not need to be opened in a software program that supports the file format (such as the Adobe Acrobat or

Acrobat Reader programs for .PDF files), but can be sent directly to the product by using the **File Upload** command.

- HP LaserJet printer command language (.PRN)
- Portable document format (.PDF)
- Postscript (.PS)
- Text (.TXT)

On the **File Upload** screen, click **Choose...** to open a navigation screen. Locate the file you want to upload and click **Open**.

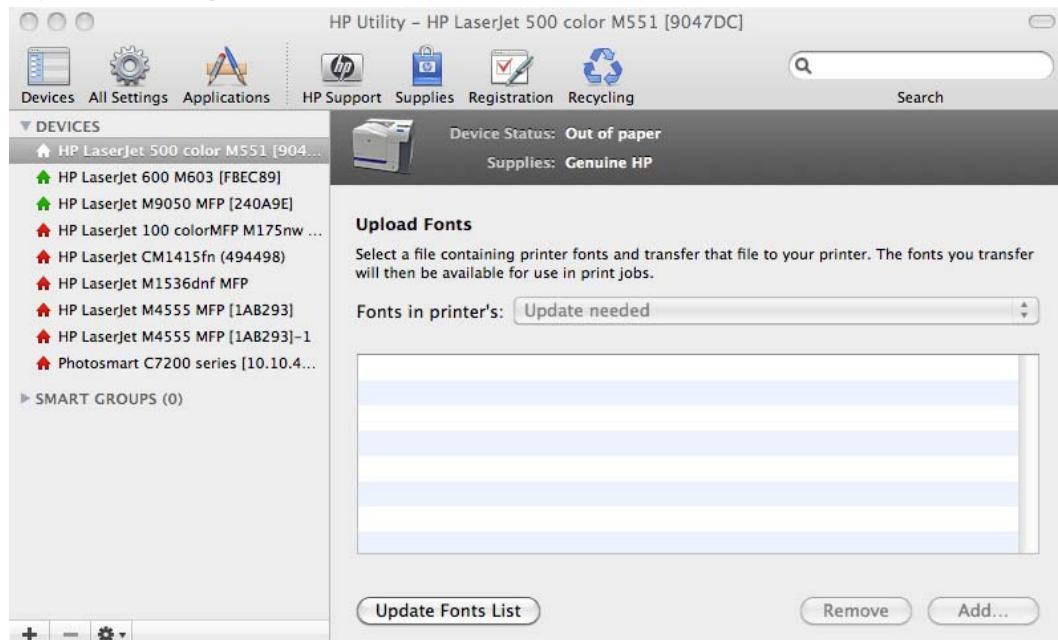
On the **File Upload** screen, click **Display response from the device** to see whether the upload was successful. If the file loads successfully, no message appears.

On the navigation screen, select the file and click **Open**. The file name appears in the **File Upload** screen of the HP Printer Utility. Click **Upload**.

Upload Fonts

In the **Information And Support** section of the HP Utility, click **Upload Fonts** to gain access to fonts that you can upload to the HP LaserJet Enterprise 500 color M551 product.

Figure 4-16 Upload Fonts screen



The drop-down menu in the **Upload Fonts** pane has the following options:

- **Memory**. Fonts that are available in the printer memory are listed.
- **Disk**. Select this option to show any fonts that are installed on the printer hard disk or flash disk. By default, no fonts are stored on either of these disks. To upload fonts, select the font name, and then click **Add**.

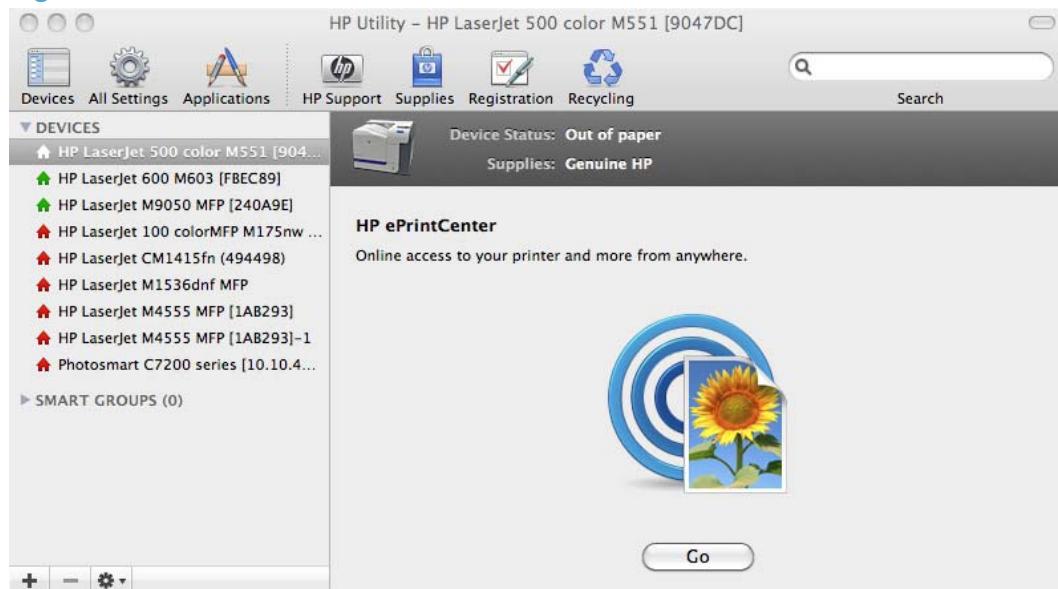
HP ePrint Center

Simplified printing for internet connected products from anywhere.

For instructions on how to enable HP Web Services and configure HP ePrint, go to:

www.eprintcenter.com

Figure 4-17 HP ePrint Center screen



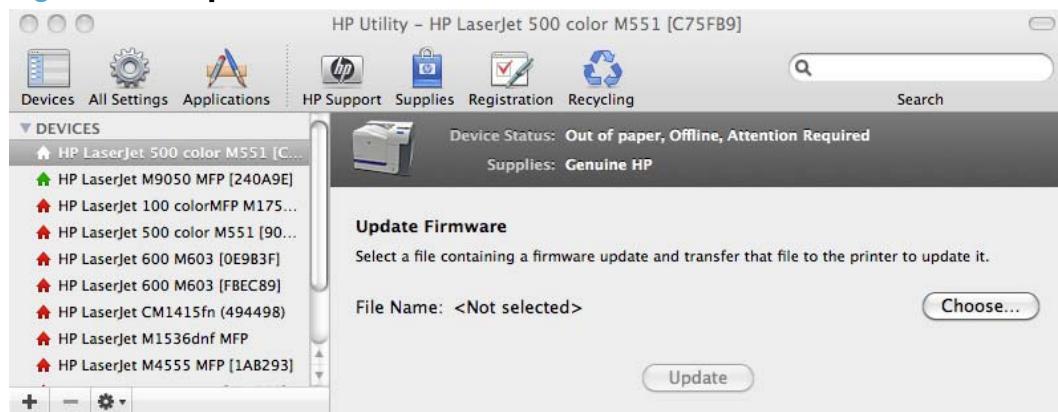
Update Firmware

 **NOTE:** This option is available only after you open the **View** menu and select the **Show Advanced Options** option.

The firmware file can be downloaded from the following Web site:

www.hp.com/go/lj500colorM551_firmware

Figure 4-18 Update Firmware screen



After you have the firmware file, you are ready to begin the update process. Complete the following steps:

1. In the **Information And Support** section of the HP Utility, select **Update Firmware**, click **Choose**, browse to firmware upgrade file, and then click **Open**.

2. On the **Update Firmware** screen, click **Upload**.

 **NOTE:** You might receive an error message on the screen indicating that the product is offline. Verify that the product is turned on. If it is, ignore the message. The **Updating** screen appears and the update proceeds as expected.

3. The update process can take several minutes. Let the process finish without further interaction with the product or the computer.

 **NOTE:** The product automatically turns off and then on again to activate the update; this can happen more than once. At the end of the update process, the **READY** message appears on the control panel. Do not turn off the product or interfere with the update until you see this message.

4. Print a configuration page and verify that the firmware revision number matches the revision of the current update.

Commands

 **NOTE:** This option is available only after you open the **View** menu and select the **Show Advanced Options** option.

The **Commands** screens gives the user the ability to send special characters or print commands to the product after the print job.

Figure 4-19 Commands screen

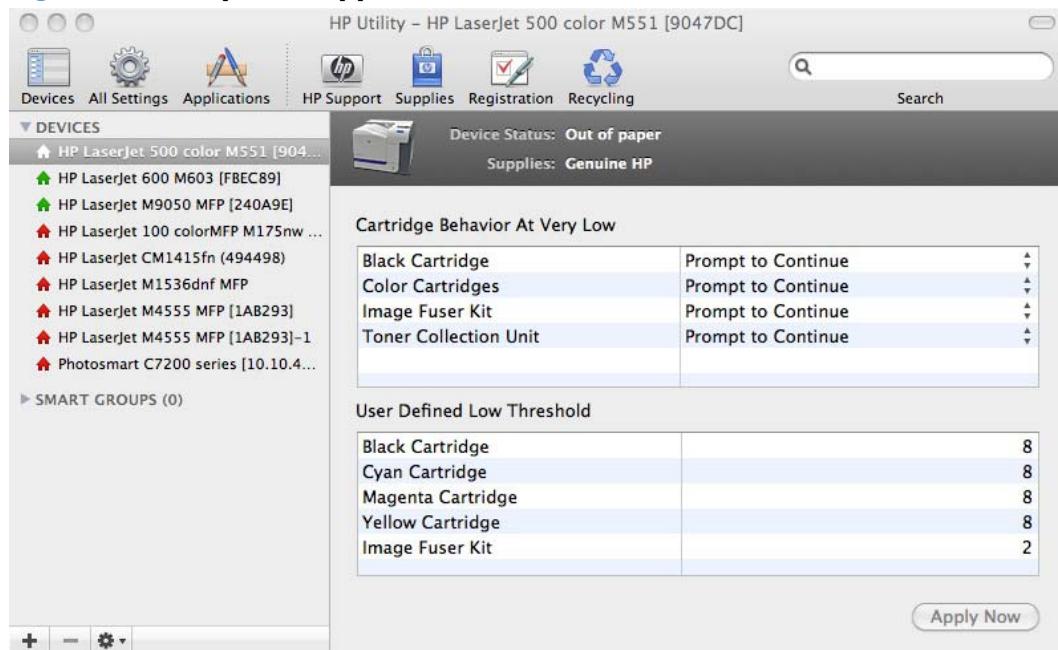


Printer Settings

Supplies Management

In the **Printer Settings** section of the HP Utility, click **Supplies Management** to open the **Supplies Management** screen.

Figure 4-20 Replace Supplies screen



The **Supplies Management** screen allows you to define how the product responds when the supply states are **At Very Low** for cartridges, image transfer/fuser kits, and the toner collection unit. The **Supplies Management** screen also allows you to define when that very low message state or alert is given by setting the **User Defined Low Threshold** (the percentage of estimated supply life left, at which you want the product to alert you that the supply is low).

In the **Cartridge Behavior at Very Low** area, select one of the following actions for the product to take when the black cartridge, color cartridges, or other parts or kits, are **At Very Low**.

- **Stop**
- **Prompt to Continue**
- **Continue**

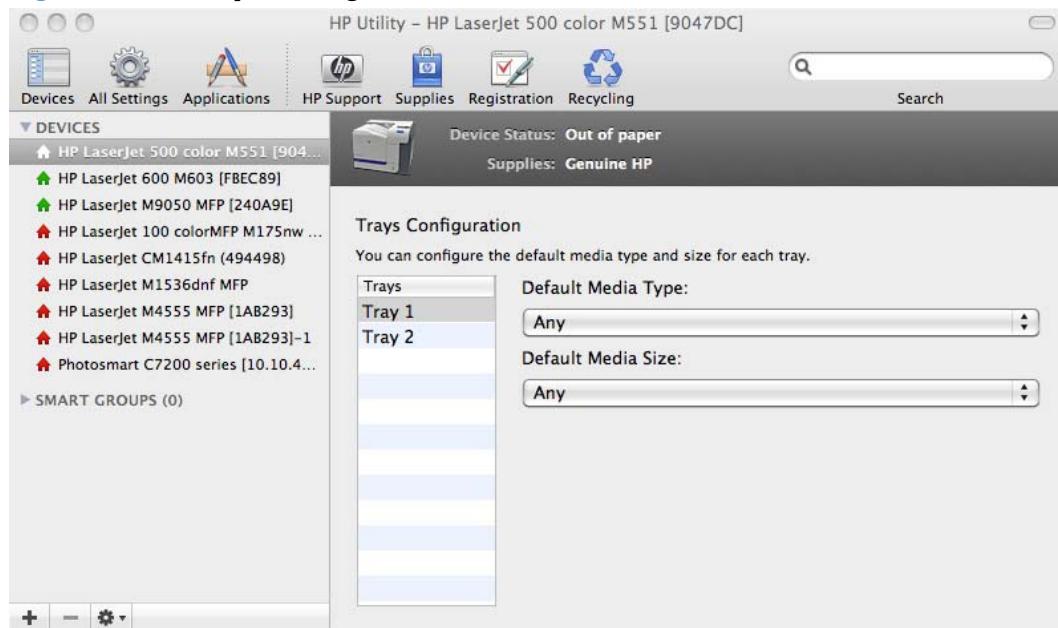
In the **User Defined Low Threshold** area, select a percentage life remaining next to the cartridge or image transfer/fuser kit to define the low threshold alert level for that cartridge or image transfer/fuser kit.

Click **Apply Now** to save the new settings.

Trays Configuration

The **Trays Configuration** screen is shown in the following figure.

Figure 4-21 Trays Configuration screen



1. In the **Printer Settings** section of the HP Utility, select **Trays Configuration** to change paper size and type for each of the trays installed on your product.
2. To change the paper type, select a tray and then select a different paper type in the **Default Media Type** drop-down menu.

 **NOTE:** Some trays can detect the media size and may be greyed out.

3. To change the paper size, select a tray and then select a different paper size in the **Default Media Size** drop-down menu.
4. Click **Apply Now** to save the settings.

Output Devices

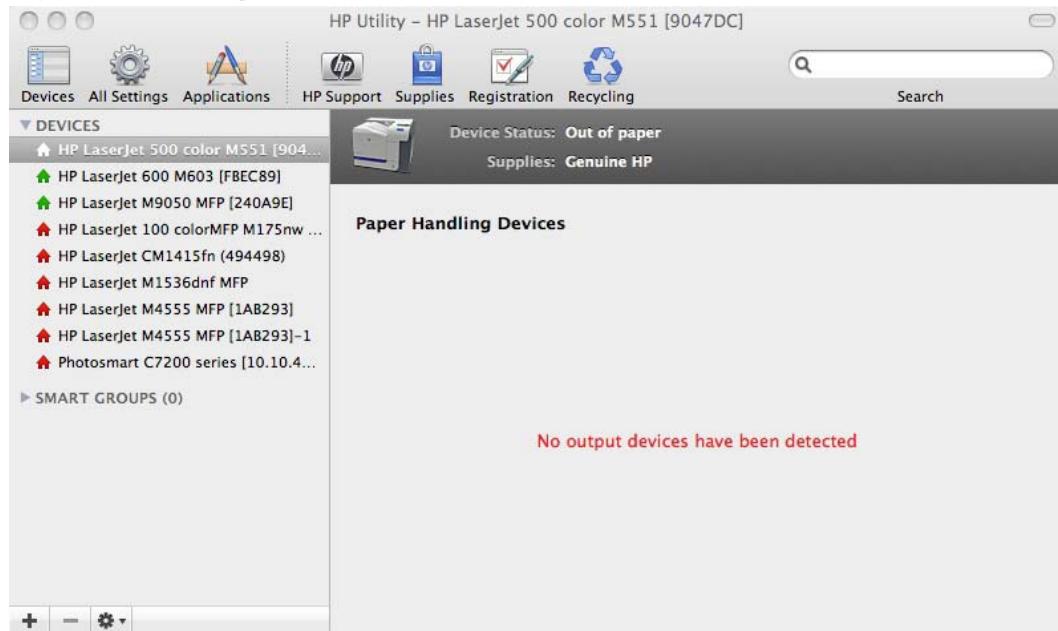
In the **Printer Settings** section, click the **Output Devices** icon to open the **Output Devices** screen. The screen shows the paper handling devices on the product and allows configuration.

The HP LaserJet Enterprise 500 color M551 supports three paper-handling devices:

- HP LaserJet 500-sheet 5-bin Mailbox
- HP 500-Sheet Stapler/Stacker
- HP 500-Sheet Stacker

If no paper handling devices are installed, the **Output Devices** screen will appear as shown in [Figure 4-22 Output Devices screen on page 144](#).

Figure 4-22 Output Devices screen



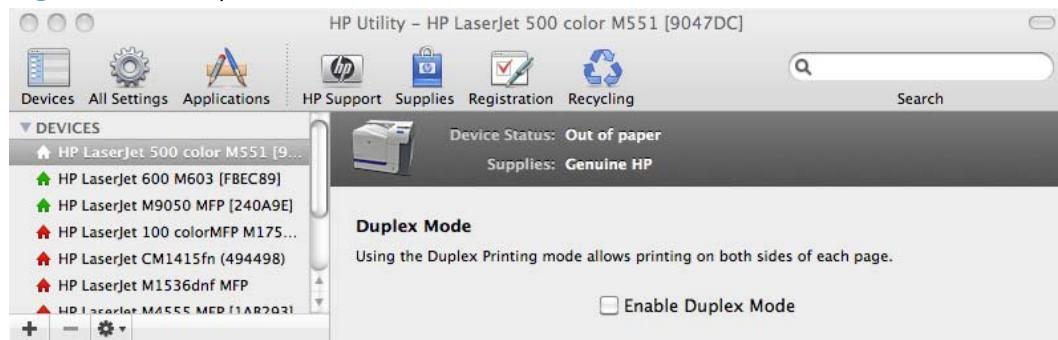
Various options can be selected when an output device is installed. For example, the HP 500-Sheet Stapler/Stacker options are listed below:

- Click the **Stapling Mode** drop-down list to change the stapler/stacker stapling mode.
- Click one of the **Staple-out Mode** options to change the product behavior when the staple cartridge runs out of staples.

Duplex mode

For the HP LaserJet Enterprise 500 color M551dn and HP LaserJet Enterprise 500 color M551xh product models, the **Printer Settings** section includes a **Duplex Mode** setting. Click this setting to open the **Duplex Mode** screen.

Figure 4-23 Duplex Mode screen



Use the **Enable Duplex Mode** command to print internal diagnostic and test pages on both sides of the page.

1. Select the **Enable Duplex Mode** check box. This box is clear by default.
2. Click **Apply Now** to enable printing on both sides of the page.

Protect Direct Ports

In the **Printer Settings** section of the HP Utility, select **Protect Direct Ports** to disable printing over USB and parallel ports. JetDirect, embedded network connectivity, and third-party add-on cards, such as FireWire, will not be affected by this setting.

Figure 4-24 Protect Direct Ports screen

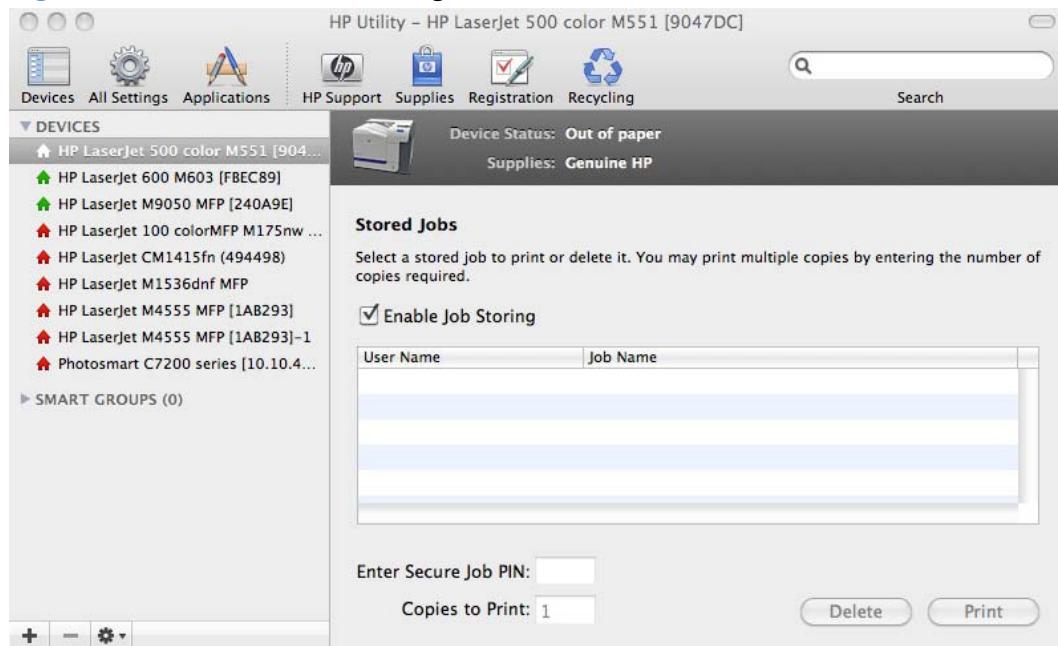


Click **Disable Direct Ports**.

Stored Jobs

In the **Printer Settings** section of the HP Utility, select **Stored Job** to change the **Enable Job Storing** setting. This setting is selected by default. Click to clear the check box to disable the job-storing feature.

Figure 4-25 **Enable Job Storing** screen



You can type a PIN for your job in the **Enter Secure Job PIN** field.

Select the number of copies in the **Copies to Print** field.

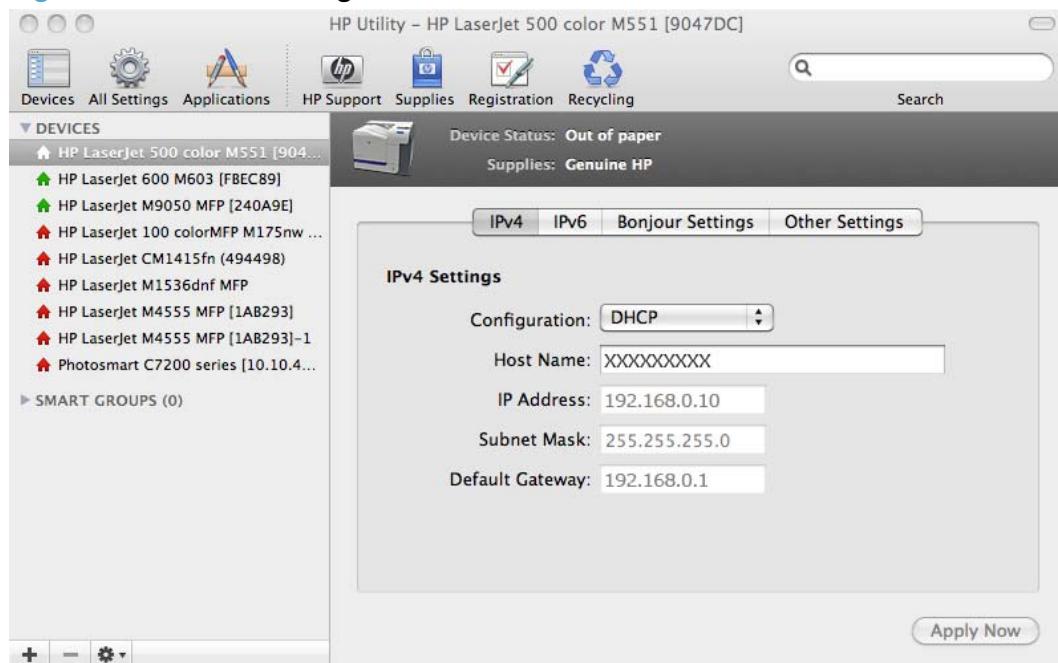
Select a stored job and click **Print** to print the job.

Select a stored job and click **Delete** to delete the job.

Network Settings

In the **Printer Settings** section of the HP Utility, select **Network Settings** to open the **IP Settings** screen.

Figure 4-26 IPv4 Settings screen



The **Network Settings** screen provides access to **IPv4**, **IPv6**, **Bonjour Settings**, and **Other Settings**.

Select **Configuration**, to modify the following settings:

- **DHCP**
- **BootP**
- **Manual**

You can also use this screen to modify the following settings:

- **Host Name**
- **IP Address**
- **Subnet Mask**
- **Default Gateway**

To save new settings, click **Apply Now**.

To view and change other network settings, click **Other Settings**, then click **Additional Network Settings**.

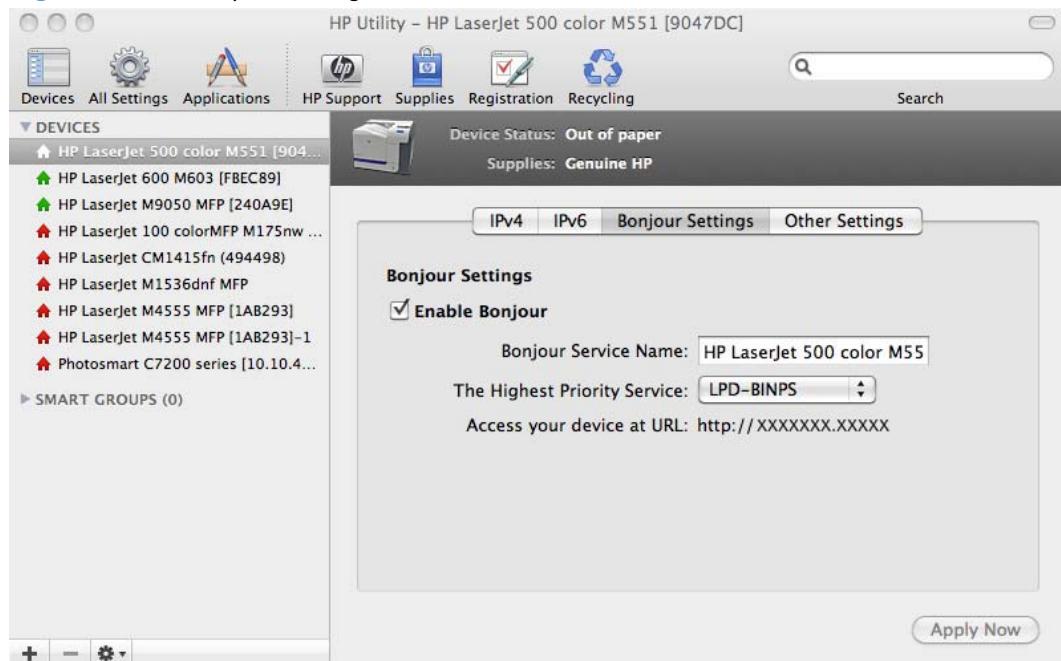
If a user name and password have been set, you might need to obtain them from your IT administrator. For more information, see the HP EWS online help.

The HP EWS opens to the **Networking** screen.

To view and change the Bonjour network settings, click **Bonjour Settings**. Bonjour is enabled by default.

To disable Bonjour, click to clear the **Enable Bonjour** check box and then click **Apply Now**.

Figure 4-27 Bonjour Settings screen



Select **Bonjour Settings** to open the **Bonjour Settings** screen. Bonjour is enabled by default.

The following options are available in the **The highest priority service** drop-down menu:

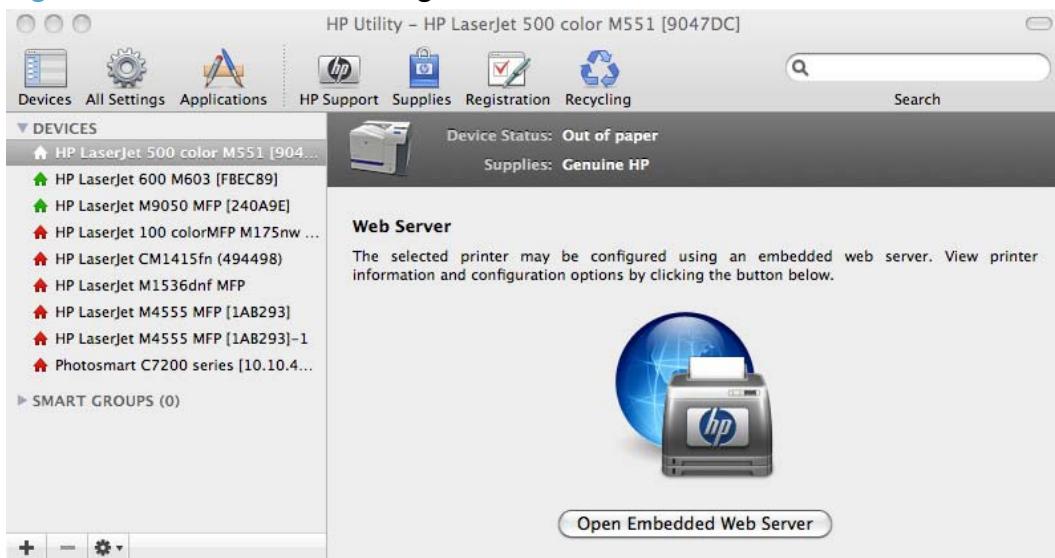
- **Port 9100**
- **IPP**
- **LPD-RAW**
- **LPD-TEXT**
- **LPD-AUTO**
- **LPD-BINPS (default)**

After you select a new setting, click **Apply Now** to save it.

Additional Settings

In the **Printer Settings** section of the HP Utility, select **Additional Settings** to gain access to the HP EWS.

Figure 4-28 Additional Settings screen



To open the HP EWS, click **Open Embedded Web Server**.

For information about HP EWS settings, consult the HP EWS online help.

5 Engineering details

Introduction

This chapter presents engineering detail for the following topics:

- [Paper attributes and commands](#)
- [File to E-mail utility](#)

Paper attributes and commands

This section includes the following information about paper attributes:

- [Paper-source commands](#)
- [Paper-type commands examples](#)

Paper-source commands

The PCL 6 Print driver attribute for paper source is `ubyte # MediaSource` or `ubyte_array "string" MediaSource`. See the following table for values of `#`. For example, `"ubyte 4 MediaSource"` is the command for Tray 2.

The PCL 5 print driver escape sequence for paper source is `Esc&l#H` (the "l" is a lowercase "L" rather than the numeral "1"). See the following table for values of `#`. For example, `Esc&l1H` is the command for Tray 2.

 **NOTE:** The HP LaserJet Enterprise 500 color M551 products support Tray 1, Tray 2, and Tray 3.

Table 5-1 Paper-source commands

Input source	PCL 5	PCL 6	PCL 6	PostScript
	<code>Esc&l#H</code>	<code>ubyte #</code> <code>MediaSource</code>	<code>ubyte_array</code> <code>"string"</code> <code>MediaSource</code>	<code>/MediaPosition</code> <code>#</code> or <code>null</code> / <code>ManualFeed</code> <code>true</code> <code>or false</code>
Automatically select	NA	NA	NA	NA
Printer auto select	7	1	AUTOSELECT	null false
Manual feed in tray 1	2	2	MANUALFEED	3 true
Tray 1 (100-sheet)	4	3	TRAY1	3 false
Tray 2 (250-sheet)	1	4	TRAY2	0 false
Tray 3 (500-sheet)	5	5	TRAY3	1 false

Paper-type commands examples

The PCL 5 print driver escape sequence for paper type is `"Esc&n#Wdpapertype"`, where `"n#"` is the number of characters in the paper type plus 1. For example, in the sequence `"Esc&n6WdPlain"`, "Plain" has 5 letters plus 1, for a total of 6.

Table 5-2 Paper-type commands

Esc&	n#	Wd	Paper type
Esc&	6	Wd	Plain
Esc&	11	Wd	Preprinted

Table 5-2 Paper-type commands (continued)

Esc&	n#	Wd	Paper type
Esc&	11	Wd	Letterhead
Esc&	13	Wd	Transparency ¹
Esc&	11	Wd	Prepunched
Esc&	7	Wd	Labels
Esc&	5	Wd	Bond
Esc&	9	Wd	Recycled
Esc&	6	Wd	Color
Esc&	6	Wd	Light
Esc&	13	Wd	Interpaper
Esc&	6	Wd	Heavy
Esc&	12	Wd	Extra Heavy
Esc&	11	Wd	Cardstock ²
Esc&	6	Wd	Rough
Esc&	7	Wd	Glossy
Esc&	12	Wd	Tough Paper
Esc&	9	Wd	Envelope

¹ You must spell out the word "Transparency" in the string, although it is abbreviated as TRNSPRNCY on the control panel.

² The correct command for cardstock is "Esc&n11WdCard Stock", with a space between the "d" and the "S", and with an uppercase "S".

File to E-mail utility

The File to E-mail utility collects the data specified in an .INI file and then attaches the data files to an e-mail that can be sent to HP Customer Support to assist troubleshooting. The utility runs on the computer, but does not interact with the product.

The tool is included on the installer CD, but is *not* copied to the computer during the software installation. HP Customer Support can also send the utility by e-mail or by posting it to an HP Web site.

The tool is compatible with Windows XP, Windows Vista, and Win 7.

The File to E-mail utility runs with any MAPI-compliant e-mail applications. It does not run with Web-based e-mail services such as Yahoo, Hotmail, or AOL.

Depending on the speed of the computer, it might take a few minutes for the utility to gather the log files and attach them to an e-mail message.

The File to E-mail utility consists of two files that are located in the util folder on the product printing-system software CD:

- <CD-ROM drive>Utilities\FileToEmail.exe
- <CD-ROM drive>Utilities\FileToEmail.ini

To use the File to E-mail utility, copy these files to the desktop, navigate to them in Explorer, and double-click **FileToEmail.exe** to open the utility. The utility generates files, opens an e-mail message, and attaches the files so that you can send them to the system administrator.

If the File to E-mail utility is not successful for any reason (for instance, if you cancel the new message or you are using Web-based e-mail software), all the files are copied to a folder on the desktop that is named HpCCC, possibly with strings of zeros attached to the end. You can zip these files and e-mail them separately.

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