

HP Officejet Pro K550 Series



User Guide

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User Guide



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Safety Information



Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.

1. Read and understand all instructions in the documentation that comes with the printer.
2. Use only a grounded electrical outlet when connecting this product to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.
3. Observe all warnings and instructions marked on the product.
4. Unplug this product from wall outlets before cleaning.
5. Do not install or use this product near water, or when you are wet.
6. Install the product securely on a stable surface.
7. Install the product in a protected location where no one can step on or trip over the line cord, and the line cord cannot be damaged.
8. If the product does not operate normally, see [Maintaining and troubleshooting](#).
9. There are no user-serviceable parts inside. Refer servicing to qualified service personnel.

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1 Getting started

Thank you for buying the printer. This guide provides details about how to use the printer and to resolve printer and printing problems.

This section contains the following information:

- [Finding other resources for the product](#)
- [Accessibility](#)
- [Understanding the printer parts](#)

Finding other resources for the product

You can obtain product information and further troubleshooting resources that are not included in this guide from the following resources:

Resource	Description	Location
Setup poster	Provides illustrated setup information.	A printed version of the document is provided with the printer. Also, an electronic version is available as an Adobe® Acrobat® Portable Document Format (PDF) document on the Starter CD.
Getting started guide	Provides instructions for setting up the printer and information about the warranty and safety issues.	Included as a printed guide in the box with the printer.
Readme file and release notes	Provide late-breaking information and troubleshooting tips.	Included on the Starter CD.
Embedded Web server (network connection)	Allows you to view status information, change settings, and manage the printer from any computer on the network. See Embedded Web server .	Available through any standard Web browser.
Toolbox (Microsoft® Windows®)	Provides information about printhead health and access to printer maintenance services. See Toolbox (Windows) .	The Toolbox is normally installed with the printer software, if you choose an installation option that includes it.
Printer-driver onscreen Help (Windows)	Provides an explanation of the features in the printer driver.	Available from the printer driver.
HP Printer Utility (Mac OS)	The HP Printer Utility contains tools to configure print settings, calibrate the printer, clean the printheads, print the configuration page of the printer, order supplies online, and find support information from the website. You can also configure settings for wireless printing. See HP Printer Utility (Mac OS) .	The HP Printer Utility is normally installed with the printer software.
HP Instant Support	Helps you quickly identify, diagnose, and resolve printing problems. See HP Instant Support .	Available through any standard Web browser or through the Toolbox (Windows).
Control panel	Provides status, error, and warning information about printer operations.	See Printer lights reference .

Resource	Description	Location
Logs and reports	Provides information about events that have occurred.	See Monitor the printer.
Configuration page	Shows printer information (such as the product name, model number, serial number, and firmware version number), the accessories that are installed (such as the duplex unit), and the number of pages printed from the trays and accessories, as well as the ink level information, and the printhead health status. If the printer is connected to a network, an additional network configuration page is available.	See Understanding the configuration page.
Print quality diagnostic page	Diagnoses issues affecting the print quality of the printer, and helps you decide whether to run any maintenance tools to improve the print quality of your printouts.	See To print the print quality diagnostic page.
HP websites	Provide the latest printer software, and product and support information.	www.hp.com/support/officejetprok550 www.hp.com
HP telephone support	Lists information to contact HP. During the warranty period, this support is often free of charge.	See Obtaining HP telephone support.

Accessibility

Your HP printer provides a number of features that make it accessible for people with disabilities.

Visual

The printer software is accessible for users with visual impairments or low vision through the use of your operating system's accessibility options and features. It also supports most assistive technology such as screen readers, Braille readers, and voice-to-text applications. For users who are color blind, colored buttons and tabs used in the software and on the HP printer have simple text or icon labels that convey the appropriate action.

Mobility

For users with mobility impairments, the printer software functions can be executed through keyboard commands. The software also supports Windows accessibility options such as StickyKeys, ToggleKeys, FilterKeys, and MouseKeys. The printer doors, buttons, paper trays, and paper guides can be operated by users with limited strength and reach.

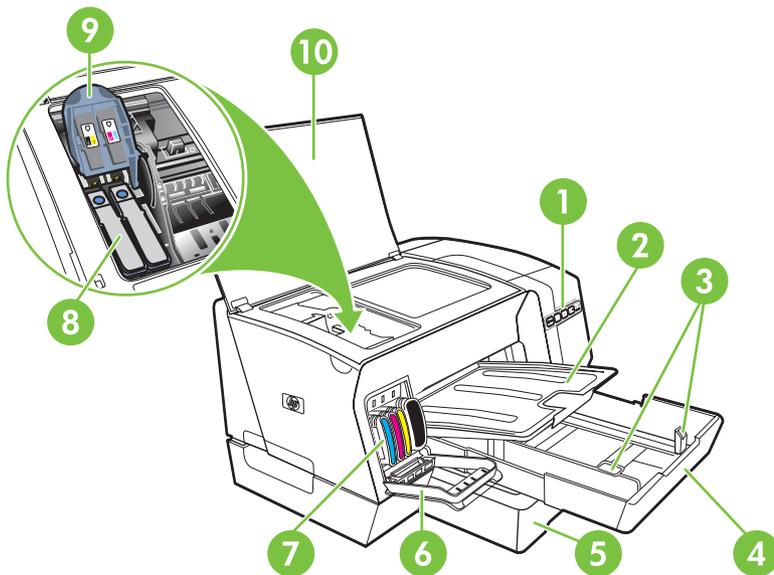
Support

For more details about the accessibility of this product and HP's commitment to product accessibility, visit HP's Web site at www.hp.com/accessibility.

For accessibility information for Macintosh operating systems, visit the Apple web site at www.apple.com/disability.

Understanding the printer parts

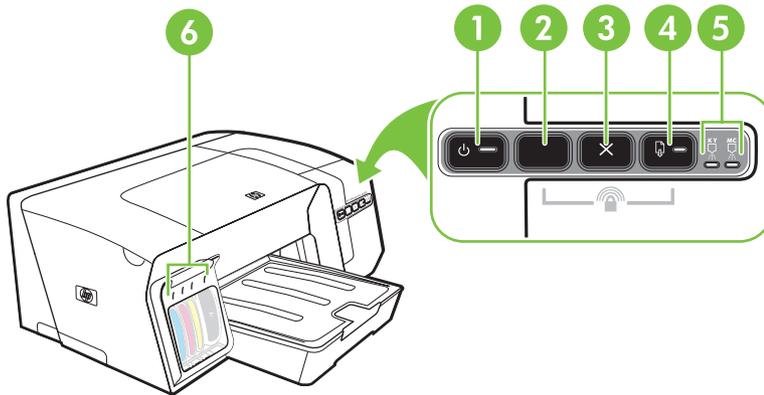
Front view



- 1 Control panel
- 2 Output tray
- 3 Paper guides
- 4 Tray 1
- 5 Tray 2 (HP Officejet Pro K550dtn/K550dtwn)
- 6 Ink cartridge cover
- 7 Ink cartridges
- 8 Printheads
- 9 Printhead latch
- 10 Top cover

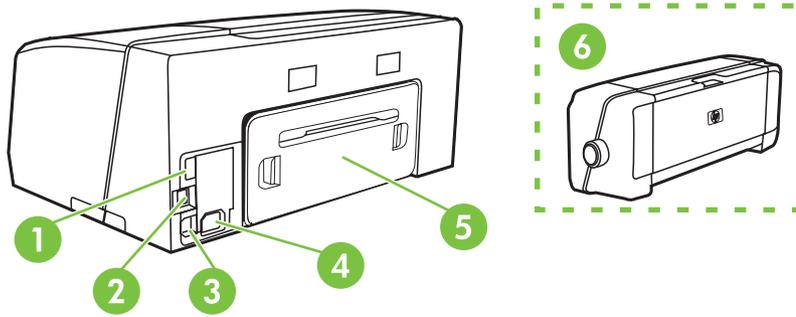
Control panel

For more information about interpreting control-panel lights, see [Printer lights reference](#).



- 1 **Power** button and light
- 2 **Configuration Page** button
☰ HP Officejet Pro K550dtn
📶 HP Officejet Pro K550dtwn
- 3 **Cancel** button
- 4 **Resume** button and light
- 5 Printhead lights
- 6 Ink cartridge lights

Back view



- 1 USB host connector (connects to USB devices such as flash drives) (HP Officejet Pro K550dtn)
- 2 Network connector (HP Officejet Pro K550dtn/K550dtwn)
- 3 USB connector
- 4 Power input
- 5 Rear access panel (HP Officejet Pro K550)
- 6 Optional automatic two-sided printing accessory (duplex unit) (HP Officejet Pro K550dtn/K550dtwn)

2 Installing the accessories

This section contains the following information:

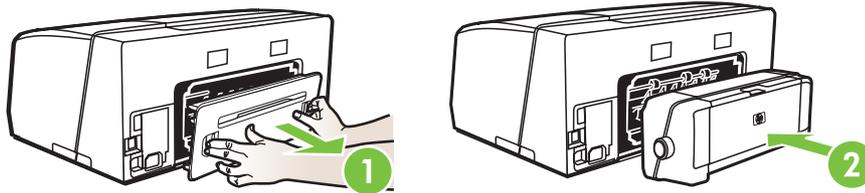
- [Installing the duplex unit](#)
- [Installing tray 2](#)

Installing the duplex unit

You can print on both sides of a sheet of paper automatically when the optional automatic two-sided printing accessory (duplex unit) is installed on the printer. The duplex unit comes with the HP Officejet Pro K550dtn and HP Officejet Pro K550dtwn printers. For information on using the duplex unit, see [Printing on both sides \(duplexing\)](#). See also [Accessories](#) for ordering information.

To install a duplex unit

1. Push the buttons on the rear access panel and remove the panel from the printer.
2. Slide the duplex unit into the printer until the unit locks into place. Do not press the buttons on either side of the duplex unit when installing the unit; use them only for removing the unit from the printer.

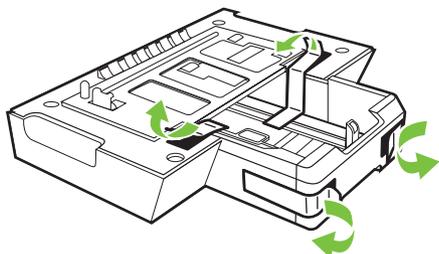


Installing tray 2

Tray 2 can hold up to 350 sheets of plain paper. It comes with the HP Officejet Pro K550dtn and HP Officejet Pro K550dtwn printers, and is an optional accessory for the HP Officejet Pro K550 printer. See [Accessories](#) for ordering information.

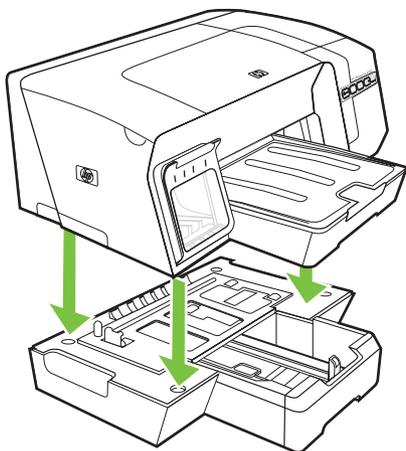
To install tray 2

1. Unpack the tray, remove the packing tapes and materials, and move the tray to the prepared location. The surface must be sturdy, level, and located in a well-ventilated area. Allow space around the printer, including 50 mm (2 inches) for ventilation.



2. Turn off the printer, and disconnect the power cord.
3. Set the printer on top of the tray.

 **CAUTION** Be careful to keep your fingers and hands clear of the bottom of the printer.



4. Connect the power cord and turn on the printer.

3 Using the printer

This section provides information on media usage for the printer, changing print settings, and performing basic printing tasks.

- [Selecting print media](#)
- [Loading media](#)
- [Configuring trays](#)
- [Changing print settings](#)
- [Canceling a print job](#)
- [Printing on both sides \(duplexing\)](#)
- [Printing on special and custom-sized media](#)

Selecting print media

The printer is designed to work well with most types of office paper. It is best to test a variety of print media types before buying large quantities. Use HP media for optimum print quality. Visit HP website at www.hp.com for details on HP media.

Tips for selecting and using print media

For the best results, observe the following guidelines.

- Always use media that conforms to the printer specifications. See [Understanding specifications for supported media](#).
- Load only one type of media at a time into a tray.
- For tray 1 and tray 2, load media print-side down and aligned against the right and back edges of the tray. See [Loading media](#).
- Tray 2 is designed to hold only plain paper.
- Do not overload the trays. See [Understanding specifications for supported media](#).
- To prevent jams, poor print quality, and other printer problems, avoid the following media:
 - Multipart forms
 - Media that is damaged, curled, or wrinkled
 - Media with cutouts or perforations
 - Media that is heavily textured, embossed, or does not accept ink well
 - Media that is too lightweight or stretches easily

Cards and envelopes

- Avoid envelopes that have a very slick finish, self-stick adhesives, clasps, or windows. Also avoid cards and envelopes with thick, irregular, or curled edges, or areas that are wrinkled, torn, or otherwise damaged.
- Use tightly constructed envelopes, and make sure the folds are sharply creased.
- Load envelopes into the printer with the flaps facing up.

Photo paper

- Use the **Best** mode to print photographs. Note that in this mode, printing takes longer and more memory is required from your computer.
- Remove each sheet as it prints and set it aside to dry. Allowing wet media to stack up may cause smearing.

Transparencies

- Insert transparencies with the rough side down and the adhesive strip pointing towards the back of the printer.
- Use the **Best** mode to print transparencies. This mode provides longer drying time and ensures that the ink dries completely before the next page is delivered to the output tray. Allowing wet media to stack up may cause smearing.

Custom-sized media

- Use only custom-sized media supported by the printer.
- If your application supports custom-sized media, set the media size in the application before printing the document. If not, set the size in the printer driver. You might need to reformat existing documents to print them correctly on custom-sized media.

Understanding specifications for supported media



NOTE Tray 2 comes with the HP Officejet Pro K550dtn and HP Officejet Pro K550dtwn printers.

Understanding supported sizes

Media size	Tray 1	Tray 2	Duplex unit
Standard paper sizes			
U.S. Letter* (216 by 279 mm; 8.5 by 11 inches)	✓	✓	✓
8.5 by 13 inches (216 by 330 mm; 8.5 by 13 inches)	✓	✓	
U.S. Legal* (216 by 356 mm; 8.5 by 14 inches)	✓	✓	
A4* (210 by 297 mm; 8.3 by 11.7 inches)	✓	✓	✓
U.S. Executive* (184 by 267 mm; 7.25 by 10.5 inches)	✓	✓	✓
U.S. Statement* (140 by 216 mm; 5.5 by 8.5 inches)	✓		
B5* (182 by 257 mm; 7.17 by 10.12 inches)	✓	✓	✓
A5* (148 by 210 mm; 5.8 by 8.3 inches)	✓		✓
Envelopes			
U.S. #10 Envelope (105 by 241 mm; 4.12 by 9.5 inches)	✓		
Monarch Envelope (98 by 191 mm; 3.88 by 7.5 inches)	✓		
HP Greeting Card Envelope (111 by 152 mm; 4.38 by 6 inches)	✓		

Media size	Tray 1	Tray 2	Duplex unit
A2 Envelope (111 by 146 mm; 4.37 by 5.75 inches)	✓		
DL Envelope (110 by 220 mm; 4.3 by 8.7 inches)	✓		
C5 Envelope (162 by 229 mm; 6.4 by 9 inches)	✓		
C6 Envelope (114 by 162 mm; 4.5 by 6.4 inches)	✓		
Japanese Envelope Chou #3 (120 x 235 mm; 4.7 by 9.3 inches)	✓		
Japanese Envelope Chou #4 (90 x 205 mm; 3.5 by 8.1 inches)	✓		
Cards			
Index card* (3 by 5 inches; 76.2 by 127 mm)	✓		
Index card* (4 by 6 inches; 102 by 152 mm)	✓		✓
Index card* (5 by 8 inches; 127 by 203 mm)	✓		✓
A6 card* (4.13 by 5.83 inches; 105 by 148.5 mm)	✓		✓
Hagaki* (100 by 148 mm; 3.9 by 5.8 inches)	✓		
Ofuku Hagaki* (148 by 200 mm; 5.8 by 7.9 inches)	✓		
Photo media			
Photo media* (3 by 5 inches; 76.2 by 127 mm)	✓		
Photo media* (4 by 6 inches; 102 by 152 mm)	✓		
Photo media with tear-off tab* (4 by 6 inches; 102 by 152 mm)	✓		
Photo media with tear-off tab* (4 by 8 inches; 102 by 203 mm)	✓		
Other media			
Custom-sized media* between 3 to 8.5 inches wide and 5 to 14 inches long (76.2 to 216 mm wide and 127 to 356 mm long)*	✓		

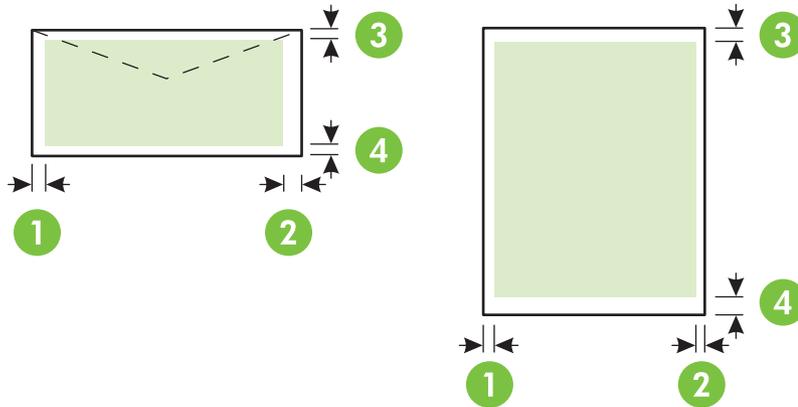
* These media sizes support manual duplex. See [Printing on both sides \(duplexing\)](#).

Understanding supported media types and weights

Tray	Type	Weight	Capacity
Tray 1	Paper	60 to 105 g/m ² (16 to 28 lb bond)	Up to 250 sheets of plain paper (25 mm or 1 inch stacked)
	Transparencies		Up to 70 sheets (17 mm or 0.67 inch stacked)
	Photo paper	280 g/m ² (75 lb bond)	Up to 100 sheets (17 mm or 0.67 inch stacked)
	Labels		Up to 100 sheets (17 mm or 0.67 inch stacked)
	Envelopes	75 to 90 g/m ² (20 to 24 lb bond envelope)	Up to 30 sheets (17 mm or 0.67 inch stacked)
	Cards	Up to 200 g/m ² (110 lb index)	Up to 80 cards
Tray 2	Plain paper only	60 to 105 g/m ² (16 to 28 lb bond)	Up to 350 sheets of plain paper (35 mm or 1.38 inch stacked)
Duplex unit	Paper	60 to 105 g/m ² (16 to 28 lb bond)	N.A.
Output tray	All supported media		Up to 150 sheets of plain paper (text printing)

Setting minimum margins

The document margins must match (or exceed) these margin settings in portrait orientation.



Media	(1) Left margin	(2) Right margin	(3) Top margin	(4) Bottom margin*
U.S. Letter, U.S. Legal, A4, U.S. Executive, U.S. Statement, 8.5 x 13 inch, B5, A5, cards, custom-sized media, photo media	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)
Envelopes	16.5 mm (0.65 inch)	16.5 mm (0.65 inch)	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)

* To achieve this margin setting on a computer running Windows, click the **Effects** tab in the printer driver, and select **Minimize Margins**.



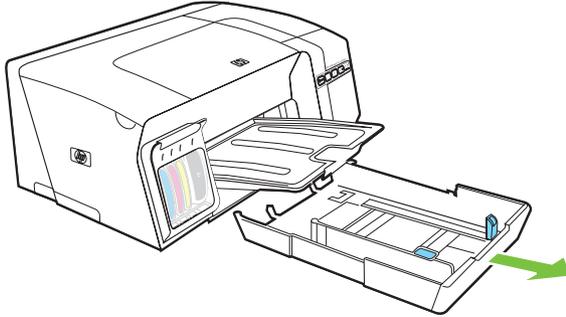
NOTE When you are using the duplex unit, the minimum top and bottom margins must match or exceed 12 mm (0.47 inch).

Loading media

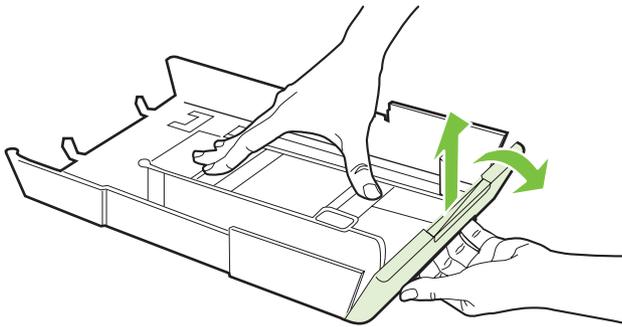
This section provides instructions for loading media into the printer.

To load tray 1 or tray 2

1. Pull the tray out of the printer by grasping under the front of the tray.



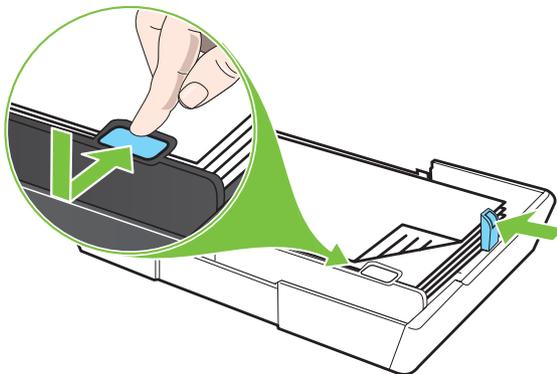
2. For paper longer than 11 inches (279 mm), lift the front cover of the tray (see shaded tray part) and lower the front of the tray.



3. Insert the paper print-side down along the right of the tray. Make sure the stack of paper aligns with the right and back edges of the tray, and does not exceed the line marking in the tray.



NOTE Tray 2 can be loaded only with plain paper.



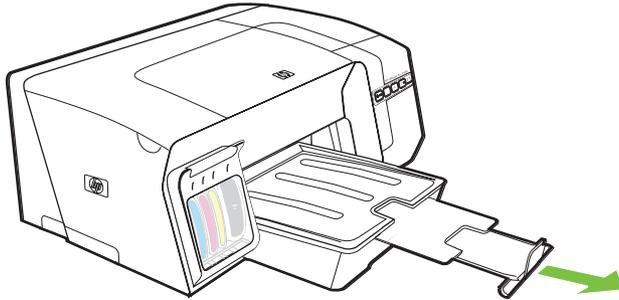
4. Slide the paper guides in the tray to adjust them for the size that you have loaded.

5. Gently reinsert the tray into the printer.



CAUTION If you have loaded legal-size or longer media, keep the front of the tray lowered. Damage to the media or printer might result if you raise the front of the tray with this longer media loaded.

6. Pull out the extension on the output tray.



Configuring trays

By default, the printer draws media from tray 1. If tray 1 is empty, the printer draws media from tray 2 (if it is installed and loaded with media). You can change this default behavior using the following features.

- **Tray Lock:** Use this feature to protect special media such as letterhead or preprinted media from accidental use. If the printer runs out of paper while printing a document, it will not use paper from a locked tray to complete the print job.
- **Default Tray:** Use this feature to determine the first tray from which the printer draws media.



NOTE To use the tray lock and default tray settings, you must select the automatic tray selection option in the printer software. If the printer is on a network and you set a default tray, the setting will affect all users of the printer.

Tray 2 is designed to hold only plain paper.

To configure the trays

1. Make sure the printer is turned on.
2. Perform one of the following:
 - a. **Embedded Web server:** Click the **Settings** tab and click **Paper Handling** in the left panel.
 - b. **Printer driver (Windows):** Click the **Services** tab. For Windows 2000, Windows XP, and Windows Server 2003, click the **Service this Device** button (this option is available only if the Toolbox is installed), and then click the **Printer Services** tab. Click **Paper Handling**.
 - c. **Toolbox (Windows):** Click the **Printer Services** tab and click **Paper Handling**.
 - d. **HP Printer Utility (Mac OS):** Click **Trays Configuration** from the **Printer Settings** panel.
3. Change the desired tray settings, and click **OK** or **Apply**.

The following table lists possible ways you can use the tray settings to meet your printing needs.

I want to...	Follow these steps
Load both trays with the same media, and have the printer pick media from one tray if the other one is empty.	<ol style="list-style-type: none">1. Load media in tray 1 and tray 2. See Loading media.2. Make sure tray lock is disabled.
Have both special media (such as transparencies or letterhead) and plain paper loaded in the trays.	<ol style="list-style-type: none">1. Load special media in tray 1 and plain paper in tray 2.2. Make sure tray lock is set to tray 1.
Load media in both trays but have the printer pick media from a specific tray first.	<ol style="list-style-type: none">1. Load media in tray 1 and tray 2.2. Make sure default tray is set to the desired tray.

Changing print settings

You can change print settings (such as paper size or type) from an application or the printer driver. Changes made from an application take precedence over changes made from the printer driver. However, after the application is closed, the settings return to the defaults configured in the printer driver.



NOTE To set print settings for all print jobs, make the changes in the printer driver.

For more information about the features of the Windows printer driver, see the online help of the printer driver. For more information about printing from a specific application, see the documentation of that application.

To change settings from an application for current jobs (Windows)

1. Open the document that you want to print.
2. On the **File** menu, click **Print**, and then click **Setup**, **Properties**, or **Preferences**. (Specific options may vary depending on the application you are using.)
3. Change any desired settings, and click **OK**, **Print**, or a similar command.

To change default settings for all future jobs (Windows)

1. Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
2. Right-click the printer icon, and then click **Properties**, **Document Defaults**, or **Printing Preferences**.
3. Change any desired settings and click **OK**.

To change settings (Mac OS)

1. On the **File** menu, click **Page Setup**.
2. Change any desired settings (such as paper size) and click **OK**.
3. On the **File** menu, click **Print** to open the printer driver.
4. Change any desired settings (such as media type), and click **OK** or **Print**.

Canceling a print job

You can cancel a print job using one of the following ways.

- ▲ **Control panel:** Press **X** (**Cancel** button). This will clear the job that the printer is currently processing. It does not affect jobs waiting to be processed.
- ▲ **Windows:** Double-click the printer icon that appears in the lower right corner of the computer screen. Select the print job, and then press the **Delete** key on the keyboard.
- ▲ **Mac OS:** Double-click the printer in the **Printer Setup Utility** (Mac OS X, 10.3, 10.4) or **Print Center** (Mac OS X, 10.2). Select the print job, and then click **Delete**.

Printing on both sides (duplexing)

You can print on both sides of a sheet of media, either automatically by using the optional automatic two-sided printing accessory (duplex unit), or manually by turning the media over and feeding it into the printer again.

Guidelines for printing on both sides of a page

- Always use media that conforms to the printer specifications. See [Understanding specifications for supported media](#).
- Specify duplex options in your application or in the printer driver.
- Do not print on both sides of transparencies, envelopes, photo paper, glossy media, or paper lighter than 16 lb bond (60 g/m²) or heavier than 28 lb bond (105 g/m²). Jams might occur with these media types.
- Several kinds of media require a specific orientation when you print on both sides of a page, such as letterhead, preprinted paper, and paper with watermarks and prepunched holes. When you print from a computer running Windows, the printer prints the first side of the media first. When you print from a computer using the Mac OS, the printer prints the second side first. Load the media with the front side facing down.
- For auto-duplexing, when printing finishes on one side of the media, the printer holds the media and pauses while the ink dries. Once the ink dries, the media is pulled back into the printer and the second side is printed. When printing is complete, the media is dropped onto the output tray. Do not grab it before printing is complete.
- You can print on both sides of supported custom-sized media by using the printer's manual duplex capabilities. For a list of supported custom-sized media, see [Understanding specifications for supported media](#).

To perform duplexing (Windows)

1. Load the appropriate media. See [Guidelines for printing on both sides of a page](#) and [Loading media](#).
2. For auto-duplexing, make sure the duplex unit is properly installed. See [Installing the duplex unit](#).
3. With a document open, click **Print** on the **File** menu, and then click **Setup**, **Properties**, or **Preferences**.
4. Click the **Finishing** tab.
5. Select the **Print on Both Sides** check box. For auto-duplexing, ensure that **Use Auto-Duplex Unit** is selected.



NOTE If **Use Auto-Duplex Unit** is not available, click the **Effects** tab, and ensure that **Minimize Margins** is cleared.

6. To automatically resize each page to match the document's onscreen layout, ensure **Preserve Layout** is selected. Clearing this option may result in unwanted page breaks.

7. Select or clear the **Flip Pages Up** check box depending on which way you want the binding. See the graphics in the printer driver for examples.
8. Choose a booklet layout from the **Booklet Layout** drop-down list, if desired.
9. Change any other desired settings and click **OK**.
10. Print your document.
11. For manual duplexing, after one side of the stack of paper is printed, follow the onscreen instructions to reload the printed paper into the tray to complete printing.

To perform automatic duplexing (Mac OS)

1. Load the appropriate media. See [Guidelines for printing on both sides of a page](#) and [Loading media](#).
2. On the **File** menu, click **Print**.
3. Open the **Two-Sided Printing** panel.
4. Select the option to print on both sides.
5. Select the desired binding orientation by clicking the appropriate icon.
6. Change any other desired settings, and click **OK** or **Print**.

Printing on special and custom-sized media

To print on special or custom-sized media (Windows)

1. Load the appropriate media. See [Loading media](#).
2. With a document open, click **Print** on the **File** menu, and then click **Setup**, **Properties**, or **Preferences**.
3. Click the **Paper/Quality** tab.
4. Select the media size from the **Size is** drop-down list.
To set a custom media size, complete the following steps.
 - a. Click the **Custom** button.
 - b. Type a name for the new custom size.
 - c. In the **Width** and **Height** boxes, type the dimensions and click **Save**.
 - d. Click **OK** twice to close the properties or preferences dialog box of the printer. Then, open the dialog box again.
 - e. Select the new custom size.
5. Select the media type by doing the following:
 - a. Click **More** in the **Type is** drop-down list.
 - b. Click the desired media type and click **OK**.
6. Select the media source from the **Source is** drop-down list.
7. Change any other desired settings and click **OK**.
8. Print your document.

To print on special or custom-sized media (Mac OS)

1. Load the appropriate media. See [Loading media](#).
2. On the **File** menu, click **Page Setup**.
3. Select the media size.
4. To set a custom media size, complete the following steps.
 - a. Click **Custom Paper Size** in the **Settings** pull-down menu.
 - b. Click **New** and type a name for the size in the **Paper Size Name** box.

- c. In the **Width** and **Height** boxes, type the dimensions and set the margins, if desired.
 - d. Click **Done** or **OK**, and then click **Save**.
- 5. On the **File** menu, click **Page Setup** and select the new custom size.
- 6. Click **OK**.
- 7. On the **File** menu, click **Print**.
- 8. Open the **Paper Type/Quality** panel.
- 9. Click the **Paper** tab and select the media type.
- 10 Change any other desired settings, and click **OK** or **Print**.

4 Maintaining and troubleshooting

This section contains the following information for maintaining the printer and for troubleshooting printer or printing problems.

- [Replacing the ink cartridges](#)
- [Maintaining the printheads](#)
- [Calibrating the color](#)
- [Troubleshooting tips and resources](#)
- [General troubleshooting tips](#)
- [Resolving printing problems](#)
- [Poor print quality and unexpected printouts](#)
- [Resolving paper-feed problems](#)
- [Resolving printer management problems](#)
- [Troubleshooting installation issues](#)
- [Clearing jams](#)

Replacing the ink cartridges

You can check the estimated ink levels from the Toolbox (Windows), the HP Printer Utility (Mac OS), or the embedded Web server. For information about using these tools, see [Overview of printer management tools](#). You can also print the configuration page to view this information (see [Understanding the configuration page](#)).

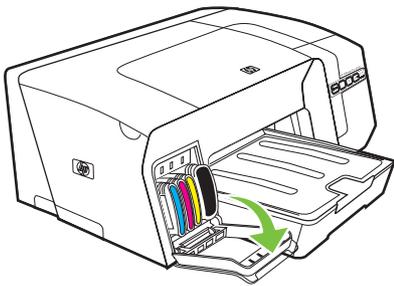


NOTE After removing a cartridge from its package, install it right away. Do not remove a cartridge from the printer for long periods of time.

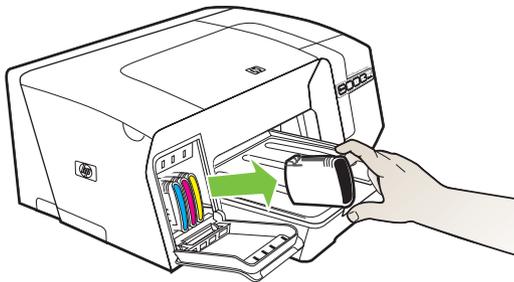
To find out which ink cartridges work with your printer, see [Supplies](#).

To replace the ink cartridges

1. Gently pull open the ink cartridge cover.



2. Remove the ink cartridge that requires replacement by grasping it between your thumb and forefinger and pulling it firmly toward you.



3. Remove the new ink cartridge from its package.
4. Align the cartridge with its color-coded slot and insert the cartridge into the slot. Press down firmly on the cartridge to ensure proper contact.
5. Close the ink cartridge cover.

Maintaining the printheads

If printed characters are incomplete, or dots or lines are missing from printouts, this may be caused by clogged ink nozzles and you might need to clean the printheads.

When the quality of printouts deteriorates, complete the relevant steps based on the following sequence:

1. Check the health of the printheads (see [To check printhead health](#)).
2. Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions (see [To print the print quality diagnostic page](#)).
3. If the color tints on printed pages have shifted visibly towards yellow, magenta, or blue, calibrate the color (see [Calibrating the color](#)).
4. Manually clean the printhead contacts. See [To clean the printhead contacts manually](#).
5. Replace the printheads, if the problems persist after cleaning. See [To replace the printheads](#).



CAUTION HP is not responsible for damage to the printer that results from modifying the printheads.

To check printhead health

Use one of the following means to check the printhead health. If the status of any printhead is not good or fair, then perform one or more of the maintenance functions, or clean or replace the printhead.

- **Configuration page:** Print the configuration page on a clean sheet of white paper, and check the printhead health section. See [Understanding the configuration page](#).
- **Embedded Web server:** Open the embedded Web server (see [To open the embedded Web server](#)). Click the **Information** tab and click **Ink Supplies** in the left pane.
- **Toolbox (Windows):** Open the Toolbox (see [To open the Toolbox](#)). Click the **Information** tab and click **Printhead Health**.

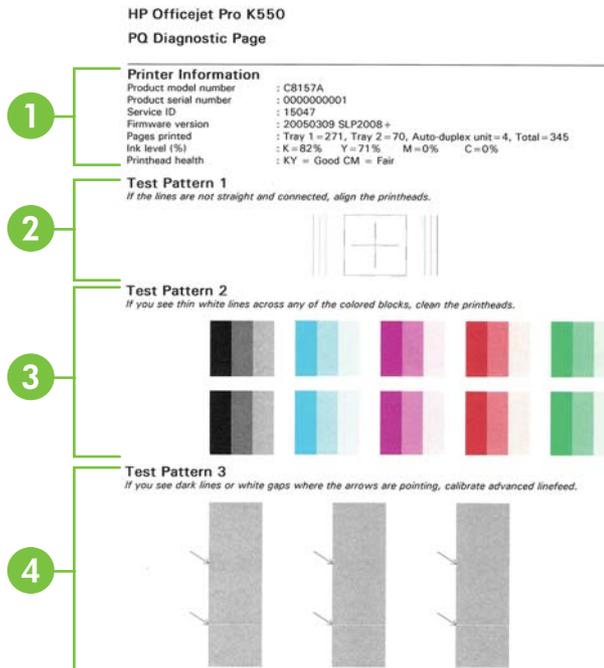
To print the print quality diagnostic page

Use the print quality diagnostic page to diagnose issues affecting the print quality of the printer. This will help you decide whether to run any maintenance tools to improve the print quality of your printouts. You can also view the ink level information, and the printhead health status on the page.

- **Control panel:** Press and hold  (**Power** button), press  (**Cancel** button) once, press  (**Resume** button) 4 times, and release  (**Power** button).
- **Embedded Web server:** Click the **Settings** tab, click **Printer Services** in the left pane, select **PQ (print quality) diagnostic page** from the drop-down list in the **Print Quality** section, and click **Apply**.
- **Printer driver (Windows):** Click the **Services** tab. For Windows 2000, Windows XP, and Windows Server 2003, click the **Service this Device** button (this option is available only if the

Toolbox is installed), and then click the **Printer Services** tab. Click **Print PQ (print quality) diagnostic page** and follow the onscreen instructions.

- **Toolbox (Windows):** Click the **Printer Services** tab, and then click **Print PQ (print quality) diagnostic page** and follow the onscreen instructions.
- **HP Printer Utility (Mac OS):** Click **Print PQ Diagnostic Page** from the **Information and Support** panel.



- 1 **Printer Information:** Shows printer information (such as the product model number, serial number, and firmware version number), the number of pages printed from the trays and duplex unit, the ink level information, and the printhead health status.
- 2 **Test Pattern 1:** If the lines are not straight and connected, align the printheads. See [To align the printheads](#).
- 3 **Test Pattern 2:** If there are thin white lines across any of the colored blocks, clean the printheads. See [To clean the printheads](#).
- 4 **Test Pattern 3:** If there are dark lines or white gaps where the arrows are pointing, calibrate the linefeed. See [To calibrate the linefeed](#).

To align the printheads

Whenever you replace a printhead, the printer automatically aligns the printheads to ensure the best print quality. However, if the appearance of your printed pages indicates that the printheads are misaligned, you can start the alignment process manually.

- **Control panel:** Press and hold ⏻ (Power button), press ⏪ (Resume button) 2 times, and release ⏻ (Power button).
- **Embedded Web server:** Click the **Settings** tab, click **Printer Services** in the left pane, select **Align printheads** from the drop-down list in the **Print Quality** section, and click **Apply**.
- **Printer driver (Windows):** Click the **Services** tab. For Windows 2000, Windows XP, and Windows Server 2003, click the **Service this Device** button (this option is available only if the Toolbox is installed), and then click the **Printer Services** tab. Click **Align Printheads** and follow the onscreen instructions.
- **Toolbox (Windows):** Click the **Printer Services** tab, and then click **Align Printheads** and follow the onscreen instructions.
- **HP Printer Utility (Mac OS):** Click **Align** from the **Information and Support** panel.

To calibrate the linefeed

- **Control panel:** Press and hold ⏻ (Power button), press ⏪ (Resume button) 3 times, and release ⏻ (Power button).
- **Embedded Web server:** Click the **Settings** tab, click **Printer Services** in the left pane, select **Calibrate Linefeed** from the drop-down list in the **Print Quality** section, and click **Apply**.
- **Printer driver (Windows):** Click the **Services** tab. For Windows 2000, Windows XP, and Windows Server 2003, click the **Service this Device** button (this option is available only if the Toolbox is installed), and then click the **Printer Services** tab. Click **Calibrate Linefeed** and follow the onscreen instructions.
- **Toolbox (Windows):** Click the **Printer Services** tab, and then click **Calibrate Linefeed** and follow the onscreen instructions.
- **HP Printer Utility (Mac OS):** Click **Calibrate Linefeed** from the **Information and Support** panel.

To clean the printheads



NOTE Cleaning uses ink, so clean the printheads only when necessary.

The cleaning process takes up to 3.5 minutes. Some noise might be generated in the process.

- **Control panel:** Press and hold ⏻ (Power button), press ⏪ (Resume button) 6 times, and release ⏻ (Power button).
- **Embedded Web server:** Click the **Settings** tab, click **Printer Services** in the left pane, select **Clean printheads** from the drop-down list in the **Print Quality** section, and click **Apply**.
- **Printer driver (Windows):** Click the **Services** tab. For Windows 2000, Windows XP, and Windows Server 2003, click the **Service this Device** button (this option is available only if the

Toolbox is installed), and then click the **Printer Services** tab. Click **Clean Printheads** and follow the onscreen instructions.

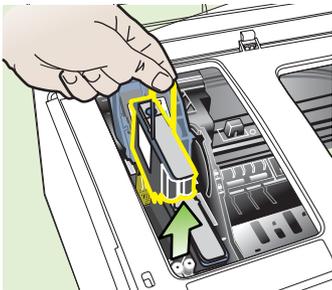
- **Toolbox (Windows):** Click the **Printer Services** tab, and then click **Clean Printheads** and follow the onscreen instructions.
- **HP Printer Utility (Mac OS):** Click **Clean** from the **Information and Support** panel.

To clean the printhead contacts manually

After printheads are installed, if one or both printhead lights on the control panel begin to blink and the printer will not print, you might need to clean the electrical contacts on the printheads and in the printer.

 **CAUTION** Clean the electrical contacts only after you have attempted to clean the printheads. See [To clean the printheads](#). Electrical contacts contain sensitive electronic components that can be damaged easily.

1. Open the top cover.
2. If the carriage does not move to the left automatically, press and hold  (**Resume** button) for 3 seconds. Wait for the carriage to stop moving, then, unplug the power cord from the printer.
3. Lift the printhead latch.
4. Lift the handle of the printhead (which corresponds to the blinking printhead light) and use it to pull the printhead out of its slot.



5. Obtain clean, dry, soft and lint-free cleaning material. Suitable materials include paper coffee filters and eyeglass lens cleaning paper.

 **CAUTION** Do not use water.

- Wipe the electrical contacts on the printhead but do not touch the nozzles.

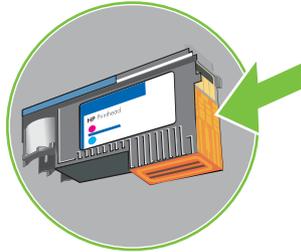


NOTE The electrical contacts are small copper-color squares, grouped on one face of the printhead.

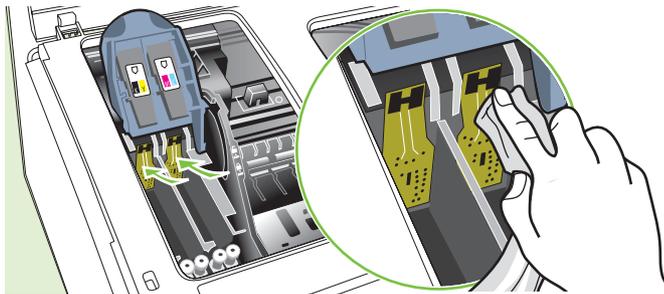
The nozzles are on a different face of the printhead. Ink will be visible on the nozzles.



CAUTION Touching the nozzles can cause permanent nozzle damage. Also, ink can permanently mark clothing.



- After cleaning, place the printhead on a sheet of paper or paper towel. Make sure the nozzles are facing up and are not in contact with the paper.
- Clean the electrical contacts in the printhead slot inside the printer with a clean, dry, soft and lint-free cloth.



- Plug in the power cord and turn on the printer. The control panel should indicate that the printhead is missing.
- Insert the printhead into its color-coded slot (the label on the printhead must match the label on the printhead latch). Press down firmly on the printhead to ensure proper contact.
- Pull the printhead latch all the way forward, and then press down to ensure that the latch is properly engaged. You might have to apply some pressure to engage the latch.
- Where necessary, repeat the above steps for the remaining printhead.
- Close the top cover.

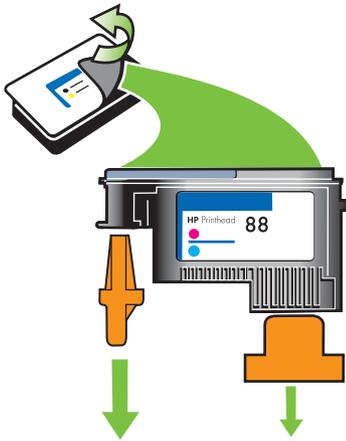
- 14 If one or both the printhead lights still blink, repeat the cleaning procedure described above for the printhead which corresponds to the blinking printhead light.
- 15 If one or both the printhead lights still blink, replace the printhead which corresponds to the blinking printhead light.
- 16 Wait while the printer initializes the printheads and prints the alignment pages. If the printer does not print the pages, start the alignment process manually (see [To align the printheads](#)).

To replace the printheads



NOTE To find out which printheads work with your printer, see [Supplies](#).

1. Open the top cover.
2. If the carriage does not move to the left automatically, press and hold  (**Resume** button) for 3 seconds. Wait for the carriage to stop moving.
3. Lift the printhead latch.
4. Lift the handle of a printhead and use it to pull the printhead out of its slot.
5. Remove the new printhead from its package, and then remove its orange protective caps.



6. Insert the printhead into its color-coded slot (the label on the printhead must match the label on the printhead latch). Press down firmly on the printhead to ensure proper contact.
7. Pull the printhead latch all the way forward, and then press down to ensure that the latch is properly engaged. You might have to apply some pressure to engage the latch.
8. Close the top cover.
9. Wait while the printer initializes the printheads and prints the alignment pages. If the printer does not print the pages, start the alignment process manually (see [To align the printheads](#)).

Calibrating the color

Whenever you replace a printhead, the printer automatically calibrates the colors to ensure the best print quality. If you are not satisfied with the appearance of the colors, you can start the color calibration process manually.

- **Control panel:** Press and hold ⏻ (Power button), press ✖ (Cancel button) 2 times, and release ⏻ (Power button).
- **Embedded Web server:** Click the **Settings** tab, click **Printer Services** in the left pane, select the option to calibrate color from the drop-down list in the **Print Quality** section, and click **Apply**.
- **Printer driver (Windows):** Click the **Services** tab. For Windows 2000, Windows XP, and Windows Server 2003, click the **Service this Device** button (this option is available only if the Toolbox is installed), and then click the **Printer Services** tab. Click **Calibrate Color** and follow the onscreen instructions.
- **Toolbox (Windows):** Click the **Printer Services** tab, and then click **Calibrate Color** and follow the onscreen instructions.
- **HP Printer Utility (Mac OS):** Click **Calibrate Color** from the **Information and Support** panel.

Troubleshooting tips and resources

Use the following tips and resources to resolve printing problems.

- For paper jam, see [Clearing jams](#).
- For paper-feed problems, such as the paper skew and paper pick, see [Resolving paper-feed problems](#).

Some printer problems can be resolved by resetting the printer.

To reset the printer's network settings (HP Officejet Pro K550dtn/K550dtwn)

1. Press and hold  /  (Configuration Page button), press  (Resume button) 3 times, and release  /  (Configuration Page button). The Power light blinks for a few seconds. Wait till the Power light is on.
2. Press  /  (Configuration Page button) to print the configuration page and verify that the network settings have been reset. By default, the network name (SSID) is "hpsetup" and the communication mode is "ad hoc".

General troubleshooting tips

Ensure the following:

- Power light is on and not blinking. When the printer is turned on for the first time, it takes approximately 8 minutes to initialize the printer after the printheads are installed.
- Make sure the printer is in the ready state. If lights are on or blinking, see [Printer lights reference](#).
- No error messages appear on the computer screen.
- Power cord and other cables are working, and are firmly connected to the printer. Make sure the printer is connected firmly to a functioning alternating current (AC) power outlet, and is turned on. See [Electrical specifications](#) for voltage requirements.
- Media is loaded correctly in the tray and is not jammed in the printer.
- Printheads and ink cartridges are properly installed in their correct color-coded slots. Press down firmly on each one to ensure proper contact. Ensure you have removed the orange protective caps from each printhead.
- Printhead latch and all covers are closed.
- Rear access panel (HP Officejet Pro K550) or duplex unit (HP Officejet Pro K550dtn/K550dtwn) is locked into place.
- All packing tapes and materials are removed from the printer.
- Printer can print a configuration page. See [Understanding the configuration page](#).
- The printer is set as the current or default printer. For Windows, set the printer as the default in the Printers folder. For Mac OS, set the printer as the default in the Chooser or the Print Center. See your computer's documentation for more information.
- **Pause Printing** is not selected if you are using a computer running Windows.
- You are not running too many programs when you are performing a task. Close programs that you are not using or restart the computer before attempting the task again.

Resolving printing problems

Printer shuts down unexpectedly

Check the power and power connections

- ▲ Make sure the printer is connected firmly to a functioning alternating current (AC) power outlet. See [Electrical specifications](#) for voltage requirements.

Check the printer vents

- ▲ The printer vents are located on the sides of the printer. If the vents are covered and the printer overheats, the printer automatically turns off. Make sure the vents are not covered and the printer is in a cool, dry location. See [Environmental specifications](#) for the required operating environment for the printer.

All printer lights are on

A non-recoverable error has occurred

- ▲ Disconnect all cables (such as power cord, network cable, and USB cable), wait about 20 seconds, and reconnect the cables. If the problem persists, visit HP website (www.hp.com/support/officejetprok550) for the latest troubleshooting information, or product fixes and updates.

Printer is not responding (nothing prints)

If the printer supports wireless communication, see also [Problems setting up or using wireless communication](#).

Check the printer setup

- ▲ See [General troubleshooting tips](#).

Check the printhead initialization

- ▲ When printheads are installed or replaced, the printer automatically prints a few alignment pages to align the printheads. This process takes about 8 minutes. Until this process is complete, only the automatic alignment pages can be printed.

Check the printer software installation

- ▲ If the printer is turned off when printing, an alert message should appear on your computer screen; otherwise, the printer software might not be installed correctly. To resolve this, uninstall the software completely, and then reinstall the printer software. See [Uninstalling the printer software](#).

Check the cable connections

- Make sure both ends of the network cable are secure.
- If the printer is connected to a network, check the following:
 - Check the Link light on the back of the printer. See [Interpreting network connector lights](#).
 - Make sure you are not using a phone cord to connect the printer.
 - The network hub, switch, or router is turned on and working properly.

Check the printer setup for network environment

- ▲ Ensure the correct printer driver and printer driver port are being used. For more information about network connections, see [Configuring the printer \(Windows\)](#), [Configuring the printer \(Mac OS\)](#), or the documentation provided by your network vendors.

Check any personal firewall software installed on the computer

- ▲ The personal software firewall is a security program that protects a computer from intrusion. However, the firewall might block communication between the computer and the printer. If there is a problem communicating with the printer, try temporarily disabling the firewall. If the problem persists, the firewall is not the source of the communication problem. Re-enable the firewall.

If disabling the firewall allows you to communicate with the printer, you might want to assign the printer a static IP address and re-enable the firewall. See [Configure network settings](#).

Printer does not accept printhead

Check the printhead latch

- ▲ Make sure the printhead latch is properly closed.

Check the printhead

- Make sure the printhead is inserted into its correct color-coded slot. See [To replace the printheads](#).
- Remove the printhead, and check to make sure the orange protective caps have been removed from the printhead.

Clean the printhead

- ▲ Complete the printhead cleaning procedure. See [Maintaining the printheads](#).

Turn off the printer after removing the printhead

- ▲ After removing the printhead, turn off the printer, wait about 20 seconds, and turn it on again without the printhead installed. After the printer has restarted, reinsert the printhead.

Printer takes a long time to print

Check the system configuration

- ▲ Make sure the computer meets the minimum system requirements for the printer. See [System requirements](#).

Check the printer software settings

- ▲ The printer prints slower when **Best** or **Maximum dpi** is selected as the print quality. To increase the print speed, select different print settings in the printer driver. See [Changing print settings](#).

Check for radio interference

- ▲ If the printer is connected using wireless communication and is printing slowly, then the radio signal might be weak. See [Guidelines for reducing interference on a wireless network](#).

Blank page printed

Check for empty ink cartridges

- ▲ Check the printer lights to see which cartridge is low (see [Interpreting control panel lights](#)). The Toolbox (Windows), HP Printer Utility (Mac OS), and the configuration page (see [Understanding the configuration page](#)) provide information about ink levels. If you are printing black text and a blank page prints, the black cartridge might be empty. See [Replacing the ink cartridges](#).

Check the media settings

- Make sure you select the correct print quality settings in the printer driver for the media loaded in the trays.
- Make sure the page settings in the printer driver match the page size of media loaded in the tray.

Something on the page is missing or incorrect

Check the printheads

- ▲ Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions (see [To print the print quality diagnostic page](#)).

Check the margin settings

- ▲ Make sure the margin settings for the document do not exceed the printable area of the printer. See [Setting minimum margins](#).

Check the color print settings

- ▲ Make sure **Print in Grayscale** is not selected in the printer driver.

Check the printer location and length of USB cable

- ▲ High electromagnetic fields (such as those generated by USB cables) can sometimes cause slight distortions to printouts. Move the printer away from the source of the electromagnetic fields. Also, it is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long to minimize the effects of these electromagnetic fields.

Placement of the text or graphics is wrong

Check how the media is loaded

- ▲ Make sure the media width and length guides fit snugly against the edges of the stack of media, and make sure the trays are not overloaded. See [Loading media](#).

Check the media size

- Content on a page might be cut off if the document size is larger than the media that you are using.
- Make sure the media size selected in the printer driver match the size of media loaded in the tray.
- If you are using a computer running Windows, select **Emulate LaserJet Margins** in the printer driver to scale the document to fit the media size currently selected. See [Changing print settings](#).

Check the margin settings

- ▲ If the text or graphics are cut off at the edges of the page, make sure the margin settings for the document do not exceed the printable area of your printer. See [Setting minimum margins](#).

Check the page-orientation setting

- ▲ Make sure the media size and page orientation selected in the application match the settings in the printer driver. See [Changing print settings](#).

Check the printer location and length of USB cable

- ▲ High electromagnetic fields (such as those generated by USB cables) can sometimes cause slight distortions to printouts. Move the printer away from the source of the electromagnetic fields. Also, it is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long to minimize the effects of these electromagnetic fields.

If the above solutions do not work, the problem may be caused by the inability of the application to interpret print settings properly. See the release notes for known software conflicts; or refer to the application's documentation, or contact the software manufacturer for specific help.

Poor print quality and unexpected printouts

Poor quality printouts

Check the printheads and ink cartridges

- Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions (see [To print the print quality diagnostic page](#)).
- Replace any ink cartridges that are low on ink, and try to print again. See [Replacing the ink cartridges](#).

Check the paper quality

- ▲ The paper might be too moist or too rough. Make sure the media used meets HP specifications, and try to print again. See [Selecting print media](#).

Check the type of media loaded in the printer

- Make sure the tray supports the type of media you have loaded. See [Understanding specifications for supported media](#).
- Make sure you have selected the tray in the printer driver that contains the media that you want to use.

Check the printer location and length of USB cable

- ▲ High electromagnetic fields (such as those generated by USB cables) can sometimes cause slight distortions to printouts. Move the printer away from the source of the electromagnetic fields. Also, it is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long to minimize the effects of these electromagnetic fields.

Meaningless characters print

If an interruption occurs to a job that is printing, the printer might not recognize the rest of the job.

Cancel the print job and wait for the printer to return to the ready state. If the printer does not return to the ready state, cancel all jobs and wait again. When the printer is ready, resend the job. If prompted by the computer to retry the job, click **Cancel**.

Check the cable connections

- ▲ If the printer and computer are connected with a USB cable, the problem may be due to a poor cable connection.

Make sure the cable connections at both ends are secure. If the problem persists, turn off the printer, disconnect the cable from the printer, turn on the printer without connecting the cable, and delete any remaining jobs from the print spooler. When the Power light is on and not flashing, reconnect the cable.

Check the document file

- ▲ The document file may be damaged. If you can print other documents from the same application, try printing a backup copy of your document, if available.

Ink is smearing

Check the print settings

- When you print documents that use much ink, allow more time to dry before handling the printouts. This is especially true for transparencies. In the printer driver, select the **Best** print quality, and also increase the ink drying time and reduce the ink saturation using the ink volume under the advanced features (Windows) or ink features (Mac OS). However, note that decreasing ink saturation might give printouts a "washed-out" quality.
- Color documents that have rich, blended colors can wrinkle or smear when printed using the **Best** print quality. Try using the other print mode such as **Normal** to reduce ink, or use HP Premium Paper designed for printing vivid color documents. See [Changing print settings](#).

Check the media type

- ▲ Some types of media do not accept ink well, ink will dry more slowly and smearing may occur. See [Selecting print media](#).

Check the margin settings

- Increase the margins in your document. Refer to the documentation included with your software application.
- If you are using a computer running Windows, make sure **Minimize Margins** is not selected in the printer driver.

Ink is not filling the text or graphics completely

Check the ink cartridges

- ▲ Ink cartridges might have run out of ink. Replace any empty cartridge. Or try removing and reinstalling the cartridges; make sure they snap firmly into place. See [Replacing the ink cartridges](#).

Check the media type

- ▲ Some media types are not suitable for use with the printer. See [Selecting print media](#).

Output is faded or dull colored

Check the print mode

- ▲ The draft or fast mode in the printer driver allows you to print at a faster rate, which is good for printing drafts. To get better results, select **Normal** or **Best**. See [Changing print settings](#).

Check the paper type setting

- ▲ When printing on transparencies or other special media, select the corresponding media type in the printer driver. See [To print on special or custom-sized media \(Windows\)](#).

Check the ink cartridges

- ▲ If lines in the text or image are broken or do not print properly, one or more of the ink cartridges may have run out of ink or are defective. Replace these cartridges with new ones. See [Replacing the ink cartridges](#).

Colors are printing as black and white

Check the print settings

- ▲ Make sure **Print in Grayscale** is not selected in the printer driver.

Wrong colors are printing

Check the print settings

- ▲ Make sure **Print in Grayscale** is not selected in the printer driver.

Check the printheads

- ▲ Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions (see [To print the print quality diagnostic page](#)).

Printout shows bleeding colors

Check the print settings

- ▲ Some media type settings (such as for transparencies and photo papers) and print quality settings (such as Best) require more ink than others. Choose different print settings in the printer driver, make sure you select the correct media type. See [Changing print settings](#).

Check the ink cartridges

- ▲ Make sure ink cartridges have not been tampered with. Refilling processes and the use of incompatible inks can disrupt the intricate printing system, and result in reduced print quality and damage to the printer or printhead. HP does not guarantee or support refilled ink cartridges. For ordering information, see [HP supplies and accessories](#).

Check the printheads

- ▲ Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions (see [To print the print quality diagnostic page](#)).

Colors do not line up properly

Check the printheads

- ▲ Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions (see [To print the print quality diagnostic page](#)).

Check the graphics placement

- ▲ Use the zoom or print preview feature of your software to check for gaps in the placement of graphics on the page.

Lines or dots are missing from text or graphics

Check the printheads

- ▲ Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions (see [To print the print quality diagnostic page](#)).

Resolving paper-feed problems

For information on resolving jams, see [Clearing jams](#).

Tray cannot be inserted

- Reinsert the tray. Make sure it is aligned with the printer opening.
- Check for paper jam. See [Clearing jams](#).

Another paper-feed problem is occurring

Media is not supported for the printer or tray

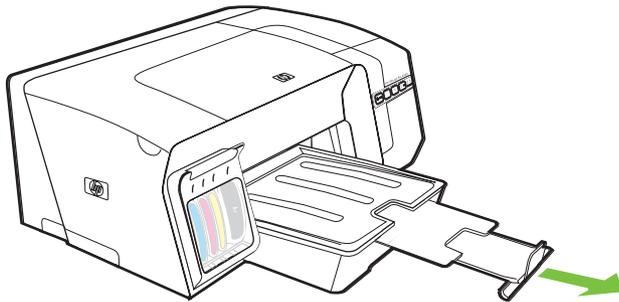
- ▲ Use only media that is supported for the printer and the tray being used. See [Understanding specifications for supported media](#).

Media is not picked up from a tray

- Make sure media is loaded in the tray. See [Loading media](#). Fan the media before loading.
- Make sure the paper guides are set to the correct markings in the tray for the media size you are loading. Also make sure the guides are snug, but not tight, against the stack.
- Make sure media in the tray is not curled. Uncurl paper by bending it in the opposite direction of the curl.
- Make sure the tray is inserted properly.

Media is not coming out correctly

- Make sure the output tray extension is extended; otherwise, printed pages may fall off the printer.



- Remove excess media from the output tray. There is a limit to the number of sheets the tray can hold.
- If the rear access panel or duplex unit is not installed properly during a print job, media may exit through the rear of the printer. Reinstall the rear access panel or duplex unit, or close the cover of the duplex unit.

Pages are skewing

- Make sure the media loaded in the trays is aligned to the paper guides. If needed, pull out the trays from the printer, reload the media properly, making sure that the paper guides are properly aligned.
- When reinserting a tray into the printer, do so gently. Forceful insertion with a full stack of paper may cause sheets to slide up within the printer, causing the printer to jam or pick multiple sheets at one time.
- Make sure the rear access panel or duplex unit is properly installed.

Multiple pages are being picked up

- Fan the media before loading.
- Make sure the paper guides are set to the correct markings in the tray for the media size you are loading. Also make sure the guides are snug, but not tight, against the stack.
- Make sure the tray is not overloaded with paper.
- When reinserting a tray into the printer, do so gently. Forceful insertion with a full stack of paper may cause sheets to slide up within the printer, causing the printer to jam or pick multiple sheets at one time.
- Use HP media for optimum performance and efficiency.

Resolving printer management problems

This section provide solutions to common problems that involve managing the printer.

Embedded Web server cannot be opened

Check your network setup

- Make sure you are not using a phone cord or a cross cable to connect the printer to the network. See [Configuring the printer \(Windows\)](#) or [Configuring the printer \(Mac OS\)](#).
- Make sure the network cable is securely connected to the printer.
- Make sure the network hub, switch, or router is turned on and working properly.

Check the computer

- ▲ Make sure the computer that you are using is connected to the network.

Check your Web browser

- ▲ Make sure the Web browser meets the minimum system requirements. See [System requirements](#).

Check the printer IP address

- Print the configuration pages of the printer, and locate the printer's IP address on the second page. See [Understanding the configuration page](#).
- Ping the printer using the IP address from an MS-DOS prompt.

For example, if the IP address is 123.123.123.123, type the following at the MS-DOS prompt:
C:\Ping 123.123.123.123

If a reply appears, the IP address is correct. If a time-out response appears, the IP address is incorrect.

Troubleshooting installation issues

Problems printing an alignment page

When printheads are installed or replaced, the printer automatically prints a few alignment pages to align the printheads. This process takes about 8 minutes, and the alignment pages may be discarded after they are printed. If the printer does not print the pages, try to start the alignment process manually (see [To align the printheads](#)).

Problems installing software



NOTE Visit HP website (www.hp.com/support/officejetprok550) for the latest troubleshooting information, or product fixes and updates.

Verify the computer requirements

- ▲ Make sure the computer meets the system requirements. See [System requirements](#).

Verify installation preliminaries

- Before installing software on a Windows computer, ensure all other programs are closed.
- If the computer does not recognize the path to the CD drive that you type, ensure you are specifying the correct drive letter.
- If the computer cannot recognize the Starter CD in the CD drive, inspect the CD for damage. The printer driver can be downloaded from www.hp.com/support/officejetprok550.

Reinstall the printer software

- ▲ If you are using Windows and the computer cannot detect the printer, run the uninstallation utility (Util\Scrubber\Uninstall.exe on the Starter CD) to perform a clean uninstallation of the printer software. Restart your computer and reinstall the software. See [Uninstalling the printer software](#).

Problems connecting to a network



NOTE After correcting any of the following, run the installation program again.

General network troubleshooting

If you are unable to install the printer software on the computer, verify that:

- All cable connections to the computer and the printer are secure.
- The network is operational and the network hub is turned on.
- All applications, including virus protection programs and personal firewalls, are temporarily closed or disabled.
- Make sure the printer is installed on the same subnet as the computers that will be using the printer.

- If the installation program cannot discover the printer, print the configuration page of the printer, and enter the IP address listed on the configuration page during the software installation. See [Understanding the configuration page](#).

- Ping the printer using the IP address from an MS-DOS prompt.

For example, if the IP address is 123.123.123.123, type the following at the MS-DOS prompt:
C:\Ping 123.123.123.123

If a reply appears, the IP address is correct. If a time-out response appears, the IP address is incorrect.

- If you are using a computer running Windows, make sure that the network ports created in the printer driver match the printer IP address:
 1. Print the configuration page. See [Understanding the configuration page](#).
 2. On the Windows desktop, click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
 3. Right-click the printer icon, click **Properties**, and then click the **Ports** tab.
 4. On the **Ports** tabbed page, select the TCP/IP port for the printer and click **Configure Port**. Compare the IP address listed in the dialog box and make sure it matches the IP address listed on the configuration page. If the IP addresses are different, change the IP address in the dialog box to match the address on the configuration page.

Alternatively, create a new HP standard TCP/IP port (using the IP address listed on the configuration page) by doing the following:

- a. On the **Ports** tabbed page, click **Add Port**.
 - b. Select **Standard TCP/IP Port** and click **New Port**.
 - c. Follow the onscreen instructions to create a new TCP/IP port using the printer's IP address.
5. Click **OK** twice to save the settings and close the dialog boxes.

Problems connecting to a wired network

- If the Link light on the network connector does not turn on, make sure that all of the conditions listed in [General troubleshooting tips](#) are met.
- Though it is not recommended that you assign the printer with a static IP address, you might resolve some installation problems (such as a conflict with a personal firewall) by assigning the printer with a static IP address. For more information, see [Configure network settings](#).

Problems setting up or using wireless communication

If the printer is unable to communicate with the network after completing the wireless setup and software installation, perform one or more of the following tasks:

Check the wireless network settings

- Make sure the computer's wireless card is set to the correct wireless profile. A wireless profile is a set of network settings unique to a given network. A single wireless card might have several wireless profiles (for example, one for a home network and one for an office network). Open the configuration utility for the network card installed on your computer, and ensure that the profile selected is the profile for the printer's network.
- Make sure the printer's network settings match those of your network. Do one of the following to find the settings for your network:
 - **Infrastructure communication mode:** Open the wireless access point's (WAP) configuration utility.
 - **Ad hoc communication mode:** Open the configuration utility for the network card installed in your computer.
- Compare the network's settings to those that appear on the printer's network configuration page (see [Understanding the configuration page](#)), and note any differences. Possible problems include the following:
 - The WAP filters hardware addresses (MAC addresses). See [To add hardware addresses to a wireless access point \(WAP\)](#).
 - One of these settings in the printer might be incorrect: communication mode (infrastructure or ad hoc), network name (SSID), channel (Ad hoc networks only), authentication type, encryption. See [Understanding 802.11 wireless network settings](#).
- Print a document. If the document still does not print, then reset the printer's network settings (see the instructions under [Troubleshooting tips and resources](#)) and reinstall the printer software (see [Setting up the printer for wireless communication \(HP Officejet Pro K550dtwn\)](#)).

If the wireless network settings are correct, the computer might be associated to another wireless network. Ensure that the computer is associated to the same wireless network as that of the printer. Users can ensure this by checking the wireless settings on their respective computers. In addition, ensure that the computers have access to the wireless network.

If the wireless network settings are incorrect, follow these steps to correct the printer's network settings:

1. Connect the printer to your network with a network cable or to the computer using the cross cable included with the printer.
2. Open the printer's embedded Web server. See [Embedded Web server](#).
3. Click the **Networking** tab, and then click **Wireless (802.11)** in the left pane.
4. Use the **Wireless Setup** wizard on the **Wireless Setup** tab to change the printer's settings to match the settings of the network.
5. Close the embedded Web server, and then disconnect the cable from the printer.

6. Uninstall the printer software completely, and then reinstall the software. See [Uninstalling the printer software](#).

Check the signal strength

- ▲ Check the signal strength indicated on the network configuration page of the printer (see [Understanding the configuration page](#)). If the value is '0', the wireless devices (such as the computer, the hub, or the wireless router) might be too far away, or the wireless signal might be blocked.

If possible, bring the devices closer, or move the devices to avoid any obstructions or partitions. See also [Guidelines for reducing interference on a wireless network](#).

Check the printer lights

- If the Configuration Page light keeps blinking, the device might be faulty.
- If the Configuration Page light does not light up, check the network status and connection type information on the network configuration page of the printer. If the information shows 'Offline' and 'Wired', the printer is connected to the wired network.

Disconnect the network cable and configure the printer for wireless communication.

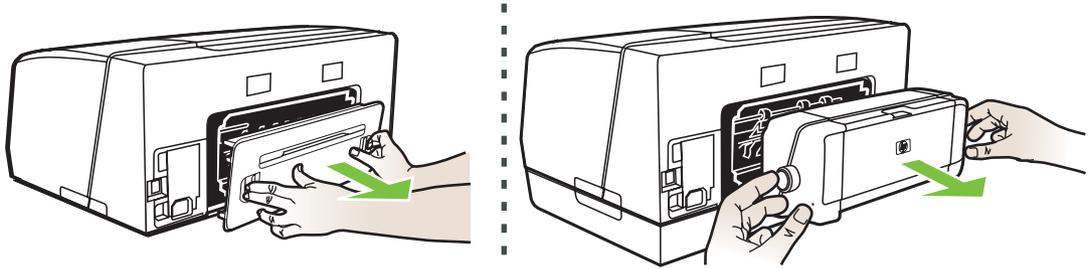


NOTE The printer operates in either a wired or a wireless mode at any given point of time; it will not print in both modes simultaneously.

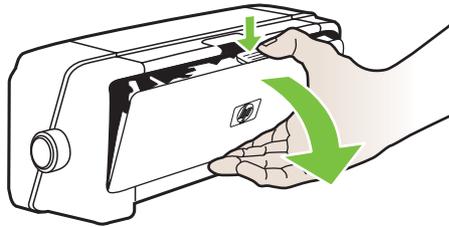
Clearing jams

To clear a jam

1. Remove all media from the output tray.
2. Check the rear access panel or the duplex unit.
 - a. Push the button on either side of the rear access panel or the duplex unit, and remove the panel or unit.

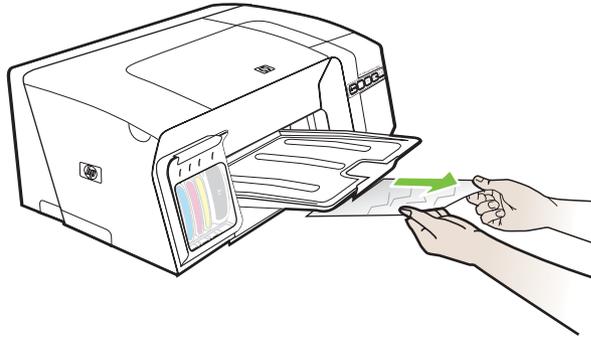


- b. Locate any jammed media inside the printer, grasp it with both hands and pull it towards you.
- c. If the jam is not there, push the latch on the top of the duplex unit and lower its cover. If the jam is inside, carefully remove it. Close the cover.



- d. Reinsert the rear access panel or the duplex unit into the printer.
3. If you cannot locate the jam, lift the output tray and check for a jam in tray 1. If media is jammed in the tray, do the following:
 - a. Pull out tray 1.

- b. Pull the paper towards you.



- c. Reinsert the tray and lower the output tray.
4. If you have not found the jam and have tray 2 installed, pull out the tray and remove the jammed media, if possible. If not, do the following:
 - a. Ensure the printer is turned off and disconnect the power cord.
 - b. Lift the printer off tray 2.
 - c. Remove the jammed media from the bottom of the printer or from tray 2.
 - d. Reposition the printer on top of tray 2.
5. Open the top cover. If there is paper remaining inside the printer, ensure the carriage has moved to the right of the printer, free any paper scraps or wrinkled media, and pull the media towards you through the top of the printer.



WARNING! Do not reach into the printer when the printer is on and the carriage is stuck. When you open the top cover, the carriage should return to its position on the right side of the printer. If it does not move to the right, turn off the printer before you remove any jam.

6. After clearing the jam, close all covers, turn on the printer (if you turned it off) and resend the print job.

If you encounter frequent jams, perform paper feed test to ensure that the paper path of the trays or duplex unit is clear. This process will print 20 blank pages.

To perform paper feed test

- **Embedded Web server:** Click the **Settings** tab, click **Printer Services** in the left pane, select the option to test paper feed from the drop-down list in the **Print Quality** section, and click **Apply**.
- **Printer driver (Windows):** Click the **Services** tab. For Windows 2000, Windows XP, and Windows Server 2003, click the **Service this Device** button (this option is available only if the Toolbox is installed), and then click the **Printer Services** tab. Click **Test Paper Feed** and follow the onscreen instructions.
- **Toolbox (Windows):** Click the **Printer Services** tab, and then click **Test Paper Feed** and follow the onscreen instructions.
- **HP Printer Utility (Mac OS):** Click **Test Paper Feed** from the **Information and Support** panel.

To avoid jams

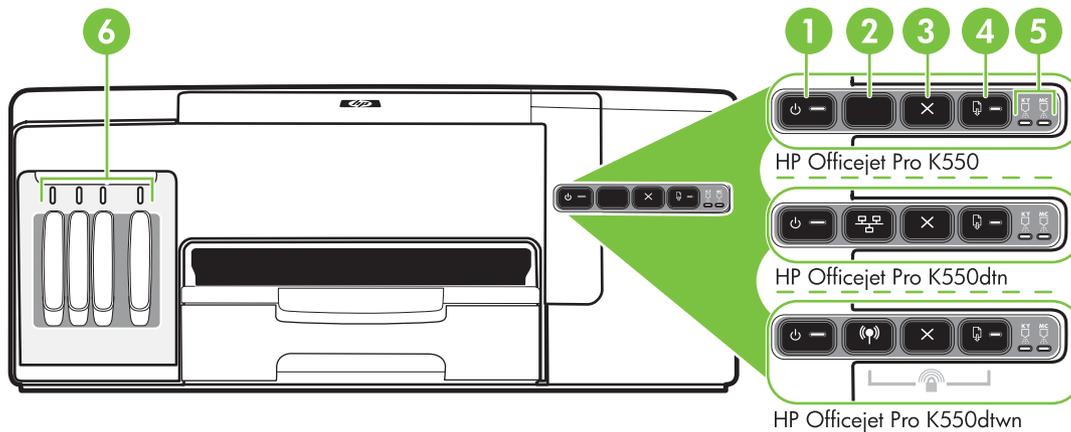
- Make sure that nothing is blocking the paper path.
- Do not overload the trays. See [Understanding specifications for supported media](#).
- Load paper properly. See [Loading media](#).
- When reinserting a tray into the printer, do so gently. Forceful insertion with a full stack of paper may cause sheets to slide up within the printer, causing the printer to jam or pick multiple sheets at one time.
- Do not use media that is curled or crumpled.
- Always use media that conforms with specifications. See [Selecting print media](#).
- Make sure the output tray is not overly full when you send a job to print.
- Make sure media is aligned against the right side of a tray.
- Make sure the media length and width guides are adjusted snugly against the media, but do not crinkle or bend it.

5 Printer lights reference

The printer lights indicate printer status and are useful for diagnosing printing problems. This section contains information about the printer lights, what they indicate, and what action to take if necessary.

- [Interpreting control panel lights](#)
- [Interpreting network connector lights](#)

Interpreting control panel lights



- 1 Power button and light
- 2 Configuration Page button
⌘ HP Officejet Pro K550dtn
📶 HP Officejet Pro K550dtwn
- 3 Cancel button
- 4 Resume button and light
- 5 Printhead lights
- 6 Ink cartridge lights

For more information, visit HP website (www.hp.com/support/officejetprok550) for the latest troubleshooting information, or product fixes and updates.

Light description /Light pattern	Explanation and recommended action
<p>All lights are off.</p> 	<p>The printer is off.</p> <ul style="list-style-type: none"> • Connect the power cable. • Press  (Power button).
<p>The Power light is on.</p> 	<p>The printer is ready.</p> <ul style="list-style-type: none"> ▲ No action is required.

Light description /Light pattern**Explanation and recommended action**

The Power light blinks.



The printer is turning on or off, or is processing a print job.

▲ No action is required.

The printer is pausing for the ink to dry.

▲ Wait for the ink to dry.

The Power light and the Resume light blink.



Print media is jammed in the printer.

▲ Remove all media from the output tray. Locate and clear the jam. See [Clearing jams](#).

The printer carriage has stalled.

- Open the top cover and remove any obstructions (such as jammed media).
 - Press  (Resume button) to continue printing.
 - If the error persists, turn the printer off, and then on again.
-

The Power light is on and the Resume light blinks.



The printer is out of paper.

▲ Load paper and press  (Resume button).

The printer is in manual duplex mode. It is waiting for the ink to dry so that the pages can be flipped over and reloaded.

▲ Reload the stack of media into the printer, and press  (Resume button).

The Power light and the Resume light are on.



A cover is not closed completely.

▲ Make sure all covers are completely closed.

The rear access panel or duplex unit is missing, or is not inserted completely.

▲ Make sure the rear access panel (HP Officejet Pro K550) or the duplex unit (HP Officejet Pro K550dtn/ K550dtwn) is inserted completely at the back of the printer.

Light description /Light pattern**Explanation and recommended action**

The Power light and the Resume light blink, and one or more of the ink cartridge lights are on.



One or more of the ink cartridges have expired.



CAUTION Printer services or repairs required as a result of using expired ink cartridges will not be covered under warranty.

- Replace the ink cartridge indicated.
- If you choose to use the expired ink cartridge, press and hold  (Power button), and press  (Resume button) three times. All lights except the Power light go off. Damage that results to the printer from using this cartridge is not covered under the warranty.

The Power light is on, and one or more of the printhead lights blink.



One or more of the printheads are missing.

- Install the printhead indicated, and then try to print.
- If the error persists, replace the printhead indicated.

The Power light, and one or more of the printhead lights blink.



One or more of the printheads are faulty or need attention.

- Ensure the printhead indicated is properly installed, and then try to print. Remove and reinsert the printhead if necessary.
- If the error persists, replace the printhead indicated.

The Power light is on, and one or more of the ink cartridge lights blink.



One or more of the ink cartridges are missing.

- Install the ink cartridge indicated, and then try to print.
- If the error persists, replace the ink cartridge indicated.

One or more of the ink cartridges are out of ink and must be replaced before you can continue printing.

- ▲ Replace the ink cartridge indicated.

The Power light, and one or more of the ink cartridge lights blink.



One or more of the ink cartridges are faulty or need attention.

- Ensure the ink cartridge indicated is properly installed, and then try to print.
- If the error persists, replace the ink cartridge indicated.

Light description /Light pattern**Explanation and recommended action**

The Power light is on, and one or more of the ink cartridge lights are on.



One or more of the ink cartridges are low on ink and will need to be replaced soon.

- ▲ Get ready new ink cartridges and replace the existing cartridges when they become empty.

The Power light blinks, and one or more of the ink cartridge lights are on.



The Configuration Page light blinks.

(HP Officejet Pro K550dtwn)



One of the following processes is taking place:

- The printer is initializing for wireless communication.
- If you are using SecureEasySetup (SES) to set up the printer, the printer might be trying to connect to the wireless network.
- If you are using Windows Connect Now™ to set up the printer, the printer is receiving wireless information from the USB flash drive.

Each of the above processes takes less than 2 minutes.

- ▲ No action is required.

The Configuration Page light is on.

(HP Officejet Pro K550dtwn)



The printer is in wireless communication mode.

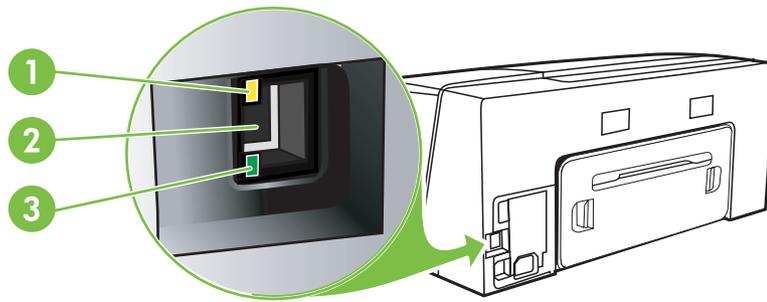
- ▲ No action is required.

All lights are on.



A non-recoverable error has occurred. See [All printer lights are on.](#)

Interpreting network connector lights



- 1 Activity light
- 2 Network connector
- 3 Link light



NOTE The printer's wireless communication is turned off when the printer is connected using a network cable.

Light description/Light pattern

Explanation and recommended action

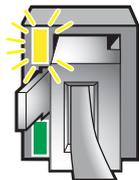
Link light is on. Activity light is off.



The printer is connected to the network but is not receiving or transmitting data over the network. The printer is turned on and idle.

▲ No action is required.

Link light is on. Activity light blinks.

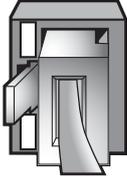


The printer is receiving or transmitting data over the network.

▲ No action is required.

Light description/Light pattern**Explanation and recommended action**

Link light is off. Activity light is off.



The printer is turned off or is not connected to the network.

- ▲ If the printer is turned off, turn on the printer. If the printer is turned on and a network cable is connected, see [Problems connecting to a network](#).

6 Configuring and managing the printer

This section contains the following information:

- [Managing the printer](#)
- [Understanding the configuration page](#)
- [Configuring the printer \(Windows\)](#)
- [Configuring the printer \(Mac OS\)](#)
- [Setting up the printer for wireless communication \(HP Officejet Pro K550dtwn\)](#)
- [Uninstalling the printer software](#)

Managing the printer

Overview of printer management tasks

The following table lists common printer tools that can be used to manage the printer. Specific procedures might include other methods. For information about accessing and using the tools, see [Overview of printer management tools](#).



NOTE Mac OS users can use the control panel, the embedded Web server, and the HP Printer Utility. Windows users can use the control panel, the embedded Web server, the printer driver, the Toolbox, the HP Web Jetadmin, and myPrintMileage.

For more information about the HP Web Jetadmin software, open the HP Web Jetadmin software and see its documentation. For more information about myPrintMileage, visit the myPrintMileage website.

If you want to...	...use these tools.*					
	Control panel parts	Embedded Web server	Toolbox (Windows)	HP Printer Utility (Mac OS)	HP Web Jetadmin software	myPrintMileage
Monitor the printer						
▲ Status of supplies	✓	✓	✓	✓	✓	✓
▲ Usage of supplies and media		✓				
▲ Operation and status	✓	✓	✓		✓	
Administer the printer						
▲ Printer maintenance		✓	✓	✓		
▲ Printer security		✓			✓	
▲ PowerSave mode time		✓				
▲ Tray settings		✓	✓	✓		
▲ Alerts and notifications			✓			
Configure network settings						
▲ Configure network settings		✓			✓	

Monitor the printer

This section provides instructions for monitoring the printer.

Use this tool...	...to obtain the following information.
Control panel	<p>Obtain information about the status of jobs that are being processed, the operating status of the printer, and the status of ink cartridges and printheads.</p> <p>See Printer lights reference for more information.</p>
Embedded Web server	<ul style="list-style-type: none">● Printer status information: Click the Information tab, and then click an option available on the left pane.● Ink cartridge and printhead status: Click the Information tab and click Ink Supplies in the left pane.● Accumulated ink and media usage: Click the Information tab and click Usage in the left pane.
Toolbox (Windows)	<ul style="list-style-type: none">● Ink cartridge information: Click the Printer Status tab to view the ink-level information, and then click the Cartridge Information button to view information about replacement ink cartridges and expirations dates.● Printer errors: Click the Printer Status tab, click Preferences, and then select one or more check boxes to enable viewing of printer errors or warnings.
HP Printer Utility (Mac OS)	<ul style="list-style-type: none">▲ Ink cartridge information: Open the Information and Support panel and click Supplies Status.

Administer the printer

This section provides information about administering the printer and modifying settings.

Use this tool...	...to do the following.
Control panel	<ul style="list-style-type: none">▲ Reset the administrator password and network settings: Press and hold $\text{⌘} / \text{⌘}$ (Configuration Page button), press ⏏ (Resume button) three times, and release $\text{⌘} / \text{⌘}$ (Configuration Page button). See the details under Troubleshooting tips and resources.
Embedded Web server	<ul style="list-style-type: none">● Modify the administrator password: Click the Settings tab and click Security in the left pane.● Change tray settings: Click the Settings tab and click Paper Handling in the left pane.● Perform printer maintenance tasks: Click the Settings tab and click Printer Services in the left pane.

Use this tool...**...to do the following.**

Toolbox (Windows)

- **Change tray settings:** Click the **Printer Services** tab and click **Paper Handling**.
- **Perform printer maintenance tasks:** Click the **Printer Services** tab and click the button for the task that you wish to perform.
- **Set up alerts and notifications:** Click the **Printer Status** tab and click **Preferences**.

Printer driver (Windows)**Perform printer maintenance tasks:**

1. On the Windows desktop, click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
2. Right-click the printer icon, and then click **Properties**, **Document Defaults**, or **Printing Preferences**.
3. Click the **Services** tab. For Windows 2000, Windows XP, and Windows Server 2003, click the **Service this Device** button (this option is available only if the Toolbox is installed), and then click the **Printer Services** tab. Click the button for the task that you wish to perform.

HP Printer Utility (Mac OS)

- **Change tray settings:** Click **Trays Configuration** from the **Printer Settings** panel.
 - **Perform printer maintenance tasks:** Open the **Information and Support** panel and click the option for the task that you wish to perform.
-

Configure network settings

This section provides information about configuring the printer's network settings.

For a list of current settings, print a configuration page. See [Understanding the configuration page](#).

Use this tool...**...to do the following.**

Embedded Web server

- **Configure network settings:** Click the **Networking** tab.
- **Set a static IP address:** Click the **Networking** tab, select **Manual IP** from the **IP Address Configuration** drop-down list, enter the static IP address in the **Manual IP Address** box, enter the **Manual Subnet Mask** and **Manual Default Gateway**, if needed, and click **Apply**.



NOTE It is not recommended that you assign a static IP address to the printer. However, a static IP address might resolve certain setup and printing problems, such as a conflict with a personal firewall.

Overview of printer management tools

Embedded Web server

When the printer is connected to a network, you can use the printer's embedded Web server to view status information, change settings, and manage the printer at your computer.



NOTE For a list of system requirements for the embedded Web server, see [Printer specifications](#). Some settings might be restricted by the requirement for a password. You can open and use the embedded Web server without being connected to the Internet. However, some features will not be available.

To open the embedded Web server

You can open the embedded Web server through the following ways:



NOTE To open the embedded Web server from the printer driver (Windows), the Toolbox (Windows), or the HP Printer Utility (Mac OS), the printer must be on a network and must have an IP address.

- **Web browser:** In a supported Web browser on your computer, type the IP address that has been assigned to the printer.

For example, if the IP address is 123.123.123.123, type the following address into the Web browser: `http://123.123.123.123`

The IP address for the printer is listed on the configuration page. See [Understanding the configuration page](#).

After opening the embedded Web server, you can bookmark it so that you can return to it quickly in the future.

- **Printer driver (Windows):** Click the **Services** tab and click the button to open the embedded Web server.
- **Toolbox (Windows):** Click the **Information** tab and click the button to open the embedded Web server.
- **HP Printer Utility (Mac OS):** Click **EWS** from the **Information and Support** panel.

Embedded Web server pages

The embedded Web server contains pages that you can use to view product information and change printer settings. The pages also contain links to other e-services.

Pages	Contents
Information	Shows status information about the printer, its ink supplies and usage, and a log of printer events (such as errors).
Settings	Shows the settings that have been configured for the printer, and gives you the ability to change these settings.

Pages	Contents
Networking	Shows network status and the network settings that have been configured for the printer. These pages only appear if the printer is connected to a network. See Configure network settings for more information.
Other links	<p>Connect you to other resources, including e-services, such as HP Instant Support, myPrintMileage, and online ordering of supplies. See HP Instant Support and myPrintMileage.</p> <p>You can also add or customize a link to the website of your choice. The link will appear on the left pane throughout the embedded Web server pages.</p>

Toolbox (Windows)

The Toolbox provides status and maintenance information about the printer. It also provides links to this guide for help in performing basic printing tasks and solving problems.



NOTE The Toolbox can be installed from the Starter CD by selecting the full installation option, if the computer meets the system requirements.

To monitor a printer on a shared port (for example, \\portname\printername) from a client machine, the Toolbox must be running on the server machine as well as on the client machine.

To open the Toolbox

- ▲ From the **Start** menu at your computer, point to **Programs**, point to the printer name, and then click the **Toolbox** icon.

Toolbox tabs

The Toolbox contains the following tabs.

Tabs	Contents
Printer Status	<ul style="list-style-type: none"> ● Selected printer: Displays a list of installed printers that are supported by the Toolbox. ● Ink Level Information: Shows estimated ink level for each cartridge. ● Order Supplies: Provides access to a website where you can order printing supplies for the printer online. ● Cartridge Information: Shows order numbers and expiration dates of the installed ink cartridges. ● Preferences: Allows you to set your preferences, such as specifying whether to display error messages, and whether to sound an audio alert when a printer or printing error occurs.

Tabs	Contents
Information	<ul style="list-style-type: none"> ● Printer Information: Provides a link to myPrintMileage, and shows the printer hardware and printhead health information. ● Help Information: Provides links to HP Instant Support, HP Customer Support, and online printer registration, as well as to this guide for help in performing basic printing tasks and troubleshooting. See HP Instant Support.
Printer Services	<ul style="list-style-type: none"> ● Print PQ (print quality) diagnostic page: Allows you to diagnose issues affecting the print quality of the printer. See To print the print quality diagnostic page. ● Test Paper Feed: Allows you to check the paper pick mechanism of a paper source. See the instructions under Clearing jams. ● Print Configuration Page: Allows you to print the configuration page of the printer. This page contains information about the printer and the supplies. See Understanding the configuration page. ● Align Printheads: Guides you through aligning the printheads. See To align the printheads. ● Clean Printheads: Guides you through cleaning the printheads. See To clean the printheads. ● Calibrate Linefeed: Allows you to perform linefeed calibration. See To calibrate the linefeed. ● Calibrate Color: Allows you to perform color calibration to correct problems with color tints. See Calibrating the color. ● Paper Handling: Allows you to set the tray lock and select a default tray (if tray 2 is installed). See Configuring trays.

HP Printer Utility (Mac OS)

The HP Printer Utility contains tools to configure print settings, calibrate the printer, clean the printheads, print the configuration page of the printer, order supplies online, and find website support information.

To open the HP Printer Utility

1. From the **Finder**, select **Computer** from the **Go** menu.
2. Select **Library**, and then select **Printers**.
3. Select **hp**, select **Utilities**, and then select **HP Printer Selector**.
4. Select the printer and click **Launch Utility**.

HP Printer Utility panels

Information and Support panel

- **Supplies Status:** Shows the information about currently installed printheads and ink cartridges.
- **Device Information:** Displays information about the printer model and serial number. Also allows you to print the configuration page of the printer. This page contains information about the printer and the supplies. See [Understanding the configuration page](#).
- **Print PQ Diagnostic Page:** Allows you to diagnose issues affecting the print quality of the printer. See [To print the print quality diagnostic page](#).
- **Test Paper Feed:** Allows you to check the paper pick mechanism of a paper source. See the instructions under [Clearing jams](#).
- **Clean:** Guides you through cleaning the printheads. See [To clean the printheads](#).
- **Align:** Guides you through aligning the printheads. See [To align the printheads](#).
- **Calibrate Color:** Allows you to perform color calibration to correct problems with color tints. See [Calibrating the color](#).
- **Calibrate Linefeed:** Allows you to perform linefeed calibration. See [To calibrate the linefeed](#).
- **HP Support:** Gain access to HP website where you can find support for the printer, register the printer, and find information about returning and recycling used printing supplies.

Printer Settings panel

- **Trays Configuration:** Set the default media type and size for a tray, and set the tray priority. See [Configuring trays](#).
- **Network Settings:** Configure IP settings for network connectivity.

Network Printer Setup Utility (Mac OS)

The tool allows you to configure network settings for the printer. You can configure wireless settings such as network location name and wireless mode, and wired settings such as TCP/IP address, router, and subnet mask.

To open the Network Printer Setup Utility

1. From the **Finder**, select **Computer** from the **Go** menu.
2. Select **Library**, and then select **Printers**.
3. Select **hp**, select **Utilities**, and then select **Network Printer Setup Utility**.
4. Follow the onscreen instructions to configure network settings for the printer.

HP Web Jetadmin software

The HP Web Jetadmin software is a Web-based management solution for remotely installing, configuring (both individually or in batch mode), monitoring status (including levels for supplies),

conducting remote diagnostics, and troubleshooting a wide variety of HP and non-HP network peripherals.

After the software has been installed, you can gain access to it from anywhere within your intranet by using a standard Web browser. To get more information or to download the software, go to www.hp.com/go/webjetadmin.

HP Instant Support

HP Instant Support is a suite of Web-based troubleshooting tools. It helps you quickly identify, diagnose, and resolve printing problems.

HP Instant Support provides the following information about your device:

- **Easy access to troubleshooting tips:** Provides tips that are customized for your device.
- **Resolution of specific device errors:** Provides immediate access to information that can help you resolve error messages specific to your device. To see a description of the problem, as well as recommendations for solving or preventing the problem, click the link within the message. To see a list of past device errors, click **Alerts** on the left side of the HP Instant Support page.
- **Notification of device driver updates:** Alerts you when there is an update for the printer driver. A message appears on the HP Instant Support homepage; click the link within the message to go directly to the download section of the HP website.
- **Obtaining support services:** Provides a list of the support services that are available for your device.
- **Managing ink and media usage (myPrintMileage):** Helps you manage and forecast printer supplies usage.
- **Self diagnostic testing for your device:** Runs a diagnostic test of your device. Select **Printer** on the **Self Help** menu on the Instant Support page to start diagnosing the devices. HP Instant Support checks the computer, and a list of configured devices appears. When you select the device that you want to diagnose, HP Instant Support can help you with tasks, such as making sure that you have the latest device driver available and gaining access to reports about the device status and detailed device-diagnostic information. If any errors are detected during this process, you are given the option to perform updates to the device drivers, or to perform detailed diagnostic tests on the device.
- **HP expert help online (Active Chat):** Provides personalized help from an HP support expert over the Web at any time. Simply submit a question or a description of your problem. Your recent device history, system configuration, and any actions that you have attempted are automatically forwarded to HP (upon your approval) so that you will not need to describe the problem again. An HP support expert will respond online to solve your problem through a real-time Web chat.
- **Knowledge database** Use the HP knowledge database to quickly find answers to your questions.

Security and privacy

When you use HP Instant Support, detailed device information, such as the serial number, error conditions, and status, is sent to HP. HP respects your privacy and manages this information according to the guidelines that are outlined in the HP Online Privacy Statement (www.hp.com/country/us/eng/privacy.htm).



NOTE To view all the data that is sent to HP, select **Source** (for Internet Explorer and Opera) or **Page Source** (for Netscape and Mozilla Firefox) from the **View** menu in your Web browser.

To gain access to HP Instant Support

- ▲ **Toolbox (Windows):** Click the **Information** tab and click **HP Instant Support**.
- ▲ **Embedded Web server:** In a Web browser, type the IP address assigned to the device. (The address is listed on the configuration page. See [Understanding the configuration page.](#)) In the **Other Links** section of the **Information** or **Settings** tab, click **HP Instant Support**.



NOTE Do not bookmark the Web pages that are used to open HP Instant Support. If you bookmark the site and connect to it by using the bookmark, the pages will not contain the current information.

myPrintMileage

myPrintMileage is a service that HP provides to help you keep track of your device usage to help you forecast device usage and plan the purchase of supplies.

To use myPrintMileage, you must have the following:

- Toolbox (Windows) installed
- Internet connection
- Device connected

On the myPrintMileage website, you can see the following item:

- ▲ Print analysis, such as the amount of ink you have used, whether you use more black or color ink, and the estimated number of pages you can print with the remaining amount of ink.

To gain access to myPrintMileage

- **Embedded Web server:** Click **myPrintMileage** in the **Other Links** section.
- **Toolbox (Windows):** Click the **Information** tab, and then click **myPrintMileage** and follow the onscreen instructions.
- **Windows taskbar:** Right-click the **Toolbox** icon in the Windows taskbar, click **myPrintMileage**, and then select **View my print usage**.

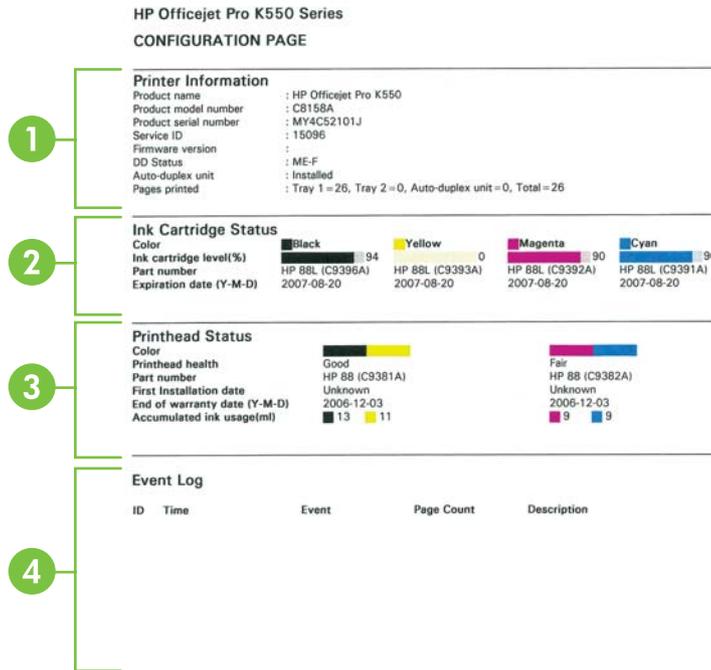


NOTE Do not bookmark the Web pages that are used to open myPrintMileage. If you bookmark the site and connect to it by using the bookmark, the pages will not contain the current information.

Understanding the configuration page

Use the configuration page to view current printer information, ink cartridge status, and printhead health status; to help troubleshoot printer problems; and to verify installation of optional accessories, such as the duplex unit. The configuration page also contains a log of recent events. If the printer is connected to a network, an additional network configuration page prints; this page shows the network settings for the printer.

If you need to call HP, it is often useful to print the configuration page before calling.



- 1. Printer Information:** Shows printer information (such as the product name, model number, serial number, and firmware version number), the accessories that are installed (such as the duplex unit), and the number of pages printed from the trays and accessories.
- 2. Ink Cartridge Status:** Shows the estimated ink levels (represented in graphical form as gauges), the part numbers and expiration dates of the ink cartridges.
- 3. Printhead Status:** Shows the status of the printhead health, and the part numbers, first-installation dates, and end-of-warranty dates of the printheads, as well as the accumulated ink usage. The status options for the printhead are: good, fair, and replace. If the status is 'fair', then the print quality must be monitored, but the printhead does not need to be replaced. If the status is 'replace', then the printhead should be replaced as the printer will not function until it is.
- 4. Event Log:** Shows a log of recent events that have occurred.

Network Configuration Page

HP Officejet Pro K550 series
NETWORK CONFIGURATION PAGE PAGE 2

1	General Information	
	Network Status:	Offline
	Active Connection Type:	Wireless
	EWS URL:	http://0.0.0.0
	Serial Number:	MY4C52101J
	Hardware Address (MAC):	02ba0ae5cb8
Firmware revision:	20050401 SLP2014A	

2	TCP/IP	
	Hostname:	HPD03ADF
	IP Address:	0.0.0.0
	Subnet Mask:	0.0.0.0
	Default Gateway:	0.0.0.0
	Config By:	Auto IP
	DHCP Server:	0.0.0.0
	DNS Servers:	0.0.0.0
mDNS Service Name:	Not Specified	

3	802.11 Wireless	
	Status:	Disassociated
	Radio HW Status:	Not present
	Communication Mode:	Ad Hoc
	Network Name (SSID):	hpsetup
	Signal Strength (1-5):	Not Applicable
	Channel:	6
	Authentication Type:	Open
	Encryption Type:	None
	Access Point HW Address:	Not Applicable
Channel Range:	1-1 (Locale:3:0:0:1)	

4	Miscellaneous	
	Admin Password:	Not Set
	Total Packets Transmitted:	0
	Unicast Packets Transmitted:	0
	Broadcast Packet Transmitted:	0
	Total Packet Received:	0
	Unicast Packet Received:	0
Broadcast Packet Received:	0	

No 802.11 networks detected

- 1. General Information:** Shows information about the current status and connection type of the network, and other information, such as the URL of the embedded Web server and the hardware address of the printer.
 - **Network Status:** This setting can be 'Ready' or 'Offline'. When the setting is 'Offline', it implies either that the IP is being assigned or negotiated by the DNS server, or that the AutoIP or the network is not available.
 - **Active Connection Type:** Shows the current status of the connection type of the printer and the network. Shows 'Wired' if the printer is connected to a wired network, and 'Wireless' if the printer is connected to a wireless network.
- 2. TCP/IP:** Shows information on how the printer is configured, such as the hostname, IP address, subnet mask, default gateway, server, and service name. Also contains a **Config By** field, which shows 'AutoIP' if the printer is connected to a peer-to-peer network, and 'DHCP' if the printer is assigned an IP address or is configured by a DHCP server.
- 3. 802.3 Wired/802.11 Wireless:** For a wired network, the section name is displayed as '802.3 Wired'; whereas for a wireless network, it is '802.11 Wireless'.
 - **802.3 Wired:**
 - ▲ **iLink Configuration:** The possible values are '10T/100T HalfDplx/FullDplx', '10T HalfDplx', '100T FullDplx', and '100T HalfDplx'.

- **802.11 Wireless:**

- **Status:** If the value is 'Associated', the printer is able to communicate with the wireless device (PC or wireless access point (WAP)). If the value is 'Disassociated', make sure that the correct wireless settings, such as the network name (SSID), encryption type/keys match in both the devices. Also, ensure that the wireless access parts are up and running.
- **Radio HW Status:** If the value is 'Initialized', the printer is ready for use. However, if the wireless capability is disabled from the control panel or the embedded Web server, re-enable it by pressing and holding  (Configuration Page button) for 5 seconds till the Configuration Page light turns on; or re-enable it through the embedded Web server.
- **Communication Mode:** The possible values are 'ad hoc' and 'infrastructure'. See [Understanding 802.11 wireless network settings](#) for details.
- **Network Name (SSID):** By default, the printer looks for the wireless network name or Service Set Identifier (SSID) named "hpsetup". Your network may have a different SSID.
- **Signal Strength (1-5):** If the value is '0', the wireless devices (such as the computer, the hub, or the wireless router) might be too far away, or the wireless signal might be blocked.

If possible, bring the devices closer, or move the devices to avoid any obstructions or partitions. See also [Guidelines for reducing interference on a wireless network](#).

- **Authentication Type:** The possible values are 'Open', 'OpenThenShared', 'Shared', and 'WPA-PSK' (Wi-Fi® Protected Access Pre-Shared Key). See [Understanding 802.11 wireless network settings](#) for details.
- **Encryption Type:** The possible values are 'None', 'WEP' (Wired Equivalent Privacy), 'TKIP' (Temporal Key Integrity Protocol), 'AES' (Advanced Encryption Standard), and 'Automatic' (AES or TKIP). See [Understanding 802.11 wireless network settings](#) for details.

The value should be the same as the settings of the wireless device. For example, if the wireless settings are made for a WEP encryption type, the value displayed on the page should be WEP.

- **Channel Range:** The range can have a value such as 'Locale: 3:0:0:1'.

For an ad hoc network, the value should be the same as the settings of the wireless device.

The first digit stands for Locale Number

Locale 0: Channels 1-11:

- high-power 802.11b
- low-power 802.11g

Locale 1: Channels 1-13:

- low-power 802.11b
 - low-power 802.11g
-

Locale 2: Channels 1-14:

- low-power 802.11b
- low-power 802.11g



NOTE 802.11g is not allowed on channel 14.

The second digit stands for Ad-Hoc Compatibility Mode

0: Ad-Hoc connection status nominal

1: Ad-Hoc always appears connected

The third digit stands for Infrastructure Rate Restriction

0: 802.11b or 802.11g

1: 802.11b only

The fourth digit stands for Ad-Hoc Rate Restriction

0: 802.11b or 802.11g

1: 802.11b only

4. **Miscellaneous:** Shows information, such as the total, unicast, broadcast packets transmitted and received, and the administrator details.

- ▲ **Admin Password:** Shows 'Not Set' when no password is set in the **Settings/Networking** tab of the embedded Web server; otherwise, shows 'Set'.

To print the configuration page

- **Control panel: HP Officejet Pro K550:** Press and hold  (Power button), press  (Cancel button) once, and release  (Power button).

HP Officejet Pro K550dtn/K550dtwn: Press  /  (Configuration Page button).

- **Printer driver (Windows):** Click the **Services** tab and click **Print Configuration Page**.
- **Toolbox (Windows):** Click the **Printer Services** tab and click **Print Configuration Page**.
- **HP Printer Utility (Mac OS):** Click **Device Information** from the **Information and Support** panel, and then click **Print Configuration Page**.

Configuring the printer (Windows)

You can connect the printer directly to a computer, or you can share the printer among other users on a network.



NOTE Microsoft Internet Explorer 6.0 must be installed on the computer system to run the installation program.

Also, you must have administrator privileges to install a printer driver on Windows 2000, Windows XP, or Windows Server 2003.

Direct connection

You can connect the printer directly to your computer using a USB cable.



NOTE If you install the printer software and connect a printer to a computer running Windows, you can connect additional printers to the same computer with USB cables without reinstalling the printer software.

When setting up the printer, HP recommends that you connect the printer after you install the software because the installation program is designed to provide you with the easiest setup experience. However, if you have connected the cable first, see [To connect the printer before installing the software](#).

To install the software before connecting the printer (recommended)



NOTE If your computer meets the system requirements, it is recommended that you install the Toolbox by selecting the full installation option. The Toolbox provides status and maintenance information about the printer. It also provides access to documentation and online help tools for solving printer problems. Without the Toolbox, you will not see printer error messages on your computer screen, and will not have access to the myPrintMileage website. See [Toolbox \(Windows\)](#) for more information.

1. Close any applications that are running.
2. Insert the Starter CD into the CD drive. The CD menu starts automatically. If the CD menu does not start automatically, browse to the CD drive of the computer and double-click **Setup.exe**.
3. On the CD menu, click **Install** and follow the onscreen instructions.
4. When prompted, turn on the printer and connect it to the computer using a USB cable. The **Found New Hardware** wizard appears on the computer screen, and the printer icon is created in the Printers folder.



NOTE You may connect the USB cable at a later time when you need to use the printer.

You can also share the printer with other computers using a simple form of networking known as locally shared networking. See [To share the printer on a locally shared network](#).

To connect the printer before installing the software

If you connected the printer to the computer before installing the printer software, the **Found New Hardware** wizard appeared on the computer screen.



NOTE If you have turned on the printer, do not turn it off or unplug the cable from the printer while the installation program is running. If you do so, the installation program will not finish.

1. In the **Found New Hardware** dialog box that provides the option for selecting a method to locate the printer driver, select the advanced option and click **Next**.



NOTE Do not allow the **Found New Hardware** wizard to perform an automatic search for the printer driver.

2. Select the check box for specifying the driver location, and ensure that the other check boxes are clear.
3. Insert the Starter CD into the CD drive. If the CD menu appears, close it.
4. Browse to locate the root directory on the Starter CD (for example, D) and click **OK**.
5. Click **Next** and follow the onscreen instructions.
6. Click **Finish** to close the **Found New Hardware** wizard. The wizard automatically starts the installation program (this might take a short while). For Windows 98 and Windows Me, you must complete the installation program if you wish to install a non-English printer driver.
7. Complete the installation process.



NOTE You can also share the printer with other computers using a simple form of networking known as locally shared networking. See [To share the printer on a locally shared network](#).

To share the printer on a locally shared network

In a locally shared network, the printer is connected directly to the USB connector of a selected computer (known as the server) and is shared by other computers (clients).



NOTE When sharing a directly connected printer, use the computer with the newest operating system as the server. For example, if you have a computer running Windows 2000 and another computer running an older version of Windows, use the computer running Windows 2000 as the server.

Use this configuration only in small groups or when usage is low. The computer that is connected to the printer is slowed down when many users print to the printer.

1. On the Windows desktop of the server computer, click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
2. Right-click the printer icon, click **Properties**, and then click the **Sharing** tab.

3. Click the option to share the printer, and give the printer a share name.
4. To share the printer with client computers that use other versions of Windows, click **Additional Drivers** to install their drivers as a convenience to them. You must have the Starter CD in your CD drive.

Network Connection

If the printer has network capability, the printer can be shared in a network environment by connecting it directly to the network. This type of connection offers the ability to manage the printer using the embedded Web server from any computer on the network.



NOTE Microsoft Internet Explorer 6.0 must be installed on the computer system to run the installation program.

Choose the installation option for the type of network you have:

- **Client/server network:** If your network has a computer acting as a dedicated print server, install the printer software on the server (see [To install a network printer](#)), and then install the printer software on the client computers (see [To install the printing software on client computers](#)).
- **Peer-to-peer network:** If you have a peer-to-peer network (a network without a dedicated print server), install the software on the computers that will be using the printer. See [To install a network printer](#).

In addition, you can connect to a network printer on both types of networks using the **Add Printer** wizard in Windows. See [To install the printer driver using Add Printer](#).

To install a network printer

Use the following steps to install the printer software in the following networking scenarios:

- Your network has a computer acting as a dedicated print server
 - You have a peer-to-peer network (a network without a dedicated print server)
1. Remove the protective cover from the printer's network port and connect the printer to the network.
 2. Close any applications that are running on the computer system that is acting as the print server.
 3. Insert the Starter CD into the CD drive. The CD menu starts automatically. If the CD menu does not start automatically, browse to the CD drive of the computer and double-click **Setup.exe**.
 4. On the CD menu, click **Install** and follow the onscreen instructions.
 5. On the **Connection Type** screen, select the option to connect through network and click **Next**.
 6. Follow the onscreen instructions to complete the installation.



NOTE To share the printer with Windows client computers, see [To install the printing software on client computers](#) and [To share the printer on a locally shared network](#).

To install the printing software on client computers

After printer drivers are installed on the computer that is acting as the print server, the printing functionality can be shared. Individual Windows users who want to use the network printer must install the software on their computers (clients).

A client computer can connect to the printer in the following ways:

- In the Printers folder, double-click the **Add Printer** icon and follow the instructions for a network installation. See [To install the printer driver using Add Printer](#).
- On the network, browse to the printer and drag it to your Printers folder.
- Add the printer and install the software from the INF file on your network.

On the Starter CD, the INF files are stored in folders that use the following format: <CD drive>:\Drivers\<operating system>\<language>

For example, if your CD drive letter is D, then D:\Drivers\Win2k_XP\English would contain the English INF file for Windows 2000, Windows XP, and Windows Server 2003.

To install the printer driver using Add Printer

1. On the Windows desktop, click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**. Or click **Start**, click **Control Panel**, and then double-click **Printers** or **Printers and Faxes**.
2. Double-click **Add Printer**, and then click **Next**.
3. Select **Network Printer** or **Network Printer Server**.
4. Click **Next**.
5. Do one of the following:
 - ▲ Type in the network path or queue name of the shared printer and click **Next**. Click **Have Disk** when prompted to select the printer model.
 - ▲ Click **Next** and locate the printer in the list of shared printers.
6. Click **Next** and follow the onscreen instructions to complete the installation.

Configuring the printer (Mac OS)

You can use the printer with a single Macintosh computer using a USB cable, or you can share the printer among other users on a network.

To install the software for network or direct connection (Mac OS X (10.2, 10.3, 10.4))

1. Connect the printer to your computer with a USB cable.
2. Insert the Starter CD into the CD drive. Double-click the CD icon on the desktop, and then double-click the setup icon. Also, you can locate the Installer folder on the Starter CD.
3. Click **Install Driver** and follow the onscreen instructions.
4. If necessary, share the printer with other Macintosh computer users.
 - **Direct connection:** Share the printer with the other Macintosh computer users. See [To share the printer on a locally shared network \(Mac OS X \(10.2, 10.3, 10.4\)\)](#).
 - **Network connection:** Individual Macintosh computer users who want to use the network printer must install the printer software on their computers.

To share the printer on a locally shared network (Mac OS X (10.2, 10.3, 10.4))

When you connect the printer directly, you can share it with other computers using a simple form of networking known as locally shared networking. Use this configuration only in small groups or when usage is low. The computer that is connected to the printer is slowed down when many users print to the printer.

Basic requirements for sharing in a Macintosh environment include the following items:

- The Macintosh computers must be communicating on the network using TCP/IP, and they must have IP addresses. (AppleTalk is not supported.)
- The printer that is being shared must be connected to a built-in USB port on the host Macintosh computer.
- The client Macintosh computers must be PowerMac or PowerPC computers.
- Both the host Macintosh computer and the client Macintosh computers that are using the shared printer must have printer-sharing software installed, and the printer driver or PPD for the printer that is installed. (You can run the installation program to install the printer sharing software and associated Help files.)

For more information about USB printer sharing, see the support information on the Apple website (www.apple.com) or the Mac Help on the computer.

To share the printer among computers running Mac OS

1. Turn on printer sharing on the Macintosh computer (the host) that is connected to the printer:
Open **System Preferences**, click **Sharing**, click **Services**, and then select the **Printer Sharing** check box.
2. To print from the other Macintosh computers (the clients) on the network, preselect the printer in **Sharing**. Then, choose the neighborhood where the printer is shared and select the printer.

Setting up the printer for wireless communication (HP Officejet Pro K550dtwn)

You may set up the printer for wireless communication using one of the following ways:

- Using a cross cable or network cable
See [To set up the printer on an ad hoc network \(Mac OS\)](#) or [To set up the printer for wireless communication \(Windows\)](#).
- Using SecureEasySetup (SES)
See [To set up wireless communication using SecureEasySetup \(SES\)](#).
- Using Windows Connect Now
See [To set up wireless communication for multiple printers \(Windows only\)](#).



NOTE If you encounter problems, see [Problems setting up or using wireless communication](#).

To use the printer with any wireless connection, you must run the installation program at least once from the Starter CD and create a wireless connection.

Make sure the printer is not connected to the network using a network cable.

The sending device must have built-in 802.11 capabilities or an 802.11 wireless card installed.

It is recommended that the printer and the computers that use the printer be on the same subnet.

Before installing the printer software, you may wish to find out the settings of your network. Obtain the information from your system administrators, or complete the following tasks:

- Obtain your network's network name (SSID) and communication mode (infrastructure or ad hoc) from the configuration utility for the network's wireless access point (WAP) or the computer's network card.
- Find out the type of encryption your network uses, such as Wired Equivalent Privacy (WEP).
- Find out the security password or encryption key of the wireless device.

Understanding 802.11 wireless network settings

Network name (SSID)

By default, the printer looks for the wireless network name or Service Set Identifier (SSID) named "hpsetup". Your network may have a different SSID.

Communication mode

There are two communication mode options:

- **Ad hoc:** On an ad hoc network, the printer is set to ad hoc communication mode, and communicates directly with other wireless devices without the use of a wireless access point (WAP).

All devices on the ad hoc network must:

- Be 802.11 compatible
- Have ad hoc as the communication mode
- Have the same network name (SSID)
- Be on the same subnet and same channel
- Have the same 802.11 security settings
- **Infrastructure (recommended):** On an infrastructure network, the printer is set to infrastructure communication mode, and communicates with other devices on the network, whether the devices are wired or wireless, through a WAP. WAPs commonly act as routers or gateways on small networks.

Security settings



NOTE For the available settings for the printer, see the network configuration page under [Understanding the configuration page](#).

For more information on wireless security, visit www.weca.net/opensection/pdf/whitepaper_wi-fi_security4-29-03.pdf.

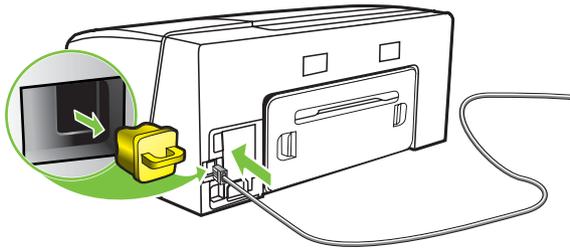
- **Network authentication:** The printer's factory default setting is 'Open', which does not require security for authorization or encryption. The other possible values are 'OpenThenShared', 'Shared', and 'WPA-PSK' (Wi-Fi® Protected Access Pre-Shared Key).
 - ▲ WPA increases the level of over-the-air data protection and access control on existing and future Wi-Fi networks. It addresses all known weaknesses of WEP, the original native security mechanism in the 802.11 standard.
 - ▲ WPA2 is the second generation of WPA security; providing enterprise and consumer Wi-Fi users with a high level of assurance that only authorized users can access their wireless networks.
- **Data encryption:**
 - Wired Equivalent Privacy (WEP) provides security by encrypting data sent over radio waves from one wireless device to another wireless device. Devices on a WEP-enabled network use WEP keys to encode data. If your network uses WEP, you must know the WEP key(s) it uses.
 - WPA uses the Temporal Key Integrity Protocol (TKIP) for encryption and employs 802.1X authentication with one of the standard Extensible Authentication Protocol (EAP) types available today.
 - WPA2 provides a new, encryption scheme, the Advanced Encryption Standard (AES). AES is defined in counter cipher-block chaining mode (CCM) and supports the Independent Basic Service Set (IBSS) to enable security between client workstations operating in ad hoc mode.

To set up the printer on an ad hoc network (Mac OS)

1. Set up the printer hardware (see the setup poster and the getting started guide).
2. Ensure an AirPort card is installed on the computer.
3. Close any applications that are running on your computer system.
4. Open the **AirPort Setup Assistant** from the Utilities folder. Refer to the AirPort documentation for details on setting up on wireless networks.
5. Click the **Airport** icon on the menu bar and select "hpsetup" under **Computer to Computer Networks**.
6. Insert the Starter CD into the CD drive. The CD menu runs automatically. If the CD menu does not start automatically, double-click the setup icon on the Starter CD.
7. On the CD menu, click **Install Driver** and follow the onscreen instructions.
8. On the **Connection Type** screen, select the wireless network option and click **Done**.
9. Follow the onscreen instructions in the **Network Printer Setup Utility**, which starts running automatically, to install the printer driver.

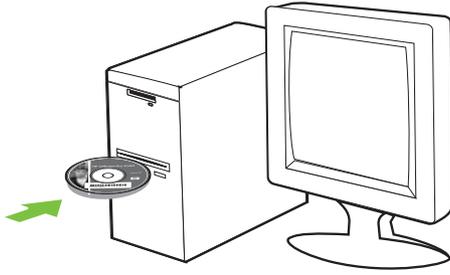
To set up the printer for wireless communication (Windows)

1. Set up the printer hardware (see the setup poster and the getting started guide).
2. Remove the protective cover from the printer's network port.
3. Do one of the following:
 - Temporarily connect the printer to the computer with the cross cable (included with the printer).
 - Temporarily connect the printer to the network with a network cable.



4. Close any applications that are running on your computer system.

5. Insert the Starter CD into the CD drive. The CD menu runs automatically. If the CD menu does not start automatically, double-click the setup icon on the Starter CD.



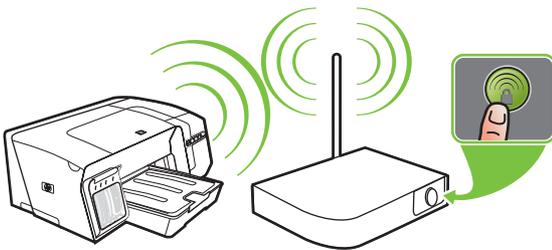
6. On the CD menu, click **Install** and follow the onscreen instructions.
7. On the **Connection Type** screen, select the option to connect through network and click **Next**.
8. Follow the onscreen instructions to complete the installation, and when prompted, disconnect the cable.

To set up wireless communication using SecureEasySetup (SES)



NOTE If your wireless router is SES capable, see the following instructions to set up using SES.

1. Set up the printer hardware (see the setup poster and the getting started guide).
2. Press the SES button on the wireless router.



3. Within 2 minutes, press and hold  (Configuration Page button) on the printer, press  (Resume button) once, and release  (Configuration Page button). The Configuration Page light blinks.
4. Wait about 2 minutes, and press  (Configuration Page button) to print the printer's configuration page and verify that the SES settings match the router's wireless settings.



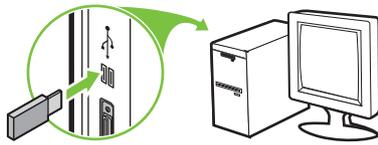
NOTE If the connection fails, you might need to reset the printer's network settings (see the instructions under [Troubleshooting tips and resources](#)) and repeat the steps. See also [Problems setting up or using wireless communication](#).

5. Close any applications that are running on your computer system.
6. Insert the Starter CD into the CD drive. The CD menu runs automatically. If the CD menu does not start automatically, double-click the setup icon on the Starter CD.
7. On the CD menu, click **Install** and follow the onscreen instructions to install the printer software.

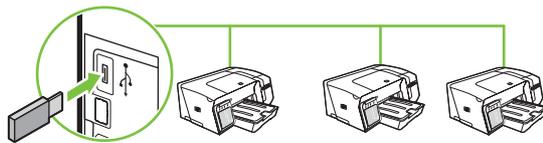
To set up wireless communication for multiple printers (Windows only)

The printer supports the Windows Connect Now™ technology, which allows you to conveniently set up multiple printers for wireless connection. Using the Wireless Configuration Utility provided, export the computer's wireless settings to a USB flash drive, and then configure the printers with these settings by inserting the flash drive into the USB port of each printer.

1. Remove the protective cover from the printer's USB host connector.
2. Insert the Starter CD into the CD drive. The CD menu runs automatically. If the CD menu does not start automatically, double-click the setup icon on the Starter CD.
3. On the CD menu, click **Utilities**, and then click **Wireless Configuration Utility**.
4. Follow the onscreen instructions and connect the USB flash drive to the computer's USB port when prompted. The wireless network configuration settings are saved to the flash drive.



5. Follow the onscreen instructions and connect the USB flash drive to each printer that you want to add to the network.



To turn off wireless communication

- ▲ Press and hold  (Configuration Page button) on the printer for about 5 seconds. The Configuration Page light goes off.

Guidelines for reducing interference on a wireless network

The following tips will help reduce the chances for interference in a wireless network:

- Keep the wireless devices away from large metal objects, such as filing cabinets, and other electromagnetic devices, such as microwaves and cordless telephones, as these objects can disrupt radio signals.
- Keep the wireless devices away from large masonry structures and other building structures as these objects can absorb radio waves and lower signal strength.
- For an infrastructure network, position the WAP in a central location in line of sight with the wireless devices on the network.
- Keep all wireless devices on the network within range of one another.

Guidelines for ensuring wireless network security

To add hardware addresses to a wireless access point (WAP)

MAC filtering is a security feature in which a wireless access point (WAP) is configured with a list of MAC addresses (also called "hardware addresses") of devices that are allowed to gain access to the network through the WAP.

If the WAP does not have the hardware address of a device attempting to access the network, the WAP denies the device access to the network.

If the WAP filters MAC addresses, then the printer's MAC address must be added to the WAP's list of accepted MAC addresses.

1. Print the network configuration page. See [Understanding the configuration page](#).
2. Open the WAP's configuration utility, and add the printer's hardware address to the list of accepted MAC addresses.

Other guidelines

To keep the wireless network secure, follow these guidelines:

- Use a password with at least 20 random characters. You can use up to 63 characters in a WPA password.
- Avoid any common words or phrases, easy sequences of characters (such as all 1's), and personally-identifiable information for passwords. Always use random strings composed of uppercase and lowercase letters, numbers, and if allowed, special characters such as punctuation.
- Change the password periodically.
- Change the default password provided by the manufacturer for administrator access to the access point or wireless router. Some routers let you change the administrator name as well.
- Place the access point or router in the center of a room and not near a window.
- Turn off administrative access over wireless if possible. If you do this, you need to connect to the router with a wired Ethernet connection when you want to make configuration changes.

- Turn off remote administrative access over the Internet on your router, if possible. You can use Remote Desktop to make an encrypted connection to a computer running behind your router and make configuration changes from the local computer you are accessing over the Internet.
- To avoid accidentally connecting to another party's wireless network, turn off the setting to automatically connect to non-preferred networks. This is disabled by default in Windows XP.

Uninstalling the printer software

To uninstall the printer software (Windows)

If you are using Windows 2000, Windows XP, or Windows Server 2003, you must have administrator privileges to uninstall the printer software.

1. If the computer is connected directly to the computer using a USB cable, disconnect the printer.
2. Close any applications that are running.
3. From the **Start** menu, open the **Control Panel**.
4. Double-click **Add/Remove Programs**.
5. Select the printer software that you want to remove.
6. Click the button for adding or removing software.
7. Follow the onscreen instructions to complete the removal of the software.



NOTE If the uninstallation process fails, restart the computer and complete the steps above to uninstall the software. If the software installation was not successful, complete the following steps to run the uninstallation utility.

8. On the computer, restart Windows.
9. Insert the Starter CD into the CD drive. The CD menu runs automatically. If the CD menu does not start automatically, double-click the setup icon on the Starter CD.
- 10 On the CD menu, click **Utilities**, and then click **Uninstaller**. Or locate the uninstallation utility (Util . \Scrubber\Uninstall.exe) on the Starter CD and run the utility.
- 11 Follow the onscreen instructions to complete the removal of the software.

To uninstall the printer software (Mac OS)

1. If the computer is connected directly to the computer using a USB cable, disconnect the printer.
2. Restart the computer.



NOTE If you do not restart the computer before you uninstall the software, some files are not removed from your computer when you run the **Uninstall** option.

3. Insert the Starter CD into the CD drive.

4. Double-click the CD icon on the desktop.
5. Double-click the setup icon and follow the onscreen instructions.
6. When the **Main Installation** dialog box appears, select **Uninstall** from the drop-down list located in the upper-left part of the dialog box.
7. Follow the onscreen instructions to remove the printer software.

A HP supplies and accessories

This section provides information on HP supplies and accessories for the printer. The information is subject to changes, visit HP website (www.hpshopping.com) for the latest updates. You may also make purchase through the website.

- [Ordering printing supplies online](#)
- [Accessories](#)
- [Supplies](#)

Ordering printing supplies online

Besides the HP website, you may order printing supplies through the embedded Web server or the Toolbox (Windows).

System requirements for ordering printing supplies

To use the Toolbox, ensure you have the following:

- Internet access
- Printer connected to your computer using a USB cable, or connected to the network
- Toolbox installed on your computer (supported for Windows only)

To use the embedded Web server, ensure you have the following:

- TCP/IP-based network (IPX/SPX-based networks are not supported)
- Printer connected to the network
- Web browser installed on your computer (either Microsoft Internet Explorer 5.5, Netscape 7.0, Opera 7.54, Mozilla Firefox 1.0, or Safari 1.2, or later)

To order printing supplies

1. **Embedded Web server:** On the **Information** tab, click **Order Supplies**.

Toolbox (Windows): On the **Printer Status** tab, click **Order Supplies**.

HP Printer Utility (Mac OS): Click **Supplies Status** from the **Information and Support** panel, and click **Order HP Supplies**.

Your default Web browser starts and displays a website.

2. Follow the instructions on the website to select and order printing supplies.

Accessories

HP automatic two-sided printing accessory	C8255A
350-sheet input tray	C8256A
HP USB A-B (2 meters)	C6518A

Supplies

Ink cartridges

If you live in Europe, go to www.hp.com/eu/hard-to-find-supplies to locate information on HP 88 ink cartridges.

HP 88 Black	C9385A
HP 88 Cyan	C9386A
HP 88 Magenta	C9387A
HP 88 Yellow	C9388A
HP 88L Black	C9396A
HP 88L Cyan	C9391A
HP 88L Magenta	C9392A
HP 88L Yellow	C9393A

Printheads

HP 88 Black and Yellow	C9381A
HP 88 Magenta and Cyan	C9382A

HP media

To order media such as HP Premium Paper, HP Premium Inkjet Transparency Film, HP Iron-On Paper, or HP Greeting Cards, go to www.hp.com.

Choose your country/region, and then select **Buy** or **Shopping**.

B Support and warranty

The information in [Maintaining and troubleshooting](#) suggests solutions to common problems. If your printer is not operating properly and those suggestions did not solve your problem, try using one of the following support services to obtain assistance.

This section contains the following information:

- [Obtaining electronic support](#)
- [Obtaining HP telephone support](#)
- [Hewlett-Packard limited warranty statement](#)
- [HP Inkjet Supplies - Warranty Quick Reference](#)

Obtaining electronic support

You can obtain support from HP from the following electronic sources:

- **Web:** Visit HP website (www.hp.com/support/officejetprok550) for the latest software, product, operating system, and support information.
- **Toolbox (Windows):** The Toolbox provides easy, step-by-step solutions to common printing problems. See [Toolbox \(Windows\)](#).
- **Embedded Web server:** When the printer is connected to a network, you can use the printer's embedded Web server to view status information, change settings, and manage the printer at your computer. See [Embedded Web server](#).

Obtaining HP telephone support

During the warranty period, you may obtain assistance from the HP Customer Care Center.

Before you call

Visit HP website (www.hp.com/support/officejetprok550) for the latest troubleshooting information, or product fixes and updates.

To assist our Customer Care Center representatives to serve you better, prepare the following information if you need to call HP.

1. Print the configuration page of the printer. See [Understanding the configuration page](#). If the printer does not print, get the following information ready.
 - printer model
 - model number and serial number (check the back of the printer)
2. Check the operating system that you are using, such as Windows 98 SE.
3. If the printer is connected to the network, check the network operating system.
4. Note how the printer is connected to your system, such as through USB or network connection.
5. Obtain the version number of the printer software, such as HP Officejet Pro K550 Series Version: 60.52.213.0. (To find the version number of the printer driver, open the printer settings or properties dialog box, and click the **About** tab.)
6. If you have a problem printing from a particular application, note the application and version number.

Telephone support numbers

In many locations, HP provides toll free telephone support during the warranty period. However, some of the support numbers listed below may not be toll free.

For the most current list of telephone support numbers, see www.hp.com/support.

Country/Region	Telephone number
Algeria	61 56 45 43
Argentina	0-800-555-5000 Buenos Aires: 54-11-4708-1600
Australia	1300 721 147 1902 910 910 (out-of-warranty)
Austria	www.hp.com/support
Bahrain	17212049
Belgium	www.hp.com/support

Country/Region	Telephone number
Brazil	0-800-709-7751 São Paulo: 55-11-4004-7751
Canada	1-800-474-6836 Mississauga Area: (905) 206-4663
Central America & The Caribbean	www.hp.com/support
Chile	800-360-999
China	021-3881 4518 800-810-3888
Colombia	01-8000-51-4746-8368 Bogota: 571-606-9191
Costa Rica	0-800-011-1046
Cyprus	800 9 2649
Czech Republic	810 222 222
Denmark	www.hp.com/support
Ecuador	Andinatel: 1-999-119 800-711-2884 Pacifictel: 1-800-225-528 800-711-2884
Egypt	(02) 6910602
El Salvador	800-6160
Finland	www.hp.com/support
France	www.hp.com/support
Germany	www.hp.com/support
<p>HP bietet während der Gewährleistungsfrist vielerorts gebührenfreien telefonischen Support an. Die nachfolgend aufgelisteten Rufnummern sind jedoch unter Umständen nicht gebührenfrei.</p> <p>Zur weiteren Klärung oder um zusätzliche Information zu erhalten, können Sie Kontakt mit der Online-Kundenbetreuung von HP (www.hp.com/cpsso-support/guide/psd/cscemea.html) aufnehmen.</p>	
Greece	International: +30 210 6073603 In-country: 801 11 22 55 47
Guatemala	1-800-711-2884
Hong Kong S.A.R.	2802 4098
Hungary	1 382 1111
India	1 600 44 7737 Support in Hindi and English

Country/Region	Telephone number
Indonesia	+62 (21) 350 3408
Ireland	www.hp.com/support
Israel	(0) 9 830 4848
Italy	www.hp.com/support
Jamaica	1-800-711-2884
Japan	0570-000511 Navi Dial, Japan Domestic Only: 03-3335-9800
Korea, Republic of	1588-3003
Luxembourg	www.hp.com/support
Malaysia	1800 88 8588
Mexico	Mexico City: 55-5258-9922 Outside Mexico City: 01-800-472-68368
Morocco	22 404747
Netherlands	www.hp.com/support
New Zealand	0800 441 147
Nigeria	1 3204 999
Norway	www.hp.com/support
Panama	1-800-711-2884
Paraguay	009 800 54 1 0006
Peru	0-800-10111
Philippines	2 867 3551
Poland	22 5666 000
Portugal	www.hp.com/support
Puerto Rico	1-877-232-0589
Republica Dominicana	1-800-711-2884
Romania	(21) 315 4442
Russia	Moscow: 095 777 3284 St. Petersburg: 812 332 4240
Saudi Arabia	800 897 1415
Singapore	6 272 5300
Slovakia	0850 111 256
South Africa	International: +27 11 2589301 RSA: 086 0001030
Rest of West Africa	+351 213 17 63 80

Country/Region	Telephone number
Spain	www.hp.com/support
Sweden	www.hp.com/support
Switzerland	www.hp.com/support
Taiwan	02-8722-8000
Thailand	+66 (2) 353 9000
Trinidad and Tobago	1-800-711-2884
Tunisia	71 89 12 22
Turkey	90 216 444 71 71
United Kingdom	www.hp.com/support
Ukraine	(044) 230-51-06
United Arab Emirates (UAE)	600 54 47 47
United States	1-(800)-474-6836
Uruguay	0004-054-177
Venezuela	0-800-474-68368 Caracas: 58-212-278-8666
Vietnam	+84 88234530

Hewlett-Packard limited warranty statement

HP product	Duration of Limited Warranty
Software	1 year
Accessories	1 year
Ink Cartridges	6 months*
Printheads	1 year*
Printer peripheral hardware (see below for details)	1 year

* For more detailed warranty information, see www.hp.com/support/inkjet_warranty.

Extent of limited warranty

1. Hewlett-Packard warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
2. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.
3. HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
 - a. Improper maintenance or modification;
 - b. Software, media, parts, or supplies not provided or supported by HP;
 - c. Operation outside the product's specifications;
 - d. Unauthorized modification or misuse.
4. For HP printer products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
5. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.

8. Any replacement product may be either new or like new, provided that it has functionality at least equal to that of the product being replaced.
9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
10. HP's Limited Warranty Statement is valid in any country/region where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, are available from any authorized HP service facility in countries/regions where the product is distributed by HP or by an authorized importer.

Limitations of warranty

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

Limitations of liability

1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Local law

1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country/region to country/region elsewhere in the world.
2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
 - a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a customer (e.g., the United Kingdom);
 - b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
 - c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
3. FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO

NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

HP Inkjet Supplies - Warranty Quick Reference

This information is intended to be an easy-to-read summary of the full HP warranty statement. To read the full warranty statement, go to www.hp.com/support/inkjet_warranty and select your supply.

Is your product covered under warranty?

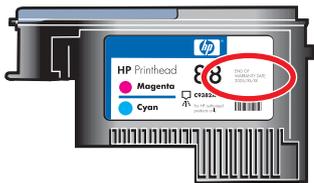
If you believe your ink supply or printhead is defective, you may return it for a refund or replacement provided that ALL of the following are true:

- Ink supply: it is not out of ink
- Ink supply: it has not been refilled, remanufactured, or otherwise tampered with
- Ink supply: it is not past the "end of warranty" date on the product label
- Printhead: it is not past 1 year from date of printhead installation or not past end of warranty date on the printhead, whichever is later

To determine the date of printhead installation, see the "Printhead Status" section on the configuration page.

End of warranty date locations:

Date format: YYYY/MM/DD



HP Inkjet Supplies Expiration

As ink ages, it loses water. When ink is old enough, it can damage the printheads or other parts of the printing system. In normal use, most ink cartridges will run out of ink long before the ink is old enough to cause damage. It is recommended to replace the ink cartridge before the expiration date is reached. If expired ink is detected, the printer will pause printing, you will need to accept the use of expired ink, and then the printing will resume. See "Expiration date (Y-M-D)" located under the "Ink Cartridge Status" section on the configuration page.

How do you return a product?

There are two ways to return a product under warranty:

- Visit the retailer where you bought the product (subject to the retailer's return policy).
- If you cannot return the product to the retailer, visit HP website (www.hp.com/support/officejetprok550) or call the support phone number listed on the product insert that came in the box with the product.

C Printer specifications

For media and media-handling specifications, see [Selecting print media](#).

Physical specifications

Available models and physical dimensions	Size (width x depth x height)	HP Officejet Pro K550: 496 x 403.2 x 212.5 mm (19.5 x 15.9 x 8.4 inches) HP Officejet Pro K550dtn/K550dtwn: 496 x 503.9 x 301.2 mm (19.5 x 19.8 x 11.9 inches)
	Weight (does not include printheads or ink cartridges)	HP Officejet Pro K550: 9.7 kg (21.4 lb) HP Officejet Pro K550dtn/K550dtwn: 12.9 kg (28.5 lb)
<hr/> Product features and capacities		
Connectivity		<ul style="list-style-type: none">• USB 2.0-compliant high speed• USB host connector is only supported up to full speed.• Fast Ethernet 10/100Base-TX for wired network connection (HP Officejet Pro K550dtn/K550dtwn)• 802.11b/g wireless network (HP Officejet Pro K550dtwn)
Print method		Drop-on-demand thermal inkjet printing
Ink cartridges		Four ink cartridges (one each for black, cyan, magenta, and yellow)
Printheads		Two printheads (one black and yellow, and one magenta and cyan)
Supply yields		Visit www.hp.com/pageyield/ for more information on estimated ink cartridge yields.
Device languages		HP PCL 3 enhanced

Physical specifications

Font support	US fonts: CG Times, CG Times Italic, Universe, Universe Italic, Courier, Courier Italic, Letter Gothic, Letter Gothic Italic.
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Duty cycle	Up to 7500 pages per month
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Processor and memory specifications

Device processor	▲ MIPS 5KF 64-bit (300 MHz)
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Device memory	<ul style="list-style-type: none">● 32 MB built-in RAM● 16 MB built-in Flash ROM
---------------	---

Operating system and network protocol specifications

Operating system compatibility	<ul style="list-style-type: none">● Windows 98, Windows Me, Windows 2000, Windows XP 64-bit (Professional and Home Editions), and Windows Server 2003● Mac OS X (10.2, 10.3, 10.4)● Linux
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System requirements	Minimum	<ul style="list-style-type: none">● Windows 98: Pentium® 90 MHz, 16 MB RAM, 145 MB free hard disk space● Windows Me: Pentium 150 MHz, 32 MB RAM, 145 MB free hard disk space● Windows 2000: Pentium 300 MHz, 64 MB RAM, 145 MB free hard disk space● Windows XP 64-bit edition: Pentium 300 MHz, 64 MB RAM, 180 MB free hard disk space● Windows Server 2003: Pentium 300 MHz, 128 MB RAM, 180 MB free hard disk space● Mac OS X (10.2, 10.3, 10.4): 333 MHz, 128 MB RAM, 100 MB free hard disk space● Microsoft Internet Explorer 6.0
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NOTE Graphic-intensive, complex, and large documents might require more hard disk space.

	Recommended	<ul style="list-style-type: none">● Windows 98 and Windows Me: Pentium 266 MHz, 32 MB RAM, 175 MB free hard disk space● Windows 2000: Pentium 300 MHz, 64 MB RAM, 190 MB free hard disk space● Windows XP 64-bit edition: Pentium 300 MHz, 128 MB RAM, 210 MB free hard disk space● Windows Server 2003: Pentium 550 MHz, 256 MB RAM, 210 MB free hard disk space
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Physical specifications

- **Mac OS X (10.2, 10.3, 10.4):** 333 MHz, 256 MB, 200 MB free hard disk space
- **Microsoft Internet Explorer 6.0 or later**

-
- | | |
|--|--|
| Network operating system compatibility | <ul style="list-style-type: none">● Windows 98, Windows Me, Windows 2000, Windows XP 64-bit (Professional and Home Editions)● Mac OS X (10.2, 10.3, 10.4)● Microsoft Windows Terminal Server Edition 4.0● Microsoft Windows Server 2003 (formerly known as Microsoft Windows XP Server Terminal Services)● Microsoft Windows 2000 Server Terminal Services with Citrix MetaFrame 1.8● Microsoft Windows Server 2003 Terminal Services with Citrix MetaFrame 1.8● Microsoft Windows 2000 Server Terminal Services with Citrix V1.8● Microsoft Windows 2000 Server Terminal Services with Citrix XP● Microsoft Windows 2000 Server Terminal Services |
|--|--|

Compatible network protocols	▲ TCP/IP
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Network management	HP Web Jetadmin plug-ins
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Embedded Web server	Features
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- Ability to remotely configure and manage network devices
- myPrintMileage

System requirements

- TCP/IP-based network (IPX/SPX-based networks are not supported)
- A Web browser (either Microsoft Internet Explorer 5.5, Netscape 7.0, Opera 7.54, Mozilla Firefox 1.0, or Safari 1.2, or later)
- Network connection. (You cannot use the embedded Web server when the printer is connected directly to a computer.)
- Internet connection (for some features). You can open and use the embedded Web server without being connected to the Internet. However, some features will not be available.
- Must be on the same side of a firewall as the printer.

Functional Specifications

Physical specifications

Speed (U.S. Letter)

Draft mode:

- Black text: 37 pages per minute (ppm)
- Mixed text with color graphics: 33 ppm

Normal mode:

- Black text: 16 ppm
- Mixed text with color graphics: 16 ppm

Best mode:

- Black text: 5 ppm
- Mixed text with color graphics: 5 ppm

Laser Quality Speed*:

- Black text: 12 ppm
- Mixed text with color graphics: 10 ppm

* Compared to color laser printers under \$500. Laser Quality Speed is an HP measurement method representing the print speed of typical office documents in default mode; compared to published speeds by laser manufacturers as of month, 2005.

Resolution

Black

- ▲ Up to 1200 dpi with pigmented black ink

Color

- ▲ HP enhanced photo quality with Vivera inks (up to 4800 by 1200 dpi Optimized on HP Premium Plus photo papers with 1200 by 1200 input dpi)

Environmental specifications

Operating environment

Operating temperature 5° to 40° C (41° to 104° F)

Recommended operating conditions 15° to 35° C (59° to 95° F)

Recommended relative humidity 15 to 80 % noncondensing

Storage environment

Storage temperature -40° to 70° C (-40° to 158° F)

Storage relative humidity Up to 90 % noncondensing at a temperature of 65° C (150° F)

Electrical specifications

Physical specifications

Power supply Built-in universal power supply

Power requirements ▲ Input voltage: 100 to 240 VAC ($\pm 10\%$), 50/60 Hz

Acoustic emission specifications (print in Draft mode, noise levels per ISO 7779)

Sound pressure (bystander position) LpAd 55 (dBA)

Sound power LwAd 6.9 (BA)

Supported devices

USB flash drives

- **SanDisk Cruzer Micro:** High-speed, 0120-256, 256 MB
- **lomega Micro Mini:** Full-speed, 064-0417450-YCAE032171 , 64 MB
- **Kingston DataTraveler II:** High-speed, KF112504 f5274-006, 128 MB
- **Sony Microvault:** High-speed, D04825AB, 256 MB
- **Transcend Jet Flash:** Full-speed, 10714605250451, 128 MB

D Regulatory information

This section contains the following information:

- [FCC statement](#)
- [Other regulatory information](#)
- [Regulatory information for wireless products](#)
- [Declaration of conformity](#)
- [Environmental sustainability program](#)

FCC statement

The United States Federal Communications Commission (in 47 cfr 15.105) has specified that the following notices be brought to the attention of users of this product. This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Shielded cables

Use of a shielded data cable is required to comply with the Class B limits of Part 15 of the FCC Rules.

Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by the Hewlett-Packard Company, may cause harmful interference and void the FCC authorization to operate this equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Exposure to radio frequency radiation



CAUTION The radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized.

This product and any attached external antenna, if supported, shall be placed in such a manner to minimize the potential for human contact during normal operation. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20cm (8 inches) during normal operation.

Other regulatory information

EMI statement (Korea)

사용자 안내문 (B 급기기)

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

VCCI statement (Japan)

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると受信障害を引き起こすことがあります。

取り扱い説明書に従って正しい取り扱いをして下さい。

Regulatory model number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRC-0501-01 (HP Officejet Pro K550/K550dtn) or SNPRC-0501-02 (HP Officejet Pro K550dtwn). This regulatory number should not be confused with the marketing name (HP Officejet Pro K550) or product number (C8157A, C8158A, C8159A).

Power cord statement

The power cord cannot be repaired. If it is defective, it should be discarded or returned to the supplier.

製品には、同梱された電源コードをお使い下さい。
同梱された電源コードは、他の製品では使用出来ません。

LED classification

CLASS 1 LED PRODUCT
LED KLASSE 1
APPARECCHIO LED DI CLASSE 1
PRODUCT CLASY 1 Z DIODAMI (EWHECYCMILED)
Appareil à Diode Electriuminescente de Classe 1
ZARIZENI LED TRIY 1
KLASS 1 LED APPARAT
LUOKAN 1 LED

Regulatory information for wireless products

Notice to users in Canada/Note à l'attention des utilisateurs Canadien

For Indoor Use. This digital apparatus does not exceed the Class B limits for radio noise emissions from the digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications. The internal wireless radio complies with RSS 210 of Industry Canada.

For Indoor Use. Le présent appareil numérique n'émet pas de bruit radioélectrique dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada. Le composant RF interne est conforme à la norme CDN-210 d'Industrie Canada.

Notice to users in Brail/Notificação de Normas de Uso de Dispositivos Sem Fio do Brasil

Modelo Regulatório : RSVLD-0403

Atenção : Guarde este encarte para futuras referências. Ele é parte integrante do Manual do Usuário.



“Este equipamento opera em caráter secundário, isto é, não tem direito a proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.”

Notice to users in Italy

License required for use. Verify with your dealer or directly with General Direction for Frequency Planning and Management (Direzione Generale Pianificazione e Gestione Frequenze).

E' necessaria una concessione ministeriale anche per l'uso del prodotto. Verifici per favore con il proprio distributore o direttamente presso la Direzione Generale Pianificazione e Gestione Frequenze.

Notice to users in France

For 2.4 GHz Wireless LAN operation of this product certain restrictions apply: This equipment may be used indoor for the entire 2400-2483.5 MHz frequency band (channels 1-13). For outdoor use, only 2454-2483.5 MHz frequency band (channels 10-13) may be used. For the latest requirements, see www.art-telecom.fr.

Pour une utilisation en réseau sans fil 2,4 GHz de ce produit, certaines restrictions s'appliquent : cet appareil peut être utilisé à l'intérieur des bâtiments sur toute la bande de fréquences 2400-2483,5 MHz (canaux 1-13). Pour une utilisation à l'extérieur des bâtiments, seule la partie 2454-2483,5 MHz (canaux

10 13) peut être utilisée. Pour connaître les dernières réglementations en vigueur, consultez le site Web www.art-telecom.fr.

Notice to users in the European Union

Radio products with the CE 0984 or CE alert marking comply with the R&TTE Directive (1999/5/EC) issued by the Commission of the European Community.



NOTE Low-power radio LAN product operating in 2.4-GHz band, for Home and Office environments. In some countries/regions, using the product may be subject to specific restrictions as listed for specific countries/regions below.

This product may be used in the following EU and EFTA countries/regions: Austria, Cyprus, Czech Republic, Belgium, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Slovak Republic, Slovenia, Spain, Sweden, United Kingdom, Iceland, Liechtenstein, Norway, Switzerland. For normal wireless LAN operation of this product, only a limited band is available in France (Channels 10, 11, 12 and 13). L'Autorité de régulation des télécommunications (ART) has special regulations for hotspots allowing additional channels. For more information, including local rulings and authorization, please see the ART website: www.art-telecom.fr.

Declaration of conformity

HP OfficeJet Pro K550/K550dtn



DECLARATION OF CONFORMITY

according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name: Hewlett-Packard Singapore (Pte) Ltd
Manufacturer's Address: Imaging and Printing Manufacturing Operations Singapore
60 Alexandra Terrace, #07-01, The Comtech, Singapore 118502

declares, that the product

Product Name: HP OfficeJet Pro K550, HP OfficeJet Pro K550dtn
Product Number: C8157A, C8158A
Regulatory Model Number⁽¹⁾: SNPRC-0501-01
Product Accessory Number: C8256A / 350-sheet tray 2
C8255A / HP auto-duplexer unit
Product Options: All

conforms to the following Product Specifications:

Safety: IEC 60950-1:2001 / EN 60950-1:2001
IEC 60825-1:1994 + A1 + A2 / EN 60825-1:1994 + A1 + A2 Class 1 for LEDs
EMC: CISPR 22:1993 + A1 + A2 / EN 55022:1994 + A1 + A2 Class B ⁽²⁾
CISPR 24:1997 + A1 + A2 / EN 55024: 1998 + A1 + A2
IEC 61000-3-2:2000 / EN 61000-3-2:2000
IEC 61000-3-3:1994 + A1:2001 / EN 61000-3-3:1995 + A1:2001
FCC Title 47 CFR, Part 15 Class B / VCCI-2 ⁽²⁾
ICES-003 Issue 4

Supplementary Information:

The product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC and the EMC Directive 89/336/EEC, and carries the CE marking accordingly.

(1) This product is assigned a Regulatory model number that stays with the regulatory aspects of the design. The Regulatory Model Number is the main product identifier in the regulatory documentation and test reports, this number should not be confused with the marketing name or the product numbers.

(2) The product was tested in a typical configuration with Hewlett Packard personal computer systems.

Singapore, 31 May 2005

Chan Kum Yew
Director, Quality

Local Contact for regulatory topics only:

European Contact: Hewlett-Packard GmbH, HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen, Germany
USA Contact: Hewlett-Packard Company, HPCC, 20555 S.H. 249 Houston, Texas, 77070
Australia Contact: Hewlett Packard Australia Ltd, Product Regulations Manager, 31-41 Joseph Street, Blackburn, Victoria 3130, Australia.



DECLARATION OF CONFORMITY
according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name:	Hewlett-Packard Singapore (Pte) Ltd
Manufacturer's Address:	Imaging and Printing Manufacturing Operations Singapore 60 Alexandra Terrace, #07-01, The Comtech, Singapore 118502
declares, that the product	
Product Name:	HP OfficeJet Pro K550dtwn
Product Number:	C8159A
Regulatory Model Number ⁽¹⁾ :	SNPRC-0501-02
Product Accessory Number:	C8256A / 350-sheet tray 2 C8255A / HP auto-duplexer unit
Radio Module Number:	RSVLD-0403
Product Options:	All
conforms to the following Product Specifications:	
Safety:	IEC 60950-1:2001 / EN 60950-1:2001 IEC 60825-1:1994 + A1 + A2 / EN 60825-1:1994 + A1 + A2 Class 1 for LEDs
EMC:	CISPR 22:1993 + A1 + A2 / EN 55022:1994 + A1 + A2 Class B ⁽²⁾ CISPR 24:1997 + A1 + A2 / EN 55024: 1998 + A1 + A2 IEC 61000-3-2:2000 / EN 61000-3-2:2000 IEC 61000-3-3:1994 + A1:2001 / EN 61000-3-3:1995 + A1:2001 FCC Title 47 CFR, Part 15 Class B ⁽²⁾ ICES-003 Issue 4
Radio:	EN 300 328-2:2001 EN 301 489-1:2002 EN 301 489-17:2002
Supplementary Information:	
The product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC, EMC Directive 89/336/EEC and the R&TTE Directive 99/5/EC, and carries the CE marking accordingly.	
(1) This product is assigned a Regulatory model number that stays with the regulatory aspects of the design. The Regulatory Model Number is the main product identifier in the regulatory documentation and test reports, this number should not be confused with the marketing name or the product numbers.	
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USA Contact: Hewlett-Packard Company, HPCC, 20555 S.H. 249 Houston, Texas, 77070	
Australia Contact: Hewlett Packard Australia Ltd, Product Regulations Manager, 31-41 Joseph Street, Blackburn, Victoria 3130, Australia.	

Environmental sustainability program

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. HP continuously improves the design processes of its printers to minimize the negative impact on the office environment and on the communities where printers are manufactured, shipped, and used. HP has also developed processes to minimize the negative impact of the disposal of the printer at the end of its printing life.

For more information about HP's environmental sustainability program, see www.hp.com/hpinfo/globalcitizenship/environment/index.html.

Reduction and elimination

Paper use

This product's two-sided (duplex) printing and N-up printing feature (which allows you to print multiple pages of a document on one sheet of paper) can reduce paper usage and the resulting demands on natural resources. See this guide for more information about using these features.

Ink use

This product's draft mode uses less ink, which might extend the life of the cartridges. See the printer driver's online Help for more information.

Ozone-depleting chemicals

Ozone-depleting chemicals, such as chlorofluorocarbons (CFCs), have been eliminated from HP manufacturing processes.

Power consumption

Power usage drops significantly while in PowerSave/Sleep mode, which saves natural resources and saves money without affecting the high performance of this product. This product qualifies for ENERGY STAR® (version 3.0), which is a voluntary program to encourage the development of energy-efficient office products.



ENERGY STAR® and the ENERGY STAR mark are U.S. registered marks. As an ENERGY STAR Partner, Hewlett-Packard Company has determined this product meets ENERGY STAR guidelines for energy efficiency. For more information, see www.energystar.gov.

Material safety data sheets

Material safety data sheets (MSDSs) can be obtained from the following HP website: www.hp.com/go/msds.

Recycling

Design for recycling has been incorporated into this printer:

- The number of materials has been kept to a minimum while ensuring proper functionality and reliability.
- Dissimilar materials have been designed to separate easily.
- Fasteners and other connections are easy to locate, access, and remove using common tools.
- High-priority parts have been designed so that they can be accessed quickly for efficient disassembly and repair.

Product packaging

The packaging materials for this printer have been selected to provide maximum protection for the least cost possible, while attempting to minimize environmental impact and facilitate recycling. The rugged design of the printer assists in minimizing both packaging materials and damage rates.

Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product's life.

Disposal of waste equipment by users in private households in the European Union



This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

HP products and supplies

HP's Planet Partners™ recycling service provides an easy way to recycle any brand of computer equipment or HP printing supplies. HP's state-of-the-art processes ensure that your unwanted hardware or HP printing supply is recycled in a way that conserves resources.

For more information, see www.hp.com/recycle.

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