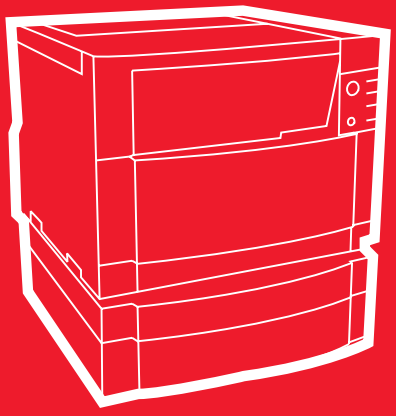

hp color LaserJet 4550
4550n • 4550dn • 4550hdn

invent

getting started guide

go

HP Color LaserJet 4550, 4550N, 4550DN, 4550HDN Printer

Getting Started Guide

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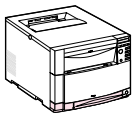
Boise, Idaho 83714 U.S.A.

Introduction

Congratulations on your purchase of the HP Color LaserJet 4550 printer.

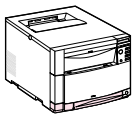
Configurations

This printer is available in four configurations, as described below. An optional printer cabinet is also available.



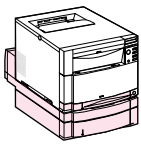
HP Color LaserJet 4550

The HP Color LaserJet 4550 is the base model. It comes standard with 64 MB RAM.



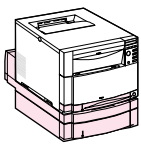
HP Color LaserJet 4550N

The HP Color LaserJet 4550N comes standard with 64 MB RAM and an HP JetDirect 610N print server EIO network card for connecting to a network.



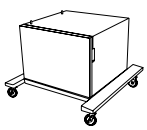
HP Color LaserJet 4550DN

The HP Color LaserJet 4550DN comes standard with 128 MB RAM, an HP JetDirect 610N print server EIO network card for connecting to a network, a duplex printing accessory, and a 500-sheet paper feeder.



HP Color LaserJet 4550HDN

The HP Color LaserJet 4550HDN comes standard with 128 MB RAM, an HP JetDirect 610N print server EIO network card for connecting to a network, a duplex printing accessory, a 500-sheet paper feeder, and a hard disk.



Printer cabinet

An HP Color LaserJet 4550 series printer cabinet is available for purchase (product number C4235A).

WWW

To order printer accessory products, go to the HP website at
U.S. – http://www.hp.com/go/supplies or
Worldwide – http://www.hp.com/ghp/buyonline.html.

Installation checklist

This guide will help you set up and configure your new color printer. Each task below includes easy-to-follow instructions.

- ❑ Task 1 Prepare a location for the printer 8
- ❑ Task 2 Unpack the printer. 10
- ❑ Task 3 Install the power cord 17
- ❑ Task 4 Load media into the trays 19
- ❑ Task 5 Set up the printer control panel (optional)* 26
- ❑ Task 6 Install the toner cartridges 30
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- ❑ Task 18 Distribute the software to network clients (optional)* . 52
- ❑ Task 19 Install the software for network clients (optional)*. 53
- ❑ Task 20 Connect to the printer 55

*You do not need to complete these steps if you do not use these features.

For information on solving problems or obtaining additional software, see the following pages:

Troubleshooting checklist 56

Communicating with an optional HP JetDirect Print Server . . . 58

Support information. 60

Where to look for more information . . .

Several references are available for use with this printer. For additional copies of the guides below, contact HP Parts Direct Ordering at (800) 227-8164 (U.S.) or contact your HP-authorized dealer.

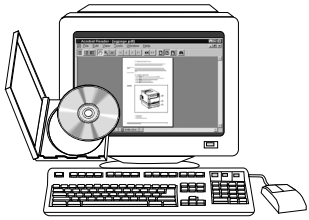
WWW Additional information and select manuals are available at http://www.hp.com/support/lj4550.

Setting up the printer

Getting Started Guide

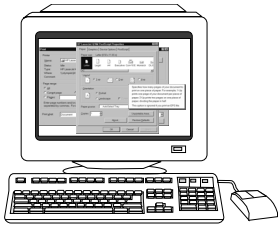
Step-by-step instructions for installing and setting up the printer.

Using the printer



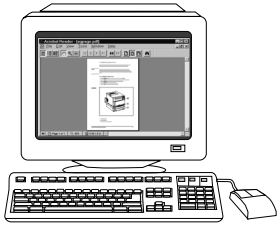
Online User Guide

Detailed information on using and troubleshooting the printer. Available on the CD-ROM that came with the printer. If you would like a hard copy, print the user guide using your printer.



Online Help

Information on printer options that are available from within printer drivers. To view a Help file, access the online Help through the printer driver.



HP JetDirect Print Server Administrator's Guide*

Step-by-step instructions for configuring the HP JetDirect print server.

*Accompanies printers that include an HP JetDirect print server (network card).

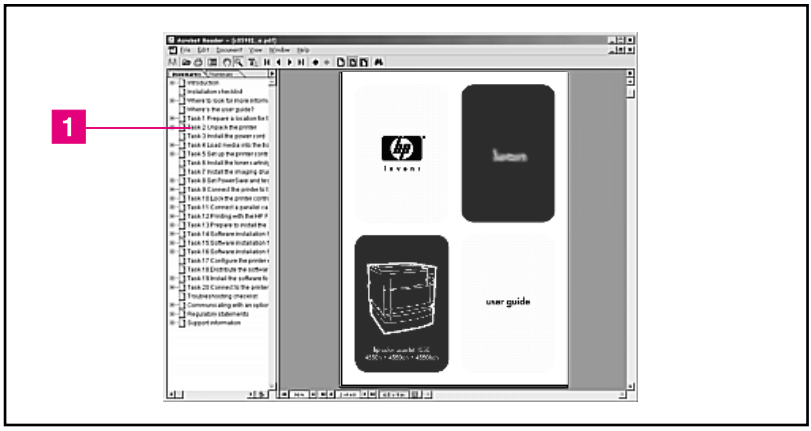
WWW You can now register yourself as an HP Color LaserJet printer user on the HP Web Registration site at: http://www.hp.com/go/ColorLaserPrinter_register.

Where's the user guide?

The user guide for this printer is supplied in online format for viewing on your computer screen using Adobe® Acrobat® Reader. The user guide and Adobe Acrobat Reader are available on the CD-ROM.

Note

Adobe Acrobat Reader is only available for English on the CD-ROM. Go to http://www.adobe.com for the latest versions and additional languages.



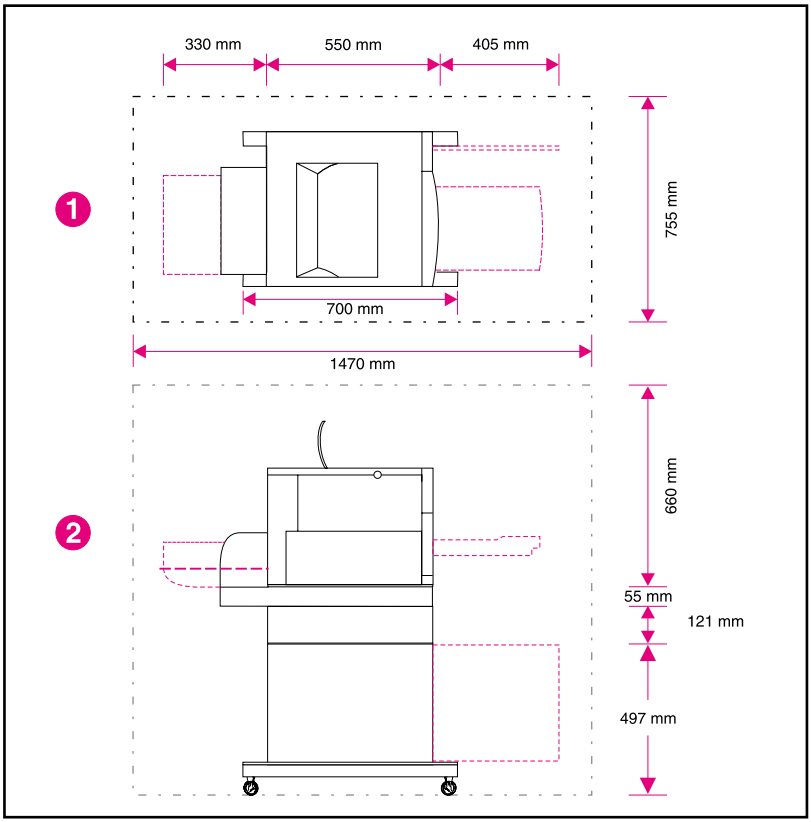
Screen view of the online user guide in Acrobat Reader

For help on using the online user guide, click on a link in the bookmark column (**1**). Or see page 2 of the user guide for links to other information.

WWW

For more information on buying various types of media to use with this printer go to U.S. – http://www.hp.com/go/ljsupplies or Worldwide – http://www.hp.com/ghp/buyonline.html.

Task 1 Prepare a location for the printer



Printer location

1 Top view of the printer

2 Side view of the printer

Location requirements

The printer requires the following type of location:

- a sturdy, level surface (do not tilt the printer more than 2°) that is large enough to accommodate all four corners of the printer
- space around the printer, as shown in the figure on page 8.

Note

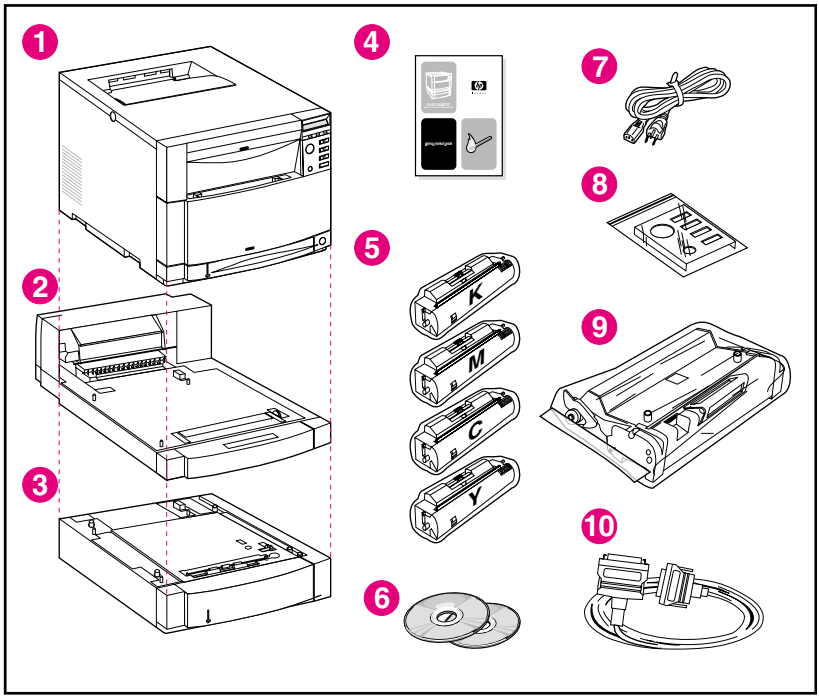
The printer shown in the figure has the optional 500-sheet paper feeder and the optional duplex printing accessory installed. Prepare your location for the HP Color LaserJet 4550 series printer according to the optional accessories you will be installing.

- a well-ventilated room with no abrupt changes in temperature or humidity
- room temperature 15 to 28° C (59 to 83° F)
- relative humidity 10% to 70%
- no exposure to chemicals or direct sunlight
- line voltage and frequency not varying more than ±10% from the value stated on the printer nameplate (located on the back of the printer)

CAUTION

The prepared location must be level (not more than a 2° angle), able to support up to 77 kg (169 lb), and must support all four corners of the printer, duplex printing accessory, or 500-sheet paper feeder.

Task 2 Unpack the printer



Package contents

The following items are included in the printer box:

1 Printer

- HP JetDirect print server (4550N, 4550DN, and 4550HDN only)
- Hard disk (4550HDN only)

2 Optional Duplex Printing Accessory (4550DN and 4550HDN only)

3 Optional Tray 3 (500-sheet paper feeder for the 4550DN and 4550HDN only)

4 Getting started guide

5 Four toner cartridges: black (K), magenta (M), cyan (C), and yellow (Y)

6 Software CD-ROM: includes printer drivers and software, the online user guide, and the *HP JetDirect Print Server Administrator's Guide*

7 Power cord

8 Control panel overlay (for non-English language users)

9 Imaging drum

10 Parallel cable (base model only)

Assembling the printer hardware

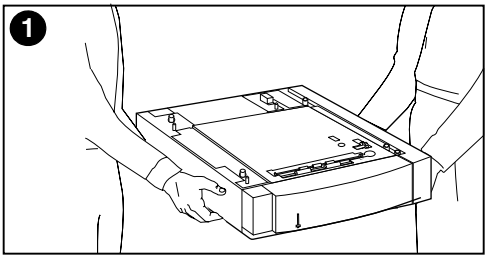
The following pages provide detailed instructions for installing the printer and the optional accessories:

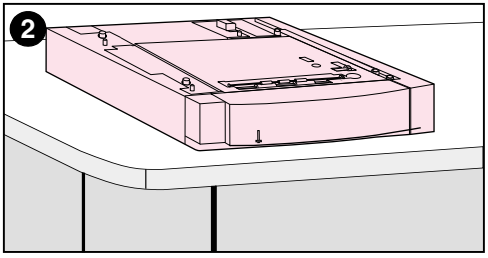
- “Installing the optional 500-sheet paper feeder” on page 13
- “Installing the optional duplex printing accessory” on page 14
- “Installing the printer” on page 15

WARNING! This printer weighs approximately 57 kg (125 lb). When Tray 3 and the duplex printing accessory are installed, the printer weighs 77 kg (169 lb). Take all necessary precautions to move it. Whenever possible, use professional handlers or material handlers to move the printer.

CAUTION The prepared location must be level (not more than a 2° angle), able to support up to 77 kg (169 lb), and must support all four corners of the printer, duplex printing accessory, or 500-sheet paper feeder.

Note Save all of the packing materials in case you need to repack and transport the printer at a later date.

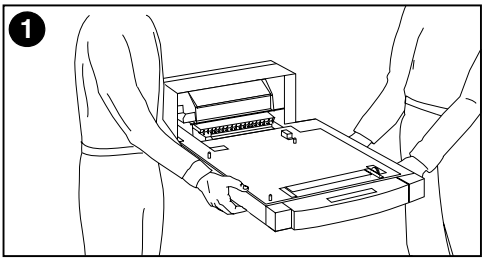


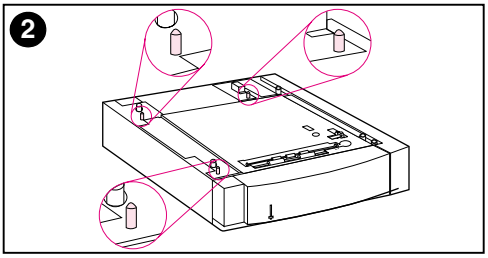


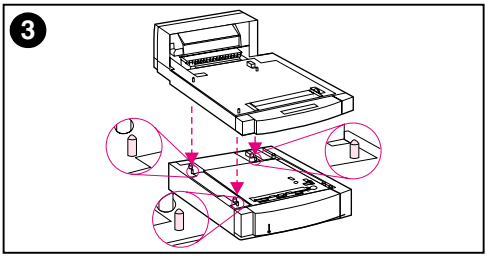
Installing the optional 500-sheet paper feeder

1 Using safe lifting techniques, remove the optional 500-sheet paper feeder from the box.

2 Place the optional 500-sheet paper feeder in the prepared location that is suitable for installing the printer.







Installing the optional duplex printing accessory

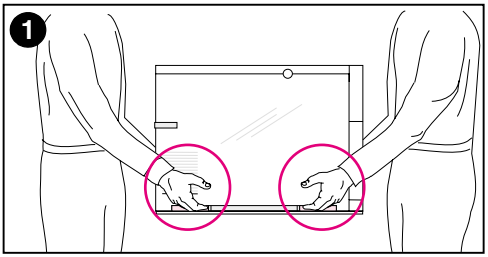
1 Using safe lifting techniques, remove the optional duplex printing accessory from the box.

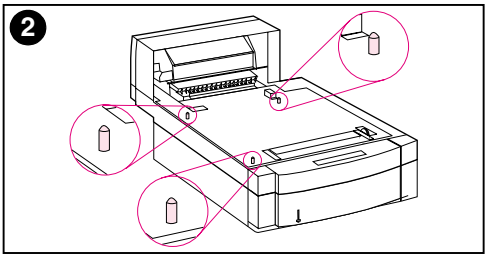
Note
For easier assembly during placement, line up the outside, beveled edges of the optional 500-sheet paper tray, the optional duplex printing accessory, and the printer.

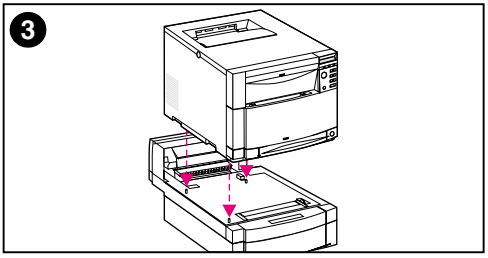
2 If you have the optional 500-sheet paper feeder installed, use the guide pins on the optional 500-sheet paper feeder to align the optional duplex printing accessory.

CAUTION
Avoid bending the guide pins while lowering the duplex printing accessory.

3 Gently lower the optional duplex printing accessory onto the optional 500-sheet feeder, or onto the prepared surface.







Installing the printer

Due to the weight of the printer, carrying distance should be minimized for additional safety. Use of a stable cart is advisable.

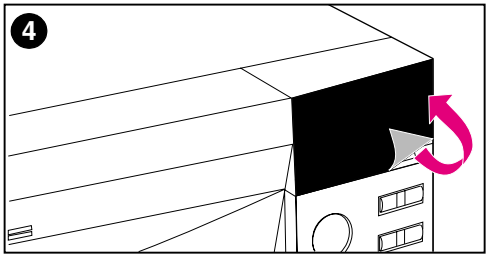
1 Using safe lifting techniques, remove the printer from the box. The printer weighs approximately 57 kg (125 lb).

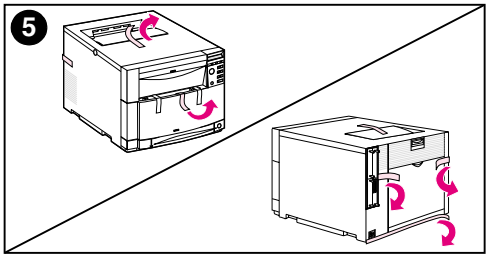
CAUTION
When removing the printer from the box, make sure you lift the printer using the hand holds located on each **side** of the printer. Lifting the printer from the front and rear could seriously damage the printer.

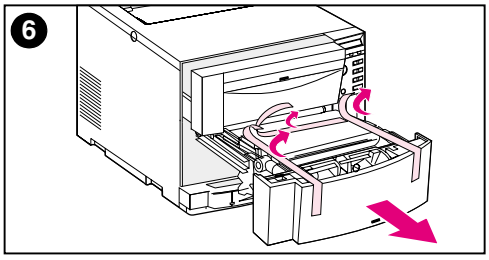
2 If the optional duplex printing accessory or optional 500-sheet paper feeder is installed, use the guide pins on either accessory to align the printer.

CAUTION
Avoid bending the guide pins while lowering the printer.

3 If no optional accessories are installed, place the printer in the prepared location. If the optional duplex printing accessory or the optional 500-sheet paper feeder are installed, gently lower the printer onto the accessory.







4 Remove the protective film from the printer control panel.

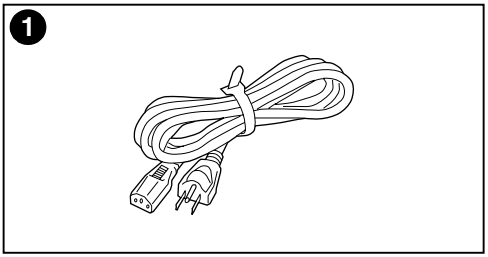
5 Remove all external packing tape from the printer, Tray 3, and the optional duplex printing accessory.

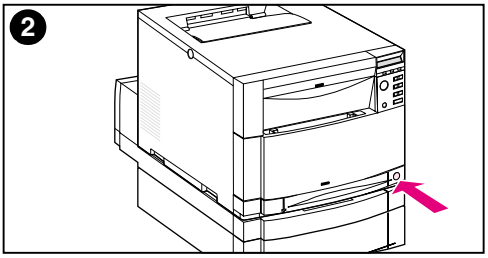
Note

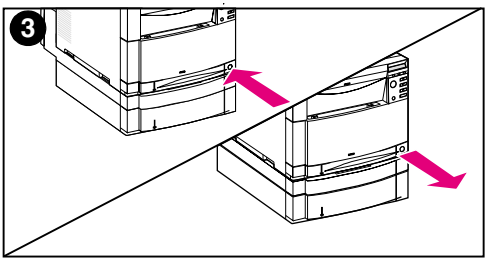
Make sure you remove the tape from the back of the printer.

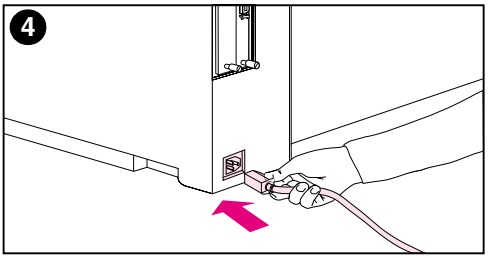
6 Open the middle front drawer and remove the packing tape. Then close the drawer.

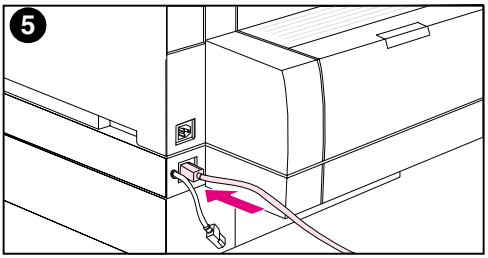
Task 3 Install the power cord



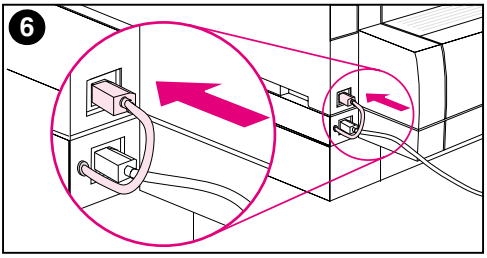


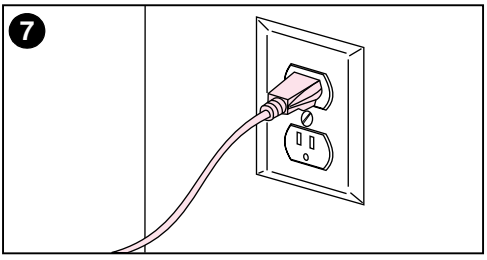






1. Locate the power cord that shipped with the printer.
2. Locate the standby button (power switch) on the front of the printer.
3. The standby button has two positions: in (power on) and out (standby mode—the fans remain on). Make sure that the standby button is out (standby mode).
4. Insert the power cord into the power receptacle on the back side of the printer.
   – OR –
5. If you are installing an optional duplex printing accessory, insert the power cord into the power receptacle on the back side of the optional duplex printing accessory.

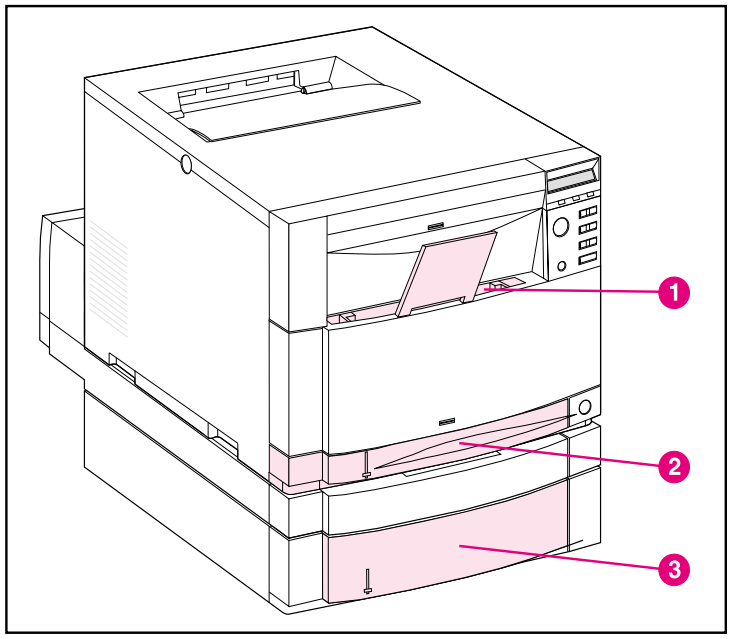




6 Insert the short optional duplex printing accessory power cord on the back of the optional duplex printing accessory into the power receptacle on the back side of the printer.

7 Connect the power cord to a grounded power outlet.

Task 4 Load media into the trays



Front view

The printer has the following trays:

1 Tray 1 (multipurpose tray) with extending paper support

2 Tray 2 (250-sheet tray)

3 Optional Tray 3 (500-sheet tray)

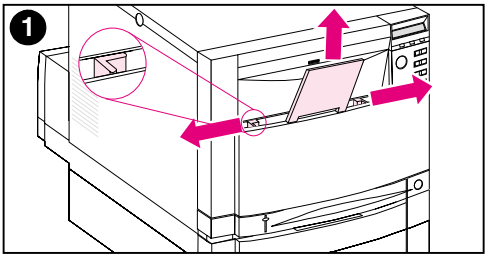
Using media types

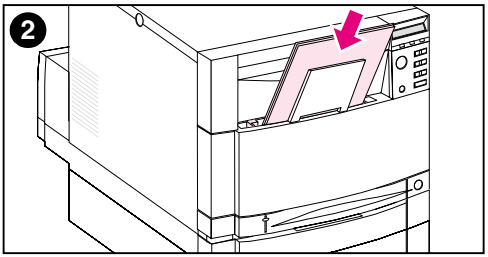
The printer control panel can be configured so that the printer draws certain media types from specific trays. This enables you, in the printer driver, to select media by type rather than by tray (source). Selecting media by type helps prevent accidental printing on special or expensive media. For example, if a tray is configured for letterhead, and you specify in the driver to print on plain paper, the printer will not accidentally print on letterhead from the letterhead tray. For more information on using the printer control panel to set the size and type of media for the input trays, see the online user guide.

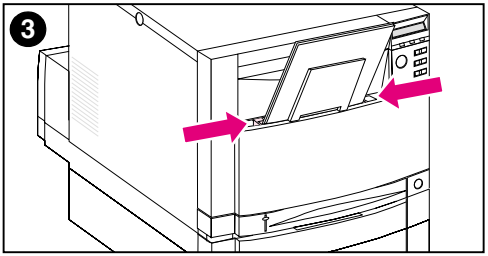
CAUTION Hewlett-Packard recommends using HP Color LaserJet Transparencies (C2934A for letter-size and C2936A for A4-size) for optimum printing results. **Do not use DeskJet (inkjet) or monochrome transparencies in your printer.** The transparencies can become overheated and melt, causing serious damage to your printer.

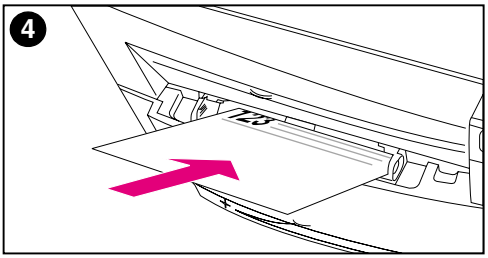
WWW For more information on buying various types of media to use with this printer go to U.S. – http://www.hp.com/go/ljsupplies or Worldwide – http://www.hp.com/ghp/buyonline.html.

Loading media









To load Tray 1

1 Pull up the tray extension and slide the media-width guides all the way open.

2 Load media with the print side (side to be printed on) facing the printer. Load up to 150 sheets of 75 g/m^2 (20 lb) stock. Slide the media in until it sits squarely in the bottom of the tray.

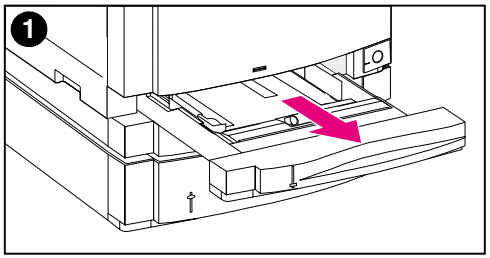
3 Slide the media-width guides in until they hold the media firmly in place without bending it.

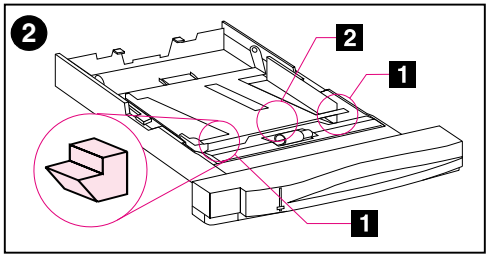
4 To load letterhead into Tray 1, load the letterhead with the print side facing the printer and with the top of the letterhead sitting in the bottom of the tray.

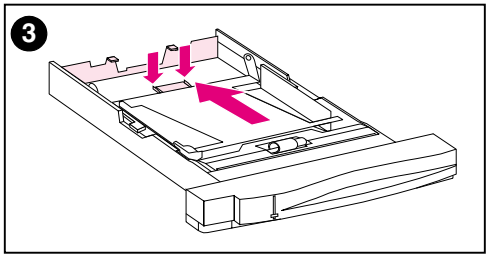
   For duplex (two-sided) printing, load letterhead with the print side facing away from the printer (not shown).

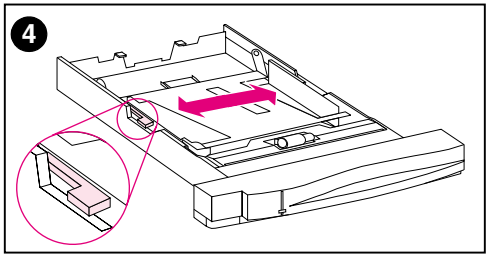
Note

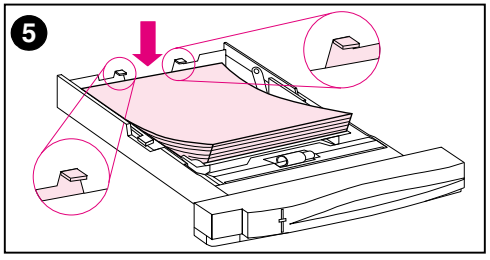
For information on loading envelopes, transparencies, or other media types, see the online user guide that comes with the printer.











To load Tray 2

1 Remove Tray 2 from the printer and place it on a flat surface. Remove the packing tape from the tray.

2 Slide out the orange packing spacers from both sides of Tray 2 (**1**). Then press the bottom plate and remove the middle packing spacer (**2**).

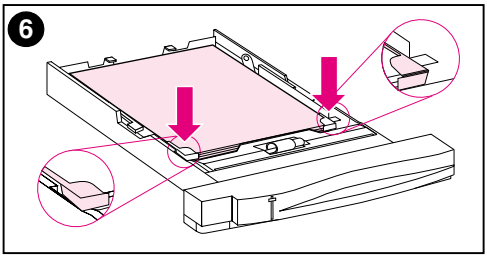
3 Set the rear media-length guide by squeezing the guide adjustment latch and sliding the back of the tray to the length of the media you are loading.

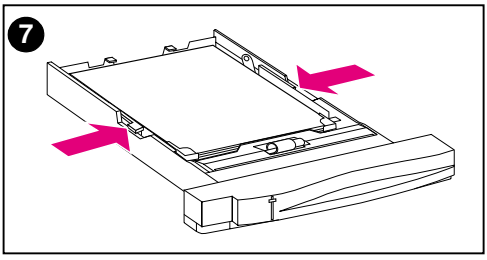
4 Slide the media-width guides all the way open.

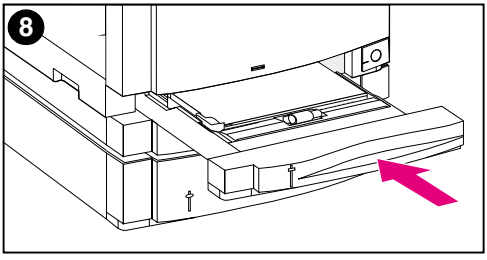
5 Load media into Tray 2 with the print side facing down. Load up to 250 sheets of 75 g/m^2 (20-lb) stock. Media capacity may vary with other media types.

CAUTION

Place the media under the fill tabs. Do not load paper above the fill tabs. (Fill tabs are displayed and circled in illustration 5.)



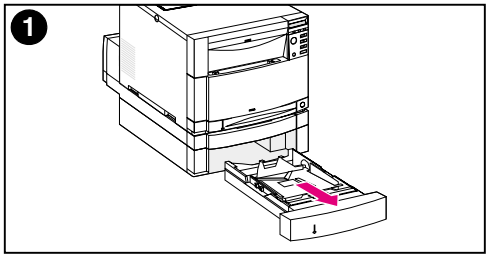


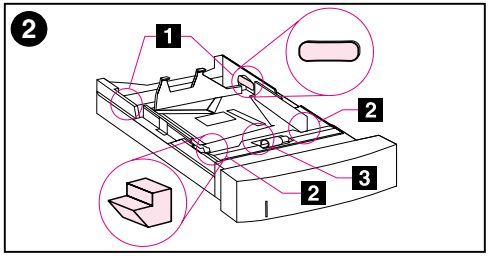


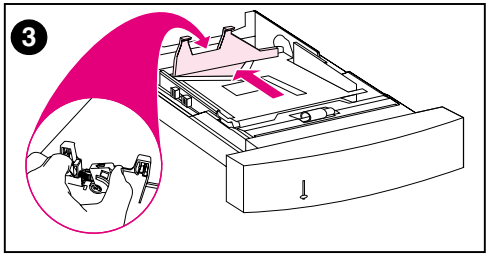
6 Make sure that the media is flat in the tray at all four corners and that the media fits under the metal corner tabs in front. Be careful not to bend the corners of the media. Bent media will not feed reliably.

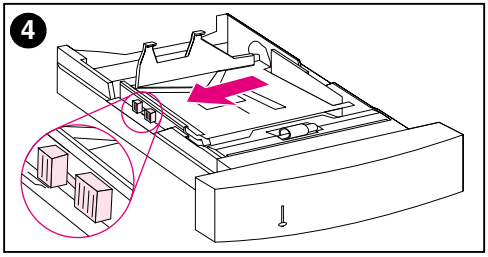
7 Slide the media-width guides in until they hold the media firmly in place without bending it.

8 Insert Tray 2 into the printer.









To load optional Tray 3

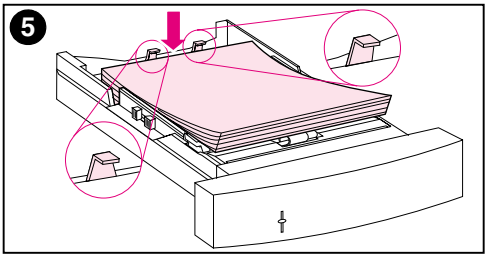
1 Remove the tray (Tray 3) from the 500-sheet paper feeder and remove the packing tape.

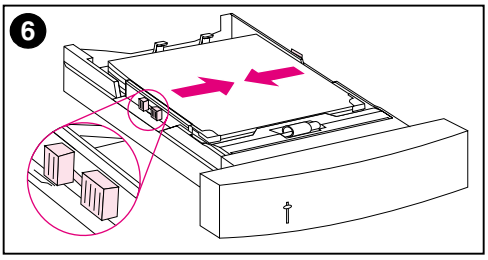
CAUTION
Remove the two cardboard packing spacers from the back of Tray 3. If the packing spacers are not removed, paper jams will occur. (See pictures 1 and 2.)

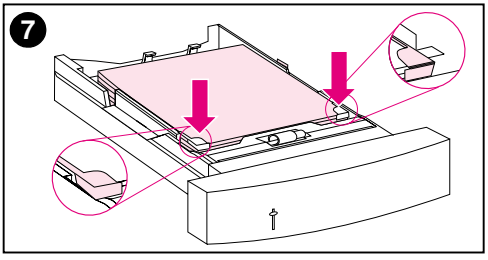
2 Slide out the rear packing spacers from both sides of Tray 3 (**1**). Next slide out the front packing spacers (**2**). Then press the bottom plate and remove the middle packing spacer (**3**).

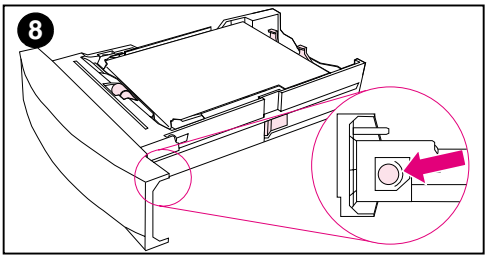
3 Squeeze the guide release latch on the rear media-length guide and slide the guide to fit the media size you are loading.

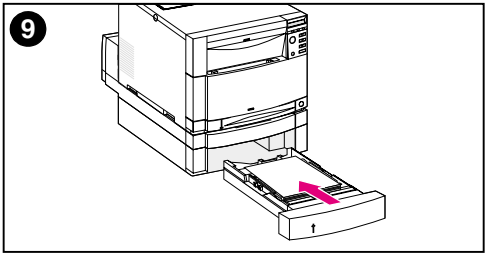
4 Slide the media-width guides all the way open by squeezing the release latch.











5 Load media into Tray 3. Load up to 500 sheets of 75 g/m^2 (20-lb) stock. Capacity may vary with other media types.

CAUTION
Place the media under the fill tabs. Do not load paper above the fill tabs. (Fill tabs are displayed and circled in illustration 5.)

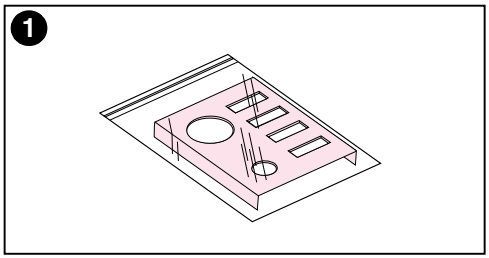
6 Slide the media-width guides in until they hold the media firmly in place without bending the media.

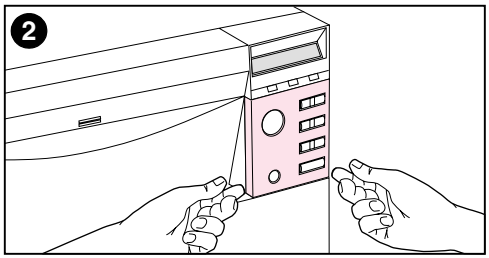
7 Make sure that the media is flat in the tray at all four corners and that the media fits under the metal corner tabs in front. Be careful not to bend the corners of the media. Bent media will not feed reliably.

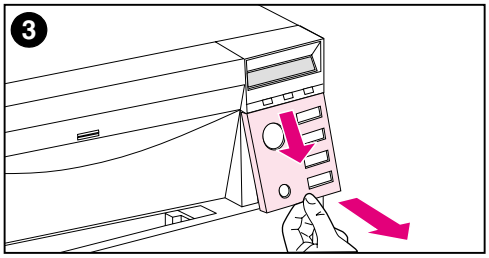
8 Turn the media-size knob on the side of Tray 3 to the size of the media in the tray.

9 Insert Tray 3 into the printer.

Task 5 Set up the printer control panel (optional)







You might need to install the control panel overlay or replace the English overlay with one that displays your language. You also might need to configure the control panel to display messages in your language.

Installing or changing the control panel overlay

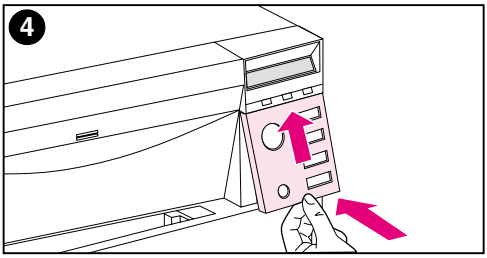
1 Locate the control panel overlay that came in the printer box and remove it from the bag.

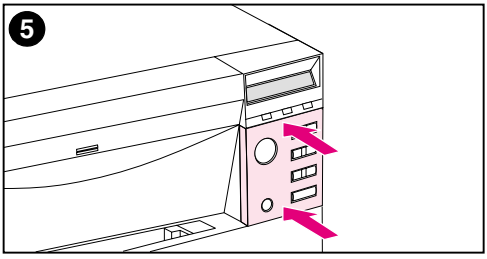
   If you are installing an overlay, rather than replacing one, skip to step 4. Otherwise continue to step 2.

2 Gently lift out on both sides of the overlay that is currently installed on the printer.

3 Grasp the bottom of the overlay, pull it down, and then lift it out.

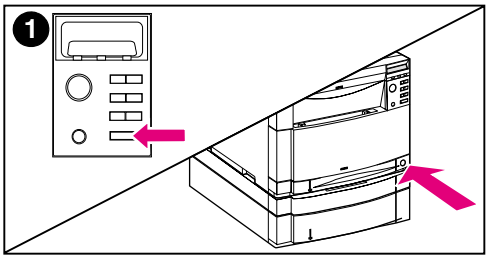
Note
When removing the control panel overlay, you may want to use a small flat-blade screw driver to gently pry off the control panel overlay.

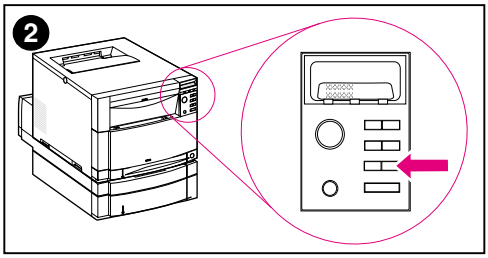


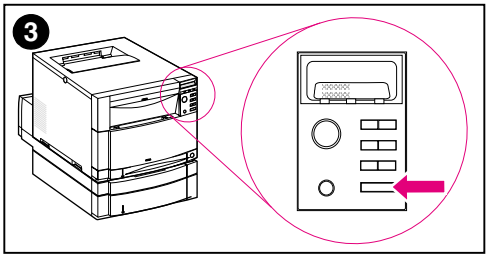


4 To install the new overlay, position it over the control panel and install the top side first. Insert the top tabs on the overlay into the slots on the printer face. Then push the overlay up and push in the bottom.

5 Snap the overlay firmly onto the control panel.





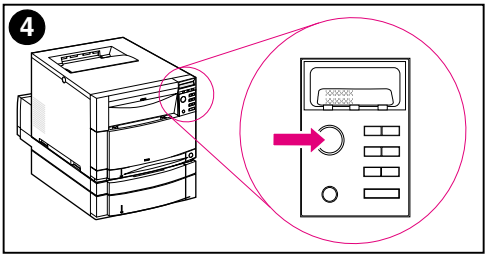


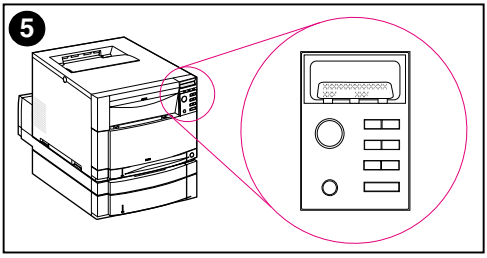
Changing the display language

1 Press and hold the SELECT key on the printer control panel while you turn the printer on by pressing the standby button (power switch). Continue holding SELECT until the control panel displays SELECT LANGUAGE (in English), and then release SELECT.

2 Wait until the control panel displays LANGUAGE=ENGLISH *. Then press the VALUE key repeatedly until your language choice appears.

3 Press SELECT to save your language choice. An asterisk (*) appears next to the language when you select it.





4 Press Go.

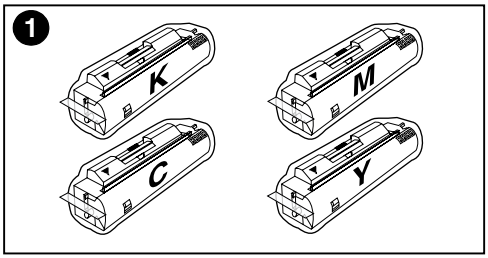
5 After the printer warms up, the control panel displays:
TONER POSITION
BLACK = MISSING

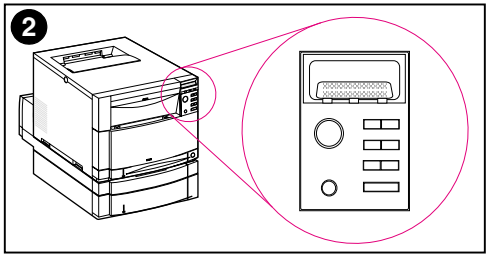
Note
If the control panel does not display the message above in the language you selected, press the printer standby button (power switch) to turn the printer off and then repeat the instructions for changing the display language.

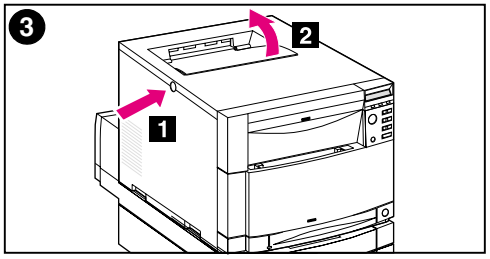
Leave the printer turned on and continue to the next task.

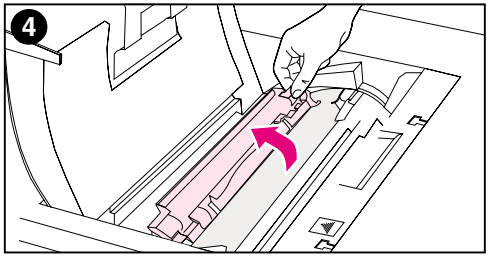
Task 6 Install the toner cartridges

WWW To see a virtual demonstration for installing the toner cartridges go to http://www.hp.com/support/lj4550_solve_a_problem and select **replacing consumables**.









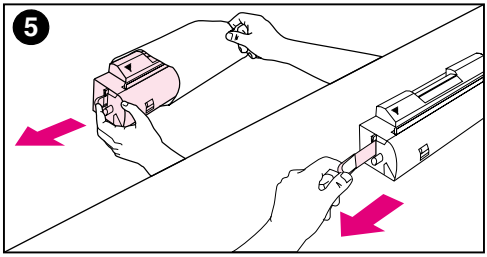
1 Locate the toner cartridges packaged in the printer box. The printer uses four different toner colors and has a different toner cartridge for each color: black (K), magenta (M), cyan (C), and yellow (Y).

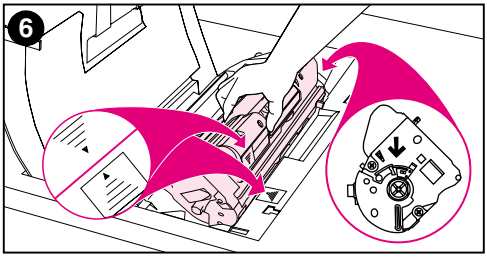
2 If the printer is not already turned on, turn it on. After the printer warms up, the control panel displays:
`TONER POSITION`
`BLACK = MISSING`

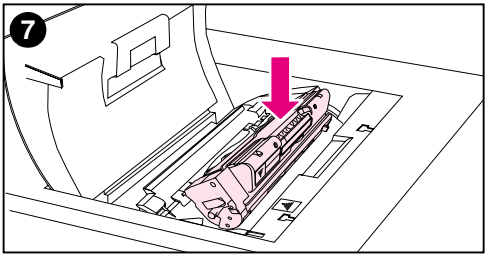
Note
If the `INSTALL DRUM` message appears, wait for the `INSTALL TONER CARTRIDGE` message, then proceed with the following instructions.

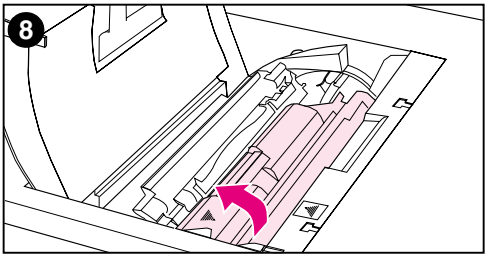
3 Push the dark gray release button on the side of the printer (**1**) and open the printer's top cover (**2**).

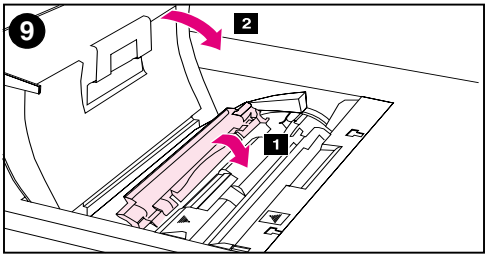
4 The cartridge slot for the black toner cartridge is visible. Lift up the flap that partially covers the cartridge slot. The correct toner color is shown on top of the flap.











5 Remove the black toner cartridge from the bag and locate the orange tab on the end of the cartridge. Pull the tab firmly to remove the inside sealing tape. (If the tab breaks off, pull on the tape.) Discard the tape.

CAUTION

Do not shake the toner cartridge after you have removed the inside tape. Doing so could cause toner to spill.

6 Position the toner cartridge over the cartridge slot so that the blue arrow on the toner cartridge points to the blue arrow on the printer. The arrow on the right end of the cartridge should point straight down.

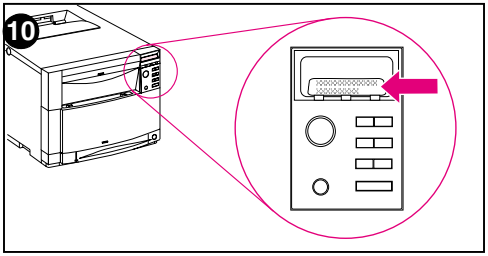
7 Slide the toner cartridge down into the slot until the cartridge stops.

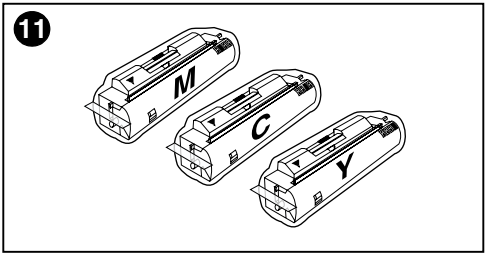
Note

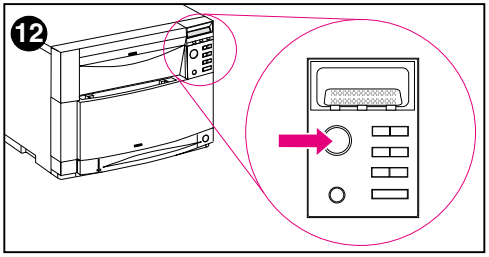
If the cartridge does not slide easily into the slot, ensure you have the right color cartridge for that slot.

8 Rotate the toner cartridge toward the back of the printer (within the cartridge slot) until the cartridge clicks into place.

9 Lower the flap to partially cover the toner cartridge (**1**). If the cartridge was rotated correctly, the flap covers the cartridge label. Close the top cover (**2**) before installing the next toner cartridge.







10 When the top cover is shut, the carousel advances to the next toner cartridge slot. When the printer is ready, the control panel displays:

```
TONER POSITION
(COLOR) = MISSING
```

11 Install the other three toner cartridges by repeating steps 3 through 10. Install them in the following order:

1. magenta
2. cyan
3. yellow

Note

You must close the top cover before installing the next toner cartridge.

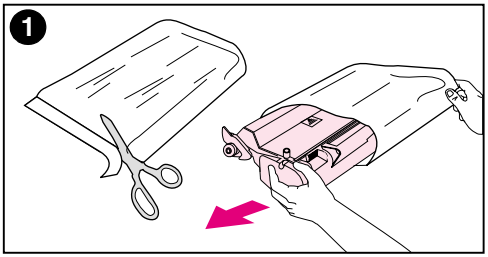
12 After installing the fourth toner cartridge, close the top cover.

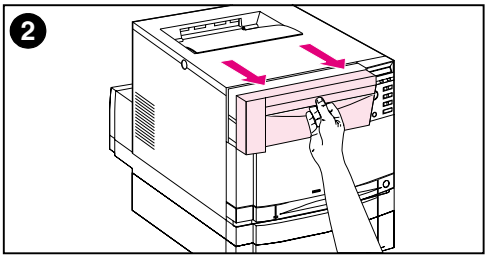
CAUTION

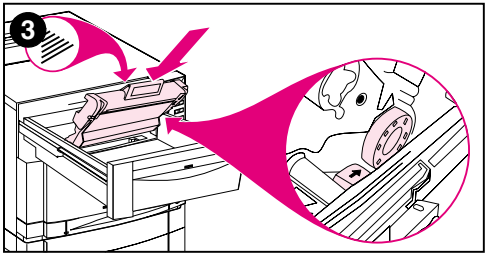
If you need to ship the printer in the future, remove the toner cartridges and imaging drum before shipping.

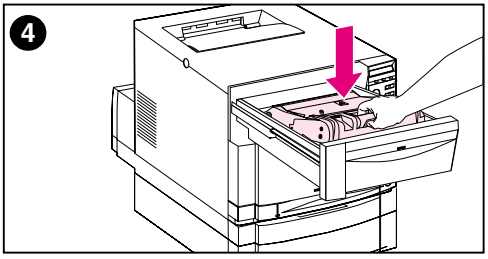
Leave the printer turned on and continue to the next task.

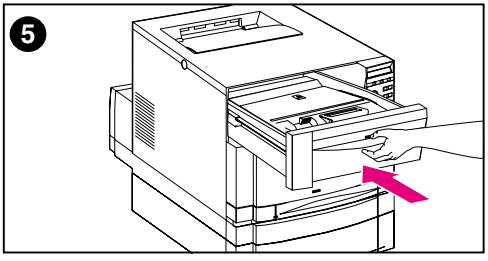
Task 7 Install the imaging drum











1 Locate the imaging drum package that came with the printer. Remove the imaging drum from the bag.

CAUTION
Avoid exposing the imaging drum to direct light. Exposure to light for more than 15 seconds can seriously damage the imaging drum.

2 On the printer, pull open the front upper drawer until it stops.

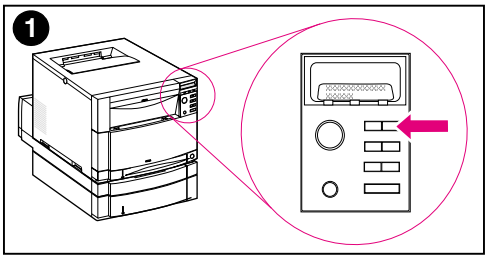
3 Align the imaging drum over the open drawer so that the arrow on top points to the rear of the printer, and the blue end cap on the side slides into the slot identified with the blue arrow.

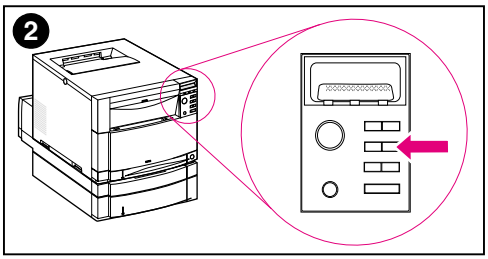
4 Slide the imaging drum down into place.

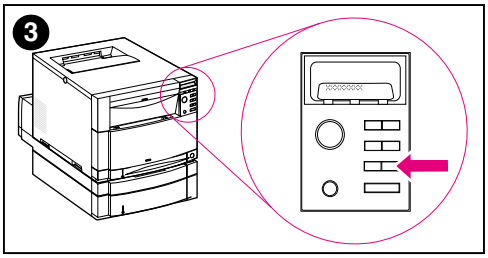
5 Push the front upper drawer shut. Wait while the printer runs an internal color calibration. The calibration takes a few minutes. When the printer is ready, the control panel displays READY.

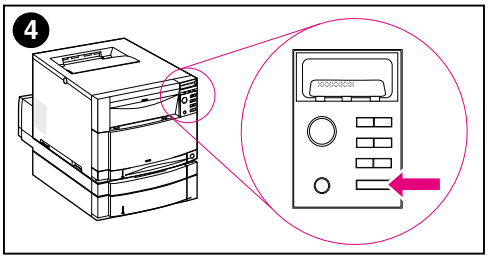
CAUTION
If you need to ship the printer in the future, remove the toner cartridges and imaging drum before shipping.

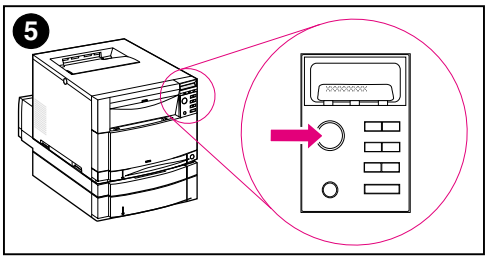
Task 8 Set PowerSave and test printer operation











PowerSave reduces power consumption when the printer is not in use. The factory default setting for PowerSave is on, and the time setting is **30 minutes**. The instructions below explain how to change the time setting and how to turn PowerSave off.

Setting PowerSave

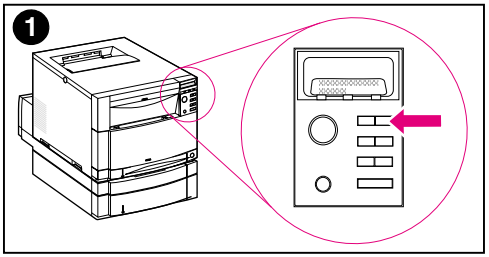
1 Press MENU on the control panel until `CONFIGURATION MENU` appears on the control panel display.

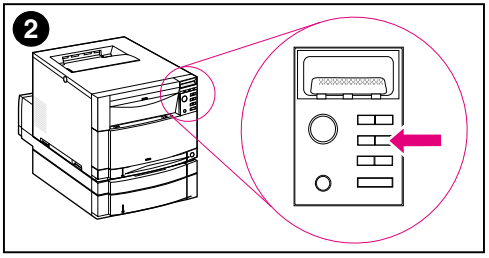
2 Press ITEM until `POWERSAVE TIME= 30 MIN *` appears.

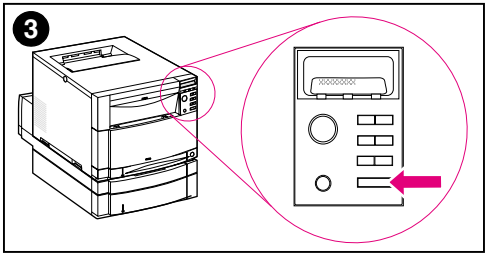
3 Press VALUE + or VALUE – to display other time-setting choices between 30 minutes and 4 hours.

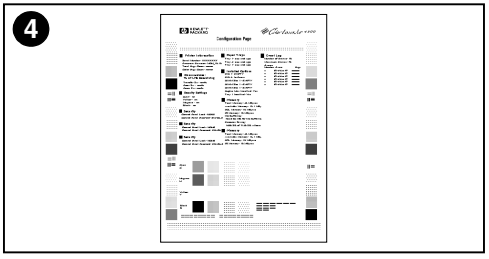
4 Press SELECT to save your choice. An asterisk (*) appears beside your saved choice.

5 Press GO. The control panel displays `READY` .









Testing printer operation

Print a configuration page to ensure that the printer is working properly.

1 Press MENU on the control panel until INFORMATION MENU appears on the control panel display.

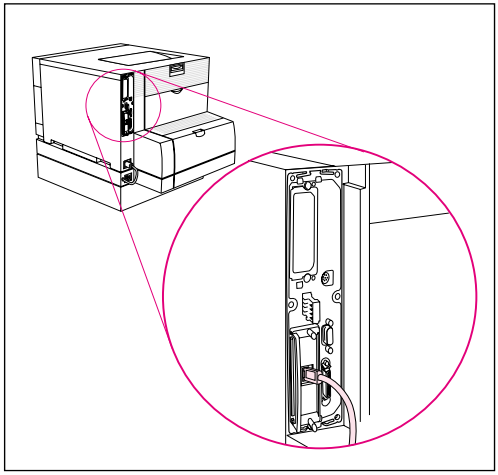
2 Press ITEM until PRINT CONFIGURATION appears.

3 Press SELECT to print a configuration page.

4 After about 30 seconds, the configuration page prints. If it does not print, see “Troubleshooting checklist” on page 56.

Leave the printer turned on and continue to the next task.

Task 9 Connect the printer to the network (optional)



RJ-45 (10/100Base-TX) connection

The HP Color LaserJet 4550N, 4550DN, and 4550HDN printers come with the HP JetDirect 610N print server, which supports RJ-45 (unshielded twisted pair) for 10/100Base-TX networks.

Connecting to a 10/100Base-TX network

Plug the connector of your unshielded twisted-pair cable into the RJ-45 port. The other end of the cable should be attached to the network.

Task 10 Lock the printer control panel (optional)

You can prevent users from changing printer control panel settings by establishing a password and locking the printer control panel. The control panel offers multiple levels of security. You can lock certain control panel menus, allowing users to change the rest of the menus, or you can lock all of the menus—and you can even lock the CANCEL JOB key. When the printer control panel is locked, unauthorized users who try to change settings at the control panel receive the following message:

```
ACCESS DENIED
MENUS LOCKED
```

Levels of security

Lock Setting	Control panel items locked	
0 = None	No items are locked	
1 = Minimum	Configuration Menu I/O Menu	Calibration Menu Resets Menu
2 = Moderate	Configuration Menu I/O Menu Calibration Menu	Resets Menu Paper Handling Menu
3 = Maximum	Configuration Menu I/O Menu Calibration Menu Resets Menu	Paper Handling Menu Information Menu Printing Menu CANCEL JOB key

Use HP Web JetAdmin software, HP LaserJet Utility for Macintosh, or an ASCII escape sequence to perform this procedure. HP software is easier to use than an ASCII escape sequence. For instructions on locking the control panel by using either HP Web JetAdmin software or the HP LaserJet Utility for Macintosh, access the online Help for that software.

WWW

HP recommends that network administrators use HP Web JetAdmin to manage HP printers on a network. HP Web JetAdmin is available from the web at http://www.hp.com/support/net_printing.

Using an ASCII PJL escape sequence

If you decide to use the ASCII escape sequence, you must use an MS-DOS® or Windows ASCII editor to create the commands. The commands must also be sent to the printer by using a DOS COPY command or an ASCII file downloader utility.

Note In the following examples, EC represents the escape character. For more information on using escape characters, see the *PJL Technical Reference Manual*. For a copy of this manual, contact your HP-authorized dealer.

- To lock or unlock the printer control panel if a password has not been set, send the following ASCII sequence to the printer:

```
EC%-12345X@PJL JOB
@PJL DEFAULT CPLOCK=NONE (or MINIMUM, MODERATE, or
   MAXIMUM)
@PJL EOJ
EC%-12345X
```

- To set the password, send the following ASCII sequence to the printer:

```
EC%-12345X@PJL JOB
@PJL DEFAULT PASSWORD=[numeric password (0 to
   65535)]
@PJL EOJ
EC%-12345X
```

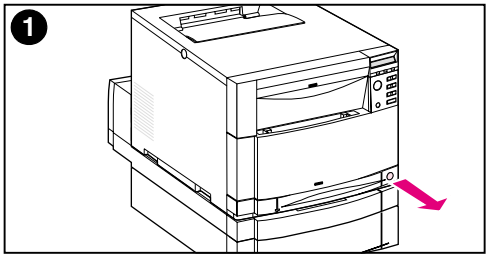
- To lock or unlock the control panel if the password has been set, send the following ASCII sequence to the printer:

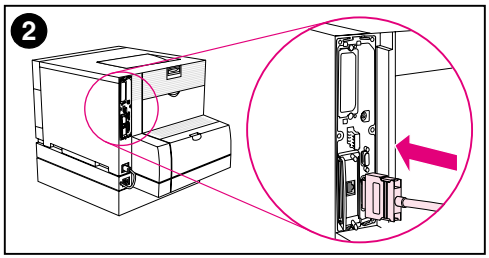
```
EC%-12345X@PJL JOB PASSWORD=(numeric password)
@PJL DEFAULT CPLOCK=NONE (or MINIMUM, MODERATE, or
   MAXIMUM)
@PJL EOJ
EC%-12345X
```

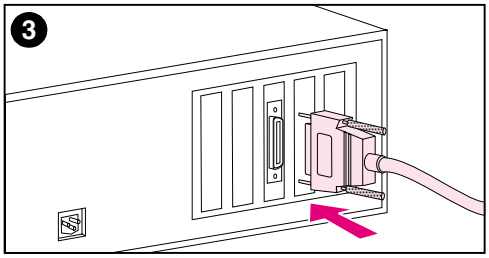
Task 11 Connect a parallel cable (optional)

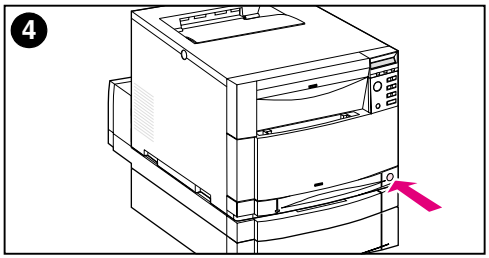
You can connect the printer to the computer using a bidirectional parallel cable (IEEE-1284 compliant) with a “C-size” connector to the printer and a “B-size” connector to the computer. HP recommends that the parallel cable length is no longer than 10 meters (30 ft) in length. The cable (HP part number C2946A) is included with the HP Color LaserJet 4550 printer. It must be purchased separately for the HP Color LaserJet 4550N, 4550DN, and 4550HDN printer.
To order the parallel cable directly from HP in the U.S., call (800) 227-8164. See the online user guide for other in-country/region HP direct ordering phone numbers.

WWW To order online, go to http://www.hp.com/ghp/buyonline.html.









Connecting a parallel cable

1 Press the printer standby button (power switch) to turn the printer to standby mode, and turn off the computer to which you are connecting the parallel cable.

2 Plug the parallel cable into the printer's parallel port until it snaps into place.

3 Plug the other end of the parallel cable into the computer. Tighten down the screws on the parallel cable to secure the cable to the computer.

4 Turn the computer on and then turn the printer on.

Note

Your computer will sense the printer if your computer is Plug and Play compatible. Follow the directions on your screen. To install the complete software package, cancel Plug and Play and continue to the next task.

Continue to the next page for instructions on verifying communication between the computer and the printer.

To verify communication when using a parallel cable

1 At the computer, go to a DOS prompt (root directory) and type `DIR>LPT1` and press ENTER.

Note If you are using a UNIX® operating system, use the equivalent commands.

2 At the printer, if the data light on the control panel stays on for more than a minute, press GO. Otherwise, continue to step 3.

3 If a directory list prints, printer setup is complete. Now you can install the software to work with the new HP Color LaserJet 4550 printer.
– OR –
If an error message appears in the printer control panel display, see the “Troubleshooting checklist” on page 56 for more information.
– OR –
If the printer neither prints the directory list nor displays an error message on the control panel, check to see that all the power cables are plugged in and that all the cables connecting the printer to the computer are securely fastened. Remove any print sharing device or port security device which may be connected between the computer and printer.

Task 12 Printing with the HP Fast InfraRed Receiver (optional)

The HP Fast InfraRed Receiver enables cableless printing from any IrDA-compliant portable device (such as a laptop computer) to the HP Color LaserJet 4550 printer (when the optional Fast InfraRed Receiver (FIR) accessory is installed).

The printing connection is maintained by positioning the sending infrared (FIR) port within operating range. Note that the connection can be blocked by objects such as a hand, paper, direct sunlight, or any bright light shining into either the sending or receiving FIR port.

System requirements

In order to print with the HP Fast InfraRed Receiver, you will need:

- The receiver connected to this printer
- IrDA-compliant portable or other IR-capable host supporting IRLPT or JetSend Communications Technology over IR
- Microsoft Windows 9x, Windows NT 4.0, Windows 2000 or Mac 8.5 with a LaserWriter 8.6 or higher driver.

Note Older non-IrDA-compliant portable computers may not be compatible with the HP Fast InfraRed Receiver. If you experience problems when attempting to print with the HP Fast InfraRed Receiver, contact the manufacturer or dealer of your portable computer to verify compatibility with the IrDA standard.

For more information, see the user guide that came with the HP Fast InfraRed Receiver.

Task 13 Prepare to install the software

Before the printer can be used, the software (printer drivers and optional printing utilities) must be installed on each computer printing to the printer. The software is on the CD-ROM that is included in the box with the printer. This section provides overviews and installation procedures for the following types of printer users:

- individual user with an IBM-compatible computer directly connected to the printer by a parallel cable
- network administrator who is installing the printer on a network for network clients
- users with Macintosh-compatible computers connected to the printer by a LocalTalk or EtherNet cable (for EtherNet)

CD-ROM software contents

The CD-ROM includes software designed for users who are operating in the following environments:

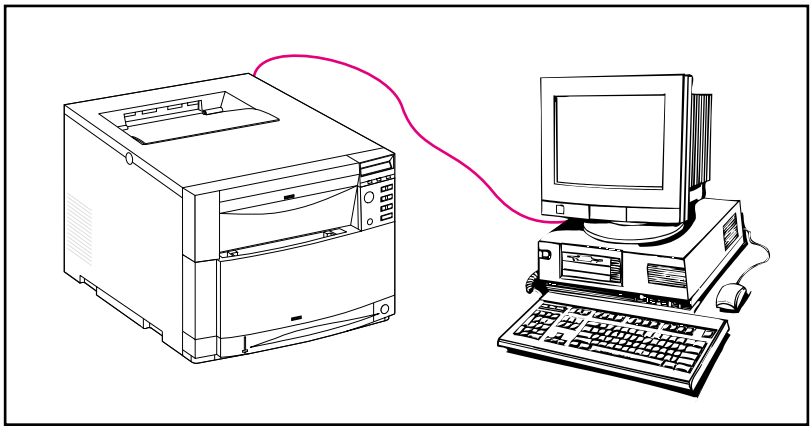
- Windows 3.x
- Windows 9x
- Windows NT 4.0
- Windows 2000
- Macintosh System 7.5.3 or later
- Novell NetWare 3.x, 4.x, 5.x

WWW For the latest drivers or for additional drivers, go to http://www.hp.com/support/lj4550. Once connected, select **Downloads and Drivers** to find the driver you wish to download.

Task 14 Software installation for individual users with IBM-compatible computers

Overview

Use this procedure if you use an IBM-compatible computer and it is the only one connected to the printer, and the computer is connected to the printer by a parallel cable (IEEE-1284 compliant) with a “C-size” connector.



The procedure consists of the following general steps (detailed instructions follow):

- Install the software on the computer that is connected to the printer.
- If your printer has the optional 500-sheet paper feeder or optional duplex printing accessory, configure the printer driver to show that these options are installed (see the printer driver online Help for instructions).

Detailed instructions

These installation instructions are for systems running Windows 9x, Windows NT 4.0, or Windows 2000.

The setup software detects both the version of Windows that you are running and the language that is selected in your operating system. The setup software then installs printer drivers and software that are appropriate for your system.

1. Log onto the computer that is connected to the printer.
2. Close all applications. Turn off virus checkers and terminate-and-stay-resident (TSR) programs. After installation, these programs can be turned back on.
3. Insert the *HP Color LaserJet 4550 Printing System and Documentation* CD-ROM into the CD-ROM drive. The CD-ROM should run automatically.

Note

If AutoPlay does not automatically begin the installer program, click **Start** and then click **Run**. Type `D:\SETUP.EXE` at the prompt. (This assumes that your CD-ROM drive is the D:\ drive.)

4. A screen appears that allows you to browse the contents of the CD-ROM or begin installing the printer software. Click **Install Printer** and follow the instructions on your screen.

   There are two installation options for the printing system software. The **Typical** installation option will install the following:

   - PCL 6 printer driver and online Help
   - PCL 5c printer driver and online Help
   - PS printer driver and online Help

   The **Custom** installation option allows you to cancel any of the printing system software options.

WWW

To download the latest version of HP Web JetAdmin, visit HP Customer Care online at http://www.hp.com/support/net_printing.

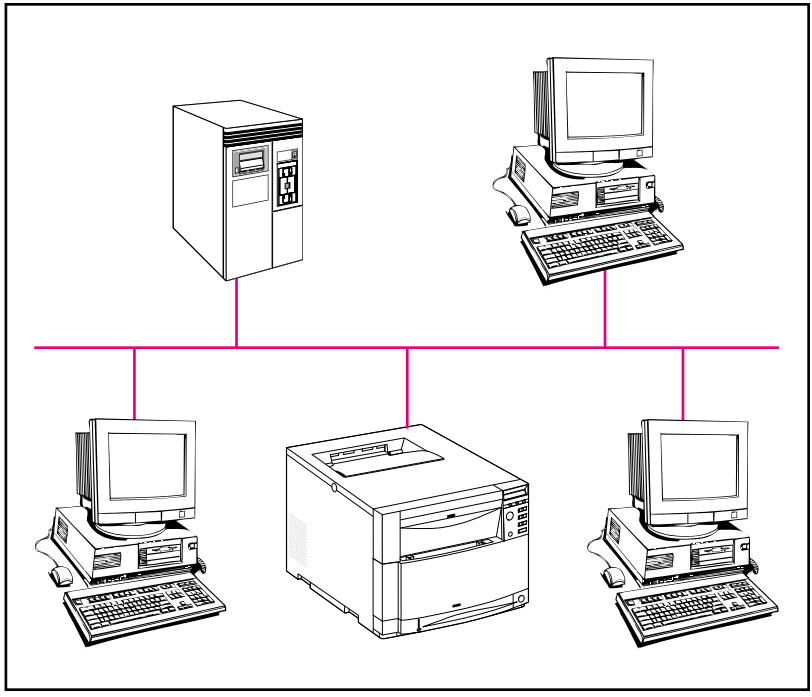
Task 15 Software installation for network administrators

Overview

Use this procedure if you are a network administrator who is installing the printer on a network for network clients.

WWW

HP recommends that network administrators use HP Web JetAdmin to manage HP printers on a network. HP Web JetAdmin is available from the web at http://www.hp.com/support/net_printing.



This procedure consists of the following general steps (detailed instructions follow):

- Depending on the network environment, install the software on either the network administrator workstation or on the network server.
- From a Windows 9x, Windows NT 4.0, or Windows 2000 system, run the printer installation software to set up your printer on a Microsoft or Novell Netware network. For other networks, refer to the *HP JetDirect Print Server Administrator's Guide*.
- Distribute the printer driver to each network client. You can pass around the CD-ROM, or you can place disk images of the driver onto a network directory or onto diskettes.
- Install the software onto client workstations.
- Users may connect their workstations to the printer by using the Add Printer Wizard (Windows). For specific instructions, see Task 20, "Connect to the printer".

Note If the printer has the optional 500-sheet paper feeder or optional duplex printing accessory, configure the printer driver on each computer to show that these options are installed (see the printer driver online Help for instructions).

Detailed instructions

These instructions are for network administrators. Procedures for installing the software vary according to your operating system and network environment. Use the instructions below that best match your operating system and network environment.

Windows 9x, Windows NT 4.0, and Windows 2000

The setup software detects both the version of Windows that you are running and the language that is selected in your operating system. The setup software then installs printer drivers and software that are appropriate for your system.

Note For Novell NetWare or Microsoft networks, run the printer installation software. On NetWare networks, you will be able to set up the appropriate queues on the NetWare server and HP JetDirect print server. On Microsoft networks, you can set up IP configuration parameters and share the printer.

For Windows NT 4.0, and Windows 2000 server networks, install the software on the server.

1 Depending on your environment, log onto the network administrator workstation or onto the server with Supervisor or Administrator privileges.

2 Close all applications. Turn off virus checkers and terminate-and-stay-resident (TSR) programs. After installation, these programs can be turned back on.

3 Insert the *HP Color LaserJet 4550 Printing System and Documentation* CD-ROM into the CD-ROM drive. The CD-ROM should run automatically.

Note If AutoPlay does not automatically begin the installer program, click **Start** and then click **Run**. Type `D:\SETUP.EXE` at the prompt. (This assumes that your CD-ROM drive is the D:\ drive.)

4 A screen will appear that will allow you to browse the contents of the CD-ROM, or begin installing the printer software. Click **Install Printer**, and follow the instructions on your screen.

There are two installation options for the printing system software. The **Typical** installation option will install the following:

- PCL 6 printer driver and online Help
- PCL 5e printer driver and online Help
- PS printer driver and online Help

The **Custom** installation option allows you to cancel any of the printing system software options.

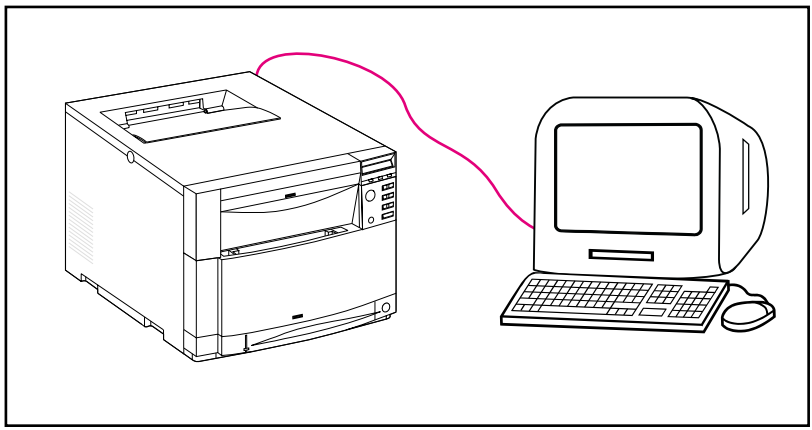
WWW To download the latest version of HP Web JetAdmin, visit HP Customer Care online at http://www.hp.com/support/net_printing.

You can quickly create a port for the printer as part of the installation process using the HP Network Printer Wizard.

Task 16 Software installation for Macintosh users

Overview

On a Macintosh-compatible computer, the installation procedures are the same for a network administrator, a network client, and a single user. Install the software on any computer that will be printing to the printer. (Individual user connection illustrated below.) In an AppleTalk environment, you have the option of assigning a name and a network zone to the printer. Users may connect their workstations to the printer by configuring a LaserWriter 8 driver with the new PPD in the Chooser (Macintosh). For specific instructions, see Task 20, “Connect to the printer”.



Detailed instructions

The Macintosh partition on the CD-ROM contains an installer program for each available language. Find the language that is appropriate for your operating system, and then use the installer program for that language.

Note If the computer is connected to the printer by a LocalTalk (Printer Port) or EtherNet connection, the AppleTalk (or Network) control panel must be configured for the correct connection to communicate with the printer.

1. Quit all open applications.
2. Insert the compact disc into the CD-ROM drive.
3. Double-click the **Installer** icon and follow the instructions on the screen.
4. Open the **Chooser** from the **Apple** menu.
5. Click the **Apple LaserWriter 8** icon. If the icon is not there, contact your Macintosh dealer.
6. If you are on a network with multiple zones, select the zone in the **AppleTalk Zones** box where the printer is located. If you do not know the zone where the printer is located, ask your network administrator.
7. Double-click the desired printer. A **Desktop Printer** icon should appear.
8. Close the **Chooser**.

Task 17 Configure the printer on the network

You can use the printer installation software on the CD-ROM to install and configure the printer on the network. For other options, refer to the *HP JetDirect Print Server Administrator's Guide*.

Task 18 Distribute the software to network clients (optional)

Before a network client can print to the printer, the printing system software must be installed on the client's workstation. Rather than distributing the CD-ROM to each client, you can place disk images of the installation software onto a public directory. The software's **Disk Copy** option lets you copy disk images only for Windows operating systems to a designated directory.

Creating disk images with Installer Customization Utility

1 Insert the *HP Color LaserJet 4550 Printing System and Documentation* CD-ROM into the CD-ROM drive. The CD-ROM will automatically begin.

Note

If AutoPlay does not automatically begin the installer program, Click **Start** and then click **Run**. Type `D:\SETUP.EXE` at the prompt. (This assumes that your CD-ROM drive is the D:\ drive.)

2 When you are prompted to choose the method of installation, click **Installer Customization Utility**.

3 Select the language and operating system versions for which you want to create disk images, and then choose the drivers package you want included in the disk images.

4 Click **Browse** to assign a path to the drive and directory where you want to copy the disk images.

5 Click **Next** and then follow the instructions on the screen.

Task 19 Install the software for network clients (optional)

Before a client can print to the printer, the printing system software must be installed on the client's workstation. Procedures for installing the software vary, depending on the operating system you are using. Use the instructions below that apply to your operating system.

Windows

The procedures for installing end-user software on client workstations are similar to the installation procedures for network administrators.

1. Install the end-user software on client workstations by running SETUP.EXE.
2. Follow the instructions on the screen.

Note

To install the end-user software onto a Windows NT 4.0 or Windows 2000 workstation, you must have administrator privileges on that workstation.

- Do not install the PCL driver or PostScript® 3 emulation driver(s) onto Windows NT workstations when you install other end-user software. Clear the PCL and PostScript Driver check boxes in the Components list during the Custom Install. The driver(s) will be installed from the server when you connect to the network printer in Task 20, "Connect to the printer".
- Users of a shared network version of Windows can install only those software components that the network administrator installed during the network administrator installation.
- For a minimal install (driver only) in Windows 3.1x, install using the operating system.
- For a minimal install in Windows 9x, Windows NT 4.0, or Windows 2000, use the Add Printer Wizard.

Macintosh

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

Task 20 Connect to the printer

These installation instructions are for single users and network administrators using a Macintosh-compatible computer. After installing the end-user software on a client workstation, connect the printer drivers to the proper printer port. This enables the client to print to the printer.

Macintosh

1. Quit all open applications.
2. Insert the compact disc into the CD-ROM drive.
3. Double-click the **Installer** icon and follow the instructions on the screen.
4. Open the **Chooser** from the **Apple** menu.
5. Click the **Apple LaserWriter 8** icon. If the icon is not there, contact your Macintosh dealer.
6. If you are on a network with multiple zones, select the zone in the **AppleTalk Zones** box where the printer is located. If you do not know the zone where the printer is located, ask your network administrator.
7. Double-click the desired printer. A **Desktop Printer** icon should appear.
8. Close the **Chooser**.

Troubleshooting checklist

Problem or error message	Solution
The control panel display is blank.	Make sure the printer's power switch is on.
	The printer may be in PowerSave mode. Press Go to check.
	Make sure all power cables are securely attached and plugged into a grounded power outlet. Verify that the short cable on the back of the duplex printing accessory is connected to the printer and that the power cord is connected correctly between the optional duplex printing accessory and the outlet.
The control panel displays OFFLINE.	Press Go.
Cannot print from the computer using a parallel cable.	The cable might be bad or installed incorrectly, or might be too long. Remove the cable and reconnect it, making sure it is securely connected. Try another bidirectional parallel cable (IEEE-1284 compliant) with a "C-size" connector under 10 m (32 ft) in length. Replace the cable with an HP C2946A cable or equivalent. There may be a bad port on the computer or printer. Try using a different port, or, if possible, a different computer or printer to help isolate the problem.
Cannot print using a sharing (switchbox) device.	Remove the sharing device to isolate the cause of the problem. Test the printer using a cable connected directly from the computer to the printer. Contact the sharing device vendor for troubleshooting steps.
Random "garbage" characters are printing.	The cable might be bad or installed incorrectly, or might be too long. Remove the cable and reconnect it, making sure it is securely connected. Try another bidirectional parallel cable (IEEE-1284 compliant) with a "C-size" connector under 10 m (32 ft) in length. Replace the cable with an HP C2946A cable or equivalent. There may be a bad port on the computer or printer. Try using a different port, or, if possible, a different computer or printer to help isolate the problem.
Control panel displays 13.X PAPER JAM.	Paper may be jammed in one of several locations. Clear all jams according to instructions in the online user guide, or see an online virtual demonstration at http://www.hp.com/lj4550_solve_a_problem. Make sure packing spacers are removed from all media trays.

Problem or error message	Solution
Control panel displays an error message.	Turn the printer off and back on. If the message does not clear, see the online user guide, or see http://www.hp.com/lj4550_solve_a_problem.
Cannot find the printer in the network – OR – The HP JetDirect configuration page indicates an “I/O CARD NOT READY” message.	Verify cabling connections. Ensure your configuration parameters are correct. See the troubleshooting section in the *HP JetDirect Print Server Administrator’s Guide*.

For more messages and solutions, see the chapter called “Solving Problems with the Printer” in the online user guide.

Communicating with an optional HP JetDirect Print Server

If the printer contains an optional HP JetDirect print server, and you cannot communicate with the printer over the network, verify the operation of the print server. Print an HP JetDirect configuration page. If the message “I/O CARD READY” does not appear on the configuration page, see the troubleshooting section of the *HP JetDirect Print Server Administrator’s Guide*.

HP JetDirect 10/100TX print server

If the printer contains an optional HP JetDirect 10/100TX print server, check to see that the print server was able to link to the network:

- Check the link-speed indicators (10 or 100) on the print server. If both are off, the print server failed to link to the network.
- Check the HP JetDirect configuration page. The message “LOSS OF CARRIER ERROR” indicates that the print server failed to link to the network. If the print server failed to link, verify that all cables are correctly connected. If all cables are correctly connected and the print server still fails to link, follow the steps below:

  1. Use the EIO menu at the printer’s control panel to manually set the HP JetDirect print server’s operating mode.
  2. Verify that the configuration of the connecting network device (such as a 10/100TX network switch) matches. For example, to set the print server for 100TX Full-duplex operation, the port on the network switch must also be set for 100TX Full-duplex operation.
  3. Turn the printer on and check the print server operation. If the print server fails to link, contact HP for assistance. Refer to “Support information” on page 60 or in the online user guide for URLs and phone numbers.

Regulatory statements

FCC regulations

This equipment has been tested and found to comply with the limits for a Class A 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. If it is not installed and used in accordance with the instructions, it 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 separation between equipment and receiver.
- Connect equipment to an outlet on a circuit different from that to which the receiver is located.
- Consult your dealer or an experienced radio/TV technician.

Note

Any changes or modifications to the printer that are not expressly approved by HP could void the user's authority to operate this equipment.

Use of a shielded interface cable is required to comply with the Class A limits of Part 15 of FCC rules.

Canadian DOC regulations

Complies with Canadian EMC Class A requirements.

« Conforme à la classe A des normes canadiennes de compatibilité électromagnétiques (CEM). »

Support information

HP Customer Care

<table>
<tr><td>Online services: for 24-hour access to information over your modem, we suggest these services:</td><td colspan="2">World Wide Web URL—Printer drivers, updated HP software, plus product and support information may be obtained from the following URLs:
in the U.S. http://www.hp.com/support/lj4550
in Europe http://www2.hp.com
Printer drivers may be obtained from the following sites:
in Japan ftp://www.jpn.hp.com/drivers
in Korea http://www.hp.co.kr
in Taiwan http://www.hp.com.tw
or the local driver website http://www.dds.com.tw</td></tr>
<tr><td rowspan="2">Obtaining software utilities and electronic information for U.S.:</td><td>Phone:
(805) 257-5565
Fax:
(805) 257-6995</td><td>Mail:
Hewlett-Packard Distribution
P.O. Box 907
Santa Clarita, CA 91380-9007
U.S.A.</td></tr>
<tr><td colspan="2">HP website: http://www.hp.com</td></tr>
<tr><td>For Canada:</td><td colspan="2">(905) 206-4663</td></tr>
<tr><td>For Asia-Pacific countries/regions:</td><td colspan="2">Contact Mentor Media at (65) 740-4477 (Hong Kong, Indonesia, Philippines, Malaysia, or Singapore). For Korea, call (82) (2) 3270-0805 or (82) (2) 3270-0893.</td></tr>
<tr><td>For Australia, New Zealand, and India:</td><td colspan="2">For Australia and New Zealand, call (61) (2) 565-6099.
For India, call (91) (11) 682-6035.</td></tr>
<tr><td>For European English:</td><td colspan="2">For U.K., call (44) (142) 986-5511. For Ireland and outside U.K., call (44) (142) 986-5511.</td></tr>
</table>

HP Customer Care (continued)

HP direct ordering for accessories or supplies:	Call 1-800-538-8787 (U.S.) or 1-800-387-3154 (Canada) or link to U.S. – http://www.hp.com/go/ljsupplies or Worldwide – http://www.hp.com/ghp/buyonline.html to order supplies online.
HP Support Assistant compact disc:	This support tool offers a comprehensive online information system designed to provide technical and product information on HP products. To subscribe to this quarterly service in the U.S. or Canada, call 1-800-457-1762. In Hong Kong, Indonesia, Malaysia, or Singapore, call Mentor Media at (65) 740-4477.
HP Service Information:	To locate HP-authorized Dealers, call 1-800-243-9816 (U.S.) or 1-800-387-3867 (Canada) To locate HP-authorized Dealers on the Web see http://www.hp.com/support/lj4550 and click **Assistance**.
HP Service Agreements:	Call 1-800-835-4747 (U.S.) or 1-800-268-1221 (Canada). Extended Service 1-800-446-0522

HP Customer Care options worldwide

In addition to the phone numbers listed below, the online user guide contains worldwide sales and service addresses and phone numbers for countries/regions not listed here.

HP Customer Care worldwide

Customer support and product repair assistance for the U.S. and Canada:	Call 1-208-323-2551 Monday through Friday from 6 am to 6 pm (Mountain Time) free of charge during the warranty period. However, your standard long-distance phone charges still apply. Have your system nearby and your serial number ready when calling. If you know your printer needs repair, call 1-800-243-9816 to locate your nearest HP-authorized service provider, or call 1-208-323-2551 for HP centralized service dispatch. Post-warranty telephone assistance is available to answer your product questions. Call 1-900-555-1500 ($2.50* per minute, U.S. only) or call 1-800-999-1148 ($25* per call, Visa or MasterCard, U.S. and Canada) Monday through Friday from 6 am to 6 pm (Mountain Time). *Charges begin only when you connect with a support technician. *Prices subject to change.* To solve problems fast using the Internet see http://www.hp.com/support/lj4550 and click on **Solve a Problem**.

European Customer Support Center language and in-country/regions options available

Open Monday through Friday 8:30 to 18:00 CET

HP provides a free telephone support service during the warranty period. By calling a telephone number listed below, you will be connected to a responsive team waiting to help you. If you require support after your warranty has expired, you can receive support for a fee through the same telephone number. The fee is charged on a per-incident basis. When calling HP, have the following information ready: product number and serial number, date of purchase, and description of the problem.

English	Ireland:	(353) (0) (1) 662-5525	**German**	Germany	(49) (0) (180) 525-8143
	U.K.:	(44) (0) (171) 512-5202		Austria:	(43) (0) 7114 201080
	International:	(44) (0) (171) 512-5202	**Norwegian**	Norway:	(47) 22 11-6299
Dutch	Belgium:	(32) (0) (2) 626-8806	**Danish**	Denmark:	(45) 39 29-4099
	Netherlands:	(31) (0) (20) 606-8751	**Finnish**	Finland:	(358) (0) 203-47-288
French	France:	(33) (0) (1) 43-62-3434	**Swedish**	Sweden:	(46) (0) (8) 619-2170
	Belgium:	(32) (0) (2) 626-8807	**Italian**	Italy:	(39) (0) (2) 264-10350
	Switzerland:	(41) (0) (84) 880-1111	**Spanish**	Spain:	(34) (90) 232-1123
			Portuguese	Portugal:	(351) (0) (1) 317-6333

Customer Support Worldwide (continued)

In-country/region support numbers: HP provides a free telephone support service during the warranty period. By calling a telephone number listed below, you will be connected to a responsive team waiting to help you. If you require support after your warranty has expired, you can receive support for a fee through the same telephone number. The fee is charged on a per-incident basis. When calling HP, have the following information ready: product number and serial number, date of purchase, and description of the problem.

Argentina	(54) (1) 778-8380	Malaysia	(60) (3) 295-2566
Australia	(61) (3) 8877-8000	Mexico	01 800-472-6684
Brazil	(011) 829-6612	New Zealand	(64) (9) 356-6640
Canada	(1) (208) 323-2551	Philippines	(63) (2) 867-3551
China	(86) (0) (10) 6564-5959	Poland	(48) (22) 519-0600
Chile	800-360-999	Portugal	(351) (0) (1) 317-6333
Czech Republic	(420) (2) 6130-7310	Russia	(7) (0) (95) 797-3520
Greece	(30) (0) (1) 689-6411	Singapore	(65) 272-5300
Hong Kong	(852) 800-96-7729	South Africa	(27) (86) 000-1030
Hungary	(36) (0) (1) 382-1111	Taiwan	(886) (2) 2717-0055
India	(91) (11) 682-6035	Thailand	(66) (2) 661-4000
Indonesia	(62) (21) 350-3408	Turkey	(90) (212) 224-5925
Israel	(972) (0) (9) 952-4848	Venezuela	800-47-888
Japan	(81) (3) 3335-8333	Venezuela (Caracas)	207-8488
Korea	(82) (2) 3270-0700	Vietnam	(84) (0) 8 823-4530
Korea (outside Seoul)	(82) (080) 999-0700		

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www.hp.com/support/lj4550

english