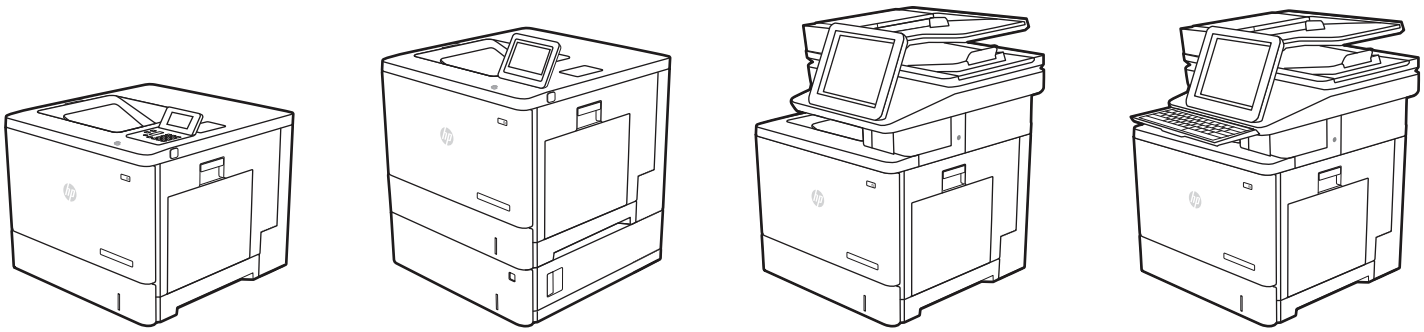
HP Color LaserJet Enterprise M552, M553
HP Color LaserJet Managed E55040
HP Color LaserJet Enterprise MFP M577
HP Color LaserJet Managed MFP E57540

Repair Manual



www.hp.com/support/colorlj552
www.hp.com/support/colorlj553
www.hp.com/colorljM577mfp
www.hp.com/colorljE55040
www.hp.com/colorljE57540mfp

HP Color LaserJet Enterprise M552, M553, M544, M555, E55040, MFP M577, MFP M578, MFP E57540 - Repair Manual

SUMMARY

Learn about how to diagnose and solve printer problems, and how to remove and replace supported printer service parts.

Legal information

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Safety precautions

Follow these safety protocols when handling or repairing the printer.

Product safety classification: This is a Safety Class I product, which means it has a protective earth terminal. This terminal must be connected to earth ground.

IMPORTANT: Before operation or repair, check the product and review this manual for safety warnings and instructions. Safety warnings for specific procedures are located at appropriate places in the manual.

WARNING: Hazardous voltages exist within the product.

NOTE: HP recommends that only qualified personnel trained in working with high voltage power equipment should service this unit.

Follow these precautions always:

NOTE: If you do not want to disassemble and repair the printer yourself, contact your local HP Service Representative for service, see Contact HP Support on page vii section.

Warnings and Cautions

To ensure the proper use of the printer and to prevent the printer from being damaged, follow the warning and caution symbols marked in this guide. See Conventions used in this guide on page ix.

Electrical precautions

- **Power cord instructions**
  - Make sure your power source is adequate for the product voltage rating. The voltage rating is on the product label.

    Typically, the product uses either 110-127 Vac or 220-240 Vac and 50/60 Hz. Depending on a product, the voltage usage might change (100-127 Vac, for example). It is recommended to refer your product manual for the specified voltage.
  - Connect the power cord between the product and a grounded AC outlet.

    CAUTION: To prevent damage to the product, use only the power cord that is provided with the product.

    Do not damage, cut, or repair the power cord. A damaged power cord can cause fire or electric shock. Replace a damaged power cord with an HP-approved power cord.
  - Unplug the power cord when disassembling or assembling the printer.

The printer utilizes a power switch (button) that is turned "ON" or "OFF". Be aware that electricity may flow on the primary side of the printer even when the printer is "OFF".

- Power off the printer and unplug the power cord and fax cord (if available) from the electrical outlet in any of the following cases:
  - When removing product enclosure or covers from the printer or when accessing internal parts of a printer.
  - If there is smoke or an unusual smell coming from the printer.
  - A piece of metal or a liquid (not part of cleaning and maintenance routines) touches internal parts of the printer.
  - During an electrical storm (with thunder and/or lightning).
  - During an electrical power failure.

Electrostatic Discharge (ESD) precautions

Electrostatic discharge (ESD) can damage electronic components inside your printer.

Use these guidelines to protect sensitive parts against damage from electrostatic discharge.

- Touch a metal object that is not painted and is grounded.
- Leave electronic parts such as a memory chip in the bag it was shipped in until you are ready to perform the installation.
- ESD wrist straps can also be used to help release excess electrostatic charge.

- **CAUTION:**

  Some parts are sensitive to electrostatic discharge (ESD). Look for the ESD reminder when removing printer parts.

  Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly.

- Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

Handling toner

HP recommends that you wear gloves when handling toner cartridges and toner system components.

Do not expose toner or toner cartridge to fire or any heat source.

Keep imaging unit and/or toner cartridge away from children. The toner powder contained in the imaging unit and toner cartridge may be harmful, and if swallowed, you should contact a doctor.

Lifting equipment

Follow the recommendations for lifting or moving your printer.

The printed inbox guides and support documentation available on support.hp.com for your printer model will provide the lifting requirements to avoid injury and to safely move the printer.

NOTE: Do not attempt to lift heavy equipment without assistance.

Safety measures during disassembling or reassembling

IMPORTANT: Before disassembling or reassembling a printer, be sure to unplug its power cord from the electrical outlet.

NOTE: Assembly is the reverse of disassembly unless otherwise specified.

- During disassembly, reassembly, or transportation of a printer, remove the toner cartridge as necessary.
- Only fuses with the required rated current, voltage, and specified type (normal blow, time delay, etc.) should be used.

  Do not use repaired fuses or short-circuited fuse holders. Doing so, could cause a shock or fire hazard.
- Capacitors inside this product may hold a hazardous charge even if the product has been disconnected from its power source.
- Do not disable safety functions (Interlocks or safety circuits). Safety will not be assured leading to a safety hazard and potential injury.
- Note the length, diameters, and locations of screws as you remove them. When reassembling the printer, be sure to use them in their original locations.
- As a best practice safety rule, do not run the printer with any parts removed.

Ingestion hazards

This product may contain a button cell or coin battery that is not intended to be replaced.

- A swallowed button cell or coin battery can cause internal chemical burns in as little as two (2) hours.

  Death or serious injury can occur if ingested.
- Keep new and used batteries out of reach of children. Used batteries may cause severe injury or death.

  Seek immediate medical attention if a battery is suspected to be swallowed or inserted inside any part of the body. Call a local poison control center for treatment information.
- Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do not dispose of batteries in household trash or incinerate.

Laser radiation hazards

The printer is certified as a Class 1 laser product.

WARNING: Using controls, adjusting or performing procedures other than those specified in the user guide could result in exposure to hazardous radiation. Do not disassemble the laser/scanner unit as the laser beam can injure your eyes. An invisible laser beam is emitted within the laser/scanner unit.

Mechanical hazards

The printer has moving parts that could cause injury. To avoid personal injury, take the following precautions when working close to the printer.

- Keep your clothes and body away from the printer's moving parts.
  - Avoid wearing dangling jewelry or other hanging objects around the printer as it might be caught by moving parts and lead to injury.
  - Keep long hair tied up and away from the paper feed mechanism.
  - Ensure the sleeves or gloves do not get caught in the printer's moving parts.
- Avoid standing close to the fans as it could cause injury and could also affect print quality (by obstructing the air flow).
- Do not touch gears or moving rolls during printing.
- Do not operate the printer when having enclosure covers removed or interlock switches bypassed.
- The product may have internal sharp edges.

  Make sure the wiring does not come into contact with sharp edges, burrs, or other pointed parts. Current can leak, leading to a risk of electrical shock or fire hazard.
- During and after repair, check internal electrical wiring for squeezing, sheaths and any damage.
- – Make sure that all screws, components, wiring, connectors and so forth that were removed, have been reinstalled in the original location.
  - Do not allow any metal parts such as clips, staples and screws to fall into the printer. This could potentially short internal circuits and cause an electrical shock hazard.
  - Do not allow liquids (except those used in HP cleaning kits) to touch the internal parts of the printer. Doing so may cause fire, electric shock, or other serious hazards.

Thermal hazards

Caution: Inspection before repair for fuser

The area around the fuser unit may be hot. Wait for a few minutes until the fuser assembly cools down.

Contact HP Support

HP offers phone support to assist you for printer issues. Ensure to read the following information before contacting HP Support.

Before contacting HP Support

Before contacting support, consider checking the resources available on HP Customer Support.

1. Go to HP Customer Support (https://support.hp.com) to locate your product support page.
2. Review the documents for troubleshooting before contacting HP.

Information required when contacting HP Support

If you call an HP support representative for assistance, ensure you have the following information for HP support to answer your questions quickly:

- **Product model**: Note the printer model, product number, and serial number you are using. The product number and the serial number are typically found on the label at the back of the product.
- **Error code**: If there is an error code or message displaying on the printer control panel, note the error code and message.
- **Computer (operating system)**: Provide the name of the computer/computer operating system you are using.
- Any **special equipment or software** you are using (for example, spoolers, networks, switch-boxes, modems or special software drivers).
  - The type of interface used on your product (USB or network).
  - The software and driver name and firmware version number that you are currently using.
- **Printer service information**: You can obtain the printer service information from the Embedded Web Server (EWS). If you need to send this information by email, download it as a file from your browser, and send the file.

NOTE: Depending on your printer firmware version, the menu items in the EWS might vary.

1. Open a Web browser on your computer, and then enter the IP address of your printer to access the Embedded Web Server.
2. Click **Support** > **Service support** > **Service information** > **Display**.

Phone support

HP phone support is available on the HP support website. For assistance, go to one of the following websites:

- https://support.hp.com/contact or
- https://support.hp.com/contact/help/printer or
- https://www.hp.com/us-en/contact-hp/contact.html.

Conventions used in this guide

Learn about the conventions used in this publication.

TIP: Tips provide helpful hints or shortcuts.

NOTE: Notes provide important information to explain a concept or to complete a task.

CAUTION: Cautions indicate procedures that you should follow to avoid losing data or damaging the product.

WARNING! Warnings alert you to specific procedures that you should follow to avoid personal injury, catastrophic loss of data, or extensive damage to the product.

Table of contents

1 Printer information, configurations, and specifications 1

Information (document feeder and scanner) 2

Document feeder and scanner front view 2

Specifications (document feeder and scanner) 3

Technical specifications 3

Information (base printer) 6

Printer front view (M552, M553, M554, M555, and E55040 models) 6

Printer back view (M552, M553, M554, M555, and E55040 models) 7

Printer front view (M577, M578, and E57540 models) 7

Printer back view (M577, M578, and E57540 models) 8

Configuration (base printer) 10

Configuration (base printer M552, M553, M554, M555, and E55040) 10

Configuration (base printer M577, M578, and E57540) 11

Specifications (base printer) 13

Technical specifications (M552/M553) 13

Technical specifications (M554/M555) 14

Technical specifications (E55040) 16

Technical specifications (M577) 17

Technical specifications (M578) 19

Technical specifications (E57540) 22

Printer dimensions (SFP) 24

Printer dimensions (MFP) 27

Printer space requirements 29

Power consumption, electrical specifications, and acoustic emissions 29

Operating-environment range 30

Information (input devices) 31

550-sheet paper feeder front view 31

2 Printer installation and maintenance 32

Document feeder / scanner 33

Clean the pickup rollers and separation pad in the document feeder (MFP) 33

Check the scanner glass for dirt and smudges 34

Base printer 37

Formatter accessories 37

Supplies 38

Security setup 39
Advanced security configuration with the HP Embedded Web Server (EWS) 41
How to access the HP Embedded Web Server (EWS) 41
Security tab 42
HP Cartridges with JetIntelligence 43
Dynamic security 44
Printer security features 45
Introduction 45
Security statements 45
Assign an administrator password 45
IP Security 46
Encryption support: HP High Performance Secure Hard Disks 46
Lock the formatter 46
Cleaning 46
Print a cleaning page 47
Automatic cleaning page 47
Clean the Tray 1 rollers 48
Remove the Tray 1 pickup roller 49
Remove the Tray 1 separation roller 51
Clean the Tray 1 rollers 53
Clean the Tray 2-X rollers 54
Remove the Tray 2-X paper pickup roller assembly 55
Remove the Tray 2-X separation roller 60
Clean the Tray 2 rollers 62
Input devices 63
Clean the Tray 2-X rollers 63
Remove the Tray 2-X paper pickup roller assembly 63
Remove the Tray 2-X separation roller 69
Clean the Tray 2 rollers 70
3 Solve problems 72
Determine the problem source 73
Pre-troubleshooting checklist 73
Troubleshooting flowchart 74
Firmware upgrades 76
Determine the installed revision of firmware 77
HP Embedded Web Server 78
USB flash drive firmware (Pre-boot menu) (SFP) 78
USB flash drive firmware (Pre-boot menu) (MFP) 79
USB flash drive firmware (control panel menu) (SFP) 80
USB flash drive firmware (control panel menu) (MFP) 80
Comprehensive list of troubleshooting tools 82
Engine test 82
Pre-boot menu options 82
Open the Pre-boot menu from a touchscreen control panel 83
Open the Pre-Boot menu from an LCD control panel 84
Cold reset using the Pre-boot menu from a touchscreen control panel 84
Cold reset using the Pre-boot menu from an LCD control panel 85

Remote Admin 92
Required software and network connection 93
Connect a remote connection 94
Disconnect a remote connection 98
Advanced configuration with the HP Embedded Web Server (EWS) 100
Introduction 100
How to access the HP Embedded Web Server (EWS) 100
HP Embedded Web Server features 101
Information tab 102
General tab 103
Other Links list 104
Copy/Print tab 104
Scan/Digital Send tab 105
Fax tab 106
Supplies tab 107
Troubleshooting tab 107
Security tab 108
HP Web Services tab 109
Networking tab 110
Print menu 111
Defeating interlocks 123
LED Diagnostics (formatter) 125
Scanner tests (MFP) 130
Disable cartridge check 131
Print/stop test 132
Individual component diagnostics 133
Paper path test 133
Print/stop test 134
Paper path sensors test 135
Manual sensors test 137
Tray/bin manual sensors test 138
Component test 140
Diagrams 142
Diagrams: Block diagrams 142
Sensors and switches 142
Cross section diagrams 144
Printed circuit assembly (PCA) connector locations 146
Diagrams: External plug and port locations 152
Diagrams: Major component locations 153
Internal test and information pages 157
Reports menu 161
Settings menu 162
General menu 163
Print menu 168
Manage Supplies menu 180
Networking menu 182
Supplies menu 186
Trays menu 187
Support Tools menu 187

Maintenance menu 187
Backup/Restore menu 187
Calibration/Cleaning menu 188
USB Firmware Upgrade menu 190
Service menu 190
Troubleshooting menu 190
Printer resets 192
Format Disk and Partial Clean functions 194
Troubleshooting power-on or blank control panel problems 198
Troubleshooting an unresponsive printer 199
Engine diagnostics 202
Engine test 202
Defeating interlocks 202
Control panel troubleshooting 205
Control panel system diagnostics (MFP) 205
Touchscreen diagnostic mode (M553x, M555, M577, M578, and E57540) 205
Control panel diagnostic flowcharts (M553x, M555, M577, M578, and E57540) 208
Touchscreen black, white, or dim (no image) 208
Touchscreen has an unresponsive zone 209
No control panel sound 210
Home button is unresponsive 211
Hardware integration pocket (HIP) is not functioning (control panel functional) 212
Open the control panel system diagnostic tests 213
Screen test 216
Touch test 220
SoftKey test 221
Backlight test 222
Sound test 223
Version 224
Control panel messages document (CPMD) 226
Error-code and control-panel-message troubleshooting overview 226
Error codes (types and structure) 226
Solve paper handling problems 229
Clear paper jams (SFP) 229
Jam locations 229
Auto-navigation for clearing paper jams 229
Experiencing frequent or recurring paper jams? 230
Clear paper jams in Tray 1 (13.A1) 230
Clear paper jams in Tray 2 (13.A2) 232
Clear paper jams in Tray 3, Tray 4, or Tray 5 (13.A3, 13.A4, 13.A5) 235
Clear paper jams in the right door and fuser area (13.B) 237
Clear paper jams in the output bin (13.E1) 242
Change jam recovery (non-touchscreen) 242
Clear paper jams (MFP) 243
Jam locations 243
Auto-navigation for clearing paper jams 244
Experiencing frequent or recurring paper jams? 244

Clear paper jams in the document feeder (31.13.yz) 244
Clear paper jams in Tray 1 (13.A1) 247
Clear paper jams in Tray 2 (13.A2) 249
Clear paper jams in Tray 3, Tray 4, or Tray 5 (13.A3, 13.A4, 13.A5) 253
Clear paper jams in the right door and fuser area (13.B) 256
Clear paper jams in the output bin (13.E1) 261
Change jam recovery (touchscreen) 261
Printer feeds incorrect page size 262
Printer pulls from incorrect tray 262
Printer will not duplex or duplexes incorrectly (duplex models) 263
Paper does not feed from Tray 2-X 263
Output is curled or wrinkled 263
The printer does not pick up paper 264
The printer picks up multiple sheets of paper 265
The document feeder jams, skews, or picks up multiple sheets of paper (MFP) 265
Paper does not feed automatically 266
Image-quality troubleshooting 267
Print-quality troubleshooting 268
Repetitive image defect ruler 268
Print-quality troubleshooting pages 269
Print the print-quality troubleshooting pages 269
Print the print-quality assessment page 272
Calibrate the printer 275
Calibrate the printer 275
Use manual print modes 276
Print from a different software program 278
Check the paper-type setting for the print job 278
Check the paper type setting on the control panel 278
Check the paper type setting (Windows) 279
Check the paper type setting (macOS) 279
Check toner-cartridge status 279
Step one: Print the Supplies Status Page 279
Step two: Check supplies status 280
Print a cleaning page 280
Check paper and the printing environment 281
Step one: Use paper that meets HP specifications 281
Step two: Check the environment 281
Step three: Set the individual tray alignment 281
Try a different print driver 282
Troubleshoot image defects 282
Copy-quality troubleshooting 290
Check the scanner glass for dirt and smudges 290
Vertical lines, bands, or streaks 292
Modify printer settings to improve scan or copy quality 296
Light or faint copies (color models) 297
Performance and connectivity troubleshooting 300
Solve performance problems 300
Factors affecting print performance 300

Print speeds 301
The printer does not print 302
The printer prints slowly 302
Solve connectivity problems 303
Solve USB connection problems 303
Solve wired network problems 303
Introduction 303
Poor physical connection 303
The computer is using the incorrect IP address for the printer 304
The computer is unable to communicate with the printer 304
The printer is using incorrect link and duplex settings for the network 304
New software programs might be causing compatibility problems 304
The computer or workstation might be set up incorrectly 304
The printer is disabled, or other network settings are incorrect 304

4 Removal and replacement 306

Safety precautions 306

Contact HP Support 309

Order parts, accessories, and supplies 311
Ordering 311
Orderable parts 311
Supplies and accessories 311
Customer self-repair parts 315

Assembly locations 317
Printer front view (M552, M553, M554, M555, and E55040 models) 317
Printer back view (M552, M553, M554, M555, and E55040 models) 318
Printer front view (M577, M578, and E57540 models) 318
Printer back view (M577, M578, and E57540 models) 319

Customer self-repair (CSR) A parts and accessories 321
Removal and replacement: Toner cartridges 321
Remove the toner cartridges 323
Unpack the replacement assembly 323
Install the toner cartridges 324
Removal and replacement: Toner collection unit (TCU) 326
Remove the toner collection unit (TCU) 327
Unpack the replacement assembly 329
Install the TCU 330
Removal and replacement: Staple cartridge (M577/M578/E57540 stapler models) 331
Remove the staple cartridge 332
Unpack the replacement assembly 333
Install the staple cartridge 334
Removal and replacement: Fuser 335
1 Remove the fuser 336
2 Unpack the replacement assembly 337
3 Install the fuser 338
4 Reset the supplies counter 339
Removal and replacement: Hard-disk drive (HDD) (M552/M553/M554/M555/E55040) 339
1 Remove the formatter cover 341

2 Remove the hard-disk drive (HDD) 341
3 Unpack the replacement assembly 344
4 Install the hard-disk drive (HDD) 344
5 Install the formatter cover 347
6 Reinstall the product firmware 348
Removal and replacement: Hard-disk drive (HDD) (M577/M578/E57540) 348
1 Remove the formatter cover 349
2 Remove the hard-disk drive (HDD) 350
3 Unpack the replacement assembly 353
4 Install the hard-disk drive (HDD) 353
5 Install the formatter cover 356
6 Reinstall the product firmware 357
Removal and replacement: Dual in-line memory module (DIMM) (M522/M553/M554/M555/E55040) 357
Remove the formatter cover 358
Remove the hard-disk drive (HDD) 359
Remove the dual in-line memory module (DIMM) 360
Unpack the replacement assembly 361
Install the DIMM 362
Install the HDD 364
Install the formatter cover 365
Remove the formatter cover 365
Removal and replacement: Dual in-line memory module (DIMM) (M577/M578/E57540) 366
Remove the formatter cover 367
Remove the hard-disk drive (HDD) 368
Remove the dual in-line memory module (DIMM) 369
Unpack the replacement assembly 371
Install the DIMM 372
Install the HDD 373
Install the formatter cover 374
Remove the formatter cover 375
Removal and replacement: embedded MultiMedia Card (eMMC) (M522/M553/M554/M555/E55040) 376
Remove the formatter cover 377
Remove the embedded MultiMedia Card (eMMC) 377
Unpack the replacement assembly 378
Install the eMMC 379
Install the formatter cover 380
Remove the formatter cover 380
Reinstall the product firmware 381
Removal and replacement: Secondary transfer roller 382
Remove the secondary transfer roller 383
Unpack the replacement assembly 384
Install the secondary transfer roller 385
Removal and replacement: Universal Serial Bus (USB) cover (M522/M553/M554/M555/E55040) 386
Remove the USB cover (SFP) 387
Unpack the replacement assembly 388
Remove the USB cover 389
Removal and replacement: Hardware Integration Pocket (HIP) cover (M522/M553/M554/M555/E55040) 390
Remove the HIP cover 390

Unpack the replacement assembly 392
Install the HIP cover 393
Removal and replacement: Hardware Integration Pocket (HIP) cover (M577/M578/E57540) 394
Remove the HIP cover 395
Unpack the replacement assembly 396
Install the HIP cover 397
Removal and replacement: Control panel (M553x/M555/E55040) 398
1 Remove the control panel (M553x/M555/E55040) 399
2 Unpack the replacement assembly 403
3 Install the control-panel assembly 404
Removal and replacement: Control panel (M577/M578/E57540) 406
1 Remove the control-panel cover (MFP) 407
2 Remove the control panel (MFP) 408
3 Unpack the replacement assembly 411
4 Install the control panel (MFP) 412
5 Install the control-panel cover (MFP) 417
Removal and replacement: Keyboard (M577/M578/E57540 flow models) 418
Remove the control-panel cover (MFP) 419
Remove the keyboard (MFP) 420
Unpack the replacement assembly 422
Install the control panel (MFP) 423
Install the control-panel cover (MFP) 425
Removal and replacement: White backing (M577/M578/E57540) 426
Remove the white backing (MFP) 427
Unpack the replacement assembly 430
Install the white backing (MFP) 431
Removal and replacement: Retention clips (M577/M578/E57540) 433
Remove the retention clips (MFP) 434
Unpack the replacement assembly 437
Install the retention clips (MFP) 438
Removal and replacement: Document feeder rollers (M577/M578/E57540) 441
Remove the pickup and feed roller assembly 442
Remove the separation roller 443
Unpack the replacement assembly 445
Install the separation roller 446
Install the pickup and feed roller assembly 447
Customer self-repair (CSR) B parts and accessories 450
Removal and replacement: Fixed tray guide kit 450
Remove Tray 2 450
Install the fixed tray guide 451
Removal and replacement: Tray 2-X paper pickup roller and separation roller assemblies 456
Remove the Tray 2-X paper pickup roller assembly 457
Remove the Tray 2-X separation roller 462
Unpack the replacement assembly 464
Install the Tray 2-X separation roller 465
Install the Tray 2-X paper pickup roller assembly 466
Removal and replacement: Intermediate transfer belt (ITB) 471
1 Remove the ITB 472

2 Unpack the replacement assembly....476
3 Install the ITB....476
Document feeder / scanner....482
Removal and replacement: Document feeder (M577/M578/E57540)....482
1 Remove the formatter cover....482
2 Remove the rear upper cover (MFP)....483
3 Remove the left upper cover (MFP)....485
4 Remove the document feeder (MFP)....486
5 Unpack the replacement assembly....489
6 Install the white backing (MFP)....490
7 Reset the firmware counter....491
Removal and replacement: Scanner control board (SCB) (M577/M578/E57540)....492
1 Remove the formatter cover....493
2 Remove the rear upper cover (MFP)....493
3 Remove the scanner control board (SCB)....495
4 Unpack the replacement assembly....497
Removal and replacement: Image scanner (M577/M578/E57540)....498
1 Remove the control-panel cover (MFP)....499
2 Remove the keyboard (flow models)....500
3 Remove the control panel (MFP)....502
4 Remove the formatter cover....504
5 Remove the fax PCA (fax models)....505
6 Remove the rear upper cover (MFP)....507
7 Remove the left upper cover (MFP)....509
8 Remove the right front upper cover (MFP non-stapler models)....510
9 Remove the stapler cover (MFP stapler models)....511
10 Remove the document feeder (MFP)....513
11 Remove the scanner control board (SCB) (MFP)....516
12 Remove the image scanner assembly (MFP)....518
13 Unpack the replacement assembly....520
Removal and replacement: External panels, covers, and doors (base printer)....522
Removal and replacement: Tray 2....522
Remove Tray 2....523
Unpack the replacement assembly....524
Removal and replacement: Stapler cover assembly (M577/M578/E57540 stapler models)....525
Remove the stapler cover (MFP stapler models)....526
Unpack the replacement assembly....527
Removal and replacement: Right front upper cover (M577/M578/E57540 non-stapler models)....528
Remove the right front upper cover (MFP non-stapler models)....529
Unpack the replacement assembly....530
Removal and replacement: Rear upper cover (M577/M578/E57540)....531
Remove the formatter cover....532
Remove the rear upper cover (MFP)....533
Unpack the replacement assembly....535
Removal and replacement: Left upper cover (M577/M578/E57540)....535
Remove the formatter cover....536
Remove the rear upper cover (MFP)....537
Remove the left upper cover (MFP)....539

Unpack the replacement assembly 540
Removal and replacement: Right upper cover (M577/M578/E57540) 541
Remove the formatter cover 541
Remove the rear upper cover (MFP) 542
Remove the right front upper cover (MFP non-stapler models) 544
Remove the stapler cover (MFP stapler models) 545
Remove the right upper cover (MFP) 547
Unpack the replacement assembly 550
Removal and replacement: Top rear cover (M577/M578/E57540) 551
Remove the formatter cover 552
Remove the rear upper cover (MFP) 553
Remove the left upper cover (MFP) 555
Remove the right front upper cover (MFP non-stapler models) 556
Remove the stapler cover (MFP stapler models) 557
Remove the integrated scanner assembly (ISA) (MFP) 559
Remove the right upper cover (MFP) 563
Remove the top rear cover (MFP) 565
Unpack the replacement assembly 566
Removal and replacement: Paper feed cover (M577/M578/E57540) 567
Remove the formatter cover 568
Remove the rear upper cover (MFP) 569
Remove the left upper cover (MFP) 571
Remove the right front upper cover (MFP non-stapler models) 572
Remove the stapler cover (MFP stapler models) 573
Remove the integrated scanner assembly (ISA) (MFP) 575
Remove the right upper cover (MFP) 579
Remove the top rear cover (MFP) 581
Remove the paper feed cover (MFP) 582
Unpack the replacement assembly 583
Removal and replacement: Top cover (M577/M578/E57540) 584
Remove the formatter cover 585
Remove the rear upper cover (MFP) 586
Remove the left upper cover (MFP) 588
Remove the right front upper cover (MFP non-stapler models) 589
Remove the stapler cover (MFP stapler models) 590
Remove the integrated scanner assembly (ISA) (MFP) 592
Remove the stapler unit (MFP stapler models) 596
Remove the right upper cover (MFP) 597
Remove the top rear cover (MFP) 599
Remove the paper feed cover (MFP) 600
Remove the toner collection unit (TCU) 601
Remove the top cover (MFP) 603
Unpack the replacement assembly 605
Removal and replacement: Right door 606
Remove the Right Door 607
Unpack the replacement assembly 611
Removal and replacement: Front door 612
Remove Tray 2 612
Remove the front door 613

Unpack the replacement assembly 616
Removal and replacement: Formatter cover 617
Remove the formatter cover 617
Unpack the replacement assembly 618
Removal and replacement: Rear cover (M522/M553/M554/M555/E55040) 619
Remove the formatter cover 620
Remove the rear cover (SFP) 621
Unpack the replacement assembly 622
Removal and replacement: Rear cover (M577/M578/E57540) 623
Remove the formatter cover 623
Remove the rear upper cover (MFP) 624
Remove the rear cover (MFP) 626
Unpack the replacement assembly 627
Removal and replacement: Left cover 628
Remove the toner collection unit (TCU) 628
Remove the formatter cover 630
Remove the rear cover (SFP) 631
Remove the rear upper cover (MFP) 632
Remove the rear cover (MFP) 634
Remove the left cover 634
Unpack the replacement assembly 636
Removal and replacement: Upper cover (M553/M555/E55040) 636
Remove the USB cover (SFP) 637
Remove the HIP cover 638
Remove the control panel (M553x/M555/E55040) 640
Remove the toner collection unit (TCU) 644
Remove the formatter cover 645
Remove the rear cover (SFP) 646
Remove the left cover 647
Remove the upper cover (SFP) 649
Unpack the replacement assembly 650
Removal and replacement: Output bin 651
Remove the formatter cover 652
Remove the formatter cover 653
Remove the USB cover (SFP) 654
Remove the control panel (M553x/M555/E55040) 655
Remove the rear cover (SFP) 658
Remove the rear upper cover (MFP) 659
Remove the rear cover (MFP) 661
Remove the left cover 662
Remove the upper cover (SFP) 664
Remove the left upper cover (MFP) 665
Remove the right front upper cover (MFP non-stapler models) 667
Remove the stapler cover (MFP stapler models) 668
Remove the integrated scanner assembly (ISA) (MFP) 670
Remove the stapler unit (MFP stapler models) 673
Remove the right upper cover (MFP) 674
Remove the top rear cover (MFP) 676
Remove the paper feed cover (MFP) 678

Remove the top cover (MFP) 679
Remove the output bin 681
Unpack the replacement assembly 682
Removal and replacement: Right rear cover (M522/M553/M554/M555/E55040) 683
Remove the USB cover (SFP) 683
Remove the control panel (M553x/M555/E55040) 684
Remove the toner collection unit (TCU) 688
Remove the formatter cover 689
Remove the rear cover (SFP) 690
Remove the left cover 691
Remove the upper cover (SFP) 693
Remove the right rear cover 694
Unpack the replacement assembly 695
Removal and replacement: Right rear cover (M577/M578/E57540) 696
Remove the formatter cover 697
Remove the rear upper cover (MFP) 698
Remove the right front upper cover (MFP non-stapler models) 700
Remove the stapler cover (MFP stapler models) 701
Remove the right upper cover (MFP) 703
Remove the rear cover (MFP) 706
Remove the right rear cover 707
Unpack the replacement assembly 708
Removal and replacement: Control panel (M552dn/M553n/dn/M554) 709
Remove the USB cover (SFP) 710
Remove the toner collection unit (TCU) 710
Remove the formatter cover 712
Remove the rear cover (SFP) 713
Remove the left cover 714
Remove the upper cover (SFP) 715
Remove the control panel 717
Unpack the replacement assembly 720
Removal and replacement: Internal parts and assemblies (base printer) 722
Removal and replacement: Tray 1 pickup and separation rollers 722
Remove the Tray 1 pickup roller 722
Remove the Tray 1 separation roller 725
Unpack the replacement assembly 727
Removal and replacement: Secondary transfer assembly 728
Remove the secondary transfer assembly 729
Unpack the replacement assembly 731
Removal and replacement: Near field communication (NFC) PCA (M553x/E55040) 732
Remove the USB cover (SFP) 733
Remove the control panel (M553x/E55040) 734
Remove the toner collection unit (TCU) 737
Remove the formatter cover 739
Remove the rear cover (SFP) 740
Remove the left cover 741
Remove the upper cover (SFP) 742
Remove the NFC PCA 744

Unpack the replacement assembly....745
Removal and replacement: Near field communication (NFC) PCA (M577z)....746
Remove the NFC....746
Unpack the replacement assembly....749
Removal and replacement: Wireless PCA (M553x/M555/M577z/M578/E55040dw)....750
Remove the formatter cover....751
Remove the toner collection unit (TCU)....752
Remove the USB cover (SFP)....753
Remove the control panel (M553x/M555/E55040)....754
Remove the rear cover (SFP)....758
Remove the left cover....759
Remove the upper cover (SFP)....760
Remove the rear upper cover (MFP)....762
Remove the left upper cover (MFP)....764
Remove the right front upper cover (MFP non-stapler models)....765
Remove the stapler cover (MFP stapler models)....767
Remove the integrated scanner assembly (ISA) (MFP)....768
Remove the stapler unit (MFP stapler models)....772
Remove the right upper cover (MFP)....773
Remove the top rear cover (MFP)....775
Remove the paper feed cover (MFP)....776
Remove the top cover (MFP)....777
Remove the output bin....779
Remove the wireless PCA....780
Unpack the replacement assembly....781
Removal and replacement: Switch (SW4) PCA....782
Remove the formatter cover....782
Remove the toner collection unit (TCU)....783
Remove the USB cover (SFP)....785
Remove the control panel (M553x/M555/E55040)....786
Remove the rear cover (SFP)....790
Remove the left cover....791
Remove the upper cover (SFP)....792
Remove the rear upper cover (MFP)....794
Remove the left upper cover (MFP)....796
Remove the right front upper cover (MFP non-stapler models)....797
Remove the stapler cover (MFP stapler models)....799
Remove the integrated scanner assembly (ISA) (MFP)....800
Remove the stapler unit (MFP stapler models)....804
Remove the right upper cover (MFP)....805
Remove the top rear cover (MFP)....807
Remove the paper feed cover (MFP)....808
Remove the top cover (MFP)....809
Remove the switch (SW4) PCA....811
Unpack the replacement assembly....814
Removal and replacement: Stapler unit (M577/M578/E57540 stapler models)....815
Remove the staple cartridge....816
Remove the stapler cover (MFP stapler models)....817
Remove the stapler unit (MFP stapler models)....819

Unpack the replacement assembly 820
Removal and replacement: DC controller (DCC) 821
1 Remove the formatter cover 822
2 Remove the rear cover (SFP) 822
3 Remove the rear upper cover (MFP) 823
4 Remove the rear cover (MFP) 825
5 Remove the DC controller 826
6 Unpack the replacement assembly 828
Removal and replacement: Delivery assembly 829
Remove the formatter cover 829
Remove the toner collection unit (TCU) 830
Remove the USB cover (SFP) 832
Remove the fuser 833
Remove the ITB 834
Remove the control panel (M553x/M555/E55040) 838
Remove the rear cover (SFP) 842
Remove the left cover 843
Remove the upper cover (SFP) 844
Remove the control panel 846
Remove the rear upper cover (MFP) 849
Remove the left upper cover (MFP) 851
Remove the right front upper cover (MFP non-stapler models) 852
Remove the stapler cover (MFP stapler models) 853
Remove the integrated scanner assembly (ISA) (MFP) 855
Remove the stapler unit (MFP stapler models) 859
Remove the right upper cover (MFP) 860
Remove the top rear cover (MFP) 862
Remove the paper feed cover (MFP) 863
Remove the top cover (MFP) 864
Remove the top bracket (MFP) 866
Remove the output bin 868
Remove the delivery assembly 869
Unpack the replacement assembly 872
Removal and replacement: Formatter (M552/M553/M554/M555/E55040) 873
1 Remove the formatter cover 874
2 Remove the hard-disk drive (HDD) 875
3 Remove the embedded MultiMedia Card (eMMC) 876
4 Remove the dual in-line memory module (DIMM) 877
5 Remove the trusted platform module (TPM) 878
6 Remove the formatter (SFP) 879
7 Unpack the replacement assembly 880
Removal and replacement: Formatter (M577/M578/E57540) 881
1 Remove the formatter cover 883
2 Remove the hard-disk drive (HDD) 883
3 Remove the fax PCA (fax models) 884
4 Remove the dual in-line memory module (DIMM) 886
5 Remove the formatter (MFP) 887
6 Unpack the replacement assembly 889
Removal and replacement: Formatter case assembly 890

Remove the toner collection unit (TCU) 890
Remove the formatter cover 892
Remove the formatter (SFP) 893
Remove the hard-disk drive (HDD) 894
Remove the fax PCA (fax models) 895
Remove the formatter (MFP) 897
Remove the rear cover (SFP) 899
Remove the rear upper cover (MFP) 900
Remove the rear cover (MFP) 901
Remove the left cover 902
Remove the formatter case 904
Removal and replacement: Fuser power supply (FPS) 907
Remove the toner collection unit (TCU) 908
Remove the formatter cover 909
Remove the rear cover (SFP) 910
Remove the rear upper cover (MFP) 911
Remove the rear cover (MFP) 913
Remove the left cover 913
Remove the fuser power supply 915
Unpack the replacement assembly 917
Removal and replacement: Low-voltage power supply (LVPS) 918
1 Remove the toner collection unit (TCU) 919
2 Remove the formatter cover 920
3 Remove the formatter (SFP) 921
4 Remove the hard-disk drive (HDD) (MFP) 922
5 Remove the fax PCA (fax models) 923
6 Remove the formatter (MFP) 925
7 Remove the rear cover (SFP) 927
8 Remove the rear upper cover (MFP) 928
9 Remove the rear cover (MFP) 929
10 Remove the left cover 930
11 Remove the formatter case 932
12 Remove the low-voltage power supply (LVPS) 935
13 Unpack the replacement assembly 937
Removal and replacement: High-voltage power supply D (HVPSD) 938
Remove the toner collection unit (TCU) 938
Remove the formatter cover 940
Remove the formatter (SFP) 941
Remove the hard-disk drive (HDD) 942
Remove the fax PCA (fax models) 943
Remove the formatter (MFP) 945
Remove the rear cover (SFP) 947
Remove the rear upper cover (MFP) 948
Remove the rear cover (MFP) 949
Remove the left cover 950
Remove the formatter case 952
Remove the low-voltage power supply (LVPS) 955
Remove the high-voltage power supply D (HVPSD) 957
Unpack the replacement assembly 958

Removal and replacement: Drum motor 1 (M1) 959
Remove the toner collection unit (TCU) 960
Remove the formatter cover 961
Remove the formatter (SFP) 962
Remove the hard-disk drive (HDD) 964
Remove the fax PCA (fax models) 964
Remove the formatter (MFP) 966
Remove the rear cover (SFP) 968
Remove the rear upper cover (MFP) 969
Remove the rear cover (MFP) 970
Remove the left cover 971
Remove the formatter case 973
Remove drum motor 1 (M1) 976
Unpack the replacement assembly 976
Removal and replacement: Power-supply fan (FM1) 977
Remove the USB cover (SFP) 978
Remove the control panel (M553x/M555/E55040) 979
Remove the toner collection unit (TCU) 982
Remove the formatter cover 984
Remove the rear cover (SFP) 985
Remove the rear upper cover (MFP) 986
Remove the rear cover (MFP) 988
Remove the left cover 988
Remove the upper cover (SFP) 990
Remove the right front upper cover (MFP non-stapler models) 991
Remove the stapler cover (MFP stapler models) 993
Remove the right upper cover (MFP) 994
Remove the right rear cover 996
Remove the formatter (SFP) 997
Remove the hard-disk drive (HDD) 999
Remove the fax PCA (fax models) 1000
Remove the formatter (MFP) 1002
Remove the formatter case 1003
Remove the low-voltage power supply (LVPS) 1006
Remove the power supply fan (FM1) 1008
Unpack the replacement assembly 1010
Removal and replacement: Developing disengagement motor (M6) 1010
Remove the toner collection unit (TCU) 1011
Remove the formatter cover 1012
Remove the formatter (SFP) 1013
Remove the hard-disk drive (HDD) 1015
Remove the fax PCA (fax models) 1015
Remove the formatter (MFP) 1017
Remove the rear cover (SFP) 1019
Remove the rear upper cover (MFP) 1020
Remove the rear cover (MFP) 1021
Remove the left cover 1022
Remove the formatter case 1024
Remove the low-voltage power supply (LVPS) 1027

Remove the high-voltage power supply D (HVPSD) 1029
Remove the developing disengagement motor (M6) 1030
Unpack the replacement assembly 1031
Removal and replacement: Auto close assembly 1032
Remove the toner collection unit (TCU) 1032
Remove the formatter cover 1034
Remove the formatter (SFP) 1035
Remove the hard-disk drive (HDD) 1036
Remove the fax PCA (fax models) 1037
Remove the formatter (MFP) 1039
Remove the rear cover (SFP) 1041
Remove the rear upper cover (MFP) 1042
Remove the rear cover (MFP) 1043
Remove the left cover 1044
Remove the formatter case 1046
Remove the low-voltage power supply (LVPS) 1049
Remove the high-voltage power supply D (HVPSD) 1051
Remove the auto close assembly 1052
Unpack the replacement assembly 1053
Removal and replacement: Lifter drive assembly 1054
Remove the toner collection unit (TCU) 1054
Remove the formatter cover 1056
Remove the formatter (SFP) 1057
Remove the hard-disk drive (HDD) 1058
Remove the fax PCA (fax models) 1059
Remove the formatter (MFP) 1061
Remove the rear cover (SFP) 1063
Remove the rear upper cover (MFP) 1064
Remove the rear cover (MFP) 1065
Remove the left cover 1066
Remove the formatter case 1068
Remove the low-voltage power supply (LVPS) 1071
Remove the high-voltage power supply D (HVPSD) 1073
Remove the auto close assembly 1074
Unpack the replacement assembly 1076
Removal and replacement: Laser/scanner assembly 1077
1 Remove the toner collection unit (TCU) 1078
2 Remove the toner cartridges 1079
3 Remove the formatter cover 1080
4 Remove the formatter (SFP) 1081
5 Remove the hard-disk drive (HDD) 1083
6 Remove the fax PCA (fax models) 1083
7 Remove the formatter (MFP) 1085
8 Remove the rear cover (SFP) 1087
9 Remove the rear upper cover (MFP) 1088
10 Remove the rear cover (MFP) 1089
11 Remove the left cover 1090
12 Remove the formatter case 1092
13 Remove the low-voltage power supply (LVPS) 1095

14 Remove the high-voltage power supply D (HVPSD) 1097
15 Remove the laser/scanner assembly 1098
16 Unpack the replacement assembly 1102
Removal and replacement: Delivery fan (FM3) 1103
Remove the USB cover (SFP) 1103
Remove the control panel (M553x/M555/E55040) 1104
Remove Tray 2 1108
Remove the toner collection unit (TCU) 1109
Remove the formatter cover 1110
Remove the formatter (SFP) 1111
Remove the hard-disk drive (HDD) 1113
Remove the fax PCA (fax models) 1113
Remove the formatter (MFP) 1115
Remove the rear cover (SFP) 1117
Remove the rear upper cover (MFP) 1118
Remove the rear cover (MFP) 1119
Remove the left upper cover (MFP) 1120
Remove the right front upper cover (MFP non-stapler models) 1122
Remove the stapler cover (MFP stapler models) 1123
Remove the integrated scanner assembly (ISA) (MFP) 1125
Remove the right upper cover (MFP) 1128
Remove the top rear cover (MFP) 1130
Remove the left cover 1132
Remove the upper cover (SFP) 1133
Remove the formatter case 1135
Remove the delivery fan (FM3) 1138
Unpack the replacement assembly 1140
Removal and replacement: High-voltage power supply T (HVPST) 1141
Remove the USB cover (SFP) 1141
Remove the control panel (M553x/M555/E55040) 1142
Remove Tray 2 1146
Remove the toner collection unit (TCU) 1147
Remove the formatter cover 1148
Remove the formatter (SFP) 1149
Remove the hard-disk drive (HDD) 1151
Remove the fax PCA (fax models) 1151
Remove the formatter (MFP) 1153
Remove the rear cover (SFP) 1155
Remove the rear upper cover (MFP) 1156
Remove the rear cover (MFP) 1157
Remove the left upper cover (MFP) 1158
Remove the right front upper cover (MFP non-stapler models) 1160
Remove the stapler cover (MFP stapler models) 1161
Remove the integrated scanner assembly (ISA) (MFP) 1163
Remove the right upper cover (MFP) 1166
Remove the top rear cover (MFP) 1168
Remove the left cover 1170
Remove the upper cover (SFP) 1171
Remove the formatter case 1173

Remove the right rear cover....1176
Remove the DC controller (DCC) and sheet-metal bracket....1177
Remove the high-voltage power supply T (HVPST)....1178
Unpack the replacement assembly....1180
Removal and replacement: Drum motor 2 (M2)....1181
Remove the USB cover (SFP)....1182
Remove the control panel (M553x/M555/E55040)....1183
Remove Tray 2....1186
Remove the toner collection unit (TCU)....1187
Remove the formatter cover....1189
Remove the formatter (SFP)....1190
Remove the hard-disk drive (HDD)....1191
Remove the fax PCA (fax models)....1192
Remove the formatter (MFP)....1194
Remove the rear cover (SFP)....1196
Remove the rear upper cover (MFP)....1197
Remove the rear cover (MFP)....1198
Remove the left upper cover (MFP)....1199
Remove the right front upper cover (MFP non-stapler models)....1201
Remove the stapler cover (MFP stapler models)....1202
Remove the integrated scanner assembly (ISA) (MFP)....1204
Remove the right upper cover (MFP)....1207
Remove the top rear cover (MFP)....1209
Remove the left cover....1211
Remove the upper cover (SFP)....1212
Remove the formatter case....1214
Remove the right rear cover....1217
Remove the DC controller (DCC) and sheet-metal bracket....1218
Remove the high-voltage power supply T (HVPST)....1219
Remove drum motor 2 (M2)....1221
Unpack the replacement assembly....1222
Removal and replacement: Drum motor 3 (M3)....1223
Remove the USB cover (SFP)....1223
Remove the control panel (M553x/M555/E55040)....1224
Remove Tray 2....1228
Remove the toner collection unit (TCU)....1229
Remove the formatter cover....1230
Remove the formatter (SFP)....1231
Remove the hard-disk drive (HDD)....1233
Remove the fax PCA (fax models)....1233
Remove the formatter (MFP)....1235
Remove the rear cover (SFP)....1237
Remove the rear upper cover (MFP)....1238
Remove the rear cover (MFP)....1239
Remove the left upper cover (MFP)....1240
Remove the right front upper cover (MFP non-stapler models)....1242
Remove the stapler cover (MFP stapler models)....1243
Remove the integrated scanner assembly (ISA) (MFP)....1245
Remove the right upper cover (MFP)....1248

Remove the top rear cover (MFP) 1250
Remove the left cover 1252
Remove the upper cover (SFP) 1253
Remove the formatter case 1255
Remove the right rear cover 1258
Remove the DC controller (DCC) and sheet-metal bracket 1259
Remove the high-voltage power supply T (HVPST) 1260
Remove drum motor 3 (M3) 1262
Unpack the replacement assembly 1263
Removal and replacement: Fuser motor 3 (M4) 1264
Remove the USB cover (SFP) 1264
Remove the control panel (M553x/M555/E55040) 1265
Remove Tray 2 1269
Remove the toner collection unit (TCU) 1270
Remove the formatter cover 1271
Remove the formatter (SFP) 1272
Remove the hard-disk drive (HDD) 1274
Remove the fax PCA (fax models) 1274
Remove the formatter (MFP) 1276
Remove the rear cover (SFP) 1278
Remove the rear upper cover (MFP) 1279
Remove the rear cover (MFP) 1280
Remove the left upper cover (MFP) 1281
Remove the right front upper cover (MFP non-stapler models) 1283
Remove the stapler cover (MFP stapler models) 1284
Remove the integrated scanner assembly (ISA) (MFP) 1286
Remove the right upper cover (MFP) 1289
Remove the top rear cover (MFP) 1291
Remove the left cover 1293
Remove the upper cover (SFP) 1294
Remove the formatter case 1296
Remove the right rear cover 1299
Remove the DC controller (DCC) and sheet-metal bracket 1300
Remove the high-voltage power supply T (HVPST) 1301
Remove fuser motor (M4) 1303
Unpack the replacement assembly 1304
Removal and replacement: Environmental sensor printed circuit assembly (PCA) 1305
Remove the formatter (SFP) 1305
Remove the rear cover (SFP) 1307
Remove the rear upper cover (MFP) 1308
Remove the rear cover (MFP) 1310
Remove the environmental sensor PCA 1311
Unpack the replacement assembly 1312
Removal and replacement: Fuser drive assembly 1313
Remove the USB cover (SFP) 1313
Remove the fuser 1314
Remove the control panel (M553x/M555/E55040) 1316
Remove Tray 2 1319
Remove the toner collection unit (TCU) 1320

Remove the formatter cover 1321
Remove the formatter (SFP) 1322
Remove the hard-disk drive (HDD) 1324
Remove the fax PCA (fax models) 1324
Remove the formatter (MFP) 1326
Remove the rear cover (SFP) 1328
Remove the rear upper cover (MFP) 1329
Remove the rear cover (MFP) 1330
Remove the left upper cover (MFP) 1331
Remove the right front upper cover (MFP non-stapler models) 1333
Remove the stapler cover (MFP stapler models) 1334
Remove the integrated scanner assembly (ISA) (MFP) 1336
Remove the stapler unit (MFP stapler models) 1339
Remove the right upper cover (MFP) 1340
Remove the top rear cover (MFP) 1342
Remove the paper feed cover (MFP) 1344
Remove the top cover (MFP) 1345
Remove the top bracket (MFP) 1347
Remove the left cover 1348
Remove the upper cover (SFP) 1350
Remove the formatter case 1351
Remove the right rear cover 1354
Remove the DC controller (DCC) and sheet-metal bracket 1355
Remove the high-voltage power supply T (HVPST) 1356
Remove the fuser drive assembly 1358
Unpack the replacement assembly 1362
Removal and replacement: Duplex drive assembly and motor 1363
Remove the fuser 1363
Remove the ITB 1364
Remove the USB cover (SFP) 1369
Remove the control panel (M553x/M555/E55040) 1370
Remove Tray 2 1373
Remove the toner collection unit (TCU) 1374
Remove the formatter cover 1376
Remove the formatter (SFP) 1377
Remove the hard-disk drive (HDD) 1378
Remove the fax PCA (fax models) 1379
Remove the formatter (MFP) 1381
Remove the rear cover (SFP) 1383
Remove the rear upper cover (MFP) 1384
Remove the rear cover (MFP) 1385
Remove the left upper cover (MFP) 1386
Remove the right front upper cover (MFP non-stapler models) 1388
Remove the stapler cover (MFP stapler models) 1389
Remove the integrated scanner assembly (ISA) (MFP) 1391
Remove the stapler unit (MFP stapler models) 1394
Remove the right upper cover (MFP) 1395
Remove the top rear cover (MFP) 1397
Remove the paper feed cover (MFP) 1399

Remove the top cover (MFP) 1400
Remove the top bracket (MFP) 1402
Remove the left cover 1403
Remove the upper cover (SFP) 1405
Remove the control panel 1406
Remove the output bin 1409
Remove the formatter case 1410
Remove the right rear cover 1413
Remove the DC controller (DCC) and sheet-metal bracket 1414
Remove the high-voltage power supply T (HVPST) 1415
Remove the fuser drive assembly 1417
Remove the delivery assembly 1421
Remove duplex drive assembly and motor 1424
Unpack the replacement assembly 1425
Removal and replacement: Pickup drive assembly and motor (M5) 1426
Remove the toner collection unit (TCU) 1426
Remove the formatter cover 1428
Remove the USB cover (SFP) 1429
Remove the control panel (M553x/M555/E55040) 1430
Remove the formatter (SFP) 1433
Remove the hard-disk drive (HDD) 1435
Remove the fax PCA (fax models) 1435
Remove the formatter (MFP) 1437
Remove the rear cover (SFP) 1439
Remove the rear upper cover (MFP) 1440
Remove the rear cover (MFP) 1441
Remove the left upper cover (MFP) 1442
Remove the right front upper cover (MFP non-stapler models) 1444
Remove the stapler cover (MFP stapler models) 1445
Remove the integrated scanner assembly (ISA) (MFP) 1447
Remove the right upper cover (MFP) 1450
Remove the left cover 1452
Remove the upper cover (SFP) 1454
Remove the right rear cover 1455
Remove the formatter case 1456
Remove the low-voltage power supply (LVPS) 1459
Remove the power supply fan (FM1) 1461
Remove the high-voltage power supply D (HVPSD) 1463
Remove the auto close assembly 1464
Remove the DC controller (DCC) and sheet-metal bracket 1465
Remove the pickup drive assembly and motor (M5) 1466
Unpack the replacement assembly 1468
Removal and replacement: Registration assembly 1469
Remove the secondary transfer assembly 1470
Remove the ITB 1472
Remove Tray 2 1477
Remove the toner collection unit (TCU) 1478
Remove the formatter cover 1479
Remove the USB cover (SFP) 1480

Remove the control panel (M553x/M555/E55040) 1481
Remove the formatter (SFP) 1485
Remove the hard-disk drive (HDD) 1486
Remove the fax PCA (fax models) 1487
Remove the formatter (MFP) 1489
Remove the rear cover (SFP) 1491
Remove the rear upper cover (MFP) 1492
Remove the rear cover (MFP) 1493
Remove the left upper cover (MFP) 1494
Remove the right front upper cover (MFP non-stapler models) 1496
Remove the stapler cover (MFP stapler models) 1497
Remove the integrated scanner assembly (ISA) (MFP) 1499
Remove the right upper cover (MFP) 1502
Remove the left cover 1504
Remove the upper cover (SFP) 1506
Remove the right rear cover 1507
Remove the formatter case 1508
Remove the low-voltage power supply (LVPS) 1511
Remove the power supply fan (FM1) 1513
Remove the high-voltage power supply D (HVPSD) 1515
Remove the auto close assembly 1516
Remove the DC controller (DCC) and sheet-metal bracket 1517
Remove the pickup drive assembly and motor (M5) 1518
Remove the registration assembly 1520
Unpack the replacement assembly 1525
Removal and replacement: Paper pickup assembly 1526
Remove the secondary transfer assembly 1527
Remove the ITB 1529
Remove Tray 2 1534
Remove the toner collection unit (TCU) 1535
Remove the formatter cover 1536
Remove the USB cover (SFP) 1537
Remove the control panel (M553x/M555/E55040) 1538
Remove the formatter (SFP) 1542
Remove the hard-disk drive (HDD) 1543
Remove the fax PCA (fax models) 1544
Remove the formatter (MFP) 1546
Remove the rear cover (SFP) 1548
Remove the rear upper cover (MFP) 1549
Remove the rear cover (MFP) 1550
Remove the left upper cover (MFP) 1551
Remove the right front upper cover (MFP non-stapler models) 1553
Remove the stapler cover (MFP stapler models) 1554
Remove the integrated scanner assembly (ISA) (MFP) 1556
Remove the right upper cover (MFP) 1559
Remove the left cover 1561
Remove the upper cover (SFP) 1563
Remove the right rear cover 1564
Remove the formatter case 1565

Remove the low-voltage power supply (LVPS) 1568
Remove the power supply fan (FM1) 1570
Remove the high-voltage power supply D (HVPSD) 1572
Remove the auto close assembly 1573
Remove the DC controller (DCC) and sheet-metal bracket 1574
Remove the pickup drive assembly and motor (M5) 1575
Remove the registration assembly 1577
Remove the paper pickup assembly 1582
Unpack the replacement assembly 1588
Removal and replacement: Density-detect assembly 1589
Remove the secondary transfer assembly 1589
Remove the ITB 1592
Remove Tray 2 1596
Remove the toner collection unit (TCU) 1597
Remove the formatter cover 1599
Remove the USB cover (SFP) 1600
Remove the control panel (M553x/M555/E55040) 1601
Remove the formatter (SFP) 1604
Remove the hard-disk drive (HDD) 1606
Remove the fax PCA (fax models) 1606
Remove the formatter (MFP) 1608
Remove the rear cover (SFP) 1610
Remove the rear upper cover (MFP) 1611
Remove the rear cover (MFP) 1612
Remove the left upper cover (MFP) 1613
Remove the right front upper cover (MFP non-stapler models) 1615
Remove the stapler cover (MFP stapler models) 1616
Remove the integrated scanner assembly (ISA) (MFP) 1618
Remove the right upper cover (MFP) 1621
Remove the left cover 1623
Remove the upper cover (SFP) 1625
Remove the right rear cover 1626
Remove the formatter case 1627
Remove the low-voltage power supply (LVPS) 1630
Remove the power supply fan (FM1) 1632
Remove the high-voltage power supply D (HVPSD) 1634
Remove the auto close assembly 1635
Remove the DC controller (DCC) and sheet-metal bracket 1636
Remove the pickup drive assembly and motor (M5) 1637
Remove the registration assembly 1639
Remove the paper density-detect assembly 1644
Unpack the replacement assembly 1646
Removal and replacement: Main-drive assembly 1647
Remove the USB cover (SFP) 1648
Remove the fuser 1649
Remove the ITB 1650
Remove the control panel (M553x/M555/E55040) 1655
Remove Tray 2 1658
Remove the toner collection unit (TCU) 1659

Remove the formatter cover 1661
Remove the formatter (SFP) 1662
Remove the hard-disk drive (HDD) 1663
Remove the fax PCA (fax models) 1664
Remove the formatter (MFP) 1666
Remove the rear cover (SFP) 1668
Remove the rear upper cover (MFP) 1669
Remove the rear cover (MFP) 1670
Remove the left upper cover (MFP) 1671
Remove the right front upper cover (MFP non-stapler models) 1673
Remove the stapler cover (MFP stapler models) 1674
Remove the integrated scanner assembly (ISA) (MFP) 1676
Remove the stapler unit (MFP stapler models) 1679
Remove the right upper cover (MFP) 1680
Remove the top rear cover (MFP) 1682
Remove the paper feed cover (MFP) 1684
Remove the top cover (MFP) 1685
Remove the top bracket (MFP) 1687
Remove the left cover 1688
Remove the upper cover (SFP) 1690
Remove the formatter case 1691
Remove the right rear cover 1694
Remove the low-voltage power supply (LVPS) 1695
Remove the power supply fan (FM1) 1697
Remove the high-voltage power supply D (HVPSD) 1698
Remove the auto close assembly 1700
Remove the DC controller (DCC) and sheet-metal bracket 1701
Remove the high-voltage power supply T (HVPST) 1702
Remove the fuser drive assembly 1704
Remove the main-drive assembly 1708
Unpack the replacement assembly 1714
Install the main-drive assembly 1715

Input device - 550-sheet paper feeder 1725
Removal and replacement: Tray 3, Tray 4, or Tray 5 1725
Remove the tray 1725
Unpack the replacement assembly 1726
Removal and replacement: Rear cover (1x550-sheet paper feeder) 1727
Remove the rear cover 1728
Unpack the replacement assembly 1729
Removal and replacement: Right door (1x550-sheet paper feeder) 1730
Remove the rear cover 1730
Remove the right door 1731
Unpack the replacement assembly 1733
Removal and replacement: Right door hinge bracket (1x550-sheet paper feeder) 1734
Remove the rear cover 1735
Remove the right door 1736
Remove the right door hinge bracket 1738
Unpack the replacement assembly 1738

Removal and replacement: Right-lower cover (1x550-sheet paper feeder) 1739
Remove the rear cover 1740
Remove the right door 1741
Remove the right-lower cover 1743
Remove the right-door link 1744
Unpack the replacement assembly 1745
Removal and replacement: Right-door link (1x550-sheet paper feeder) 1746
Remove the rear cover 1746
Remove the right door 1747
Remove the right-lower cover 1749
Remove the right-door link 1750
Unpack the replacement assembly 1751
Removal and replacement: Left cover (1x550-sheet paper feeder) 1752
Remove the left cover 1752
Unpack the replacement assembly 1753
Removal and replacement: OP drawer holder (1x550-sheet paper feeder) 1754
Remove the rear cover 1755
Remove the OP drawer holder 1756
Unpack the replacement assembly 1757
Removal and replacement: Auto close assembly (1x550-sheet paper feeder) 1758
Remove the tray 1758
Removal and replacement: Rear cover (1x550-sheet paper feeder) 1759
Remove the rear cover 1760
Unpack the replacement assembly 1761
Remove the auto close assembly 1762
Unpack the replacement assembly 1764
Removal and replacement: Switch button (SW12) (1x550-sheet paper feeder) 1764
Remove the tray 1765
Removal and replacement: Rear cover (1x550-sheet paper feeder) 1766
Remove the rear cover 1767
Unpack the replacement assembly 1768
Remove the switch button (SW12) 1769
Unpack the replacement assembly 1770
Removal and replacement: Drawer connector holder (1x550-sheet paper feeder) 1771
Removal and replacement: Rear cover (1x550-sheet paper feeder) 1771
Remove the rear cover 1772
Unpack the replacement assembly 1773
Remove the drawer connector holder 1774
Unpack the replacement assembly 1775
Removal and replacement: Paper-feeder drive PCA (1x550-sheet paper feeder) 1776
Removal and replacement: Rear cover (1x550-sheet paper feeder) 1777
Remove the rear cover 1778
Unpack the replacement assembly 1778
Remove the paper-feeder drive PCA 1779
Unpack the replacement assembly 1780
Removal and replacement: Paper-feed assembly (1x550-sheet paper feeder) 1781
Remove the tray 1782
Removal and replacement: Rear cover (1x550-sheet paper feeder) 1783
Remove the rear cover 1784

Unpack the replacement assembly 1785
Remove the right door 1786
Remove the drawer connector holder 1787
Remove the paper feed assembly 1788
Unpack the replacement assembly 1793
Removal and replacement: Paper pickup assembly (1x550-sheet paper feeder) 1794
Remove the tray 1795
Removal and replacement: Rear cover (1x550-sheet paper feeder) 1795
Remove the rear cover 1796
Unpack the replacement assembly 1797
Remove the drawer connector holder 1798
Remove the paper feed assembly 1799
Remove the paper pickup assembly 1804
Unpack the replacement assembly 1806
Removal and replacement: Feeder drive assembly (1x550-sheet paper feeder) 1807
Remove the tray 1808
Removal and replacement: Rear cover (1x550-sheet paper feeder) 1809
Remove the rear cover 1810
Unpack the replacement assembly 1811
Remove the right door 1812
Remove the right-lower cover 1813
Remove the drawer connector holder 1814
Remove the feeder drive assembly 1816
Unpack the replacement assembly 1819
Removal and replacement: Lifter drive assembly (1x550-sheet paper feeder) 1820
Remove the tray 1821
Removal and replacement: Rear cover (1x550-sheet paper feeder) 1822
Remove the rear cover 1823
Unpack the replacement assembly 1824
Remove the right door 1825
Remove the right-lower cover 1826
Remove the drawer connector holder 1827
Remove the feeder drive assembly 1829
Remove the lifter drive assembly 1832
Unpack the replacement assembly 1835
Remove and replacement: Accessories 1837
Removal and replacement: Fixed tray guide kit 1837
Remove Tray 2 1837
Install the fixed tray guide 1838
Removal and replacement: Trusted platform module (M552/M553) 1843
Remove the formatter cover 1844
Remove the hard-disk drive (HDD) 1845
Remove the trusted platform module (TPM) 1845
Unpack the replacement assembly 1846
Install the trusted platform module (TPM) 1847
Install the HDD 1848
Install the formatter cover 1849
Remove the formatter cover 1850

Removal and replacement: Trusted platform module (M577/E57540) 1851
Remove the formatter cover 1852
Remove the hard-disk drive (HDD) 1852
Remove the trusted platform module (TPM) 1853
Unpack the replacement assembly 1854
Install the trusted platform module (TPM) 1855
Install the HDD 1856
Install the formatter cover 1857
Remove the formatter cover 1858
Removal and replacement: Internal USB ports (M552/M553/M554/M555/E55040) 1859
Remove the formatter cover 1860
Remove the trusted platform module (TPM) 1860
Unpack the replacement assembly 1863
Install the internal USB ports module 1864
Install the formatter cover 1867
Remove the formatter cover 1867
Removal and replacement: Internal USB ports (M577/M578/E57540) 1868
Remove the formatter cover 1869
Remove the trusted platform module (TPM) 1870
Unpack the replacement assembly 1871
Install the internal USB ports module 1872
Install the formatter cover 1875
Remove the formatter cover 1875
Removal and replacement: Fax PCA (M577/M578/E57540) 1876
Remove the formatter cover 1877
Remove the fax PCA (fax models) 1878
Unpack the replacement assembly 1880
Install the fax PCA (fax models) 1880
Install the formatter cover 1882
Remove the formatter cover 1882

5 Parts and diagrams 1885

Order parts by authorized service providers 1886
Ordering 1886
Orderable parts 1886
Supplies and accessories 1886
Customer self-repair parts 1890
How to use parts lists and diagrams 1892
Document feeder and image scanner (M577/M578/E57540) 1893
Parts and diagrams: Covers (M552/M553/M554/M555/E55040) 1895
Parts and diagrams: Covers (M577/M578/E57540) 1898
Parts and diagrams: Internal assemblies (1 of 5) 1901
Parts and diagrams: Internal assemblies (2 of 5) 1904
Parts and diagrams: Internal assemblies (3 of 5) 1906
Parts and diagrams: Internal assemblies (4 of 5) 1909
Parts and diagrams: Internal assemblies (5 of 5) 1913

Parts and diagrams: 550-sheet paper feeder covers 1915
Parts and diagrams: 550-sheet paper feeder main body 1916
Alphabetical parts list 1918
Order parts by authorized service providers 1886
Ordering 1886
Orderable parts 1886
Supplies and accessories 1886
Customer self-repair parts 1890
How to use parts lists and diagrams 1892
Document feeder and image scanner (M577/M578/E57540) 1893
Parts and diagrams: Covers (M552/M553/M554/M555/E55040) 1895
Parts and diagrams: Covers (M577/M578/E57540) 1898
Parts and diagrams: Internal assemblies (1 of 5) 1901
Parts and diagrams: Internal assemblies (2 of 5) 1904
Parts and diagrams: Internal assemblies (3 of 5) 1906
Parts and diagrams: Internal assemblies (4 of 5) 1909
Parts and diagrams: Internal assemblies (5 of 5) 1913
Parts and diagrams: 550-sheet paper feeder covers 1915
Parts and diagrams: 550-sheet paper feeder main body 1916
Numerical parts list 1926
Order parts by authorized service providers 1886
Ordering 1886
Orderable parts 1886
Supplies and accessories 1886
Customer self-repair parts 1890
How to use parts lists and diagrams 1892
Document feeder and image scanner (M577/M578/E57540) 1893
Parts and diagrams: Covers (M552/M553/M554/M555/E55040) 1895
Parts and diagrams: Covers (M577/M578/E57540) 1898
Parts and diagrams: Internal assemblies (1 of 5) 1901
Parts and diagrams: Internal assemblies (2 of 5) 1904
Parts and diagrams: Internal assemblies (3 of 5) 1906
Parts and diagrams: Internal assemblies (4 of 5) 1909
Parts and diagrams: Internal assemblies (5 of 5) 1913
Parts and diagrams: 550-sheet paper feeder covers 1915
Parts and diagrams: 550-sheet paper feeder main body 1916
Glossary of terms 1934
Index 1944

1 Printer information, configurations, and specifications

Learn about printer configuration and specifications.

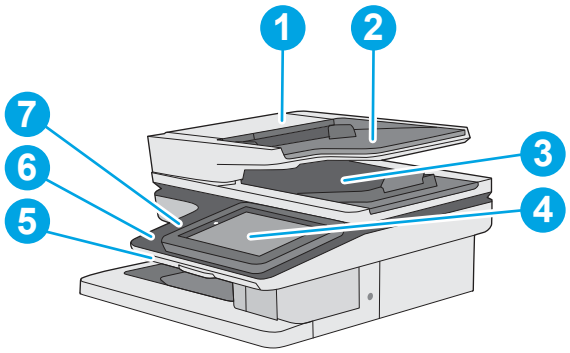
Information (document feeder and scanner)

Learn about the document feeder and scanner.

Document feeder and scanner front view

Learn about the document feeder and scanner components.

Figure 1-1 **Document feeder and scanner front view**



Item	Description
1	Document-feeder cover (access for clearing jams)
2	Document-feeder input tray
3	Document-feeder output bin
4	Control panel with color touchscreen display
5	Physical keyboard (flow models only)
6	Easy-access USB port (on the side of the control panel)
7	Hardware integration pocket (for connecting accessory and third-party devices)

Specifications (document feeder and scanner)

Learn about the document feeder and scanner specifications.

Technical specifications

Learn about the document feeder and scanner specifications.

Review the technical specifications for the document feeder and scanner.

See www.hp.com/support/colorljM577MFP or http://www.hp.com/support/colorljM578mfp or http://www.hp.com/support/colorljE57540mfp for current information.

Table 1-1 Copy and scan specifications (M577)

Copy and scan features	M577dn B5L46A	M577f B5L47A	M577c (flow) B5L54A	M577z (flow) B5L48A
Copies 38 pages per minute (ppm) on A4 and 40 ppm on letter-size paper	Yes	Yes	Yes	Yes
100-page document feeder with dual-head scanning for single-pass duplex copying and scanning	Yes	Yes	Yes	Yes
HP EveryPage Technologies including ultrasonic multi-feed detection	No	No	Yes	Yes
Embedded optical character recognition (OCR) provides the ability to convert printed pages into text that can be edited or searched using a computer	No	No	Yes	Yes
SMART Label feature provides paper-edge detection for automatic page cropping	No	No	Yes	Yes
Automatic page orientation for pages that have at least 100 characters of text	No	No	Yes	Yes
Automatic tone adjustment sets contrast, brightness, and background removal for each page	No	No	Yes	Yes
Send documents to E-mail, USB, and shared folders on a network	Yes	Yes	Yes	Yes

Table 1-1 Copy and scan specifications (M577) (continued)

Copy and scan features	M577dn B5L46A	M577f B5L47A	M577c (flow) B5L54A	M577z (flow) B5L48A
Send documents to SharePoint®	No	No	Yes	Yes

Table 1-2 Copy and scan specifications (M578)

Copy and scan features	M578dn 7ZU85A	M578f 7ZU86A	M578c (flow) 7ZU87A	M578z (flow) 7ZU88A
Copies 38 pages per minute (ppm) on A4 and 40 ppm on letter-size paper	Yes	Yes	Yes	Yes
100-page document feeder with dual-head scanning for single-pass duplex copying and scanning	Yes	Yes	Yes	Yes
HP EveryPage Technologies including ultrasonic multi-feed detection	Yes	Yes	Yes	Yes
Embedded optical character recognition (OCR) provides the ability to convert printed pages into text that can be edited or searched using a computer	Yes	Yes	Yes	Yes
SMART Label feature provides paper-edge detection for automatic page cropping	Yes	Yes	Yes	Yes
Automatic page orientation for pages that have at least 100 characters of text	Yes	Yes	Yes	Yes
Automatic tone adjustment sets contrast, brightness, and background removal for each page	Yes	Yes	Yes	Yes
Send documents to E-mail, USB, and shared folders on a network	Yes	Yes	Yes	Yes
Send documents to SharePoint®	Yes	Yes	Yes	Yes

Table 1-3 Copy and scan specifications (E57540)

Copy and scan features	E57540dn 3GY25A	E57540c (flow) 3GY26A
Copies 38 pages per minute (ppm) on A4 and 40 ppm on letter-size paper	Yes	Yes
100-page document feeder with dual-head scanning for single-pass duplex copying and scanning	Yes	Yes
HP EveryPage Technologies including ultrasonic multi-feed detection	No	Yes
Embedded optical character recognition (OCR) provides the ability to convert printed pages into text that can be edited or searched using a computer	No	Yes
SMART Label feature provides paper-edge detection for automatic page cropping	No	Yes
Automatic page orientation for pages that have at least 100 characters of text	No	Yes
Automatic tone adjustment sets contrast, brightness, and background removal for each page	No	Yes
Send documents to E-mail, USB, and shared folders on a network	Yes	Yes
Send documents to SharePoint®	No	Yes

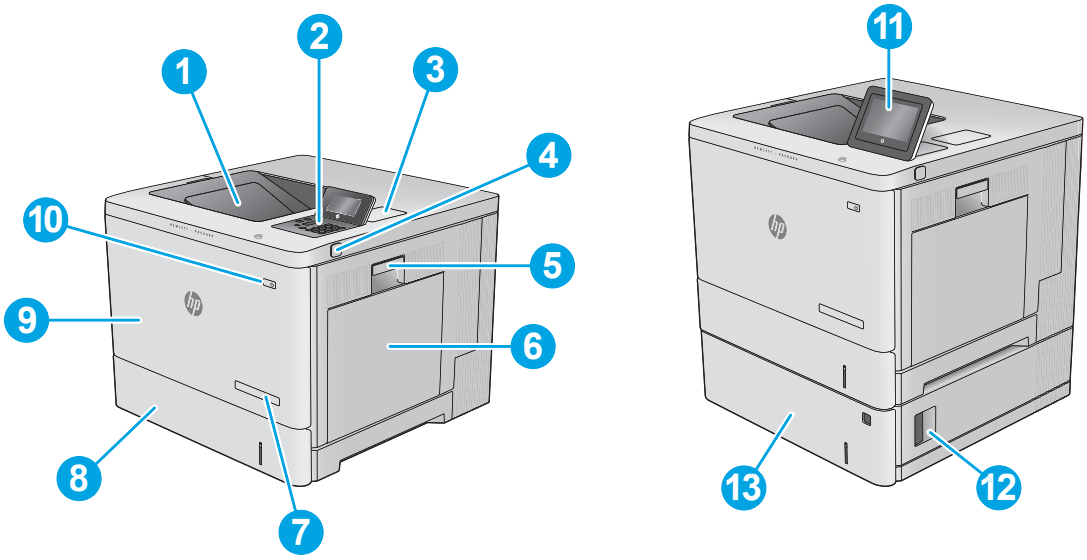
Information (base printer)

Learn about the base printer.

Printer front view (M552, M553, M554, M555, and E55040 models)

Identify the parts on the front of the printer (SFP).

Figure 1-2 **Printer front view (SFP)**

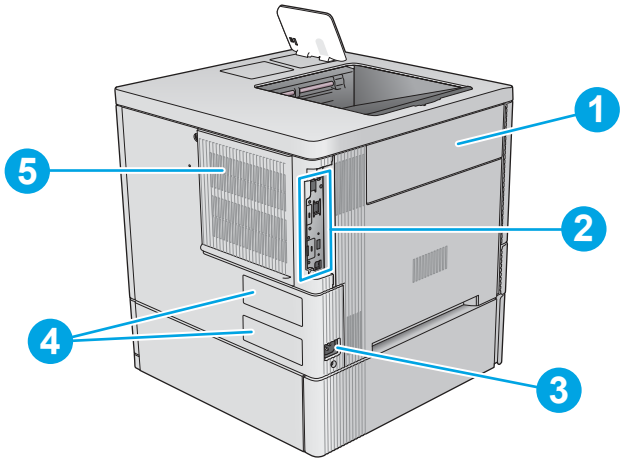


Number	Description
1	Standard output bin
2	4-line LCD control panel with keypad (n and dn models only)
3	Hardware integration pocket for connecting accessory and third-party devices (dn and x models only)
4	Easy-access USB port
5	Right door (access to the fuser and for clearing jams)
6	Tray 1
7	Model name
8	Tray 2
9	Front door (access to the toner cartridges)
10	On/off button
11	Control panel with color touchscreen display (M553x/M555/E55040)
12	Lower-right door for the 550-sheet paper feeder (access for clearing jams)
13	550-sheet paper feeder, Tray 3 (included with the x model, optional for the other models) NOTE: The M552 model accepts one 550-sheet paper feeder. All other models accept up to three 550-sheet paper feeders.

Printer back view (M552, M553, M554, M555, and E55040 models)

Identify the parts on the back of the printer (SFP).

Figure 1-3 **Printer rear view (SFP)**

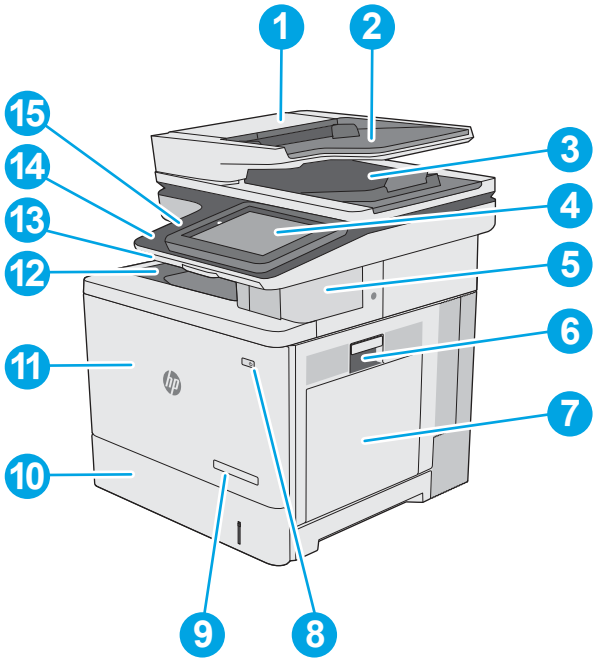


Number	Description
1	Toner-collection-unit door
2	Formatter (contains the interface ports)
3	Power connection
4	Serial number and product number label
5	Formatter cover

Printer front view (M577, M578, and E57540 models)

Identify the parts on the front of the printer (MFP).

Figure 1-4 Printer front view (MFP)

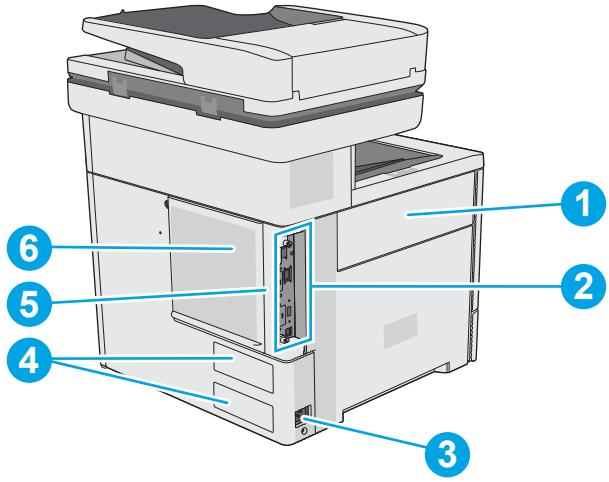


Number	Description
1	Document-feeder cover (access for clearing jams)
2	Document-feeder input tray
3	Document-feeder output bin
4	Control panel with color touchscreen display
5	Convenience stapler (c/f/z models only)
6	Right door (access to the fuser and for clearing jams)
7	Tray 1
8	On/off button
9	Model name
10	Tray 2
11	Front door (access to the toner cartridges)
12	Standard output bin
13	Physical keyboard (c/z models only)
14	Easy-access USB port (on the side of the control panel)
15	Hardware integration pocket (for connecting accessory and third-party devices)

Printer back view (M577, M578, and E57540 models)

Identify the parts on the back of the printer (MFP).

Figure 1-5 Printer rear view (MFP)



Number	Description
1	Toner-collection-unit door
2	Formatter (contains the interface ports)
3	Power connection
4	Serial number and product number label
5	Slot for a cable-type security lock (on the rear cover of the printer)
6	Formatter cover

Configuration (base printer)

Learn about the base printer configurations.

Configuration (base printer M552, M553, M554, M555, and E55040)

Learn about the base printer SFP configurations.

Figure 1-6 HP Color LaserJet Enterprise M552, M553, M554, M555, and E55040 printer (touchscreen model shown)

HP Color LaserJet Enterprise M552, M553, M554, M555, and E55040

- 33/35 pages per minute (A4/letter) (M552)

  37/40 pages per minute (A4/letter) (M553/E55040)

  56/35 pages per minute (A4/letter) (M554)

  56/40 pages per minute (A4/letter) (M555)
- FutureSmart 3 firmware (M552/M553)

  FutureSmart 4 firmware or FutureSmart 5 firmware (M554/M555/E55040)
- Trusted platform module 2.0 (security)

NOTE: Standard for the M554/M555 printers. Optional for all other printers.

- Automatic duplex printing

NOTE: Not available for the M553n. Standard for all other printers.

- Tray 1 (100-sheet capacity)
- Tray 2 (550-sheet capacity)
- 4-line graphical display with 10-key keypad (M552/M553n/dn)
- 68.58 mm (2.7 in) color graphical display with 10-key keypad (M554)
- 109.22 mm (4.3 in) color touchscreen display (M553x/M555/E55040)

- 1.0 GB base memory

NOTE: Expandable to 2 GB (M553/M554/M555/E55040). The M552 printer does not support memory expansion.

- HP Secure High-Performance Hard Disk

NOTE: Not available for the M552. Optional for all other printers.

- 4GB eMMC mass storage (M554/M555/E55040)
- 550-sheet paper feeder

NOTE: Standard for the M553x/M555x. Optional for all other printers.

HP Color LaserJet Managed E55040 only

- Managed contractual toner cartridges with lowest possible cost per page

Configuration (base printer M577, M578, and E57540)

Learn about the base printer MFP configurations.

Figure 1-7 HP Color LaserJet Enterprise M577, M578, and E57540 printer

HP Color LaserJet Enterprise M577, M578, and E57540

- 38/40 pages per minute (A4/letter) (M577/E57540)

  56/40 pages per minute (A4/letter) (M578)
- FutureSmart 4 firmware or FutureSmart 5 firmware
- Trusted platform module 2.0 (security)

NOTE: Standard for the M578 printer. Optional for all other printers.

- Automatic duplex printing
- Tray 1 (100-sheet capacity)
- Tray 2 (550-sheet capacity)

- Color touchscreen control panel
- 1.75 GB base memory

NOTE: Expandable to 2.5 GB (M577/E57540). The M578 printer supports a 3.8 GB memory expansion.

- 320 GB Hard Disk Drive (M577/E57540)

  500 GB Hard Disk Drive (M578)

- 550-sheet paper feeder (optional accessory)

NOTE: Up to three 550-sheet paper feeders are supported.

HP Color LaserJet Managed E57540 only

- Managed contractual toner cartridges with lowest possible cost per page

Specifications (base printer)

Learn about the base printer specifications.

Technical specifications (M552/M553)

Review the technical specifications for the M552/M553 printers.

See www.hp.com/support/colorljM552 or www.hp.com/support/colorljM553 or http://www.hp.com/support/colorljM554 or http://www.hp/support/colorljE55040 for current information.

Product numbers for each model

- M552dn - B5L23A
- M553n - B5L24A
- M553dn - B5L25A
- M553x - B5L26A

Table 1-4 Paper handling specifications (M552/M553)

Paper handling features	M552dn	M553n	M553dn	M553x
Tray 1 (100-sheet capacity)	✓	✓	✓	✓
Tray 2 (550-sheet capacity)	✓	✓	✓	✓
Tray 3 (1 x 550-sheet paper feeder) NOTE: The M552 model accepts one optional feeder. All other models support up to three optional feeders.	Optional	Optional	Optional	✓
Printer stand	Optional	Optional	Optional	Optional
Automatic duplex printing	✓	Not supported	✓	✓

Table 1-5 Connectivity specifications (M552/M553)

Connectivity features	M552dn	M553n	M553dn	M553x
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓	✓
Hi-speed USB 2.0	✓	✓	✓	✓
Walk-up USB port	✓	✓	✓	✓
Hardware Integration Pocket (HIP) for connecting accessory and third-party devices	✓	Not supported	✓	✓
HP Internal USB Ports	Optional	Optional	Optional	Optional
HP Jetdirect 3000w NFC/wireless accessory for printing from mobile devices	Optional	Optional	Optional	Not supported
Integrated HP near-field communication (NFC) and Wi-Fi Direct functionality for printing from mobile devices	Not supported	Not supported	Not supported	✓

Table 1-5 Connectivity specifications (M552/M553) (continued)

Connectivity features	M552dn	M553n	M553dn	M553x
HP Jetdirect 2900nw Print Server accessory for wireless connectivity	Optional	Optional	Optional	Optional

Table 1-6 Print specifications (M552/M553)

Print features	M552dn	M553n	M553dn	M553x
Prints 33 pages per minute (ppm) on A4 and 36 ppm on letter-size paper	✓	Not supported	Not supported	Not supported
Prints 37 pages per minute (ppm) on A4 and 40 ppm on letter-size paper	Not supported	✓	✓	✓
Easy-access USB printing (no computer required)	Not supported	✓	✓	✓

Table 1-7 Other specifications (M552/M553)

Other features	M552dn	M553n	M553dn	M553x
1.0 GB base memory NOTE: Expandable to 2 GB (M553). The M552 printer does not support memory expansion.	✓	✓	✓	✓
HP Secure High-performance Hard Disk	Not supported	Optional	Optional	Optional
109.22 mm (4.3 in) color touchscreen control panel	Not supported	Not supported	Not supported	✓
4-line graphical display with 10-key keypad	✓	✓	✓	Not supported
HP Trusted Platform Module for encrypting all data that passes through the printer	Optional	Optional	Optional	Optional

Technical specifications (M554/M555)

Review the technical specifications for the M554/M555 printers.

See www.hp.com/support/colorljM552 or www.hp.com/support/colorljM553 or http://www.hp.com/support/colorljM554 or http://www.hp/support/colorljE55040 for current information.

Product numbers for each model

- M554dn - 7ZU81A
- M555dn - 7ZU78A
- M555x - 7ZU79A

Table 1-8 Paper handling specifications (M554/M555)

Paper handling features	M554dn	M555dn	M555x
Tray 1 (100-sheet capacity)	✓	✓	✓
Tray 2 (550-sheet capacity)	✓	✓	✓
Tray 3 (1 x 550-sheet paper feeder) NOTE: Up to three optional feeders are supported.	Optional	Optional	✓
Printer stand	Optional	Optional	Optional
Automatic duplex printing	✓	✓	✓

Table 1-9 Connectivity specifications (M554/M555)

Connectivity features	M554dn	M555dn	M555x
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓
Hi-speed USB 2.0	✓	✓	✓
Walk-up USB port	✓	✓	✓
Hardware Integration Pocket (HIP) for connecting accessory and third-party devices	✓	✓	✓
HP Internal USB Ports	Optional	Optional	Optional
HP Jetdirect LAN Accessory	Optional	Optional	Optional
HP Jetdirect 3100w BLE/NFC/Wireless Accessory for printing from mobile devices NOTE: For use in the Hardware Integration Pocket (HIP) or the rear host USB port. The HP Jetdirect 3100w BLE/NFC/Wireless Accessory requires the HP Internal USB ports accessory.	Optional	Optional	Optional

Table 1-10 Print specifications (M554/M555)

Print features	M554dn	M555dn	M555x
Prints 56 pages per minute (ppm) on A4 and 35 ppm on letter-size paper	✓	Not supported	Not supported
Prints 56 pages per minute (ppm) on A4 and 40 ppm on letter-size paper	Not supported	✓	✓
Easy-access USB printing (no computer required)	✓	✓	✓
Store jobs in the printer memory to print later or print privately	✓	✓	✓

Table 1-11 Other specifications (M552/M553)

Other features	M554dn	M555dn	M555x
1.0 GB base memory NOTE: Expandable to 2 GB.	✓	✓	✓
HP Secure High Performance Hard Disk Drive FIPS Drive	Optional	Optional	Optional
4 GB embedded Multi-Media Controller (eMMC)	✓	✓	✓
109.22 mm (4.3 in) color touchscreen control panel	Not supported	Not supported	✓
68.58 mm (2.7 in) color graphics display with 10-key	✓	✓	Not supported
HP Trusted Platform Module for encrypting all data that passes through the printer	✓	✓	✓

Technical specifications (E55040)

Review the technical specifications for the E55040 printer.

See www.hp.com/support/colorljM552 or www.hp.com/support/colorljM553 or http://www.hp.com/support/colorljM554 or http://www.hp/support/colorljE55040 for current information.

Product numbers for each model

- E55040 - 3GX98A

Table 1-12 Paper handling specifications (E55040)

Paper handling features	E55040dw
Tray 1 (100-sheet capacity)	✓
Tray 2 (550-sheet capacity)	✓
Tray 3 (1 x 550-sheet paper feeder) NOTE: Up to three optional feeders are supported.	✓
Printer stand	Optional
Automatic duplex printing	✓

Table 1-13 Connectivity specifications (E55040)

Connectivity features	E55040dw
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓
Hi-speed USB 2.0	✓
Walk-up USB port	✓
Hardware Integration Pocket (HIP) for connecting accessory and third-party devices	✓
HP Internal USB Ports	Optional

Table 1-13 Connectivity specifications (E55040) (continued)

Connectivity features	E55040dw
HP Jetdirect 3000w NFC/Wireless Accessory for printing from mobile devices NOTE: For use in the Hardware Integration Pocket (HIP) or the rear host USB port. The HP Jetdirect 3000w NFC/Wireless Accessory requires the HP Internal USB ports accessory. If the J8030A is connected using the rear host USB, the HIP is not used.	Optional
Integrated HP near-field communication (NFC) and Wi-Fi Direct functionality for printing from mobile devices	✓
HP Jetdirect 2900nw Print Server accessory for wireless connectivity	Optional

Table 1-14 Print specifications (E55040)

Print features	E55040dw
Prints 37 pages per minute (ppm) on A4 and 40 ppm on letter-size paper	✓
Easy-access USB printing (no computer required)	✓
Store jobs in the printer memory to print later or print privately	✓

Table 1-15 Other specifications (E55040)

Other features	E55040dw
1.0 GB base memory NOTE: Expandable to 2 GB.	✓
109.22 mm (4.3 in) color touchscreen control panel	✓
HP Trusted Platform Module for encrypting all data that passes through the printer	Optional

Technical specifications (M577)

Review the technical specifications for the M577 printer.

See www.hp.com/support/colorljM577MFP or http://www.hp.com/support/colorljM578mfp or http://www.hp.com/support/colorljE57540mfp for current information.

Product numbers for each model

- M577dn - B5L46A
- M577f - B5L47A
- M577c flow - B5L54A
- M577z flow - B5L48A

Table 1-16 Paper handling specifications (M577)

Paper handling features	M577dn	M577f	M577c flow	M577z flow
Tray 1 (100-sheet capacity)	✓	✓	✓	✓

Table 1-16 Paper handling specifications (M577) (continued)

Paper handling features	M577dn	M577f	M577c flow	M577z flow
Tray 2 (550-sheet capacity)	✓	✓	✓	✓
Tray 3 (1 x 550-sheet paper feeder) NOTE: Up to three optional feeders are supported.	Optional	Optional	Optional	Optional
Printer stand	Optional	Optional	Optional	Optional
Automatic duplex printing	✓	✓	✓	✓
Convenience stapler	Not supported	✓	✓	✓

Table 1-17 Connectivity specifications (M577)

Connectivity features	M577dn	M577f	M577c flow	M577z flow
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓	✓
Hi-speed USB 2.0	✓	✓	✓	✓
Walk-up USB port	✓	✓	✓	✓
Hardware Integration Pocket (HIP) for connecting accessory and third-party devices	✓	✓	✓	✓
HP Internal USB Ports	Optional	Optional	Optional	Optional
HP Jetdirect 3000w NFC/wireless accessory for printing from mobile devices	Optional	Optional	Optional	Not supported
Integrated HP near-field communication (NFC) and Wi-Fi Direct functionality for printing from mobile devices	Not supported	Not supported	Not supported	✓
HP Jetdirect 2900nw Print Server accessory for wireless connectivity	Optional	Optional	Optional	Optional

Table 1-18 Print specifications (M577)

Print features	M577dn	M577f	M577c flow	M577z flow
Prints 38 pages per minute (ppm) on A4 and 40 ppm on letter-size paper	✓	✓	✓	✓
Easy-access USB printing (no computer required)	✓	✓	✓	✓
Store jobs in the printer memory to print later or print privately	✓	✓	✓	✓

Table 1-19 **Copy and scan specifications (M577)**

Print features	M577dn	M577f	M577c flow	M577z flow
Copies 38 pages per minute (ppm) on A4 and 40 ppm on letter-size paper	✓	✓	✓	✓
100-page document feeder with dual-head scanning for single-pass duplex copying and scanning	✓	✓	✓	✓
HP EveryPage Technologies including ultrasonic multi-feed detection	Not supported	Not supported	✓	✓
Embedded optical character recognition (OCR) provides the ability to convert printed pages into text that can be edited or searched using a computer	Not supported	Not supported	✓	✓
SMART Label feature provides paper-edge detection for automatic page cropping	Not supported	Not supported	✓	✓
Automatic page orientation for pages that have at least 100 characters of text	Not supported	Not supported	✓	✓
Automatic tone adjustment sets contrast, brightness, and background removal for each page	Not supported	Not supported	✓	✓

Table 1-20 **Digital Send specifications (M577)**

Print features	M577dn	M577f	M577c flow	M577z flow
Send documents to E-mail, USB, and shared folders on a network	✓	✓	✓	✓
Send documents to SharePoint®	Not supported	Not supported	✓	✓

Table 1-21 **Other specifications (M577)**

Other features	M577dn	M577f	M577c flow	M577z flow
1.75 GB base memory NOTE: Expandable to 2.5 GB.	✓	✓	✓	✓
320 GB Hard Disk Drive	✓	✓	✓	✓
Color touchscreen control panel	✓	✓	✓	✓
Physical keyboard	Not supported	Not supported	✓	✓
HP Trusted Platform Module for encrypting all data that passes through the printer	Optional	Optional	Optional	Optional
Fax	Optional	✓	✓	✓

Technical specifications (M578)

Review the technical specifications for the M578 printer.

See www.hp.com/support/colorljM577MFP or http://www.hp.com/support/colorljM578mfp or http://www.hp.com/support/colorljE57540mfp for current information.

Product numbers for each model

- M578dn - 7ZU85A
- M578f - 7ZU86A
- M578c - 7ZU87A
- M578z - 7ZU88A

Table 1-22 Paper handling specifications (M578)

Paper handling features	M578dn	M578f	M578c	M578z
Tray 1 (100-sheet capacity)	✓	✓	✓	✓
Tray 2 (550-sheet capacity)	✓	✓	✓	✓
Tray 3 (1 x 550-sheet paper feeder) NOTE: Up to three optional feeders are supported.	Optional	Optional	Optional	Optional
Printer stand	Optional	Optional	Optional	Optional
Automatic duplex printing	✓	✓	✓	✓
Convenience stapler	Not supported	✓	✓	✓

Table 1-23 Connectivity specifications (M578)

Connectivity features	M578dn	M578f	M578c	M578z
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓	✓
Hi-speed USB 2.0	✓	✓	✓	✓
Walk-up USB port	✓	✓	✓	✓
Hardware Integration Pocket (HIP) for connecting accessory and third-party devices	✓	✓	✓	✓
HP Internal USB Ports	Optional	Optional	Optional	Optional
HP Jetdirect LAN Accessory	Optional	Optional	Optional	Optional
HP Jetdirect 3100w BLE/NFC/Wireless Accessory for printing from mobile devices NOTE: For use in the Hardware Integration Pocket (HIP) or the rear host USB port. The HP Jetdirect 3100w NFC/ Wireless Accessory requires the HP Internal USB ports accessory. If the J8030A is connected using the rear host USB, the HIP is not used.	Optional	Optional	Optional	Optional

Table 1-24 Print specifications (M578)

Print features	M578dn	M578f	M578c	M578z
Prints 56 pages per minute (ppm) on A4 and 40 ppm on letter-size paper	✓	✓	✓	✓
Easy-access USB printing (no computer required)	✓	✓	✓	✓
Store jobs in the printer memory to print later or print privately	✓	✓	✓	✓

Table 1-25 Copy and scan specifications (M578)

Print features	M578dn	M578f	M578c	M578z
Copies 38 pages per minute (ppm) on A4 and 40 ppm on letter-size paper	✓	✓	✓	✓
100-page document feeder with dual-head scanning for single-pass duplex copying and scanning	✓	✓	✓	✓
HP EveryPage Technologies including ultrasonic multi-feed detection	✓	✓	✓	✓
Embedded optical character recognition (OCR) provides the ability to convert printed pages into text that can be edited or searched using a computer	✓	✓	✓	✓
SMART Label feature provides paper-edge detection for automatic page cropping	✓	✓	✓	✓
Automatic page orientation for pages that have at least 100 characters of text	✓	✓	✓	✓
Automatic tone adjustment sets contrast, brightness, and background removal for each page	✓	✓	✓	✓

Table 1-26 Digital Send specifications (M578)

Print features	M578dn	M578f	M578c	M578z
Send documents to E-mail, USB, and shared folders on a network	✓	✓	✓	✓
Send documents to SharePoint®	Not supported	Not supported	✓	✓

Table 1-27 Other specifications (M578)

Other features	M578dn	M578f	M578c	M578z
1.75 GB base memory NOTE: Expandable to 3.8 GB.	✓	✓	✓	✓
500 GB Hard Disk Drive	✓	✓	✓	✓
Color touchscreen control panel	✓	✓	✓	✓

Table 1-27 Other specifications (M578) (continued)

Other features	M578dn	M578f	M578c	M578z
Physical keyboard	Not supported	Not supported	✓	✓
HP Trusted Platform Module for encrypting all data that passes through the printer	Optional	Optional	Optional	Optional
Fax	Optional	✓	✓	✓

Technical specifications (E57540)

Review the technical specifications for the E57540 printer.

See www.hp.com/support/colorljM577MFP or http://www.hp.com/support/colorljM578mfp or http://www.hp.com/support/colorljE57540mfp for current information.

Product numbers for each model

- E57540dn - 3GY25A
- E57540c - 3GY26A

Table 1-28 Paper handling specifications (E57540)

Paper handling features	E57540dn	E57540c
Tray 1 (100-sheet capacity)	✓	✓
Tray 2 (550-sheet capacity)	✓	✓
Tray 3 (1 x 550-sheet paper feeder) NOTE: Up to three optional feeders are supported.	Optional	Optional
Printer stand	Optional	Optional
Automatic duplex printing	✓	✓
Convenience stapler	Not supported	✓

Table 1-29 Connectivity specifications (E57540)

Connectivity features	E57540dn	E57540c
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓
Hi-speed USB 2.0	✓	✓
Walk-up USB port	✓	✓
Hardware Integration Pocket (HIP) for connecting accessory and third-party devices	✓	✓
HP Internal USB Ports	Optional	Optional
HP Jetdirect 3000w NFC/Wireless Accessory for printing from mobile devices	Optional	Optional
HP Jetdirect 2900nw Print Server accessory for wireless connectivity	Optional	Optional

Table 1-30 Print specifications (E57540)

Print features	E57540dn	E57540c
Prints 38 pages per minute (ppm) on A4 and 40 ppm on letter-size paper	✓	✓
Easy-access USB printing (no computer required)	✓	✓
Store jobs in the printer memory to print later or print privately	✓	✓

Table 1-31 Copy and scan specifications (E57540)

Print features	E57540dn	E57540c
Copies 38 pages per minute (ppm) on A4 and 40 ppm on letter-size paper	✓	✓
100-page document feeder with dual-head scanning for single-pass duplex copying and scanning	✓	✓
HP EveryPage Technologies including ultrasonic multi-feed detection	Not supported	✓
Embedded optical character recognition (OCR) provides the ability to convert printed pages into text that can be edited or searched using a computer	Not supported	✓
SMART Label feature provides paper-edge detection for automatic page cropping	Not supported	✓
Automatic page orientation for pages that have at least 100 characters of text	Not supported	✓
Automatic tone adjustment sets contrast, brightness, and background removal for each page	Not supported	✓

Table 1-32 Digital Send specifications (E57540)

Print features	E57540dn	E57540c
Send documents to E-mail, USB, and shared folders on a network	✓	✓
Send documents to SharePoint®	Not supported	✓

Table 1-33 Other specifications (E57540)

Other features	E57540dn	E57540c
1.75 GB base memory NOTE: Expandable to 2.5 GB.	✓	✓
320 GB Hard Disk Drive	✓	✓
Color touchscreen control panel	✓	✓
Physical keyboard	Not supported	✓
HP Trusted Platform Module for encrypting all data that passes through the printer	Optional	Optional

Table 1-33 Other specifications (E57540) (continued)

Other features	E57540dn	E57540c
Fax	Optional	✓

Printer dimensions (SFP)

Make sure your printer environment is large enough to accommodate the printer.

NOTE: Values subject to change. For the most current information, go to www.hp.com/support/colorljM552 or www.hp.com/support/colorljM553 or http://www.hp.com/support/colorljM554 or http://www.hp/support/colorljE55040 or www.hp.com/support/colorljM577MFP or http://www.hp.com/support/colorljM578mfp or http://www.hp.com/support/colorljE57540mfp

Figure 1-8 Dimensions for the M552/M553n/dn/M554/M555dn printers

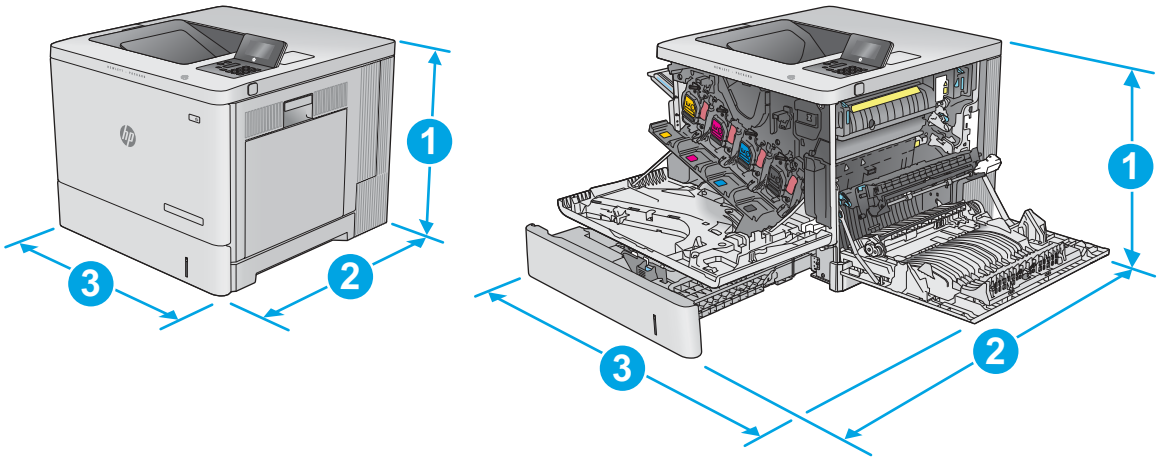


Table 1-34 Dimensions for the M552/M553n/dn/M554/M555dn printers

Measurement	Printer fully closed	Printer fully opened
1. Height	399 mm (15.7 in)	399 mm (15.7 in)
2. Depth	479 mm (18.9 in)	771 mm (30.4 in)
3.Width	458 mm (18.0 in)	826 mm (32.5 in)
Weight	27 kg (59.5 lb) (n models)	18.9 kg (41.67 lb)
	27.5 kg (60.6 lb) (dn models)	

Figure 1-9 Dimensions for the M553x/M555x/E55040 printers

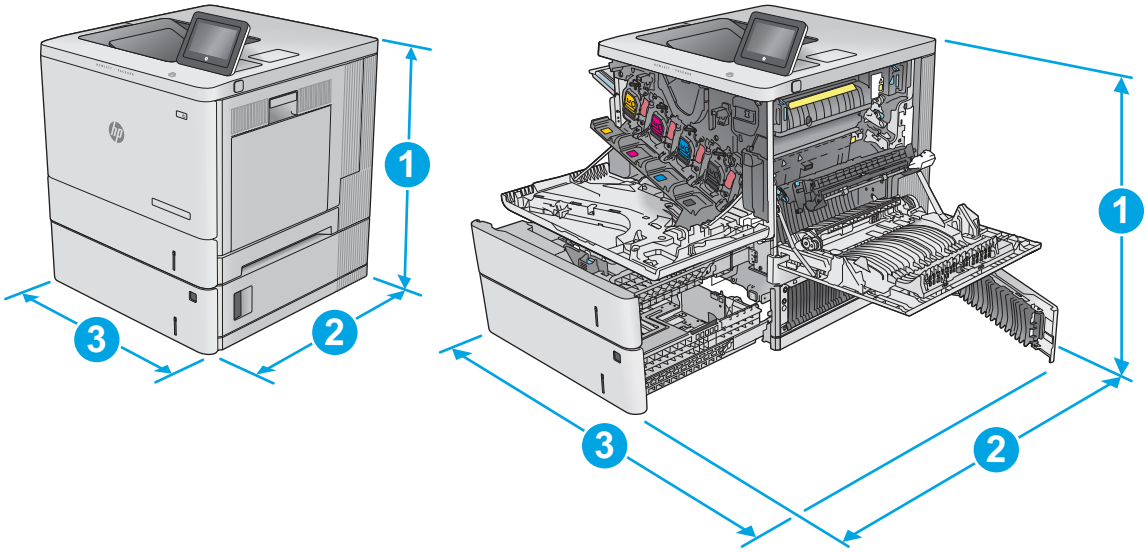


Table 1-35 Dimensions for the M553x/M555x/E55040 printers

Measurement	Printer fully closed	Printer fully opened
1. Height	581 mm (22.9 in)	581 mm (22.9 in)
2. Depth	479 mm (18.9 in)	771 mm (30.4 in)
3.Width	458 mm (18.0 in)	853 mm (33.6 in)
Weight	33.4 kg (73.6 lb)	33.4 kg (73.6 lb)

Figure 1-10 Dimensions for the M552/M553/M554/M555/E55040 printers with one 550-sheet tray and stand

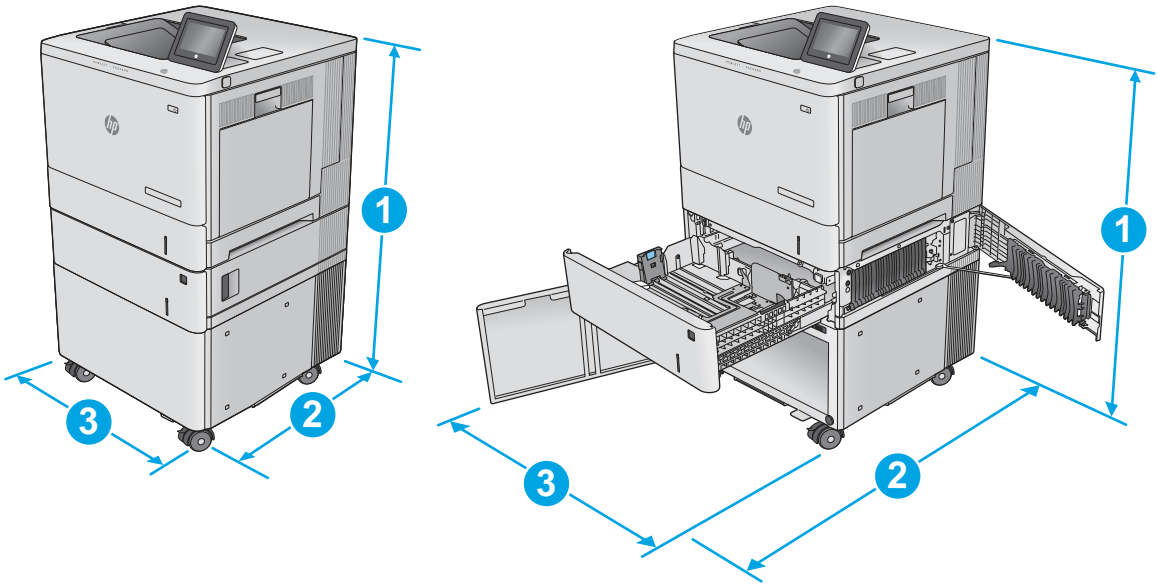


Table 1-36 Dimensions for the M552/M553/M554/M555/E55040 printers with one 550-sheet tray and stand

Measurement	Printer fully closed	Printer fully opened
1. Height	876 mm (34.5 in)	876 mm (34.5 in)
2. Depth	479 mm (18.9 in)	900 mm (35.4 in)
3.Width	458 mm (18.0 in)	853 mm (33.6 in)
Weight	51.1 kg (112.7 lb)	51.1 kg (112.7 lb)

Figure 1-11 Dimensions for the 550-sheet tray

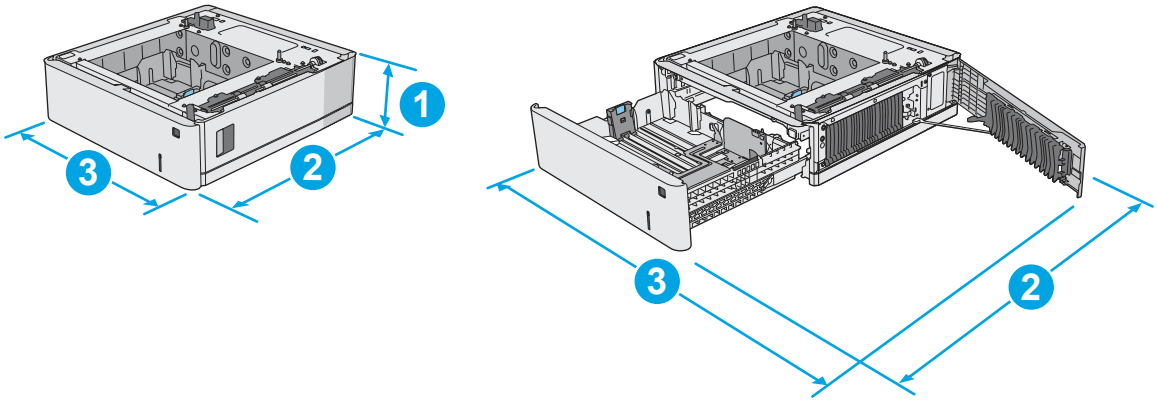


Table 1-37 Dimensions for the 550-sheet tray

Measurement	Tray fully closed	Tray fully opened
1. Height	130 mm (5.1 in)	130 mm (5.1 in)
2. Depth	465 mm (18.3 in)	768 mm (30.2 in)
3. Width	458 mm (18.0 in) (lower-right door open)	853 mm (33.6 in) (lower-right door closed)
Weight	5.8 kg (12.8 lb)	5.8 kg (12.8 lb)

Figure 1-12 Dimensions for the printer stand

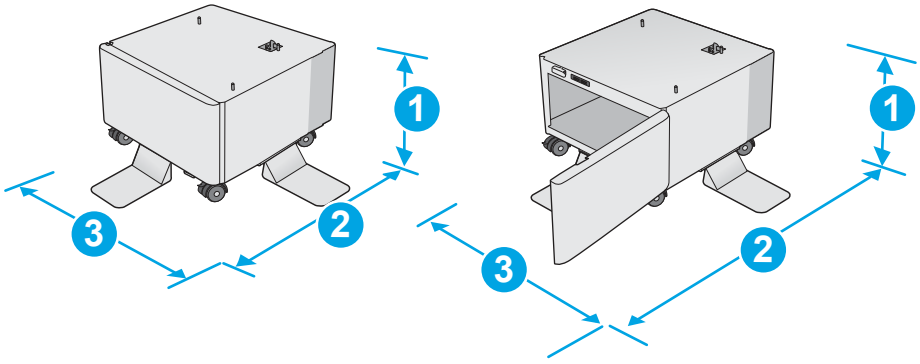


Table 1-38 Dimensions for the printer stand

Measurement	Stand fully closed	Stand fully opened
1. Height	295 mm (11.6 in)	295 mm (11.6 in)

Table 1-38 Dimensions for the printer stand (continued)

Measurement	Stand fully closed	Stand fully opened
2. Depth	869 mm (34.2 in)	1113 mm (43.8 in)
3. Width	884 mm (34.8 in)	884 mm (34.8 in)
Weight	17.7 kg (39 lb)	17.7 kg (39 lb)

Printer dimensions (MFP)

Make sure your printer environment is large enough to accommodate the printer.

NOTE: Values subject to change. For the most current information, go to www.hp.com/support/colorljM552 or www.hp.com/support/colorljM553 or http://www.hp.com/support/colorljM554 or http://www.hp/support/colorljE55040 or www.hp.com/support/colorljM577MFP or http://www.hp.com/support/colorljM578mfp or http://www.hp.com/support/colorljE57540mfp

Figure 1-13 Dimensions for the M577/M578/E57540 printers

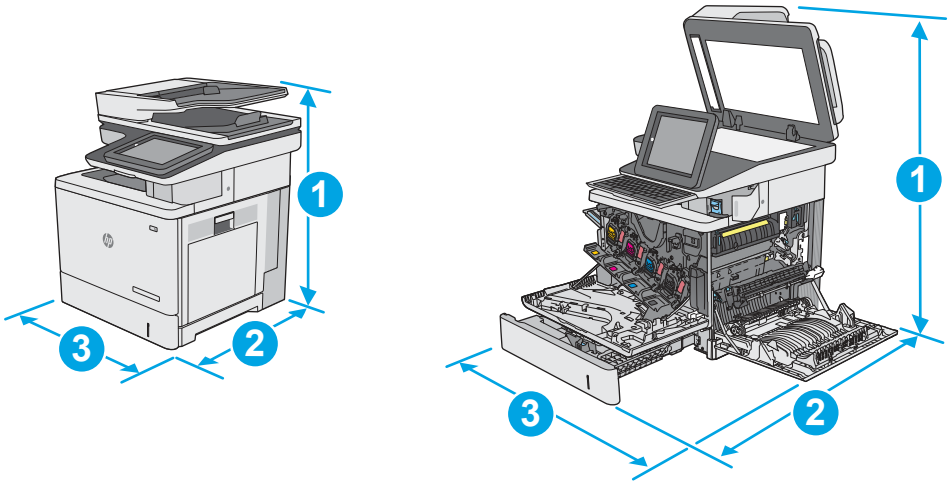


Table 1-39 Dimensions for the M577/M578/E57540 printers

Measurement	Printer fully closed	Printer fully opened
1. Height	583 mm (23.0 in)	837 mm (33.0 in)
2. Depth	504 mm (19.8 in)	853 mm (33.6 in)
3.Width	482 mm (19.0 in)	803 mm (31.6 in)
Weight	38.1 kg (84.0 lb) (dn models)	38.1 kg (84.0 lb) (dn models)
	38.3 kg (84.5 lb) (f models)	38.3 kg (84.5 lb) (f models)
	38.6 kg (85.0 lb) (c/z models)	38.6 kg (85.0 lb) (c/z models)

Figure 1-14 Dimensions for the M577/M578/E57540 printers with one 550-sheet tray and stand

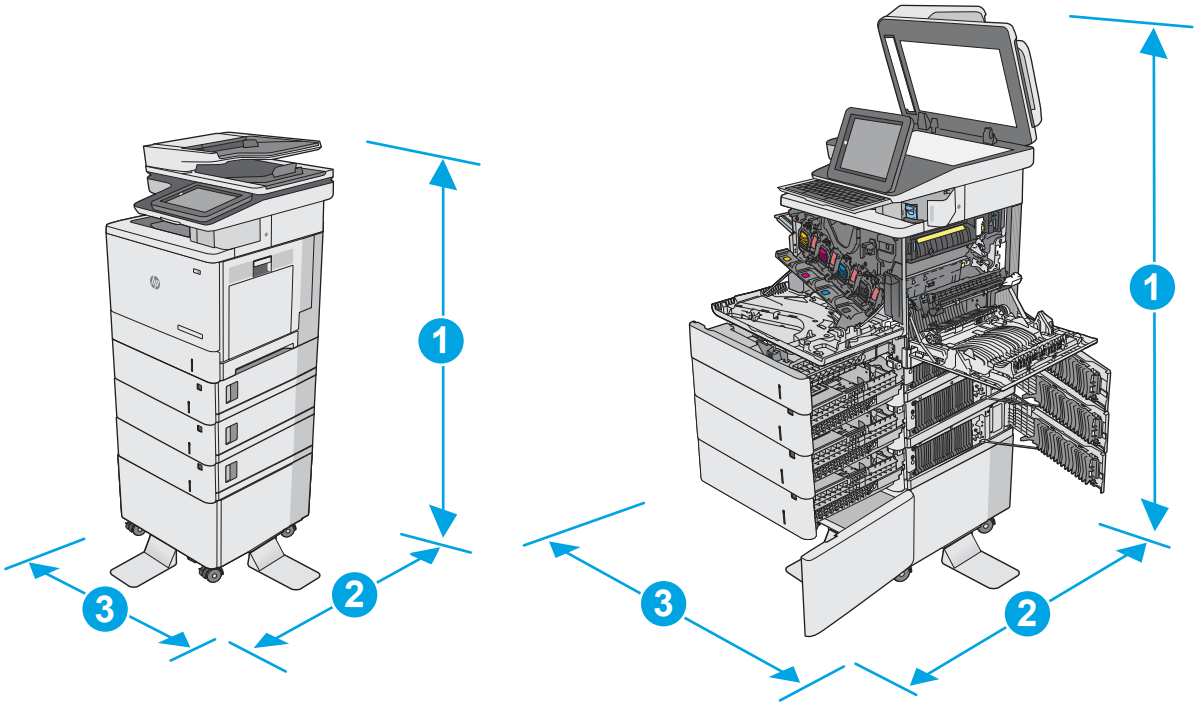


Table 1-40 Dimensions for the M577/M578/E57540 printers with one 550-sheet tray and stand

Measurement	Printer fully closed	Printer fully opened
1. Height	1268 mm (49.9 in)	1522 mm (59.9 in)
2. Depth	869 mm (34.2 in)	1113 mm (43.8 in)
3.Width	884 mm (34.8 in)	853 mm (33.6 in)
Weight	73.2 kg (161.4 lb) (dn models)	73.2 kg (161.4 lb) (dn models)
	73.4 kg (161.8 lb) (f models)	73.4 kg (161.8 lb) (f models)
	73.7 kg (162.5 lb) (c/z models)	73.7 kg (162.5 lb) (c/z models)

Figure 1-15 Dimensions for the 550-sheet tray

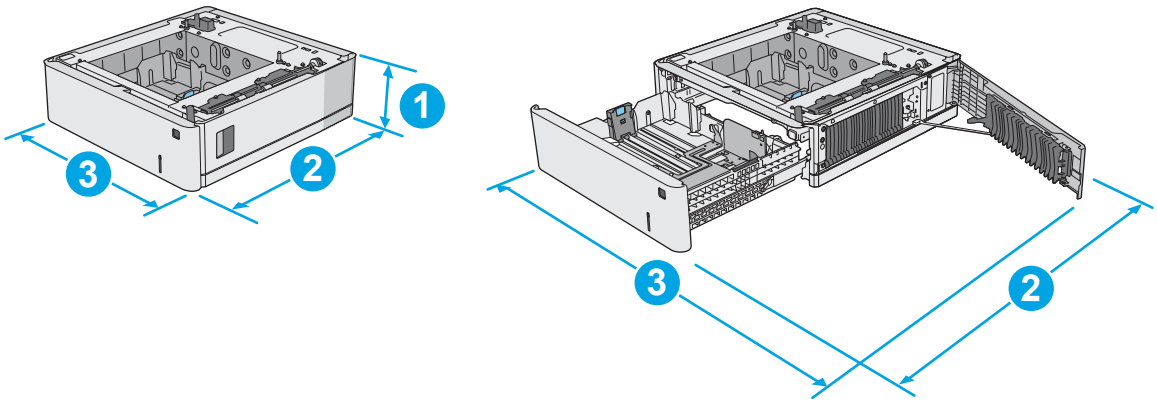


Table 1-41 Dimensions for the 550-sheet tray

Measurement	Tray fully closed	Tray fully opened
1. Height	130 mm (5.1 in)	130 mm (5.1 in)
2. Depth	465 mm (18.3 in)	768 mm (30.2 in)
3. Width	458 mm (18.0 in) (lower-right door open)	853 mm (33.6 in) (lower-right door closed)
Weight	5.8 kg (12.8 lb)	5.8 kg (12.8 lb)

Figure 1-16 Dimensions for the printer stand

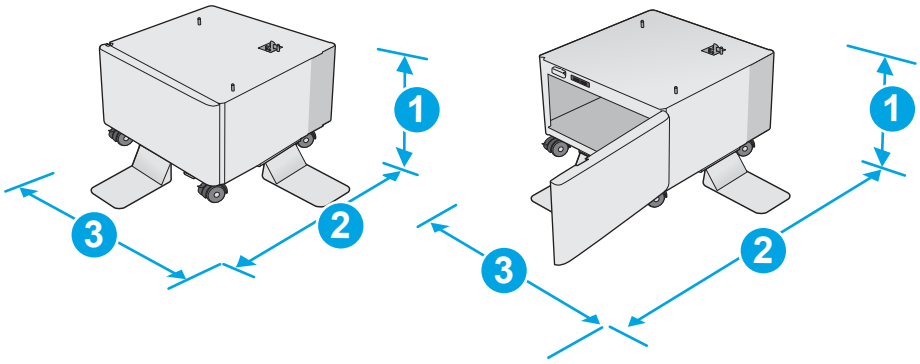


Table 1-42 Dimensions for the printer stand

Measurement	Stand fully closed	Stand fully opened
1. Height	295 mm (11.6 in)	295 mm (11.6 in)
2. Depth	869 mm (34.2 in)	1113 mm (43.8 in)
3. Width	884 mm (34.8 in)	884 mm (34.8 in)
Weight	17.7 kg (39 lb)	17.7 kg (39 lb)

Printer space requirements

Learn about the printer space requirements

HP recommends that 30 mm (1.81 in) be added to the printer dimensions to make sure there is sufficient space to open doors and covers, and to provide proper ventilation. See Printer dimensions (SFP) on page 24 and/or Printer dimensions (MFP) on page 27.

Power consumption, electrical specifications, and acoustic emissions

In order to operate properly, the printer must be in an environment that meets certain power specifications.

See www.hp.com/support/colorljM552 or www.hp.com/support/colorljM553 or http://www.hp.com/support/colorljM554 or http://www.hp/support/colorljE55040 or www.hp.com/support/colorljM577MFP or http://www.hp.com/support/colorljM578mfp or http://www.hp.com/support/colorljE57540mfp for current information.

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

Operating-environment range

In order to operate properly, the printer must be in an environment that meets certain specifications.

Table 1-43 Operating-environment specifications

Environment	Recommended	Storage
Temperature	17° to 25°C (62.6° to 77°F)	15° to 30°C (59° to 86°F)
Relative humidity	30% to 70% relative humidity (RH)	10% to 80% RH

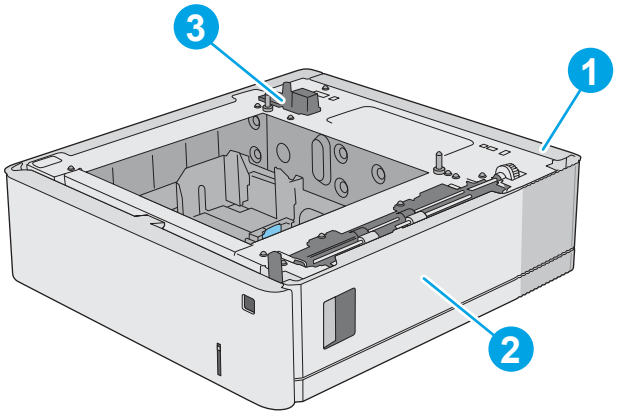
Information (input devices)

Learn about the printer input devices.

550-sheet paper feeder front view

Identify the pars on the 550-sheet paper feeder.

Figure 1-17 550-sheet paper feeder front view



Number	Description
1	550-sheet paper feeder (whole unit)
2	Tray 3/4/5 (cassette)
3	Drawer connector

2 Printer installation and maintenance

Learn about printer installation and maintenance.

Document feeder / scanner

Learn about the printer document feeder and scanner installation and maintenance.

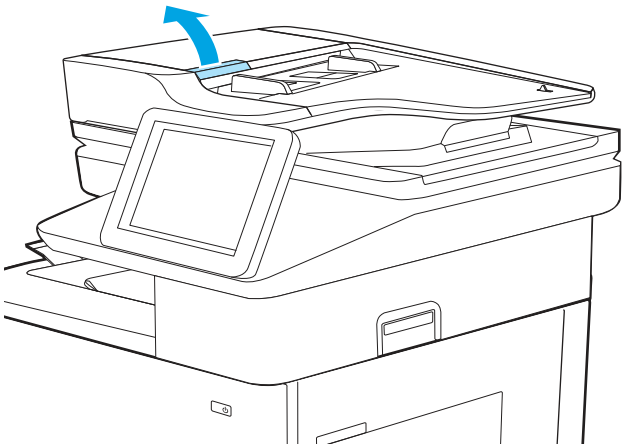
Clean the pickup rollers and separation pad in the document feeder (MFP)

Learn about cleaning the document feeder rollers and pads.

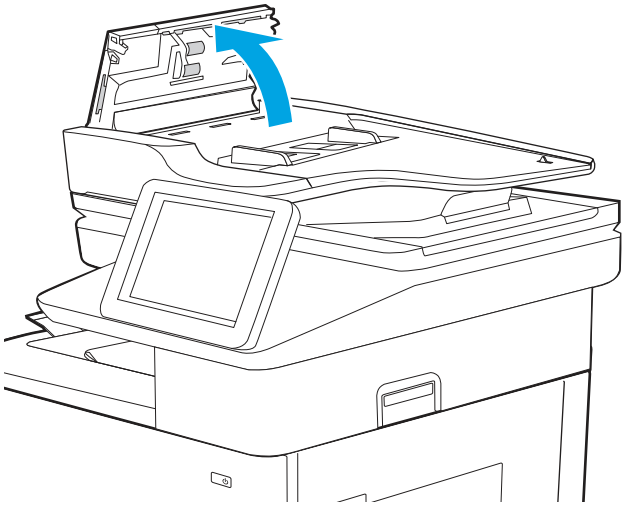
Over time, specks of debris might collect on the document feeder rollers and pads which can affect performance.

NOTE: The figures in this topic show a typical MFP printer. However, the procedure is correct for all MFP printers.

1. . Lift the document-feeder latch.



2. . Open the document-feeder cover.



3. . Remove any visible lint or dust from each of the feed rollers and the separation pad using compressed air or a clean lint-free cloth moistened with warm water.

NOTE: Lift up the roller assembly to access and clean the second roller.

4. . Close the document-feeder cover.

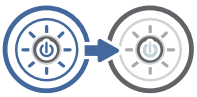
Check the scanner glass for dirt and smudges

Learn about solving copy-quality debris problems.

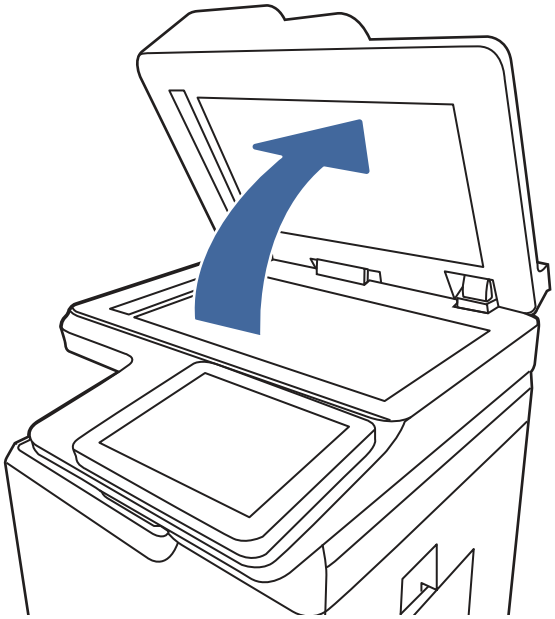
Over time, specks of debris might collect on the scanner glass and document feeder white plastic backing, which might cause print defects. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

View a video of cleaning the document feeder glass and flatbed glass.

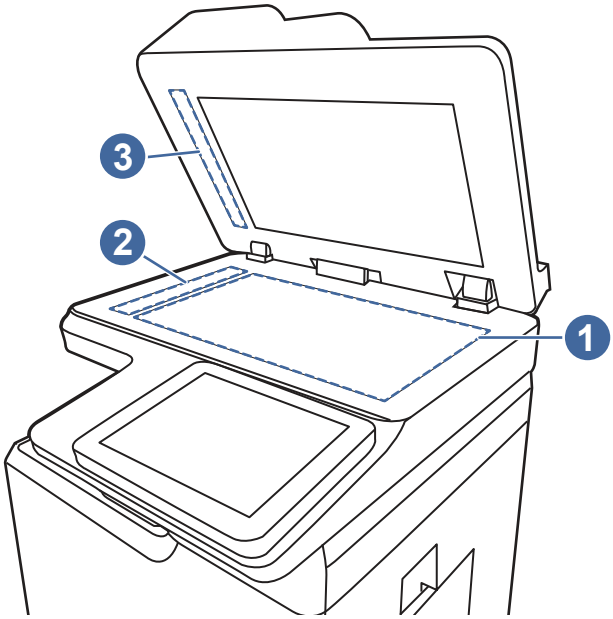
1. Press the power button to turn the printer off, and then disconnect the power cable from the electrical outlet.



2. Open the scanner lid.



3. Clean the scanner glass (callout 1) and the document feeder strips (callout 2, callout 3) with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

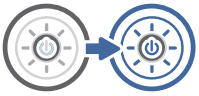


⚠ **CAUTION:** Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the printer; these can damage the printer. Do not place liquids directly on the glass or platen. They might seep and damage the printer.

NOTE: If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strips of glass on the left side of the scanner (callout 2, callout 3).

4. Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.

5. Connect the power cable to an outlet, and then press the power button to turn the printer on.



Base printer

Learn about the base printer installation and maintenance.

Formatter accessories

Learn about the printer formatter accessories.

Table 2-1 Formatter accessories

Item	Description	Part number
1GB DDR3 Slim DIMM (SFP) **NOTE:** M553/M554/M555/E55040 only.	Memory	G6W84A (new) 5851-6422 (service)
1GB DDR3 x32 144-Pin 800MHz SODIMM (MFP)	Memory	E5K48A (new) E5K48-67902 (service)
HP Foreign Interface Harness	Optional port for connecting third-party devices	B5L31A (new) B5L31-67902 (service)
HP internal USB ports	Two optional USB ports for connecting third-party devices	B5L28A (new) B5L28-67902 (service)
HP Jetdirect 2900nw Print Server	USB wireless print server accessory	J8031A
HP Jetdirect 3000w NFC/Wireless Accessory	Wi-Fi direct accessory for "touch" printing from mobile devices	J8030A
HP Jetdirect 3100w BLE/NFC/Wireless Accessory **NOTE:** M578 only.	Wi-Fi direct accessory for "touch" printing from mobile devices	3JN69A
HP LaserJet MFP Analog Fax Accessory 600	Optional fax accessory for the MFP dn models	B5L53A (new) B5L53-67901 (service)
Self-Encrypting Drive, SED (HDD)	500 GB secure encrypted drive	L41606-011 or 933853-011
Federal Information Processing Standards Drive, FIPS (HDD) **NOTE:** Most customers have the self-encrypting drive (SED) and should not have a Federal Information Processing Standards (FIPS) drive. Only send the FIPS drive for federal government printers, customers that require FIPS per HP agreement, or customers that have bought the FIPS drive as an accessory.	500 GB, higher level of security	L42243-021
500 GB HP secure high-performance hard disk drive **NOTE:** Not supported for the M552dn.	Accessory hard drive	B5L29A
HP Trusted Platform Module (TPM)	Automatically encrypts all data that passes through the product	F5S62A (new) F5S62-61001 (service)

Supplies

Learn about the printer supplies.

Table 2-2 **Supplies**

Item	Description	Part number
HP 508A Black Original LaserJet Toner Cartridge (M552/M553/M577)	Standard-capacity replacement black toner cartridge	CF360A (new) CF360-67901 (service)
HP 508X High Yield Black Original LaserJet Toner Cartridge (M552/M553/M577)	High-capacity replacement black toner cartridge	CF360X (new) CF360-67902 (service)
HP 508A Cyan Original LaserJet Toner Cartridge (M552/M553/M577)	Standard-capacity replacement cyan cartridge	CF361A (new) CF361-67901 (service)
HP 508X High Yield Cyan Original LaserJet Toner Cartridge (M552/M553/M577)	High-capacity replacement cyan toner cartridge	CF361X (new) CF361-67902 (service)
HP 508A Yellow Original LaserJet Toner Cartridge (M552/M553/M577)	Standard-capacity replacement yellow toner cartridge	CF362A (new) CF362-67901 (service)
HP 508X High Yield Yellow Original LaserJet Toner Cartridge (M552/M553/M577)	High-capacity replacement yellow toner cartridge	CF362X (new) CF362-67902 (service)
HP 508A Magenta Original LaserJet Toner Cartridge (M552/M553/M577)	Standard-capacity replacement magenta toner cartridge	CF363A (new) CF363-67901 (service)
HP 508X High Yield Magenta Original LaserJet Toner Cartridge (M552/M553/M577)	High-capacity replacement magenta toner cartridge	CF363X (new) CF363-67902 (service)
SVC Cartridge LJ Black Managed Toner (E55040/E57540)	Managed black toner cartridge	W9060-67901
SVC Cartridge LJ Cyan Managed Toner (E55040/E57540)	Managed cyan toner cartridge	W9061-67901
SVC Cartridge LJ Yellow Managed Toner (E55040/E57540)	Managed yellow toner cartridge	W9062-67901
SVC Cartridge LJ Magenta Managed Toner (E55040/E57540)	Managed magenta toner cartridge	W9063-67901
SVC Cartridge-212A Black LaserJet Toner (M554/M555/M578)	Standard-capacity replacement black toner cartridge	7ZU81-67905
SVC Cartridge-212X Black LaserJet Toner (M554/M555/M578)	High-capacity replacement black toner cartridge	7ZU81-67909
SVC Cartridge-212A Cyan LaserJet Toner (M554/M555/M578)	Standard-capacity replacement cyan toner cartridge	7ZU81-67906
SVC Cartridge-212X Cyan LaserJet Toner (M554/M555/M578)	High-capacity replacement cyan toner cartridge	7ZU81-67910
SVC Cartridge-212A Yellow LaserJet Toner (M554/M555/M578)	Standard-capacity replacement yellow toner cartridge	7ZU81-67907
SVC Cartridge-212X Yellow LaserJet Toner (M554/M555/M578)	High-capacity replacement yellow toner cartridge	7ZU81-67911

Table 2-2 Supplies (continued)

Item	Description	Part number
SVC Cartridge-212A Magenta LaserJet Toner (M554/M555/M578)	Standard-capacity replacement magenta toner cartridge	7ZU81-67908
SVC Cartridge-212X Magenta LaserJet Toner (M554/M555/M578)	High-capacity replacement magenta toner cartridge	7ZU81-67912
HP toner-collection unit	Replacement toner-collection unit with attached door	B5L37A (new) B5L37-67901 (service)
HP LaserJet 200 ADF Roller Replacement Kit (M577/M578/E57540)	Replacement feed rollers for the document feeder	B5L52A (new) W5U23-67901 (service)
Fuser kit (110V)	Replacement fuser	B5L35A (new) B5L35-67902 (service)
Fuser kit (220V)	Replacement fuser	B5L36A (new) B5L36-67902 (service)
HP Staple Cartridge Pack (stapler models only)	Replacement staple cartridges (two staple cartridges - 1500 staples each)	Q7432A

Security setup

Learn about the base printer security.

Security settings on the information pages

Print and find printer security information on the configuration and HP embedded Jetdirect information pages.

NOTE: Depending on the model, up to three pages print when printing a configuration page. In addition to the main configuration page, the HP embedded Jetdirect configuration and the wireless pages print.

Print a configuration page from a SFP control panel

1. From the Home screen on the printer control panel, use the arrow buttons to navigate to Reports, and then press the OK button.
2. Use the arrow buttons to scroll to Configuration/Status Pages, and then press the OK button.
3. Use the arrow buttons to scroll to Configuration Page, and then press the OK button.
4. Use the arrow buttons to scroll to the print icon . Press the OK button to print the pages.

Print a configuration page from an MFP control panel

1. From the Home screen on the printer control panel, scroll to and touch the Reports button.
2. Open the following menus:
   - Configuration/Status pages

3. Touch Configuration Page to select it.

4. Touch the print icon to print the pages.

Figure 2-1 Configuration page printer security information

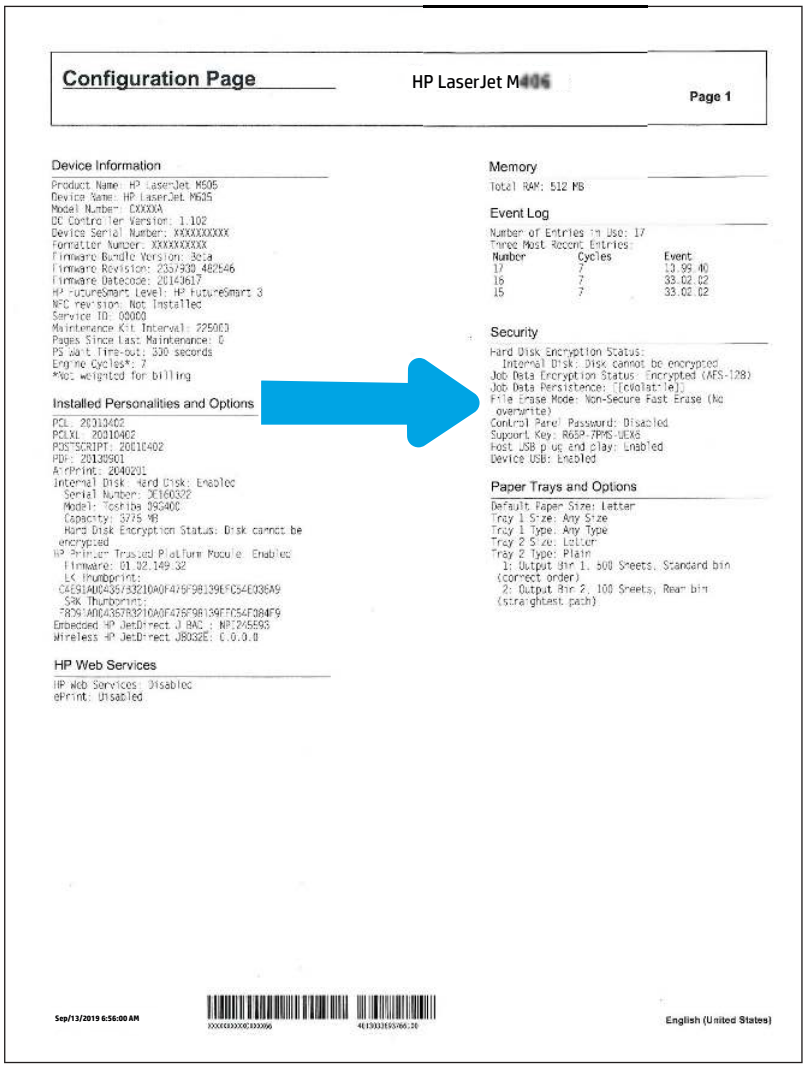
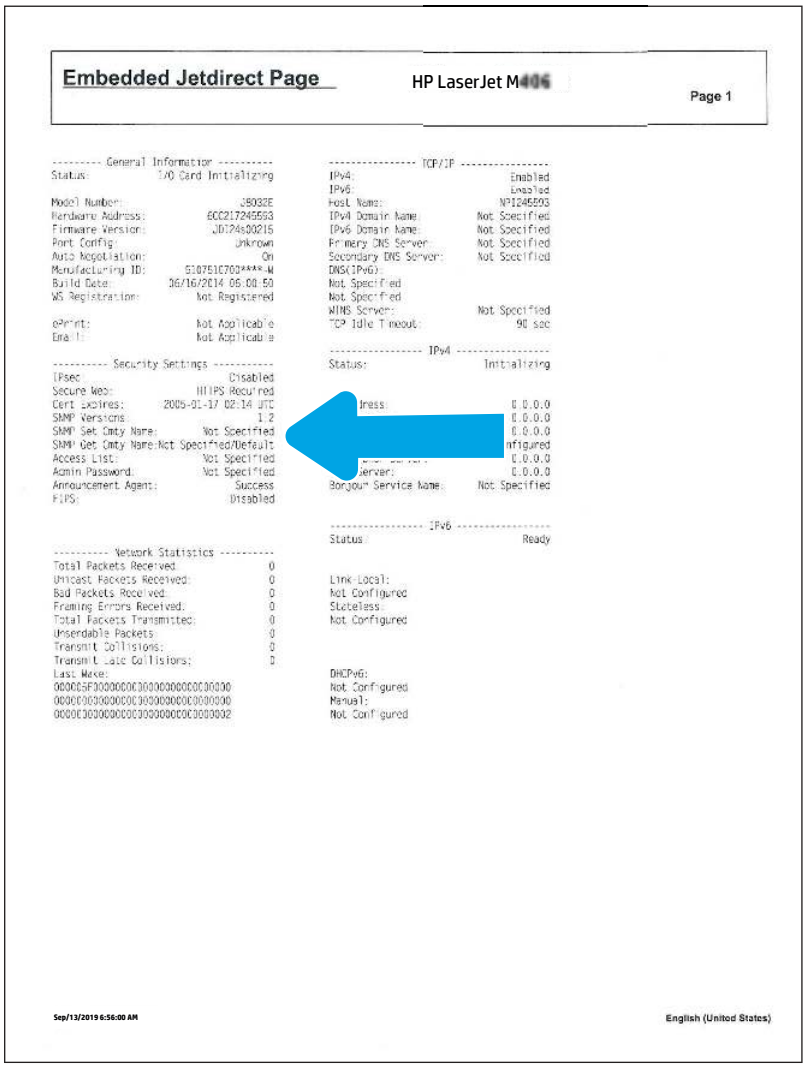


Figure 2-2 HP embedded Jetdirect page printer security information



Advanced security configuration with the HP Embedded Web Server (EWS)

Use the HP Embedded Web Server to manage printer security.

How to access the HP Embedded Web Server (EWS)

Use the following steps to open the Embedded Web Server.

1. From the Home screen on the printer control panel, touch the Information icon , and then touch the Ethernet icon to display the IP address or host name.

2. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the `Enter` key on the computer keyboard. The EWS web page opens.

NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

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

Windows® 7

- Internet Explorer (version 8.x or greater)
- Google Chrome (version 34.x or greater)
- Firefox (version 20.x or greater)

Windows® 8 or greater

- Internet Explorer (version 9.x or greater)
- Google Chrome (version 34.x or greater)
- Firefox (version 20.x or greater)

Windows 10 or greater

- Microsoft Edge (version 93 or greater)
- Internet Explorer (version 9.x or greater)
- Google Chrome (version 34.x or greater)
- Firefox (version 20.x or greater)

macOS

- Safari (version 5.x or greater)
- Google Chrome (version 34.x or greater)

Linux

- Google Chrome (version 34.x or greater)
- Firefox (version 20.x or greater)

Security tab

Settings available on the **Security** tab of the EWS.

Table 2-3 HP Embedded Web Server Security tab

Menu	Description
Access Control	Configure access to printer functions for specific individuals or groups, and select the method individuals use to sign in to the printer.

Table 2-3 HP Embedded Web Server Security tab (continued)

Menu	Description
Account Policy	Configure for local administrator and remote configuration the password lockout and password complexity settings.
Certificate Management	Install, manage, and validate security certificates for access to the printer and the network.
Email Domain Restriction	If email functionality is enabled, administrators can limit the email addresses to which the printer can send messages.
General Security	Settings for general security, including the following options: • Configure an administrator password to restrict access to certain features on the printer. • Set a custom device Service Access Code. • Set the Remote Configuration Password. • Set Embedded Web Server Options. • Enable WebScan Auto Capture Jobs. • Set PJL password and enable access commands. • Enable PostScript operations. • Set file system access and firmware upgrade security. • Enable Bluetooth Low Energy settings. • Enable or disable the Host USB port on the control panel or the USB connectivity port on the formatter for printing directly from a computer. • Set enabled SMB versions for the printer. • View the status of all security settings.
Manage Remote Apps	Manage or whitelist remote apps by importing or deleting certificates that allow devices to use this product.
Protect Stored Data	Configure and manage the internal storage for the printer. Configure settings for jobs that are stored on the printer internal storage.
Security Log	Retrieve security event log data, and export security event log data to a file that can be used for detailed problem analysis.
Self Test	Verify that the security functions are running according to expected system parameters.
Web Service Security	Allow resources on this printer to be accessed by web pages from different domains. If no sites are added to the list, then all sites are trusted.

HP Cartridges with JetIntelligence

Learn about toner cartridge JetIntelligence.

HP Cartridges with JetIntelligence support two features for managing toner cartridges.

- The HP Cartridge Policy feature allows customers to specify the use of only genuine HP toner cartridges in the printer.
- The anti-theft feature enables locking a cartridge to a specific printer or fleet of printers.

HP Cartridge Policy

The genuine HP Cartridge Policy feature allows a customer to specify that only genuine HP supplies can be used in a printer. If anything but a genuine HP supply is installed, the printer will not print. This feature is disabled by default, and can be enabled or disabled from the control panel, the HP Embedded Web Server (EWS), or HP Web Jetadmin.

If a genuine HP cartridge has passed the low state and is installed in a printer that has this feature enabled, the printer will display an **Unauthorized Cartridge** message on the control panel and will not print.

If a non-HP toner cartridge is used in a printer with this feature enabled, the message **Unauthorized Cartridge** appears on the control-panel display and the printer will not print.

NOTE: If a customer suspects they have a counterfeit cartridge, they should report it by going to www.hp.com/go/anticounterfeit and selecting **Report now**.

Anti-theft or cartridge protection

The toner cartridge anti-theft feature allows a customer to configure the printer to automatically lock toner cartridges to a specific printer or fleet of printers when they are installed. A locked toner cartridge will work only in the specified printer or fleet of printers. This feature prevents toner cartridges from being stolen and used in another printer, or from being moved from an authorized printer to an unauthorized printer. This feature is disabled by default. Cartridge protection to a single printer can be enabled or disabled from the control panel or the HP Embedded Web Server (EWS). Cartridge protection for a printer fleet can be enabled only by using HP Web Jetadmin.

When the anti-theft feature is enabled, the toner cartridge in a printer will only work in the specified printer or fleet of printers. If a locked toner cartridge is moved to another printer, the cartridge will not print and the message **Protected Cartridge** appears on the control-panel display.

NOTE: When a toner cartridge is locked to a specific printer or fleet of printers, it cannot be unlocked. This is a permanent operation.

Dynamic security

Learn about dynamic-security-enabled printers.

NOTE: All printer models might not support the Dynamic security feature.

Certain HP printers use cartridges that have security chips or electronic circuitry. Cartridges using a non-HP chip or modified or non-HP circuitry* might not work. And, those that work today might not work in the future.

As is standard in the printing business, HP has a process for authenticating cartridges. HP continues to use security measures to protect the quality of our customer experiences, maintain the integrity of our printing systems, and protect our intellectual property. These measures include authentication methods that change periodically and might prevent some third-party supplies from working now or in the future. HP printers and original HP cartridges deliver the best quality, security and reliability. When cartridges are cloned or counterfeited, the customer is exposed to quality and potential security risks, compromising the printing experience.

***Non-HP Chips and modified or non-HP electronic circuitry** are not produced or validated by HP. HP cannot guarantee that these chips or circuitry will work in your printer now or in the future. If you are using non-original HP cartridges, please check with your supplier to ensure your cartridge has an original HP security chip or unmodified HP electronic circuitry.

Printer security features

Restrict who has access to configuration settings, secure data, and prevent access to valuable hardware components.

Introduction

The printer includes several security features to restrict who has access to configuration settings, to secure data, and to prevent access to valuable hardware components.

Security statements

Review this important security statement.

The printer supports security standards and recommended protocols that help you keep the printer secure, protect critical information on your network, and simplify the way you monitor and maintain the printer.

Assign an administrator password

Assign an administrator password for access to the printer and the HP Embedded Web Server so that unauthorized users cannot change the printer settings.

Use the HP Embedded Web Server (EWS) to set the password

Use the following steps to set a password for the printer.

1. Open the HP Embedded Web Server (EWS):

   a. From the Home screen on the printer control panel, touch the Information icon , and then touch the Ethernet icon to display the IP address or host name.

   b. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the `Enter` key on the computer keyboard. The EWS opens.

   NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

2. Click the **Security** tab.
3. Open the **General Security** menu.
4. In the area labeled **Set the Local Administrator Password**, enter the name to associate with the password in the **Username** field.
5. Enter the password in the **New Password** field, and then enter it again in the **Verify Password** field.

NOTE: To change an existing password, first enter the existing password in the **Old Password** field.

6. Click the **Apply** button.

IMPORTANT: Make note of the password and store it in a safe place. The administrator password cannot be recovered. If the administrator password is lost or forgotten, contact HP Support for the assistance required to completely reset the printer.

Click here to contact HP Support about resetting the printer password.

Provide user access credentials at the printer control panel

Use the following steps to sign into the control panel.

Some features on the printer control panel can be secured so that unauthorized people cannot use them. When a feature is secured, the printer prompts you to sign in before you can use it. You can also sign in without waiting for a prompt by selecting Sign In from the printer control panel.

Typically, the credentials for signing in to the printer are the same as for signing in to the network. Consult the network administrator for this printer if you have questions about which credentials to use.

1. From the Home screen on the printer control panel, select Sign In.
2. Follow the prompts to enter the credentials.

NOTE: To maintain security for the printer, select Sign Out when you have finished using the printer.

IP Security

IP Security (IPsec) is a set of protocols that control IP-based network traffic to and from the printer. IPsec provides host-to-host authentication, data integrity, and encryption of network communications.

For printers that are connected to the network and have an HP Jetdirect print server, you can configure IPsec by using the **Networking** tab in the HP Embedded Web Server.

Encryption support: HP High Performance Secure Hard Disks

The hard disk provides hardware-based encryption so you can securely store sensitive data without impacting printer performance. This hard disk uses the latest Advanced Encryption Standard (AES) and has versatile time-saving features and robust functionality.

Use the **Security** menu in the HP Embedded Web Server to configure the disk.

Lock the formatter

The formatter has a slot that you can use to attach a security cable.

Locking the formatter prevents someone from removing valuable components from it.

Cleaning

Learn about the base printer cleaning functions and procedures.

Over time, particles of toner and paper accumulate inside the printer. This can cause print-quality problems during printing. Cleaning the paper path eliminates or reduces these problems.

Clean the paper path and toner-cartridge areas every time that the toner cartridge is changed or whenever print-quality problems occur. As much as possible, keep the printer free from dust and debris. To clean the printer paper path at regularly scheduled intervals, go to Automatic cleaning page on page 47.

Printer rollers might require cleaning if the printer is experiencing pickup and feed problems or frequent paper jams that involve the rollers.

Print a cleaning page

Learn how to print a cleaning page.

IMPORTANT: The procedures in this section are for printers with FutureSmart 4 (FS4) or later firmware installed. For printers with FS3 firmware installed, go to the HP WISE web site and search for *HP Color LaserJet Enterprise M552, M553 - Control-panel menus* (c04574398) or *HP Color LaserJet Enterprise MFP M577 - Control-panel menus* (c04796059) for more information.

Print a cleaning page from a SFP control panel

1. From the Home screen on the printer control panel, use the arrow keys to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Maintenance, and then press the OK button.
3. Use the arrow buttons to scroll to Calibration/Cleaning, and then press the OK button.
4. Use the arrow buttons to scroll to Cleaning page, and then press the OK button.

TIP: Use this screen to set up automatic cleaning page intervals if desired.

5. Use the arrow buttons to scroll to Print (at the bottom of the control-panel display), and then press the OK button to print the cleaning page.

NOTE: A **Cleaning...** message displays on the control-panel display. Do not turn the printer off until the cleaning process has finished. When it is finished, discard the printed page.

Print a cleaning page from an MFP control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the following menus:
   - Maintenance
   - Calibration/Cleaning
3. Touch Cleaning Page, and then touch the Print button to print the cleaning page.

NOTE: A **Cleaning...** message displays on the control-panel display. Do not turn the printer off until the cleaning process has finished. When it is finished, discard the printed page.

TIP: Use this screen to set up automatic cleaning page intervals if desired.

Automatic cleaning page

Learn how to set up automatic cleaning page intervals.

Enable and configure auto cleaning from a non-touchscreen control panel

1. From the Home screen on the printer control panel, use the arrow keys to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Maintenance, and then press the OK button.

3. Use the arrow buttons to scroll to Calibration/Cleaning, and then press the OK button.
4. Use the arrow buttons to scroll to Cleaning page, and then press the OK button.
5. Use the arrow buttons to scroll to the desired automatic cleaning page interval, and then press the OK button to print the cleaning page.
6. Use the arrow buttons to scroll to Done (at the bottom of the control-panel display), and then press the OK button.

Enable and configure auto cleaning from a touchscreen control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the following menus:
   - Maintenance
   - Calibration/Cleaning
   - Cleaning Page
3. Touch the desired automatic cleaning page interval, and then touch the Done button.

Clean the Tray 1 rollers

Learn about cleaning the Tray 1 rollers.

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 2-4 Part information

Part number	Part description
B5L24-67905	Multipurpose/tray 1 pick-up roller and separation assembly

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the Tray 1 pickup roller

Follow these steps to remove and replace the Tray 1 pickup roller.

- Remove the Tray 1 pickup roller.

  a. Open Tray 1.

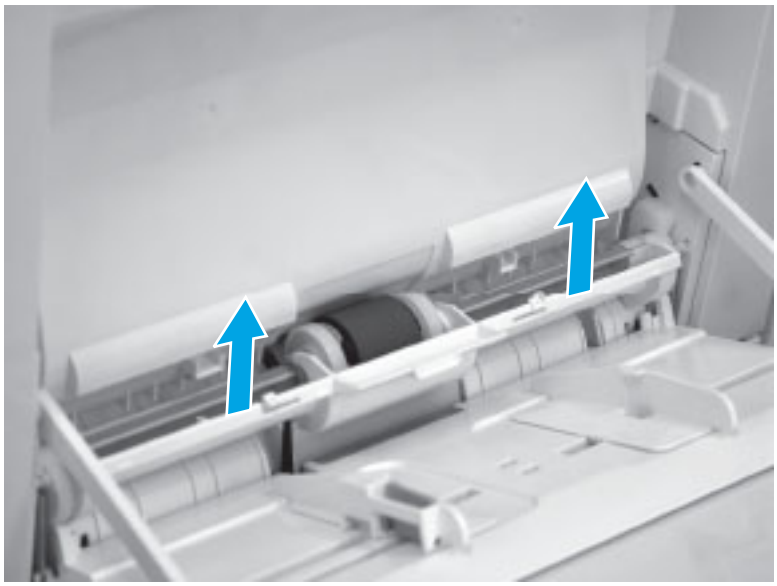
  Figure 2-3 Open Tray 1

  b. Pull on the center of the cover to open it.

  Figure 2-4 Open the roller cover

c. Pull the cover straight off of the printer to remove it.

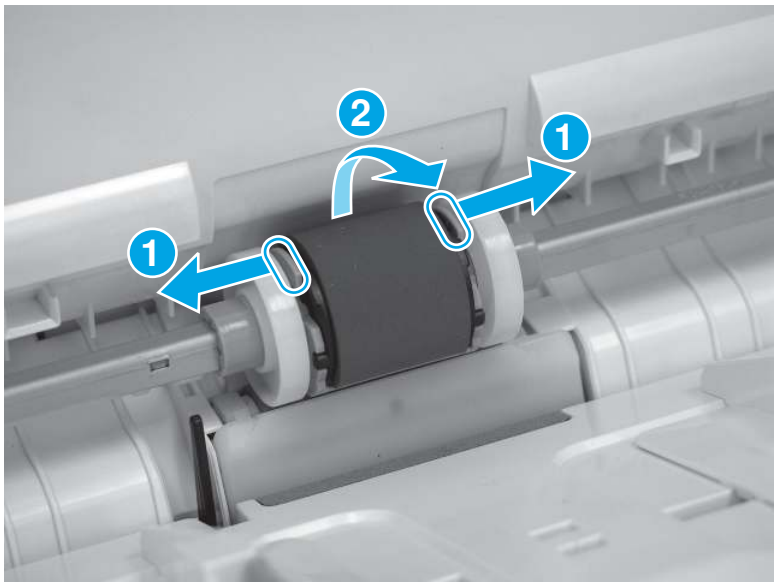
Figure 2-5 Remove the cover



d. Release two tabs (callout 1) between the roller collar and roller, and then rotate the top of the roller (callout 2) out and away from the printer.

TIP: Pushing down on the top of the roller might make it easier to release the tabs.

Figure 2-6 Release two tabs



e. Remove the roller.

Figure 2-7 Remove the roller

Remove the Tray 1 separation roller

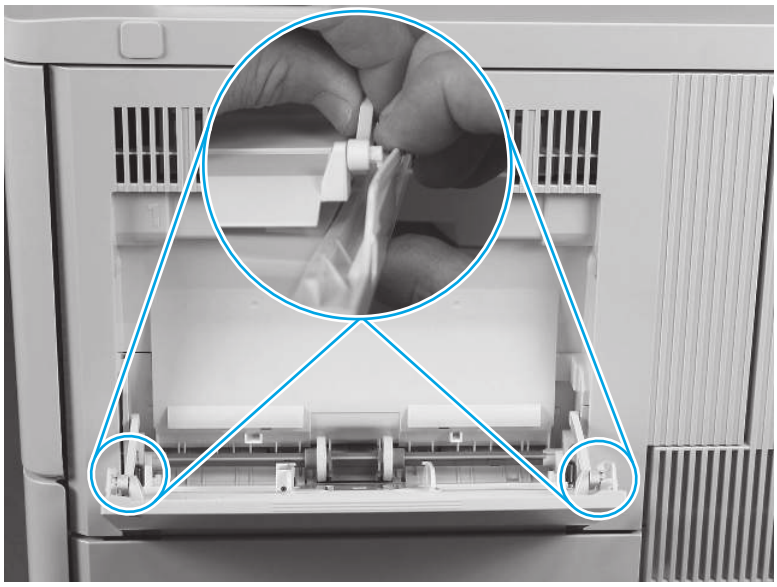
Follow these steps to remove and replace the Tray 1 separation roller.

- Remove the Tray 1 separation roller.

  a. Carefully flex the right- and left-side tray retainers to release them.

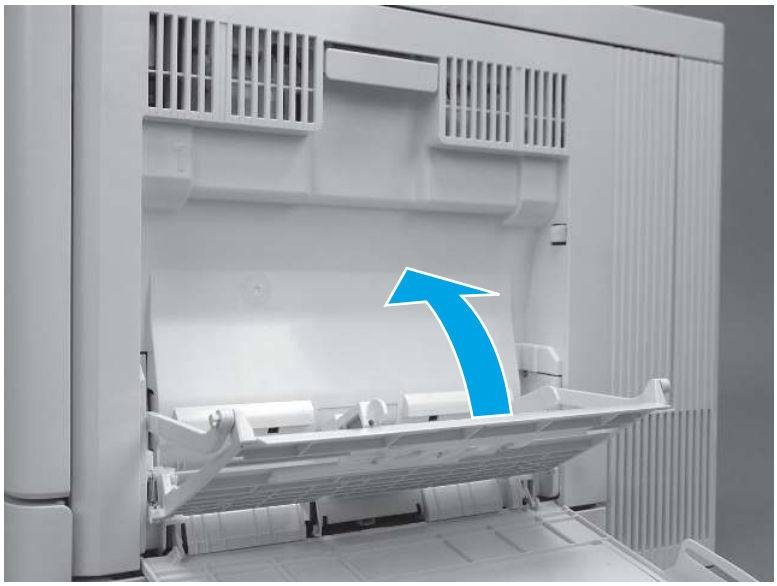
  TIP: Raise the tray to the halfway closed position to make it is easier to release the retainers.

Figure 2-8 Release the tray retainers



b. Carefully raise Tray 1 up into the printer.

Figure 2-9 Raise Tray 1 up



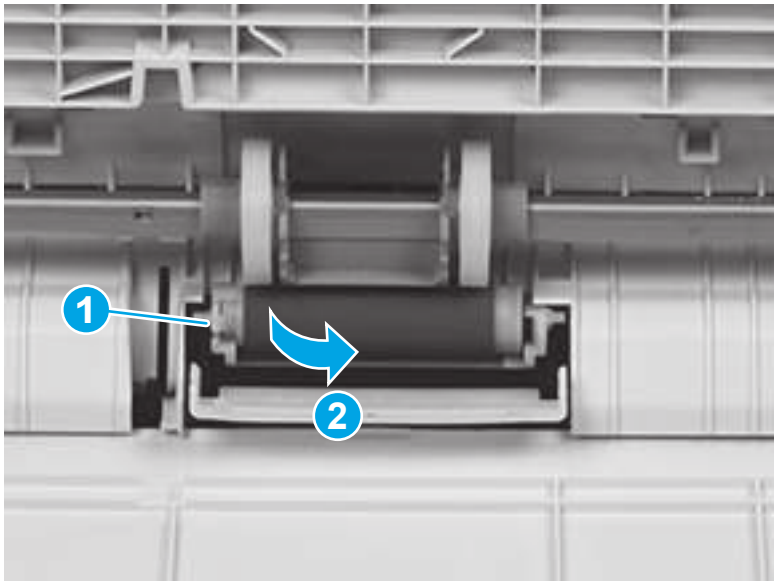
c. Firmly grasp the corners of the separation roller cover, and then rotate it down and away from the printer to remove it.

Figure 2-10 Open the roller cover

d. Release one tab (callout 1), and then rotate the end of the roller out and away from the holder (callout 2).

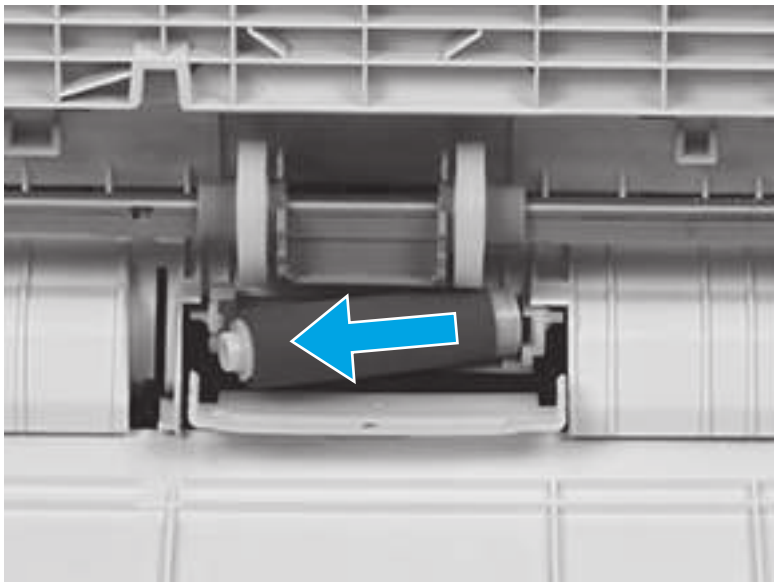
TIP: It might be necessary to use a small flat-blade screwdriver to complete this step.

Figure 2-11 Release one tab



e. Slide the roller out of the holder to remove it.

Figure 2-12 Remove the roller



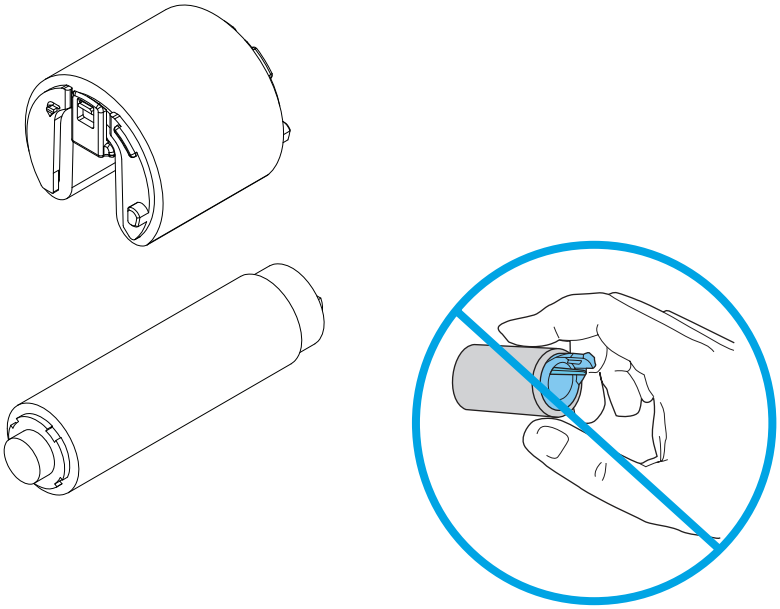
Clean the Tray 1 rollers

Learn about cleaning the Tray 1 rollers.

- Clean the Tray 1 rollers, and then reverse the removal steps to reinstall them.
  - Use a damp, lint-free cloth to gently clean the roller and pad.

⚠ CAUTION: When handling the roller and/or pad, avoid touching the spongy surfaces. Skin oils and fingerprints on a roller surface can cause print-quality problems.

Figure 2-13 Clean the rollers



Clean the Tray 2-X rollers

Learn about cleaning the Tray 2-X rollers.

NOTE: The procedure in this section shows Tray 2 in the figures. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 2-5 Part information

Part number	Part description
RM2-6577-000CN	Kit-Tray 2-X roller

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.

- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the Tray 2-X paper pickup roller assembly

Learn about removing the Tray 2-X rollers.

NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

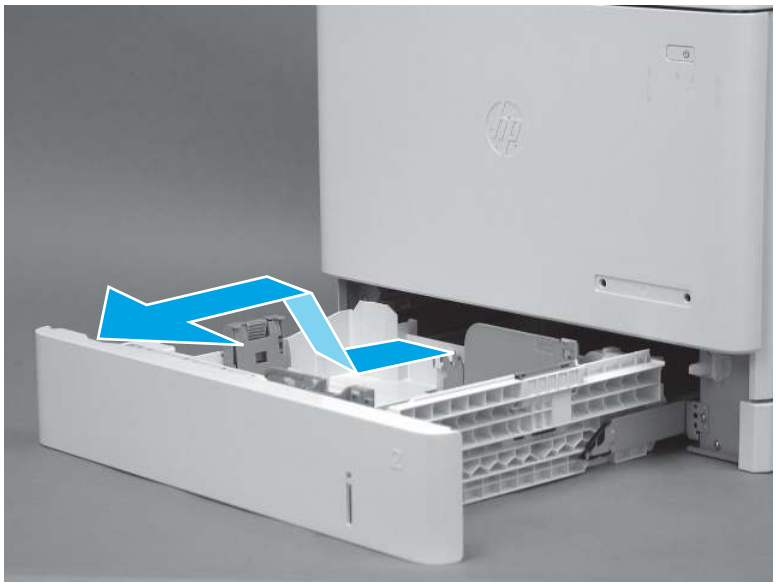
The figures in this section show Tray 2. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5. Always carefully read the instructions that accompany the figures.

1. Pull the tray out until it stops.

Figure 2-14 Pull the tray out

2. Lift the front of the tray, and then pull it out of the printer to remove it.

Figure 2-15 Remove the tray

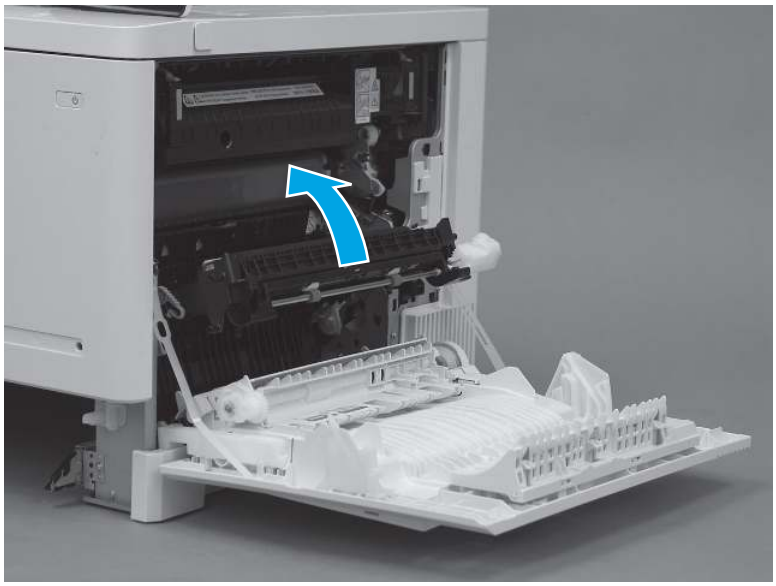


3. Open the right door.

Figure 2-16 Open the right door

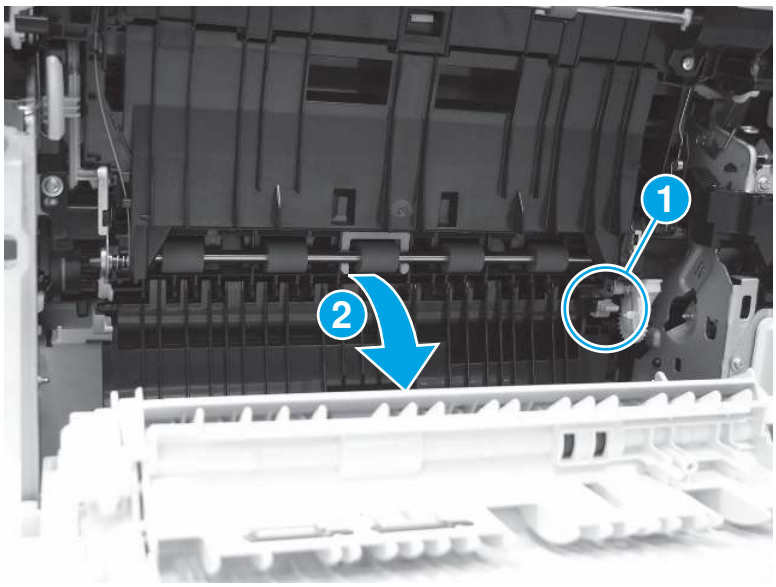
4. Carefully raise the transfer roller assembly up and into the printer.

Figure 2-17 Raise the transfer roller assembly



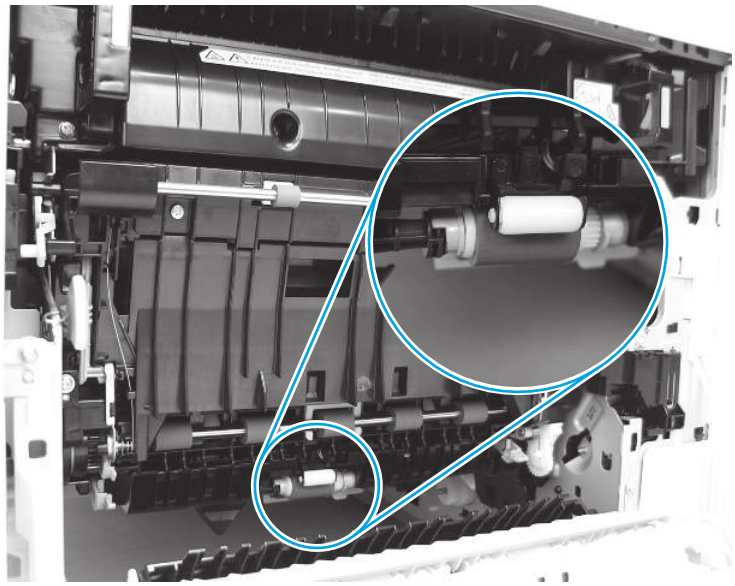
5. Release the green handle (callout 1), and then lower the paper guide (callout 2).

Figure 2-18 Lower the paper guide



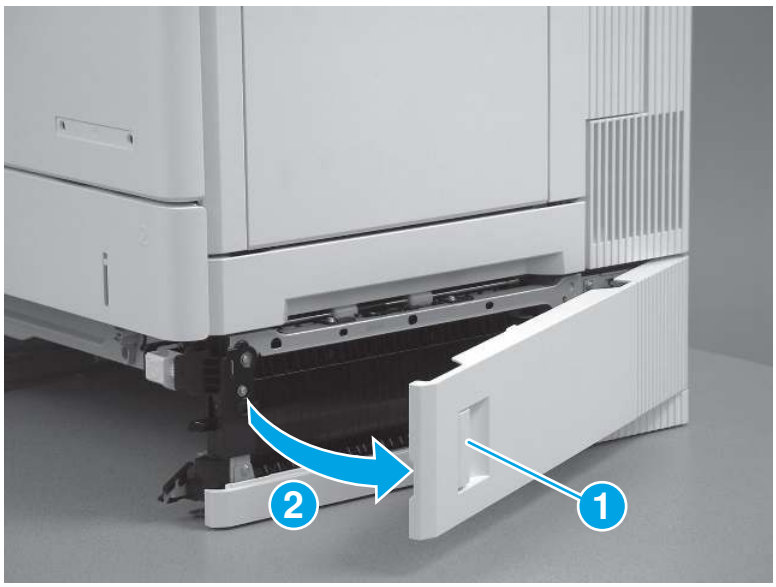
6. Locate the tray pickup roller assembly.

Figure 2-19 **Locate the tray pickup roller**



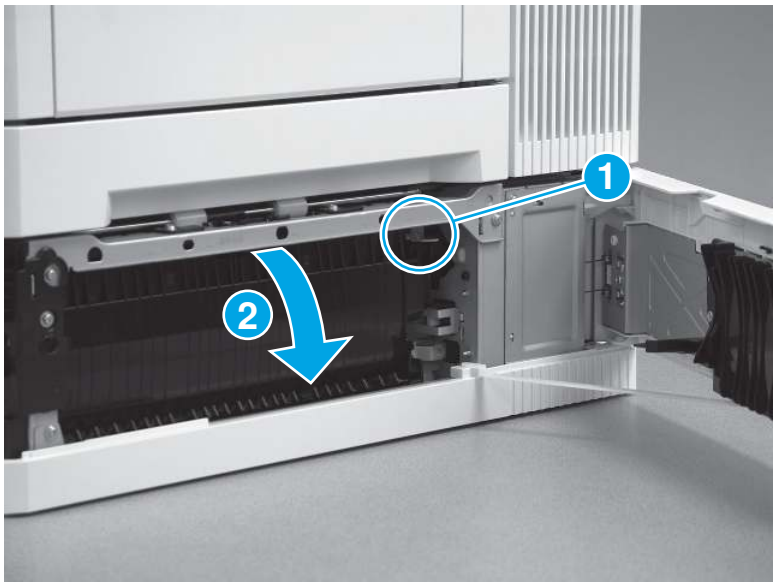
7. **Trays 3, 4, or 5 only**: Release the latch (callout 1), and then open the right door (callout 2).

Figure 2-20 **Open the Tray 3, 4, or 5 right door**



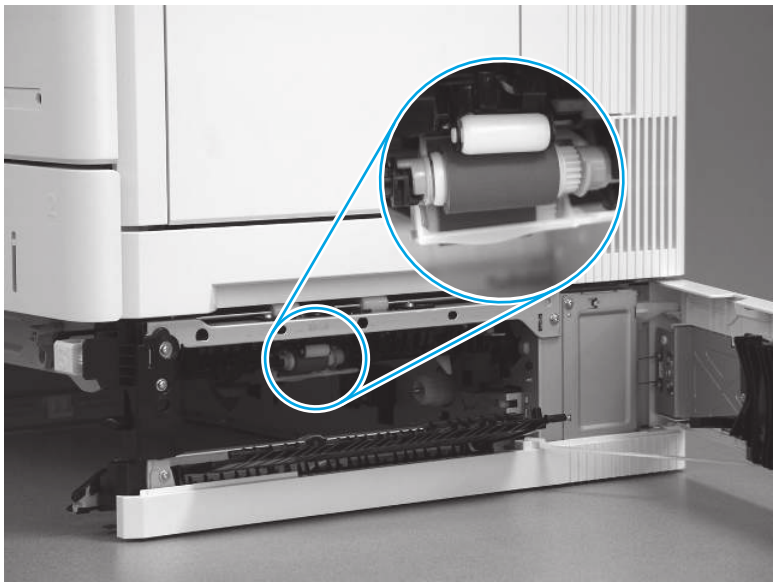
8. **Trays 3, 4, or 5 only**: Release the green handle (callout 1), and then lower the paper guide (callout 2).

Figure 2-21 **Lower the Tray 3, 4, or 5 paper guide**



9. **Trays 3, 4, or 5 only**: Locate the tray pickup roller assembly.

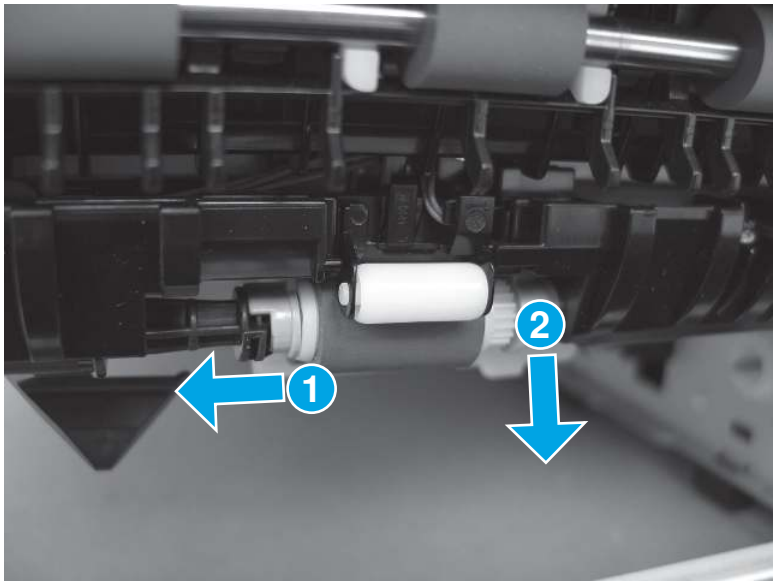
Figure 2-22 **Locate the Tray 3, 4, or 5 pickup roller assembly**



10. Slide the assembly to the left to compress the spring loaded shaft (callout 1), and then rotate the right end of the assembly down and away from the printer (callout 2).

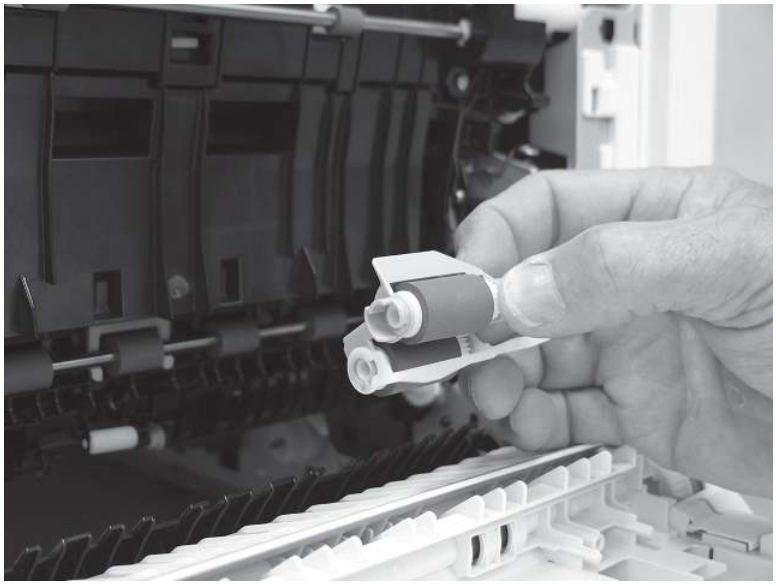
TIP: It might be easier to access the roller through the tray cavity, while viewing it through the right door opening.

Figure 2-23 Slide the assembly to the left



11. Remove the roller assembly.

Figure 2-24 Remove the roller assembly

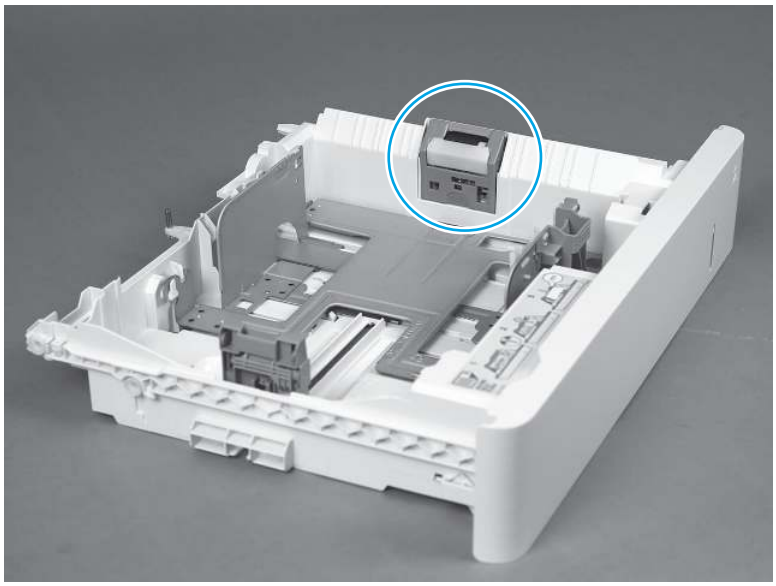


Remove the Tray 2-X separation roller

Learn about removing the Tray 2-X separation roller.

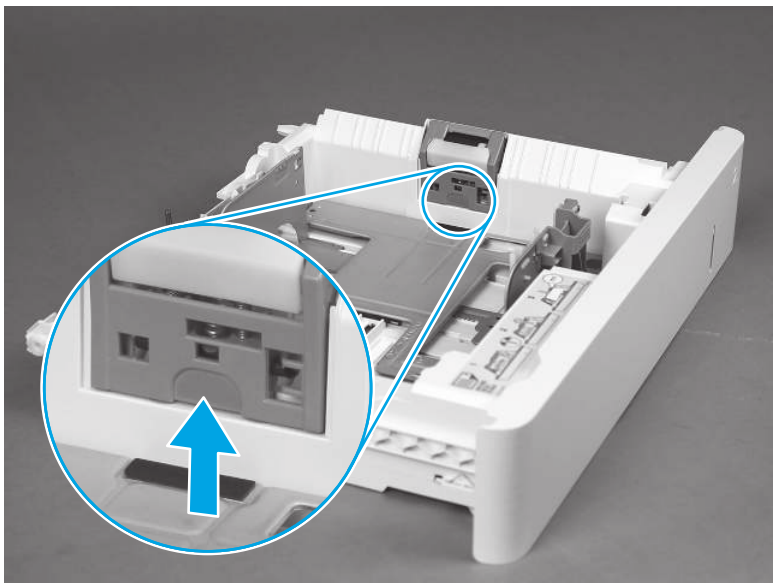
1. Locate the tray separation roller.

Figure 2-25 Locate the roller assembly



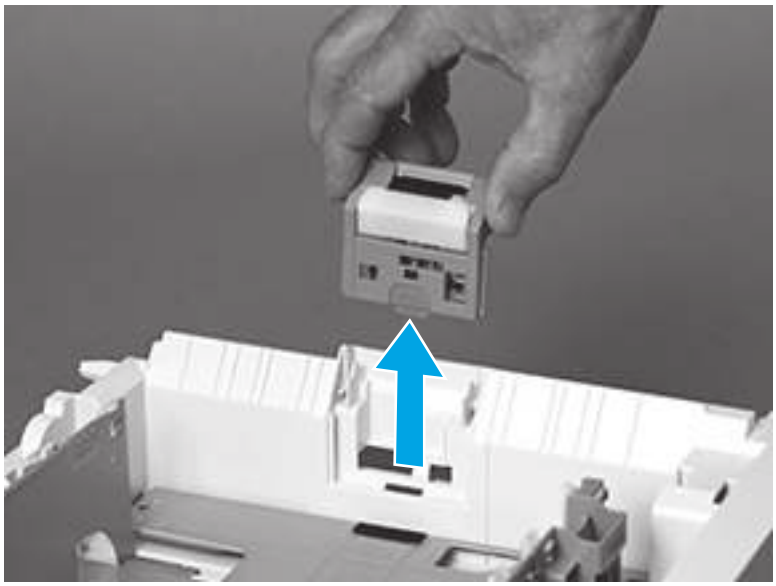
2. Push up on the blue label to release the roller assembly.

Figure 2-26 Push up on the blue label



3. Slide the roller assembly straight up to remove it.

Figure 2-27 **Remove the roller assembly**



Clean the Tray 2 rollers

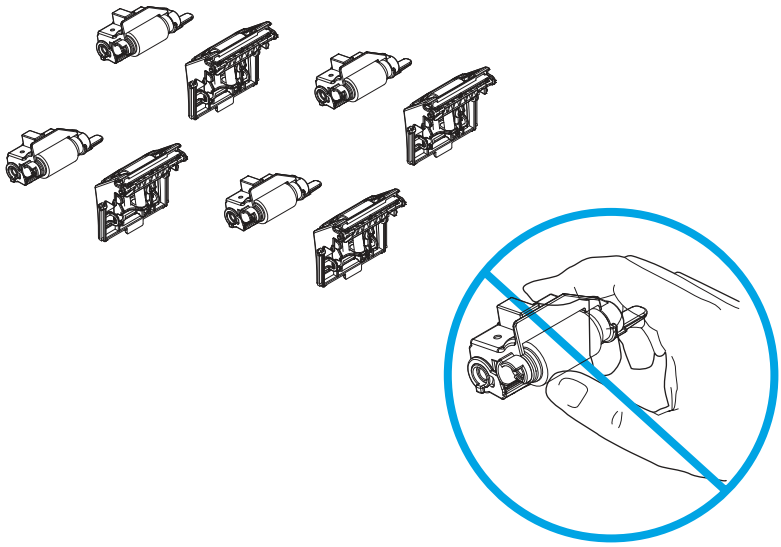
Learn about cleaning the Tray 2 rollers.

- Clean the Tray 2 rollers.
  - Use a damp, lint-free cloth to gently clean the rollers.

⚠ CAUTION: Do not touch the spongy portion of the roller. Skin oils on the roller can cause paper-handling and print-quality problems. HP recommends using disposable gloves or thoroughly washing your hands before handling the assembly.

NOTE: The number of rollers depends on the number input accessories installed.

Figure 2-28 **Clean the rollers**



Input devices

Learn about input device installation and maintenance.

Clean the Tray 2-X rollers

Learn about cleaning the Tray 2-X rollers.

NOTE: The procedure in this section shows Tray 2 in the figures. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 2-6 Part information

Part number	Part description
RM2-6577-000CN	Kit-Tray 2-X roller

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the Tray 2-X paper pickup roller assembly

Learn about removing the Tray 2-X rollers.

NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

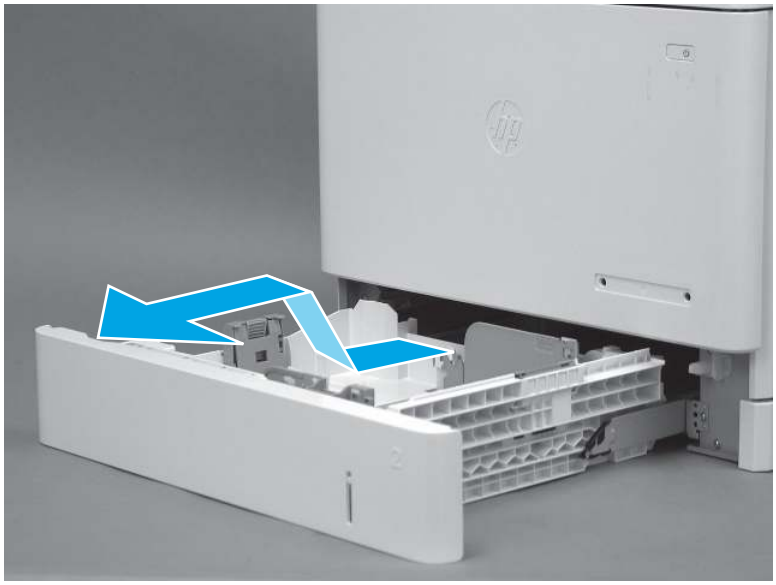
The figures in this section show Tray 2. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5. Always carefully read the instructions that accompany the figures.

1. Pull the tray out until it stops.

Figure 2-29 **Pull the tray out**

2. Lift the front of the tray, and then pull it out of the printer to remove it.

Figure 2-30 **Remove the tray**

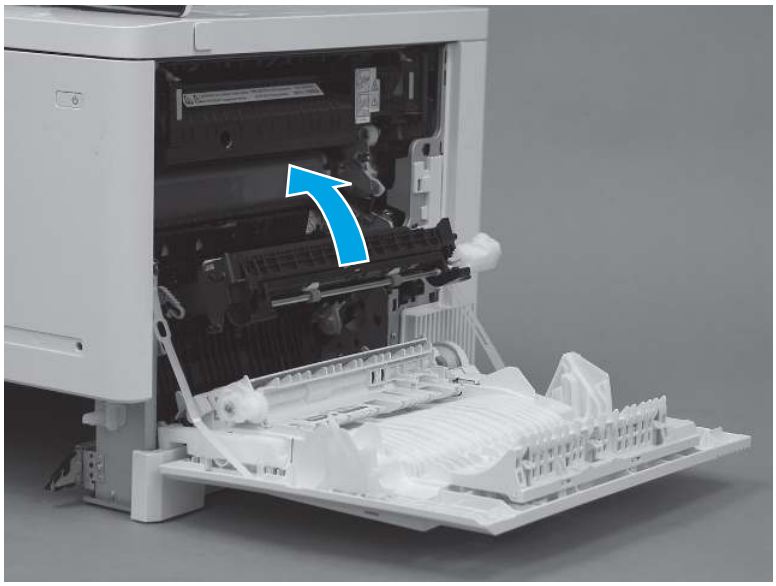


3. Open the right door.

Figure 2-31 Open the right door

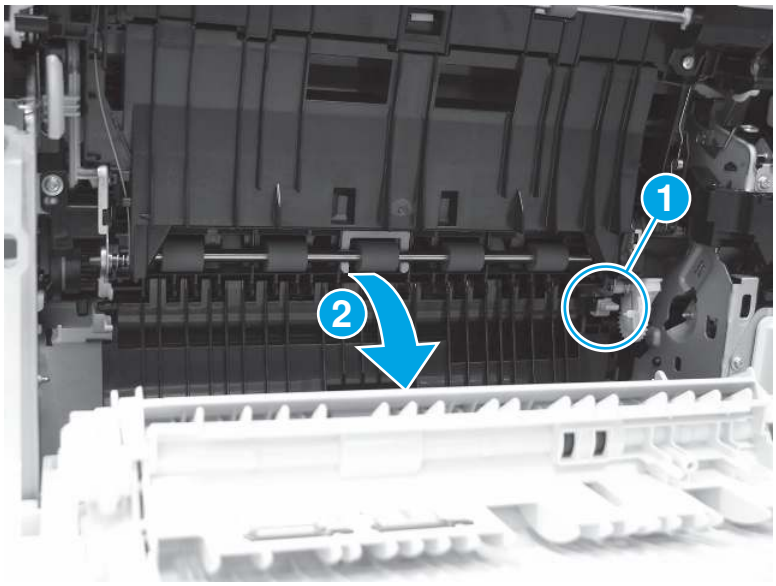
4. Carefully raise the transfer roller assembly up and into the printer.

Figure 2-32 Raise the transfer roller assembly



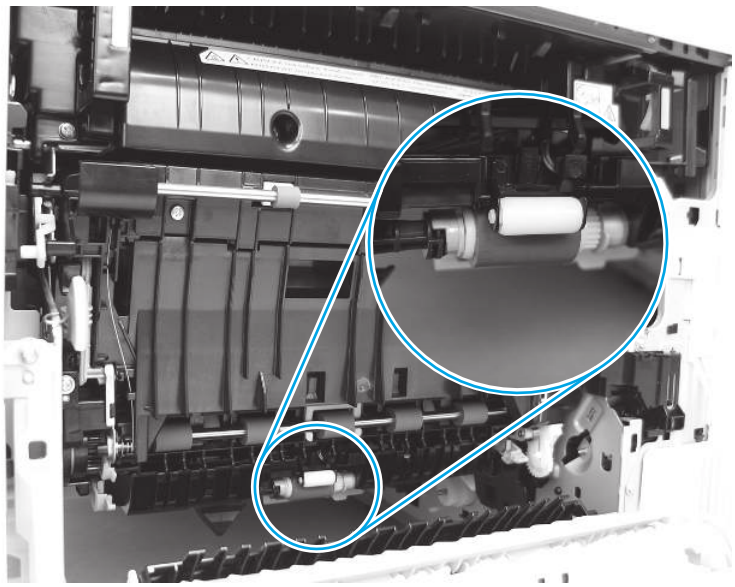
5. Release the green handle (callout 1), and then lower the paper guide (callout 2).

Figure 2-33 Lower the paper guide



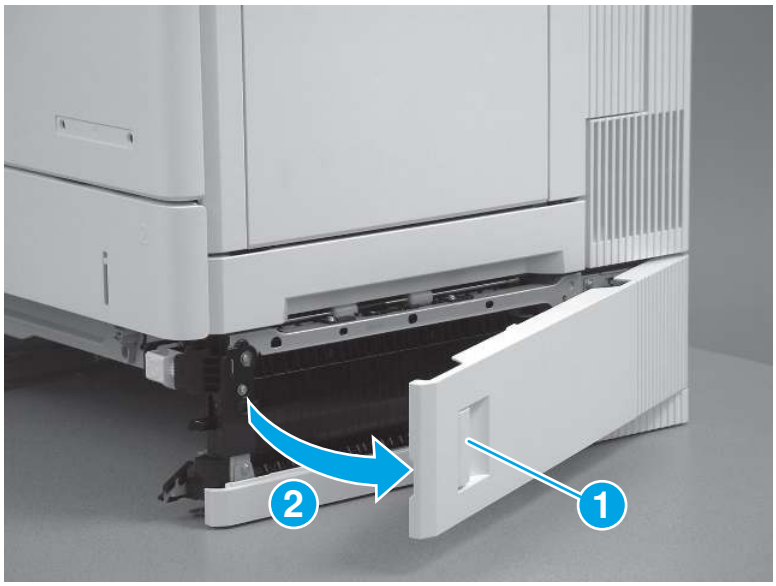
6. Locate the tray pickup roller assembly.

Figure 2-34 Locate the tray pickup roller



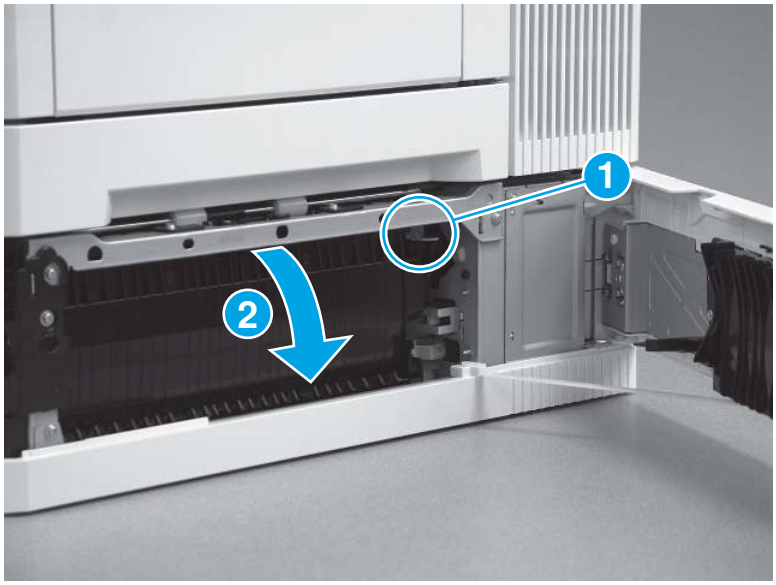
7. **Trays 3, 4, or 5 only**: Release the latch (callout 1), and then open the right door (callout 2).

Figure 2-35 **Open the Tray 3, 4, or 5 right door**



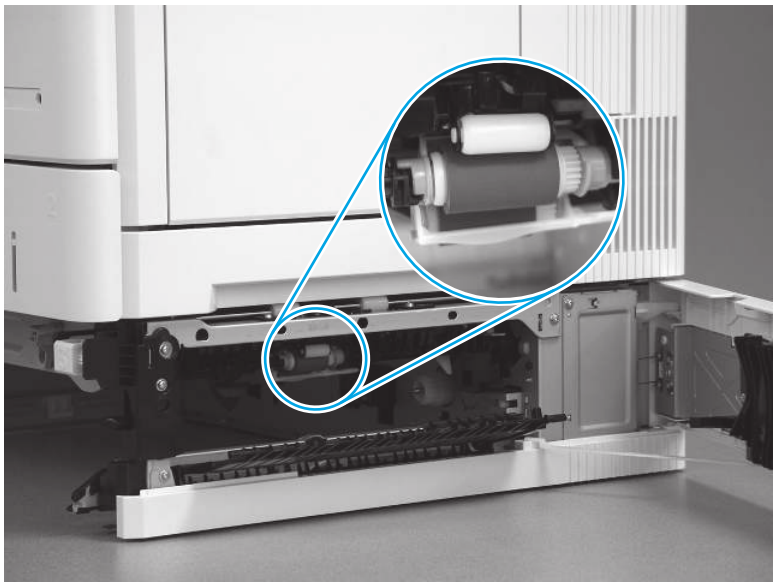
8. **Trays 3, 4, or 5 only**: Release the green handle (callout 1), and then lower the paper guide (callout 2).

Figure 2-36 **Lower the Tray 3, 4, or 5 paper guide**



9. **Trays 3, 4, or 5 only:** Locate the tray pickup roller assembly.

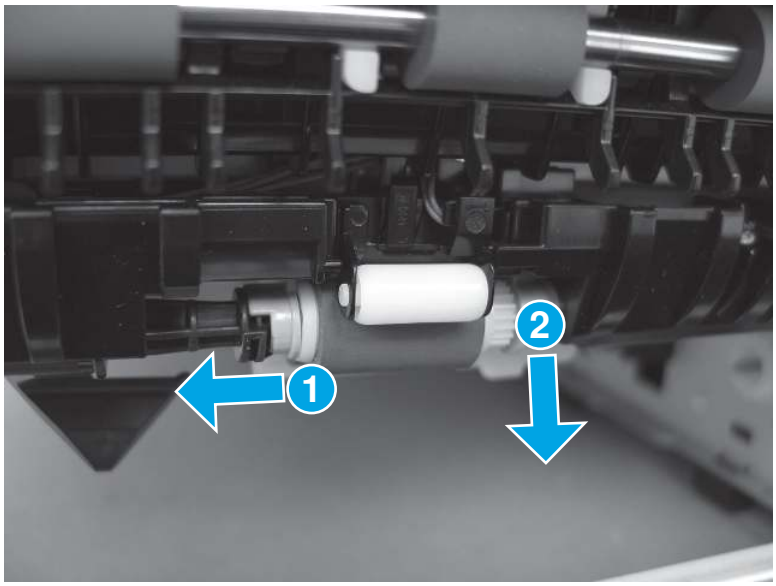
Figure 2-37 Locate the Tray 3, 4, or 5 pickup roller assembly



10. Slide the assembly to the left to compress the spring loaded shaft (callout 1), and then rotate the right end of the assembly down and away from the printer (callout 2).

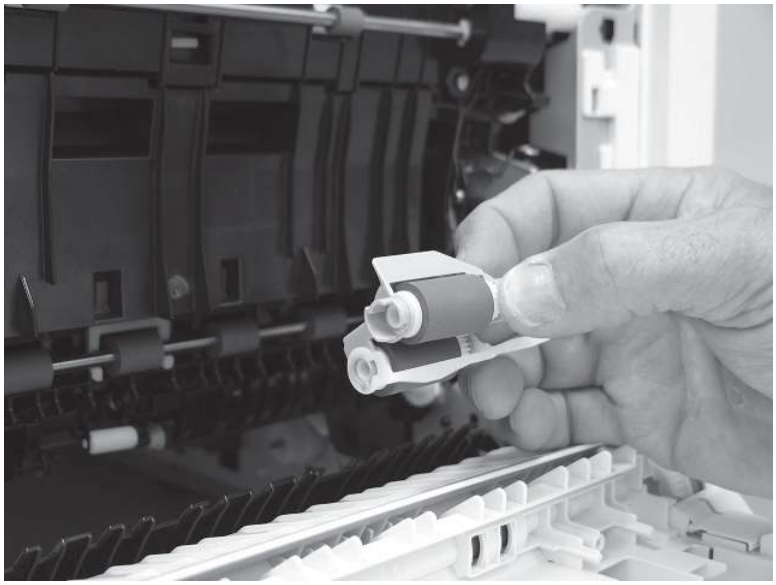
TIP: It might be easier to access the roller through the tray cavity, while viewing it through the right door opening.

Figure 2-38 Slide the assembly to the left



11. Remove the roller assembly.

Figure 2-39 **Remove the roller assembly**

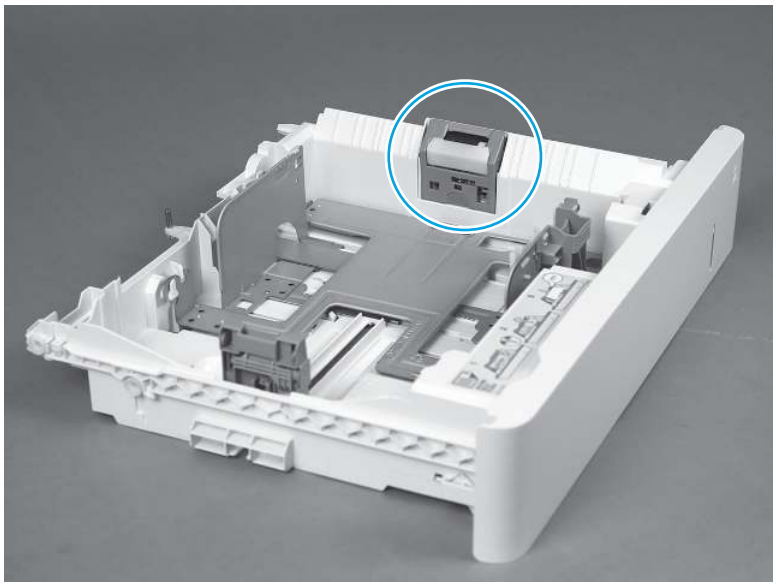


Remove the Tray 2-X separation roller

Learn about removing the Tray 2-X separation roller.

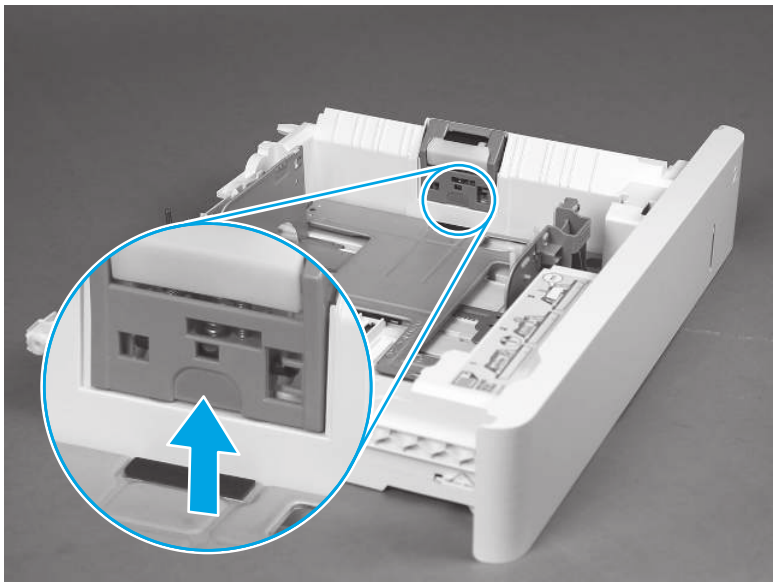
1. Locate the tray separation roller.

Figure 2-40 **Locate the roller assembly**



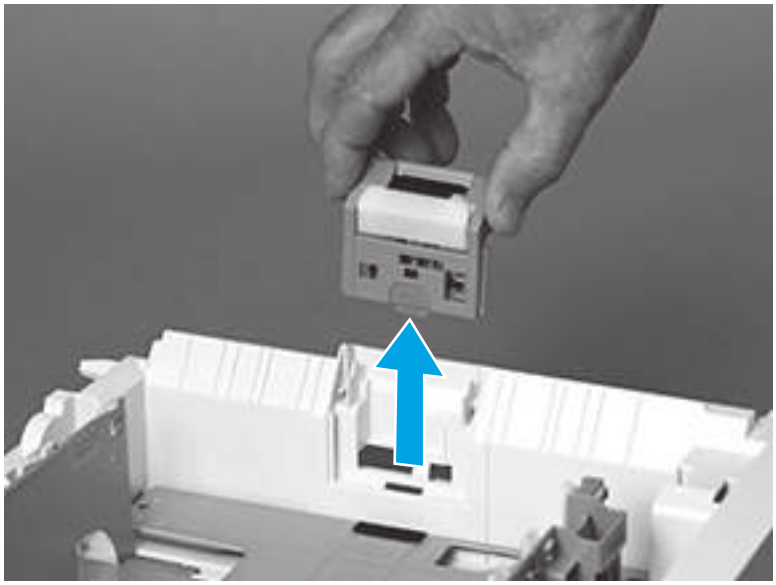
2. Push up on the blue label to release the roller assembly.

Figure 2-41 **Push up on the blue label**



3. Slide the roller assembly straight up to remove it.

Figure 2-42 **Remove the roller assembly**



Clean the Tray 2 rollers

Learn about cleaning the Tray 2 rollers.

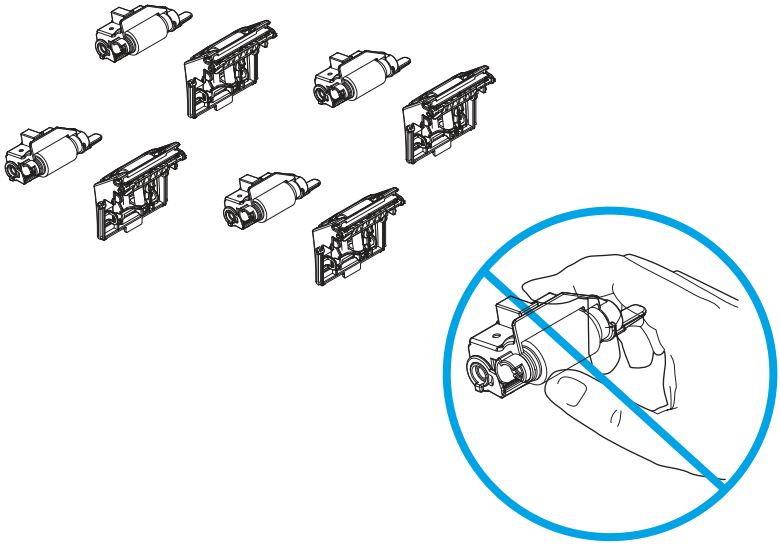
- Clean the Tray 2 rollers.

- Use a damp, lint-free cloth to gently clean the rollers.

CAUTION: Do not touch the spongy portion of the roller. Skin oils on the roller can cause paper-handling and print-quality problems. HP recommends using disposable gloves or thoroughly washing your hands before handling the assembly.

NOTE: The number of rollers depends on the number input accessories installed.

Figure 2-43 Clean the rollers



3 Solve problems

Learn about solving printer problems.

Determine the problem source

When the printer malfunctions or encounters an unexpected situation, the printer control panel alerts the user to the situation.

This section contains a pre-troubleshooting checklist and a troubleshooting flow chart to filter out many possible causes of the problem.

- Use the pre-troubleshooting check list to gather information about the problem from the customer.
- Use the troubleshooting flowchart to pinpoint the root cause of hardware malfunctions. The flowchart guides you to the section of this chapter that contains steps for correcting the malfunction.

Before beginning any troubleshooting procedure, check the following issues:

- Are supply items within their rated life?
- Does the configuration page reveal any configuration errors?

NOTE: To print a configuration page using an HP Plus printer, the printer must have genuine original HP toner cartridges installed, must have an ongoing internet connection and an active HP Plus account (for more information, go to hp.com/plus).

NOTE: The customer is responsible for checking supplies and for using supplies that are in good condition.

Pre-troubleshooting checklist

The following table includes basic questions to ask the customer to quickly help define the problem(s).

Table 3-1 **Pre-troubleshooting checklist**

General topic	Questions
Environment	• Is the printer installed on a solid, level surface (+/- 1°)? • Is the power-supply voltage within ± 10 volts of the specified power source? • Is the power-supply plug inserted in the printer and the wall outlet (not a surge protector)? • Is the operating environment within the specified parameters? • Is the printer exposed to ammonia gas, such as that produced by diazo copiers or office cleaning materials? NOTE: Diazo copiers produce ammonia gas as part of the copying processes. Ammonia gas (from cleaning supplies or a diazo copier) can have an adverse effect on some printer components (for example, the toner cartridge or cartridges OPC). • Is the printer exposed to direct sunlight? • Is the printer exposed to an air conditioning or heating vent that can cause temperature fluctuations?
Media	• Does the customer use only supported media? • Is the media in good condition (no curls, folds, or distortion)? • Is the media stored correctly and within environmental limits?

Table 3-1 Pre-troubleshooting checklist (continued)

General topic	Questions
Input trays	• Is the amount of media in the tray within specifications? • Is the media correctly placed in the tray? • Are the paper guides aligned with the stack (no gaps in the stack or excessive pressure causing the stack to bow)? • Is the tray (or trays) correctly installed in the printer?
Toner cartridge	• Is the toner cartridge (or cartridges) installed correctly? NOTE: If country/region specific toner cartridges are available for the printer, make sure the correct cartridge is installed.
Transfer unit and fuser	• Are the transfer unit and fuser installed correctly? NOTE: For printers with an intermediate transfer belt (ITB), is the ITB installed correctly and fully seated. If a replacement ITB was installed, was all of the packing materials removed?
Covers	• Is the toner cartridge door closed?
Condensation	• Does condensation occur following a temperature change (particularly in winter following cold storage)? If so, wipe affected parts dry or leave the printer on for 10 to 20 minutes. • Was a toner cartridge (or cartridges) opened soon after being moved from a cold to a warm room? If so, allow the toner cartridge (or cartridges) to sit at room temperature for 1 to 2 hours.
Miscellaneous	• Check for and remove any non-HP components (toner cartridges, memory modules, and EIO cards) from the printer. • Remove the printer from the network and ensure that the failure is associated with the printer before beginning troubleshooting. • For any color print-quality issues (color printers only), calibrate the printer, and then print a diagnostics page to verify print quality.

Troubleshooting flowchart

This flowchart highlights the general processes to follow to quickly isolate and solve printer hardware problems.

Each row depicts a major troubleshooting step. Follow a “yes” answer to a question to proceed to the next major step. A “no” answer indicates that more testing is needed. Go to the appropriate section in this chapter and follow the instructions there. After completing the instructions, go to the next major step in this troubleshooting flowchart.

NOTE: For solutions that require printing a page, see the following.

To print using an HP Plus printer, the printer must have genuine original HP toner cartridges installed, must have an ongoing internet connection and an active HP Plus account (for more information, go to hp.com/plus).

Table 3-2 **Troubleshooting flowchart**

Step	Question		Action
1 **Power on**	Is the printer on and does a readable message display?		
	Yes ↓	No →	Basic printer functions should start up when the printer is connected into an electrical outlet and the power switch is pushed to the on position. During normal operation cooling fans and/or motors should be operating. Place a hand over fan intake or exhaust vents to determine if the fan or fans are spinning. Lean close to the printer to hear motors rotating. If fans and/or motors are operating, the dc side of the power supply is functioning. Always make sure that the printer is plugged into a known-functioning wall receptacle. Remove power strips and plug the printer directly into a wall receptacle. After the control panel display is functional, see step 2.
2 **Control panel messages**	Does the message **Ready** display on the control panel?		
	Yes ↓	No →	After the errors have been corrected, go to step 3. Use the control panel message document (CPMD) section in this manual to correct any displayed error messages.
3 **Event log**	Open the Troubleshooting menu and print an event log to see the history of errors with this printer. Does the event log print?		
	Yes ↓	No →	If the event log does not print, check for error messages. If paper jams inside the printer, see the jams section of the printer service manual. If error messages display on the control panel when trying to print an event log, see the control panel message document (CPMD) section of this manual. After successfully printing and evaluating the event log, see step 4.
4 **Information pages**	Open the Reports menu and print the configuration pages to verify that all the accessories are installed. Are all the accessories installed?		

Table 3-2 Troubleshooting flowchart (continued)

Step	Question		Action
	Yes ↓	No →	If accessories that are installed are not listed on the configuration page, remove the accessory and reinstall it. Make sure that the most recent firmware is installed. See the firmware upgrade section of this manual for more information. After evaluating the configuration pages, see step 5.
5 **Print quality**	Does the print quality meet the customer's requirements?		
	Yes ↓	No →	Compare the images with the sample defects in the Image-quality troubleshooting section of this manual. Solve print-quality and copy-quality issues as needed. After the print quality is acceptable, see step 6.
6 **Interface**	Can the customer print successfully from the host computer?		
	Yes. This is the end of the troubleshooting process.	No →	Verify that all I/O cables are connected correctly and that a valid IP address is listed on the HP Jetdirect configuration page. If error messages display on the control panel or appear in the event log, see the control-panel message document (CPMD) section of this manual. When the customer can print from the host computer, this is the end of the troubleshooting process.

Firmware upgrades

Learn about printer firmware upgrades.

To download the most recent firmware upgrade for the printer, go to:

- In the US, go to www.hp.com/support/colorljM552 or www.hp.com/support/colorljM553 or http://www.hp.com/support/colorljM554 or http://www.hp/support/colorljE55040 or www.hp.com/support/colorljM577MFP or http://www.hp.com/support/colorljM578mfp or http://www.hp.com/support/colorljE57540mfp.

  a. Select **Get drivers, Software, and Firmware**, and then select the appropriate product by name.

  NOTE: More than one printer model might be listed. Make sure to select the correct model so that the upgraded firmware supports all of the printer functions.

  b. Select the driver language and operating system.

  c. Locate the firmware download, and then select **Download**.

- Outside the U.S., go to www.hp.com/support.

  – Select your country/region.

- Select **Drivers & Downloads**.
- Enter the product name in the **Find my product** dialogue box, and then select **Go**.

TIP: Click on the **How do I find my product name/number?** link to see a short video on identifying the printer's name and number.

- Select the appropriate product by name.

NOTE: More than one printer model might be listed. Make sure to select the correct model so that the upgraded firmware supports all of the printer functions.

- Select the driver language and operating system.
- Locate the firmware download, and then select **Download**.

Determine the installed revision of firmware

Learn about how to determine the version of installed printer firmware.

Print a configuration page to determine the installed revision of firmware.

IMPORTANT: The procedures in this section are for printers with FutureSmart 4 (FS4) or later firmware installed. For printers with FS3 firmware installed, go to the HP WISE web site and search for *HP Color LaserJet Enterprise M552, M553 - Control-panel menus* (c04574398) or *HP Color LaserJet Enterprise MFP M577 - Control-panel menus* (c04796059) for more information.

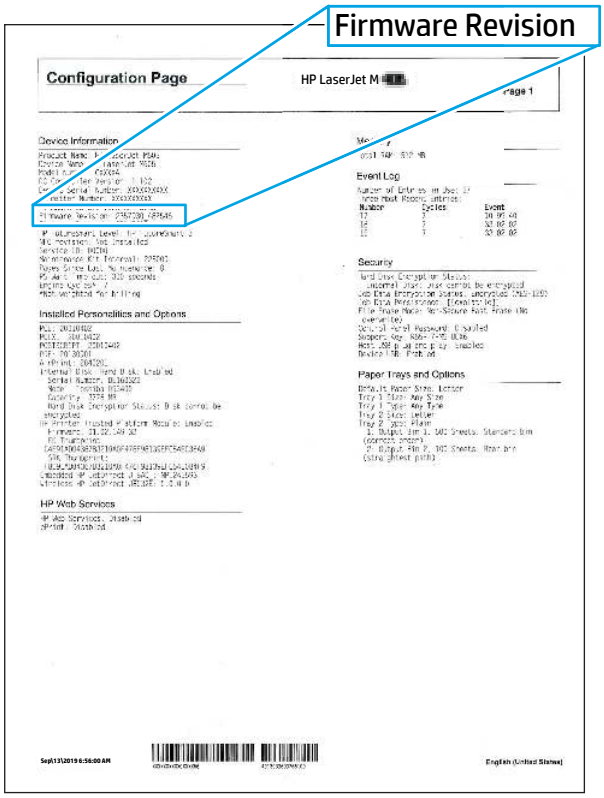
Print the configuration page from an MFP control panel

1. From the Home screen on the printer control panel, scroll to and touch the Reports button.
2. Open the following menus:
   - Configuration/Status pages
3. Touch Configuration Page to select it.
4. Touch the print icon to print the pages.

Print the configuration page from a SFP control panel

1. From the Home screen on the printer control panel, use the arrow keys to navigate to Reports, and then press the OK button.
2. Use the arrow buttons to scroll to Configuration/Status Pages, and then press the OK button.
3. Use the arrow buttons to scroll to Configuration Page, and then press the OK button.
4. Use the arrow buttons to scroll to the print icon. Press the OK button to print the pages.

Figure 3-1 Configuration page firmware version



HP Embedded Web Server

Learn how to perform a firmware upgrade using the HP Embedded Web Server.

NOTE: The printer should be at the **Ready** state.

The firmware update might take 10 minutes or longer based on the input/output (I/O) transfer rates and the time it takes for the printer to reinitialize.

1. Open an Internet browser window.
2. Enter the printer IP address in the URL line.
3. Select the **Firmware Upgrade** link from the **General** tab or from the **Troubleshooting** tab.
4. Browse to the location that the firmware upgrade file was downloaded to, and then select the firmware file. The file has a .bdl file extension. Select the Install button to perform the upgrade.

   NOTE: Do not close the browser window OR interrupt communication until the HP Embedded Web Server (EWS) displays the confirmation page.

5. After the printer reinitializes, print a configuration page and verify that the latest firmware version has been installed.

USB flash drive firmware (Pre-boot menu) (SFP)

Learn how to perform a USB flash drive firmware (Pre-boot menu) update using a SFP control panel.

1. Press the Cancel button when you see the 1/8 under the logo.

2. Use the arrow buttons to highlight +3 Administrator, and then press the OK button.
3. Use the arrow buttons to highlight +1 Download, and then press the OK button.
4. Insert the USB flash drive with the .bdl file on it into the USB port on the printer.

NOTE: If the error message No USB Thumbdrive Files Found displays on the control panel display, try using a different portable storage device.

5. Use the arrow buttons to highlight USB Thumbdrive, and then press the OK button.
6. Use the arrow buttons to highlight the .bdl file, and then press the OK button.

NOTE: The upgrade process can take 10 minutes or longer to complete.

TIP: If there is more than one .bdl file on the storage device, make sure to select the correct file for this printer.

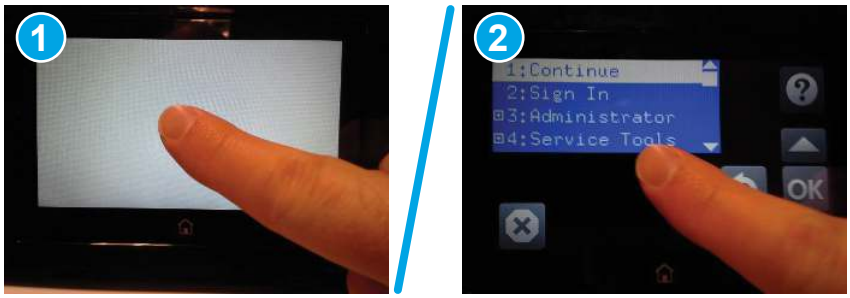
7. When the message Complete displays on the control panel display, turn the printer power off, and then on again.
8. When the upgrade process is complete, print a configuration page and verify that the upgrade firmware version was installed.

USB flash drive firmware (Pre-boot menu) (MFP)

Learn how to perform a USB flash drive firmware (Pre-boot menu) update from an MFP control panel.

1. Copy the .bdl file to a portable USB flash drive.
2. Touch the middle of the control panel display when you see the 1/8 under the logo.

Figure 3-2 **Open the Pre-boot menu**



3. Use the arrow buttons to highlight +3 Administrator, and then touch the OK button.
4. Use the arrow buttons to highlight +1 Download, and then touch the OK button.
5. Insert the USB flash drive with the .bdl file on it into the USB port on the printer.

NOTE: If the error message No USB Thumbdrive Files Found displays on the control panel display, try using a different portable storage device.

6. Use the arrow buttons to highlight USB Thumbdrive, and then touch the OK button.

7. Use the arrow buttons to highlight the .bdl file, and then touch the OK button.

NOTE: The upgrade process can take 10 minutes or longer to complete.

TIP: If there is more than one .bdl file on the storage device, make sure to select the correct file for this printer.

8. When the message Complete displays on the control panel display, touch the down arrow ▼ button several times until the message Continue displays.
9. Touch the OK button to begin the upgrade. When the upgrade is complete, the printer will initialize to the **Ready** state.
10. When the upgrade process is complete, print a configuration page and verify that the upgrade firmware version was installed.

USB flash drive firmware (control panel menu) (SFP)

Learn how to perform a USB flash drive firmware (control panel menu) update from a SFP control panel (FutureSmart 4 firmware or later).

1. From the Home screen on the printer control panel, use the arrow buttons to scroll to Support Tools, and then press the OK button.
2. Open the following menus:
   - Maintenance
   - USB Firmware Upgrade
3. Insert the USB flash drive with the .bdl file on it into the USB port on the printer.
4. Use the arrow buttons to scroll to the appropriate .bdl file, and then press the OK button.
5. When the upgrade process is complete, print a configuration page and verify that the upgrade firmware version was installed.

USB flash drive firmware (control panel menu) (MFP)

Learn how to perform a USB flash drive firmware (control panel menu) update from a n MFP control panel.

1. Copy the .bdl file to a portable USB flash drive.
2. Turn the printer on, and then wait until it reaches the **Ready** state.
3. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
4. Open the Maintenance menu.
5. Touch the USB Firmware Upgrade button.
6. Insert the USB flash drive with the .bdl file on it into the USB port on the printer.
7. Touch the .bdl file, and then touch the Upgrade button.

TIP: If there is more than one .bdl file on the storage device, make sure to select the correct file for this printer.

8. Select one of the following options:

   - Upgrade

   NOTE: The upgrade process can take 10 minutes or longer to complete.

   - Re-install
   - Downgrade

9. When the upgrade is complete, the printer will initialize to the **Ready** state.
10. When the upgrade process is complete, print a configuration page and verify that the upgrade firmware version was installed.

Comprehensive list of troubleshooting tools

Learn about the printer troubleshooting tools.

Engine test

Learn about troubleshooting the printer using the engine test diagnostic.

When the engine test is performed, a test page with lines prints if the engine is functioning correctly.

NOTE: Depending on printer models, either a simplex engine test page, a duplex engine test page, or both simplex and duplex engine test pages might be available.

Use a small pointed object to depress and hold the engine test button (location varies depending on the printer model). An engine test page prints. The test page can use only Tray 2 as the paper source, so make sure that paper is loaded in Tray 2.

Possible engine test pages (printer dependent)

- A series of lines parallel to the **short** end of the page.
- A series of lines parallel to the **long** end of the page.

Figure 3-3 **Engine test button**

Pre-boot menu options

The Pre-boot menus are available prior to the printer initializing.

CAUTION: The Format Disk option performs a disk initialization for the entire disk. The operating system, firmware files, and third party files (among other files) will be completely lost. HP does not recommend this action unless it is specified as a solution in the CPMD.

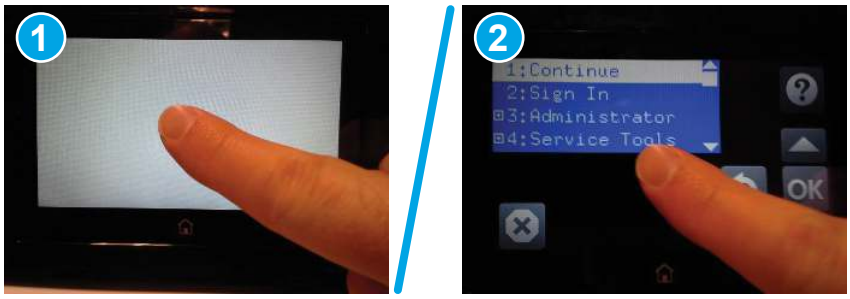
TIP: The Pre-boot menu is also remotely accessible by using a telnet network protocol (Remote Admin) to establish an administration connection to the printer.

Open the Pre-boot menu from a touchscreen control panel

Use the following procedure to open the Pre-boot menu from a touchscreen control panel.

1. Turn the printer on.
2. Touch the middle of the control-panel display when you see the 1/8 under the logo.

Figure 3-4 Open the Pre-boot menu



3. On the Pre-boot menu screen, use the following buttons to navigate the tests.

Figure 3-5 Pre-boot menu

Button	Description
	Use this button to see more information about a selected item.
	Use this button to scroll up through menu items.

Button	Description
	Use this button to select a highlighted menu item.
	Use this button to scroll down through menu items.
	Use this button to go back to the previous menu.
	Not used.

4. Use the arrow buttons on the touchscreen to navigate the Pre-boot menu.
5. Touch the OK button to select a menu item.

Open the Pre-Boot menu from an LCD control panel

Use the following procedure to open the Pre-Boot menu from an LCD control panel.

1. Turn the printer on.
2. Press the Cancel button when you see the 1/8 under the logo.
3. Use the arrow buttons on the control panel to navigate the Pre-Boot menu.
4. Press the OK button to select a menu item.

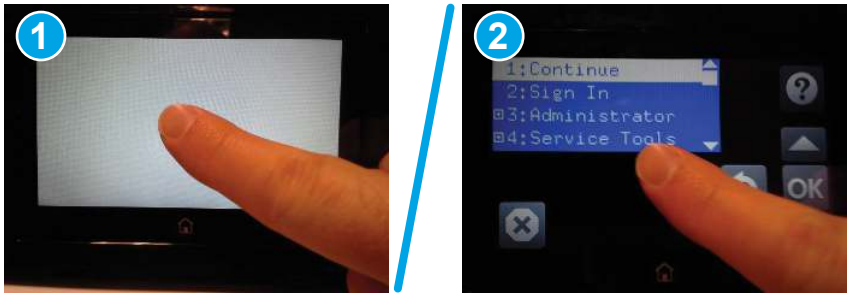
Cold reset using the Pre-boot menu from a touchscreen control panel

Use the following procedure to perform a cold reset using the Pre-boot menu from a touchscreen control panel.

⚠ CAUTION: This procedure resets all printer configurations and settings to factory defaults (customer configurations and settings are lost).

1. Touch the middle of the control-panel display when you see the 1/8 under the logo.

Figure 3-6 Open the Pre-boot menu



2. Use the down arrow ▼ button to highlight the +3:Administrator item, and then touch the OK button.
3. Use the down arrow ▼ button to highlight the +8:Startup Options item, and then touch the OK button.
4. Use the down arrow ▼ button to highlight the 2 Cold Reset item, and then touch the OK button to select it.
5. Touch the Home button to return to the main Pre-boot menu and highlight the 1:Continue item, and then touch the OK button.

NOTE: The printer will initialize.

Cold reset using the Pre-boot menu from an LCD control panel

Use the following procedure to perform a cold reset using the Pre-boot menu from an LCD control panel.

CAUTION: This procedure resets all printer configurations and settings to factory defaults (customer configurations and settings are lost).

1. Press the Cancel button when you see the 1/8 under the logo.
2. Use the down arrow ▼ button to highlight the +3:Administrator item, and then press the OK button.
3. Use the down arrow ▼ button to highlight the +8:Startup Options item, and then press the OK button.
4. Use the down arrow ▼ button to highlight the 2 Cold Reset item, and then press the OK button to select it.
5. Touch the Home button to return to the main Pre-boot menu and highlight the 1:Continue item, and then touch the OK button.

NOTE: The printer will initialize.

NOTE: Some of the pre-boot options in the following tables are not supported by the current version of the printer firmware and are included for information only. Future versions of firmware will support these options.

Table 3-3 Pre-boot menu options (1 of 7)

Menu option	First level	Second level	Third level	Description
Continue				Selecting the Continue item exits the Pre-boot menu and continues the normal boot process. If a selection is not made in the initial menu within 30 seconds, the printer returns to a normal boot (the same as selecting Continue). If the user navigates to another menu, the timeout does not apply.
Sign In				Enter the administrator PIN or service PIN if one is required to open the Pre-boot menu.
Administrator				This item navigates to the Administrator submenus. If authentication is required (and the user is not already signed in) the Sign In prompt displays. The user is required to sign in.
Administrator	Download	Network USB USB Thumbdrive		This item initiates a Pre-boot firmware download process. A USB Thumbdrive option will work on all FutureSmart printers. USB or Network connections are not currently supported.
Administrator	Format Disk			This item reinitializes the disk and cleans all disk partitions. **CAUTION:** Selecting the Format Disk item removes **all** data. A delete confirmation prompt is **not** provided. The system is **not** bootable after this action and a **99.09.67** error displays on the control panel. A firmware download must be performed to return the system to a bootable state.
Administrator	Partial Clean			This item reinitializes the disk (removing all data except the firmware repository where the master firmware bundle is downloaded and saved). **CAUTION:** Selecting the Partial Clean item removes **all** data except the firmware repository. A delete confirmation prompt is **not** provided. **CAUTION:** This procedure resets all printer configurations and settings to factory defaults (customer configurations and settings are lost). This allows a user to reformat the disk by removing the firmware image from the active directory without having to download new firmware code (printer remains bootable).
Administrator	Change Password			Select this item to set or change the administrator password.

Table 3-3 Pre-boot menu options (1 of 7) (continued)

Menu option	First level	Second level	Third level	Description
Administrator	Clear Password			Select the Clear Password item to remove a password from the Administrator menu. Before the password is actually cleared, a message will be shown asking to confirm that the password should be cleared. Press the OK button to confirm the action. When the confirmation prompt displays, press the OK button to clear the password.

Table 3-4 Pre-boot menu options (2 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Manage Disk	Clear disk		Select the Clear disk item to enable using an external device for job storage. Job storage is normally enabled only for the Boot device. This will be grayed out unless the **99.09.68** error is displayed.
Administrator	Manage Disk	Lock Disk		Select the Lock Disk item to lock (mate) a new secure disk to this printer. The secure disk already locked to this printer will remain accessible to this printer. Use this function to have more than one encrypted disk accessible by the printer when using them interchangeably. The data stored on the secure disk locked to this printer always remains accessible to this printer.
Administrator	Manage Disk	Leave Unlocked		Select the Leave Unlocked item to use a new secure disk in an unlocked mode for a single service event. The secure disk that is already locked to this printer will remain accessible to this printer and uses the old disk's encryption password with the new disk. The secure disk that is already locked to this printer remains accessible to this printer.
Administrator	Manage Disk	Clear Disk Pwd		Select the Clear Disk Pwd item to continue using the non-secure disk and clear the password associated with the yet-to-be installed secure disk. **CAUTION:** Data on the missing secure disk will be permanently inaccessible.
Administrator	Manage Disk	Retain Password		Select the Retain Password item to use the non-secure disk for this session only, and then search for the missing secure disk in future sessions.
Administrator	Manage Disk	Boot Device	Secure Erase	Select the Secure Erase item to erase all of the data on the disk and unlock it if required. This might take a long time. **NOTE:** The system will be unusable until the system files are reinstalled. The ATA secure-erase command is a one-pass overwrite, which erases the entire disk including firmware. The disk remains an encrypted disk.

Table 3-4 Pre-boot menu options (2 of 7) (continued)

Menu option	First level	Second level	Third level	Description
Administrator	Manage Disk	Boot Device	Erase/ Unlock	Select the Erase/Unlock item to cryptographically erase all data on the disk and unlock the disk to allow a user to gain access to it from any printer. NOTE: The system will be unusable until the system files are reinstalled. It erases the encryption key. The encryption key is erased, so the disk becomes a non-encrypted disk.
Administrator	Manage Disk	Boot Device	Get Status	This item provides disk status information if any is available.

Table 3-5 Pre-boot menu options (3 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Manage Disk (continued)	Internal Device		Select the Internal Device item to erase the internal device or get a status about the internal device.
Administrator	Manage Disk	Internal Device	Secure Erase	Select the Secure Erase item to erase all of the data on the disk and unlock it if required. This might take a long time. NOTE: The system will be unusable until the system files are reinstalled. The ATA secure-erase command erases the entire disk, including firmware. The disk remains an encrypted disk.
Administrator	Manage Disk	Internal Device	Erase/ Unlock	Select the Erase/Unlock item to cryptographically erase all of the data on disk and unlock the disk to allow the user to gain access to it from any printer. NOTE: The system will be unusable until the system files are reinstalled. The HP High Performance Secure Hard Disk is erased.
Administrator	Manage Disk	Internal Device	Get Status	This item provides disk status information if any is available.
Administrator	Manage Disk	External Device		Select the External Device item to erase the external device or get status about the external device.
Administrator	Manage Disk	External Device	Secure Erase	Select the Secure Erase item to erase all of the data on the disk and unlock it if required. This might take a long time. NOTE: The system will be unusable until the system files are reinstalled. The ATA secure-erase command erases the entire disk, including firmware. The disk remains an encrypted disk.

Table 3-5 Pre-boot menu options (3 of 7) (continued)

Menu option	First level	Second level	Third level	Description
Administrator	Manage Disk	External Device	Erase/ Unlock	Select the Erase/Unlock item to cryptographically erase all of the data on disk and unlock the disk to allow a user to gain access to it from any printer. NOTE: The system will be unusable until the system files are reinstalled. The encryption key is erased, so the disk becomes a non-encrypted disk.
Administrator	Manage Disk	External Device	Get Status	This item provides disk status information if any is available.

Table 3-6 Pre-boot menu options (4 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Configure LAN NOTE: This configuration is only active when the Pre-boot menu is open.	IP Mode [DHCP]		The network can be configured to obtain the network settings from a DHCP server or as static. Use this item for automatic IP address acquisition from the DHCP server.
Administrator	Configure LAN NOTE: This configuration is only active when the Pre-boot menu is open.	IP Mode [STATIC]		Use this item to manually assign the network addresses.
Administrator	Configure LAN NOTE: This configuration is only active when the Pre-boot menu is open.	IP Mode [STATIC]	IP Address	Use this item to manually enter the IP addresses.
Administrator	Configure LAN NOTE: This configuration is only active when the Pre-boot menu is open.	IP Mode [STATIC]	Subnet Mask	Use this item to manually enter the subnet mask.
Administrator	Configure LAN NOTE: This configuration is only active when the Pre-boot menu is open.	IP Mode [STATIC]	Default Gateway	Use this item to manually enter the default gateway.
Administrator	Configure LAN NOTE: This configuration is only active when the Pre-boot menu is open.	IP Mode [STATIC]	Save	Select the Save item to save the manual settings.

Table 3-7 Pre-boot menu options (5 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Startup Options			Select the Startup Options item to specify options that can be set for the next time the printer is turned on and initializes to the **Ready** state.
Administrator	Startup Options	Show Revision		**Not currently functional**: Select the Show Revision item to allow the printer to initialize and show the firmware version when the printer reaches the **Ready** state. Once the printer power is turned on the next time, the Show Revision item is unchecked so that the firmware revision is not shown.
Administrator	Startup Options	Cold Reset		Select the Cold Reset item to clear the IP address and all customer settings. (This item also returns all settings to factory defaults.) **NOTE:** Items in the Service menu are not reset.
Administrator	Startup Options	Skip Disk Load		Select the Skip Disk Load item to disable installed third-party applications.
Administrator	Startup Options	Skip Cal		Select the Skip Cal item to skip the printer calibration for the very next power-initialization cycle only.
Administrator	Startup Options	Lock Service		**CAUTION:** Select the Lock Service item to lock the Service menu access (both in the Pre-boot menu and the Device Maintenance menu). Service personnel must have the administrator remove the Lock Service setting before they can open the Service menu.
Administrator	Startup Options	Skip FSCK		Select the Skip FSCK item to disable Chkdisk/ScanVolume during startup.
Administrator	Startup Options	First Power		**Not currently functional**: This item allows the printer to initialize as if it is the first time it has been turned on. For example, the user is prompted to configure first-time settings like date/time, language, and other settings. Select this item so that it is enabled for the next time the printer power is turned on. When the printer power is turned on the next time, this item is unchecked so that the pre-configured settings are used during configuration, and the first-time setting prompt is not used.
Administrator	Startup Options	Embedded Jetdirect Off		Select the Embedded Jetdirect Off item to disable the embedded HP Jetdirect. By default this item is unchecked so that HP Jetdirect is always enabled.
Administrator	Startup Options	WiFi Accessory		Select the WiFi Accessory item to enable the wireless accessory.

Table 3-8 Pre-boot menu options (6 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Diagnostics			Diagnostic items are useful to diagnose hardware components and their interface connections. Use these items to troubleshoot specific hardware components, and the interface between them and other components.
Administrator	Diagnostics	Memory	Do Not Run	Use the Do Not Run item to exclude the Memory diagnostic when executing multiple diagnostics.
Administrator	Diagnostics		Short	Use the Short item to select a brief memory test. **NOTE:** This test requires about four minutes to execute.
Administrator	Diagnostics		Long	Use the Long item to select an extended memory test. **NOTE:** This test requires about twenty minutes to execute.
Administrator	Diagnostics	Disk	Do Not Run	Use the Do Not Run item to exclude the Disk diagnostic when executing multiple diagnostics.
Administrator	Diagnostics		Short	Use the Short item to select a brief firmware self-test. **NOTE:** This test requires about two or three minutes to execute.
Administrator	Diagnostics		Long	Use the Long item to select an extended firmware self-test. **NOTE:** This test requires about sixty minutes to execute.
Administrator	Diagnostics		Optimized	Use the Optimized item to select a test that checks the active sectors on the disk. **NOTE:** This test requires about thirty minutes to execute.
Administrator	Diagnostics		Raw	Use the Raw item to select a test that checks every sector on the disk. **NOTE:** This test requires about fifty minutes to execute.
Administrator	Diagnostics		Smart	Use the Smart item to select a very brief test that checks the drive self-monitoring analysis and reporting technology (SMART) status—the drive detects and reports reliability indicators to help anticipate disk failures (SMART status).
Administrator	Diagnostics	CPB		Use the CPB item to verify the integrity of the copy processor board (CPB) and the formatter PCA connections.
Administrator	Diagnostics	Interconnect		Use the Interconnect item to verify the integrity of the interconnect PCA (ICB) and its connections.
Administrator	Diagnostics	Run Selected		Select the Run Selected item to execute a selected test. **NOTE:** If more than one test is selected, they are executed in sequence.

Table 3-9 Pre-boot menu options (7 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Remote Admin	Start Telnet		The Remote Admin item allows a service technician to access to the printer Pre-boot menu remotely, and to navigate the menu selections from a remote location. IMPORTANT: A Remote Admin connection must be initiated by a person that is physically present at the printer. This person will also need to provide a randomly generated PIN to the remote service technician. NOTE: For more information about using the Remote Admin function, see "Remote Admin (M506/M507/E50145, M527/M528/E52645)" in the Troubleshooting Manual.
Administrator	Remote Admin	Stop Telnet		
Administrator	Remote Admin	Refresh IP		
Administrator	System Triage	Copy Logs		If the device will not boot to the **Ready** state, or the diagnostic log feature found in the Troubleshooting menu is not accessible, then use the System Triage item to copy the diagnostic logs to a USB flash drive at the next printer start up. The files can then be sent to HP to help diagnose the problem.
Administrator	Change Svc PWD			Use this item to change the Service menu personal identification number (PIN).
Administrator	Reset Svc PWD			If the Service menu personal identification number (PIN) has been changed. Use this item to reset it to the original PIN.
Service Tools	Reset Password			Use this item to reset the Pre-boot administrator password.
Service Tools	Subsystems			For manufacturing use only. Do not change these values.
Developer Tools	Netexec			

Remote Admin

Learn about the printer Remote Admin function.

The Remote Admin feature allows remote access the printer Pre-boot menu (BIOS environment). The printer functions as a telnet server which uses the telnet networking protocol to transmit text data. Any computer (with telnet installed and enabled) can function as the telnet client to remotely display and interact with the Pre-boot menu.

IMPORTANT: While the Remote Admin function allows remote access the Pre-boot menu, for security reasons the Remote Admin connection must be initiated by a person that is physically present at the printer.

Required software and network connection

Before using the Remote Admin feature, make sure that the telnet network protocol is installed and enabled on the remote telnet client computer.

NOTE: This section describes enabling and configuring the telnet feature for computers using a Windows® operating system.

HP recommends that the telnet client computer be a Windows-based system; however, there are other operating systems that support the telnet network protocol. For information about enabling and configuring the telnet network protocol for other operating systems, see the owner's manual for that operating system.

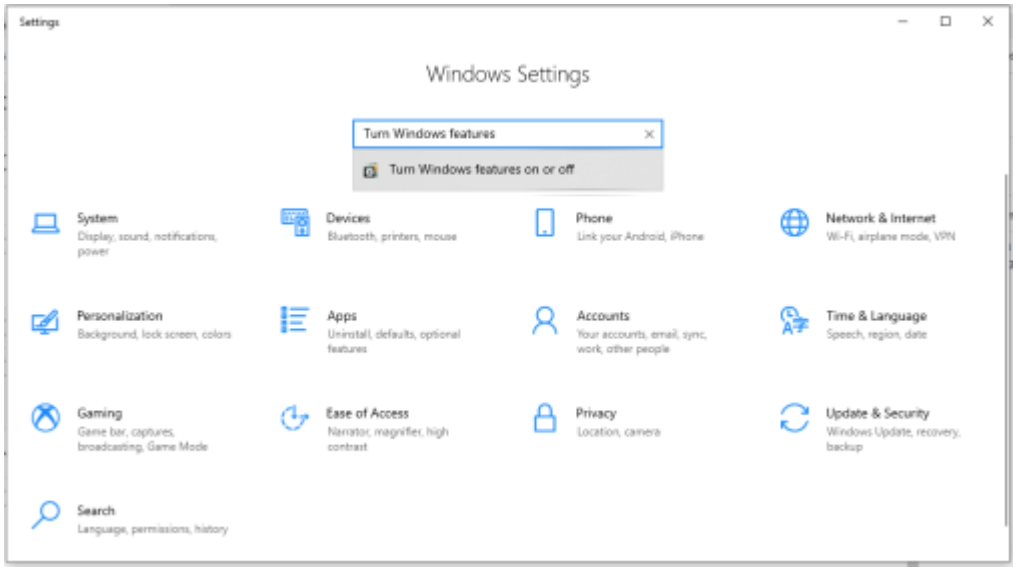
Enable the Windows telnet client

All computers using the Windows operating system have the telnet client installed, however, the telnet client function might not be enabled by default.

NOTE: The figures and menus in this section are for the Windows 10® operating system. Screens and menu selections might vary slightly for other operating systems.

1. Use the **Start** menu to open the **Windows Settings** dialog box, and then search for **Turn Windows features on or off**. Click the **Turn Windows features on or off** item.

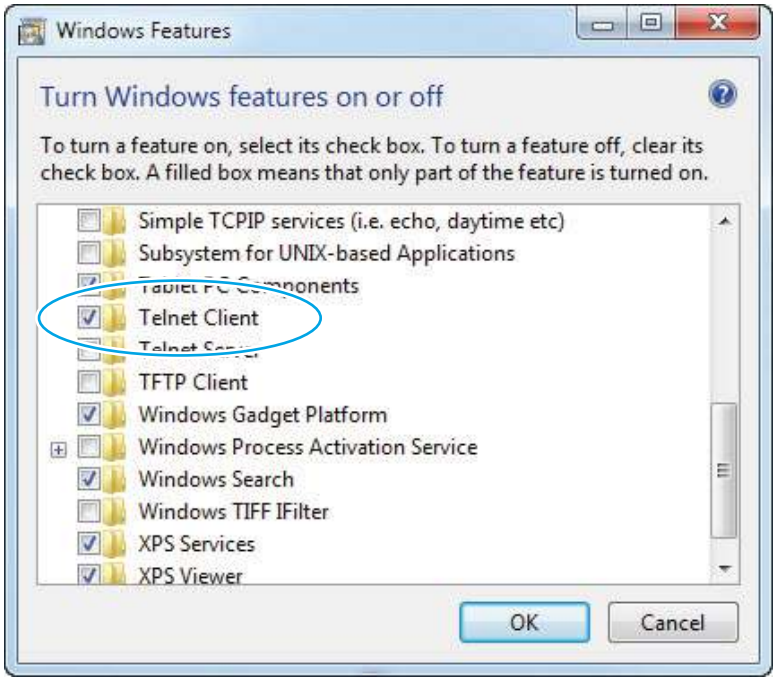
Figure 3-7 Open Windows Settings



2. In the **Windows Features** box, scroll down to **Telnet Client**. If the check box is not checked, click the box to select it, and then click the **OK** button.

TIP: If the check box is already checked then the telnet client function is already enabled. Click the **Cancel** button.

Figure 3-8 Enable the telnet client feature



Network connection

The remote telnet client computer must have direct network access to the printer for the Remote Admin function to operate. This means that the telnet client computer must be on the same network as the printer.

The Remote Admin function cannot be accessed through a network firewall or other remote access network security programs.

If a private network is not accessible, ask the network administrator to set up a virtual private network (VPN) connection to the network.

Connect a remote connection

Use the following procedures to connect a remote connection.

Start the telnet server function at the printer

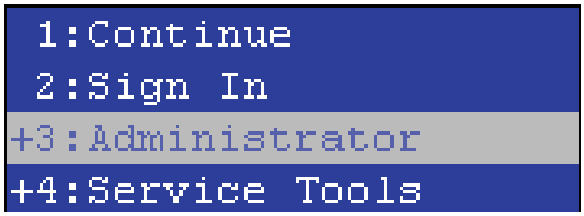
For security reasons the Remote Admin feature must be initiated by a person that is physically present at the printer. The following steps must be performed by a person that is physically present at the printer.

NOTE: This person might need to sign in with an administrator or service password depending on how the printer is configured.

1. Turn the printer on.
2. The HP logo displays on the printer control panel. When a 1/8 with an underscore displays, touch the middle of the screen to open the Pre-boot menu.

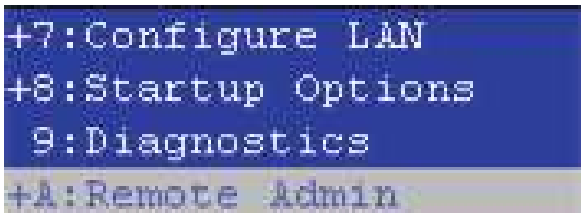
3. Use the arrow buttons on the touchscreen to scroll down and highlight the +3:Administrator item, and then touch the OK button to select it.

Figure 3-9 Select the +3:Administrator item



4. Use the arrow buttons on the touchscreen to scroll down and highlight the +A:Remote Admin item, and then touch the OK button to select it.

Figure 3-10 Select the +A:Remote Admin item



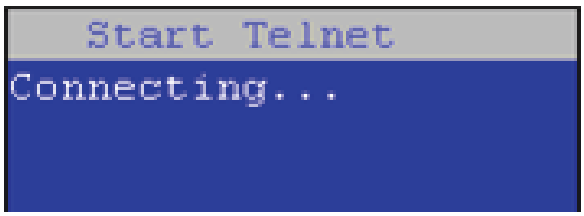
5. Use the arrow buttons on the touchscreen to scroll down and highlight the 1:Start Telnet item, and then touch the OK button to select it.

Figure 3-11 Select the 1:Start Telnet item

6. Do one of the following

- If a connecting message displays briefly, go to 7.

  Figure 3-12 Telnet connecting message

- If an error message displays, use the steps below to identify the problem.

Figure 3-13 Telnet error message

a. The printer network cable is not correctly connected.

b. The BIOS LAN settings are incorrect.

   – The printer should be configured to use a static IP address, but is configured to use DHCP instead.

   – The printer is configured to use a static IP address, but the IP address is incorrect.

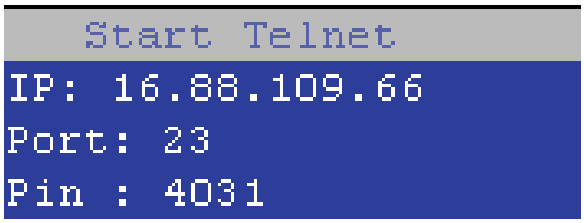
c. The printer is correctly configured to use DHCP, but the DHCP server is not turned on or is malfunctioning.

7. When the printer telnet server function is initialized, the following screen appears. Use the information on this screen to connect the remote telnet client computer to the printer.

NOTE: The printer is now ready to receive remote telnet client commands.

- **IP**: The static or dynamically allocated IP address for the printer.
- **Port**: The standard telnet port (23).
- **Pin**: A randomly generated 4-digit personal identification number (PIN).

Figure 3-14 Telnet server function initialized



Start the telnet client function at the remote computer

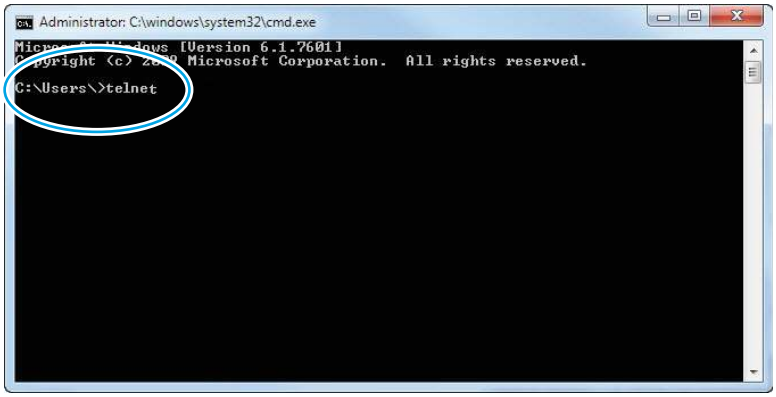
The following steps establish a Remote Admin connection from a remote computer to the printer.

1. From the **Start** menu open the **Command Prompt** desktop application.

TIP: Type `cmd` in the application search dialogue box to find the application.

2. From any displayed directory, type `telnet` at the prompt, and then press the **Enter** key.

Figure 3-15 Start a telnet session

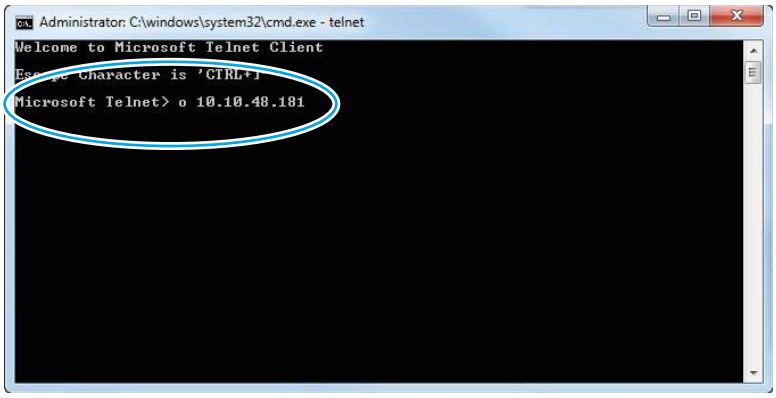


3. Type `o <IP ADDRESS>` at the telnet prompt, and then press the **Enter** key.

NOTE: For `<IP ADDRESS>`, substitute the IP address that was displayed in step 7 of the "Start the telnet server function at the printer" topic.

TIP: If the telnet connection fails to establish a connection, the printer is probably behind a firewall or on a different network that the remote telnet client computer.

Figure 3-16 Establish a telnet connection



4. Type the PIN that was displayed in step 7 of then "Start the telnet server function at the printer" topic at the prompt, and then press the **Enter** key.

IMPORTANT: Make sure to type the PIN correctly. After five incorrect PIN entries, the printer terminates the Remote Admin connection. The Remote Admin feature must be re-initiated at the printer. See the "Start the telnet server function at the printer" topic.

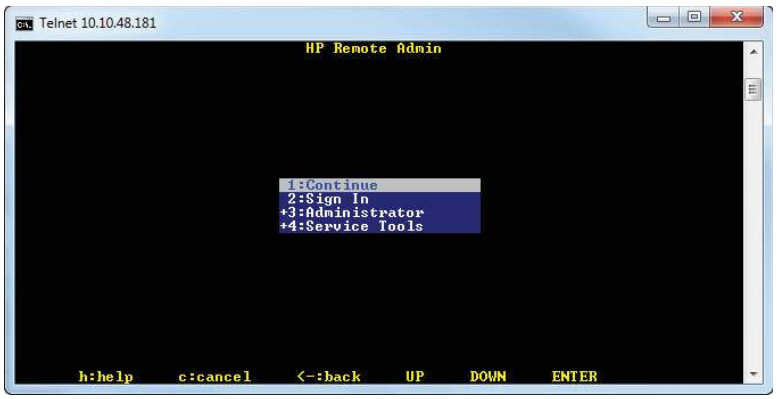
Figure 3-17 Enter the PIN

5. The following screen displays when the correct PIN is entered. and the Remote Admin connection is successful. For information about the Pre-boot menu and options, see "Pre-boot menu options" in this printer manual .

NOTE: Because a Remote Admin connection is an unsecured telnet network protocol connection, the following Pre-boot menu items are disabled for the remote telnet client computer.

- The **+3:Administrator** menu **4:Change Password** item.
- The **+3:Administrator** menu **5:Clear Password** item.
- The **+3:Administrator** menu **6:Disk Manage** item.

Figure 3-18 Remote Admin window



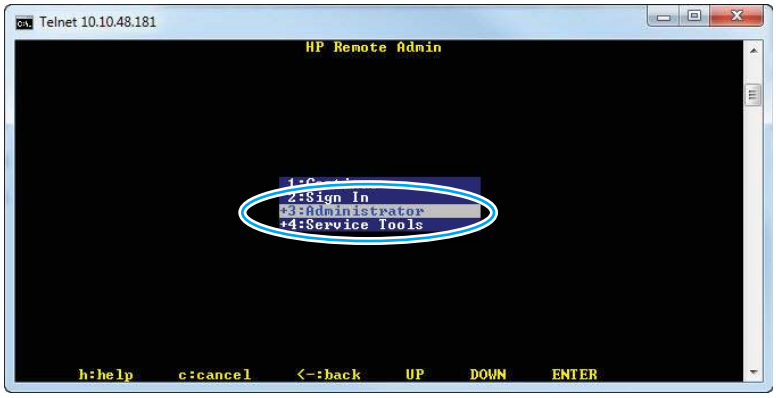
Disconnect a remote connection

The Remote Admin connection can be terminated from the printer control panel or the remote telnet client computer.

NOTE: The following procedure describes terminating a Remote Admin connection from the remote telnet client computer.

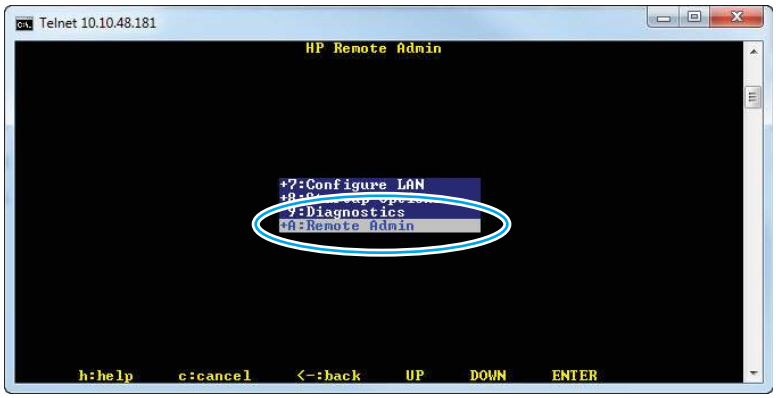
1. From the Pre-boot main menu, use the arrow buttons on the keyboard to scroll down to the **+3:Administrator** item, and then press the **Enter** key.

Figure 3-19 Access the administrator menu



2. Use the arrow buttons on the keyboard to scroll down to the **+A:Remote Admin** item, and then press the **Enter** key.

Figure 3-20 Access the remote admin menu

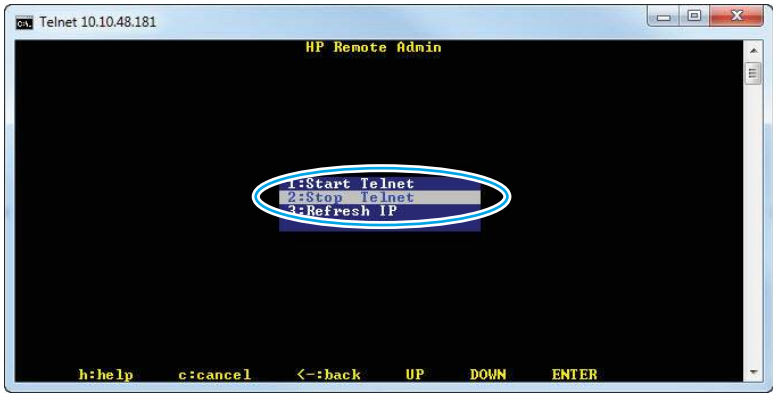


3. Use the arrow buttons on the keyboard to scroll down to the **2:Stop Telnet** item, and then press the **Enter** key. The Remote Admin connection between the printer and the remote telnet client computer terminates.

IMPORTANT: The printer remains in the Pre-boot menu. Have the person that is physically present at the printer do the following:

- Touch the Home button to return to the main Pre-boot menu and highlight the **1:Continue** item, and then touch the OK button. The printer will continue to initialize.

Figure 3-21 Terminate the telnet connection



Advanced configuration with the HP Embedded Web Server (EWS)

Use the HP Embedded Web Server to manage advanced printing functions.

Introduction

Use the HP Embedded Web Server to manage printing functions from a computer instead of the printer control panel.

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

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

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

NOTE: The HP Embedded Web Server is not accessible beyond the network firewall.

How to access the HP Embedded Web Server (EWS)

Use the following steps to open the Embedded Web Server.

1. From the Home screen on the printer control panel, touch the Information icon, and then touch the Ethernet icon to display the IP address or host name.

2. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the `Enter` key on the computer keyboard. The EWS web page opens.

NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

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

Windows® 7

- Internet Explorer (version 8.x or greater)
- Google Chrome (version 34.x or greater)
- Firefox (version 20.x or greater)

Windows® 8 or greater

- Internet Explorer (version 9.x or greater)
- Google Chrome (version 34.x or greater)
- Firefox (version 20.x or greater)

Windows 10 or greater

- Microsoft Edge (version 93 or greater)
- Internet Explorer (version 9.x or greater)
- Google Chrome (version 34.x or greater)
- Firefox (version 20.x or greater)

macOS

- Safari (version 5.x or greater)
- Google Chrome (version 34.x or greater)

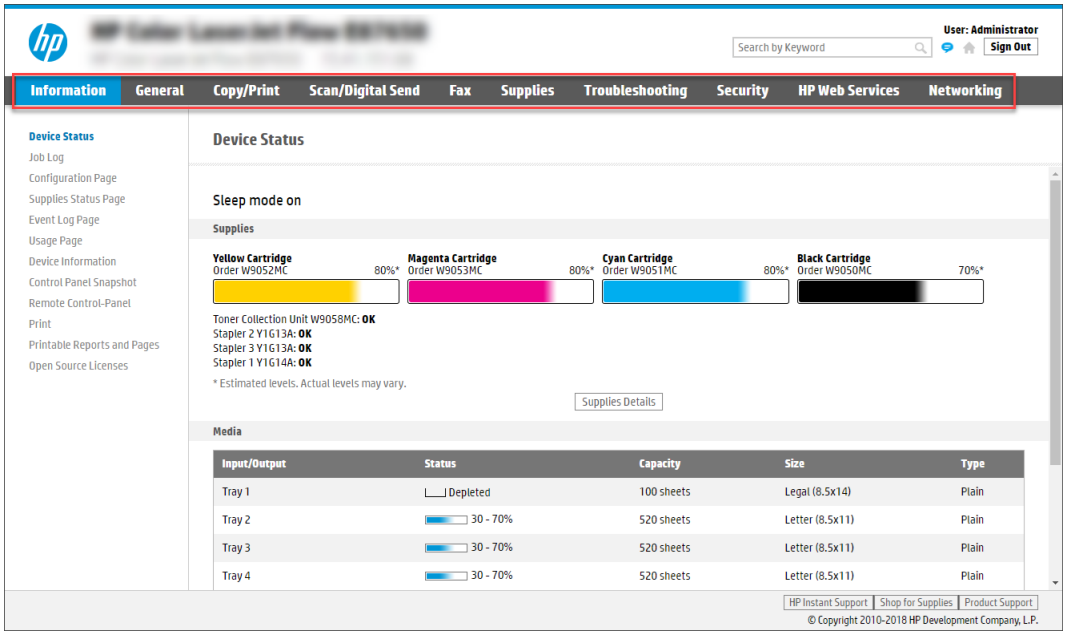
Linux

- Google Chrome (version 34.x or greater)
- Firefox (version 20.x or greater)

HP Embedded Web Server features

Learn about the HP Embedded Web Server (EWS) features available on each tab.

Figure 3-22 EWS Tabs



NOTE: **Copy/Print**, **Scan/Digital Send**, and **Fax** tabs only appear for multi-function printers (MFPs). A **Print** tab appears for single-function printers (SFPs).

Information tab

Settings available on the **Information** tab of the EWS.

Table 3-10 HP Embedded Web Server Information tab

Menu	Description
Configuration Page	Shows the information found on the configuration page.
Control Panel Snapshot	Shows an image of the current screen on the control panel display.
Device Information	Shows the printer network name, address, and model information. To customize these entries, click the **Device Information** menu on the **General** tab.
Device Status	Shows the printer status and shows the estimated life remaining of HP supplies. The page also shows the type and size of paper set for each tray. To change the default settings, click the **Change Settings** link.
Event Log Page	Shows a list of all printer events and errors. Use the **HP Instant Support** link (in the **Other Links** area on all HP Embedded Web Server pages) to connect to a set of dynamic web pages that help solve problems. These pages also show additional services available for the printer.
Event Schedule Summary	The Event Schedule Summary page is used to view a table of all scheduled events.
Job Log	Provides a list of the jobs that have been processed.
Open Source Licenses	Shows a summary of the licenses for open source software programs that can be used with the printer.
Print	Allows the user to send a print-ready file to the printer to be printed.
Printable Reports and Pages	Lists the internal reports and pages for the printer. Select one or more items to print.
Remote Control-Panel	Provides a way to troubleshoot or manage the printer from a browser window on a desktop or laptop.

Table 3-10 HP Embedded Web Server Information tab (continued)

Menu	Description
Supplies Status Page	Shows the status of the supplies for the printer.
Usage Page	Shows a summary of the number of pages the printer has printed, grouped by size, type, and paper print path.

General tab

Settings available on the **General** tab of the EWS.

Table 3-11 HP Embedded Web Server General tab

Menu	Description
Alerts	Set up email alerts for various printer and supplies events.
AutoSend	Configure the printer to send automated emails regarding printer configuration and supplies to specific email addresses.
Back up and Restore	Create a backup file that contains printer and user data. If necessary, use this file to restore data to the printer.
Control Panel Customization	Reorder, show, or hide features on the control-panel display. Change the default display language and keyboard layouts.
Control Panel Settings App	Shows the Settings app options that are available on the printer control panel.
Date/Time Settings	Set the date and time or synchronize with a network time server.
Device Information	Name the printer and assign an asset number to it. Enter the name of the primary contact who will receive information about the printer.
Edit Other Links	Add or customize a link to another website. This link displays in the footer area on all HP Embedded Web Server pages.
Energy Settings	Set or edit a wake time, sleep time, and sleep delay for the printer. Set a different schedule for each day of the week and for holidays. Set which interactions with the printer cause it to wake from sleep mode.
Firmware Upgrade	Download and install printer firmware upgrade files.
General Settings	Configure how the printer recovers from jams and other general printer settings.
Import/Export	Use this feature to export files that can be used to configure other devices. Select which settings, contacts, or user accounts to include in the export. The files can be imported to other devices including those with different capabilities. Any imported settings that are not available on the target device will be ignored.
Job Statistics Settings	Provides connection information about third-party job-statistics services, or enables local serverless device job accounting.
Language	Set the language in which to display the HP Embedded Web Server information.
Ordering Information	Enter information about ordering replacement toner cartridges. This information displays on the supplies status page.
Quick Sets	Configure jobs that are available in the **Quick Sets** area of the Home screen on the printer control panel.
Quota Settings	Provides connection information about third-party job-quota services, or enables local device quota service.
License Management	Use this menu to configure the engine speed with the LPD license.

Table 3-11 HP Embedded Web Server General tab (continued)

Menu	Description
Reset Factory Settings	Restore printer settings to the factory defaults.
Solution Installer	Install or remove third-party software packages that extend or modify the functionality of the printer.

Other Links list

Configure which links display in the footer of the HP Embedded Web Server (EWS) by using the **Edit Other Links** menu on the **General** tab.

NOTE: The following list includes the default links in the EWS.

Table 3-12 HP Embedded Web Server Other Links list

Menu	Description
HP Instant Support	Connect to the HP website to find solutions to printer problems.
Product Support	Connect to the support site for the printer to search for help on various topics.
Shop for Supplies	Connect to the HP website for information on purchasing original HP supplies, such as cartridges and paper.

Copy/Print tab

Settings available on the **Copy/Print** tab of the EWS.

Table 3-13 HP Embedded Web Server Copy/Print tab

Menu	Description
Copy Settings	Configure the default options and Quick Sets for copy jobs. NOTE: If job-specific copy setting options are not set from the control panel at the start of a job, the default settings will be used for the job.
Default Print Options	Configure the default options for print jobs.
Expert Copy	Enable or disable Expert Copy and set the initial copy view. The Expert Copy feature is available only on some HP MFPs with larger control panels, and is available in FutureSmart 4 firmware 24.7.3 release or later.
Manage Stored Jobs	Enable or disable the ability to store jobs in the printer memory. Configure job-storage options.
Manage Stapler/Stacker	Configure settings for the stapler/stacker for printers that have this feature.
Manage Trays	Configure settings for paper trays.
PCL and PostScript Settings	Adjust the PCL and PostScript settings for all print jobs, including copy jobs and received faxes.
Print from USB Drive Settings	Enable or disable the Print from USB Drive menu on the control panel.
Print Quality	Configure the print quality settings, including color adjustment, image registration, and allowed paper types.

Table 3-13 HP Embedded Web Server Copy/Print tab (continued)

Menu	Description
Restrict Color (Color printers only)	Permit or restrict color printing and copying. Specify permissions for individual users or for jobs that are sent from specific software programs.

Scan/Digital Send tab

Settings available on the **Scan/Digital Send** tab of the EWS.

Table 3-14 HP Embedded Web Server Scan/Digital Send tab

Menu	Description
Contacts	Manage contacts including the following options: • Add email addresses into the printer one at a time. • Import a large list of frequently-used email addresses on to the printer all at once, rather than adding them one at a time. • Export contacts from the printer into a .CSV file on the computer to use as a data backup, or import the records onto another HP printer. • Edit email addresses that have already been saved in the printer.
Digital Sending Software Setup	Configure settings related to using optional Digital Sending software.
Email Setup	Configure the default email settings for digital sending, including the following: • Settings for the outgoing mail (SMTP) server • Settings for Email Quick Sets jobs • Default message settings, such as the "From" address and the subject line • Settings for digital signatures and encryption • Settings for email notifications • Default scan settings for email jobs • Default file settings for email jobs
Email and Scan to Network Folder Quick Setup Wizards	Configure the printer to send scanned images as email attachments. Configure the printer to save scanned images to network-folder Quick Sets. Quick Sets provide easy access to files saved on the network.
Preferences	Manage general scanning settings.
Scan+ Setup	Scan+ is a unified scan app that offers scanning to multiple destinations in a single job. Scan+ provides access to favorites, recently used destinations, Auto Sense features, PDF Quality and File Size presets, and scan shortcuts to increase productivity.

Table 3-14 HP Embedded Web Server Scan/Digital Send tab (continued)

Menu	Description
Scan to Network Folder	Configure the network folder settings for digital sending, including the following: • Settings for Quick Sets jobs saved in a network folder • Settings for notifications • Default scan settings for jobs saved in a network folder • Default file settings for jobs saved in a network folder
Scan to SharePoint®	Configure the SharePoint settings for digital sending, including the following: • Settings for Quick Sets jobs saved in a document library on the SharePoint site • Default settings for jobs saved in a document library on the SharePoint site
Scan to USB Drive	Configure the USB settings for digital sending, including the following: • Settings for Quick Sets jobs saved on a USB flash drive • Settings for notifications • Default scan settings for jobs saved on a USB flash drive • Default file settings for jobs saved on a USB flash drive
Stamp	Select and configure content to be applied in up to six positions on the copy page.
Watermarks	Use this feature to add a watermark to the document.

Fax tab

Settings available on the **Fax** tab of the EWS.

Table 3-15 HP Embedded Web Server Fax tab

Menu	Description
Fax Activity Log	Contains a list of the faxes that have been sent from or received by this printer.
Fax Receive Setup	Configure default print options for incoming faxes, and set up a fax printing schedule.
Fax Send Setup	Configure settings for sending faxes, including the following: • Default settings for outgoing faxes • Settings for fax Quick Sets jobs • Settings for notifications • Default setting for sending faxes using the internal fax modem • Settings for using a LAN fax service • Settings for using an Internet fax service
Fax Speed Dials	Manage speed dials, including the following: • Import .CSV files containing email addresses, fax numbers, or user records, so that they can be accessed on this printer. • Export email, fax, or user records from the printer into a file on the computer to use as a data backup, or import the records onto another HP printer.

Table 3-15 HP Embedded Web Server Fax tab (continued)

Menu	Description
Fax Archive and Forwarding	Enable or disable fax archiving and fax forwarding, and configure basic settings for each: • Fax archiving is a method to send a copy of all incoming and outgoing faxes to an email address, a network folder, or an FTP server. • Fax forwarding is a method to forward incoming faxes to a different fax device.
Stamp	Select and configure content to be applied in up to six positions on the copy page.
Watermarks	Use this feature to add a watermark to the document.

Supplies tab

Settings available on the **Supplies** tab of the EWS.

Table 3-16 HP Embedded Web Server Supplies tab

Menu	Description
Consumables Access Control	Use this feature to lock toner cartridges into the product to help prevent early replacement. Each cartridge will automatically unlock when it reaches the replacement threshold or encounters an error. Signing in with Admin or Service credentials will also unlock all cartridges for the duration of the session.
Manage Supplies	Configure how the printer reacts when supplies reach a Very Low state.

Troubleshooting tab

Settings available on the **Troubleshooting** tab of the EWS.

Table 3-17 HP Embedded Web Server Troubleshooting tab

Menu	Description
Calibration/Cleaning **(Color LaserJet printers only)**	**Enable the automatic cleaning feature, create and print the cleaning page, and select an option to calibrate the printer immediately.**
Diagnostic Data NOTE: This option is available only if an administrator password is set from the **Security** tab.	Export printer information to a file that can be useful for HP technical support to use for detailed problem analysis.
Firmware Upgrade	Download and install printer firmware upgrade files.

Table 3-17 HP Embedded Web Server Troubleshooting tab (continued)

Menu	Description
Calibration/Cleaning **(Color LaserJet printers only)**	**Enable the automatic cleaning feature, create and print the cleaning page, and select an option to calibrate the printer immediately.**
General Troubleshooting	Use the following options as appropriate: • **Reports and Tests** area: Select and print several types of reports and tests. Some reports can be viewed in the Embedded Web Server by clicking the **View** button. • **Fax Tools** area: Configure settings for fax troubleshooting. (MFP and Digital Sender products with HP analog fax accessory only) • **OXPd Troubleshooting** area: Enable or disable the **Allow a Non-Secure Connection for Web Services** option • **Auto Recovery** area: Enable or disable the **Enable Auto Recovery** option, which allows the printer to auto recover from errors that might require the power to be turned off and on (for example, a 49 error).
Online Help	Link to HP cloud-based online help to assist in troubleshooting printing issues.
Reset Factory Settings	Restore printer settings to factory defaults.
Schedule Restart	Scheduled Restart allows users to set a time and frequency for when to restart the product.

Security tab

Settings available on the **Security** tab of the EWS.

Table 3-18 HP Embedded Web Server Security tab

Menu	Description
Access Control	Configure access to printer functions for specific individuals or groups, and select the method individuals use to sign in to the printer.
Account Policy	Configure for local administrator and remote configuration the password lockout and password complexity settings.
Certificate Management	Install, manage, and validate security certificates for access to the printer and the network.
Email Domain Restriction	If email functionality is enabled, administrators can limit the email addresses to which the printer can send messages.

Table 3-18 HP Embedded Web Server Security tab (continued)

Menu	Description
General Security	Settings for general security, including the following options: • Configure an administrator password to restrict access to certain features on the printer. • Set a custom device Service Access Code. • Set the Remote Configuration Password. • Set Embedded Web Server Options. • Enable WebScan Auto Capture Jobs. • Set PJL password and enable access commands. • Enable PostScript operations. • Set file system access and firmware upgrade security. • Enable Bluetooth Low Energy settings. • Enable or disable the Host USB port on the control panel or the USB connectivity port on the formatter for printing directly from a computer. • Set enabled SMB versions for the printer. • View the status of all security settings.
Manage Remote Apps	Manage or whitelist remote apps by importing or deleting certificates that allow devices to use this product.
Protect Stored Data	Configure and manage the internal storage for the printer. Configure settings for jobs that are stored on the printer internal storage.
Security Log	Retrieve security event log data, and export security event log data to a file that can be used for detailed problem analysis.
Self Test	Verify that the security functions are running according to expected system parameters.
Web Service Security	Allow resources on this printer to be accessed by web pages from different domains. If no sites are added to the list, then all sites are trusted.

HP Web Services tab

Settings available on the **HP Web Services** tab of the EWS.

Use the **HP Web Services** tab to configure and enable HP Web Services for this printer. HP Web Services must be enabled to use the HP ePrint feature.

Table 3-19 HP Embedded Web Server HP Web Services tab

Menu	Description
Smart Cloud Print	Enable Smart Cloud Print, which allows access to web-based apps that extend the capabilities of the printer.
Web Proxy	Configure a proxy server if there are issues enabling HP Web Services or connecting the printer to the Internet.
Web Services Setup	Connect this printer to HP Connected on the web by enabling HP Web Services.

Networking tab

Settings available on the **Networking** tab of the EWS.

Use the **Networking** tab to configure and secure network settings for the printer when it is connected to an IP-based network.

NOTE: This tab does not display if the printer is connected to other types of networks.

Table 3-20 HP Embedded Web Server Networking tab > Configuration settings

Menu	Description
AirPrint	Enable, set up, or disable network printing from Apple-supported printers.
Network Settings	Configure IPX/SPX, AppleTalk, DLC/LLC, and SNMP settings, depending on the print server model.
Other Settings	Configure general printing protocols and services supported by the print server. The available options depend on the print server model, but can include firmware update, LPD queues, USB settings, support information, and refresh rate.
Select Language	Change the language displayed by the HP Embedded Web Server. This page displays if the web pages support multiple languages. Optionally, select supported languages through language-preference settings in the browser.
Select Location	Select a country/region for the printer.
TCP/IP Settings	Configure TCP/IP settings for IPv4 and IPv6 networks. NOTE: The configuration options available depend on the print server model.
Wi-Fi Direct	Configure Wi-Fi Direct settings for printers that include embedded Wi-Fi Direct Print and NFC printing or that have a wireless accessory installed. NOTE: The configuration options available depend on the print server model.
Wireless Station	Configure the initial wireless settings. NOTE: The configuration options available depend on the print server model.

Table 3-21 HP Embedded Web Server Networking tab > Diagnostics settings

Menu	Description
Configuration Page	View the HP Jetdirect configuration page, which contains status and configuration information.
Network Statistics	Display network statistics that are collected and stored on the HP Jetdirect print server.
Protocol Info	View a list of network-configuration settings on the HP Jetdirect print server for each protocol.

Table 3-22 HP Embedded Web Server Networking tab > Security settings

Menu	Description
802.1X Authentication	Configure 802.1X authentication settings on the Jetdirect print server as required for client authentication on the network, and reset the 802.1X authentication settings to factory-default values. CAUTION: When changing the 802.1X authentication settings; the printer might lose its connection. To reconnect, it might be necessary to reset the print server to a factory-default state and reinstall the printer.
Announcement Agent	Enable or disable the HP Device Announcement Agent, set the configuration server, and configure mutual authentication using certificates.
Authorization	Control configuration management and use of this printer, including limiting host access to this printer through an Access Control List (ACL) (for selected print servers on IPv4 networks only).
IPsec/Firewall	Enable, configure, and view an IPsec/Firewall policy.
Mgmt. Protocols	Configure and manage security protocols for this printer, including the following: • Set the security management level for the HP Embedded Web Server, and control traffic over HTTP and HTTPS. • Configure the SNMP (Simple Network Management Protocol) operation. Enable or disable the SNMP v1/v2c or SNMP v3 agents on the print server. • Control access through protocols that may not be secure, such as printing protocols, print services, discovery protocols, name resolution services, and configuration-management protocols.
Secure Communication	Configure Transport Layer Security (TLS) protocol, select encryption, enable FIPS-140, and enable logging of connectivity for troubleshooting.
Settings	View and restore current security settings to factory-default values. Configure security settings using the Security Configuration Wizard. NOTE: Do not use the Security Configuration Wizard to configure security settings if using network-management applications, such as HP Web Jetadmin.

Print menu

Review the following information about the Print menu in the Settings menu.

To display: From the Home screen on the printer control panel, use the arrow keys to navigate to Settings, and then select OK. Use the down arrow ▼ button to scroll to Print, and then press the OK button.

Table 3-23 Print menu

First level	Second level	Third level	Fourth Level	Values	Description
Enable Print from USB Drive				Enabled Disabled*	Enables the printer to open a file from a USB drive.
Managed Stored Jobs	Job Sort Order			Job Name* Date*	This option allows you list the jobs either alphabetically or chronologically.

Table 3-23 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
Managed Stored Jobs	Retain Temporary Jobs			Do not retain Personal jobs only All temporary jobs	Sets which temporary jobs will be retained in the event of a printer reboot.
Managed Stored Jobs	Temporary Job Storage Limit			1-300 Default = 32	Configure global settings for jobs that are stored in the printer memory. The Temporary Job Storage Limit feature specifies the number of temporary jobs that can be stored on the printer. The maximum allowed value is 300.
Managed Stored Jobs	Standard Stored Job Retention			Off 30 minutes 1 hour 4 hours 1 day 1 week 4 weeks	Configure global settings for jobs that are stored in the printer memory. The Standard Stored Job Retention feature specifies the amount of time jobs can be stored on the printer.
Default Print Options	Number of Copies			Range: 1-32000 Default = 1	Sets the default number of copies for a copy job. This default applies when the Copy function or the Quick Copy function is initiated from the printer Home screen.
Default Print Options	Paper Selection			Select from a list of sizes that the printer supports.	Configures the default paper size used for print jobs.
Default Print Options	Default Custom Paper Size	X Dimension		Range: 2.52-12.60 inches Default = 12.60 inches	Configures the default paper size that is used when the user selects **Custom** as the paper size for a print job.
Default Print Options	Default Custom Paper Size	Y Dimension		Range: 5-18 inches Default = 18 inches	

Table 3-23 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
Default Print Options	Default Custom Paper Size	Use Inches		Enabled* Disabled	
Default Print Options	Output Sides			1-sided* 2-sided	Use to indicate whether the original document is printed on one or both sides.
Default Print Options	Quality Level			Normal* Enhanced Fine Lines	Use to select the level of desired print quality.
Default Print Options	Edge-to-Edge			Normal (recommended)* Edge-to-Edge output	Use to avoid shadows that can appear along the edges of copies when the original document is printed close to the edges.
PCL and Postscript Settings	Suppress Blank Pages			Off* On	This option is for users who are generating their own PCL, which could include extra form feeds that would cause blank pages to be printed. When the On option is selected, form feeds are ignored if the page is blank.
PCL and Postscript Settings	Courier Font			Regular Dark	Select which version of the Courier font you want to use. The factory default setting is Regular, which uses an average stroke width. The Dark setting can be used if a heavier Courier font is needed.
PCL and Postscript Settings	Wide A4			Enabled Disabled*	Changes the printable area of A4-size paper. If you enable this option, eighty 10-pitch characters can be printed on a single line of A4 paper.

Table 3-23 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
PCL and Postscript Settings	Print PS Errors			Enabled Disabled*	Use this feature to select whether a PostScript (PS) error page is printed when the printer encounters a PS error.
PCL and Postscript Settings	Print PDF Errors			Enabled Disabled*	Selects whether a PDF error page is printed when the printer encounters a PDF error.
PCL and Postscript Settings	Personality			Auto* PCL PS PDF	Configures the default print language or personality for the printer. Normally you should not change the printer language. If you change the setting to a specific printer language, the printer does not automatically switch from one language to another unless specific software commands are sent to it.
PCL and Postscript Settings	PCL	Font Settings	Font Source	Internal Disk resident*	Selects the font source for the user-soft default font. The list of available options varies depending on the installed printer options.
PCL and Postscript Settings	PCL		Font Number	Range: 0-110 Default = 0	Specifies the font number for the user-soft default font using the source that is specified in the Font Source menu. The printer assigns a number to each font and lists it on the PCL font list. The font number displays in the Font # column of the printout.

Table 3-23 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
PCL and Postscript Settings	PCL		Font Pitch	Range: 0.44-99.99 Default = 10	If the Font Source option and the Font Number setting indicate a contour font, then use this feature to select a default pitch (for a fixed-spaced font).
PCL and Postscript Settings	PCL	PCL Settings	Form Length	Range: 5-128 Default = 60	Controls the PCL print-command options. PCL is a set of printer commands that HP developed to provide access to printer features. Use the Form Length feature to select the user soft -default vertical form length.
PCL and Postscript Settings	PCL	PCL Settings	Orientation	Portrait Landscape	Select the orientation that is most often used for copy or scan originals. Select the Portrait option if the short edge is at the top or select the Landscape option if the long edge is at the top.
PCL and Postscript Settings	PCL	PCL Settings	Symbol Set	Select from a list of symbol sets.	Select any one of several available symbol sets from the control panel. A symbol set is a unique grouping of all the characters in a font. The factory default value for this option is PC-8. Either PC-8 or PC-850 are recommended for line-draw characters.

Table 3-23 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
PCL and Postscript Settings	PCL	PCL Settings	Media Source Mapping	Standard* Classic	Use to select and maintain input trays by number when you are not using the printer driver, or when the software program has no option for tray selection. The following options are available: Standard: Tray numbering is based on newer HP LaserJet models. Classic: Tray numbering is based on HP LaserJet 4 and older models.
Print Quality	Adjust Color	Tonal Range		Highlights Midtones Shadows	Select the tonal range to adjust.
Print Quality	Adjust Color	Cyan Magenta Yellow Black		Use the arrow keys to adjust the sliding bar for each color.	
Print Quality	Image Registration	Tray	Tray 1 Tray 2 Tray 3 Tray 4 Tray 5 Depends upon the number of trays installed		Specify tray to be adjusted

Table 3-23 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
Print Quality	Image Registration	Front-side Horizontal Shift		-5.00 mm to 5.00 mm	Shift the margin alignment to center the image on the page from top to bottom and from left to right. You can also align the image on the front with the image printed on the back. The direction that is perpendicular to the way the paper passes through the printer is referred to as X. This is also known as the scan direction. X1 is the scan direction for a single-sided page or for the second side of a two-sided page. X2 is the scan direction for the first side of a two-sided page. The direction that the paper feeds through the printer is referred to as Y. Y1 is the feed direction for a single-sided page or for the second side of a two-sided page. Y2 is the feed direction for the first side of a two-sided page. Use the Adjust Tray <X> menu to adjust the registration settings for each tray. Before adjusting these values, print a registration test page. It provides alignment guides in the X and Y directions so you can determine which adjustments are necessary. You can adjust values for X1 Shift, X2 Shift, Y1 Shift, and Y2 Shift.
		Front-side Vertical Shift			
		Back-side Horizontal Shift			
		Back-side Vertical Shift			

Table 3-23 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
Print Quality	Image Registration	Print Test Page			Use the Print Test Page option to print a page to test the image registration. It provides alignment guides in the X and Y directions so you can determine which adjustments are necessary.
Print Quality	Auto Sense Behavior	Tray 1		Sense every page Sense first page Sense transparency only	
Print Quality	Auto Sense Behavior	All Other Trays		Sense first page Sense transparency only	
Print Quality	Adjust Paper types			Select from a list of paper types Reset Paper Types	
Print Quality	Optimize	Normal Paper		Standard Smooth	Set to Smooth when printing on smooth paper of normal weight.
Print Quality	Optimize	Heavy paper		Standard Smooth	Set to Smooth when printing on smooth, heavy media types.
Print Quality	Optimize	Envelope control		Normal Reduced Temp	Set to Reduced Temp if envelopes are sticking due to moisture in the envelop adhesive.
Print Quality	Optimize	Tray 1		Normal Alternate	Set the mode to Alternate if marks appear on the back side of the paper when printing from Tray 1. This sets the printer to initiate a clean sequence every time a job finishes when the printer is set for Any Size and Any Type for Tray 1.
Print Quality	Optimize	Background		Normal Alternate	Set to Alternate when a background occurs all over the page.

Table 3-23 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
Print Quality	Optimize	Uniformity Control		Normal Alternate 1 Alternate 2 Alternate 3	Set to Alternate 1 to improve uniformity on any paper type.
Print Quality	Optimize	Cac03		Off On	Set to On if printing with media that contains a high calcium carbonate content. Engine print speed is slowed so that less paper dust is produced.
Print Quality	Optimize	Best Normal		Off On	Set to On to try and improve print quality.
Print Quality	Optimize	Tracking Control		Off On	Improves color stability by adjusting the bias voltage. Make sure this mode is set to On.
Print Quality	Optimize	Registration		Normal Alternate	Set to Alternate when color misregistration occurs.
Print Quality	Optimize	Transfer Control		Normal Alternate 1	Set to Alternate to reduce primary transfer bias and to resolve low density or blotchy images.
Print Quality	Optimize	Moisture Control		Normal Alternate	Set to Alternate if the printer is installed in a high-humidity environment.
Print Quality	Optimize	Reset Optimize		Reset	Use Reset to reset the menu defaults.
Print Quality	Edge Control			Off Light Normal* Maximum	

Table 3-23 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
Manage Trays	Use Requested Tray			Exclusively* When available	Controls how the printer handles jobs that have specified a specific input tray. Two options are available: Exclusively: The printer never selects a different tray when the user has indicated that a specific tray should be used, even if that tray is empty. When available: The printer pulls from another tray if the specified tray is empty, even though the specific tray was indicated for the job.
Manage Trays	Manually Feed Prompt			Always* Prompt on mismatch	Indicate whether a prompt should appear when the type or size for a job does not match the specified tray and the printer pulls from the multipurpose tray instead. Two options are available: Always: A prompt always displays before using the multipurpose tray. Prompt on mismatch: A prompt displays only if the size or type do not match or the tray is empty.

Table 3-23 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
Manage Trays	Size/Type Prompt			Display* Do not display	Controls whether the tray configuration message displays whenever a tray is closed. Two options are available: Display: Shows the tray configuration message when a tray is closed. The user is able to configure the tray settings directly from this message. Do not display: Prevents the tray configuration message from automatically appearing.
Manage Trays	Use Another Tray			Allow* Do not allow	Use to turn on or off the control panel prompt to select another tray when the specified tray is empty. Two options are available: Allow: When this option is selected the user is prompted to either add paper to the selected tray or to choose a different tray. This is the factory default. Do not allow: When this option is selected, the user is not given the option of selecting a different tray. The printer prompts the user to add paper to the tray that was initially selected.

Table 3-23 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
Manage Trays	Alternative Letterhead Mode			Disabled* Enabled	Use to load letterhead or preprinted paper into the tray the same way for all print jobs, whether you are printing to one side of the sheet or to both sides of the sheet. When this option is selected, load the paper as you would for printing on both sides. See the user documentation that came with the printer for instructions about loading letterhead for printing on both sides. When this option is selected, the printer speed slows to the speed required for printing on both sides.
Manage Trays	Duplex Blank Pages			Automatic* Always	Controls how the printer handles two-sided jobs (duplexing). Two options are available: Automatic: Choose this option to skip printing blank sides during a two-sided print job. The printer can print jobs faster when blank sides are skipped. Always: Choose this option to print all sides of a two-sided job, even if one side is blank. This might be preferable for certain jobs that use paper types such as letterhead or prepunched paper.

Table 3-23 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
Manage Trays	Override A4/ Letter			Yes* No	Prints on letter-size paper when an A4 job is sent but no A4-size paper is loaded in the printer (or to print on A4 paper when a letter-size job is sent but no letter-size paper is loaded). This option will also override A3 with ledger-size paper and ledger with A3-size paper.
Manage Trays	Unsupported Size Behavior			Use default size automatically* Prompt for user response	Use this feature to identify the desired behavior when printing a document on a paper size that the printer does not support.
Manage Trays	Rotate Offset			Automatic* Off	Allows printing of multiple copies of a print job in alternate orientations. For example, the first copy outputs in landscape orientation, the second outputs in portrait orientation, the third in landscape, and so on. This feature works only with Letter or A4-sized paper and requires the use of at least two paper trays. One tray is loaded to feed paper in the long-edge orientation and the other is loaded to feed paper in the short-edge orientation.

Defeating interlocks

Learn about defeating printer interlocks.

Different tests can be used to isolate different types of issues. For assembly or noise isolation, run the diagnostic test when the toner cartridge door or rear door is open.

To operate the printer with the doors open, the interlock switch levers must be depressed to simulate a closed-cover position.

⚠ **WARNING!** Be careful when performing printer diagnostics to avoid risk of injury. Only trained service personnel should open and run the diagnostics with the covers removed. Never touch any of the power supplies when the printer is turned on.

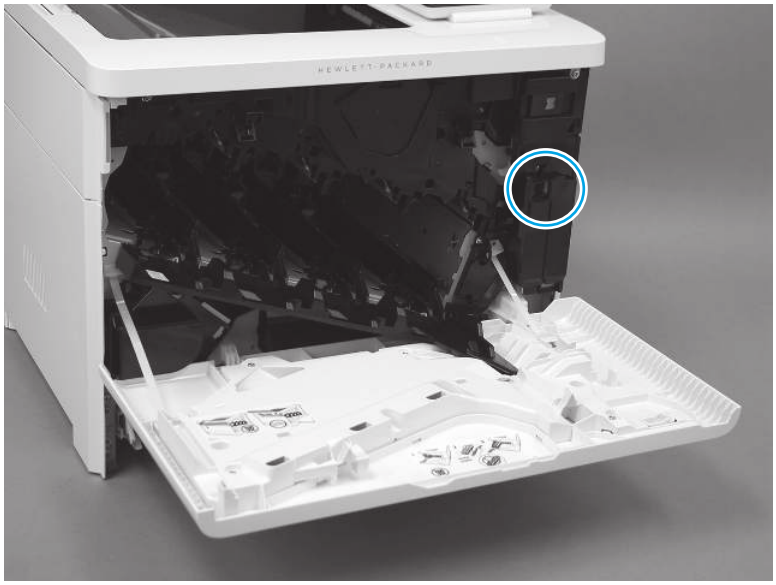
TIP: Fold a stiff piece of paper, for example a business card or index card, into a 10 mm (.375 in) strip, and insert the strip into the slots for the front door and right door logic switches.

Defeat the front (cartridge) door interlock

1. Open the front door.
2. Insert a folded piece of paper into the slot.

TIP: Fold a stiff piece of paper, for example a business card or index card, into a 10 mm (.375 in) strip, and insert the strip into the slots for the front door and right door logic switches.

Figure 3-23 Defeat the front door interlock



Defeat the right door interlock

1. Open the right door.
2. Insert a folded piece of paper into the slot.

TIP: Fold a stiff piece of paper, for example a business card or index card, into a 10 mm (.375 in) strip, and insert the strip into the slots for the front door and right door logic switches.

Figure 3-24 Defeat the right door interlock (right side)

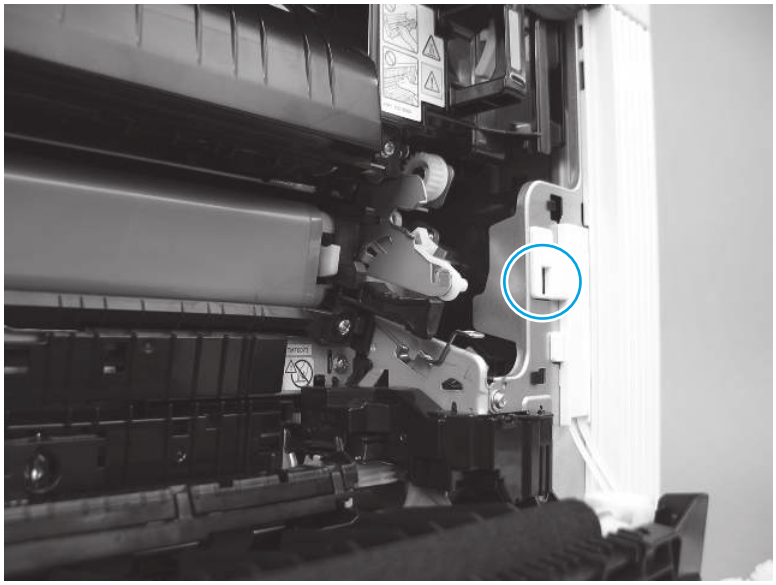
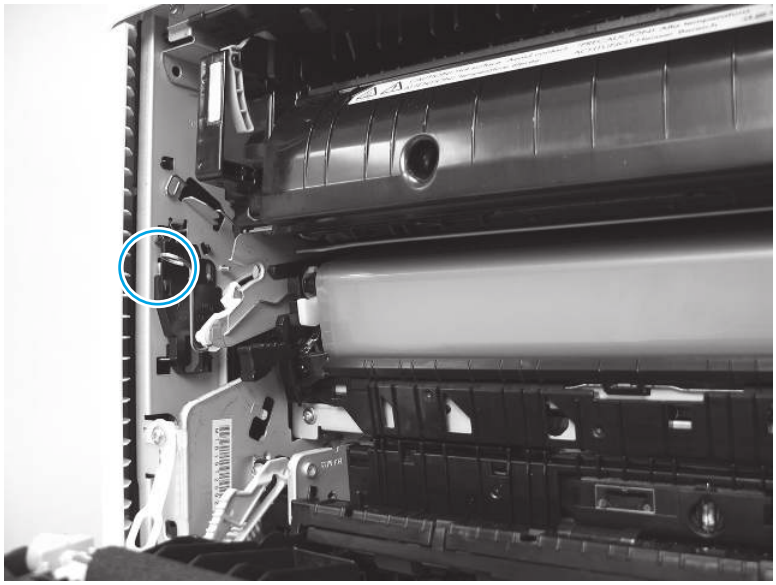


Figure 3-25 Defeat the right door interlock (left side)



LED Diagnostics (formatter)

Learn about troubleshooting the printer using formatter LEDs.

Understand lights on the formatter

Two LEDs on the formatter indicate that the printer is functioning correctly.

Figure 3-26 LEDs (formatter)

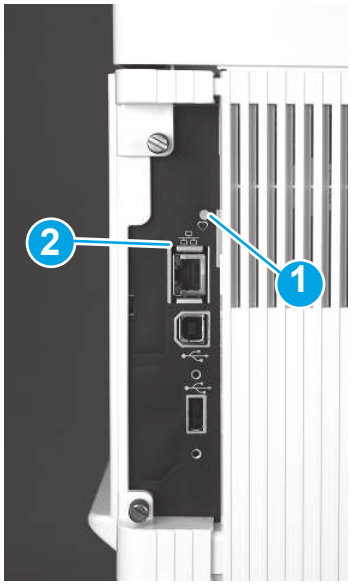


Table 3-24 LEDs (formatter)

Item	Description
Heartbeat LED	Indicates that the formatter is functioning.
HP Jetdirect LEDs	Indicates network activity and link status.

⚠ CAUTION: Under **NO** circumstances should a formatter from a different printer be installed during the repair or troubleshooting processes. The formatter stores important data specific to the model of printer it is installed in and is not deigned to be swapped or repurposed in any way. Return a used formatter to HP.

Issues that can occur from swapping a formatter include:

- Serial number, product number, product name, page count, and supported cartridges information change and might make a product unusable
- 33.02.01 Used board/Disk installed errors

If a used formatter is installed and causes this issue, the **partner** must cover the costs of the repair in the form of a product replacement. **There is no method in the field to recover a printer where a used formatter is installed.**

This part contains components that are electrostatic discharge (ESD) sensitive. To reduce the possibility of ESD damage, always touch the sheet-metal chassis to ground yourself before touching an ESD sensitive part.

Heartbeat LED

The heartbeat LED indicates that the formatter is functioning correctly. While the product is initializing after it is turned on, the LED blinks rapidly, and then turns off. When the product has finished the initialization sequence, the heartbeat LED pulses on and off.

The following table describes the heartbeat LED operation while the product is executing the firmware boot process.

NOTE: If after initialization, the heartbeat LED is not solid green, see {Xref Error! Target does not exist.}.

Table 3-25 Heartbeat LED, product initialization

Initializing state	Heartbeat LED, normal state	Heartbeat LED, error state
No power (power cable disconnected or power switch off)	Off	Not applicable
Power on (immediately after the power switch pressed)	Red, solid • Duration should be 1 second or less	Red, solid • Firmware error; problem finding hardware and booting the serial peripheral interface flash memory (boot process halted) Replace the formatter.
Serial peripheral interface (SPI) flash memory boot	Green, solid	Red, solid • Firmware error; problem finding hardware and booting the serial peripheral interface flash memory (boot process halted) Replace the formatter.
HW checks on board DRAM	Green, solid	Red, solid • Firmware error; problem finding hardware and booting the serial peripheral interface flash memory (boot process halted) Replace the formatter.
Control panel connection initializes	Green, solid NOTE: Control panel communication successful. If an error occurs, a message should appear on the control-panel display.	Yellow, fast flash • Formatter to control panel connection failed (boot process halted) Check the cables between the formatter and control panel for damage. Make sure that the cables are fully seated.
Pre-boot menu available (including diagnostics)	Green, solid	Red, solid • Diagnostic failure (Follow diagnostic instructions) Turn the power off, and then on again to restart the initialization process.
Accessing disk for firmware image	Green, solid NOTE: If applicable, disk error messages appear on the control-panel display.	Yellow, fast flash • Control panel not connected

Table 3-25 **Heartbeat LED, product initialization (continued)**

Initializing state	Heartbeat LED, normal state	Heartbeat LED, error state
Firmware boot	Green, solid NOTE: If applicable, disk error messages appear on the control-panel display.	Yellow, fast flash • Control panel not connected
Product operational	Green, heartbeat blink NOTE: If applicable, disk error messages appear on the control-panel display.	Yellow, fast flash • Control panel not connected
49.XX.YY error or initialization freezes	Not applicable	LED off NOTE: An error message (for example, **49.XX.YY**) might appear on the control-panel display. Eventually a formatter connection missing message appears. Turn the power off, and then on again to restart the initialization process. If the error persists, perform a firmware upgrade.
Control panel connection interrupted after the product is operational	Not applicable	Yellow, fast flash • Control panel not connected
Flat flexible cable (FFC) between the formatter and DC controller is not connected or damaged	Not applicable	Yellow, solid • Formatter to DC controller connection failed Check the cable between the formatter and DC controller for damage. Make sure that the cable is fully seated.
Sleep Mode	Green, slow blink	Not applicable
Approaching Sleep Mode	Green, slow blink	Not applicable
Wake up from Sleep Mode	Follows initialization progression	Follows initialization progression
Approaching wake up from Sleep Mode	Follows initialization progression	Follows initialization progression

The following table describes the heartbeat LED operation when the product completes the firmware boot process and is in the **Ready** state.

Table 3-26 **Heartbeat LED, product operational**

Green	• Normal operation – Formatter is operating normally – Firmware is operating normally – Control panel is connected

Table 3-26 Heartbeat LED, product operational (continued)

Yellow	• Formatter cannot connect to the control panel – Check control panel connections – Verify control panel functionality
Red	• Formatter error or failure – Serial peripheral interface (SPI) flash memory boot error – Power on self test (formatter) failed – Diagnostic (formatter) failed
Off	TIP: The heartbeat LED is off if the power cable is disconnected, the product power switch is in the off position, or the product is in Sleep Mode. • Firmware or system freeze – Check control panel for an error message – Control panel failure NOTE: This condition is not usually caused by a formatter failure. Turn the power off, and then on again. If the error persists, perform a firmware upgrade.

HP Jetdirect LEDs

The embedded HP Jetdirect print server has two LEDs. The yellow LED indicates network activity, and the green LED indicates the link status. A blinking yellow LED indicates network traffic. If the green LED is off, a link has failed.

For link failures, check all the network cable connections. In addition, try to manually configure the link settings on the embedded print server by using the printer control-panel menus.

IMPORTANT: The procedures in this section are for printers with FutureSmart 4 (FS4) or later firmware installed.

1. From the Home screen on the printer control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - Network Settings
   - Embedded Jetdirect Menu
   - Link Speed
3. Select the appropriate link speed, and then touch the OK button.

Scanner tests (MFP)

Learn about troubleshooting the MFP scanner tests.

IMPORTANT: The procedures in this section are for printers with FutureSmart 4 (FS4) or later firmware installed. For printers with FS3 firmware installed, go to the HP WISE web site and search for *HP Color LaserJet Enterprise M552, M553 - Control-panel menus* (c04574398) or *HP Color LaserJet Enterprise MFP M577 - Control-panel menus* (c04796059) for more information.

Document feeder and image scanner replacement parts

If a document feeder or image scanner sensor fails, replace the following assemblies:

- Document feeder sensors

NOTE: All include a replacement white backing kit.

  - Kit - ADF whole unit Enterprise; B5L47-67906
  - Kit - ADF whole unit Workflow; B5L47-67907
  - Image scanner whole unit; B5L46-67912

Scanner tests

Use these diagnostic tests to manually test the document feeder and scanner sensors.

Scanner test sensors

- ADF paper present
- ADF Y (length)
- ADF jam cover
- ADF paper path deskew
- ADF paper path pick success
- Paper path sensor 1(unreachable)
- Paper path sensor 2 (unreachable)
- Flatbed Y (length)
- Flatbed cover

1. From the Home screen on the product control panel, scroll to and select the Support Tools item.
2. Open the following menus:
   - Troubleshooting
   - Diagnostic Tests
   - Manual scanner sensor test
3. Select the sensor name on the screen to display a sensor location graphic on the control-panel display.

4. Activate the desired sensor, and then check the control-panel display to verify the sensor state (active or inactive).

   - The State virtual LED next to the sensor number and sensor name illuminates green when the sensor is active.
   - The Toggle virtual LED next to the sensor number and sensor name illuminates green after the sensor is activated and increments by one each time the sensor is interrupted (activated or deactivated).

     For example, opening the flatbed cover increments the Flatbed cover Toggle item count two times—once when the door is opened, and once when the door is closed.

5. Select the Reset sensors item to reset the Toggle count item.

   -or-

   Touch the Cancel button to exit the Scanner Tests screen, and then touch the Cancel button again to return the Diagnostic Tests menu.

Disable cartridge check

Learn about the disable cartridge check troubleshooting diagnostic.

IMPORTANT: The procedures in this section are for printers with FutureSmart 4 (FS4) or later firmware installed. For printers with FS3 firmware installed, go to the HP WISE web site and search for *HP Color LaserJet Enterprise M552, M553 - Control-panel menus* (c04574398) or *HP Color LaserJet Enterprise MFP M577 - Control-panel menus* (c04796059) for more information.

Use this diagnostic test to print internal pages or send an external job to the printer when the toner cartridge is removed or exchanged. Supply errors are ignored while the printer is in this mode.

When the printer is in this mode, access the troubleshooting menus and print internal pages (the print quality pages will be the most useful). This test can be used to isolate problems, such as noise, and to isolate print-quality problems that are related to the toner cartridge.

NOTE: Do not remove or exchange the toner cartridge until after beginning the disable cartridge check diagnostic.

Disable cartridge check from a non-touchscreen control panel

1. From the Home screen on the printer control panel, use the arrow keys to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Troubleshooting, and then press the OK button.
3. Use the arrow buttons to scroll to Diagnostic Tests, and then press the OK button.
4. Select Continue to enter *Maintenance Mode*.
5. Use the arrow buttons to scroll to Disable Cartridge Check, and then press the OK button.

Disable cartridge check from a touchscreen control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the following menus:

   - Troubleshooting

- Diagnostic Tests
- Disable Cartridge Check

Print/stop test

Learn about the print/stop test troubleshooting diagnostic.

IMPORTANT: The procedures in this section are for printers with FutureSmart 4 (FS4) or later firmware installed. For printers with FS3 firmware installed, go to the HP WISE web site and search for *HP Color LaserJet Enterprise M552, M553 - Control-panel menus* (c04574398) or *HP Color LaserJet Enterprise MFP M577 - Control-panel menus* (c04796059) for more information.

Use this diagnostic test to isolate the cause of problems such as image-formation defects and jams within the engine.

During this test, stop the paper anywhere along the printer paper path. The test can be programmed to stop printing internal pages or an external print job when the paper reaches a certain position. The test can also be programmed to stop from 0 to 60,000 ms. If the timer is set to a value that is greater than the job-print time, the printer can recover in one of two ways.

Printer recovery (print/stop test)

- After the print job is completed press the OK button to return to the Troubleshooting menu before the timer times out.
- After the timer times out, touch the Stop button. Activate the door switch to restart the engine and return it to a normal state.

Common print/stop test timing millisecond (ms) stops

- **600 ms**: The page has passed the registration area and the leading edge is just short of entering the fuser. The image can be seen on the paper but has not fused. If the defect is visible then the cause might be the drum, transfer roller, or a roller prior to, or in, the registration area.
- **1200 ms**: The leading edge is about 18mm (0.71 in) into the top output bin. The image has gone through the fuser. If the defect was not visible prior to the fuser, and is visible after the fuser, then the fuser it is the likely cause of the print quality defect. Inspect the fuser for damage, debris, or labels stuck to the fuser. Replace the fuser. Discuss media specifications and proper care of the fuser with the customer.

Print/stop test from a SFP control panel

1. From the Home screen on the printer control panel, use the arrow buttons to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Troubleshooting, and then press the OK button.
3. Use the arrow buttons to scroll to Diagnostic Tests, and then press the OK button.
4. Select Continue to enter **Maintenance mode**.
5. Use the arrow buttons to scroll to Print/Stop Test, and then press the OK button.

Print/stop test from an MFP control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.

2. Open the following menus:
   - Troubleshooting
   - Diagnostic Tests
   - Print/Stop Test
3. Enter a range, and then touch the OK button.

Individual component diagnostics

Learn about printer individual component diagnostics.

IMPORTANT: The procedures in this section are for printers with FutureSmart 4 (FS4) or later firmware installed. For printers with FS3 firmware installed, go to the HP WISE web site and search for *HP Color LaserJet Enterprise M552, M553 - Control-panel menus* (c04574398) or *HP Color LaserJet Enterprise MFP M577 - Control-panel menus* (c04796059) for more information.

Paper path test

Learn about the paper path test troubleshooting diagnostic.

IMPORTANT: The procedures in this section are for printers with FutureSmart 4 (FS4) or later firmware installed. For printers with FS3 firmware installed, go to the HP WISE web site and search for *HP Color LaserJet Enterprise M552, M553 - Control-panel menus* (c04574398) or *HP Color LaserJet Enterprise MFP M577 - Control-panel menus* (c04796059) for more information.

This diagnostic test generates one or more test pages. Use these pages to isolate the cause of jams.

To isolate a problem, specify which input tray to use, and specify the number of copies to print. Print multiple copies to help isolate intermittent problems. The following options become available after beginning the diagnostic feature:

- Print Test Page: Run the paper-path test from the default settings: Tray 2, no duplex, and one copy. To specify other settings, scroll down the menu, and select the setting, and then scroll back up and select Print Test Page to start the test.
- Source Tray: Select Tray 1, Tray 2, or the optional tray.
- Number of Copies: Set the numbers of copies to be printed; the choices are 1, 10, 50, 100, or 500.

Paper path test from a SFP control panel

1. From the Home screen on the printer control panel, use the arrow buttons to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Troubleshooting, and then press the OK button.
3. Use the arrow buttons to scroll to Diagnostic Tests, and then press the OK button.
4. Select Continue to enter **Maintenance mode**.
5. Use the arrow buttons to scroll to Paper Path Test, and then press the OK button.

Paper path test from an MFP control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.

2. Open the following menus:
    - Troubleshooting
    - Diagnostic Tests
    - Paper Path Test
3. Select the paper path test options for the test.

Print/stop test

Learn about the print/stop test troubleshooting diagnostic.

IMPORTANT: The procedures in this section are for printers with FutureSmart 4 (FS4) or later firmware installed. For printers with FS3 firmware installed, go to the HP WISE web site and search for *HP Color LaserJet Enterprise M552, M553 - Control-panel menus* (c04574398) or *HP Color LaserJet Enterprise MFP M577 - Control-panel menus* (c04796059) for more information.

Use this diagnostic test to isolate the cause of problems such as image-formation defects and jams within the engine.

During this test, stop the paper anywhere along the printer paper path. The test can be programmed to stop printing internal pages or an external print job when the paper reaches a certain position. The test can also be programmed to stop from 0 to 60,000 ms. If the timer is set to a value that is greater than the job-print time, the printer can recover in one of two ways.

Printer recovery (print/stop test)

- After the print job is completed press the OK button to return to the Troubleshooting menu before the timer times out.
- After the timer times out, touch the Stop button. Activate the door switch to restart the engine and return it to a normal state.

Common print/stop test timing millisecond (ms) stops

- **600 ms**: The page has passed the registration area and the leading edge is just short of entering the fuser. The image can be seen on the paper but has not fused. If the defect is visible then the cause might be the drum, transfer roller, or a roller prior to, or in, the registration area.
- **1200 ms**: The leading edge is about 18mm (0.71 in) into the top output bin. The image has gone through the fuser. If the defect was not visible prior to the fuser, and is visible after the fuser, then the fuser it is the likely cause of the print quality defect. Inspect the fuser for damage, debris, or labels stuck to the fuser. Replace the fuser. Discuss media specifications and proper care of the fuser with the customer.

Print/stop test from a non-touchscreen control panel

1. From the Home screen on the printer control panel, use the arrow buttons to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Troubleshooting, and then press the OK button.
3. Use the arrow buttons to scroll to Diagnostic Tests, and then press the OK button.
4. Select Continue to enter **Maintenance mode**.
5. Use the arrow buttons to scroll to Print/Stop Test, and then press the OK button.

Print/stop test from a touchscreen control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the following menus:
   - Troubleshooting
   - Diagnostic Tests
   - Print/Stop Test
3. Enter a range, and then touch the OK button.

Paper path sensors test

Learn about the paper path sensor test troubleshooting diagnostic.

IMPORTANT: The procedures in this section are for printers with FutureSmart 4 (FS4) or later firmware installed. For printers with FS3 firmware installed, go to the HP WISE web site and search for *HP Color LaserJet Enterprise M552, M553 - Control-panel menus* (c04574398) or *HP Color LaserJet Enterprise MFP M577 - Control-panel menus* (c04796059) for more information.

Paper path sensor test from a SFP control panel

1. From the Home screen on the printer control panel, use the arrow buttons to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Troubleshooting, and then press the OK button.
3. Use the arrow buttons to scroll to Diagnostic Tests, and then press the OK button.
4. Select Continue to enter **Maintenance mode**.
5. Use the arrow buttons to scroll to Paper Path Sensors, and then press the OK button.

NOTE: Exiting the Paper Path Sensors menu and then reentering the test will clear the test values from the previous test.

The menu list of sensors and switches for the Paper Path Sensors test varies depending on which optional accessories are installed.

For trays other than Tray 1 or Tray 2, the tray number associated with a sensor or switch depends on the number of accessories installed.

Paper path sensor test from an MFP control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the following menus:
   - Troubleshooting
   - Diagnostic Tests
   - Paper Path Sensors

3. Touch Start to run the test.

NOTE: Exiting the Paper Path Sensors menu and then reentering the test will clear the test values from the previous test.

The menu list of sensors and switches for the Paper Path Sensors test varies depending on which optional accessories are installed.

For trays other than Tray 1 or Tray 2, the tray number associated with a sensor or switch depends on the number of accessories installed.

Table 3-27 Paper-path sensors diagnostic tests

Sensor	Abbreviation	Description	Part number
Tray 3 feed sensor (optional accessory)	SR21	Paper feed assembly	RM2-5145-000CN
Registration sensor	SR6	Registration assembly	RM2-0093-000CN (M553n) RM2-0018-000CN (M522, M553dn, M553x, M577, M578, E55040. E57540)
Fuser loop 1 sensor	PS1	Fuser	B5L35-67902 (110 V) B5L36-67902 (220 V)
Front media width sensor	SR13	Registration assembly	RM2-0093-000CN (M553n) RM2-0018-000CN (M522, M553dn, M553x, M577, M578, E55040. E57540)
Rear media width sensor	SR14	Registration assembly	RM2-0093-000CN (M553n) RM2-0018-000CN (M522, M553dn, M553x, M577, M578, E55040. E57540)
Fuser pressure release sensor	SR11	Fuser	B5L35-67902 (110 V) B5L36-67902 (220 V)
Fuser output sensor	SR9	Fuser	B5L35-67902 (110 V) B5L36-67902 (220 V)
Developer alienation sensor	SR4	Main drive assembly	B5L25-67902
Output bin full sensor	SR10	Paper delivery assembly	RM2-0092-000CN (M553n) RM2-0016-000CN (M522, M553dn, M553x, M577, M578, E55040. E57540)

Manual sensors test

Learn about the manual sensor test troubleshooting diagnostic.

IMPORTANT: The procedures in this section are for printers with FutureSmart 4 (FS4) or later firmware installed. For printers with FS3 firmware installed, go to the HP WISE web site and search for *HP Color LaserJet Enterprise M552, M553 - Control-panel menus* (c04574398) or *HP Color LaserJet Enterprise MFP M577 - Control-panel menus* (c04796059) for more information.

Manual sensor test from a SFP control panel

1. From the Home screen on the printer control panel, use the arrow buttons to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Troubleshooting, and then press the OK button.
3. Use the arrow buttons to scroll to Diagnostic Tests, and then press the OK button.
4. Select Continue to enter **Maintenance mode**.
5. Use the arrow buttons to scroll to Manual Sensor Test, and then press the OK button.
6. Activate the desired sensor, and then check the control-panel display to verify the sensor state (active or inactive).
   - The State virtual LED next to the sensor number and sensor name illuminates green when the sensor is active.
   - The Toggle virtual LED next to the sensor number and sensor name illuminates green after the sensor is activated and increments by one each time the sensor is interrupted (activated or deactivated).

Manual test from an MFP control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the following menus:
   - Troubleshooting
   - Diagnostic Tests
   - Manual Sensor Test
3. Activate the desired sensor, and then check the control-panel display to verify the sensor state (active or inactive).
   - The State virtual LED next to the sensor number and sensor name illuminates green when the sensor is active.
   - The Toggle virtual LED next to the sensor number and sensor name illuminates green after the sensor is activated and increments by one each time the sensor is interrupted (activated or deactivated).

NOTE: The following table describes the sensor tests available with an optional 1x550-sheet paper feeder installed.

For trays other than Tray 1 or Tray 2, the tray number associated with a sensor or switch depends on the number of accessories installed.

Table 3-28 **Manual sensor diagnostic tests**

Sensor	Abbreviation	Description	Part number
Front door opening/closing sensor	SW4	Switch PCA assembly	RM2-7133-000CN
Right door opening/closing sensor	SW3	Switch button assembly	WC2-5806-000CN
Tray 3 feed sensor (optional accessory)	SR21	Paper feed assembly	RM2-5145-000CN
Registration sensor	SR6	Registration assembly	RM2-0093-000CN (M553n) RM2-0018-000CN (M522, M553dn, M553x, M577, M578, E55040. E57540)
Fuser loop 1 sensor	PS1	Fuser	B5L35-67902 (110 V) B5L36-67902 (220 V)
Front media width sensor	SR13 SR13N (M553n)	Paper pickup assembly	RM2-6556-000CN
Rear media width sensor	SR14 SR14N (M553n)	Paper pickup assembly	RM2-6556-000CN
Fuser pressure release sensor	SR11	Fuser	B5L35-67902 (110 V) B5L36-67902 (220 V)
Fuser output sensor	SR9	Fuser	B5L35-67902 (110 V) B5L36-67902 (220 V)
Output bin full sensor	SR10	Paper delivery assembly	RM2-0092-000CN (M553n) RM2-0016-000CN (M522, M553dn, M553x, M577, M578, E55040. E57540)

Tray/bin manual sensors test

Learn about the tray/bin manual sensor test troubleshooting diagnostic.

IMPORTANT: The procedures in this section are for printers with FutureSmart 4 (FS4) or later firmware installed. For printers with FS3 firmware installed, go to the HP WISE web site and search for *HP Color LaserJet Enterprise M552, M553 - Control-panel menus* (c04574398) or *HP Color LaserJet Enterprise MFP M577 - Control-panel menus* (c04796059) for more information.

Tray/bin manual sensor test from a SFP control panel

1. From the Home screen on the printer control panel, use the arrow buttons to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Troubleshooting, and then press the OK button.
3. Use the arrow buttons to scroll to Diagnostic Tests, and then press the OK button.
4. Select Continue to enter **Maintenance mode**.

5. Use the arrow buttons to scroll to Tray/bin Manual Sensor Test, and then press the OK button.
6. Activate the desired sensor, and then check the control-panel display to verify the sensor state (active or inactive).
    - The State virtual LED next to the sensor number and sensor name illuminates green when the sensor is active.
    - The Toggle virtual LED next to the sensor number and sensor name illuminates green after the sensor is activated and increments by one each time the sensor is interrupted (activated or deactivated).

Tray/bin manual test from an MFP control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the following menus:
    - Troubleshooting
    - Diagnostic Tests
    - Tray/bin Manual Sensor Test
3. Activate the desired sensor, and then check the control-panel display to verify the sensor state (active or inactive).
    - The State virtual LED next to the sensor number and sensor name illuminates green when the sensor is active.
    - The Toggle virtual LED next to the sensor number and sensor name illuminates green after the sensor is activated and increments by one each time the sensor is interrupted (activated or deactivated).

NOTE: The following table describes the sensor tests available with an optional 1x550-sheet paper feeder installed.

For trays other than Tray 1 or Tray 2, the tray number associated with a sensor or switch depends on the number of accessories installed.

Table 3-29 Tray/bin manual sensor diagnostic tests

Sensor	Abbreviation	Description	Part number
Tray 2 paper sensor	SR5	Switch button assembly	WC2-5806-000CN
Tray 1 paper sensor	SR8	Right door assembly	RM2-0019-000CN
Cassette media out sensor	SR12	Paper pickup assembly	RM2-6556-000CN
Tray 3-X media out sensor (optional accessories)	SR20	Paper pickup assembly	RM2-5154-000CN
Tray 3-X cassette sensor (optional accessories)	SW21	Switch button assembly	WC2-5806-000CN
Tray 3-X feed sensor (optional accessories)	SR21	Paper feeder assembly	RM2-5145-000CN
Right door sensor (optional accessories)	SW20	Right door assembly	RM2-5146-000CN

Table 3-29 Tray/bin manual sensor diagnostic tests (continued)

Sensor	Abbreviation	Description	Part number
Output bin full sensor	SR10	Paper delivery assembly	RM2-0092-000CN (M553n) RM2-0016-000CN (M522, M553dn, M553x, M577, M578, E55040. E57540)

Component test

Learn about the component test troubleshooting diagnostic.

IMPORTANT: The procedures in this section are for printers with FutureSmart 4 (FS4) or later firmware installed. For printers with FS3 firmware installed, go to the HP WISE web site and search for *HP Color LaserJet Enterprise M552, M553 - Control-panel menus* (c04574398) or *HP Color LaserJet Enterprise MFP M577 - Control-panel menus* (c04796059) for more information.

NOTE: The front door or right side door interlocks must be defeated to run the component tests. Some tests might require that the ITB and toner cartridges be removed. A control-panel display prompt appears indicate removing some, or all of the cartridges, during certain tests.

Component test from a SFP control panel

1. From the Home screen on the printer control panel, use the arrow buttons to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Troubleshooting, and then press the OK button.
3. Use the arrow buttons to scroll to Diagnostic Tests, and then press the OK button.
4. Select Continue to enter **Maintenance mode**.
5. Use the arrow buttons to scroll to Component Test, and then press the OK button.
6. Select a component, and then select Start to begin the test.
7. Select Stop to end the test

Component test from an MFP control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the following menus:
   - Troubleshooting
   - Diagnostic Tests
   - Component Test

3. Select the component test options for the test.

NOTE: The menu list of components for the Component Test varies depending on which optional accessories are installed.

The table in this section describes the components available with an optional 1x550-sheet paper feeder installed.

For trays other than Tray 1 or Tray 2, the tray number associated with a sensor or switch depends on the number of accessories installed.

Table 3-30 Component test details

Component test	Item tested	Part number	Comments
Drum motors	M1/M2/M3	RM2-0078-000CN	Activates the specified motor.
Fuser drive assembly	M4	RM2-0091-010CN (M553n) RM2-0009-010CN (M522, M553dn, M553x, M577, M578, E55040. E57540)	Activates the specified motor.
Fuser pressure release motor	M6	RK2-6027-000CN	Activates the specified motor.
Tray 2 pickup motor	M5	RM2-0008-000CN Pickup drive assembly	Activates the specified motor.
Tray 3 pickup motor (optional accessory)	M20	RM2-5145-000CN Paper feed assembly	Activates the specified motor.
Duplexer pickup motor (duplex models)	M8	RM2-0006-000CN Duplex drive assembly	Activates the specified motor.
Tray 1 pickup solenoid	SL2	RM2-6556-000CN Paper pickup assembly	Activates the specified solenoid.
Tray 2 pickup solenoid	SL1	RM2-0090-000CN (M553n) RM2-0022-000CN (M522, M553dn, M553x, M577, M578, E55040. E57540) Tray 1 roller alienation (part of secondary transfer assembly)	Activates the specified solenoid.
Tray 3-X pickup solenoid (optional accessories)	Not applicable	RM2-5154-000CN Paper pickup assembly	Activates the specified solenoid.
Duplex switchback solenoid (duplex models)	SL3	RM2-0006-000CN Duplex drive assembly	Activates the specified solenoid.
Feed roller clutch	CL1	RM2-0010-000CN Lifter drive assembly	Activates the specified clutch.
Laser Scanner motor	M7	RM2-6545-010CN Laser/scanner assembly	Activates the specified motor.

Diagrams

View diagrams for the printer.

Use the diagrams in this section to identify printer components.

Diagrams: Block diagrams

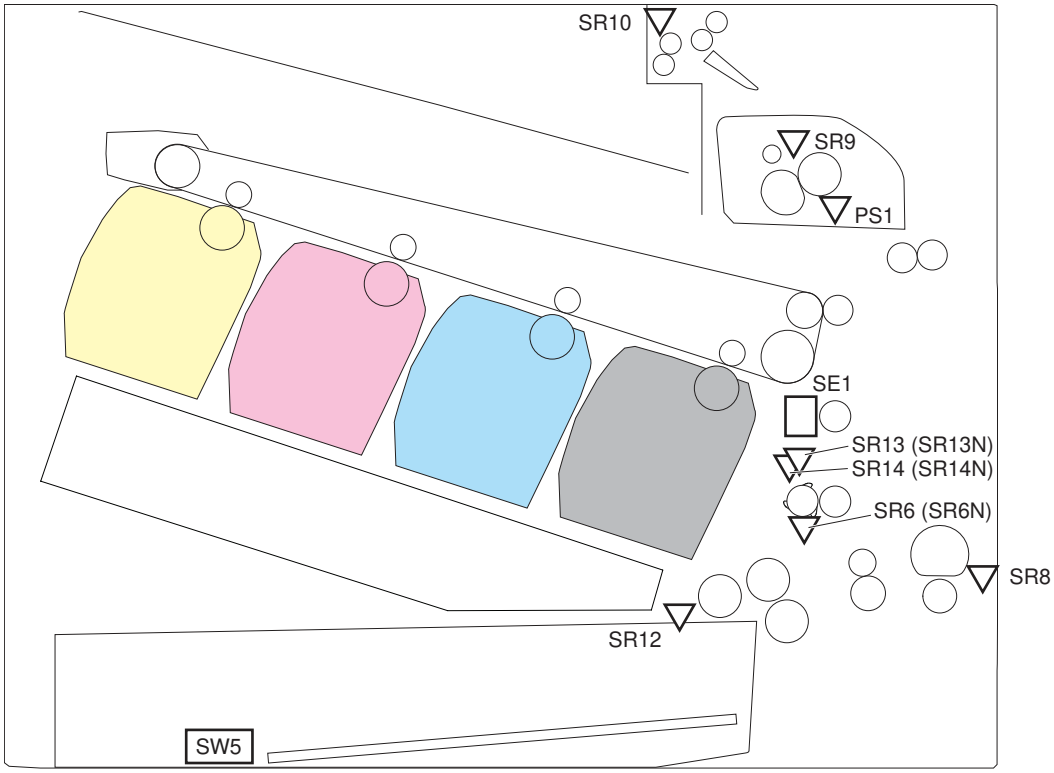
View block diagrams for the printer.

Sensors and switches

View document feeder, printer, and paper feeder sensor and switch diagrams.

Sensors and switches (printer base)

Figure 3-27 Sensors and switches (printer base)

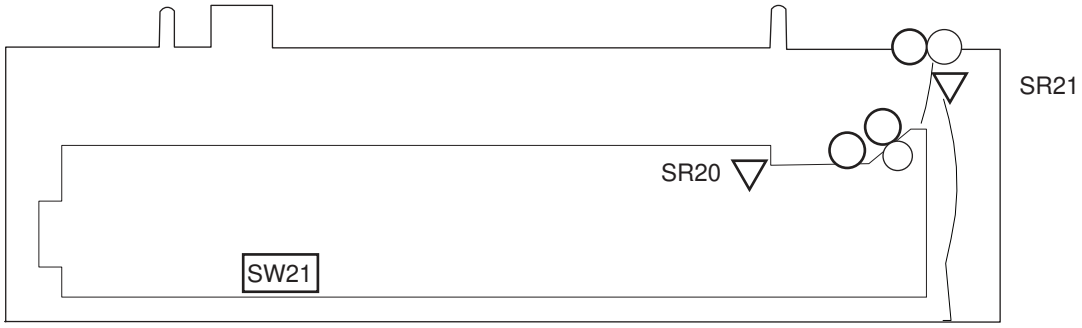


Item	Description	Item	Description
SR6	Top-of-Page (TOP) sensor (duplex models)	SR13N	Media width (front, simplex models)
SR6N	Top-of-Page (TOP) sensor (simplex models)	SR14	Media width (rear, duplex models)
SR8	Tray 1 (multipurpose tray) media-out sensor	SR14N	Media width (rear, simplex models)
SR9	Fuser delivery sensor	PS1	Loop sensor
SR10	Output bin media-full sensor	SE1	Media sensor

Item	Description	Item	Description
SR12	Tray 2 (cassette) media-out sensor	SW5	Tray 2 (cassette) detection switch
SR13	Media width (front, duplex models)		

Sensors and switches (550-sheet paper feeder)

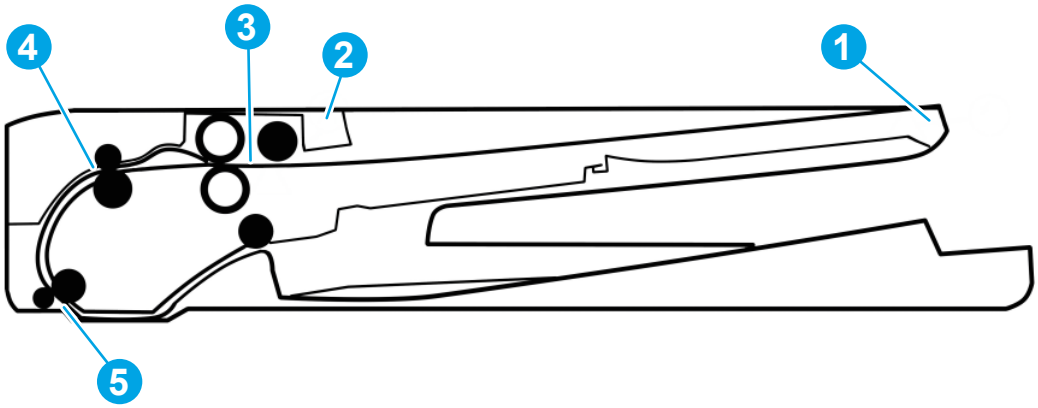
Figure 3-28 Sensors and switches (550-sheet paper feeder)



Item	Description
SR20	Tray 3/4/5(cassette) media-out sensor
SR21	Paper feeder media feed sensor
SW21	Tray 3/4/5(cassette) detection switch

Sensors and switches (document feeder)

Figure 3-29 Sensors and switches (document feeder)



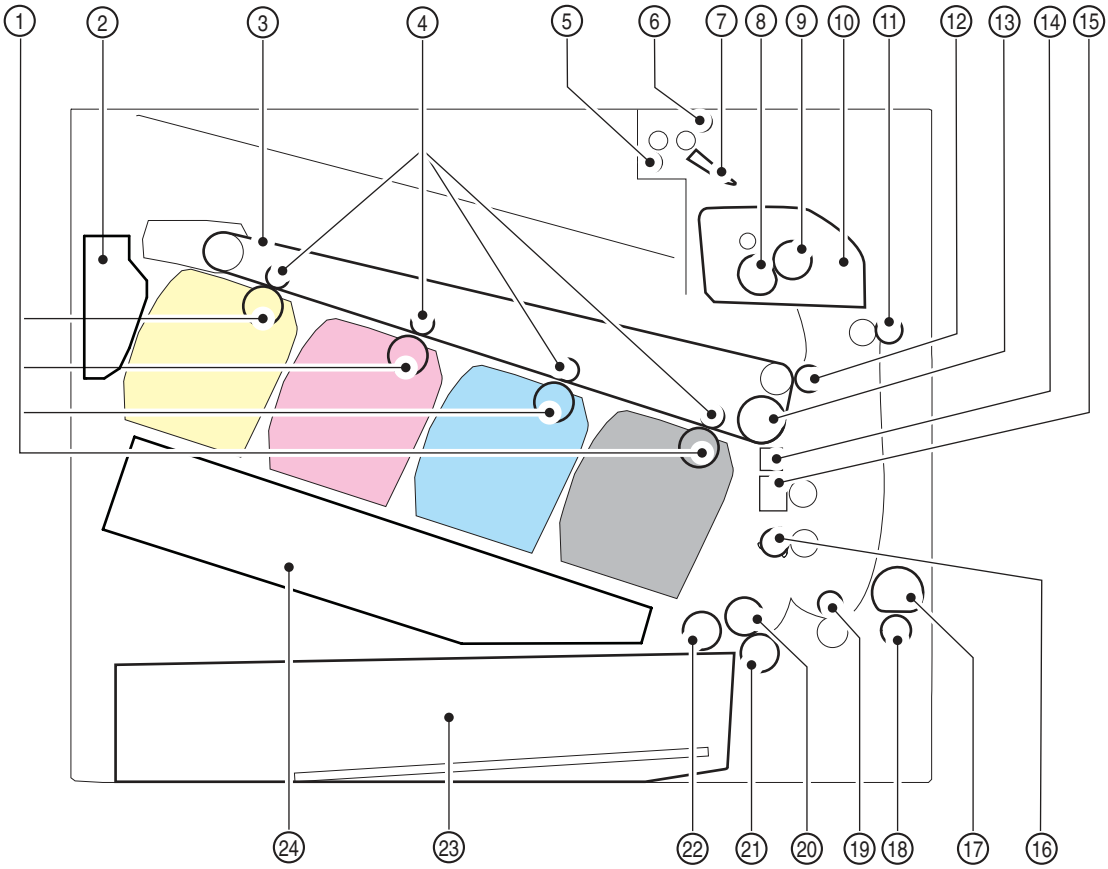
Item	Description
1	Length sensor
2	Jam cover sensor
3	Paper present sensor
4	Deskew sensor
5	Paper path sensor

Cross section diagrams

View printer and paper feeder cross section diagrams.

Cross-sectional view of the printer

Figure 3-30 Cross-sectional view of the printer

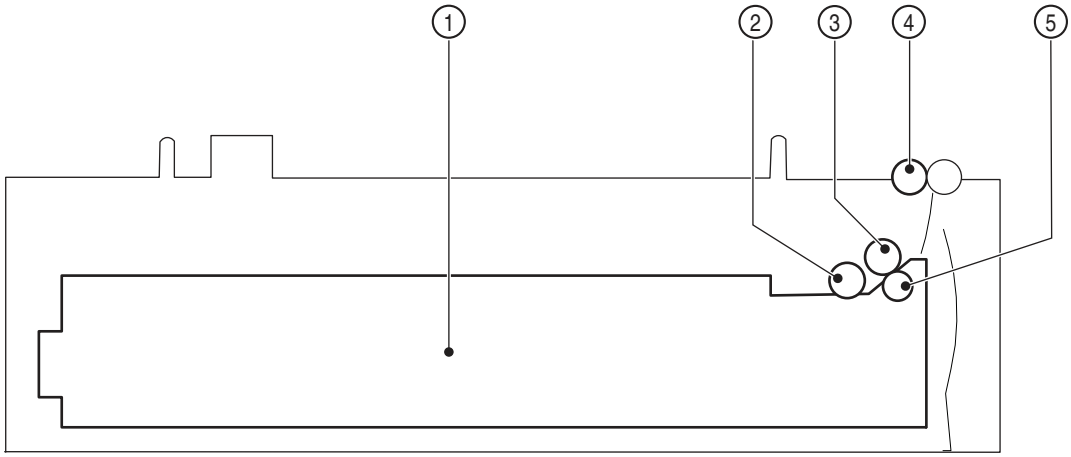


Item	Description	Item	Description
1	Photosensitive drum	13	ITB drive roller
2	Toner collection unit (TCU)	14	Registration density sensor
3	Intermediate transfer belt (ITB)	14	Media sensor
4	Primary transfer (T1) roller	16	Registration roller
5	Output roller	17	Tray 1 (multipurpose tray) pickup roller
6	Duplex switchback roller (duplex models)	18	Tray 1 (multipurpose tray) separation roller
7	Duplex flapper (duplex models)	19	Duplex re-pickup roller (duplex models)
8	Fuser film	20	Tray 2 feed roller
9	Pressure roller	21	Tray 2 separation roller

Item	Description	Item	Description
10	Fuser	22	Tray 2 pickup roller
11	Duplex feed roller (duplex models)	23	Tray 2
12	Secondary transfer (T2) roller	24	Laser/scanner assembly

Cross-sectional view of the 550-sheet paper feeder

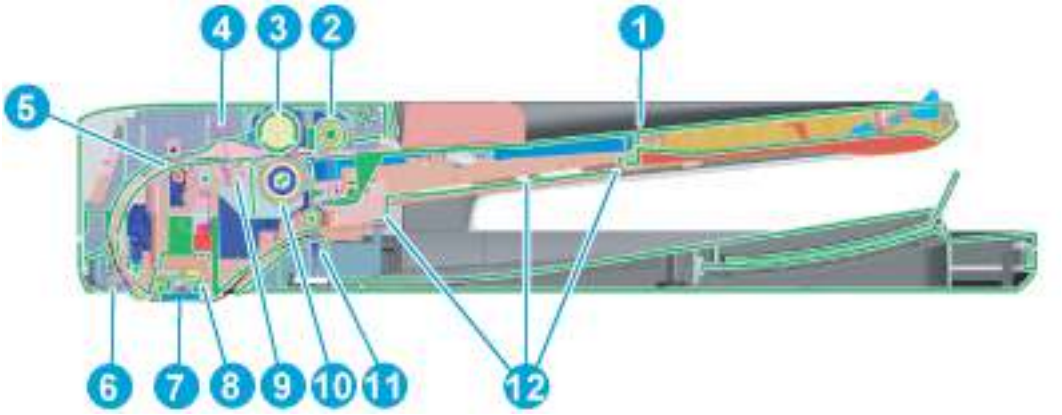
Figure 3-31 Cross-sectional view of the 550-sheet paper feeder



Item	Description
1	Tray 3/4/5
2	Tray 3/4/5 pickup roller
3	Tray 3/4/5 feed roller
4	Tray 3/4/5 feed roller
5	Tray 3/4/5 separation roller

Cross-sectional view of the document feeder

Figure 3-32 Document feeder paper path



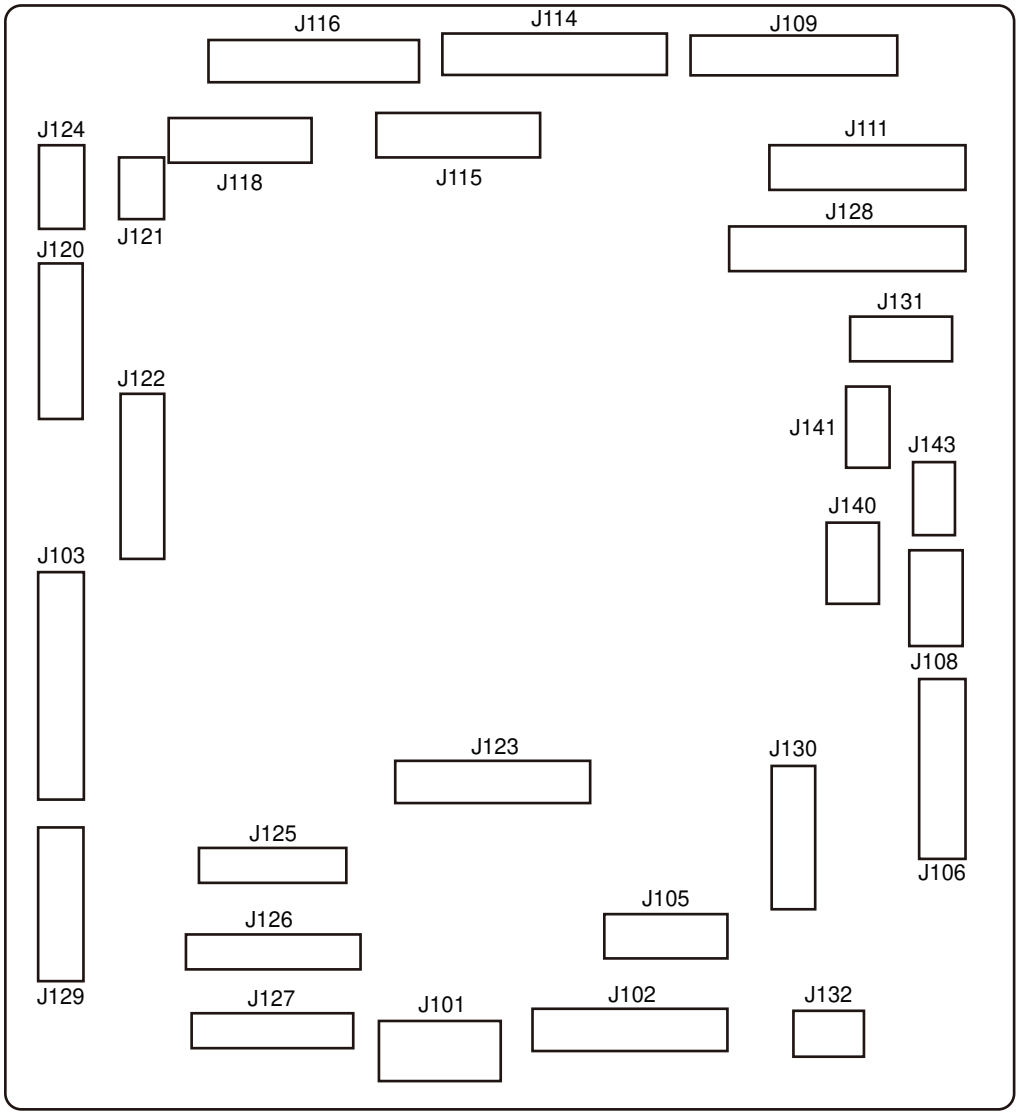
Item	Description	Item	Description
1	Input tray	7	Front-side scan module location NOTE: This scan module (document feeder glass) is located in the scanner base and is not pictured.
2	Pre-pick roller	8	Back-side scan module
3	Pick roller	9	ADF pick success transmitter
4	ADF pick success receiver	10	Separator roller
5	Deskew drive roller	11	Exit drive roller
6	Prescan drive roller	12	Lift plate

Printed circuit assembly (PCA) connector locations

View printed circuit assembly (PCA) diagrams.

DC controller PCA connections

Figure 3-33 DC controller PCA connections



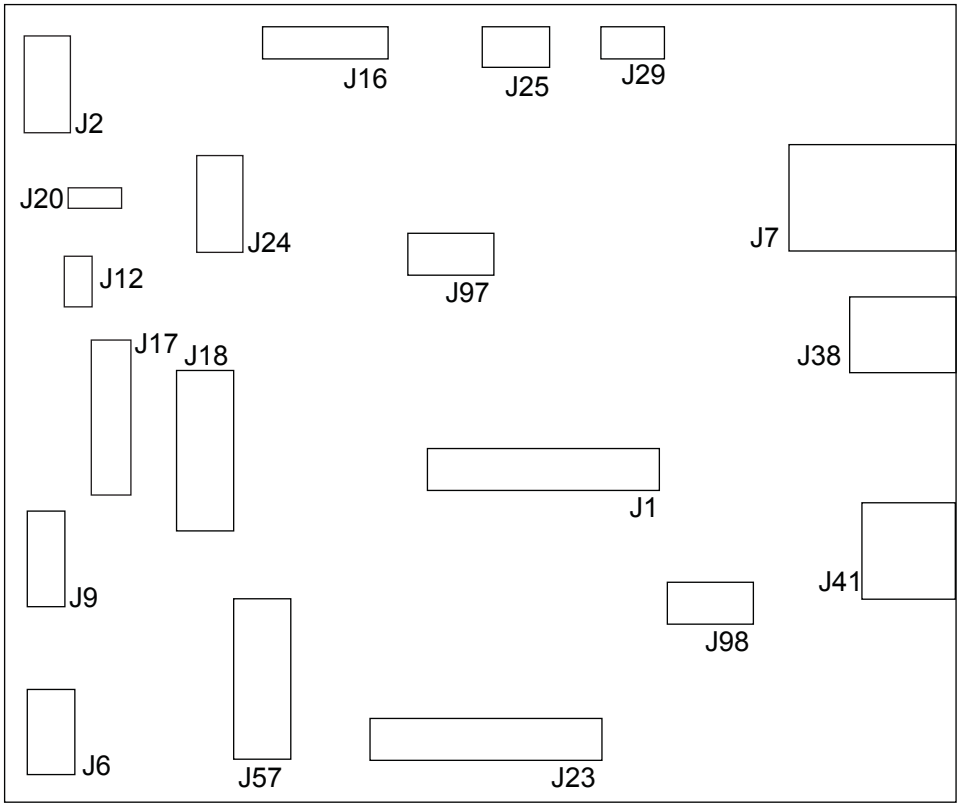
Item	Description	Item	Description
J101	Low-voltage power supply assembly (LVPS) 24V interlock switch	J122	Tray 2 (cassette) pickup clutch (CL1) Tray 1 (multipurpose tray pickup solenoid (SL2) Tray 2 (cassette) detection switch (SW5) Environmental sensor Tray 1 (multipurpose tray) media-out sensor (SR8)
J102	LVPS	J123	Upper cartridge guide switch

Item	Description	Item	Description
J103	Scanner motor (M7) Memory chip, toner cartridges Paper feeder	J124	Media sensor (SE1)
J105	LVPS	J125	High-voltage power supply D (HVPSD)
J106	Formatter	J126	Y/M laser assembly
J108	Empty	J127	C/K laser assembly
J109	High-voltage power supply T (HVPST)	J128	Fuser power supply (FPS)
J111	Drum motor 1 (M1) Drum motor 2 (M2)	J129	Y/M/C/K toner level sensor
J114	Fuser motor (M4) Primary transfer (T1) roller alienation solenoid Drum home position sensor 1 Drum home position sensor 2 Drum home position sensor 3	J130	Drum motor 3 (M3) Developer home position sensor
J115	Right door switch Power supply switch Fuser pressure release sensor Pre-exposure LED 3 - 4	J131	Output bin media-full sensor (SR10) High-voltage power supply T (HVPST)
J116	Fuser	J132	Developer alienation (disengagement) motor (M6)
J118	Duplex re-pickup clutch (CL2; duplex models only) Top-of-Page (TOP) sensor (SR6, duplex; SR6N, simplex) Media width sensor, front (SR13, duplex; SR13N simplex) Media width sensor, rear (SR14, duplex; SR14N simplex)	J140	Empty

Item	Description	Item	Description
J120	Registration density sensor, front Registration density sensor, rear	J141	Empty
J121	Tray 2 (cassette) media-out sensor	J143	Empty

Formatter PCA connections

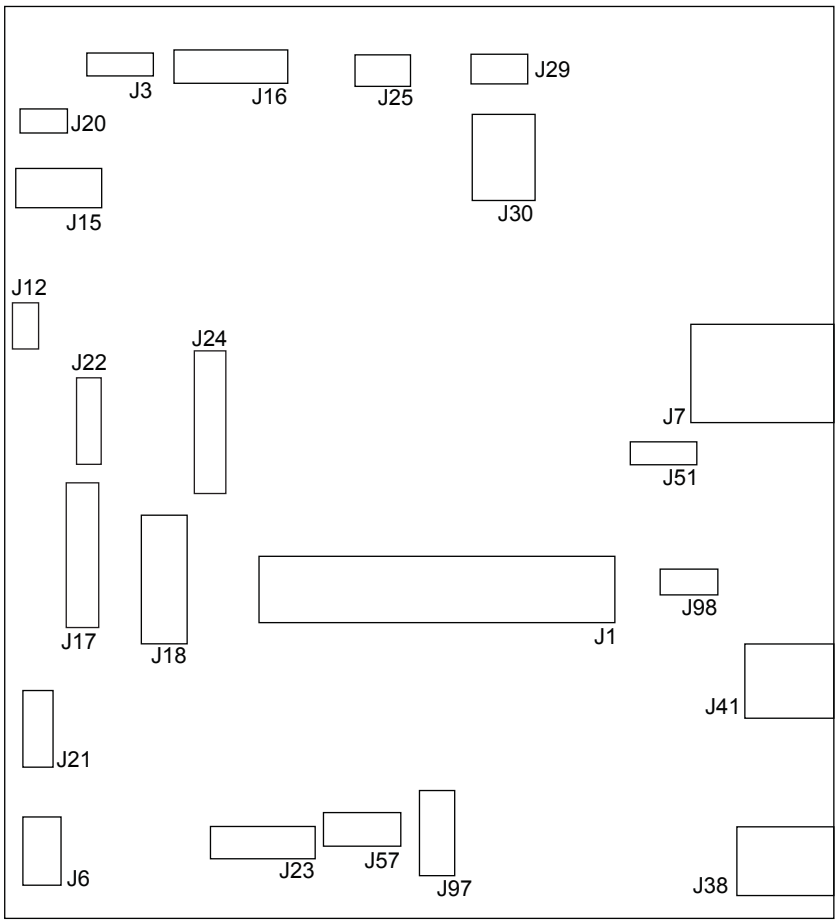
Figure 3-34 Formatter PCA connections (M552/M553/M554/M555/E55040)



Item	Description	Item	Description
J1	Slim DIMM	J23	Not used
J2	Control panel (touchscreen models)	J24	Not used
J6	Formatter Power Cable	J25	Wireless cable
J7	Network LAN	J29	IOD
J9	AA module power cable	J38	USB-device
J12	HIP/AA USB	J42	USB-host
J16	Control panel power cable	J57	BASH
J17	DC controller (flat cable)	J97	Embedded MultiMedia Card (eMMC)

Item	Description	Item	Description
J18	Hard-disk drive (optional HDD)	J98	Trusted Platform Module NOTE: The TPM is factory installed for the M554, M555, and M578 printers and is not field replaceable. It is optional for all other models.
J20	Walkup USB		

Figure 3-35 Formatter PCA connections (M577/M578/E57540)

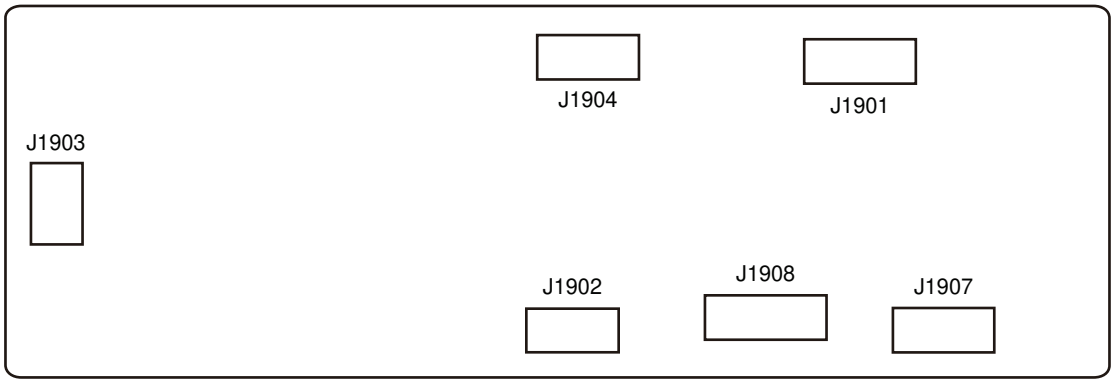


Item	Description	Item	Description
J1	DIMM	J23	Not used
J3	Dedicated NFC (not used)	J24	Not used
J6	Formatter power cable	J25	Wireless cable
J7	Network LAN	J29	Island of Data (IOD)
J12	HIP	J30	Control panel HDMI
J15	Fax	J38	USB-device
J16	Control panel sideband cable	J41	USB-host

Item	Description	Item	Description
J17	DC controller (flat cable)	J51	BASH
J18	Hard-disk drive	J57	Debug
J20	Walkup USB	J97	Embedded MultiMedia Card (eMMC)
J21	Accessible Architecture (AA)	J98	Trusted Platform Module NOTE: The TPM is factory installed for the M554, M555, and M578 printers and is not field replaceable. It is optional for all other models.
J22	Scanner HDMI		

550-sheet paper feeder PCA connectors

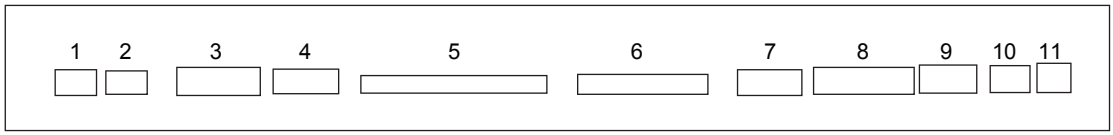
Figure 3-36 550-sheet paper feeder PCA connectors



Item	Description	Item	Description
J1901	DC controller PCA for paper feeder	J1904	Tray 3/4/5 (cassette) media-out sensor (SR20) Feed senor (SR21)
J1902	Tray 3/4/5 (cassette) pickup clutch (CL20) Right door switch Tray 3/4/5 (cassette) detection switch (SW21)	J1907	Paper feeder
J1903	Feed motor (M20)	J1908	Empty

Scanner control board PCA connectors

Figure 3-37 Scanner control board PCA connectors



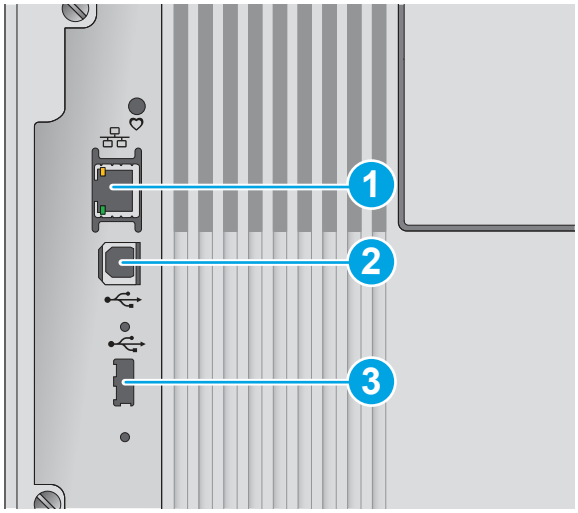
Item	Description	Item	Description
1	Stapler power	7	Document feeder motors (feed and deskew)
2	Scan control board power (24V)	8	Document feeder sensors (prescan, media present, and top hatch)
3	PAM to SCAM communication (HDMI)	9	Document feeder ultrasonic sensor receiver and deskew sensor
4	Image scanner sensors (paper feeder open and image scanner media length) and cave LED	10	Document feeder letter/ legal input tray sensor
5	Image scanner (S1) FFC (scanner data and image scanner motor)	11	Document feeder ultrasonic sensor transmitter
6	Document feeder (S2) FFC (scanner data)		

Diagrams: External plug and port locations

View printer external plugs and ports diagrams.

External plug and port locations

Figure 3-38 External plug and port locations



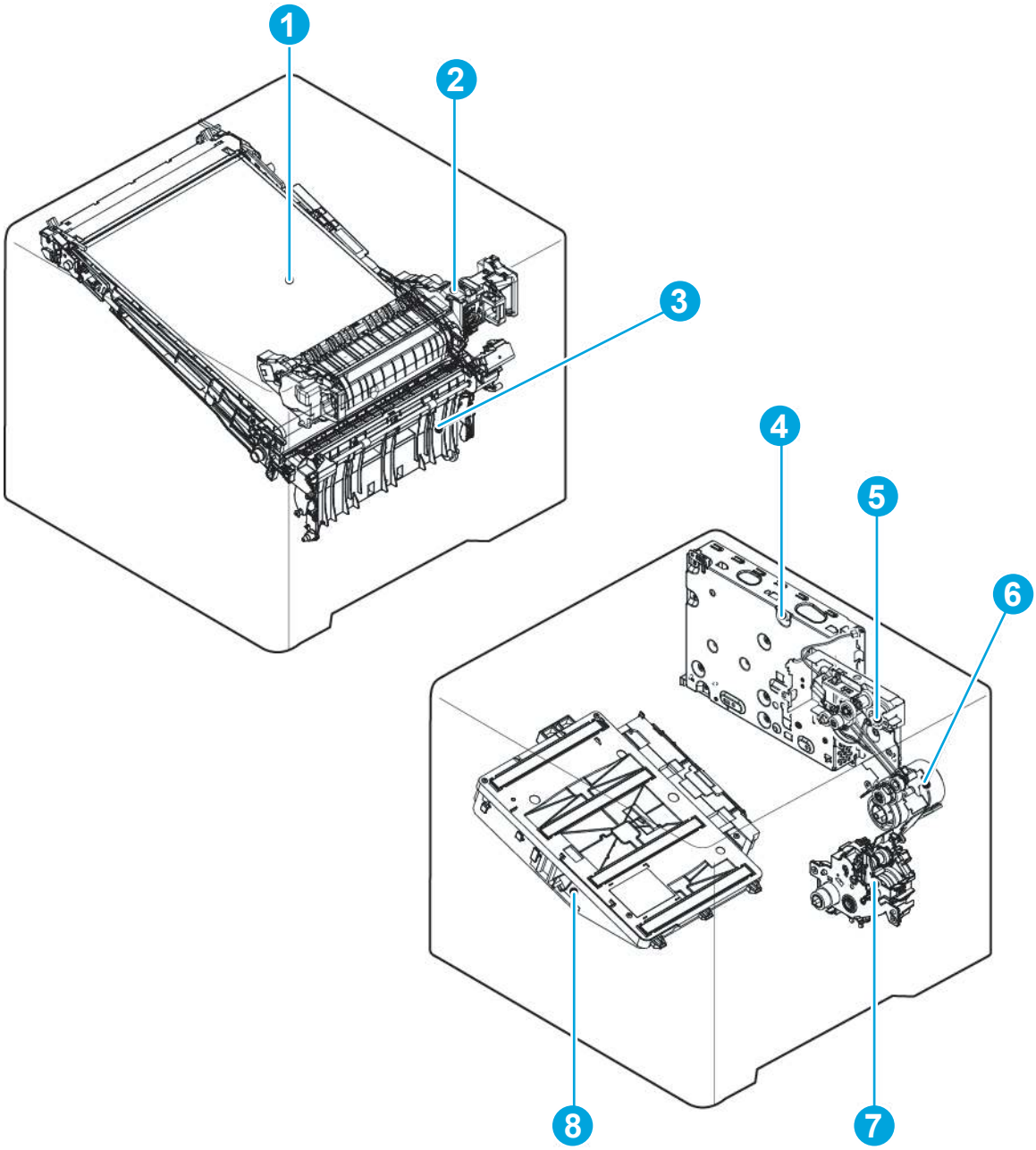
Item	Description
1	Local area network (LAN) Ethernet (RJ-45) network port
2	Hi-Speed USB 2.0 printing port
3	USB port for connecting external USB devices (this port might be covered) NOTE: For Walkup USB printing, use the USB port near the control panel.

Diagrams: Major component locations

View printer major component locations diagrams.

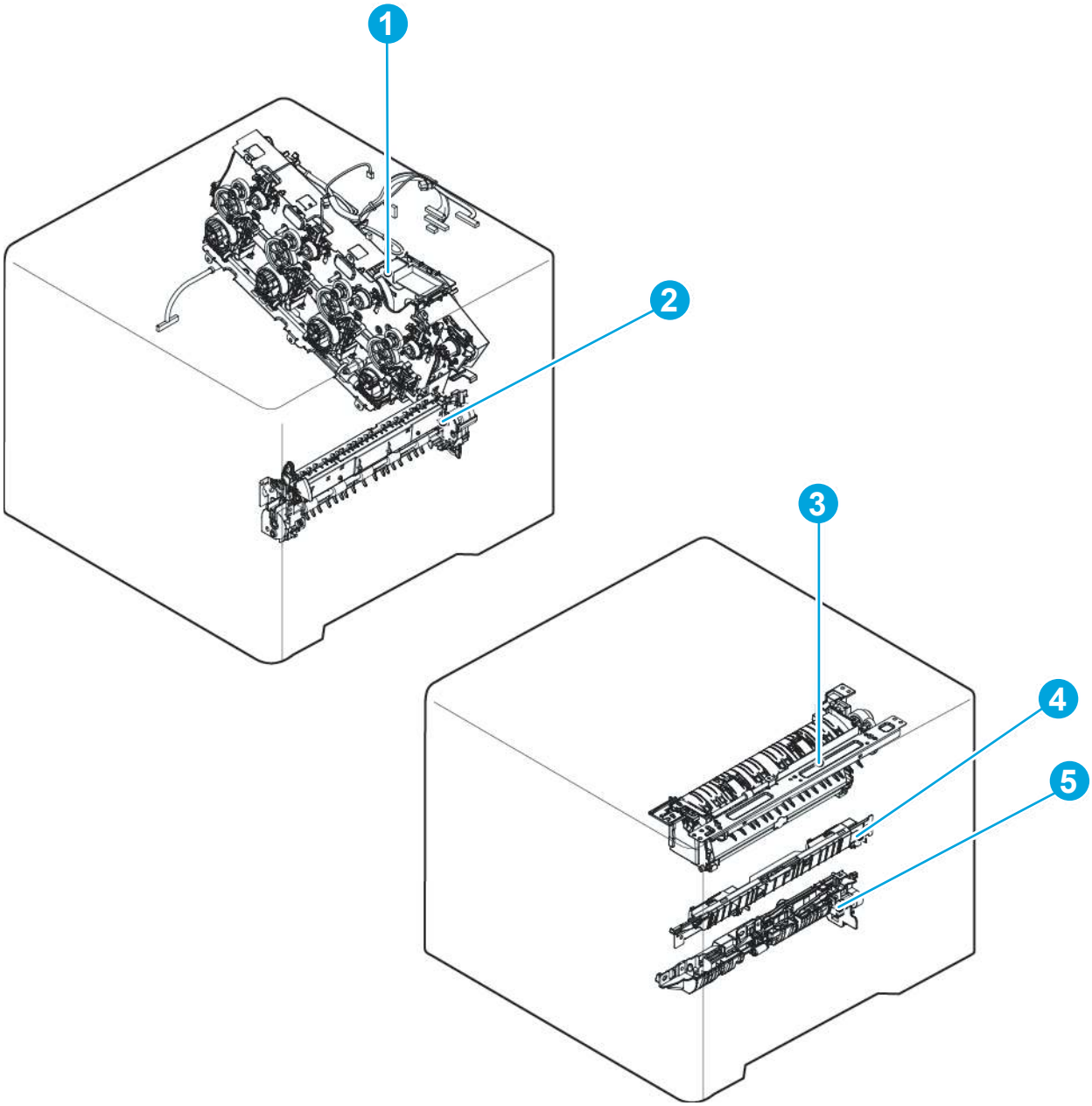
Major components (printer base)

Figure 3-39 Major components (printer base 1 of 2)



Item	Description	Item	Description
1	Intermediate transfer belt (ITB)	5	Fuser drive assembly
2	Fuser	6	Pickup drive assembly
3	Secondary transfer (T2) roller assembly	7	Lifter drive assembly
4	Formatter case assembly	8	Laser/scanner assembly

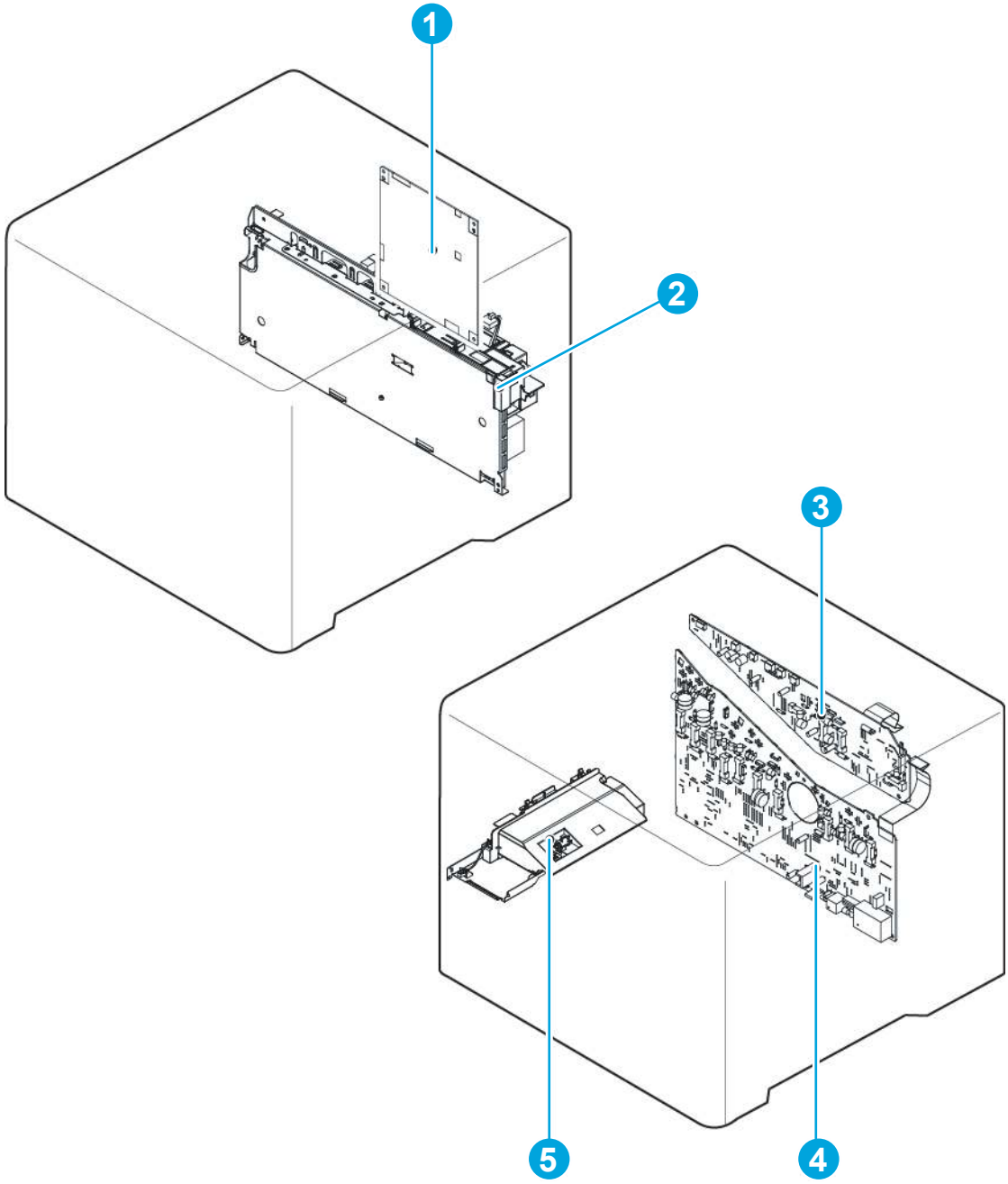
Figure 3-40 Major components (printer base 2 of 2)



Item	Description	Item	Description
1	Main drive assembly	4	Registration density sensor assembly
2	Registration assembly	5	Cassette pickup assembly
3	Delivery assembly		

Printed circuit assemblies (printer base)

Figure 3-41 Printed circuit assemblies (printer base)



Item	Description	Item	Description
1	DC controller	4	High-voltage power supply D (HVPSD)
2	Low-voltage power supply	5	Fuser power supply (FPS)

Item	Description	Item	Description
3	High-voltage power supply T (HVPST)	Not shown	Formatter NOTE: Located to the right of the DC controller.

Internal test and information pages

Learn about printer test and information pages.

NOTE: The procedures in this section are for printers with FutureSmart 4 (FS4) or later firmware installed. For printers with FS3 firmware installed, go to the HP WISE web site and search for *HP Color LaserJet Enterprise M552, M553 - Control-panel menus* (c04574398) or *HP Color LaserJet Enterprise MFP M577 - Control-panel menus* (c04796059) for more information.

Configuration and Jetdirect page

Print and find printer information on configuration and HP embedded Jetdirect information pages.

NOTE: Depending on the model, up to three pages print when printing a configuration page. In addition to the main configuration page, the HP embedded Jetdirect configuration and the wireless pages print.

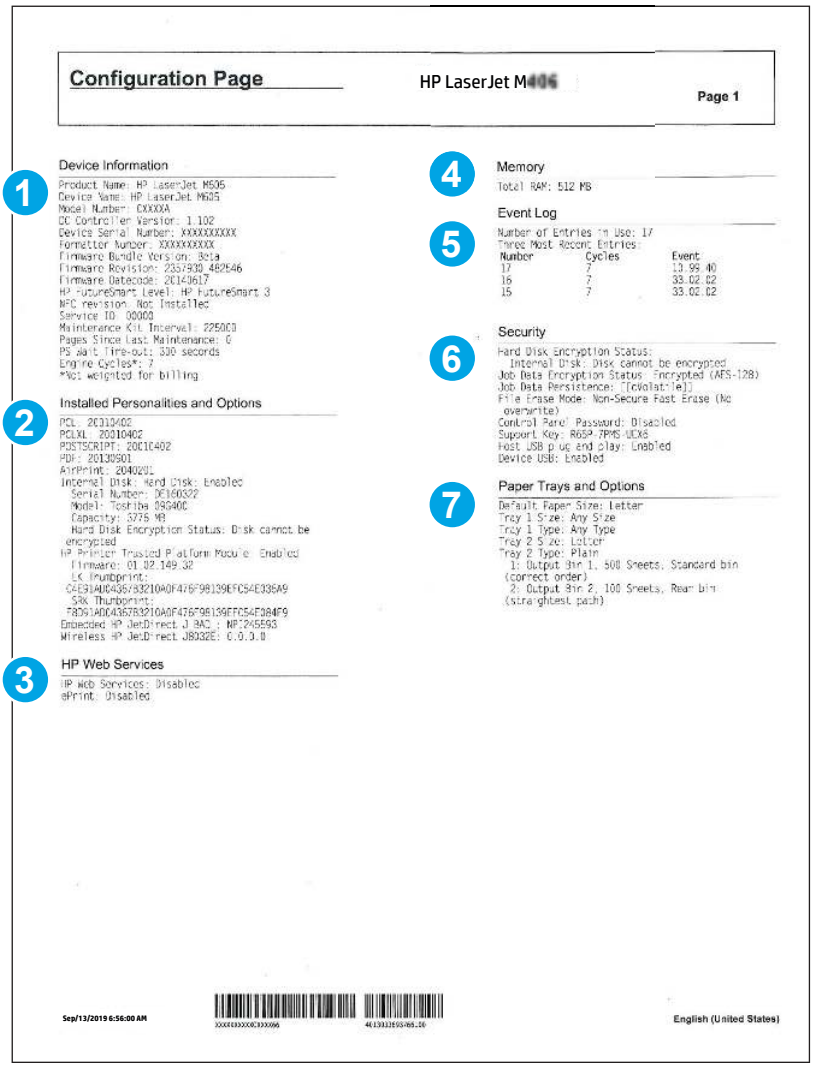
Print the configuration page from a SFP control panel

1. From the Home screen on the printer control panel, use the arrow buttons to navigate to Reports, and then press the OK button.
2. Use the arrow buttons to scroll to Configuration/Status Pages, and then press the OK button.
3. Use the arrow buttons to scroll to Configuration Page, and then press the OK button.
4. Use the arrow buttons to scroll to the print icon . Press the OK button to print the pages.

Print the configuration page from an MFP control panel

1. From the Home screen on the printer control panel, scroll to and touch the Reports button.
2. Open the following menus:
   - Configuration/Status pages
3. Touch Configuration Page to select it.
4. Touch the print icon to print the pages.

Figure 3-42 Configuration page



Item	Description	Item	Description
1	Device information	5	Event log
2	Installed personalities and options	6	Security
3	HP Web services	7	Paper trays and options
4	Memory		

Certain information, such as the firmware date codes, the IP address, and the email gateways, is especially helpful while servicing the printer. This information is on the various configuration pages.

Table 3-31 Important information on the configuration pages

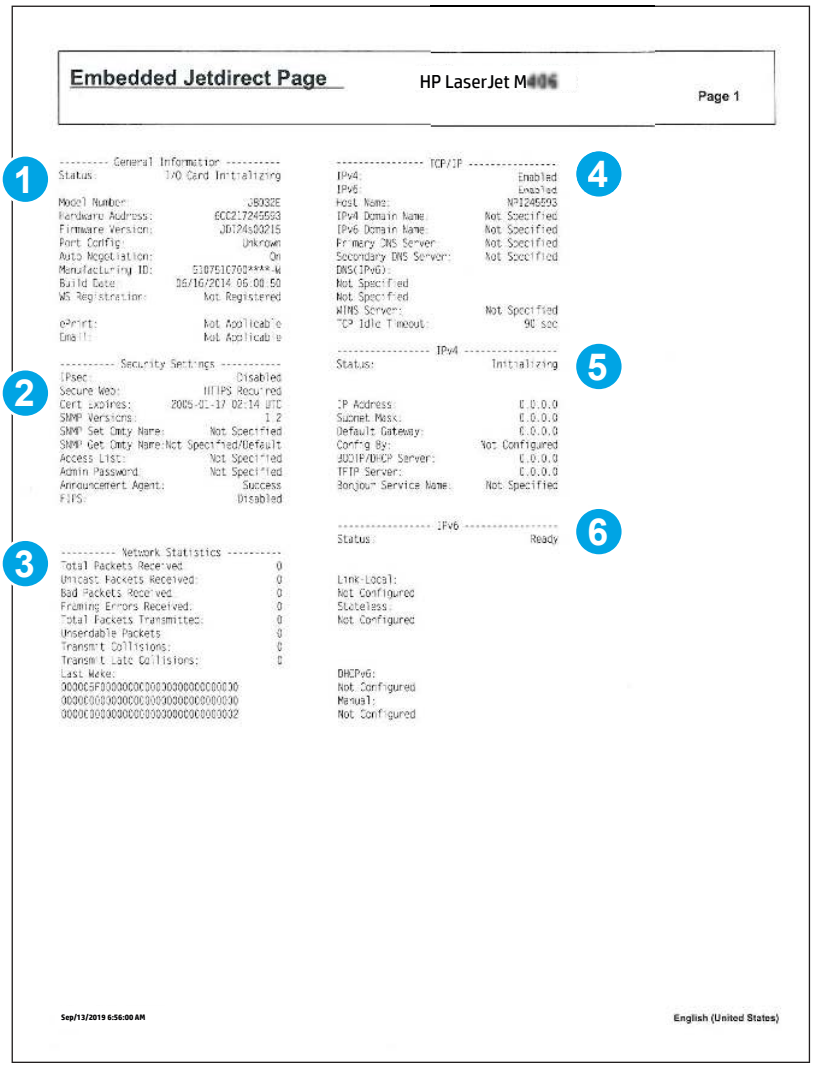
Type of information	Specific information	Configuration page
Firmware Bundle Version	Firmware information	Main configuration page (Device information)

Table 3-31 **Important information on the configuration pages (continued)**

Type of information	Specific information	Configuration page
Firmware Revision	Firmware information	Main configuration page (Device information)
Firmware Datecode	Firmware information	Main configuration page (Device information)
Accessories and internal storage All optional devices that are installed on the printer should be listed on the main configuration page. Separate pages print for the optional paper handling devices and the fax accessory. These pages list more-detailed information for those devices.	Optional installed formatter devices and accessories information	Main configuration page (Installed Personalities and Options)
Memory	Total RAM information	Main configuration page (Memory)
Tray and bin information	Size and type by tray (including installed optional paper feeders) information	Main configuration page (Paper Trays and Options)
Engine cycles, service ID, and cartridge information	Engine information	Main configuration page (Device Information)
Event-log information	Error information	Main configuration page (Event Log)

The second configuration page is the HP embedded Jetdirect page, which contains the following information:

Figure 3-43 HP embedded Jetdirect page



Item	Description
1	General Information indicates the printer status, model number, hardware firmware version, port select, port configuration, auto negotiation, manufacturing identification, and manufactured date.
2	Security Settings information
3	Network Statistics indicates the total packets received, unicast packets received, bad packets received, framing errors received, total packets transmitted, unsendable packets, transmit collisions, and transmit late collisions.
4	TCP/IP information, including the IP address
5	IPv4 information
6	IPv6 information

Reports menu

Learn about the control-panel Reports menu.

To display: At the printer control panel, select the Reports menu.

To print: At the printer control panel, touch (MFP) or use the arrow buttons (SFP) to select the printer icon . For the SFP, press the OK button to print the pages.

In the following table, asterisks (*) indicate the factory default setting.

NOTE: The View option is control-panel type dependent (might not be available).

Table 3-32 Reports menu

First level	Second level	Values	Description
Configuration/Status Pages	Settings Menu Map	Cancel View Print	Shows a map of the entire control panel system and the selected values for each setting.
Configuration/Status Pages	Current Settings Page	Cancel View Print	Shows a summary of the current settings for the printer. This might be helpful if you plan to make changes and need a record of the present configuration.
Configuration/Status Pages	Configuration Page	Cancel View Print	Shows the printer settings and installed accessories.
Configuration/Status Pages	How to Connect Page	Cancel View Print	Shows the network information typically needed to connect the printer to a network.
Configuration/Status Pages	Supplies Status Page	Cancel View Print	Shows the approximate remaining life for the supplies; reports statistics on total number of pages and jobs processed, serial number, page counts, and maintenance information. HP provides approximations of the remaining life for the supplies as a customer convenience. The actual remaining supply levels might be different than the approximations provided.
Configuration/Status Pages	Usage Page	Cancel View Print	Shows a count of all paper sizes that have passed through the printer; lists whether they were simplex or duplex, and reports the page count.

Table 3-32 Reports menu (continued)

First level	Second level	Values	Description
Configuration/Status Pages	File Directory Page	Cancel View Print	Shows the file name and folder name for files that are stored in the printer memory.
Configuration/Status Pages	Web Services Status Page	Cancel View Print	Shows the detected Web Services for the printer.
Fax Reports Fax models only	Fax Activity Log	Cancel View Print	Contains a list of the faxes that have been sent from or received by this printer.
Fax Reports Fax models only	Billing Codes Report	Cancel View Print	Provides a list of billing codes that have been used for outgoing faxes. This report shows how many sent faxes were billed to each code.
Fax Reports Fax models only	Blocked Fax List	Cancel View Print	A list of phone numbers that are blocked from sending faxes to this printer.
Fax Reports Fax models only	Speed Dial List	Cancel View Print	Shows the speed dials that have been set up for this printer.
Fax Reports Fax models only	Fax Call Report	Cancel View Print	A detailed report of the last fax operation, either sent or received.
Other Pages	PCL Font List	Cancel Print	Prints the available PCL fonts.
Other Pages	PS Font List	Cancel Print	Prints the available PS fonts.

Settings menu

Learn about the control-panel Settings menu.

NOTE: You can perform basic printer setup by using the Settings menu. Use the HP Embedded Web Server for more advanced printer setup. To open the HP Embedded Web Server, enter the printer IP address or host name in the address bar of a Web browser.

TIP: If prompted, enter the EWS personal identification number (PIN) from a sticker on the printer (typically located inside the front door or on a toner cartridge tray).

General menu

Review the following information about the General menu in the Settings menu.

To display: From the Home screen on the printer control panel, use the arrow keys to navigate to Settings, and then select OK. Use the down arrow ▼ button to scroll to General, and then press the OK button.

Table 3-33 General menu

First level	Second level	Third level	Fourth level	Values	Description
Date/Time Settings	Date/Time Format	Date Format		DD/MMM/YYYY MMM/DD/YYYY YYYY/MMM/DD	Use the Date/Time Settings menu to specify the date and time and to configure date/time settings.
Date/Time Settings	Date/Time Format	Time Format		12 hour (AM/PM) 24 hours	Select the format that the printer uses to show the date and time, for example 12-hour format or 24-hour format.
Date/Time Settings	Date/Time	Date		Select the date from a pop-up calendar.	
Date/Time Settings	Date/Time	Time		Select the time from a pop-up keypad.	
Date/Time Settings	Date/Time	Time Zone		Select the time zone.	
Energy Settings	Sleep Schedule	A list of scheduled events displays.	Select an event from the list to edit it	For the selected event, change the time and days settings as desired. Done Select the trash can icon to delete the event	Use to configure the printer to automatically wake up or go to sleep at specific times on specific days. Using this feature saves energy. **NOTE:** You must configure the date and time settings before you can use this feature.
Energy Settings	Sleep Schedule	New event	Event Type	Wake Sleep	Select whether to add or edit a Wake event or a Sleep event, and then select the time and the days for the wake or sleep event.
Energy Settings	Sleep Schedule	New event	Time		Set the wake or sleep event time parameters.
Energy Settings	Sleep Schedule	New event	Event Days	Select days of the week from a list.	Set the wake or sleep event day parameters.

Table 3-33 General menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
Energy Settings	Sleep Settings	Sleep After Inactivity Auto Off After Sleep Select one of these items: • HP Auto Off/ Auto On (Wake on most events) • Shut down (Wake on power button only)		Range: 1 to 110 minutes Default = 0 minutes	Set the number of minutes after which the printer enters Sleep or Auto Off mode. Use the arrow buttons on the control panel to increase or decrease the number of minutes.
Display Settings	Display Brightness	A sliding bar displays with the indicator set in the middle. Use the arrow keys to select the desired brightness and then select Done.			Use to specify the intensity of the LCD control panel display.
Display Settings	Language Settings	Language		Select from a list of languages that the printer supports.	Use to select a different language for control panel messages and specify the default keyboard layout. When you select a new language, the keyboard layout automatically changes to match the factory default for the selected language.
Display Settings	Language Settings	Keyboard Layout		Each language has a default keyboard layout. To change it, select from a list of layouts.	Select the default keyboard layout that matches the language you want to use.
Display Settings	Information Screen			Show connection information* Hide connection information	Use this menu item to display or hide connection information on the Home screen.

Table 3-33 General menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
Display Settings	Inactivity Timeout			Range: 10-300 seconds Default = 60 seconds	Specifies the amount of time that elapses between any activity on the control panel and when the printer resets to the default settings. When the timeout expires, the control panel display returns to the Home menu, and any user signed in to the printer is signed out.
Display Settings	Clearable Warnings			Display during job* Display until cleared	Use this feature to set the period that a clearable warning displays on the control panel. If the On setting is selected, clearable warnings appear until the Clearable Warnings button is pressed. If the Job setting is selected, clearable warnings stay on the display during the job that generated the warning and disappear from the display when the next job starts.
Display Settings	Continuable Events			Auto-continue (10 seconds)* Touch OK to continue	Use this option to configure the printer behavior when the printer encounters certain errors. If the Auto-continue (10 seconds) option is selected, the job will continue after 10 seconds. If the Touch OK to continue option is selected, the job will stop and require the user to touch the OK button before continuing.
Enable Device USB				Enabled Disabled*	Enables the printer to open a file from a USB drive

Table 3-33 General menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
Jam Recovery				Auto* Off On	This printer provides a jam recovery feature that reprints jammed pages. Select one of the following options: Auto: The printer attempts to reprint jammed pages when sufficient memory is available. This is the default setting. Off: The printer does not attempt to reprint jammed pages. Because no memory is used to store the most recent pages, performance is optimal. **NOTE:** When using this option, if the printer runs out of paper and the job is being printed on both sides, some pages can be lost. On: The printer always reprints jammed pages. Additional memory is allocated to store the last few pages printed. This might cause overall performance to suffer.
Auto Recovery				Enabled Disabled*	The printer attempts to reprint jammed pages when sufficient memory is available.

Table 3-33 General menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
Enable AutoSend				Disable* Enable	Browse to the HP Embedded Web Server AutoSend configuration page for advanced set up and the HP online Privacy Statement Information. Use the Enable AutoSend menu to enable or disable the AutoSend feature. The AutoSend feature enables your product to periodically send product configuration information including serial number, event logs, page usage counts and supplies status information to HP web addresses (URLs), or email addresses. Information sent to HP is used to improve products and services, and to monitor the product if you have a relationship with HP that provides you services such as proactive cartridge replacement, pay-per-page contracts, support agreements, or usage tracking.
Hold Off Print Job				On* Off	Enable this feature if you want to prevent print jobs from starting while a user is initiating a copy job from the control panel. Held print jobs start printing after the copy job is finished, provided that no other copy job is in the print queue.

Table 3-33 General menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
Reset Factory Settings				Cancel Reset	Touch Reset to reset current user-specified default settings to the factory default settings.

Print menu

Review the following information about the Print menu in the Settings menu.

To display: From the Home screen on the printer control panel, use the arrow keys to navigate to Settings, and then select OK. Use the down arrow ▼ button to scroll to Print, and then press the OK button.

Table 3-34 Print menu

First level	Second level	Third level	Fourth Level	Values	Description
Enable Print from USB Drive				Enabled Disabled*	Enables the printer to open a file from a USB drive.
Managed Stored Jobs	Job Sort Order			Job Name* Date*	This option allows you list the jobs either alphabetically or chronologically.
Managed Stored Jobs	Retain Temporary Jobs			Do not retain Personal jobs only All temporary jobs	Sets which temporary jobs will be retained in the event of a printer reboot.
Managed Stored Jobs	Temporary Job Storage Limit			1-300 Default = 32	Configure global settings for jobs that are stored in the printer memory. The Temporary Job Storage Limit feature specifies the number of temporary jobs that can be stored on the printer. The maximum allowed value is 300.

Table 3-34 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
Managed Stored Jobs	Standard Stored Job Retention			Off 30 minutes 1 hour 4 hours 1 day 1 week 4 weeks	Configure global settings for jobs that are stored in the printer memory. The Standard Stored Job Retention feature specifies the amount of time jobs can be stored on the printer.
Default Print Options	Number of Copies			Range: 1-32000 Default = 1	Sets the default number of copies for a copy job. This default applies when the Copy function or the Quick Copy function is initiated from the printer Home screen.
Default Print Options	Paper Selection			Select from a list of sizes that the printer supports.	Configures the default paper size used for print jobs.
Default Print Options	Default Custom Paper Size	X Dimension		Range: 2.52-12.60 inches Default = 12.60 inches	Configures the default paper size that is used when the user selects **Custom** as the paper size for a print job.
Default Print Options	Default Custom Paper Size	Y Dimension		Range: 5-18 inches Default = 18 inches	
Default Print Options	Default Custom Paper Size	Use Inches		Enabled* Disabled	
Default Print Options	Output Sides			1-sided* 2-sided	Use to indicate whether the original document is printed on one or both sides.
Default Print Options	Quality Level			Normal* Enhanced Fine Lines	Use to select the level of desired print quality.
Default Print Options	Edge-to-Edge			Normal (recommended)* Edge-to-Edge output	Use to avoid shadows that can appear along the edges of copies when the original document is printed close to the edges.

Table 3-34 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
PCL and Postscript Settings	Suppress Blank Pages			Off* On	This option is for users who are generating their own PCL, which could include extra form feeds that would cause blank pages to be printed. When the On option is selected, form feeds are ignored if the page is blank.
PCL and Postscript Settings	Courier Font			Regular Dark	Select which version of the Courier font you want to use. The factory default setting is Regular, which uses an average stroke width. The Dark setting can be used if a heavier Courier font is needed.
PCL and Postscript Settings	Wide A4			Enabled Disabled*	Changes the printable area of A4-size paper. If you enable this option, eighty 10-pitch characters can be printed on a single line of A4 paper.
PCL and Postscript Settings	Print PS Errors			Enabled Disabled*	Use this feature to select whether a PostScript (PS) error page is printed when the printer encounters a PS error.
PCL and Postscript Settings	Print PDF Errors			Enabled Disabled*	Selects whether a PDF error page is printed when the printer encounters a PDF error.

Table 3-34 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
PCL and Postscript Settings	Personality			Auto* PCL PS PDF	Configures the default print language or personality for the printer. Normally you should not change the printer language. If you change the setting to a specific printer language, the printer does not automatically switch from one language to another unless specific software commands are sent to it.
PCL and Postscript Settings	PCL	Font Settings	Font Source	Internal Disk resident*	Selects the font source for the user-soft default font. The list of available options varies depending on the installed printer options.
PCL and Postscript Settings	PCL		Font Number	Range: 0-110 Default = 0	Specifies the font number for the user-soft default font using the source that is specified in the Font Source menu. The printer assigns a number to each font and lists it on the PCL font list. The font number displays in the Font # column of the printout.
PCL and Postscript Settings	PCL		Font Pitch	Range: 0.44-99.99 Default = 10	If the Font Source option and the Font Number setting indicate a contour font, then use this feature to select a default pitch (for a fixed-spaced font).

Table 3-34 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
PCL and Postscript Settings	PCL	PCL Settings	Form Length	Range: 5-128 Default = 60	Controls the PCL print-command options. PCL is a set of printer commands that HP developed to provide access to printer features. Use the Form Length feature to select the user soft -default vertical form length.
PCL and Postscript Settings	PCL	PCL Settings	Orientation	Portrait Landscape	Select the orientation that is most often used for copy or scan originals. Select the Portrait option if the short edge is at the top or select the Landscape option if the long edge is at the top.
PCL and Postscript Settings	PCL	PCL Settings	Symbol Set	Select from a list of symbol sets.	Select any one of several available symbol sets from the control panel. A symbol set is a unique grouping of all the characters in a font. The factory default value for this option is PC-8. Either PC-8 or PC-850 are recommended for line-draw characters.

Table 3-34 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
PCL and Postscript Settings	PCL	PCL Settings	Media Source Mapping	Standard* Classic	Use to select and maintain input trays by number when you are not using the printer driver, or when the software program has no option for tray selection. The following options are available: Standard: Tray numbering is based on newer HP LaserJet models. Classic: Tray numbering is based on HP LaserJet 4 and older models.
Print Quality	Adjust Color	Tonal Range		Highlights Midtones Shadows	Select the tonal range to adjust.
Print Quality	Adjust Color	Cyan Magenta Yellow Black		Use the arrow keys to adjust the sliding bar for each color.	
Print Quality	Image Registration	Tray	Tray 1 Tray 2 Tray 3 Tray 4 Tray 5 Depends upon the number of trays installed		Specify tray to be adjusted

Table 3-34 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
Print Quality	Image Registration	Front-side Horizontal Shift		-5.00 mm to 5.00 mm	Shift the margin alignment to center the image on the page from top to bottom and from left to right. You can also align the image on the front with the image printed on the back. The direction that is perpendicular to the way the paper passes through the printer is referred to as X. This is also known as the scan direction. X1 is the scan direction for a single-sided page or for the second side of a two-sided page. X2 is the scan direction for the first side of a two-sided page. The direction that the paper feeds through the printer is referred to as Y. Y1 is the feed direction for a single-sided page or for the second side of a two-sided page. Y2 is the feed direction for the first side of a two-sided page. Use the Adjust Tray <X> menu to adjust the registration settings for each tray. Before adjusting these values, print a registration test page. It provides alignment guides in the X and Y directions so you can determine which adjustments are necessary. You can adjust values for X1 Shift, X2 Shift, Y1 Shift, and Y2 Shift.
		Front-side Vertical Shift			
		Back-side Horizontal Shift			
		Back-side Vertical Shift			

Table 3-34 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
Print Quality	Image Registration	Print Test Page			Use the Print Test Page option to print a page to test the image registration. It provides alignment guides in the X and Y directions so you can determine which adjustments are necessary.
Print Quality	Auto Sense Behavior	Tray 1		Sense every page Sense first page Sense transparency only	
Print Quality	Auto Sense Behavior	All Other Trays		Sense first page Sense transparency only	
Print Quality	Adjust Paper types			Select from a list of paper types Reset Paper Types	
Print Quality	Optimize	Normal Paper		Standard Smooth	Set to Smooth when printing on smooth paper of normal weight.
Print Quality	Optimize	Heavy paper		Standard Smooth	Set to Smooth when printing on smooth, heavy media types.
Print Quality	Optimize	Envelope control		Normal Reduced Temp	Set to Reduced Temp if envelopes are sticking due to moisture in the envelop adhesive.
Print Quality	Optimize	Tray 1		Normal Alternate	Set the mode to Alternate if marks appear on the back side of the paper when printing from Tray 1. This sets the printer to initiate a clean sequence every time a job finishes when the printer is set for Any Size and Any Type for Tray 1.
Print Quality	Optimize	Background		Normal Alternate	Set to Alternate when a background occurs all over the page.

Table 3-34 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
Print Quality	Optimize	Uniformity Control		Normal Alternate 1 Alternate 2 Alternate 3	Set to Alternate 1 to improve uniformity on any paper type.
Print Quality	Optimize	Cac03		Off On	Set to On if printing with media that contains a high calcium carbonate content. Engine print speed is slowed so that less paper dust is produced.
Print Quality	Optimize	Best Normal		Off On	Set to On to try and improve print quality.
Print Quality	Optimize	Tracking Control		Off On	Improves color stability by adjusting the bias voltage. Make sure this mode is set to On.
Print Quality	Optimize	Registration		Normal Alternate	Set to Alternate when color misregistration occurs.
Print Quality	Optimize	Transfer Control		Normal Alternate 1	Set to Alternate to reduce primary transfer bias and to resolve low density or blotchy images.
Print Quality	Optimize	Moisture Control		Normal Alternate	Set to Alternate if the printer is installed in a high-humidity environment.
Print Quality	Optimize	Reset Optimize		Reset	Use Reset to reset the menu defaults.
Print Quality	Edge Control			Off Light Normal* Maximum	

Table 3-34 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
Manage Trays	Use Requested Tray			Exclusively* When available	Controls how the printer handles jobs that have specified a specific input tray. Two options are available: Exclusively: The printer never selects a different tray when the user has indicated that a specific tray should be used, even if that tray is empty. When available: The printer pulls from another tray if the specified tray is empty, even though the specific tray was indicated for the job.
Manage Trays	Manually Feed Prompt			Always* Prompt on mismatch	Indicate whether a prompt should appear when the type or size for a job does not match the specified tray and the printer pulls from the multipurpose tray instead. Two options are available: Always: A prompt always displays before using the multipurpose tray. Prompt on mismatch: A prompt displays only if the size or type do not match or the tray is empty.

Table 3-34 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
Manage Trays	Size/Type Prompt			Display* Do not display	Controls whether the tray configuration message displays whenever a tray is closed. Two options are available: Display: Shows the tray configuration message when a tray is closed. The user is able to configure the tray settings directly from this message. Do not display: Prevents the tray configuration message from automatically appearing.
Manage Trays	Use Another Tray			Allow* Do not allow	Use to turn on or off the control panel prompt to select another tray when the specified tray is empty. Two options are available: Allow: When this option is selected the user is prompted to either add paper to the selected tray or to choose a different tray. This is the factory default. Do not allow: When this option is selected, the user is not given the option of selecting a different tray. The printer prompts the user to add paper to the tray that was initially selected.

Table 3-34 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
Manage Trays	Alternative Letterhead Mode			Disabled* Enabled	Use to load letterhead or preprinted paper into the tray the same way for all print jobs, whether you are printing to one side of the sheet or to both sides of the sheet. When this option is selected, load the paper as you would for printing on both sides. See the user documentation that came with the printer for instructions about loading letterhead for printing on both sides. When this option is selected, the printer speed slows to the speed required for printing on both sides.
Manage Trays	Duplex Blank Pages			Automatic* Always	Controls how the printer handles two-sided jobs (duplexing). Two options are available: Automatic: Choose this option to skip printing blank sides during a two-sided print job. The printer can print jobs faster when blank sides are skipped. Always: Choose this option to print all sides of a two-sided job, even if one side is blank. This might be preferable for certain jobs that use paper types such as letterhead or prepunched paper.

Table 3-34 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
Manage Trays	Override A4/ Letter			Yes* No	Prints on letter-size paper when an A4 job is sent but no A4-size paper is loaded in the printer (or to print on A4 paper when a letter-size job is sent but no letter-size paper is loaded). This option will also override A3 with ledger-size paper and ledger with A3-size paper.
Manage Trays	Unsupported Size Behavior			Use default size automatically* Prompt for user response	Use this feature to identify the desired behavior when printing a document on a paper size that the printer does not support.
Manage Trays	Rotate Offset			Automatic* Off	Allows printing of multiple copies of a print job in alternate orientations. For example, the first copy outputs in landscape orientation, the second outputs in portrait orientation, the third in landscape, and so on. This feature works only with Letter or A4-sized paper and requires the use of at least two paper trays. One tray is loaded to feed paper in the long-edge orientation and the other is loaded to feed paper in the short-edge orientation.

Manage Supplies menu

Review the following information about the Manage Supplies menu in the Settings menu.

To display: From the Home screen on the printer control panel, use the arrow keys to navigate to Settings, and then select OK. Use the down arrow ▼ button to scroll to Manage Supplies, and then press the OK button.

Table 3-35 Manage Supplies menu

First level	Second level	Values	Description
Low Warning Thresholds	Yellow Cartridge Magenta Cartridge Cyan Cartridge Black Cartridge	1-100% Default = 5%	Set the estimated percentage at which the printer notifies you when a toner cartridge is very low.
Low Warning Threshold Message		On Off	Displays a message on the control panel when a cartridge is very low.
Very Low Behavior	Color Cartridges Black Cartridge Drums 1-3 Drum 4 Transfer Kit Fuser Kit	Stop Continue Prompt to continue	
Restrict Color Use		Enable color Color if allowed* Disable color	Use this feature to enable, restrict, or disable color printing.
Color/Black Mix		Auto Mostly color pages Mostly black pages	Instructs the printer when to switch between color and monochrome printing modes for the best overall performance. Auto: Uses the mode that is appropriate for the first page of the job. If necessary, the printer switches modes during the middle of a job and then stays in that mode until the job is finished. Mostly color pages: The printer uses color mode for all jobs, even if the job contains no color pages. Mostly black pages: The printer uses monochrome mode until it detects a color page. The printer switches back to monochrome mode when it detects a sequence of several monochrome pages.

Table 3-35 Manage Supplies menu (continued)

First level	Second level	Values	Description
Store Usage Data		On supplies Not on supplies	Store Usage Data provides a way to suppress the toner cartridges from storing most of the information gathered exclusively for the purpose of understanding the usage of the printer. Select the On supplies setting to store the data on the toner cartridge memory chip. Select the Not on supplies setting to suppress the information from being stored on the memory chip.
Cartridge Protection		Off* Protect Cartridges	Select to permanently protect cartridges so that they can be used only in this product or fleet of products.
Cartridge Policy		Off* Authorized HP	Set Authorized HP to allow only genuine HP cartridges to be used in this printer.

Networking menu

Review the following information about the Networking menu in the Settings menu.

To display: From the Home screen on the printer control panel, use the arrow keys to navigate to Settings, and then select OK. Use the down arrow ▼ button to scroll to Networking, and then press the OK button.

Table 3-36 Networking menu

First level	Second level	Third level	Fourth level	Values	Description
Ethernet	Information	Print Security Report		Yes No*	Yes: Prints a page that contains the current security settings on the HP Jetdirect print server. No: A security settings page is not printed.

Table 3-36 Networking menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
Ethernet	TCP/IP	Host Name		Use the arrow buttons to edit the host name. **NPIXXXXXX***	An alphanumeric string, up to 32 characters, used to identify the printer. This name is listed on the HP Jetdirect configuration page. The default host name is NPIxxxxxx, where xxxxxx is the last six digits of the LAN hardware (MAC) address.
Ethernet	TCP/IP	IPV4 Settings	Config Method	Bootp DHCP* Auto IP Manual	Specifies the method that TCP/IPv4 parameters will be configured on the HP Jetdirect print server. Bootp (Bootstrap Protocol): Use for automatic configuration from a BootP server. DHCP (Dynamic Host Configuration Protocol): Use for automatic configuration from a DHCPv4 server. If selected and a DHCP lease exists, the DHCP Release menu and the DHCP Renew menu are available to set DHCP lease options. Auto IP: Use for automatic link-local IPv4 addressing. An address in the form 169.254.x.x is assigned automatically. If you set this option to the Manual setting, use the Manual Settings menu to configure TCP/IPv4 parameters.

Table 3-36 Networking menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
Ethernet	TCP/IP	IPV4 Settings	Default IP	Auto IP* Legacy	Specify the IP address to default to when the print server is unable to obtain an IP address from the network during a forced TCP/IP reconfiguration (for example, when manually configured to use BootP or DHCP). **NOTE:** This feature assigns a static IP address that might interfere with a managed network. Auto IP: A link-local IP address 169.254.x.x is set. Legacy: The address 192.0.0.192 is set, consistent with older HP Jetdirect printers.
Ethernet	TCP/IP	IPV4 Settings	DHCP Release	Yes No*	
Ethernet	TCP/IP	IPV4 Settings	DHCP Renew	Yes No*	
Ethernet	TCP/IP	IPV4 Settings	Primary DNS	Range: 0-255 Default = xxx.xxx.xx.xx	Specify the IP address (n.n.n.n) of a Primary Domain Name System (DNS) Server.
Ethernet		IPV4 Settings	Secondary DNS	Range: 0-255 Default = 0.0.0.0	Specify the IP address (n.n.n.n) of a Secondary DNS Server.
Ethernet	TCP/IP	IPV6 Settings	Enable	Off On*	Use this item to enable or disable IPv6 operation on the print server. Off: IPv6 is disabled. On: IPv6 is enabled.

Table 3-36 Networking menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
Ethernet	TCP/IP	IPV6 Settings	Address	Manual Settings Enable Address	Use this item to enable and manually configure a TCP/IPv6 address.
Ethernet	TCP/IP	IPV6 Settings	DHCPV6 Policy	Router Specified Router Unavailable* Always	Router Specified: The stateful auto-configuration method to be used by the print server is determined by a router. The router specifies whether the print server obtains its address, its configuration information, or both from a DHCPv6 server. Router Unavailable: If a router is not available, the print server should attempt to obtain its stateful configuration from a DHCPv6 server. Always: Whether a router is available, the print server always attempts to obtain its stateful configuration from a DHCPv6 server.
Ethernet	TCP/IP	IPV6 Settings	Primary DNS	Range: 0-255 Default = xxx.xxx.xx.xx	Specify the IP address (n.n.n.n) of a Primary Domain Name System (DNS) Server.
Ethernet	TCP/IP	IPV6 Settings	Secondary DNS	Range: 0-255 Default = 0.0.0.0	Specify the IP address (n.n.n.n) of a Secondary DNS Server.

Table 3-36 Networking menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
Ethernet	TCP/IP	Proxy Server		Select from a provided list.	Specifies the proxy server to be used by embedded applications in the printer. A proxy server is typically used by network clients for Internet access. It caches Web pages, and provides a degree of Internet security for those clients. To specify a proxy server, enter its IPv4 address or fully-qualified domain name. The name can be up to 255 octets. For some networks, you might need to contact your Internet Service Provider (ISP) for the proxy server address.
Ethernet	TCP/IP	Proxy Port		Range: 1-65535 Default = 00080	Enter the port number used by the proxy server for client support. The port number identifies the port reserved for proxy activity on your network, and can be a value from 0 to 65535.
Ethernet	TCP/IP	Idle Timeout		Range: 1-3600 Default = 0270	The time period, in seconds, after which an idle TCP print data connection is closed (default is 270 seconds, 0 disables the timeout).

Supplies menu

Review the following information about the Supplies menu.

To display: From the Home screen on the printer control panel, use the arrow keys to navigate to Supplies, and then select OK.

Table 3-37 Supplies menu

First level	Values	Description
Supplies Summary		View a summary of the status of all printer supplies.
Yellow Cartridge Magenta Cartridge Cyan Cartridge Drum 1 Drum 2 Drum 3 Drum 4 Black Cartridge	Status Order HP Part Pages Printed Approximate Pages Remaining	Select a supply from the list to see the current status of the supply, the part number used to order a replacement, the number of pages printed, and the approximate number of pages remaining.
Toner Collection Unit Transfer Kit Fuser Kit	Status Order HP Part	Select a part from the list to see the current status of the part and the part number used to order a replacement.

Trays menu

Review the following information about the Trays menu.

To display: From the Home screen on the printer control panel, use the arrow keys to navigate to Trays, and then select OK.

Table 3-38 Trays menu

First level	Second level	Values	Description
Tray 1 Tray 2-x	Size	Select paper size from a list of supported sizes.	Choose the paper size for the tray
Tray 1 Tray 2-x	Type	Select paper type from a list of supported types.	Choose the paper type for the tray.

Support Tools menu

Learn about the control-panel Support Tools menu.

NOTE: The Support Tools sub-menu contains the options for maintaining the printer and troubleshooting printer problems.

Maintenance menu

Learn about the control-panel Maintenance menu.

Backup/Restore menu

Learn about the control-panel Backup/Restore menu.

To display: At the printer control panel, select the Support Tools menu, select the Maintenance menu, and then select the Backup/Restore menu.

To print: At the printer control panel, touch (MFP) or use the arrow buttons (SFP) to select the printer icon . For the SFP, press the OK button to print the pages.

In the following table, asterisks (*) indicate the factory default setting.

Table 3-39 Backup/Restore menu

First level	Second level	Third level	Values
Back up Data	Enable Scheduled Backups	Backup Time	Enter a time
Back up Data	Enable Scheduled Backups	Days Between Backups	Enter the number of days
Back up Data	Back up Now		
Back up Data	Export Last Backup		
Restore Data			Insert a USB drive that contains the backup file.

Calibration/Cleaning menu

Learn about the control-panel Calibration/Cleaning menu .

To display: At the printer control panel, select the Support Tools menu, select the Maintenance menu, and then select the Calibration/Cleaning menu.

To print: At the printer control panel, touch (MFP) or use the arrow buttons (SFP) to select the printer icon . For the SFP, press the OK button to print the pages.

In the following table, asterisks (*) indicate the factory default setting.

Table 3-40 Calibration/Cleaning menu

First level	Values	Description
Cleaning Page	Automatic Cleaning Interval Off* 1000 pages 2000 pages 5000 pages 10000 pages 20000 pages	Use this menu to configure the settings for the product to automatically print a cleaning page. Select Off to disable automatic cleaning. Select a cleaning interval to set the number of pages to be printed before an automatic cleaning page is printed. Touch Print to manually print a cleaning page. **NOTE:** Cleaning pages print on the default paper size configured for the printer.

Table 3-40 Calibration/Cleaning menu (continued)

First level	Values	Description
Quick Calibration	Start	The printer automatically calibrates itself at various times. However, the user can calibrate the printer immediately if the printer experiences problems with print quality. Use this feature to perform a partial calibration. Use this calibration if color density or tone seem incorrect. Before calibrating, make sure that the Ready indicator displays on the control panel display. If a job is in progress, the calibration occurs when that job is complete.
Full Calibration	Start	The printer automatically calibrates itself at various times. However, the user can calibrate the printer immediately if the printer experiences problems with print quality. Use this feature to perform a full calibration, which can take up to three minutes. Use this calibration if the color layers seem to be shifted on the page. Before calibrating, make sure that the Ready indicator displays on the control panel display. If a job is in progress, the calibration occurs when that job is complete.
Power on Calibration	No delay Delay 15 minutes	This feature controls the timing of calibration when the printer wakes up or is turned on.
Calibrate Scanner MFP	Done Start	Touch Start to calibrate the device scanner. Messages on the control panel display will lead you through the calibration process.
Reset Calibration	Reset Cancel	Use this feature to return the product to the factory-set default values for color calibration. Select Reset to reset the color calibration. The printer will restart with the factory-set defaults. Select Cancel to close the menu without resetting the color calibration.

USB Firmware Upgrade menu

Learn about the control-panel USB Firmware Upgrade menu.

To display: At the printer control panel, select the Support Tools menu, select the Maintenance menu, and then select the USB Firmware Upgrade menu.

Insert a USB storage device with a firmware upgrade bundle into the USB port, and follow the on-screen instructions.

Service menu

Learn about the control-panel Service menu.

To display: At the printer control panel, select the Support Tools menu, and then select the Service menu.

The Service menu is locked and requires a personal identification number (PIN) for access. This menu is intended for use by authorized service personnel. See the Service menu section of this manual.

Troubleshooting menu

Review the following information about the Troubleshooting menu.

To display: From the Home screen on the printer control panel, use the arrow keys to navigate to Support Tools, and then select OK. Navigate to Maintenance, and then select OK. Navigate to Troubleshooting, and then select OK.

Table 3-41 Troubleshooting menu

First level	Second level	Third level	Values	Description
Reports	Configuration/Status Pages		Settings Menu Map Current Settings Page Configuration Page How to Connect Page Supplies Status Page Usage Page File Directory Page Web Services Status Page Color Usage Job Log	Select the desired report and then select the print icon to print the page.
Reports	Configuration/Status Pages	Other Pages	Demonstration Page RBG Samples CMYK Samples PCL Font List PS Font List	Select the desired report and then select the print icon to print the page.
Print Quality Pages	PQ Troubleshooting Pages		Print	Use to print pages that can help you resolve problems with print quality.

Table 3-41 Troubleshooting menu (continued)

First level	Second level	Third level	Values	Description
Print Quality Pages	Diagnostics Page		Print	Use to print a diagnostics page. The page includes color swatches, diagnostic information, and calibration information.
Print Quality Pages	Color Band Test		Print	Use to print a page that helps you resolve problems with print quality.
Event Log			Print Cancel	Use to print a list of the 50 most recent events in the event log. For each event, the printed log shows the error number, page count, error code, and description or personality.
Paper Path Page			Print	Shows how many pages were printed from each tray.
Diagnostic Tests	Disable Cartridge Check		Continue	Use this diagnostic test to print internal pages or send an external job to the printer when the toner cartridge is removed or exchanged. Supply errors are ignored while the printer is in this mode.
Diagnostic Tests	Paper Path Test	Number of Copies	Range: 1-500 Default = 1	Sets the default number of copies for a copy job. This default applies when the Copy or Quick Copy function is initiated from the printer Home screen. The factory default setting is 1.
Diagnostic Tests	Paper Path Test	Paper Tray	Select from a list of the available trays.	Generates a test page for testing paper handling features. You can define the path that is used for the test in order to test specific paper paths.
Diagnostic Tests	Paper Path Test	Output Sides	1-sided* 2-sided	
Diagnostic Tests	Print/Stop Test		Stop Next Print Job* Delay	
Diagnostic Tests	Paper Path Sensor Test		Select from a list of the printer sensors.	Initiates a test of the paper path sensors.

Table 3-41 Troubleshooting menu (continued)

First level	Second level	Third level	Values	Description
Diagnostic Tests	Manual Sensor Test		Select from a list of available components. Reset Sensors	Test the printer sensors and switches for correct operation. Each sensor is displayed on the control panel screen, along with its status. Manually trip each sensor and watch for it to change on the screen. Select the Stop button to abort the test.
Diagnostic Tests	Component Test		Select from a list of available components. Repeat	Use this item to exercise individual parts independently to isolate noise, leaking, or other issues. To start the test, select one of the components. The test will run the number of times specified by the Repeat option. The user might be prompted to remove parts from the printer during the test. Select the Stop button to abort the test.
Generate Debug Data			Start	
Retrieve Diagnostics Data			Send to email	Create files that contain information about the printer that can help identify the cause of problems.

Printer resets

Learn about the printer resets.

IMPORTANT: The procedures in this section are for printers with FutureSmart 4 (FS4) or later firmware installed. For printers with FS3 firmware installed, go to the HP WISE web site and search for *HP Color LaserJet Enterprise M552, M553 - Control-panel menus* (c04574398) or *HP Color LaserJet Enterprise MFP M577 - Control-panel menus* (c04796059) for more information.

Restore factory-set defaults from a SFP control panel

1. From the Home screen on the printer control panel, use the arrow buttons to navigate to Settings, and then press the OK button.
2. Use the arrow buttons to scroll to General, and then press the OK button.
3. Use the arrow buttons to scroll to Restore Factory Settings, and then press the OK button.
4. A verification message advises that completing the reset function might result in loss of data. Select the Reset button to complete the process.

Restore factory-set defaults from an MFP control panel

1. From the Home screen on the printer control panel, scroll to and touch the Settings button.
2. Open the following menus:
   - General Settings
   - Reset Factory Settings
3. A verification message advises that completing the reset function might result in loss of data. Touch the Reset button to complete the process.

Restore the Service ID

When replacing the formatter, the Service ID date is lost. Use this menu item to reset the date to the original date that the printer was first used. The date format is YYDDD. Use the following formula to calculate the Service ID.

Calculate the service ID

For the calculation below, the placed-in-service date is 17OCT2002.

1. To calculate YY, subtract 1990 from the calendar year. If the printer was first used in 2002, calculate YY as follows: 2002 - 1990 = 19. YY = 12.
2. Subtract 1 from 10 (October is the tenth month of the year): 10 - 1 = 9.
   - Multiply 9 by 30: 9 x 30 = 270 and add 17 to 270: 270 + 17 = 287. Thus, DDD = 287.
3. In this example the Service ID is 12287.

Convert the Service ID to an actual date

Use the printer Service ID number to determine whether the printer is still under warranty. Use the following formula to convert the Service ID into the actual date the printer was placed-in-service. For the example below, use the Service ID previously calculated (12287).

1. Add 1990 to YY to get the actual year that the printer was installed.
2. Divide DDD by 30. If there is a remainder, add 1 to the result. This is the month.
3. The remainder from the calculation in step 2 is the date.
   a. 12 + 1990 = 2002, so the year is 2002.
   b. 287 divided by 30 = 9 with a remainder of 17. Because there is a remainder, add 1 to 9 to get 10, which represents October.
   c. The remainder in step 2 is 17, so that is the date. The complete date is 17-October-2002.

   NOTE: A six-day grace period is built into the date system.

Cold reset using the Pre-boot menu from a SFP control panel

CAUTION: This procedure resets all printer configurations and settings to factory defaults (customer configurations and settings are lost).

1. Press the Cancel button when you see the 1/8 under the logo

2. Use the arrow buttons to highlight +3:Administrator item, and then press the OK button.
3. Use the arrow buttons to highlight +8:Startup Options item, and then press the OK button.
4. Use the arrow buttons to highlight 2 Cold Reset item, and then press the OK button.
5. Press the Home button to return to the main Pre-boot menu and highlight the 1:Continue item, and then press the OK button.

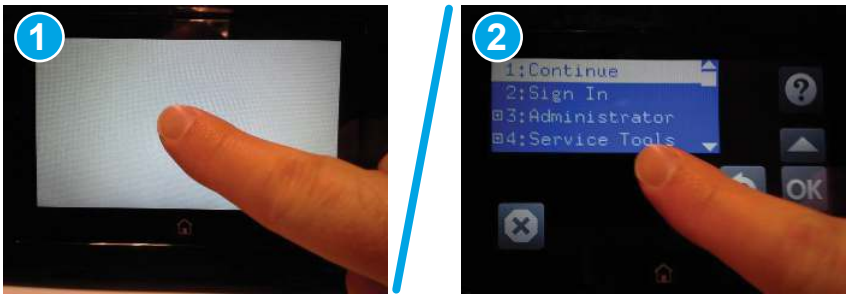
NOTE: The printer initializes.

Cold reset using the Pre-boot menu from an MFP control panel

CAUTION: This procedure resets all printer configurations and settings to factory defaults (customer configurations and settings are lost).

1. Touch the middle of the control-panel display when you see the 1/8 under the logo

Figure 3-44 Open the Pre-boot menu (MFP)



2. Use the arrow buttons to highlight +3:Administrator item, and then press the OK button.
3. Use the arrow buttons to highlight +8:Startup Options item, and then press the OK button.
4. Use the arrow buttons to highlight 2 Cold Reset item, and then press the OK button.
5. Touch the Home button to return to the main Pre-boot menu and highlight the 1:Continue item, and then press the OK button.

NOTE: The printer initializes.

Format Disk and Partial Clean functions

Learn about the printer Format Disk and Partial Clean functions.

Active and repository firmware locations

The firmware bundle consists of multiple parts. The main components are the Windows CE Operating System and the printer/peripheral firmware files.

There are two locations/partitions on the hard drive where the firmware components are stored:

- The Active, where the operating system and firmware currently are executing.
- The Repository, the recovery location.

If the Active location is damaged, or a Partial Clean was performed, the printer automatically copies over the OS and firmware files from the Repository location and the printer recovers.

If both the Active and Repository locations are damaged, or a Format Disk was performed, then both locations are gone and the error message **99.09.67** displays on the control-panel display. The user must upload the firmware to the printer in order for it to function again.

⚠ **CAUTION:** The Format Disk option performs a disk initialization for the entire disk. The operating system, firmware files, and third party files (among other files) are completely lost. HP does not recommend this action.

Partial Clean

The Partial Clean option erases all partitions and data on the disk drive, except for the firmware repository where a backup copy of the firmware file is stored. This allows the disk drive to be reformatted without having to download a firmware upgrade file to return the printer to a bootable state.

Characteristics of a Partial Clean

- Customer-defined settings, third-party solutions, firmware files, and the operating system are deleted.
- Rebooting the printer restores the firmware files from the Repository location, but does not restore any customer-defined settings.
- For previous HP printers, a Hard Disk Initialization is similar to executing the Partial Clean function for this printer.

⚠ **CAUTION:** HP recommends backing-up printer configuration data before executing a Partial Clean to retain customer-defined settings (if needed). See the Backup/Restore item in the Device Maintenance menu.

Reasons for performing Partial Clean

- The printer continually boots up in an error state.

NOTE: Try clearing the error prior to executing a Partial Clean.

- The printer will not respond to commands from the control panel.
- Executing the Partial Clean function is helpful for troubleshooting hard disk problems.
- To reset the printer by deleting all solutions and customer-defined settings.
- The printer default settings are not properly working.

Execute a Partial Clean from a non-touchscreen control panel

This procedure resets all printer configurations and settings to factory defaults (customer configurations and settings are lost).

1. Press the Cancel button when you see the 1/8 under the logo
2. Use the arrow buttons to highlight +3:Administrator item, and then press the OK button.
3. Use the arrow buttons to highlight Partial Clean item, and then press the OK button.
4. Press the OK button again.

5. Press the Home button to return to the main Pre-boot menu and highlight the Continue item, and then press the OK button.

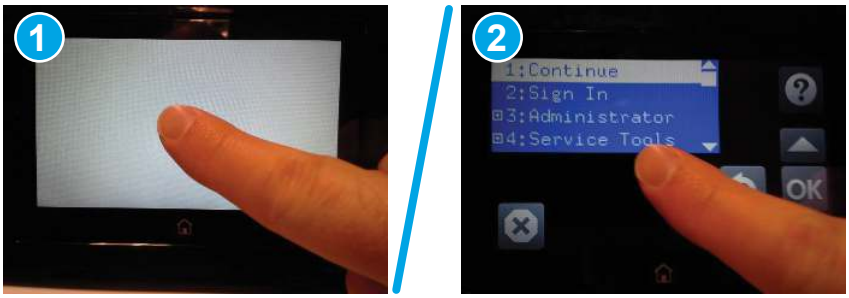
NOTE: The printer initializes.

Execute a Partial Clean from a touchscreen control panel

This procedure resets all printer configurations and settings to factory defaults (customer configurations and settings are lost).

1. Touch the middle of the control-panel display when you see the 1/8 under the logo

Figure 3-45 Open the Pre-boot menu (MFP)



2. Use the arrow buttons to highlight +3:Administrator item, and then press the OK button.
3. Use the arrow buttons to highlight Partial Clean item, and then press the OK button.
4. Press the OK button again.
5. Touch the Home button to return to the main Pre-boot menu and highlight the Continue item, and then press the OK button.

NOTE: The printer initializes.

Format Disk

The Format Disk option erases the entire disk drive.

CAUTION: After executing a Format Disk option, the printer is not bootable.

Characteristics of a Format Disk

- Customer-defined settings, third-party solutions, firmware files, and the operating system are deleted.

NOTE: Rebooting the printer *does not* restore the firmware files

- Rebooting the printer restores the firmware files from the Repository location, but does not restore any customer-defined settings.
- After executing the Format Disk function, the message **99.09.67** displays on the control panel.

- After executing the Format Disk function, the printer firmware must be reloaded.

⚠ **CAUTION:** HP recommends not using the Format Disk option unless an error occurs and the solution in the printer service manual recommends this solution. After executing the Format Disk function, the printer is unusable.

HP recommends backing-up printer configuration data before executing a Format Disk to retain customer-defined settings (if needed). See the Backup/Restore item in the Device Maintenance menu.

Reasons for performing Format Disk

- The printer continually boots up in an error state.

NOTE: Try clearing the error prior to executing a Format Disk.

- The printer will not respond to commands from the control panel.
- Executing the Format Disk function is helpful for troubleshooting hard disk problems.
- To reset the printer by deleting all solutions and customer-defined settings.

Execute a Format Disk from a non-touchscreen control panel

This procedure resets all printer configurations and settings to factory defaults (customer configurations and settings are lost).

1. Press the Cancel button when you see the 1/8 under the logo
2. Use the arrow buttons to highlight +3:Administrator item, and then press the OK button.
3. Use the arrow buttons to highlight Format Disk item, and then press the OK button.
4. Press the OK button again.

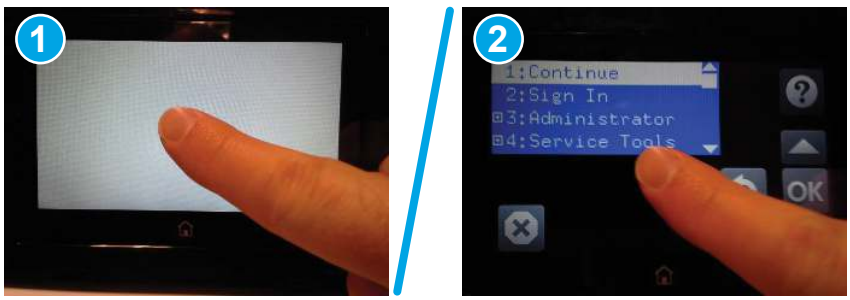
NOTE: When the Format Disk operation is complete, reload the printer firmware.

Execute a Format Disk from a touchscreen control panel

This procedure resets all printer configurations and settings to factory defaults (customer configurations and settings are lost).

1. Touch the middle of the control-panel display when you see the 1/8 under the logo

Figure 3-46 Open the Pre-boot menu (MFP)



2. Use the arrow buttons to highlight +3:Administrator item, and then press the OK button.
3. Use the arrow buttons to highlight Format Disk item, and then press the OK button.

4. Press the OK button again.

NOTE: When the Format Disk operation is complete, reload the printer firmware.

Troubleshooting power-on or blank control panel problems

If the printer is not powering on correctly, use the following steps to begin troubleshooting the problem.

1. Verify that power is available to the printer. If the printer is plugged into a surge protector or uninterruptible power supply (UPS), remove it. Plug the printer directly into a known operating wall receptacle (make sure that the wall receptacle provides the correct voltage and current for the printer).

NOTE: Unplug any other devices on the same circuit that the printer is using.

2. Try another known operating wall receptacle and a different power cord.
3. To eliminate a thermal switch issue, unplug the power cord and leave it unplugged for over 20 minutes. Re-attach the power cord, and then turn the power on again.
4. During normal operation, a cooling fan or fans begin to spin briefly after the printer power is turned on. Place a hand over the cover vent or vents to feel air passing out of the printer. Lean close to the printer to hear the fan or fans operating. Look for illuminated lights on the control panel and formatter LEDs.

NOTE: Operational fans, motors, and control-panel lights indicate the following:

- AC power is present at the printer.
- The power supply is providing either or both 24 Vdc and 5 Vdc voltages.
- The DC controller microprocessor is functioning.

5. If the printer powers on, but the control panel is blank, make sure that the control-panel display wire harness or harnesses and flat flexible cable or cables (FFCs) are connected.

NOTE: The following conditions indicate that the printer has frozen while in Sleep mode or Sleep delay. Opening a door or pressing a control-panel button should cause the printer to wake up from Sleep mode or Sleep delay.

- The control panel home button LED is illuminated
- The power-switch LED flashes once every three to five seconds

If the control panel is not responding, or if it appears black or blank, try the following:

a. Turn the printer power off, and then on again.
b. Verify that the system is correctly functioning by printing a test page. Does the test page print correctly?

   Is the printer HP Embedded Web Server (EWS) accessible?
c. Verify that the control panel is correctly functioning. If it is not, turn the printer off and reseat the control-panel assembly cable connections at the control-panel assembly and the formatter.

d. Try upgrading the firmware. If the firmware upgrade fails to resolve the problem, and the printer still freezes while in Sleep mode or Sleep delay, elevate the case.

e. If the error persists and the EWS functions correctly, replace the control-panel assembly.

6. If normal start-up noises are not heard, turn the printer off, and then remove any installed accessories (for example, envelope feeders, paper feeders, or output accessories).

7. Turn the printer on, and then listen for start-up noises. If normal start-up noises are heard, the problem might be with an accessory.

8. Perform an engine test. The engine test procedure varies by printer, so refer to the printer Service Manual to get instructions.

9. If the engine test page prints, the print engine is operating normally. Replace the formatter.

CAUTION: Under **NO** circumstances should a formatter from a different printer be installed during the repair or troubleshooting processes. The formatter stores important data specific to the model of printer it is installed in and is not designed to be swapped or repurposed in any way. Return a used formatter to HP.

Issues that can occur from swapping a formatter include:

- Serial number, product number, product name, page count, and supported cartridges information change and might make a product unusable
- 33.02.01 Used board/Disk installed errors

If a used formatter is installed and causes this issue, the **partner** must cover the costs of the repair in the form of a product replacement. **There is no method in the field to recover a printer where a used formatter is installed.**

NOTE: If the engine test page does not print, turn the printer off, reconnect the formatter power connector, remove the embedded MultiMedia Card (eMMC), and then try the engine test again. If the page prints, the problem might be the eMMC.

10. If after replacing the formatter or eMMC normal start-up noises are still not heard, replace the DC controller.

11. If the print engine appears to be correctly operating (the engine test page successfully printed) and the control panel is still blank, replace the power supply.

Troubleshooting an unresponsive printer

If the printer powers up normally and the control panel displays correctly, but the printer appears unresponsive to print jobs, use the following steps to troubleshoot the issue.

1. The control panel should indicate a Ready, Paused, Sleep mode on or Sleep delay on status. If an error message displays, resolve the error. Resolve any supply issues.

2. For network connection errors, verify that the network port is active and that the cables are securely seated.

a. Check the network cable connections between the printer and the computer or network port. Make sure that the connections are secure.

b. Make sure that the cables are not faulty by trying different cables, if possible.

3. Check the network LEDs (callout 1) to see if they indicate any issues.

NOTE: The figure below is representational only. Network LED location varies by printer.

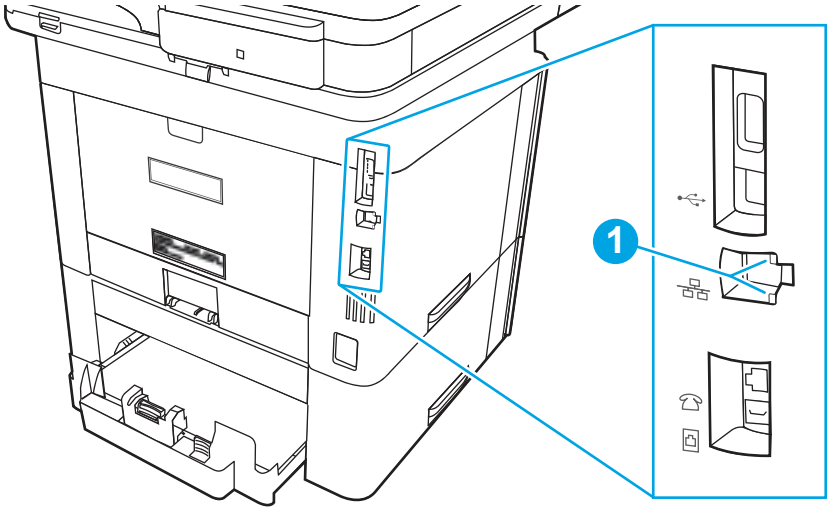


Table 3-42 Network LEDs

LED light pattern	Description
	Solid green light and flashing yellow light indicates a successful network connection.
	No lights on indicates a faulty network connection. Disconnect and reconnect the cable to the port. In the Network Settings Menu, verify the link settings and make sure that the port is enabled.

4. Use one of the following options to print a configuration page. If the printer is connected to a network, an HP Jetdirect page also prints.

IMPORTANT: The procedures in this section are for printers with FutureSmart 4 (FS4) or later firmware installed. For printers with FS3 firmware installed, go to the HP WISE web site and search for *HP Color LaserJet Enterprise M552, M553 - Control-panel menus* (c04574398) or *HP Color LaserJet Enterprise MFP M577 - Control-panel menus* (c04796059) for more information.

Print the configuration page from a SFP control panel

a. From the Home screen on the printer control panel, use the arrow buttons to navigate to Reports, and then press the OK button.

b. Use the arrow buttons to scroll to Configuration/Status Pages, and then press the OK button.

c. Use the arrow buttons to scroll to Configuration Page, and then press the OK button.

d. Use the arrow buttons to scroll to the print icon . Press the OK button to print the pages.

Print the configuration page from an MFP control panel

a. From the Home screen on the printer control panel, scroll to and touch the Reports button.

b. Open the following menus:

   - Configuration/Status pages

c. Touch Configuration Page to select it.

d. Touch the print icon to print the pages.

5. Check to see if there is a newer version of the firmware available. If there is, update the firmware.

6. Verify that the correct print driver for this printer is installed. Check the program to make sure that the print driver for this printer is used. The print driver can be downloaded from support.hp.com.

7. Print a short document from a different program that has worked in the past. If this solution works, the problem is with the program. If this solution does not work (the document does not print), complete these steps:

   a. Try printing the job from another computer that has the printer software installed.

   b. If the printer is connected to the network, connect the printer directly to a host computer with a USB cable. Redirect the printer to the correct port, or reinstall the software (make sure to select the new connection type).

   NOTE: The host USB port may disabled from the factory. If so, this port needs to be activated first before connecting the printer to the USB port.

For more information about troubleshooting an unresponsive printer and about troubleshooting connectivity issues, see the "Performance and connectivity troubleshooting" section of the Service manual.

Engine diagnostics

Learn about internal engine diagnostics that help in troubleshooting print quality, paper path, noise, assembly, and timing issues.

Engine test

Learn about troubleshooting the printer using the engine test diagnostic.

When the engine test is performed, a test page with lines prints if the engine is functioning correctly.

NOTE: Depending on printer models, either a simplex engine test page, a duplex engine test page, or both simplex and duplex engine test pages might be available.

Use a small pointed object to depress and hold the engine test button (location varies depending on the printer model). An engine test page prints. The test page can use only Tray 2 as the paper source, so make sure that paper is loaded in Tray 2.

Possible engine test pages (printer dependent)

- A series of lines parallel to the **short** end of the page.
- A series of lines parallel to the **long** end of the page.

Figure 3-47 **Engine test button**

Defeating interlocks

Learn about defeating printer interlocks.

Different tests can be used to isolate different types of issues. For assembly or noise isolation, run the diagnostic test when the toner cartridge door or rear door is open.

To operate the printer with the doors open, the interlock switch levers must be depressed to simulate a closed-cover position.

⚠ **WARNING!** Be careful when performing printer diagnostics to avoid risk of injury. Only trained service personnel should open and run the diagnostics with the covers removed. Never touch any of the power supplies when the printer is turned on.

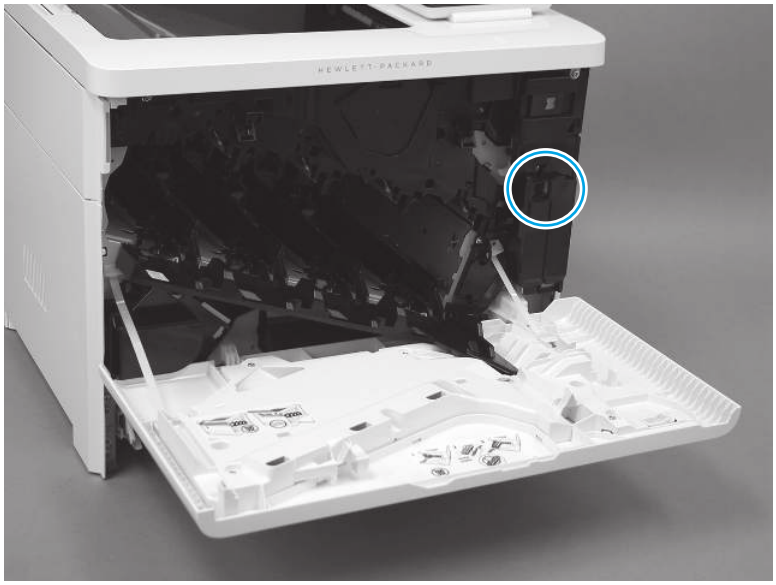
TIP: Fold a stiff piece of paper, for example a business card or index card, into a 10 mm (.375 in) strip, and insert the strip into the slots for the front door and right door logic switches.

Defeat the front (cartridge) door interlock

1. Open the front door.
2. Insert a folded piece of paper into the slot.

TIP: Fold a stiff piece of paper, for example a business card or index card, into a 10 mm (.375 in) strip, and insert the strip into the slots for the front door and right door logic switches.

Figure 3-48 **Defeat the front door interlock**



Defeat the right door interlock

1. Open the right door.
2. Insert a folded piece of paper into the slot.

TIP: Fold a stiff piece of paper, for example a business card or index card, into a 10 mm (.375 in) strip, and insert the strip into the slots for the front door and right door logic switches.

Figure 3-49 Defeat the right door interlock (right side)

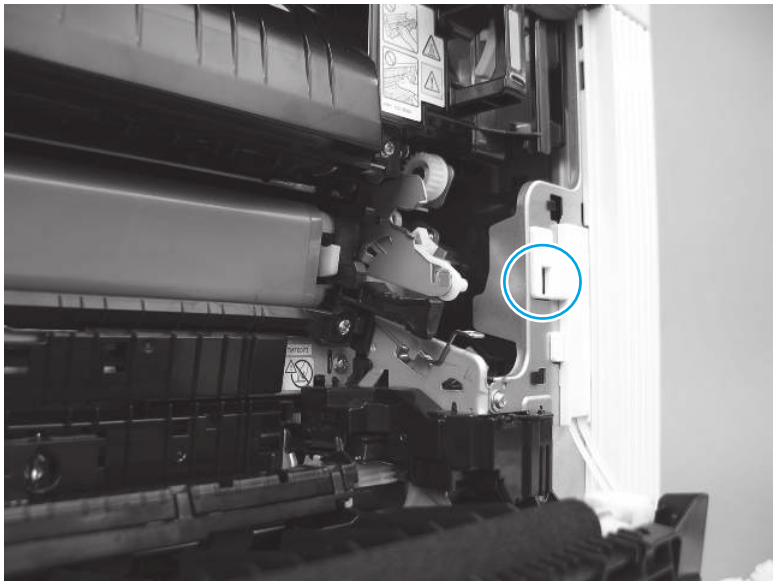
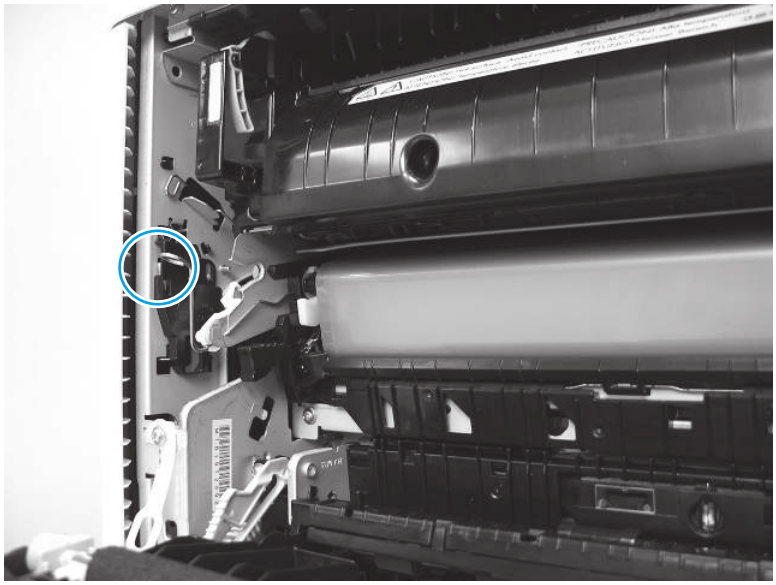


Figure 3-50 Defeat the right door interlock (left side)



Control panel troubleshooting

If the control panel is not responding normally or has display issues, use the following procedures to troubleshoot the issues.

Control panel system diagnostics (MFP)

Learn about MFP printer firmware control panel troubleshooting.

Use the diagnostics in this section to test the control panel hardware and display using the printer firmware system diagnostics.

Touchscreen diagnostic mode (M553x, M555, M577, M578, and E57540)

Learn about touchscreen diagnostic mode.

Use the diagnostics in this section to test the control-panel hardware and embedded firmware. These tests are useful for checking control-panel functionality independent of the printer control-panel system diagnostics. To test the control panel using the system diagnostics, see Open the control panel system diagnostic tests on page 213.

1. **M553x, M555, E55040**: Locate the diagnostic-tests access button on the back of the control panel.

   Figure 3-51 **Diagnostic-tests access button**

2. **M553x, M555, E55040**: Press the diagnostics-access button. Repeatedly pressing the button cycles through the available diagnostics.

NOTE: A pen, pencil, or other small blunt object is needed to press the button.

TIP: When pressed, the button illuminates green.

Figure 3-52 Press the diagnostics-access button

3. **M577, M578, and E57540**: Locate the diagnostic-tests access button on the back of the control panel.

Figure 3-53 Diagnostic-tests access button

4. **M577, M578, and E57540**: Press the diagnostics-access button. Repeatedly pressing the button cycles through the available diagnostics.

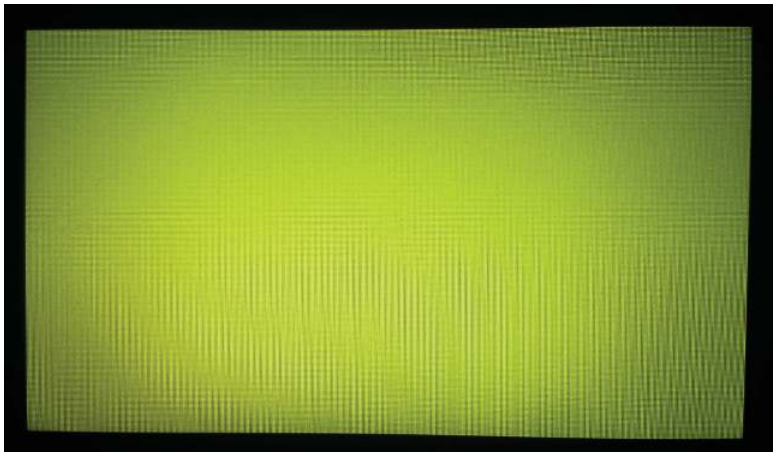
Figure 3-54 **Press the diagnostics-access button**

5. A yellow screen appears (after the first press of the button) indicating that the control-panel firmware is version A (a magenta screen indicates version B firmware).

NOTE: If a different color appears on the screen, escalate the problem using the HP support process.

TIP: After 4 seconds of inactivity, the diagnostic mode times out and is exited.

Figure 3-55 **Control-panel version A yellow screen**



6. Touch the screen to cycle the screen through the following:

NOTE: Depending on where the control panel was manufactured, a magenta, a green, and a blue screen might appear before the white screen. Touch the screen to cycle past these screens.

- Five brightness levels of a white screen.

- A final black screen.

TIP: When the final black screen displays, press the Home button to cycle through the diagnostic screens again.

7. Pressing the diagnostic-tests button with the black screen displayed, exits the diagnostic mode.

Control panel diagnostic flowcharts (M553x, M555, M577, M578, and E57540)

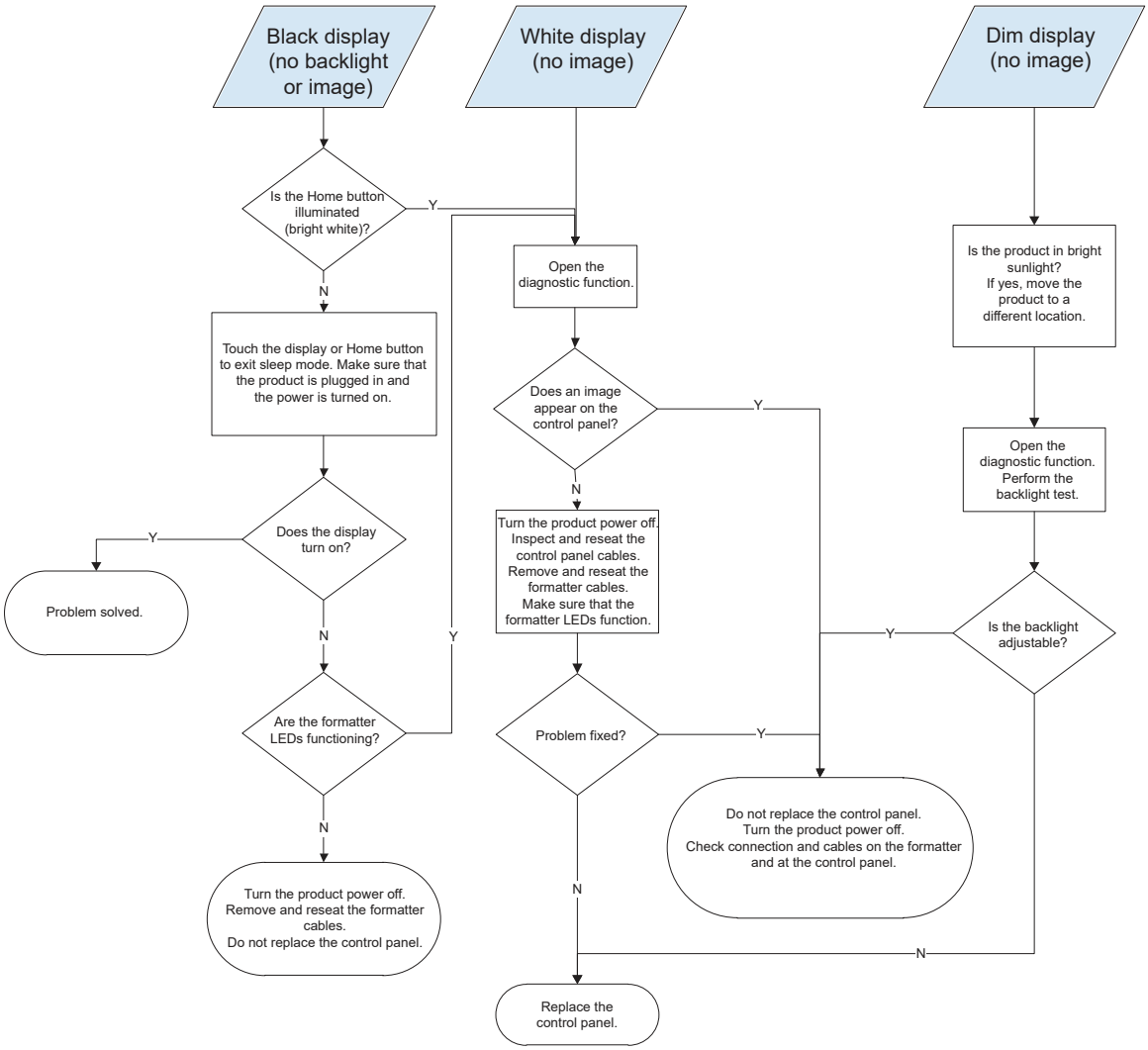
Use the flowcharts in this section to troubleshoot the following control panel problems.

- Touchscreen is blank, white, or dim (no image).
- Touchscreen is slow to respond or requires multiple presses to respond.
- Touchscreen has an unresponsive zone.
- No control panel sound.
- Home button is unresponsive.
- Hardware integration pocket (HIP) is not functioning (control panel functional).

Touchscreen black, white, or dim (no image)

To open the diagnostic function, press the button on the back of the control panel.

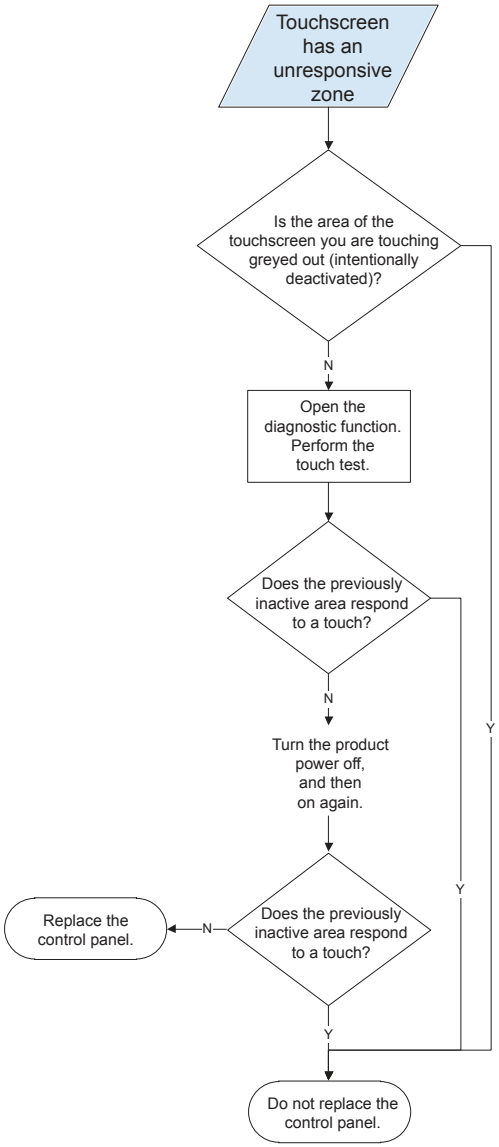
Figure 3-56 Touchscreen blank, white, or dim (no image)



Touchscreen has an unresponsive zone

To open the diagnostic function, press the button on the back of the control panel.

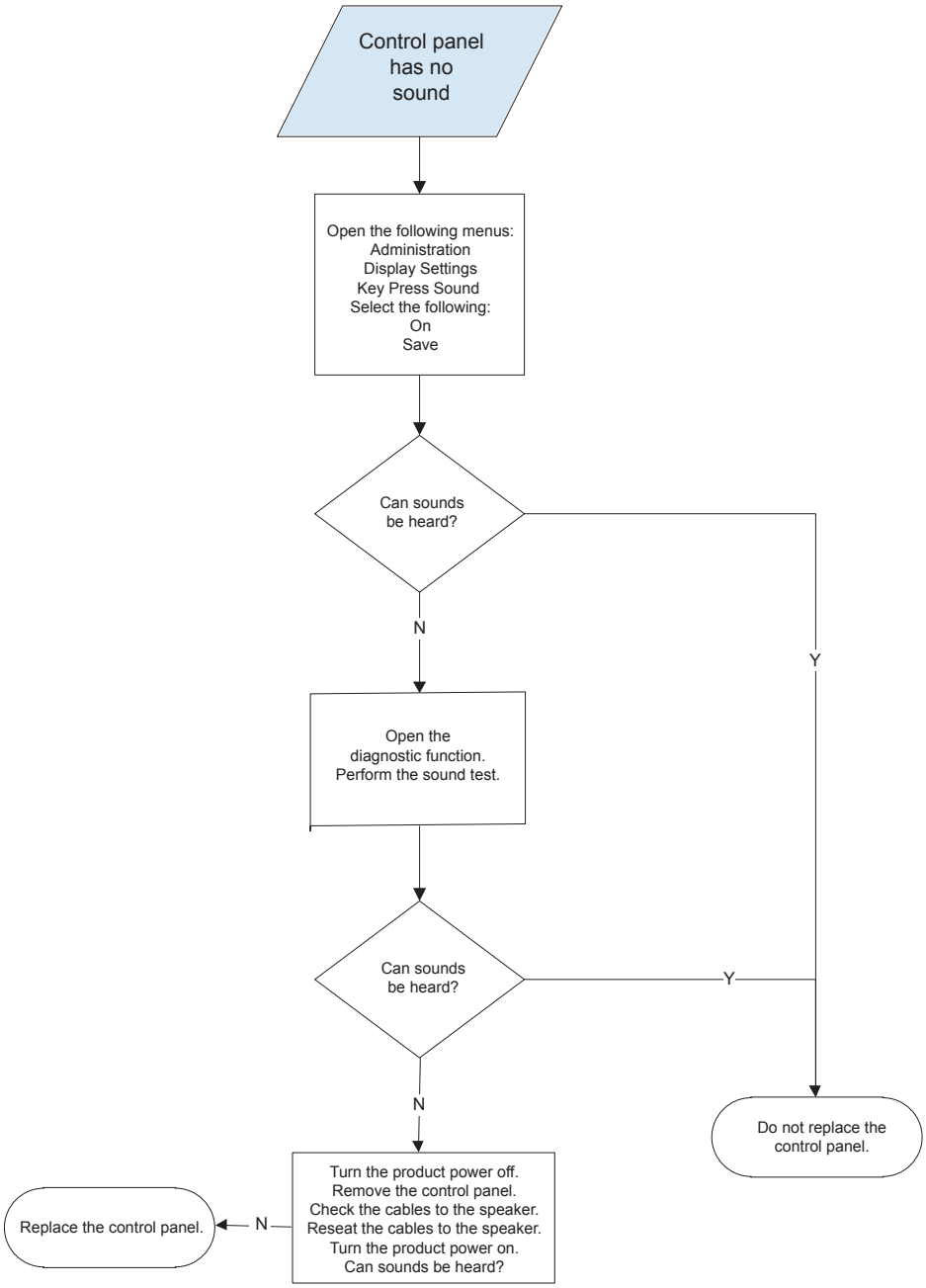
Figure 3-57 Touchscreen has an unresponsive zone



No control panel sound

To open the diagnostic function, press the button on the back of the control panel.

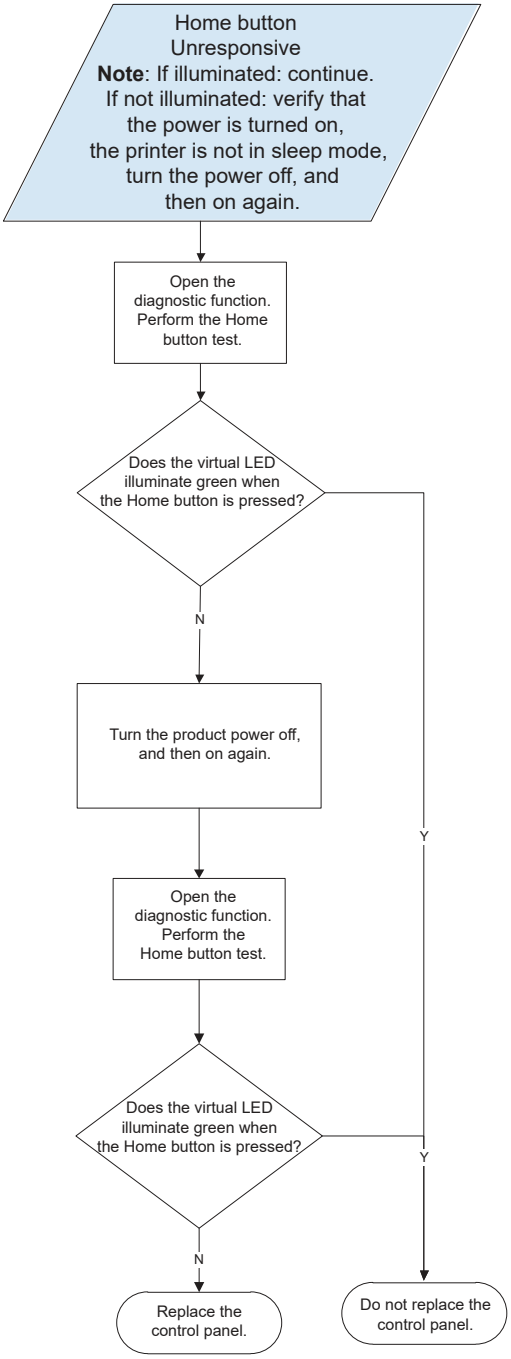
Figure 3-58 No control panel sound



Home button is unresponsive

To open the diagnostic function, press the button on the back of the control panel.

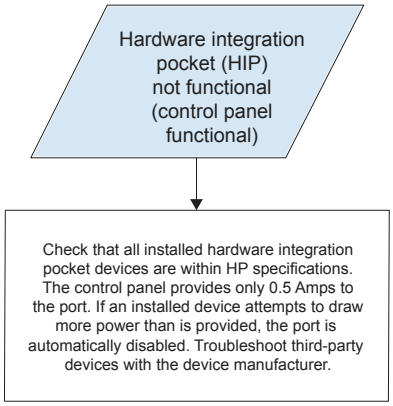
Figure 3-59 **Home button is unresponsive**



Hardware integration pocket (HIP) is not functioning (control panel functional)

Review the following information when the HIP is not functioning, but the control panel is functional.

Figure 3-60 Hardware integration pocket (HIP) is not functioning (control panel functional)



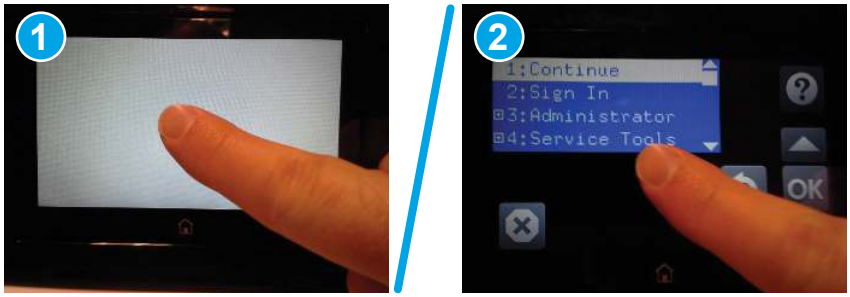
Open the control panel system diagnostic tests

Learn about accessing the control panel system diagnostics tests from a touchscreen control panel.

Use the following procedure to open the control panel system diagnostics tests.

1. Turn the printer power off, and then on again.
2. Touch the middle of the control panel display when you see the 1/8 under the logo.

Figure 3-61 Open the Pre-boot menu



3. On the Pre-boot menu screen, use the following buttons to navigate the tests.

Figure 3-62 Pre-boot menu

Table 3-43 Pre-boot menu button descriptions

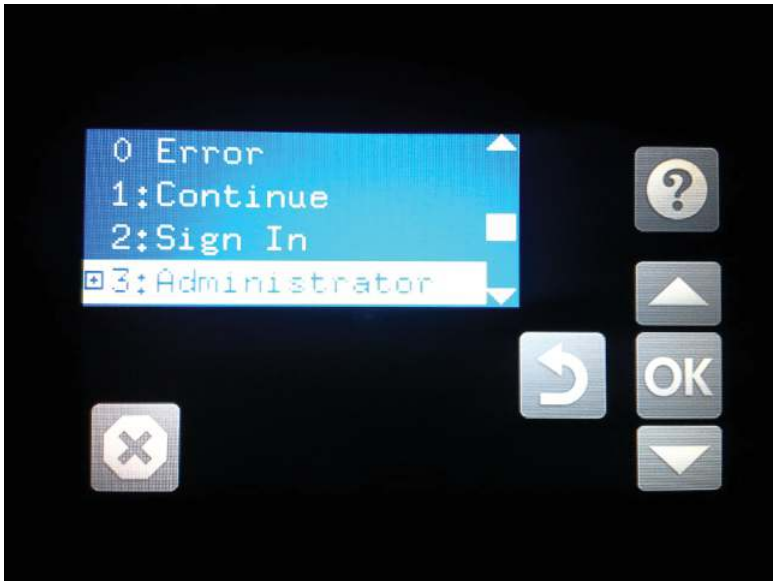
Button	Description
	Use this button to see more information about a selected item.
	Use this button to scroll up through menu items.
	Use this button to select a highlighted menu item.
	Use this button to scroll down through menu items.
	Use this button to go back to the previous menu.
	Not used.

Table 3-43 Pre-boot menu button descriptions (continued)

Button	Description
	Use this button to exit a diagnostic test.

4. Use the down arrow ▼ button to scroll to +3 Administration, and then press the OK button to select it.

Figure 3-63 Access the administration menu



5. Use the down arrow ▼ button to scroll to +E CP Diagnostics, and then press the OK button to select it.

NOTE: An administrator password might be required to continue.

Figure 3-64 Access the diagnostics menu

Screen test

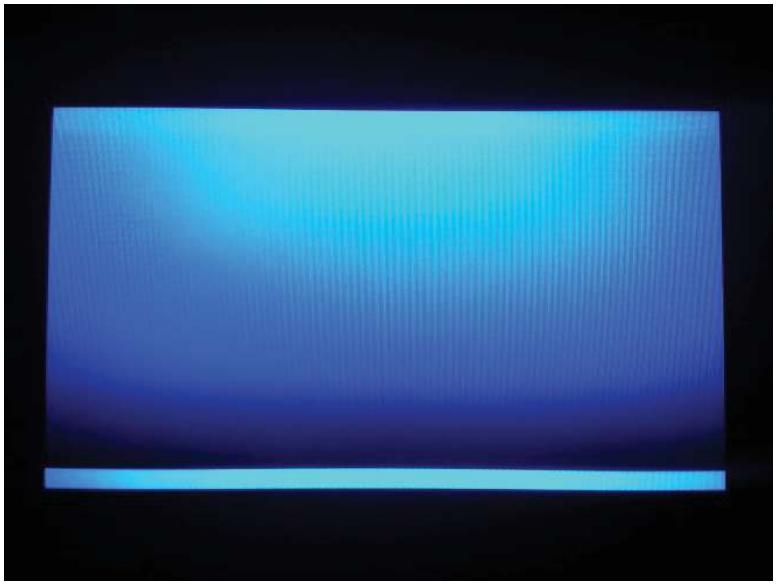
Learn about the control panel system diagnostic screen test.

1. Open the control panel system diagnostic tests.
2. With 1 Screen Test highlighted, press the OK button to select it.

Figure 3-65 Open the screen test

The blue vertical gradient screen appears.

Figure 3-66 Blue vertical gradient screen



3. Touch the touchscreen to scroll though the remaining touchscreen test screens.

NOTE: Touch the Home button to exit the test.

Table 3-44 Touchscreen test screens

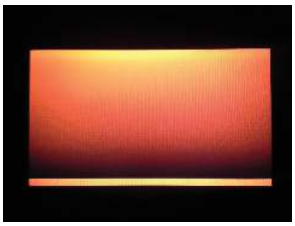
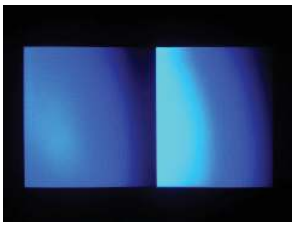
Screen	Description
	Green vertical gradient
	Red vertical gradient
	Blue horizontal gradient

Table 3-44 Touchscreen test screens (continued)

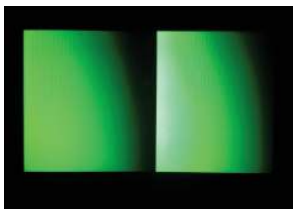
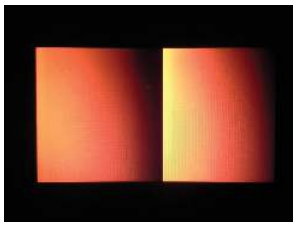
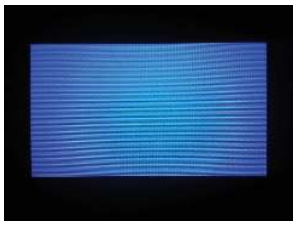
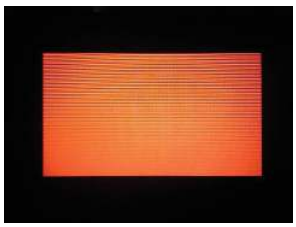
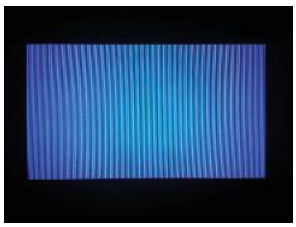
Screen	Description
	Green horizontal gradient
	Red horizontal gradient
	Blue with black horizontal interlaced
	Green with black horizontal interlaced
	Red with black horizontal interlaced
	Blue with black vertical interlaced

Table 3-44 Touchscreen test screens (continued)

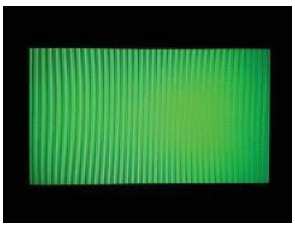
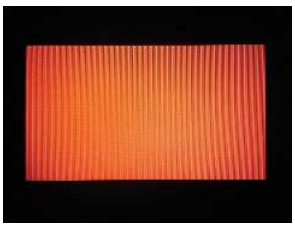
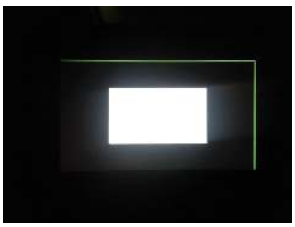
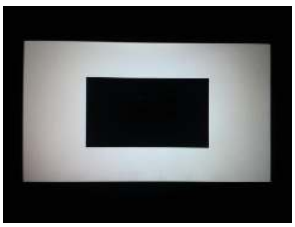
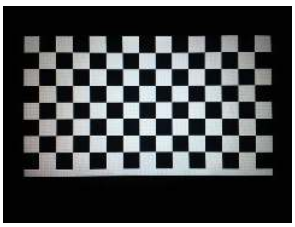
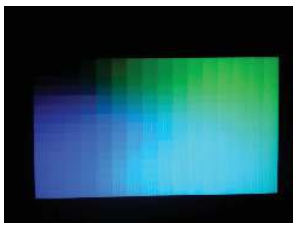
Screen	Description
	Green with black vertical interlaced
	Red with black vertical interlaced
	Black with white center
	White with black center
	Checkerboard
	Multicolor stripes

Table 3-44 Touchscreen test screens (continued)

Screen	Description
	Blue green grid meshing

Touch test

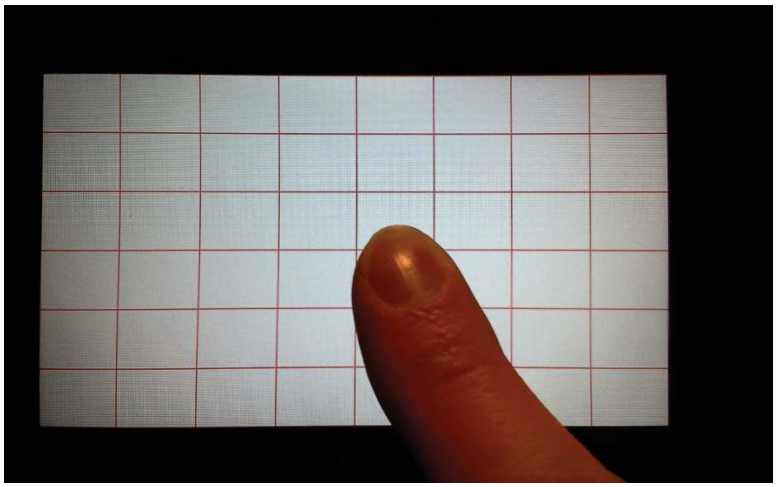
Learn about the control panel system diagnostic touch test.

1. Open the control panel system diagnostic tests.
2. Use the down arrow ▼ button to scroll to 2 Touch Test, and then press the OK button to select it.

Figure 3-67 Open the touch test

3. Use your finger to touch the white grid on the display.

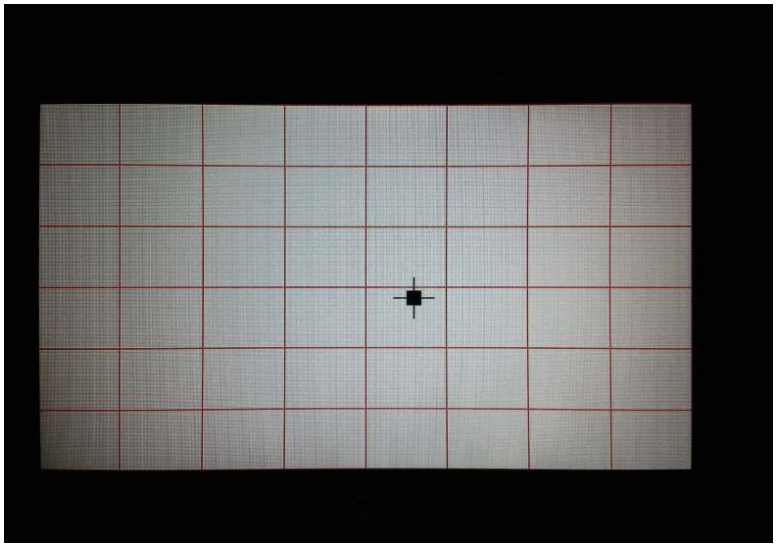
Figure 3-68 Touch the white grid



A mark appears on the grid where it was touched.

NOTE: Touch the Home button to exit the test.

Figure 3-69 Verify the mark



SoftKey test

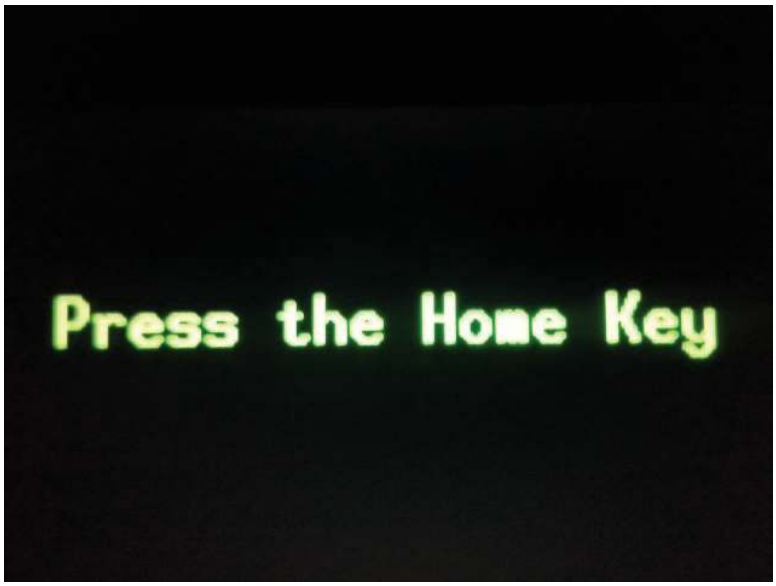
Learn about the control panel system diagnostic SoftKey test.

1. Open the control panel system diagnostic tests.
2. Use the down arrow ▼ button to scroll to 3 SoftKey Test, and then press the OK button to select it.

Figure 3-70 Open the softkey test

3. When prompted, touch the Home button.

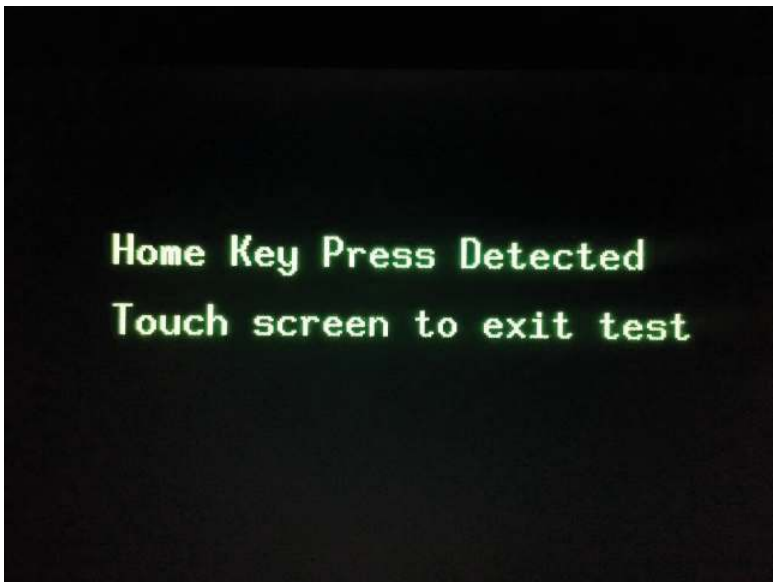
Figure 3-71 Touch the Home button



If the test is successful, the following screen appears on the display.

NOTE: Touch the screen to exit the test.

Figure 3-72 Successful test



Backlight test

Learn about the control panel system diagnostic backlight test.

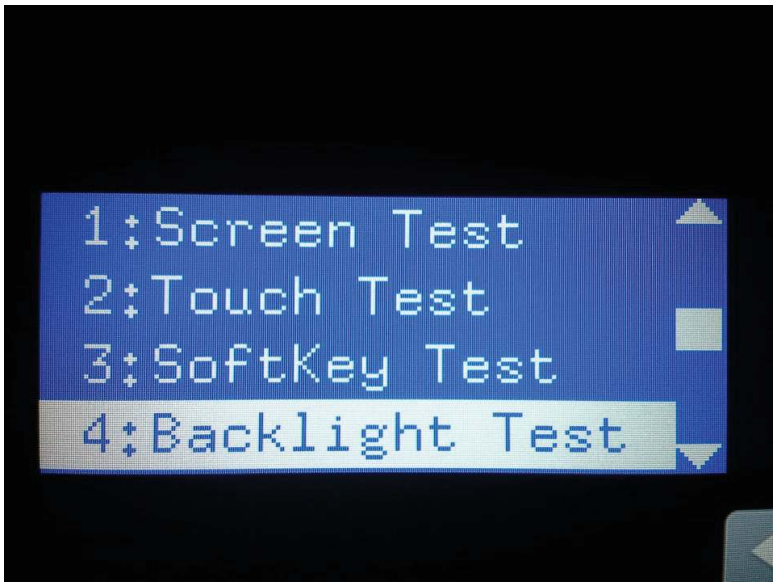
1. Open the control panel system diagnostic tests.

2. Use the down arrow ▼ button to scroll to 4 Backlight Test, and then press the OK button to select it.

   After selecting the 4 Backlight Test, the screen automatically dims, and then returns to full brightness.

NOTE: Touch any key to exit the test.

Figure 3-73 Open the backlight test



Sound test

Learn about the control panel system diagnostic sound test.

1. Open the control panel system diagnostic tests.
2. Use the down arrow ▼ button to scroll to 5 Sound Test, and then press the OK button to select it.

   After selecting the 5 Sound Test, the printer emits a series of audible tones.

NOTE: Touch any key to exit the test.

Figure 3-74 Open the sound test

Version

Learn about the control panel system diagnostic version information.

1. Open the control panel system diagnostic tests.
2. Use the down arrow ▼ button to scroll to 7 Version, and then press the OK button to select it.

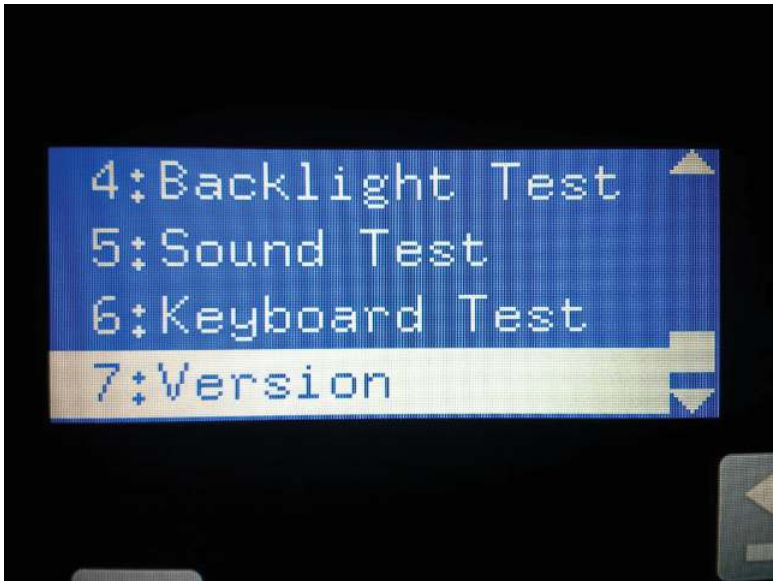
NOTE: Touch any key to exit the test.

Select 7 Version to view the following types of information:

NOTE: The following types of information are for the control panel only, not the printer.

- Panel ID
- Hardware (version)
- Firmware (version)
- KB Hw (version)
- KB Firm (version)
- LCD Vendor
- Touch Controller Version

Figure 3-75 Open the version information



Control panel messages document (CPMD)

Learn about the printer control panel messages document (CPMD).

NOTE: A complete CPMD is not included in this manual.

You can use the error code look-up tool from product home page.

Error-code and control-panel-message troubleshooting overview

This section provides information on error codes and searching for information.

Error codes (types and structure)

Error codes and control-panel messages display on the printer control panel to indicate the current printer status or situations that might require action. Error codes are numerical, or alphanumerical, and have a set structure with six characters (example: 13.WX.YZ).

- The first two characters are numeric and represent the system component that is causing the error. For example, in error code `10.22.15`, **10** = **Supplies** for HP LaserJets.
- The remaining four characters (W, X, Y, and Z values) further define the error.

HP LaserJet and HP PageWide Enterprise error codes are documented in the control panel message document (CPMD) for each printer.

The CPMD is a comprehensive list of error codes, diagnostic and troubleshooting steps to clear or resolve the error, and other helpful information such as service mode pins and part numbers.

The CPMD is continually updated and republished with the latest information for the following error codes.

Table 3-45 **ERROR CODES: The first two characters**

Error code	System Component	System Error Description
10.WX.YZ	Supplies (LaserJet)	Supply error or supply memory error.
11.WX.YZ	Real-time clock	Internal error with the clock on the formatter.
13.WX.YZ	Jam (LaserJet)	Paper jam or open door jam error.
15.WX.YZ	Jam (PageWide)	Paper jam or open door jam error.
17.WX.YZ	Supplies (PageWide)	Supply error or supply memory error.
20.WX.YZ	Printer memory	Insufficient memory or buffering error.
21.WX.YZ	Page	Page complexity causing a decompression error when trying to process job.
30.WX.YZ	Scanner	Flatbed scanner error occurring inside the unit.
31.WX.YZ	Document feeder	Document feeder, scanner, or jam error.
32.WX.YZ	Backup, restore, or reset	Backup, restore, or reset notification or error.
33.WX.YZ	Security	Backup, Disk, EFI BIOS, Firmware integrity (SureStart), or Trusted Platform Module (TPM) notification or error.
40.WX.YZ	Input/Output (I/O)	Partition manager, secure erase, or USB accessory error.

Table 3-45 ERROR CODES: The first two characters (continued)

Error code	System Component	System Error Description
41.WX.YZ	Fuser, Laser scanner, or Paper path	Miscellaneous error including general and misprint or mismatch errors typically involving (but not limited to) the fuser, the laser scanner, or the paper path.
42.WX.YZ	Firmware	Firmware failure involving the Event Log, Shell, System Manager, or other component.
44.WX.YZ	Firmware	Firmware failure involving a digital sending component.
45.WX.YZ	OXPd/Web Kit (PageWide)	Informational notifications involving the OXPd Web Kit (communications log).
46.WX.YZ	Engine (LaserJet)	Engine communication error.
47.WX.YZ	Firmware	Job parser or printer calibration error.
48.WX.YZ	Firmware	PJA job accounting, job management, or job pipeline error.
49.WX.YZ	Firmware	Firmware communication error.
50.WX.YZ	Fuser (LaserJet)	Fuser error.
51.WX.YZ	Laser scanner (LaserJet)	Laser scanner beam error.
52.WX.YZ	Laser scanner (LaserJet)	Laser scanner startup error.
54.WX.YZ	Sensor	Sensor error (not jam related).
55.WX.YZ	DC controller (LaserJet)	DC controller communication error.
56.WX.YZ	Paper handling (LaserJet)	Paper input/output or accessory error.
57.WX.YZ	Fan	Fan error.
58.WX.YZ	Sensor	Engine sensor failure.
59.WX.YZ	Motor (LaserJet)	Motor error.
60.WX.YZ	Tray motor error (LaserJet)	Tray lifting or pick up error.
61.WX.YZ	Engine (PageWide)	Print engine error with the 8-bit data package.
62.WX.YZ	System (LaserJet) Print bar (PageWide)	LaserJet internal system error. PageWide print system error.
63.WX.YZ	Engine (LaserJet)	General engine error (electrical, communication, etc.).
65.WX.YZ	Connector	Output accessory connection error.
66.WX.YZ	Output accessory	Output accessory error.
67.WX.YZ	Input accessory	Input accessory connection error
69.WX.YZ	Duplexer	Duplexer error.
70.WX.YZ	DC controller (LaserJet)	DC controller firmware error.
76.WX.YZ	DC controller (LaserJet)	Power supply fluctuations causes formatter and DC controller communication issue and results them not to be in synchronization.
80.WX.YZ	Managed device	Embedded Jetdirect error.

Table 3-45 ERROR CODES: The first two characters (continued)

Error code	System Component	System Error Description
81.WX.YZ	Near Field Communication (NFC)	Wireless, Bluetooth or internal EIO error.
82.WX.YZ	Memory (hard disk, EMMC, etc.)	Disk hardware error.
90.WX.YZ	Internal diagnostics	Internal test of systems (i.e. disk, CPB, display) or interconnection error.
98.WX.YZ	Hard disk	Hard disk partition error.
99.WX.YZ	Firmware installer	Remote Firmware Upgrade (RFU), firmware install (engine or accessory), or disk error.

Solve paper handling problems

Review the following information to solve paper handling problems.

Clear paper jams (SFP)

Use the procedures in this section to clear jammed paper from the printer paper path.

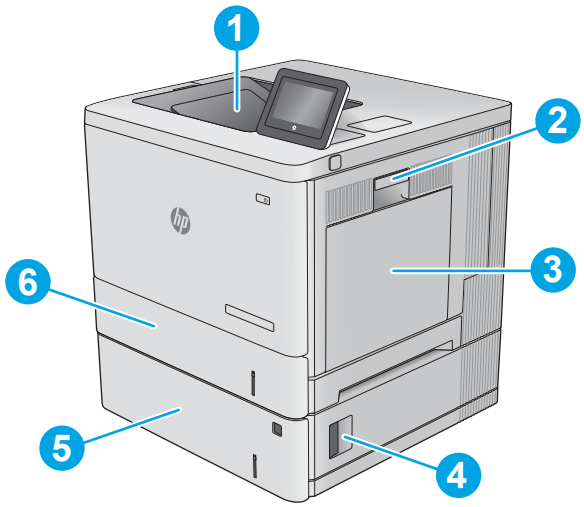
NOTE: To avoid tearing the paper, pull the jammed paper out slowly and gently.

Figures in this section are representational only. The actual printer being serviced might look slightly different depending on the model and installed accessories.

Jam locations

Jams can occur in these locations (SFP).

Figure 3-76 Paper jam locations (SFP)



Item	Location
1	Output bin
2	Right door and fuser area
3	Tray 1
4	Lower-right door
5	Optional 550-sheet trays
6	Tray 2

Auto-navigation for clearing paper jams

Learn about printer jam clearing auto-navigation.

The auto-navigation feature assists in clearing jams by providing step-by-step instructions on the control panel.

When you complete a step, the printer displays instructions for the next step until you have completed all steps in the procedure.

Experiencing frequent or recurring paper jams?

To reduce the number of paper jams, try these solutions.

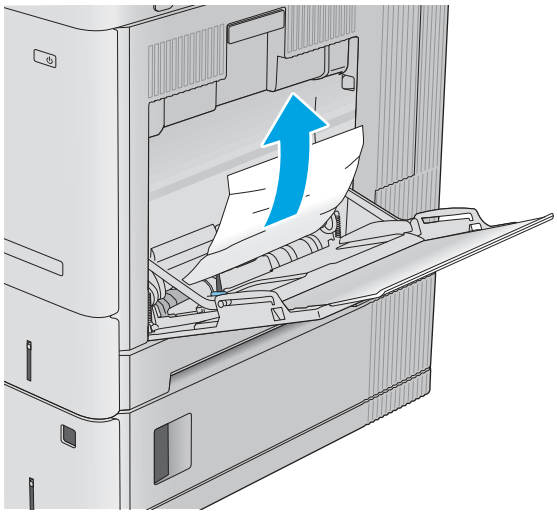
View a video that demonstrates how to load paper in a way that reduces the number of paper jams

1. Use only paper that meets HP specifications for this printer.
2. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
3. Use paper that has not previously been printed or copied on.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.
6. Make sure that the tray is fully inserted in the printer.
7. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.
8. Open the Trays menu on the printer control panel. Verify that the tray is configured correctly for the paper type and size.
9. Make sure the printing environment is within recommended specifications.

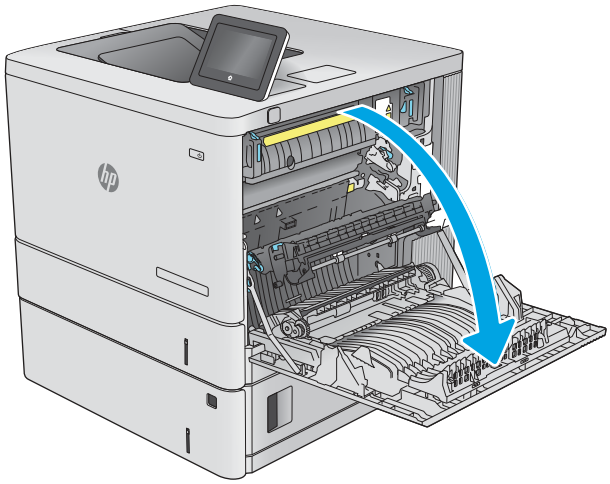
Clear paper jams in Tray 1 (13.A1)

Use the following procedure to check for paper in all possible jam locations related to Tray 1. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

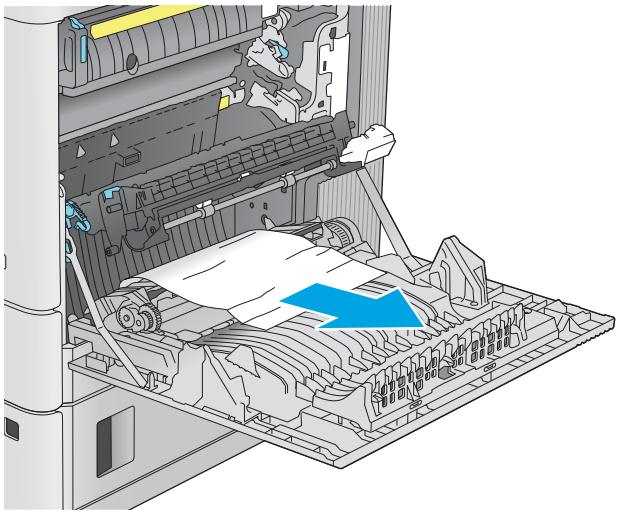
1. . If jammed paper is visible in Tray 1, clear the jam by gently pulling the paper straight out. Touch the OK button to clear the message.



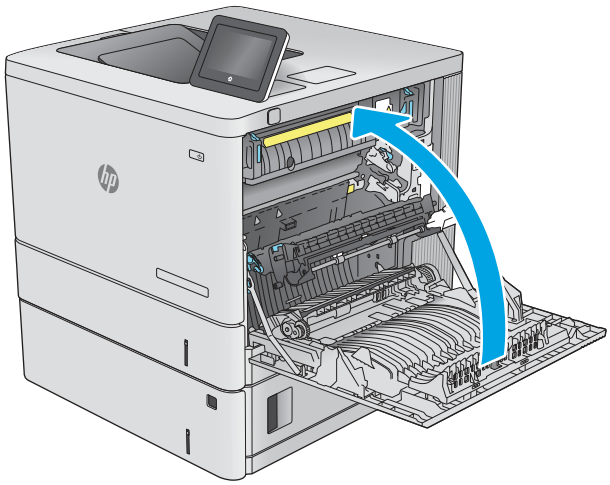
2. If the paper remains stuck, or if no jammed paper is visible in Tray 1, remove any remaining paper in the tray, and then close Tray 1 and open the right door.



3. If jammed paper is present, gently pull it out.



4. Close the right door.

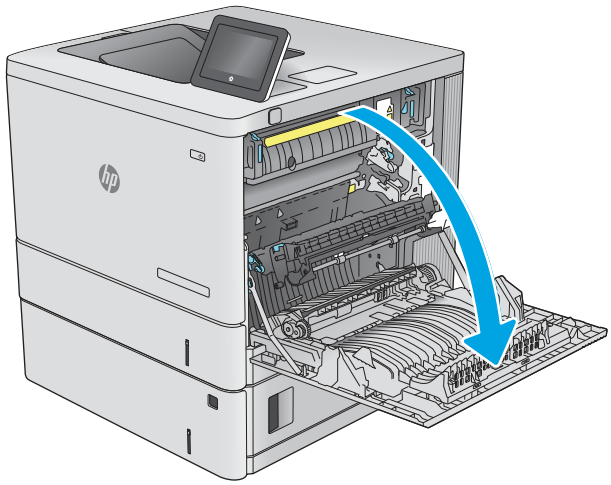


Clear paper jams in Tray 2 (13.A2)

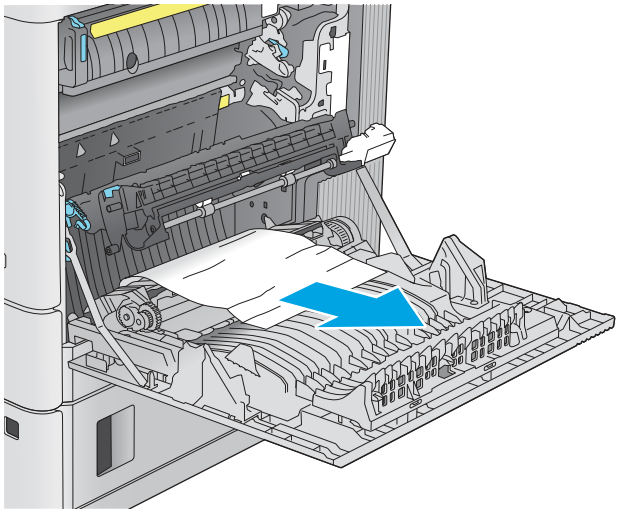
Use the following procedure to check for paper in all possible jam locations related to Tray 2. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. . Lift the latch on the right door to release it.

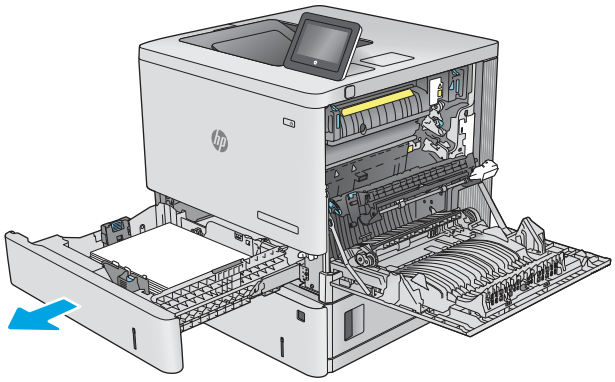
2. . Open the right door.



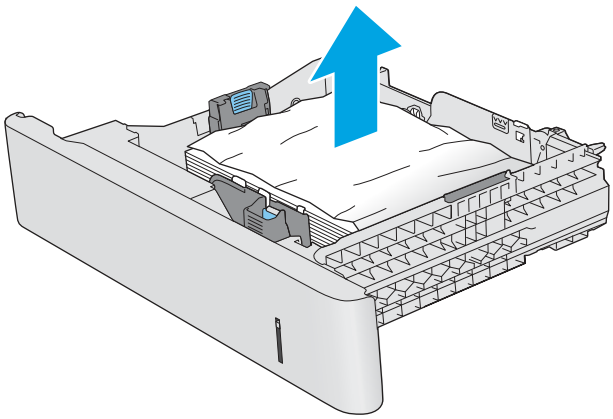
3. Gently pull out any jammed paper from the pick up area.



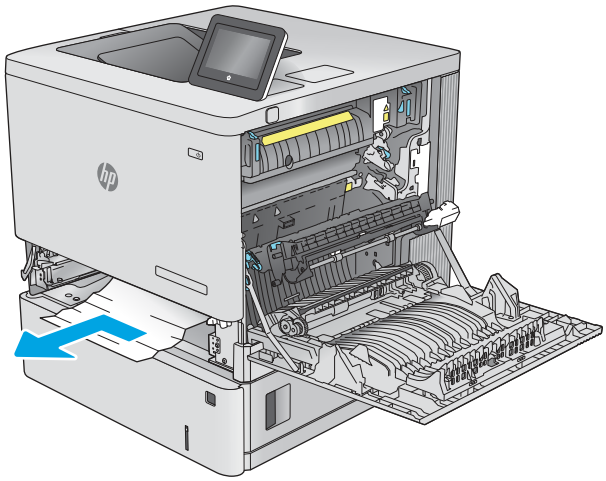
4. Pull the tray completely out of the printer by pulling and lifting it up slightly.



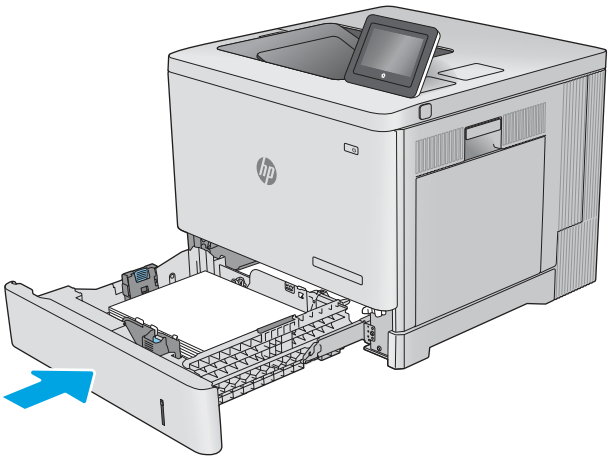
5. Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.



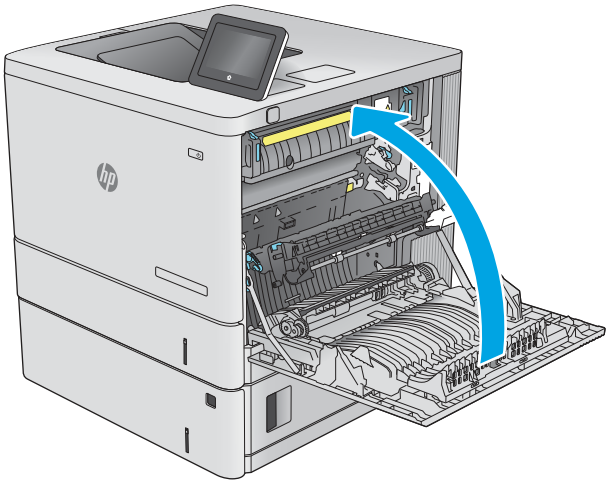
6. . Remove any paper from the feed rollers inside the printer. First pull the paper to the left to release it, and then pull it forward to remove it.



7. . Reinsert and close the tray.



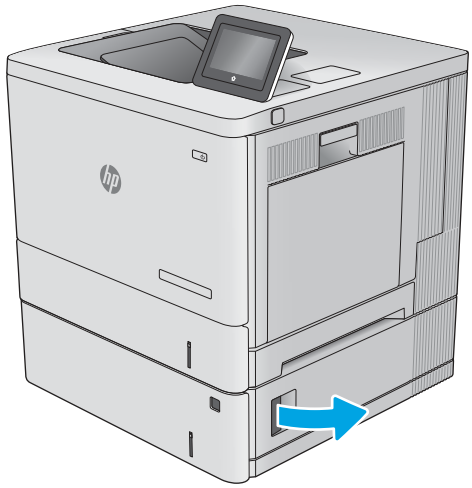
8. . Close the right door.



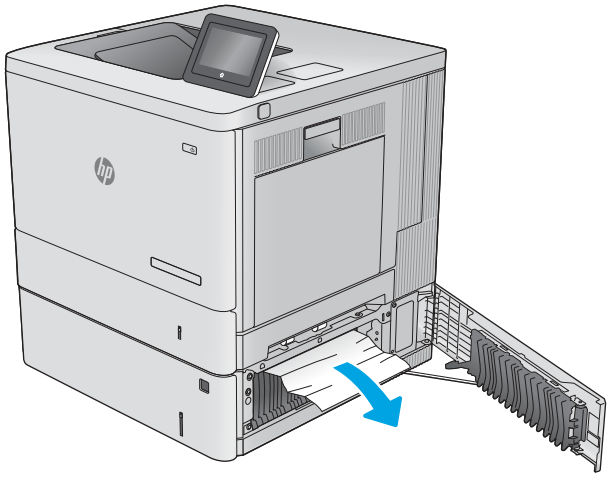
Clear paper jams in Tray 3, Tray 4, or Tray 5 (13.A3, 13.A4, 13.A5)

Use the following procedure to check for paper in all possible jam locations related to the optional 550-sheet paper feeders. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

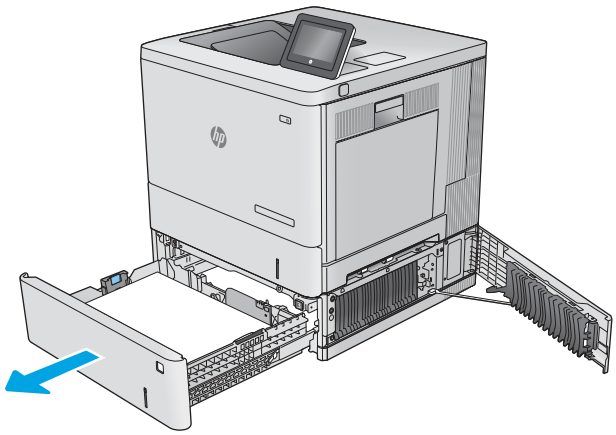
1. . Open the lower-right door.



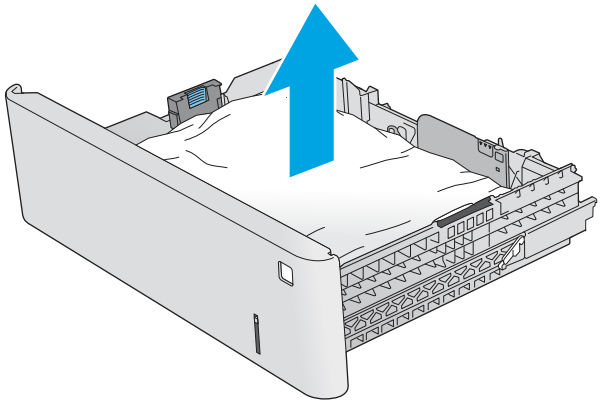
2. . Gently pull out any jammed paper.



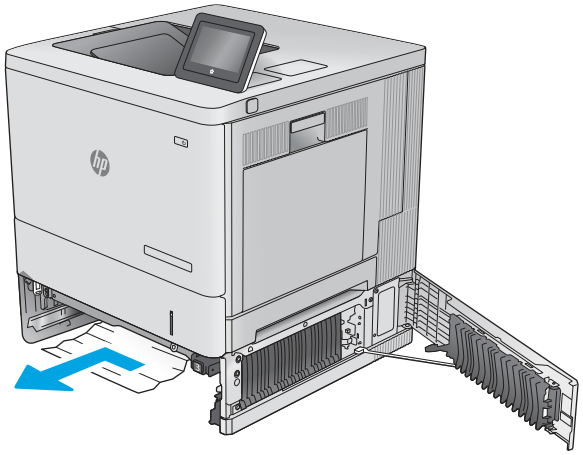
3. . Pull the tray completely out of the printer by pulling and lifting it up slightly.



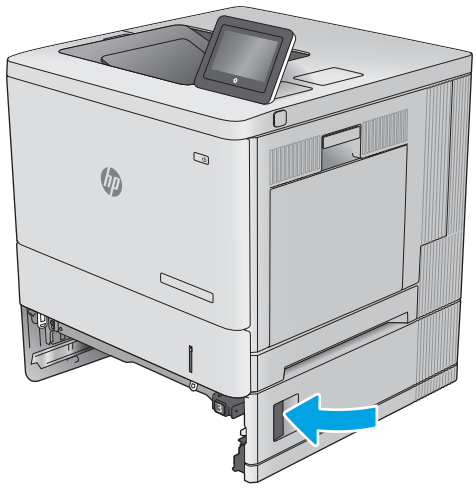
4. . Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.



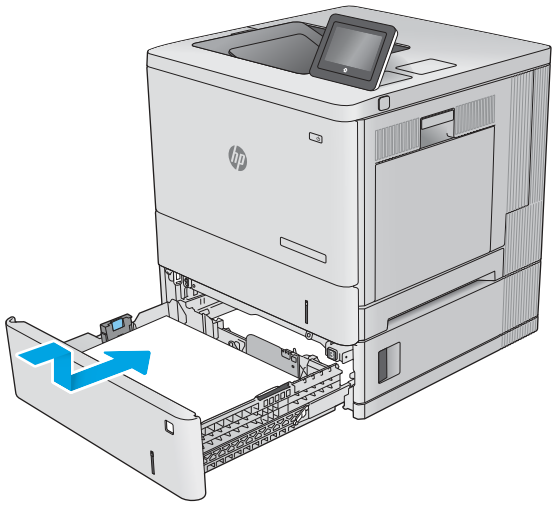
5. . Remove any paper from the feed rollers inside the printer. First pull the paper to the left to release it, and then pull it forward to remove it.



6. . Close the lower-right door.



7. . Reinsert and close the tray.

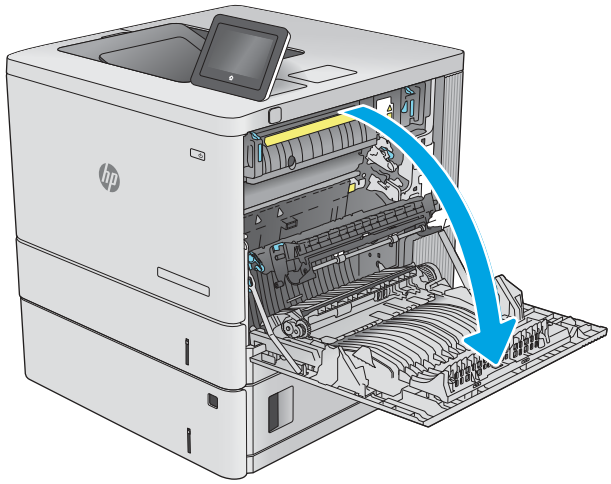


Clear paper jams in the right door and fuser area (13.B)

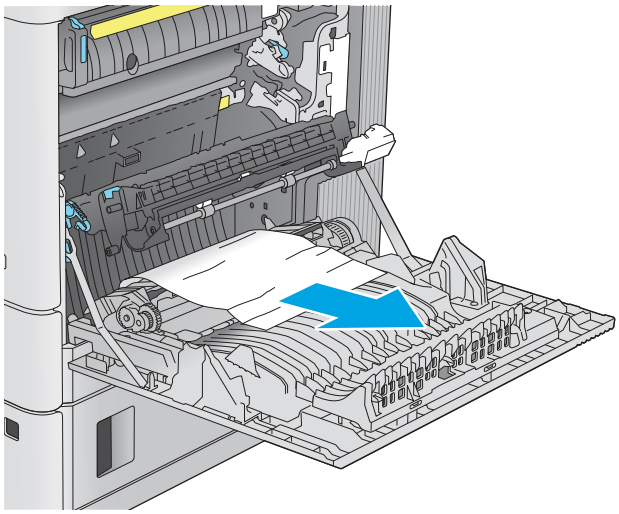
Use the following procedure to check for paper in all possible jam locations inside the right door. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. . Lift the latch on the right door to release it.

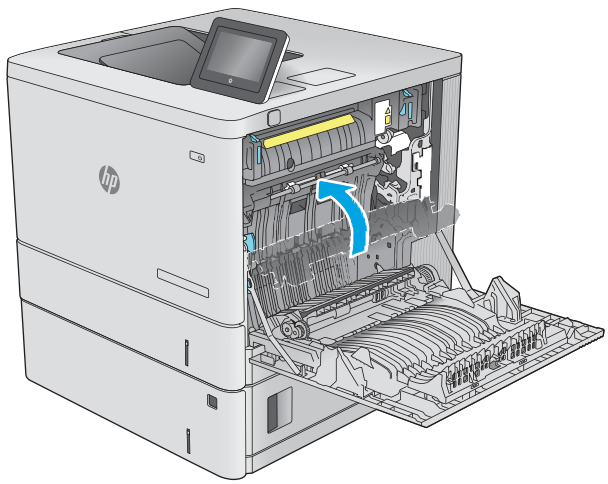
2. . Open the right door.



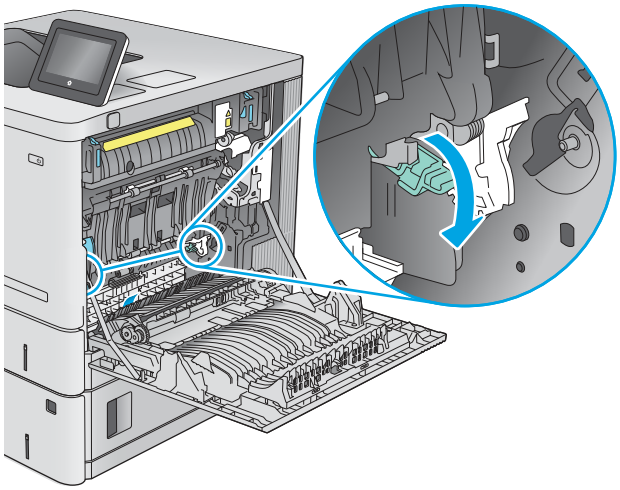
3. . Gently pull out any jammed paper from the pick up area.



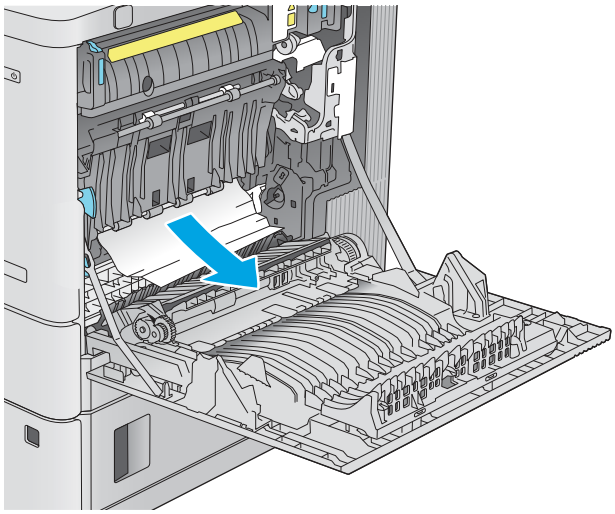
4. . Close the transfer assembly.



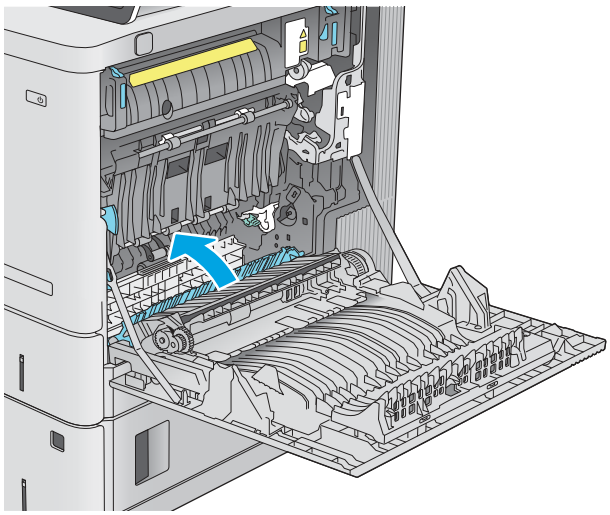
5. . Push down on the green levers to release the jam-access cover.



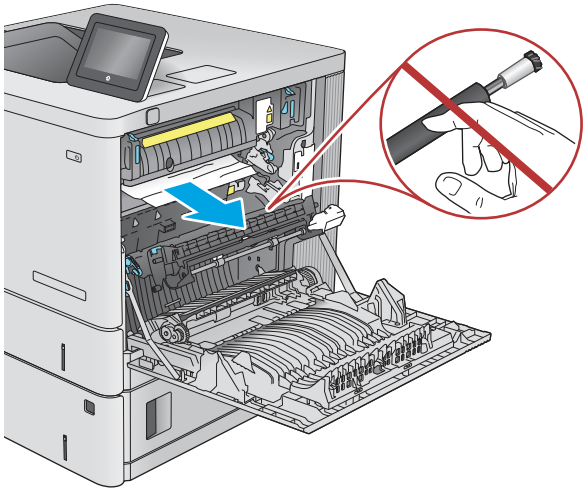
6. . Gently pull out any jammed paper. If the paper tears, make sure to remove all remnants.



7. . Close the jam-access cover, and then lower the transfer assembly.

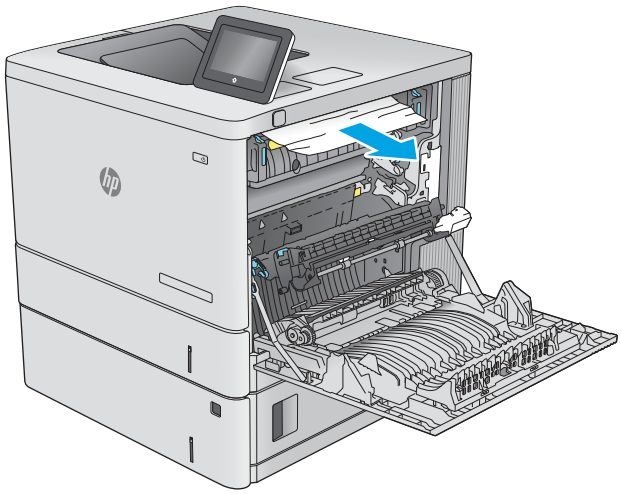


8. . If paper is visible entering the bottom of the fuser, gently pull downward to remove it.

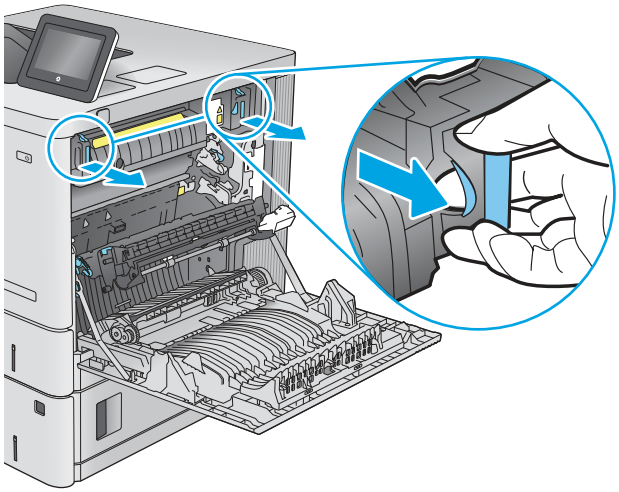


⚠ CAUTION: Do not touch the foam on the transfer roller. Contaminants can affect print quality.

9. . If paper is jammed as it enters the output bin, gently pull the paper out to remove it.



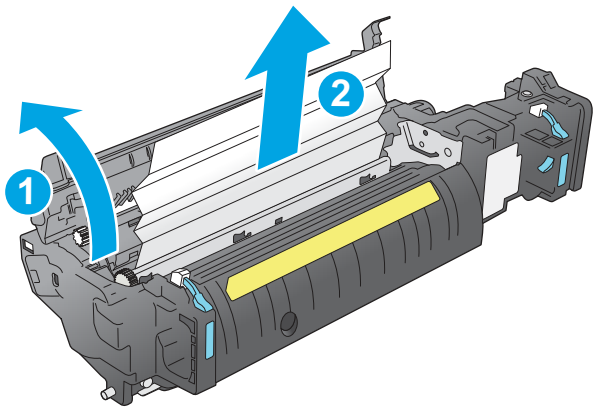
10. . Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, lift up slightly, and then pull straight out to remove the fuser.



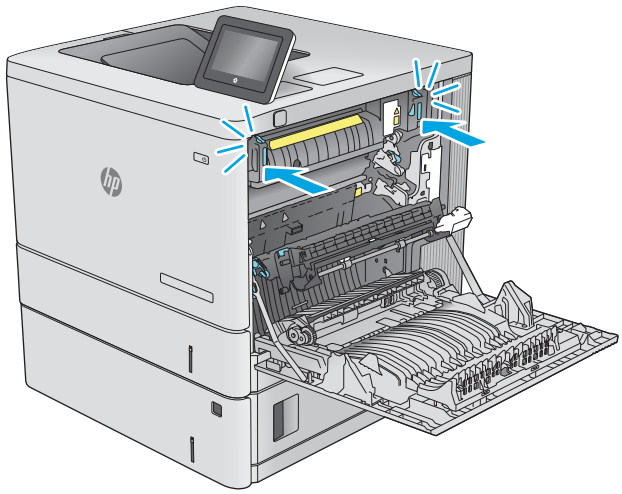
⚠ CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

11. . Open the jam-access door. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

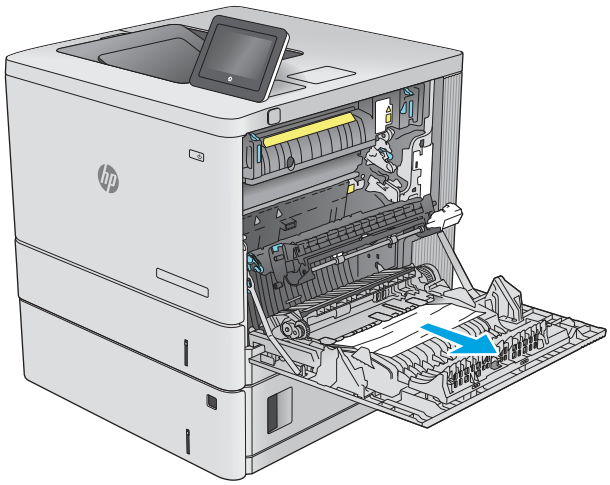
⚠ CAUTION: Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers until they have cooled.



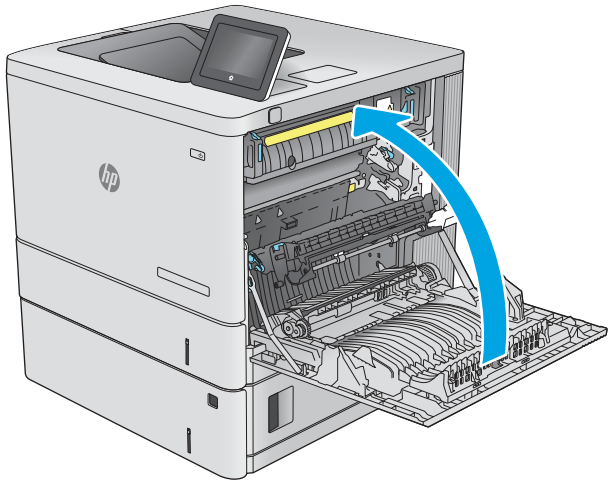
12. . Close the jam-access door, and push the fuser completely into the printer until it clicks into place.



13. . Check for jammed paper in the duplex path inside the right door, and remove any jammed paper.



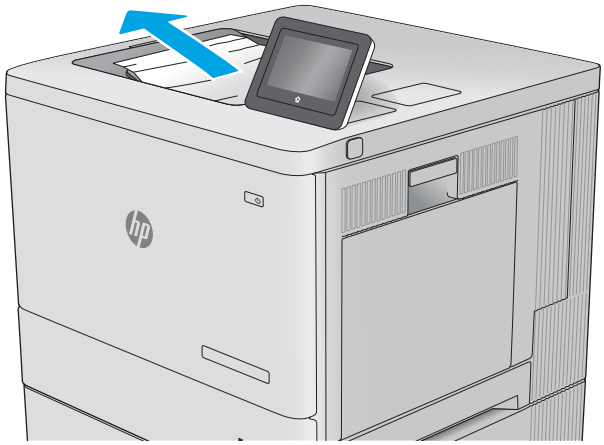
14. . Close the right door.



Clear paper jams in the output bin (13.E1)

Use the following procedure to clear jams in the output bin. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. . If paper is visible in the output bin, grasp the leading edge and remove it.



Change jam recovery (non-touchscreen)

Use the following procedure to change jam recovery from a non-touchscreen control panel (FutureSmart 4 firmware or later).

1. From the Home screen on the printer control panel, use the arrow buttons to navigate to Settings, and then press the OK button.
2. Use the buttons to scroll to General, and then press the OK button.
3. Use the arrow buttons to scroll to Jam Recovery, and then press the OK button.

4. Use the arrow buttons to scroll to an option, and then press the OK button to select it.

   - Auto – The printer attempts to reprint jammed pages when sufficient memory is available. This is the default setting.
   - Off – The printer does not attempt to reprint jammed pages. Because no memory is used to store the most recent pages, performance is optimal.

   NOTE: Some pages can be lost if the printer runs out of paper while printing a duplex job with Jam Recovery set to Off.

   - On – The printer always reprints jammed pages. Additional memory is allocated to store the last few pages printed.

Clear paper jams (MFP)

Use the procedures in this section to clear jammed paper from the printer paper path.

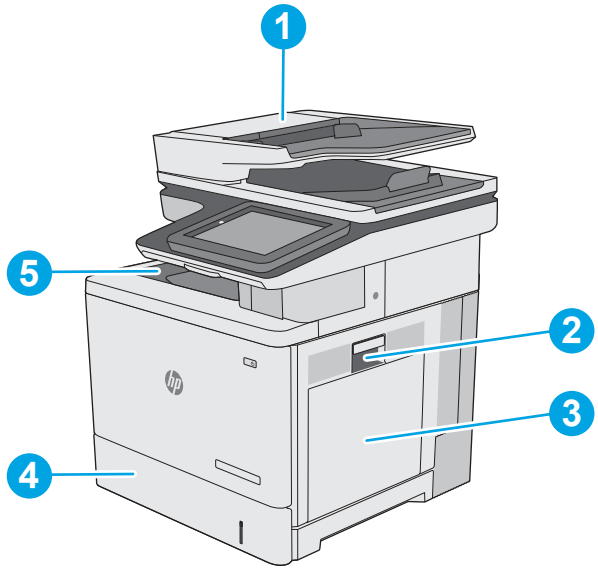
NOTE: To avoid tearing the paper, pull the jammed paper out slowly and gently.

Figures in this section are representational only. The actual printer being serviced might look slightly different depending on the model and installed accessories.

Jam locations

Jams can occur in these locations (MFP).

Figure 3-77 Paper jam locations (MFP)



Item	Location
1	Document feeder
2	Right door and fuser area
3	Tray 1
4	Tray 2
5	Output bin

Auto-navigation for clearing paper jams

Learn about printer jam clearing auto-navigation.

The auto-navigation feature assists in clearing jams by providing step-by-step instructions on the control panel.

When you complete a step, the printer displays instructions for the next step until you have completed all steps in the procedure.

Experiencing frequent or recurring paper jams?

To reduce the number of paper jams, try these solutions.

View a video that demonstrates how to load paper in a way that reduces the number of paper jams

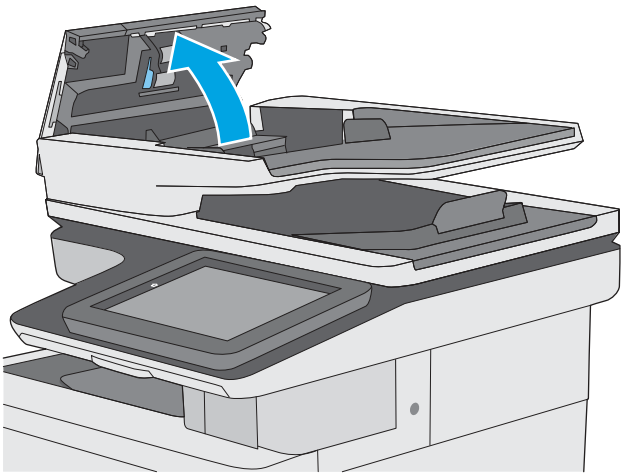
1. Use only paper that meets HP specifications for this printer.
2. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
3. Use paper that has not previously been printed or copied on.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.
6. Make sure that the tray is fully inserted in the printer.
7. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.
8. Open the Trays menu on the printer control panel. Verify that the tray is configured correctly for the paper type and size.
9. Make sure the printing environment is within recommended specifications.

Clear paper jams in the document feeder (31.13.yz)

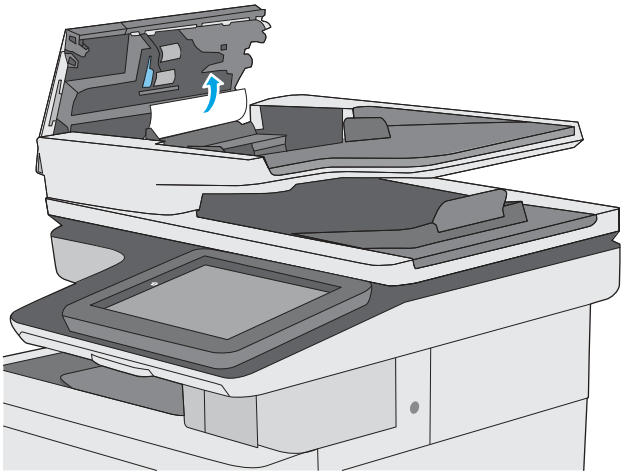
Use the following procedure to check for paper in all possible jam locations related to the document feeder.

When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

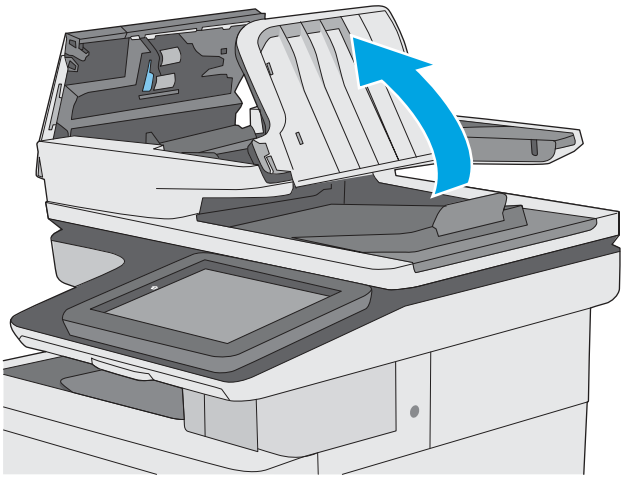
1. Open the document feeder cover.



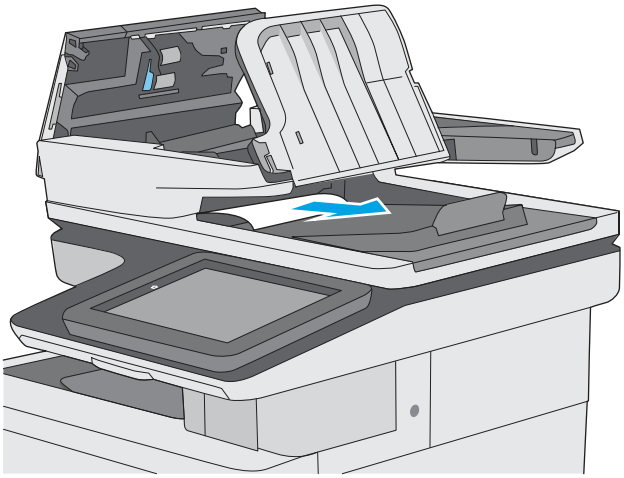
2. Remove any jammed paper.



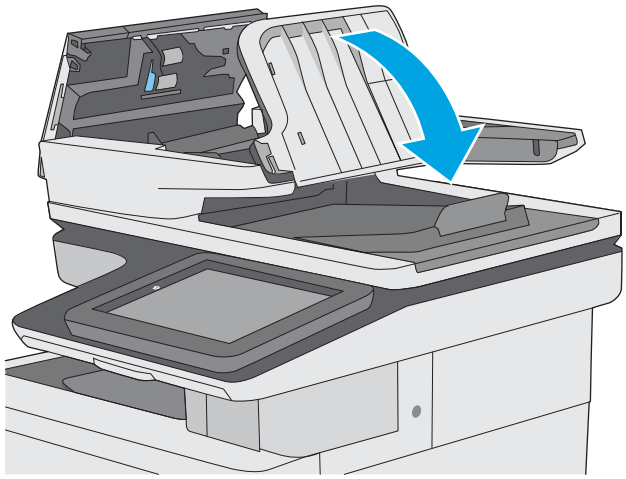
3. Lift the document-feeder input tray.



4. Remove any jammed paper.

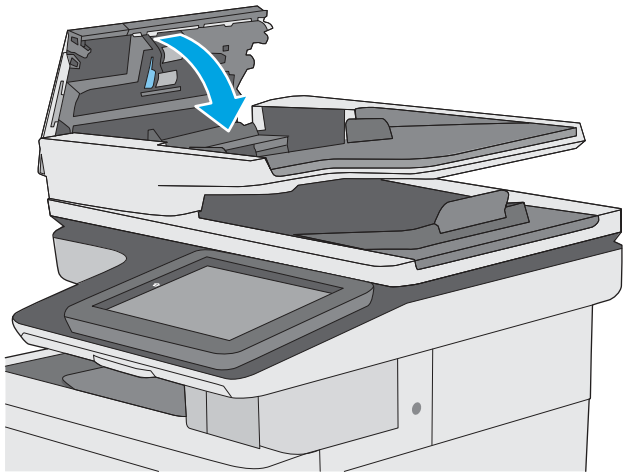


5. Lower the document-feeder input tray.



6. Close the document feeder cover.

NOTE: Verify that the latch on the top of the document-feeder cover is completely closed. Misfeed or no-pick errors might occur if the document-feeder cover is not completely closed.



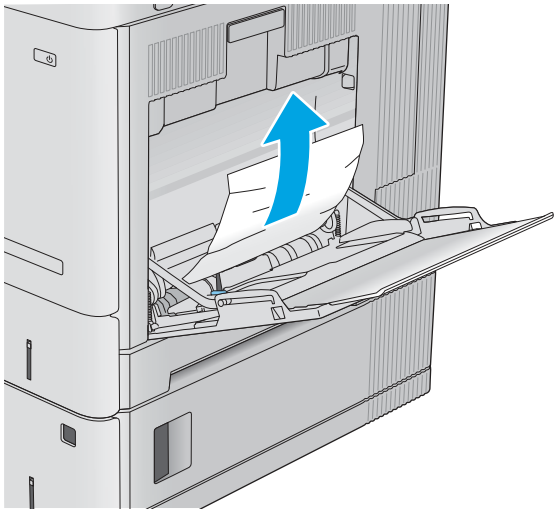
NOTE: To avoid jams, make sure the guides in the document feeder input tray are adjusted tightly against the document. Remove all staples and paper clips from original documents.

NOTE: Original documents that are printed on heavy, glossy paper can jam more frequently than originals that are printed on plain paper.

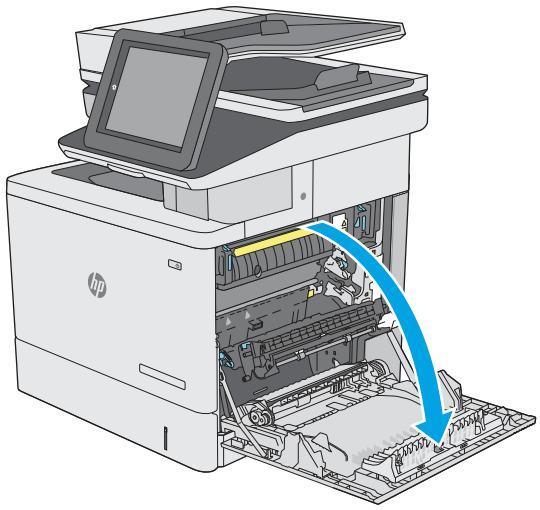
Clear paper jams in Tray 1 (13.A1)

Use the following procedure to check for paper in all possible jam locations related to Tray 1. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

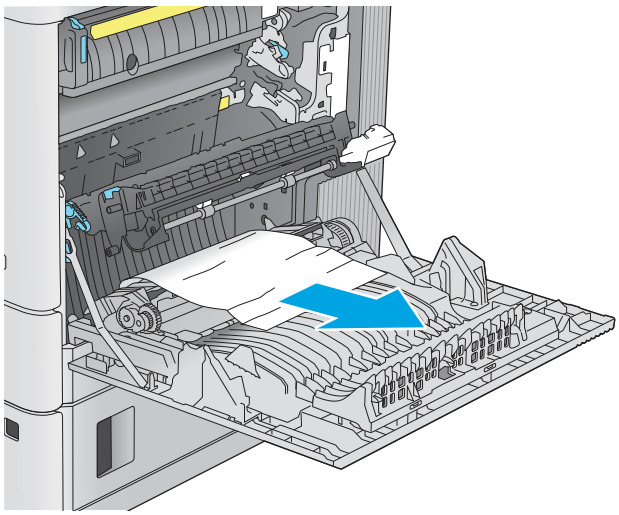
1. If jammed paper is visible in Tray 1, clear the jam by gently pulling the paper straight out. Touch the OK button to clear the message.



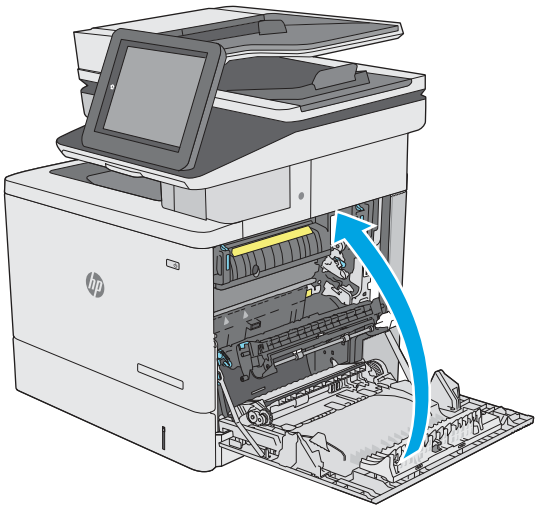
2. If the paper remains stuck, or if no jammed paper is visible in Tray 1, remove any remaining paper in the tray, and then close Tray 1 and open the right door.



3. If jammed paper is present, gently pull it out.



4. . Close the right door.

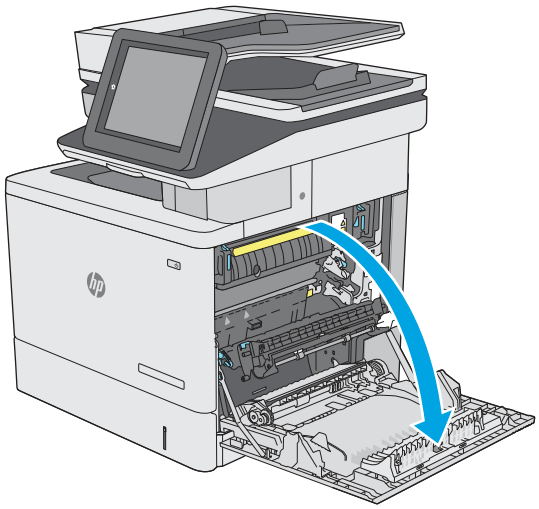


Clear paper jams in Tray 2 (13.A2)

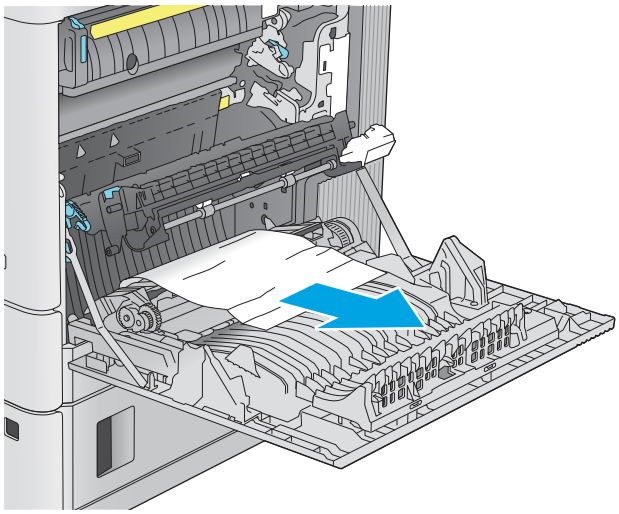
Use the following procedure to check for paper in all possible jam locations related to Tray 2. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. . Lift the latch on the right door to release it.

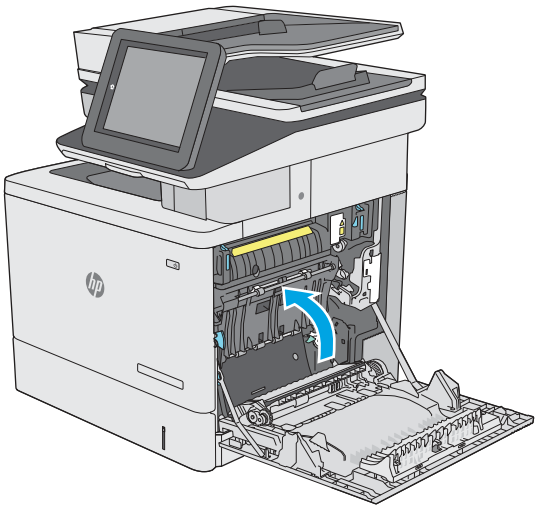
2. . Open the right door.



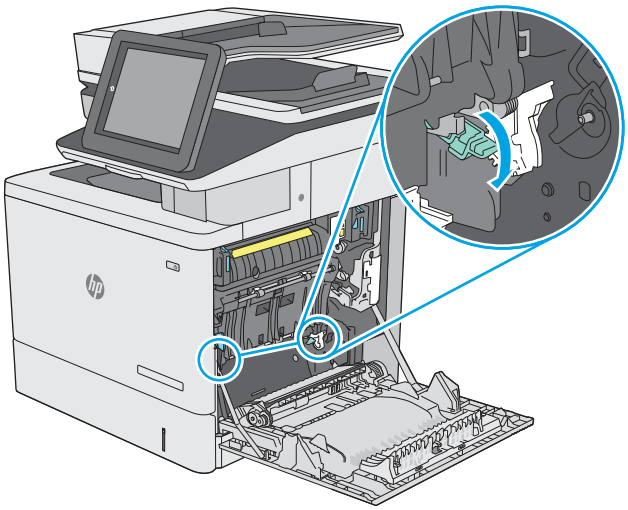
3. . Gently pull out any jammed paper from the pick up area.



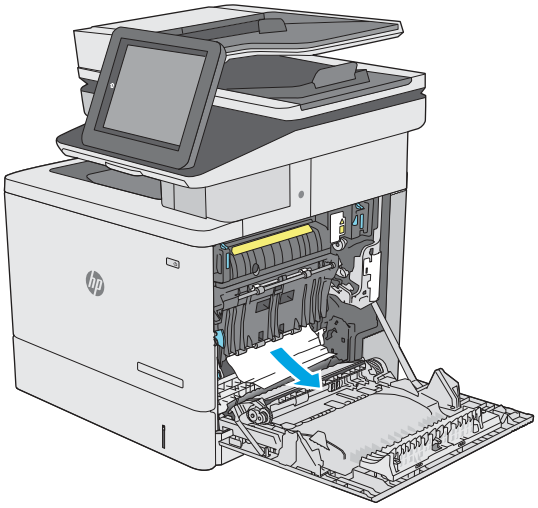
4. . Close the transfer assembly.



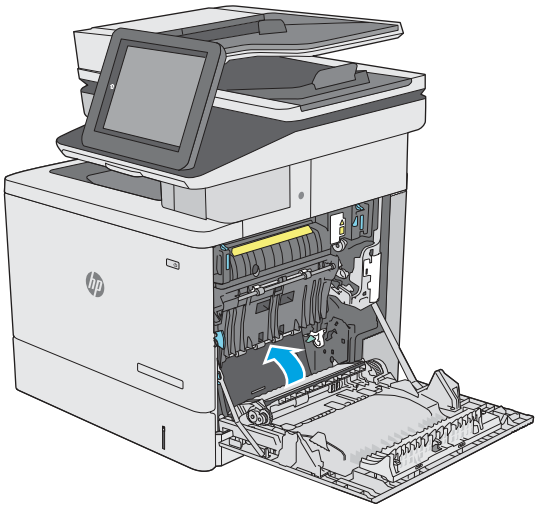
5. . Push down on the green levers to release the jam-access cover.



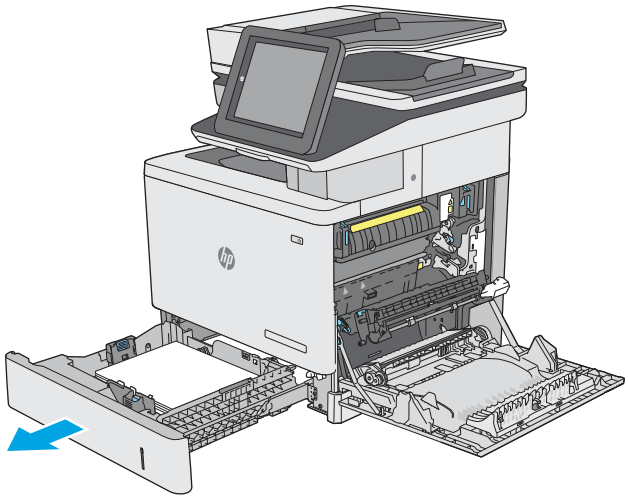
6. . Gently pull out any jammed paper. If the paper tears, make sure to remove all remnants.



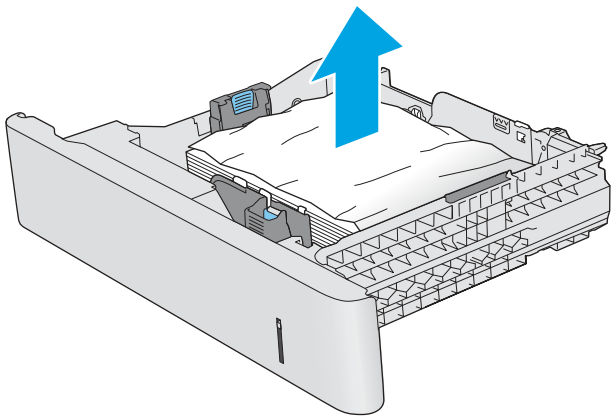
7. . Close the jam-access cover, and then lower the transfer assembly.



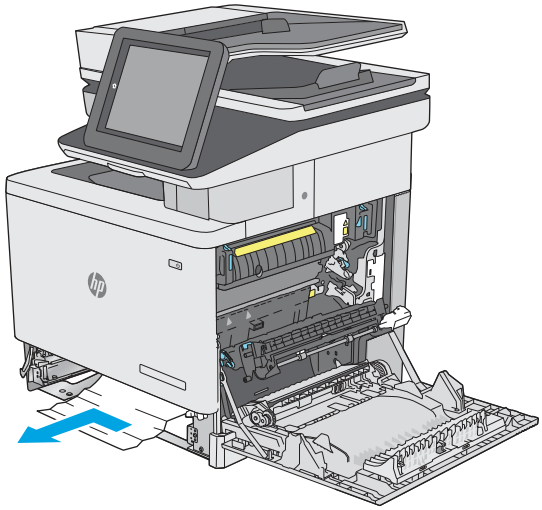
8. . Pull the tray completely out of the printer by pulling and lifting it up slightly.



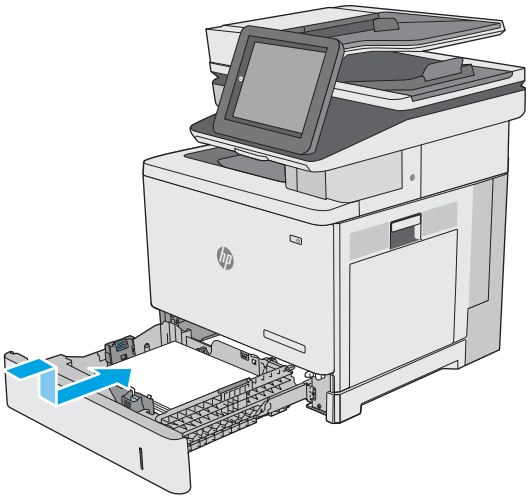
9. . Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.



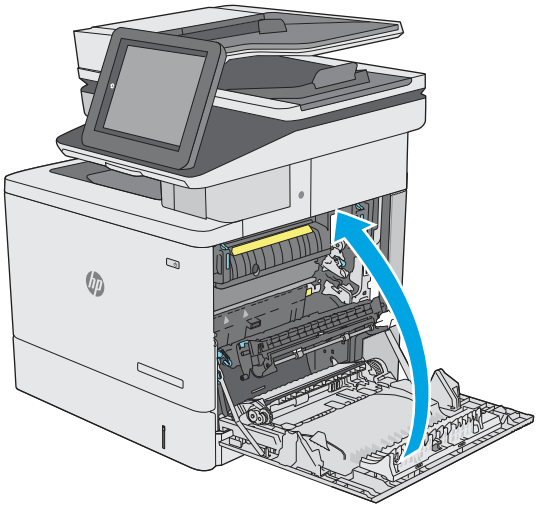
10. . Remove any paper from the feed rollers inside the printer. First pull the paper to the left to release it, and then pull it forward to remove it.



11. . Reinsert and close the tray.



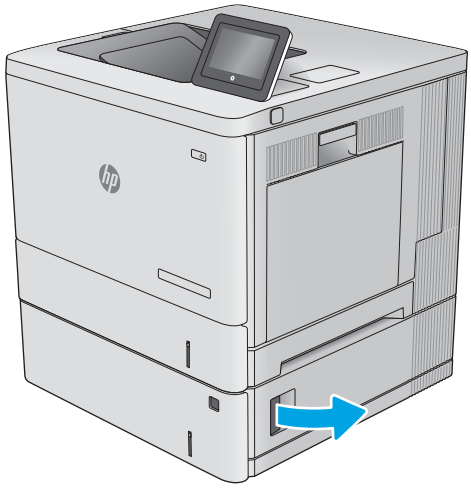
12. . Close the right door.



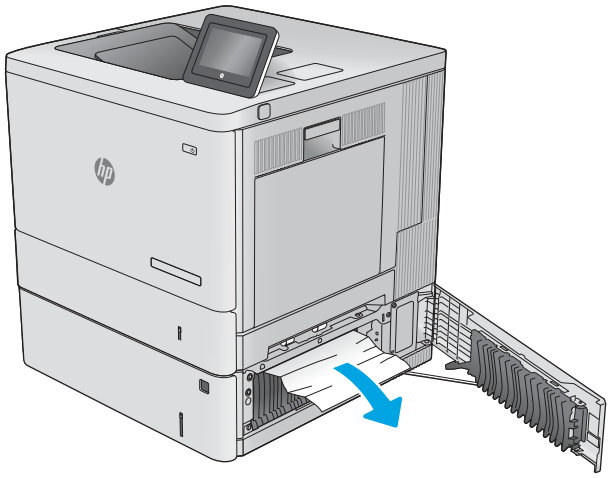
Clear paper jams in Tray 3, Tray 4, or Tray 5 (13.A3, 13.A4, 13.A5)

Use the following procedure to check for paper in all possible jam locations related to the optional 550-sheet paper feeders. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

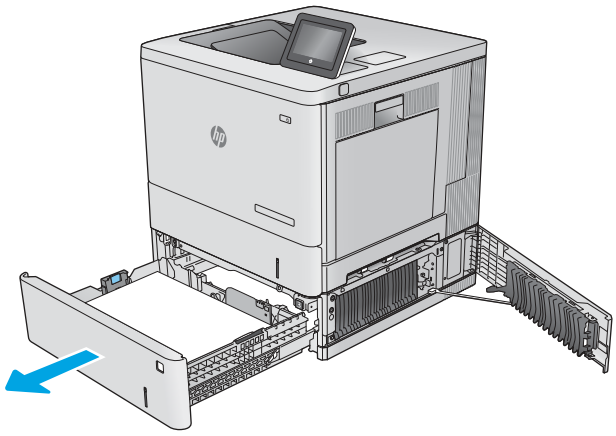
1. . Open the lower-right door.



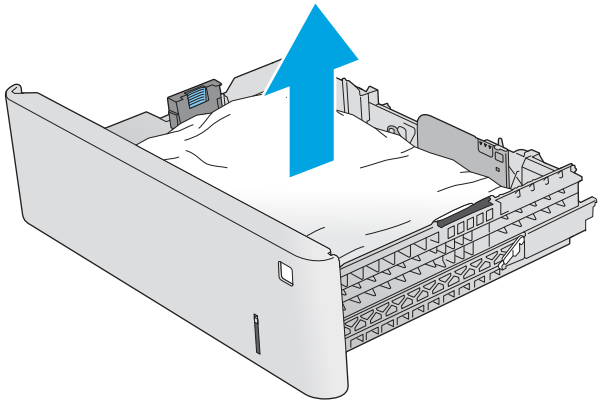
2. . Gently pull out any jammed paper.



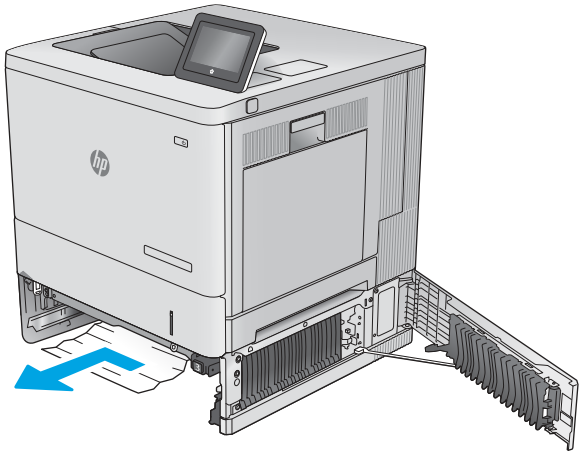
3. . Pull the tray completely out of the printer by pulling and lifting it up slightly.



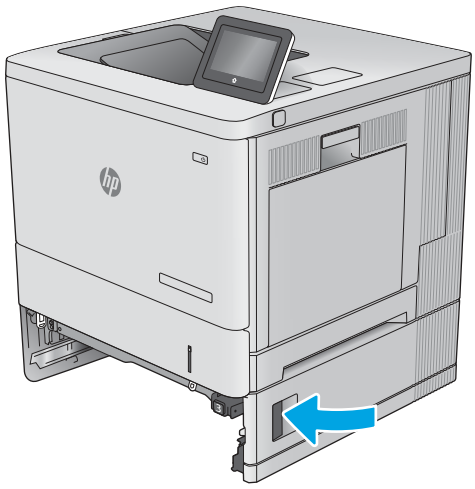
4. Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.



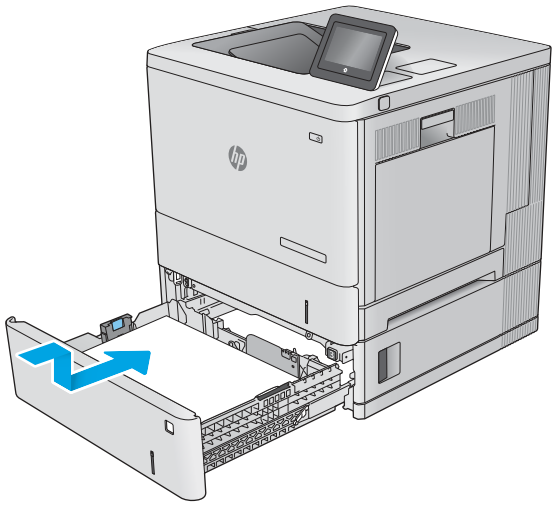
5. Remove any paper from the feed rollers inside the printer. First pull the paper to the left to release it, and then pull it forward to remove it.



6. Close the lower-right door.



7. . Reinsert and close the tray.

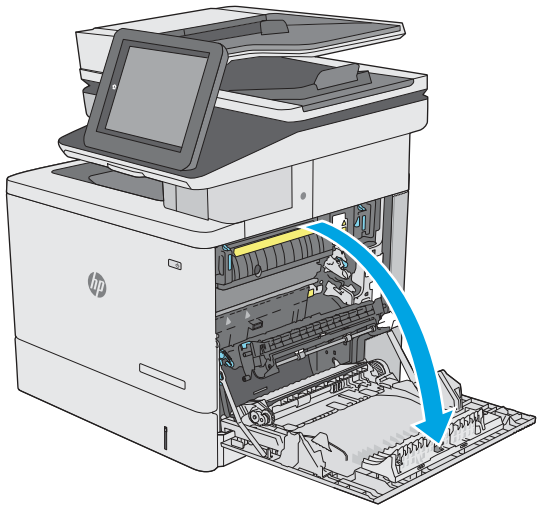


Clear paper jams in the right door and fuser area (13.B)

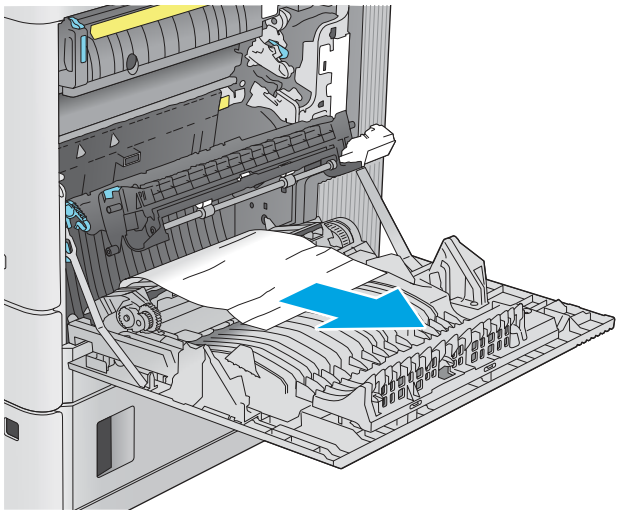
Use the following procedure to check for paper in all possible jam locations inside the right door. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. . Lift the latch on the right door to release it.

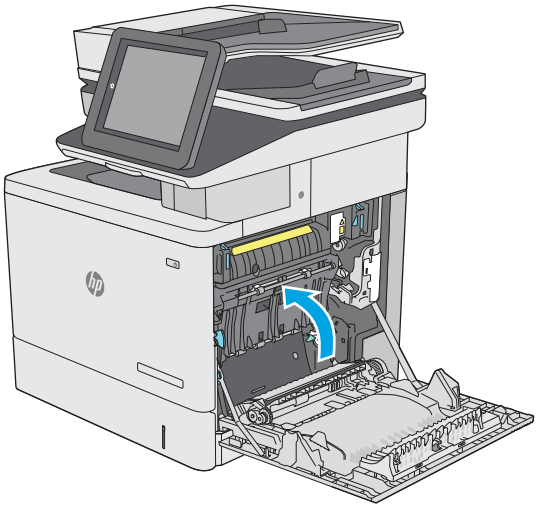
2. Open the right door.



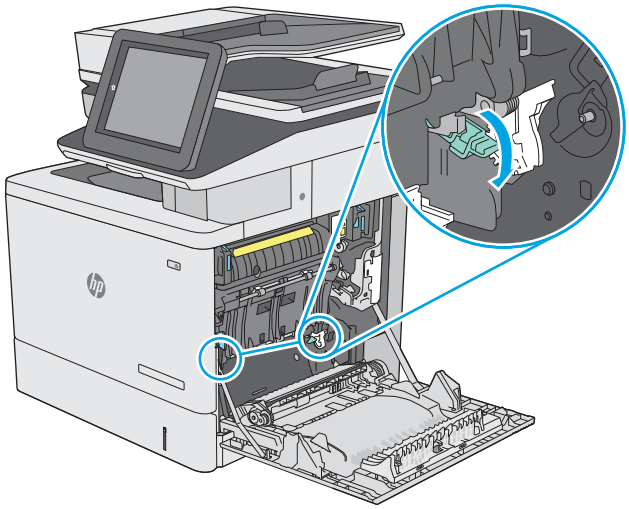
3. Gently pull out any jammed paper from the pick up area.



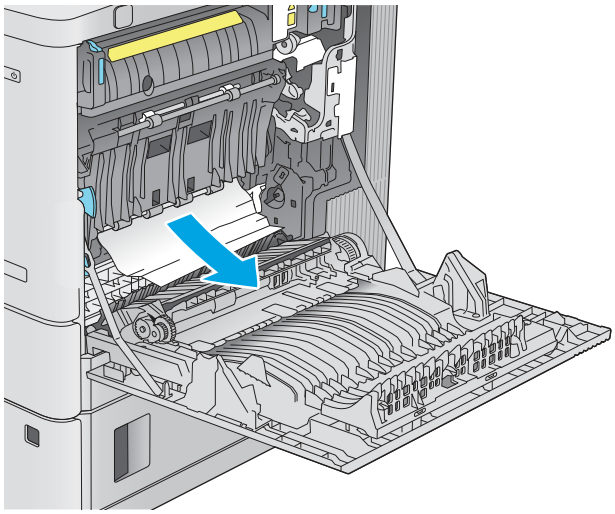
4. Close the transfer assembly.



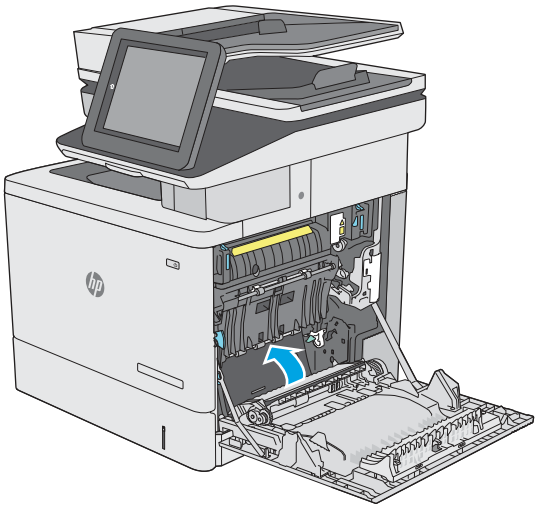
5. . Push down on the green levers to release the jam-access cover.



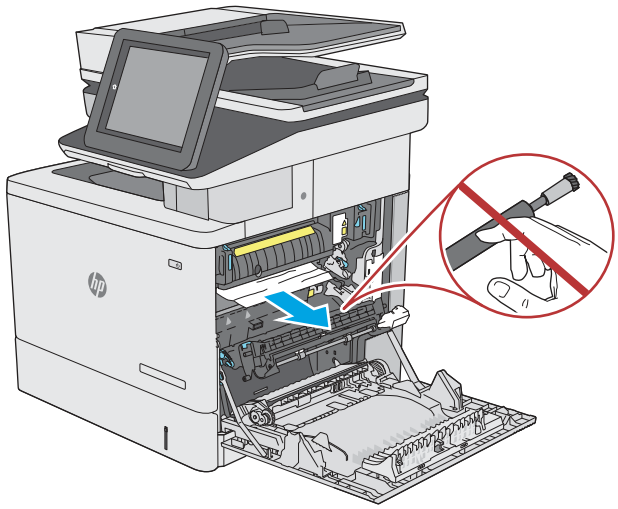
6. . Gently pull out any jammed paper. If the paper tears, make sure to remove all remnants.



7. . Close the jam-access cover, and then lower the transfer assembly.

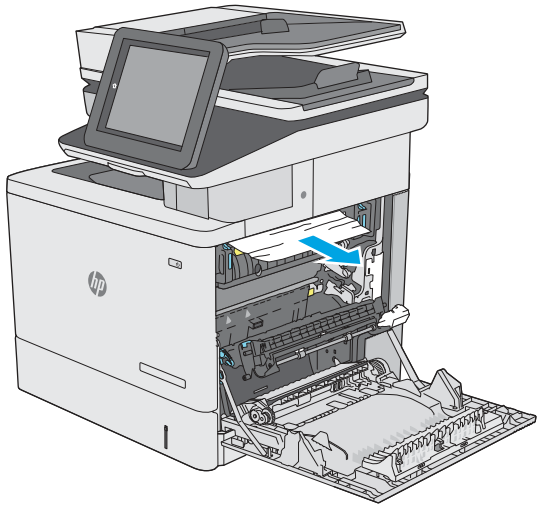


8. . If paper is visible entering the bottom of the fuser, gently pull downward to remove it.

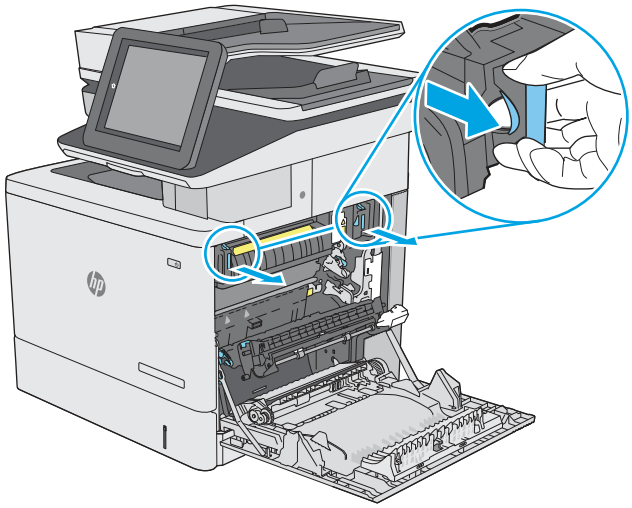


⚠ CAUTION: Do not touch the foam on the transfer roller. Contaminants can affect print quality.

9. . If paper is jammed as it enters the output bin, gently pull the paper out to remove it.



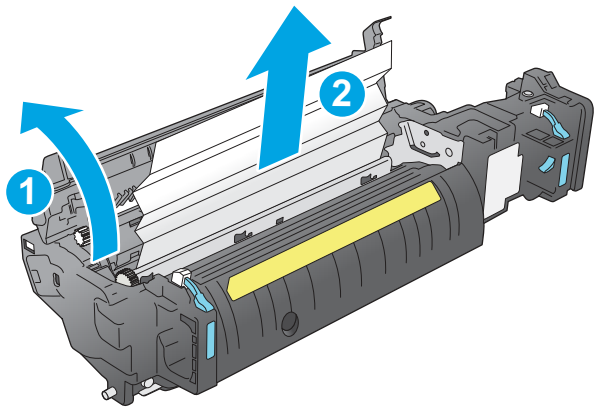
10. . Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, lift up slightly, and then pull straight out to remove the fuser.



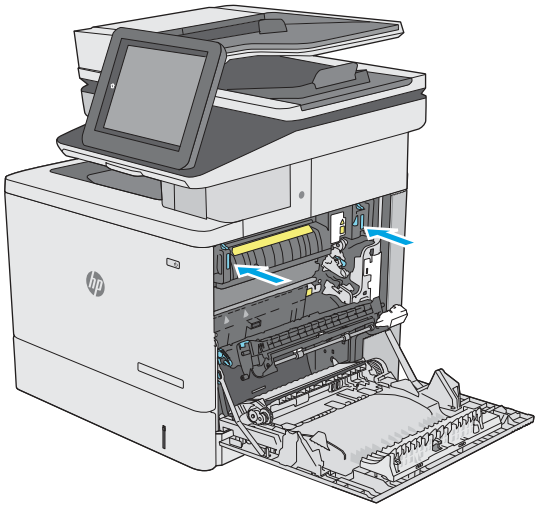
⚠ CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

11. . Open the jam-access door. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

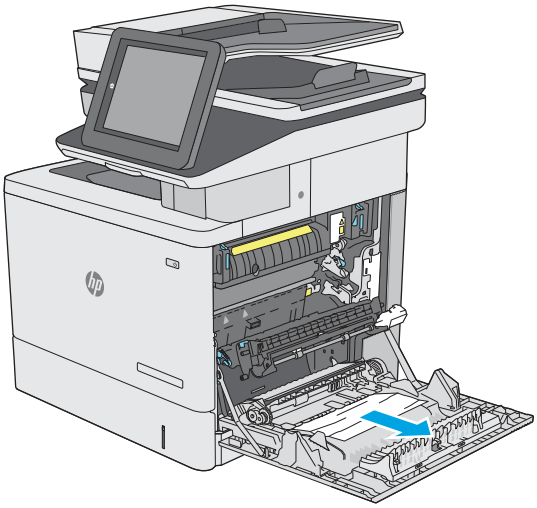
⚠ CAUTION: Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers until they have cooled.



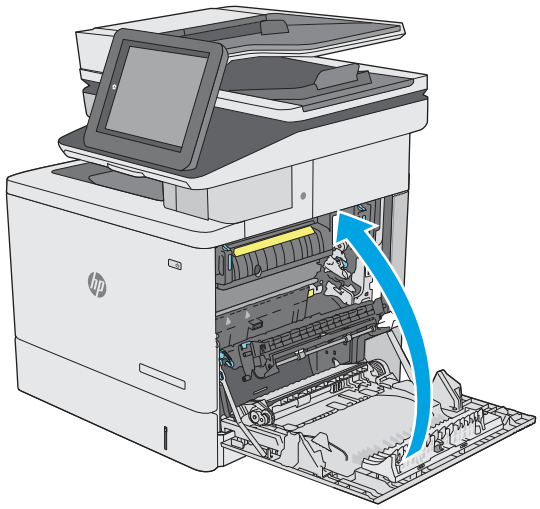
12. . Close the jam-access door, and push the fuser completely into the printer until it clicks into place.



13. . Check for jammed paper in the duplex path inside the right door, and remove any jammed paper.



14.. Close the right door.



Clear paper jams in the output bin (13.E1)

Use the following procedure to clear jams in the output bin. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1.. If paper is visible in the output bin, grasp the leading edge and remove it.

Change jam recovery (touchscreen)

Use the following procedure to change jam recovery from a touchscreen control panel.

1. From the Home screen on the printer control panel, scroll to and touch the Settings button.
2. Open the General menu, and then open the Jam recovery menu.
3. Select one of the following options:
   - Auto – The printer attempts to reprint jammed pages when sufficient memory is available. This is the default setting.

- Off – The printer does not attempt to reprint jammed pages. Because no memory is used to store the most recent pages, performance is optimal.

NOTE: Some pages can be lost if the printer runs out of paper while printing a duplex job with Jam Recovery set to Off.

- On – The printer always reprints jammed pages. Additional memory is allocated to store the last few pages printed.

Printer feeds incorrect page size

Review the following information when the printer feeds an incorrect page size.

NOTE: To print using an HP Plus printer, the printer must have genuine original HP toner cartridges installed, must have an ongoing internet connection and an active HP Plus account (for more information, go to hp.com/plus).

Table 3-46 Printer feeds incorrect page size

Cause	Solution
The correct size paper is not loaded in the tray.	Load the correct size paper in the tray.
The correct size paper is not selected in the software program or printer driver.	Confirm that the settings in the software program and printer driver are correct, because the software program settings override the printer driver and control panel settings, and the printer driver settings override the control panel settings.
The correct size paper for the tray is not selected in the printer control panel.	From the control panel, select the correct size paper for the tray.
The paper size is not configured correctly for the tray.	Print a configuration page to determine the paper size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the paper guides are touching the paper.

Printer pulls from incorrect tray

Review the following information when the printer pulls from an incorrect tray.

NOTE: To print using an HP Plus printer, the printer must have genuine original HP toner cartridges installed, must have an ongoing internet connection and an active HP Plus account (for more information, go to hp.com/plus).

Table 3-47 Printer pulls from incorrect tray

Cause	Solution
A driver for a different printer is in use.	Use a driver for this printer.
The specified tray is empty.	Load paper in the specified tray.
The paper size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the guides are touching the paper.

Printer will not duplex or duplexes incorrectly (duplex models)

Review the following information when the printer will not duplex or duplexes incorrectly.

Table 3-48 Printer will not duplex (print 2-sided jobs) or duplexes incorrectly

Cause	Solution
The duplex job is trying to use unsupported paper.	Verify that the paper is supported for duplex printing.
The printer driver is not set up for duplex printing.	Set up the printer driver to enable duplex printing.
The first page is printing on the back of preprinted forms or letterhead.	Load preprinted forms and letterhead in Tray 1 with the letterhead or printed side down, with the top of the page leading into the printer. For Tray 2-X, load the paper printed side up with the top of the page toward the right of the printer.
The printer model does not support automatic 2-sided printing.	The printer model does not support automatic 2-sided printing.

Paper does not feed from Tray 2-X

Review the following information when the paper does not feed from Tray 2-X.

NOTE: To print using an HP Plus printer, the printer must have genuine original HP toner cartridges installed, must have an ongoing internet connection and an active HP Plus account (for more information, go to hp.com/plus).

Table 3-49 Paper does not feed from Tray 2-X

Cause	Solution
The correct size paper is not loaded.	Load the correct size paper.
The input tray is empty.	Load paper in the input tray.
The correct paper type for the input tray is not selected in the printer control panel.	From the printer control panel, select the correct paper type for the input tray. Trays configured for a paper type with a specific weight range will not match a print job that specifies an exact weight, even if the specified weight is within the weight range.
Paper from a previous jam has not been completely removed.	Open the printer and remove any paper in the paper path. Closely inspect the fuser area for jams.
None of the optional trays appear as input tray options.	The optional trays only display as available if they are installed. Verify that any optional trays are correctly installed. Verify that the printer driver has been configured to recognize the optional trays.
An optional tray is incorrectly installed.	Print a configuration page to confirm that the optional tray is installed. If not, verify that the tray is correctly attached to the printer.
The paper size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the guides are touching the paper.

Output is curled or wrinkled

Review the following information when the output is curled or wrinkled.

Table 3-50 **Output is curled or wrinkled**

Cause	Solution
Paper does not meet the specifications for this printer.	Use only paper that meets the HP paper specifications for this printer. Non-recycled, 75 g/m2 (20 lb) paper is optimal for office use.
The correct paper type for the input tray is not selected in the printer control panel.	From the printer control panel, select the correct paper type for the input tray. Trays configured for a paper type with a specific weight range will not match a print job that specifies an exact weight, even if the specified weight is within the weight range.
Paper is damaged or in poor condition.	Remove paper from the input tray and load paper that is in good condition.
The printer is operating in an excessively humid environment.	Verify that the printing environment is within humidity specifications.
The print job consist of large, solid-filled areas.	Large, solid-filled areas can cause excessive curl. Try using a different pattern.
Paper used was not stored correctly and might have absorbed moisture.	Remove paper and replace it with paper from a fresh, unopened package. Store paper in a plastic bag to protect it from humidity.
Paper has poorly cut edges.	Remove paper, flex it, rotate it 180 degrees or turn it over, and then reload it into the input tray. Do not fan paper. If the problem persists, replace the paper.
The specific paper type was not configured for the tray or selected in the software.	Configure the software for the paper (see the software documentation). Configure the tray for the paper.
The paper has previously been used for a print job.	Do not re-use paper.

The printer does not pick up paper

If the printer does not pick up paper from the tray, try these solutions.

NOTE: Tray 1 and Tray 2 are optimal for paper pickup when using special paper or media other than 20lb plain paper. For Tray 1 and Tray 2 the printer increases the number of attempts to pick up a page, which increases the reliability of successfully picking the page from the tray and decreases the possibility of a mispick jam.

HP recommends using Tray 1 or Tray 2 if the printer is experiencing excessive or reoccurring jams from trays other than Tray 1 and Tray 2, or for print jobs that require media other than 20lb plain paper.

1. Open the printer and remove any jammed sheets of paper.
2. Load the tray with the correct size of paper for the job.
3. Make sure the paper size and type are set correctly on the printer control panel.
4. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray.
5. Check the printer control panel to see if the printer is waiting for an acknowledgment to the feed the paper manually prompt. Load paper, and continue.
6. The rollers above the tray might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water.

The printer picks up multiple sheets of paper

If the printer picks up multiple sheets of paper from the tray, try these solutions.

1. Remove the stack of paper from the tray and flex it, rotate it 180 degrees, and flip it over. *Do not fan the paper*. Return the stack of paper to the tray.
2. Use only paper that meets HP specifications for this printer.
3. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray.
6. Make sure the printing environment is within recommended specifications.
7. The tray pick and/or feed rollers might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water.

The document feeder jams, skews, or picks up multiple sheets of paper (MFP)

Learn about MFP document feeder paper handling problems.

Review the following information when the document feeder jams, skews, or picks up multiple sheets of paper.

- Check to see if there are areas on the page that might have had staples removed. This can cause jams and/or mispicks.
- The original might have something on it, such as staples or self-adhesive notes that must be removed.
- Check that all rollers are in place and correctly installed.
- Make sure that the top document-feeder cover is closed.
- The pages might not be placed correctly. Straighten the pages and adjust the paper guides to center the stack.
- The paper guides must be touching the sides of the paper stack to work correctly. Make sure that the paper stack is straight, and the guides are against the paper stack.
- The document feeder input tray or output bin might contain more than the maximum number of pages. Make sure the paper stack fits below the guides in the input tray and remove pages from the output bin.
- Verify that there are no pieces of paper, staples, paper clips, or other debris in the paper path.
- Clean the document-feeder rollers and the separation pad. Use compressed air or a clean, lint-free cloth moistened with warm water. If misfeeds still occur, replace the rollers.
- Use the control panel menus to check the status of the document-feeder kit and replace it if necessary.

Paper does not feed automatically

Review the following information when the paper does not feed automatically.

NOTE: To print using an HP Plus printer, the printer must have genuine original HP toner cartridges installed, must have an ongoing internet connection and an active HP Plus account (for more information, go to hp.com/plus).

Table 3-51 Paper does not feed automatically

Cause	Solution
Manual feed is selected in the software program.	Load Tray 1 with paper, or, if the paper is loaded, press the OK button.
The correct size paper is not loaded.	Load the correct size paper.
The input tray is empty.	Load paper into the input tray.
Paper from a previous jam has not been completely removed.	Open the printer and remove any paper in the paper path.
The paper size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the rear and width paper guides are touching the paper.

Image-quality troubleshooting

Learn about image-quality troubleshooting.

Use the information in this topic to troubleshoot and resolve image-quality (what you see on the final printed page) problems including copy-quality, print-quality, and color problems (color printers only).

Various printer hardware problems can cause image-quality defects. This topic is a guide to the steps used to isolate the specific areas of the printer that are causing image-quality defects on the printed page, and to provide solutions to resolve those image-quality defects.

Image-quality problems are defined as:

- **Print-quality (PQ) problems**: PQ problems are associated with the print engine (printer base) of an MFP printer (single function non MFP image-quality problems are always PQ defects). PQ defects appear on pages that are **printed** by the print engine and not fed through an integrated scanner assembly (ISA).
- **Copy-quality (CQ) problems**: CQ problems are associated with the integrated-scanner assembly (ISA) portion of an MFP printer. CQ defects appear on pages that are **copied** using the document feeder or flatbed glass.

If the print defect is already known to be a PQ or CQ problem, skip to the appropriate troubleshooting topic listed below. Otherwise, follow the steps in the next section below to get started troubleshooting image-quality problems.

- **Print-quality (PQ) problems**: See Print-quality troubleshooting on page 268.
- **Copy-quality (CQ) problems**: See Copy-quality troubleshooting on page 290.

Get started troubleshooting image-quality problems

Print a demonstration page to identify the defect as a PQ (print engine) or CQ (ISA) problem.

NOTE: If the image defect appears on the printed demonstration page, the issue is a print-quality (PQ) problem (associated with the print engine and not the document feeder or flatbed glass) and not a CQ problem.

Make sure that the demonstration page is printed on **plain paper**.

Enterprise printers

1. Select **Reports** > **Other pages**.
2. Select Demonstration Page.

Pro printers

1. At the printer, scroll to or select Setup.
2. Go to Reports, and then select Demonstration Page.

Does the demonstration page show any image-quality defects?

- **Yes**: If defects appear on the printed demonstration page the issue is PQ related. See Print-quality troubleshooting on page 268.
- **No**: If defects does not appear on the printed demonstration page the issue is CQ related. See Copy-quality troubleshooting on page 290.

Print-quality troubleshooting

Learn about the print-quality troubleshooting.

NOTE: Print-quality (PQ) problems are associated with the print engine (printer base) of an MFP printer (single function non MFP image-quality problems are always PQ defects). PQ defects appear on pages that are **printed** by the print engine and not feed through an integrated scanner assembly (ISA).

Repetitive image defect ruler

Review the following information about a repetitive image defect ruler.

When troubleshooting the source of some print image defects, one solution is to identify if it is a repetitive defect (does the print quality defect appear multiple times on the printed page?). If this is the case, use a ruler to measure occurrences of repetitive image defects to help solve image-quality problems. For more information, see Using a ruler to measure between repetitive defects.

Use a ruler to measure occurrences of repetitive image defects to help solve image-quality problems. Place the ruler next to the first occurrence of the defect on the page. Find the distance between identical defects and use the table below to identify the component that is causing the defect.

CAUTION: Do not use solvents or oils to clean rollers. Instead, rub the roller with a lint-free cloth. If dirt is difficult to remove, rub the roller with a lint-free cloth that has been dampened with water.

NOTE: The primary charging roller, photosensitive drum, and developer roller cannot be cleaned because they are internal assemblies in the toner cartridge or imaging drum. If one of these assemblies is causing the defect, replace the toner cartridge.

The primary fuser sleeve unit or pressure roller cannot be cleaned because they are internal assemblies in the fuser. If one of these assemblies is causing the defect, replace the fuse

TIP: To make a printer specific repetitive defect ruler, use a metric ruler to transfer the measurements in the table below to a transparency or the edge of a piece of paper—clearly label each ruler mark with the associated defective assembly.

Table 3-52 Repetitive defects

Assembly	Distance between defects
Primary charging roller	27 mm (1.06 in)
Developer roller	32 mm (1.26 in)
Registration roller	42 mm (1.65 in)
Secondary transfer roller	50.0 mm (1.97 in)
Fuser film	58 mm (2.28 in)
Pressure roller	69 mm (2.83 in)
Photosensitive drum	75 mm (2.95 in)

Print-quality troubleshooting pages

Learn about the available print-quality troubleshooting pages.

IMPORTANT: he procedures in this section are for printers with FutureSmart 4 (FS4) or later firmware installed.

NOTE: To get further assistance in print quality troubleshooting, go to www.hp.com/support/colorljM552 or www.hp.com/support/colorljM553 or http://www.hp.com/support/colorljM554 or http://www.hp/support/colorljE55040 or www.hp.com/support/colorljM577MFP or http://www.hp.com/support/colorljM578mfp or http://www.hp.com/support/colorljE57540mfp and select **PQ Troubleshooting Tools**.

Print the print-quality troubleshooting pages

Learn how to print the print-quality troubleshooting pages.

Print the print-quality troubleshooting pages from a non-touchscreen control panel

1. From the Home screen on the printer control panel, use the arrow keys to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Troubleshooting, and then press the OK button.
3. Use the arrow buttons to scroll to Print Quality Pages, and then press the OK button.
4. Use the arrow buttons to scroll to Print PQ Troubleshooting Page, and then press the OK button.
5. Use the arrow buttons to scroll to the Print icon (at the bottom of the control-panel display), and then press the OK button to print the pages.

Print the print-quality troubleshooting pages from a touchscreen control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the following menus:
   - Troubleshooting
   - Print Quality Pages
   - Print PQ Troubleshooting Page
3. Touch the Print, button to print the pages.

Figure 3-78 Print-quality troubleshooting procedure page

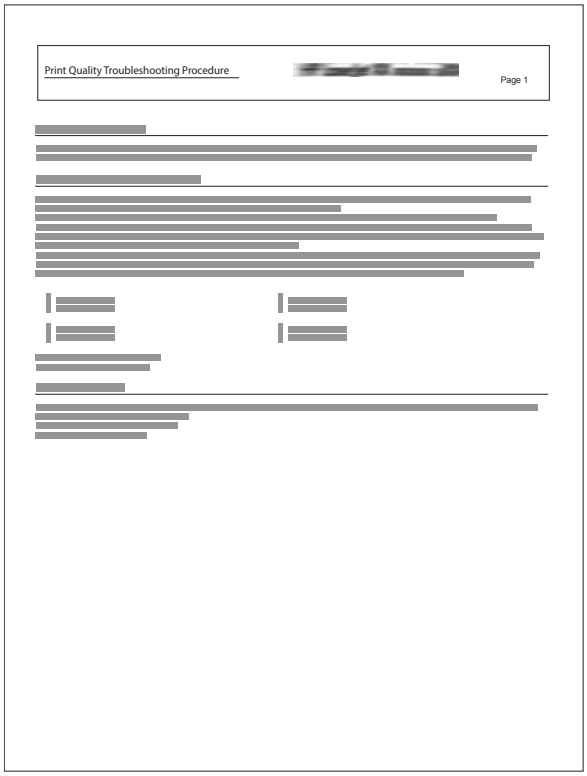


Figure 3-79 Yellow print-quality troubleshooting page

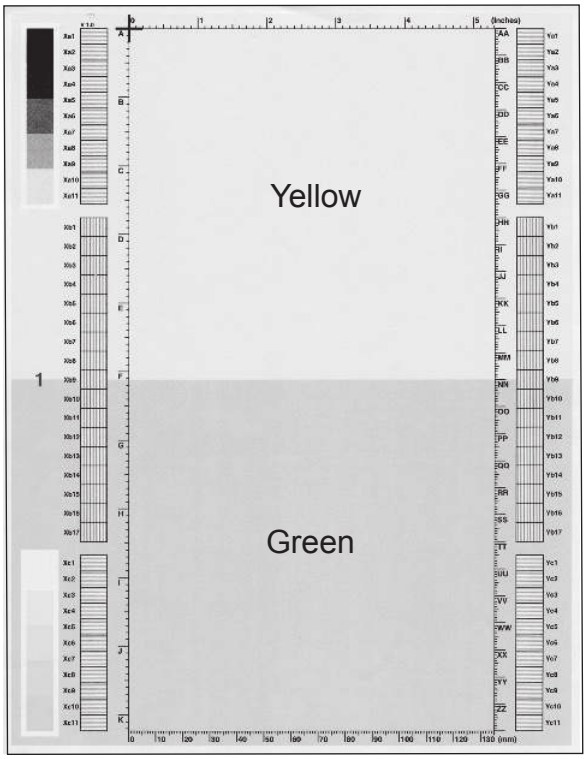
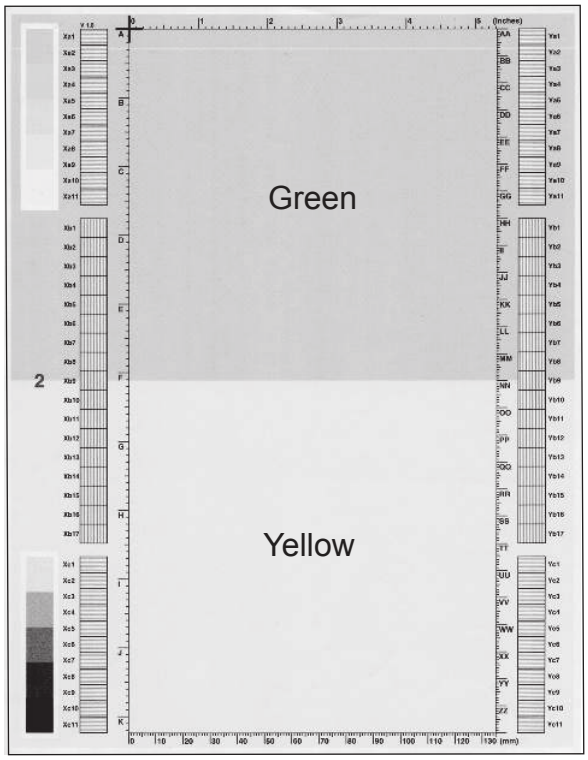
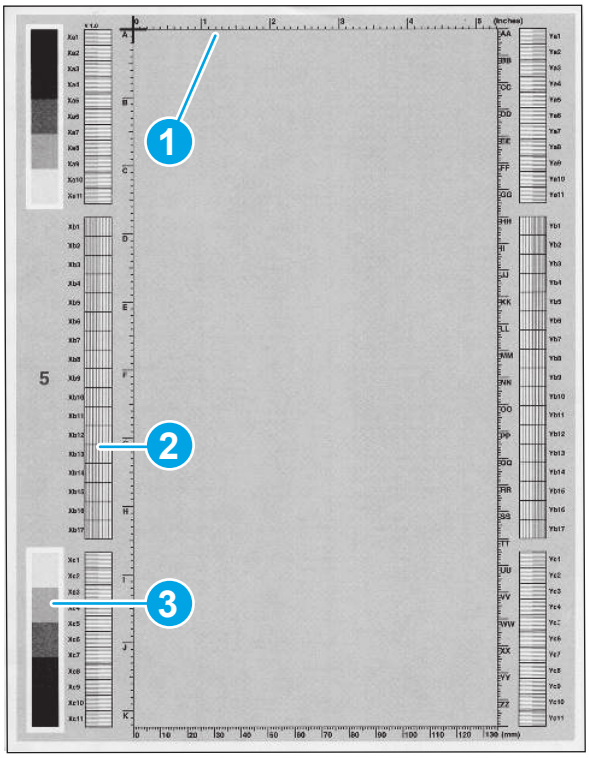


Figure 3-80 Yellow comparison page



Yellow cannot be easily seen unless combined with cyan, so half of each page is yellow and the other half is an amplified version of yellow print problems (green half). Compare the yellow on page one with the corresponding green on page two for defects. Also check the cyan page for defects.

Figure 3-81 Black print-quality troubleshooting page



Item	Description
1. Grids	The grids are in inches and millimeters. They are labeled with letters and numbers so that defects can be described by position and by distance between repeats.
2. Color plane registration (CPR) bars	After printing, the box with no extra color in each area on each page shows how far off the CPR of that color is. Each page has two process direction areas and three scan direction areas that are labeled x and y and 1–11. The page should be fed by the long edge. Each square from the center equals 42 microns.
3. Color ramp patches	Used to detect offset for the OPC or developer in the image drum or offset in the fuser.

NOTE: To get further assistance in print quality troubleshooting, go to www.hp.com/support/colorljM552 or www.hp.com/support/colorljM553 or http://www.hp.com/support/colorljM554 or http://www.hp/support/colorljE55040 or www.hp.com/support/colorljM577MFP or http://www.hp.com/support/colorljM578mfp or http://www.hp.com/support/colorljE57540mfp and select **PQ Troubleshooting Tools**.

Print the print-quality assessment page

Learn how to print the print-quality assessment page.

Print the print-quality assessment page from a non-touchscreen control panel

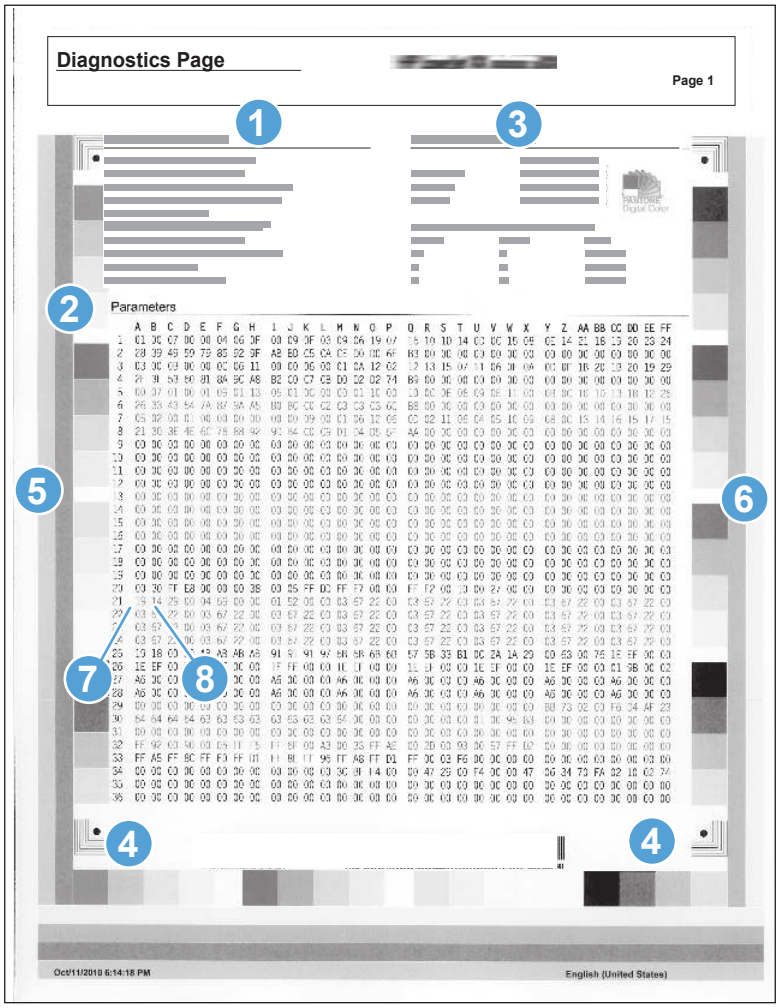
1. From the Home screen on the printer control panel, use the arrow keys to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Troubleshooting, and then press the OK button.

3. Use the arrow buttons to scroll to Print Quality Pages, and then press the OK button.
4. Use the arrow buttons to scroll to Diagnostics page, and then press the OK button.
5. Use the arrow buttons to scroll to the Print icon (at the bottom of the control-panel display), and then press the OK button to print the pages.

Print the print-quality assessment page from a touchscreen control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the following menus:
   - Troubleshooting
   - Print Quality Pages
   - Diagnostics Page
3. Touch the Print, button to print the pages.

Figure 3-82 Print-quality assessment page



Item	Description
1	Calibration information
2	Parameters
3	Color density
4	Color plane registration
5	Primary colors
6	Secondary colors
7	Temperature values (21A)
8	Humidity values (21B)

Calibrate the printer

Learn how to calibrate the printer.

IMPORTANT: The procedures in this section are for printers with FutureSmart 4 (FS4) or later firmware installed. For printers with FS3 firmware installed, go to the HP WISE web site and search for *HP Color LaserJet Enterprise M552, M553 - Control-panel menus* (c04574398) or *HP Color LaserJet Enterprise MFP M577 - Control-panel menus* (c04796059) for more information.

Calibration is a printer function that optimizes print quality. Follow these steps to resolve print-quality problems such as misaligned color, colored shadows, blurry graphics, or other print-quality issues.

Calibrate the printer from a SFP control panel

1. From the Home screen on the printer control panel, use the arrow keys to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Maintenance, and then press the OK button.
3. Use the arrow buttons to scroll to Calibration/Cleaning, and then press the OK button.
4. Use the arrow buttons to scroll to Full Calibration, and then press the OK button.

   A **Calibrating** message displays on the printer control panel. The calibration process takes a few minutes to complete. Do not turn the printer off until the calibration process has finished.
5. Wait while the printer calibrates, and then try printing again.

Calibrate the printer from an MFP control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the following menus:
   - Maintenance
   - Calibration/Cleaning
   - Full Calibration
3. Touch the Start, button.

   A **Calibrating** message displays on the printer control panel. The calibration process takes a few minutes to complete. Do not turn the printer off until the calibration process has finished.
4. Wait while the printer calibrates, and then try printing again.

Calibrate the printer

Learn how to calibrate the printer.

Calibration is a printer function that optimizes print quality. Follow these steps to resolve print-quality problems such as misaligned color, colored shadows, blurry graphics, or other print-quality issues.

Calibrate the printer from a SFP control panel

1. From the Home screen on the printer control panel, use the arrow keys to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Maintenance, and then press the OK button.

3. Use the arrow buttons to scroll to Calibration/Cleaning, and then press the OK button.
4. Use the arrow buttons to scroll to Full Calibration, and then press the OK button.

   A **Calibrating** message displays on the printer control panel. The calibration process takes a few minutes to complete. Do not turn the printer off until the calibration process has finished.
5. Wait while the printer calibrates, and then try printing again.

Calibrate the printer from an MFP control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the following menus:
   - Maintenance
   - Calibration/Cleaning
   - Full Calibration
3. Touch the Start, button.

   A **Calibrating** message displays on the printer control panel. The calibration process takes a few minutes to complete. Do not turn the printer off until the calibration process has finished.
4. Wait while the printer calibrates, and then try printing again.

Use manual print modes

Learn about manual print modes..

IMPORTANT: The procedures in this section are for printers with FutureSmart 4 (FS4) or later firmware installed. For printers with FS3 firmware installed, go to the HP WISE web site and search for *HP Color LaserJet Enterprise M552, M553 - Control-panel menus* (c04574398) or *HP Color LaserJet Enterprise MFP M577 - Control-panel menus* (c04796059) for more information.

Try using manual print modes to see if they solve the image-quality problems.

NOTE: Tray 1 and Tray 2 are optimal for paper pickup when using special paper or media other than 20lb plain paper. For Tray 1 and Tray 2 the printer increases the number of attempts to pick up a page, which increases the reliability of successfully picking the page from the tray and decreases the possibility of a mis-pick jam.

HP recommends using Tray 1 or Tray 2 if the printer is experiencing excessive or reoccurring jams from trays other than Tray 1 and Tray 2, or for print jobs that require media other than 20lb plain paper.

Select a manual print mode from a SFP control panel

1. From the Home screen on the printer control panel, use the arrow keys to navigate to Settings, and then press the OK button.
2. Use the arrow buttons to scroll to Print, and then press the OK button.
3. Use the arrow buttons to scroll to Print Quality, and then press the OK button.
4. Use the arrow buttons to scroll to Adjust Paper Types or Optimize, and then press the OK button.

NOTE: The Adjust Paper Types and Optimize submenus vary by printer model.

Select a manual print mode from an MFP control panel

1. From the Home screen on the printer control panel, scroll to and touch the Settings button.
2. Open the following menus:
   - Print
   - Print Quality
   - Adjust Paper Types or Optimize

   NOTE: The Adjust Paper Types and Optimize submenus vary by printer model.

Table 3-53 Optimize submenu

Optimize item	Values	Comments
Normal Paper	Standard Smooth	Set to Smooth when printing on smooth paper of normal weight.
Heavy paper	Standard Smooth	Set to Smooth when printing on smooth, heavy media types.
Envelope control	Normal Reduced Temp	Set to Reduced Temp if envelopes are sticking due to moisture in the envelop adhesive.
Tray 1	Normal Alternate	Set the mode to Alternate if marks appear on the back side of the paper when printing from Tray 1. This sets the printer to initiate a clean sequence every time a job finishes when the printer is set for Any Size and Any Type for Tray 1.
Background	Normal Alternate	Set to Alternate when a background occurs all over the page.
Uniformity Control	Normal Alternate 1 Alternate 2 Alternate 3	Set to Alternate 1 to improve uniformity on any paper type.
Cac03	Off On	Set to On if printing with media that contains a high calcium carbonate content. Engine print speed is slowed so that less paper dust is produced.
Best Normal	Off On	Set to On to try and improve print quality.
Tracking Control	Off On	Improves color stability by adjusting the bias voltage. Make sure this mode is set to On.
Registration	Normal Alternate	Set to Alternate when color misregistration occurs.

Table 3-53 Optimize submenu (continued)

Optimize item	Values	Comments
Transfer Control	Normal Alternate	Set to Alternate to reduce primary transfer bias and to resolve low density or blotchy images.
Moisture Control	Normal Alternate	Set to Alternate if the printer is installed in a high-humidity environment.
Reset Optimize	Reset	Use Reset to reset the menu defaults.

Print from a different software program

Try printing from a different software program.

If the page prints correctly, the problem is with the software program from which you were printing.

Check the paper-type setting for the print job

Check the paper type setting when printing from a software program and the printed pages have smears, fuzzy or dark print, curled paper, scattered dots of toner, loose toner, or small areas of missing toner.

Check the paper type setting on the control panel

Check the paper type setting on the printer control panel, and change the setting as needed.

1. Open and close the paper tray.
2. Follow the control panel prompts to confirm or modify the paper type and size settings for the tray.
3. Make sure the paper loaded meets specifications.
4. Adjust the humidity and resistance setting on the control panel to match the environment.
   a. Open the following menus:
      i. Settings
      ii. Copy/Print or Print
      iii. Print Quality
      iv. Adjust Paper Type
   b. Select the paper type that matches the type loaded in the tray.
   c. Use the arrows to increase or decrease the humidity and resistance setting.
5. Make sure the driver settings match the control panel settings.

NOTE: The print driver settings will override any control panel settings.

Check the paper type setting (Windows)

Check the paper type setting for Windows, and change the setting as needed.

NOTE: The print driver settings will override any control panel settings.

1. From the software program, select the **Print** option.
2. Select the printer, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. From the **Paper Type** drop-down list, click the **More...** option.
5. Expand the list of **Type is:** options.
6. Expand the category of paper types that best describes your paper.
7. Select the option for the type of paper you are using, and click the **OK** button.
8. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

Check the paper type setting (macOS)

Check the paper type setting for macOS, and change the setting as needed.

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the printer.
3. Click **Show Details** or **Copies & Pages**.
4. Open the menus drop-down list, and then click the **Paper/Quality** menu.
5. Select a type from the **Media Type** drop-down list.
6. Click the **Print** button.

Check toner-cartridge status

Follow these steps to check the estimated life remaining in the toner cartridges and if applicable, the status of other replaceable maintenance parts.

IMPORTANT: The procedures in this section are for printers with FutureSmart 4 (FS4) or later firmware installed. For printers with FS3 firmware installed, go to the HP WISE web site and search for *HP Color LaserJet Enterprise M552, M553 - Control-panel menus* (c04574398) or *HP Color LaserJet Enterprise MFP M577 - Control-panel menus* (c04796059) for more information.

Step one: Print the Supplies Status Page

The supplies status page indicates the cartridge status.

1. From the Home screen on the printer control panel, select the Reports menu.
2. Select the Configuration/Status Pages menu.
3. Select Supplies Status Page, and then select Print to print the page.

Step two: Check supplies status

Check the supplies status report as follows.

1. Look at the supplies status report to check the percent of life remaining for the toner cartridges and, if applicable, the status of other replaceable maintenance parts.

   Print quality problems can occur when using a toner cartridge that is at its estimated end of life. The supplies status page indicates when a supply level is very low. After an HP supply has reached the very low threshold, HP's premium protection warranty on that supply has ended.

   The toner cartridge does not need to be replaced now unless the print quality is no longer acceptable. Consider having a replacement available to install when print quality is no longer acceptable.

   If you determine that you need to replace a toner cartridge or other replaceable maintenance parts, the supplies status page lists the genuine HP part numbers.

2. Check to see if you are using a genuine HP cartridge.

   A genuine HP toner cartridge has the word "HP" on it, or has the HP logo on it. For more information on identifying HP cartridges go to www.hp.com/go/learnaboutsupplies.

Print a cleaning page

Learn how to print a cleaning page.

Print a cleaning page from a non-touchscreen control panel

1. From the Home screen on the printer control panel, use the arrow keys to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Maintenance, and then press the OK button.
3. Use the arrow buttons to scroll to Calibration/Cleaning, and then press the OK button.
4. Use the arrow buttons to scroll to Cleaning page, and then press the OK button.

TIP: Use this screen to set up automatic cleaning page intervals if desired.

5. Use the arrow buttons to scroll to Print (at the bottom of the control-panel display), and then press the OK button to print the cleaning page.

NOTE: A **Cleaning...** message displays on the control-panel display. Do not turn the printer off until the cleaning process has finished. When it is finished, discard the printed page.

Print a cleaning page from a touchscreen control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the following menus:
   - Maintenance
   - Calibration/Cleaning

3. Touch Cleaning Page, and then touch the Print button to print the cleaning page.

NOTE: A **Cleaning...** message displays on the control-panel display. Do not turn the printer off until the cleaning process has finished. When it is finished, discard the printed page.

TIP: Use this screen to set up automatic cleaning page intervals if desired.

Check paper and the printing environment

Use the following information to check the paper selection and the printing environment.

Step one: Use paper that meets HP specifications

Some print-quality problems arise from using paper that does not meet HP specifications.

- Always use a paper type and weight that this printer supports.
- Use paper that is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges.
- Use paper that has not been previously printed on.
- Use paper that does not contain metallic material, such as glitter.
- Use paper that is designed for use in laser printers. Do not use paper that is designed only for use in Inkjet printers.
- Use paper that is not too rough. Using smoother paper generally results in better print quality.

Step two: Check the environment

The environment can directly affect print quality and is a common cause of print-quality or paper-feeding issues. Try the following solutions:

- Move the printer away from drafty locations, such as open windows or doors, or air-conditioning vents.
- Make sure the printer is not exposed to temperatures or humidity outside of printer specifications.
- Do not place the printer in a confined space, such as a cabinet.
- Place the printer on a sturdy, level surface.
- Remove anything that is blocking the vents on the printer. The printer requires good air flow on all sides, including the top.
- Protect the printer from airborne debris, dust, steam, grease, or other elements that can leave residue inside the printer.

Step three: Set the individual tray alignment

Follow these steps when text or images are not centered or aligned correctly on the printed page when printing from specific trays.

1. From the Home screen on the printer control panel, select the Settings menu.
2. Select the following menus:
   a. Copy/Print or Print

b. Print Quality

c. Image Registration

3. Select Tray, and then select the tray to adjust.
4. Select Print Test Page, and then follow the instructions on the printed pages.
5. Select Print Test Page again to verify the results, and then make further adjustments if necessary.
6. Select Done to save the new settings.

Try a different print driver

Try a different print driver when printing from a software program and the printed pages have unexpected lines in graphics, missing text, missing graphics, incorrect formatting, or substituted fonts.

Download a different print driver from the HP support Web site: www.hp.com/support/colorljM552 or www.hp.com/support/colorljM553 or http://www.hp.com/support/colorljM554 or http://www.hp/support/colorljE55040 or www.hp.com/support/colorljM577MFP or http://www.hp.com/support/colorljM578mfp or http://www.hp.com/support/colorljE57540mfp.

Troubleshoot image defects

Review examples of image defects and steps to resolve these defects.

Table 3-54 Image defects table quick reference

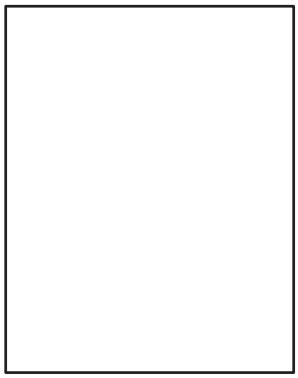
Defect	Defect	Defect
Table 3-62 Light print on page 288	Table 3-60 Gray background or dark print on page 287	Table 3-57 Blank page - No print on page 285 

Table 3-54 Image defects table quick reference (continued)

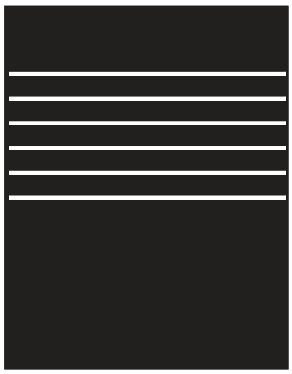
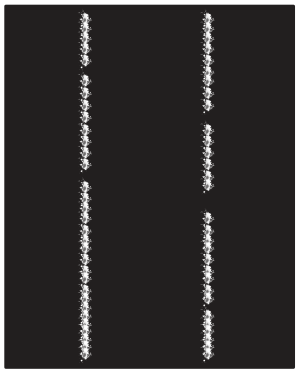
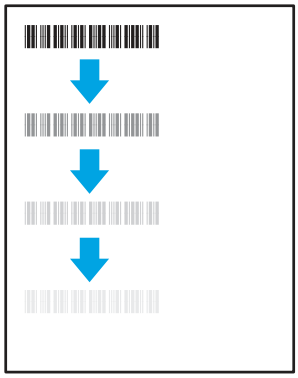
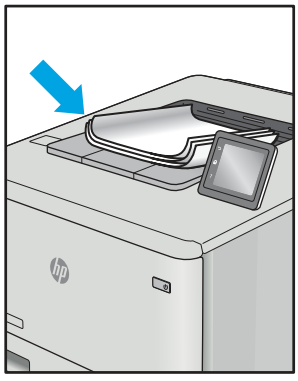
Defect	Defect	Defect
Table 3-56 Black page on page 285	Table 3-55 Banding defects on page 284 	Table 3-64 Streak defects on page 289 
Table 3-59 Fixing/fuser defects on page 286 	Table 3-61 Image placement defects on page 287	Table 3-58 Color plane registrations defects (color models only) on page 286
Table 3-63 Output defects on page 288 		

Image defects, no matter the cause, can often be resolved using the same steps. Use the following steps as a starting point for solving image defect issues.

1. Reprint the document. Print quality defects can be intermittent in nature or can go away completely with continued printing.
2. Check the condition of the cartridge or cartridges. If a cartridge is in a **Very Low** state (it has passed the rated life), replace the cartridge.
3. Make sure that the driver and tray print mode settings match the media that is loaded in the tray. Try using a different ream of media or a different tray. Try using a different print mode.
4. Make sure the printer is within the supported operating temperature/humidity range.
5. Make sure that the paper type, size, and weight are supported by the printer. See the printer support page at support.hp.com for a list of the supported paper sizes and types for the printer.

NOTE: The term "fusing" refers to the part of the printing process where toner is affixed to paper.

The following examples depict letter-size paper that has passed through the printer with the short edge first.

Table 3-55 Banding defects

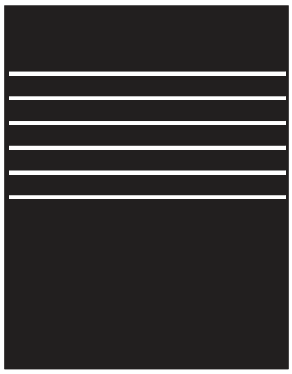
Sample	Description	Possible solutions
	Dark or light lines which repeat down the length of the page, and are wide-pitch and/or impulse bands. They might be sharp or soft in nature. The defect displays only in areas of fill, not in text or sections with no printed content.	1. Reprint the document. 2. Try printing from another tray. 3. Replace the cartridge. 4. Use a different paper type. 5. **Enterprise models only**: From the Home screen on the printer control panel, go to the Adjust Paper Types menu, and then choose a print mode that is designed for a slightly heavier media than what you are using. This slows the print speed and might improve the print quality. 6. If the issue persists, go to support.hp.com.

Table 3-56 Black page

Sample	Description	Possible solutions
	The entire printed page is black.	1. Visually inspect the cartridge to check for damage. 2. Make sure that the cartridge is installed correctly. 3. Replace the cartridge. 4. If the issue persists, go to support.hp.com.

Table 3-57 Blank page - No print

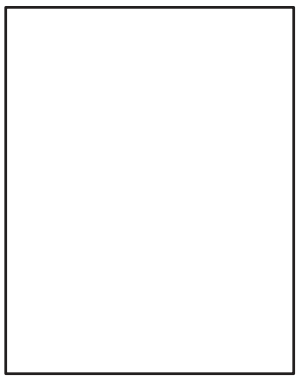
Sample	Description	Possible solutions
	The page is completely blank and contains no printed content.	1. Make sure that the cartridges are genuine HP cartridges. 2. Make sure that the cartridge is installed correctly. 3. Print with a different cartridge. 4. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter paper type. 5. If the issue persists, go to support.hp.com.

Table 3-58 Color plane registrations defects (color models only)

Sample	Description	Possible solutions
	One or more color plane(s) is not aligned with the other color planes. This registration error will typically occur with yellow.	1. Reprint the document. 2. From the printer control panel, calibrate the printer. 3. If a cartridge has reached a **Very Low** state, or the printed output is severely faded, replace the cartridge. 4. From the printer control panel use the Restore Calibration feature to reset the printer's calibration settings to the factory defaults. 5. If the issue persists, go to support.hp.com.

Table 3-59 Fixing/fuser defects

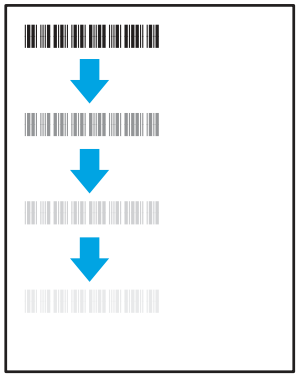
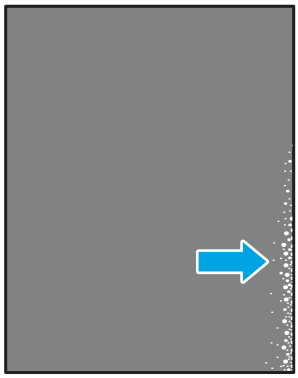
Sample	Description	Possible solutions
	Slight shadows or offsets of the image are repeated down the page. The repeated image might fade with each recurrence.	1. Reprint the document. 2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter paper type. 3. If the issue persists, go to support.hp.com.
	Toner rubs off along either edge of the page. This defect is more common at the edges of high-coverage jobs, and on light media types, but can occur anywhere on the page.	1. Reprint the document. 2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a heavier paper type. 3. **Enterprise models only**: From the printer control panel, go to the Edge-to-Edge menu and then select Normal. Reprint the document. 4. **Enterprise models only**: From the printer control panel, select Auto Include Margins and then reprint the document. 5. If the issue persists, go to support.hp.com.

Table 3-60 Gray background or dark print

Sample	Description	Possible solutions
	The image or text is darker than expected and/or the background is gray.	1. Make sure that the paper in the trays has not already been run through the printer. 2. Use a different paper type. 3. Reprint the document. 4. **Mono models only**: From the Home screen on the printer control panel, go to the Adjust Toner Density menu, and then adjust the toner density to a lower level. 5. Make sure that the printer is within the supported operating temperature and humidity range. 6. Replace the cartridge. 7. If the issue persists, go to support.hp.com.

Table 3-61 Image placement defects

Sample	Description	Possible solutions
	The image is not centered, or is skewed on the page. The defect occurs when the paper is not positioned properly as it is pulled from the tray and moves through the paper path.	1. Reprint the document. 2. Remove the paper and then reload the tray. Make sure that all the paper edges are even on all sides. 3. Make sure that the top of the paper stack is below the tray-full indicator. Do not overfill the tray. 4. Make sure that the paper guides are adjusted to the correct size for the paper. Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray. 5. If the issue persists, go to support.hp.com.

Table 3-62 **Light print**

Sample	Description	Possible solutions
	The printed content is light or faded on the entire page.	1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. Reinsert the toner cartridges into the printer and close the cover. For a graphical representation of this procedure, see *Replace the toner cartridges*. 3. **Mono models only**: Make sure that the EconoMode setting is disabled, both at the printer control panel and in the print driver. 4. Make sure that the cartridge is installed correctly. 5. Print a Supplies Status Page and check the life and usage of the cartridge. 6. Replace the cartridge. 7. If the issue persists, go to support.hp.com.

Table 3-63 **Output defects**

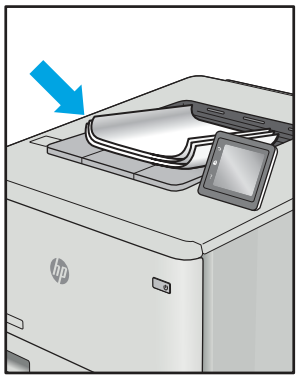
Sample	Description	Possible solutions
	Printed pages have curled edges. The curled edge can be along the short or long side of the paper. Two types of curl are possible: • **Positive curl:** The paper curls toward the printed side. The defect occurs in dry environments or when printing high-coverage pages. • **Negative curl:** The paper curls away from the printed side. The defect occurs in high-humidity environments or when printing low-coverage pages.	1. Reprint the document. 2. **Positive curl**: From the printer control panel, select a heavier paper type. The heavier paper type creates a higher temperature for printing. **Negative curl**: From the printer control panel, select a lighter paper type. The lighter paper type creates a lower temperature for printing. Try storing the paper in a dry environment prior to use, or use freshly opened paper. 3. Print in duplex mode. 4. If the issue persists, go to support.hp.com.

Table 3-63 Output defects (continued)

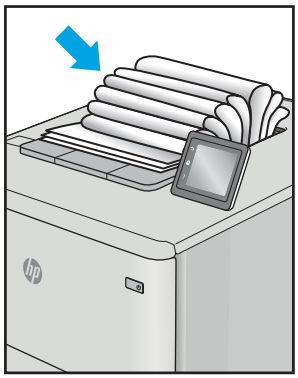
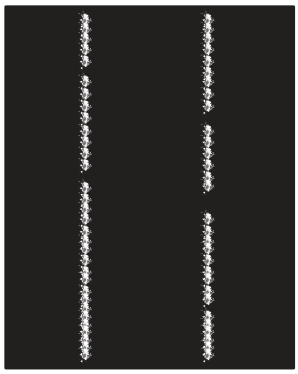
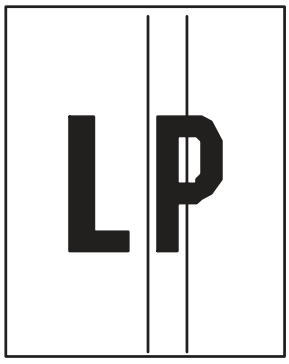
Sample	Description	Possible solutions
	The paper does not stack well in the output tray. The stack might be uneven, skewed, or the pages might be pushed out of the tray and onto the floor. Any of the following conditions can cause this defect: • Extreme paper curl • The paper in the tray is wrinkled or deformed • The paper is a non-standard paper type, such as envelopes • The output tray is too full	1. Reprint the document. 2. Extend the output bin extension. 3. If the defect is caused by extreme paper curl, refer to the troubleshooting steps for "Output curl." 4. Use a different paper type. 5. Use freshly opened paper. 6. Remove the paper from the output tray before the tray gets too full. 7. If the issue persists, go to support.hp.com.

Table 3-64 Streak defects

Sample	Description	Possible solutions
	Light vertical streaks that usually span the length of the page. The defect displays only in areas of fill, not in text or sections with no printed content.	1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. Reinsert the toner cartridges into the printer and close the cover. For a graphical representation of this procedure, see *Replace the toner cartridges*. 3. If the issue persists, go to support.hp.com. NOTE: Both light and dark vertical streaks can occur when the printing environment is outside the specified range for temperature or humidity. Refer to your printer's environmental specifications for allowable temperature and humidity levels.
	Dark vertical lines which occur down the length of the page. The defect might occur anywhere on the page, in areas of fill or in sections with no printed content. On color models, these lines or streaks will also be visible on the ITB cleaning page.	1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. Reinsert the toner cartridges into the printer and close the cover. For a graphical representation of this procedure, see *Replace the toner cartridges*. 3. Print a cleaning page. 4. Check the toner level in the cartridge. 5. If the issue persists, go to support.hp.com.

Copy-quality troubleshooting

Learn about copy-quality troubleshooting.

NOTE: Copy-quality (CQ) problems are associated with the integrated-scanner assembly (ISA) portion of an MFP printer. CQ defects appear on pages that are **copied** using the document feeder or flatbed glass.

Identify the location and type of the CQ problem

Resolving CQ problems involves isolating the defect to the document feeder or flatbed glass. Comparing printed output between the document feeder and the flatbed glass might determine the ISA location that is causing the CQ defect.

NOTE: If a CQ defect appears on printed output from both the document feeder **and** the flatbed glass, carefully inspect the original source for a print-quality (PQ) problem.

Document feeder isolation test

1. Mark a printed page in a way that clearly identifies it as the source document used in this isolation procedure.
2. Place the source page in the document feeder, and then make a copy.
3. Mark the copied output page to clearly identify it as output from the document feeder.
4. Compare the original and copied pages. Defects appearing on the copied page are caused by a problem in the document feeder.

Flatbed isolation test

1. Mark a printed page in a way that clearly identifies it as the source document used in this isolation procedure.
2. Place the source page on the flatbed glass, and then make a copy.
3. Mark the copied output page to clearly identify it as output from the flatbed.
4. Compare the original and copied pages. Defects appearing on the copied page are caused by a problem in the flatbed.

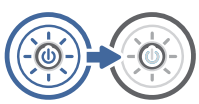
Check the scanner glass for dirt and smudges

Learn about solving copy-quality debris problems.

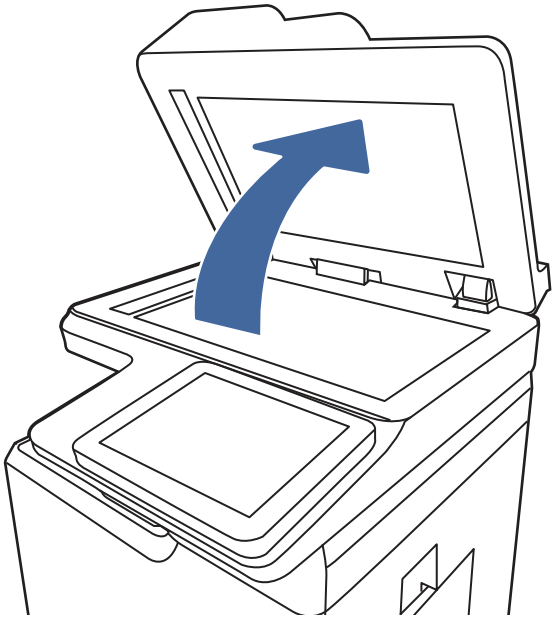
Over time, specks of debris might collect on the scanner glass and document feeder white plastic backing, which might cause print defects. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

View a video of cleaning the document feeder glass and flatbed glass.

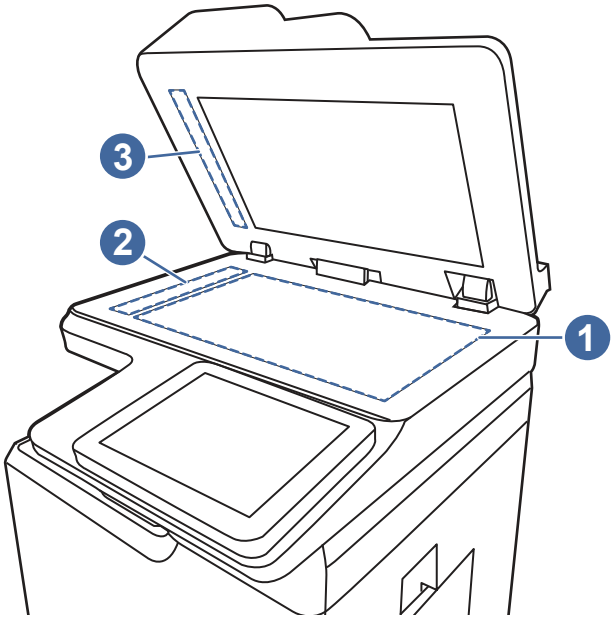
1. Press the power button to turn the printer off, and then disconnect the power cable from the electrical outlet.



2. Open the scanner lid.



3. Clean the scanner glass (callout 1) and the document feeder strips (callout 2, callout 3) with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

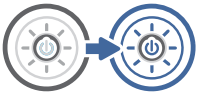


⚠ **CAUTION:** Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the printer; these can damage the printer. Do not place liquids directly on the glass or platen. They might seep and damage the printer.

NOTE: If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strips of glass on the left side of the scanner (callout 2, callout 3).

4. Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.

5. Connect the power cable to an outlet, and then press the power button to turn the printer on.



Vertical lines, bands, or streaks

Learn about vertical lines, bands, or streaks copy-quality problems.

Vertical lines or streaks appear on copies and/or scans in the same direction that the paper feeds when copying and/or scanning from the document feeder. Lines or streaks might be visible on the front and/or the back side of the page. Copies and/or scans from the flatbed glass look normal. Printouts also look normal.

The line or streak might be black or in color, and can also be present on fax or digital send output (for example, when using Scan to folder or Scan to email features.

NOTE: HP has determined that **99%** of all lines and streaks on copies made by feeding the original documents through the document feeder are caused by **debris on the document feeder glass strip**. Even small specks can cause the light reflected off the original to be distorted, resulting in a line, streak, or smudge on copies or scans made from the document feeder.

Even if the document feeder glass strip and/or flatbed glass has been wiped clean, the defect might persist. Persistent vertical lines, bands, or streaks when copying from the document feeder might mean that the debris causing the print quality are not readily visible and cannot be removed with a quick cleaning.

Use the procedures below to resolve persistent lines, bands, or streak copy-quality (CQ) problems.

Locate debris and thoroughly clean the document feeder glass

1. Place a blank sheet of paper in the document feeder and mark an **X** in the lower right corner as shown.

Figure 3-83 Load the document feeder

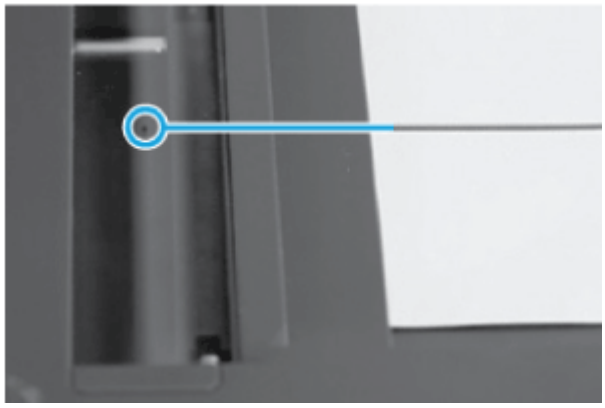
2. Press the Start button to make a copy of the blank page.
3. Place the copied paper face-up on the flatbed glass with the **X** located as shown.

NOTE: Make sure the upper left corner of the copy is aligned with the upper left corner of the flatbed glass.

Figure 3-84 Place the copy on the flatbed

4. Follow the line or streak on the paper to the area on the document feeder glass that is causing the CQ problem.

Figure 3-85 Identify the CQ defect location



5. Use a fingernail to loosen any stubborn debris.

⚠ **WARNING!** Use only a fingernail. Other objects can scratch the document feeder glass.

Clean this specific area again (with a lint-free cloth dampened with water), and then dry the glass with a soft, lint-free cloth.

Figure 3-86 Clean the glass

6. Make another copy or scan to determine if the defect is gone.

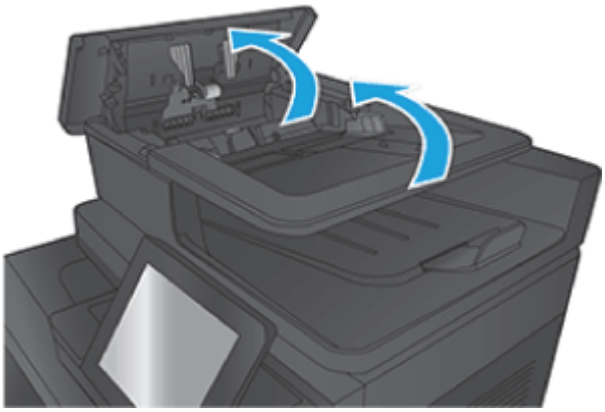
Clean the duplexer scanner glass (model specific)

NOTE: Not all MFP printers use a background selector for duplex printing.

If a *Side 2 Background Selector* cannot be located for the printer (it might not include one) skip this procedure.

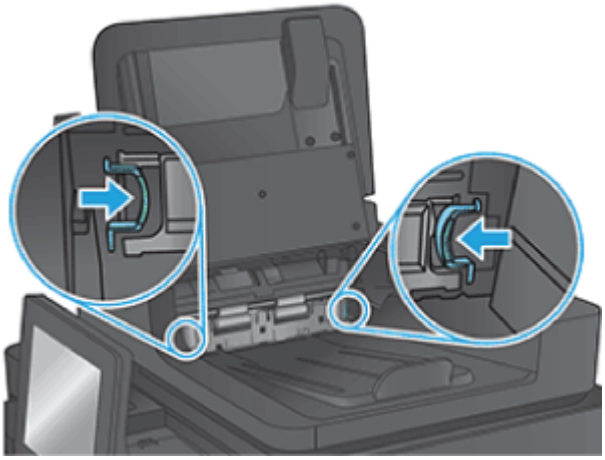
1. Release the latch and open the document feeder jam-access door.

   Figure 3-87 Open the jam-access door

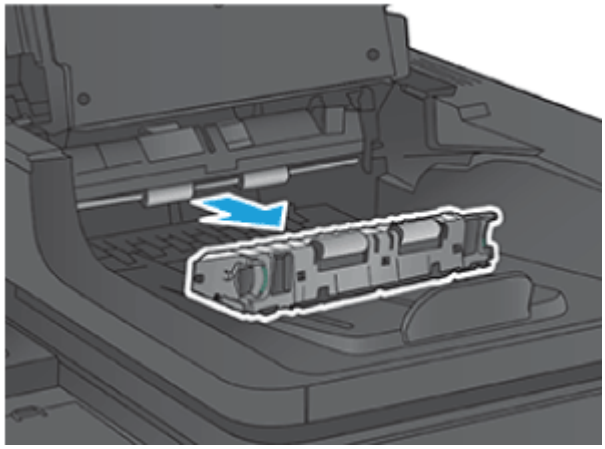
2. Unlock the Side 2 Background Selector by pressing and holding both green tabs inward towards each other.

   Figure 3-88 Release the Side 2 Background Selector

3. While holding the green tabs, pull out and remove the Side 2 Background Selector.

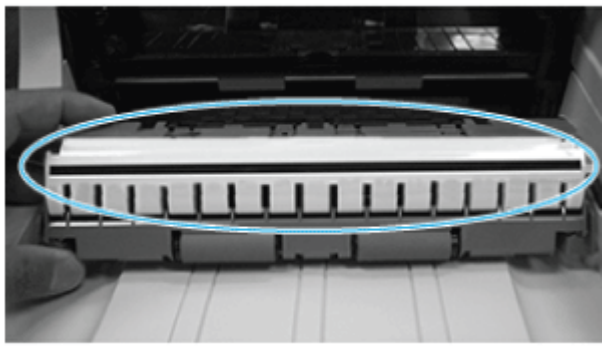
Figure 3-89 Remove the Side 2 Background Selector



4. Rotate the top to reveal the white and black backside reflector (circled in blue).

NOTE: If the white and black areas do not come clean, wipe the surface thoroughly with a damp cloth again. Dry the area with a soft, dry cloth to prevent spotting.

Figure 3-90 Locate the backside reflector



5. With the background selector removed from the document feeder, clean the inside of the scan module.

6. In the back area from where the background selector was removed, locate the Side 2 Scan Module glass found under the top area.

NOTE: The glass surface of the Side 2 Scan module sits horizontally flat and might not be easily viewable.

7. Use a soft, lint-free cloth moistened with water and apply pressure upwards behind the rollers to clean the Side 2 Scan Module Glass, making sure to that the entire width of the glass is cleaned from left to right.

NOTE: If needed, lens cleaner or non-abrasive glass cleaner can be applied to the cloth before cleaning the glass. Spray only onto the cloth and not directly onto the glass or device. Do not spray water or glass cleaner on the glass as it can seep under it and possibly damage the printer. Do not use abrasives, acetone, benzene, ethyl alcohol, or carbon tetrachloride on the glass; these can damage it and/or leave residue on the glass resulting in degraded copy/scan quality.

8. Reverse the removal steps to reinstall the Side 2 Background Selector.

9. Make another copy or scan to determine if the defect is gone.

Modify printer settings to improve scan or copy quality

Learn about printer settings to improve scan or copy quality.

Optimize printer settings to potentially improve scan or copy quality.

IMPORTANT: The printer settings described in this section are firmware dependent and might not be available for a specific printer (for example, color adjustment settings do not apply to mono printers).

Image Adjustment settings

NOTE: Settings > Print (SFP) or Copy/Print (MFP) > Image Adjustment > Background Cleanup.

Use the sliders to perform a Background Cleanup, adjust the image Darkness as well as changing the Sharpness and Contrast.

Use this feature to improve the overall quality of the copy (for example, adjusting the Darkness and Sharpness. Use the Background Cleanup setting to remove faint images from the background or to remove a light background color.

- Darkness: Adjust this setting to increase or decrease the amount of white and black in the colors.
- Contrast: Adjust this setting to increase or decrease the difference between the lightest and darkest color on the page.
- Background Cleanup: Adjust this setting if copying a faint image is a problem.
- Sharpness: Adjust this setting to clarify or soften the image. Increasing the sharpness might make text appear crisper, but decreasing it would make photographs appear smoother.

Optimize Text/Picture settings

NOTE: Settings > Scan/Digital Send Settings > Optimize Text/Picture.

Use to optimize the output for a particular type of content. You can optimize the output for text, printed pictures, or a mixture.

Use this setting to optimize the output for a particular type of content.

- Mixed: Use to optimize the setting for text and for pictures.
- Text: Use to optimize the text portion of the copy when text and/or pictures are on the original.

- Printed picture: Use to optimize line drawing and preprinted images such as magazine clippings or pages from a book. If you see bands of irregular intensity on copies, try selecting Printed picture to improve quality.
- Photographs: Use to optimize photographic prints.

Color/Black settings

NOTE: Settings > Scan/Digital Send Settings > Color/Black.

Use to enable or disable color scanning.(some highlighters will not auto detect as color).

- Automatically detect color or black: When pages without color are detected, the printer creates an image of the page in 1-bit black if other settings allow. If the other settings don't allow (File Type, for example), the image is in grayscale.
- Automatically detect color or gray: When pages without color are detected, the printer creates an image of the page in grayscale. Select this option for the best image quality for non-color pages.
- Color: Scans the documents in color.
- Black: Scans documents in black and white with a compressed file size.
- Black/Gray: Scans or prints documents in grayscale.

Light or faint copies (color models)

Learn how to resolve light or faint copy-quality problems.

Are you attempting to copy or scan highlighted text?

NOTE: When digitally sending or copying highlighted images or text objects, the image might appear lighter than expected or does not show up at all with certain brands/types of highlighter pens.

Highlighters come in bright, often fluorescent colors. Fluorescent highlighter inks tend to reflect more light than that which is absorbed by the paper source. This reflection might cause the image to not show up as well as non-fluorescent colors depending upon the scanner/MFP being used.

The most common color for highlighters is yellow, but many other colors are also found such as pink, blue, green, orange, and purples. Yellow is often the preferred color to use when making a photocopy as it tends to not produce as much of a shadow on copies or scans.

There are different color and ink properties depending upon the brand of highlighters used. Due to these differences, scanning of the images might vary greatly from not being seen at all to changing colors (for example, orange highlighter might appear brown in the copy or scan or yellow highlighter might appear green).

Automatic color detect

HP has a feature in all FutureSmart (LaserJet Enterprise Series only) printers which automatically detects color on each page. Depending upon the amount of color information on a page, the scanner might determine the page to be black and white due to a very, very small amount of color which might be considered background artifacts. This helps to reduce the file size of sent files as well as toner usage on a copied page. You might see small highlighted marks on pages print out in black and white or even disappear.

The black and white effect is due to the printer not seeing enough color on the page, in which case the whole image is rendered as a black and white page. The highlighted mark disappearing might be due to the marker characteristics not being detected by the scanner.

Does the printer have the latest firmware version installed?

No or I don't know.

A Firmware enhancement has been introduced for certain LaserJets to help with the reproduction of highlighted images.

NOTE: Some Multifunction Printers (MFPs) using FutureSmart firmware v3.5.3 or later have improved color reproduction of fluorescent highlighters when scanning or copying.

Use the following steps to identify the installed firmware version, and then upgrade the firmware if needed.

1. Print a configuration page (from the printer control panel).
2. On the printed configuration page look in the section marked **Device Information**, and then identify the **Firmware Datecode** and **Firmware Revision**.

   This is the current version of firmware installed on this printer.
3. In the US, go to www.hp.com/support/colorljM552 or www.hp.com/support/colorljM553 or http://www.hp.com/support/colorljM554 or http://www.hp/support/colorljE55040 or www.hp.com/support/colorljM577MFP or http://www.hp.com/support/colorljM578mfp or http://www.hp.com/support/colorljE57540mfp.
   a. Select **Get drivers, Software, and Firmware**, and then select the appropriate product by name.

   NOTE: More than one printer model might be listed. Make sure to select the correct model so that the upgraded firmware supports all of the printer functions.

   b. Select the driver language and operating system.
   c. Locate the firmware download. If the firmware version is more recent than the one shown on the printed configuration page, select **Download**.
4. Outside the U.S., go to www.hp.com/support.
   a. Select your country/region.
   b. Select **Drivers & Downloads**.
   c. Enter the product name in the **Find my product** dialogue box, and then select **Go**.

   TIP: Click on the **How do I find my product name/number?** link to see a short video on identifying the printer name and number.

   d. Select the appropriate product by name.

   NOTE: More than one printer model might be listed. Make sure to select the correct model so that the upgraded firmware supports all of the printer functions.

   e. Select the driver language and operating system.

f. Locate the firmware download. If the firmware version is more recent than the one shown on the printed configuration page, select **Download**.

5. Perform a firmware upgrade. See the *Firmware upgrades* topic in the product service manual.
6. When the upgrade process is complete, print a configuration page and verify that the upgrade firmware version was installed.

Yes

These procedures help provide settings which affect the way highlighters are scanned or copied. A firmware enhancement is available for certain printers that helps with the reproduction of highlighted images.

- **Enable Firmware Enhancement**

  1. From the Home screen, select the desired scanning application (for example, Copy, E-Mail, Save to Network Folder).
  2. Select More Options > Optimize Text/Picture > Text button (not slider). This enables the improved color reproduction of fluorescent highlighters.

  TIP: Administrators can set Text as the default setting on the device.

- **Alternative Settings**

  See Modify printer settings to improve scan or copy quality on page 296 for more information.

Performance and connectivity troubleshooting

Learn about performance and connectivity troubleshooting.

Solve performance problems

Review the following information and procedures to solve performance problems.

NOTE: Tray 1 and Tray 2 are optimal for paper pickup when using special paper or media other than 75-80gsm (20lb) plain paper. For Tray 1 and Tray 2 the printer increases the number of attempts to pick up a page, which increases the reliability of successfully picking the page from the tray and decreases the possibility of a mis-pick jam.

HP recommends using Tray 1 or Tray 2 if the printer is experiencing excessive or reoccurring jams from trays other than Tray 1 and Tray 2, or for print jobs that require media other than 75-80gsm (20lb) plain paper.

Factors affecting print performance

Review the following information about factors affecting print performance.

NOTE: To print using an HP Plus printer, the printer must have genuine original HP toner cartridges installed, must have an ongoing internet connection and an active HP Plus account (for more information, go to hp.com/plus).

Table 3-65 Solve performance problems

Problem	Cause	Solution
Pages print but are totally blank.	The document might contain blank pages.	Check the original document to see if content is present on all of the pages.
Pages print but are totally blank.	The printer might be malfunctioning.	To check the printer, print a Configuration page.
Pages print but are totally blank.	Make sure that the printer is not feeding multiple pages (especially if very thin paper is used).	Make sure that the paper meets HP specifications for this printer. For a complete list of specific HP-brand paper that this printer supports, go to www.hp.com/support/colorljM552 or www.hp.com/support/colorljM553 or http://www.hp.com/support/colorljM554 or http://www.hp/support/colorljE55040 or www.hp.com/support/colorljM577MFP or http://www.hp.com/support/colorljM578mfp or http://www.hp.com/support/colorljE57540mfp.
Pages print very slowly. NOTE: Some software programs process print jobs slowly.	Heavier paper types can slow the print job.	Print on a different type of paper.
Pages print very slowly. NOTE: Some software programs process print jobs slowly.	Complex pages can print slowly.	Proper fusing might require a slower print speed to ensure the best print quality.
Pages print very slowly. NOTE: Some software programs process print jobs slowly.	Large batches, narrow paper, and special paper such as gloss, transparency, cardstock, and HP Tough Paper can slow the print job.	Print in smaller batches, on a different type of paper, or on a different size of paper.

Table 3-65 Solve performance problems (continued)

Problem	Cause	Solution
Pages did not print.	The printer might not be pulling paper correctly.	Make sure paper is loaded in the tray correctly.
Pages did not print.	The paper is jamming in the printer.	Clear the jam.
Pages did not print.	The USB cable might be defective or incorrectly connected.	• Disconnect the USB cable at both ends and reconnect it. • Try printing a job that has printed in the past. • Try using a different USB cable.
Pages did not print.	Other devices are running on the host computer.	The printer might not share a USB port. If an external hard drive or network switchbox is connected to the same port as the printer, the other device might be interfering with the printer. To connect and use the printer, disconnect the other device or use two USB ports on the host computer.
Pages did not print.	The print job might not have arrived at the printer.	Check the printer status queue. Also, the Printing message should appear on the control panel display.

Print speeds

Print speed is the number of pages that print in one minute. Print speed depends on different engine-process speeds or operational pauses between printed pages during normal printer operation. Factors that determine the print speed of the printer include the following:

- Page formatting time

  The printer must pause for each page to be formatted before it prints. Complex pages take more time to format, resulting in reduced print speed. However, most jobs print at full engine speed.

- Media size

  Legal-size media reduces print speed because it is longer than the standard Letter- or A4–size media. A reduce print speed is used when printing on narrow media to prevent the edges of the fuser from overheating.

- Media mode

  Some media types require a reduced print speed to achieve maximum print quality on that media. For example, glossy, heavy, and specialty media (for example, envelopes or photos) require a reduced print speed. To maximize the print speed for special media types, make sure that the correct media type in the print driver is selected.

- Printer temperature

  To prevent printer damage, print speed is reduced if the printer reaches a specific internal temperature (thermal slow down). The starting temperature of the printer, ambient environment temperature, and the print job size effect the number of pages that can be printed before the printer reduces the print speed. Thermal slow down reduces print speed by printing four pages and then pausing for an amount of time before printing continues.

- Other print speed reduction factors

  Other factors (especially during large print jobs) that can cause reduced print speeds include:

  – Density control sequence; occurs every 150 pages and takes about 120 seconds

The printer does not print

If the printer does not print at all, try the following solutions.

NOTE: To print using an HP Plus printer, the printer must have genuine original HP toner cartridges installed, must have an ongoing internet connection and an active HP Plus account (for more information, go to hp.com/plus).

1. Make sure the printer is turned on and that the control panel indicates it is ready.
   - If the control panel does not indicate the printer is ready, turn the printer off and then on again.
   - If the control panel indicates the printer is ready, try sending the job again.
2. If the control panel indicates the printer has an error, resolve the error and then try sending the job again.
3. Make sure the cables are all connected correctly. If the printer is connected to a network, check the following items:
   - Check the bottom LED next to the network connection on the printer. If the network is active, the light is green.
   - Make sure that a network cable and not a phone cord is used to connect to the network.
   - Make sure the network router, hub, or switch is turned on and that it is working correctly.
4. Install the HP software for the printer. Using generic printer drivers can cause delays clearing jobs from the print queue.
5. From the list of printers on your computer, right-click the name of this product, click **Properties**, and open the **Ports** tab.
   - If a network cable is used to connect to the network, make sure the printer name listed on the **Ports** tab matches the one on the printer configuration page.
   - If a USB cable is used, and the printer is connected to a wireless network, make sure the box is checked next to **Virtual printer port for USB**.
6. If a personal firewall system on the computer is used, it might be blocking communication with the printer. Try temporarily disabling the firewall to see if it is the source of the problem.
7. If the host computer or the printer is connected to a wireless network, low signal quality or interference might be delaying print jobs.

The printer prints slowly

If the printer prints, but it seems slow, try the following solutions.

1. Make sure the computer meets the minimum specifications for this printer. For a list of specifications, go to this Web site: www.hp.com/support/colorljM552 or www.hp.com/support/colorljM553 or http://www.hp.com/support/colorljM554 or http://www.hp/support/colorljE55040

or www.hp.com/support/colorljM577MFP or http://www.hp.com/support/colorljM578mfp or http://www.hp.com/support/colorljE57540mfp.

2. When the printer is configured to print on some paper types, such as heavy paper, the printer prints more slowly so it can correctly fuse the toner to the paper. If the paper type setting is not correct for the type of paper you are using, change the setting to the correct paper type.

3. If the host computer or the printer is connected to a wireless network, low signal quality or interference might be delaying print jobs.

Solve connectivity problems

Review the following information and procedures to solve connectivity problems.

Solve USB connection problems

If you have connected the product directly to a computer, check the cable.

- Verify that the cable is connected to the computer and to the product.
- Verify that the cable is not longer than 2 m (6.65 ft). Try using a shorter cable.
- Verify that the cable is working correctly by connecting it to another product. Replace the cable if necessary.

Solve wired network problems

Review the following information and procedures to solve wired network problems.

Introduction

Learn about solving wired network problems.

Certain types of problems can indicate there is a network communication problem. These problems include the following issues:

- The periodic loss of ability to communicate with the printer
- The printer cannot be found during driver installation
- A periodic failure to print

Check the items in this topic to verify that the printer is communicating with the network. Before beginning, print a configuration page from the printer control panel and locate the printer IP address that is listed on this page.

NOTE: To print using an HP Plus printer, the printer must have genuine original HP toner cartridges installed, must have an ongoing internet connection and an active HP Plus account (for more information, go to hp.com/plus).

Poor physical connection

Use the following procedure when the printer has a poor physical connection.

1. Verify that the printer is attached to the correct network port using a cable of the correct length.
2. Verify that cable connections are secure.
3. Look at the network port connection on the back of the printer, and verify that the amber activity light and the green link-status light are lit.

4. If the problem continues, try a different cable or port on the hub.

The computer is using the incorrect IP address for the printer

Use the following procedure when the computer is using the incorrect IP address for the printer.

1. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the printer is selected. The printer IP address is listed on the printer configuration page.

   NOTE: To print a configuration page using an HP Plus printer, the printer must have genuine original HP toner cartridges installed, must have an ongoing internet connection and an active HP Plus account (for more information, go to hp.com/plus).

2. If you installed the printer using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes**.
3. If you installed the printer using a Microsoft standard TCP/IP port, use the hostname instead of the IP address.
4. If the IP address is correct, delete the printer and then add it again.

The computer is unable to communicate with the printer

Use the following procedure when the computer is unable to communicate with the printer.

1. Test network communication by pinging the network.
   a. Open a command-line prompt on your computer.
      - For Windows, click **Start**, click **Run**, type `cmd`, and then press Enter.
      - For macOS, go to **Applications**, then **Utilities**, and open **Terminal**.
   b. Type `ping` followed by the IP address for your printer.
   c. If the window displays round-trip times, the network is working.
2. If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the printer, and the computer are all configured for the same network.

The printer is using incorrect link and duplex settings for the network

HP recommends leaving these settings in automatic mode (the default setting). If you change these settings, you must also change them for your network.

New software programs might be causing compatibility problems

Verify that any new software programs are correctly installed and that they use the correct print driver.

The computer or workstation might be set up incorrectly

Use the following procedure when the computer or workstation might be set up incorrectly.

1. Check the network drivers, print drivers, and the network redirection settings.
2. Verify that the operating system is configured correctly.

The printer is disabled, or other network settings are incorrect

Use the following procedure when the printer is disabled, or other network settings are incorrect.

1. Review the configuration page to check the status of the network protocol. Enable it if necessary.

NOTE: To print a configuration page using an HP Plus printer, the printer must have genuine original HP toner cartridges installed, must have an ongoing internet connection and an active HP Plus account (for more information, go to hp.com/plus).

2. Reconfigure the network settings if necessary.

4 Removal and replacement

When servicing the printer, several items must be considered to ensure a successful repair and to avoid damage to the printer or personal injury. Learn about these considerations and find detailed instructions for removing and replacing printer parts.

Safety precautions

Follow these safety protocols when handling or repairing the printer.

Product safety classification: This is a Safety Class I product, which means it has a protective earth terminal. This terminal must be connected to earth ground.

IMPORTANT: Before operation or repair, check the product and review this manual for safety warnings and instructions. Safety warnings for specific procedures are located at appropriate places in the manual.

WARNING: Hazardous voltages exist within the product.

NOTE: HP recommends that only qualified personnel trained in working with high voltage power equipment should service this unit.

Follow these precautions always:

NOTE: If you do not want to disassemble and repair the printer yourself, contact your local HP Service Representative for service, see Contact HP Support on page vii section.

Warnings and Cautions

To ensure the proper use of the printer and to prevent the printer from being damaged, follow the warning and caution symbols marked in this guide. See Conventions used in this guide on page ix.

Electrical precautions

- **Power cord instructions**
  - Make sure your power source is adequate for the product voltage rating. The voltage rating is on the product label.

    Typically, the product uses either 110-127 Vac or 220-240 Vac and 50/60 Hz. Depending on a product, the voltage usage might change (100-127 Vac, for example). It is recommended to refer your product manual for the specified voltage.
  - Connect the power cord between the product and a grounded AC outlet.

CAUTION: To prevent damage to the product, use only the power cord that is provided with the product.

Do not damage, cut, or repair the power cord. A damaged power cord can cause fire or electric shock. Replace a damaged power cord with an HP-approved power cord.

- Unplug the power cord when disassembling or assembling the printer.

  The printer utilizes a power switch (button) that is turned "ON" or "OFF". Be aware that electricity may flow on the primary side of the printer even when the printer is "OFF".

- Power off the printer and unplug the power cord and fax cord (if available) from the electrical outlet in any of the following cases:
  - When removing product enclosure or covers from the printer or when accessing internal parts of a printer.
  - If there is smoke or an unusual smell coming from the printer.
  - A piece of metal or a liquid (not part of cleaning and maintenance routines) touches internal parts of the printer.
  - During an electrical storm (with thunder and/or lightning).
  - During an electrical power failure.

Electrostatic Discharge (ESD) precautions

Electrostatic discharge (ESD) can damage electronic components inside your printer.

Use these guidelines to protect sensitive parts against damage from electrostatic discharge.

- Touch a metal object that is not painted and is grounded.
- Leave electronic parts such as a memory chip in the bag it was shipped in until you are ready to perform the installation.
- ESD wrist straps can also be used to help release excess electrostatic charge.

  - **CAUTION:**

    Some parts are sensitive to electrostatic discharge (ESD). Look for the ESD reminder when removing printer parts.

    Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly.

  - Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

Handling toner

HP recommends that you wear gloves when handling toner cartridges and toner system components.

Do not expose toner or toner cartridge to fire or any heat source.

Keep imaging unit and/or toner cartridge away from children. The toner powder contained in the imaging unit and toner cartridge may be harmful, and if swallowed, you should contact a doctor.

Lifting equipment

Follow the recommendations for lifting or moving your printer.

The printed inbox guides and support documentation available on support.hp.com for your printer model will provide the lifting requirements to avoid injury and to safely move the printer.

NOTE: Do not attempt to lift heavy equipment without assistance.

Safety measures during disassembling or reassembling

IMPORTANT: Before disassembling or reassembling a printer, be sure to unplug its power cord from the electrical outlet.

NOTE: Assembly is the reverse of disassembly unless otherwise specified.

- During disassembly, reassembly, or transportation of a printer, remove the toner cartridge as necessary.
- Only fuses with the required rated current, voltage, and specified type (normal blow, time delay, etc.) should be used.

  Do not use repaired fuses or short-circuited fuse holders. Doing so, could cause a shock or fire hazard.
- Capacitors inside this product may hold a hazardous charge even if the product has been disconnected from its power source.
- Do not disable safety functions (Interlocks or safety circuits). Safety will not be assured leading to a safety hazard and potential injury.
- Note the length, diameters, and locations of screws as you remove them. When reassembling the printer, be sure to use them in their original locations.
- As a best practice safety rule, do not run the printer with any parts removed.

Ingestion hazards

This product may contain a button cell or coin battery that is not intended to be replaced.

- A swallowed button cell or coin battery can cause internal chemical burns in as little as two (2) hours.

  Death or serious injury can occur if ingested.
- Keep new and used batteries out of reach of children. Used batteries may cause severe injury or death.

  Seek immediate medical attention if a battery is suspected to be swallowed or inserted inside any part of the body. Call a local poison control center for treatment information.
- Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do not dispose of batteries in household trash or incinerate.

Laser radiation hazards

The printer is certified as a Class 1 laser product.

WARNING: Using controls, adjusting or performing procedures other than those specified in the user guide could result in exposure to hazardous radiation. Do not disassemble the laser/scanner unit as the laser beam can injure your eyes. An invisible laser beam is emitted within the laser/scanner unit.

Mechanical hazards

The printer has moving parts that could cause injury. To avoid personal injury, take the following precautions when working close to the printer.

- Keep your clothes and body away from the printer's moving parts.
  - Avoid wearing dangling jewelry or other hanging objects around the printer as it might be caught by moving parts and lead to injury.
  - Keep long hair tied up and away from the paper feed mechanism.
  - Ensure the sleeves or gloves do not get caught in the printer's moving parts.
- Avoid standing close to the fans as it could cause injury and could also affect print quality (by obstructing the air flow).
- Do not touch gears or moving rolls during printing.
- Do not operate the printer when having enclosure covers removed or interlock switches bypassed.
- The product may have internal sharp edges.

  Make sure the wiring does not come into contact with sharp edges, burrs, or other pointed parts. Current can leak, leading to a risk of electrical shock or fire hazard.
- During and after repair, check internal electrical wiring for squeezing, sheaths and any damage.
- – Make sure that all screws, components, wiring, connectors and so forth that were removed, have been reinstalled in the original location.
  - Do not allow any metal parts such as clips, staples and screws to fall into the printer. This could potentially short internal circuits and cause an electrical shock hazard.
  - Do not allow liquids (except those used in HP cleaning kits) to touch the internal parts of the printer. Doing so may cause fire, electric shock, or other serious hazards.

Thermal hazards

Caution: Inspection before repair for fuser

The area around the fuser unit may be hot. Wait for a few minutes until the fuser assembly cools down.

Contact HP Support

HP offers phone support to assist you for printer issues. Ensure to read the following information before contacting HP Support.

Before contacting HP Support

Before contacting support, consider checking the resources available on HP Customer Support.

1. Go to HP Customer Support (https://support.hp.com) to locate your product support page.
2. Review the documents for troubleshooting before contacting HP.

Information required when contacting HP Support

If you call an HP support representative for assistance, ensure you have the following information for HP support to answer your questions quickly:

- **Product model**: Note the printer model, product number, and serial number you are using. The product number and the serial number are typically found on the label at the back of the product.
- **Error code**: If there is an error code or message displaying on the printer control panel, note the error code and message.
- **Computer (operating system)**: Provide the name of the computer/computer operating system you are using.
- Any **special equipment or software** you are using (for example, spoolers, networks, switch-boxes, modems or special software drivers).
  - The type of interface used on your product (USB or network).
  - The software and driver name and firmware version number that you are currently using.
- **Printer service information**: You can obtain the printer service information from the Embedded Web Server (EWS). If you need to send this information by email, download it as a file from your browser, and send the file.

NOTE: Depending on your printer firmware version, the menu items in the EWS might vary.

1. Open a Web browser on your computer, and then enter the IP address of your printer to access the Embedded Web Server.
2. Click **Support** > **Service support** > **Service information** > **Display**.

Phone support

HP phone support is available on the HP support website. For assistance, go to one of the following websites:

- https://support.hp.com/contact or
- https://support.hp.com/contact/help/printer or
- https://www.hp.com/us-en/contact-hp/contact.html.

Order parts, accessories, and supplies

Find information about ordering parts and supplies for the printer.

Ordering

Order parts by authorized service providers.

Table 4-1 **Ordering**

Item or provider	Description
Order supplies and paper	www.hp.com/go/suresupply
Order parts from authorized service providers	www.hp.com/buy/parts or partsurfer.hp.com
Order through service or support providers	Contact an HP-authorized service or support provider.
Order using the HP Embedded Web Server (EWS)	To access, in a supported web browser on your computer, enter the printer IP address or host name in the address/URL field. The EWS contains a link to the HP SureSupply web site, which provides options for purchasing Original HP supplies.

Orderable parts

Not all of the parts shown in the exploded assembly diagrams are orderable parts.

Refer to the tables following the diagrams or the alphabetical/numerical parts lists to determine if a part is orderable.

Supplies and accessories

Learn about the supplies and accessories that are available for the printer.

To order cartridges, visit http://www.hp.com (some portions of the HP Web site are available in English only). Ordering cartridges online is not supported in all countries/regions. However, many countries/regions have information about ordering by telephone, locating a local store, and printing a shopping list. In addition, go to hp.com/supplies to obtain information about purchasing HP products in your country/region.

Use only the replacement cartridges that have the same cartridge number as the cartridge that is being replaced. Find the cartridge number in the following places:

- On the label of the cartridge that is being replaced.
- On a sticker inside the printer. Open the cartridge door to locate the sticker.
- Open the printer software (**HP Printer Assistant**), and then click **Shop** > **Shop For Supplies Online**.
- Open the HP Embedded Web Server (EWS), and then click **Tools** > **Supply Status** (under the **Product Information** item).

Table 4-2 **Supplies part numbers**

Item	Description	Part number (service)	Product number (new)
Toner cartridge (M552/M553/M577/E55040/E57540)	HP 508A Black Original LaserJet Toner Cartridge	CF360-67901	CF360A

Table 4-2 Supplies part numbers (continued)

Item	Description	Part number (service)	Product number (new)
Toner cartridge	HP 508X High Yield Black Original LaserJet Toner cartridge	CF360-67902	CF360X
Toner cartridge (M552/M553/M577/E55040/E57540)	HP 508A Cyan Original LaserJet Toner Cartridge	CF361-67901	CF361A
Toner cartridge (M552/M553/M577/E55040/E57540)	HP 508X High Yield Cyan Original LaserJet Toner cartridge	CF361-67902	CF361X
Toner cartridge (M552/M553/M577/E55040/E57540)	HP 508A Yellow Original LaserJet Toner Cartridge	CF362-67901	CF362A
Toner cartridge (M552/M553/M577/E55040/E57540)	HP 508X High Yield Yellow Original LaserJet Toner cartridge	CF362-67902	CF362X
Toner cartridge (M552/M553/M577/E55040/E57540)	HP 508A Magenta Original LaserJet Toner Cartridge	CF363-67901	CF363A
Toner cartridge (M552/M553/M577/E55040/E57540)	HP 508X High Yield Magenta Original LaserJet Toner cartridge	CF363-67902	CF363X
Toner cartridge (E55040/E57540)	SVC Cartridge LJ Black Managed Toner	W9060-67901	
Toner cartridge (E55040/E57540)	SVC Cartridge LJ Cyan Managed Toner	W9061-67901	
Toner cartridge (E55040/E57540)	SVC Cartridge LJ Yellow Managed Toner	W9062-67901	
Toner cartridge (E55040/E57540)	SVC Cartridge LJ Magenta Managed Toner	W9063-67901	
Toner cartridge (M554/M555/M578)	SVC Cartridge-212A Black LaserJet Toner	7ZU81-67905	
Toner cartridge (M554/M555/M578)	SVC Cartridge-212X Black LaserJet Toner (High Yield)	7ZU81-67909	
Toner cartridge (M554/M555/M578)	SVC Cartridge-212A Cyan LaserJet Toner	7ZU81-67906	
Toner cartridge (M554/M555/M578)	SVC Cartridge-212X Cyan LaserJet Toner (High Yield)	7ZU81-67910	
Toner cartridge (M554/M555/M578)	SVC Cartridge-212A Yellow LaserJet Toner	7ZU81-67907	
Toner cartridge (M554/M555/M578)	SVC Cartridge-212X Yellow LaserJet Toner (High Yield)	7ZU81-67911	
Toner cartridge (M554/M555/M578)	SVC Cartridge-212A Magenta LaserJet Toner	7ZU81-67908	
Toner cartridge (M554/M555/M578)	SVC Cartridge-212X Magenta LaserJet Toner (High Yield)	7ZU81-67912	
HP toner-collection unit		B5L37-67901	B5L37A
HP Staple Cartridge Pack (stapler models)			Q7432A

Table 4-2 Supplies part numbers (continued)

Item	Description	Part number (service)	Product number (new)
HP LaserJet 200 ADF Roller Replacement Kit (MFP)		W5U23-67901	B5L52A
Fuser kit (110V)		B5L35-67902	B5L35A
Fuser kit (220V)		B5L36-67902	B5L36A

Table 4-3 Accessories (M552, M553, M554, M555, and E55040)

Description	Description	Part number (service)	Product number
550-sheet paper feeder NOTE: The M552 model accepts one 550-sheet paper feeder. The M553 and E55040 models accept up to three 550-sheet paper feeders.	Optional 550-sheet paper feeder (included with the x model)	B5L34-67901	B5L34A
Fixed tray guide kit	Fixed tray guide kit for cassette trays.	5851-7708	
Self-Encrypting Drive, SED (HDD)	500 GB secure encrypted drive	L41606-011 or 933853-011	
Federal Information Processing Standards Drive, FIPS (HDD) NOTE: Most customers have the self-encrypting drive (SED) and should not have a Federal Information Processing Standards (FIPS) drive. Only send the FIPS drive for federal government printers, customers that require FIPS per HP agreement, or customers that have bought the FIPS drive as an accessory.	500 GB, higher level of security	L42243-021	
500 GB HP secure high-performance hard disk drive NOTE: Not supported for the M552dn.	Accessory hard drive	B5L29A	
Printer stand and storage	Optional stand with storage to support the printer Recommended when using multiple optional paper feeders.	B5L51-67901	B5L51A
1GB DDR3 Slim DIMM (SFP) NOTE: M553/M554/M555/E55040 only.	Optional DIMM for expanding the memory	5851-6422	G6W84A
HP internal USB ports	Two optional USB ports for connecting third-party devices	B5L28-67902	B5L28A

Table 4-3 Accessories (M552, M553, M554, M555, and E55040) (continued)

Description	Description	Part number (service)	Product number
HP Trusted Platform Module (TPM)	Automatically encrypts all data that passes through the printer	F5S62-61001	F5S62A

Table 4-4 Accessories (M577, M578, and E57540)

Description	Description	Part number (service)	Product number
550-sheet paper feeder NOTE: The printer accepts up to three 550-sheet paper feeders.	Optional 550-sheet paper feeder (included with the x model)	B5L34-67901	B5L34A
Fixed tray guide kit	Fixed tray guide kit for cassette trays.	5851-7708	
Self-Encrypting Drive, SED (HDD)	500 GB secure encrypted drive	L41606-011 or 933853-011	
Federal Information Processing Standards Drive, FIPS (HDD) NOTE: Most customers have the self-encrypting drive (SED) and should not have a Federal Information Processing Standards (FIPS) drive. Only send the FIPS drive for federal government printers, customers that require FIPS per HP agreement, or customers that have bought the FIPS drive as an accessory.	500 GB, higher level of security	L42243-021	
500 GB HP secure high-performance hard disk drive NOTE: Not supported for the M552dn.	Accessory hard drive	B5L29A	
Printer stand and storage	Optional stand with storage to support the printer Recommended when using multiple optional paper feeders.	B5L51-67901	B5L51A
1GB DDR3 x32 144-Pin 800MHz SODIMM (MFP)	Optional DIMM for expanding the memory	E5K48-67902	E5K48A
HP internal USB ports	Two optional USB ports for connecting third-party devices	B5L28-67902	B5L28A
HP Trusted Platform Module (TPM)	Automatically encrypts all data that passes through the printer	F5S62-61001	F5S62A
HP LaserJet Keyboard Overlay Kit for Simplified Chinese & Traditional Chinese	Language-specific, adhesive overlay for the physical keyboard		A7W12A

Table 4-4 Accessories (M577, M578, and E57540) (continued)

Description	Description	Part number (service)	Product number
HP LaserJet Keyboard Overlay Kit for Swedish	Language-specific, adhesive overlay for the physical keyboard		A7W14A
HP Smartcard NIPRNet Solution for US Government NOTE: Requires installing the HP Internal USB ports accessory (B5L28A).	Nonsecure Internet Protocol (IP) Router Network for transmitting non-classified information		CC543B
HP Smartcard NIPRNet Solution for US Government NOTE: Requires installing the HP Internal USB ports accessory (B5L28A).	Secret Internet Protocol (IP) Router Network for transmitting classified information		F8B30A
HP Foreign Interface Harness	Optional port for connecting third-party devices	B5L31-67902	B5L31A
HP LaserJet MFP Analog Fax Accessory 600	Optional fax accessory for the dn model	B5L53-67901	B5L53A
HP Jetdirect 2900nw Print Server	USB wireless print server accessory		J8031A
HP Jetdirect 3000w NFC/Wireless Accessory	Wi-Fi direct accessory for "touch" printing from mobile devices		J8030A

Customer self-repair parts

Learn about printer customer self-repair parts.

Customer self-repair (CSR) parts are available for many HP LaserJet printers to reduce repair time.

NOTE: More information about the CSR program and benefits can be found at www.hp.com/go/csr-support and www.hp.com/go/csr-faq.

Genuine HP replacement parts can be ordered at www.hp.com/buy/parts or by contacting an HP-authorized service or support provider. When ordering, one of the following will be needed: part number, serial number (found on back of printer), product number, or printer name.

- Parts listed as **A**: Easy
- Parts listed as **B**: Difficult and/or require tools
- Parts listed as **Mandatory**: Customer installed self-replacement parts (unless the customer is willing to pay for HP service personnel to perform the repair). For these parts, on-site or return-to-depot support is not provided under the HP printer warranty.
- Parts listed as **Optional**: HP service personnel installed self-replacement parts by customer request for no additional charge during the printer warranty period.

Table 4-5 **Customer self-repair (CSR) parts**

Kit name	Description	CSR level	Part number
Control panel kit (M553x/M555/E55040	Control panel	A	RK2-6064-000CN
Control panel kit (MFP)	Control panel	A	B5L47-67018
Secondary transfer roller kit	Secondary transfer roller	A	RM2-6575-000CN
Intermediate transfer belt (ITB)	ITB	B	RM2-6576-000CN
Tray 2-5 roller kit	Rollers for Tray 2 and the optional 550-sheet paper feeders	A	RM2-6577-000CN
ADF roller replacement Kit	Replacement feed rollers for the document feeder	A	W5U23-67901
Fuser kit (110V)	Fuser (110V)	A	B5L35-67902
Fuser kit (220V)	Fuser (220V)	A	B5L36-67902
embedded MultiMedia Card (eMMC) kit (SFP)	eMMC module	A	5851-6436
320GB encrypted hard disk drive kit (MFP)	Replacement hard disk drive	A	5851-6712
White backing kit (MFP)	White backing for the document feeder Retention clips for the document feeder white backing	A	5851-7740
Retention clip kit (MFP)	Retention clips for the document feeder white backing	A	5851-6573
Keyboard kit (flow models)	Keyboard	A	B5L47-67019 (US) B5L47-67020 (UK)
Keyboard overlay kit (FR, IT, RU, DE, ES: UK Kybd) (flow models)	Keyboard overlay	A	5851-6019
Keyboard overlay kit (FR-CN, ES-LA, ES: US Kybd) (flow models)	Keyboard overlay	A	5851-6020
Keyboard overlay kit (FR-SW, DE-SW, DA: UK Kybd) (flow models)	Keyboard overlay	A	5851-6021
Keyboard overlay kit (ZHTW, ZHCN) (flow models)	Keyboard overlay	A	5851-6022
Keyboard overlay kit (ES, PT) (flow models)	Keyboard overlay	A	5851-6023
Keyboard overlay kit (JA-KG, JA-KT) (flow models)	Keyboard overlay	A	5851-6024

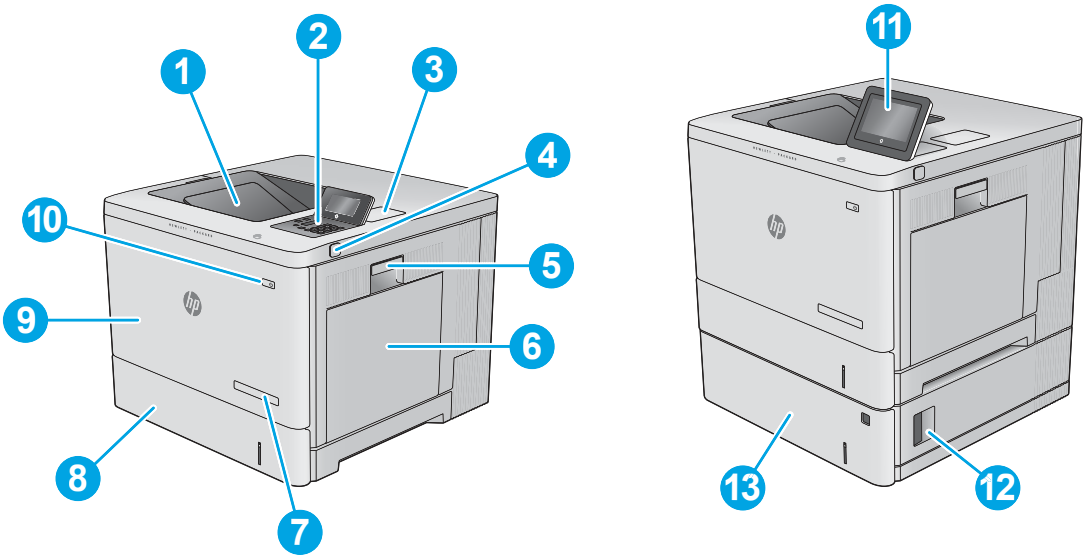
Assembly locations

Learn about major printer assembly locations.

Printer front view (M552, M553, M554, M555, and E55040 models)

Identify the parts on the front of the printer (SFP).

Figure 4-1 **Printer front view (SFP)**

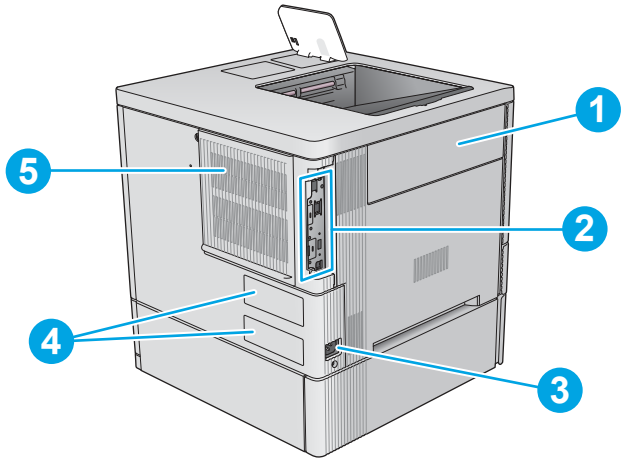


Number	Description
1	Standard output bin
2	4-line LCD control panel with keypad (n and dn models only)
3	Hardware integration pocket for connecting accessory and third-party devices (dn and x models only)
4	Easy-access USB port
5	Right door (access to the fuser and for clearing jams)
6	Tray 1
7	Model name
8	Tray 2
9	Front door (access to the toner cartridges)
10	On/off button
11	Control panel with color touchscreen display (M553x/M555/E55040)
12	Lower-right door for the 550-sheet paper feeder (access for clearing jams)
13	550-sheet paper feeder, Tray 3 (included with the x model, optional for the other models) NOTE: The M552 model accepts one 550-sheet paper feeder. All other models accept up to three 550-sheet paper feeders.

Printer back view (M552, M553, M554, M555, and E55040 models)

Identify the parts on the back of the printer (SFP).

Figure 4-2 **Printer rear view (SFP)**

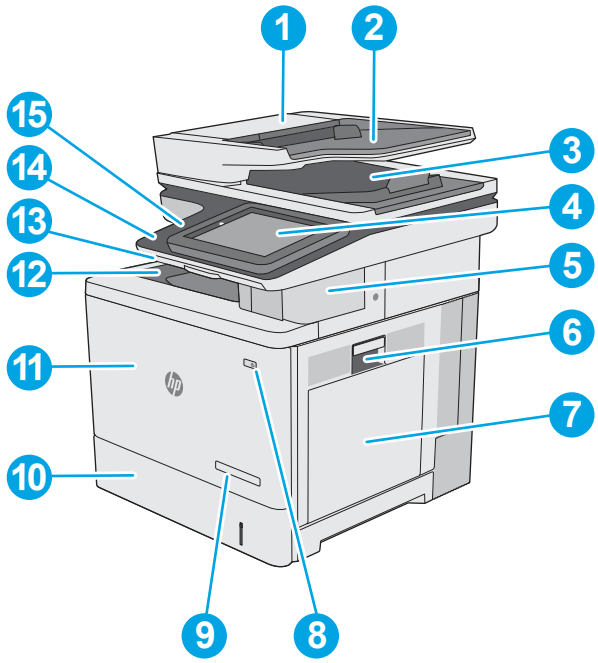


Number	Description
1	Toner-collection-unit door
2	Formatter (contains the interface ports)
3	Power connection
4	Serial number and product number label
5	Formatter cover

Printer front view (M577, M578, and E57540 models)

Identify the parts on the front of the printer (MFP).

Figure 4-3 Printer front view (MFP)

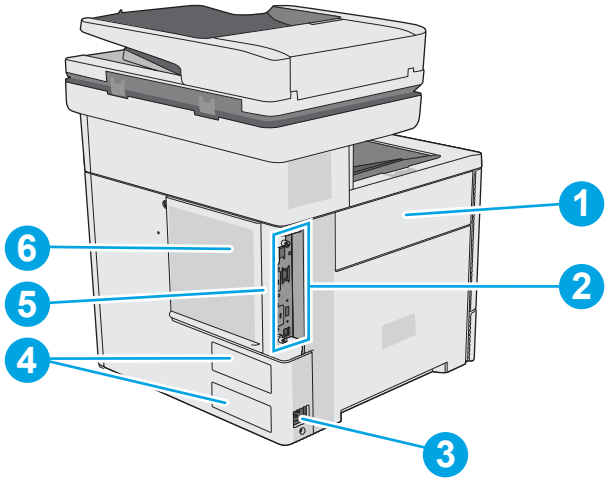


Number	Description
1	Document-feeder cover (access for clearing jams)
2	Document-feeder input tray
3	Document-feeder output bin
4	Control panel with color touchscreen display
5	Convenience stapler (c/f/z models only)
6	Right door (access to the fuser and for clearing jams)
7	Tray 1
8	On/off button
9	Model name
10	Tray 2
11	Front door (access to the toner cartridges)
12	Standard output bin
13	Physical keyboard (c/z models only)
14	Easy-access USB port (on the side of the control panel)
15	Hardware integration pocket (for connecting accessory and third-party devices)

Printer back view (M577, M578, and E57540 models)

Identify the parts on the back of the printer (MFP).

Figure 4-4 Printer rear view (MFP)



Number	Description
1	Toner-collection-unit door
2	Formatter (contains the interface ports)
3	Power connection
4	Serial number and product number label
5	Slot for a cable-type security lock (on the rear cover of the printer)
6	Formatter cover

Customer self-repair (CSR) A parts and accessories

Customer self-repair (CSR) A parts are parts that a customer replaces without assistance from a field technician. These parts can be replaced without the use of any tools.

Removal and replacement: Toner cartridges

This document provides the procedures to remove and replace the toner cartridges.

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

⚠ **CAUTION:** To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-6 Part information

Part number	Part description
CF360-67901	Standard-capacity replacement black toner cartridge with instruction guide
CF360-67902	High-capacity replacement black toner cartridge with instruction guide **NOTE:** M552/M553/M577 Enterprise and managed only.
CF361-67901	Standard-capacity replacement cyan cartridge with instruction guide
CF361-67902	High-capacity replacement cyan toner cartridge with instruction guide **NOTE:** M552/M553/M577 Enterprise and managed only.
CF362-67901	Standard-capacity replacement yellow toner cartridge with instruction guide
CF362-67902	High-capacity replacement yellow toner cartridge with instruction guide **NOTE:** M552/M553/M577 Enterprise and managed only.
CF363-67901	
CF363-67902	**NOTE:** M552/M553/M577 Enterprise and managed only.
W9060-67901	SVC Cartridge LJ Black Managed Toner **NOTE:** E55040 and E57540 only.
W9061-67901	SVC Cartridge LJ Cyan Managed Toner **NOTE:** E55040 and E57540 only.

Table 4-6 Part information (continued)

Part number	Part description
W9062-67901	SVC Cartridge LJ Yellow Managed Toner NOTE: E55040 and E57540 only.
W9063-67901	SVC Cartridge LJ Magenta Managed Toner NOTE: E55040 and E57540 only.
7ZU81-67905	SVC Cartridge-212A Black LaserJet Toner
7ZU81-67909	SVC Cartridge-212X Black LaserJet Toner NOTE: M554/M555/M578 only.
7ZU81-67906	SVC Cartridge-212A Cyan LaserJet Toner
7ZU81-67910	SVC Cartridge-212X Cyan LaserJet Toner NOTE: M554/M555/M578 only.
7ZU81-67907	SVC Cartridge-212A Yellow LaserJet Toner
7ZU81-67911	SVC Cartridge-212X Yellow LaserJet Toner NOTE: M554/M555/M578 only.
7ZU81-67908	SVC Cartridge-212A Magenta LaserJet Toner
7ZU81-67912	SVC Cartridge-212X Magenta LaserJet Toner NOTE: M554/M555/M578 only.

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

No special tools are required to remove or install this assembly.

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

The procedures in this section are for printers with FutureSmart 4 (FS4) or later firmware installed. For printers with FS3 firmware installed, go to the HP WISE web site and search for *HP Color LaserJet Enterprise M552, M553 - Control-panel menus* (c04574398) or *HP Color LaserJet Enterprise MFP M577 - Control-panel menus* (c04796059) for more information.

1. From the Home screen on the printer control panel, open the Support Tools menu.
2. Open the following menus:

- Troubleshooting
- Print Quality Pages
- Color Band Test

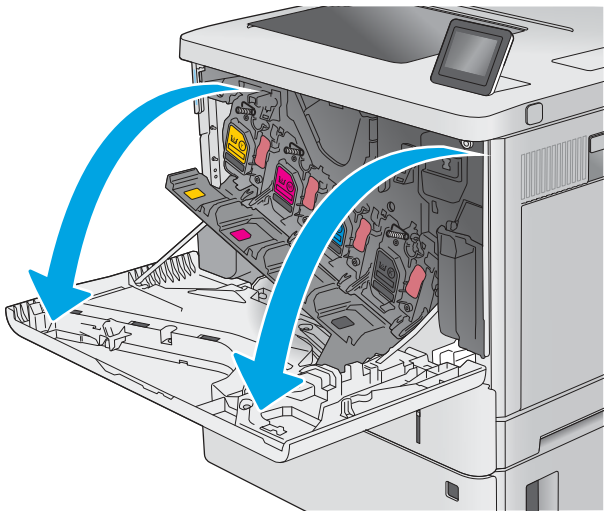
3. Select the Print or OK button to print the pages.

Remove the toner cartridges

Follow these steps to replace a toner cartridge.

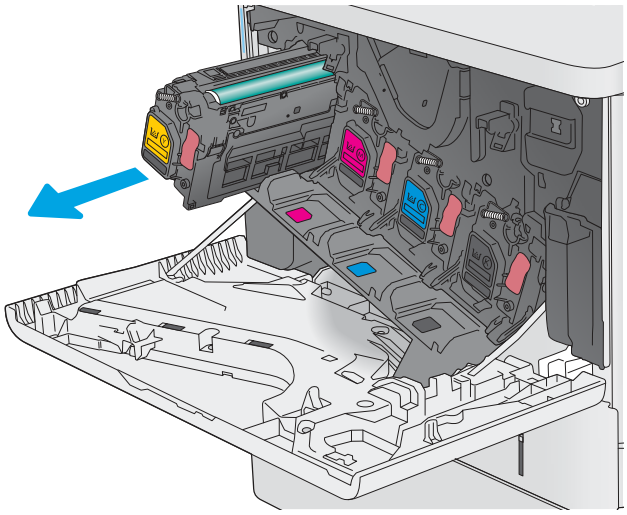
1. . Open the front door.

Figure 4-5 **Open the front door**



2. . Grasp the handle of the used toner cartridge and pull out to remove it.

Figure 4-6 **Remove the toner cartridge**

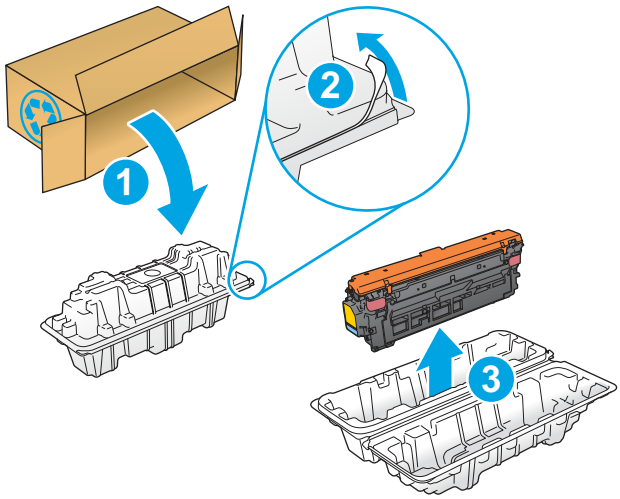


Unpack the replacement assembly

Follow these steps to unpack a toner cartridge.

1. . Remove the new toner cartridge from its protective shell by tearing off the plastic strip and opening the package. Save all packaging for recycling the used toner cartridge.

Figure 4-7 Unpack the toner cartridge

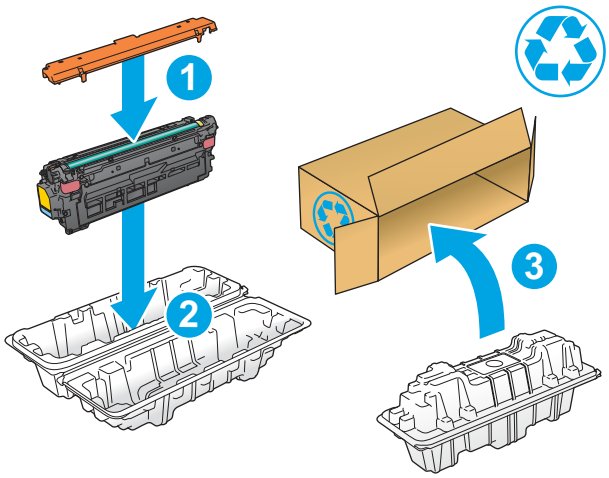


2. . Pack the used toner cartridge into the box that the new cartridge came in, or use a large cardboard box and fill it with several cartridges that you need to recycle. See the enclosed recycling guide for information about recycling.

   In the U.S., a pre-paid shipping label is included in the box. In other countries/regions, go to www.hp.com/recycle to print a pre-paid shipping label.

   Adhere the pre-paid shipping label to the box, and return the used cartridge to HP for recycling.

Figure 4-8 Recycle the used cartridge

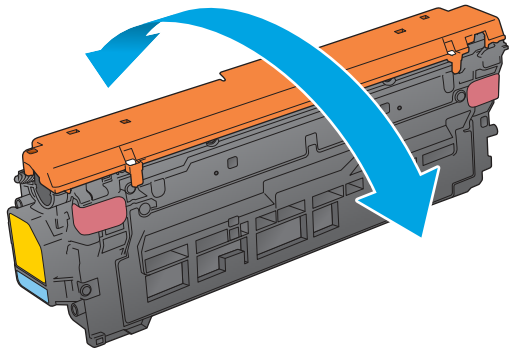


Install the toner cartridges

Follow these steps to replace a toner cartridge.

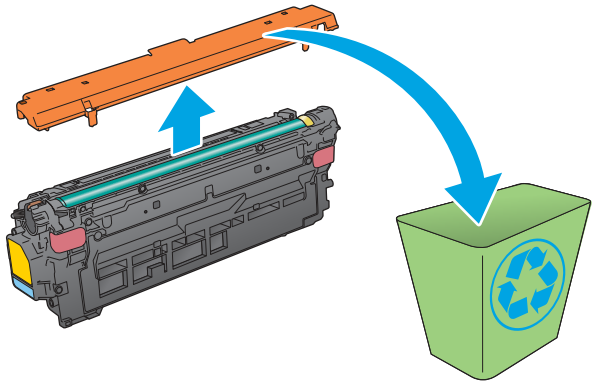
1. . Hold both ends of the toner cartridge and rock it 5-6 times.

Figure 4-9 Rock the toner cartridge



2. . Remove the protective shield from the toner cartridge.

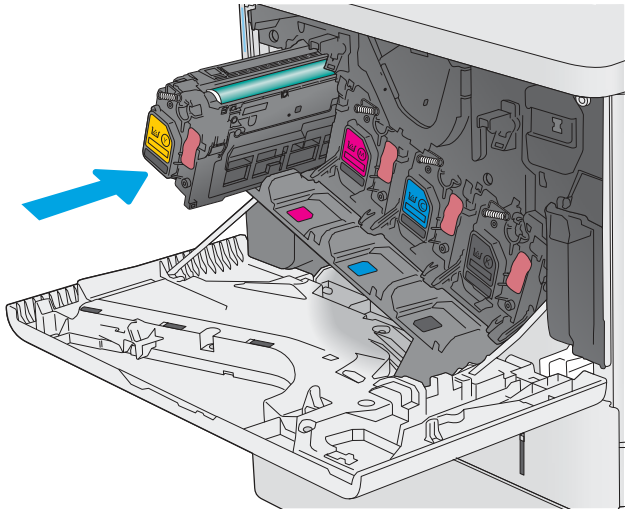
Figure 4-10 Remove the protective shield



3. . Support the toner cartridge underneath with one hand while holding the cartridge handle with the other. Align the toner cartridge with its slot on the shelf, and then insert the toner cartridge into the product.

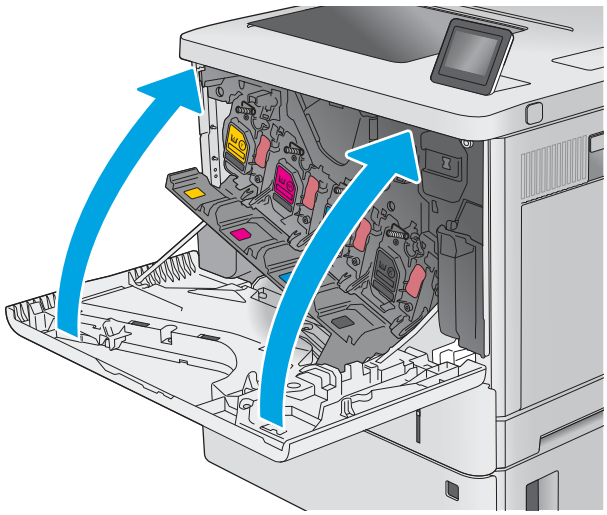
⚠ CAUTION: Avoid touching the green imaging drum. Fingerprints on the imaging drum can cause print defects.

Figure 4-11 Install the toner cartridge



4. . Close the front door.

Figure 4-12 Close the front door



Removal and replacement: Toner collection unit (TCU)

Learn about removing and replacing the toner collection unit (TCU).

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-7 Part information

Part number	Part description
B5L37-67901	Toner collection unit (TCU) with instruction guide

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-13 Open the front door

2. Open the TCU.

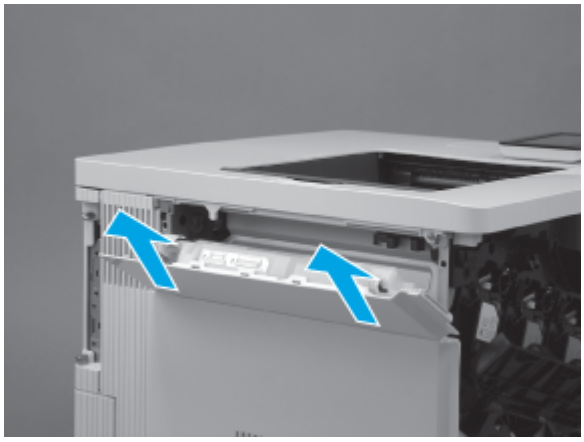
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-14 Open the TCU

3. Pull the TCU away from the printer at an angle to remove it.

⚠ **CAUTION:** Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-15 **Remove the TCU**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

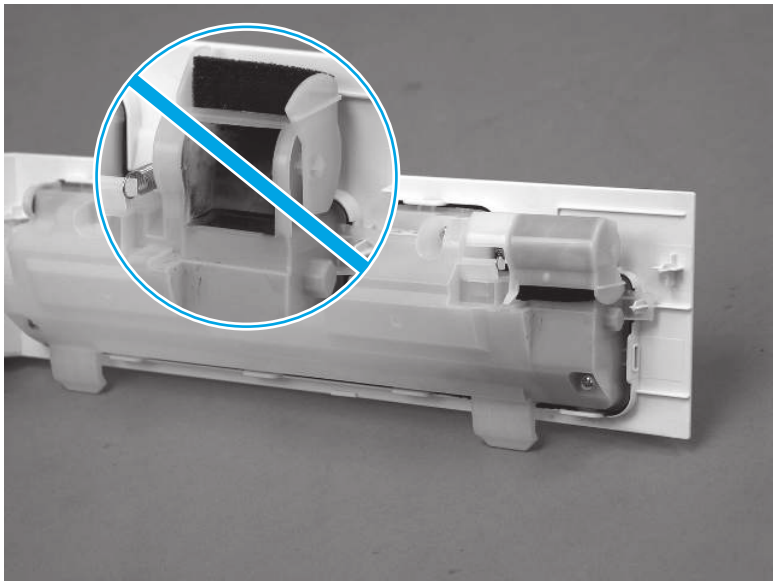
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the TCU

Follow these steps to install the toner collection unit (TCU).

1. Open the TCU.

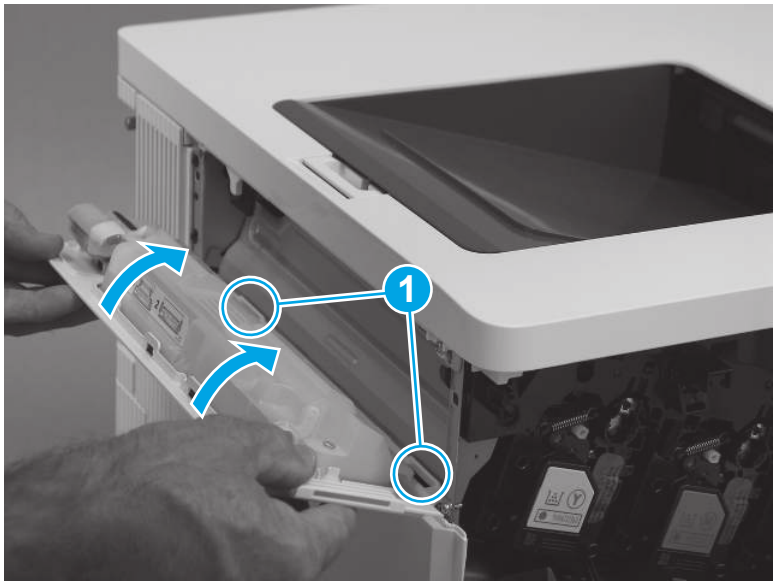
Figure 4-16 **Verify that the toner collection hatch cover is closed**



2. Position the TCU with the hinges in the slots provided in the printer (callout 1), and then rotate the TCU up and into the closed position.

NOTE: The toner collection hatch cover automatically opens when the TCU is closed.

Figure 4-17 Install the TCU



3. Close the front door.

Figure 4-18 Close the front door

Removal and replacement: Staple cartridge (M577/M578/E57540 stapler models)

Learn about removing and replacing the staple cartridge.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-8 Part information

Part number	Part description
Q7432A	HP staple cartridge pack

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Use the stapler to staple two pages together.

Remove the staple cartridge

Follow these steps to remove the staple cartridge.

1. Open the stapler door.

Figure 4-19 **Open the stapler door**

2. Pull the staple cartridge straight out of the printer to remove it.

Figure 4-20 **Remove the staple cartridge**

Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the staple cartridge

Follow these steps to install the staple cartridge.

1. Push the staple cartridge straight out of the printer to install it.

Figure 4-21 **Install the staple cartridge**

2. Close the stapler door.

Figure 4-22 **Close the stapler door**

Removal and replacement: Fuser

This document provides the procedures to remove and replace the fuser.

View a video to remove and replace a fuser (M553)

Mean time to repair: 5 minutes

Service level: Basic

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-9 **Part information**

Part number	Part description
B5L35-67902	Fuser (110V) with instruction guide
B5L36-67902	Fuser (220V) with instruction guide

Required tools

No special tools are required to install this part.

After performing service

Make sure that the right door is fully closed after replacing the fuser.

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print a configuration page to make sure that the printer is functioning correctly.

1. Remove the fuser

Follow these steps to remove the fuser.

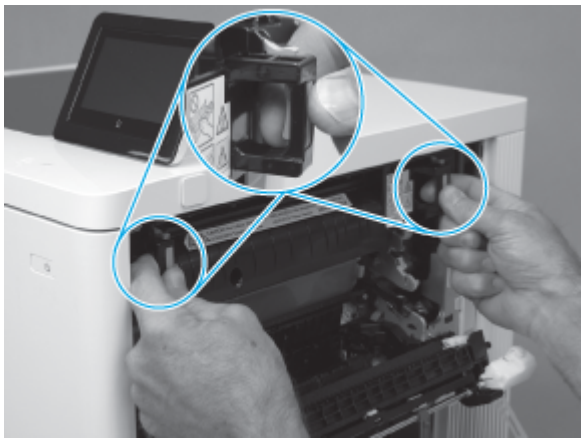
1. Open the right door.

⚠ CAUTION: The fuser is very hot. After turning the printer power off, allow the fuser to cool for at least 30 minutes before removing it.

Figure 4-23 Open the right door

2. Grasp the two fuser handles, and then squeeze the two blue triggers on the handles to release the fuser.

Figure 4-24 Release the fuser



3. Slide the fuser straight out of the printer to remove it.

Figure 4-25 **Remove the fuser**

2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

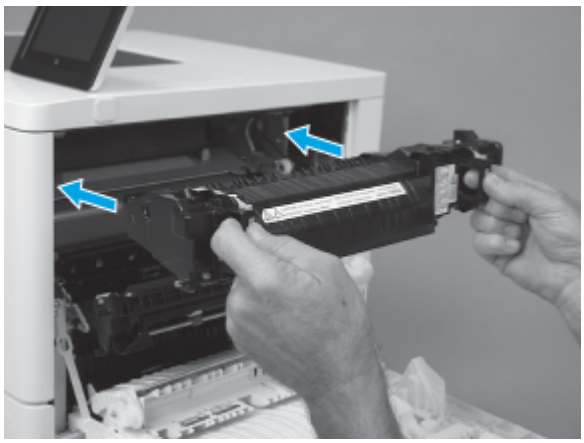
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

3. Install the fuser

Follow these steps to install the fuser.

1. Align the fuser with the opening in the printer.

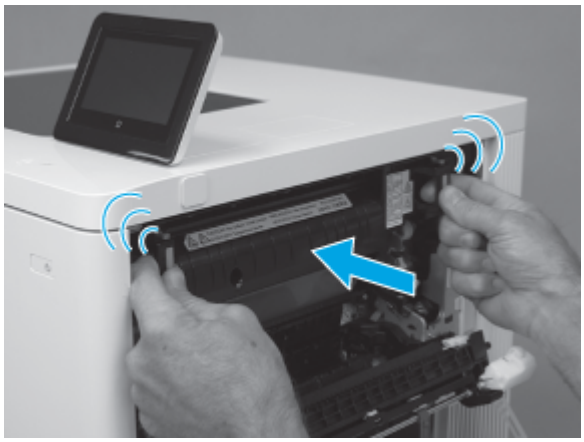
Figure 4-26 **Align the fuser with the opening**



2. Slide the fuser into the printer, push in to install it, and then make sure that it is fully seated.

TIP: When the fuser is fully seated, the two blue triggers on the handles make an audible click.

Figure 4-27 **Install the fuser**



3. Close the right door.

Figure 4-28 **Close the right door**

4. Reset the supplies counter

Follow these steps to reset the supplies counter.

The procedures in this section are for printers with FutureSmart 3 (FS3) firmware installed only)

- Turn the printer power on, and then do one of the following:

  Reset the fuser counter from a touchscreen control panel

  a. From the Home screen on the control panel, scroll to and touch the Administration button.

  b. Open the following menus:

     - Manage Supplies
     - Reset Supplies
     - New Fuser Kit

  c. Select the Yes item to reset the fuser counter.

  Reset the fuser counter from an SFP control panel

  a. From the Home screen on the control panel, use the down arrow button to scroll to Administration, and then press the OK button.

  b. Use the down arrow button to scroll to Manage Supplies, and then press the OK button.

  c. Use the down arrow button to scroll to Reset Supplies, and then press the OK button.

  d. Use the down arrow button to scroll to New Fuser Kit, and then press the OK button.

  e. Use the down arrow button to scroll to Yes, and then press the OK button to reset the fuser counter.

Removal and replacement: Hard-disk drive (HDD) (M552/M553/M554/M555/E55040)

This document provides the procedures to remove and replace the SFP hard-disk drive (HDD).

View a video demonstration of removing and replacing the hard-disk drive.

Mean time to repair: 10 minutes

Service level: Basic

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

IMPORTANT: Do not replace the formatter, DC controller, and eMMC PCA or hard-disk drive simultaneously during a single printer servicing. Doing so might cause the printer to become unstable or inoperable.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

NOTE: Most customers have the self-encrypting drive (SED) and should not have a Federal Information Processing Standards (FIPS) drive. Only send the FIPS drive for federal government printers, customers that require FIPS per HP agreement, or customers that have bought the FIPS drive as an accessory.

Table 4-10 Part information

Description	Part number
Self-Encrypting Drive, SED (HDD)	**L41606-011** or **933853-011**
Federal Information Processing Standards Drive, FIPS (HDD) See **NOTE** above.	**L42243-021** See **NOTE** above.

Required tools

- No special tools are required to remove this part.

After performing service

Make sure that the formatter cover is fully seated, and that the thumbscrews are finger tight after replacing it.

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

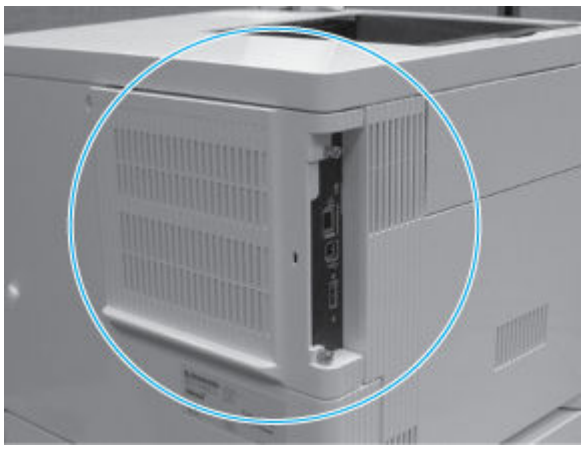
Print a configuration page to make sure that the printer is functioning correctly.

1. Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

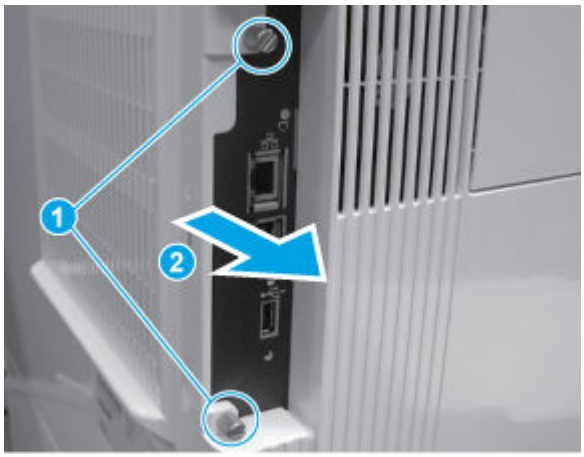
Figure 4-29 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-30 **Loosen the thumbscrews**

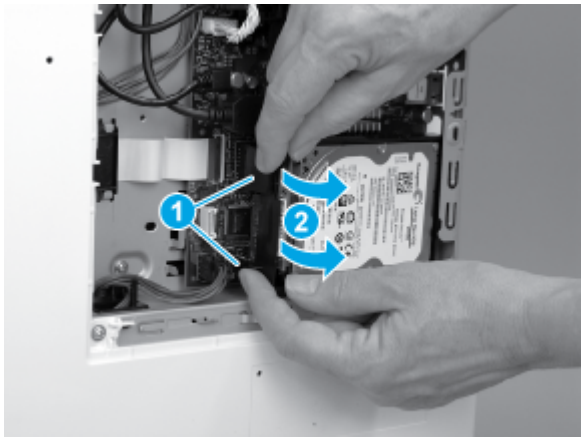


2. Remove the hard-disk drive (HDD)

Follow these steps to remove the hard-disk drive (HDD).

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter.

Figure 4-31 Release the HDD



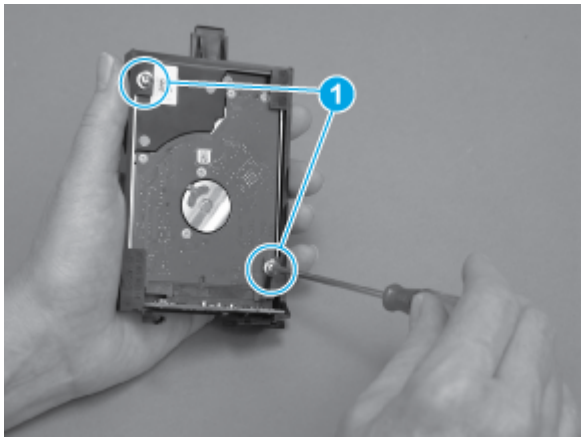
2. Slide the HDD away from the printer to remove it.

Figure 4-32 Remove the HDD

3. Using the screwdriver provided with the replacement HDD, remove two screws (callout 1). Save these screws. They will be installed on the replacement HDD.

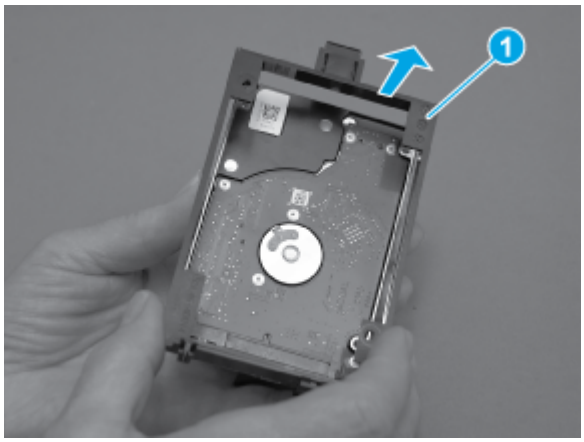
TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-33 Remove two screws



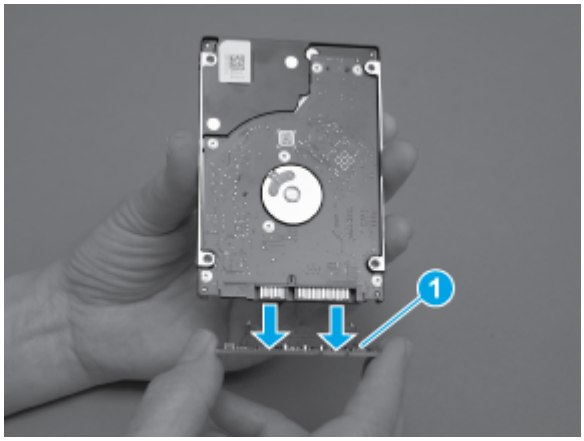
4. Lift the bracket (callout 1) up and off of the HDD. Save this bracket. It will be installed on the replacement HDD.

Figure 4-34 Remove the bracket



5. Grasp the PCA card (callout 1) attached to the end of the HDD and pull it away from the HDD to remove it. Save this PCA. It will be installed on the replacement HDD.

Figure 4-35 Remove the PCA



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

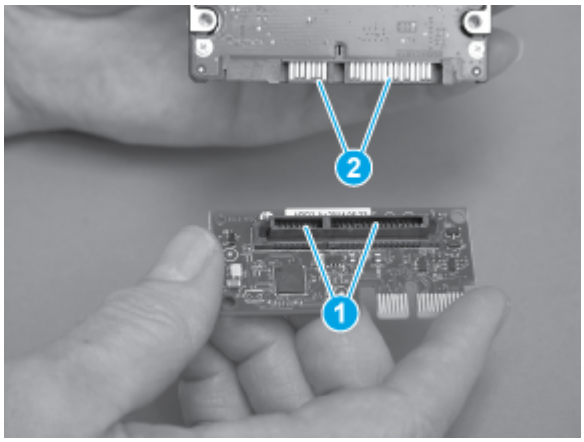
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

4. Install the hard-disk drive (HDD)

Follow these steps to install the hard-disk drive (HDD).

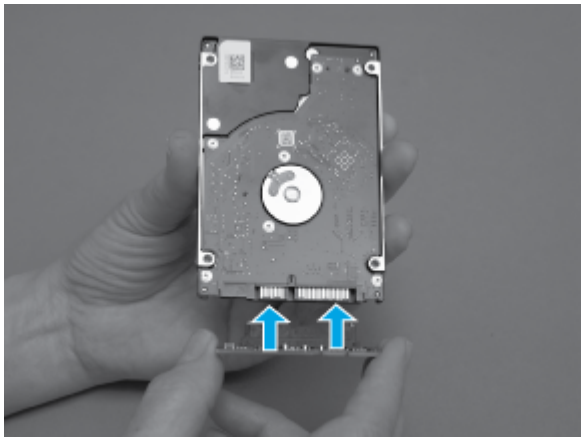
1. Align the slots (callout 1) on the PCA with the connectors (callout 2) on the replacement HDD.

Figure 4-36 Align the PCA



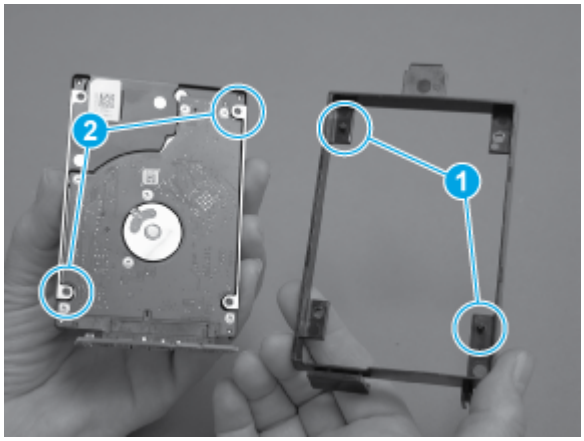
2. Press the PCA onto the HDD connectors. Make sure that the PCA is fully seated on the connectors.

Figure 4-37 Install the PCA



3. Align the tabs (callout 1) on the bracket with the holes (callout 2) in the back side of the HDD.

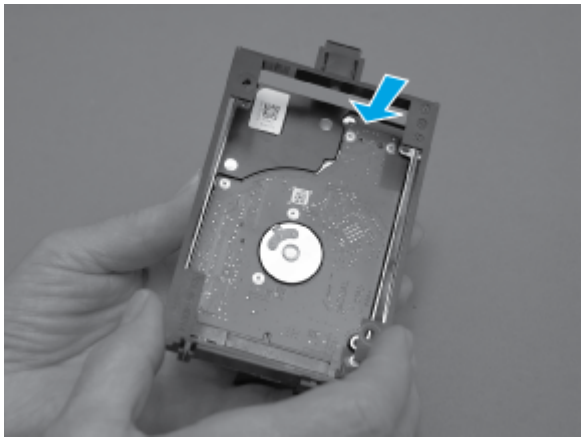
Figure 4-38 Align the tabs on the bracket



4. Install the bracket on the HDD.

NOTE: If the bracket is difficult to install, make sure that the holes in the HDD are correctly aligned with the tabs on the bracket.

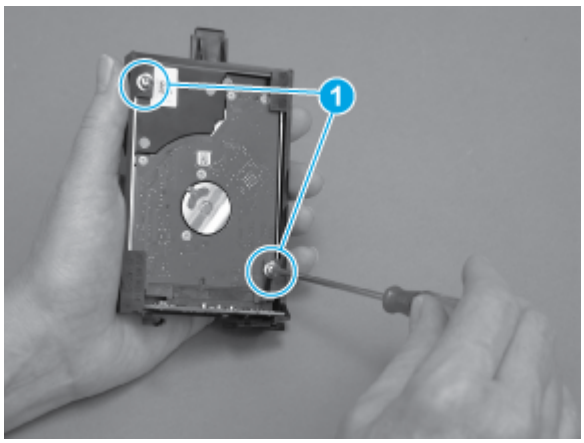
Figure 4-39 Install the bracket



5. Install two screws (callout 1).

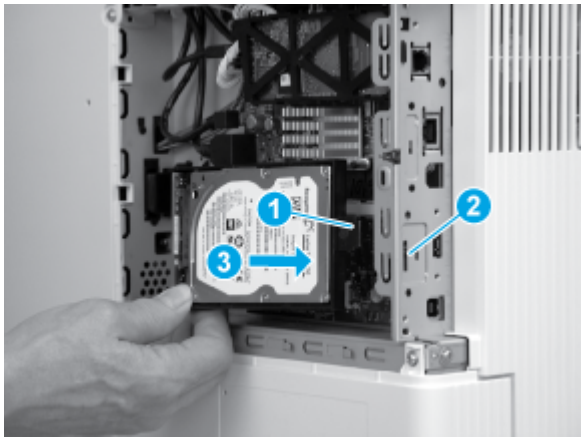
CAUTION: Tighten the screws just enough to secure the HDD to the bracket. Do not over-tighten.

Figure 4-40 Install two screws



6. Align the end of the bracket (callout 1) with the slot in the chassis (callout 2), and then slide the HDD into the printer (callout 3) to engage the bracket with the chassis.

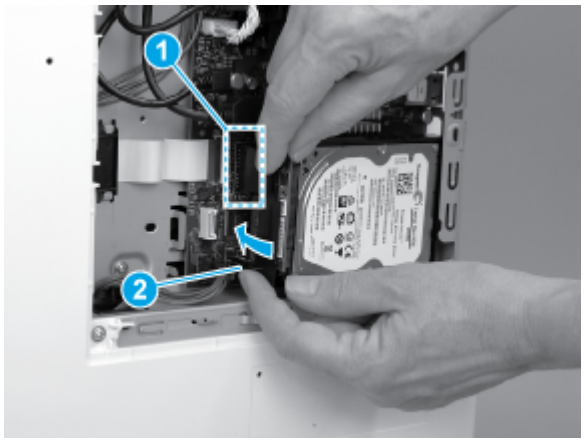
Figure 4-41 Install the holder



7. Hold the HDD connector latch (callout 1) in the released position, and then rotate the HDD down and into the connector on the formatter to install it.

NOTE: Make sure that the tab (callout 2) snaps into place, and that the HDD is securely installed.

Figure 4-42 Release the HDD



5. Install the formatter cover

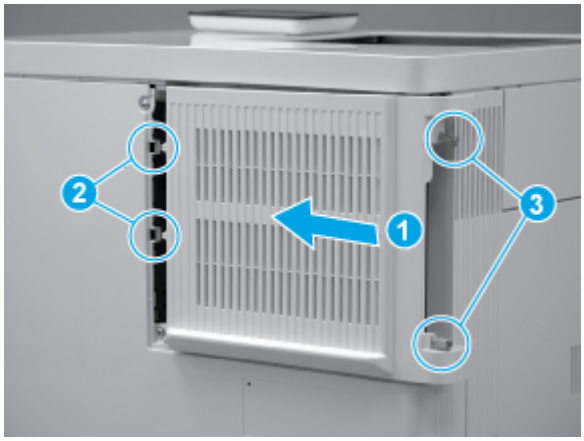
Follow these steps to install the formatter cover.

- Slide the cover onto the printer (callout 1) to install it.

NOTE: Make sure that the tabs on the formatter cover align with the slots provided in the printer (callout 2). Tighten the two thumbscrews (callout 3).

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-43 Install the cover



6. Reinstall the product firmware

Follow these steps to reinstall the product firmware.

1. Go to www.hp.com/go/futuresmart.
2. Select the **Upgrade now** button.
3. Use the drop-down lists to find the HP Enterprise or HP Managed printer model.
4. Select the **Link to Firmware download page**.
5. Select **Firmware** from the list of software and drivers.

⚠ CAUTION: Downgrading from FutureSmart 4 to FutureSmart 3 will result in a loss of custom settings. Before upgrading to FutureSmart 4, go to the FutureSmart Navigation Compass to review the display differences and any feature modifications.

6. Select **Download** next to the desired firmware version.
7. For installation instructions, go to one of the following support sites:
   - One HP printer: Update firmware using a USB flash drive or the Embedded Web Server (EWS)
   - Multiple HP printers at one time: Updated firmware using Web Jetadmin

NOTE: To view installation instructions, go to http://www.hp.com/go/futuresmart. Select **Upgrade now**, and then select **How to perform a firmware update**.

Removal and replacement: Hard-disk drive (HDD) (M577/M578/E57540)

This document provides the procedures to remove and replace the MFP hard-disk drive (HDD).

View a video demonstration of removing and replacing the hard-disk drive.

Mean time to repair: 10 minutes

Service level: Basic

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

IMPORTANT: Do not replace the formatter, DC controller, and eMMC PCA or hard-disk drive simultaneously during a single printer servicing. Doing so might cause the printer to become unstable or inoperable.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

NOTE: Most customers have the self-encrypting drive (SED) and should not have a Federal Information Processing Standards (FIPS) drive. Only send the FIPS drive for federal government printers, customers that require FIPS per HP agreement, or customers that have bought the FIPS drive as an accessory.

Table 4-11 Part information

Description	Part number
Self-Encrypting Drive, SED (HDD)	**L41606-011** or **933853-011**
Federal Information Processing Standards Drive, FIPS (HDD)	**L42243-021**
See **NOTE** above.	See **NOTE** above.

Required tools

- No special tools are required to remove this part.

After performing service

Make sure that the formatter cover is fully seated, and that the thumbscrews are finger tight after replacing it.

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

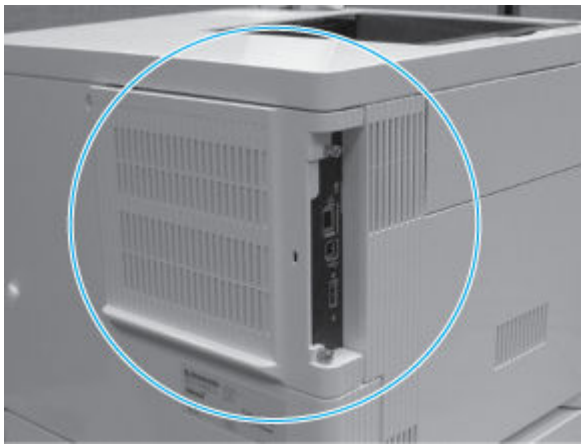
Print a configuration page to make sure that the printer is functioning correctly.

1. Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

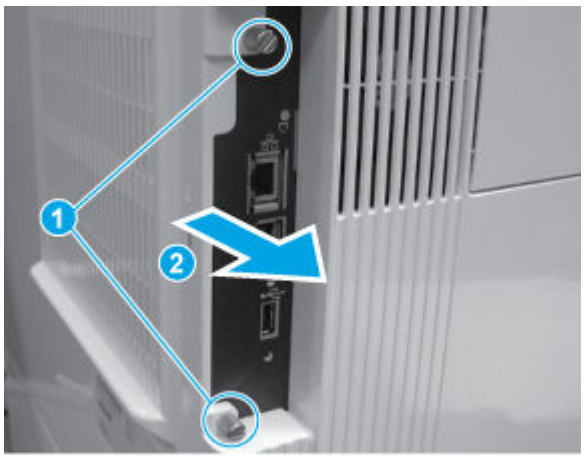
Figure 4-44 Locate the formatter cover



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-45 Loosen the thumbscrews

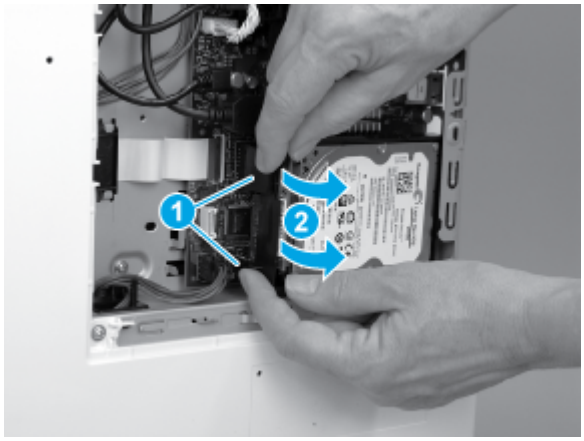


2. Remove the hard-disk drive (HDD)

Follow these steps to remove the hard-disk drive (HDD).

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter.

Figure 4-46 Release the HDD



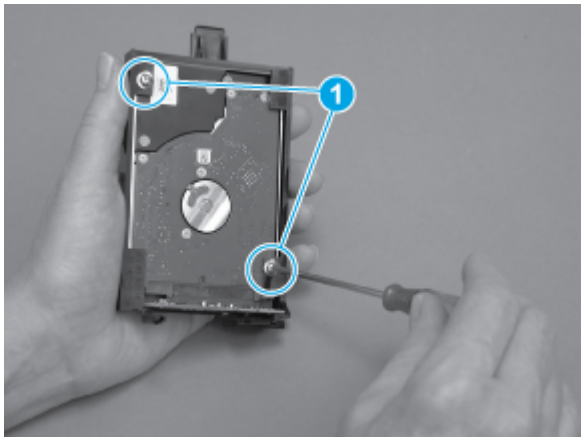
2. Slide the HDD away from the printer to remove it.

Figure 4-47 Remove the HDD

3. Using the screwdriver provided with the replacement HDD, remove two screws (callout 1). Save these screws. They will be installed on the replacement HDD.

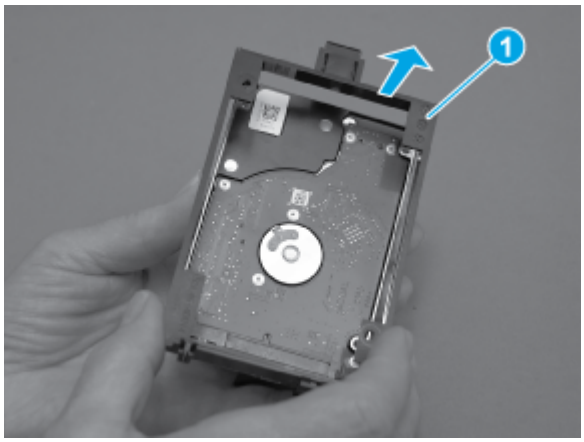
TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-48 Remove two screws



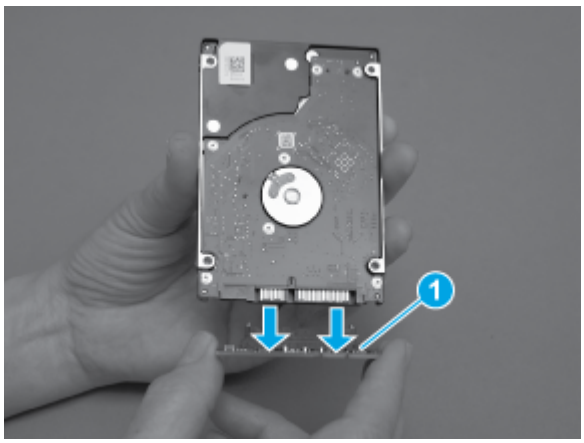
4. Lift the bracket (callout 1) up and off of the HDD. Save this bracket. It will be installed on the replacement HDD.

Figure 4-49 Remove the bracket



5. Grasp the PCA card (callout 1) attached to the end of the HDD and pull it away from the HDD to remove it. Save this PCA. It will be installed on the replacement HDD.

Figure 4-50 Remove the PCA



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

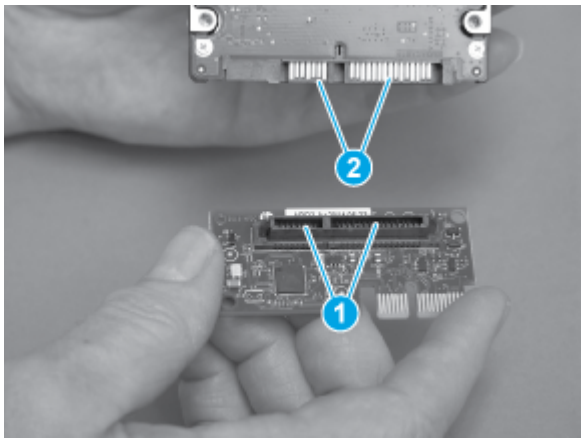
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

4. Install the hard-disk drive (HDD)

Follow these steps to install the hard-disk drive (HDD).

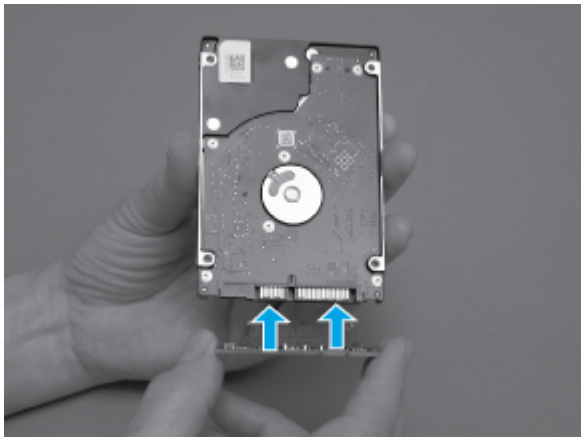
1. Align the slots (callout 1) on the PCA with the connectors (callout 2) on the replacement HDD.

Figure 4-51 Align the PCA



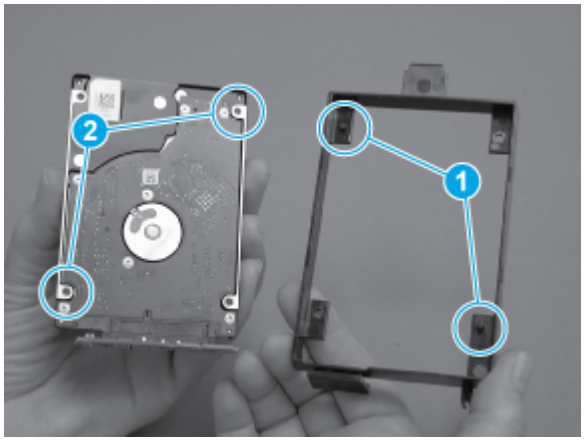
2. Press the PCA onto the HDD connectors. Make sure that the PCA is fully seated on the connectors.

Figure 4-52 Install the PCA



3. Align the tabs (callout 1) on the bracket with the holes (callout 2) in the back side of the HDD.

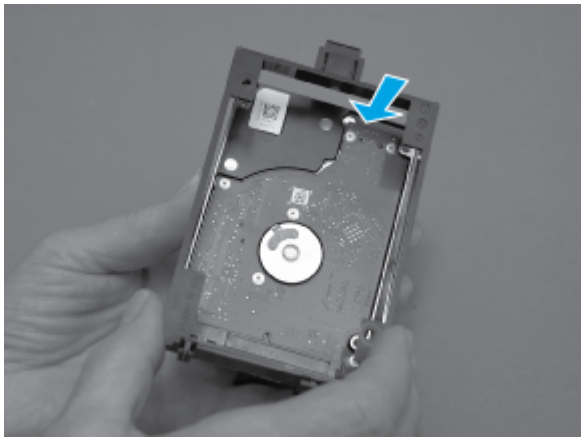
Figure 4-53 Align the tabs on the bracket



4. Install the bracket on the HDD.

NOTE: If the bracket is difficult to install, make sure that the holes in the HDD are correctly aligned with the tabs on the bracket.

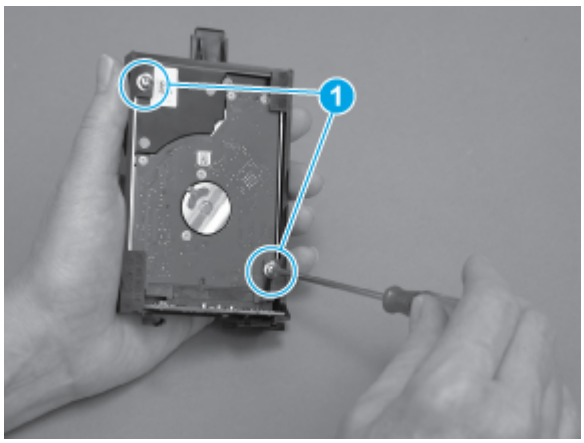
Figure 4-54 Install the bracket



5. Install two screws (callout 1).

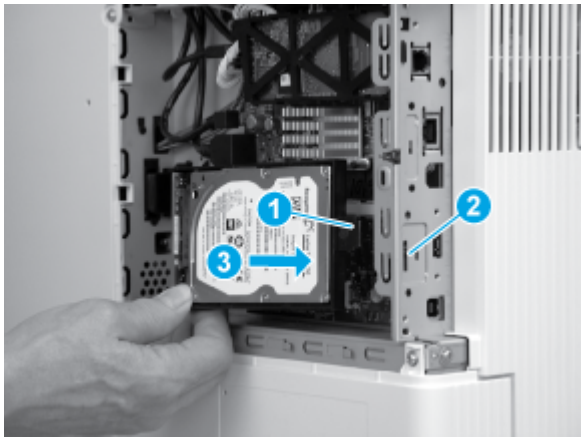
CAUTION: Tighten the screws just enough to secure the HDD to the bracket. Do not over-tighten.

Figure 4-55 Install two screws



6. Align the end of the bracket (callout 1) with the slot in the chassis (callout 2), and then slide the HDD into the printer (callout 3) to engage the bracket with the chassis.

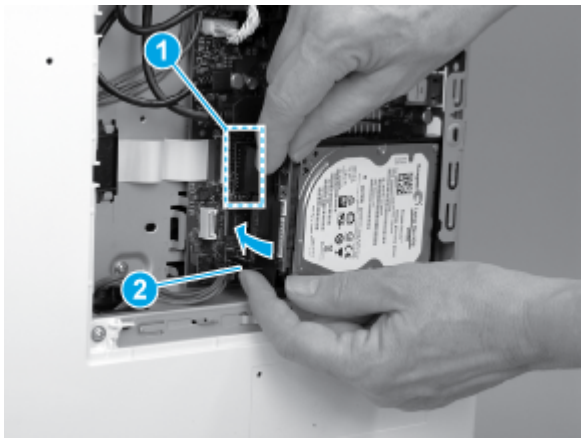
Figure 4-56 Install the holder



7. Hold the HDD connector latch (callout 1) in the released position, and then rotate the HDD down and into the connector on the formatter to install it.

NOTE: Make sure that the tab (callout 2) snaps into place, and that the HDD is securely installed.

Figure 4-57 Release the HDD



5. Install the formatter cover

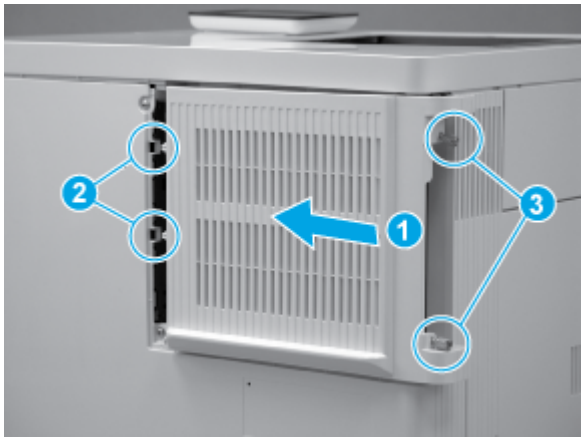
Follow these steps to install the formatter cover.

- Slide the cover onto the printer (callout 1) to install it.

NOTE: Make sure that the tabs on the formatter cover align with the slots provided in the printer (callout 2). Tighten the two thumbscrews (callout 3).

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-58 Install the cover



6. Reinstall the product firmware

Follow these steps to reinstall the product firmware.

1. Go to www.hp.com/go/futuresmart.
2. Select the **Upgrade now** button.
3. Use the drop-down lists to find the HP Enterprise or HP Managed printer model.
4. Select the **Link to Firmware download page**.
5. Select **Firmware** from the list of software and drivers.

> ⚠ **CAUTION:** Downgrading from FutureSmart 4 to FutureSmart 3 will result in a loss of custom settings. Before upgrading to FutureSmart 4, go to the FutureSmart Navigation Compass to review the display differences and any feature modifications.

6. Select **Download** next to the desired firmware version.
7. For installation instructions, go to one of the following support sites:
   - One HP printer: Update firmware using a USB flash drive or the Embedded Web Server (EWS)
   - Multiple HP printers at one time: Updated firmware using Web Jetadmin

> **NOTE:** To view installation instructions, go to http://www.hp.com/go/futuresmart. Select **Upgrade now**, and then select **How to perform a firmware update**.

Removal and replacement: Dual in-line memory module (DIMM) (M522/M553/M554/M555/E55040)

Learn about removing and replacing the dual in-line memory module (DIMM).

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-12 Part information

Part number	Part description
5851-6422	1GB DDR3 Slim DIMM

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

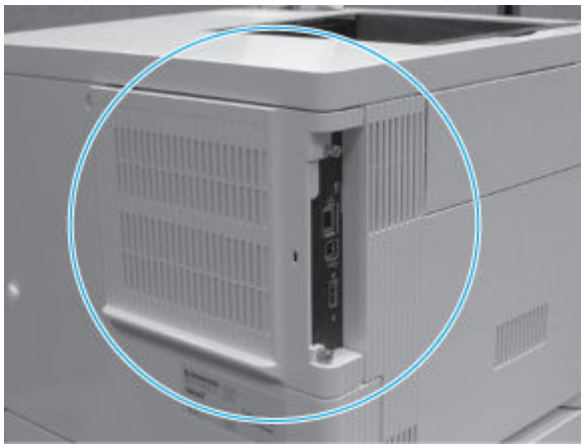
No post service test is available for this assembly.

Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

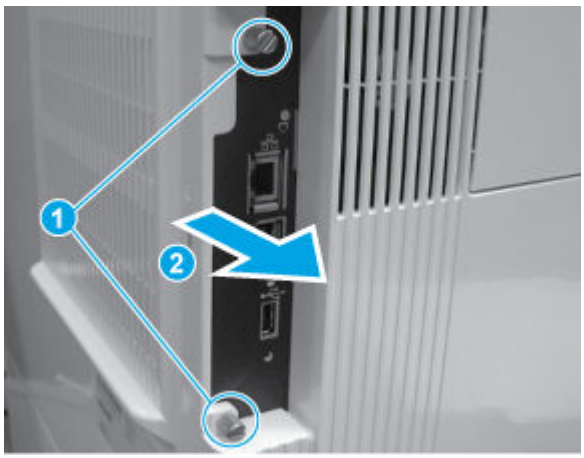
Figure 4-59 Locate the formatter cover



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-60 Loosen the thumbscrews



Remove the hard-disk drive (HDD)

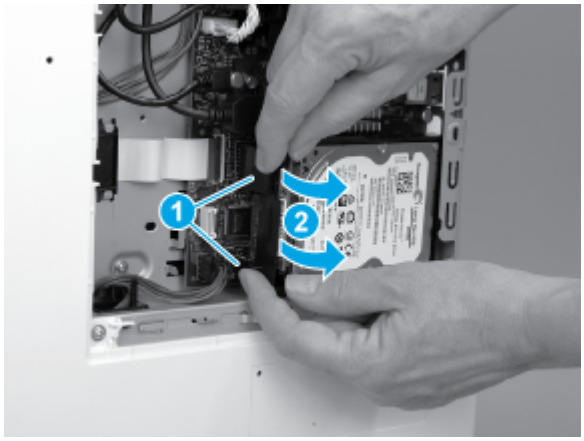
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-61 Release the HDD



2. Slide the HDD away from the printer to remove it.

Figure 4-62 Remove the HDD

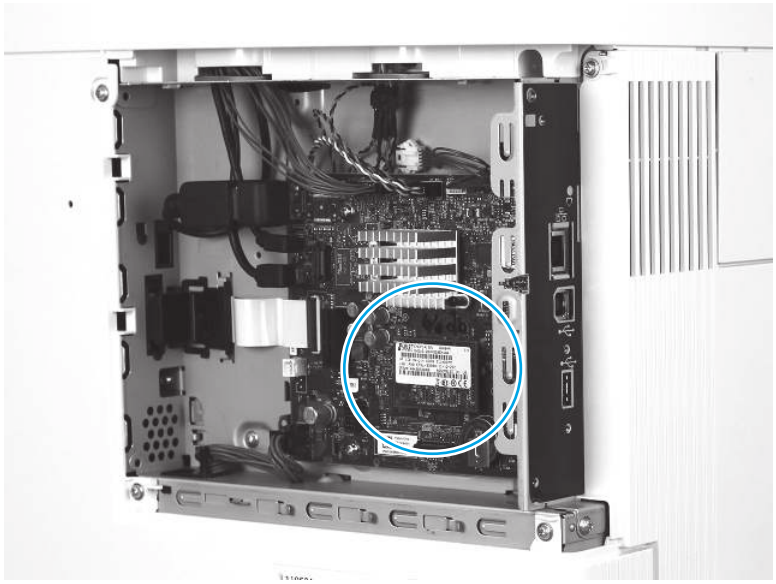
Remove the dual in-line memory module (DIMM)

Follow these steps to remove the DIMM.

⚠ CAUTION: ESD sensitive part.

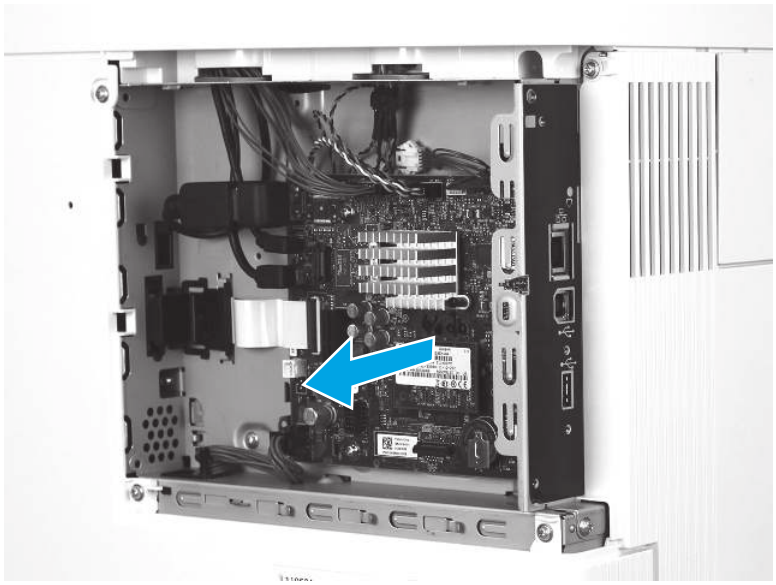
1. Locate the DIMM component on the formatter.

Figure 4-63 Locate the DIMM



2. Pull the DIMM straight off of the formatter to remove it.

Figure 4-64 Remove the DIMM



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the DIMM

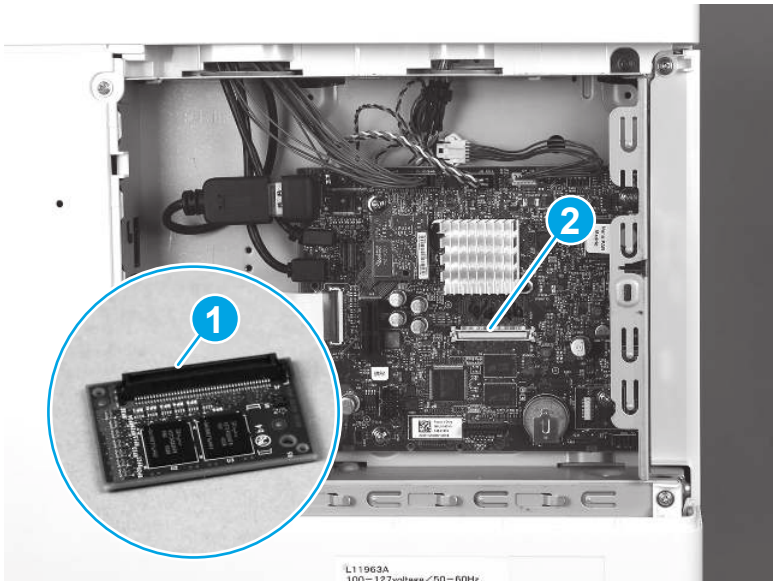
Follow these steps to install the DIMM.

CAUTION:

ESD sensitive part.

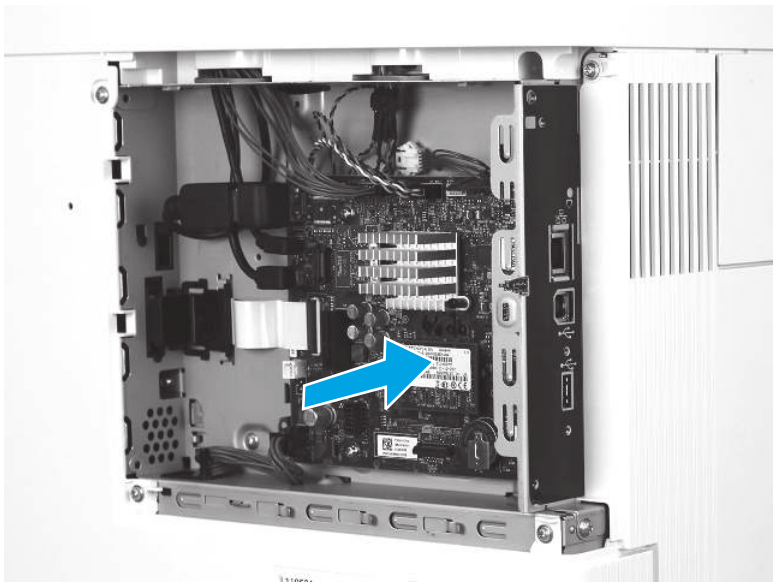
1. The DIMM connector (callout 1) is keyed, and can only be installed in one direction in the formatter connector (callout 2).

Figure 4-65 The DIMM connector



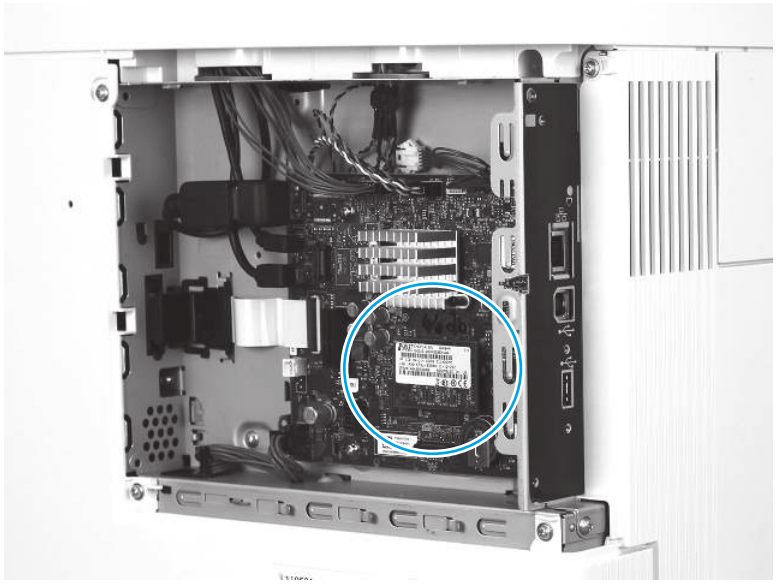
2. Align the connector on the DIMM with the connector on the formatter, and then push the DIMM onto the formatter to install it.

Figure 4-66 Install the DIMM



3. Verify that the DIMM is fully seated in the connector.

Figure 4-67 **Verify the installation**



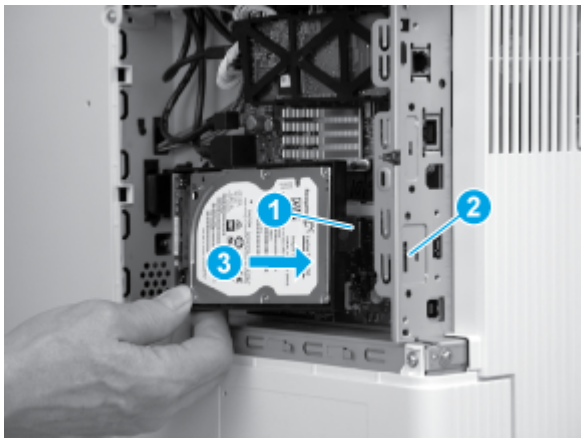
Install the HDD

Follow these steps to install the HD).

An MFP printer is shown in this section. However, the procedure is correct for all printer models.

1. Align the end of the bracket (callout 1) with the slot in the chassis (callout 2), and then slide the HDD into the printer (callout 3) to engage the bracket with the chassis.

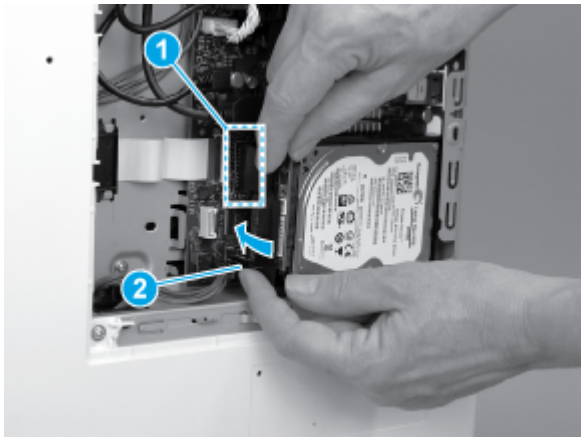
Figure 4-68 **Install the holder**



2. Hold the HDD connector latch (callout 1) in the released position, and then rotate the HDD down and into the connector on the formatter to install it.

NOTE: Make sure that the tab (callout 2) snaps into place, and that the HDD is securely installed.

Figure 4-69 Release the HDD



Install the formatter cover

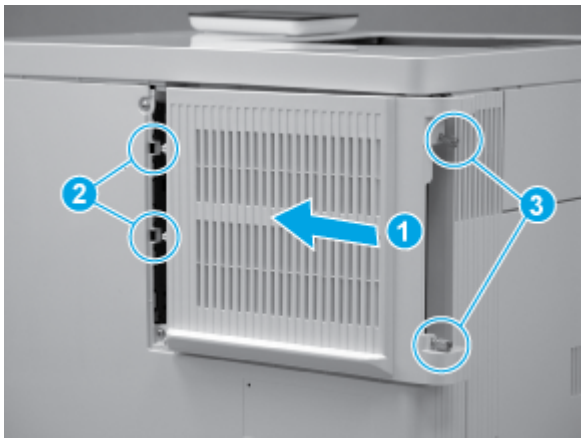
Follow these steps to install the formatter cover.

- Slide the cover onto the printer (callout 1) to install it.

NOTE: Make sure that the tabs on the formatter cover align with the slots provided in the printer (callout 2). Tighten the two thumbscrews (callout 3).

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-70 Install the cover

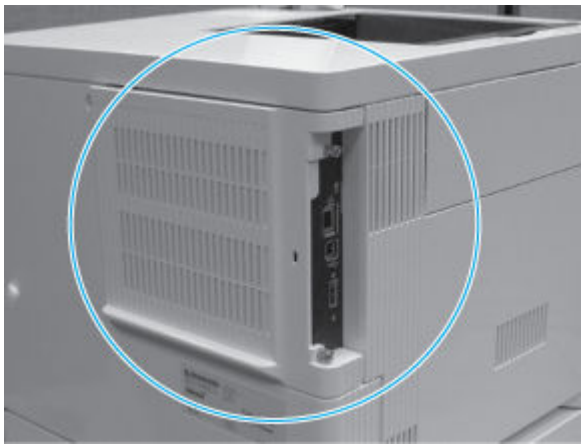


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

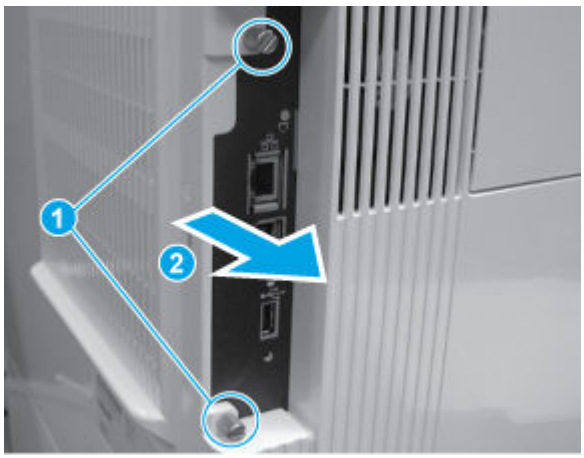
Figure 4-71 Locate the formatter cover



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-72 Loosen the thumbscrews



Removal and replacement: Dual in-line memory module (DIMM) (M577/M578/E57540)

Learn about removing and replacing the dual in-line memory module (DIMM).

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

⚠ **CAUTION:** To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-13 Part information

Part number	Part description
E5K48-67902	1GB Dual in-line memory module (DIMM) with instruction guide (MFP)
5851-6581	2 GB Dual in-line memory module (DIMM) with instruction guide (MFP)

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

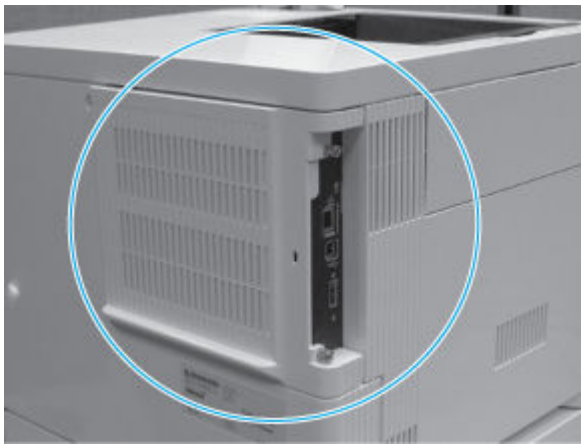
No post service test is available for this assembly.

Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

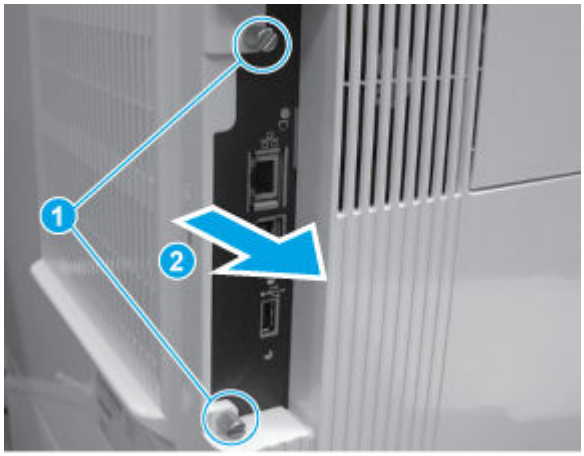
Figure 4-73 Locate the formatter cover



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-74 Loosen the thumbscrews



Remove the hard-disk drive (HDD)

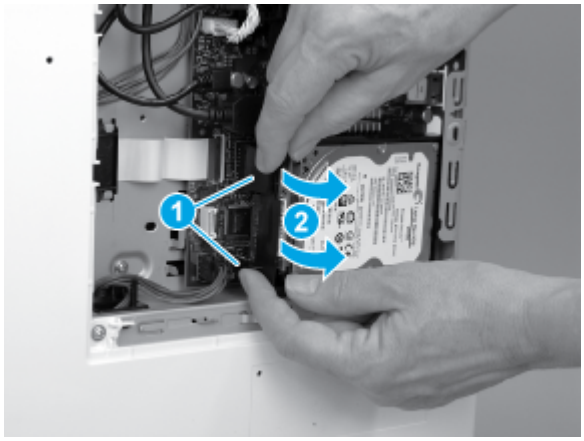
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-75 Release the HDD



2. Slide the HDD away from the printer to remove it.

Figure 4-76 Remove the HDD

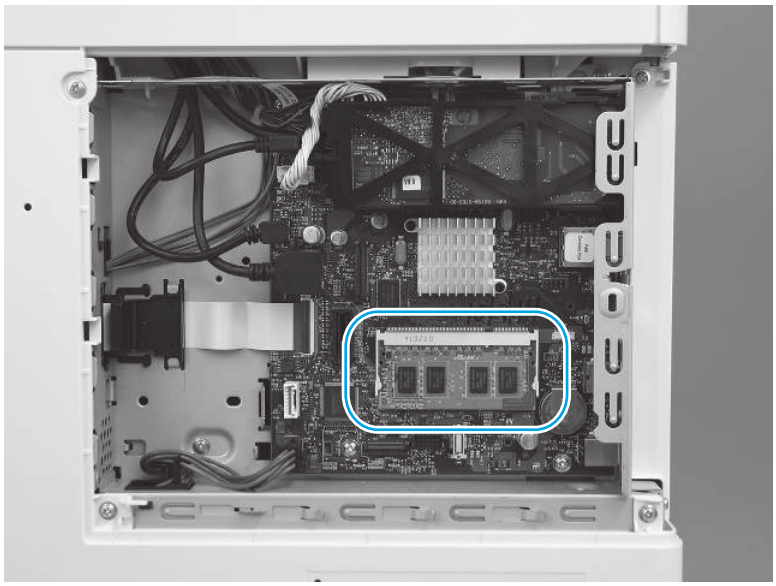
Remove the dual in-line memory module (DIMM)

Follow these steps to remove the DIMM.

⚠ CAUTION: ESD sensitive part.

1. Locate the DIMM component on the formatter.

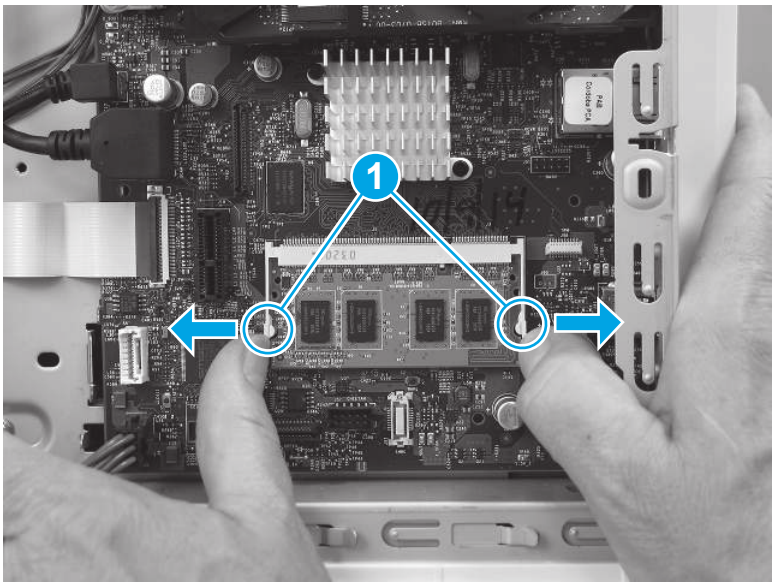
Figure 4-77 Locate the DIMM



2. Do the following:

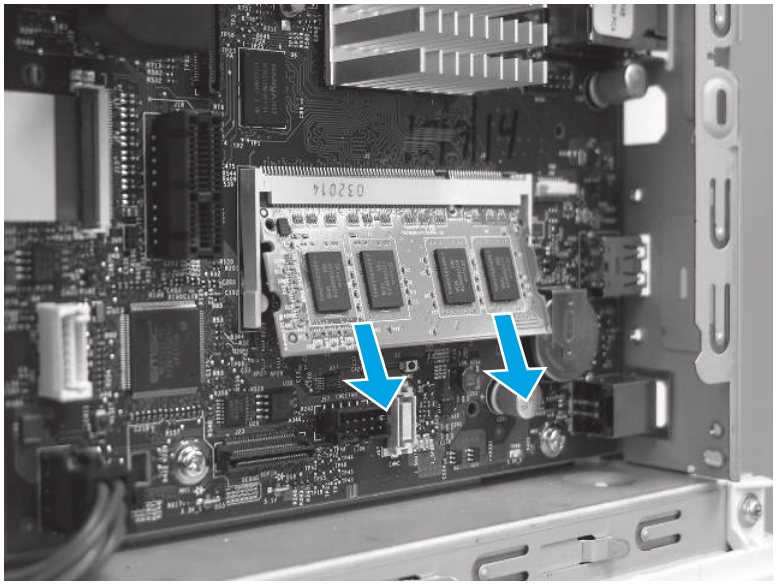
a. Release two locking arms (callout 1).

Figure 4-78 Release the DIMM



b. Pull the DIMM down and away from the holder to remove it.

Figure 4-79 Remove the DIMM



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the DIMM

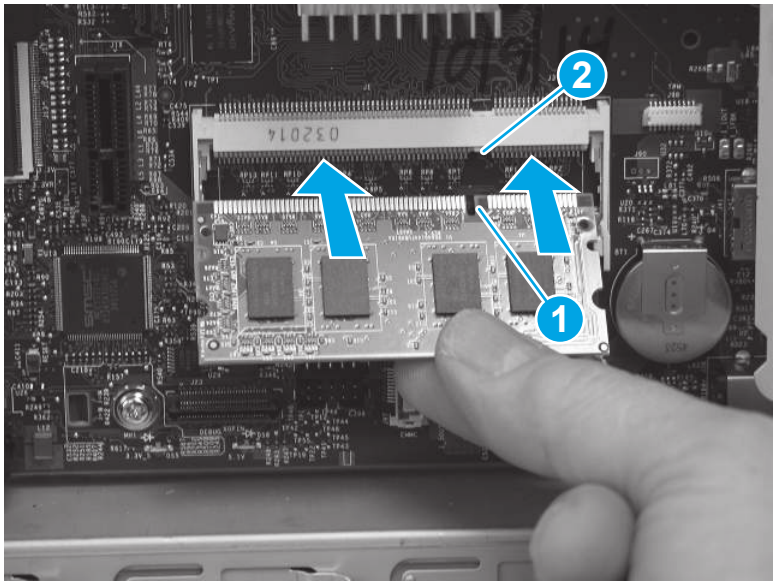
Follow these steps to install the DIMM.

CAUTION: ESD sensitive part.

1. Insert the top edge of the DIMM (callout 1) in the holder (callout 2).

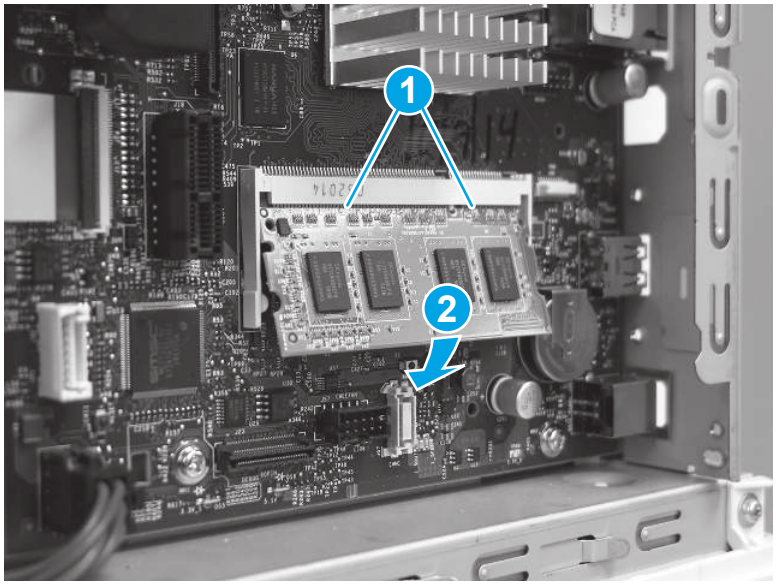
NOTE: The DIMM is keyed and can only be inserted in the holder one way.

Figure 4-80 Insert the DIMM



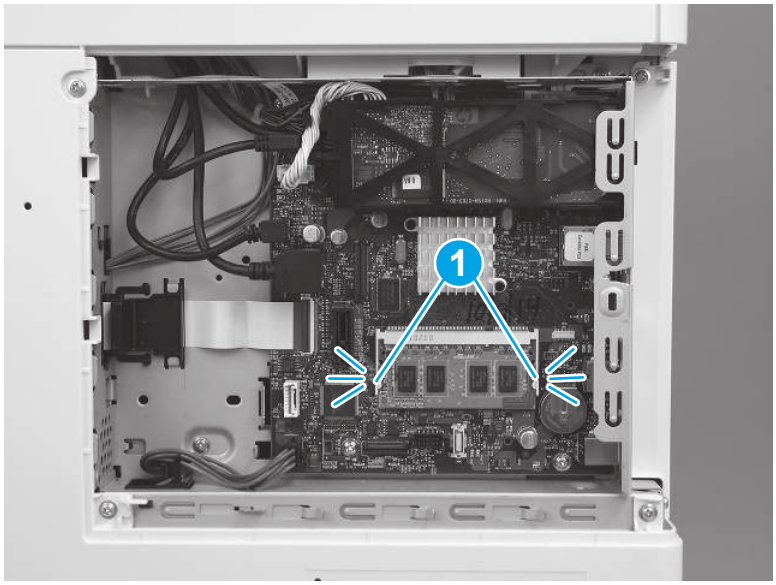
2. Make sure that the DIMM is fully installed in the holder (callout 1), and then rotate the bottom edge of the DIMM toward the holder (callout 2).

Figure 4-81 Install the DIMM



3. Make sure that the DIMM snaps into the locking arms (callout 1).

Figure 4-82 Snap the DIMM into place



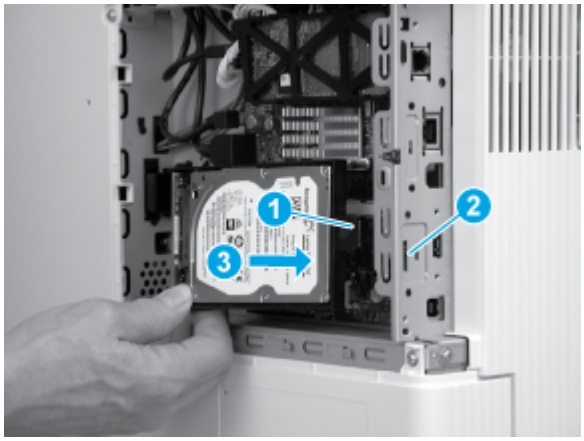
Install the HDD

Follow these steps to install the HD).

An MFP printer is shown in this section. However, the procedure is correct for all printer models.

1. Align the end of the bracket (callout 1) with the slot in the chassis (callout 2), and then slide the HDD into the printer (callout 3) to engage the bracket with the chassis.

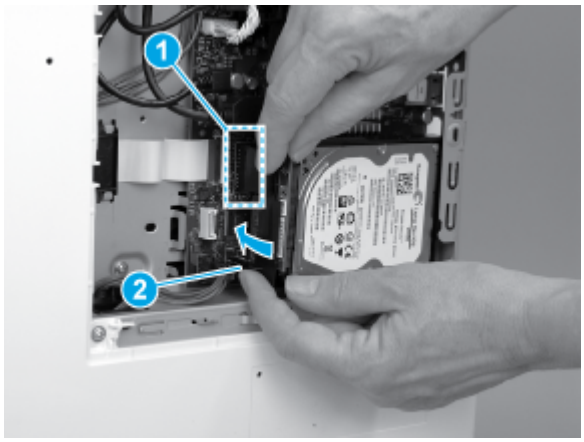
Figure 4-83 Install the holder



2. Hold the HDD connector latch (callout 1) in the released position, and then rotate the HDD down and into the connector on the formatter to install it.

NOTE: Make sure that the tab (callout 2) snaps into place, and that the HDD is securely installed.

Figure 4-84 Release the HDD



Install the formatter cover

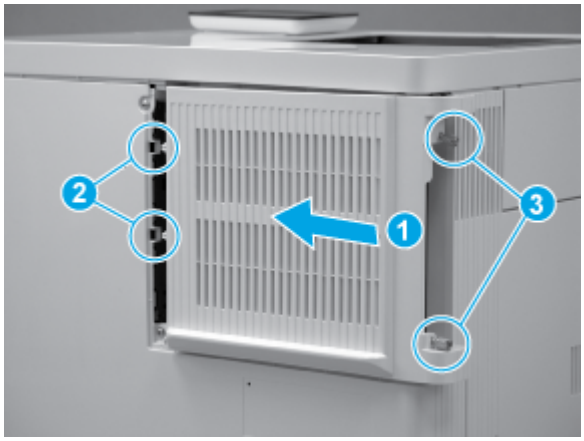
Follow these steps to install the formatter cover.

- Slide the cover onto the printer (callout 1) to install it.

NOTE: Make sure that the tabs on the formatter cover align with the slots provided in the printer (callout 2). Tighten the two thumbscrews (callout 3).

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-85 Install the cover

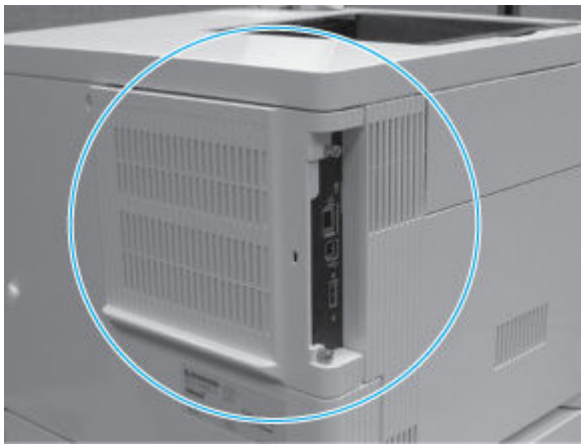


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

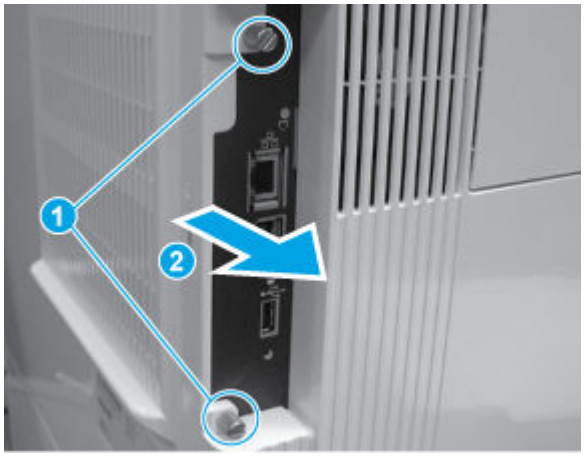
Figure 4-86 Locate the formatter cover



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-87 Loosen the thumbscrews



Removal and replacement: embedded MultiMedia Card (eMMC) (M522/M553/M554/M555/E55040)

Learn about removing and replacing the embedded MultiMedia Card (eMMC).

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

⚠ CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-14 Part information

Part number	Part description
5851-6436	4 GB embedded MultiMedia Card (eMMC) with instruction guide

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.

- Use the power switch to turn the power on.

Post service test

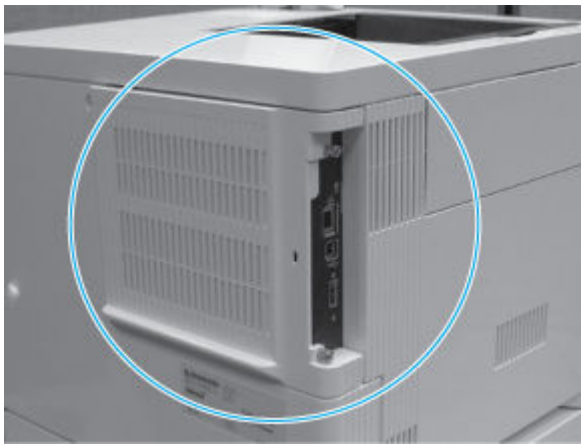
Print any pages necessary to make sure the printer is functioning correctly.

Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

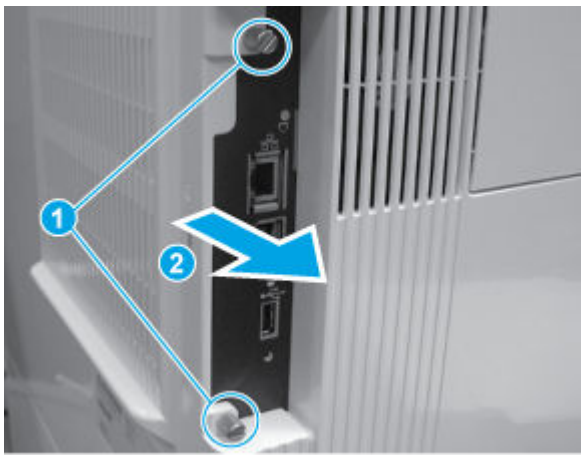
Figure 4-88 Locate the formatter cover



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-89 Loosen the thumbscrews



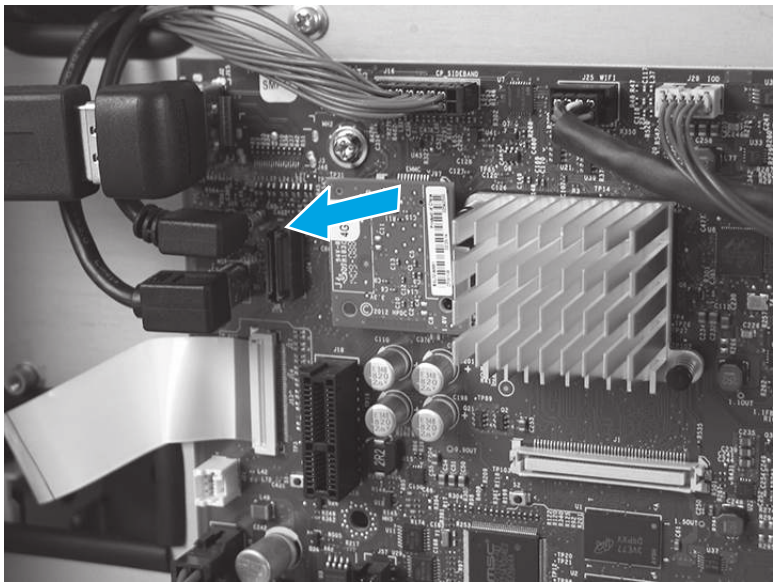
Remove the embedded MultiMedia Card (eMMC)

Follow these steps to remove the eMMC.

CAUTION: ESD sensitive part.

- Locate the eMMC component on the formatter, and then pull it straight off of the formatter to remove it.

Figure 4-90 Remove the eMMC



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the eMMC

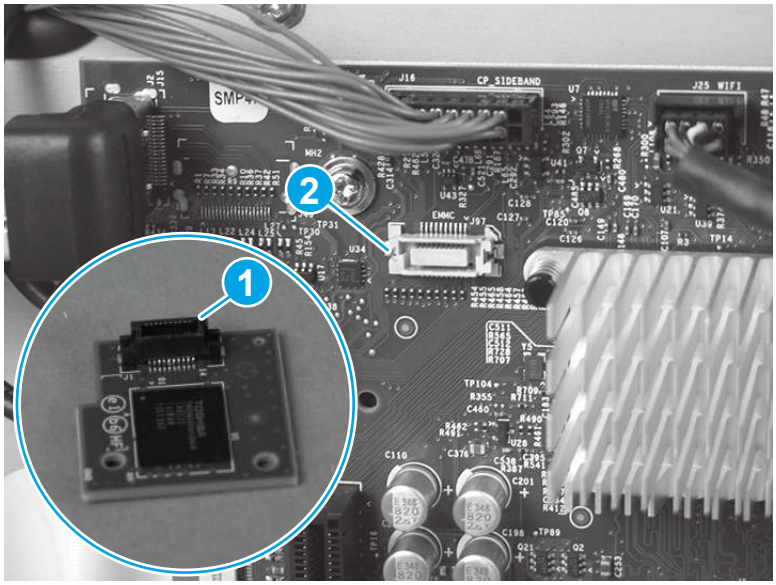
Follow these steps to install the eMMC.

CAUTION: ESD sensitive part.

1. Align the connector on the replacement eMMC (callout 1) with the connector on the formatter (callout 2), and then push the eMMC onto the formatter to install it.

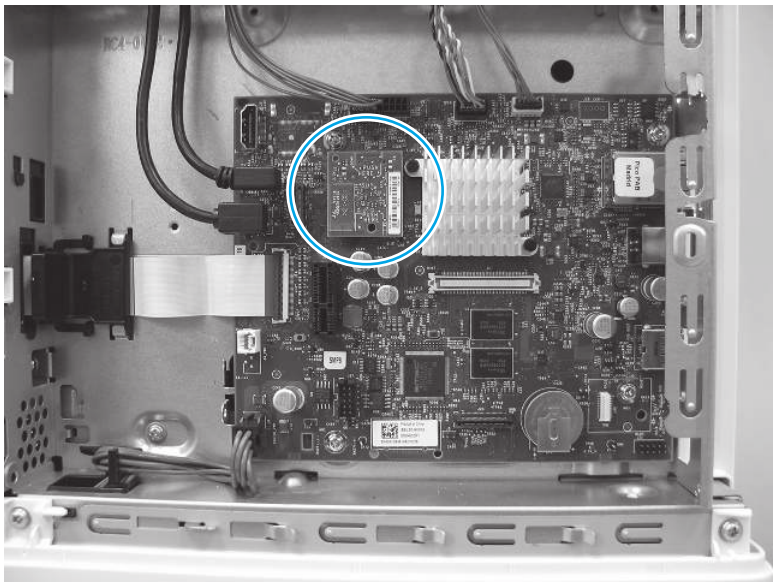
NOTE: The eMMC can only be installed in one direction on the formatter

Figure 4-91 Install the eMMC



2. Push down on the eMMC to make sure that it is fully seated in the connector.

Figure 4-92 Verify the installation



Install the formatter cover

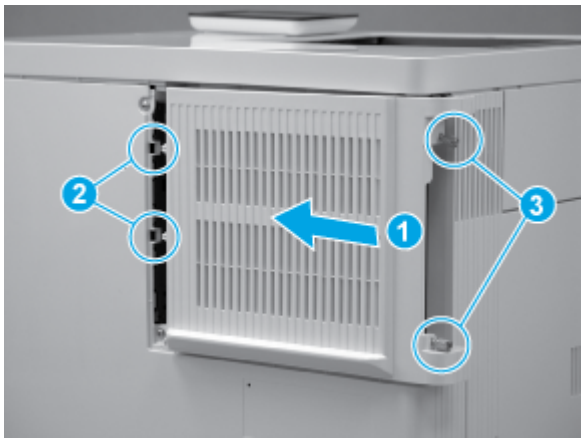
Follow these steps to install the formatter cover.

- Slide the cover onto the printer (callout 1) to install it.

NOTE: Make sure that the tabs on the formatter cover align with the slots provided in the printer (callout 2). Tighten the two thumbscrews (callout 3).

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-93 Install the cover

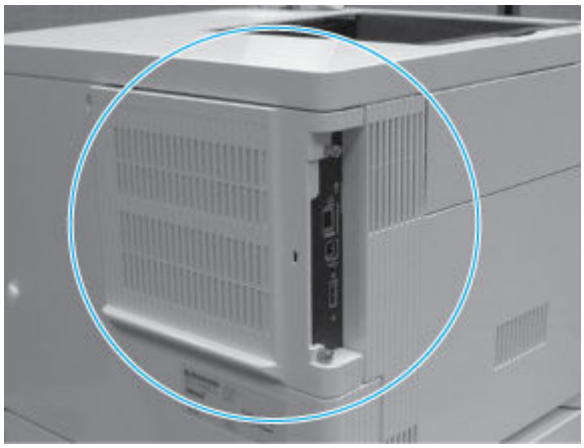


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

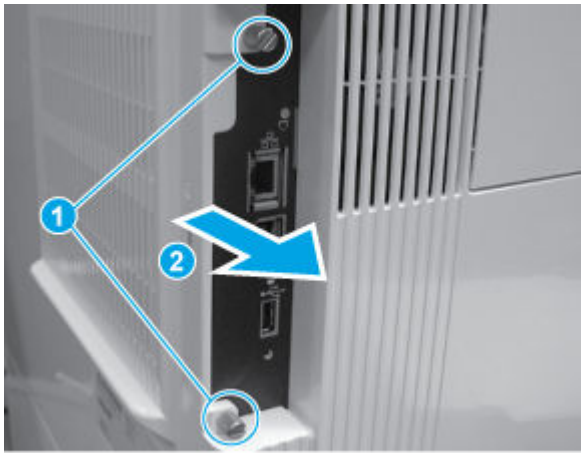
Figure 4-94 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-95 **Loosen the thumbscrews**



Reinstall the product firmware

Follow these steps to reinstall the product firmware.

1. Go to www.hp.com/go/futuresmart.
2. Select the **Upgrade now** button.
3. Use the drop-down lists to find the HP Enterprise or HP Managed printer model.
4. Select the **Link to Firmware download page**.
5. Select **Firmware** from the list of software and drivers.

CAUTION: Downgrading from FutureSmart 4 to FutureSmart 3 will result in a loss of custom settings. Before upgrading to FutureSmart 4, go to the FutureSmart Navigation Compass to review the display differences and any feature modifications.

6. Select **Download** next to the desired firmware version.
7. For installation instructions, go to one of the following support sites:
   - One HP printer: Update firmware using a USB flash drive or the Embedded Web Server (EWS)
   - Multiple HP printers at one time: Updated firmware using Web Jetadmin

NOTE: To view installation instructions, go to http://www.hp.com/go/futuresmart. Select **Upgrade now**, and then select **How to perform a firmware update**.

Removal and replacement: Secondary transfer roller

Learn about removing and replacing the secondary transfer roller.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-15 Part information

Part number	Part description
RM2-6575-000CN	Secondary transfer roller with instruction guide

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the secondary transfer roller

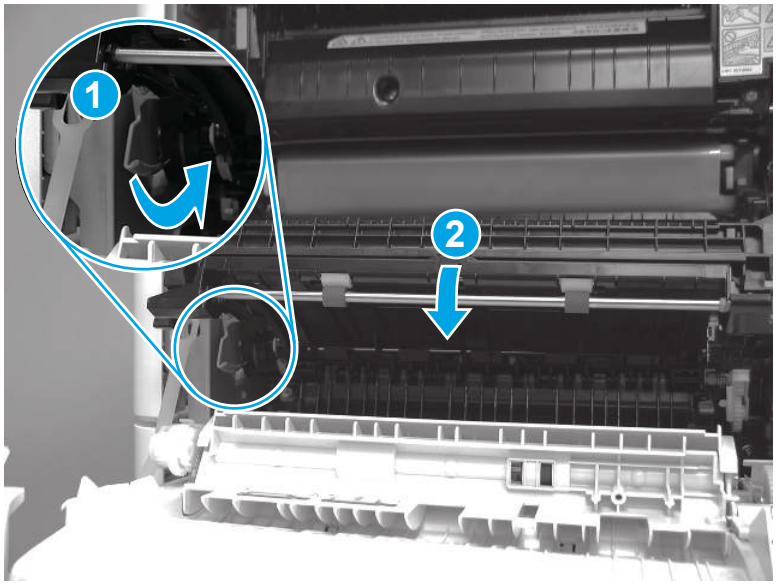
Follow these steps to remove the secondary transfer roller.

1. Open the right door.

Figure 4-96 **Open the right door**

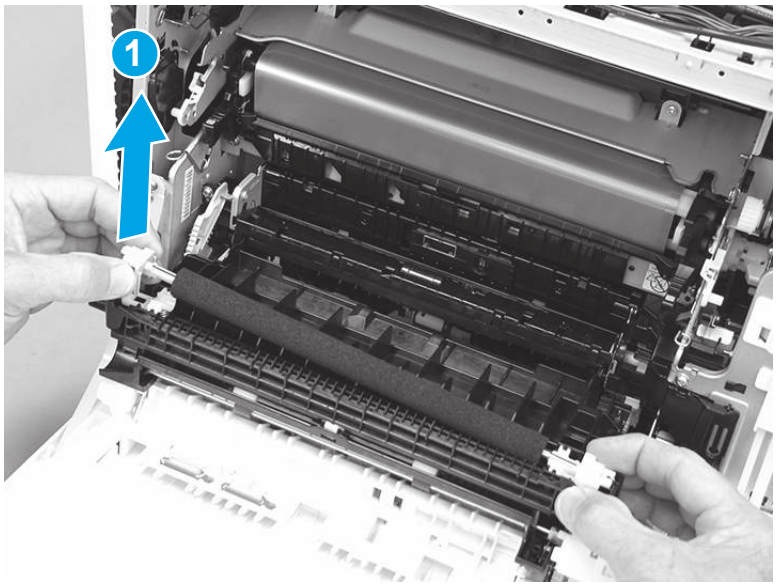
2. Push in on the blue lever (callout 1) to release the secondary transfer roller assembly, and then lower the assembly (callout 2) to the service position.

Figure 4-97 **Lower the secondary transfer roller assembly**



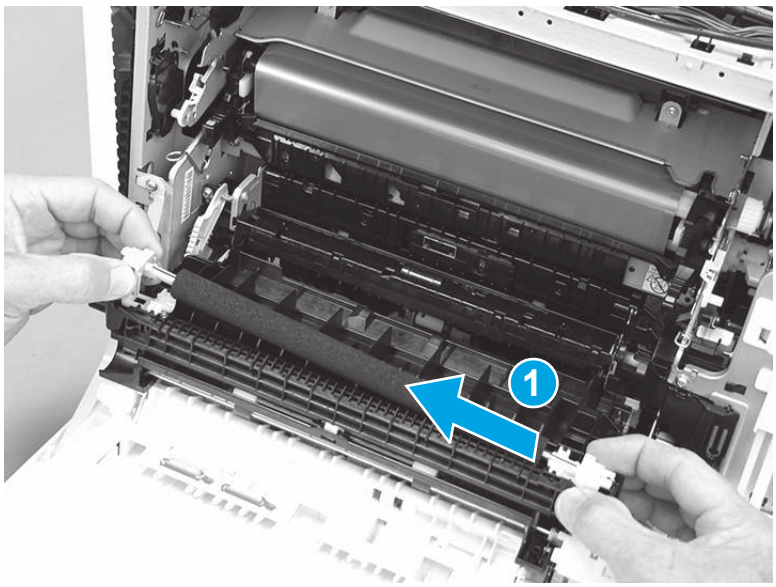
3. Slightly lift the left end of the roller shaft (callout 1; near the gear) to release the transfer roller clip.

Figure 4-98 Release the secondary transfer roller clip



4. Slide the right end roller collar (callout 1) to the left to remove the transfer roller.

Figure 4-99 Remove the secondary transfer roller



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

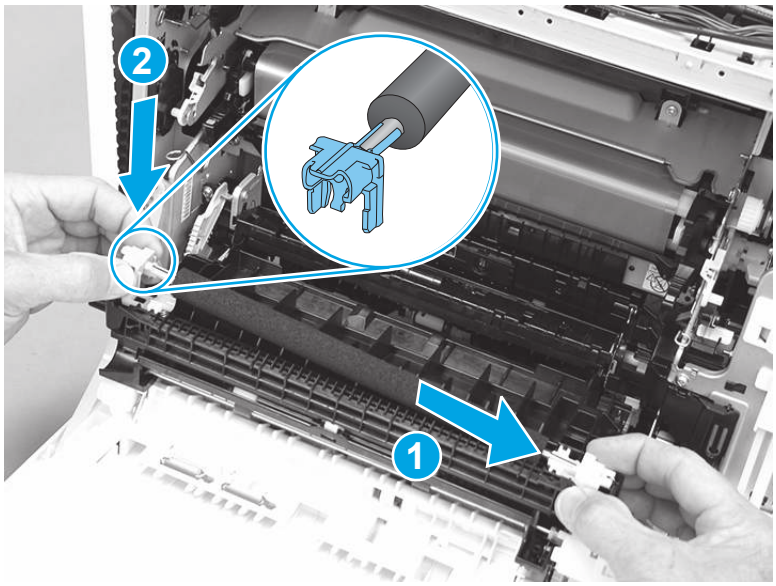
Install the secondary transfer roller

Follow these steps to install the secondary transfer roller.

1. Insert the right end (white plastic) of the replacement roller into the holder (callout 1), and then push down on the left end (blue plastic clip; callout 2) until the roller snaps into place.

IMPORTANT: Make sure that both ends of the roller assembly are fully seated in the holders.

Figure 4-100 Install the secondary transfer roller



2. Close the right door.

Figure 4-101 **Close the right door**

Removal and replacement: Universal Serial Bus (USB) cover (M522/M553/M554/M555/E55040)

Learn about removing and replacing the USB port cover.

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

⚠ **CAUTION:** To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-16 **Part information**

Part number	Part description
RC4-0214-000CN	USB cover

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

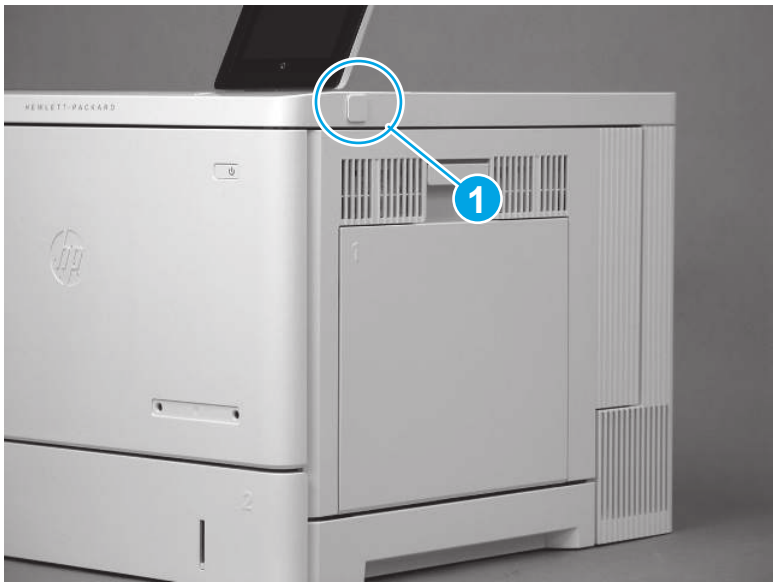
Remove the USB cover (SFP)

Follow these steps to remove the USB cover.

NOTE: This procedure is for SFP models only.

1. Locate the USB cover (callout 1).

Figure 4-102 Locate the USB cover



2. Pull the cover off of the printer to remove it.

Figure 4-103 Remove the cover

Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Remove the USB cover

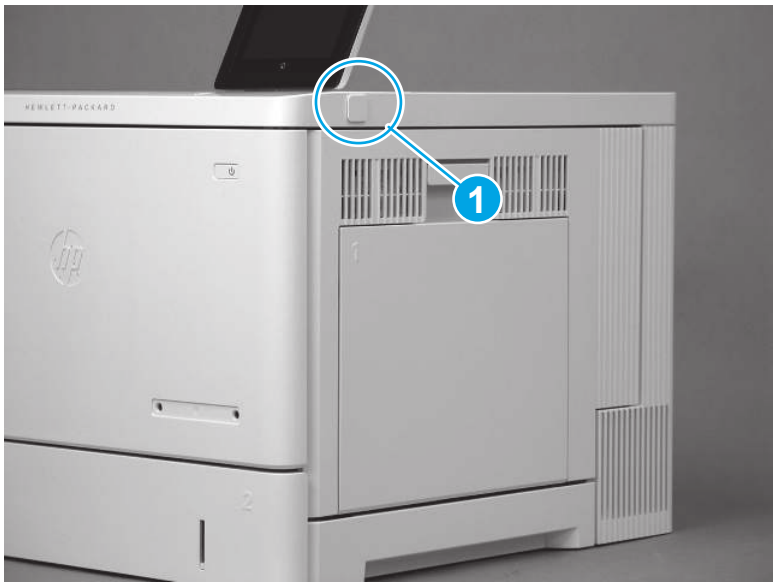
Follow these steps to remove the USB cover.

1. Push the cover into the USB port to install it.

Figure 4-104 Install the cover

2. Make sure that the USB cover (callout 1) is fully seated after installing it.

Figure 4-105 Check the installation



Removal and replacement: Hardware Integration Pocket (HIP) cover (M522/M553/M554/M555/E55040)

Learn about removing and replacing the hardware Integration Pocket (HIP) cover.

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

⚠ **CAUTION:** To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-17 Part information

Part number	Part description
RC5-1812-000CN	HIP cover

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

Remove the HIP cover

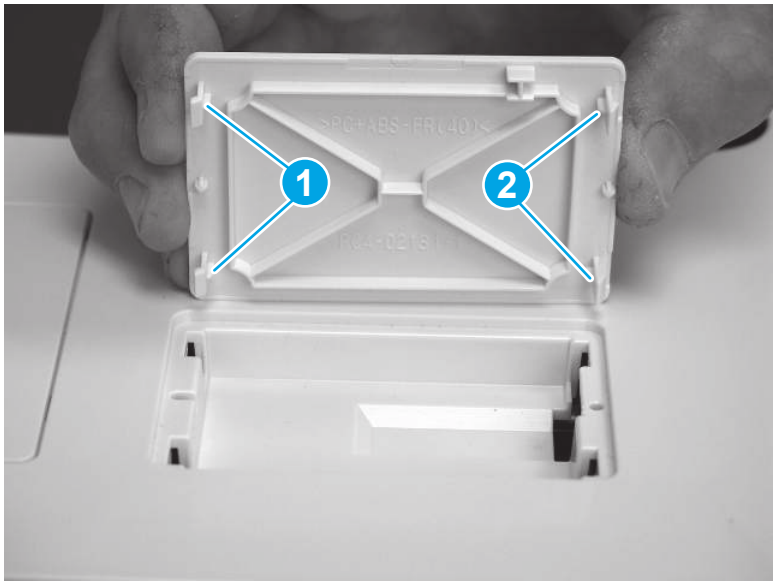
Follow these steps to remove the HIP cover.

1. Locate the HIP cover.

Figure 4-106 Locate the HIP cover

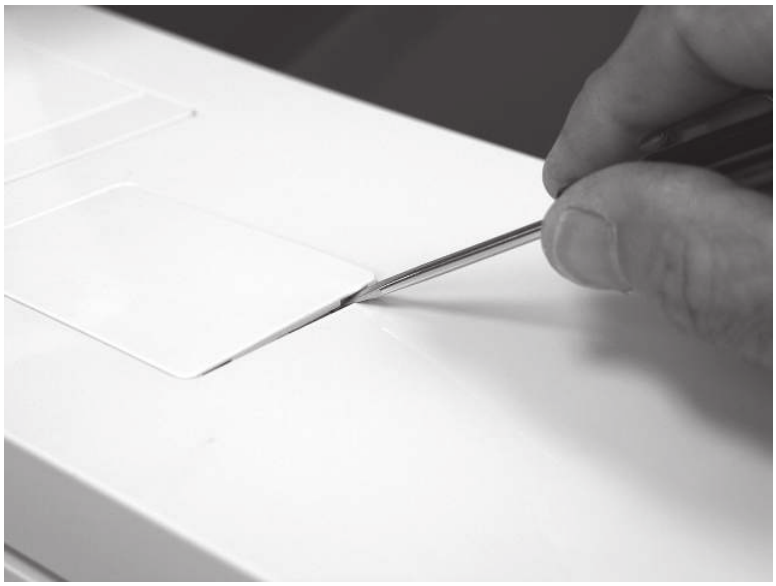
2. Before proceeding, take note of the mounting feet (callout 1) and tabs (callout 2) on the HIP cover.

Figure 4-107 Note the mounting feet and tabs



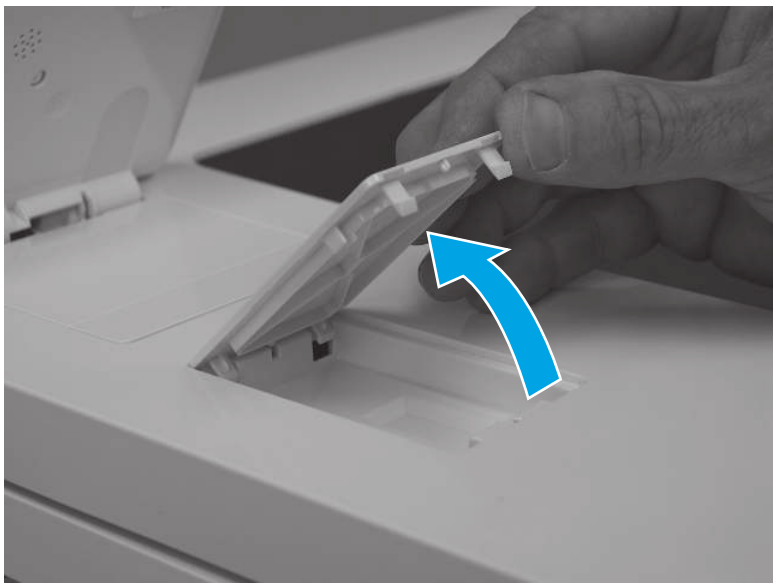
3. Use a small flat-blade screwdriver to release the tabs on the HIP cover.

Figure 4-108 Release the cover



4. Rotate the cover up and off of the printer to remove it.

Figure 4-109 Remove the cover



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

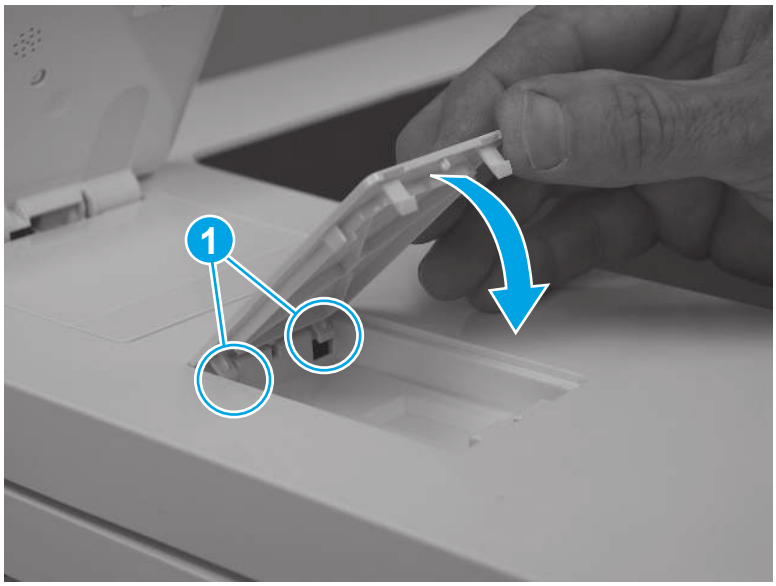
Install the HIP cover

Follow these steps to remove the HIP cover.

1. Position the HIP cover mounting feed in the slots (callout 1) provided in the top cover, and then rotate it down to install it.

NOTE: Make sure that the tabs on the cover snap into place.

Figure 4-110 Install the cover



2. Make sure that the HIP cover is fully seated after installing it.

Figure 4-111 **Check the installation**

Removal and replacement: Hardware Integration Pocket (HIP) cover (M577/M578/E57540)

Learn about removing and replacing the hardware Integration Pocket (HIP) cover.

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

⚠ **CAUTION:** To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-18 **Part information**

Part number	Part description
B5L46-40021	HIP cover

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

Remove the HIP cover

Follow these steps to remove the HIP cover.

1. Locate the HIP cover.

Figure 4-112 **Locate the HIP cover**

2. Use a small flat-blade screwdriver to release the tabs on the HIP cover.

Figure 4-113 Release the cover

3. Rotate the cover up and off of the printer to remove it.

Figure 4-114 Remove the cover

Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

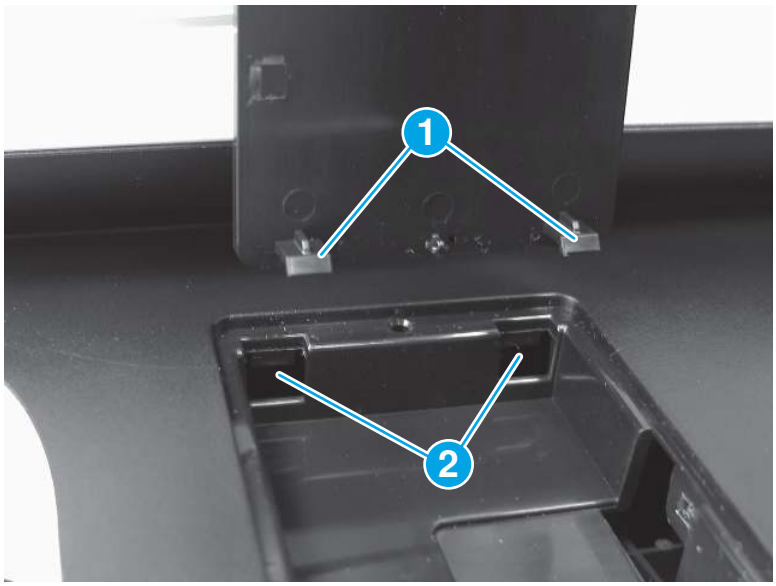
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the HIP cover

Follow these steps to remove the HIP cover.

1. Position the tabs (callout 1) on the HIP cover in the slots (callout 2) in the printer.

Figure 4-115 **Position the cover**



2. Rotate the cover down.

NOTE: Make sure that the tabs on the cover snap into place.

Figure 4-116 Install the cover

3. Make sure that the HIP cover is fully seated after installing it.

Figure 4-117 Check the installation

Removal and replacement: Control panel (M553x/M555/E55040)

This document provides the procedures to remove and replace the control panel.

Mean time to repair: 10 minutes

Service level: Basic

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-19 Part information

Part number	Part description
RK2-6064-000CN	HDMI cble for the 4.3 on control panel (M553x/E55040)
K0Q15-67904	Kit - control panel 4.3 inch CLJ M555

Required tools

- Reversible small, flat-blade screwdriver and #2 Phillips screwdriver (included with the control panel)

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

The printer includes a diagnostic test mode for the control panel. For more information, see the control panel checks section of the printer troubleshooting manual.

1. Remove the control panel (M553x/M555/E55040)

Follow these steps to remove the control panel.

> **NOTE:** This procedure is for the M553x/M555/E55040 printers only.
>
> **M555 models**: Removing the control panel is similar to the procedure below. For the M555, a flat cable connects the control panel to the formatter.

1. Tilt the control panel up.

Figure 4-118 Tilt the control panel up

2. Use the small flat-blade screwdriver supplied in this kit to release the control-panel screws cover tabs.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-119 Release the control-panel screws cover tabs

3. Rotate the cover up to remove it.

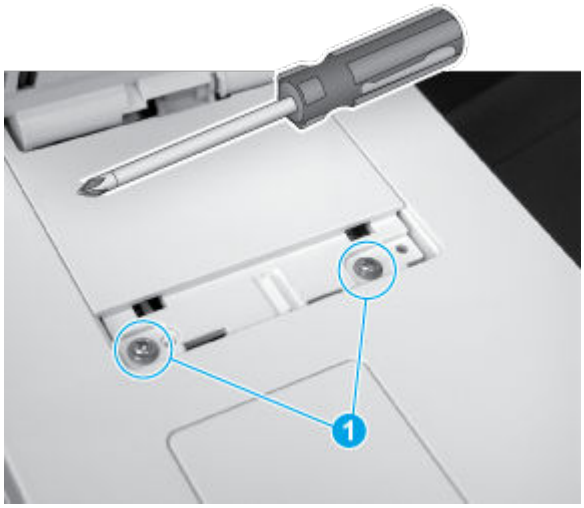
Figure 4-120 Remove the cover

4. Use the small Phillips screwdriver supplied in this kit to remove two screws (callout 1).

IMPORTANT: Store the screws in a secure place where they cannot fall down into the printer.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-121 Remove two screws



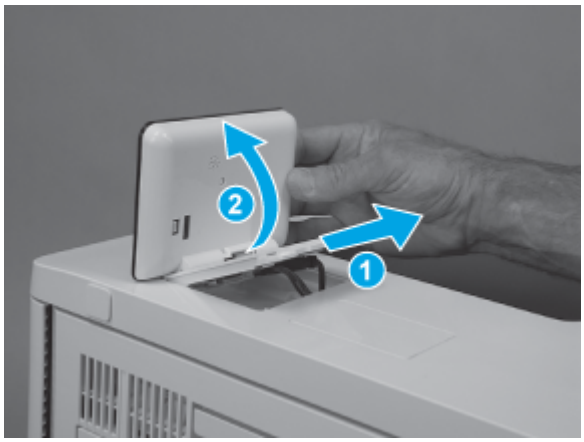
5. Rotate the control-panel base toward the front of the printer.

Figure 4-122 Rotate the control-panel base up

6. Slightly slide the control-panel base toward the rear of the printer (callout 1) to release it, and then turn the control panel over (callout 2) to access the bottom side.

⚠ CAUTION: The control panel is still attached to the printer. Do not attempt to completely remove the control panel.

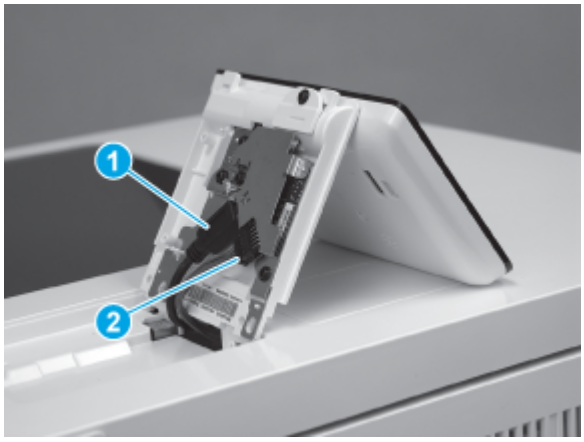
Figure 4-123 Turn the control panel over



7. Disconnect one USB cable (callout 1), one connector (callout 2), and then remove the control panel.

NOTE: **M555 only**: Disconnect one flat cable (not shown), and then remove the control panel.

Figure 4-124 Disconnect two connectors



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

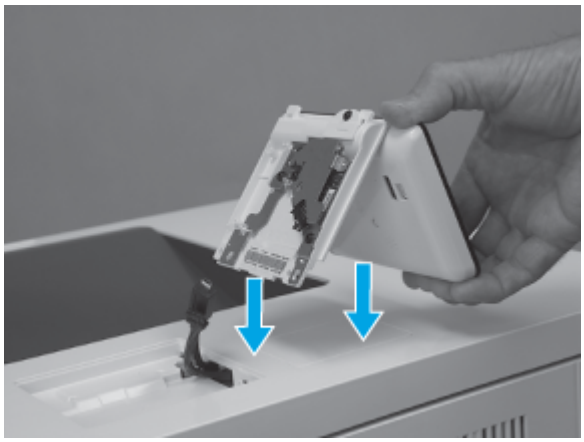
3. Install the control-panel assembly

Follow these steps to install the control-panel assembly.

NOTE: The figures in this procedure show the M553x printer. The M555 control panel uses a flat cable to connect to the formatter. However, installing the control panel is similar to the following procedure.

1. Place the control panel on the printer as shown.

Figure 4-125 **Place the control panel on the product**

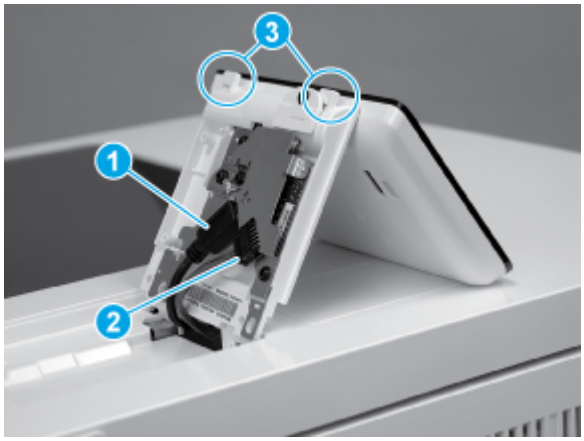


2. Connect one USB cable (callout 1), and one connector (callout 2).

NOTE: **M555 only**: Connect one flat cable (not shown).

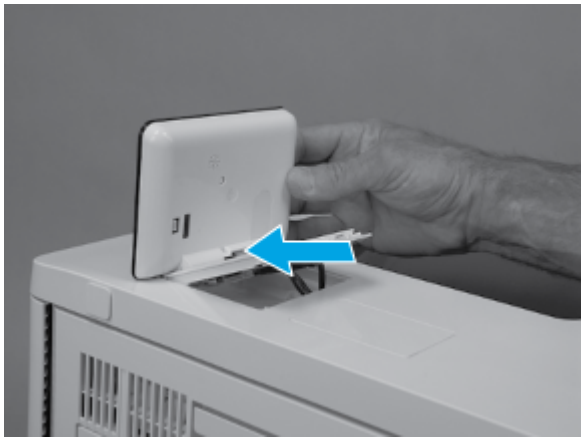
TIP: Take note of the location of the two mounting tabs (callout 3) on the control-panel assembly.

Figure 4-126 **Connect two connectors**



3. Turn the control panel over, and then position the front edge tabs (callout 1) in the slots in the top cover.

Figure 4-127 Turn the control panel over



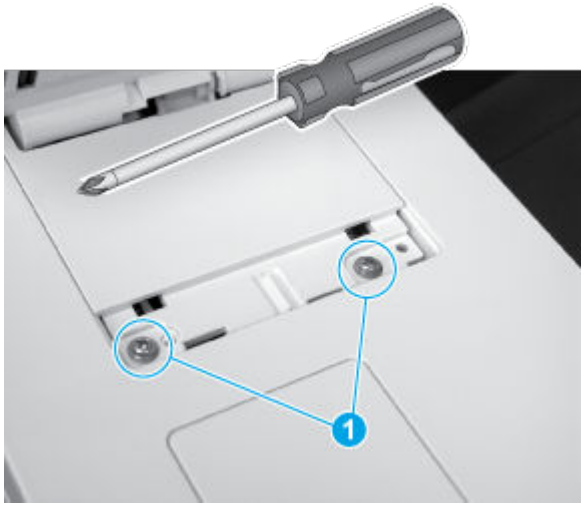
4. Rotate the control-panel base down onto the printer.

Figure 4-128 Rotate the control-panel base down

5. Use the small Phillips screwdriver supplied in this kit to install two screws (callout 1).

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

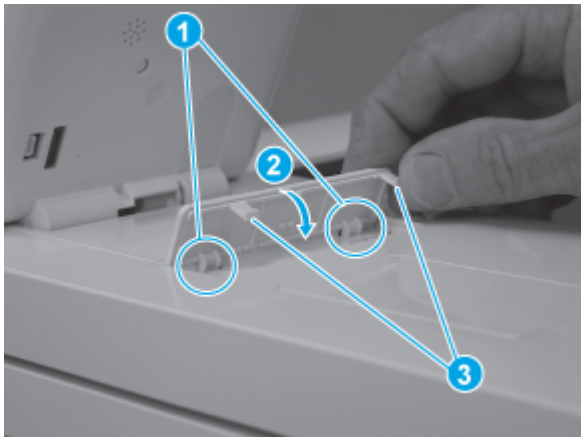
Figure 4-129 Install two screws



6. Position the screw cover mounting feet into the slots in the top cover (callout 1), and then rotate the cover down (callout 2) to install it.

NOTE: Press down on the cover firmly to make sure that the tabs on the cover (callout 3) snap into place.

Figure 4-130 Install the cover



Removal and replacement: Control panel (M577/M578/E57540)

This document provides the procedures to remove and replace the control panel (MFP).

View a video on how to replace the control panel

Mean time to repair: 5 minutes

Service level: Basic

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-20 Part information

Part number	Part description
B5L47-67018	Control panel and reversible screwdriver with instruction guide

Required tools

- #2 Phillips screwdriver with a magnetic tip.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

The printer includes a diagnostic test mode for the control panel. For more information, see the control panel checks section of the printer troubleshooting manual.

1. Remove the control-panel cover (MFP)

Follow these steps to remove the control-panel cover (MFP).

1. Open the document feeder (callout 1).

NOTE: If the control panel is not fully tilted forward, tilt it forward now until it stops (callout 2).

Figure 4-131 Open the document feeder

2. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

NOTE: The thin, black plastic cover will separate from the white plastic control-panel base.

Figure 4-132 Release five tabs

3. Continue to lift the top edge of the cover away from the printer, and then remove the cover.

Figure 4-133 Remove the cover

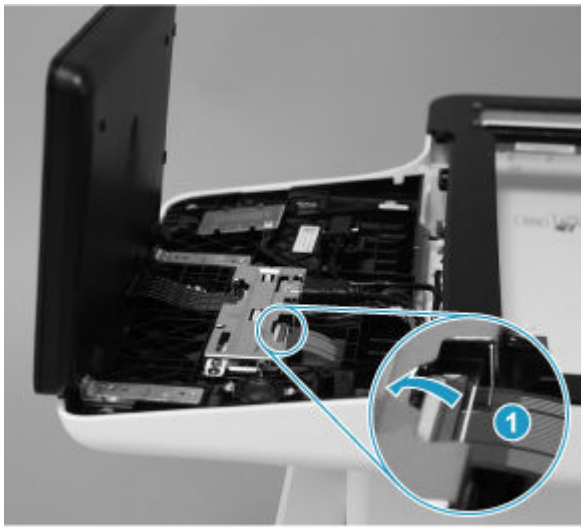
2. Remove the control panel (MFP)

Follow these steps to remove the control panel (MFP).

1. **Flow models**: Open the latch (callout 1) to release the keyboard flat cable.

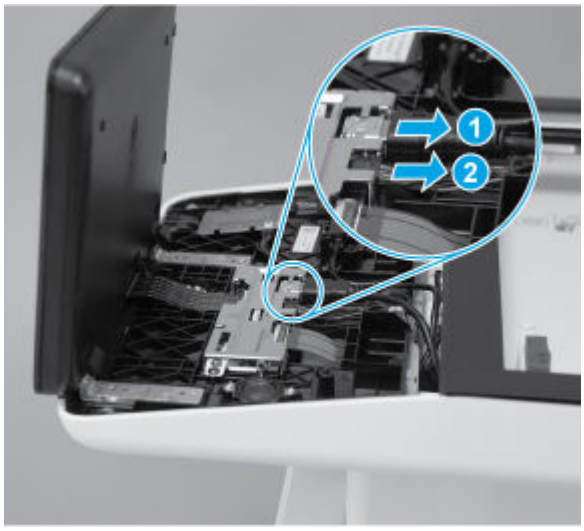
CAUTION: The latch must be opened to release the cable.

Figure 4-134 Disconnect the keyboard flat cable (flow models)



2. Disconnect one HDMI cable (callout 1) and one connector (callout 2).

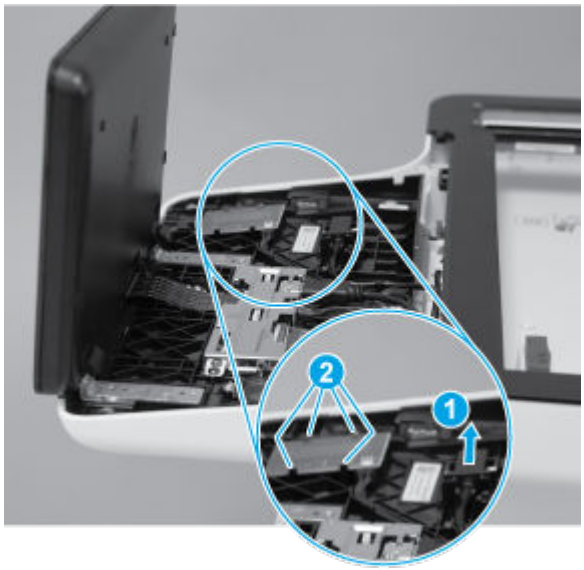
Figure 4-135 Disconnect connectors



3. Remove the USB cable (callout 1) from the holder.

Flow models: Release four tabs (callout 2), and then remove the near-field communication (NFC) printed circuit board.

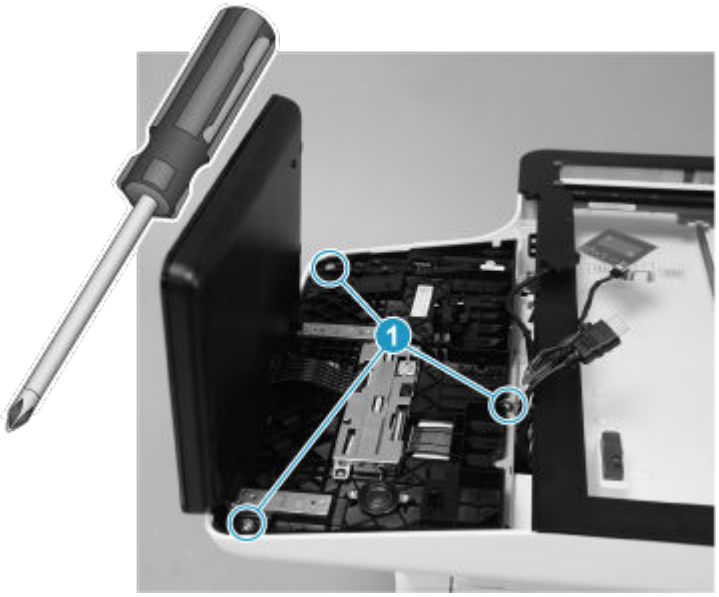
Figure 4-136 Disconnect connectors



4. Remove three screws (callout 1).

TIP: The screwdriver (supplied with the kit) has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-137 Remove three screws



5. Lift the front of the control panel off of the printer (callout 1), and then slide it towards the front of the printer (callout 2) to remove it.

Figure 4-138 Remove the control panel

3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

4. Install the control panel (MFP)

Follow these steps to install the control panel (MFP).

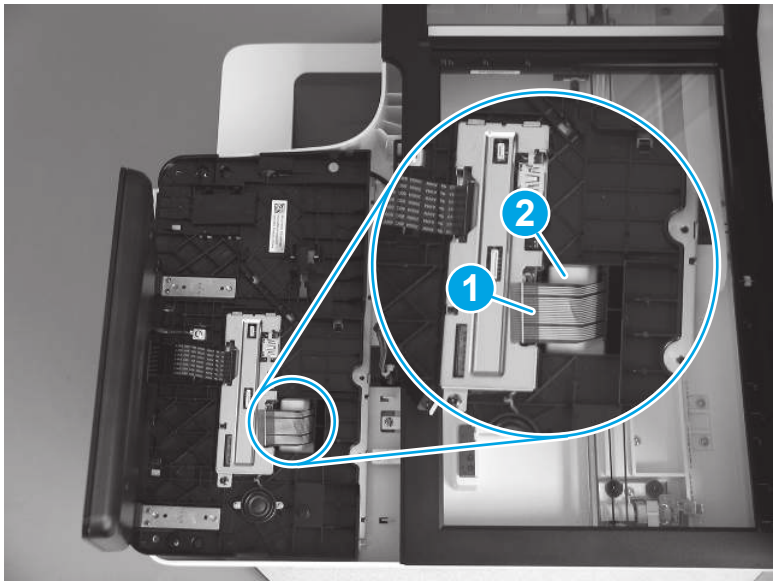
1. **Flow models**: Open the latch (callout 1) to release the keyboard flat cable.

⚠ CAUTION: The latch must be opened to release the cable.

Figure 4-139 **Disconnect the keyboard flat cable (flow models)**

2. **Flow models**: Make sure to feed the keyboard flat cable (callout 1) through the opening (callout 2) in the control-panel base when installing the control panel.

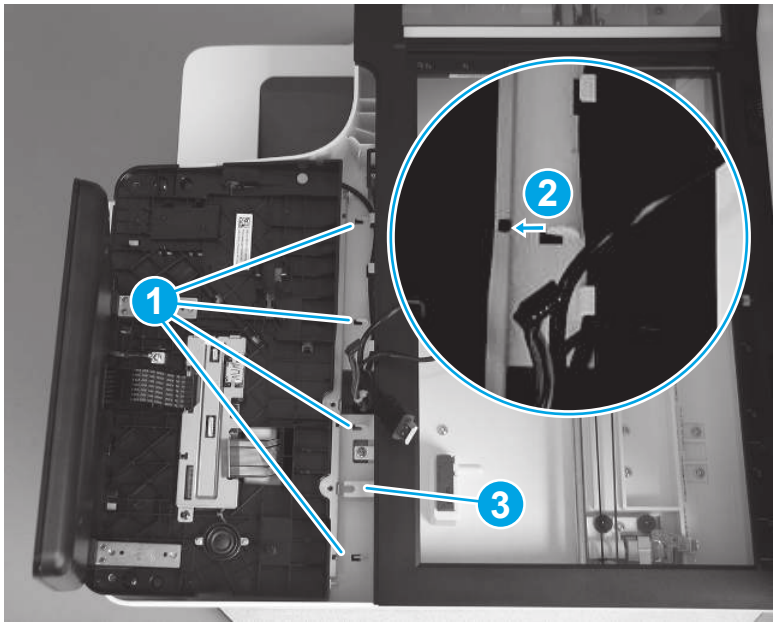
Figure 4-140 **Feed the keyboard flat cable through opening**



3. Locate the four hooks on the printer and matching slots in the control-panel base (callout 1). The hooks fit into the slots (callout 2) when the assembly is installed.

NOTE: Make sure that the grounding clip (callout 3) is on top of the assembly base when it is installed.

Figure 4-141 Locate hooks and grounding clip



4. Position the rear edge of the control panel in the printer (callout 1), and then lower the front edge down (callout 2) to install it.

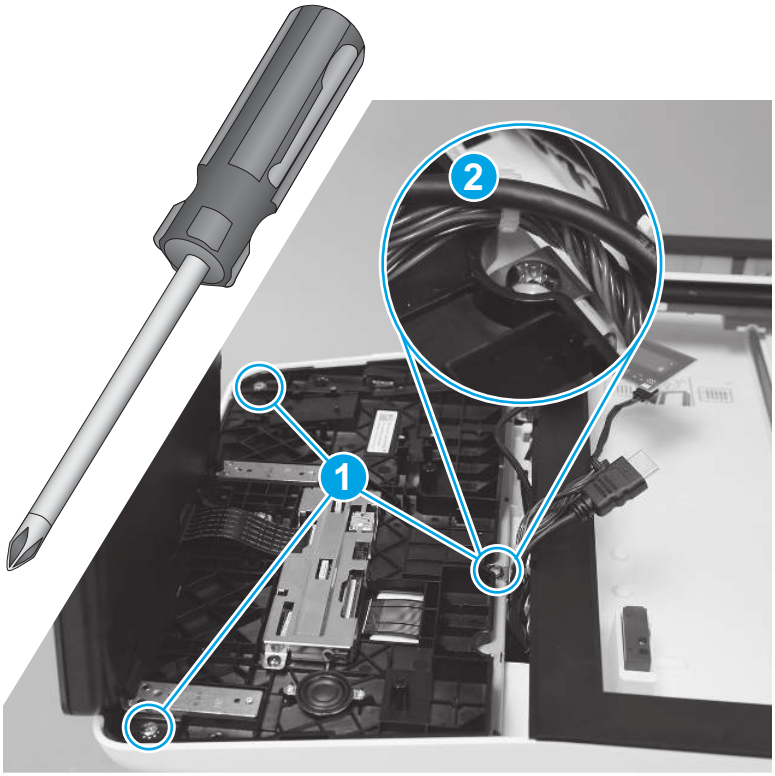
NOTE: If the control panel is difficult to install, make sure that the hooks, slots, and grounding clip are correctly engaged. See the previous step.

Figure 4-142 Install the control panel

5. Install three screws (callout 1), making sure that the grounding clip is correctly installed (callout 2).

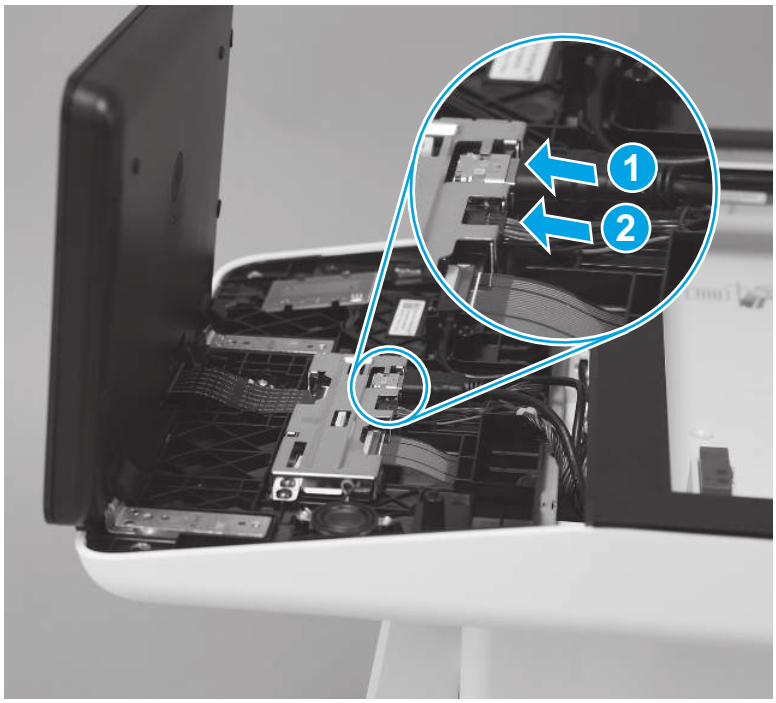
NOTE: The screwdriver (supplied with the kit) has a reversible shaft. Simply pull the shaft out of the handle and then reinstall it with the desired end facing out.

Figure 4-143 Install three screws



6. Connect one HDMI cable (callout 1), and one connector (callout 2).

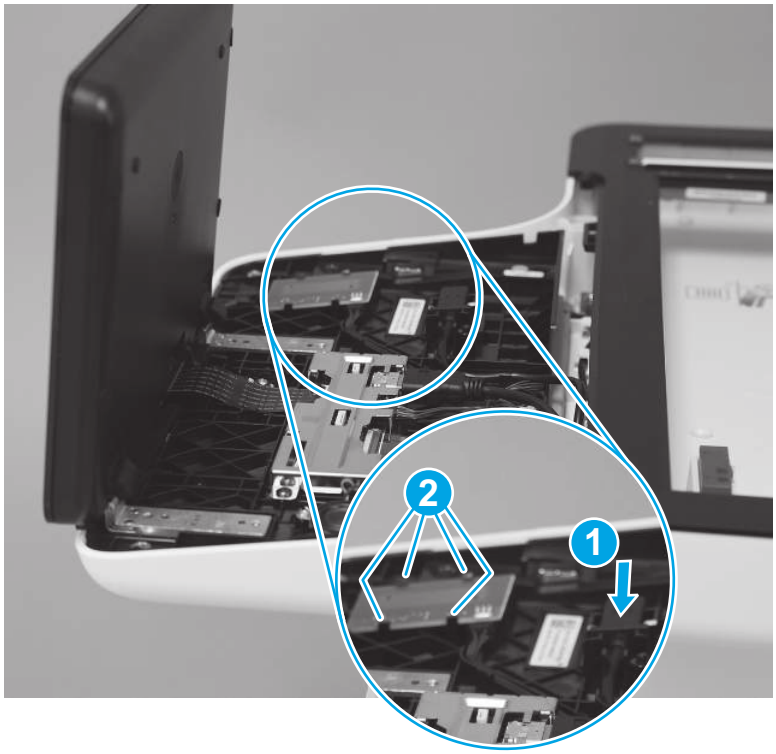
Figure 4-144 **Connect connectors**



7. Install the USB cable (callout 1) in the holder.

NOTE: **NFC models only**: Install the near-field communication (NFC) printed circuit board under the four tabs (callout 2).

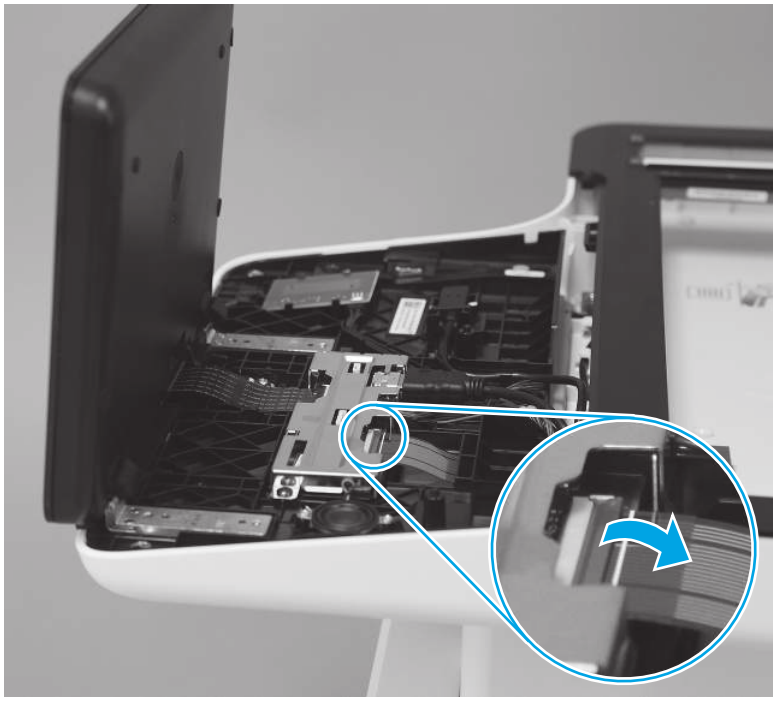
Figure 4-145 Install USB and NFC



8. **Flow models**: Position the keyboard flat cable in the connector, and then close the latch (callout 1).

NOTE: Slightly tug on the cable to make sure that it is fully captured in the connector.

Figure 4-146 Connect the keyboard flat cable



5. Install the control-panel cover (MFP)

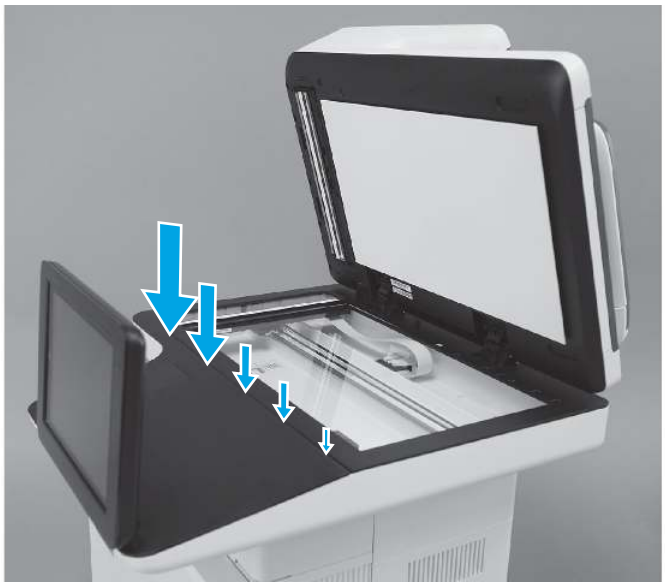
Follow these steps to install the control-panel cover (MFP).

1. Position the control-panel cover on the printer.

Figure 4-147 **Install the cover**

2. Beginning at the left side of the control-panel cover, carefully push down along the top edge of the cover to engage five tabs.

Figure 4-148 **Engage five tabs**



3. Close the document feeder.

NOTE: Adjust the control panel to the desired angle.

Figure 4-149 Close the document feeder

Removal and replacement: Keyboard (M577/M578/E57540 flow models)

Learn about removing and replacing the keyboard.

Introduction

View a video of how to remove and replace the keyboard.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-21 Part information

Part number	Part description
B5L47-67019	US English Keyboard Kit
B5L47-67020	UK English Keyboard Kit

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the control-panel cover (MFP)

Follow these steps to remove the control-panel cover (MFP).

1. Open the document feeder (callout 1).

NOTE: If the control panel is not fully tilted forward, tilt it forward now until it stops (callout 2).

Figure 4-150 **Open the document feeder**

2. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

NOTE: The thin, black plastic cover will separate from the white plastic control-panel base.

Figure 4-151 Release five tabs

3. Continue to lift the top edge of the cover away from the printer, and then remove the cover.

Figure 4-152 Remove the cover

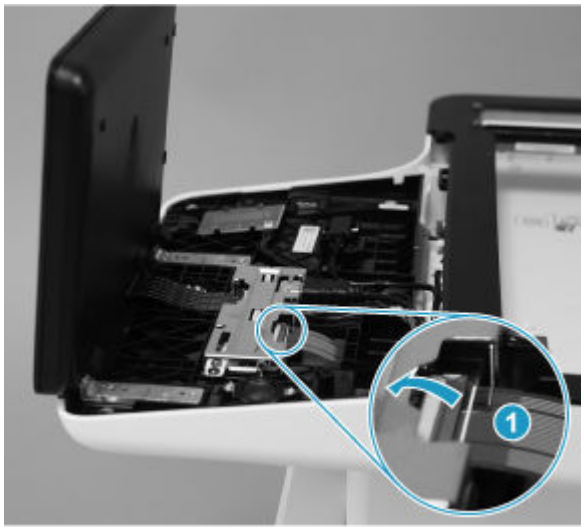
Remove the keyboard (MFP)

Follow these steps to remove the keyboard.

1. Open the latch (callout 1) to release the keyboard flat cable.

⚠ CAUTION: The latch must be opened to release the cable.

Figure 4-153 Disconnect the keyboard flat cable

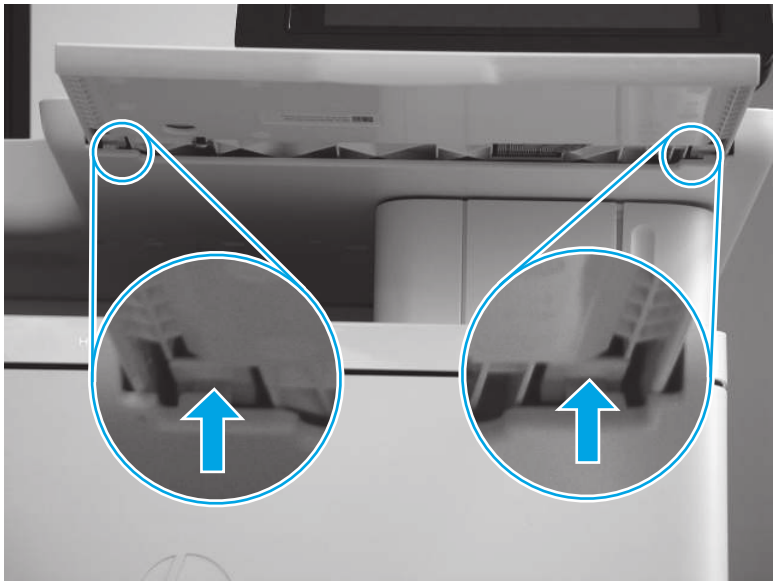


2. Slide the keyboard tray out until it stops.

Figure 4-154 Slide the keyboard out

3. Push up on the keyboard tray to release two tabs on the bottom of the tray, and then slide the tray toward the front of the printer to disengage the tabs.

Figure 4-155 Release two tabs



4. Slide the keyboard (callout 1) all of the way out of the printer to remove it.

Figure 4-156 Remove the keyboard

Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the control panel (MFP)

Follow these steps to install the keyboard.

1. Position the flat cable (callout 1) on the keyboard into the keyboard slot (callout 2).

Figure 4-157 **Install the flat cable through the slot**

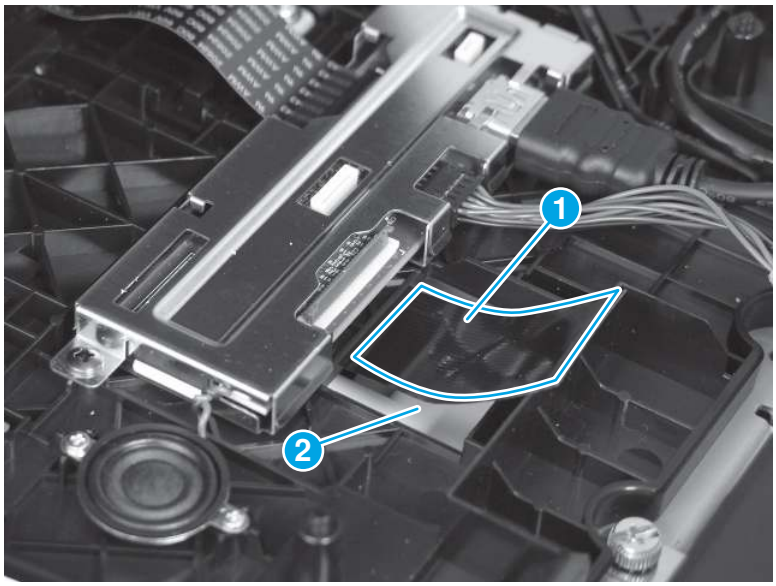
2. Slide the keyboard tray into the slot.

NOTE: Only slide the tray halfway into the opening. This makes connecting the cable in the next step easier.

Figure 4-158 Slide the keyboard into the slot

3. If the flat cable (callout 1) is not in the opening (callout 2) in the control panel base, carefully reach in and thread the flat cable through the opening.

Figure 4-159 Check the flat cable

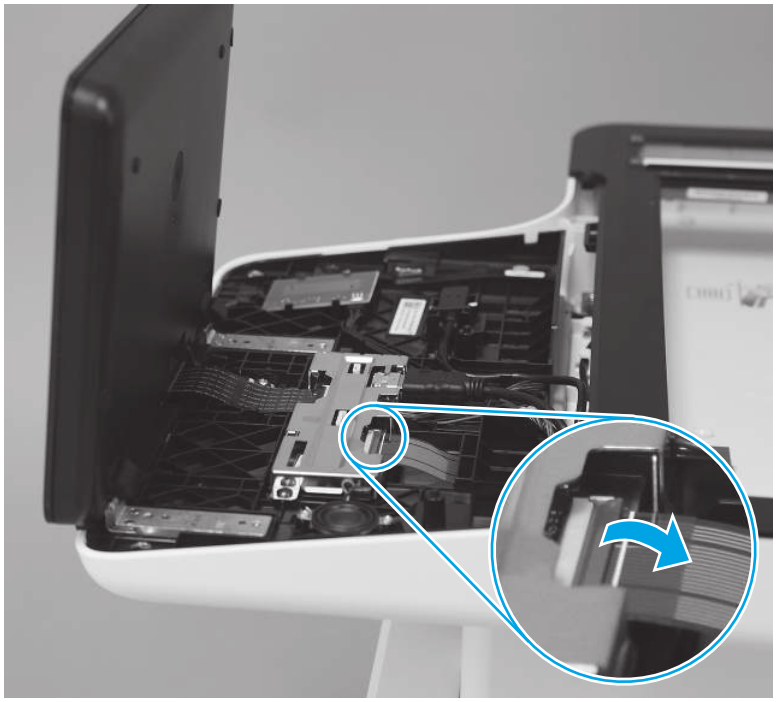


4. Position the keyboard flat cable in the connector, and then close the connector latch.

IMPORTANT: Slightly tug on the cable to make sure that it is fully captured in the connector.

NOTE: When the connector latch is closed and the cable is correctly installed, the white line on the cable is parallel to the connector latch.

Figure 4-160 Install the keyboard



Install the control-panel cover (MFP)

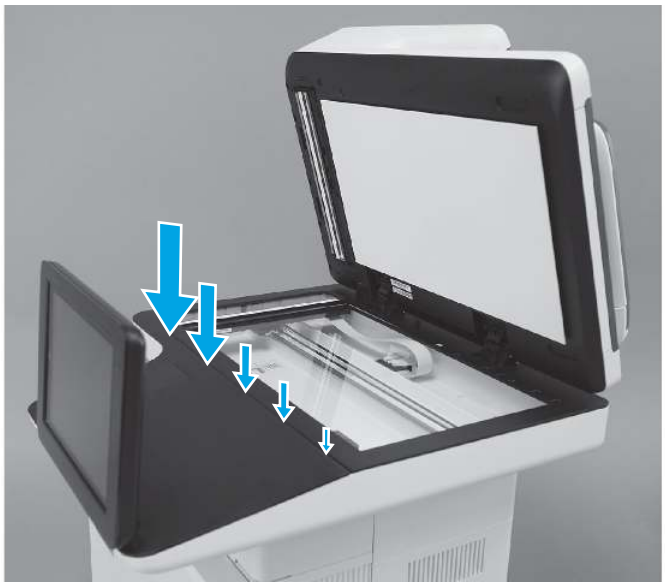
Follow these steps to install the control-panel cover (MFP).

1. Position the control-panel cover on the printer.

Figure 4-161 Install the cover

2. Beginning at the left side of the control-panel cover, carefully push down along the top edge of the cover to engage five tabs.

Figure 4-162 Engage five tabs



3. Close the document feeder.

NOTE: Adjust the control panel to the desired angle.

Figure 4-163 Close the document feeder

Removal and replacement: White backing (M577/M578/E57540)

Learn about removing and replacing the document feeder white backing.

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

⚠ **CAUTION:** To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-22 Part information

Part number	Part description
5851-7740	White backing kit with instruction guide

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the white backing (MFP)

Follow these steps to remove the white backing.

1. Open the document feeder.

Figure 4-164 Open the document feeder

2. Remove the white backing.

Figure 4-165 Remove the white backing

3. One or more of the retention clips (callout 1) that fit in the openings (callout 2) in the document feeder might remain attached to the white backing when it is removed. If this happens, remove the clip from the white backing.

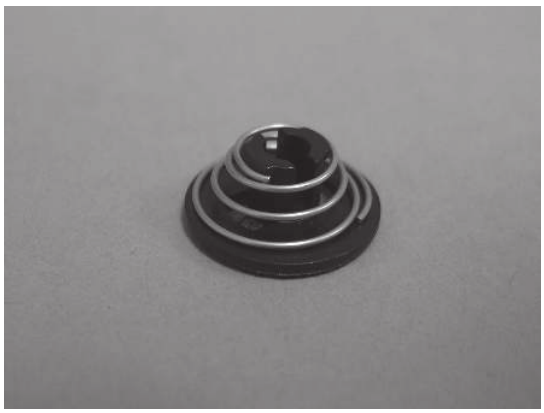
NOTE: If none of the retention clips remain attached to the white backing, skip the remaining sub-steps in this removal procedure.

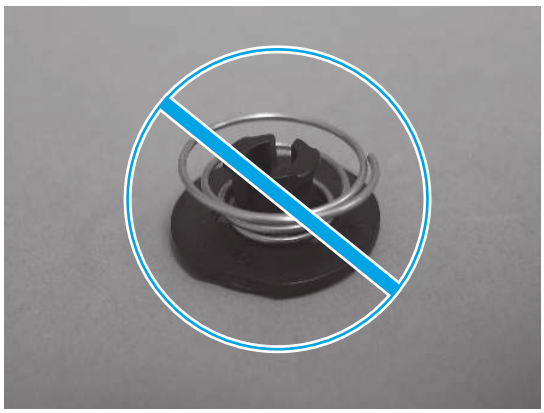
Figure 4-166 Check the retention clips

4. If a spring comes off of a retention clip, make sure that it is correctly repositioned on the clip.

NOTE: If any of the retention clips or springs are damaged, replace them with the clips supplied in the kit.

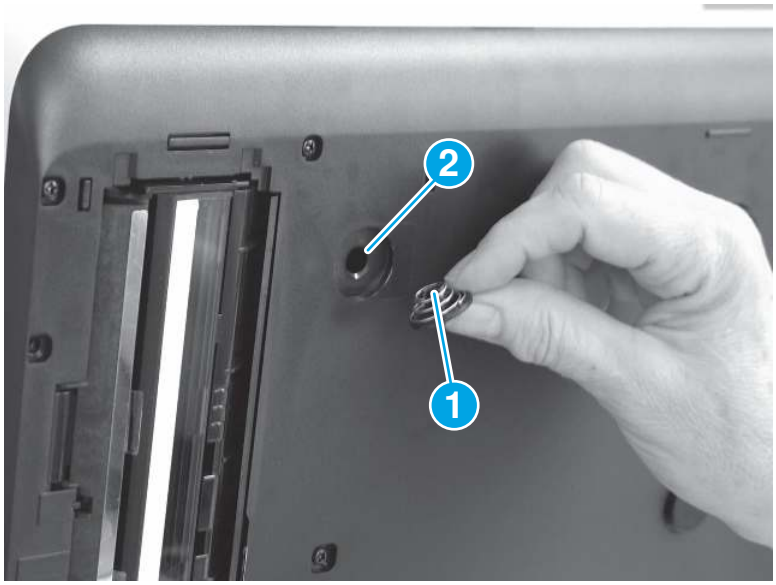
Figure 4-167 Check the retention clip spring





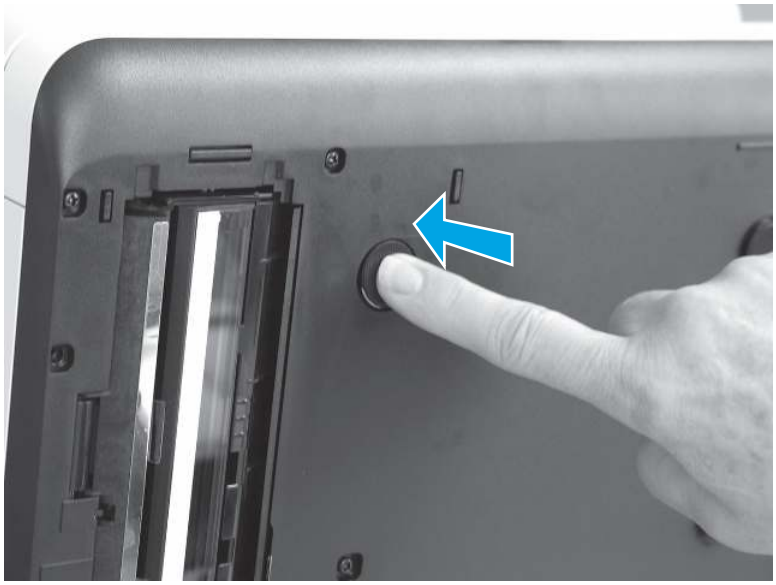
5. Install the clip (callout 1) in the opening (callout 2) in the document feeder.

Figure 4-168 Install the retention clip



6. Press the clip to make sure it is securely installed.

Figure 4-169 Press the retention clip



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the white backing (MFP)

Follow these steps to install the white backing.

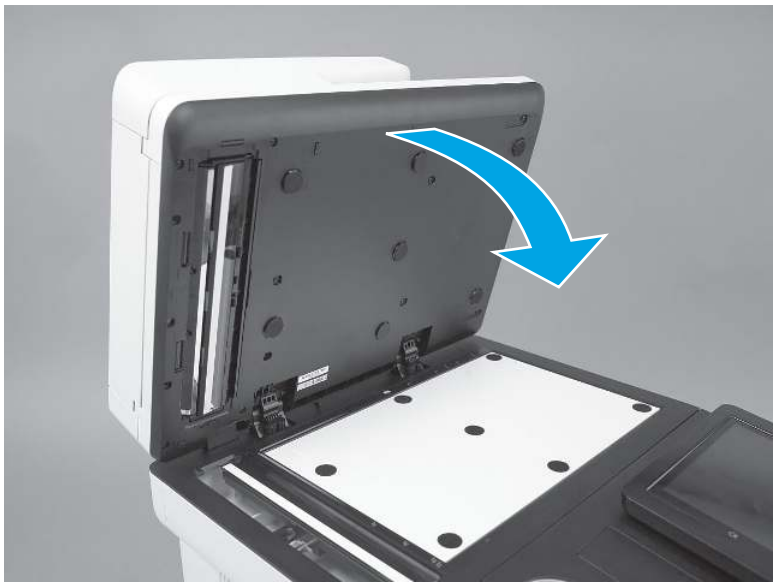
1. Open the document feeder, and then place the replacement white backing on the flatbed scanner glass, as shown.

NOTE: Place the corner of the backing that does not have a hook-and-loop fastener in the upper-left corner of the scanner glass.

Figure 4-170 Install the white backing

2. Close the document feeder.

Figure 4-171 Close the document feeder



3. Open the document feeder and make sure that the white backing is securely attached.

Figure 4-172 **Check the white backing**

4. Close the document feeder.

Figure 4-173 **Close the document feeder**

Removal and replacement: Retention clips (M577/M578/E57540)

Learn about removing and replacing the document feeder white backing retention clips.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-23 Part information

Part number	Part description
5851-6573	Retention clips kit with instruction guide

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the retention clips (MFP)

Follow these steps to remove the white backing retention clips.

1. Open the document feeder.

Figure 4-174 Open the document feeder

2. Remove the white backing.

Figure 4-175 Remove the white backing

3. If any of the retention clips (callout 1) remain attached to the white backing remove them. Check to see if any clips remain attached to the document feeder (callout 2).

NOTE: If none of the retention clips remain attached to the white backing, proceed to the next step.

Figure 4-176 Check the retention clips

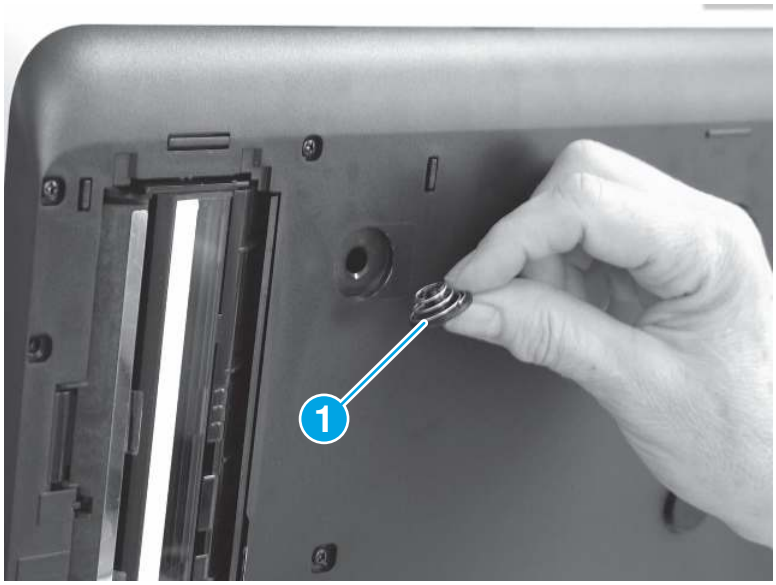
4. Remove any damaged retention clips from the document feeder.

TIP: Use the edge of a coin to loosen the clip.

Figure 4-177 Loosen damaged clips

5. Remove the retention clip (callout 1).

Figure 4-178 **Remove the retention clip**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

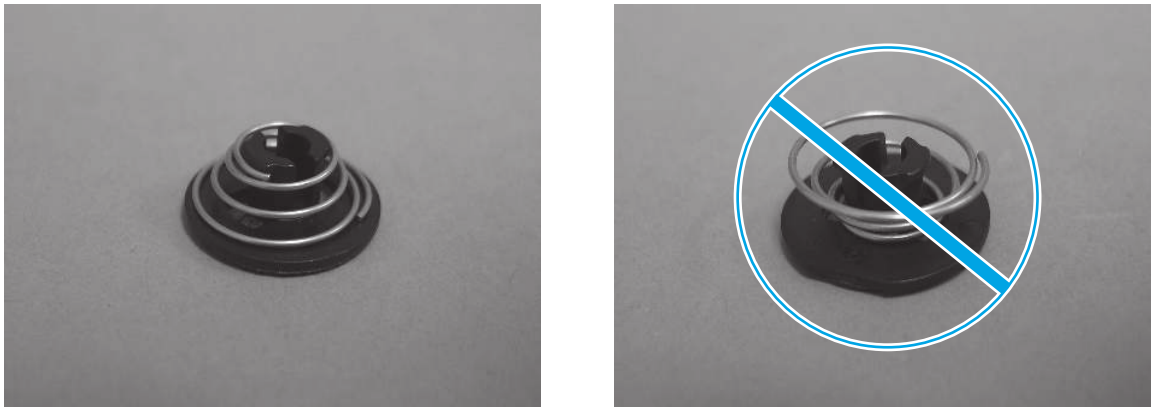
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the retention clips (MFP)

Follow these steps to install the white backing retention clips.

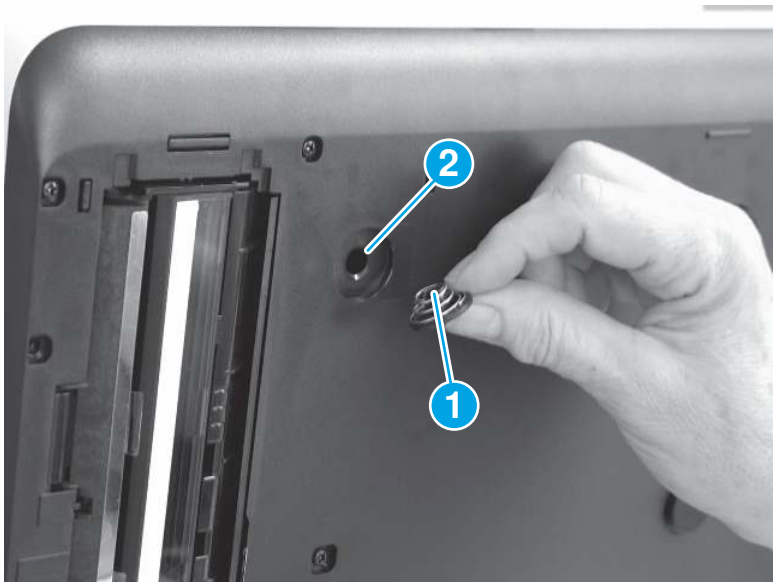
1. If a spring comes off of a retention clip, make sure that it is correctly repositioned on the clip.

Figure 4-179 Check the retention clip spring



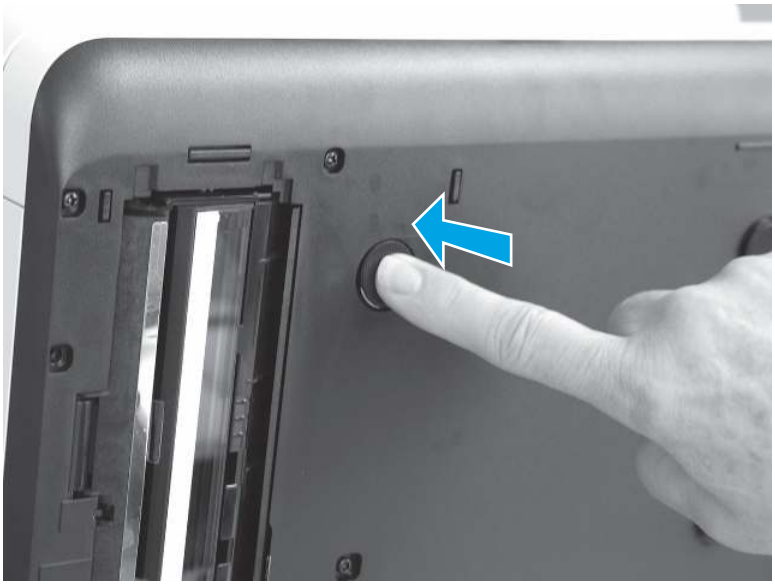
2. Install the clip (callout 1) in the opening (callout 2) in the document feeder. Repeat this step until all of the retention clips are installed.

Figure 4-180 Install the retention clip



3. Press the clip to make sure it is securely installed. Repeat this step until all of the retention clips are secure.

Figure 4-181 Press the retention clip



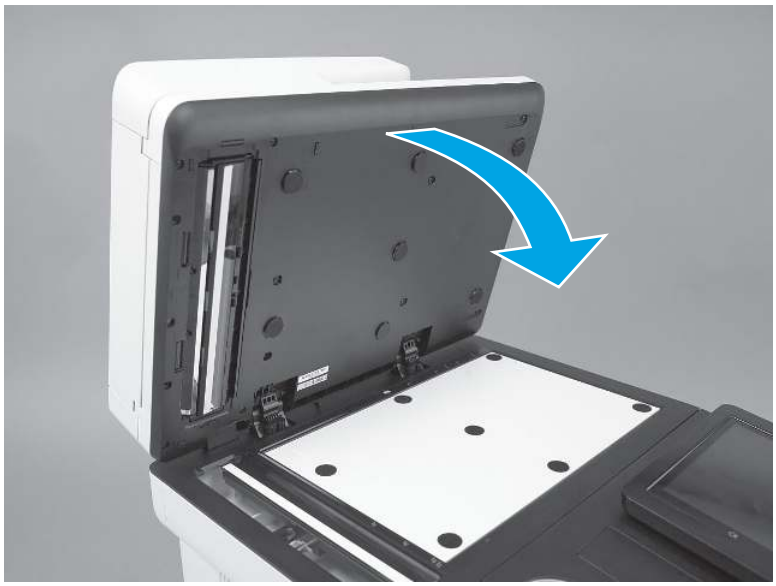
4. Place the white backing, on the flatbed scanner glass as shown.

NOTE: Place the corner of the backing that does not have a hook-and-loop fastener in the upper-left corner of the scanner glass.

Figure 4-182 Install the white backing

5. Close the document feeder.

Figure 4-183 Close the document feeder



6. Open the document feeder and make sure that the white backing is securely attached.

Figure 4-184 Check the white backing

7. Close the document feeder.

Figure 4-185 **Close the document feeder**

Removal and replacement: Document feeder rollers (M577/M578/E57540)

Learn about removing and replacing the document feeder rollers.

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

⚠ **CAUTION:** To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-24 **Part information**

Part number	Part description
W5U23-67901	ADF maintenance kit with instruction guide

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the pickup and feed roller assembly

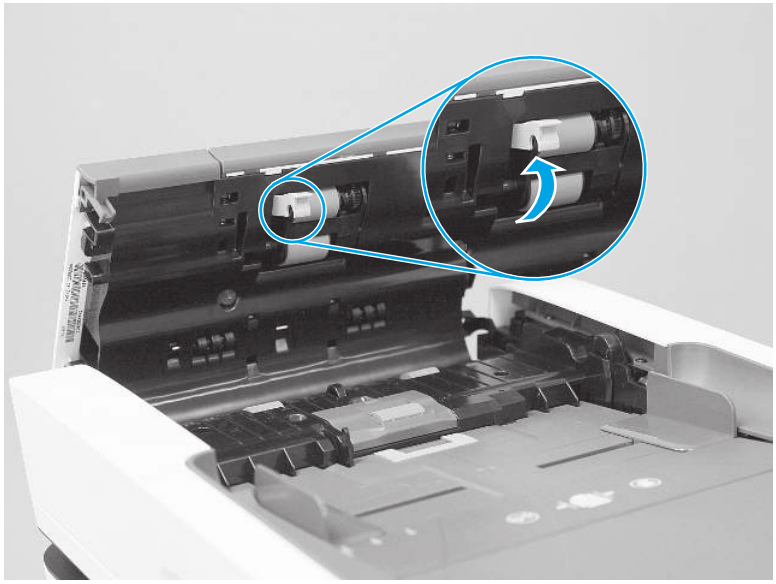
Follow these steps to remove the pickup and feed roller assembly.

1. Open the document-feeder jam access door.

Figure 4-186 **Open the document-feeder jam access door**

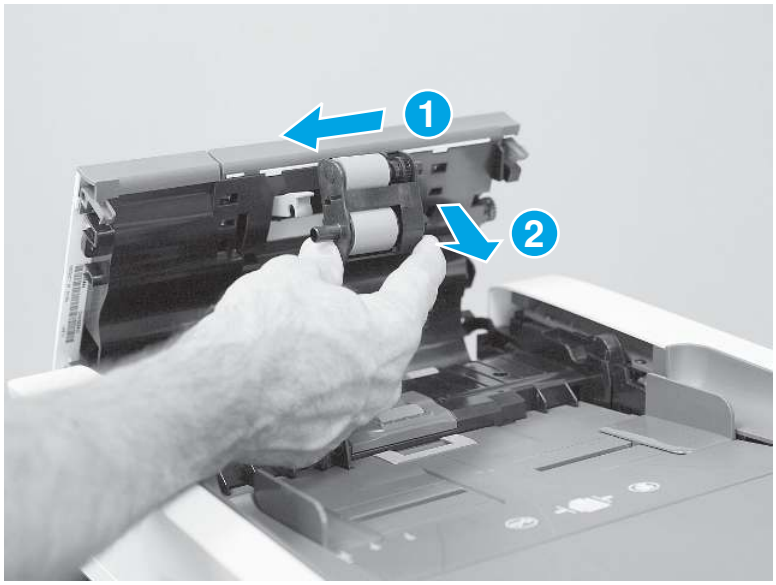
2. Release the blue locking arm.

Figure 4-187 Release the blue locking arm



3. Slide the pickup and feed roller assembly to the left (callout 1), and then pull it away from the document feeder (callout 2) to remove it.

Figure 4-188 Remove the roller assembly



Remove the separation roller

Follow these steps to remove the separation roller.

1. Rotate the top edge of the separation roller cover away from the printer to release it.

Figure 4-189 Release the separation roller cover

2. Remove the cover.

Figure 4-190 Remove the cover

3. Slide the separation roller to the left, and then lift it up and away from the document feeder to remove it.

Figure 4-191 Remove the roller

Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the separation roller

Follow these steps to install the separation roller.

1. Lower the separation roller into the document feeder, and then slide it to the right to install it.

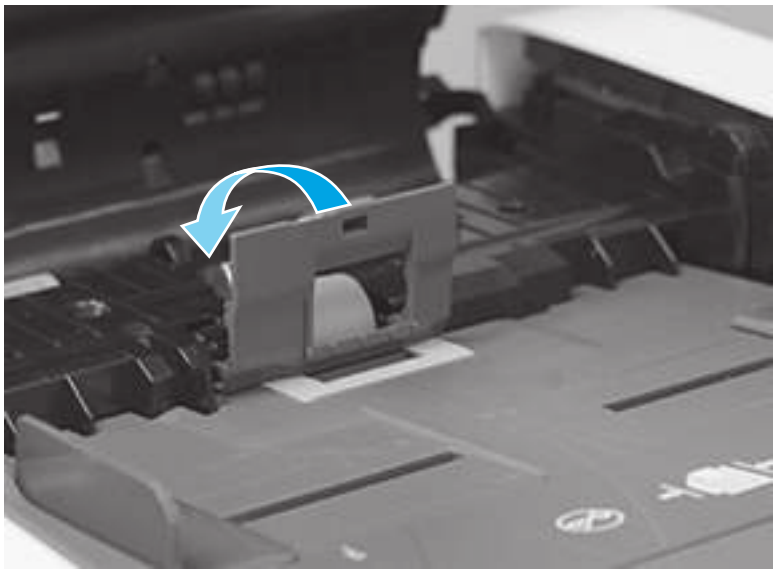
Figure 4-192 Install the roller

2. Position the bottom edge of the separation roller cover on the printer.

Figure 4-193 Position the separation roller cover

3. Rotate the cover down to close it.

Figure 4-194 Close the separation roller cover



4. The roller might seem loose until the cover is snapped closed. The cover helps hold the roller in place.

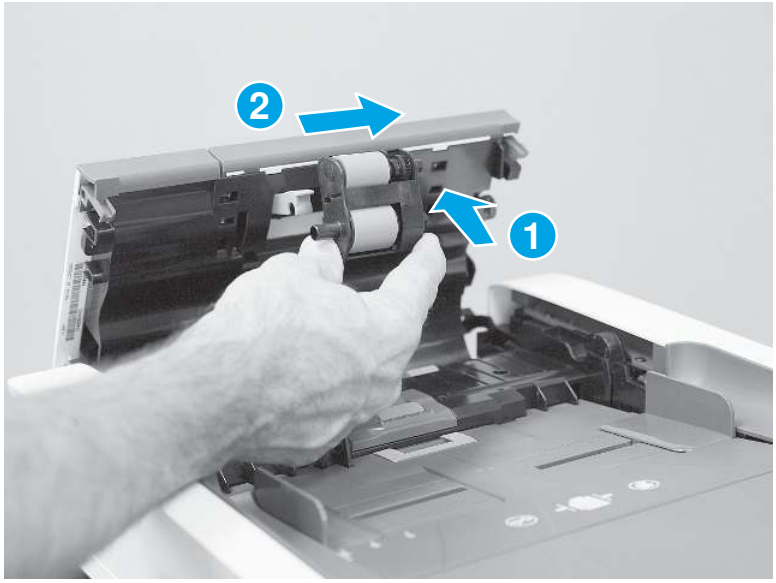
Figure 4-195 Snap the cover closed

Install the pickup and feed roller assembly

Follow these steps to install the pickup and feed roller assembly.

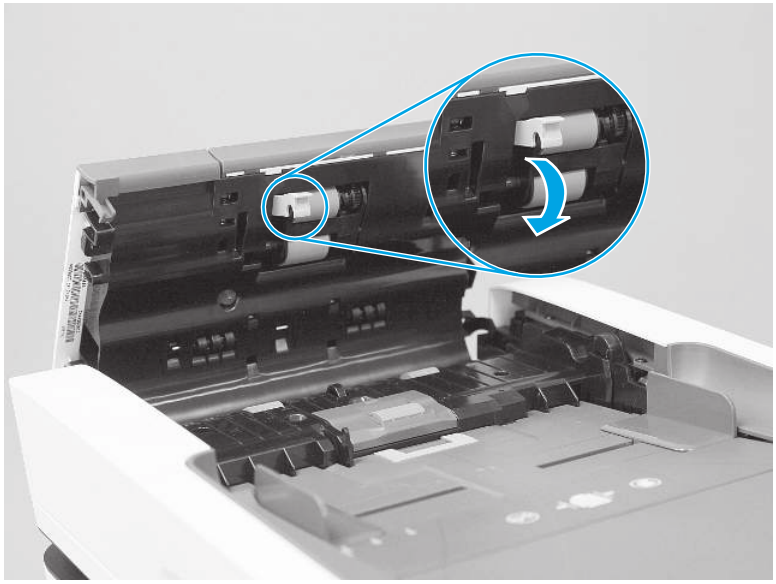
1. Position the pickup and feed roller assembly in the document feeder (callout 1), and then slide the assembly to the right (callout 2) to install it.

Figure 4-196 Install the roller assembly



2. Close the blue locking arm.

Figure 4-197 close the blue locking arm



3. Close the document-feeder jam access door.

Figure 4-198 **Close the document-feeder jam access door**

Customer self-repair (CSR) B parts and accessories

Customer self-repair (CSR) B parts are parts that a customer replaces without assistance from a field technician. These parts might require the use of tools.

Removal and replacement: Fixed tray guide kit

Learn about removing and replacing the fixed tray guide kit.

NOTE: The procedure in this section shows Tray 2 in the figures. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-25 Part information

Part number	Part description
5851-7708	Fixed tray guide kit with instruction guide NOTE: The kit includes four length guide locks, four width guide locks, and eight screws. Only one kit is required per printer.

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove Tray 2

Learn about removing Tray 2.

NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

The figures in this section show Tray 2. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5. Always carefully read the instructions that accompany the figures.

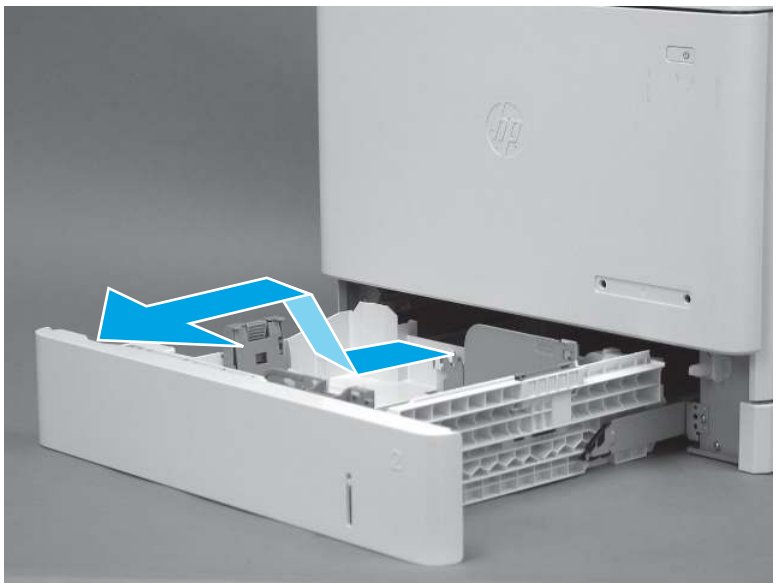
1. Pull the tray out until it stops.

Figure 4-199 **Pull the tray out**

2. Lift the front of the tray, and then pull it out of the printer to remove it.

NOTE: **For a replacement tray:** If the tray has Fixed Tray Guides installed and are still required, move hardware to new tray. If necessary, order new kit: 3GY25-67901 Kit - Fixed Tray Guide. Only one kit required per engine.

Figure 4-200 **Remove the tray**



Install the fixed tray guide

Learn about installing the fixed tray guide.

1. Identify the kit components.

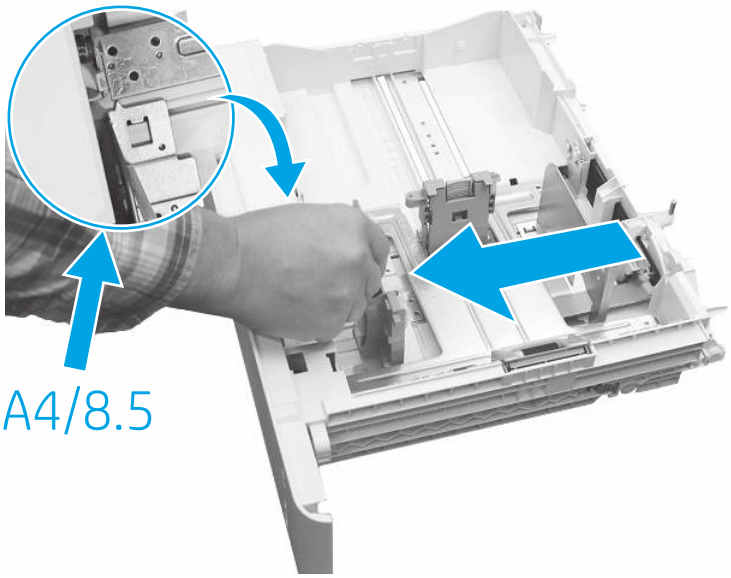
   - **Callout 1**: Width guide lock

- **Callout 2**: Length guide lock
- **Callout 3**: Screws (self tapping)

Figure 4-201 **Identify kit components**

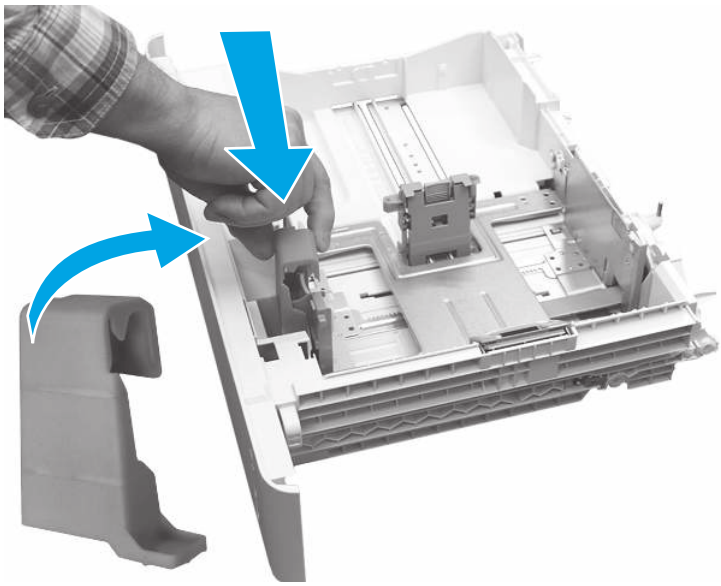
2. Adjust the sliding tray paper width guide to the **A4/8.5** setting.

Figure 4-202 **Adjust the tray paper width guide**



3. Install the width guide lock over the width guide in the tray.

Figure 4-203 **Install the width guide lock**

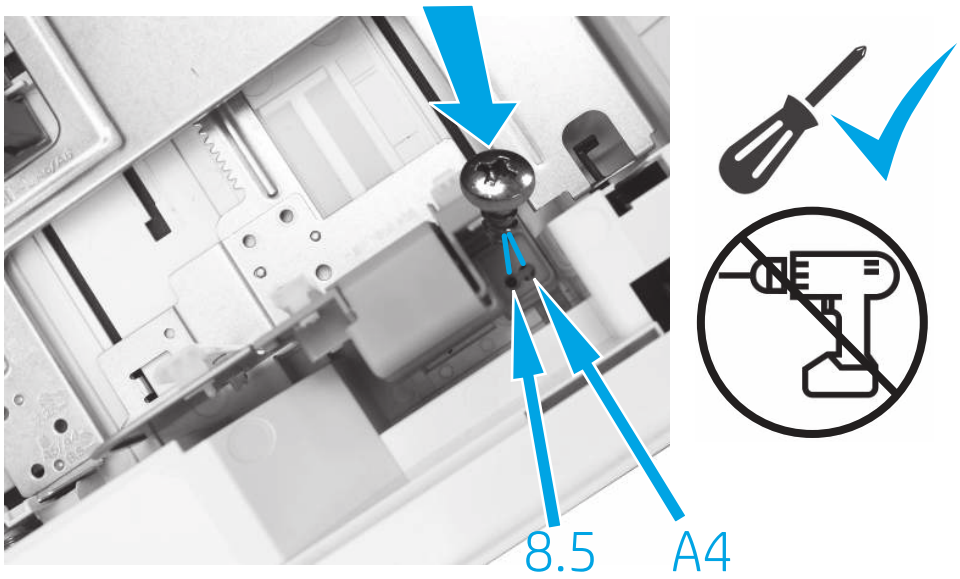


4. Install one screw to secure the lock in place.

⚠ **CAUTION:** Do not use a power screwdriver to install the screw.

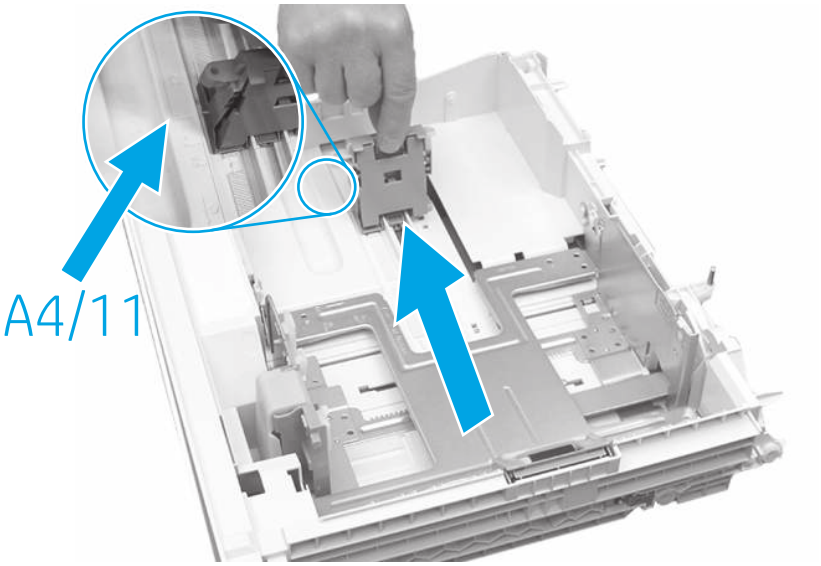
NOTE: Verify that the tray paper width guide is set to the **A4/8.5** setting.

Figure 4-204 **Install one screw**



5. Adjust the sliding tray paper length guide to the **A4/11** setting.

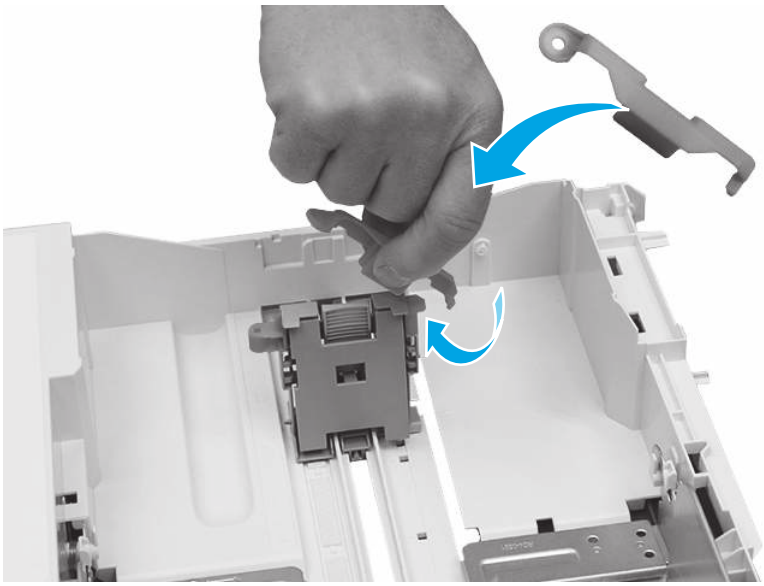
Figure 4-205 **Adjust the tray paper length guide**



6. To install the length guide lock on the length guide in the tray, do the following:

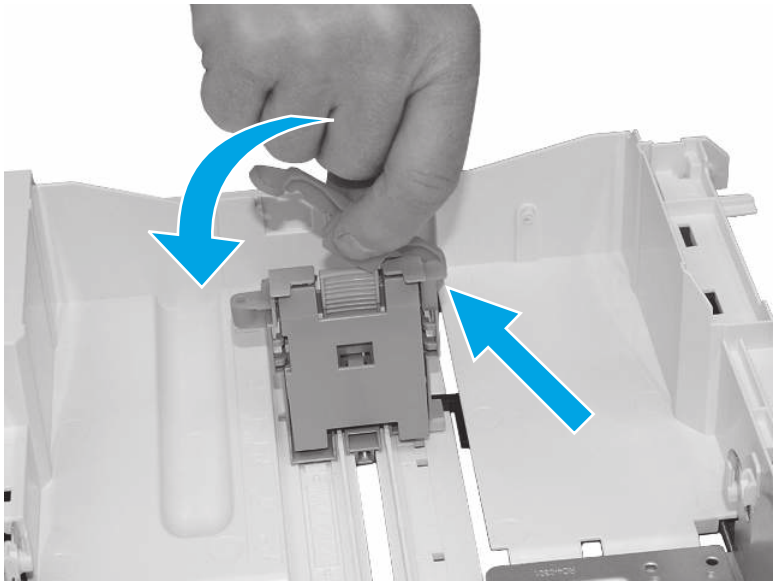
   a. Position the hooked end of the lock under the rear edge of the length guide (as shown).

   Figure 4-206 **Install the length guide lock (1 of 2)**



   b. Rotate the lock down and onto the length guide.

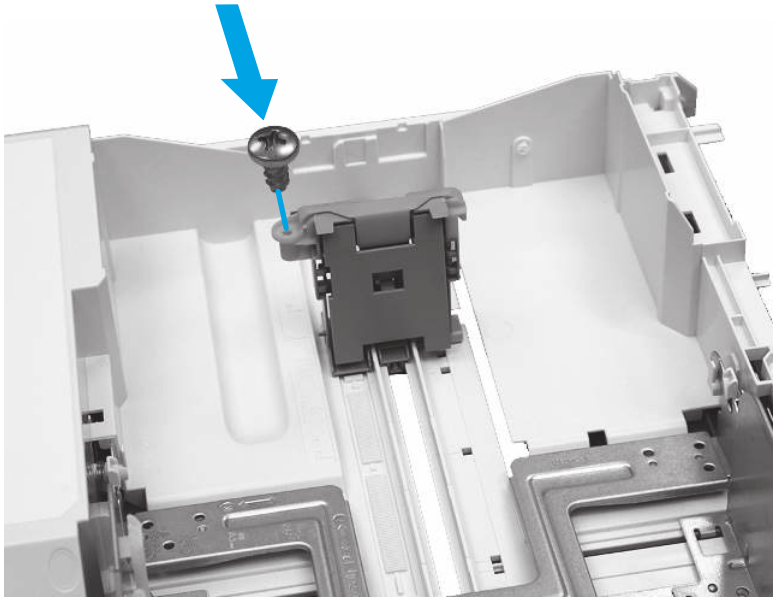
Figure 4-207 Install the length guide lock (2 of 2)



7. Verify that the lock is correctly installed on the length guide. The lock mounting screw hole must align with the hole in the guide.

IMPORTANT: If the hole in the lock and the guide are not aligned, remove the lock and reinstall it.

Figure 4-208 Check length guide installation

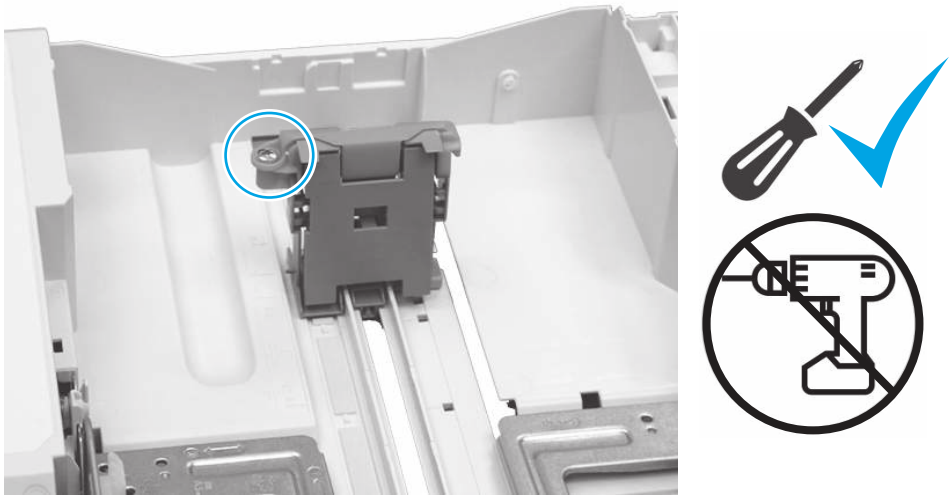


8. Install one screw to secure the lock in place.

CAUTION: Do not use a power screwdriver to install the screw.

NOTE: Reinstall the tray.

Figure 4-209 Install one screw



Removal and replacement: Tray 2-X paper pickup roller and separation roller assemblies

Learn about removing and replacing the Tray 2-X rollers.

NOTE: The procedure in this section shows Tray 2 in the figures. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-26 Part information

Part number	Part description
RM2-6577-000CN	Kit-Tray 2-X roller

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.

- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the Tray 2-X paper pickup roller assembly

Learn about removing the Tray 2-X rollers.

NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

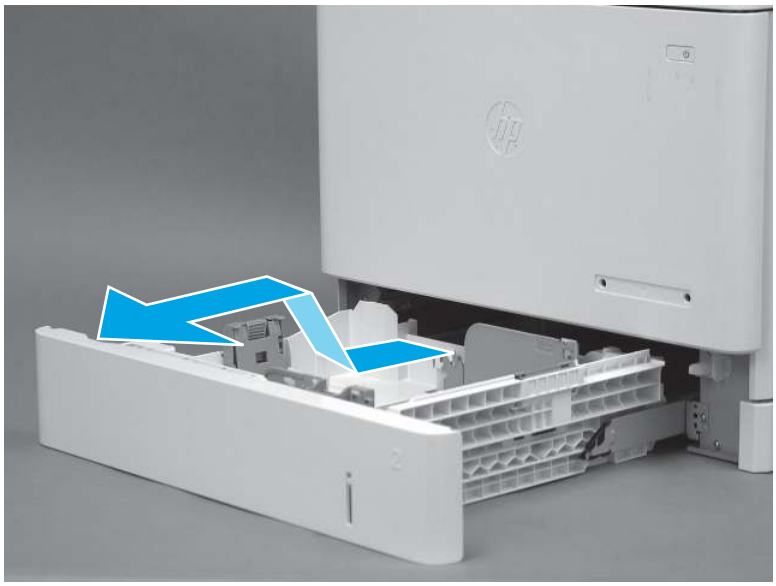
The figures in this section show Tray 2. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5. Always carefully read the instructions that accompany the figures.

1. Pull the tray out until it stops.

Figure 4-210 **Pull the tray out**

2. Lift the front of the tray, and then pull it out of the printer to remove it.

Figure 4-211 Remove the tray

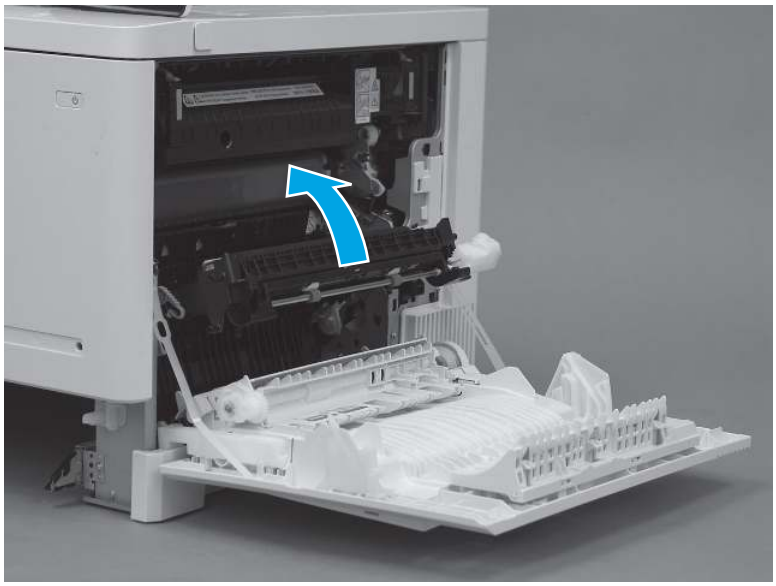


3. Open the right door.

Figure 4-212 Open the right door

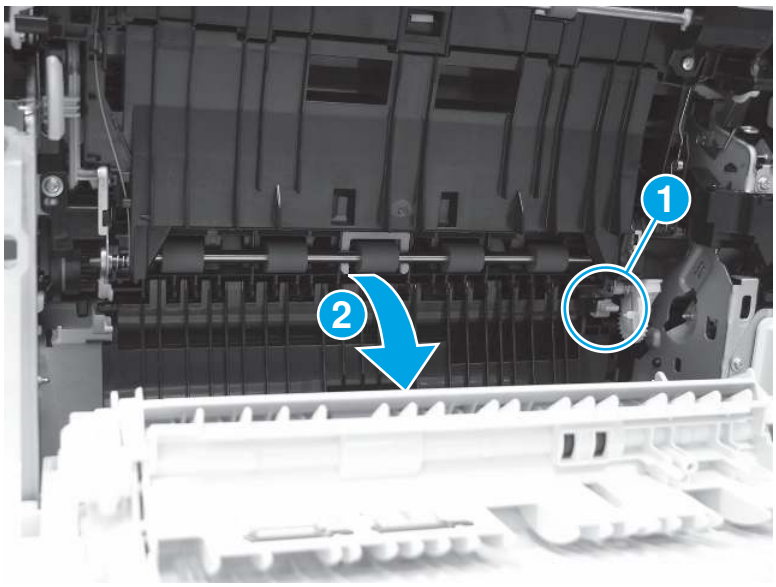
4. Carefully raise the transfer roller assembly up and into the printer.

Figure 4-213 Raise the transfer roller assembly



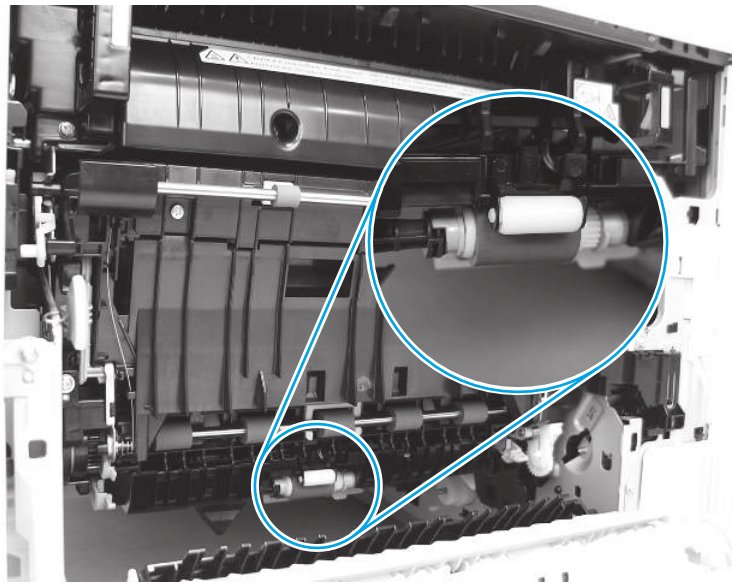
5. Release the green handle (callout 1), and then lower the paper guide (callout 2).

Figure 4-214 Lower the paper guide



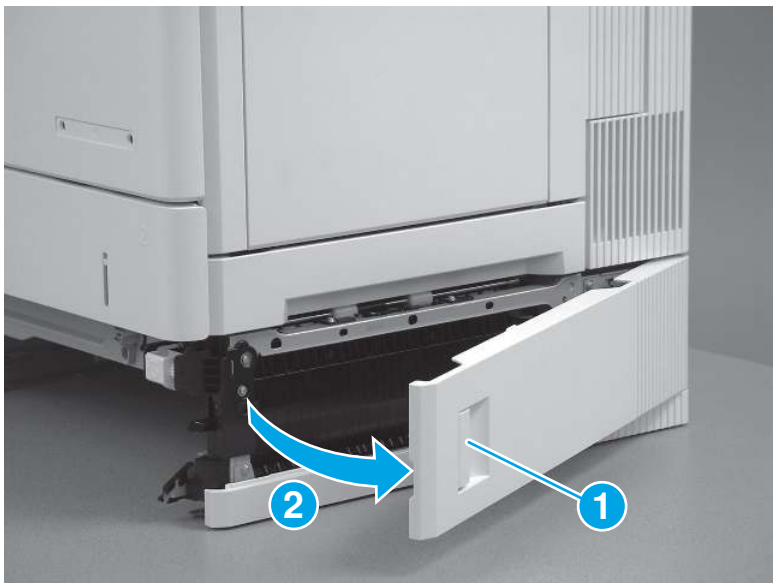
6. Locate the tray pickup roller assembly.

Figure 4-215 Locate the tray pickup roller



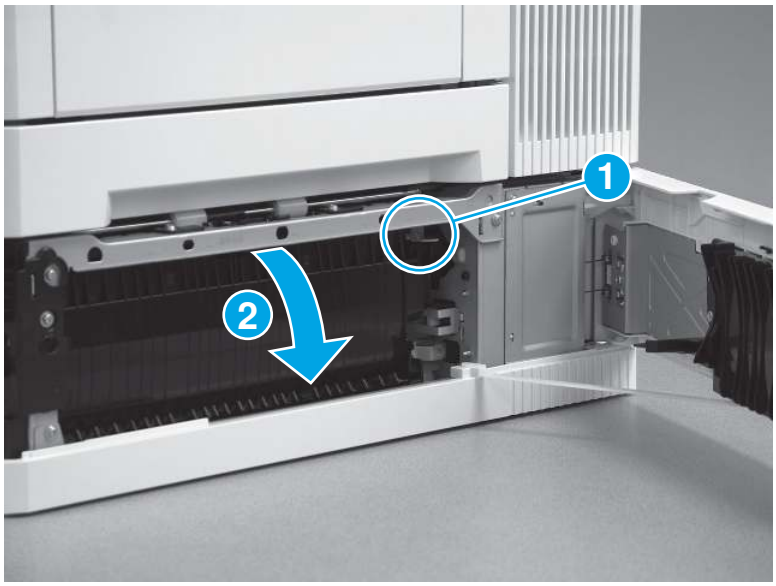
7. **Trays 3, 4, or 5 only**: Release the latch (callout 1), and then open the right door (callout 2).

Figure 4-216 Open the Tray 3, 4, or 5 right door



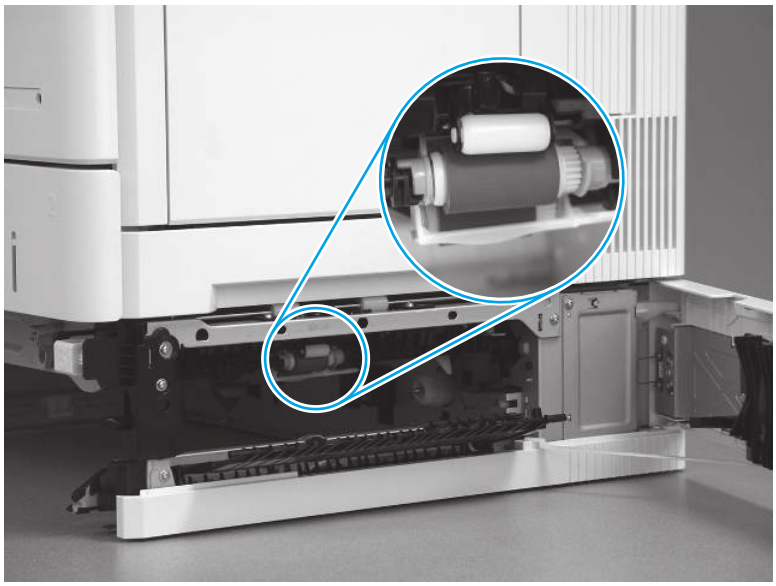
8. **Trays 3, 4, or 5 only**: Release the green handle (callout 1), and then lower the paper guide (callout 2).

Figure 4-217 **Lower the Tray 3, 4, or 5 paper guide**



9. **Trays 3, 4, or 5 only**: Locate the tray pickup roller assembly.

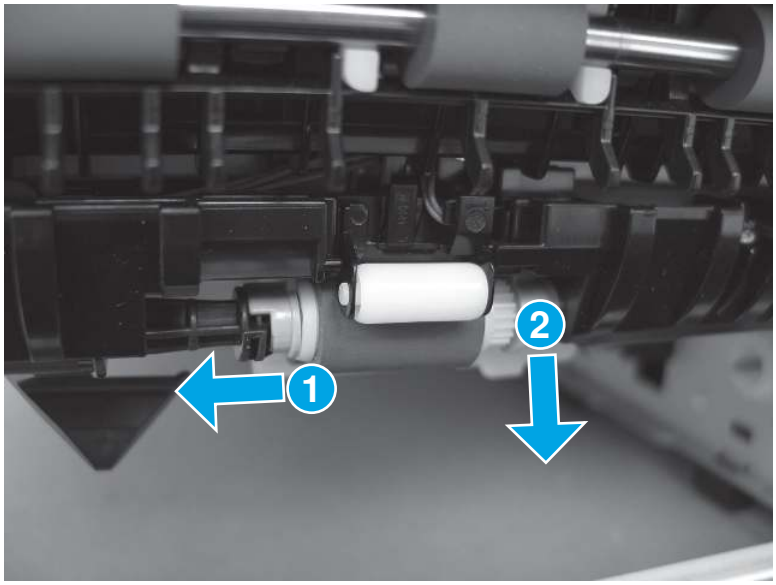
Figure 4-218 **Locate the Tray 3, 4, or 5 pickup roller assembly**



10. Slide the assembly to the left to compress the spring loaded shaft (callout 1), and then rotate the right end of the assembly down and away from the printer (callout 2).

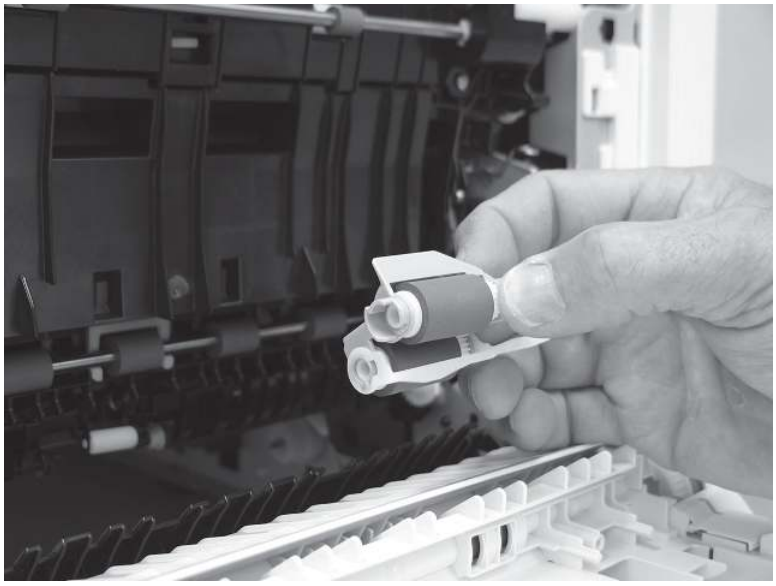
TIP: It might be easier to access the roller through the tray cavity, while viewing it through the right door opening.

Figure 4-219 Slide the assembly to the left



11. Remove the roller assembly.

Figure 4-220 Remove the roller assembly

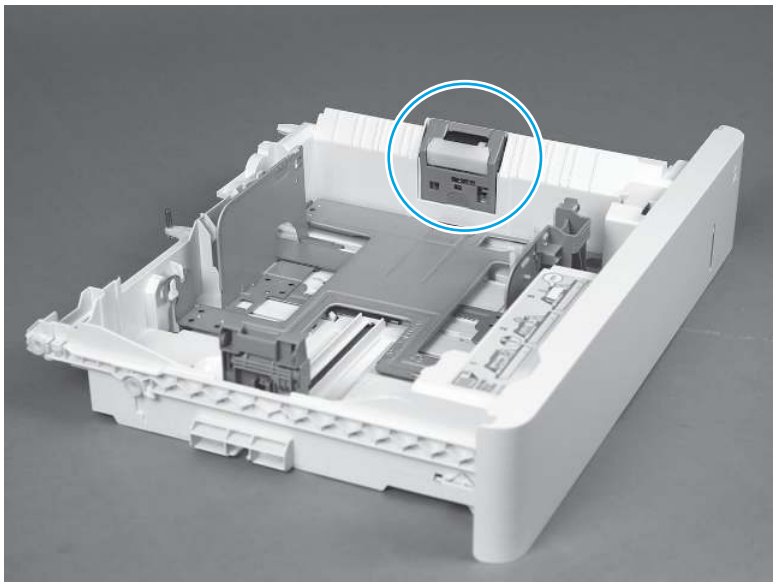


Remove the Tray 2-X separation roller

Learn about removing the Tray 2-X separation roller.

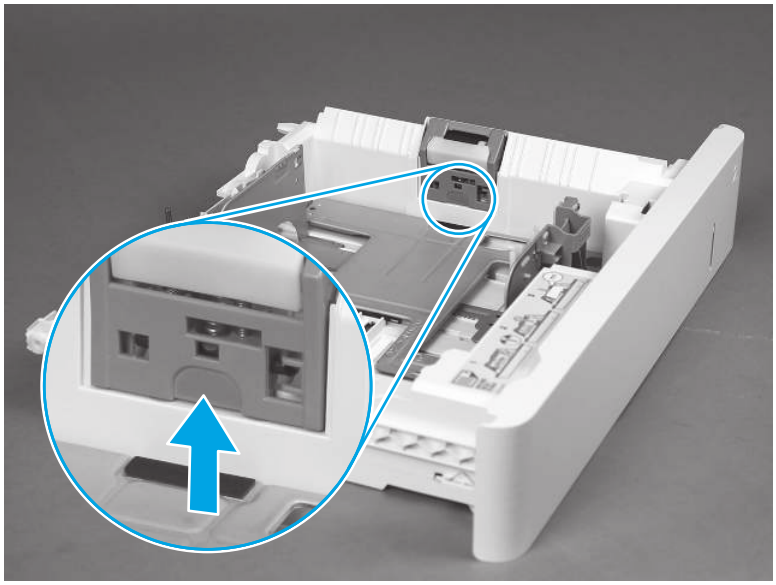
1. Locate the tray separation roller.

Figure 4-221 **Locate the roller assembly**



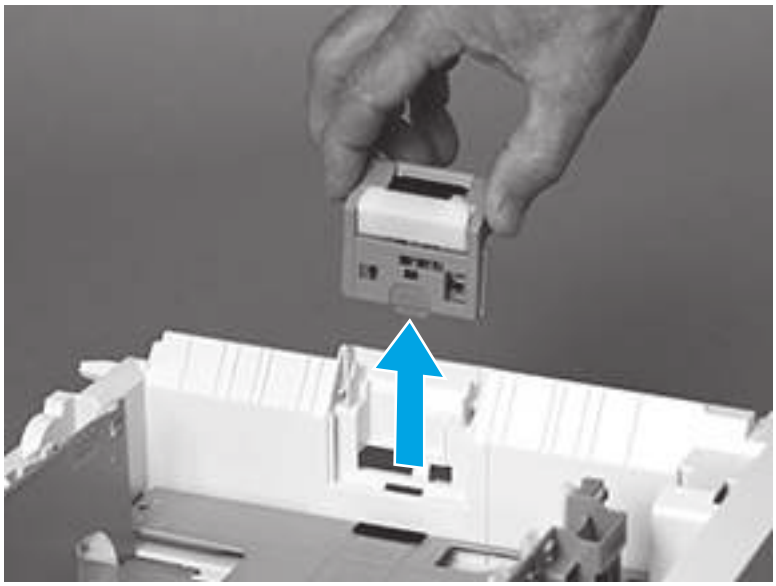
2. Push up on the blue label to release the roller assembly.

Figure 4-222 **Push up on the blue label**



3. Slide the roller assembly straight up to remove it.

Figure 4-223 **Remove the roller assembly**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

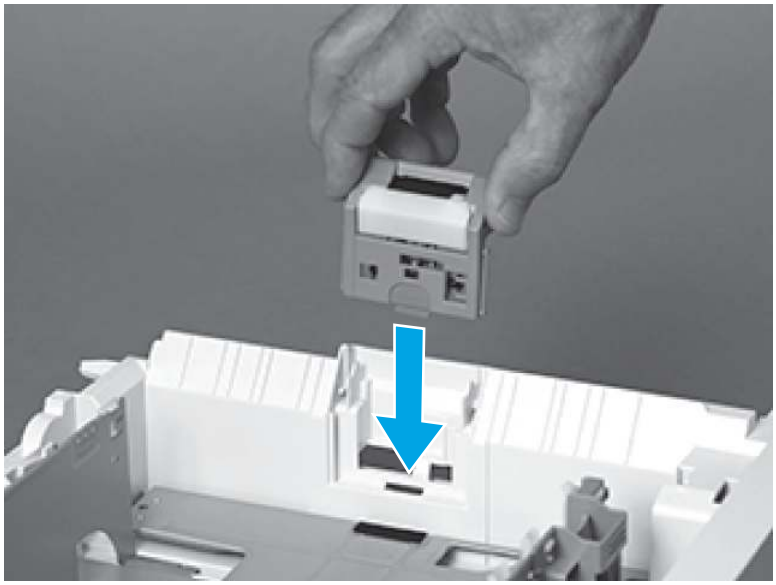
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the Tray 2-X separation roller

Learn about installing the Tray 2-X separation roller.

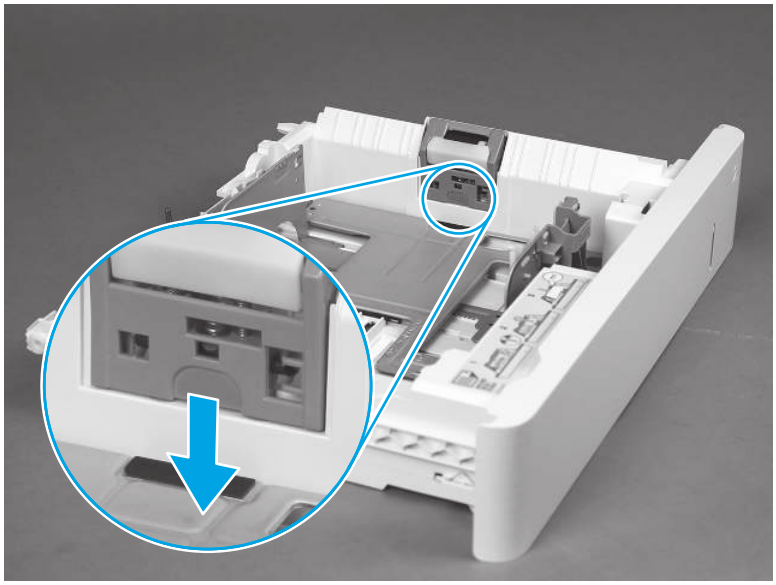
1. Slide the roller assembly straight into the tray to install it.

Figure 4-224 **Install the roller assembly**



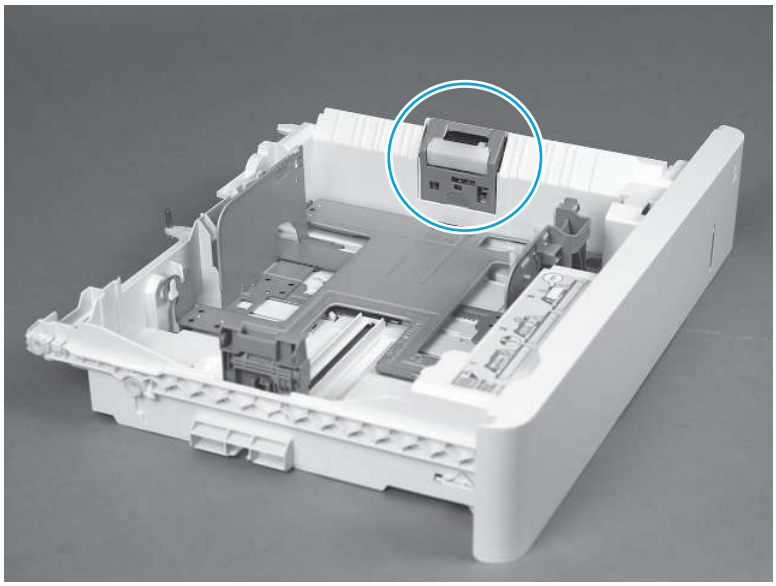
2. Make sure that the roller assembly is fully seated.

Figure 4-225 **Fully seat the roller assembly**



3. Verify that the roller assembly is correctly installed—it should be firmly attached to the tray.

Figure 4-226 **Check the installation**



Install the Tray 2-X paper pickup roller assembly

Learn about installing the Tray 2-X rollers.

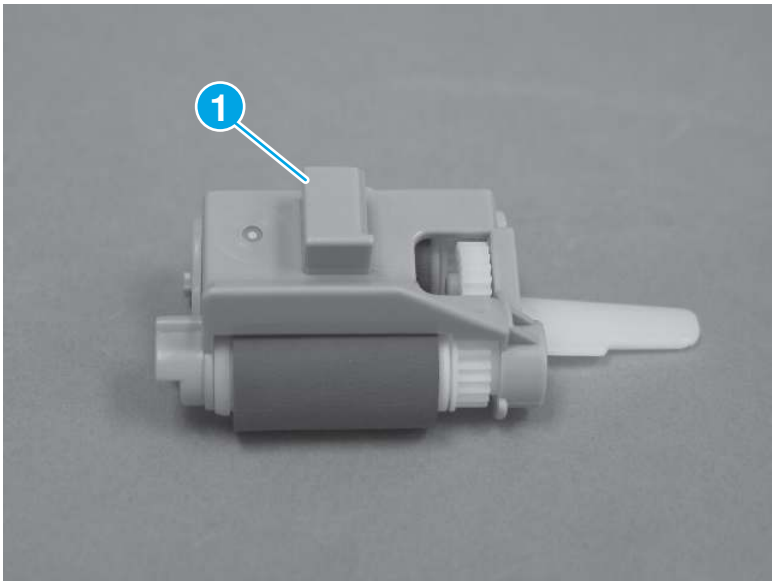
NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

The figures in this section show Tray 2. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5. Always carefully read the instructions that accompany the figures.

1. Before proceeding, take note of the mounting tab (callout 1) on the replacement roller assembly.

IMPORTANT: When correctly installed, a black-plastic protrusion in the printer fits into this tab to hold the roller in the upright position.

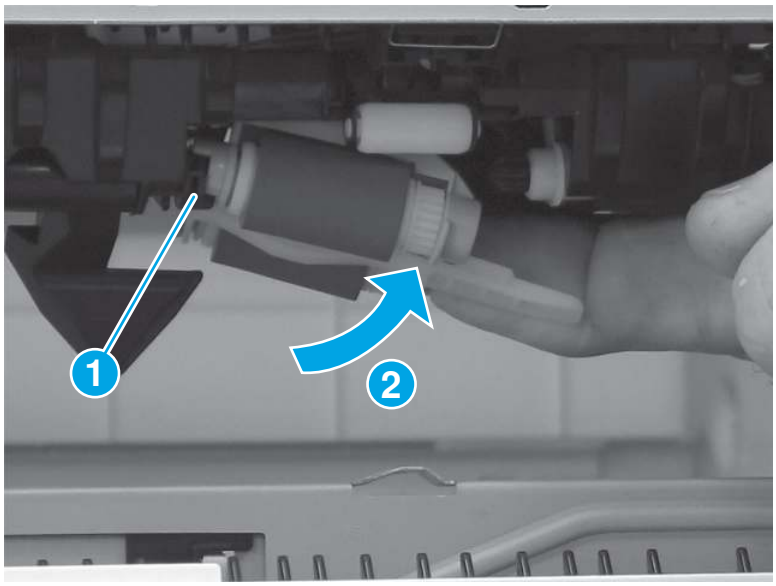
Figure 4-227 Note the mounting tab



2. Position the roller assembly in the printer with the spring loaded shaft compressed (callout 1), and then rotate the right end of the assembly up and into the printer (callout 2).

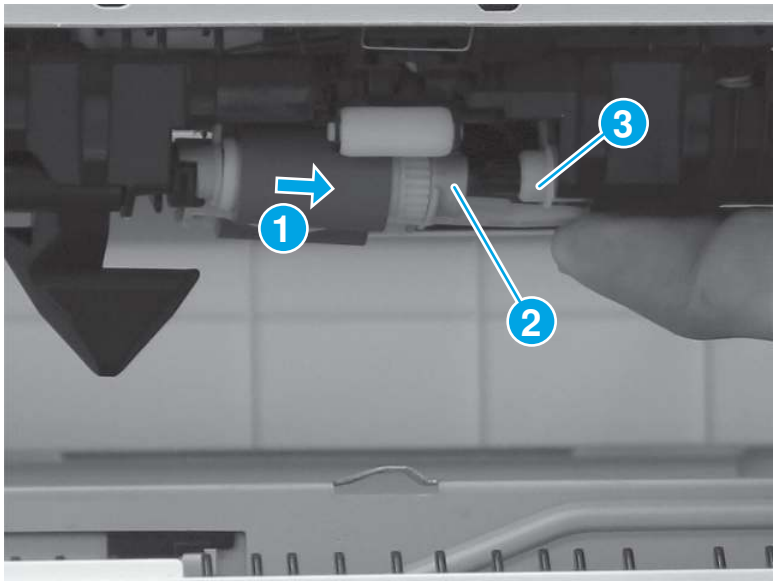
TIP: It might be easier to access the roller through the tray cavity, while viewing it through the right door opening.

Figure 4-228 Position the roller assembly in the printer



3. Carefully release the spring loaded shaft (callout 1) with the roller in place. The collar (callout 2) on the assembly fits over the bushing (callout 3) in the printer.

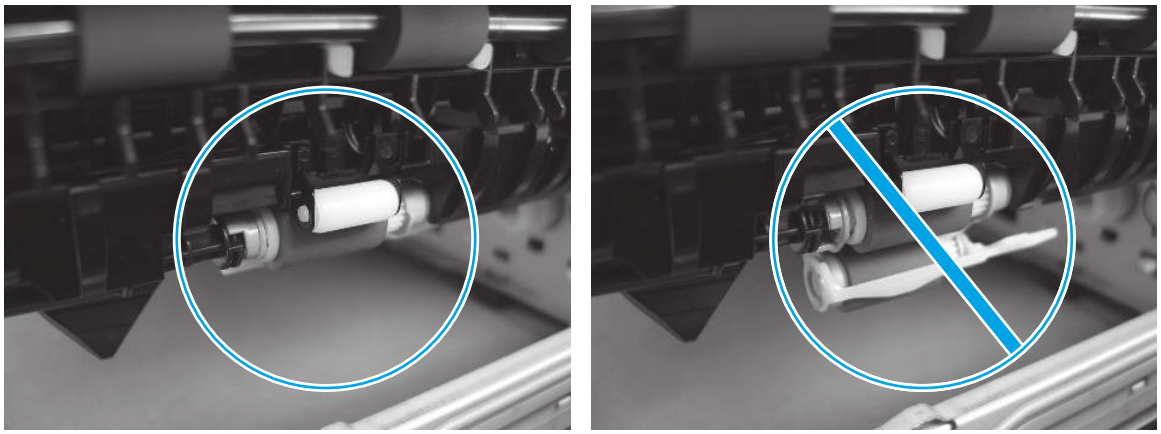
Figure 4-229 Release the spring loaded shaft



4. Make sure that the roller assembly is correctly installed. It must not hang down into the tray cavity. If the roller hangs down into the tray cavity, remove it, and then reinstall it.

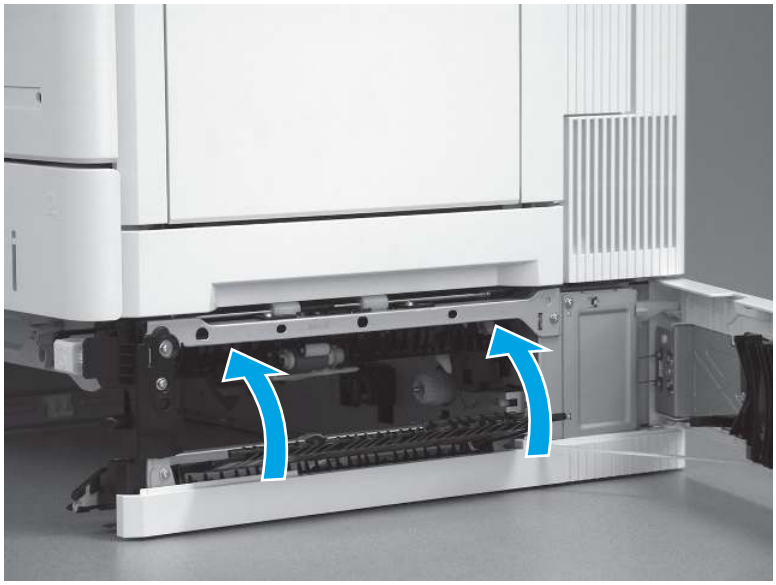
⚠ CAUTION: If the roller assembly is not correctly installed, it will be damaged when the tray is installed

Figure 4-230 Verify the roller installation



5. **Trays 3, 4, or 5 only**: Raise the paper guide.

Figure 4-231 Raise the Tray 3, 4, or 5 paper guide



6. **Trays 3, 4, or 5 only**: Close the right door.

Figure 4-232 Close the Tray 3, 4, or 5 right door

7. Close the right door.

Figure 4-233 **Close the right door**

8. With the front of the tray slightly lifted, align the sides of the tray with the rails in the printer, and then carefully slide the tray into the printer.

TIP: As the tray slides into the printer, lower the front of it.

Figure 4-234 **Install the tray**

9. Close the tray.

Figure 4-235 **Close the tray**

Removal and replacement: Intermediate transfer belt (ITB)

This document provides instructions about removing and replacing the intermediate transfer belt (ITB) assembly.

View a video demonstration of removing and replacing the Intermediate transfer belt.

Mean time to repair: 5 minutes

Service level: Basic

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

To order a replacement assembly, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Table 4-27 **Part information**

Part number	Part description
RM2-6576-000CN	Intermediate transfer belt assembly
B5L24-69001	Intermediate transfer belt assembly (refurbished)

Required tools

No special tools are required to install this assembly.

After performing service

Make sure that the right door is fully closed after replacing the ITB.

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print a configuration page to make sure that the printer is functioning correctly.

1. Remove the ITB

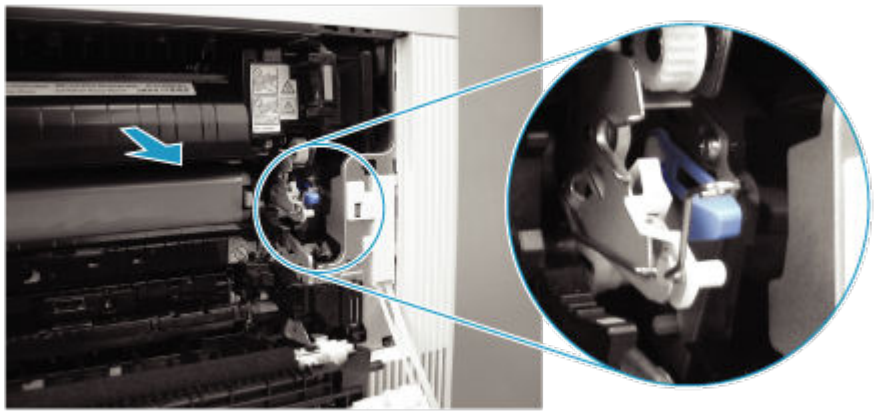
Follow these steps to remove the ITB.

1. Open the right door.

Figure 4-236 Open the right door

2. Pull the blue lever to release the ITB drive coupling.

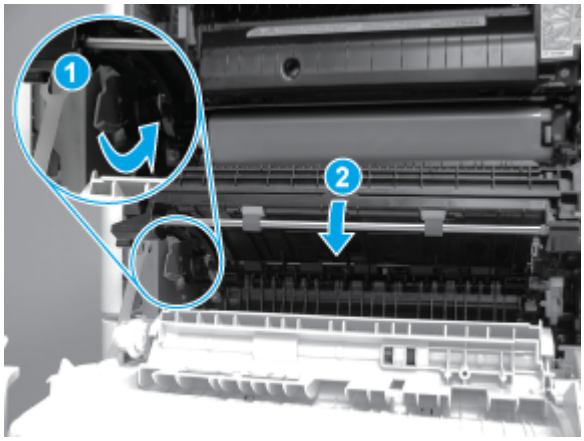
Figure 4-237 Release the ITB drive coupling



3. Push in on the blue arm to release the secondary transfer roller assembly, and then completely lower the assembly.

NOTE: Press the blue arm on the secondary transfer roller assembly a second time to release the roller assembly when it stops at the halfway open position.

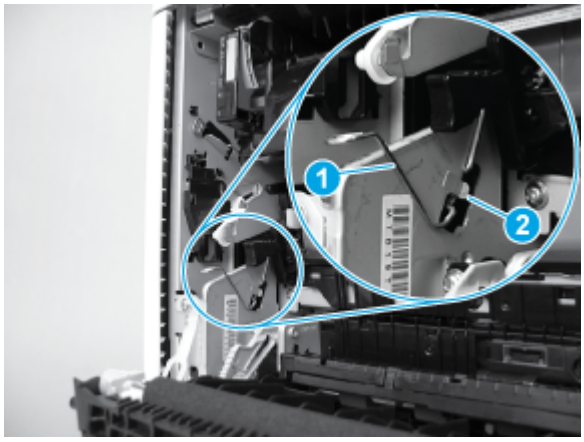
Figure 4-238 Lower the secondary transfer roller assembly



4. Release the left-side ITB spring (callout 1) from the tab (callout 2).

NOTE: For late production M552/M553/E55040/E57540 printers and all M554/M555/M578 printers, this ITB spring is not installed.

Figure 4-239 Release the front-side ITB spring

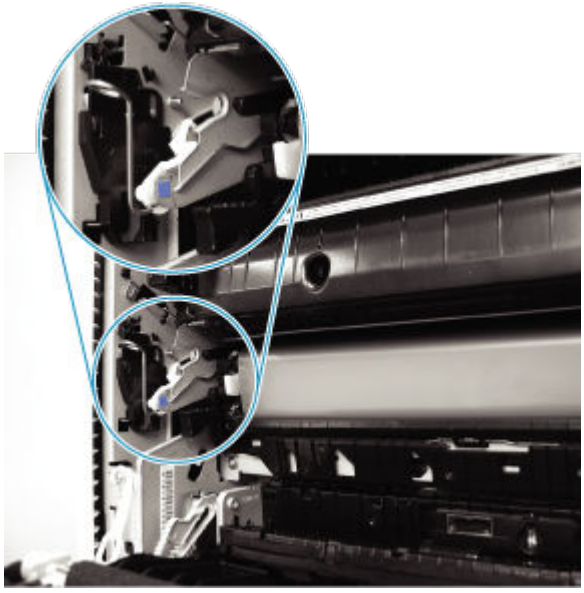


5. Place the left-side ITB spring on the holder to keep it out of the way.

NOTE: For late production M552/M553/E55040/E57540 printers and all M554/M555/M578 printers, this ITB spring is not installed.

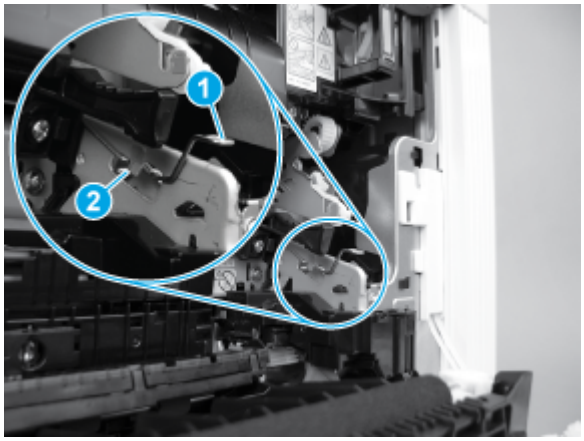
TIP: The holder is colored blue to help locate it.

Figure 4-240 Place the spring on the holder



6. Release the right-side ITB spring (callout 1) from the tab (callout 2).

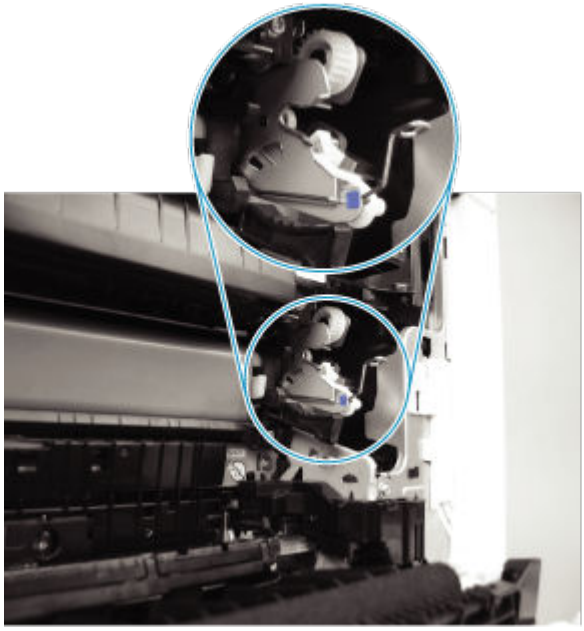
Figure 4-241 Release the rear-side ITB spring



7. Place the right-side ITB spring on the holder to keep it out of the way.

TIP: The holder is colored blue to help locate it.

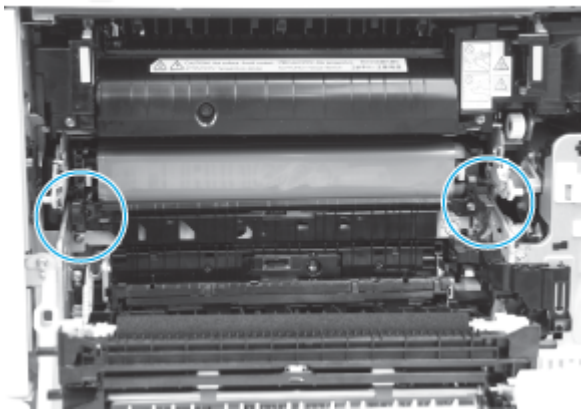
Figure 4-242 Place the spring on the holder



8. Grasp the two blue handles on the ITB.

⚠ CAUTION: If the ITB is removed to access other assemblies in the printer, use care. The ITB is a sensitive assembly. Be careful when handling the ITB so that it is not damaged. Always place the ITB in a safe and protected location.

Figure 4-243 Grasp the ITB handles



9. Pull the ITB out of the printer to remove it.

⚠ CAUTION: Do not touch the gray plastic belt. Skin oils and fingerprints on the belt can cause print-quality problems.

Figure 4-244 Remove the ITB

2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

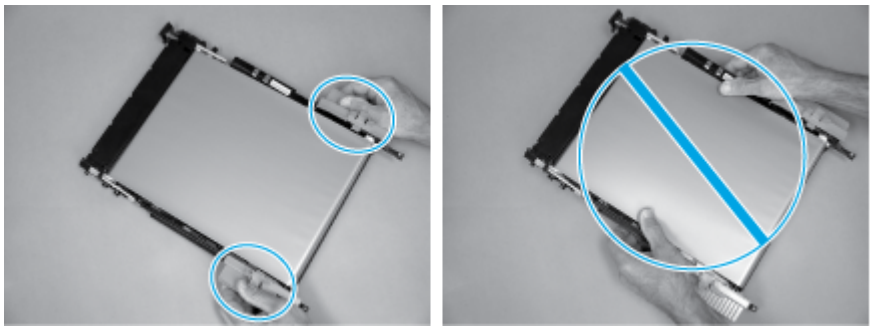
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

3. Install the ITB

Follow these steps to install the ITB.

1. Hold the ITB by the orange handles.

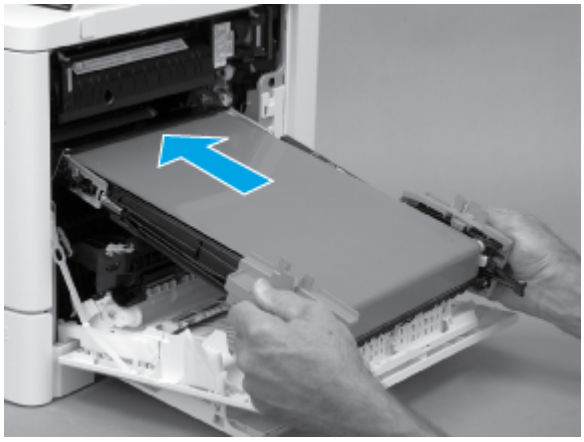
Figure 4-245 **Handle the ITB by the edges**



2. Align the ITB with the slots in the printer, and then carefully push it into the printer.

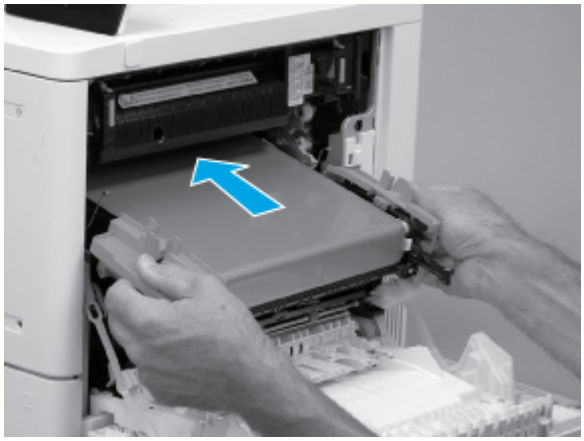
NOTE: Be careful. Do not dislodge the ITB retainer springs from the holders on the chassis. The springs can interfere with installing the ITB.

Figure 4-246 **Align the ITB with the slots in the product**



3. Continue to carefully push the ITB into the printer until it the orange handles stop it.

Figure 4-247 **Orange handles stop**



4. Release one tab (callout 1).

Figure 4-248 Release one tab

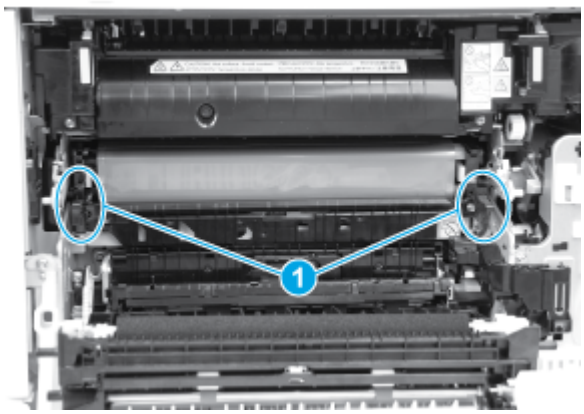
5. Remove the orange handle. Repeat this step for the remaining orange handle.

TIP: HP recommends recycling the plastic handles.

Figure 4-249 Remove the orange handle

6. Continue to carefully push the ITB into the printer until it is fully installed.

Figure 4-250 Install the ITB

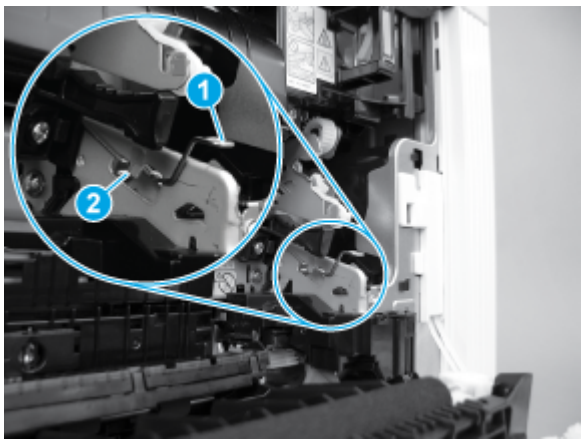


7. Remove the right-side ITB spring from the holder.

Figure 4-251 **Remove the spring from the holder**

8. Fasten the right-side ITB spring (callout 1) under the tab (callout 2).

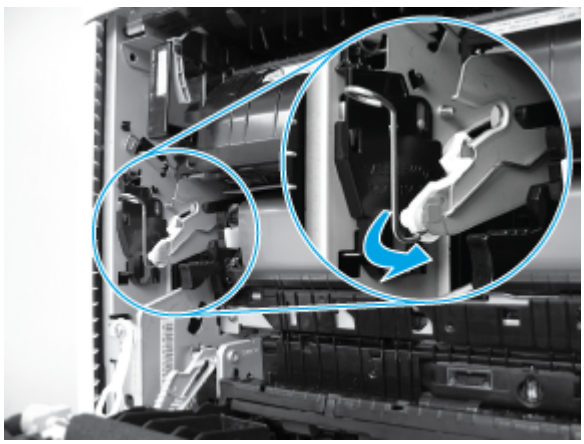
Figure 4-252 **Fasten the rear-side ITB spring**



9. Remove the left-side ITB spring from the holder.

NOTE: For late production M552/M553/E55040/E57540 printers and all M554/M555/M578 printers, this ITB spring is not installed.

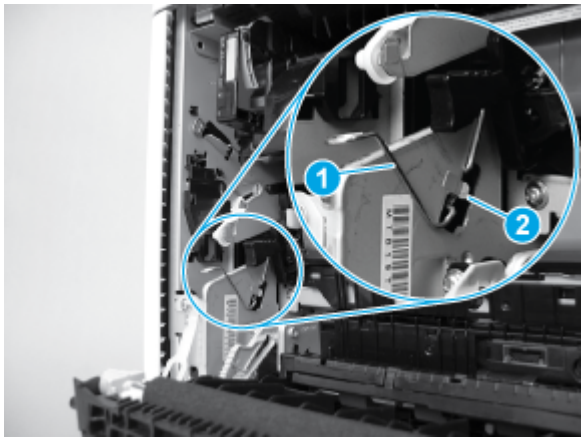
Figure 4-253 **Remove the spring from the holder**



10. Fasten the left-side ITB spring (callout 1) under the tab (callout 2).

NOTE: For late production M552/M553/E55040/E57540 printers and all M554/M555/M578 printers, this ITB spring is not installed.

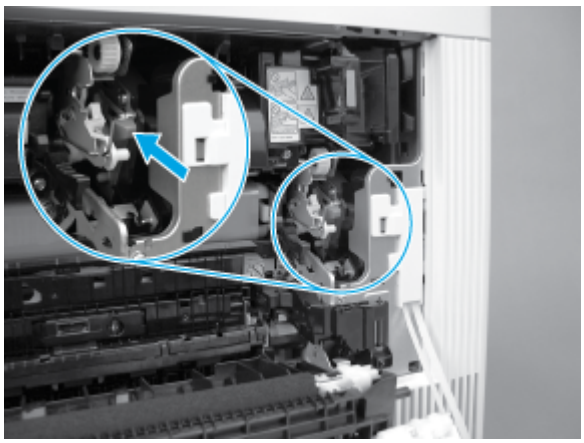
Figure 4-254 Fasten the front-side ITB spring



11. Push in the blue lever to engage the ITB drive coupling.

IMPORTANT: If the ITB drive coupling is not fully engaged, the right door will not properly close.

Figure 4-255 Engage the ITB drive coupling



12. Close the right door.

TIP: The right door should close easily if the ITB assembly is correctly installed.

Figure 4-256 Close the right door

Document feeder / scanner

Learn about document feeder and scanner parts removal and replacement.

Removal and replacement: Document feeder (M577/M578/E57540)

This document provides the procedures to remove and replace the document feeder (MFP).

View a video demonstration of removing and replacing the document feeder.

Mean time to repair: 20 minutes

Service level: Intermediate

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-28 Part information

Part number	Part description
B5L47-67906	Kit - ADF whole unit Enterprise
B5L47-67907	Kit - ADF whole unit Workflow

Required tools

- #2 Phillips screwdriver with a magnetic tip.
- Small flat-blade screwdriver.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

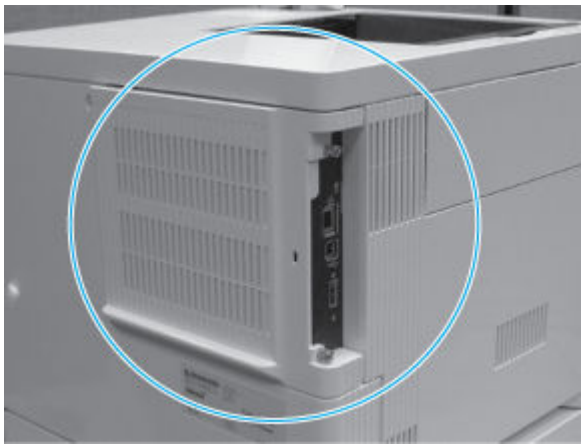
Use the document feeder to make a copy to make sure that it is properly functioning.

1. Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

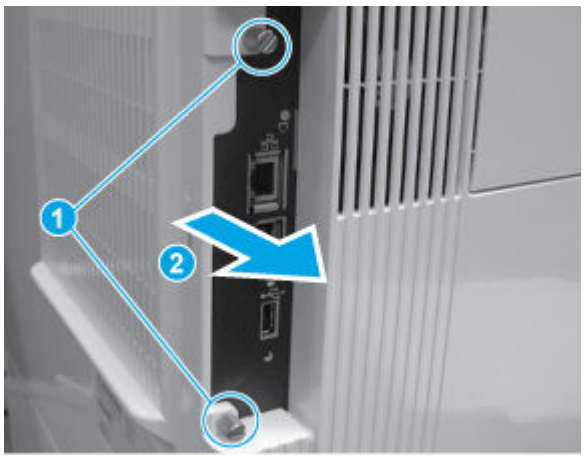
Figure 4-257 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-258 **Loosen the thumbscrews**



2. Remove the rear upper cover (MFP)

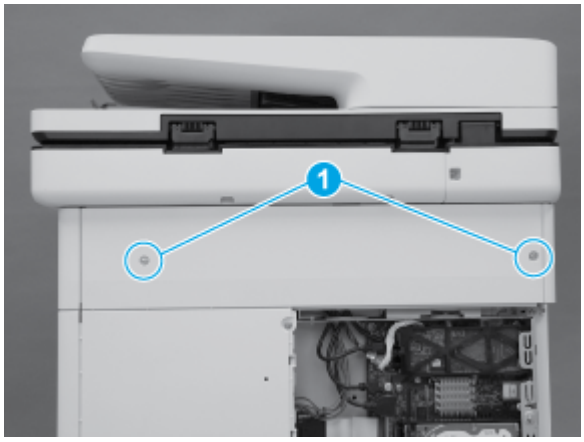
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

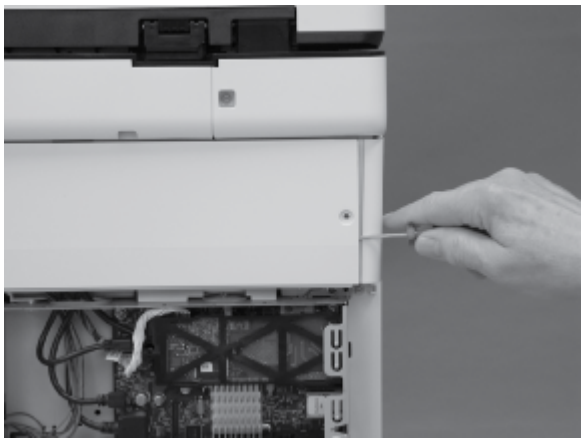
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-259 Remove two screws



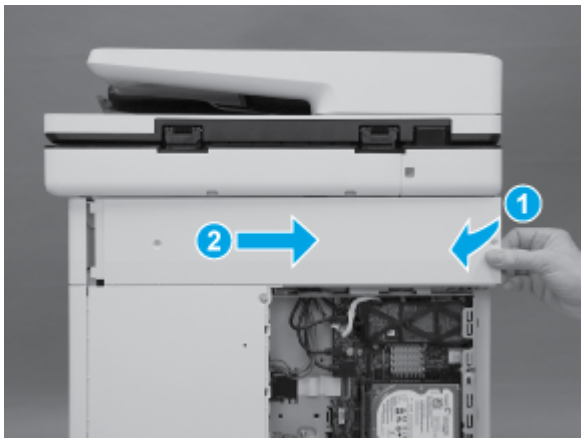
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-260 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-261 Slide the cover right



4. Remove the cover.

Figure 4-262 **Remove the cover**

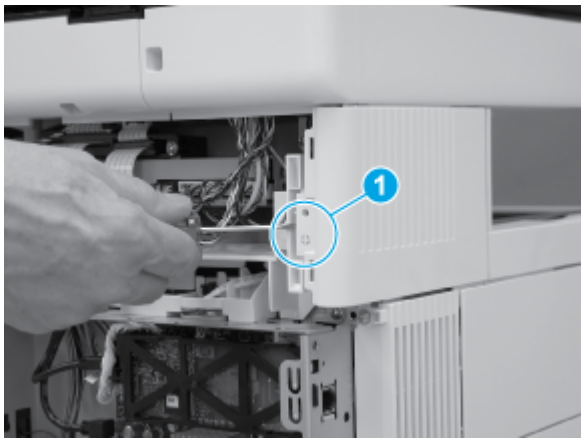
3. Remove the left upper cover (MFP)

Follow these steps to remove the left upper cover.

NOTE: This procedure is for MFP models only.

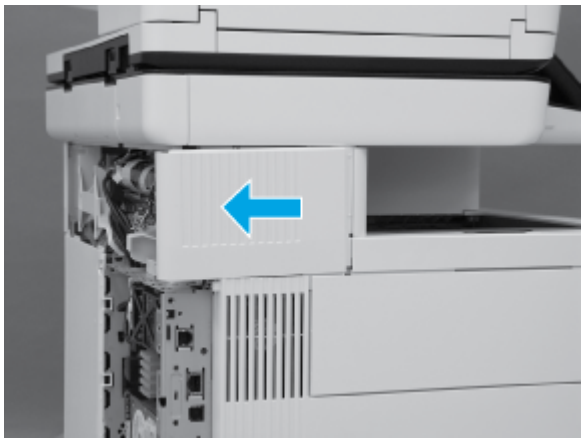
1. At the left side of the printer, release one tab (callout 1).

Figure 4-263 **Release one tab**



2. Slide the left upper cover toward the back of the printer.

Figure 4-264 **Slide the cover back**



3. Rotate the cover up to remove it.

Figure 4-265 **Remove the left upper cover**

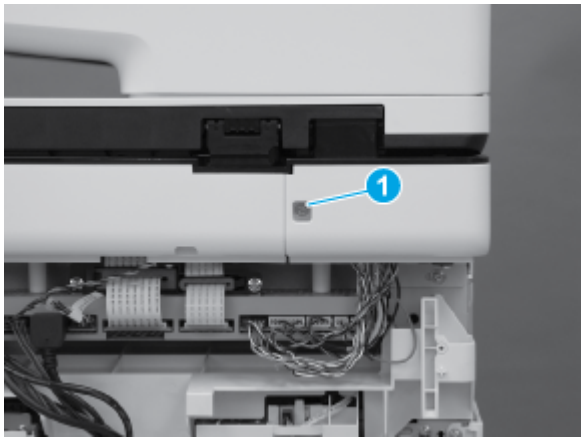
4. Remove the document feeder (MFP)

Follow these steps to remove the document feeder (MFP).

1. Remove one screw (callout 1).

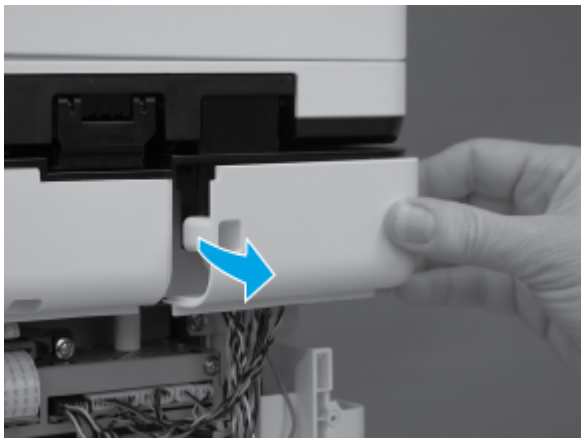
TIP: This is a self-tapping screw for plastic. When reinstalling, rotate the screw counterclockwise to align it with the existing thread pattern, and then carefully turn it clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw hole.

Figure 4-266 Remove one screw



2. Rotate the cover away from the printer to remove it.

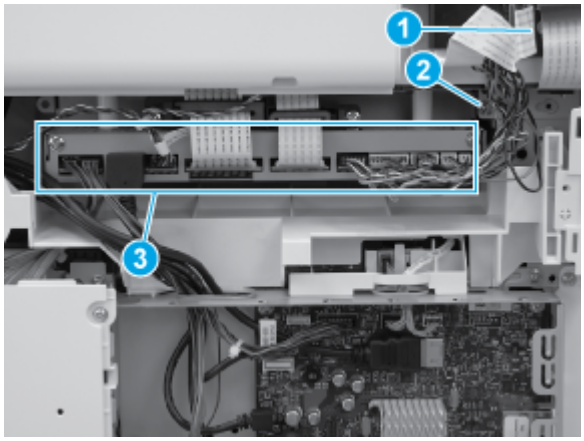
Figure 4-267 Remove the cover



3. Disconnect one flat cable (callout 1), remove one ground screw (callout 2) to release the grounding cable, and then disconnect all of the connectors (callout 3) on the scanner control board.

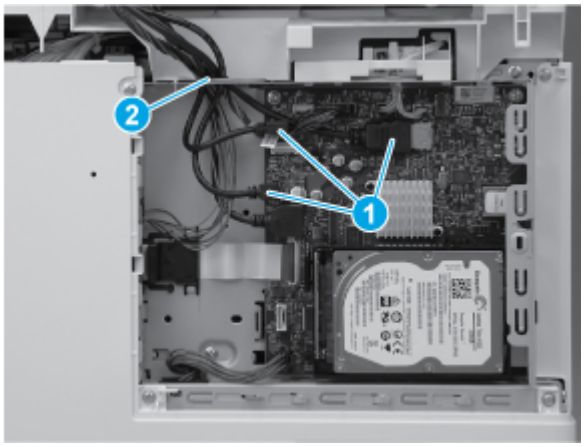
TIP: There are eight wire-harness connectors, two flat cables, and one high-definition multimedia interface (HDMI) cable connector.

Figure 4-268 Disconnect the flat cable, ground cable, and connectors



4. Disconnect three connectors (callout 1) from the formatter, and then release three black cables through the opening (callout 2) in the formatter case.

Figure 4-269 Disconnect three connectors



5. Open the document feeder.

Figure 4-270 Open the document feeder

6. Tilt the document feeder back until it stops (callout 1), and then lift it off of the scanner until it stops (callout 2).

Figure 4-271 Raise the document feeder

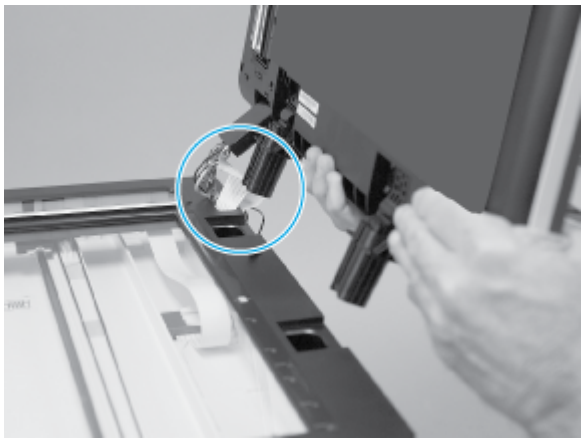
7. Support the document feeder, and then use a small flat-blade screwdriver to release two tabs on the document feeder hinges.

Figure 4-272 Release two tabs

8. Lift the document feeder up to remove it.

NOTE: While removing the document feeder, carefully pass the wire harnesses and the flat cable through the opening in the scanner.

Figure 4-273 Remove the document feeder



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

6. Install the white backing (MFP)

Follow these steps to install the white backing (MFP).

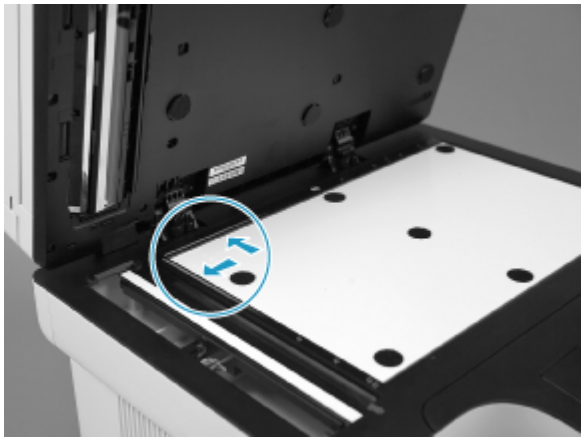
IMPORTANT: When a replacement image scanner or document feeder is installed, make sure to install a replacement white backing (supplied with the image scanner or document feeder).

1. Open the document feeder, and then place the replacement white backing on the flatbed scanner glass, as shown.

NOTE: Place the corner of the backing that does not have a hook-and-loop fastener in the upper-left corner of the scanner glass.

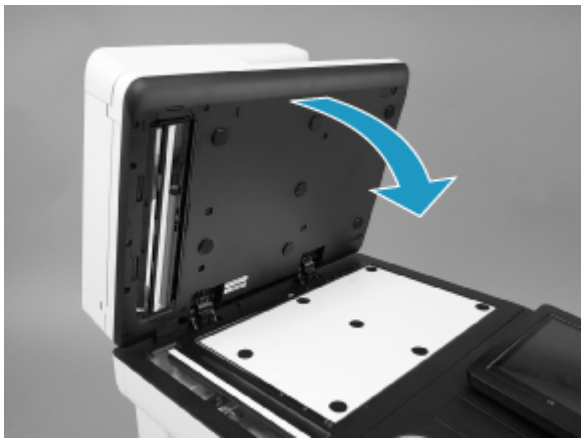
If any of the retention clips or springs on the document feeder are damaged, replace them with the clips supplied in white backing kit (part number 5851-7740).

Figure 4-274 Install the white backing



2. Close the document feeder.

Figure 4-275 Close the document feeder



3. Open the document feeder and make sure that the white backing is securely attached.

Figure 4-276 Check the white backing

7. Reset the firmware counter

Follow these steps to reset the firmware counter.

1. From the Home screen on the control panel, scroll to and touch the Device Maintenance button.
2. Scroll to and touch the Service button.
3. On the sign-in screen, select the Service Access Code option from the drop-down list.
4. Enter the following service access code for this printer: 11057715.
5. Scroll to and touch the Cycle Counts Item.
6. Reset the following items:
   - Document Feeder Kit Interval; set to zero
   - ADF Count; set to zero

Removal and replacement: Scanner control board (SCB) (M577/M578/E57540)

This document provides the procedures to remove and replace the scanner control board (SCB).

View a video demonstration of removing and replacing the scanner control board.

Mean time to repair: 10 minutes

Service level: Intermediate

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-29 Part information

Part number	Part description
B5L47-67903	Scanner control board kit with instruction guide

Required tools

- No special tools are required for this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

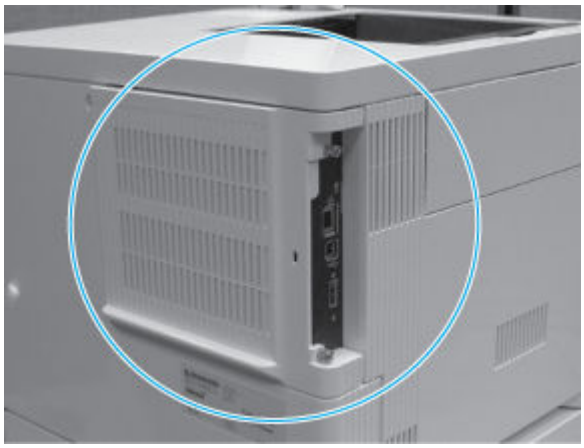
Print a configuration page to make sure that the printer is functioning correctly.

1. Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

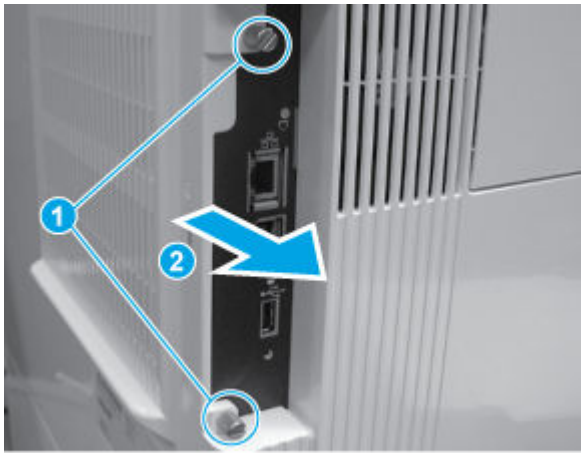
Figure 4-277 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-278 **Loosen the thumbscrews**



2. Remove the rear upper cover (MFP)

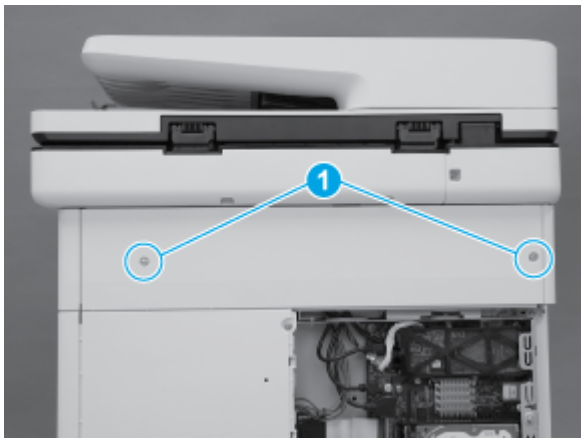
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

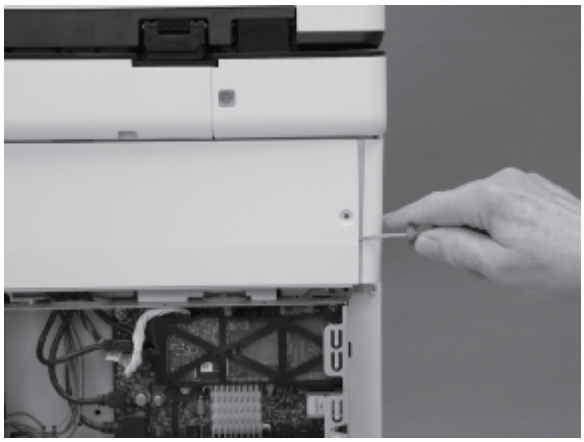
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-279 Remove two screws



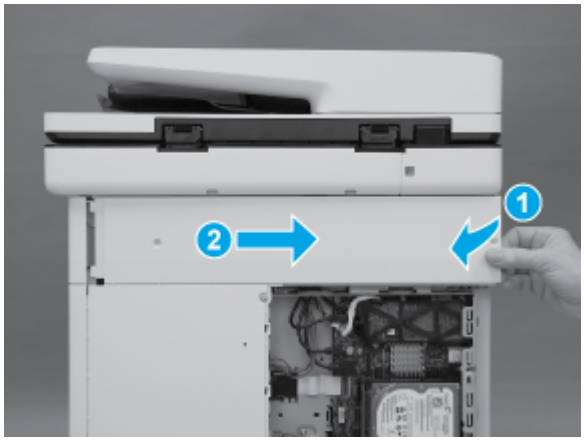
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-280 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-281 **Slide the cover right**



4. Remove the cover.

Figure 4-282 **Remove the cover**

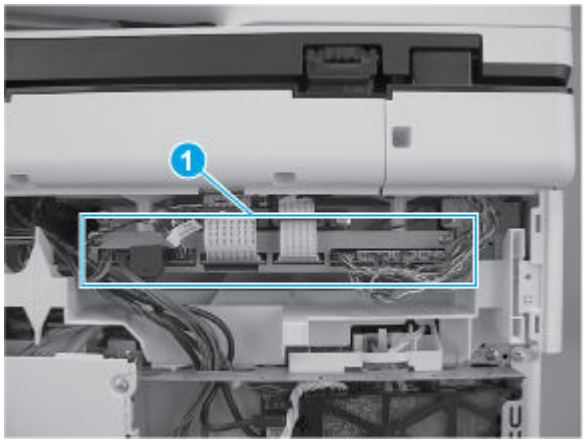
3. Remove the scanner control board (SCB)

Follow these steps to Remove the scanner control board (SCB).

1. Disconnect all of the connectors (callout 1) from the SCB.

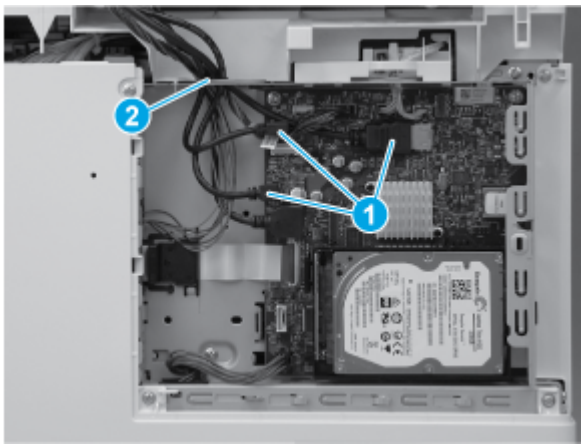
TIP: There are eight wire-harness connectors, two flat cables, and one high-definition multimedia interface (HDMI) cable connector.

Figure 4-283 Disconnect all of the connectors



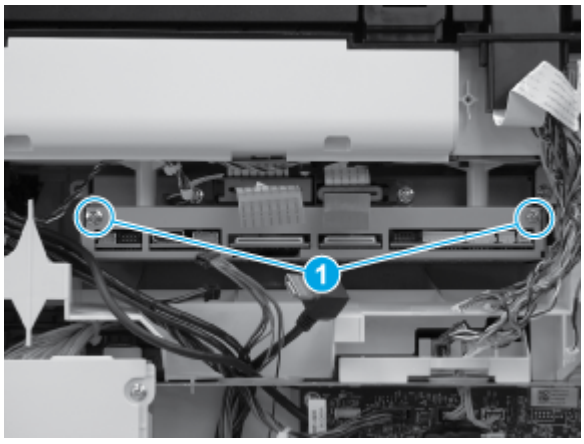
2. Disconnect three connectors (callout 1) from the formatter, and then release three black cables through the opening (callout 2) in the formatter case.

Figure 4-284 Disconnect three connectors



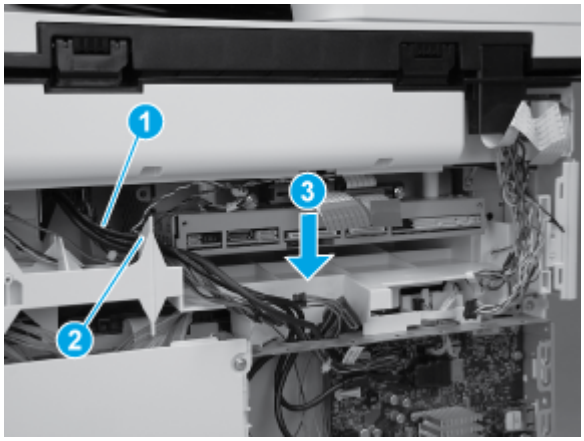
3. Remove two screws (callout 1).

Figure 4-285 Remove two screws



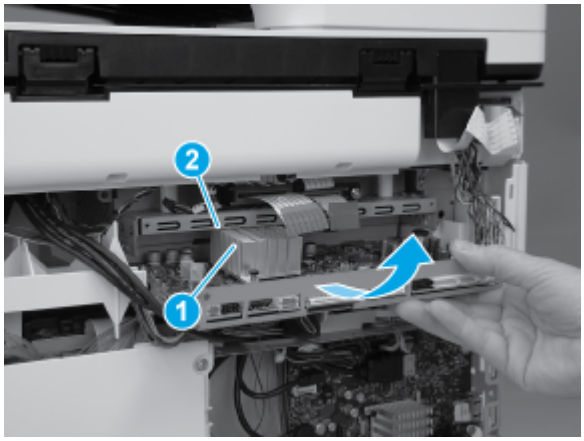
4. Remove the cables (callout 1) from the guide (callout 2) , and then lower the SCB (callout 3) .

Figure 4-286 **Slide the SCB out**



5. Rotate the SCB up and out of the printer. Make sure that the heat sink (callout 1) on the SCB does not get caught on the edge of the sheet metal (callout 2).

Figure 4-287 **Remove the SCB**



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Image scanner (M577/M578/E57540)

This document provides the procedures to remove and replace the image scanner.

View a video demonstration of removing and replacing the image scanner.

Mean time to repair: 35 minutes

Service level: Intermediate

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-30 Part information

Part number	Part description
B5L46-67904	Image scanner whole unit assembly

Required tools

- Small flat-blade screwdriver.
- #2 Phillips screwdriver with a magnetic tip.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print a configuration page, and then make a copy using the flatbed glass to make sure that it is properly functioning.

Print a configuration page, and then make a copy using the document feeder to make sure that it is properly functioning.

1. Remove the control-panel cover (MFP)

Follow these steps to remove the control-panel cover (MFP).

1. Open the document feeder (callout 1).

NOTE: If the control panel is not fully tilted forward, tilt it forward now until it stops (callout 2).

Figure 4-288 **Open the document feeder**

2. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

NOTE: The thin, black plastic cover will separate from the white plastic control-panel base.

Figure 4-289 Release five tabs

3. Continue to lift the top edge of the cover away from the printer, and then remove the cover.

Figure 4-290 Remove the cover

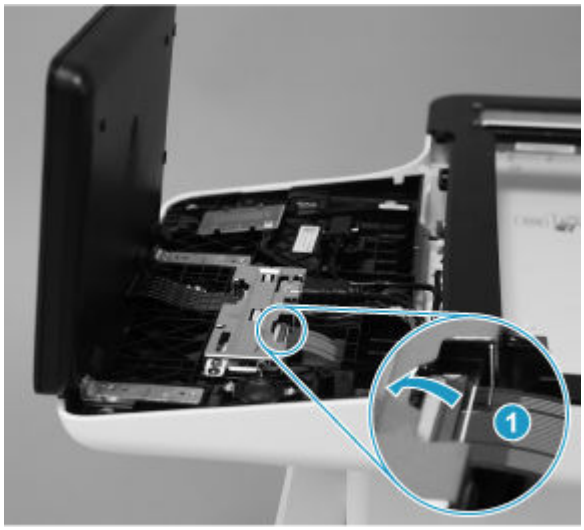
2. Remove the keyboard (flow models)

Follow these steps to remove the keyboard (flow models).

1. Open the latch (callout 1) to release the keyboard flat cable.

⚠ CAUTION: The latch must be opened to release the cable.

Figure 4-291 Disconnect the keyboard flat cable

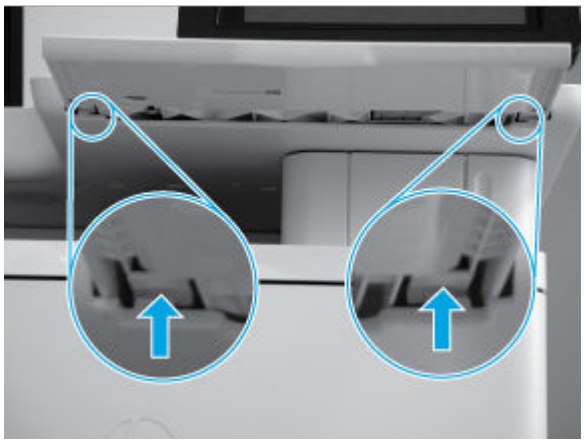


2. Slide the keyboard tray out until it stops.

Figure 4-292 Slide the keyboard out

3. Push up on the keyboard tray to release two tabs on the bottom of the tray, and then slide the tray toward the front of the printer to disengage the tabs.

Figure 4-293 Release two tabs



4. Slide the keyboard (callout 1) all of the way out of the printer to remove it.

Figure 4-294 **Remove the keyboard**

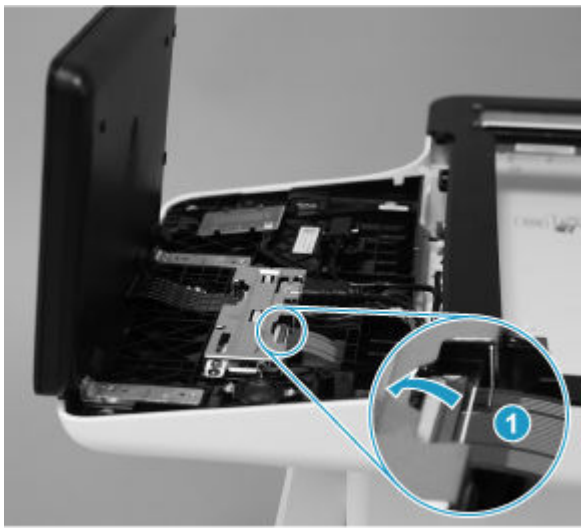
3. Remove the control panel (MFP)

Follow these steps to remove the control panel (MFP).

1. **Flow models**: Open the latch (callout 1) to release the keyboard flat cable.

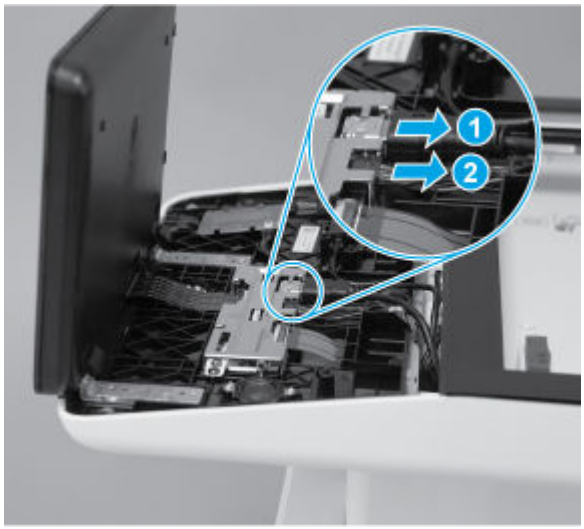
⚠ CAUTION: The latch must be opened to release the cable.

Figure 4-295 **Disconnect the keyboard flat cable (flow models)**



2. Disconnect one HDMI cable (callout 1) and one connector (callout 2).

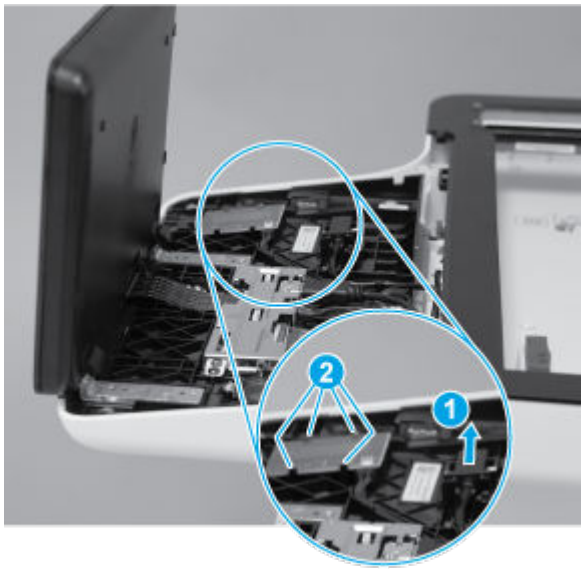
Figure 4-296 **Disconnect connectors**



3. Remove the USB cable (callout 1) from the holder.

Flow models: Release four tabs (callout 2), and then remove the near-field communication (NFC) printed circuit board.

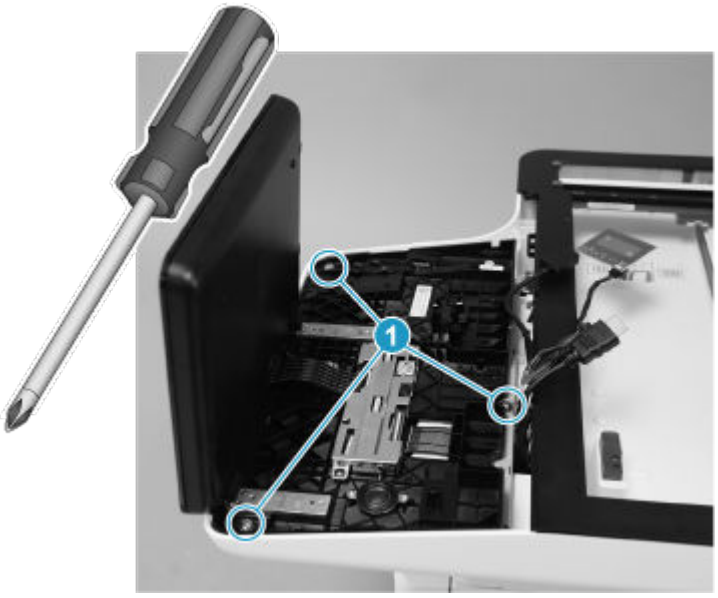
Figure 4-297 **Disconnect connectors**



4. Remove three screws (callout 1).

TIP: The screwdriver (supplied with the kit) has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-298 Remove three screws



5. Lift the front of the control panel off of the printer (callout 1), and then slide it towards the front of the printer (callout 2) to remove it.

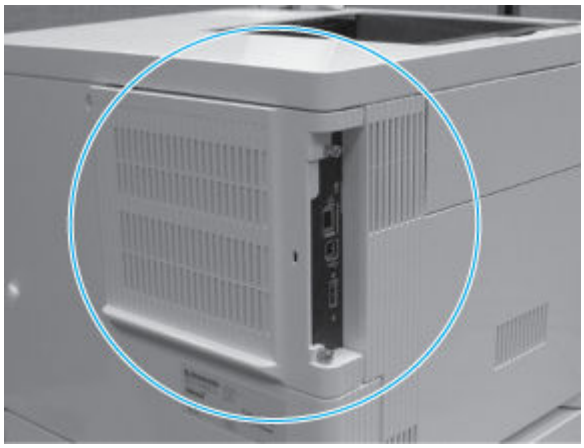
Figure 4-299 Remove the control panel

4. Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

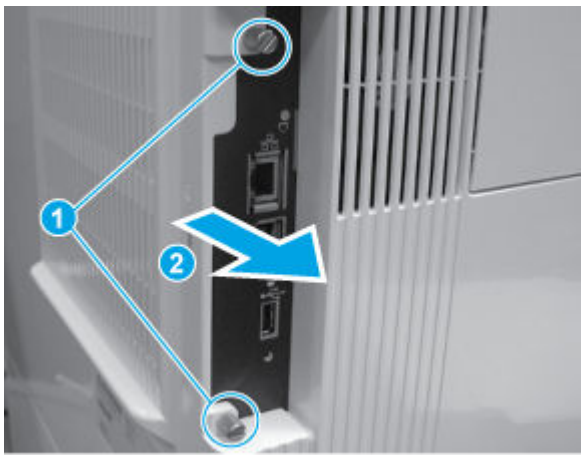
Figure 4-300 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-301 **Loosen the thumbscrews**



5. Remove the fax PCA (fax models)

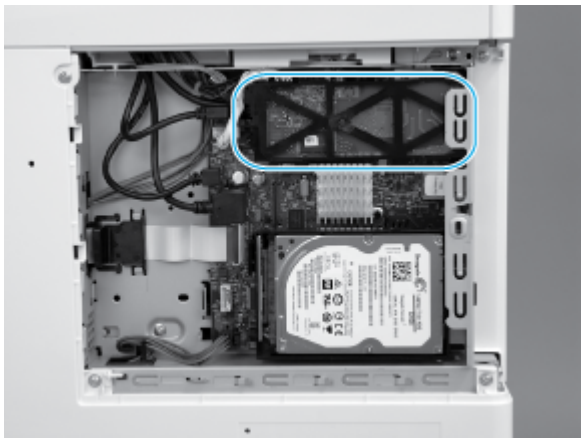
Follow these steps to remove the fax PCA (fax models).

CAUTION: ESD sensitive part.

NOTE: This procedure is for fax (or optionally installed fax) models only.

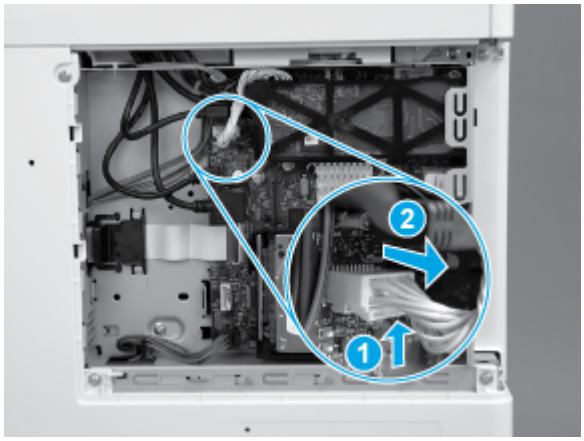
1. Locate the fax PCA component on the formatter.

Figure 4-302 Locate the fax PCA



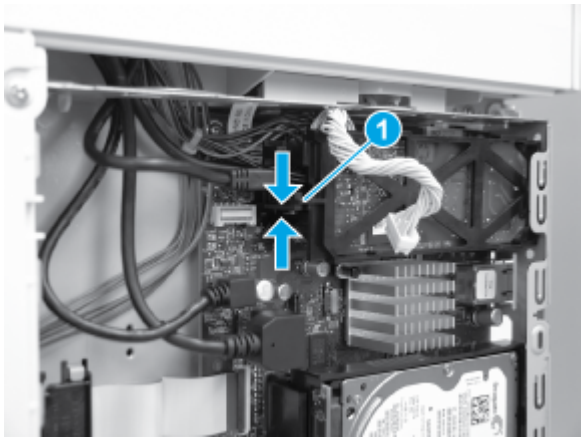
2. Release the connector latch (callout 1), and then pull the connector away from the formatter (callout 2) to disconnect it.

Figure 4-303 Disconnect one connector



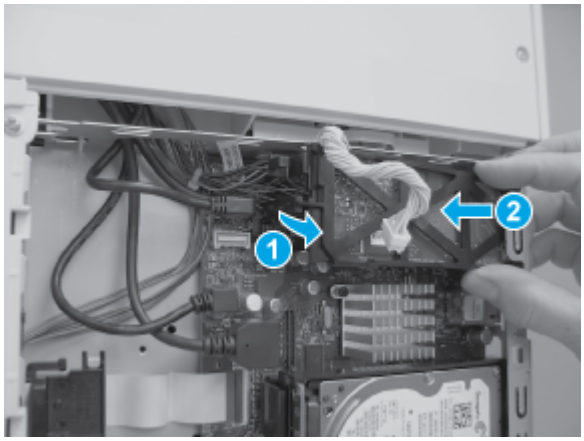
3. Release one retainer (callout 1) by pressing the bracket arms together.

Figure 4-304 Release one latch



4. Rotate the end of the fax PCA (callout 1) away from the formatter, and then slide the PCA left (callout 2) to remove it.

Figure 4-305 Remove the fax PCA



6. Remove the rear upper cover (MFP)

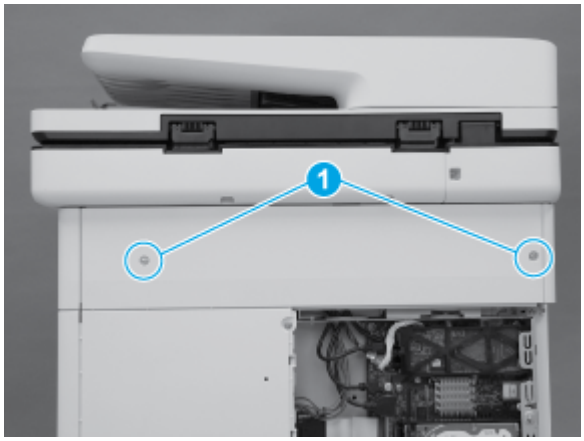
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

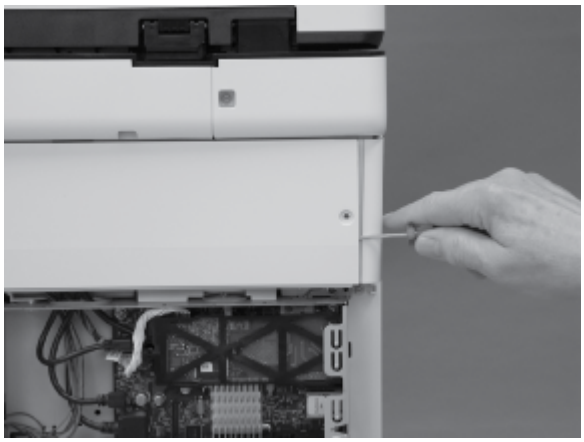
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-306 Remove two screws



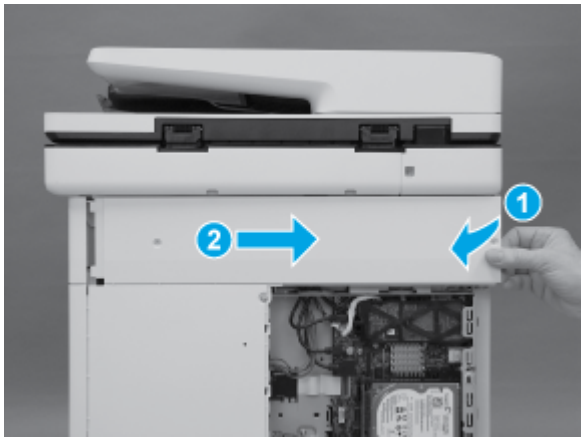
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-307 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-308 Slide the cover right



4. Remove the cover.

Figure 4-309 Remove the cover

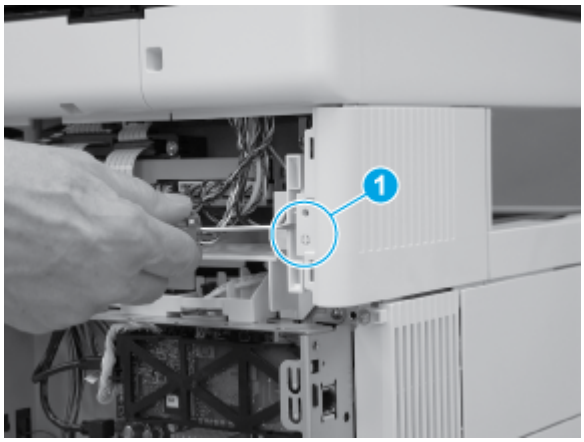
7. Remove the left upper cover (MFP)

Follow these steps to remove the left upper cover.

NOTE: This procedure is for MFP models only.

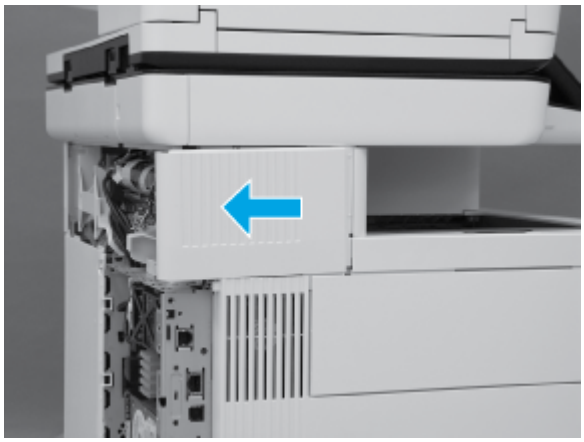
1. At the left side of the printer, release one tab (callout 1).

Figure 4-310 Release one tab



2. Slide the left upper cover toward the back of the printer.

Figure 4-311 Slide the cover back



3. Rotate the cover up to remove it.

Figure 4-312 **Remove the left upper cover**

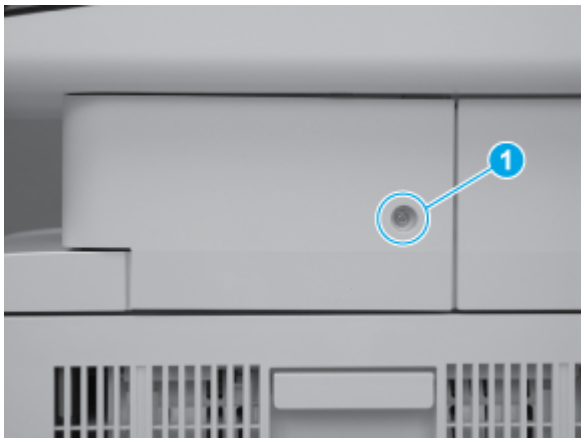
8. Remove the right front upper cover (MFP non-stapler models)

Follow these steps to remove the right front upper cover.

NOTE: This procedure is for non-stapler models only.

1. Remove one screw (callout 1).

Figure 4-313 **Remove one screw**



2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-314 **Release two tabs**

3. Rotate the front of the cover to the right to remove it.

Figure 4-315 **Rotate the cover**

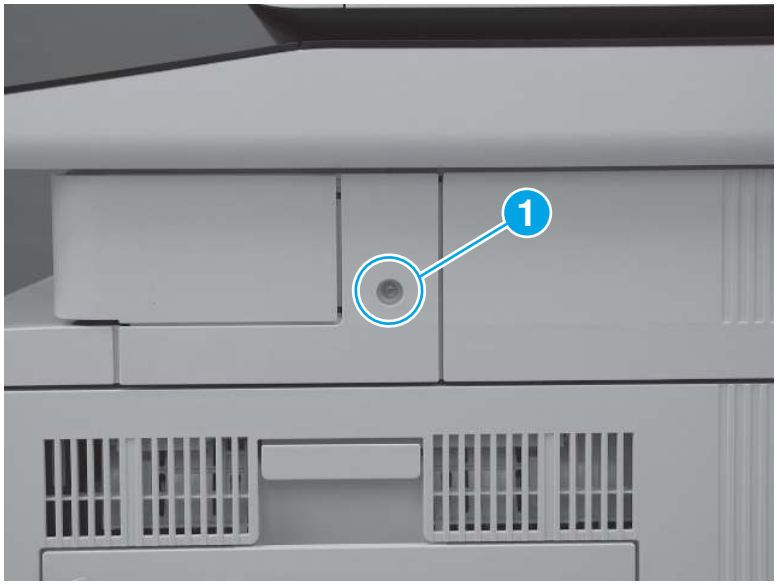
9. Remove the stapler cover (MFP stapler models)

Follow these steps to remove the stapler cover.

NOTE: This procedure is for stapler models only.

1. Remove one screw (callout 1).

Figure 4-316 Remove one screw

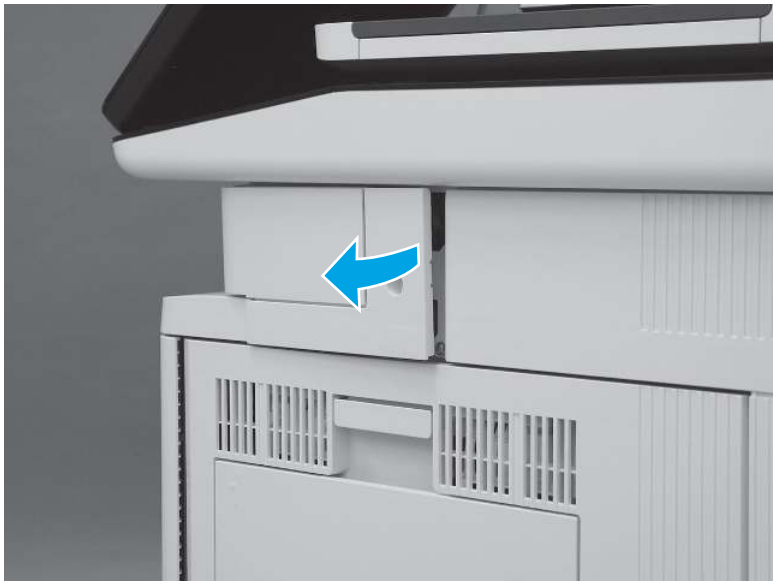


2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-317 Release two tabs

3. Release the back edge of the cover.

Figure 4-318 **Release the back edge of the cover**



4. Rotate the cover away from the printer to remove it.

Figure 4-319 **Remove the cover**

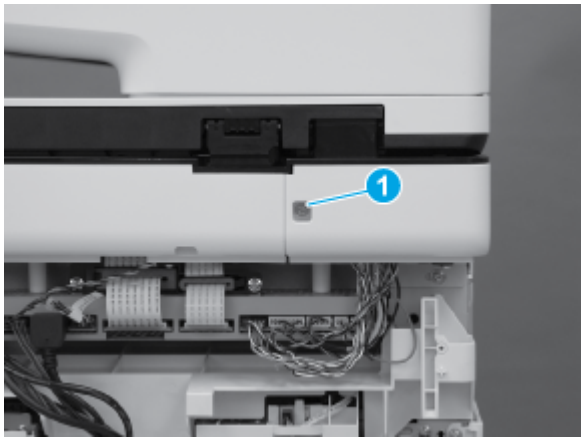
10. Remove the document feeder (MFP)

Follow these steps to remove the document feeder (MFP).

1. Remove one screw (callout 1).

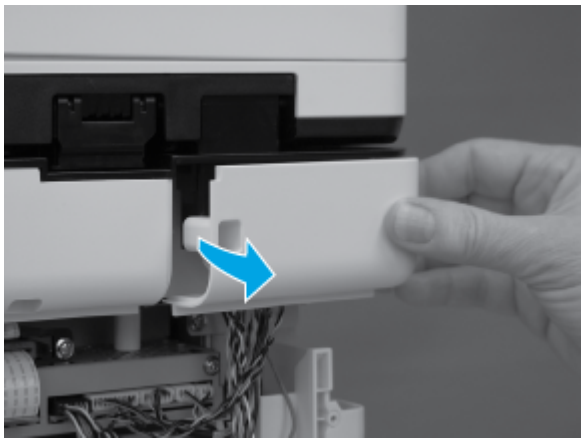
TIP: This is a self-tapping screw for plastic. When reinstalling, rotate the screw counterclockwise to align it with the existing thread pattern, and then carefully turn it clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw hole.

Figure 4-320 Remove one screw



2. Rotate the cover away from the printer to remove it.

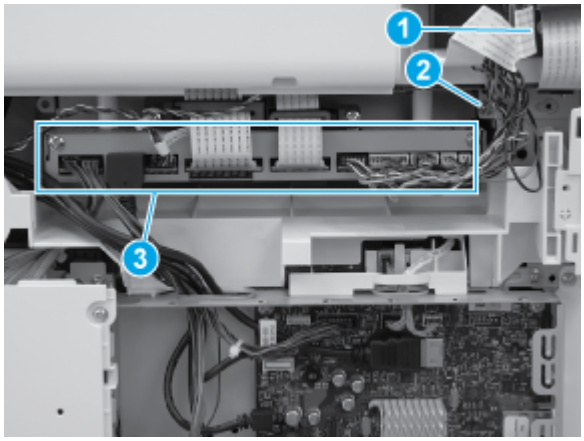
Figure 4-321 Remove the cover



3. Disconnect one flat cable (callout 1), remove one ground screw (callout 2) to release the grounding cable, and then disconnect all of the connectors (callout 3) on the scanner control board.

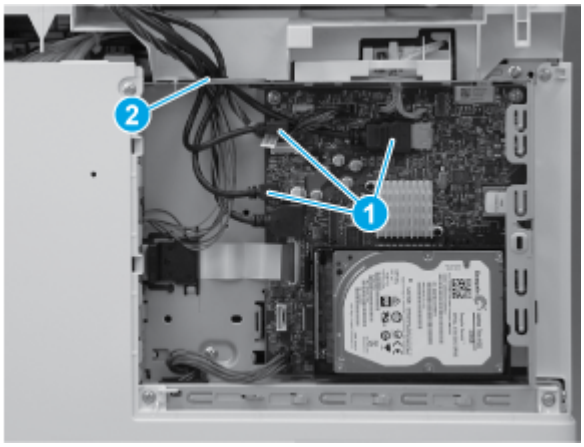
TIP: There are eight wire-harness connectors, two flat cables, and one high-definition multimedia interface (HDMI) cable connector.

Figure 4-322 Disconnect the flat cable, ground cable, and connectors



4. Disconnect three connectors (callout 1) from the formatter, and then release three black cables through the opening (callout 2) in the formatter case.

Figure 4-323 Disconnect three connectors



5. Open the document feeder.

Figure 4-324 Open the document feeder

6. Tilt the document feeder back until it stops (callout 1), and then lift it off of the scanner until it stops (callout 2).

Figure 4-325 Raise the document feeder

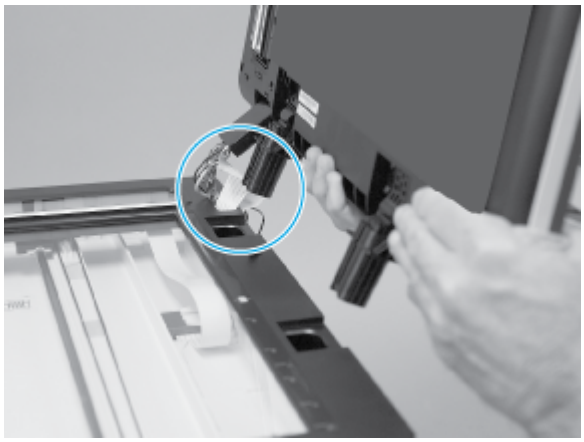
7. Support the document feeder, and then use a small flat-blade screwdriver to release two tabs on the document feeder hinges.

Figure 4-326 Release two tabs

8. Lift the document feeder up to remove it.

NOTE: While removing the document feeder, carefully pass the wire harnesses and the flat cable through the opening in the scanner.

Figure 4-327 Remove the document feeder

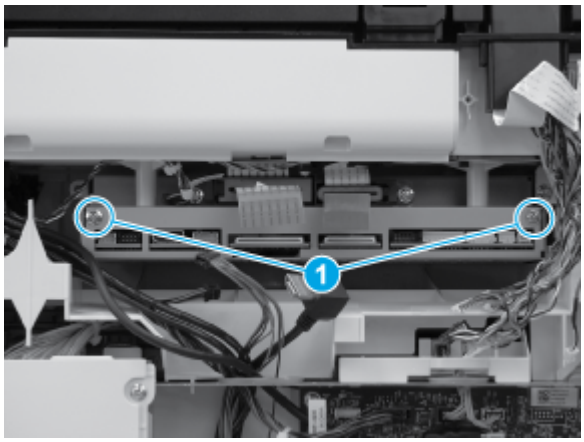


11. Remove the scanner control board (SCB) (MFP)

Follow these steps to remove the scanner control board (SCB) (MFP).

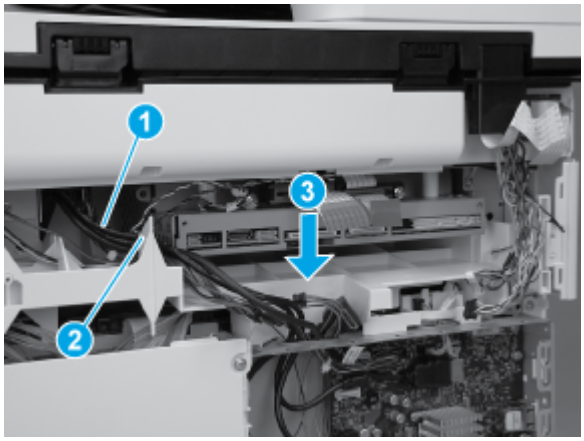
1. Remove two screws (callout 1).

Figure 4-328 Remove two screws



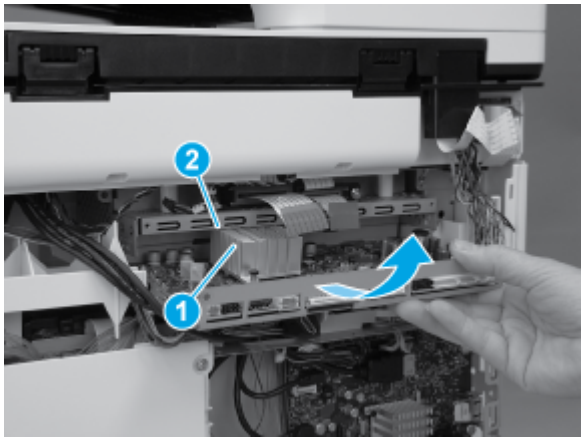
2. Remove the cables (callout 1) from the guide (callout 2) , and then lower the SCB (callout 3) .

Figure 4-329 Slide the SCB out



3. Rotate the SCB up and out of the printer. Make sure that the heat sink (callout 1) on the SCB does not get caught on the edge of the sheet metal (callout 2).

Figure 4-330 Remove the SCB

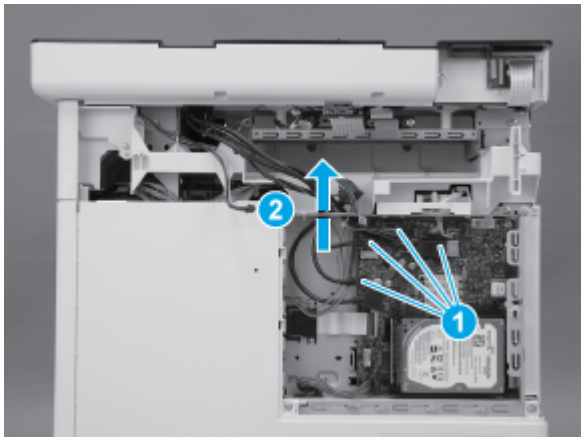


12. Remove the image scanner assembly (MFP)

Follow these steps to remove the image scanner assembly (MFP).

1. Disconnect four connectors (callout 1) on the formatter, and then pass the wire harnesses and cables through the top opening in the formatter case (callout 2).

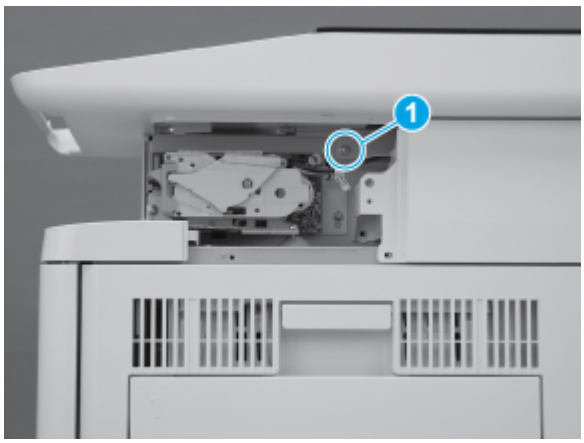
Figure 4-331 **Disconnect cables and connectors**



2. At the right side of the printer, remove one screw (callout 1).

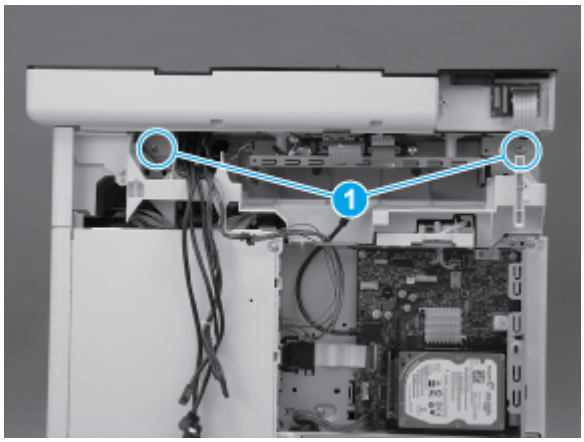
NOTE: The M577z is shown in the figure below. The procedure is correct for all MFP models.

Figure 4-332 **Remove one screw**



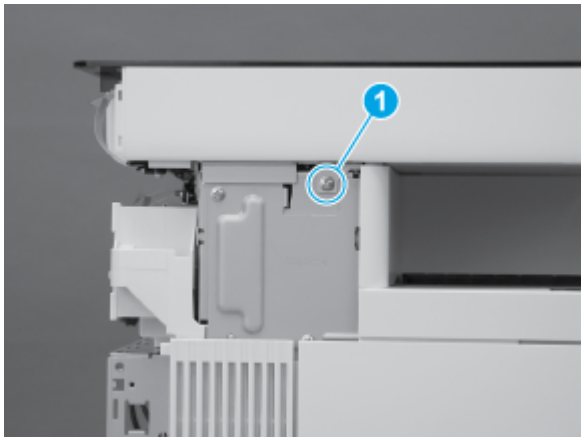
3. At the back of the printer, remove two screws (callout 1).

Figure 4-333 Remove two screws



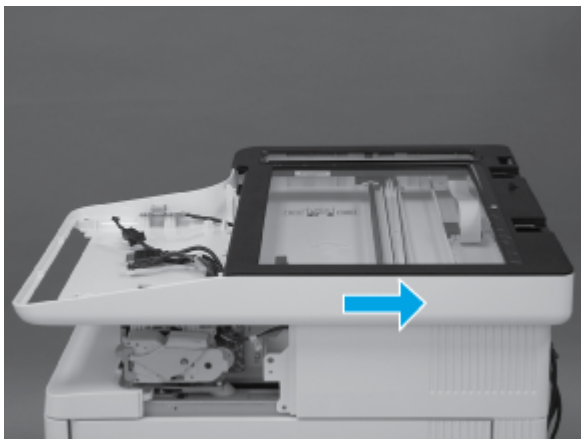
4. At the left side of the printer, remove one screw (callout 1).

Figure 4-334 Remove one screw



5. Slide the image scanner toward the back of the printer to release it.

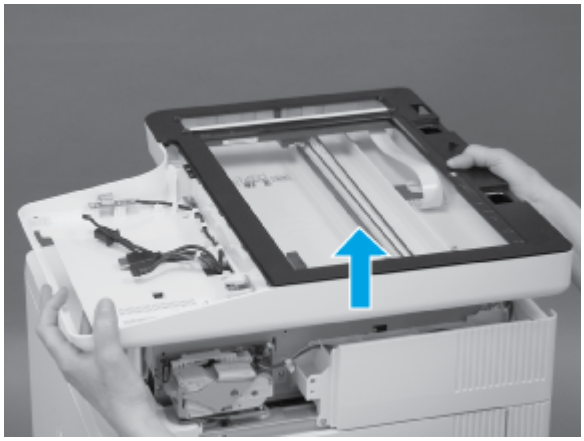
Figure 4-335 Release the image scanner



6. Lift the image scanner straight up to remove it.

Reinstallation tip: **Replacement image scanner kit**: Make sure to install the keyboard cover (non-flow models) supplied with the image scanner.

Figure 4-336 **Remove the image scanner**



13. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: External panels, covers, and doors (base printer)

Learn how to remove and replace the printer external panels, covers, and doors.

Removal and replacement: Tray 2

Learn about removing and replacing Tray 2.

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

⚠ **CAUTION:** To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-31 Part information

Part number	Part description
RM2-0007-020CN	Tray 2

Required tools

- Small flat-blade screwdriver
- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

Remove Tray 2

Learn about removing Tray 2.

NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

The figures in this section show Tray 2. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5. Always carefully read the instructions that accompany the figures.

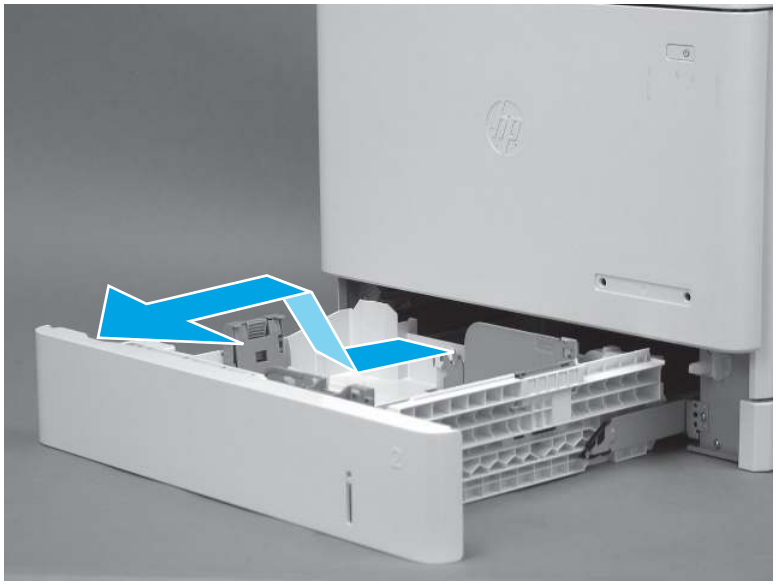
1. Pull the tray out until it stops.

Figure 4-337 Pull the tray out

2. Lift the front of the tray, and then pull it out of the printer to remove it.

NOTE: **For a replacement tray:** If the tray has Fixed Tray Guides installed and are still required, move hardware to new tray. If necessary, order new kit: 3GY25-67901 Kit - Fixed Tray Guide. Only one kit required per engine.

Figure 4-338 Remove the tray



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Stapler cover assembly (M577/M578/E57540 stapler models)

Learn about removing and replacing the stapler cover.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-32 Part information

Part number	Part description
B5L46-60121	Stapler cover assembly

Required tools

- Small flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

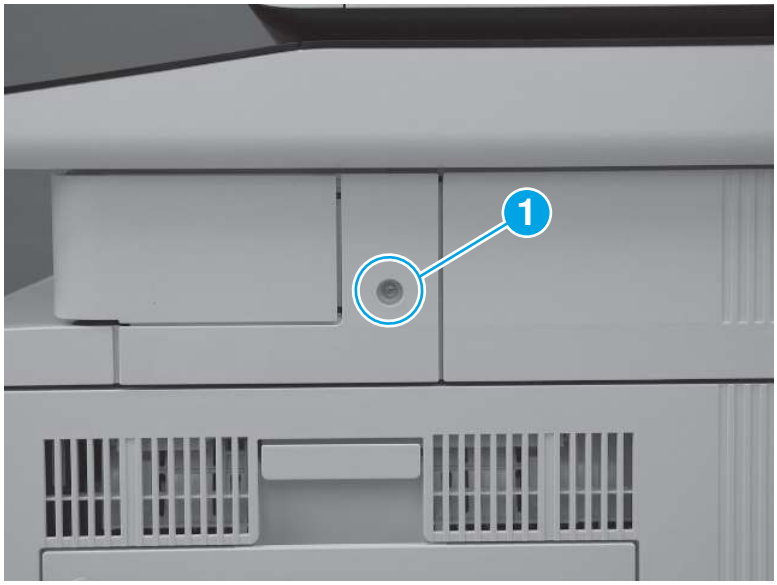
Remove the stapler cover (MFP stapler models)

Follow these steps to remove the stapler cover.

NOTE: This procedure is for stapler models only.

1. Remove one screw (callout 1).

Figure 4-339 Remove one screw

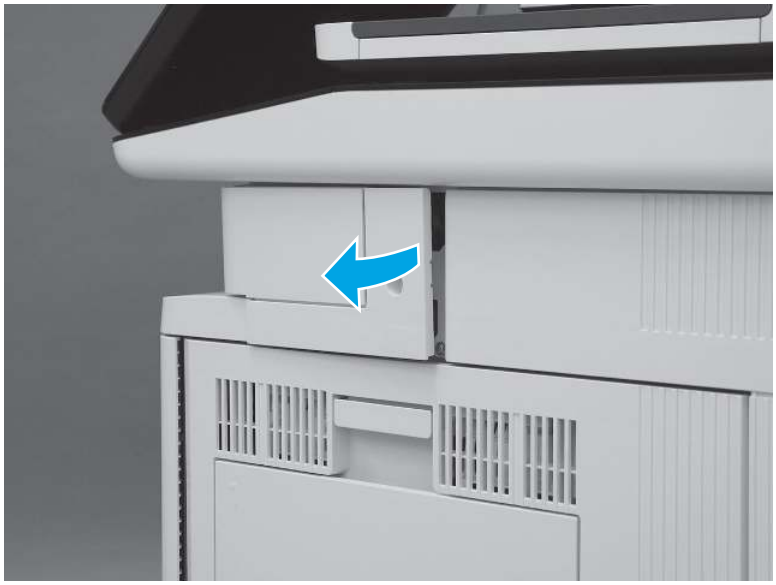


2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-340 Release two tabs

3. Release the back edge of the cover.

Figure 4-341 **Release the back edge of the cover**



4. Rotate the cover away from the printer to remove it.

Figure 4-342 **Remove the cover**

Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Right front upper cover (M577/M578/E57540 non-stapler models)

Learn about removing and replacing the right front upper cover.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-33 Part information

Part number	Part description
B5L46-40024	Right front upper cover

Required tools

- Small flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

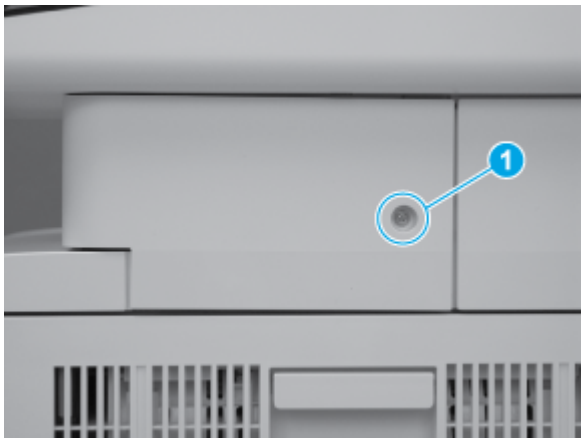
Remove the right front upper cover (MFP non-stapler models)

Follow these steps to remove the right front upper cover.

NOTE: This procedure is for non-stapler models only.

1. Remove one screw (callout 1).

Figure 4-343 **Remove one screw**



2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-344 Release two tabs

3. Rotate the front of the cover to the right to remove it.

Figure 4-345 Rotate the cover

Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Rear upper cover (M577/M578/E57540)

Learn about removing and replacing the rear upper cover.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-34 Part information

Part number	Part description
RC4-3385-000CN	Rear upper cover

Required tools

- Small flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

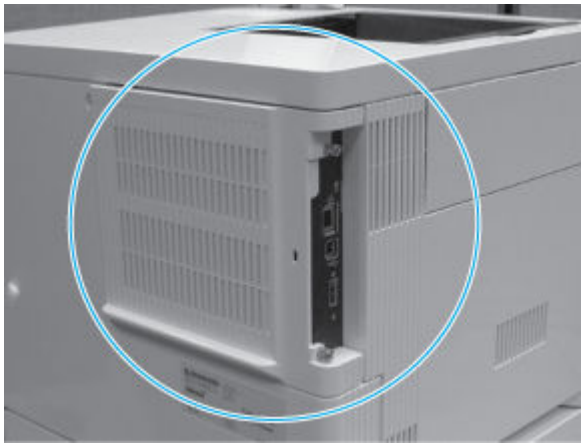
No post service test is available for this assembly.

Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

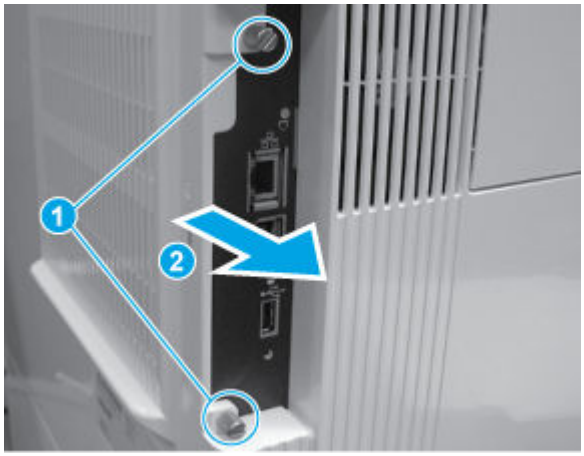
   Figure 4-346 **Locate the formatter cover**

2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-347 Loosen the thumbscrews



Remove the rear upper cover (MFP)

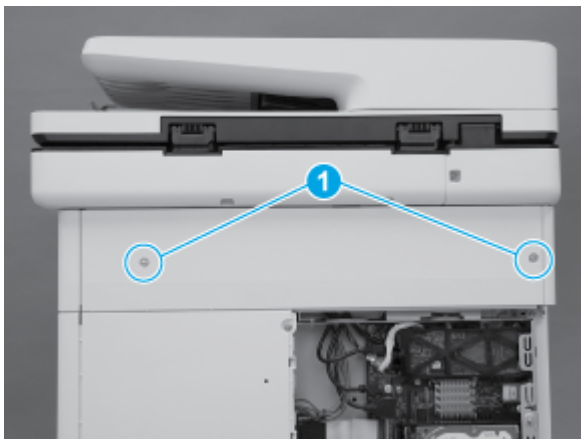
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

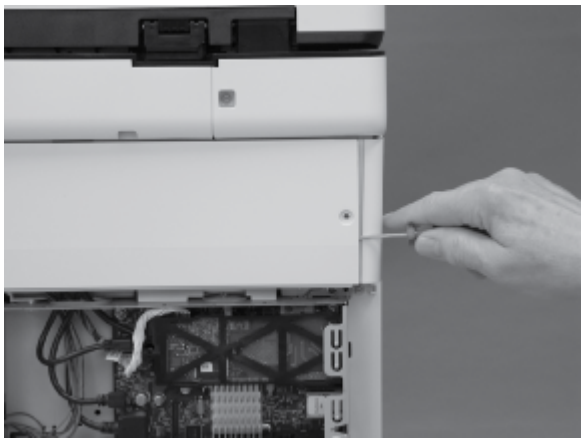
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-348 Remove two screws



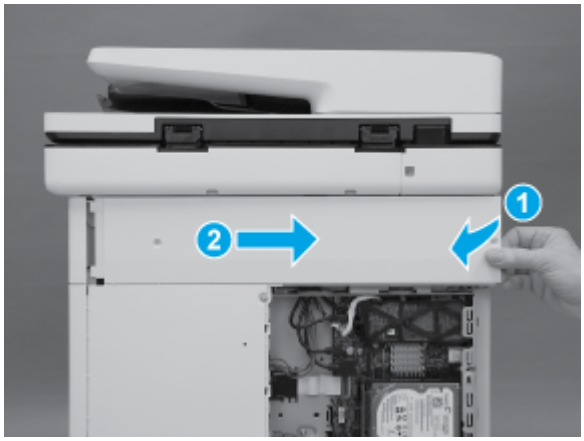
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-349 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-350 Slide the cover right



4. Remove the cover.

Figure 4-351 Remove the cover

Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Left upper cover (M577/M578/E57540)

Learn about removing and replacing the left upper cover.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-35 Part information

Part number	Part description
RC4-3384-000CN	Left upper cover

Required tools

- Small flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

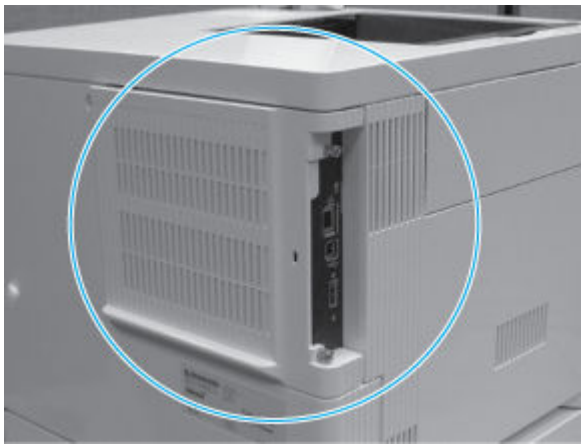
No post service test is available for this assembly.

Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

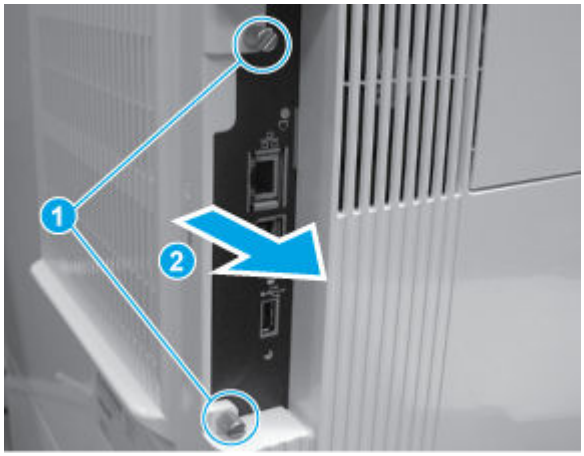
   Figure 4-352 Locate the formatter cover

2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-353 Loosen the thumbscrews



Remove the rear upper cover (MFP)

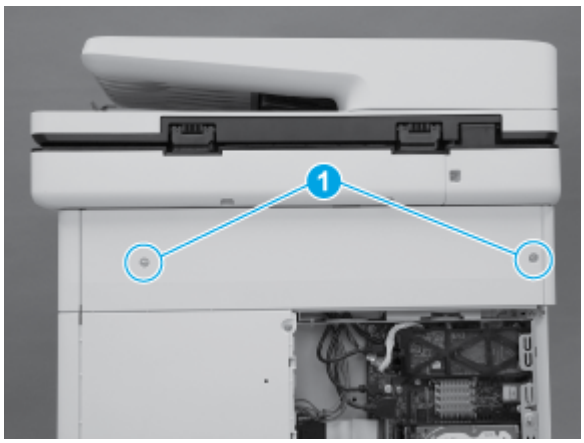
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

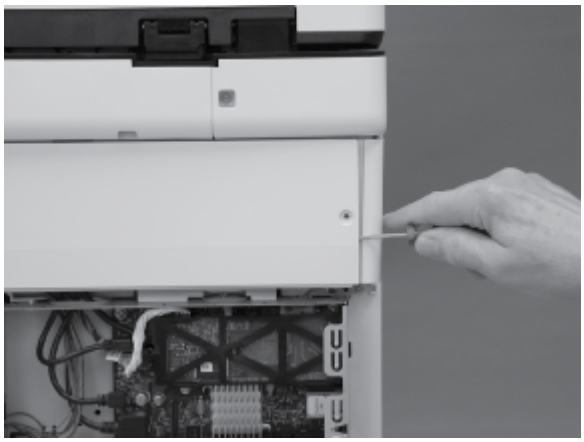
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-354 Remove two screws



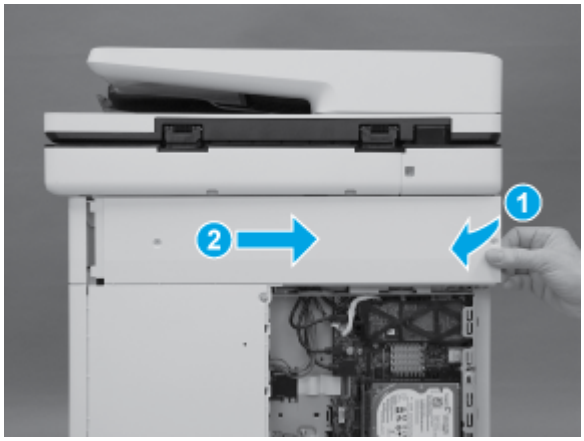
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-355 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-356 Slide the cover right



4. Remove the cover.

Figure 4-357 Remove the cover

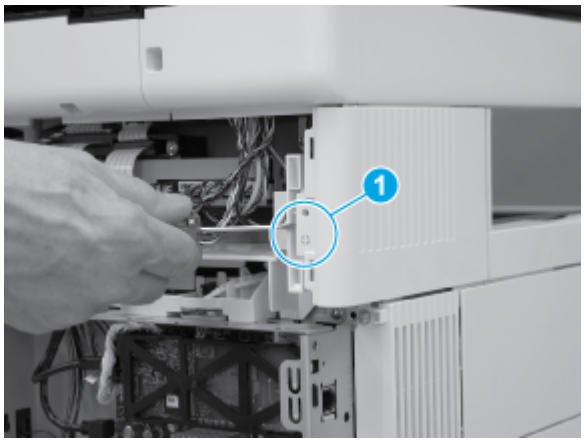
Remove the left upper cover (MFP)

Follow these steps to remove the left upper cover.

NOTE: This procedure is for MFP models only.

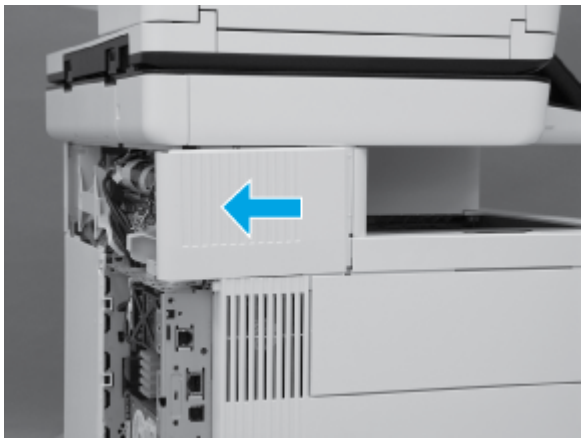
1. At the left side of the printer, release one tab (callout 1).

Figure 4-358 Release one tab



2. Slide the left upper cover toward the back of the printer.

Figure 4-359 Slide the cover back



3. Rotate the cover up to remove it.

Figure 4-360 **Remove the left upper cover**

Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Right upper cover (M577/M578/E57540)

Learn about removing and replacing the right upper cover.

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

> ⚠ **CAUTION:** To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.
>
> If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-36 Part information

Part number	Part description
RC4-3386-000CN	Right upper cover

Required tools

- Small flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

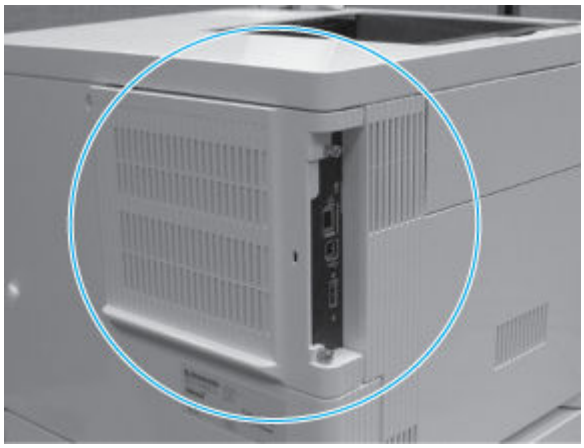
No post service test is available for this assembly.

Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

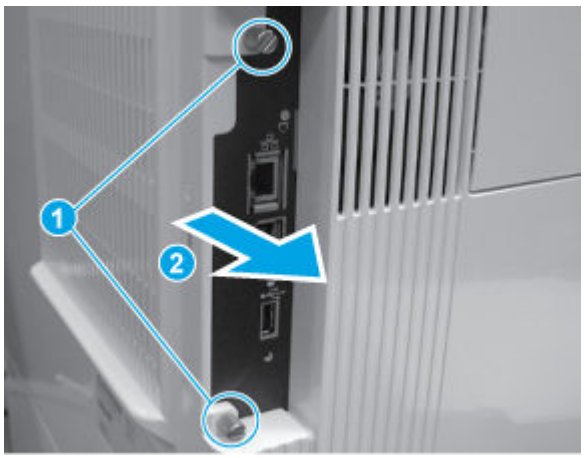
Figure 4-361 Locate the formatter cover



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-362 Loosen the thumbscrews



Remove the rear upper cover (MFP)

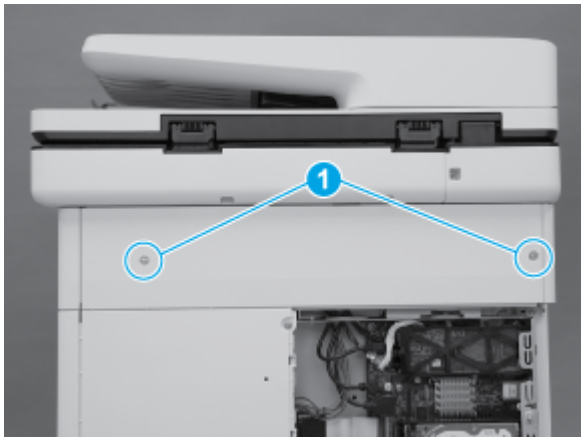
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

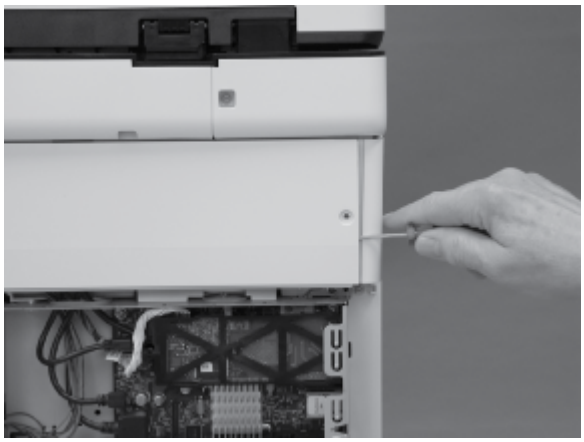
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-363 Remove two screws



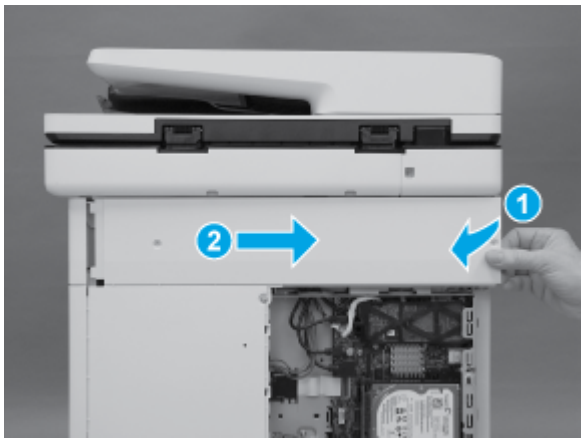
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-364 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-365 Slide the cover right



4. Remove the cover.

Figure 4-366 Remove the cover

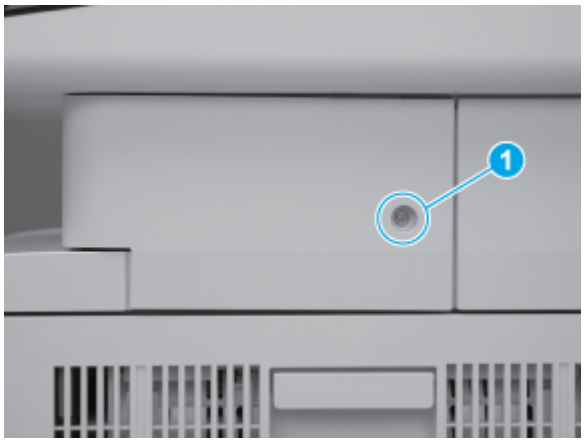
Remove the right front upper cover (MFP non-stapler models)

Follow these steps to remove the right front upper cover.

NOTE: This procedure is for non-stapler models only.

1. Remove one screw (callout 1).

Figure 4-367 Remove one screw



2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-368 Release two tabs

3. Rotate the front of the cover to the right to remove it.

Figure 4-369 Rotate the cover

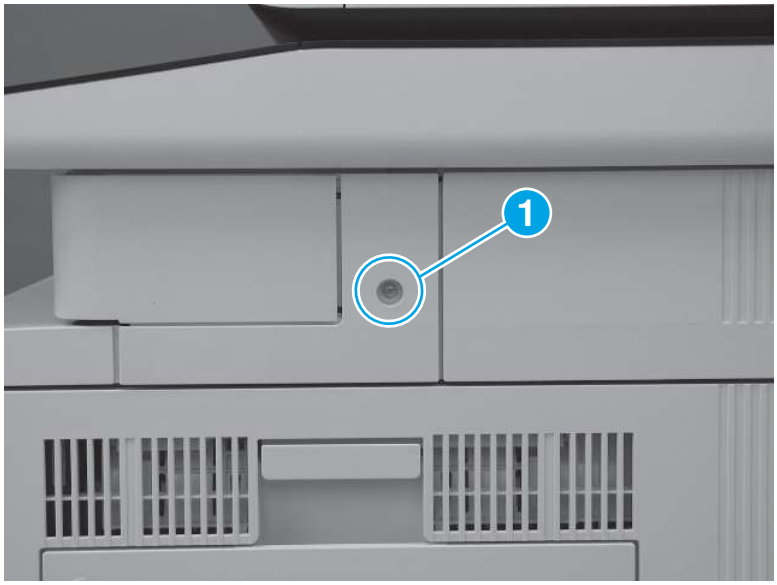
Remove the stapler cover (MFP stapler models)

Follow these steps to remove the stapler cover.

NOTE: This procedure is for stapler models only.

1. Remove one screw (callout 1).

Figure 4-370 Remove one screw

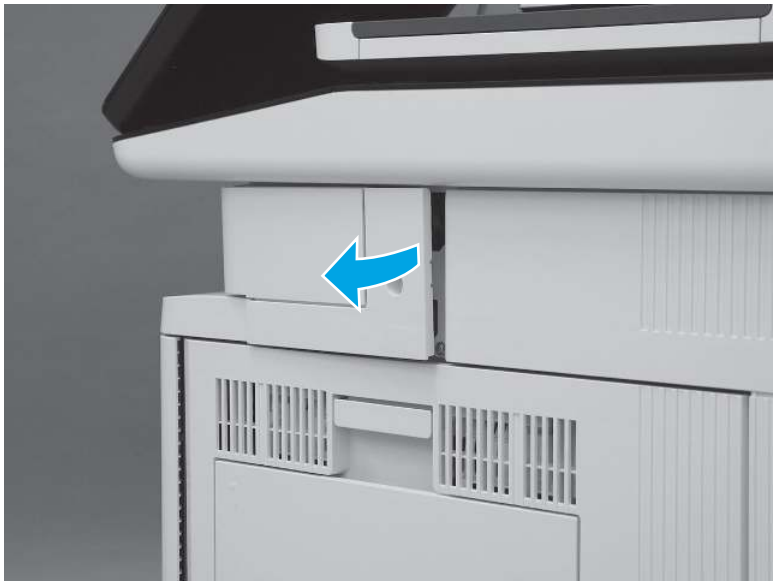


2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-371 Release two tabs

3. Release the back edge of the cover.

Figure 4-372 **Release the back edge of the cover**



4. Rotate the cover away from the printer to remove it.

Figure 4-373 **Remove the cover**

Remove the right upper cover (MFP)

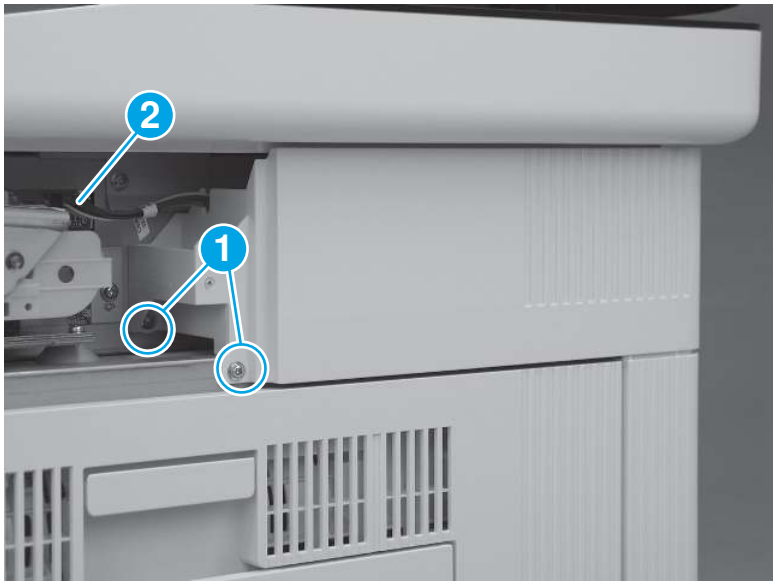
Follow these steps to remove the right upper cover.

NOTE: This procedure is for MFP models only.

1. At the right side of the printer, remove two screws (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

Figure 4-374 Remove two screws and one connector

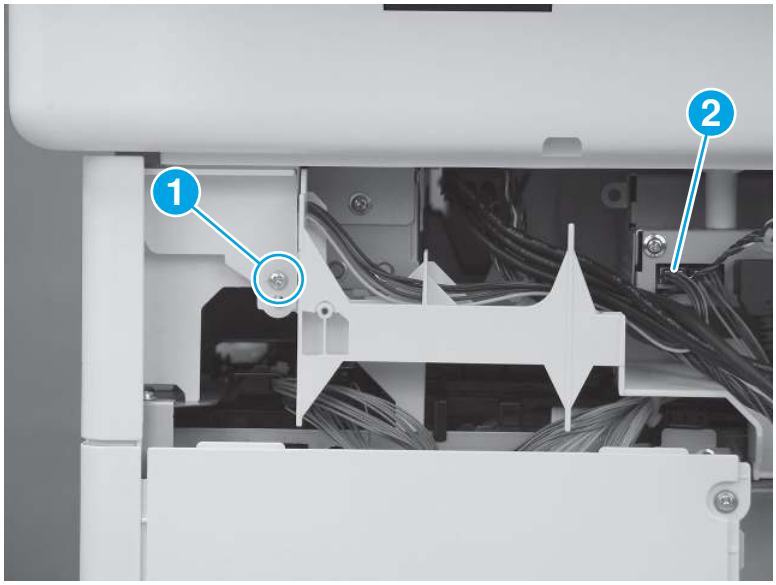


2. At the back of the printer, remove one screw (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

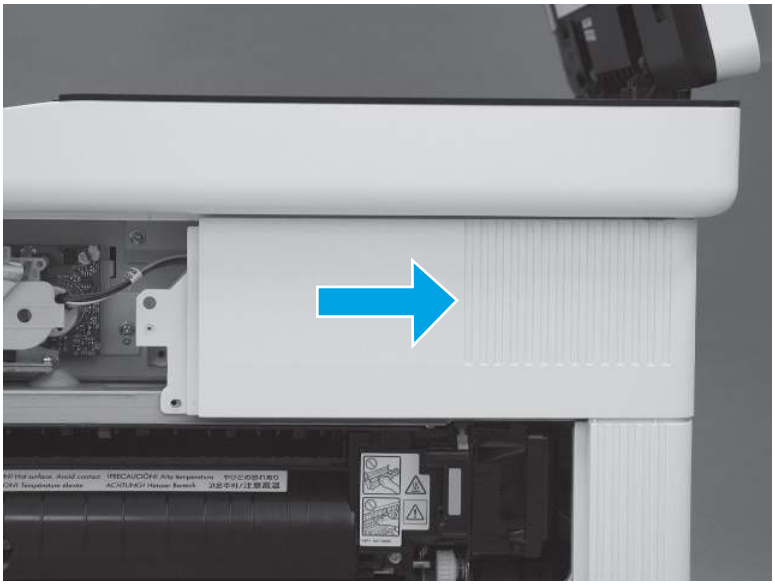
Reinstallation tip: This screw is smaller than the screws removed in the previous step. When reinstalling the right upper cover, make sure that this screw is installed in the correct position.

Figure 4-375 Remove one screw and connector



3. Slide the cover toward the back of the printer.

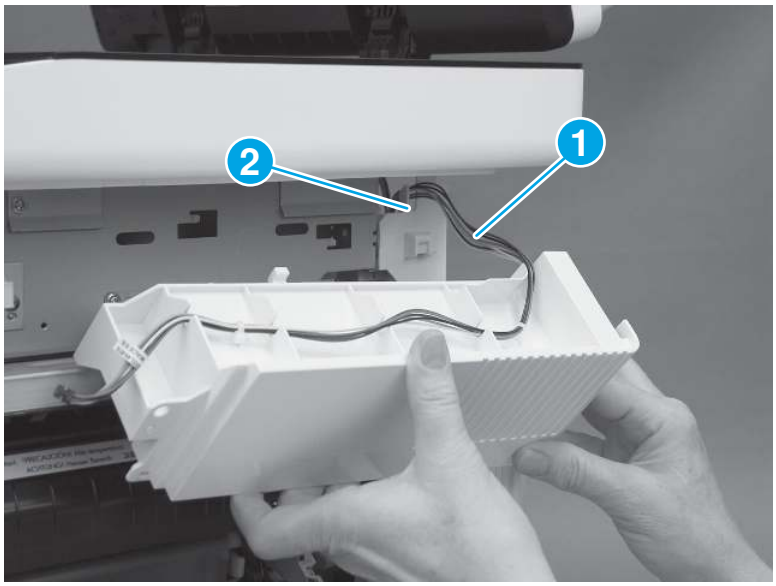
Figure 4-376 **Slide the cover**



4. Lift the cover away from the printer to remove it.

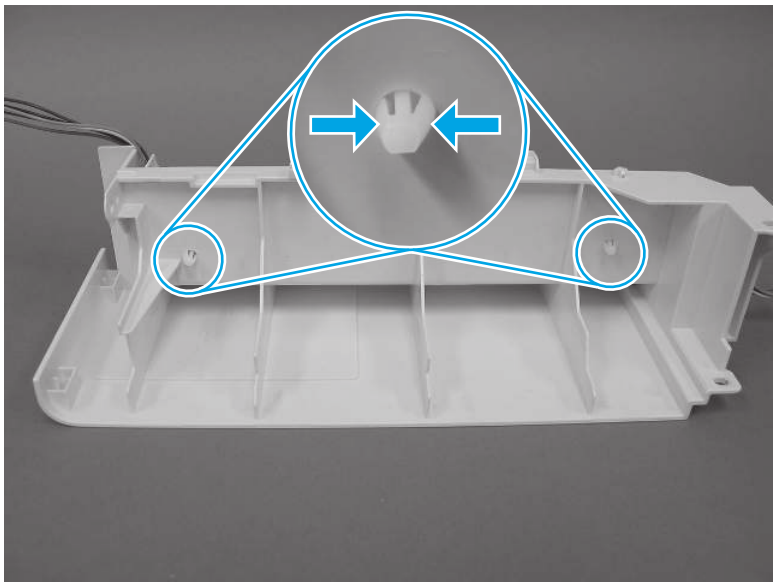
M577/M578z: Release the cables (callout 1) through the slot (callout 2) in the printer.

Figure 4-377 **Remove the cover**



5. **M577/M578z**: Release two retainers on the bottom side of the cover.

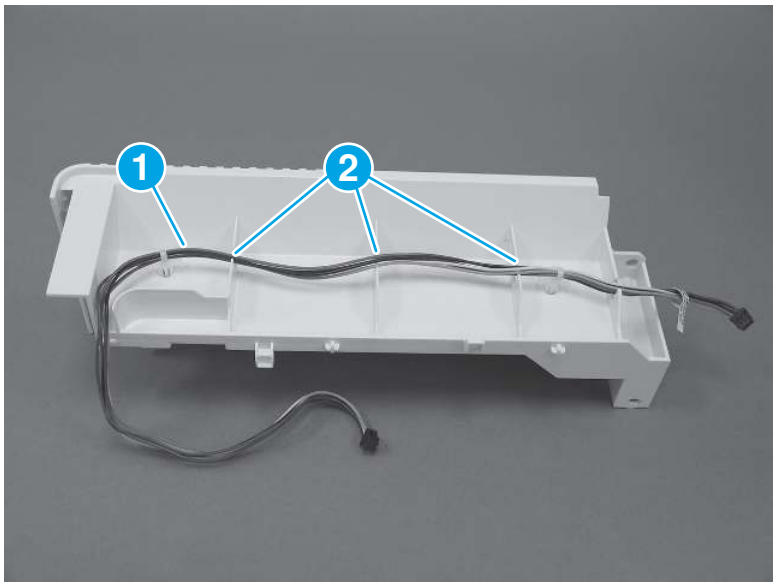
Figure 4-378 **Release two retainers**



6. **M577/M578z**: On the top of the cover, release the wires (callout 1) from the guides (callout 2) in the right upper cover.

NOTE: Set the wire harness aside for installation on the replacement right upper cover.

Figure 4-379 **Remove the wire harness**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Top rear cover (M577/M578/E57540)

Learn about removing and replacing the top rear cover.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-37 Part information

Part number	Part description
RC4-3383-000CN	Top rear cover

Required tools

- Small flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

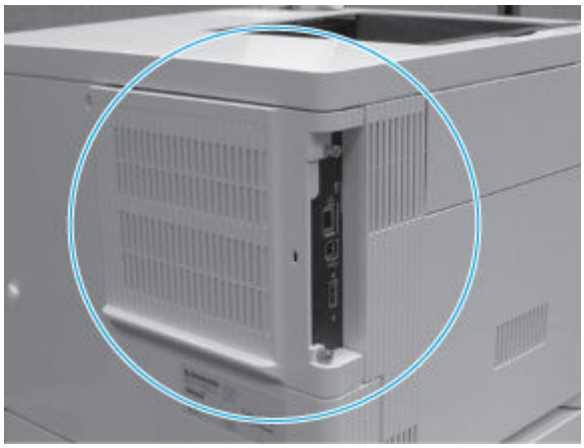
No post service test is available for this assembly.

Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

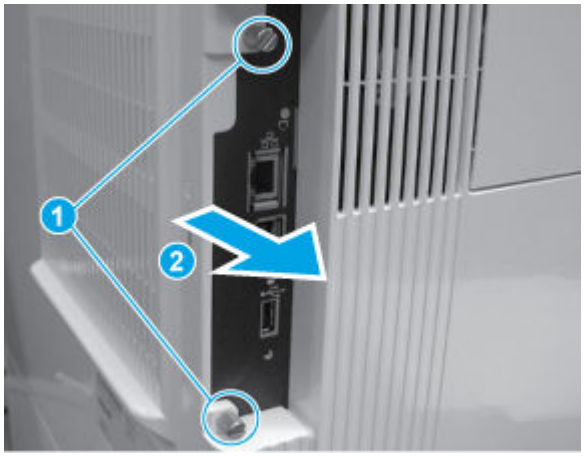
   Figure 4-380 Locate the formatter cover

2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-381 Loosen the thumbscrews



Remove the rear upper cover (MFP)

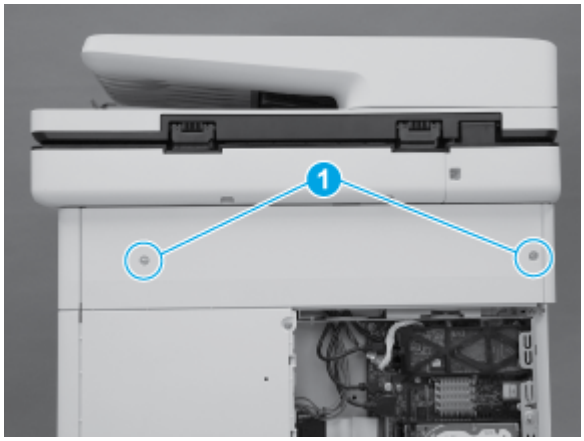
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

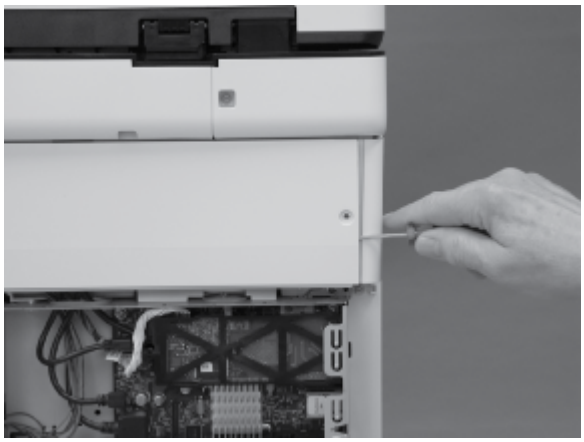
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-382 Remove two screws



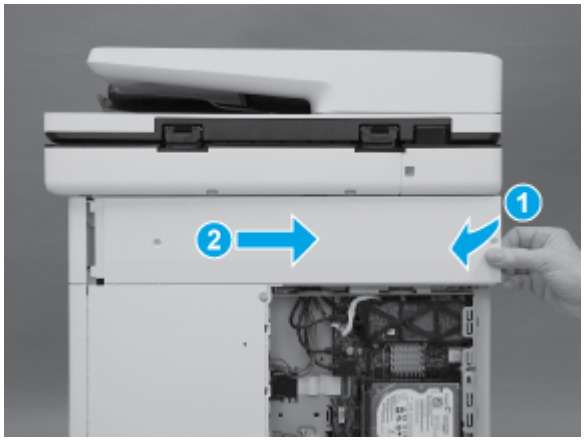
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-383 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-384 Slide the cover right



4. Remove the cover.

Figure 4-385 Remove the cover

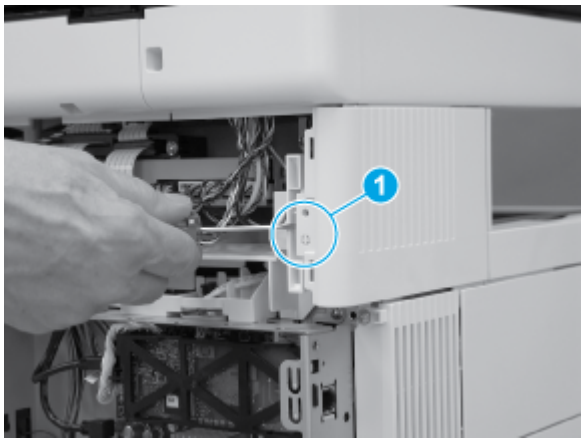
Remove the left upper cover (MFP)

Follow these steps to remove the left upper cover.

NOTE: This procedure is for MFP models only.

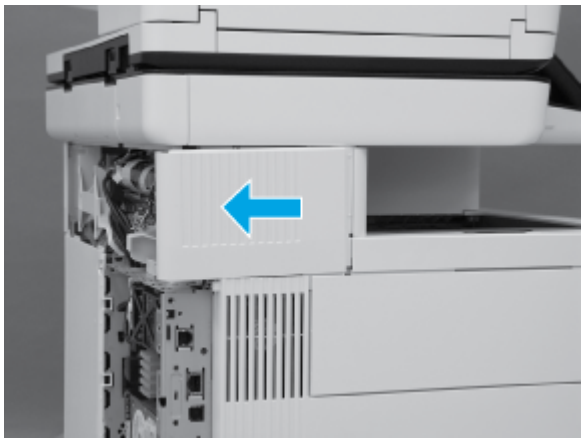
1. At the left side of the printer, release one tab (callout 1).

Figure 4-386 Release one tab



2. Slide the left upper cover toward the back of the printer.

Figure 4-387 Slide the cover back



3. Rotate the cover up to remove it.

Figure 4-388 **Remove the left upper cover**

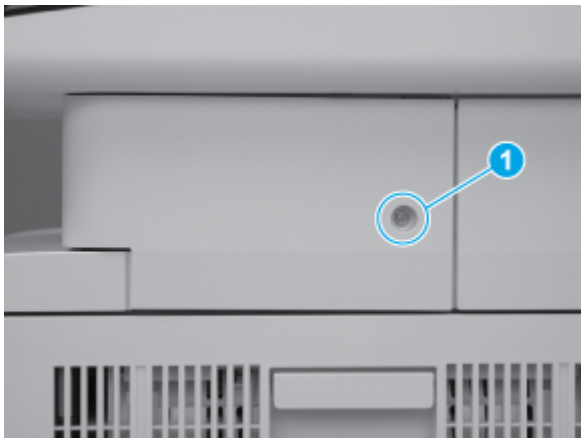
Remove the right front upper cover (MFP non-stapler models)

Follow these steps to remove the right front upper cover.

NOTE: This procedure is for non-stapler models only.

1. Remove one screw (callout 1).

Figure 4-389 **Remove one screw**



2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-390 **Release two tabs**

3. Rotate the front of the cover to the right to remove it.

Figure 4-391 **Rotate the cover**

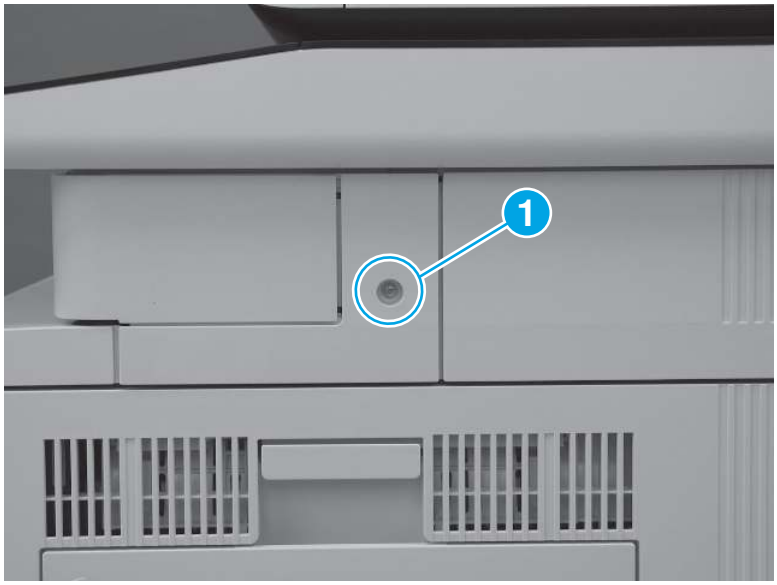
Remove the stapler cover (MFP stapler models)

Follow these steps to remove the stapler cover.

NOTE: This procedure is for stapler models only.

1. Remove one screw (callout 1).

Figure 4-392 Remove one screw

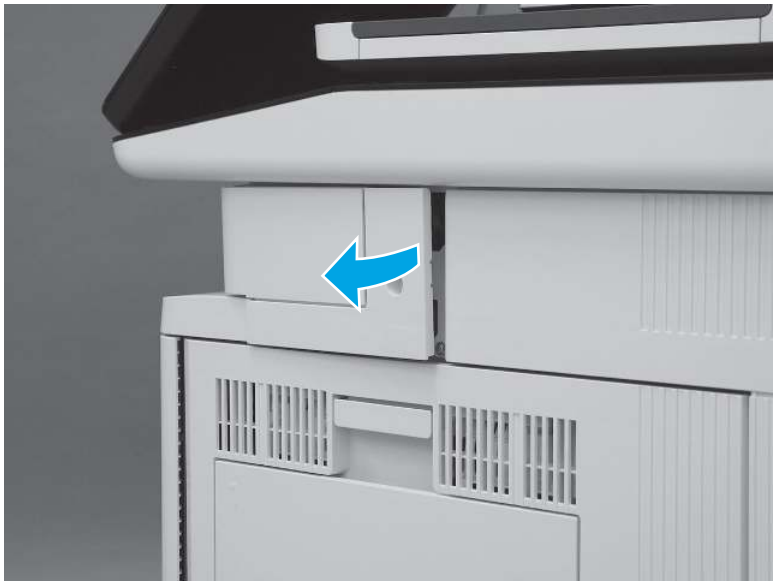


2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-393 Release two tabs

3. Release the back edge of the cover.

Figure 4-394 **Release the back edge of the cover**



4. Rotate the cover away from the printer to remove it.

Figure 4-395 **Remove the cover**

Remove the integrated scanner assembly (ISA) (MFP)

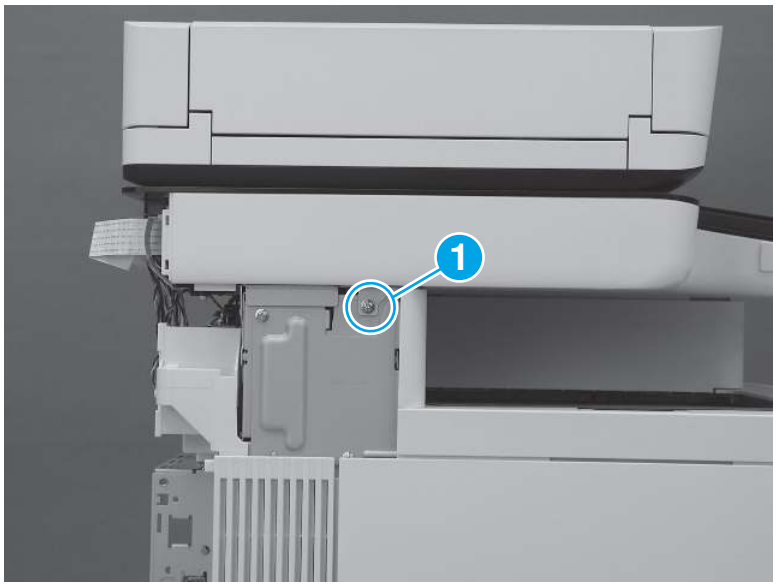
Follow these steps to remove the integrated scanner assembly (ISA).

NOTE: This procedure is for MFP models only.

NOTE: The ISA includes the document feeder, image scanner, scanner control board (SCB), control panel, keyboard (flow models) and NFC PCA (not all models).

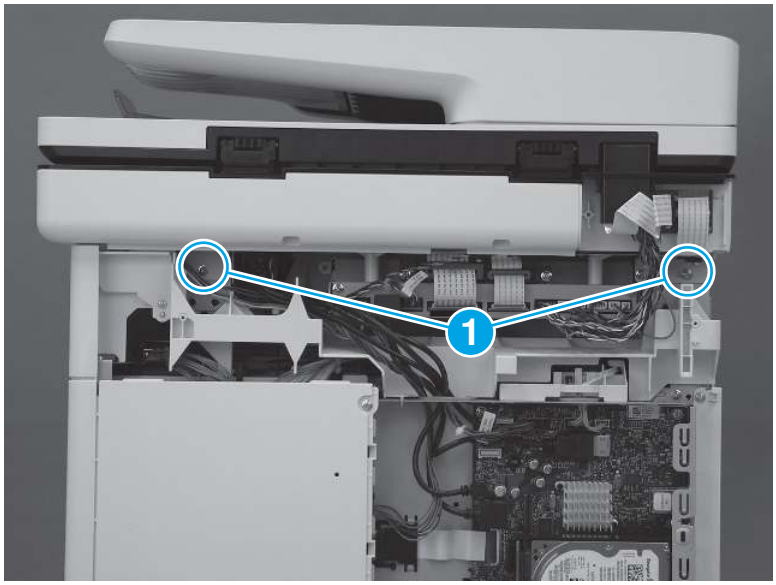
1. At the left side of the printer, remove one screw (callout 1).

Figure 4-396 Remove one screw



2. At the back of the printer, remove two screws (callout 1).

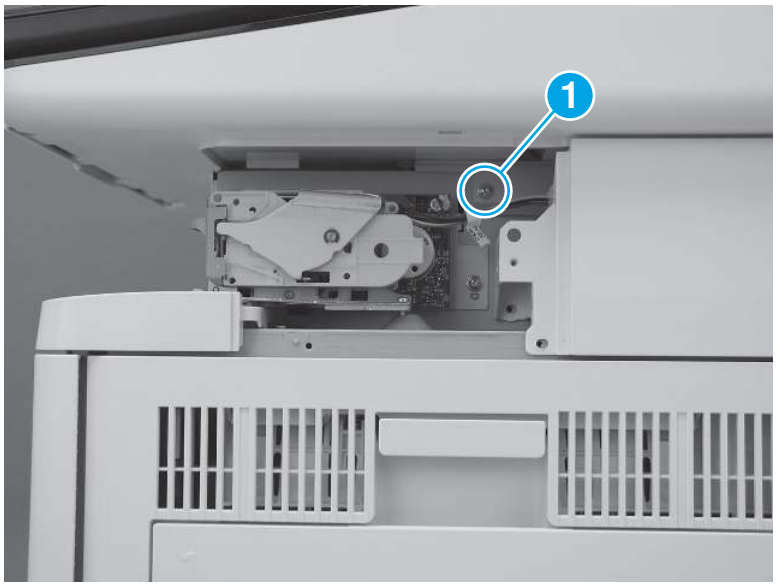
Figure 4-397 Remove two screws



3. At the right side of the printer, remove one screw (callout 1).

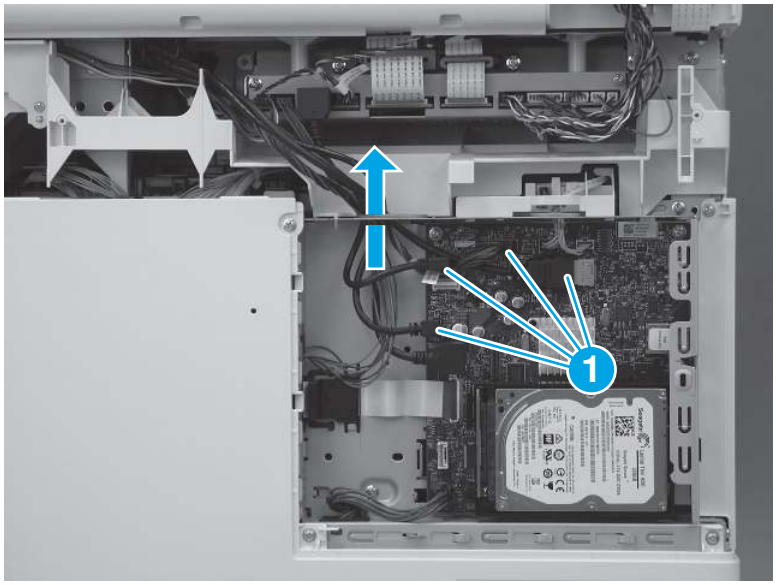
NOTE: The M577z is shown in the figure below. The procedure is correct for all MFP models.

Figure 4-398 Remove one screw



4. Disconnect four connectors (callout 1) on the formatter, and then pass the wire harnesses and cables through the top opening in the formatter case (callout 2).

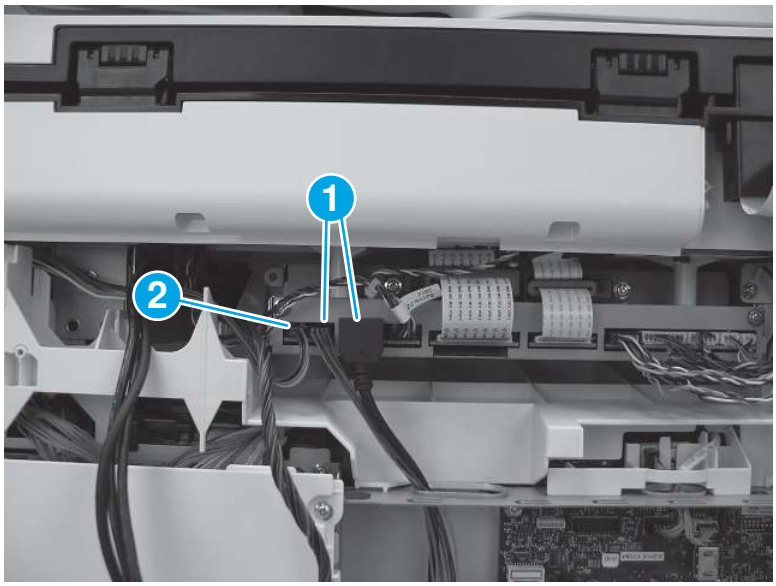
Figure 4-399 Disconnect cables and connectors



5. Disconnect two connectors on the scanner control board (callout 1).

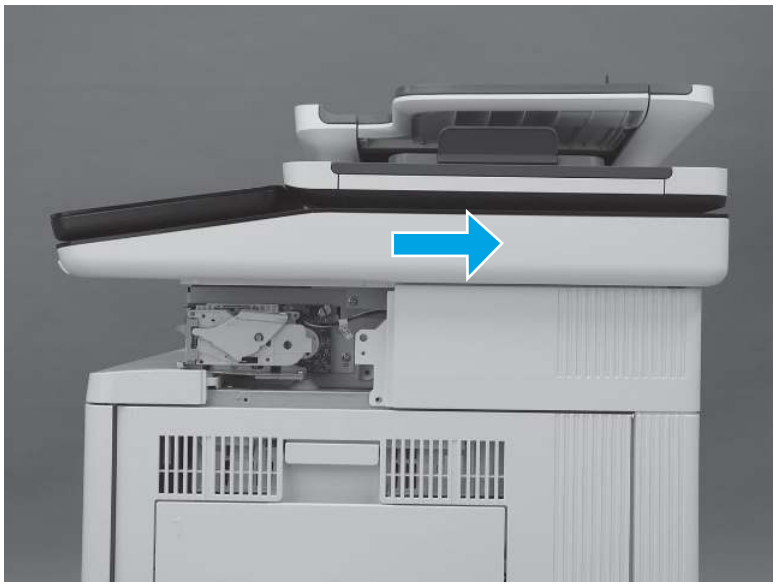
MFP stapler models: Disconnect one connector for the stapler on the scanner control board (callout 2).

Figure 4-400 Disconnect connectors



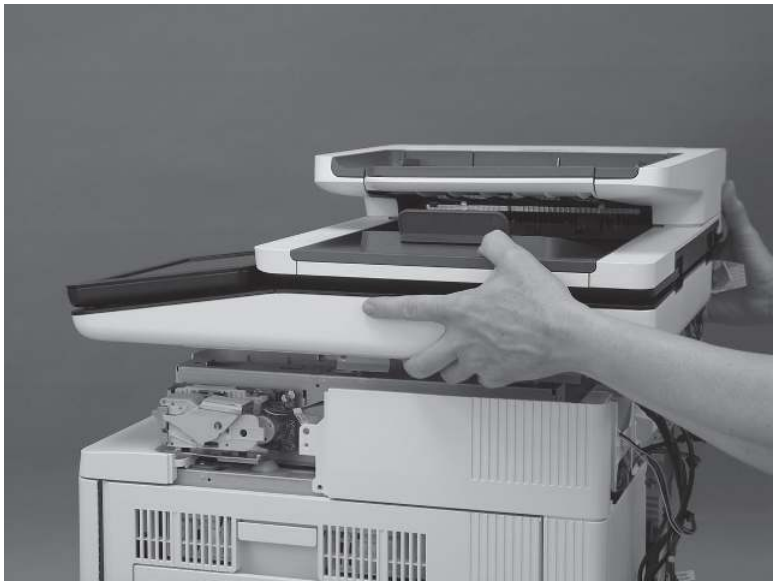
6. Slide the image scanner toward the back of the printer to release it.

Figure 4-401 Release the image scanner



7. Lift the ISA straight up to remove it.

Figure 4-402 **Remove the ISA**



Remove the right upper cover (MFP)

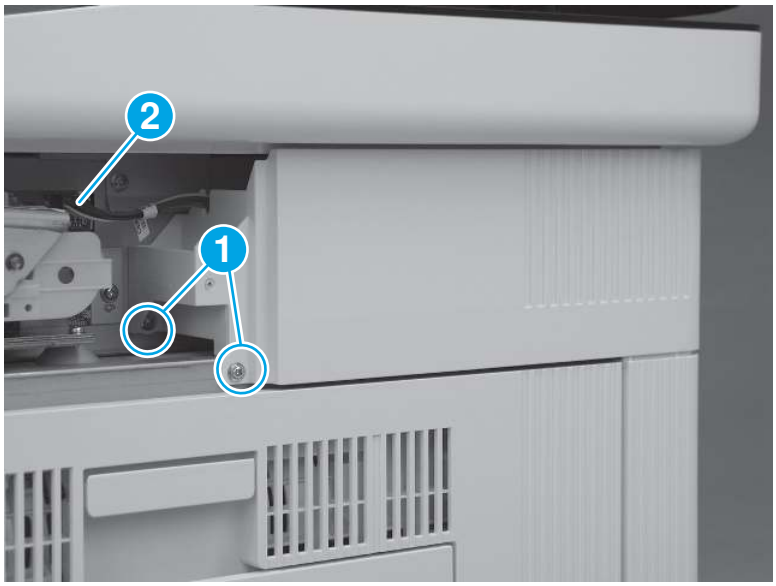
Follow these steps to remove the right upper cover.

NOTE: This procedure is for MFP models only.

1. At the right side of the printer, remove two screws (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

Figure 4-403 **Remove two screws and one connector**

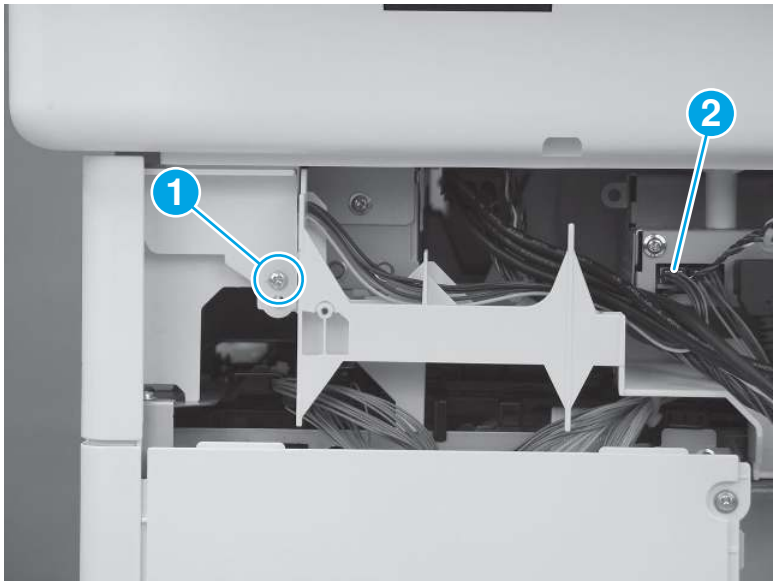


2. At the back of the printer, remove one screw (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

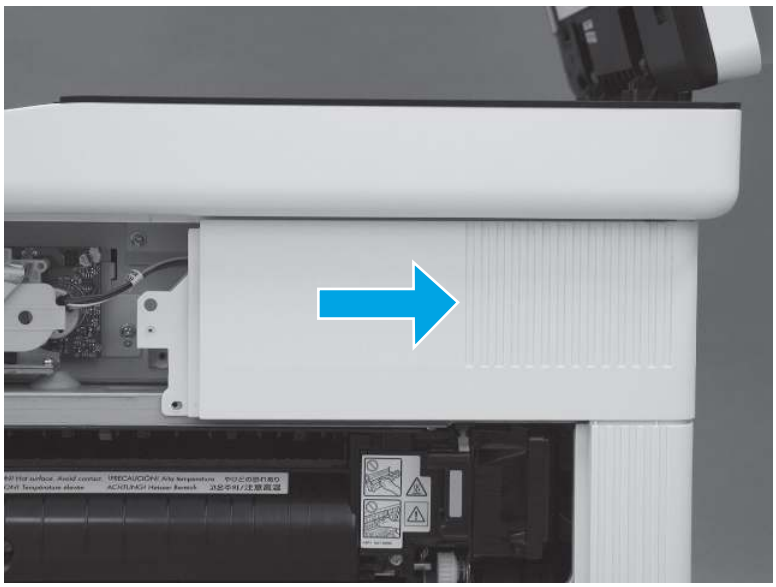
> **Reinstallation tip:** This screw is smaller than the screws removed in the previous step. When reinstalling the right upper cover, make sure that this screw is installed in the correct position.

Figure 4-404 Remove one screw and connector



3. Slide the cover toward the back of the printer.

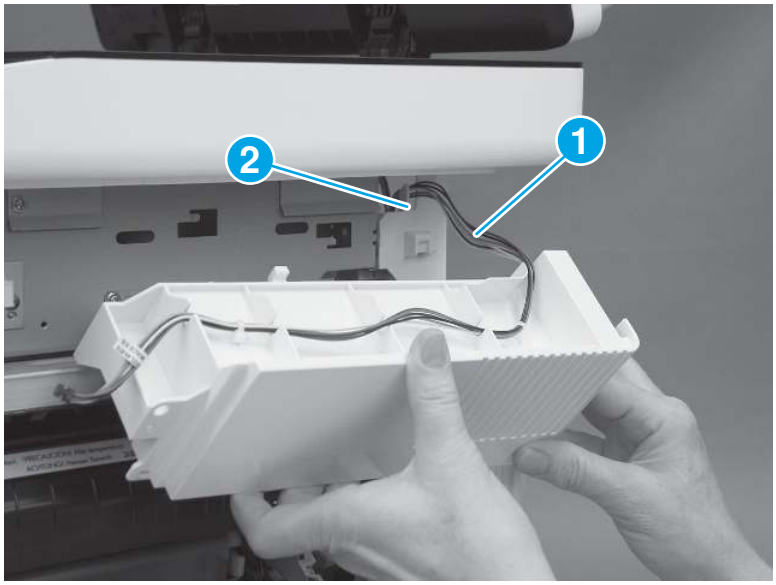
Figure 4-405 Slide the cover



4. Lift the cover away from the printer to remove it.

   M577/M578z: Release the cables (callout 1) through the slot (callout 2) in the printer.

Figure 4-406 Remove the cover



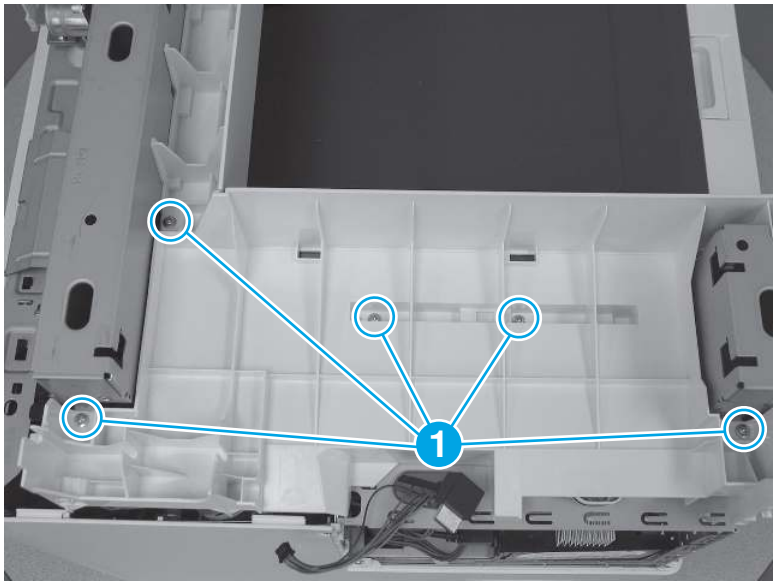
Remove the top rear cover (MFP)

Follow these steps to remove the top rear cover.

NOTE: This procedure is for MFP models only.

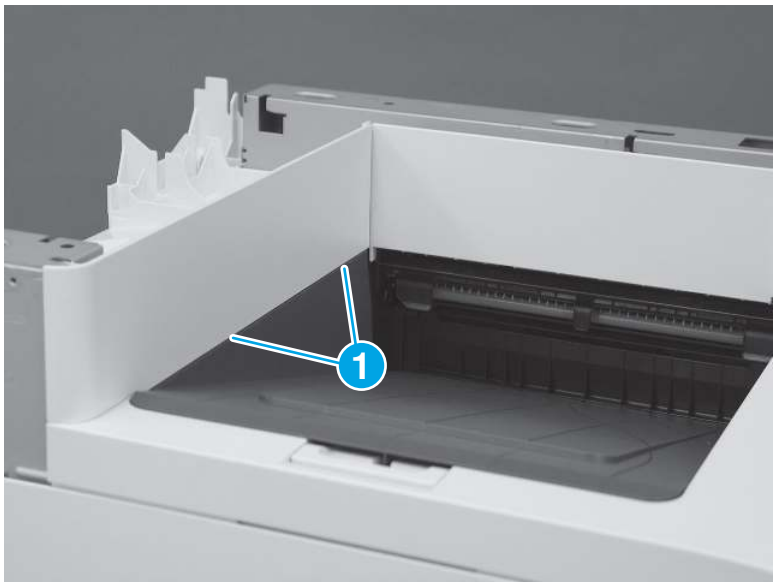
1. At the top of the printer, remove five screws (callout 1).

Figure 4-407 Remove five screws



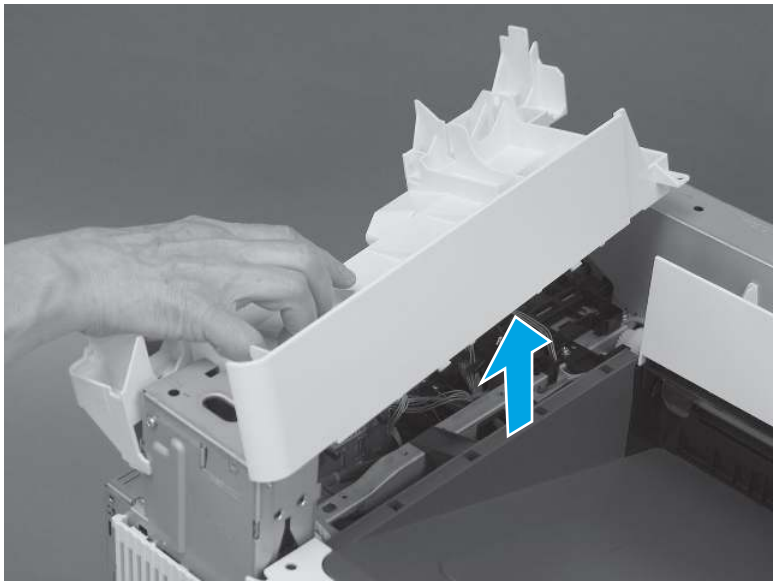
2. Release two tabs (callout 1) on the front edge of the cover.

Figure 4-408 Release two tabs



3. Remove the top rear cover.

Figure 4-409 Remove the cover



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paper feed cover (M577/M578/E57540)

Learn about removing and replacing the paper feed cover.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-38 Part information

Part number	Part description
RC4-3382-000CN	Paper feed cover

Required tools

- Small flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

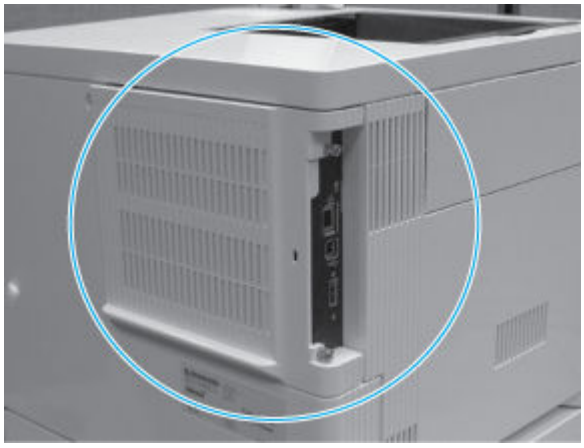
No post service test is available for this assembly.

Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

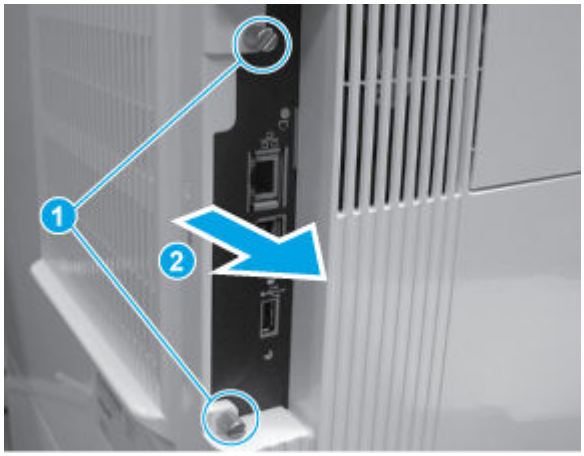
   Figure 4-410 Locate the formatter cover

2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-411 Loosen the thumbscrews



Remove the rear upper cover (MFP)

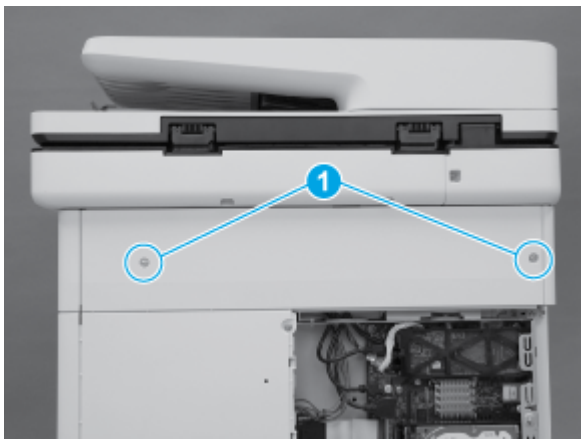
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

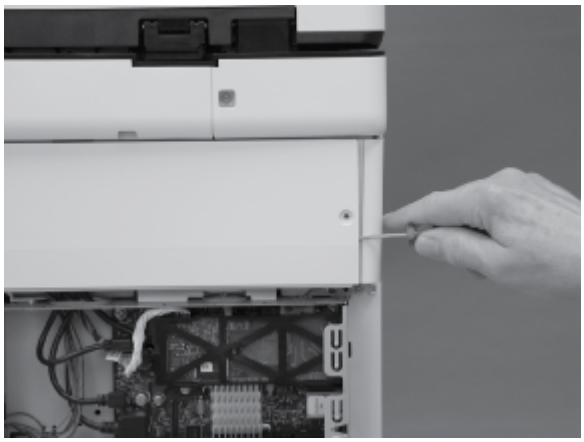
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-412 Remove two screws



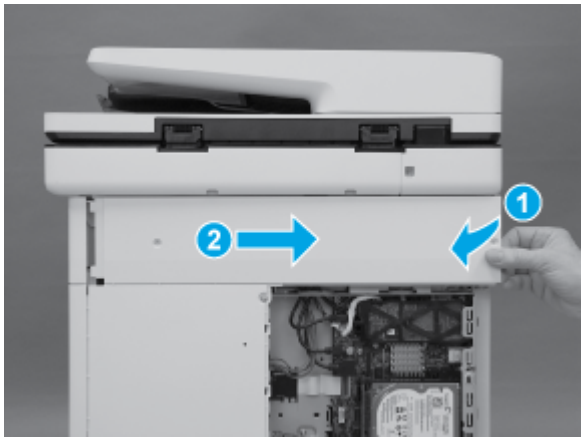
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-413 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-414 Slide the cover right



4. Remove the cover.

Figure 4-415 Remove the cover

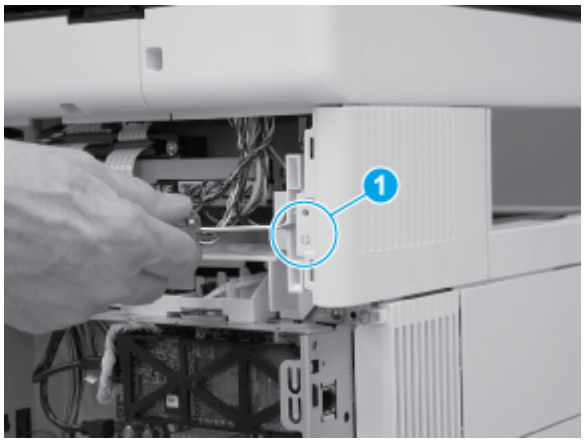
Remove the left upper cover (MFP)

Follow these steps to remove the left upper cover.

NOTE: This procedure is for MFP models only.

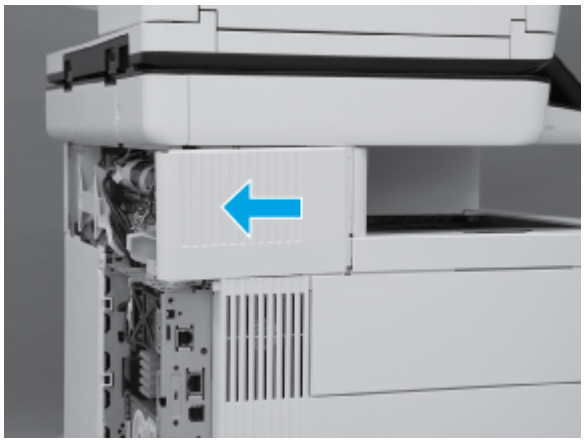
1. At the left side of the printer, release one tab (callout 1).

Figure 4-416 Release one tab



2. Slide the left upper cover toward the back of the printer.

Figure 4-417 Slide the cover back



3. Rotate the cover up to remove it.

Figure 4-418 **Remove the left upper cover**

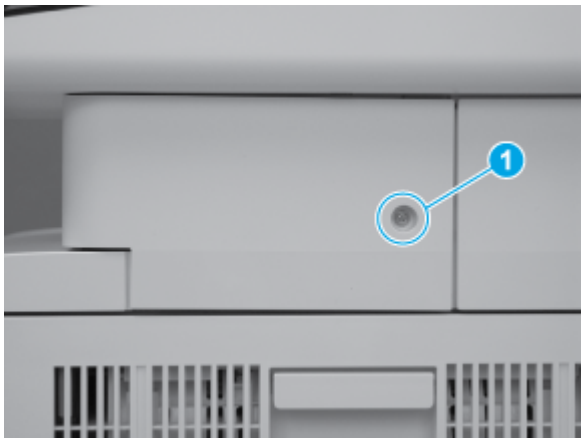
Remove the right front upper cover (MFP non-stapler models)

Follow these steps to remove the right front upper cover.

NOTE: This procedure is for non-stapler models only.

1. Remove one screw (callout 1).

Figure 4-419 **Remove one screw**



2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-420 Release two tabs

3. Rotate the front of the cover to the right to remove it.

Figure 4-421 Rotate the cover

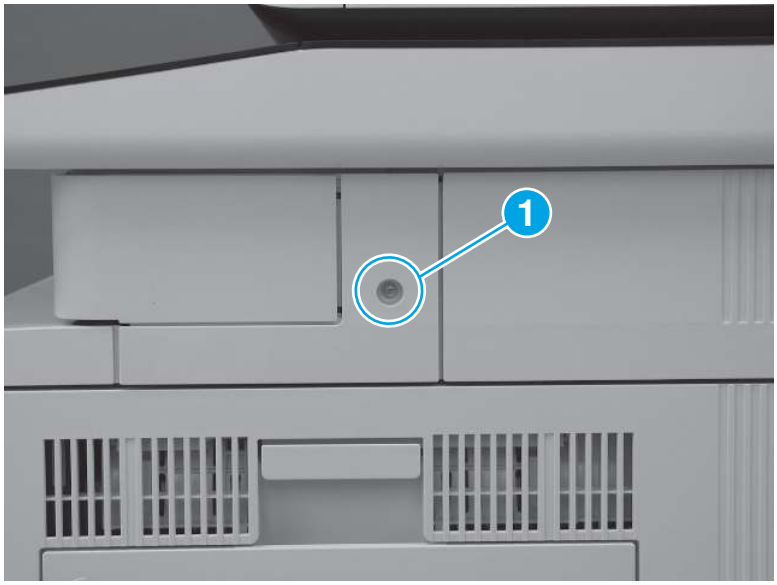
Remove the stapler cover (MFP stapler models)

Follow these steps to remove the stapler cover.

NOTE: This procedure is for stapler models only.

1. Remove one screw (callout 1).

Figure 4-422 Remove one screw

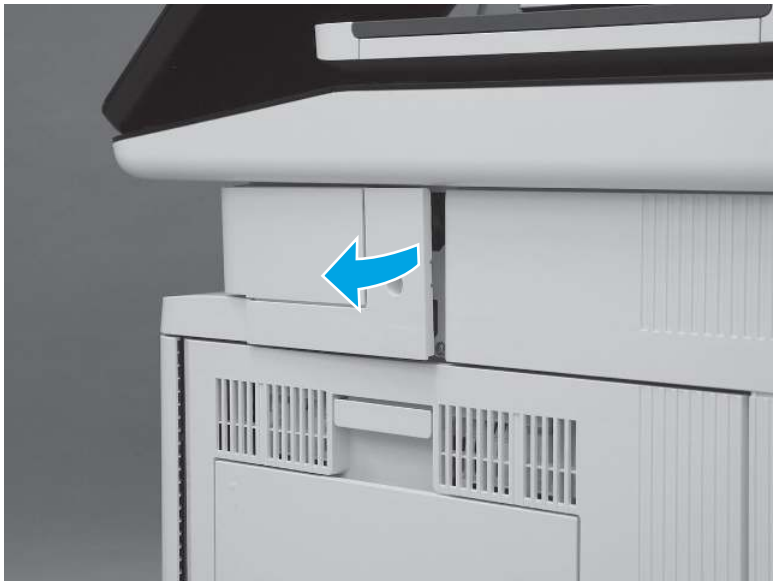


2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-423 Release two tabs

3. Release the back edge of the cover.

Figure 4-424 **Release the back edge of the cover**



4. Rotate the cover away from the printer to remove it.

Figure 4-425 **Remove the cover**

Remove the integrated scanner assembly (ISA) (MFP)

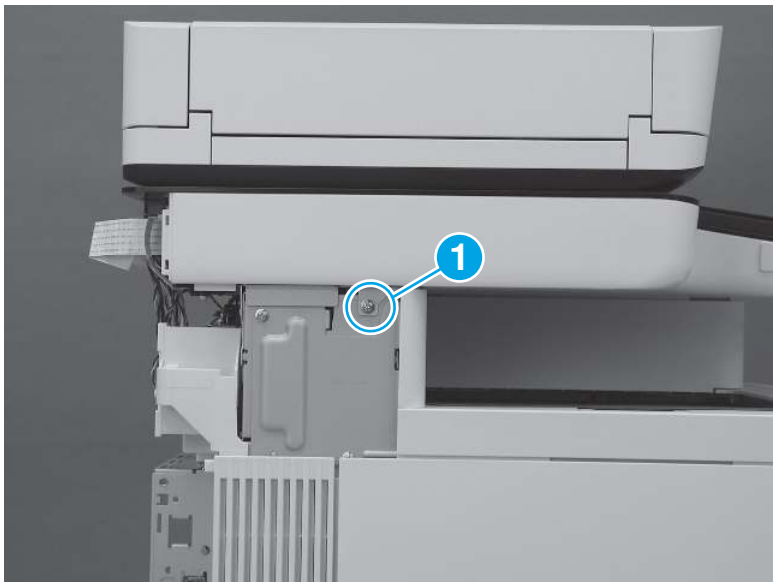
Follow these steps to remove the integrated scanner assembly (ISA).

NOTE: This procedure is for MFP models only.

NOTE: The ISA includes the document feeder, image scanner, scanner control board (SCB), control panel, keyboard (flow models) and NFC PCA (not all models).

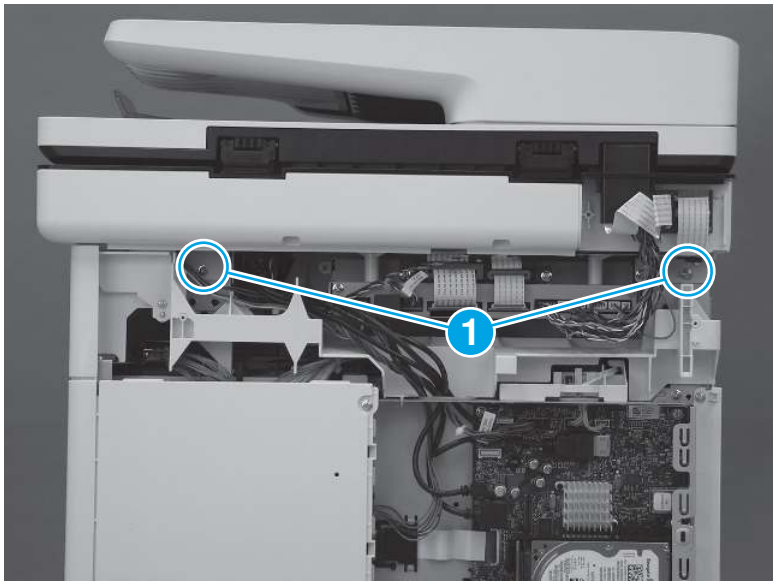
1. At the left side of the printer, remove one screw (callout 1).

Figure 4-426 Remove one screw



2. At the back of the printer, remove two screws (callout 1).

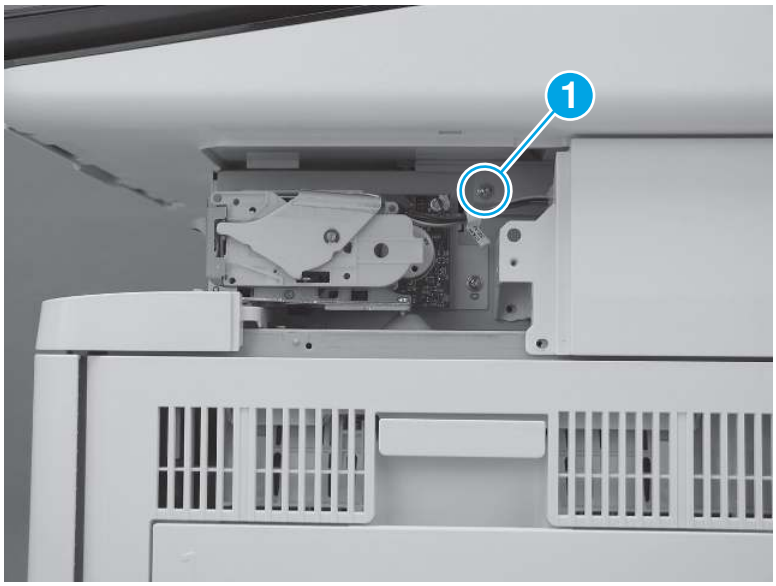
Figure 4-427 Remove two screws



3. At the right side of the printer, remove one screw (callout 1).

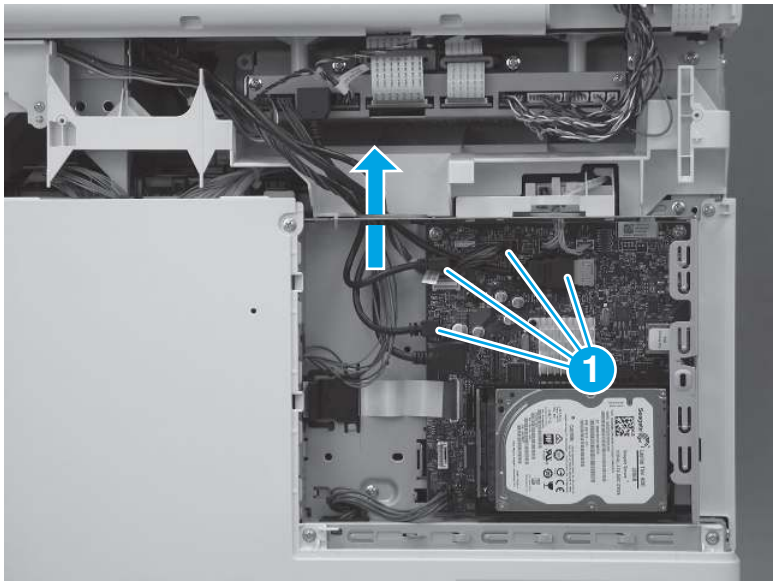
NOTE: The M577z is shown in the figure below. The procedure is correct for all MFP models.

Figure 4-428 Remove one screw



4. Disconnect four connectors (callout 1) on the formatter, and then pass the wire harnesses and cables through the top opening in the formatter case (callout 2).

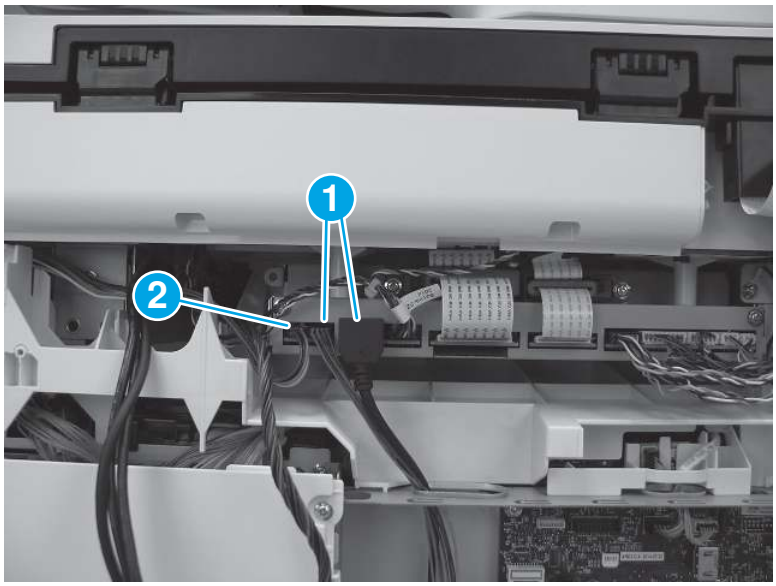
Figure 4-429 Disconnect cables and connectors



5. Disconnect two connectors on the scanner control board (callout 1).

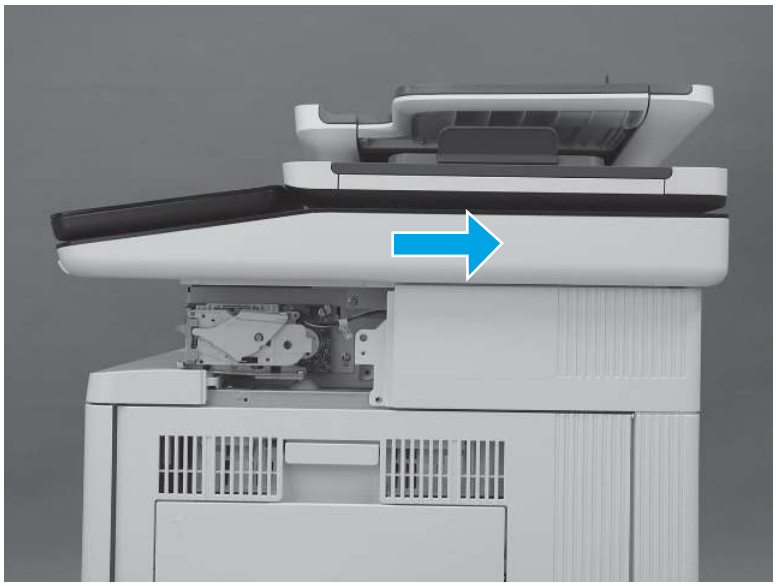
MFP stapler models: Disconnect one connector for the stapler on the scanner control board (callout 2).

Figure 4-430 Disconnect connectors



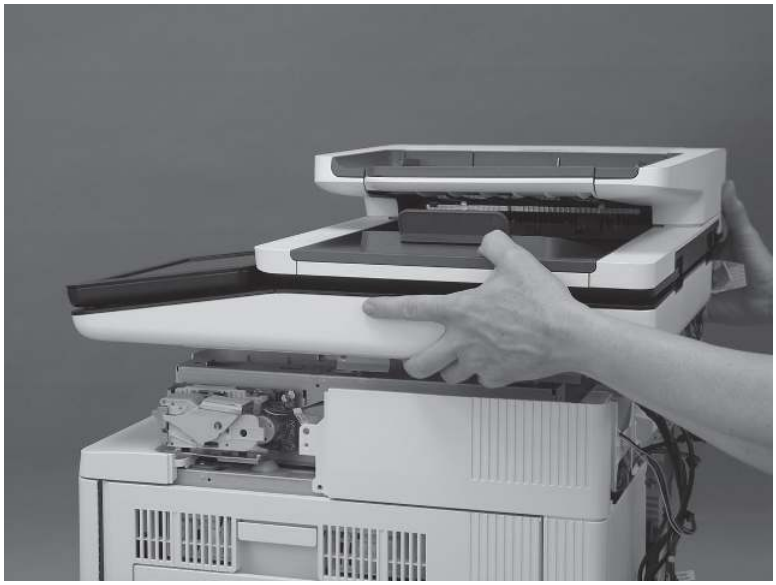
6. Slide the image scanner toward the back of the printer to release it.

Figure 4-431 Release the image scanner



7. Lift the ISA straight up to remove it.

Figure 4-432 **Remove the ISA**



Remove the right upper cover (MFP)

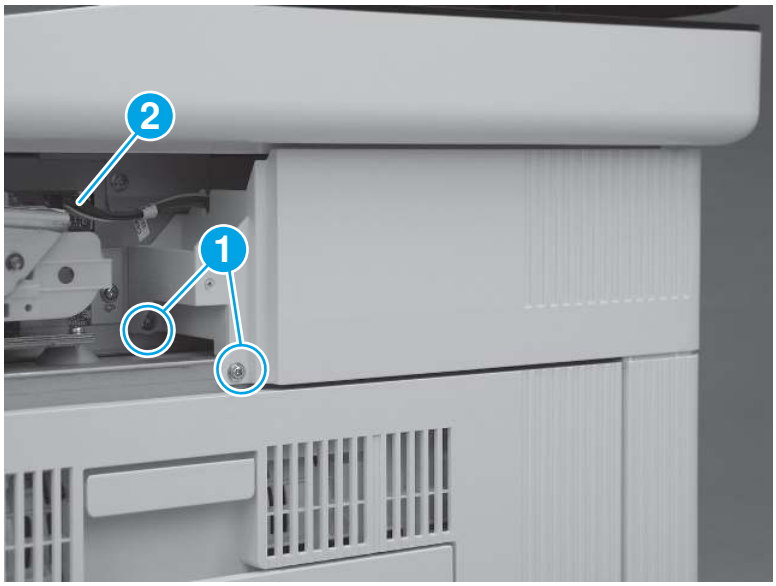
Follow these steps to remove the right upper cover.

NOTE: This procedure is for MFP models only.

1. At the right side of the printer, remove two screws (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

Figure 4-433 **Remove two screws and one connector**

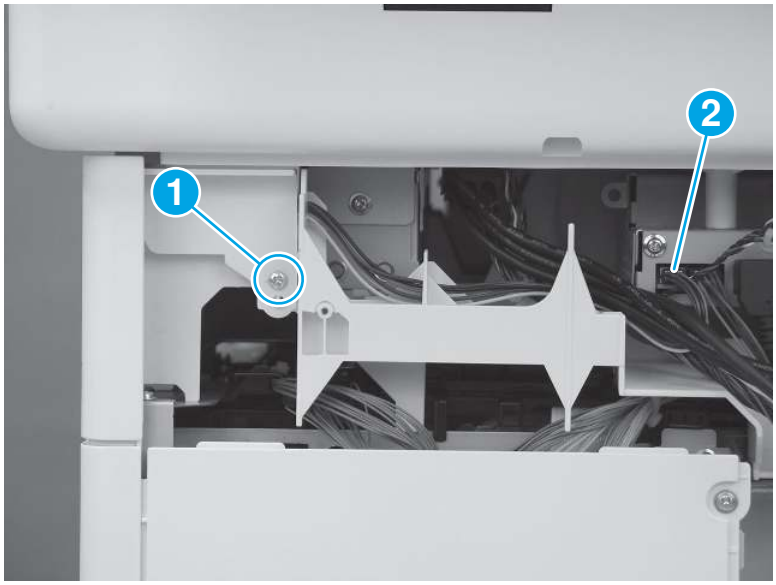


2. At the back of the printer, remove one screw (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

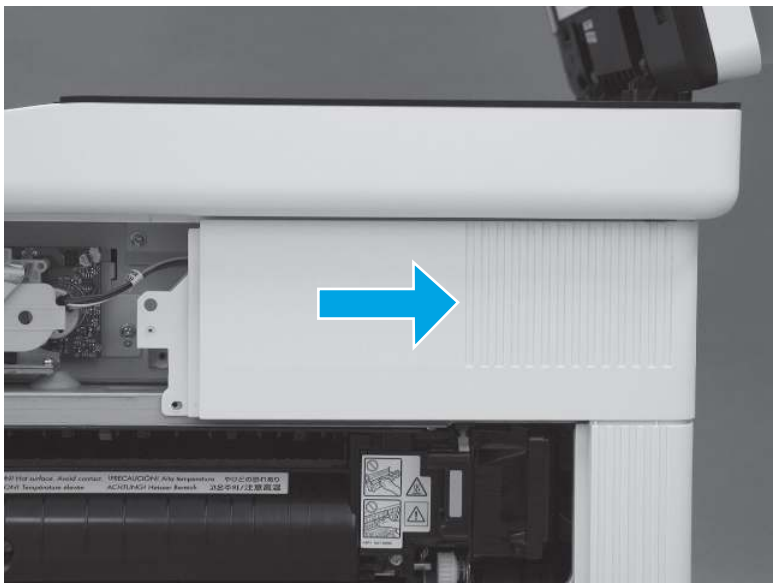
> **Reinstallation tip:** This screw is smaller than the screws removed in the previous step. When reinstalling the right upper cover, make sure that this screw is installed in the correct position.

Figure 4-434 **Remove one screw and connector**



3. Slide the cover toward the back of the printer.

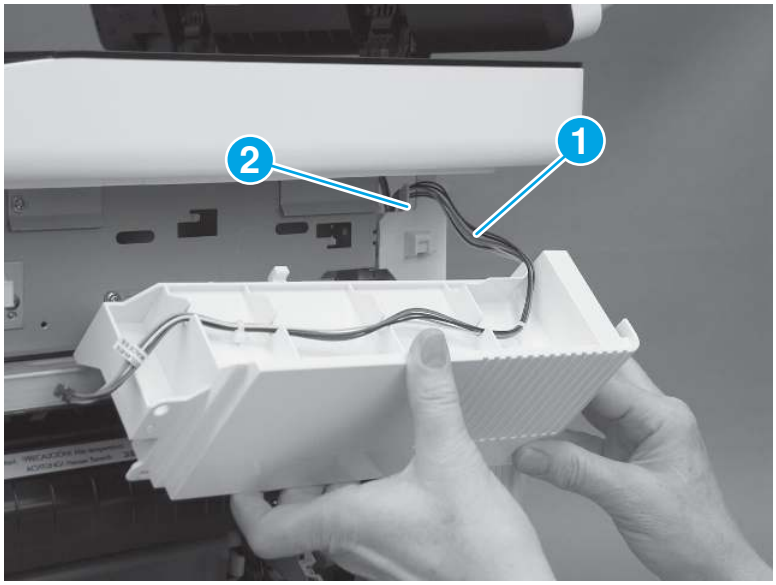
Figure 4-435 **Slide the cover**



4. Lift the cover away from the printer to remove it.

   M577/M578z: Release the cables (callout 1) through the slot (callout 2) in the printer.

Figure 4-436 Remove the cover



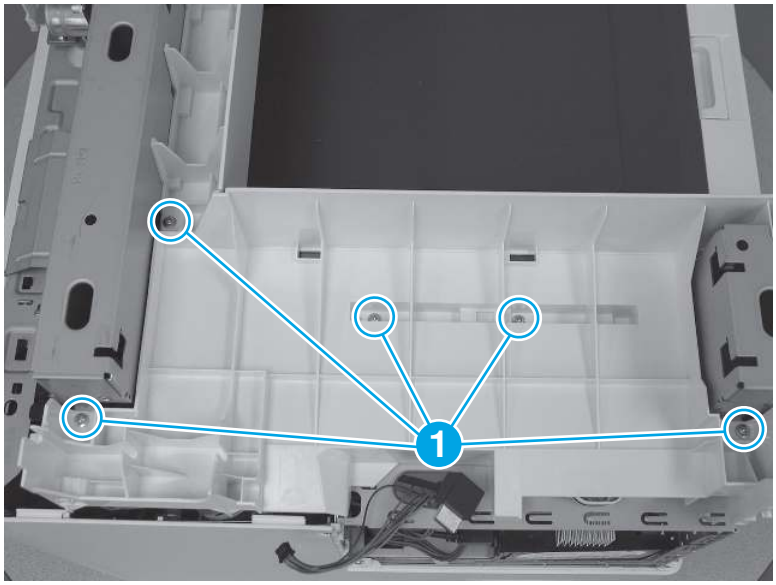
Remove the top rear cover (MFP)

Follow these steps to remove the top rear cover.

NOTE: This procedure is for MFP models only.

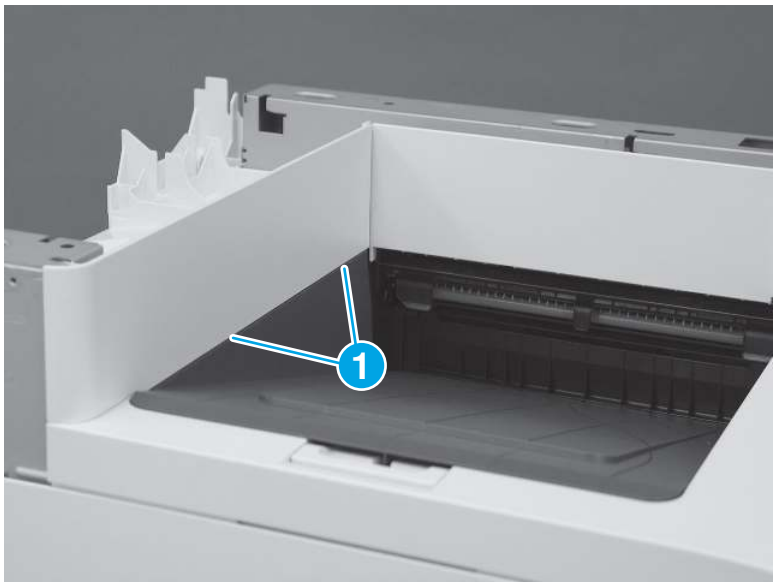
1. At the top of the printer, remove five screws (callout 1).

Figure 4-437 Remove five screws



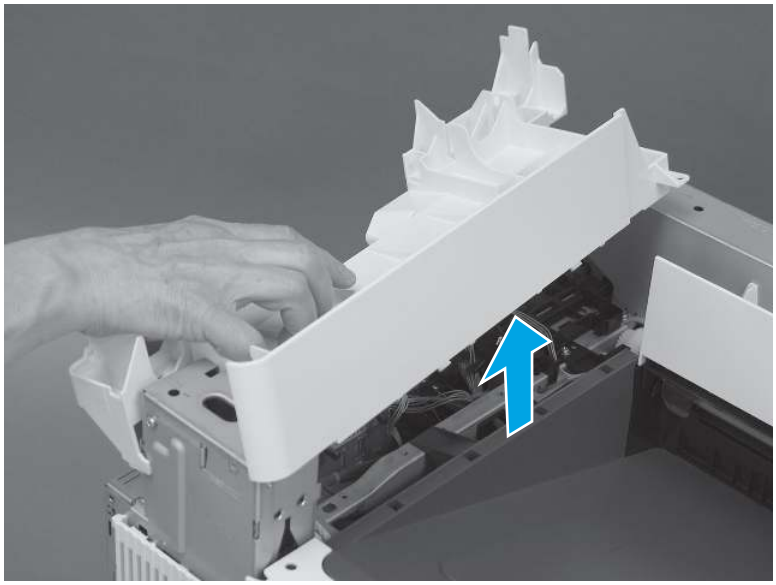
2. Release two tabs (callout 1) on the front edge of the cover.

Figure 4-438 Release two tabs



3. Remove the top rear cover.

Figure 4-439 Remove the cover



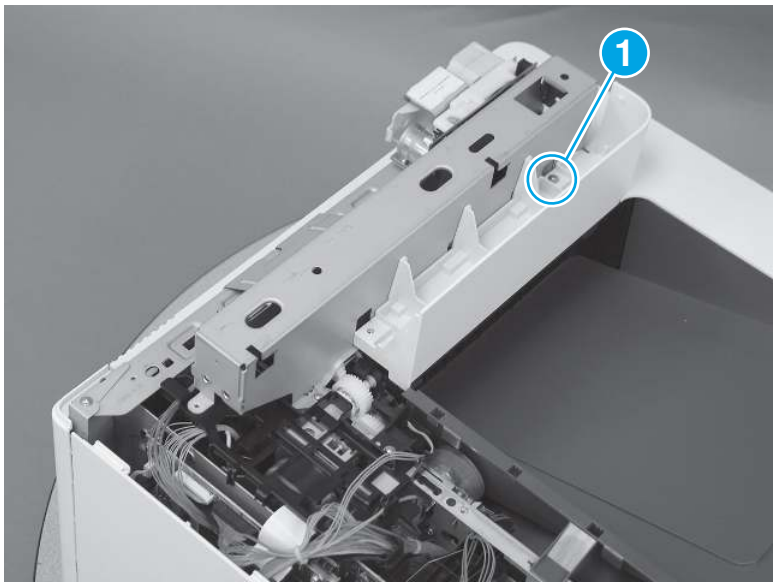
Remove the paper feed cover (MFP)

Follow these steps to remove the paper feed cover.

NOTE: This procedure is for MFP models only.

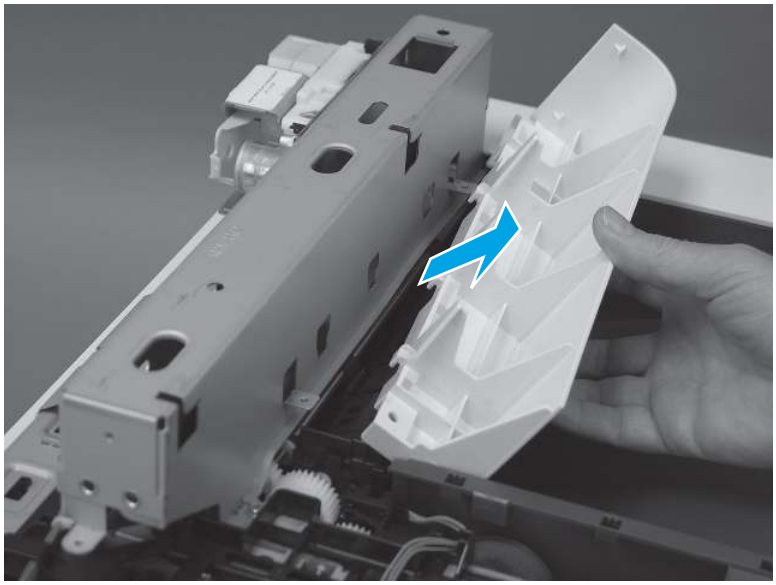
1. Remove one screw (callout 1).

Figure 4-440 Remove one screw



2. Lift the cover up to remove it.

Figure 4-441 Remove the cover



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Top cover (M577/M578/E57540)

Learn about removing and replacing the top cover.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-39 Part information

Part number	Part description
RC4-3381-000CN	Top cover

Required tools

- Small flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

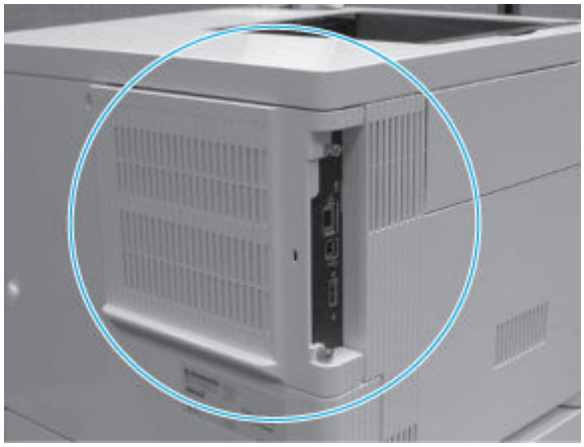
No post service test is available for this assembly.

Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

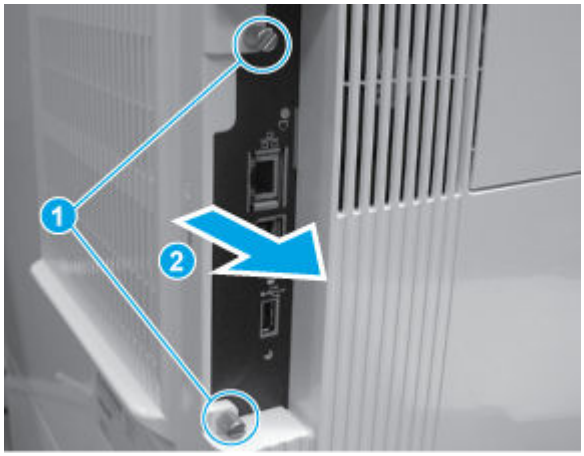
   Figure 4-442 **Locate the formatter cover**

2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-443 Loosen the thumbscrews



Remove the rear upper cover (MFP)

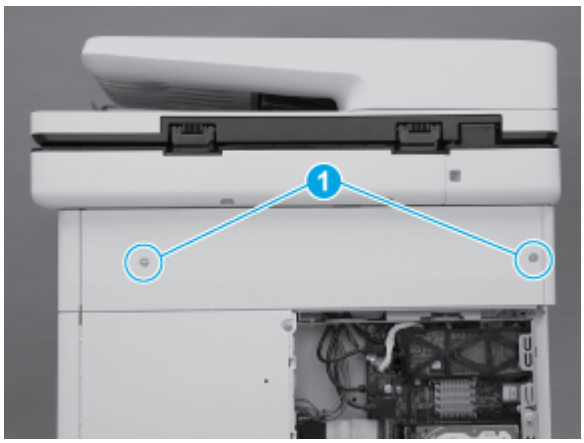
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

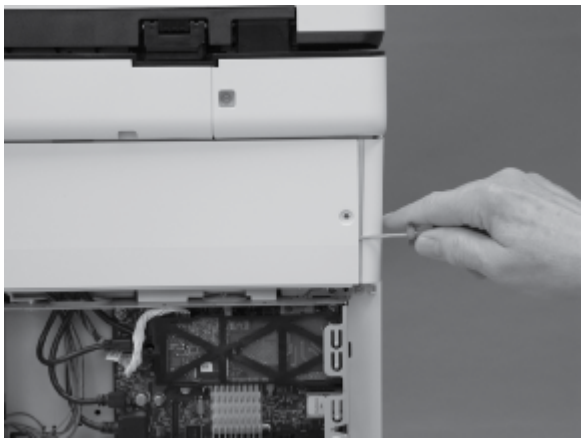
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-444 Remove two screws



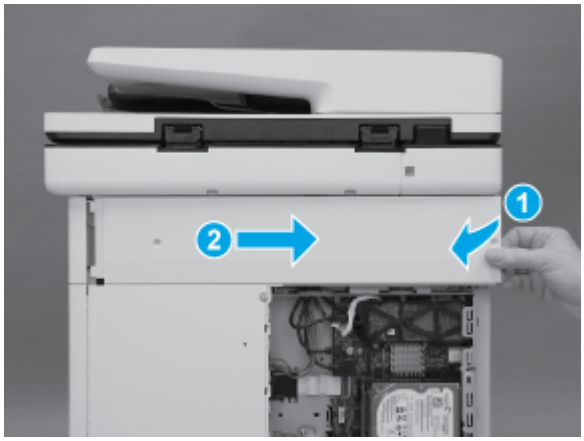
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-445 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-446 Slide the cover right



4. Remove the cover.

Figure 4-447 Remove the cover

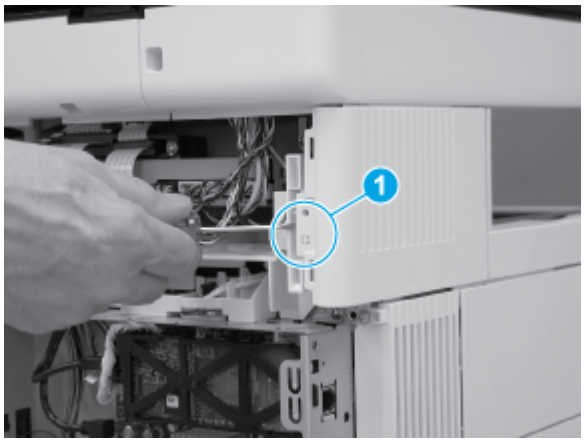
Remove the left upper cover (MFP)

Follow these steps to remove the left upper cover.

NOTE: This procedure is for MFP models only.

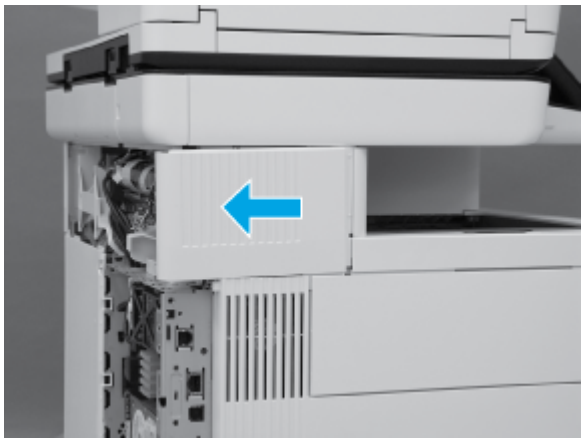
1. At the left side of the printer, release one tab (callout 1).

Figure 4-448 Release one tab



2. Slide the left upper cover toward the back of the printer.

Figure 4-449 Slide the cover back



3. Rotate the cover up to remove it.

Figure 4-450 **Remove the left upper cover**

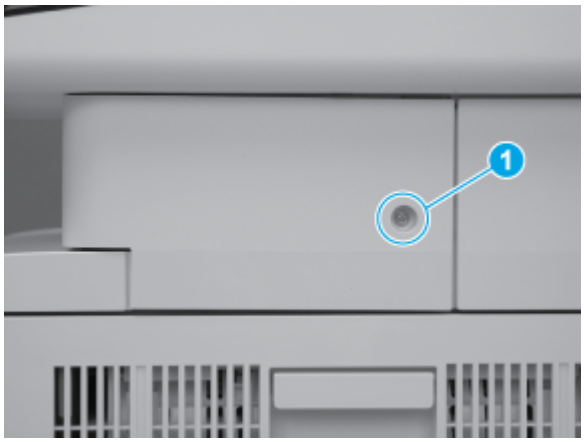
Remove the right front upper cover (MFP non-stapler models)

Follow these steps to remove the right front upper cover.

NOTE: This procedure is for non-stapler models only.

1. Remove one screw (callout 1).

Figure 4-451 **Remove one screw**



2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-452 Release two tabs

3. Rotate the front of the cover to the right to remove it.

Figure 4-453 Rotate the cover

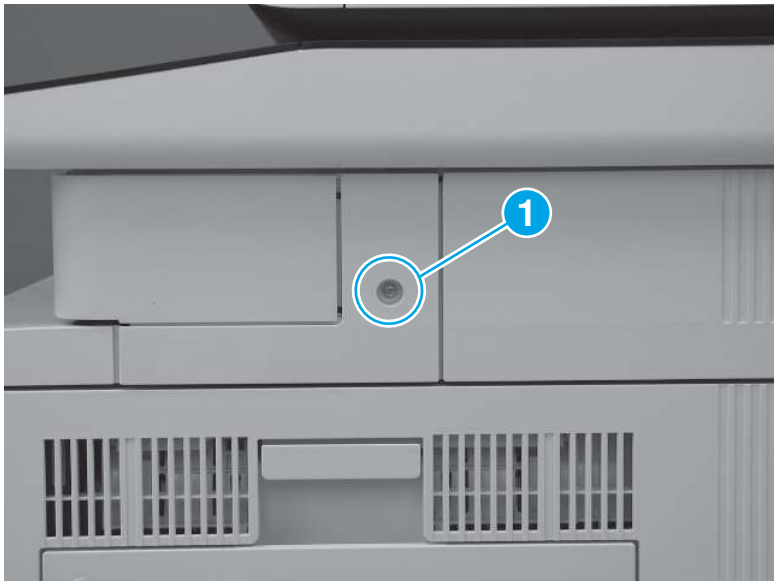
Remove the stapler cover (MFP stapler models)

Follow these steps to remove the stapler cover.

NOTE: This procedure is for stapler models only.

1. Remove one screw (callout 1).

Figure 4-454 Remove one screw

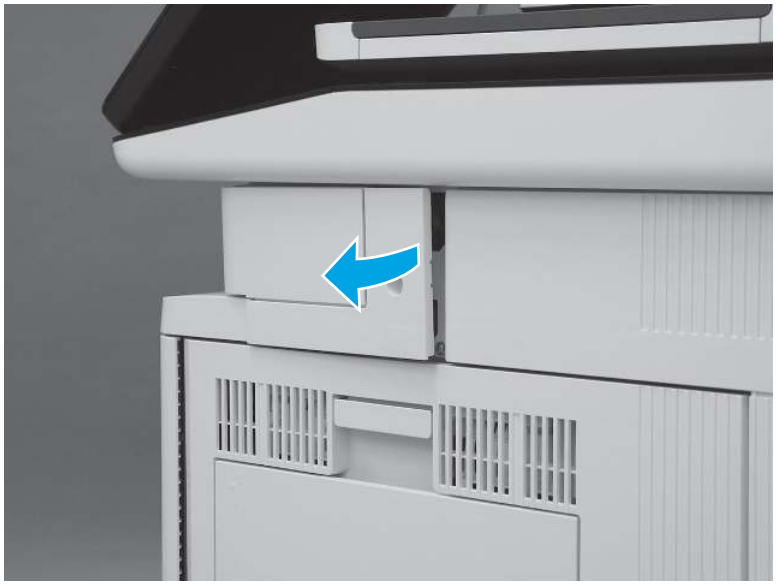


2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-455 Release two tabs

3. Release the back edge of the cover.

Figure 4-456 Release the back edge of the cover



4. Rotate the cover away from the printer to remove it.

Figure 4-457 Remove the cover

Remove the integrated scanner assembly (ISA) (MFP)

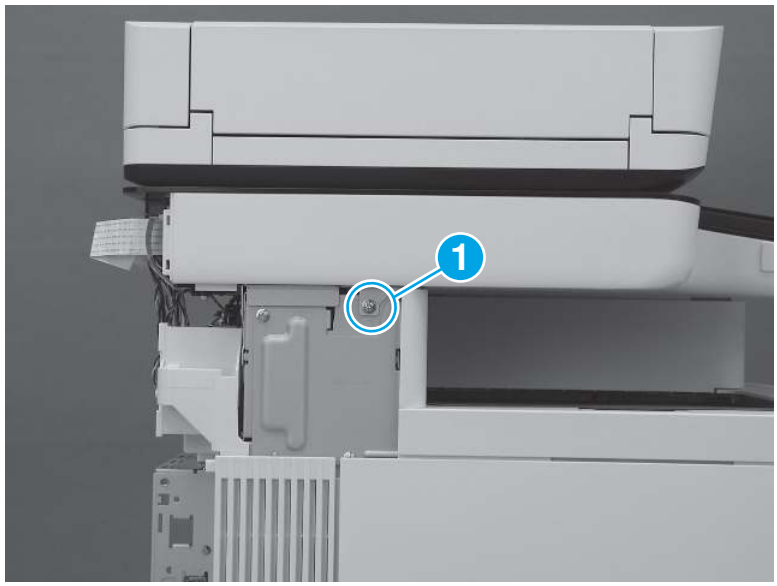
Follow these steps to remove the integrated scanner assembly (ISA).

NOTE: This procedure is for MFP models only.

NOTE: The ISA includes the document feeder, image scanner, scanner control board (SCB), control panel, keyboard (flow models) and NFC PCA (not all models).

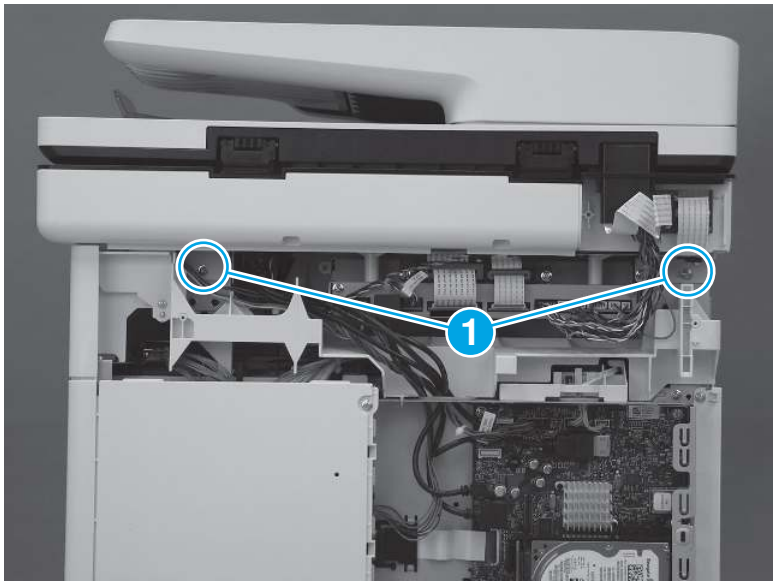
1. At the left side of the printer, remove one screw (callout 1).

Figure 4-458 Remove one screw



2. At the back of the printer, remove two screws (callout 1).

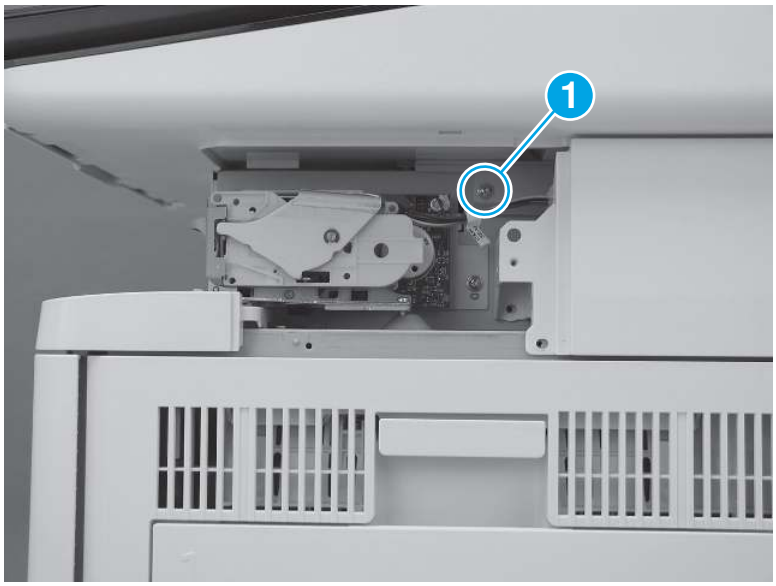
Figure 4-459 Remove two screws



3. At the right side of the printer, remove one screw (callout 1).

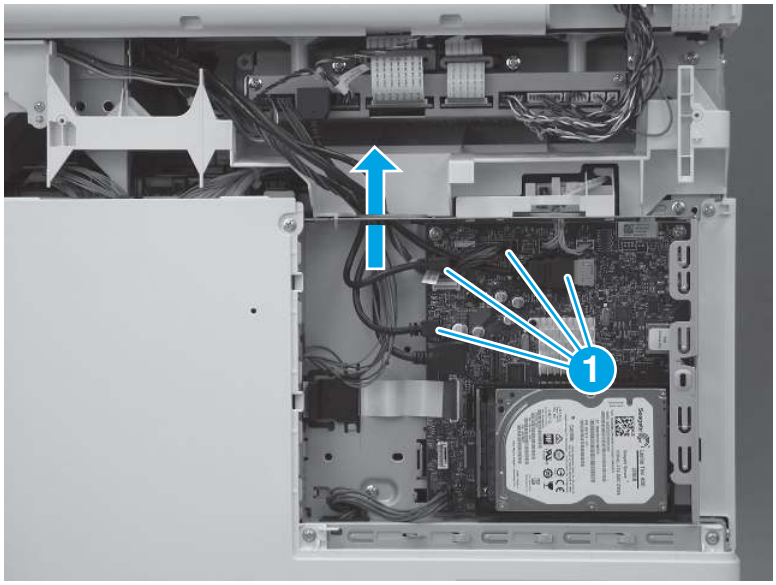
NOTE: The M577z is shown in the figure below. The procedure is correct for all MFP models.

Figure 4-460 Remove one screw



4. Disconnect four connectors (callout 1) on the formatter, and then pass the wire harnesses and cables through the top opening in the formatter case (callout 2).

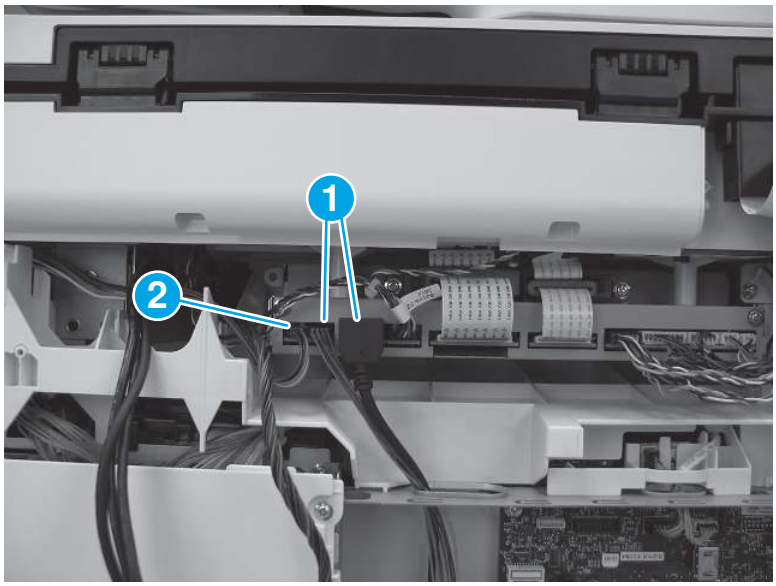
Figure 4-461 Disconnect cables and connectors



5. Disconnect two connectors on the scanner control board (callout 1).

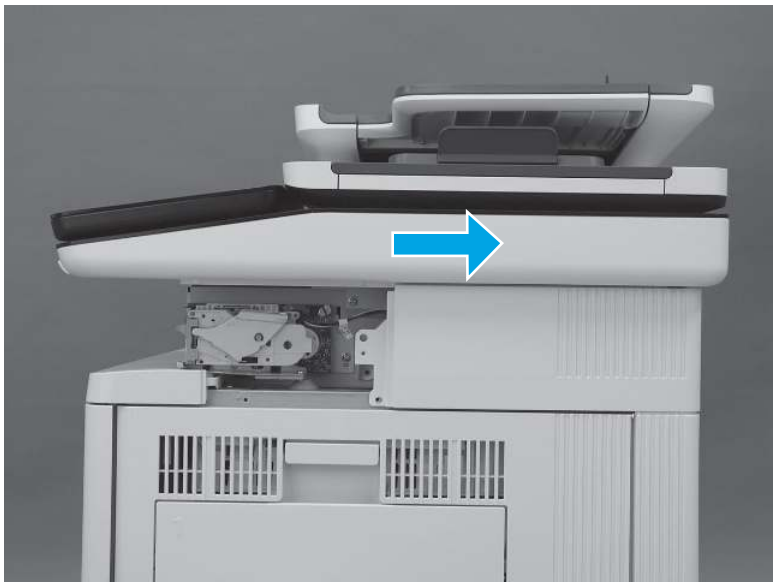
MFP stapler models: Disconnect one connector for the stapler on the scanner control board (callout 2).

Figure 4-462 Disconnect connectors



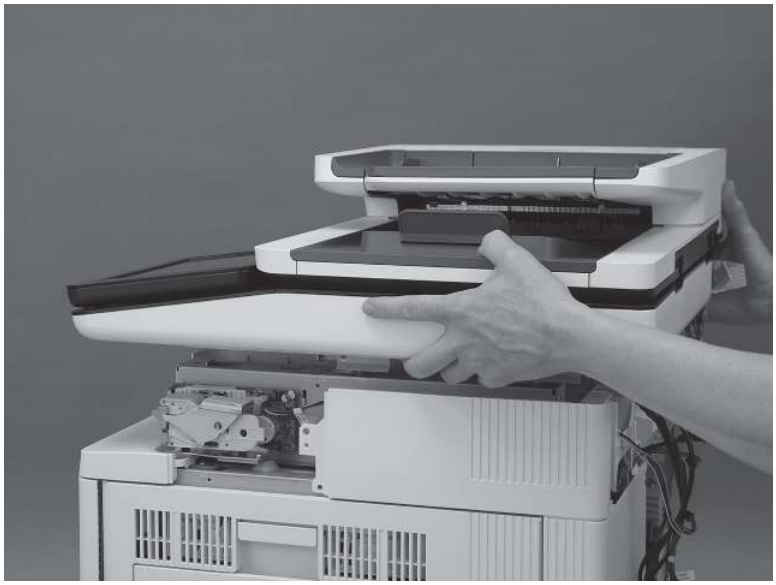
6. Slide the image scanner toward the back of the printer to release it.

Figure 4-463 Release the image scanner



7. Lift the ISA straight up to remove it.

Figure 4-464 Remove the ISA



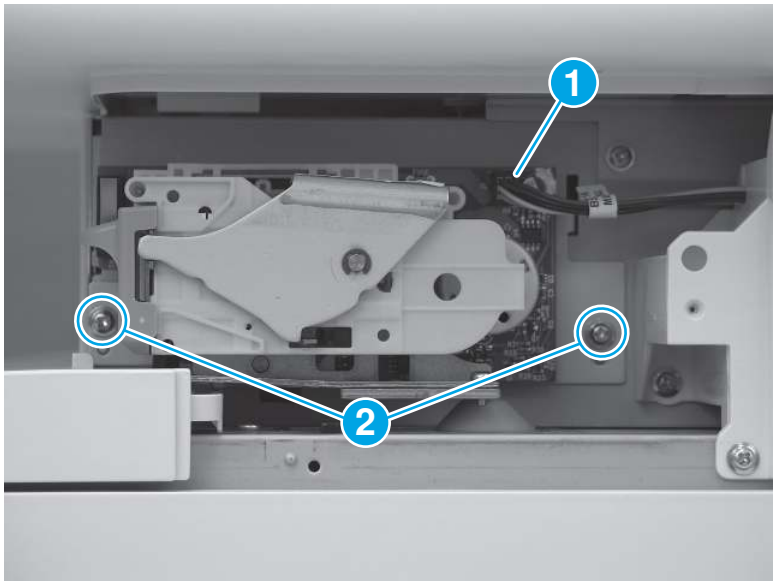
Remove the stapler unit (MFP stapler models)

Follow these steps to remove the stapler unit.

NOTE: This step is for stapler models only.

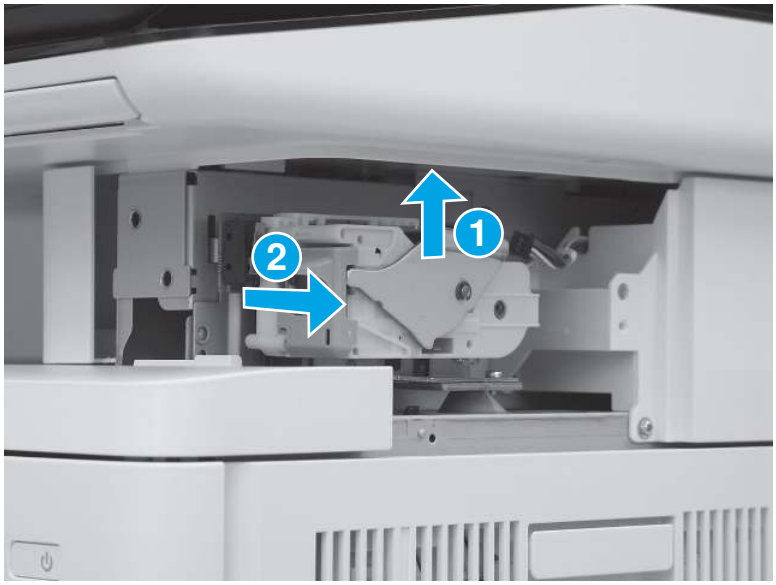
1. Disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 4-465 Disconnect connector and remove screws



2. Slide the stapler unit up (callout 1), and then pull it away from the printer (callout 2) to remove it.

Figure 4-466 **Remove the stapler unit**



Remove the right upper cover (MFP)

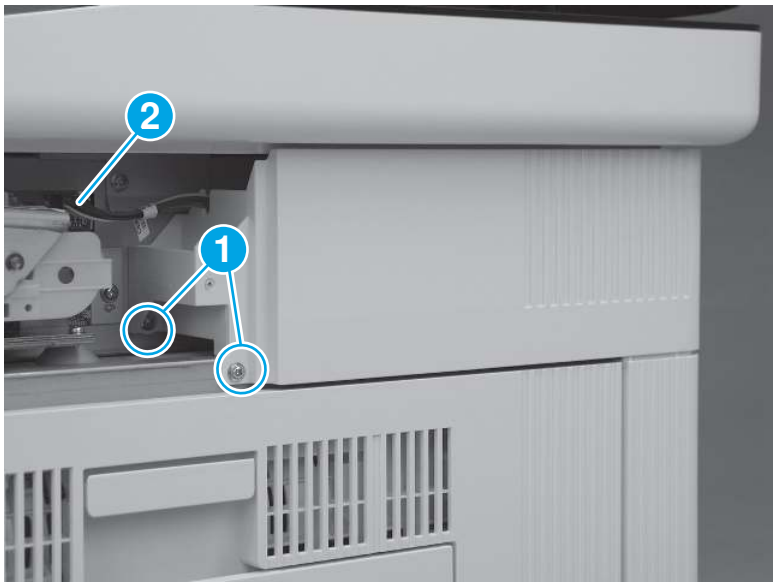
Follow these steps to remove the right upper cover.

NOTE: This procedure is for MFP models only.

1. At the right side of the printer, remove two screws (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

Figure 4-467 **Remove two screws and one connector**

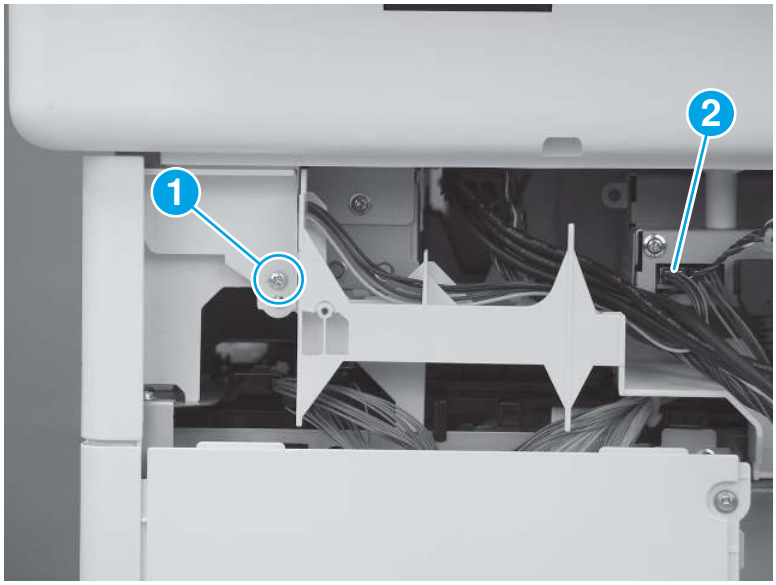


2. At the back of the printer, remove one screw (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

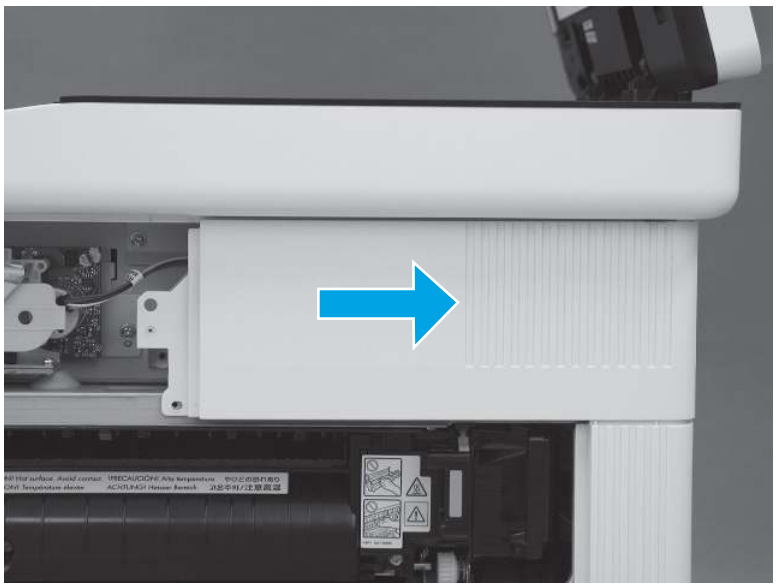
> **Reinstallation tip:** This screw is smaller than the screws removed in the previous step. When reinstalling the right upper cover, make sure that this screw is installed in the correct position.

Figure 4-468 Remove one screw and connector



3. Slide the cover toward the back of the printer.

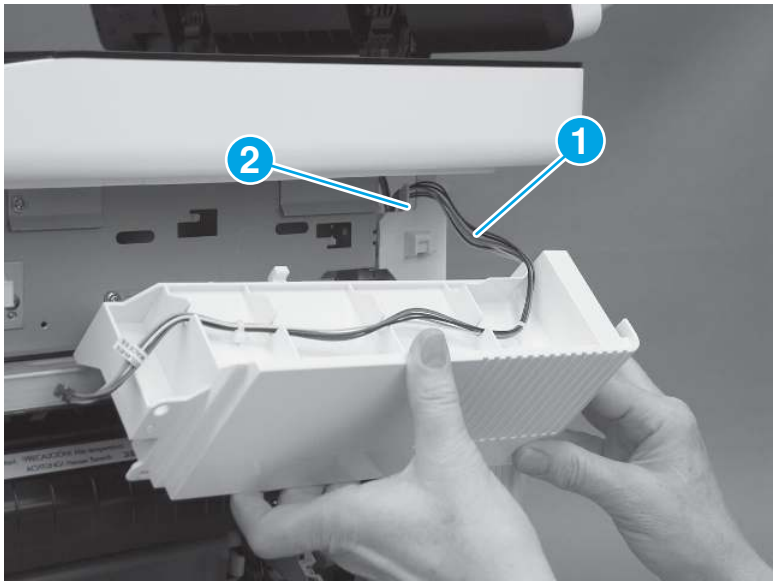
Figure 4-469 Slide the cover



4. Lift the cover away from the printer to remove it.

   M577/M578z: Release the cables (callout 1) through the slot (callout 2) in the printer.

Figure 4-470 Remove the cover



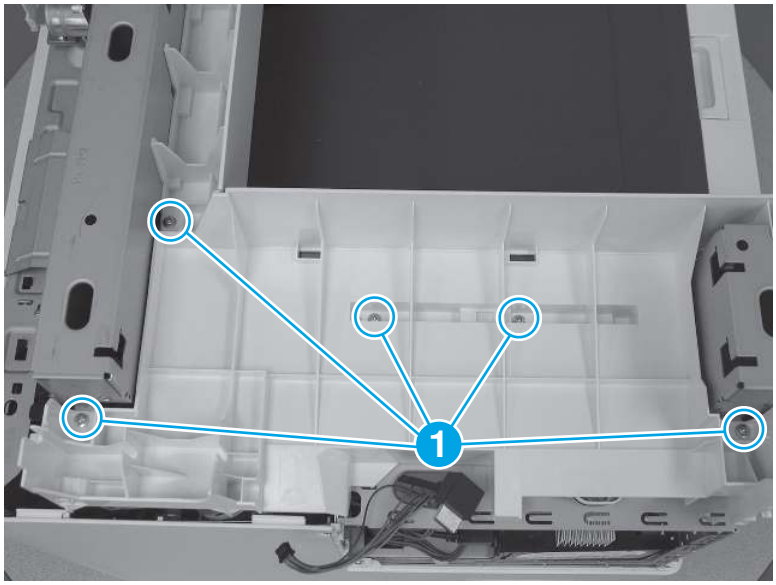
Remove the top rear cover (MFP)

Follow these steps to remove the top rear cover.

NOTE: This procedure is for MFP models only.

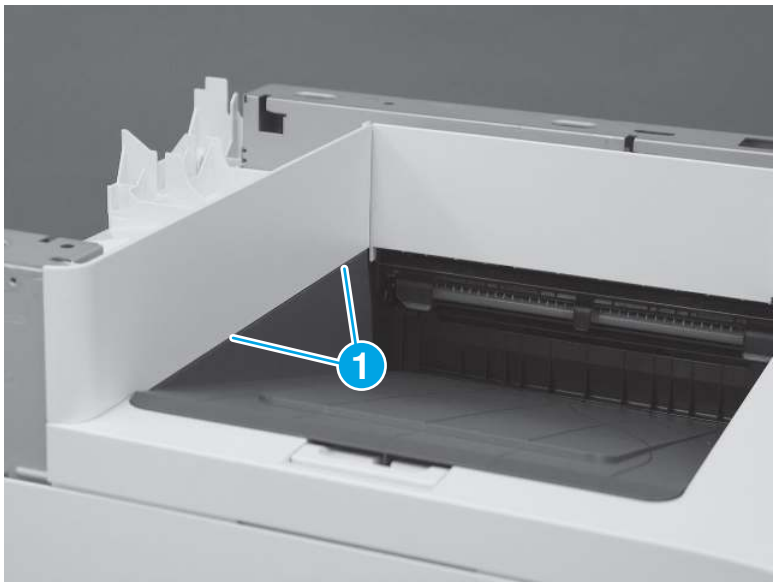
1. At the top of the printer, remove five screws (callout 1).

Figure 4-471 Remove five screws



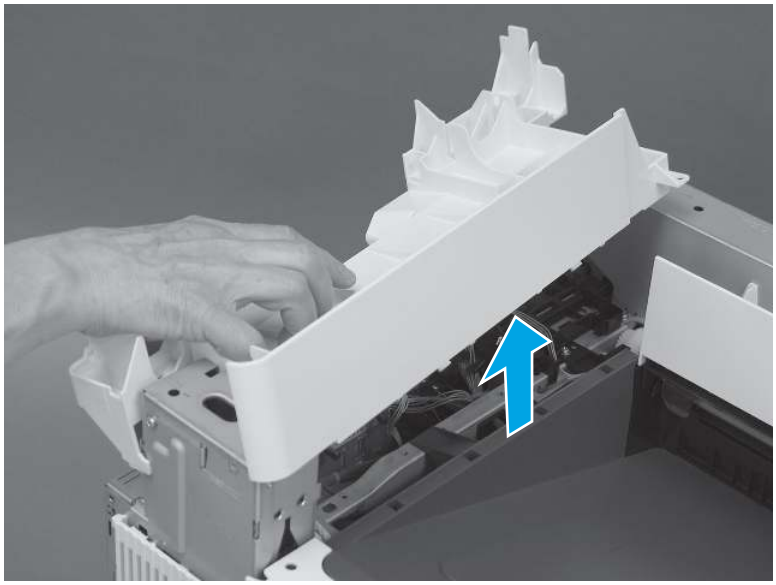
2. Release two tabs (callout 1) on the front edge of the cover.

Figure 4-472 Release two tabs



3. Remove the top rear cover.

Figure 4-473 Remove the cover



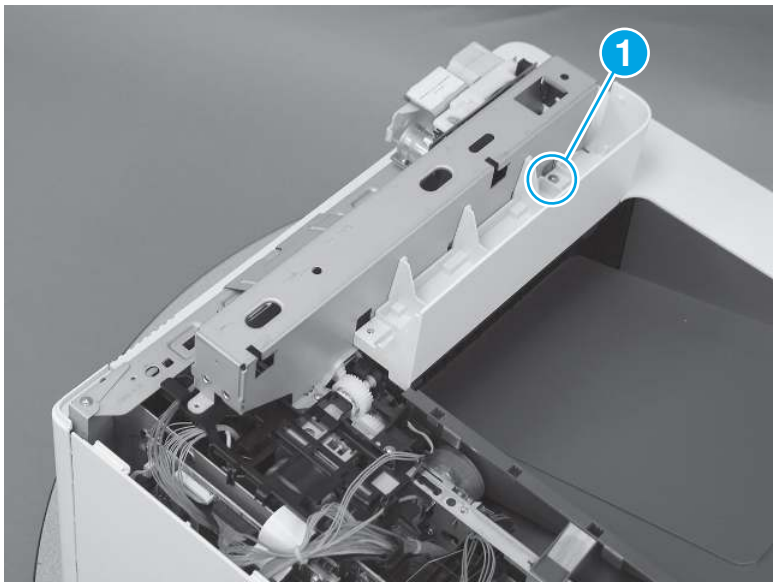
Remove the paper feed cover (MFP)

Follow these steps to remove the paper feed cover.

NOTE: This procedure is for MFP models only.

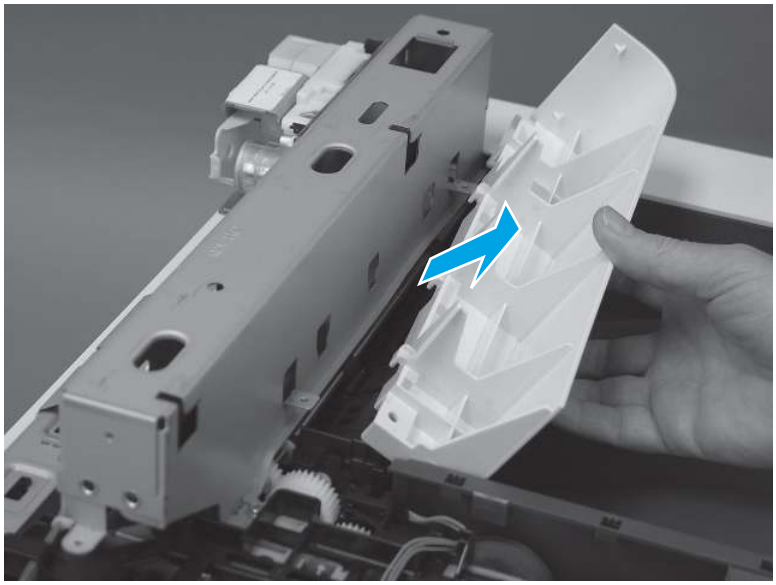
1. Remove one screw (callout 1).

Figure 4-474 Remove one screw



2. Lift the cover up to remove it.

Figure 4-475 Remove the cover



Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-476 Open the front door

2. Open the TCU.

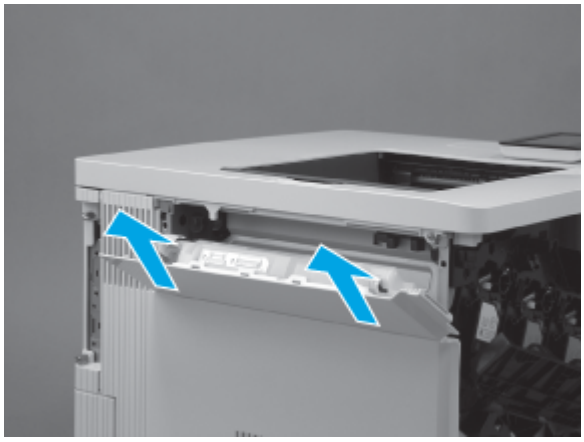
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-477 Open the TCU

3. Pull the TCU away from the printer at an angle to remove it.

CAUTION: Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-478 Remove the TCU



Remove the top cover (MFP)

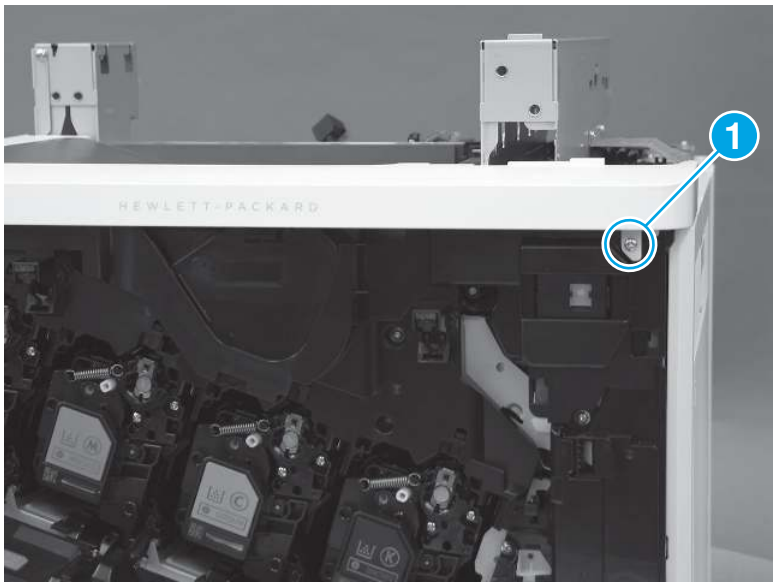
Follow these steps to remove the top cover.

NOTE: This procedure is for MFP models only.

1. At the front of the printer, remove one screw (callout 1).

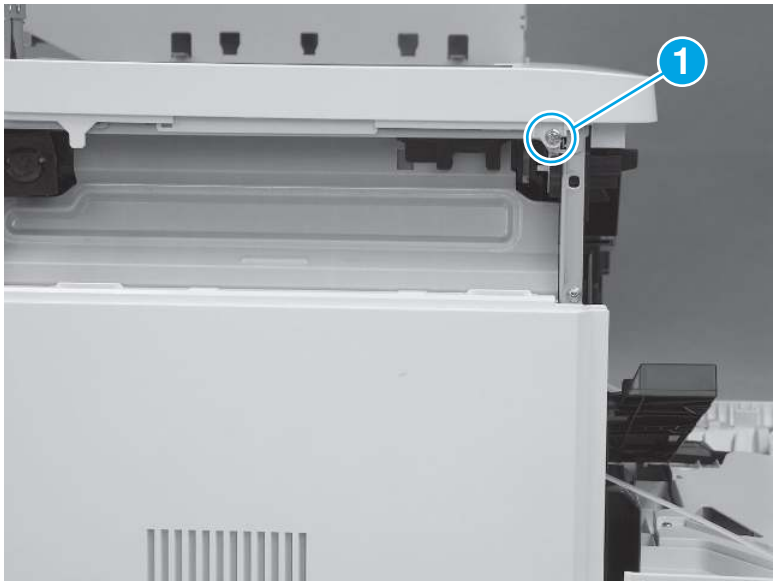
Reinstallation tip: This screw is longer and a different type of screw than the screw removed in the next step. When reinstalling the top cover, make sure that this screw is installed in the correct position.

Figure 4-479 Remove one screw



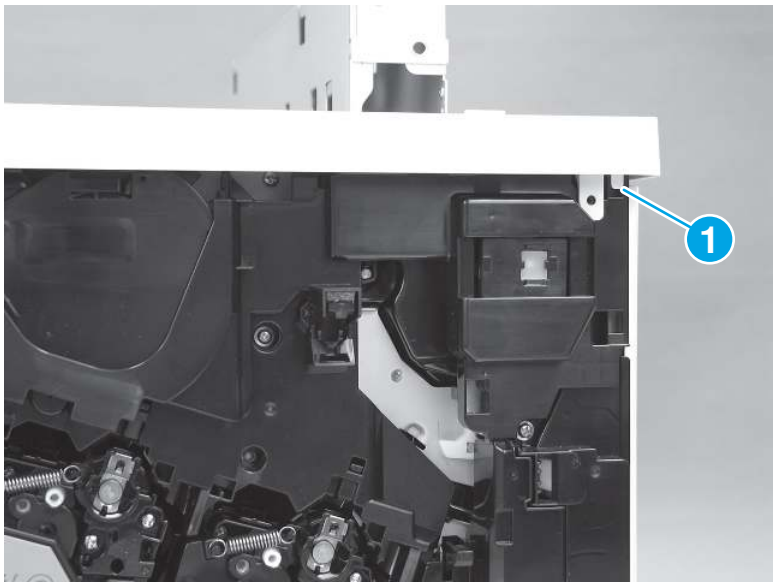
2. At the left side of the printer, remove one screw (callout 1).

Figure 4-480 Remove one screw



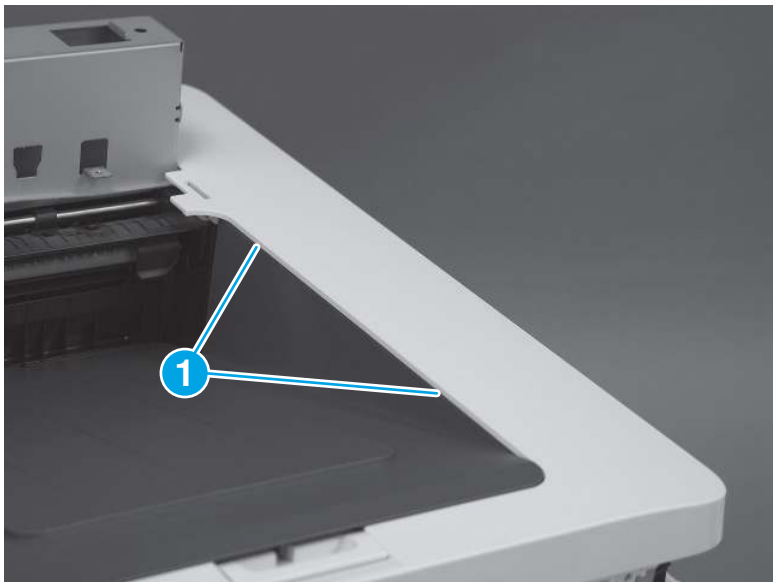
3. At the front of the printer, release one tab (callout 1).

Figure 4-481 Release one tab



4. At the top of the printer, release two tabs (callout 1) next to the output bin, and then remove the top cover.

Figure 4-482 Remove the cover



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Right door

Learn about removing and replacing the right door.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-40 Part information

Part number	Part description
RM2-0019-010CN	Right door

Required tools

- Small flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

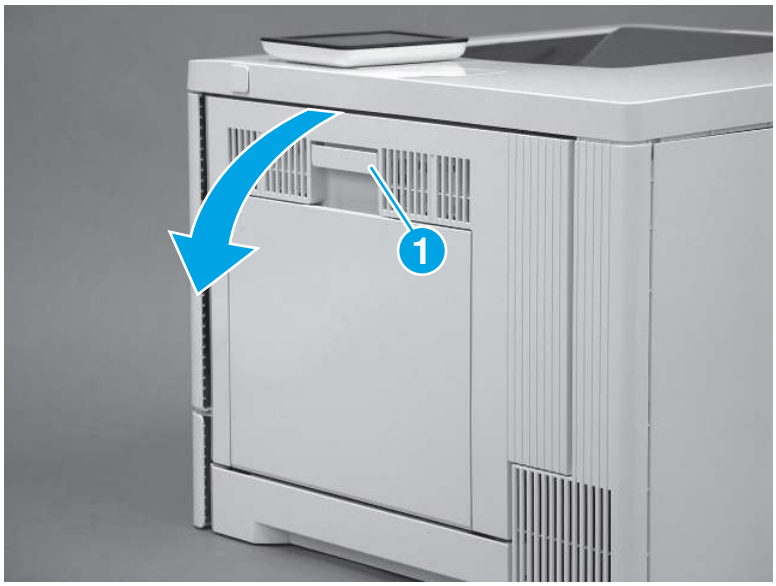
No post service test is available for this assembly.

Remove the Right Door

Follow these steps to remove the right door.

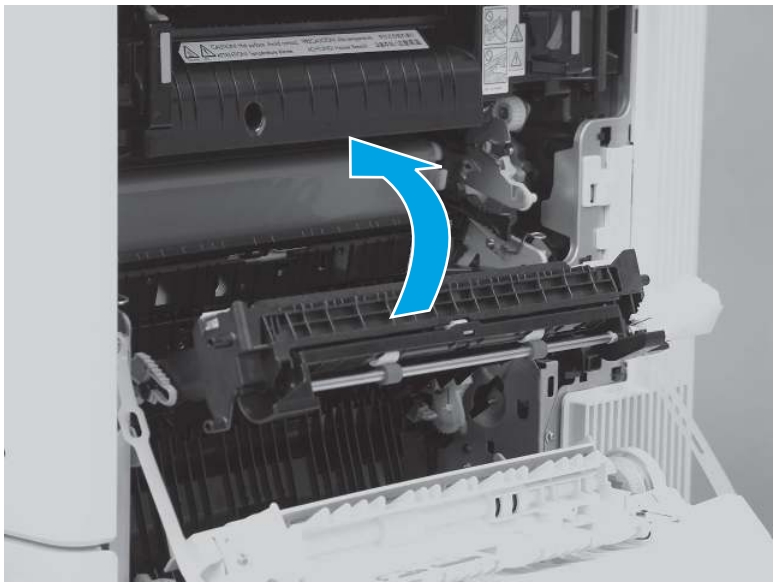
1. Use the handle (callout 1) to open the right door.

Figure 4-483 **Open the right door**



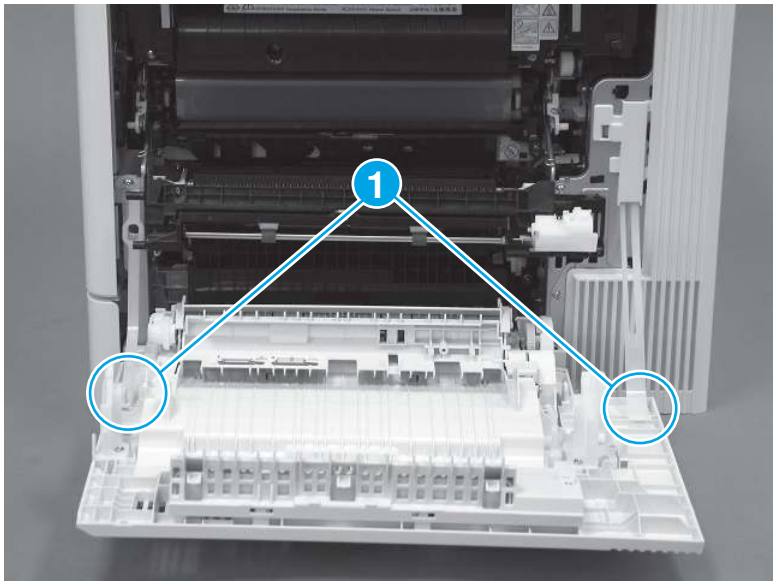
2. Rotate the secondary transfer assembly up and into the printer to move it out of the way.

Figure 4-484 Rotate the secondary transfer assembly up



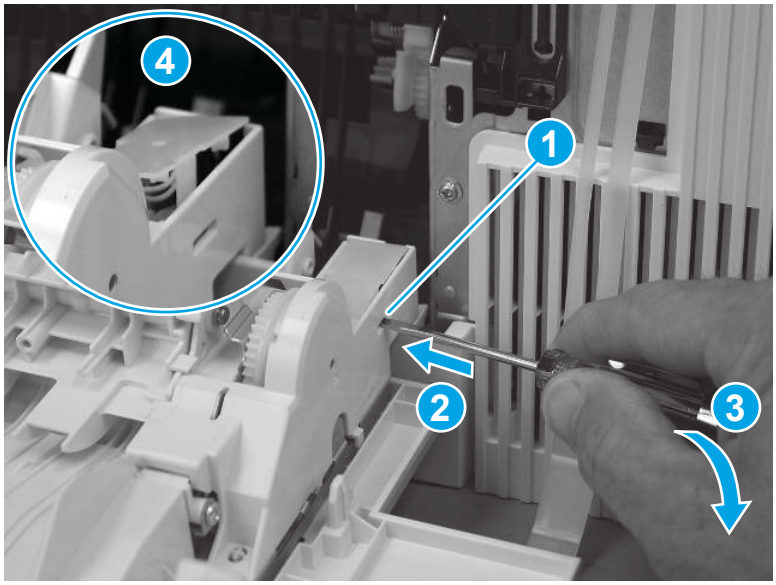
3. At the right- and left-side of the door, use a small flat blade screwdriver to release the door retainer straps (callout 1), and then pull them through the slot in the door.

Figure 4-485 Release the door retainer straps



4. Locate a slot (callout 1) near the gear side of the door, push the blade of a small screwdriver into the slot (callout 2) to release one tab, and then rotate the end of the screwdriver down (callout 3) release the connector cover (callout 4).

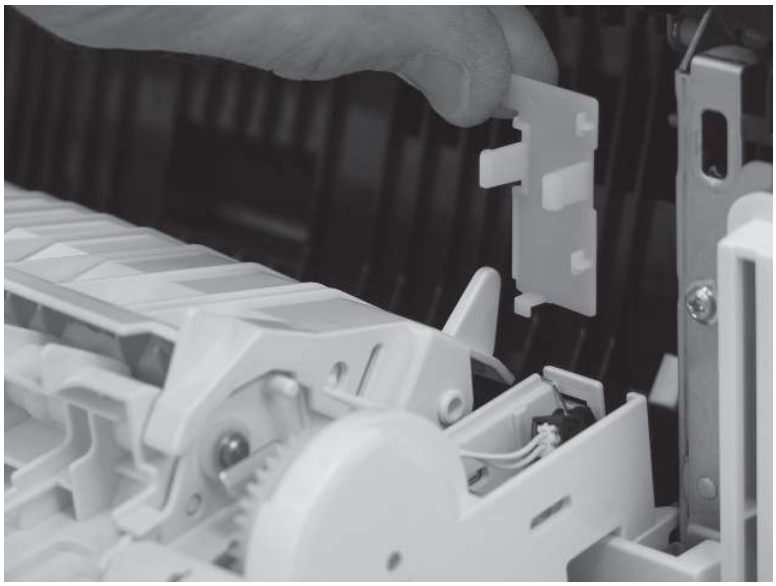
Figure 4-486 Release the connector cover



5. Remove the connector cover.

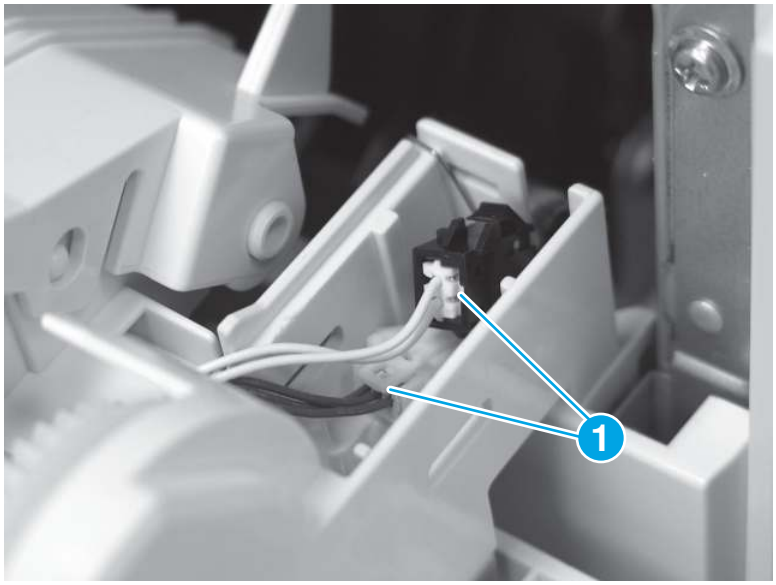
Reinstallation tip: When the cover is correctly installed it is flat against the door. If the cover is incorrectly installed the right door might not properly close.

Figure 4-487 Remove the cover



6. Disconnect two connectors (callout 1).

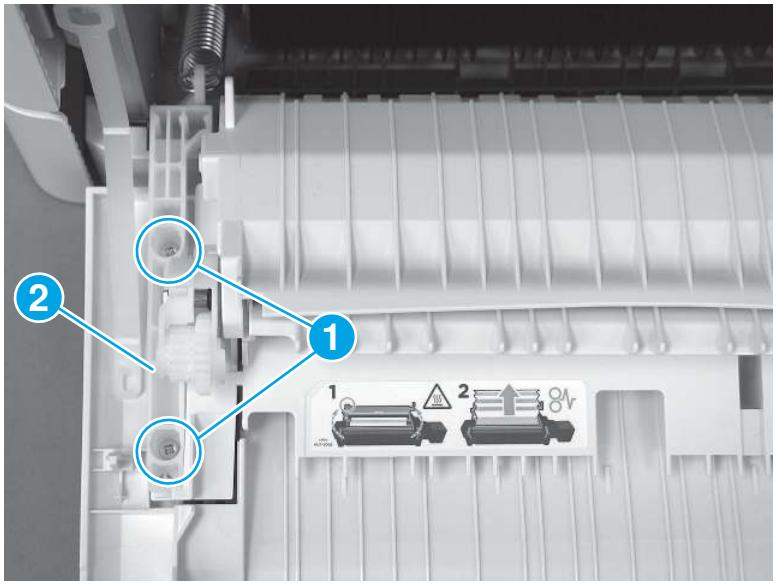
Figure 4-488 Disconnect two connectors



7. Remove two screws (callout 1) to release the door arm (callout 2).

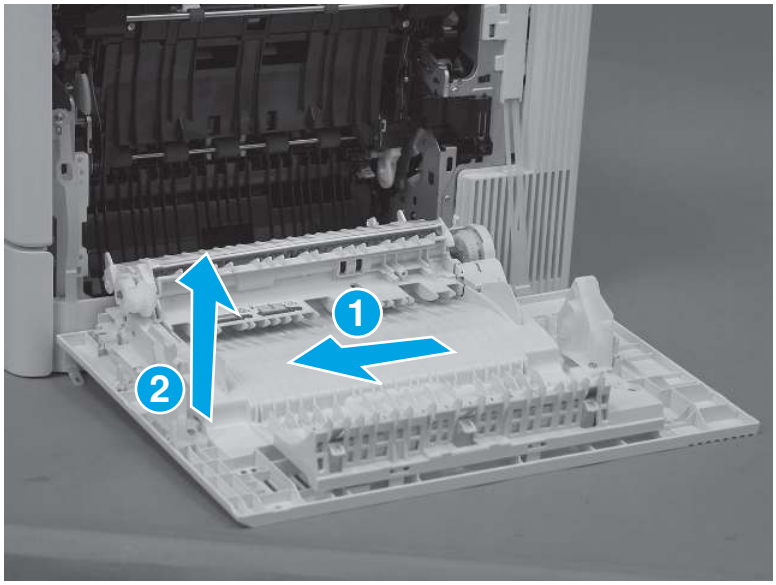
⚠ CAUTION: The door arm is spring loaded. Keep a firm grip on it while removing the screws, and then carefully move it up and into the printer.

Figure 4-489 Remove two screws



8. Slide the door toward the front of the printer (callout 1) to release it, and then lift it up (callout 2) to remove it.

Figure 4-490 Remove the door



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Front door

Learn about removing and replacing the front door.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-41 Part information

Part number	Part description
B5L25-67901	Front door

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

Remove Tray 2

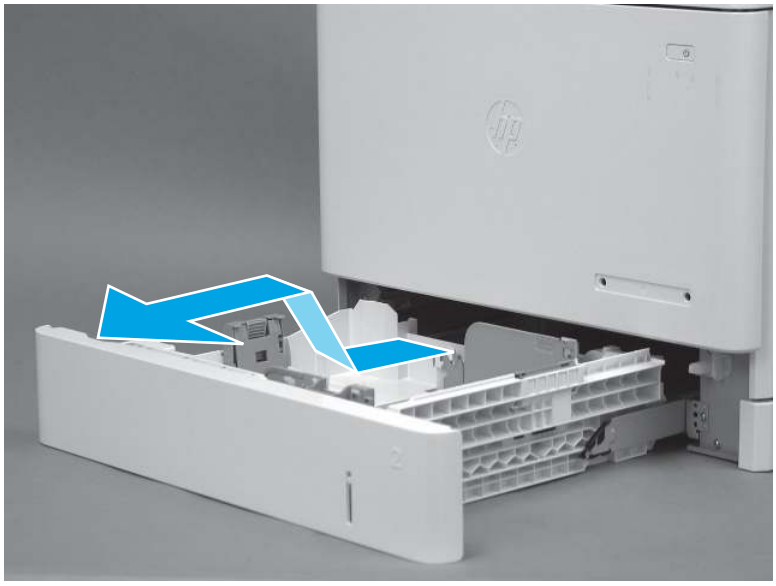
Follow these steps to remove Tray 2.

1. Pull the tray out until it stops.

Figure 4-491 **Pull the tray out**

2. Lift the front of the tray, and then pull it out of the printer to remove it.

Figure 4-492 **Remove the tray**



Remove the front door

Follow these steps to remove the front door.

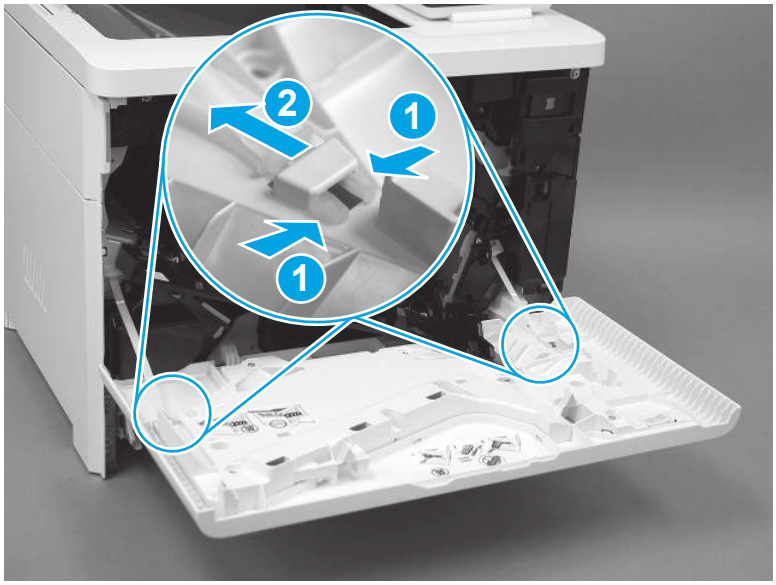
1. Open the front door.

Figure 4-493 Open the front door

2. At the right- and left-side of the door, release two tabs (callout 1), and then release the door retainer straps (callout 2).

TIP: Use a pair of needle nose pliers to easily release the tabs.

Figure 4-494 Release the door retainer straps

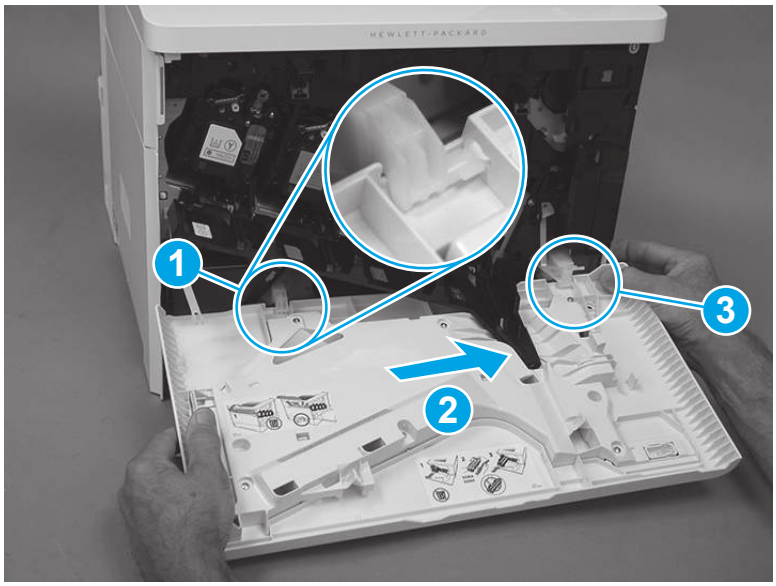


3. Carefully push down on the door to lower it until the keyed hinge pin (callout 1) is aligned with the slot in the flange, and then slide the door to the right (callout 2) to release the left and right hinge pins (callout 1 and callout 3).

⚠ **CAUTION:** The keyed hinge pin (callout 1) is fragile, and can easily be broken off.

Make sure that it is correctly aligned with the slot in the flange before attempting to remove the front door from the printer.

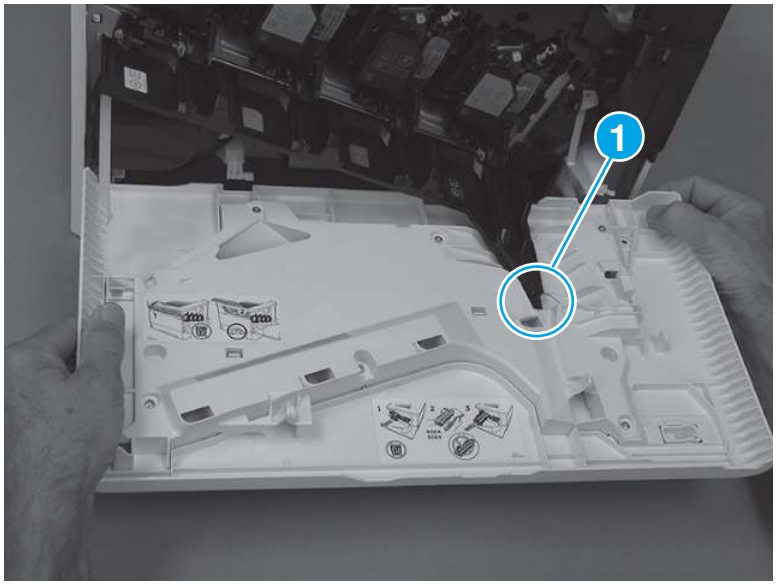
Figure 4-495 **Slide the door to the right**



4. Pull the door toward you to release the inner door (callout 1), and then remove the front door.

⚠ **CAUTION:** Hold the inner door (callout 1) in place before releasing it. The inner door is spring loaded will abruptly close and be damaged if it is not held down.

Figure 4-496 Remove the door



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Formatter cover

Learn about removing and replacing the formatter cover.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-42 Part information

Part number	Part description
RM2-0084-000CN	Formatter cover

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

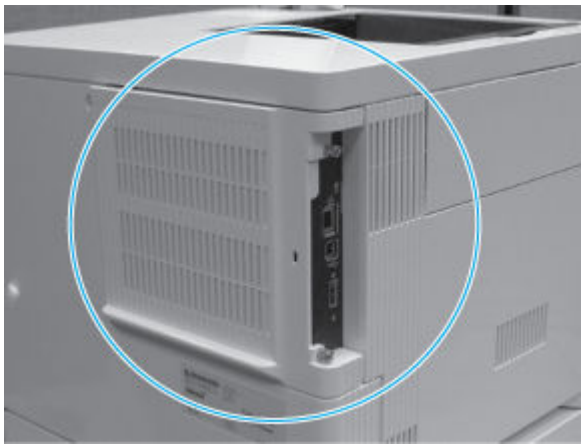
No post service test is available for this assembly.

Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

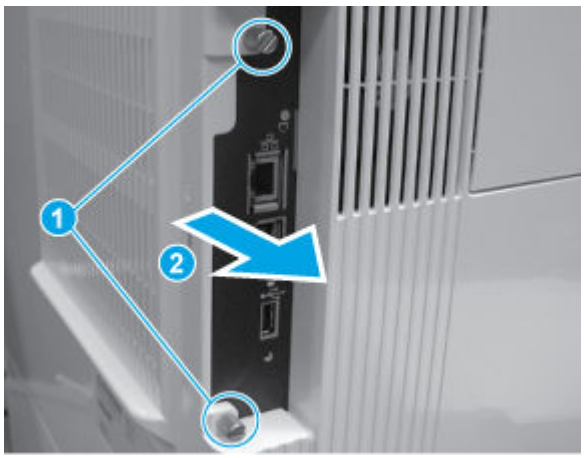
Figure 4-497 Locate the formatter cover



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-498 Loosen the thumbscrews



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Rear cover (M522/M553/M554/M555/E55040)

Learn about removing and replacing the rear cover.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-43 Part information

Part number	Part description
RM2-0085-000CN	Rear cover

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

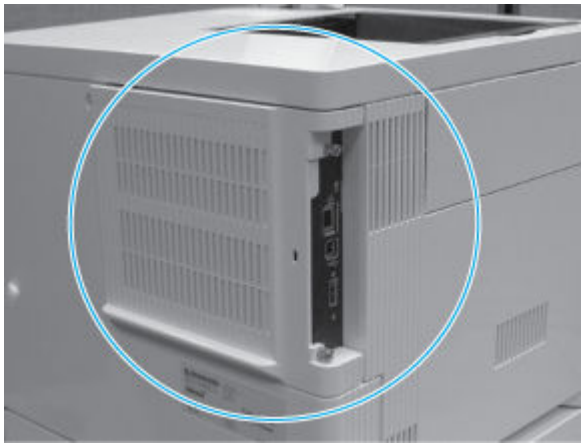
No post service test is available for this assembly.

Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

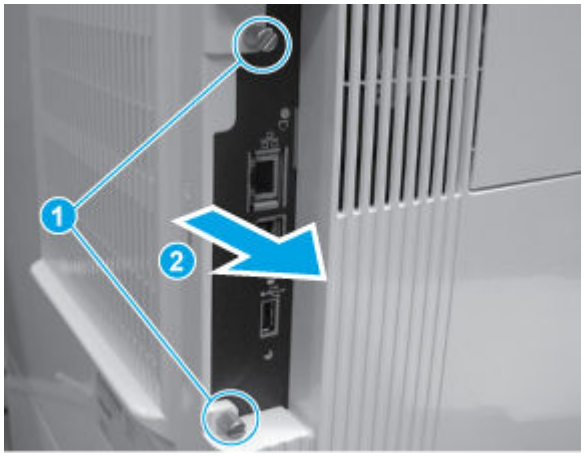
   Figure 4-499 Locate the formatter cover

2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-500 Loosen the thumbscrews



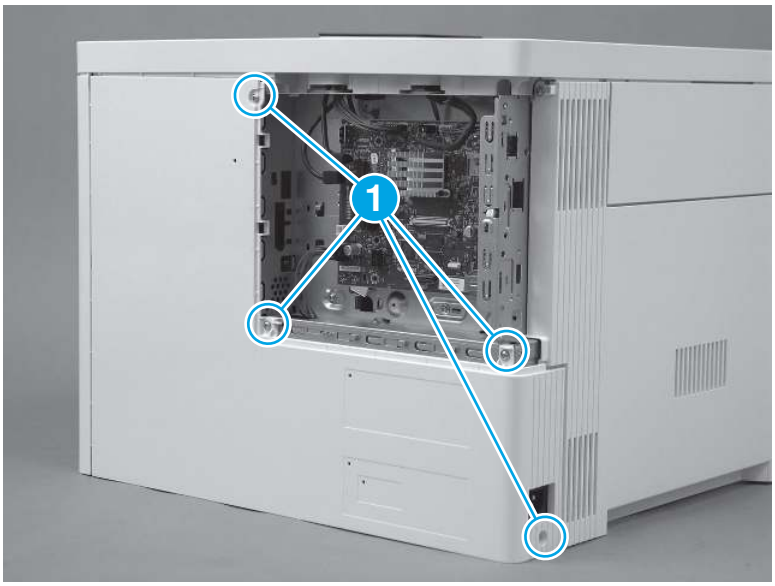
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

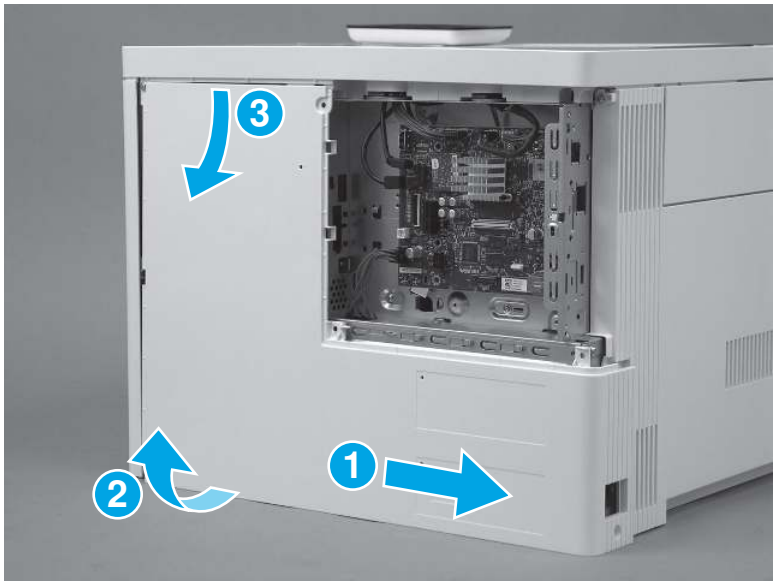
1. Remove four screws (callout 1).

Figure 4-501 Remove four screws



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-502 Remove the cover



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Rear cover (M577/M578/E57540)

Learn about removing and replacing the rear cover.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-44 Part information

Part number	Part description
RM2-0085-000CN	Rear cover

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

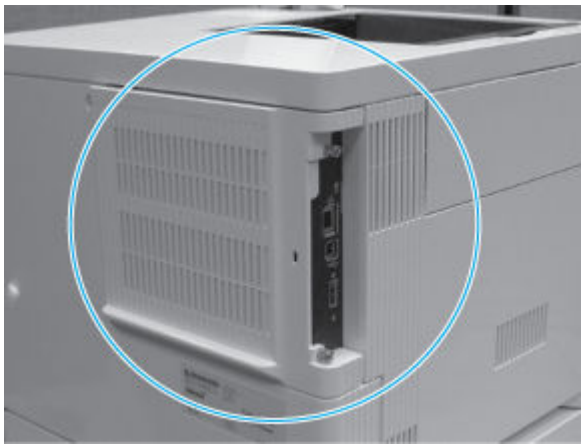
No post service test is available for this assembly.

Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

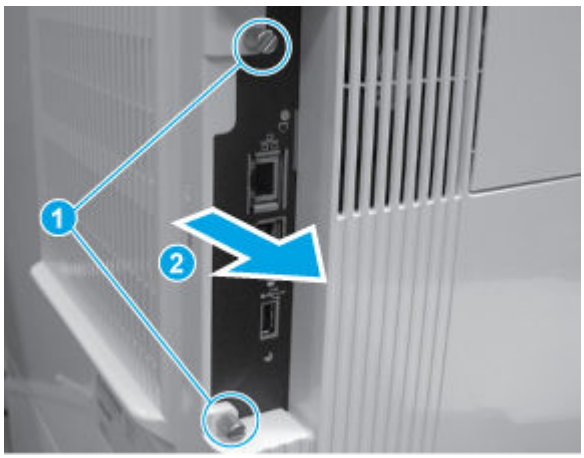
Figure 4-503 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-504 **Loosen the thumbscrews**



Remove the rear upper cover (MFP)

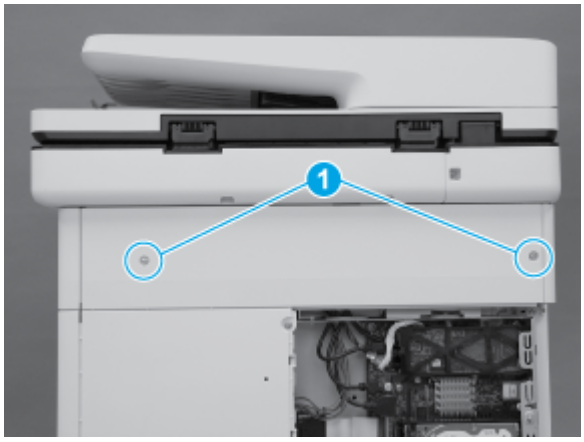
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

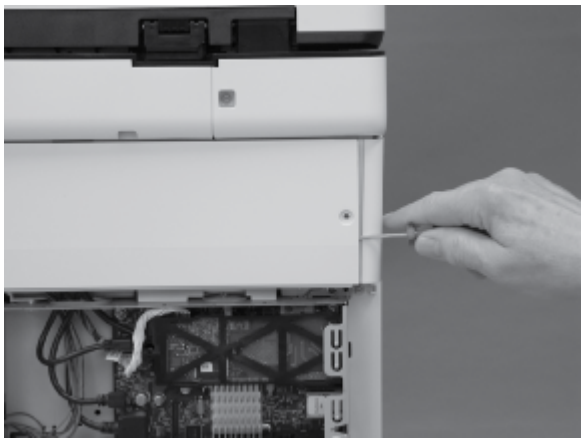
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-505 Remove two screws



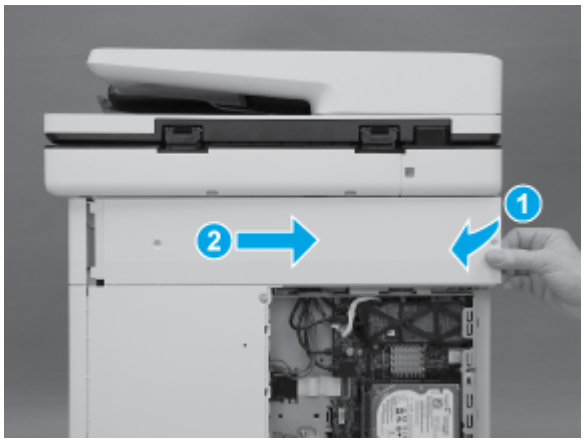
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-506 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-507 Slide the cover right



4. Remove the cover.

Figure 4-508 Remove the cover

Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-509 Remove four screws

2. Slide the cover to the right to remove it.

Figure 4-510 **Remove the cover**

Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Left cover

Learn about removing and replacing the left cover.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-45 Part information

Part number	Part description
RC4-0179-000CN	Left cover

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-511 **Open the front door**

2. Open the TCU.

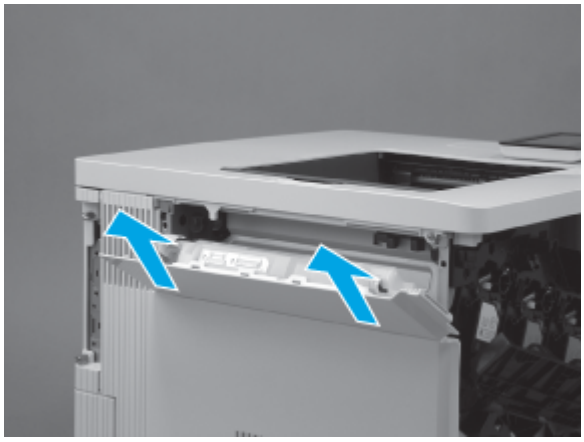
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-512 **Open the TCU**

3. Pull the TCU away from the printer at an angle to remove it.

⚠ **CAUTION:** Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-513 **Remove the TCU**

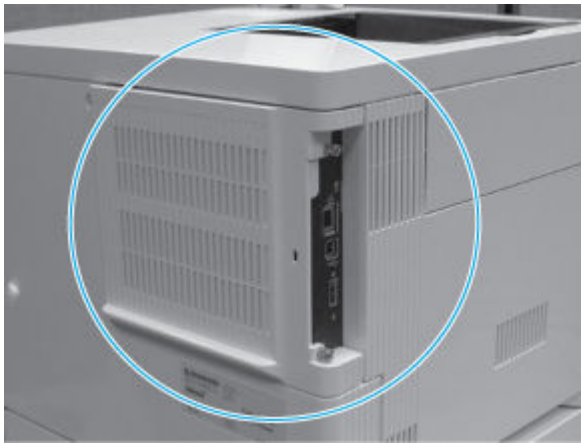


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

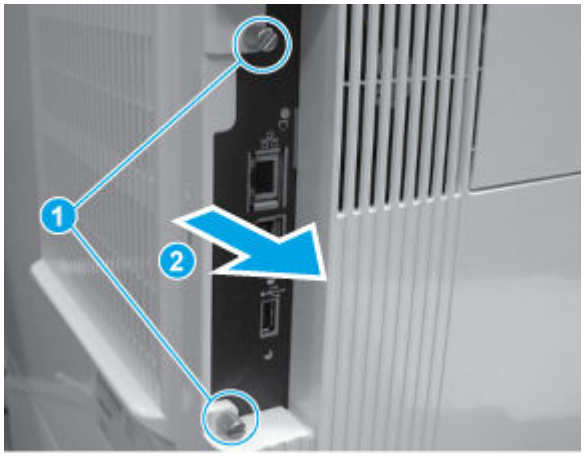
Figure 4-514 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-515 Loosen the thumbscrews



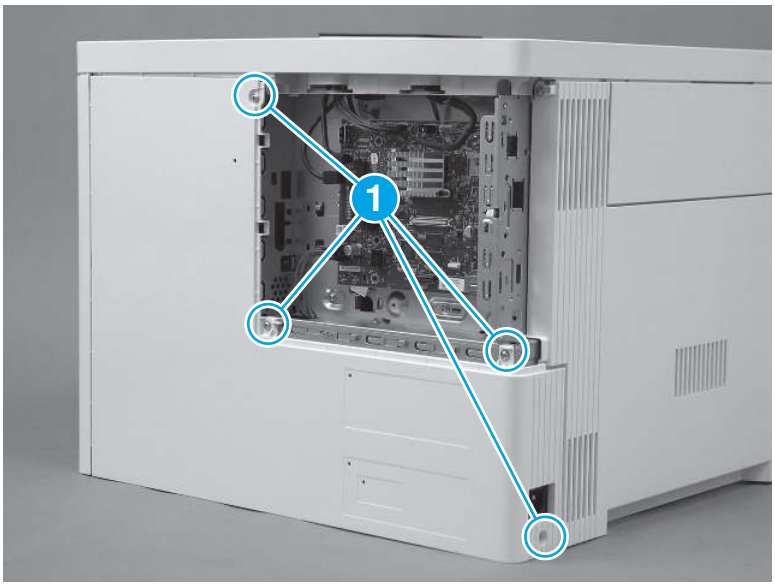
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

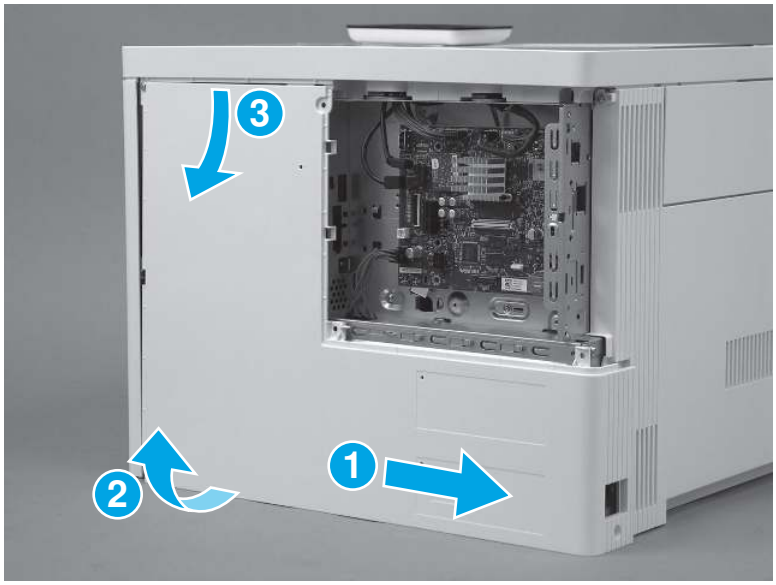
1. Remove four screws (callout 1).

Figure 4-516 Remove four screws



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-517 Remove the cover



Remove the rear upper cover (MFP)

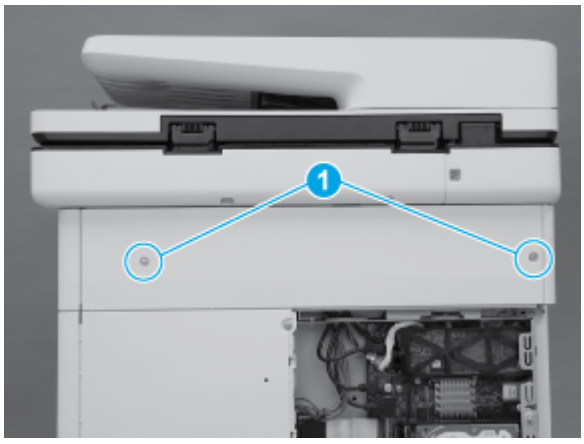
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

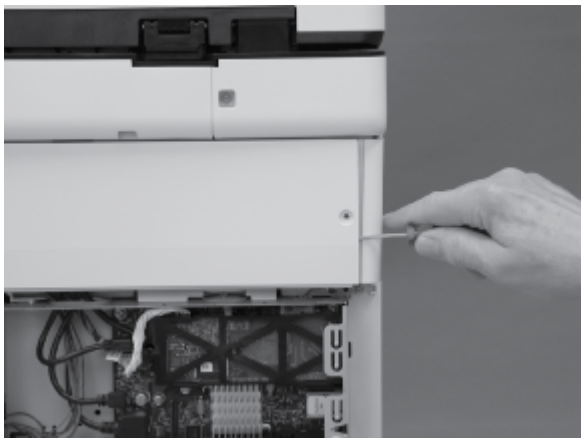
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-518 Remove two screws



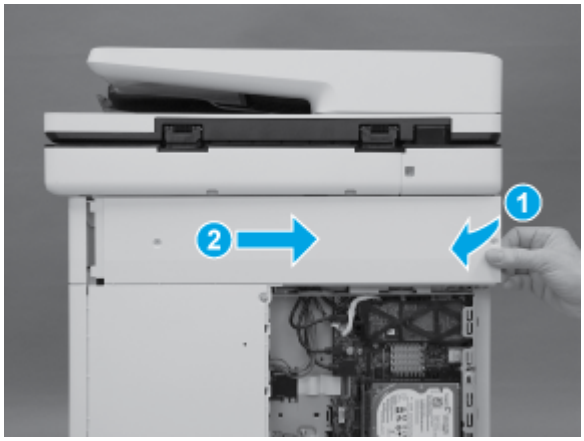
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-519 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-520 Slide the cover right



4. Remove the cover.

Figure 4-521 Remove the cover

Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-522 Remove four screws

2. Slide the cover to the right to remove it.

Figure 4-523 Remove the cover

Remove the left cover

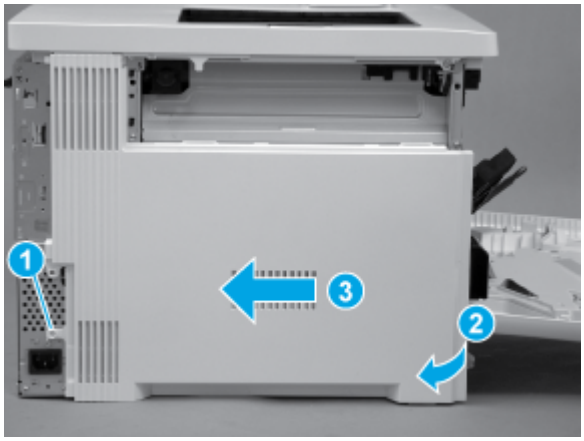
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-524 Remove one screw

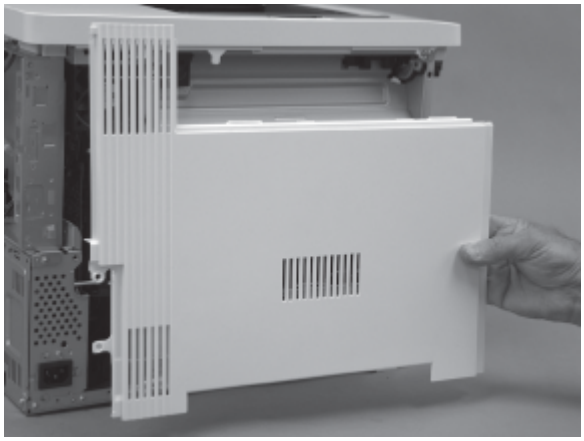
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-525 Release the cover



3. Remove the cover.

Figure 4-526 Remove the cover



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Upper cover (M553/M555/E55040)

Learn about removing and replacing the upper cover.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-46 Part information

Part number	Part description
RL2-0097-000CN	Upper cover (M533x)
RL2-0098-000CN	Upper cover (M533x and E55040dw)
RL2-0120-000CN	Upper cover (M555 and E55040dn)

Required tools

- Small flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

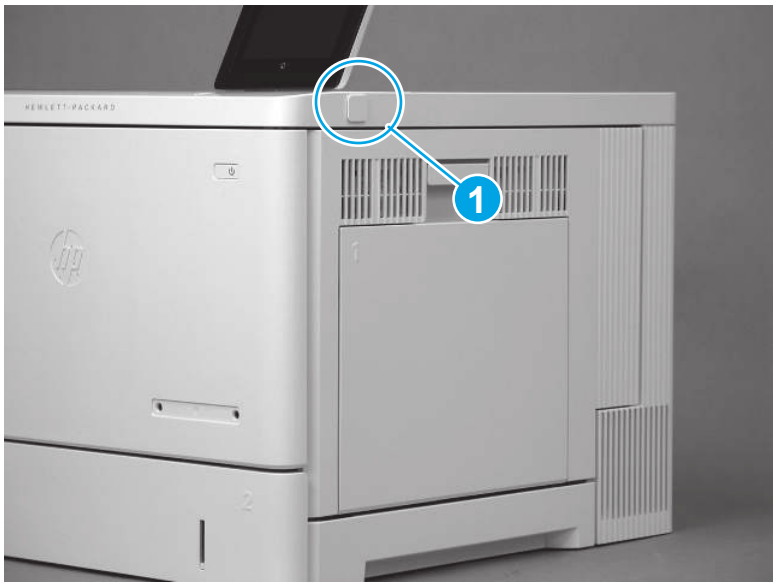
Remove the USB cover (SFP)

Follow these steps to remove the USB cover.

NOTE: This procedure is for SFP models only.

1. Locate the USB cover (callout 1).

Figure 4-527 Locate the USB cover



2. Pull the cover off of the printer to remove it.

Figure 4-528 Remove the cover

Remove the HIP cover

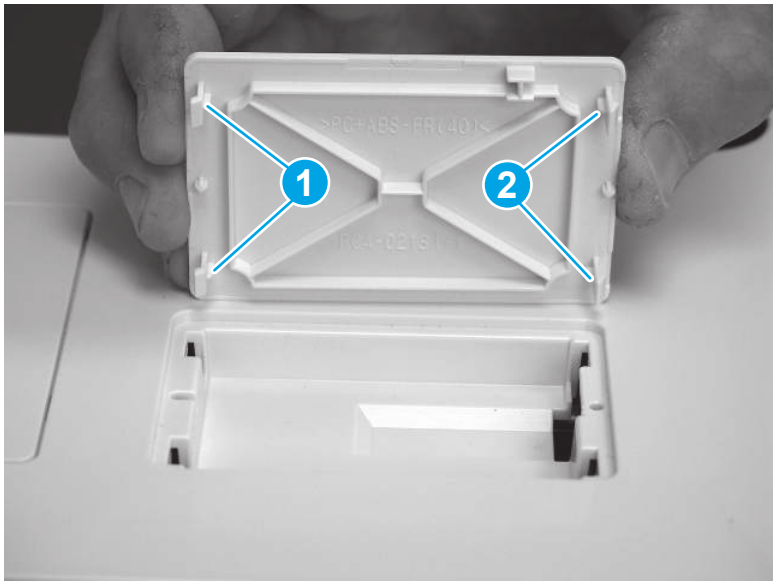
Follow these steps to remove the HIP cover.

1. Locate the HIP cover.

Figure 4-529 Locate the HIP cover

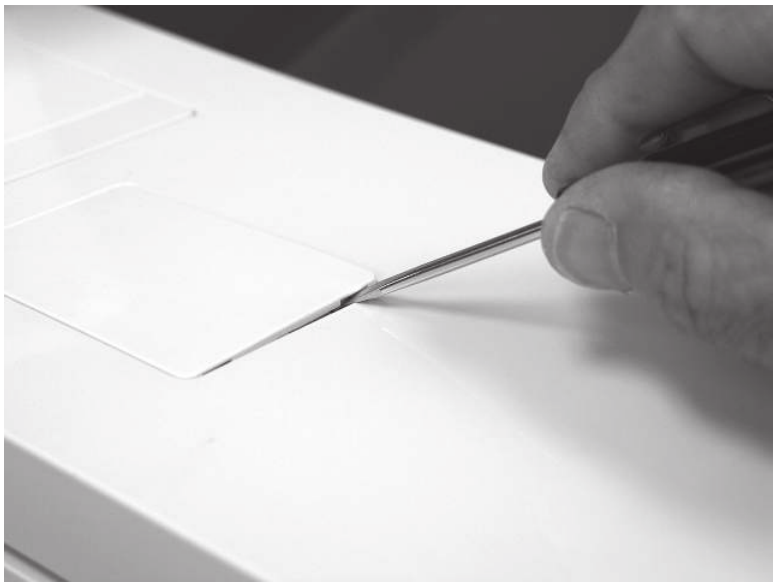
2. Before proceeding, take note of the mounting feet (callout 1) and tabs (callout 2) on the HIP cover.

Figure 4-530 Note the mounting feet and tabs



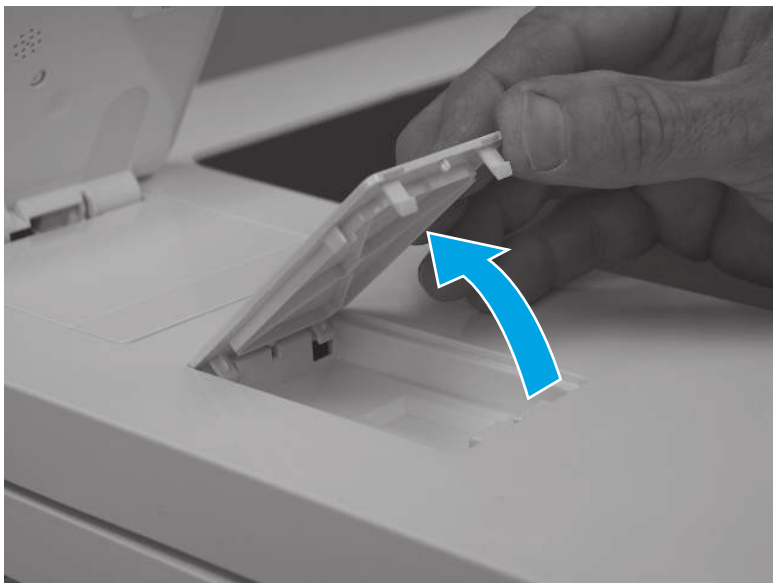
3. Use a small flat-blade screwdriver to release the tabs on the HIP cover.

Figure 4-531 Release the cover



4. Rotate the cover up and off of the printer to remove it.

Figure 4-532 Remove the cover



Remove the control panel (M553x/M555/E55040)

Follow these steps to remove the control panel.

NOTE: This procedure is for the M553x/M555/E55040 printers only.

M555 models: Removing the control panel is similar to the procedure below. For the M555, a flat cable connects the control panel to the formatter.

1. Tilt the control panel up.

Figure 4-533 Tilt the control panel up

2. Use the small flat-blade screwdriver supplied in this kit to release the control-panel screws cover tabs.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-534 Release the control-panel screws cover tabs

3. Rotate the cover up to remove it.

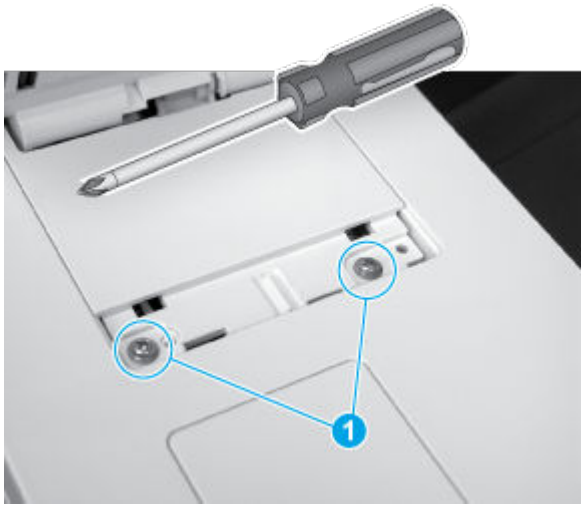
Figure 4-535 Remove the cover

4. Use the small Phillips screwdriver supplied in this kit to remove two screws (callout 1).

IMPORTANT: Store the screws in a secure place where they cannot fall down into the printer.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-536 Remove two screws



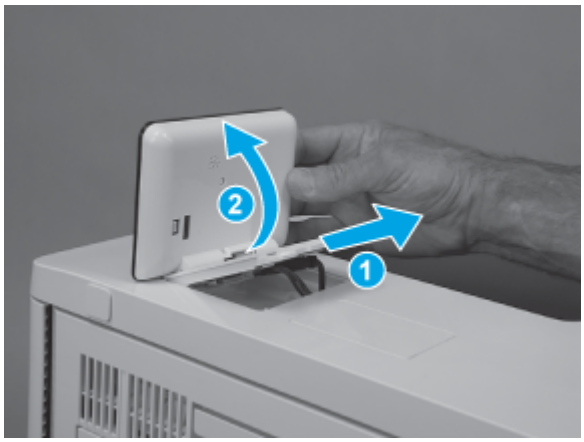
5. Rotate the control-panel base toward the front of the printer.

Figure 4-537 **Rotate the control-panel base up**

6. Slightly slide the control-panel base toward the rear of the printer (callout 1) to release it, and then turn the control panel over (callout 2) to access the bottom side.

⚠ CAUTION: The control panel is still attached to the printer. Do not attempt to completely remove the control panel.

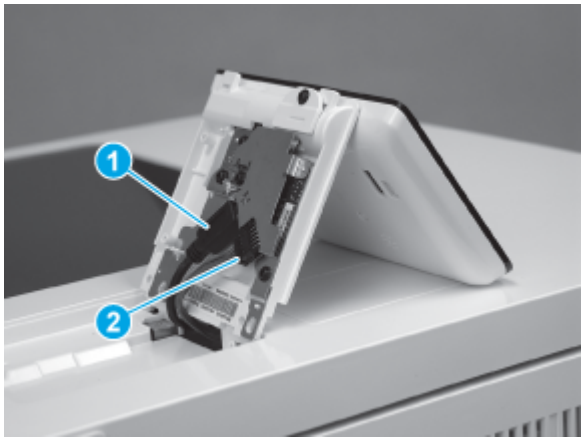
Figure 4-538 **Turn the control panel over**



7. Disconnect one USB cable (callout 1), one connector (callout 2), and then remove the control panel.

NOTE: **M555 only**: Disconnect one flat cable (not shown), and then remove the control panel.

Figure 4-539 Disconnect two connectors



Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-540 Open the front door

2. Open the TCU.

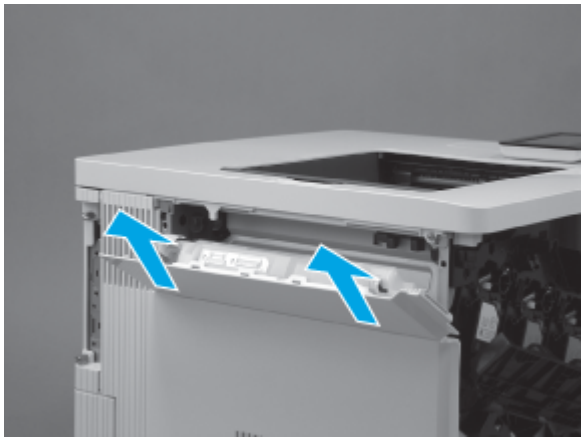
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-541 Open the TCU

3. Pull the TCU away from the printer at an angle to remove it.

⚠ CAUTION: Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-542 Remove the TCU

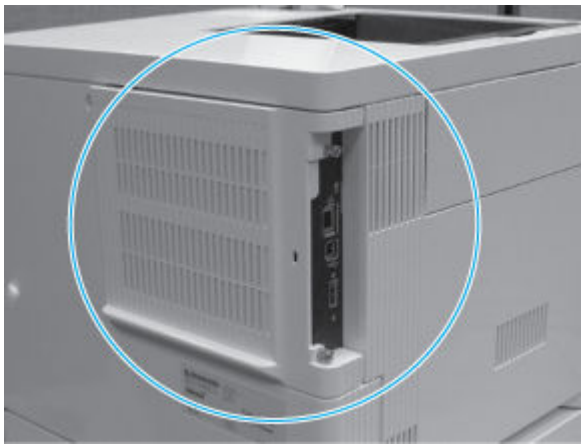


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

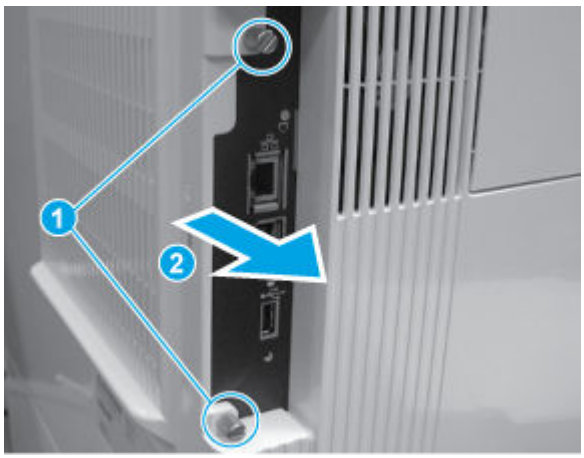
Figure 4-543 Locate the formatter cover



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-544 Loosen the thumbscrews



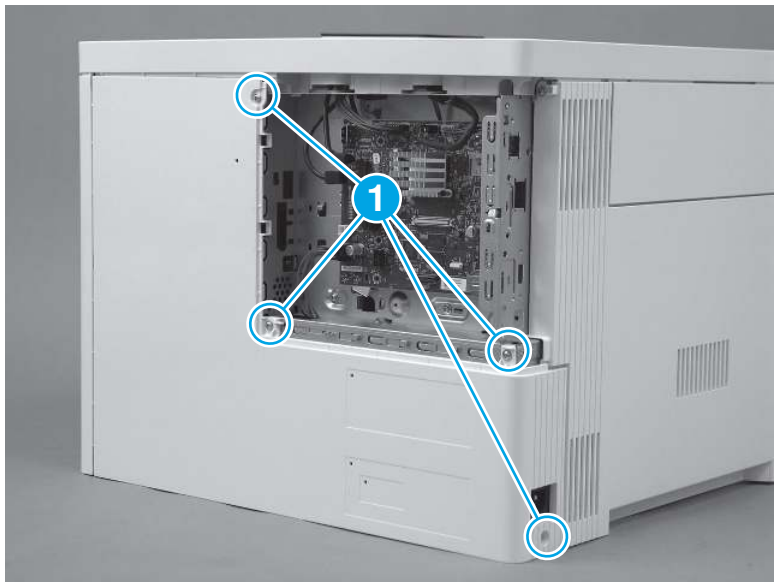
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

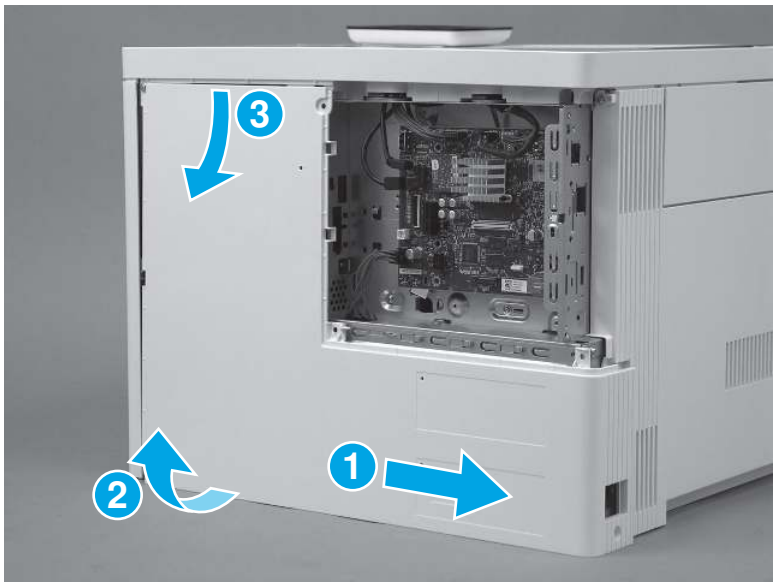
1. Remove four screws (callout 1).

Figure 4-545 Remove four screws



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-546 Remove the cover



Remove the left cover

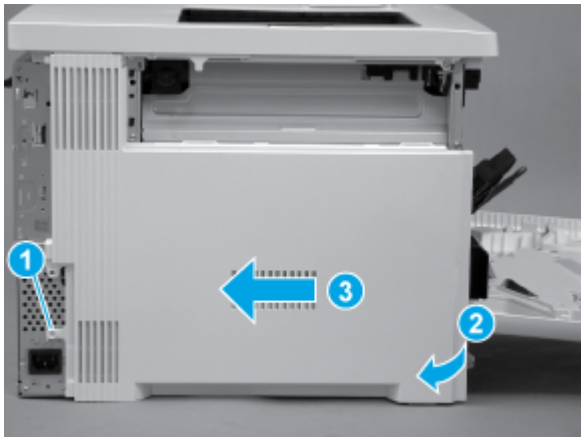
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-547 Remove one screw

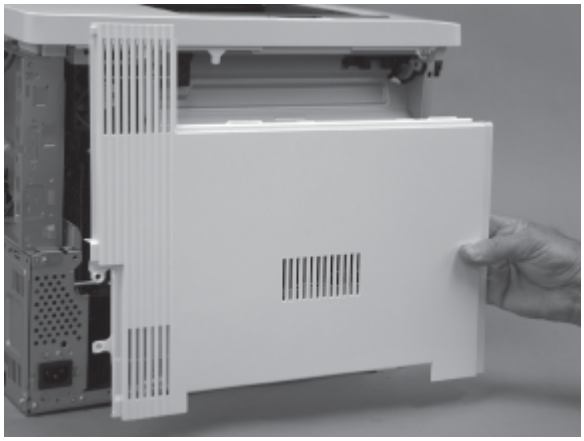
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-548 Release the cover



3. Remove the cover.

Figure 4-549 Remove the cover



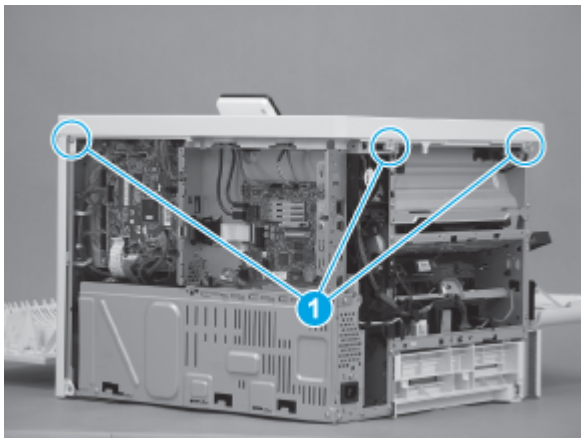
Remove the upper cover (SFP)

Follow these steps to remove the upper cover.

NOTE: This procedure is for SFP models only.

1. Remove three screws (callout 1).

Figure 4-550 **Remove three screws**



2. Remove one screw (callout 1), release one tab (callout 2), and then slightly separate the corner of the cover from the chassis.

NOTE: This is a self-tapping plastic-thread screw. Make sure that this screw is used in this location when it is reinstalled.

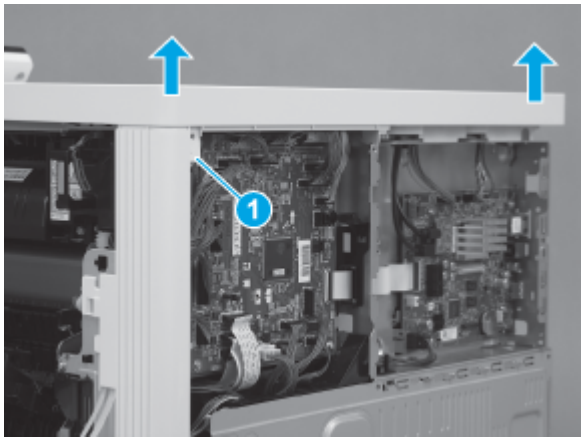
Figure 4-551 **Remove one screw and release one tab**

3. Release one tab (callout 1), and then lift up on the cover to release it.

IMPORTANT: **M554 models**: Disconnect the control-panel flat cable at the formatter.

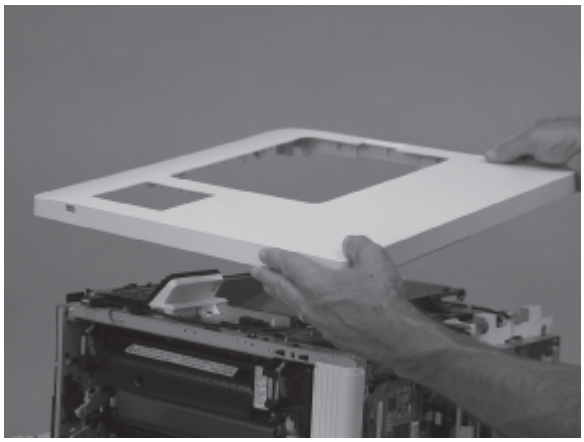
NOTE: If the cover does not release, check for addition tabs by locating the triangles embossed in the cover at tab locations.

Figure 4-552 Release the cover



4. Remove the cover.

Figure 4-553 Remove the cover



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Output bin

Learn about removing and replacing the output bin.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-47 Part information

Part number	Part description
RM2-0044-000CN	Output bin

Required tools

- Small flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

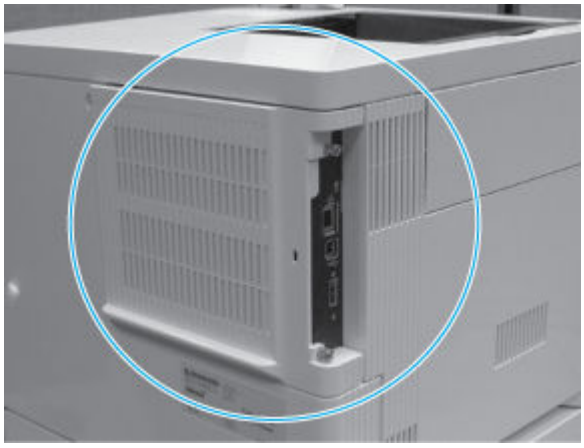
No post service test is available for this assembly.

Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

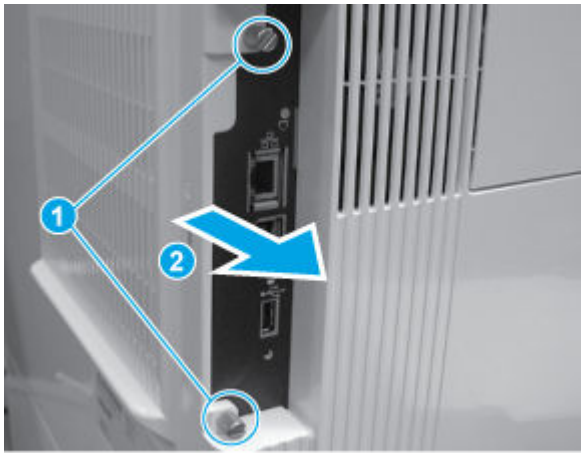
   Figure 4-554 Locate the formatter cover

2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-555 Loosen the thumbscrews

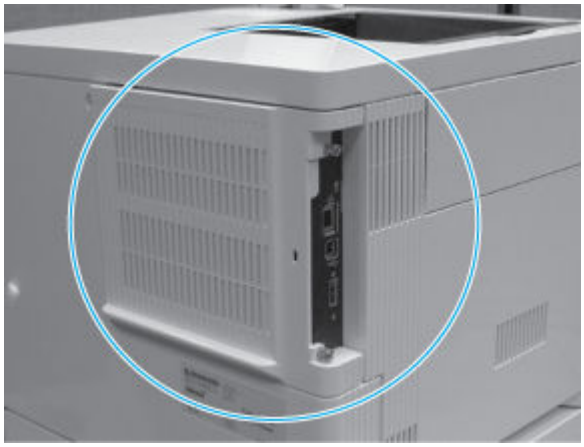


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

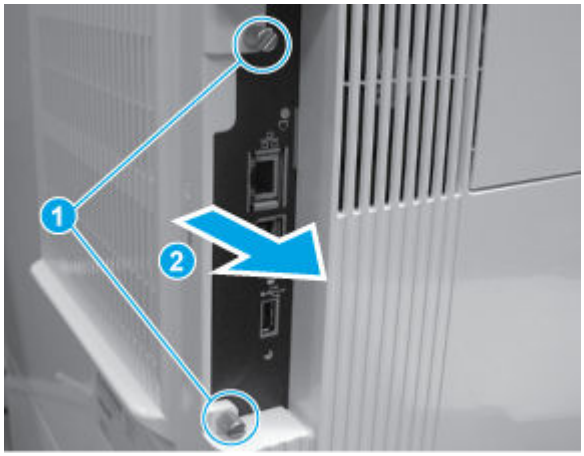
Figure 4-556 Locate the formatter cover



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-557 Loosen the thumbscrews



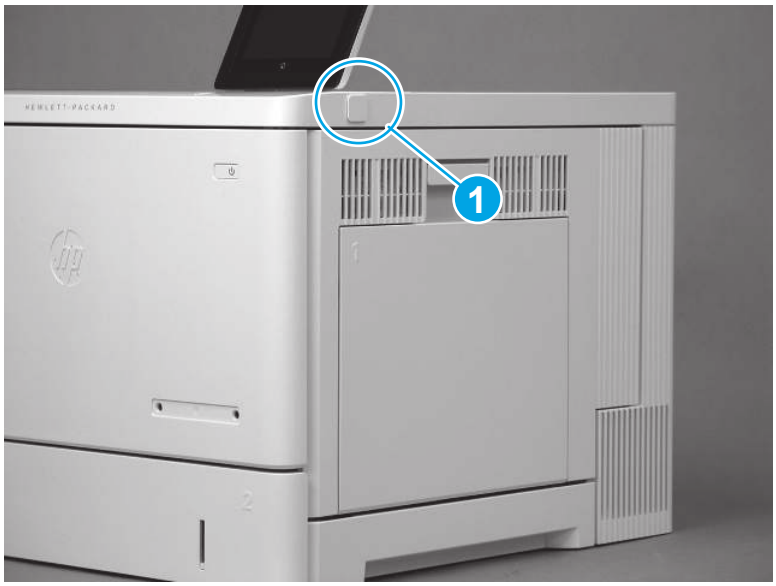
Remove the USB cover (SFP)

Follow these steps to remove the USB cover.

NOTE: This procedure is for SFP models only.

1. Locate the USB cover (callout 1).

Figure 4-558 Locate the USB cover



2. Pull the cover off of the printer to remove it.

Figure 4-559 **Remove the cover**

Remove the control panel (M553x/M555/E55040)

Follow these steps to remove the control panel.

NOTE: This procedure is for the M553x/M555/E55040 printers only.

M555 models: Removing the control panel is similar to the procedure below. For the M555, a flat cable connects the control panel to the formatter.

1. Tilt the control panel up.

Figure 4-560 **Tilt the control panel up**

2. Use the small flat-blade screwdriver supplied in this kit to release the control-panel screws cover tabs.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-561 Release the control-panel screws cover tabs

3. Rotate the cover up to remove it.

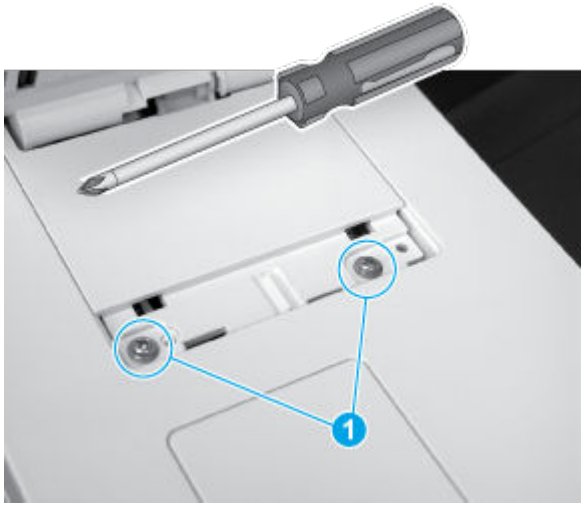
Figure 4-562 Remove the cover

4. Use the small Phillips screwdriver supplied in this kit to remove two screws (callout 1).

IMPORTANT: Store the screws in a secure place where they cannot fall down into the printer.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-563 Remove two screws



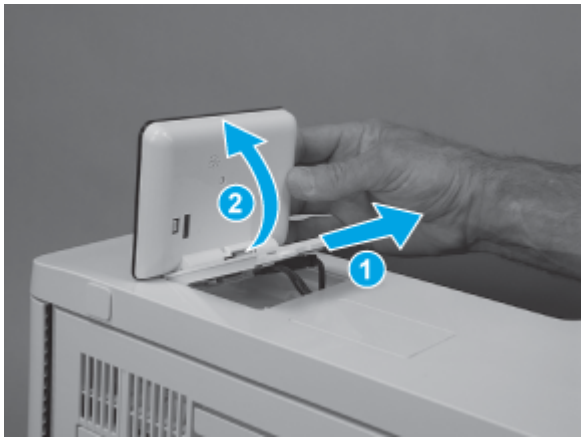
5. Rotate the control-panel base toward the front of the printer.

Figure 4-564 Rotate the control-panel base up

6. Slightly slide the control-panel base toward the rear of the printer (callout 1) to release it, and then turn the control panel over (callout 2) to access the bottom side.

⚠ CAUTION: The control panel is still attached to the printer. Do not attempt to completely remove the control panel.

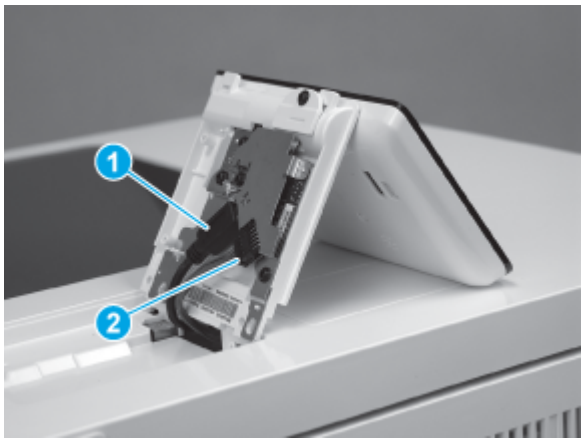
Figure 4-565 Turn the control panel over



7. Disconnect one USB cable (callout 1), one connector (callout 2), and then remove the control panel.

NOTE: **M555 only**: Disconnect one flat cable (not shown), and then remove the control panel.

Figure 4-566 Disconnect two connectors



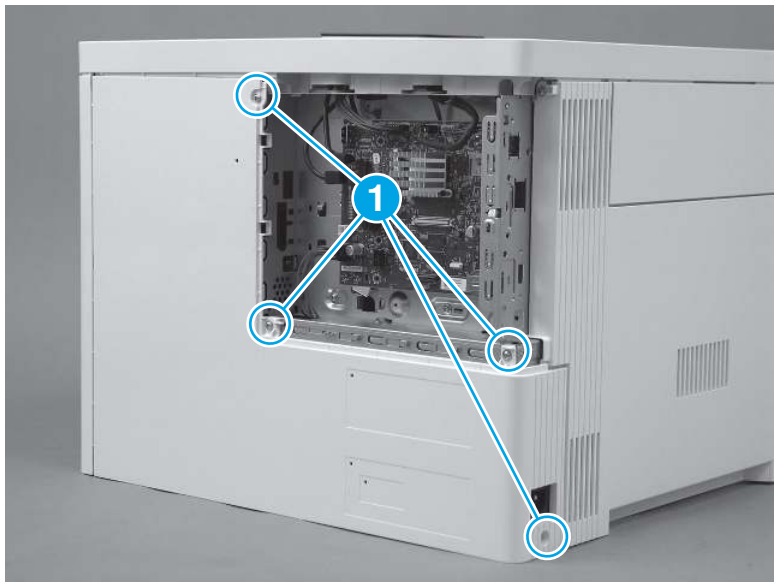
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

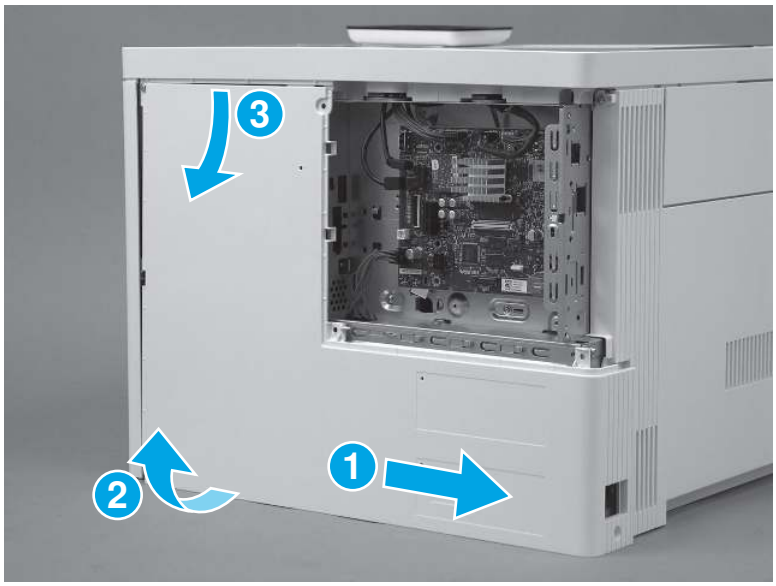
1. Remove four screws (callout 1).

Figure 4-567 **Remove four screws**



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-568 **Remove the cover**



Remove the rear upper cover (MFP)

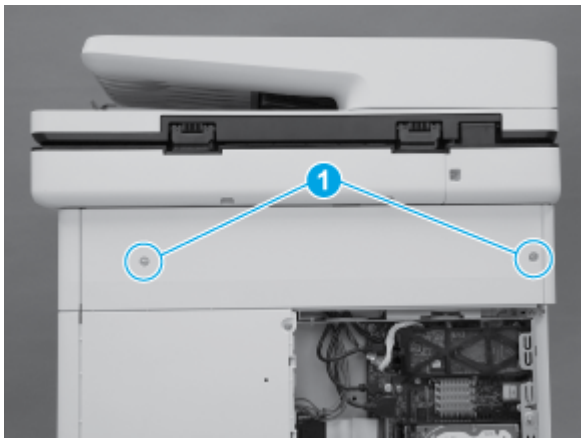
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

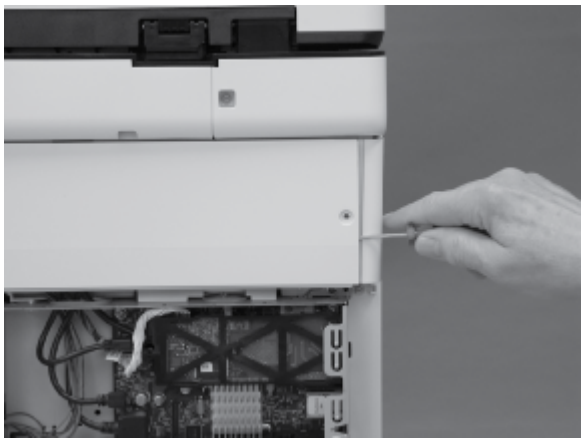
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-569 Remove two screws



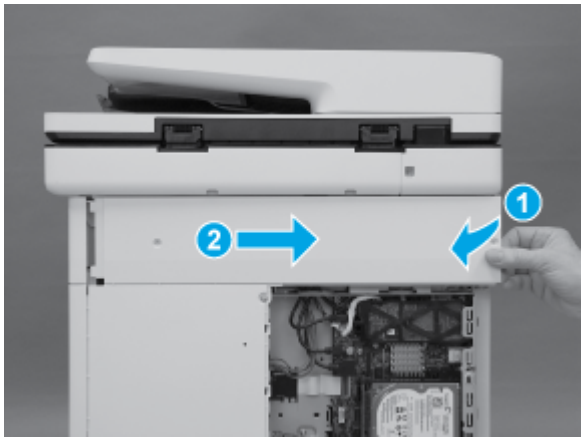
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-570 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-571 **Slide the cover right**



4. Remove the cover.

Figure 4-572 **Remove the cover**

Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-573 Remove four screws

2. Slide the cover to the right to remove it.

Figure 4-574 Remove the cover

Remove the left cover

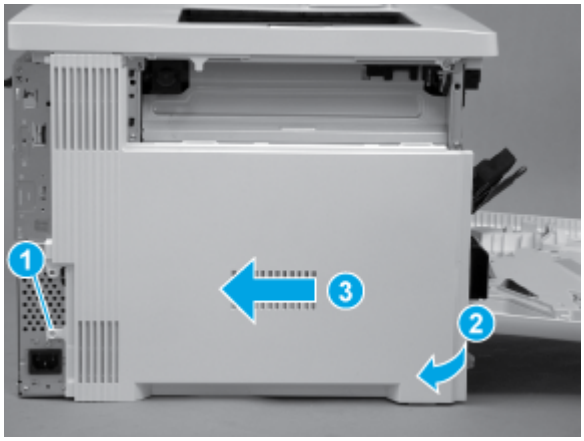
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-575 Remove one screw

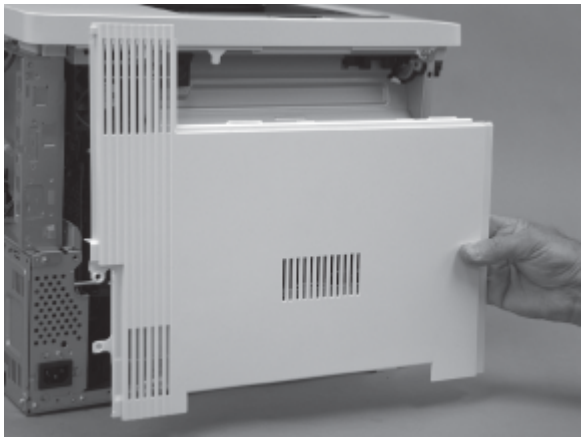
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-576 Release the cover



3. Remove the cover.

Figure 4-577 Remove the cover



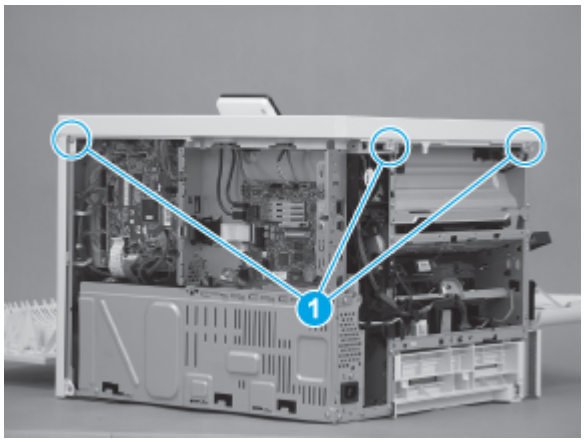
Remove the upper cover (SFP)

Follow these steps to remove the upper cover.

NOTE: This procedure is for SFP models only.

1. Remove three screws (callout 1).

Figure 4-578 Remove three screws



2. Remove one screw (callout 1), release one tab (callout 2), and then slightly separate the corner of the cover from the chassis.

NOTE: This is a self-tapping plastic-thread screw. Make sure that this screw is used in this location when it is reinstalled.

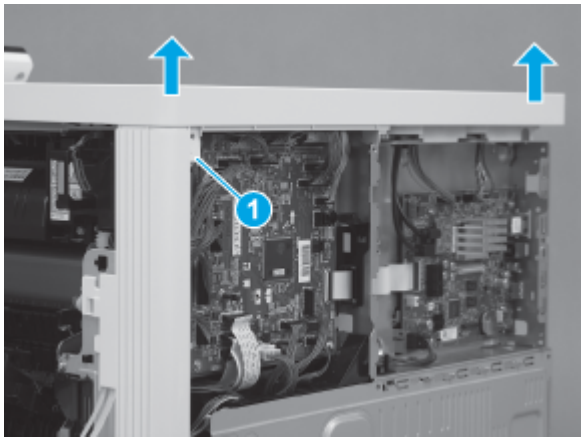
Figure 4-579 Remove one screw and release one tab

3. Release one tab (callout 1), and then lift up on the cover to release it.

IMPORTANT: **M554 models**: Disconnect the control-panel flat cable at the formatter.

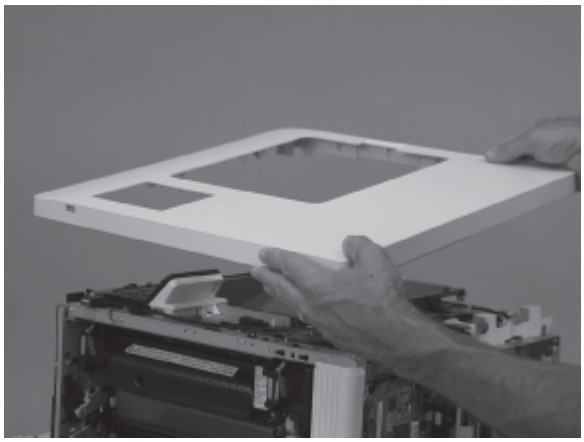
NOTE: If the cover does not release, check for addition tabs by locating the triangles embossed in the cover at tab locations.

Figure 4-580 Release the cover



4. Remove the cover.

Figure 4-581 Remove the cover



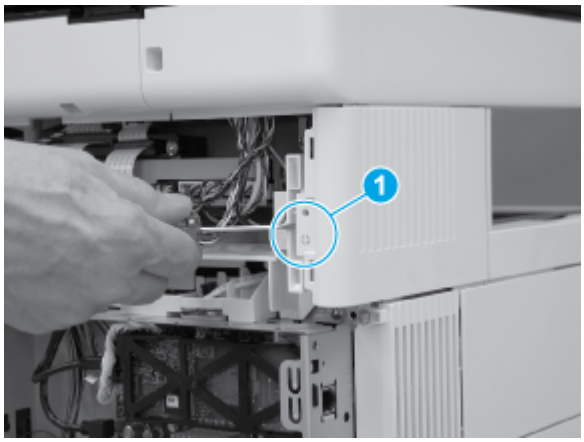
Remove the left upper cover (MFP)

Follow these steps to remove the left upper cover.

NOTE: This procedure is for MFP models only.

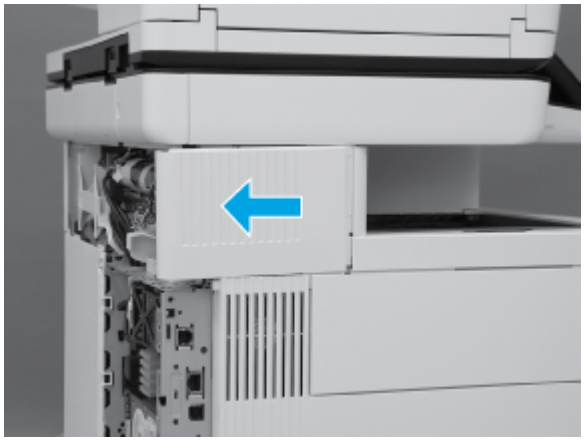
1. At the left side of the printer, release one tab (callout 1).

Figure 4-582 Release one tab



2. Slide the left upper cover toward the back of the printer.

Figure 4-583 Slide the cover back



3. Rotate the cover up to remove it.

Figure 4-584 Remove the left upper cover

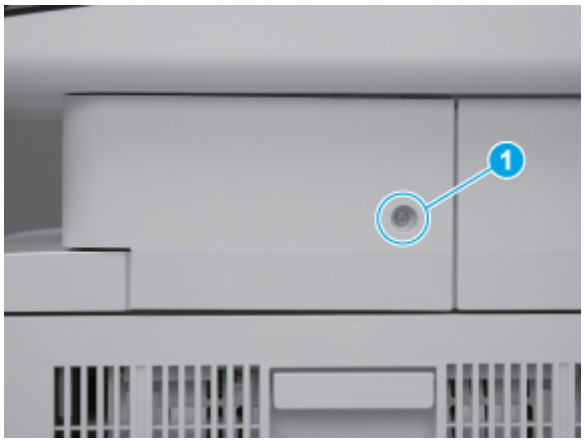
Remove the right front upper cover (MFP non-stapler models)

Follow these steps to remove the right front upper cover.

NOTE: This procedure is for non-stapler models only.

1. Remove one screw (callout 1).

Figure 4-585 **Remove one screw**



2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-586 **Release two tabs**

3. Rotate the front of the cover to the right to remove it.

Figure 4-587 Rotate the cover

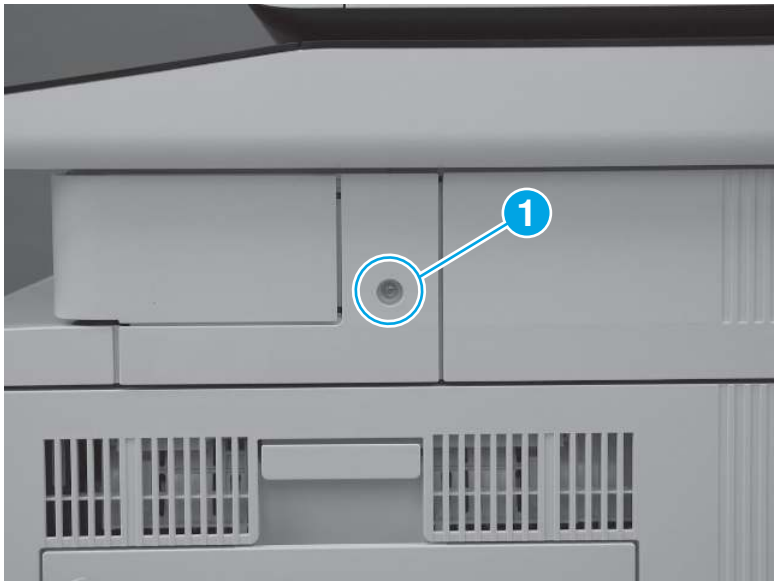
Remove the stapler cover (MFP stapler models)

Follow these steps to remove the stapler cover.

NOTE: This procedure is for stapler models only.

1. Remove one screw (callout 1).

Figure 4-588 Remove one screw

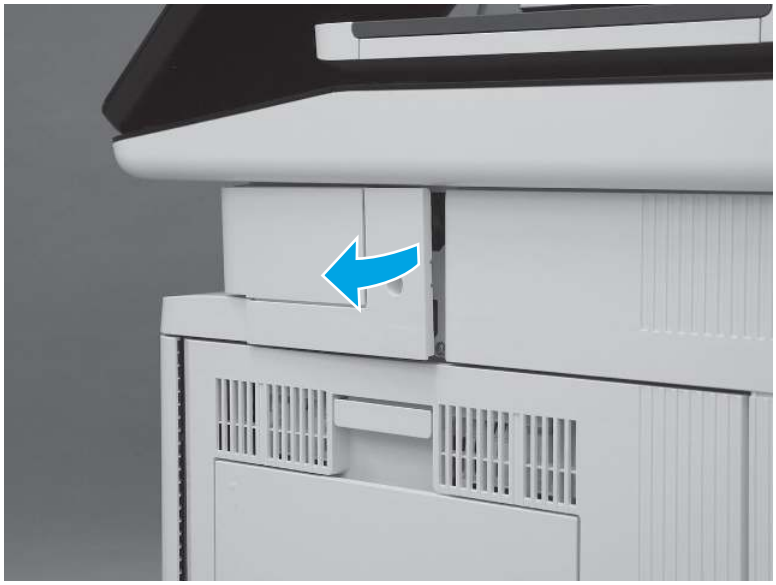


2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-589 **Release two tabs**

3. Release the back edge of the cover.

Figure 4-590 **Release the back edge of the cover**



4. Rotate the cover away from the printer to remove it.

Figure 4-591 Remove the cover

Remove the integrated scanner assembly (ISA) (MFP)

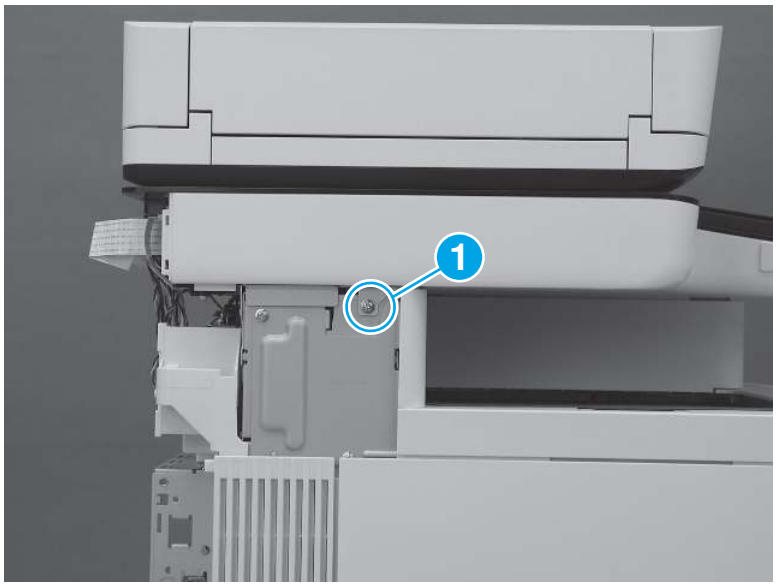
Follow these steps to remove the integrated scanner assembly (ISA).

NOTE: This procedure is for MFP models only.

NOTE: The ISA includes the document feeder, image scanner, scanner control board (SCB), control panel, keyboard (flow models) and NFC PCA (not all models).

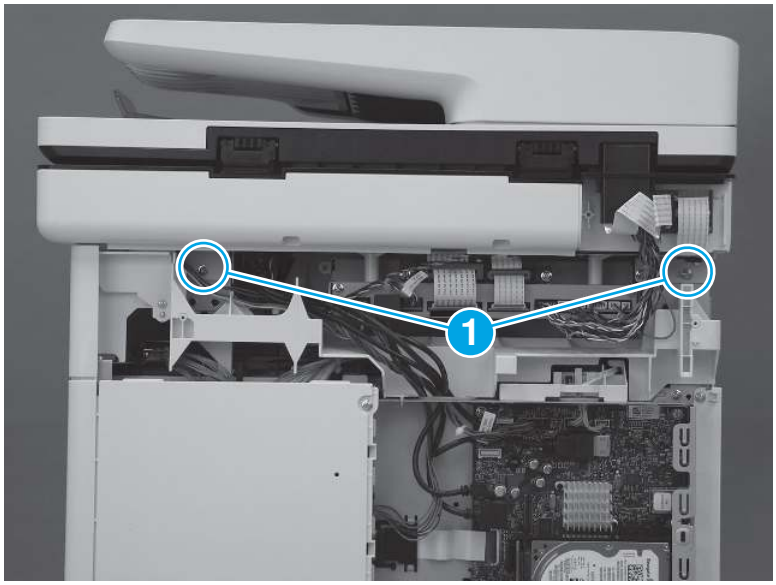
1. At the left side of the printer, remove one screw (callout 1).

Figure 4-592 Remove one screw



2. At the back of the printer, remove two screws (callout 1).

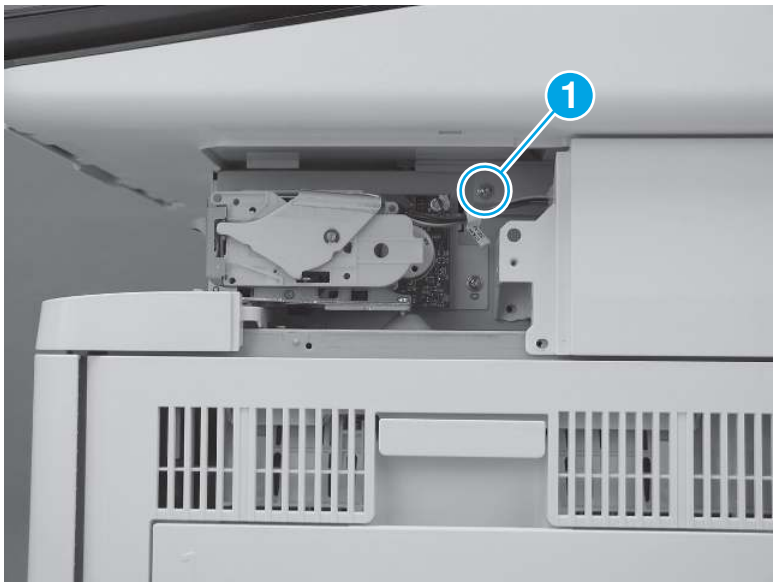
Figure 4-593 Remove two screws



3. At the right side of the printer, remove one screw (callout 1).

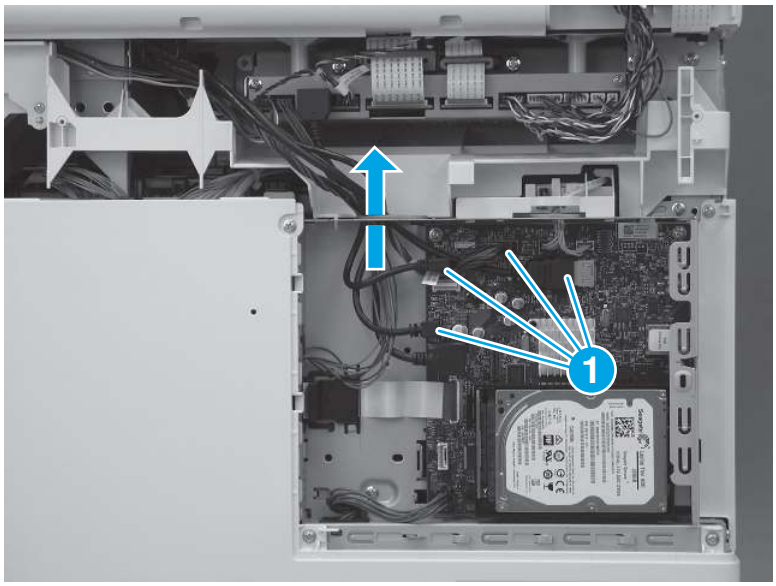
NOTE: The M577z is shown in the figure below. The procedure is correct for all MFP models.

Figure 4-594 Remove one screw



4. Disconnect four connectors (callout 1) on the formatter, and then pass the wire harnesses and cables through the top opening in the formatter case (callout 2).

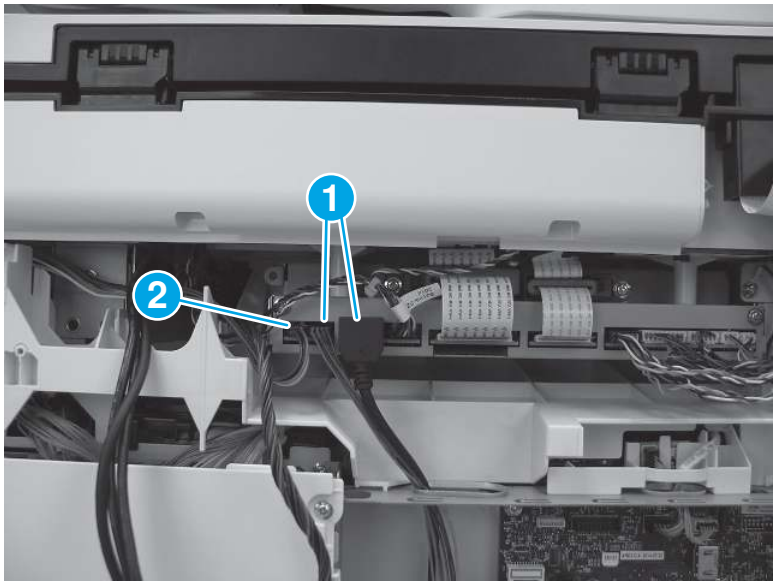
Figure 4-595 **Disconnect cables and connectors**



5. Disconnect two connectors on the scanner control board (callout 1).

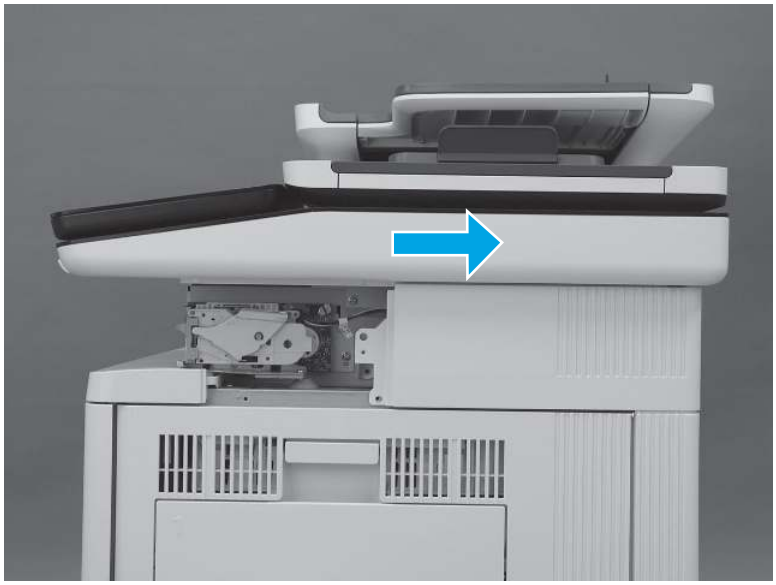
MFP stapler models: Disconnect one connector for the stapler on the scanner control board (callout 2).

Figure 4-596 **Disconnect connectors**



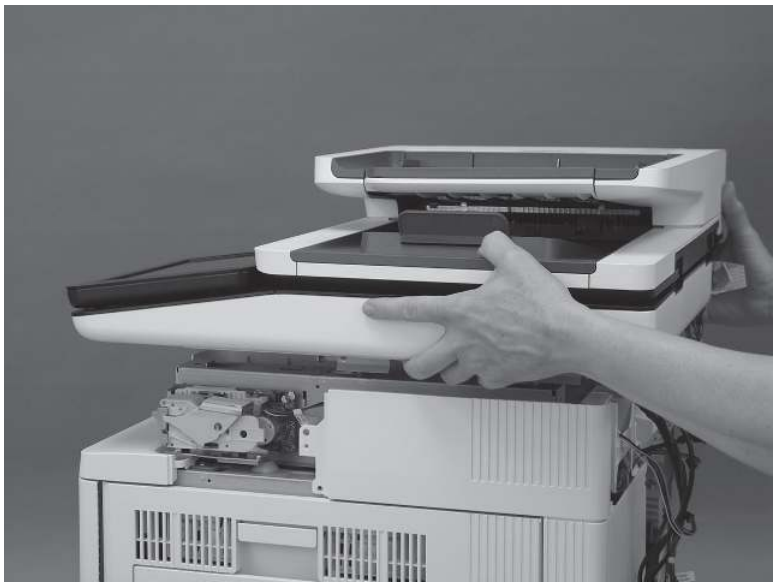
6. Slide the image scanner toward the back of the printer to release it.

Figure 4-597 Release the image scanner



7. Lift the ISA straight up to remove it.

Figure 4-598 Remove the ISA



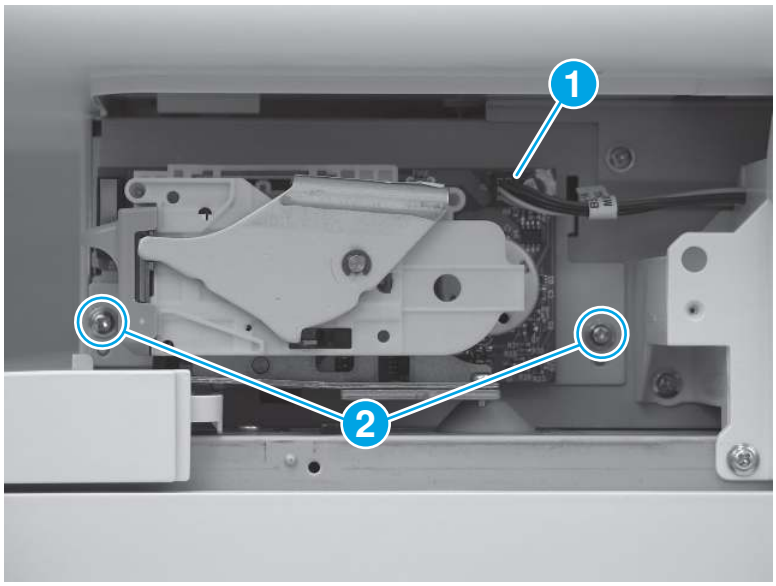
Remove the stapler unit (MFP stapler models)

Follow these steps to remove the stapler unit.

NOTE: This step is for stapler models only.

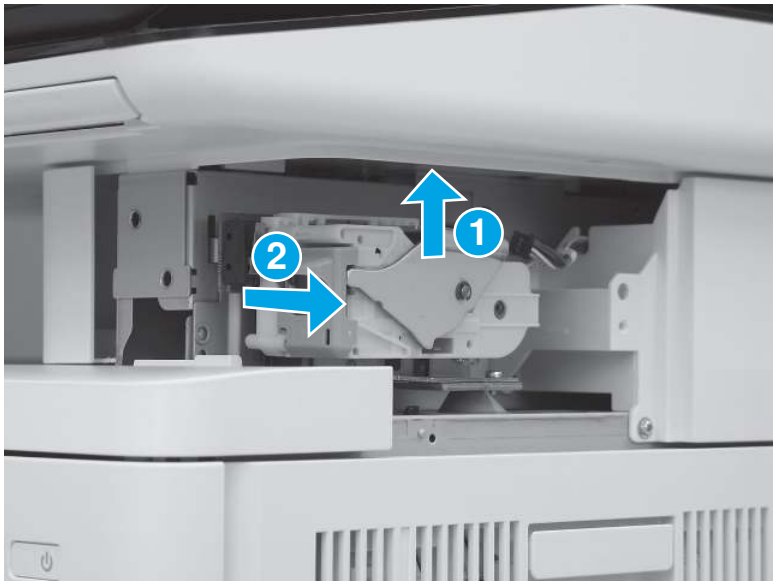
1. Disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 4-599 **Disconnect connector and remove screws**



2. Slide the stapler unit up (callout 1), and then pull it away from the printer (callout 2) to remove it.

Figure 4-600 **Remove the stapler unit**



Remove the right upper cover (MFP)

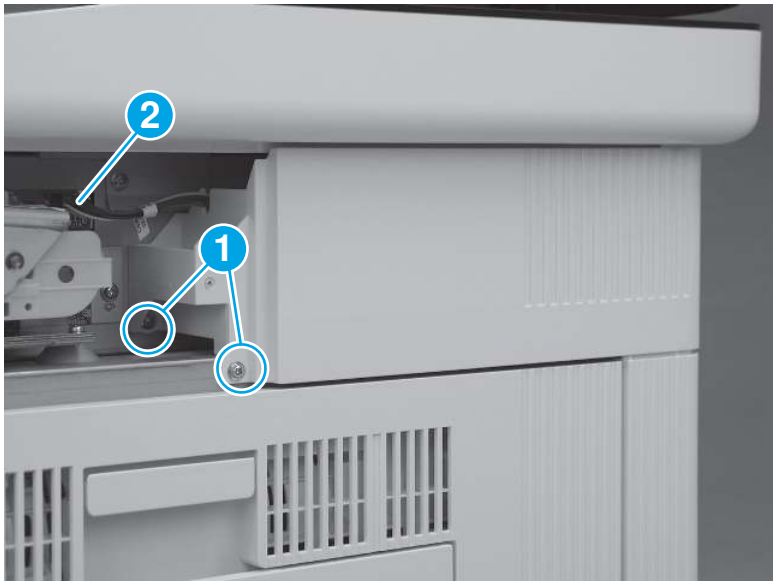
Follow these steps to remove the right upper cover.

NOTE: This procedure is for MFP models only.

1. At the right side of the printer, remove two screws (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

Figure 4-601 Remove two screws and one connector

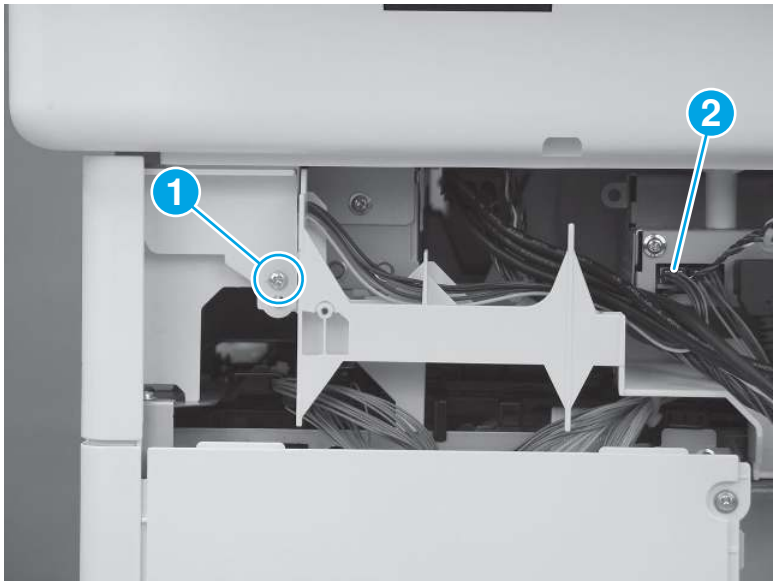


2. At the back of the printer, remove one screw (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

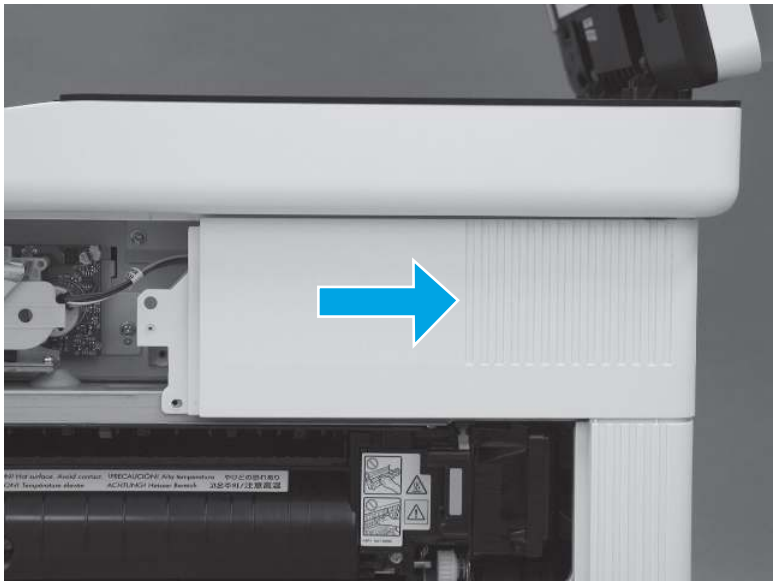
Reinstallation tip: This screw is smaller than the screws removed in the previous step. When reinstalling the right upper cover, make sure that this screw is installed in the correct position.

Figure 4-602 Remove one screw and connector



3. Slide the cover toward the back of the printer.

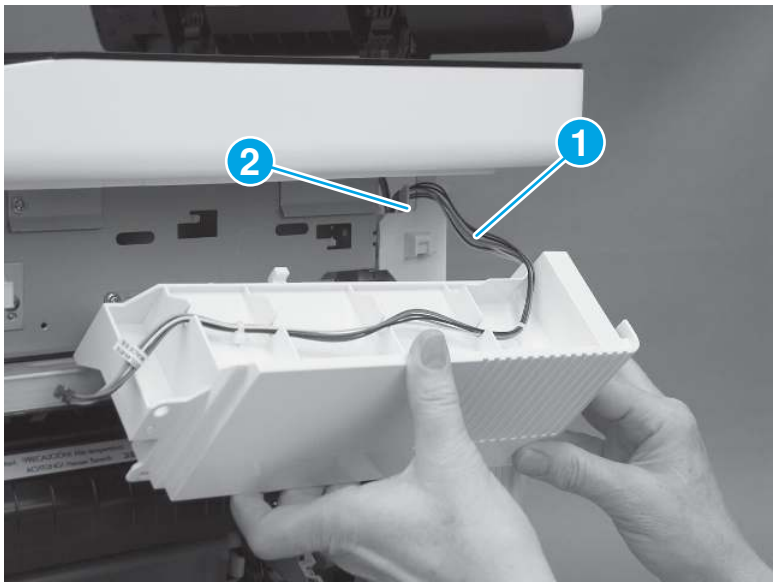
Figure 4-603 Slide the cover



4. Lift the cover away from the printer to remove it.

M577/M578z: Release the cables (callout 1) through the slot (callout 2) in the printer.

Figure 4-604 Remove the cover



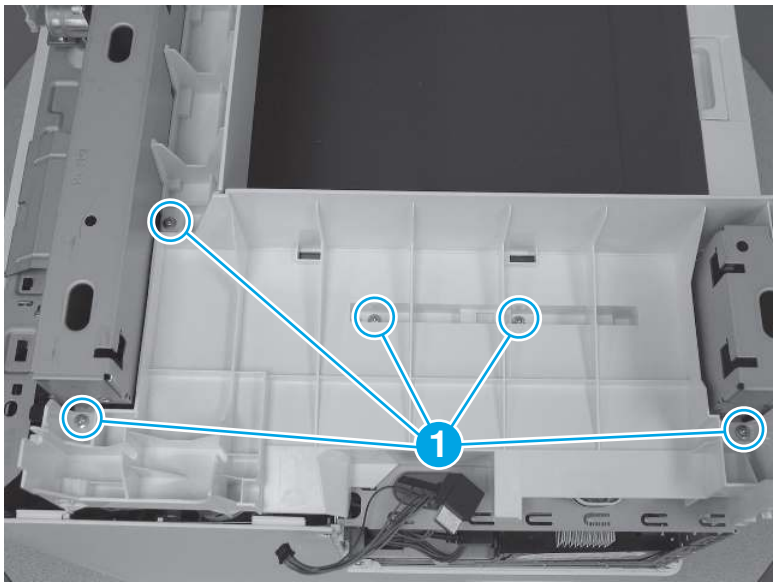
Remove the top rear cover (MFP)

Follow these steps to remove the top rear cover.

NOTE: This procedure is for MFP models only.

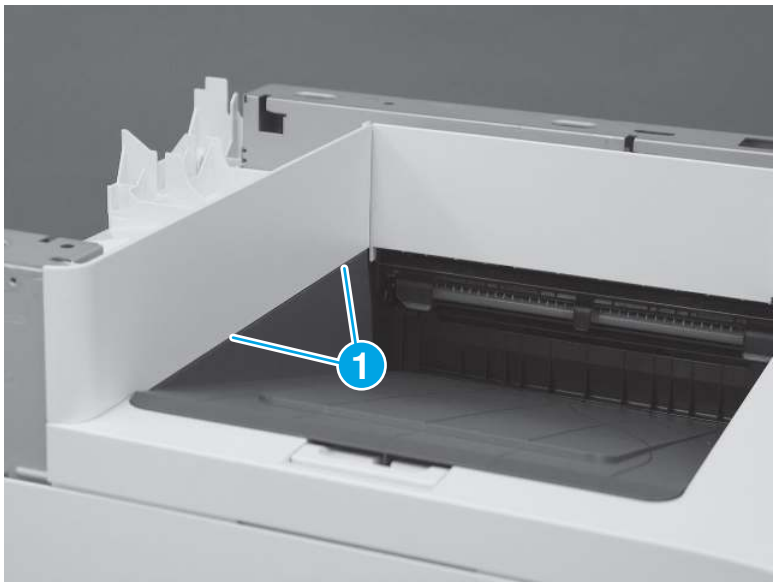
1. At the top of the printer, remove five screws (callout 1).

Figure 4-605 Remove five screws



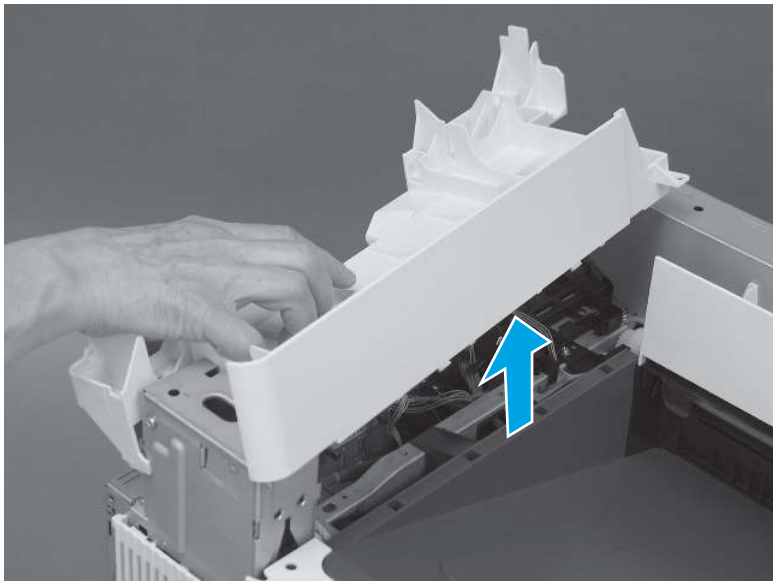
2. Release two tabs (callout 1) on the front edge of the cover.

Figure 4-606 Release two tabs



3. Remove the top rear cover.

Figure 4-607 Remove the cover



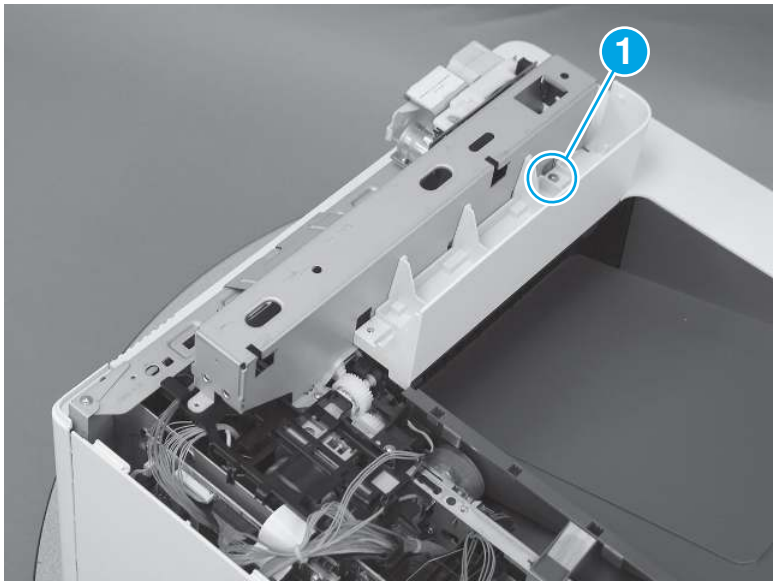
Remove the paper feed cover (MFP)

Follow these steps to remove the paper feed cover.

NOTE: This procedure is for MFP models only.

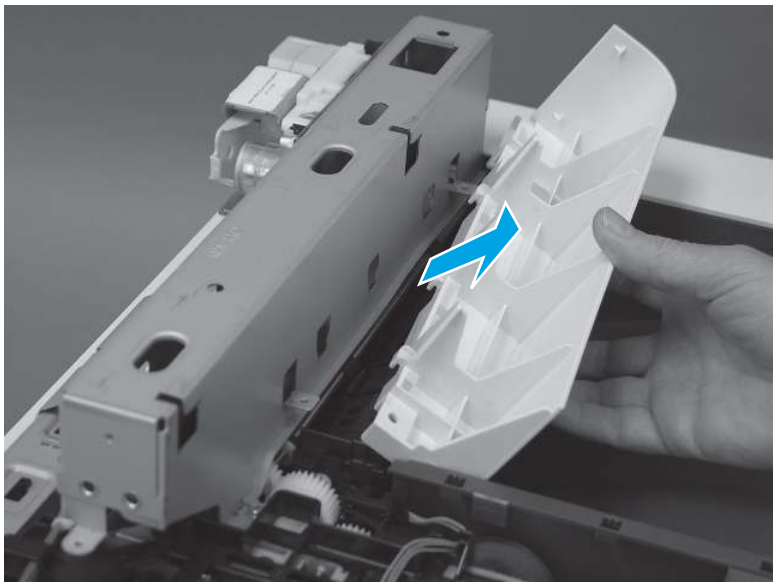
1. Remove one screw (callout 1).

Figure 4-608 Remove one screw



2. Lift the cover up to remove it.

Figure 4-609 **Remove the cover**



Remove the top cover (MFP)

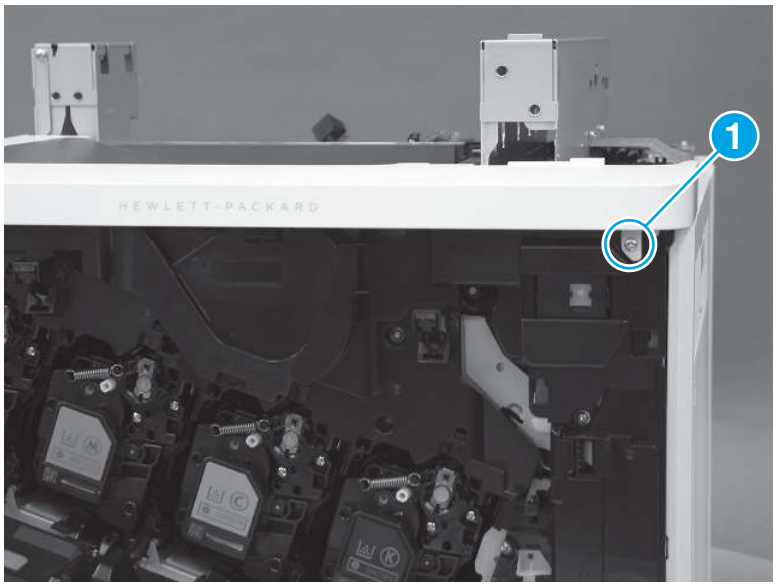
Follow these steps to remove the top cover.

NOTE: This procedure is for MFP models only.

1. At the front of the printer, remove one screw (callout 1).

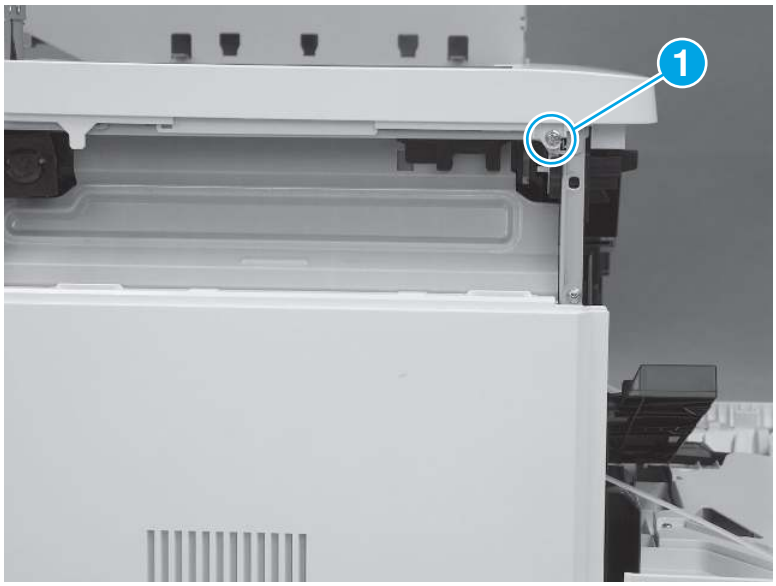
Reinstallation tip: This screw is longer and a different type of screw than the screw removed in the next step. When reinstalling the top cover, make sure that this screw is installed in the correct position.

Figure 4-610 **Remove one screw**



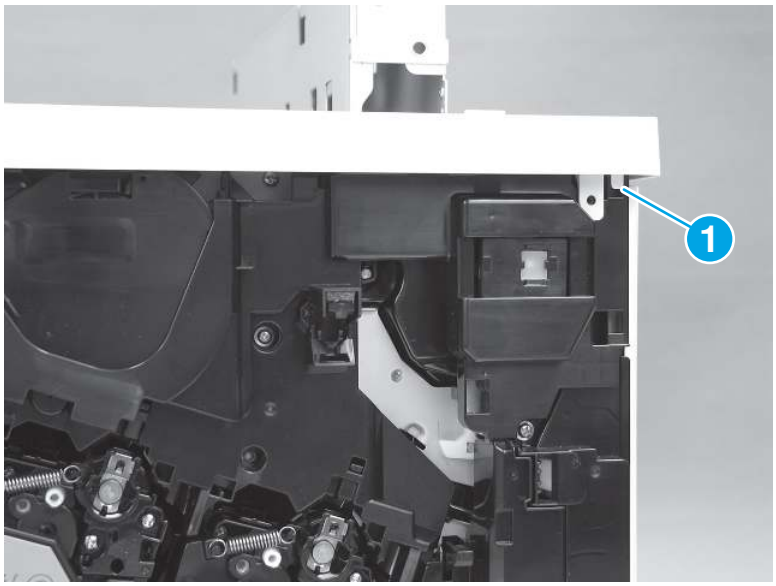
2. At the left side of the printer, remove one screw (callout 1).

Figure 4-611 Remove one screw



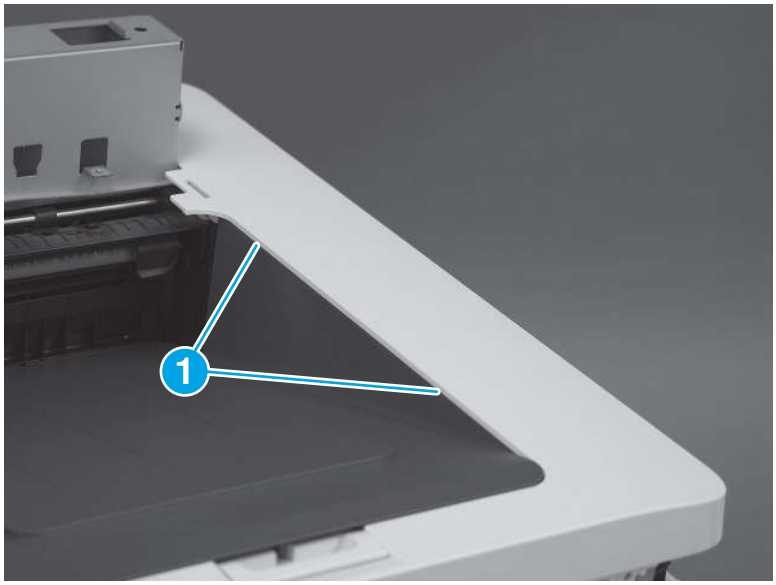
3. At the front of the printer, release one tab (callout 1).

Figure 4-612 Release one tab



4. At the top of the printer, release two tabs (callout 1) next to the output bin, and then remove the top cover.

Figure 4-613 Remove the cover

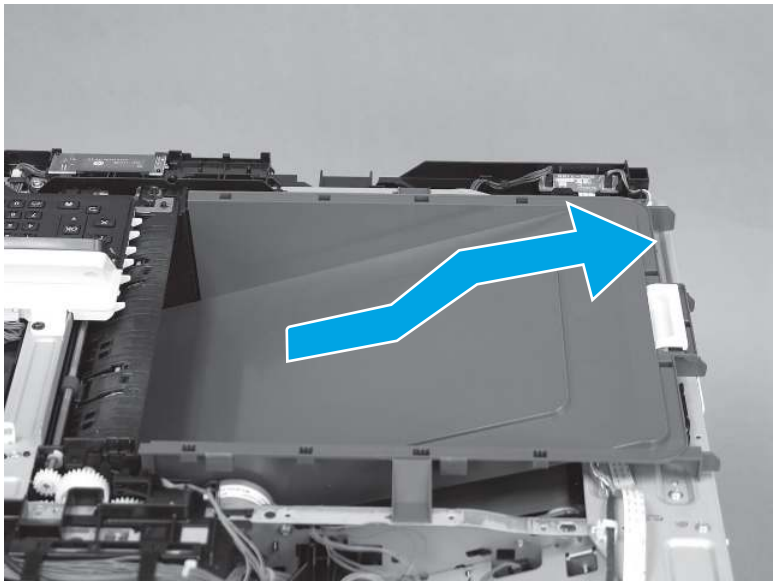


Remove the output bin

Follow these steps to remove the output bin.

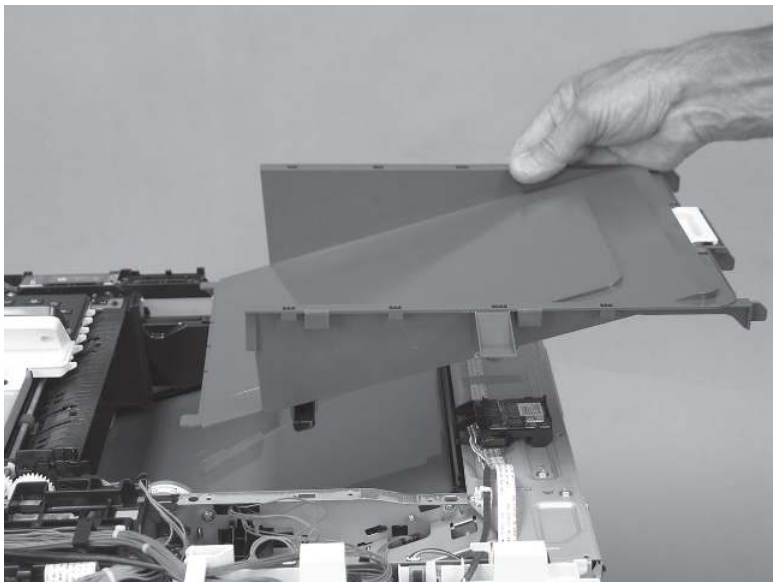
1. Slightly slide and lift the cover to release it.

Figure 4-614 Release the cover



2. Remove the cover.

Figure 4-615 **Remove the cover**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Right rear cover (M522/M553/M554/M555/E55040)

Learn about removing and replacing the right rear cover.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-48 Part information

Part number	Part description
RC4-0178-000CN	Right rear cover

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

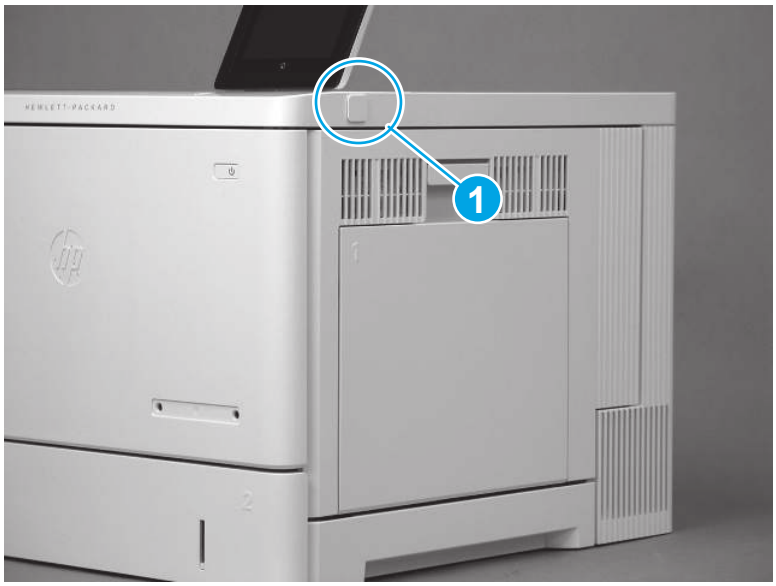
Remove the USB cover (SFP)

Follow these steps to remove the USB cover.

NOTE: This procedure is for SFP models only.

1. Locate the USB cover (callout 1).

Figure 4-616 **Locate the USB cover**



2. Pull the cover off of the printer to remove it.

Figure 4-617 **Remove the cover**

Remove the control panel (M553x/M555/E55040)

Follow these steps to remove the control panel.

NOTE: This procedure is for the M553x/M555/E55040 printers only.

M555 models: Removing the control panel is similar to the procedure below. For the M555, a flat cable connects the control panel to the formatter.

1. Tilt the control panel up.

Figure 4-618 **Tilt the control panel up**

2. Use the small flat-blade screwdriver supplied in this kit to release the control-panel screws cover tabs.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-619 **Release the control-panel screws cover tabs**

3. Rotate the cover up to remove it.

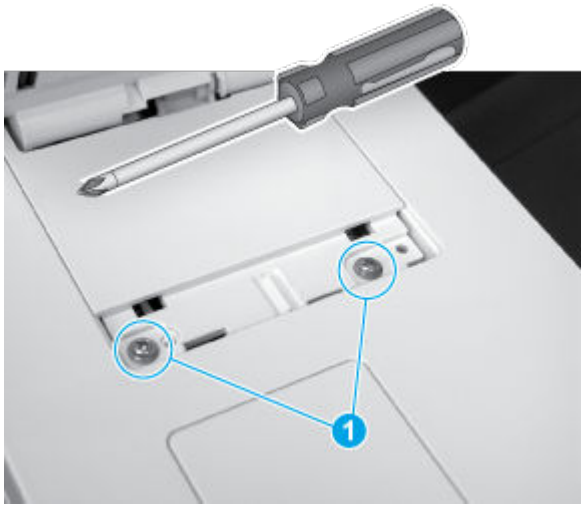
Figure 4-620 Remove the cover

4. Use the small Phillips screwdriver supplied in this kit to remove two screws (callout 1).

IMPORTANT: Store the screws in a secure place where they cannot fall down into the printer.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-621 Remove two screws



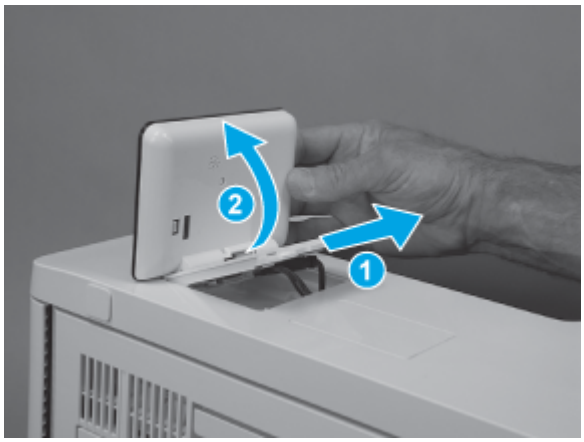
5. Rotate the control-panel base toward the front of the printer.

Figure 4-622 **Rotate the control-panel base up**

6. Slightly slide the control-panel base toward the rear of the printer (callout 1) to release it, and then turn the control panel over (callout 2) to access the bottom side.

⚠ CAUTION: The control panel is still attached to the printer. Do not attempt to completely remove the control panel.

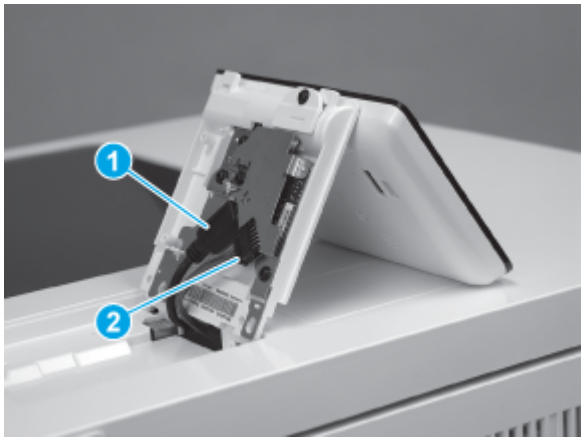
Figure 4-623 **Turn the control panel over**



7. Disconnect one USB cable (callout 1), one connector (callout 2), and then remove the control panel.

NOTE: **M555 only**: Disconnect one flat cable (not shown), and then remove the control panel.

Figure 4-624 Disconnect two connectors



Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-625 Open the front door

2. Open the TCU.

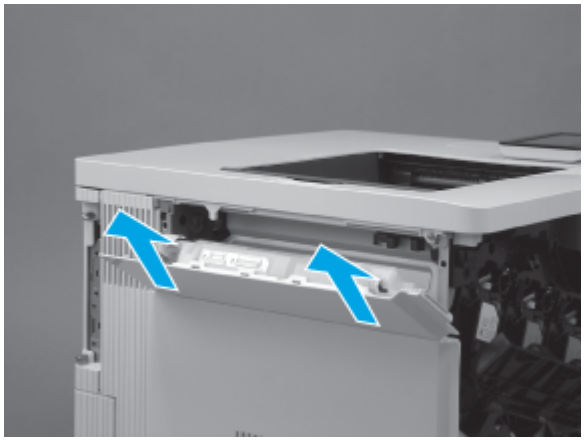
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-626 Open the TCU

3. Pull the TCU away from the printer at an angle to remove it.

⚠ CAUTION: Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-627 Remove the TCU

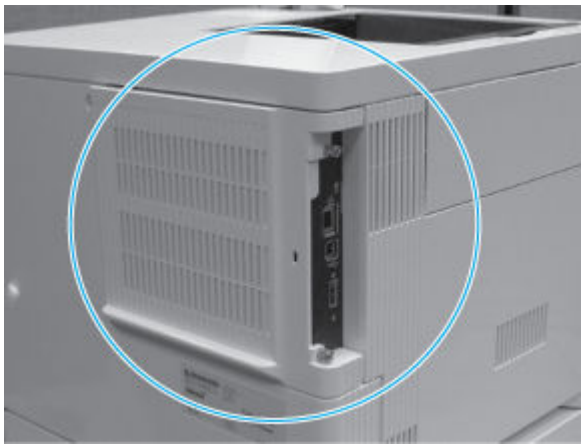


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

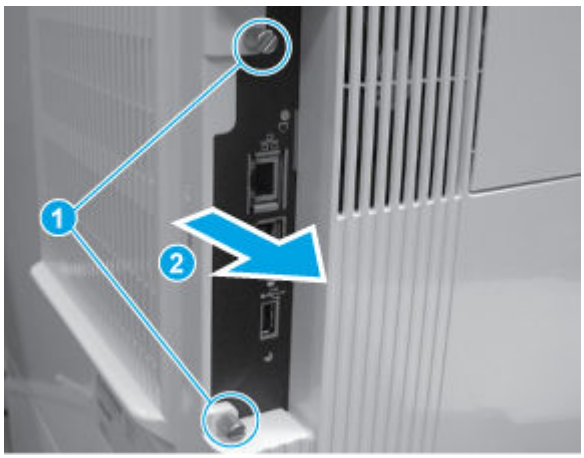
Figure 4-628 Locate the formatter cover



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-629 Loosen the thumbscrews



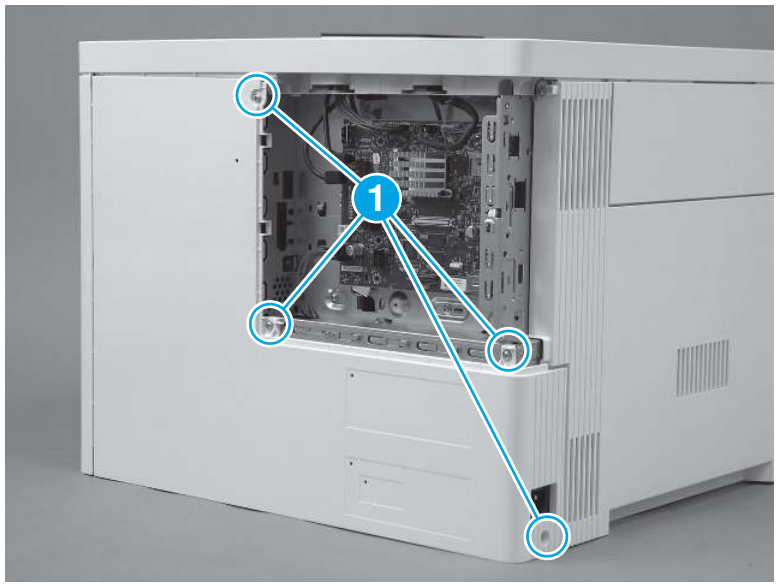
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

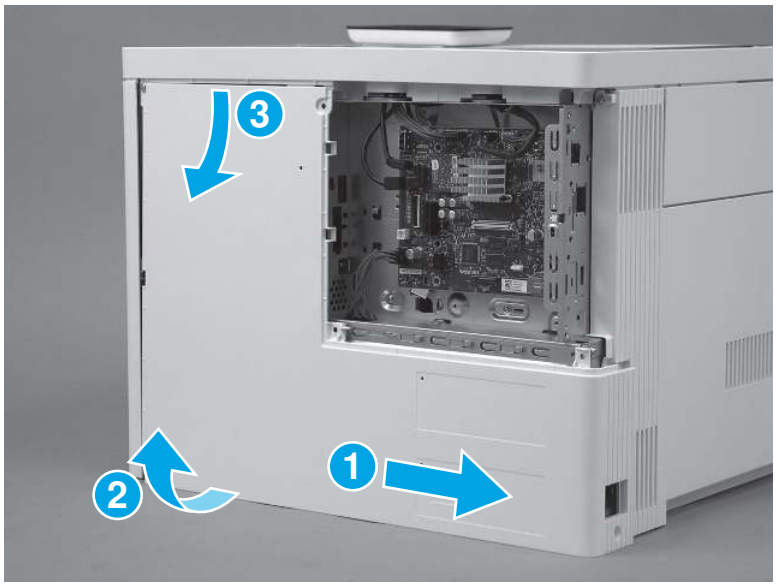
1. Remove four screws (callout 1).

Figure 4-630 **Remove four screws**



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-631 **Remove the cover**



Remove the left cover

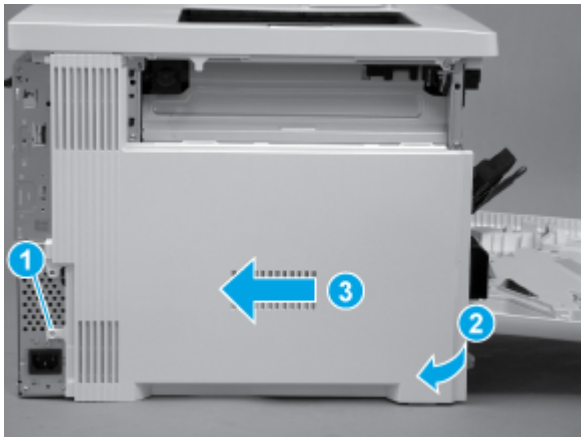
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-632 Remove one screw

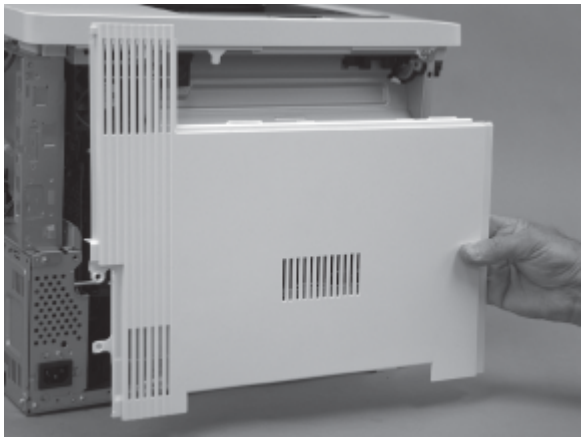
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-633 Release the cover



3. Remove the cover.

Figure 4-634 Remove the cover



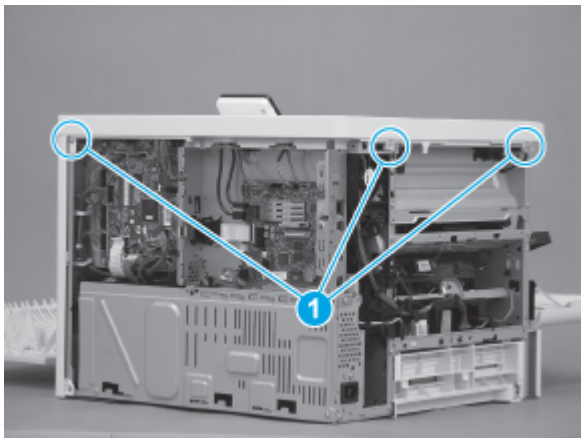
Remove the upper cover (SFP)

Follow these steps to remove the upper cover.

NOTE: This procedure is for SFP models only.

1. Remove three screws (callout 1).

Figure 4-635 Remove three screws



2. Remove one screw (callout 1), release one tab (callout 2), and then slightly separate the corner of the cover from the chassis.

NOTE: This is a self-tapping plastic-thread screw. Make sure that this screw is used in this location when it is reinstalled.

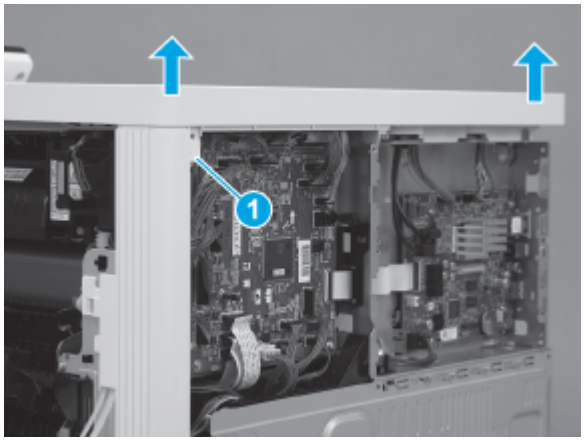
Figure 4-636 Remove one screw and release one tab

3. Release one tab (callout 1), and then lift up on the cover to release it.

IMPORTANT: **M554 models**: Disconnect the control-panel flat cable at the formatter.

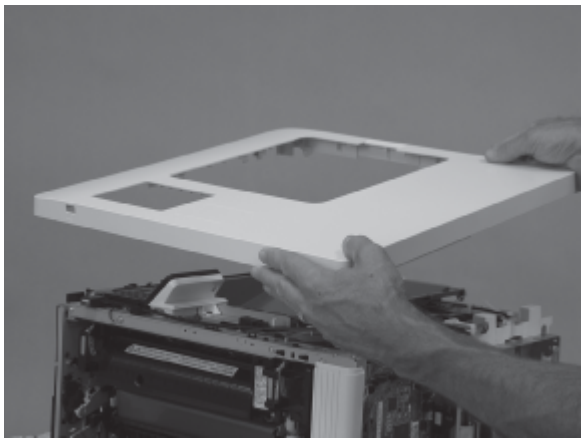
NOTE: If the cover does not release, check for addition tabs by locating the triangles embossed in the cover at tab locations.

Figure 4-637 Release the cover



4. Remove the cover.

Figure 4-638 Remove the cover



Remove the right rear cover

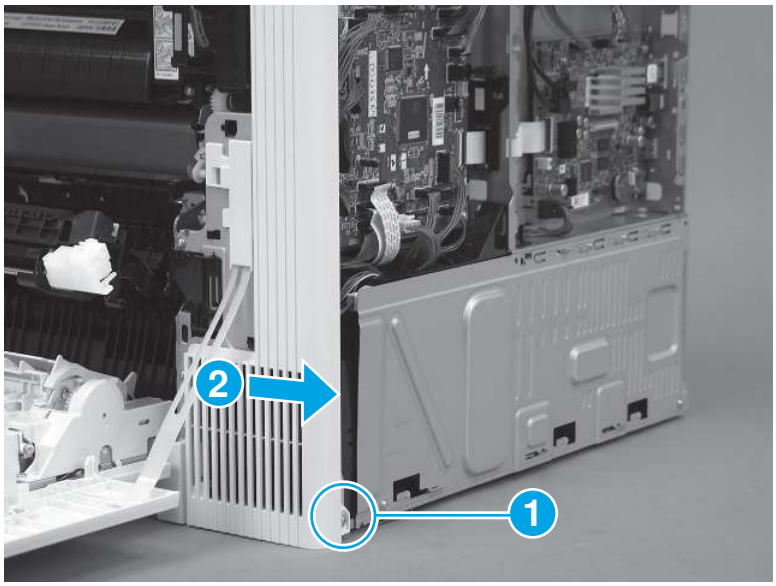
Follow these steps to remove the right rear cover.

NOTE: The figures in this topic show a SFP model. However, the procedure is correct for an MFP.

1. Remove one screw (callout 1), and then slide the cover toward the rear of the printer (callout 2) to release it.

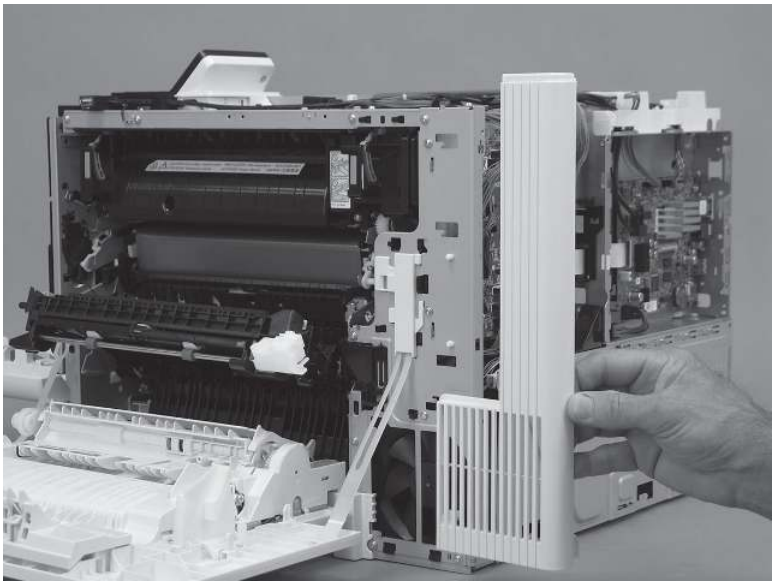
TIP: If the right door is closed, open it now.

Figure 4-639 Release the cover



2. Remove the cover.

Figure 4-640 Remove the cover



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Right rear cover (M577/M578/E57540)

Learn about removing and replacing the right rear cover.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-49 Part information

Part number	Part description
RC4-0178-000CN	Right rear cover

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

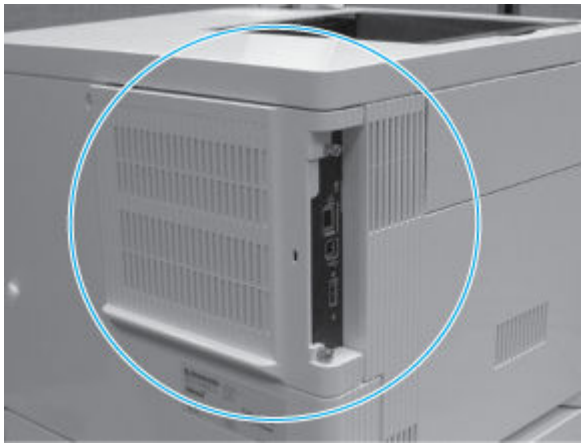
No post service test is available for this assembly.

Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

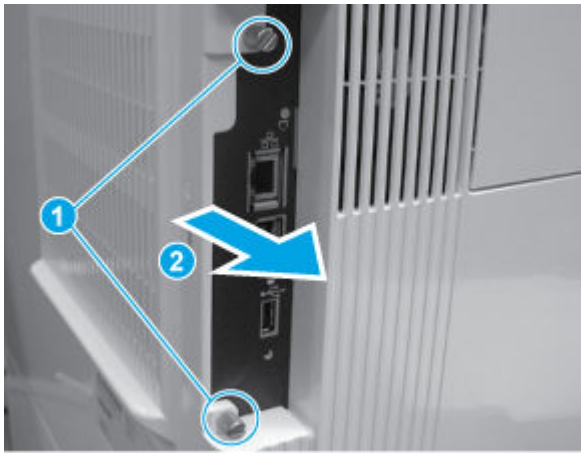
   Figure 4-641 **Locate the formatter cover**

2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-642 Loosen the thumbscrews



Remove the rear upper cover (MFP)

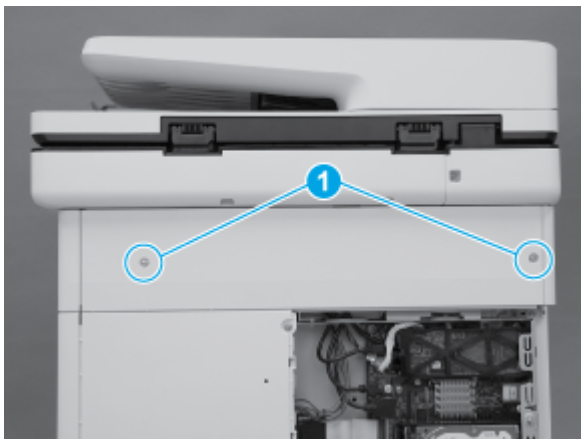
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

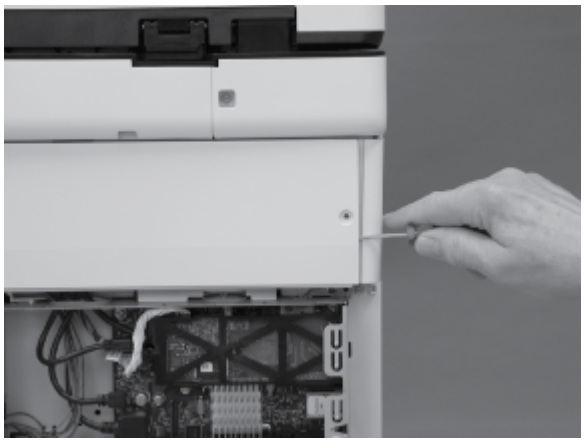
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-643 Remove two screws



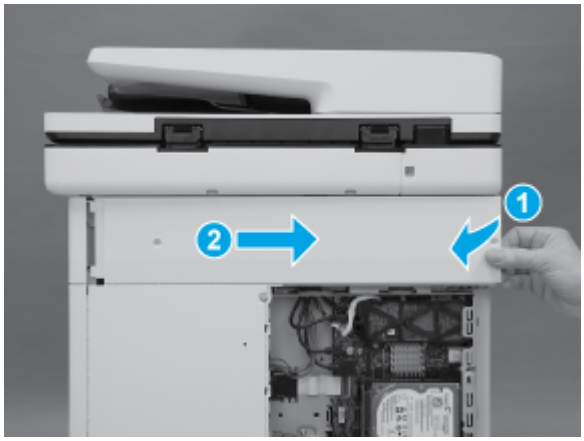
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-644 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-645 Slide the cover right



4. Remove the cover.

Figure 4-646 Remove the cover

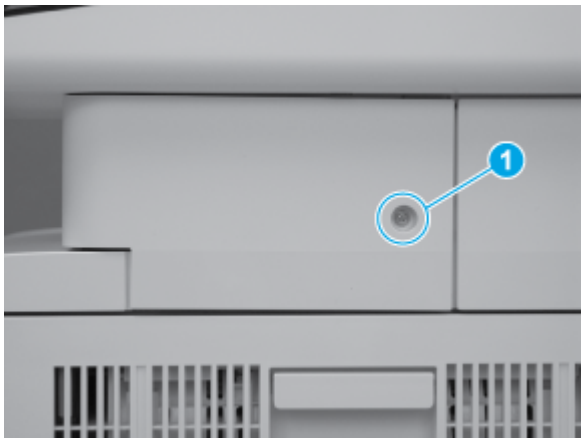
Remove the right front upper cover (MFP non-stapler models)

Follow these steps to remove the right front upper cover.

NOTE: This procedure is for non-stapler models only.

1. Remove one screw (callout 1).

Figure 4-647 Remove one screw



2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-648 Release two tabs

3. Rotate the front of the cover to the right to remove it.

Figure 4-649 Rotate the cover

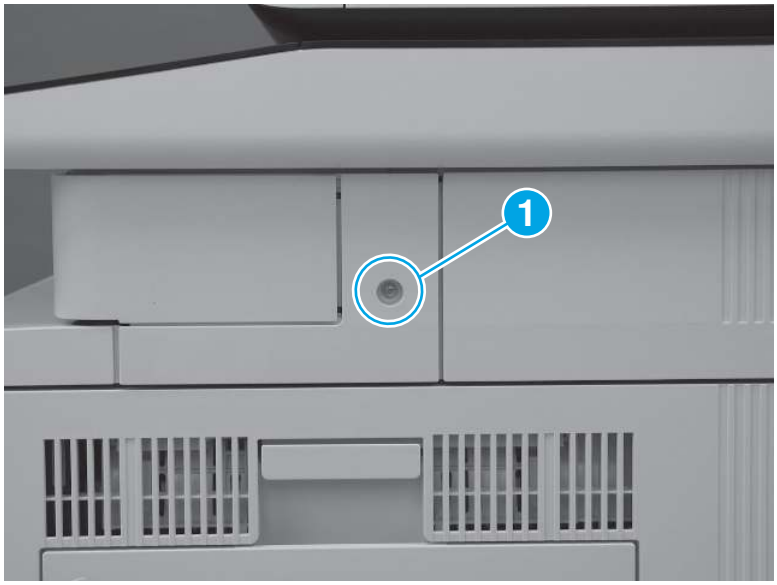
Remove the stapler cover (MFP stapler models)

Follow these steps to remove the stapler cover.

NOTE: This procedure is for stapler models only.

1. Remove one screw (callout 1).

Figure 4-650 Remove one screw

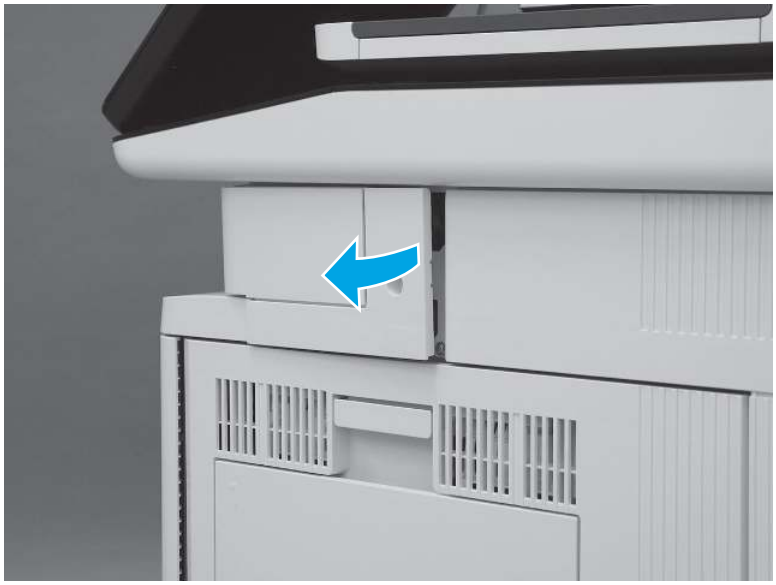


2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-651 Release two tabs

3. Release the back edge of the cover.

Figure 4-652 Release the back edge of the cover



4. Rotate the cover away from the printer to remove it.

Figure 4-653 **Remove the cover**

Remove the right upper cover (MFP)

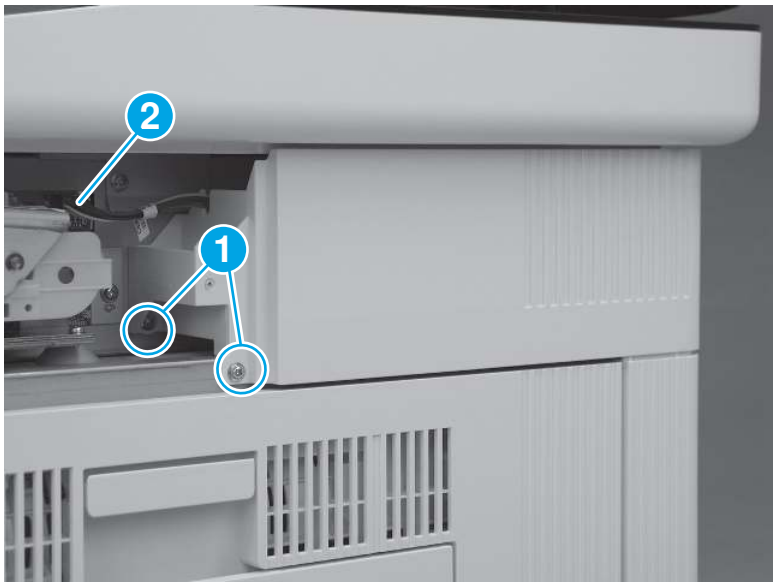
Follow these steps to remove the right upper cover.

NOTE: This procedure is for MFP models only.

1. At the right side of the printer, remove two screws (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

Figure 4-654 **Remove two screws and one connector**

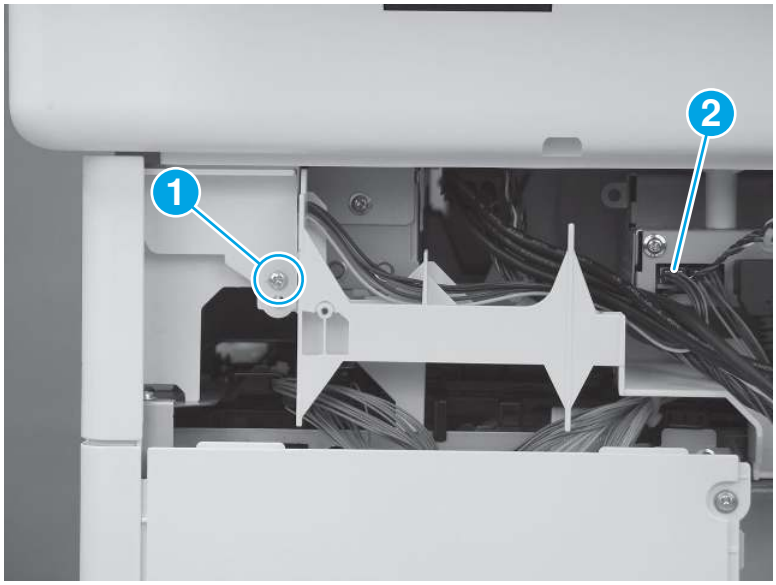


2. At the back of the printer, remove one screw (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

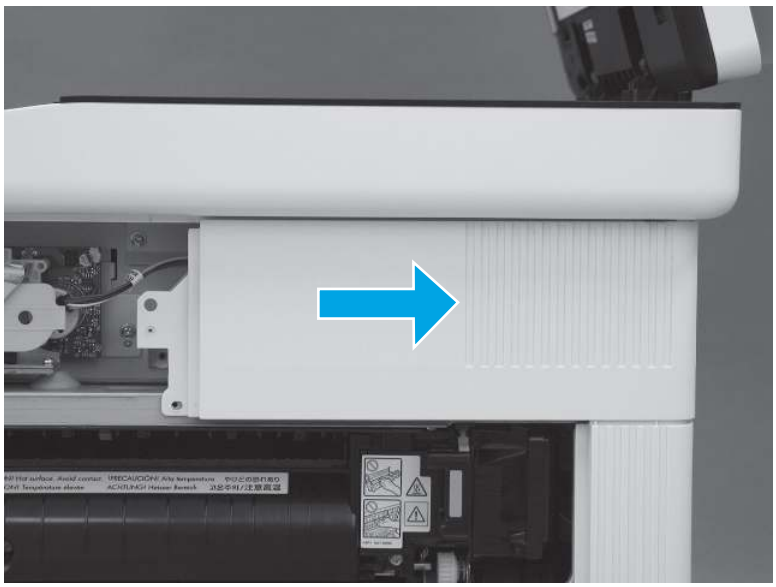
> **Reinstallation tip:** This screw is smaller than the screws removed in the previous step. When reinstalling the right upper cover, make sure that this screw is installed in the correct position.

Figure 4-655 Remove one screw and connector



3. Slide the cover toward the back of the printer.

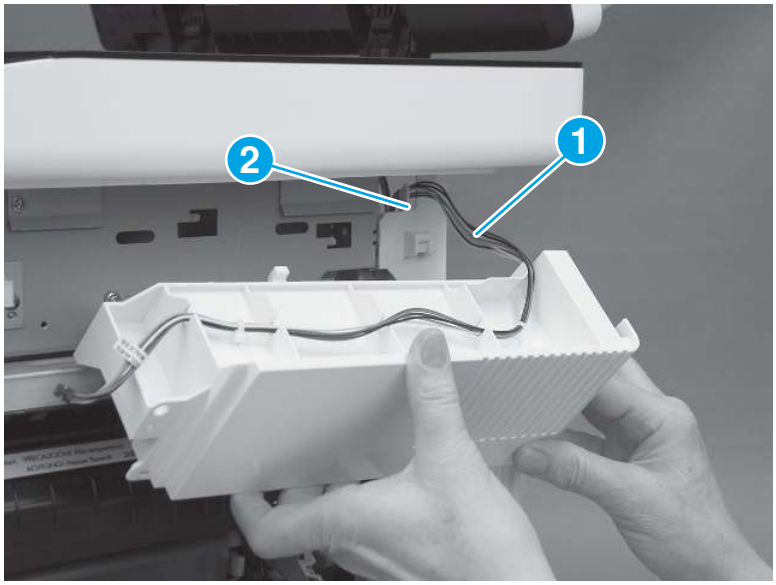
Figure 4-656 Slide the cover



4. Lift the cover away from the printer to remove it.

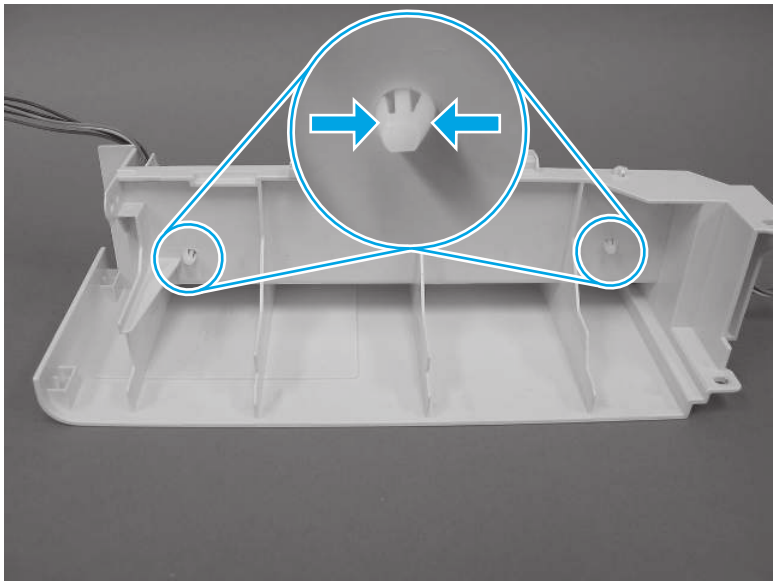
   M577/M578z: Release the cables (callout 1) through the slot (callout 2) in the printer.

Figure 4-657 Remove the cover



5. **M577/M578z**: Release two retainers on the bottom side of the cover.

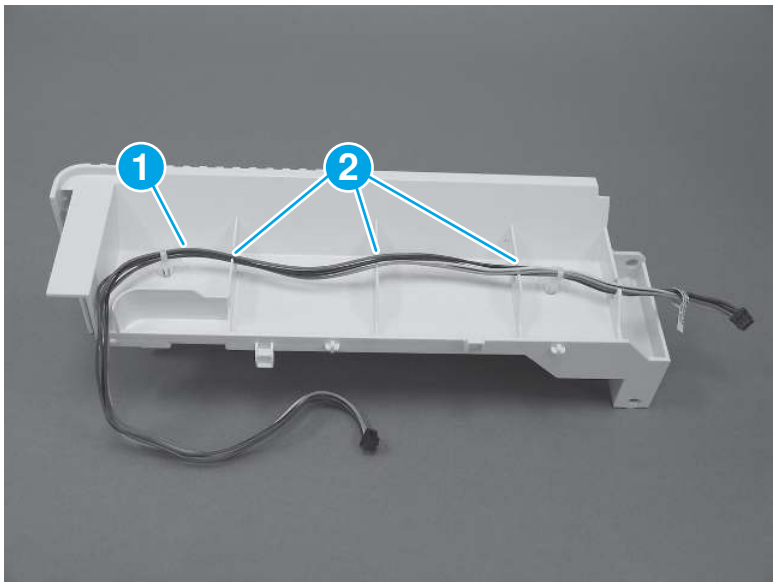
Figure 4-658 Release two retainers



6. **M577/M578z**: On the top of the cover, release the wires (callout 1) from the guides (callout 2) in the right upper cover.

NOTE: Set the wire harness aside for installation on the replacement right upper cover.

Figure 4-659 Remove the wire harness



Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-660 Remove four screws

2. Slide the cover to the right to remove it.

Figure 4-661 **Remove the cover**

Remove the right rear cover

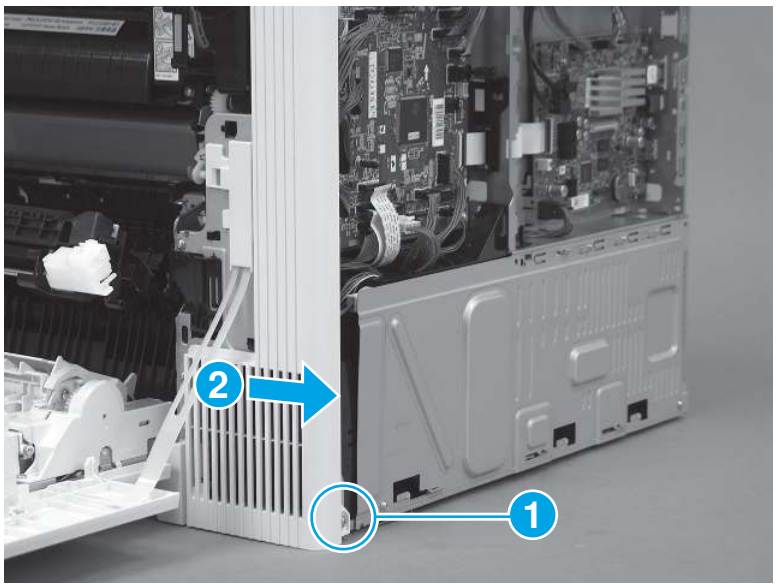
Follow these steps to remove the right rear cover.

NOTE: The figures in this topic show a SFP model. However, the procedure is correct for an MFP.

1. Remove one screw (callout 1), and then slide the cover toward the rear of the printer (callout 2) to release it.

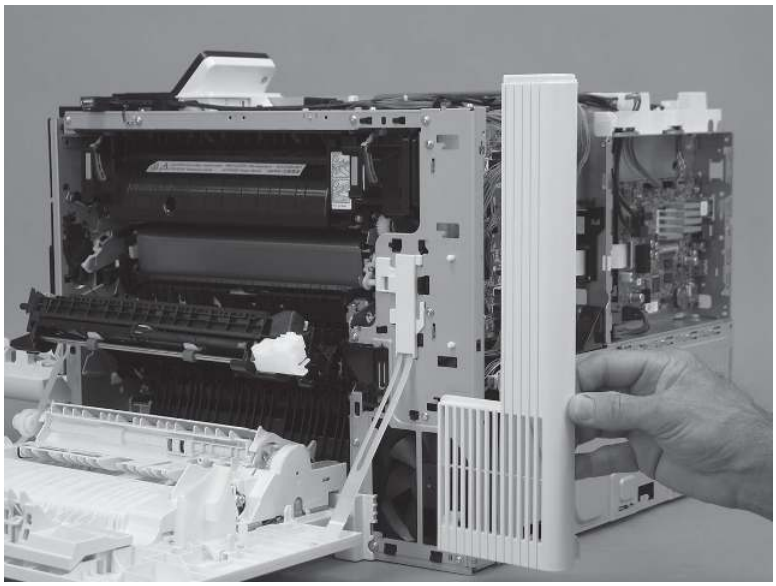
TIP: If the right door is closed, open it now.

Figure 4-662 **Release the cover**



2. Remove the cover.

Figure 4-663 **Remove the cover**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Control panel (M552dn/M553n/dn/M554)

Learn about removing and replacing the control panel.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-50 Part information

Part number	Part description
RM2-7180-000CN	Control panel (M552dn and M553n/dn)
RM2-6582-000CN	Control panel (M554)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

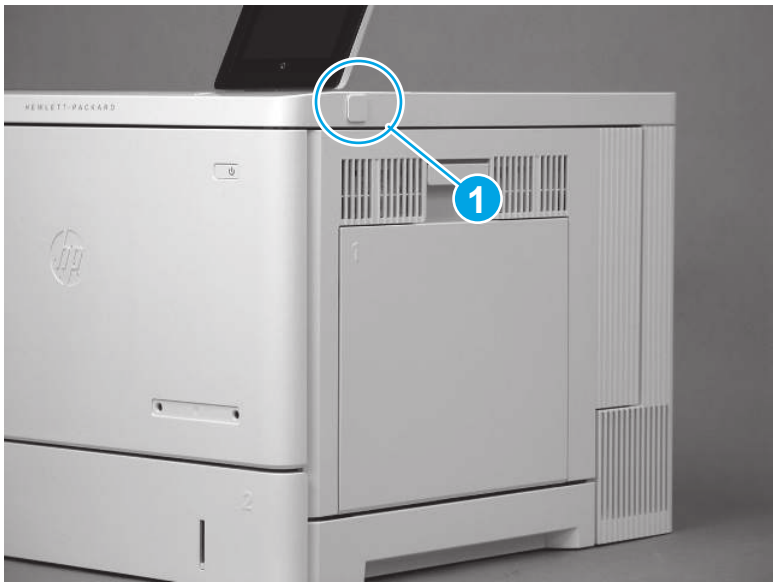
Remove the USB cover (SFP)

Follow these steps to remove the USB cover.

NOTE: This procedure is for SFP models only.

1. Locate the USB cover (callout 1).

Figure 4-664 Locate the USB cover



2. Pull the cover off of the printer to remove it.

Figure 4-665 Remove the cover

Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-666 **Open the front door**

2. Open the TCU.

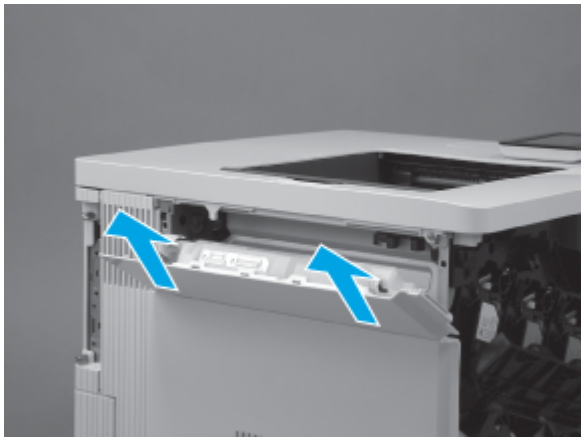
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-667 **Open the TCU**

3. Pull the TCU away from the printer at an angle to remove it.

⚠ **CAUTION:** Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-668 **Remove the TCU**

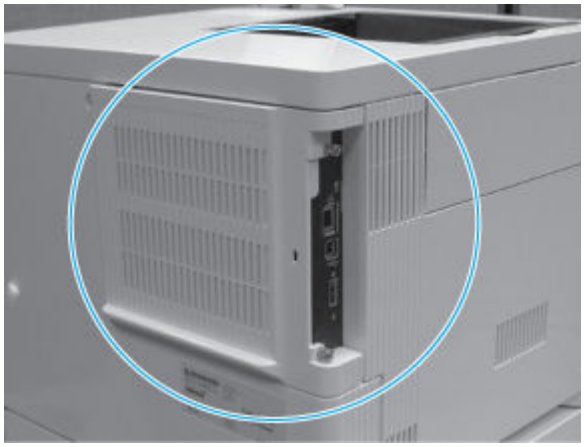


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

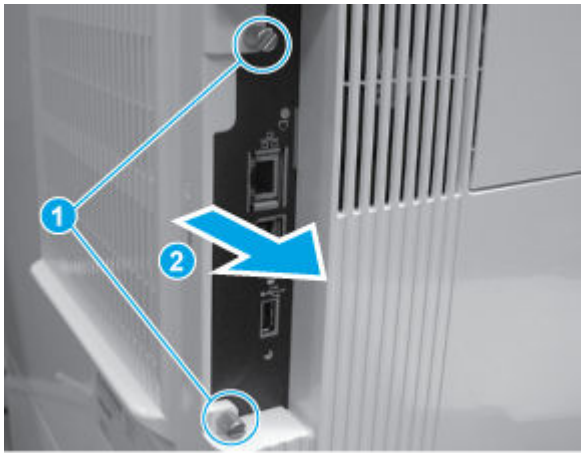
Figure 4-669 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-670 Loosen the thumbscrews



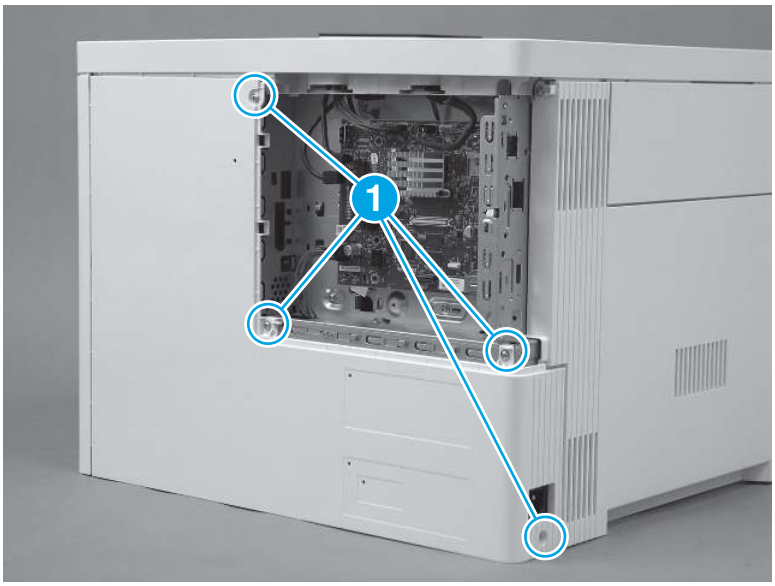
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

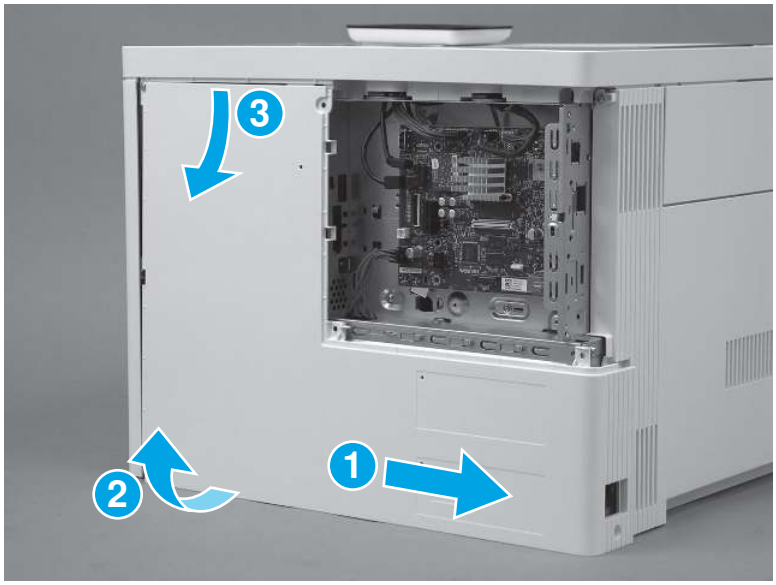
1. Remove four screws (callout 1).

Figure 4-671 Remove four screws



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-672 Remove the cover



Remove the left cover

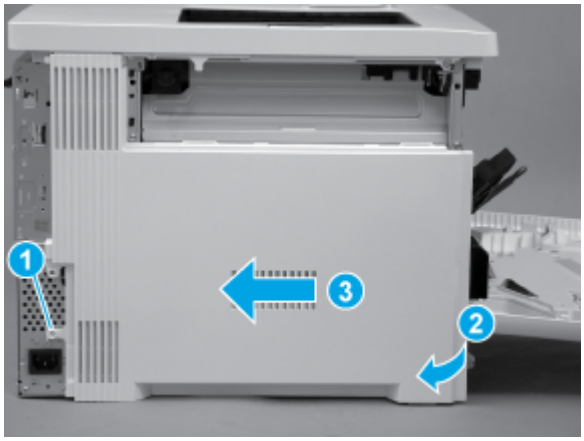
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-673 Remove one screw

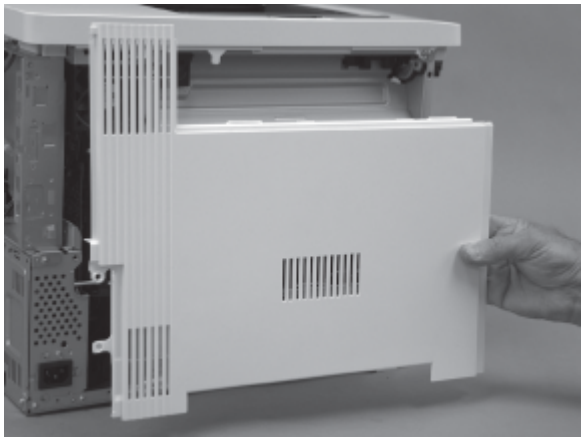
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-674 Release the cover



3. Remove the cover.

Figure 4-675 Remove the cover



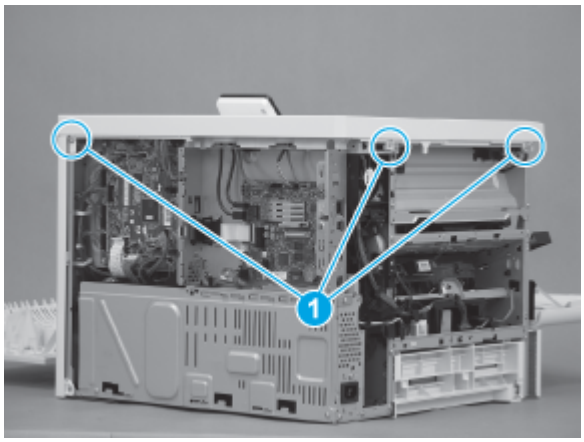
Remove the upper cover (SFP)

Follow these steps to remove the upper cover.

NOTE: This procedure is for SFP models only.

1. Remove three screws (callout 1).

Figure 4-676 **Remove three screws**



2. Remove one screw (callout 1), release one tab (callout 2), and then slightly separate the corner of the cover from the chassis.

NOTE: This is a self-tapping plastic-thread screw. Make sure that this screw is used in this location when it is reinstalled.

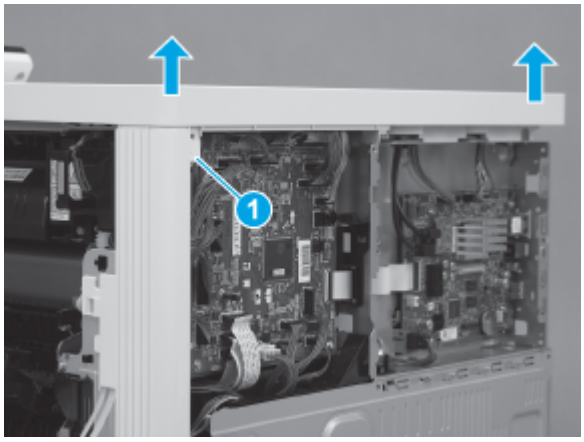
Figure 4-677 **Remove one screw and release one tab**

3. Release one tab (callout 1), and then lift up on the cover to release it.

IMPORTANT: **M554 models**: Disconnect the control-panel flat cable at the formatter.

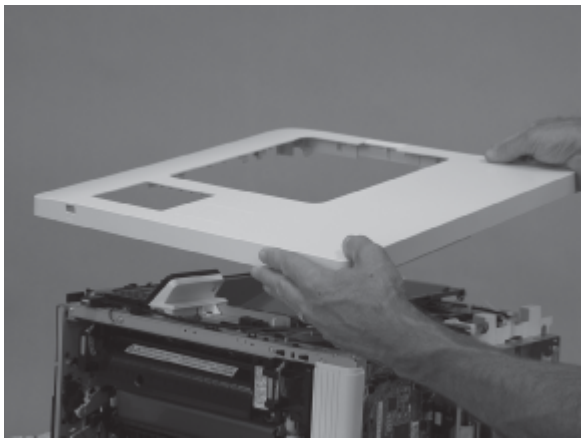
NOTE: If the cover does not release, check for addition tabs by locating the triangles embossed in the cover at tab locations.

Figure 4-678 Release the cover



4. Remove the cover.

Figure 4-679 Remove the cover



Remove the control panel

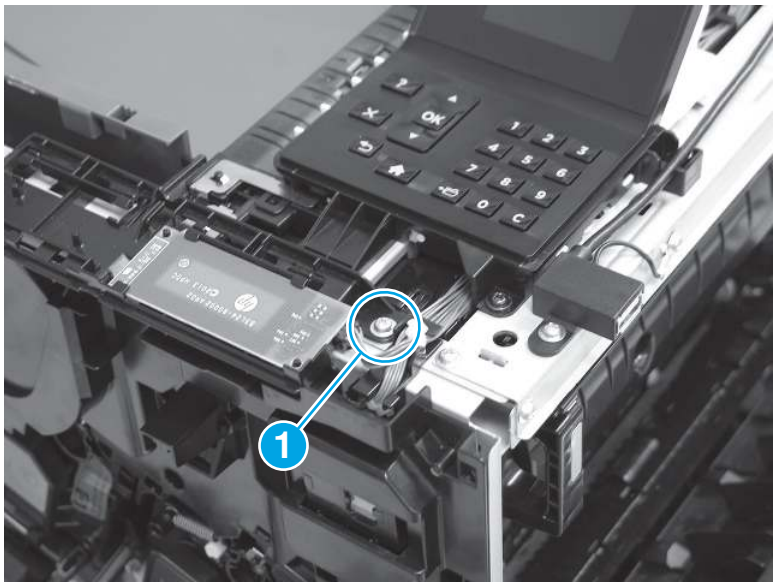
Follow these steps to remove the control panel.

NOTE: This procedure is for the M552dn/M553n/dn/M554 printers only.

The figures in this procedure show the M552/M553 printer. The M554 control panel looks slightly different than shown below. However, removing the control panel is similar to the following procedure.

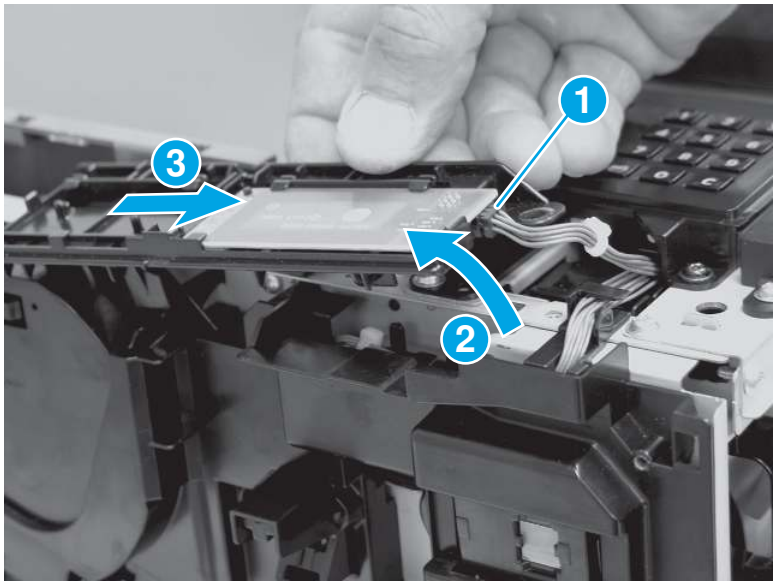
1. Remove one screw (callout 1).

Figure 4-680 Remove one screw



2. **M552/M553**: Disconnect one connector (callout 1). Rotate the near field communication (NFC) PCA holder up (callout 2), and then slide it to the right (callout 3) to remove it.

Figure 4-681 Remove the PCA holder



3. **M552/M553**: Remove one cable from the guide.

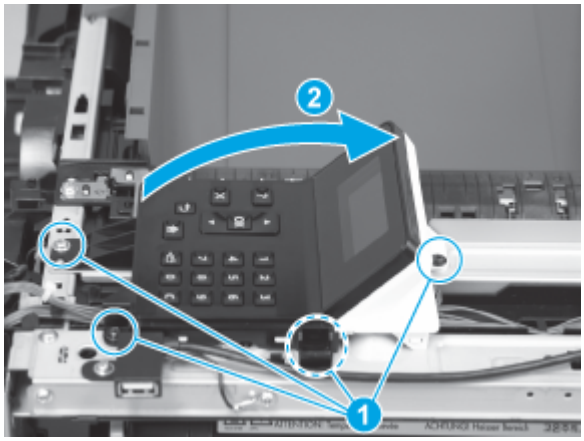
Figure 4-682 **Remove one cable**

4. **M552/M553**: Remove four screws (callout 1), and then turn the control panel over (callout 2).

NOTE: **M554**: Remove any screws fastening the assembly to the printer chassis, and then turn the control panel over (callout 2) to access the bottom side.

CAUTION: The control panel is still attached to the printer. Do not attempt to completely remove the control panel.

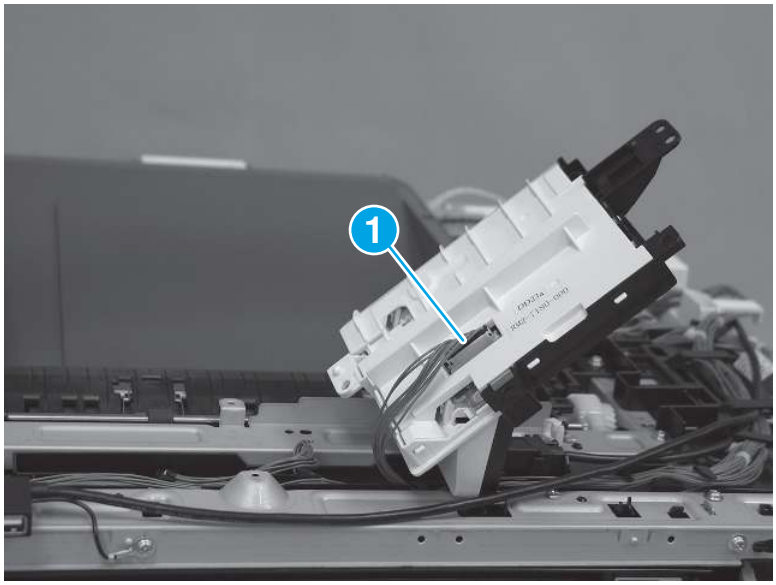
Figure 4-683 **Remove four screws**



5. **M552/M553**: Disconnect one connector (callout 1), and then remove the control panel.

NOTE: **M554**: Disconnect one flat cable, and then remove the control panel.

Figure 4-684 Remove the control panel



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Internal parts and assemblies (base printer)

Learn how to remove and replace the base printer internal parts and assemblies.

Removal and replacement: Tray 1 pickup and separation rollers

Learn about removing and replacing the Tray 1 rollers.

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-51 Part information

Part number	Part description
B5L24-67905	Multipurpose/tray 1 pick-up roller and separation assembly

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the Tray 1 pickup roller

Follow these steps to remove and replace the Tray 1 pickup roller.

- Remove the Tray 1 pickup roller.

a. Open Tray 1.

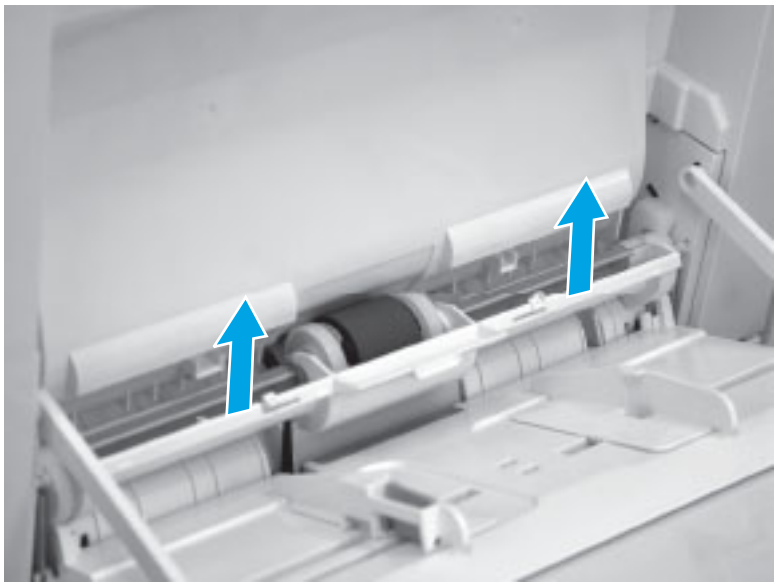
Figure 4-685 Open Tray 1

b. Pull on the center of the cover to open it.

Figure 4-686 Open the roller cover

c. Pull the cover straight off of the printer to remove it.

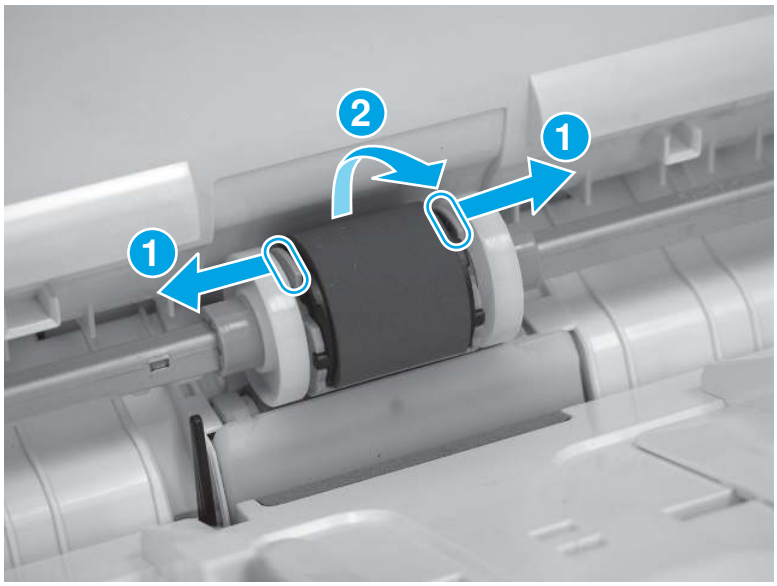
Figure 4-687 Remove the cover



d. Release two tabs (callout 1) between the roller collar and roller, and then rotate the top of the roller (callout 2) out and away from the printer.

TIP: Pushing down on the top of the roller might make it easier to release the tabs.

Figure 4-688 Release two tabs



e. Remove the roller.

Figure 4-689 **Remove the roller**

Remove the Tray 1 separation roller

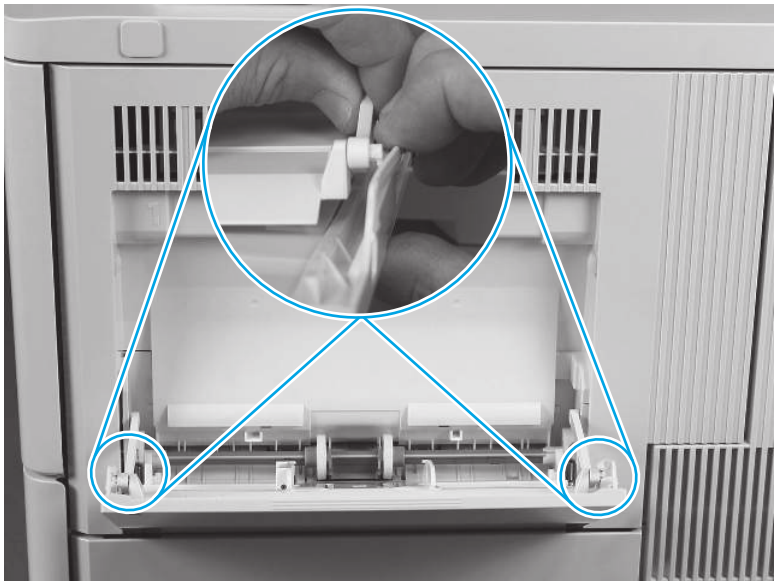
Follow these steps to remove and replace the Tray 1 separation roller.

- Remove the Tray 1 separation roller.

a. Carefully flex the right- and left-side tray retainers to release them.

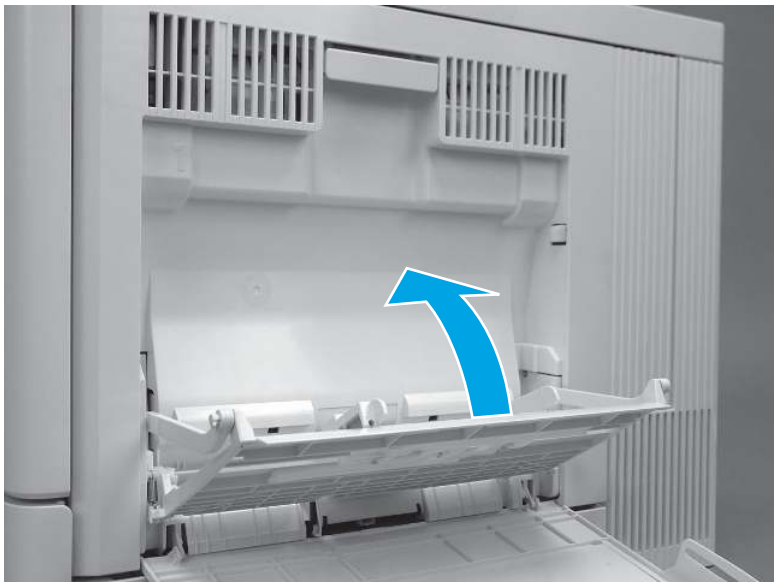
TIP: Raise the tray to the halfway closed position to make it is easier to release the retainers.

Figure 4-690 **Release the tray retainers**



b. Carefully raise Tray 1 up into the printer.

Figure 4-691 Raise Tray 1 up



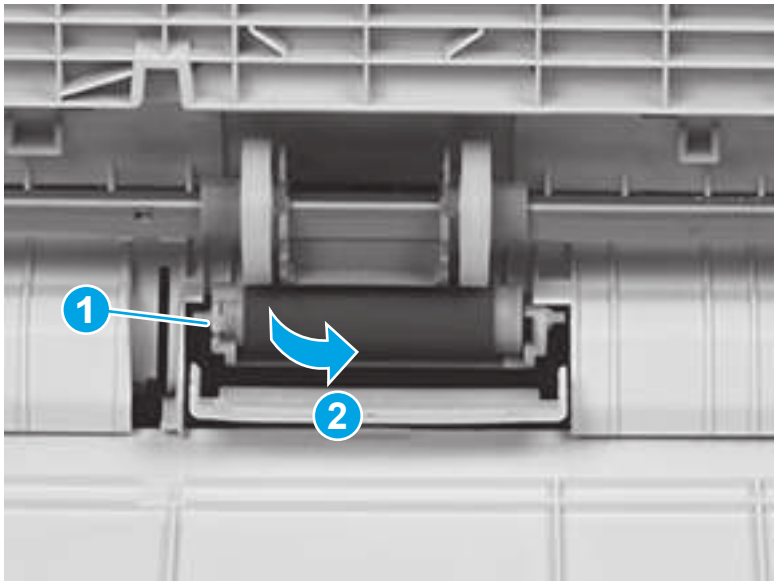
c. Firmly grasp the corners of the separation roller cover, and then rotate it down and away from the printer to remove it.

Figure 4-692 Open the roller cover

d. Release one tab (callout 1), and then rotate the end of the roller out and away from the holder (callout 2).

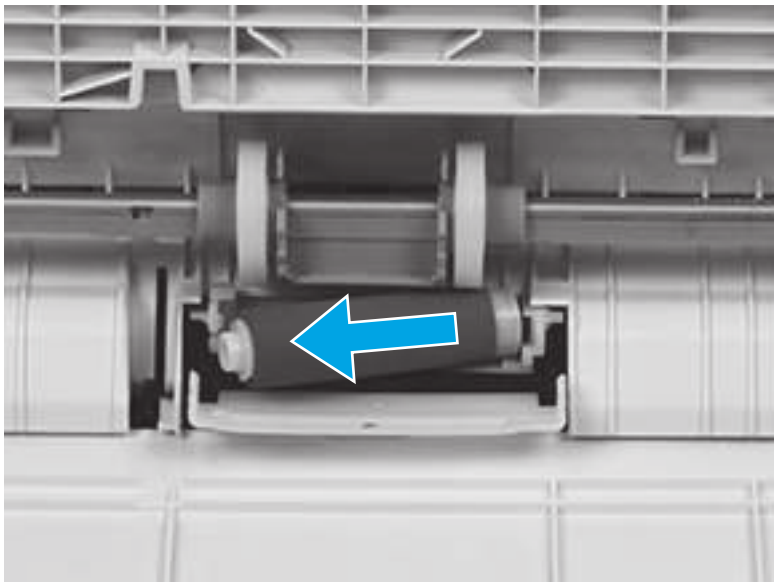
TIP: It might be necessary to use a small flat-blade screwdriver to complete this step.

Figure 4-693 Release one tab



e. Slide the roller out of the holder to remove it.

Figure 4-694 Remove the roller



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Secondary transfer assembly

Learn about removing and replacing the secondary transfer roller.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-52 Part information

Part number	Part description
RM2-0090-000CN	Secondary transfer assembly (M553n)
RM2-0022-000CN	Secondary transfer assembly (M552/M553dn/x/M554/M555?M577/M578/E55040/E57540)

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the secondary transfer assembly

Follow these steps to remove the secondary transfer assembly.

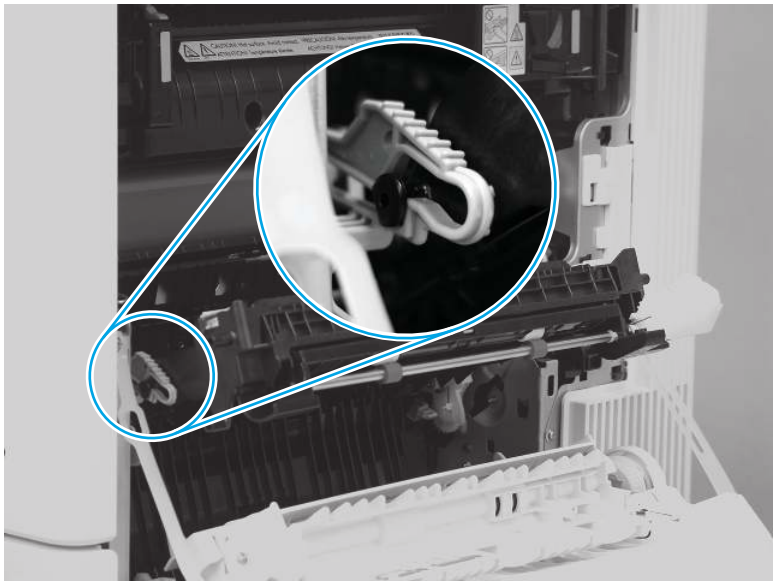
1. Open the right door.

Figure 4-695 Open the right door

2. Release the blue arm, and then let the secondary transfer assembly rotate down to the half-way open position.

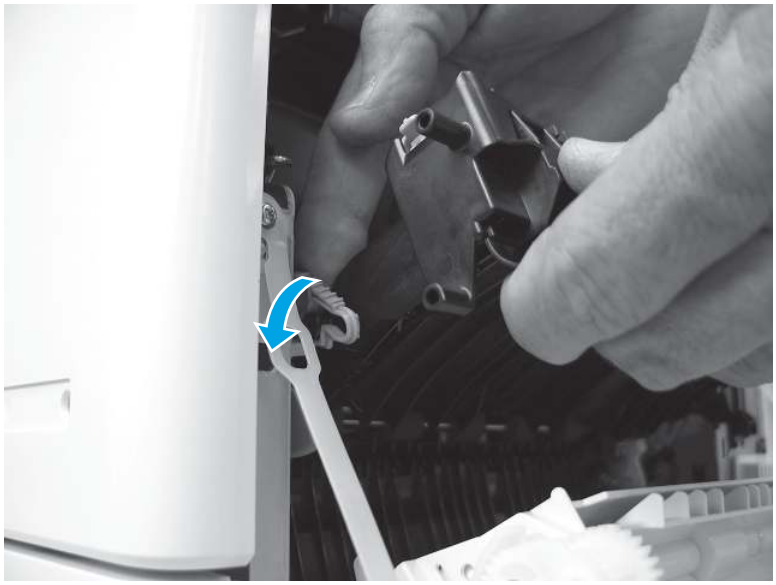
NOTE: The assembly should stop at the halfway down point—the pin will stop at the notch in the slot in the blue arm.

Figure 4-696 Release the secondary transfer roller assembly



3. Carefully flex the top portion of the blue arm—as shown in the figure—to start to disengage it from the pin.

Figure 4-697 Carefully flex the top portion of the blue arm



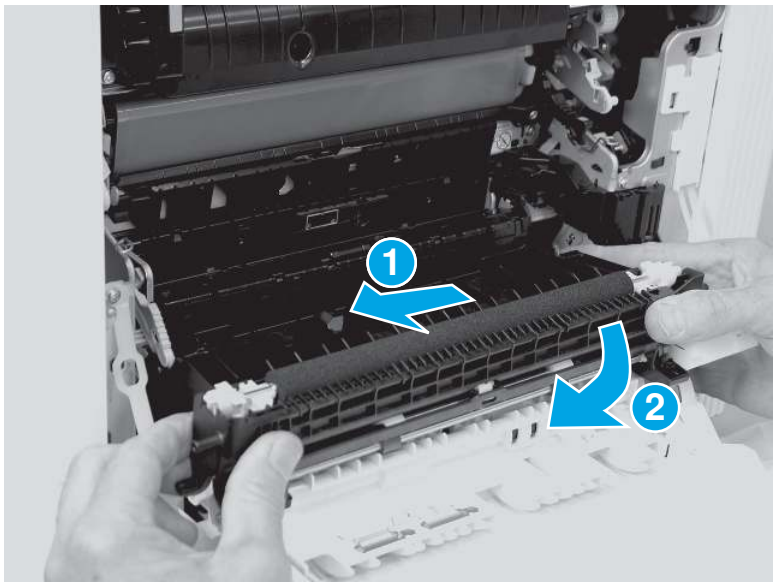
4. Continue to flex the blue arm until it disengages from the pin.

Figure 4-698 **Disengage the blue arm and pin**

5. Slide the assembly toward the front of the printer to release it (callout 1), and then rotate it down and away from the printer to remove it (callout 2).

Reinstallation tip: Before removing the assembly, take note of where the assembly hinge pins fit into the holes provided in the printer.

Figure 4-699 **Remove the secondary transfer roller assembly**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Near field communication (NFC) PCA (M553x/E55040)

Learn about removing and replacing the secondary near field communication (NFC) PCA.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-53 Part information

Part number	Part description
B5L24-60002	NFC PCA

Required tools

- Small flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

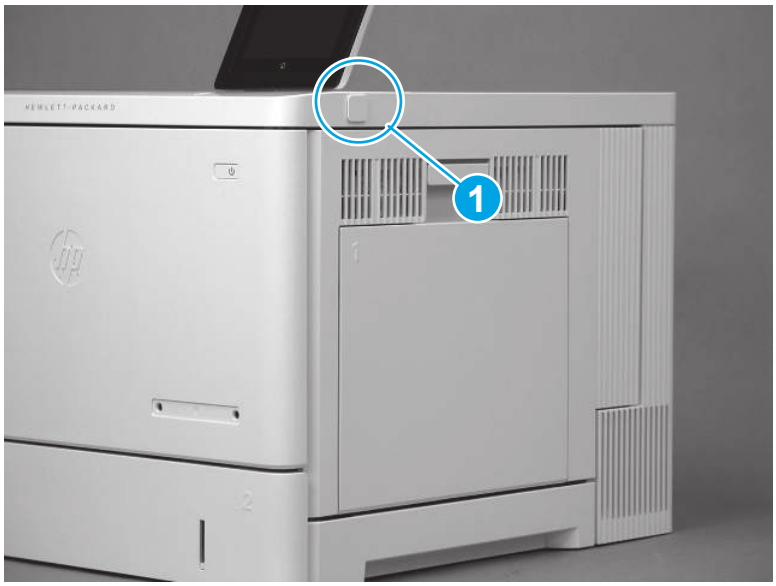
Remove the USB cover (SFP)

Follow these steps to remove the USB cover.

NOTE: This procedure is for SFP models only.

1. Locate the USB cover (callout 1).

Figure 4-700 Locate the USB cover



2. Pull the cover off of the printer to remove it.

Figure 4-701 **Remove the cover**

Remove the control panel (M553x/E55040)

Follow these steps to remove the control panel.

NOTE: This procedure is for the M553x/E55040 printers only.

1. Tilt the control panel up.

Figure 4-702 **Tilt the control panel up**

2. Use the small flat-blade screwdriver supplied in this kit to release the control-panel screws cover tabs.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-703 Release the control-panel screws cover tabs

3. Rotate the cover up to remove it.

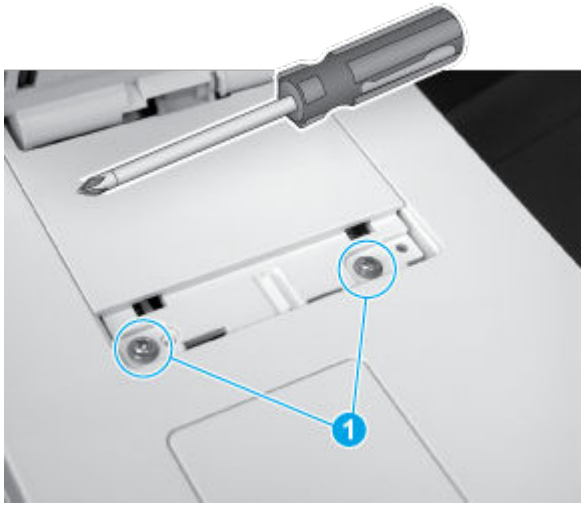
Figure 4-704 Remove the cover

4. Use the small Phillips screwdriver supplied in this kit to remove two screws (callout 1).

IMPORTANT: Store the screws in a secure place where they cannot fall down into the printer.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-705 Remove two screws



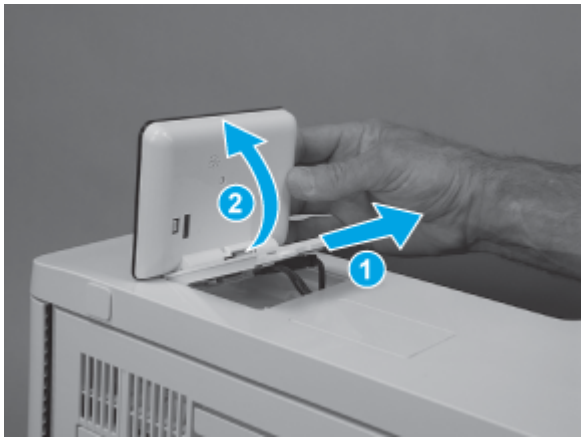
5. Rotate the control-panel base toward the front of the printer.

Figure 4-706 Rotate the control-panel base up

6. Slightly slide the control-panel base toward the rear of the printer (callout 1) to release it, and then turn the control panel over (callout 2) to access the bottom side.

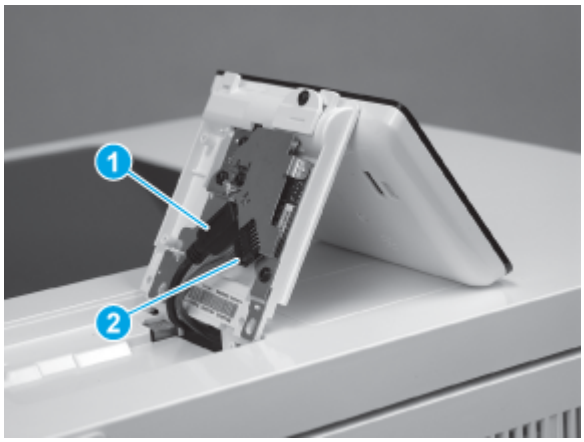
⚠ CAUTION: The control panel is still attached to the printer. Do not attempt to completely remove the control panel.

Figure 4-707 Turn the control panel over



7. Disconnect one USB cable (callout 1), one connector (callout 2), and then remove the control panel.

Figure 4-708 Disconnect two connectors



Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-709 **Open the front door**

2. Open the TCU.

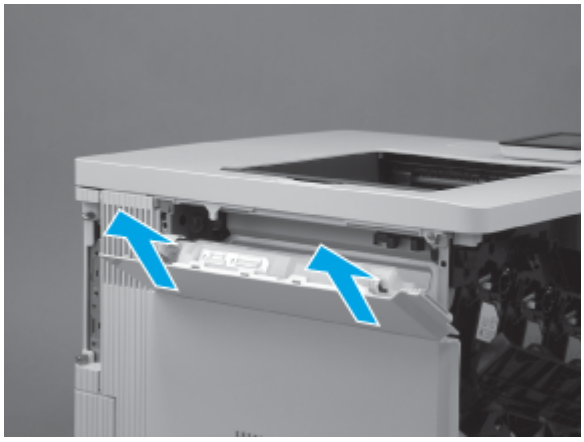
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-710 **Open the TCU**

3. Pull the TCU away from the printer at an angle to remove it.

⚠ **CAUTION:** Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-711 **Remove the TCU**

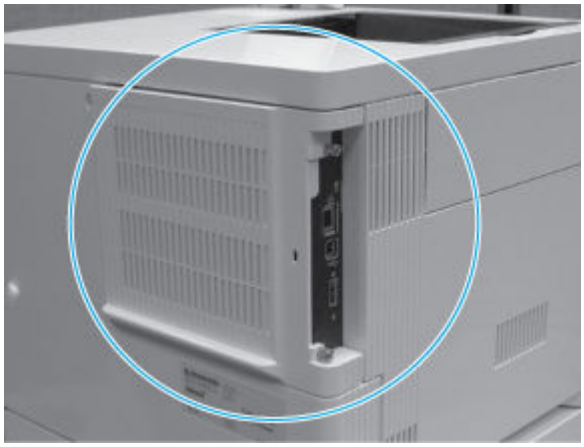


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

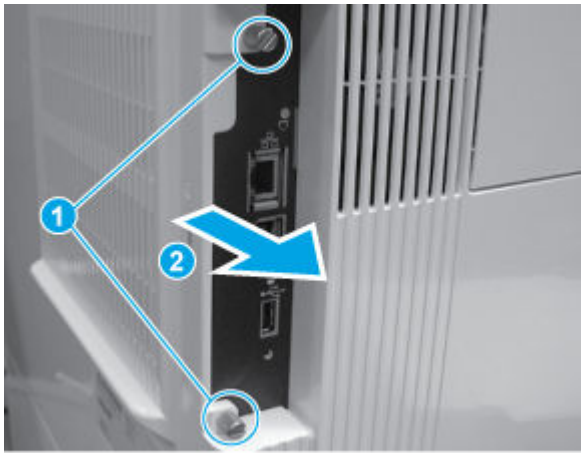
Figure 4-712 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-713 Loosen the thumbscrews



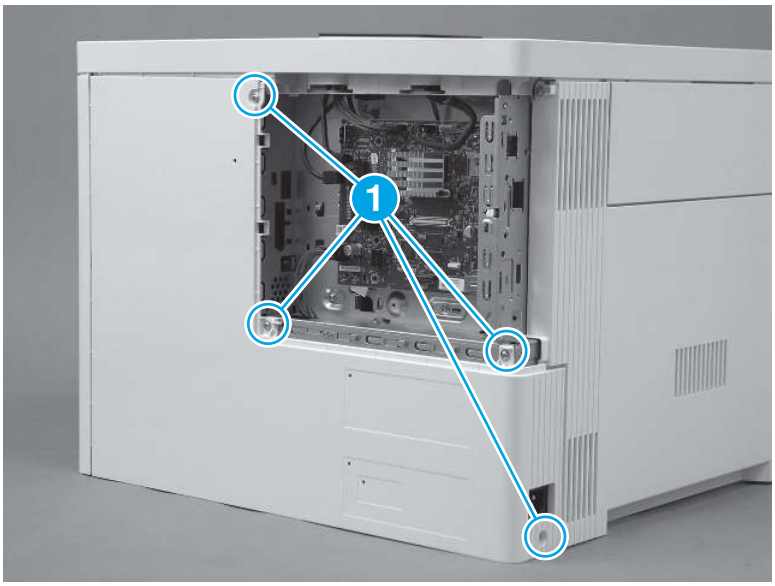
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

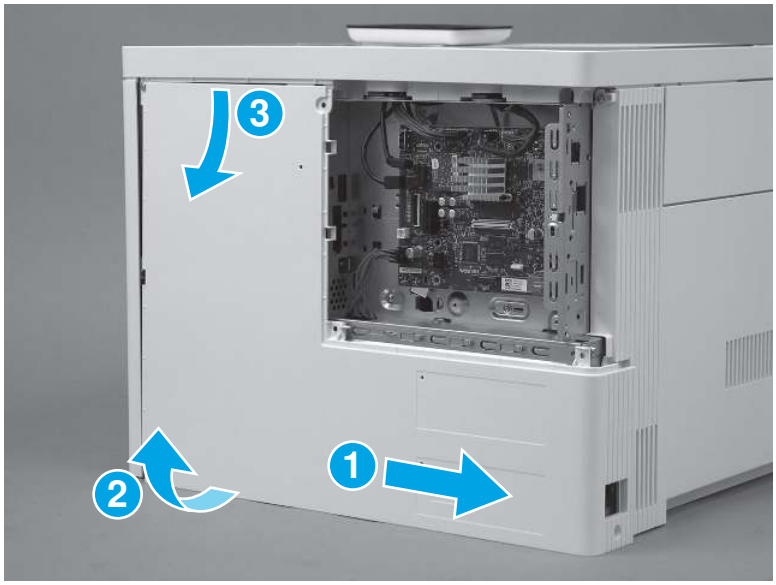
1. Remove four screws (callout 1).

Figure 4-714 Remove four screws



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-715 Remove the cover



Remove the left cover

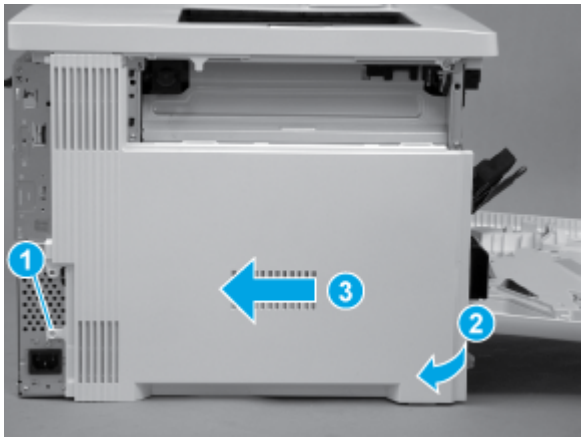
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-716 Remove one screw

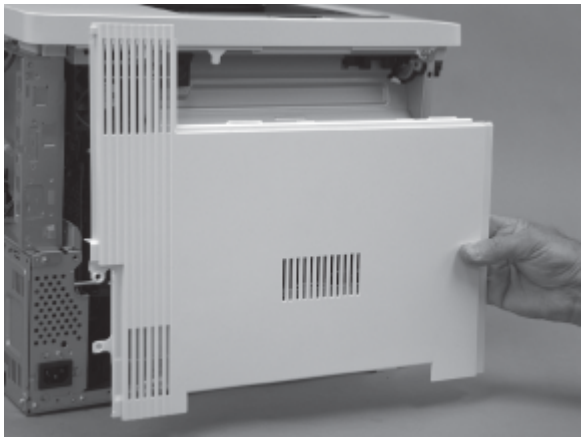
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-717 Release the cover



3. Remove the cover.

Figure 4-718 Remove the cover



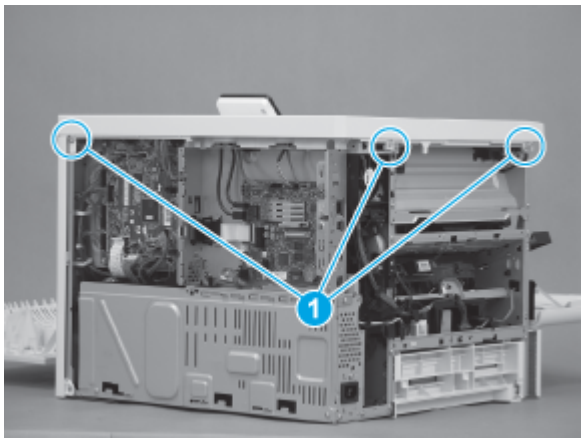
Remove the upper cover (SFP)

Follow these steps to remove the upper cover.

NOTE: This procedure is for SFP models only.

1. Remove three screws (callout 1).

Figure 4-719 Remove three screws



2. Remove one screw (callout 1), release one tab (callout 2), and then slightly separate the corner of the cover from the chassis.

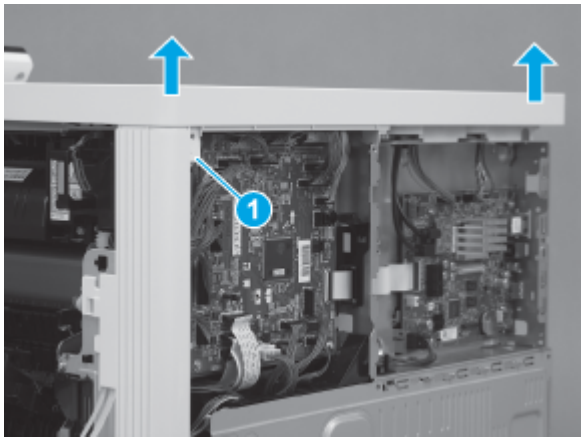
NOTE: This is a self-tapping plastic-thread screw. Make sure that this screw is used in this location when it is reinstalled.

Figure 4-720 Remove one screw and release one tab

3. Release one tab (callout 1), and then lift up on the cover to release it.

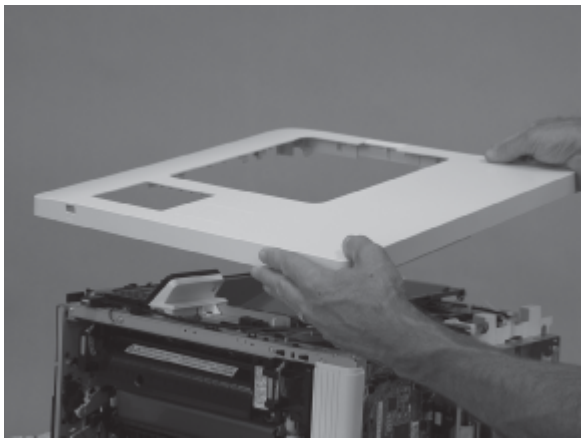
NOTE: If the cover does not release, check for addition tabs by locating the triangles embossed in the cover at tab locations.

Figure 4-721 Release the cover



4. Remove the cover.

Figure 4-722 Remove the cover

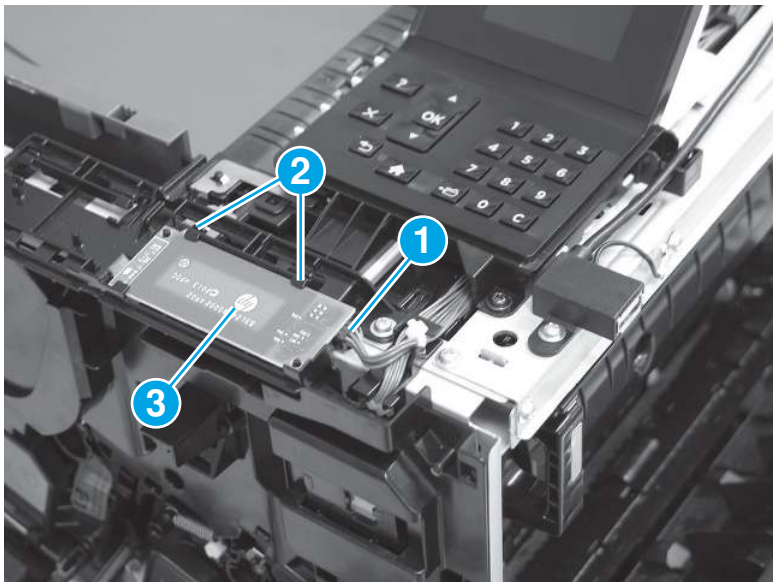


Remove the NFC PCA

Follow these steps to remove the NFC PCA.

- Disconnect one connector (callout 1), release two tabs (callout 2), and then remove the NFC PCA (callout 3).

Figure 4-723 Remove the NFC PCA



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Near field communication (NFC) PCA (M577z)

Learn about removing and replacing the secondary near field communication (NFC) PCA.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-54 Part information

Part number	Part description
B5L24-60001	NFC PCA

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the NFC

Follow these steps to remove the NFC.

1. Open the document feeder (callout 1).

NOTE: If the control panel is not fully tilted forward, tilt it forward now until it stops (callout 2).

Figure 4-724 Open the document feeder

2. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

NOTE: The thin, black plastic cover will separate from the white plastic control-panel base.

Figure 4-725 Release five tabs

3. Continue to lift the top edge of the cover away from the printer, and then remove the cover.

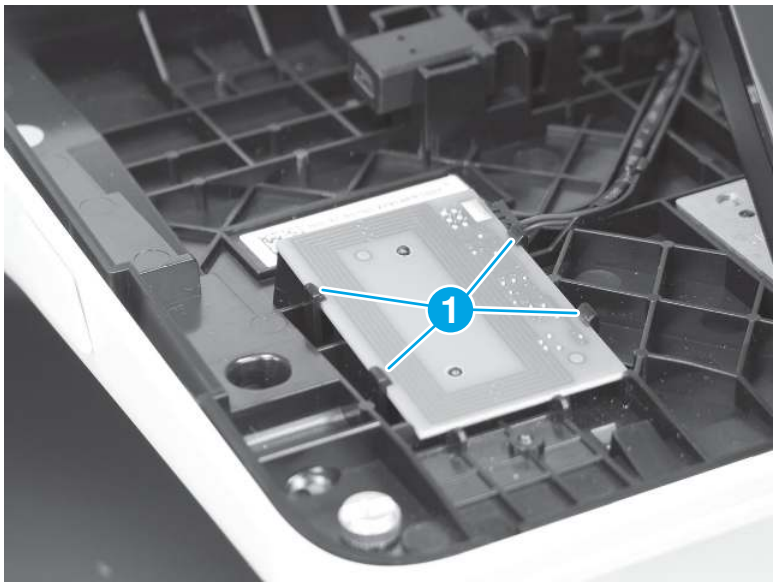
Figure 4-726 Remove the cover

4. Locate the NFC.

Figure 4-727 Locate the NFC

5. Release four tabs (callout 1).

Figure 4-728 **Release four tabs**



6. Lift the NFC PCA up, and then disconnect one connector (callout 1).

Figure 4-729 **Disconnect one connector**

Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Wireless PCA (M553x/M555/M577z/M578/E55040dw)

Learn about removing and replacing the wireless PCA.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-55 Part information

Part number	Part description
1150-7968	Wireless PCA (M553/M577)
0960-3659	Wireless PCA/BLE (M555/M578)

Required tools

- Small flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

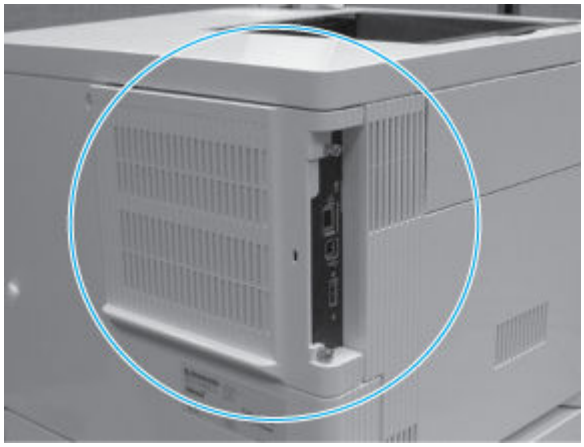
Print any pages necessary to make sure the printer is functioning correctly.

Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

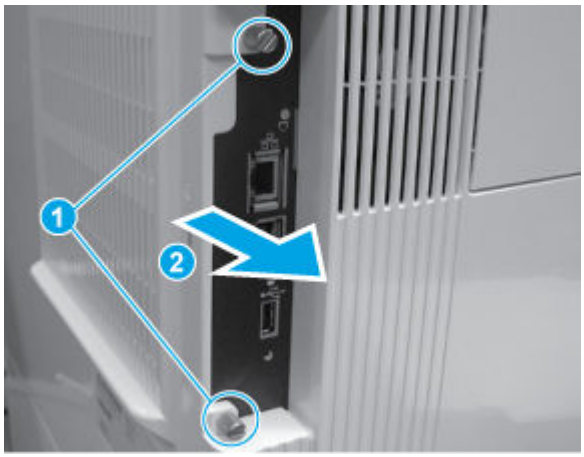
Figure 4-730 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-731 **Loosen the thumbscrews**



Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-732 Open the front door

2. Open the TCU.

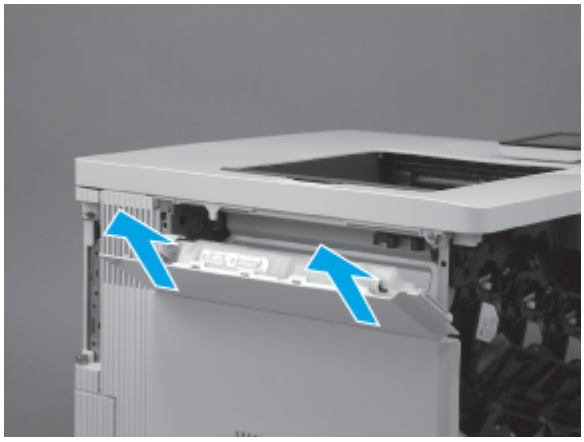
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-733 Open the TCU

3. Pull the TCU away from the printer at an angle to remove it.

⚠ **CAUTION:** Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-734 **Remove the TCU**



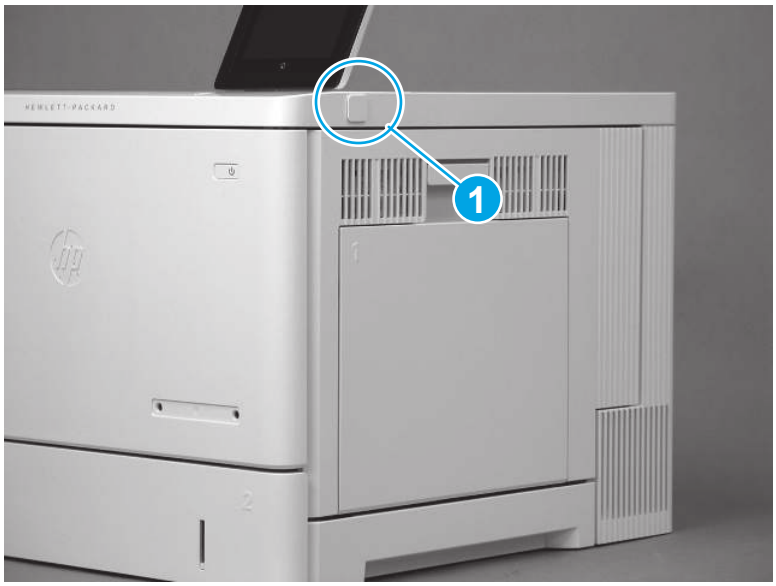
Remove the USB cover (SFP)

Follow these steps to remove the USB cover.

NOTE: This procedure is for SFP models only.

1. Locate the USB cover (callout 1).

Figure 4-735 **Locate the USB cover**



2. Pull the cover off of the printer to remove it.

Figure 4-736 **Remove the cover**

Remove the control panel (M553x/M555/E55040)

Follow these steps to remove the control panel.

NOTE: This procedure is for the M553x/M555/E55040 printers only.

M555 models: Removing the control panel is similar to the procedure below. For the M555, a flat cable connects the control panel to the formatter.

1. Tilt the control panel up.

Figure 4-737 **Tilt the control panel up**

2. Use the small flat-blade screwdriver supplied in this kit to release the control-panel screws cover tabs.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-738 **Release the control-panel screws cover tabs**

3. Rotate the cover up to remove it.

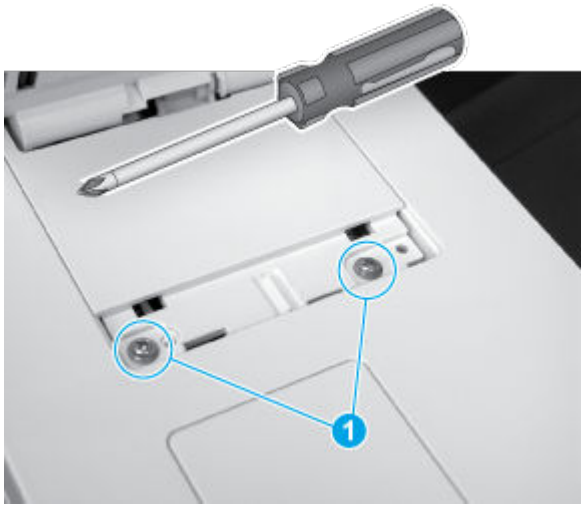
Figure 4-739 Remove the cover

4. Use the small Phillips screwdriver supplied in this kit to remove two screws (callout 1).

IMPORTANT: Store the screws in a secure place where they cannot fall down into the printer.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-740 Remove two screws



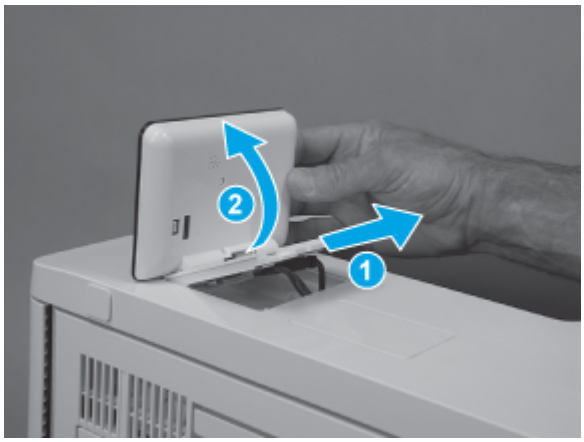
5. Rotate the control-panel base toward the front of the printer.

Figure 4-741 **Rotate the control-panel base up**

6. Slightly slide the control-panel base toward the rear of the printer (callout 1) to release it, and then turn the control panel over (callout 2) to access the bottom side.

⚠ CAUTION: The control panel is still attached to the printer. Do not attempt to completely remove the control panel.

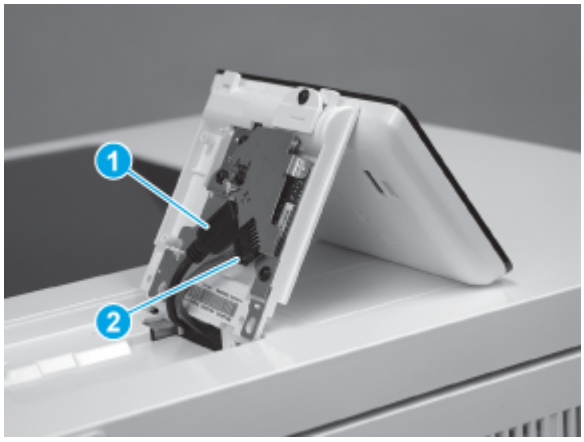
Figure 4-742 **Turn the control panel over**



7. Disconnect one USB cable (callout 1), one connector (callout 2), and then remove the control panel.

NOTE: **M555 only**: Disconnect one flat cable (not shown), and then remove the control panel.

Figure 4-743 Disconnect two connectors



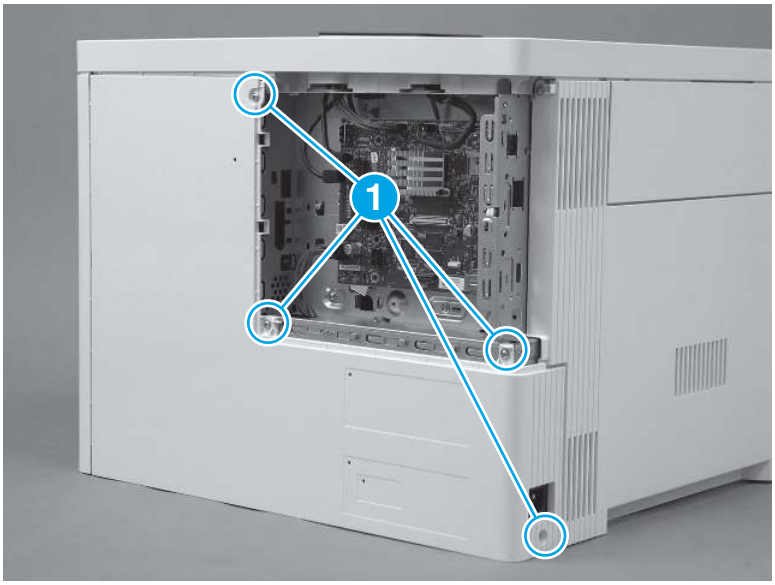
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

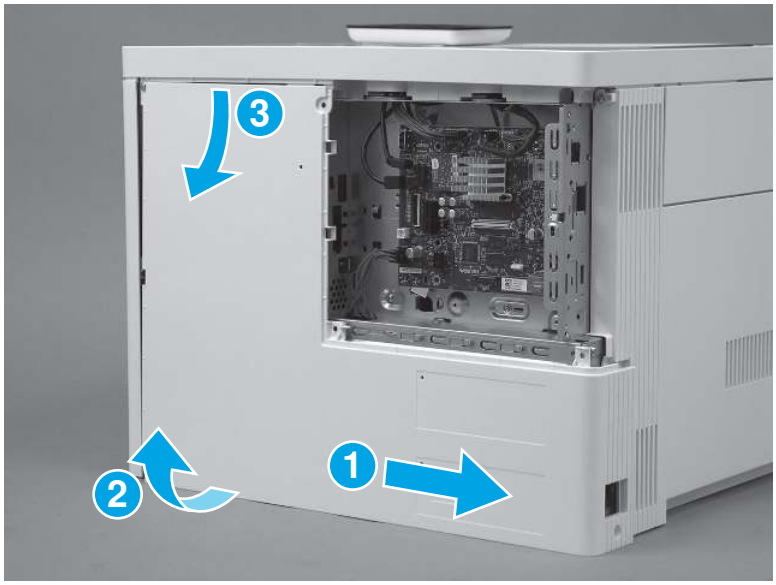
1. Remove four screws (callout 1).

Figure 4-744 Remove four screws



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-745 Remove the cover



Remove the left cover

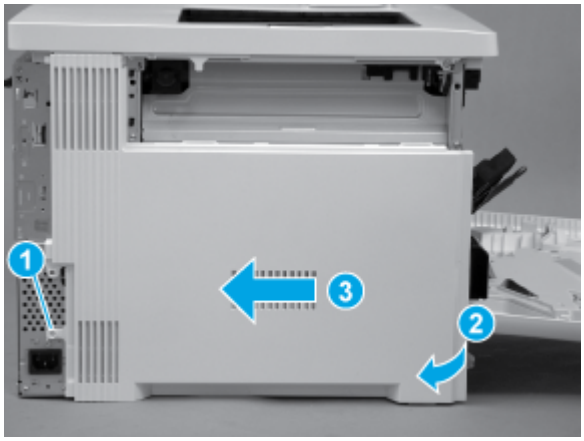
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-746 Remove one screw

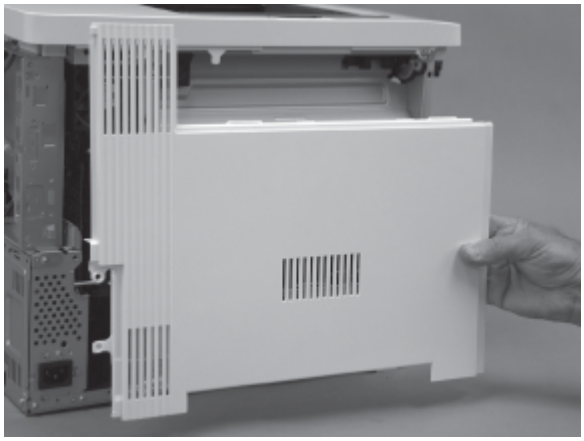
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-747 Release the cover



3. Remove the cover.

Figure 4-748 Remove the cover



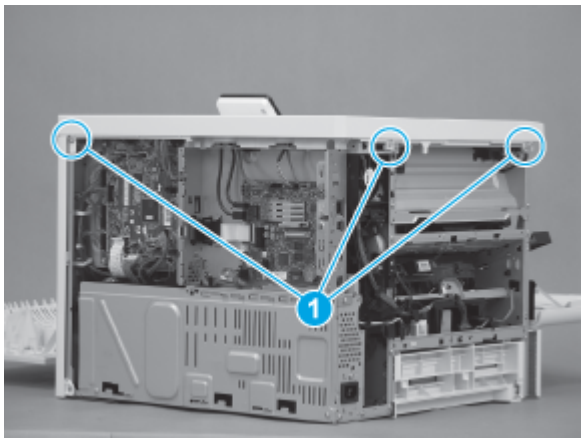
Remove the upper cover (SFP)

Follow these steps to remove the upper cover.

NOTE: This procedure is for SFP models only.

1. Remove three screws (callout 1).

Figure 4-749 **Remove three screws**



2. Remove one screw (callout 1), release one tab (callout 2), and then slightly separate the corner of the cover from the chassis.

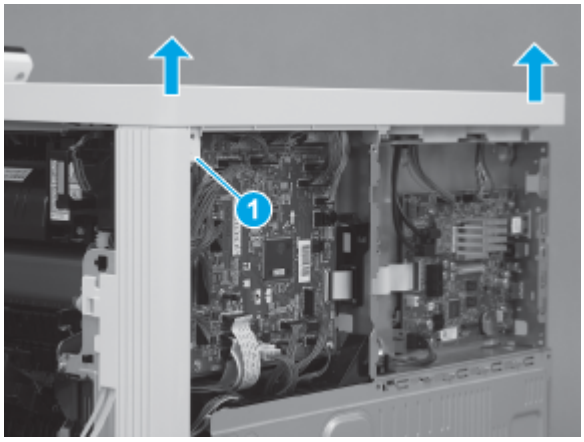
NOTE: This is a self-tapping plastic-thread screw. Make sure that this screw is used in this location when it is reinstalled.

Figure 4-750 **Remove one screw and release one tab**

3. Release one tab (callout 1), and then lift up on the cover to release it.

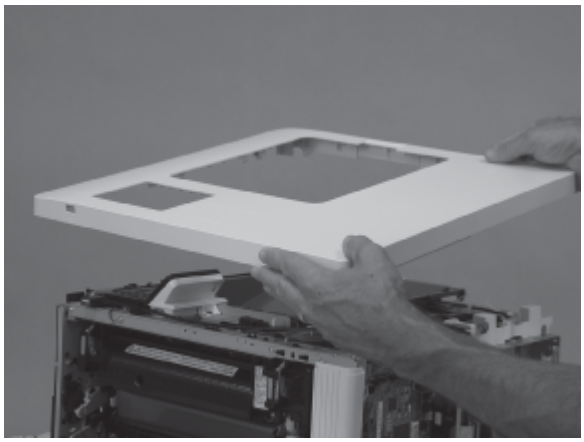
NOTE: If the cover does not release, check for addition tabs by locating the triangles embossed in the cover at tab locations.

Figure 4-751 Release the cover



4. Remove the cover.

Figure 4-752 Remove the cover



Remove the rear upper cover (MFP)

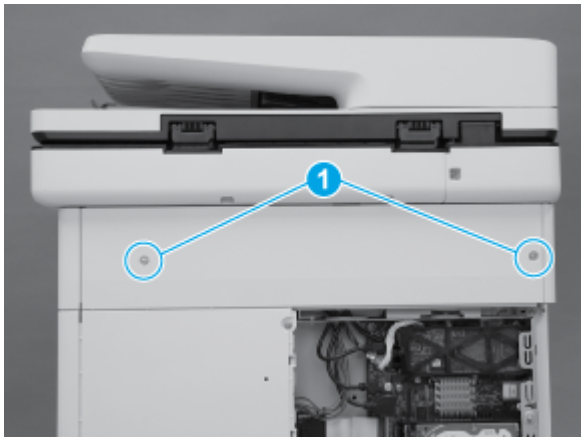
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

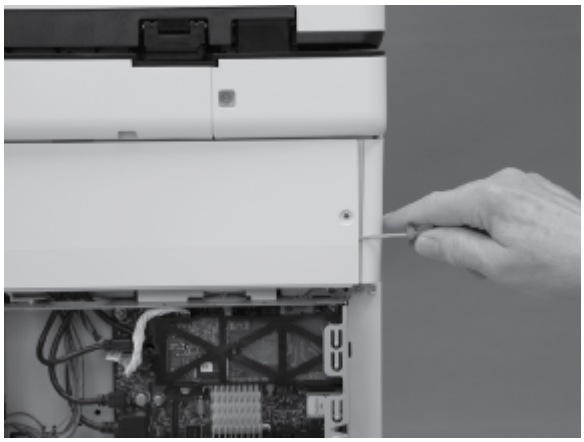
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-753 Remove two screws



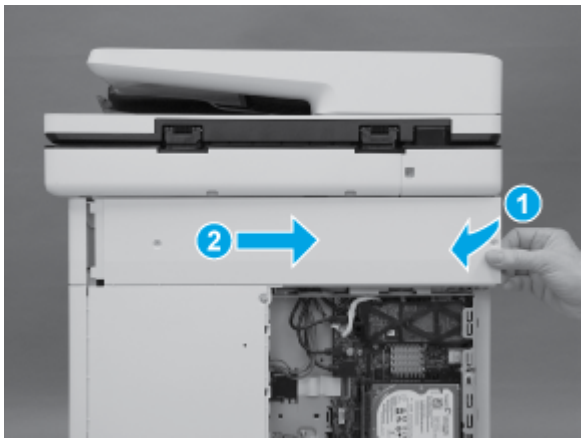
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-754 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-755 Slide the cover right



4. Remove the cover.

Figure 4-756 **Remove the cover**

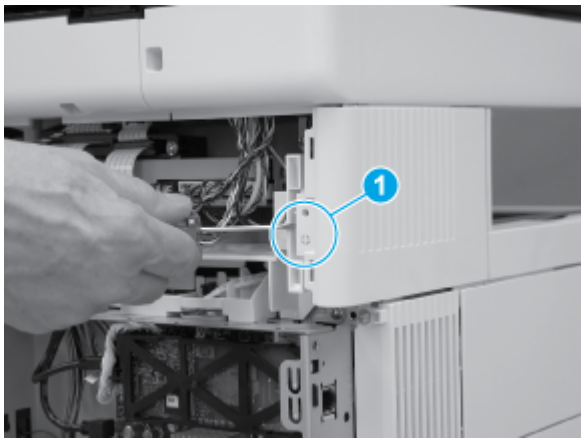
Remove the left upper cover (MFP)

Follow these steps to remove the left upper cover.

NOTE: This procedure is for MFP models only.

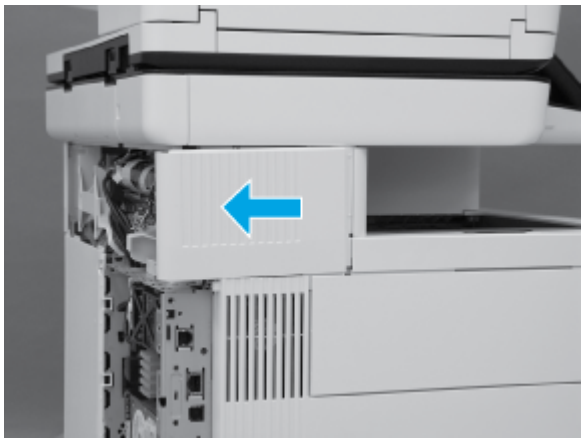
1. At the left side of the printer, release one tab (callout 1).

Figure 4-757 **Release one tab**



2. Slide the left upper cover toward the back of the printer.

Figure 4-758 **Slide the cover back**



3. Rotate the cover up to remove it.

Figure 4-759 **Remove the left upper cover**

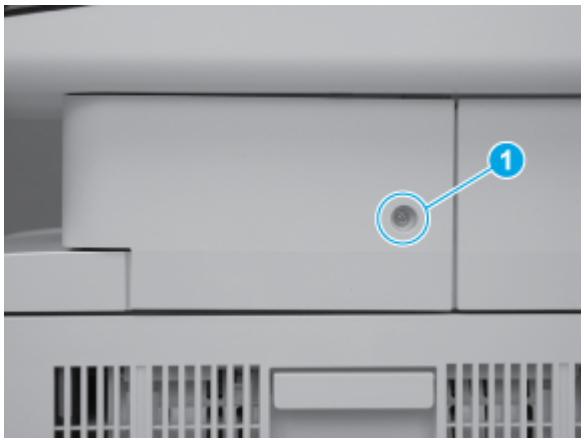
Remove the right front upper cover (MFP non-stapler models)

Follow these steps to remove the right front upper cover.

NOTE: This procedure is for non-stapler models only.

1. Remove one screw (callout 1).

Figure 4-760 Remove one screw



2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-761 Release two tabs

3. Rotate the front of the cover to the right to remove it.

Figure 4-762 Rotate the cover

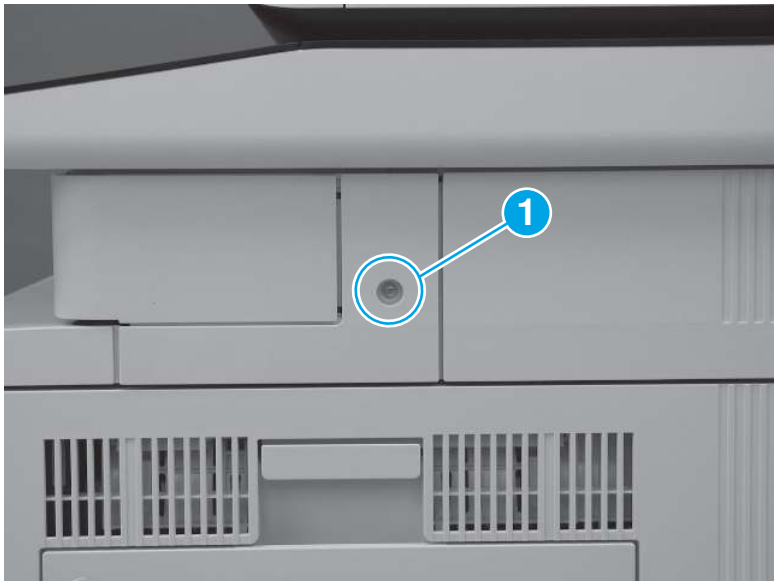
Remove the stapler cover (MFP stapler models)

Follow these steps to remove the stapler cover.

NOTE: This procedure is for stapler models only.

1. Remove one screw (callout 1).

Figure 4-763 Remove one screw

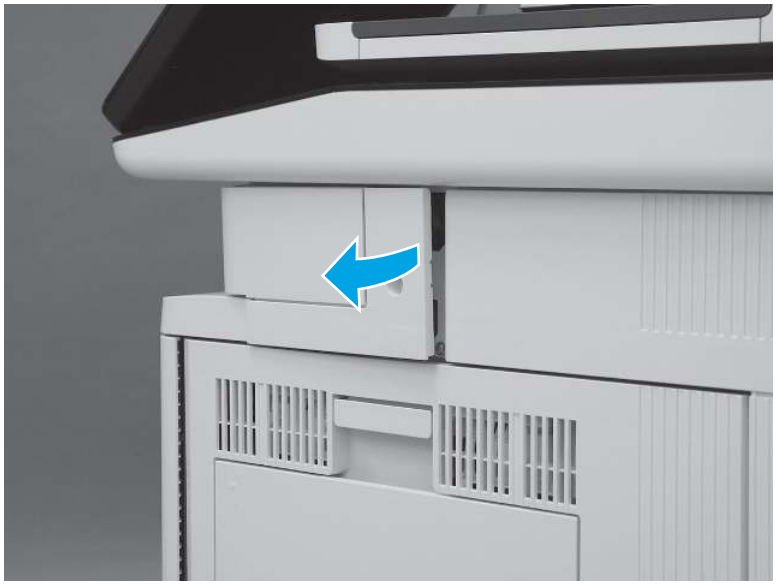


2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-764 Release two tabs

3. Release the back edge of the cover.

Figure 4-765 Release the back edge of the cover



4. Rotate the cover away from the printer to remove it.

Figure 4-766 Remove the cover

Remove the integrated scanner assembly (ISA) (MFP)

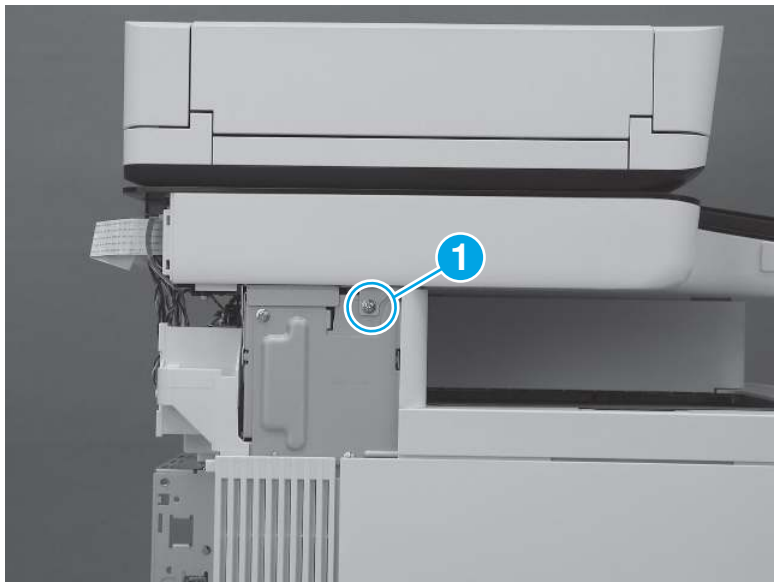
Follow these steps to remove the integrated scanner assembly (ISA).

NOTE: This procedure is for MFP models only.

NOTE: The ISA includes the document feeder, image scanner, scanner control board (SCB), control panel, keyboard (flow models) and NFC PCA (not all models).

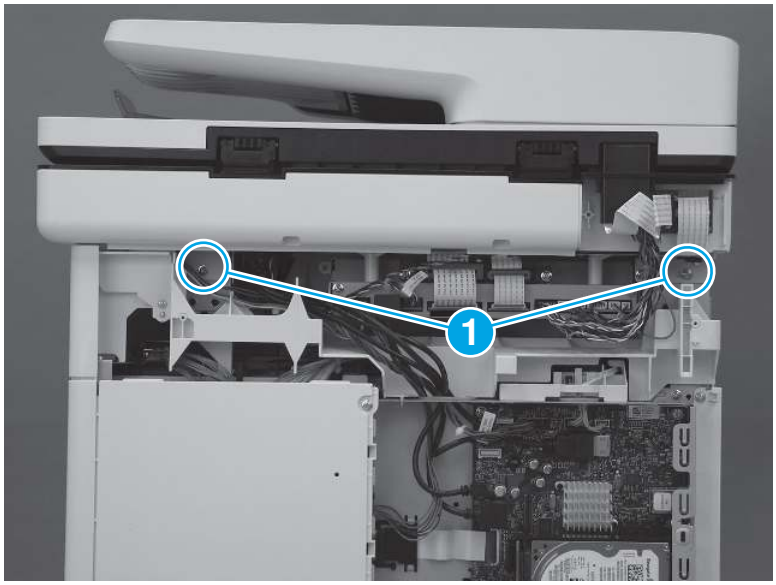
1. At the left side of the printer, remove one screw (callout 1).

Figure 4-767 Remove one screw



2. At the back of the printer, remove two screws (callout 1).

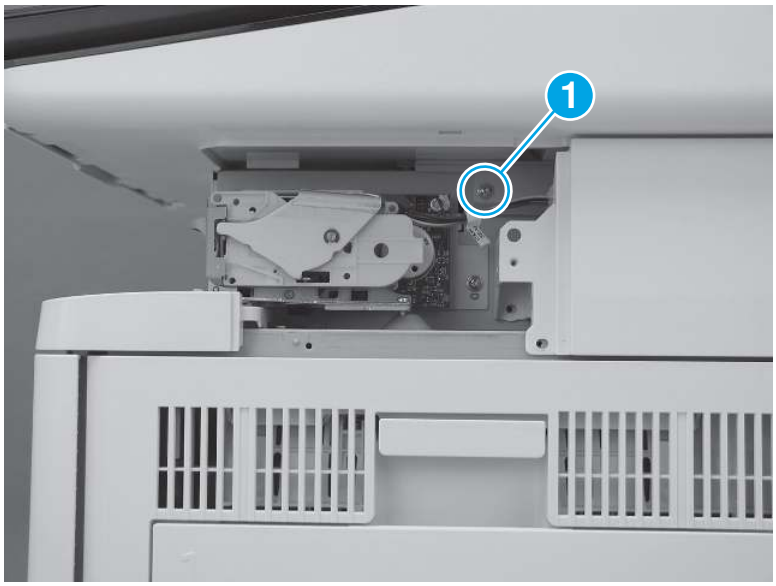
Figure 4-768 Remove two screws



3. At the right side of the printer, remove one screw (callout 1).

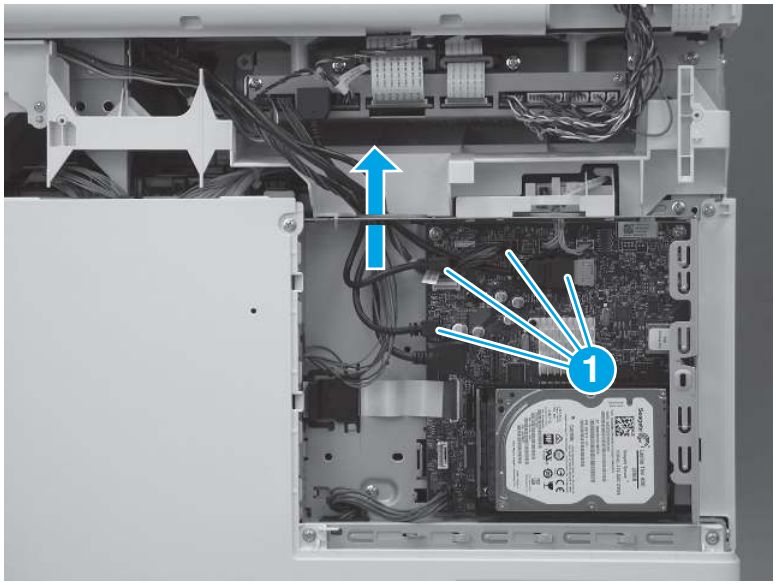
NOTE: The M577z is shown in the figure below. The procedure is correct for all MFP models.

Figure 4-769 Remove one screw



4. Disconnect four connectors (callout 1) on the formatter, and then pass the wire harnesses and cables through the top opening in the formatter case (callout 2).

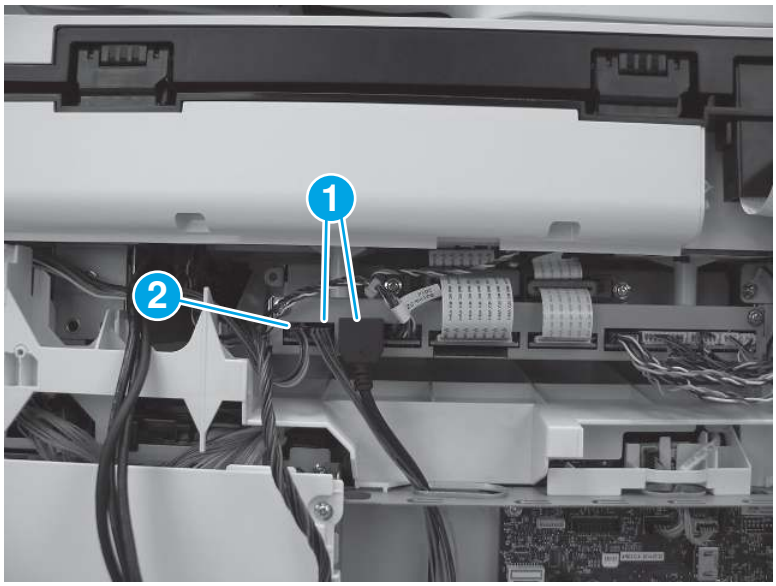
Figure 4-770 Disconnect cables and connectors



5. Disconnect two connectors on the scanner control board (callout 1).

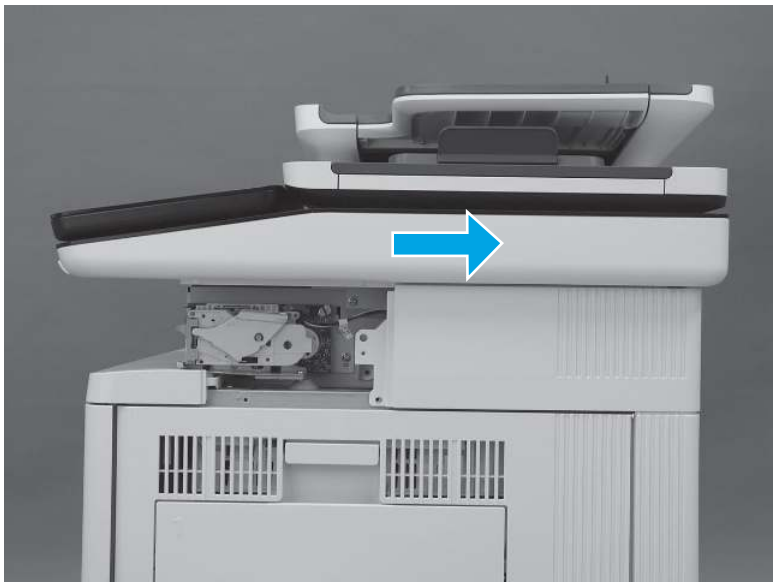
MFP stapler models: Disconnect one connector for the stapler on the scanner control board (callout 2).

Figure 4-771 Disconnect connectors



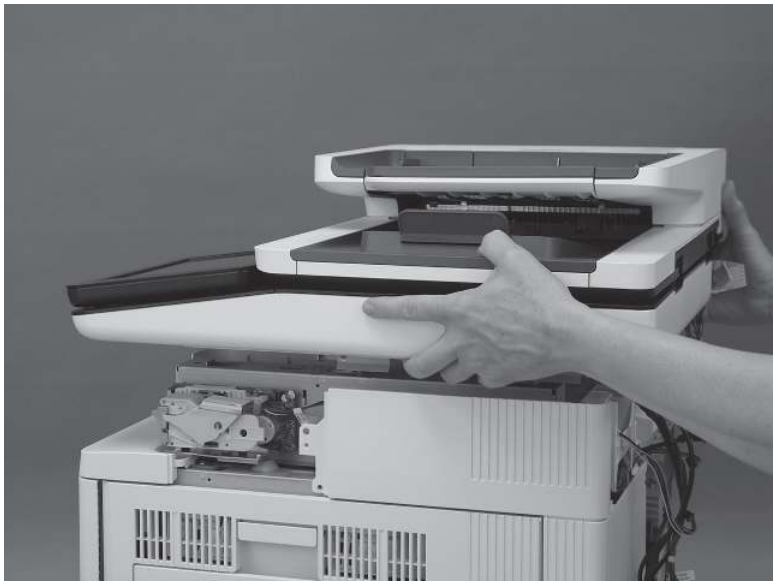
6. Slide the image scanner toward the back of the printer to release it.

Figure 4-772 Release the image scanner



7. Lift the ISA straight up to remove it.

Figure 4-773 Remove the ISA



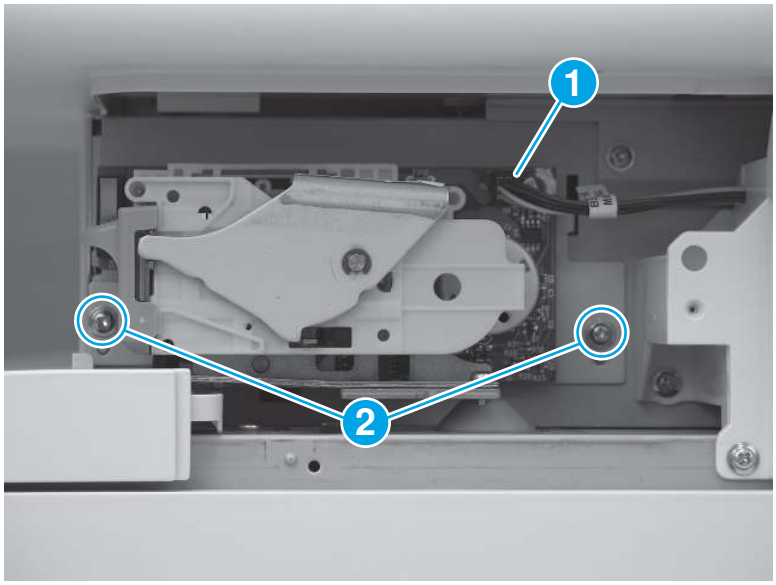
Remove the stapler unit (MFP stapler models)

Follow these steps to remove the stapler unit.

NOTE: This step is for stapler models only.

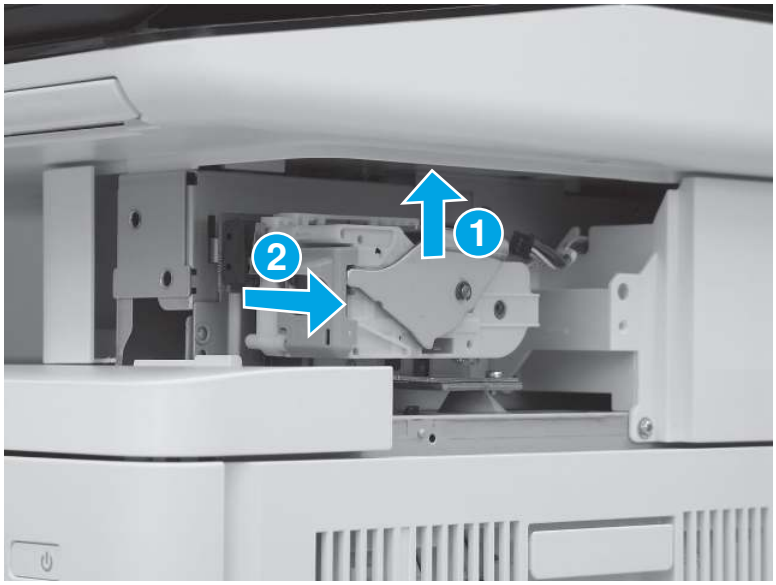
1. Disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 4-774 Disconnect connector and remove screws



2. Slide the stapler unit up (callout 1), and then pull it away from the printer (callout 2) to remove it.

Figure 4-775 **Remove the stapler unit**



Remove the right upper cover (MFP)

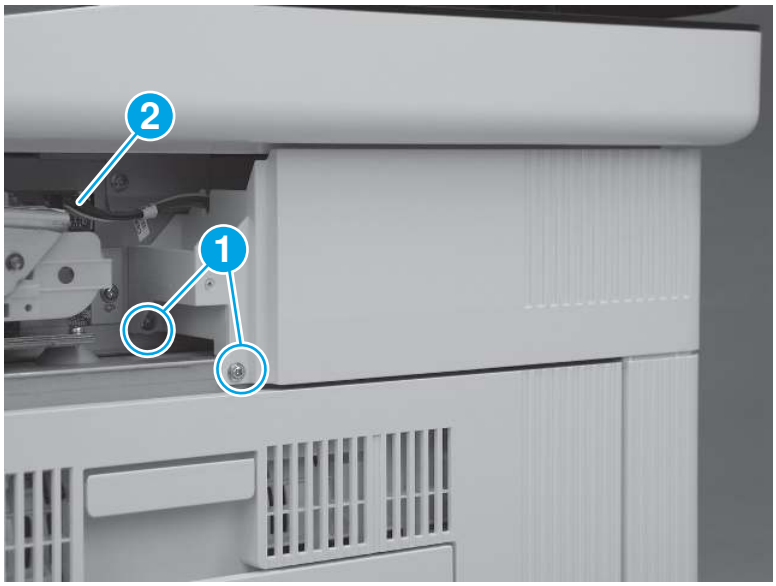
Follow these steps to remove the right upper cover.

NOTE: This procedure is for MFP models only.

1. At the right side of the printer, remove two screws (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

Figure 4-776 **Remove two screws and one connector**

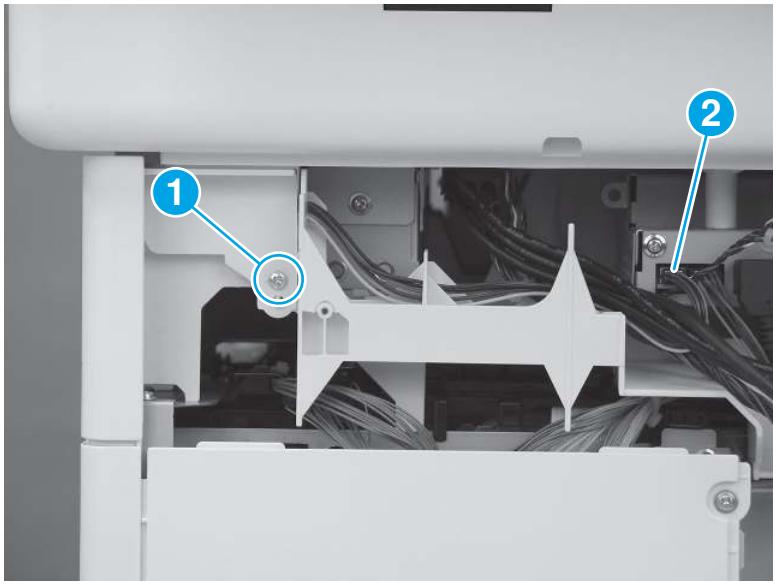


2. At the back of the printer, remove one screw (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

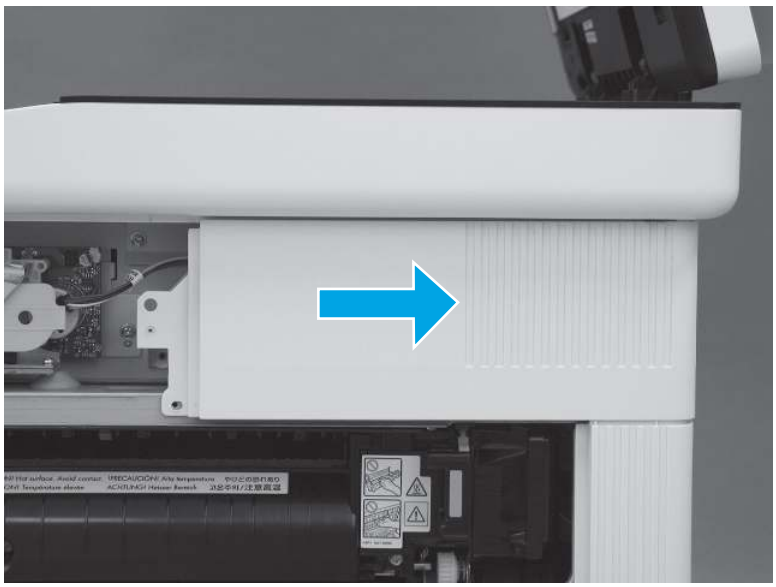
> **Reinstallation tip:** This screw is smaller than the screws removed in the previous step. When reinstalling the right upper cover, make sure that this screw is installed in the correct position.

Figure 4-777 **Remove one screw and connector**



3. Slide the cover toward the back of the printer.

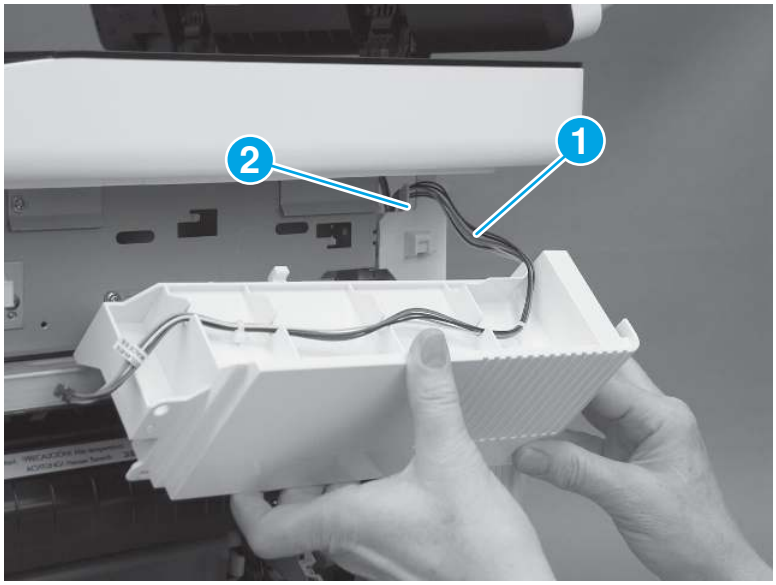
Figure 4-778 **Slide the cover**



4. Lift the cover away from the printer to remove it.

   M577/M578z: Release the cables (callout 1) through the slot (callout 2) in the printer.

Figure 4-779 Remove the cover



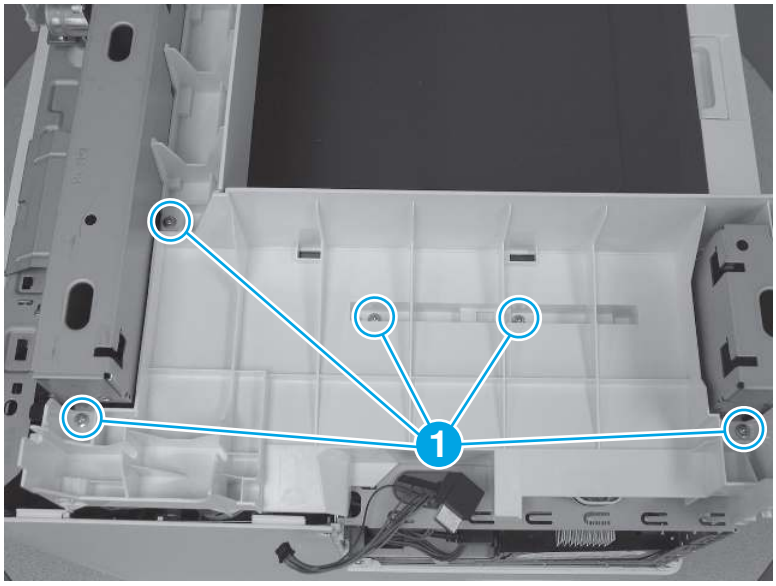
Remove the top rear cover (MFP)

Follow these steps to remove the top rear cover.

NOTE: This procedure is for MFP models only.

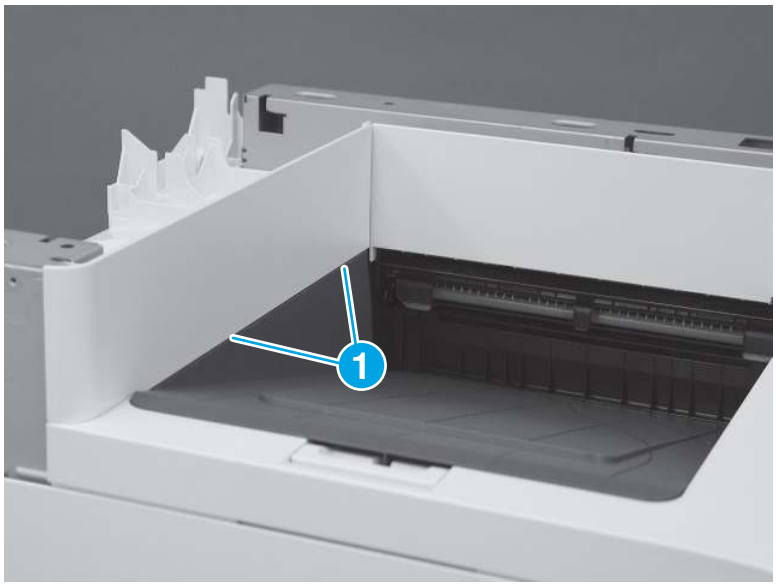
1. At the top of the printer, remove five screws (callout 1).

Figure 4-780 Remove five screws



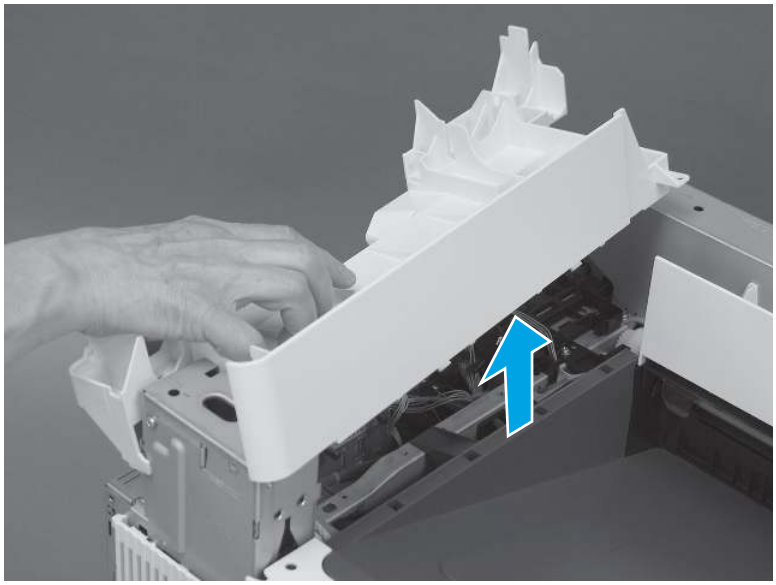
2. Release two tabs (callout 1) on the front edge of the cover.

Figure 4-781 Release two tabs



3. Remove the top rear cover.

Figure 4-782 Remove the cover



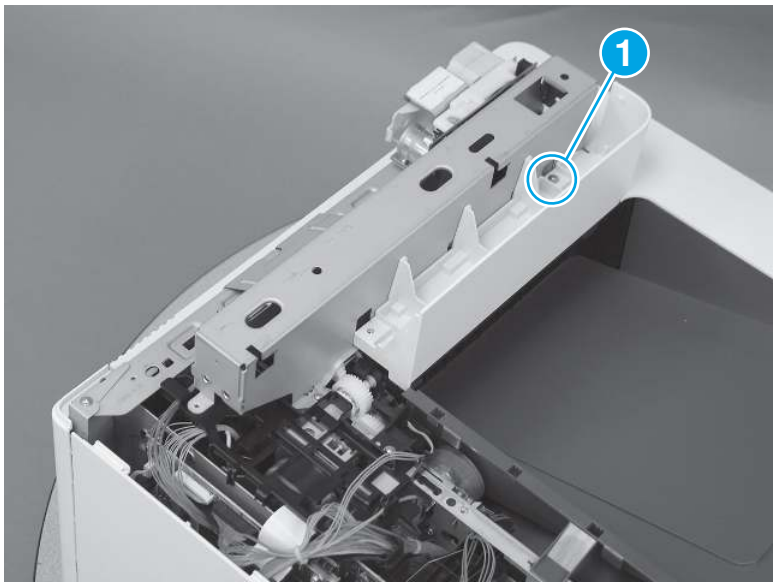
Remove the paper feed cover (MFP)

Follow these steps to remove the paper feed cover.

NOTE: This procedure is for MFP models only.

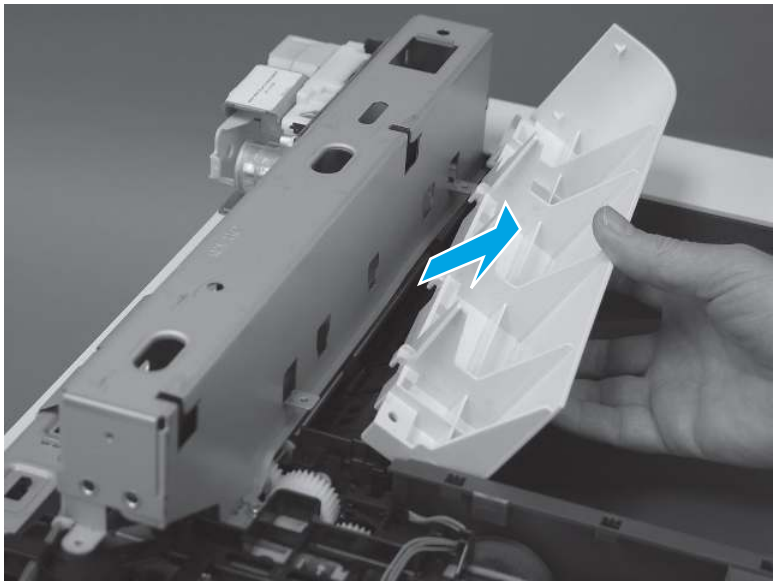
1. Remove one screw (callout 1).

Figure 4-783 Remove one screw



2. Lift the cover up to remove it.

Figure 4-784 Remove the cover



Remove the top cover (MFP)

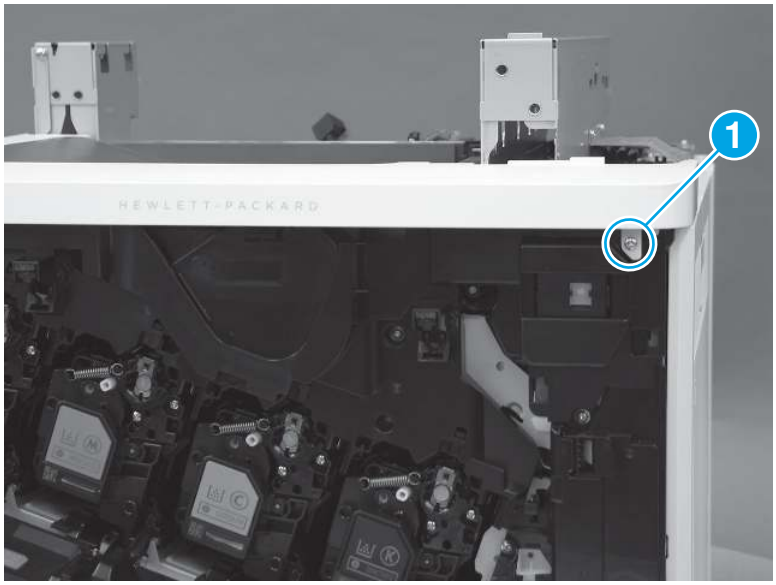
Follow these steps to remove the top cover.

NOTE: This procedure is for MFP models only.

1. At the front of the printer, remove one screw (callout 1).

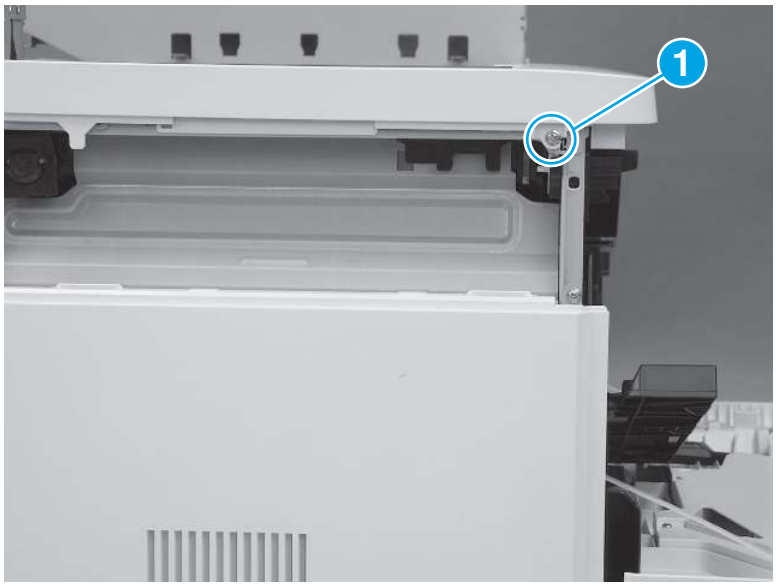
Reinstallation tip: This screw is longer and a different type of screw than the screw removed in the next step. When reinstalling the top cover, make sure that this screw is installed in the correct position.

Figure 4-785 Remove one screw



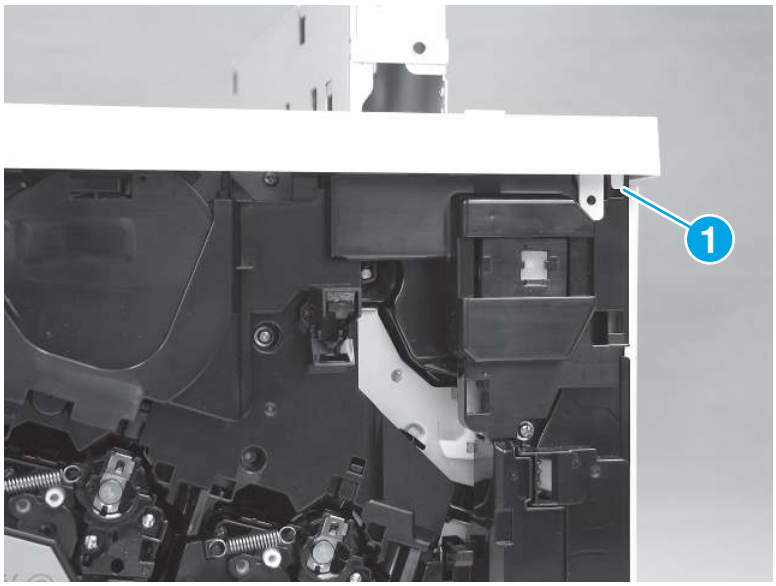
2. At the left side of the printer, remove one screw (callout 1).

Figure 4-786 Remove one screw



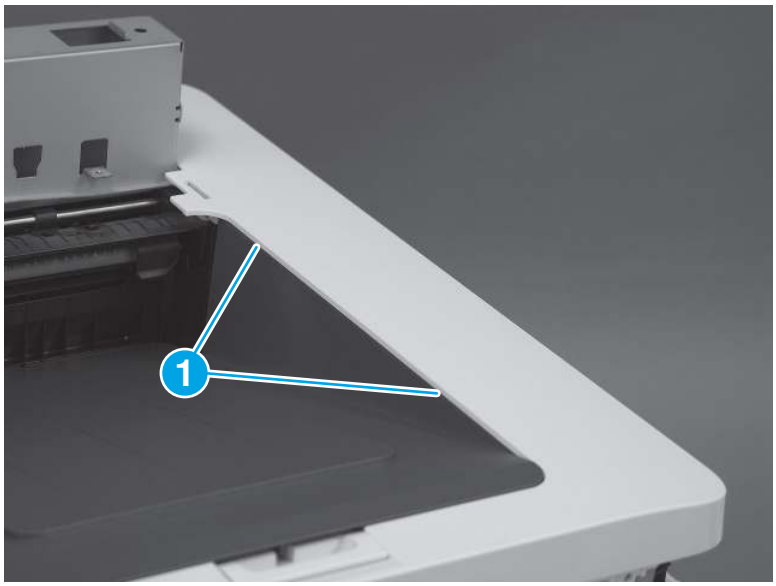
3. At the front of the printer, release one tab (callout 1).

Figure 4-787 Release one tab



4. At the top of the printer, release two tabs (callout 1) next to the output bin, and then remove the top cover.

Figure 4-788 Remove the cover

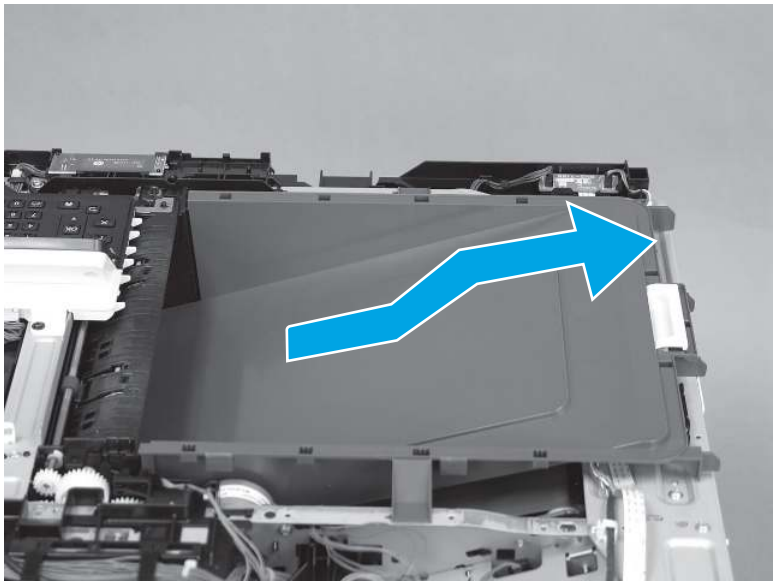


Remove the output bin

Follow these steps to remove the output bin.

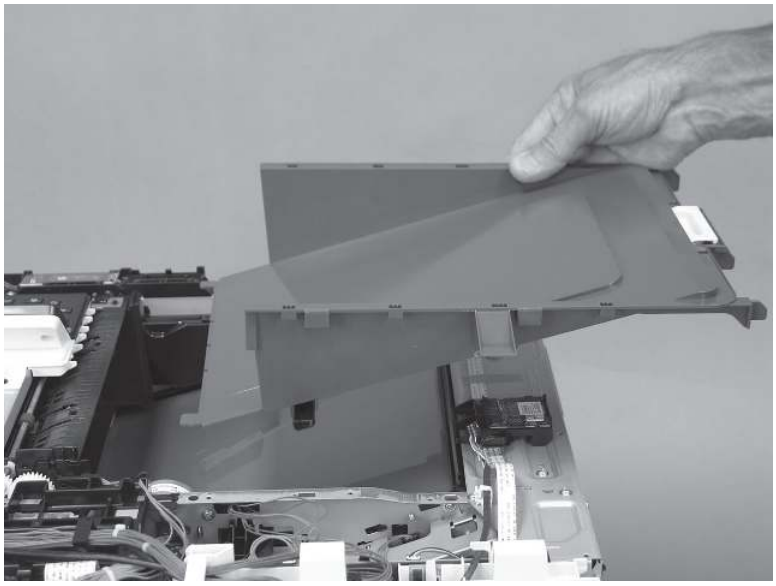
1. Slightly slide and lift the cover to release it.

Figure 4-789 Release the cover



2. Remove the cover.

Figure 4-790 Remove the cover

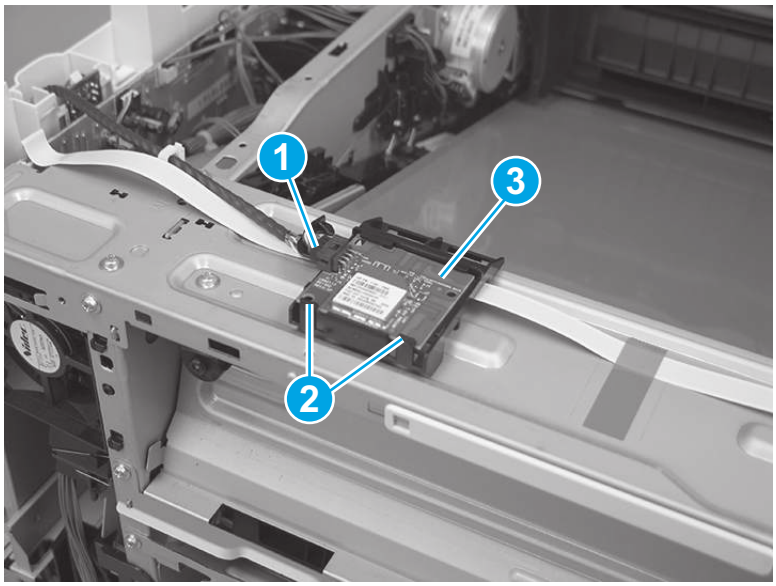


Remove the wireless PCA

Follow these steps to remove the wireless PCA.

- Disconnect one connector (callout 1), release two tabs (callout 2), and then remove the wireless PCA (callout 3).

Figure 4-791 Remove the wireless PCA



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Switch (SW4) PCA

Learn about removing and replacing the switch (SW4) PCA.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-56 Part information

Part number	Part description
RM2-7133-000CN	Switch (SW4) PCASwitch (SW4) PCA

Required tools

- Small flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

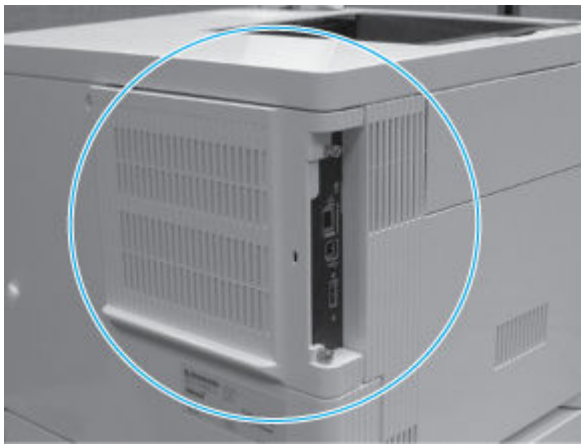
No post service test is available for this assembly.

Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

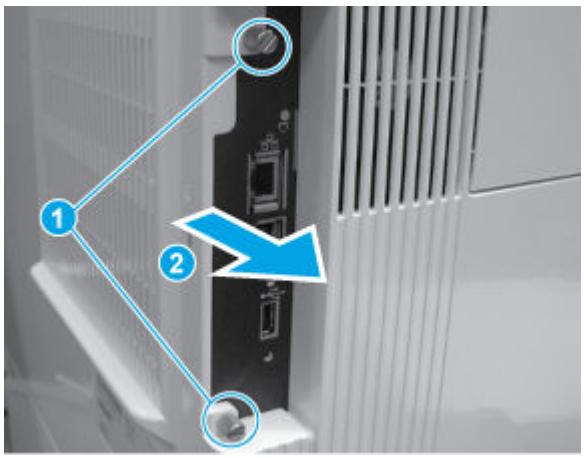
Figure 4-792 Locate the formatter cover



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-793 Loosen the thumbscrews



Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-794 Open the front door

2. Open the TCU.

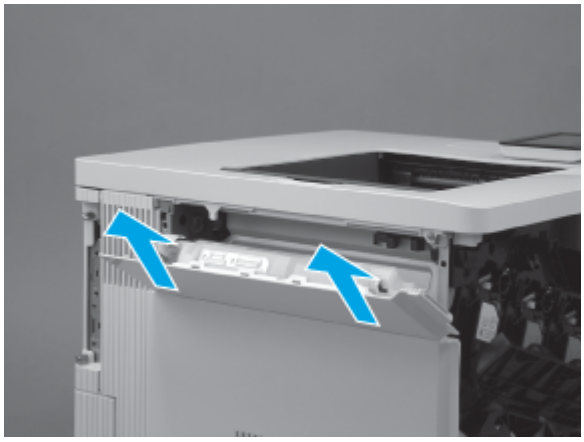
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-795 Open the TCU

3. Pull the TCU away from the printer at an angle to remove it.

⚠ **CAUTION:** Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-796 **Remove the TCU**



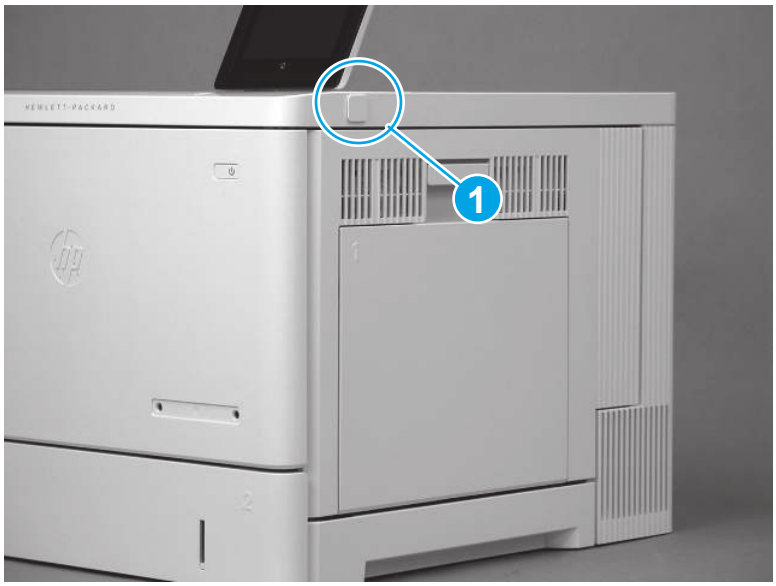
Remove the USB cover (SFP)

Follow these steps to remove the USB cover.

NOTE: This procedure is for SFP models only.

1. Locate the USB cover (callout 1).

Figure 4-797 **Locate the USB cover**



2. Pull the cover off of the printer to remove it.

Figure 4-798 **Remove the cover**

Remove the control panel (M553x/M555/E55040)

Follow these steps to remove the control panel.

NOTE: This procedure is for the M553x/M555/E55040 printers only.

M555 models: Removing the control panel is similar to the procedure below. For the M555, a flat cable connects the control panel to the formatter.

1. Tilt the control panel up.

Figure 4-799 **Tilt the control panel up**

2. Use the small flat-blade screwdriver supplied in this kit to release the control-panel screws cover tabs.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-800 **Release the control-panel screws cover tabs**

3. Rotate the cover up to remove it.

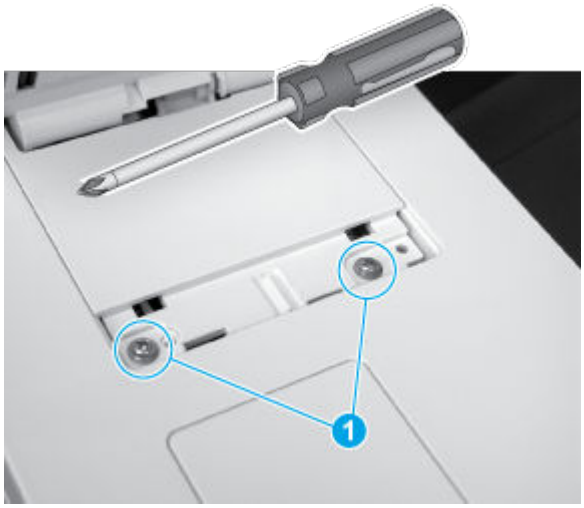
Figure 4-801 Remove the cover

4. Use the small Phillips screwdriver supplied in this kit to remove two screws (callout 1).

IMPORTANT: Store the screws in a secure place where they cannot fall down into the printer.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-802 Remove two screws



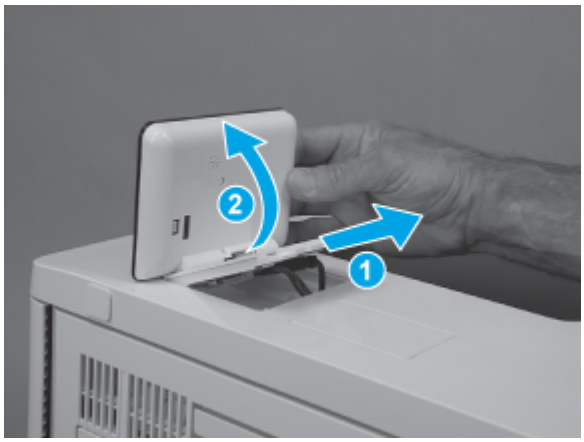
5. Rotate the control-panel base toward the front of the printer.

Figure 4-803 **Rotate the control-panel base up**

6. Slightly slide the control-panel base toward the rear of the printer (callout 1) to release it, and then turn the control panel over (callout 2) to access the bottom side.

⚠ CAUTION: The control panel is still attached to the printer. Do not attempt to completely remove the control panel.

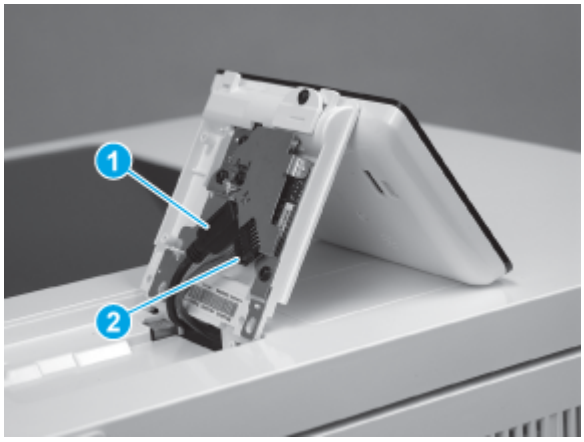
Figure 4-804 **Turn the control panel over**



7. Disconnect one USB cable (callout 1), one connector (callout 2), and then remove the control panel.

NOTE: **M555 only**: Disconnect one flat cable (not shown), and then remove the control panel.

Figure 4-805 Disconnect two connectors



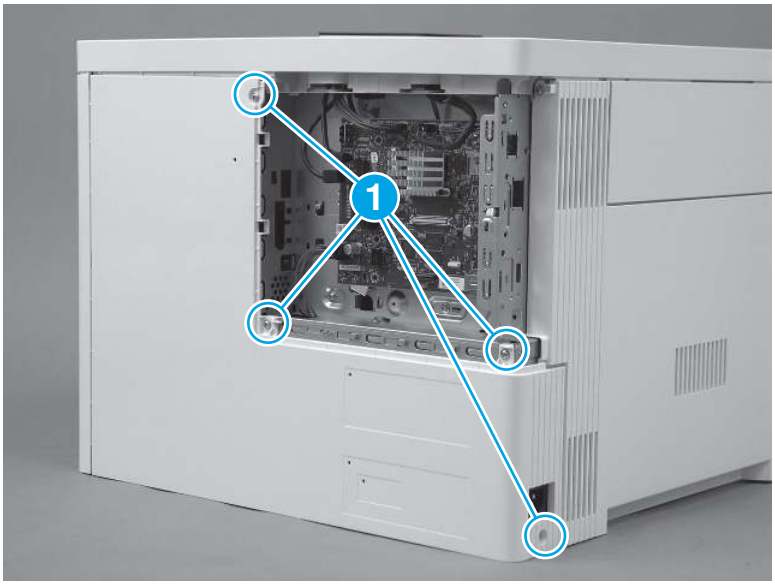
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

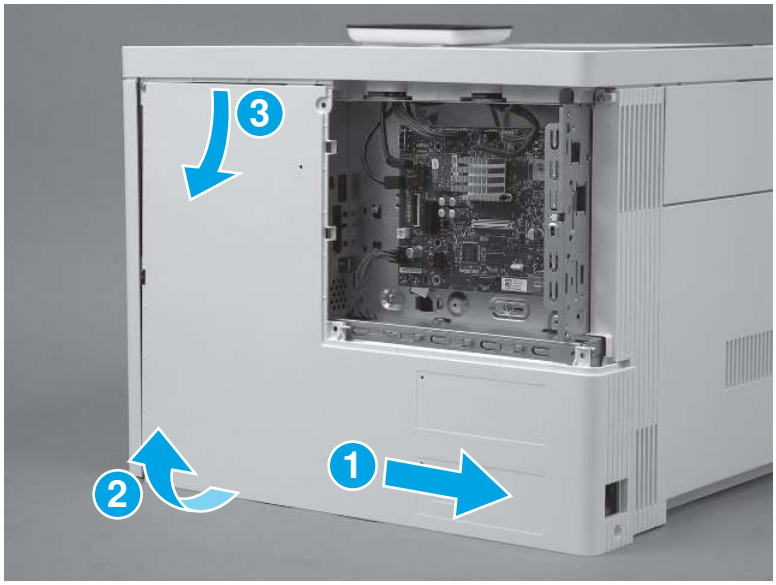
1. Remove four screws (callout 1).

Figure 4-806 Remove four screws



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-807 Remove the cover



Remove the left cover

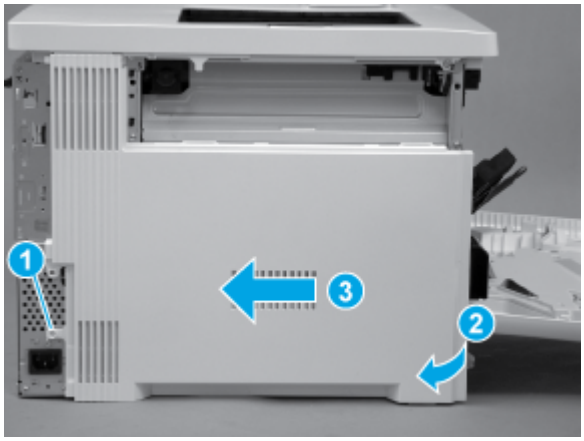
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-808 Remove one screw

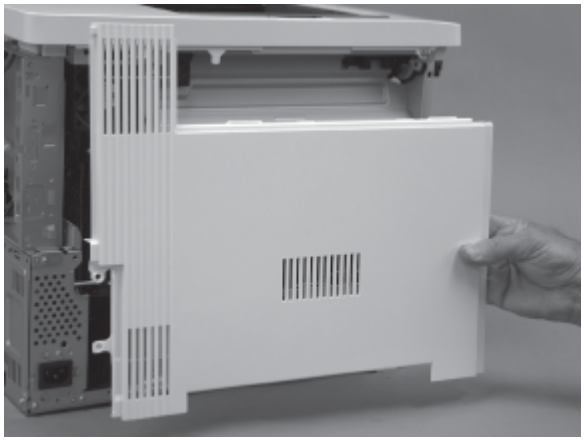
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-809 Release the cover



3. Remove the cover.

Figure 4-810 Remove the cover



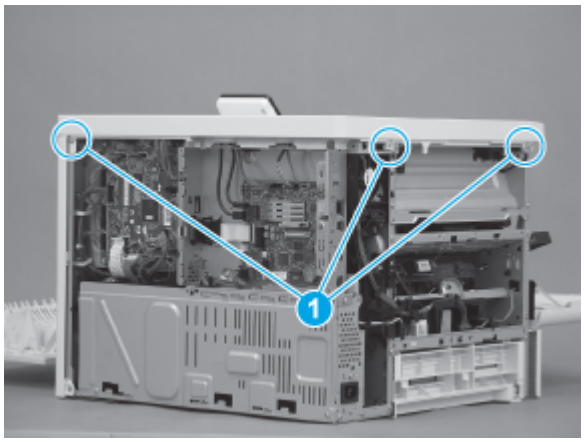
Remove the upper cover (SFP)

Follow these steps to remove the upper cover.

NOTE: This procedure is for SFP models only.

1. Remove three screws (callout 1).

Figure 4-811 **Remove three screws**



2. Remove one screw (callout 1), release one tab (callout 2), and then slightly separate the corner of the cover from the chassis.

NOTE: This is a self-tapping plastic-thread screw. Make sure that this screw is used in this location when it is reinstalled.

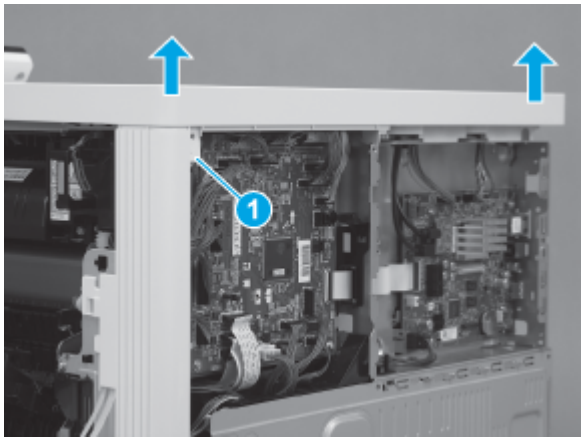
Figure 4-812 **Remove one screw and release one tab**

3. Release one tab (callout 1), and then lift up on the cover to release it.

IMPORTANT: **M554 models**: Disconnect the control-panel flat cable at the formatter.

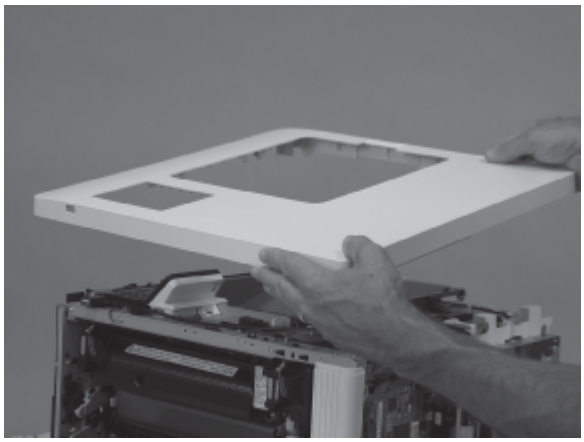
NOTE: If the cover does not release, check for addition tabs by locating the triangles embossed in the cover at tab locations.

Figure 4-813 Release the cover



4. Remove the cover.

Figure 4-814 Remove the cover



Remove the rear upper cover (MFP)

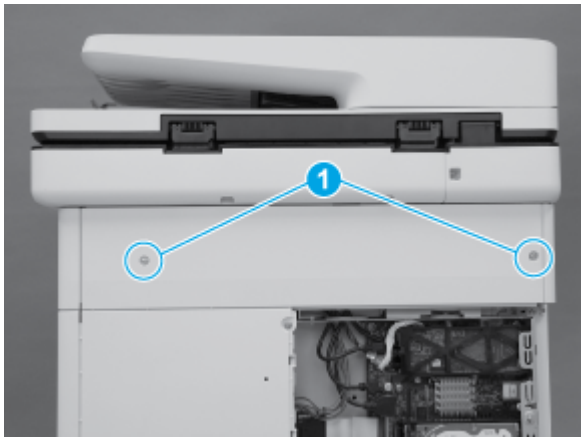
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

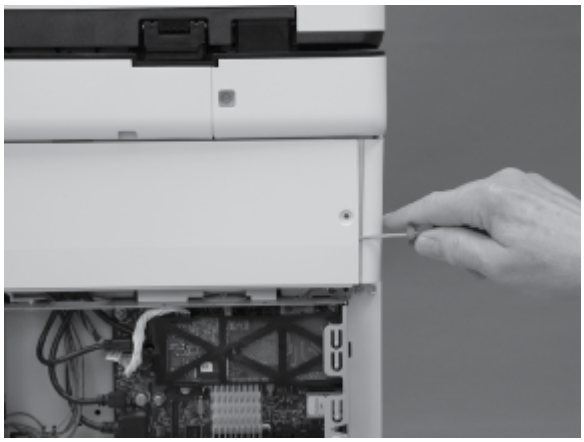
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-815 Remove two screws



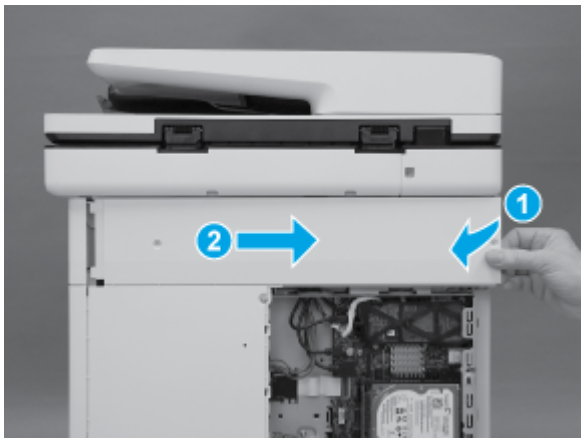
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-816 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-817 Slide the cover right



4. Remove the cover.

Figure 4-818 **Remove the cover**

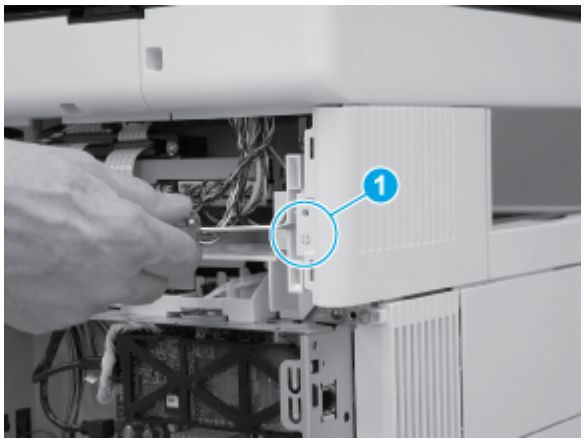
Remove the left upper cover (MFP)

Follow these steps to remove the left upper cover.

NOTE: This procedure is for MFP models only.

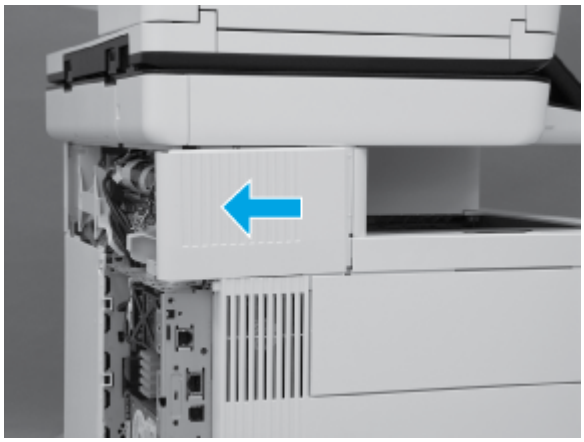
1. At the left side of the printer, release one tab (callout 1).

Figure 4-819 **Release one tab**



2. Slide the left upper cover toward the back of the printer.

Figure 4-820 **Slide the cover back**



3. Rotate the cover up to remove it.

Figure 4-821 **Remove the left upper cover**

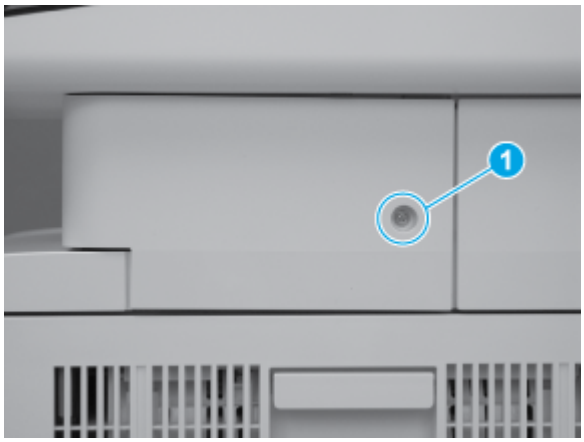
Remove the right front upper cover (MFP non-stapler models)

Follow these steps to remove the right front upper cover.

NOTE: This procedure is for non-stapler models only.

1. Remove one screw (callout 1).

Figure 4-822 Remove one screw



2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-823 Release two tabs

3. Rotate the front of the cover to the right to remove it.

Figure 4-824 Rotate the cover

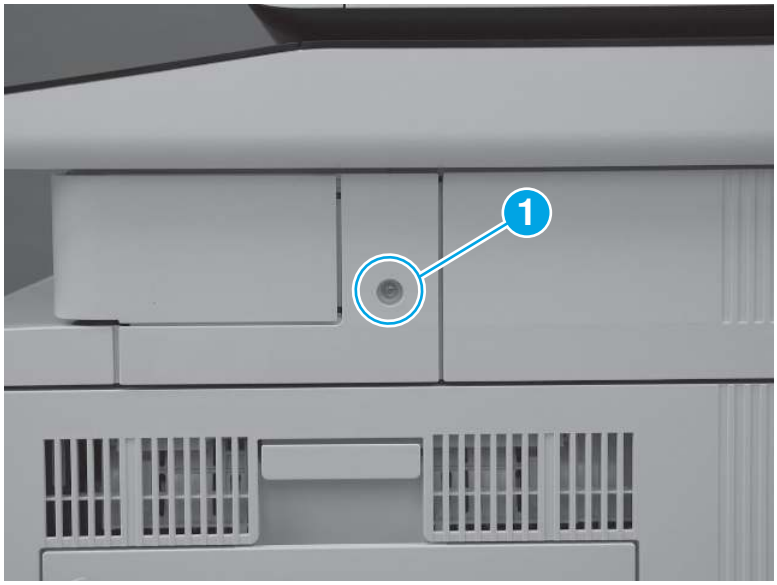
Remove the stapler cover (MFP stapler models)

Follow these steps to remove the stapler cover.

NOTE: This procedure is for stapler models only.

1. Remove one screw (callout 1).

Figure 4-825 **Remove one screw**

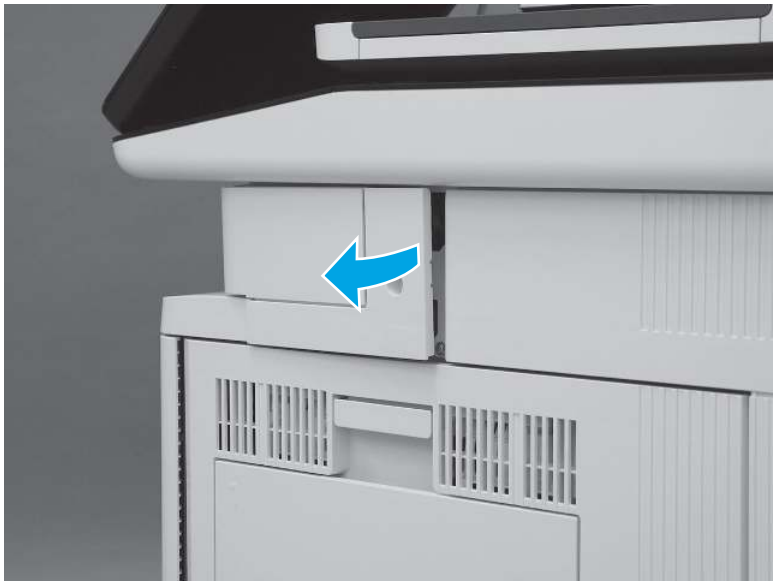


2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-826 **Release two tabs**

3. Release the back edge of the cover.

Figure 4-827 Release the back edge of the cover



4. Rotate the cover away from the printer to remove it.

Figure 4-828 Remove the cover

Remove the integrated scanner assembly (ISA) (MFP)

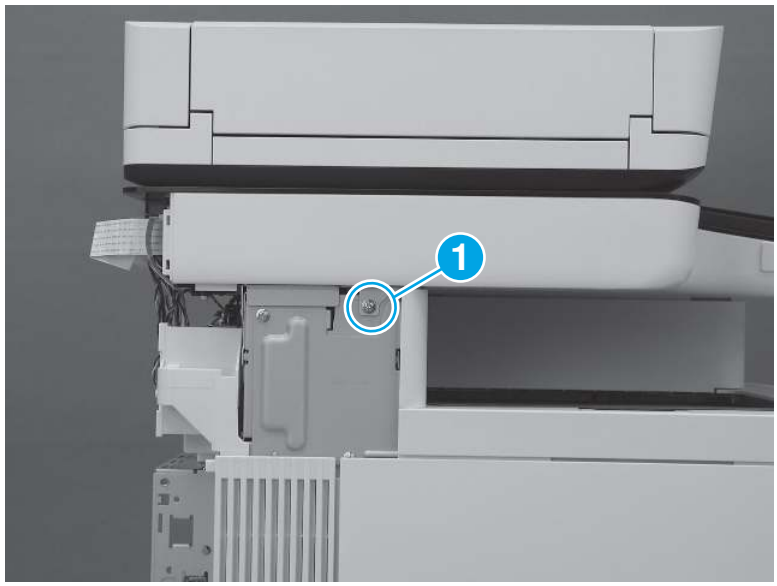
Follow these steps to remove the integrated scanner assembly (ISA).

NOTE: This procedure is for MFP models only.

NOTE: The ISA includes the document feeder, image scanner, scanner control board (SCB), control panel, keyboard (flow models) and NFC PCA (not all models).

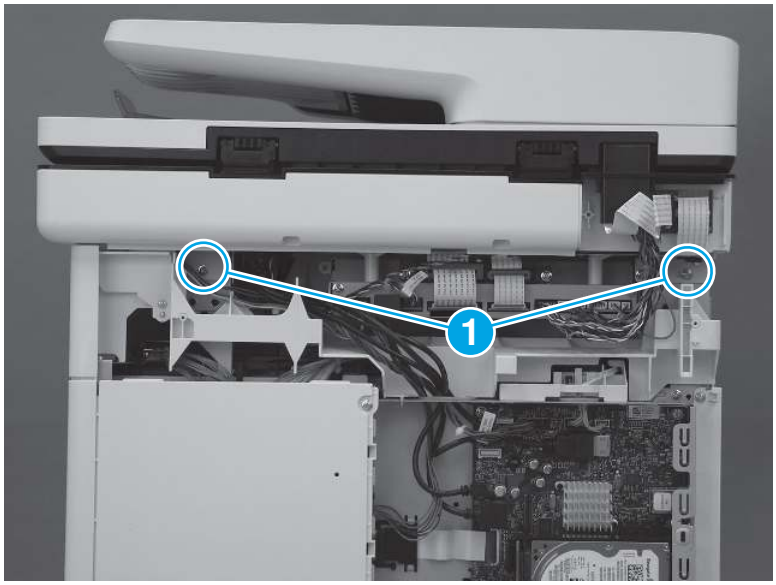
1. At the left side of the printer, remove one screw (callout 1).

Figure 4-829 Remove one screw



2. At the back of the printer, remove two screws (callout 1).

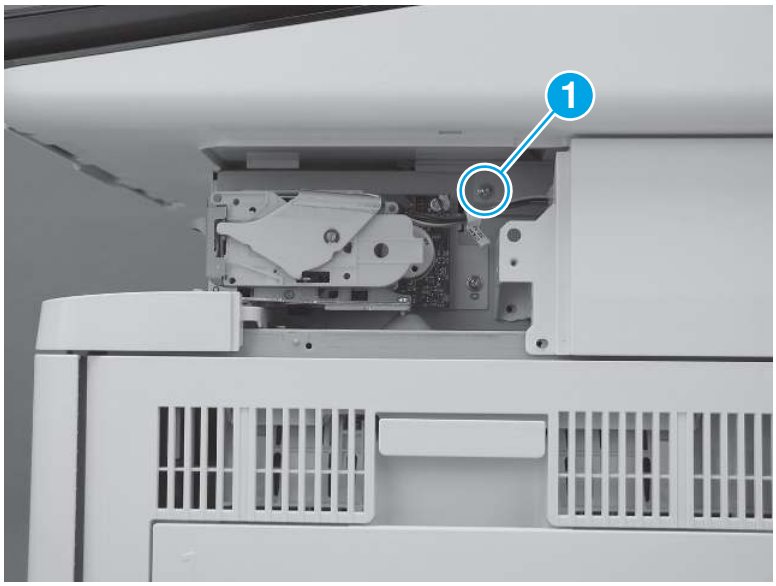
Figure 4-830 Remove two screws



3. At the right side of the printer, remove one screw (callout 1).

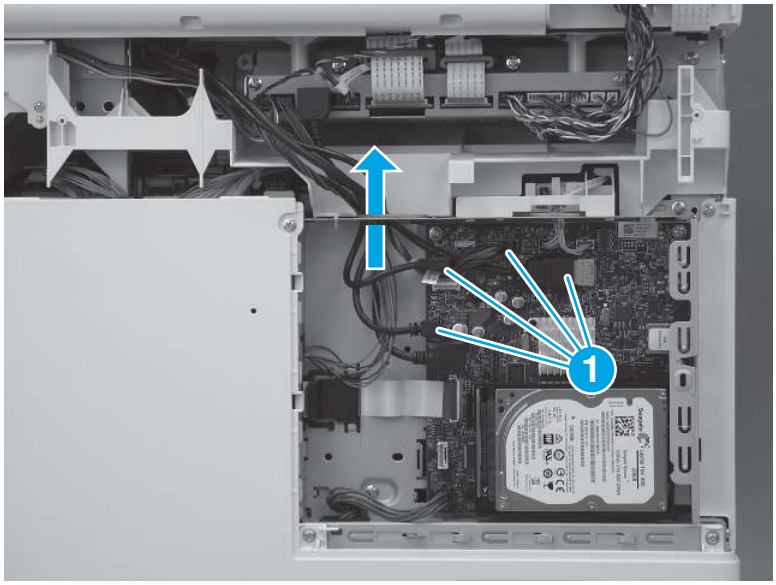
NOTE: The M577z is shown in the figure below. The procedure is correct for all MFP models.

Figure 4-831 Remove one screw



4. Disconnect four connectors (callout 1) on the formatter, and then pass the wire harnesses and cables through the top opening in the formatter case (callout 2).

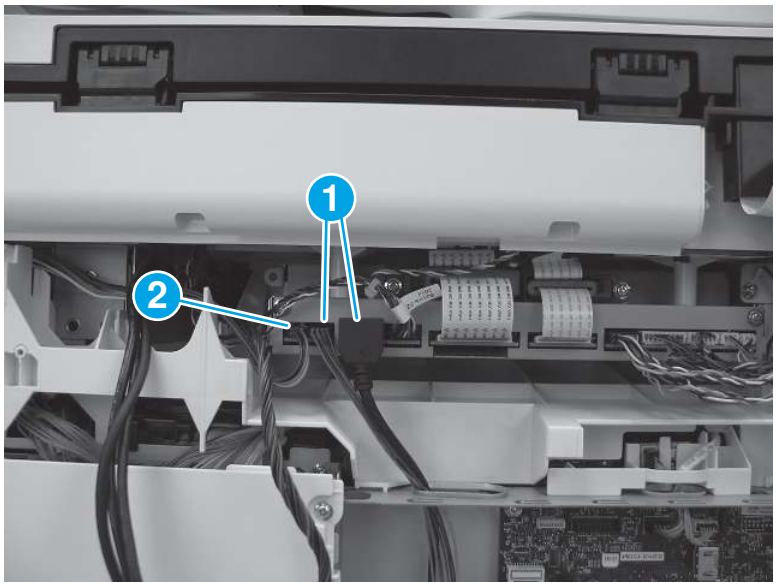
Figure 4-832 Disconnect cables and connectors



5. Disconnect two connectors on the scanner control board (callout 1).

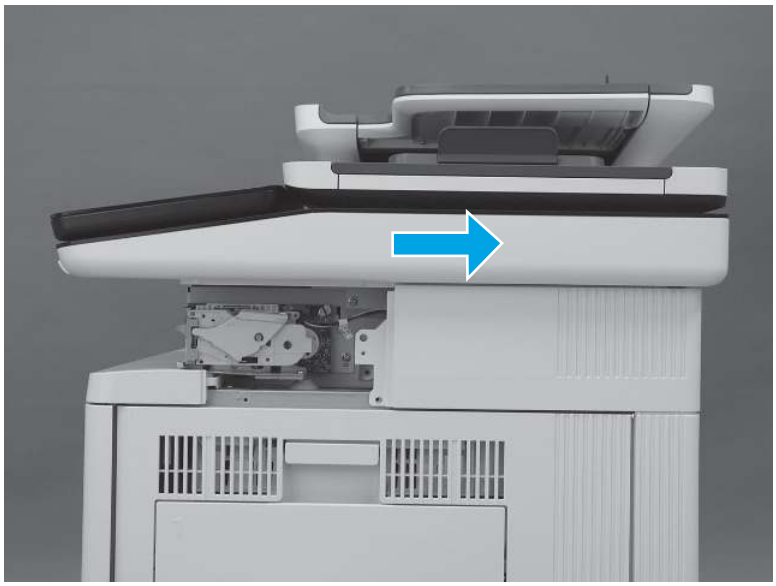
MFP stapler models: Disconnect one connector for the stapler on the scanner control board (callout 2).

Figure 4-833 Disconnect connectors



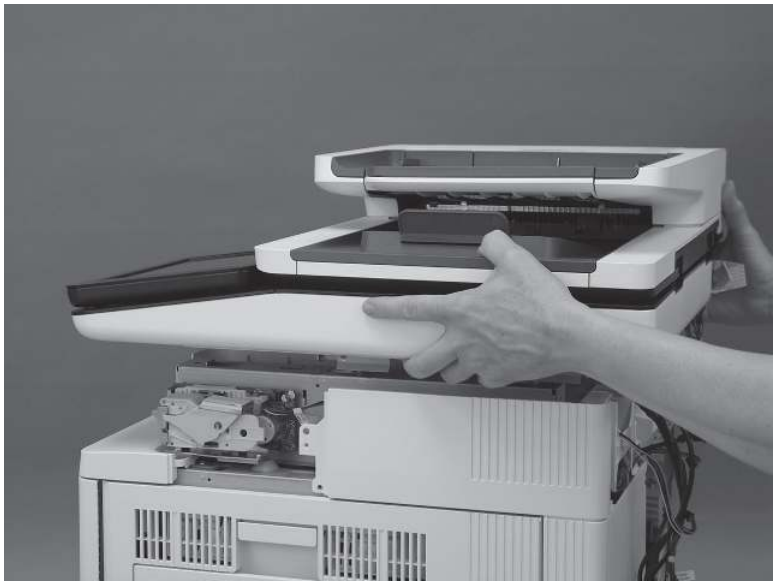
6. Slide the image scanner toward the back of the printer to release it.

Figure 4-834 Release the image scanner



7. Lift the ISA straight up to remove it.

Figure 4-835 Remove the ISA



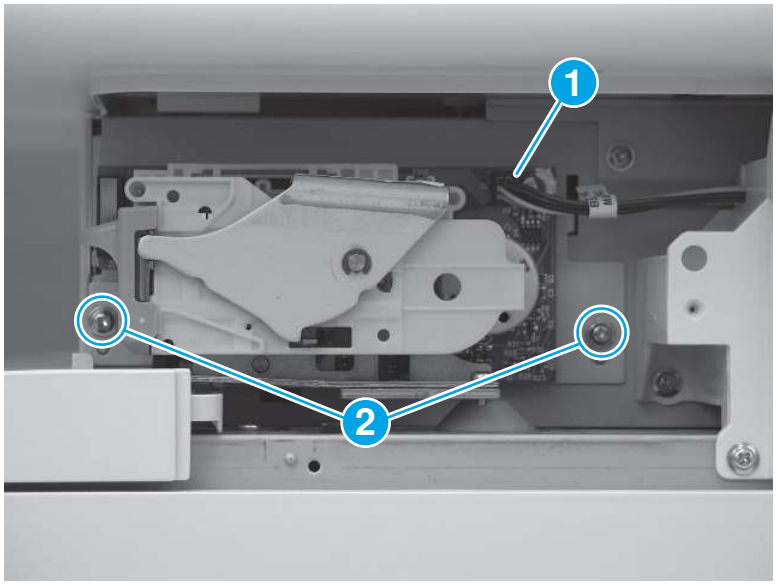
Remove the stapler unit (MFP stapler models)

Follow these steps to remove the stapler unit.

NOTE: This step is for stapler models only.

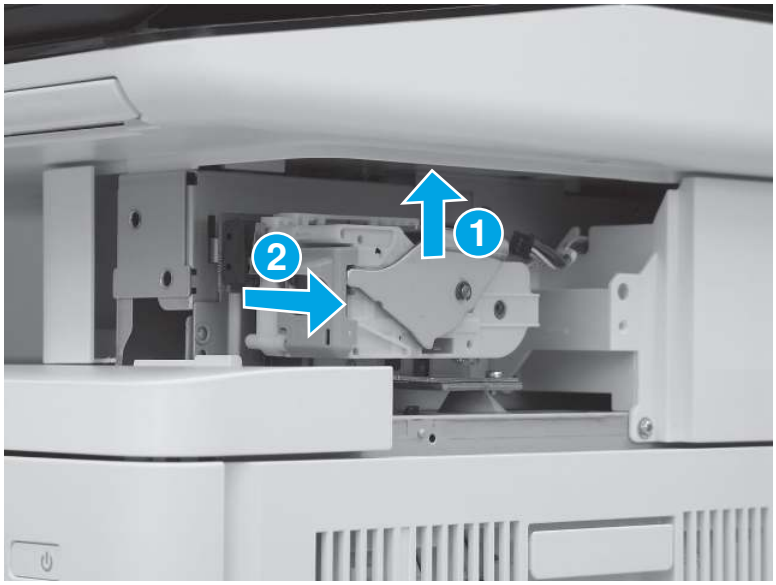
1. Disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 4-836 Disconnect connector and remove screws



2. Slide the stapler unit up (callout 1), and then pull it away from the printer (callout 2) to remove it.

Figure 4-837 **Remove the stapler unit**



Remove the right upper cover (MFP)

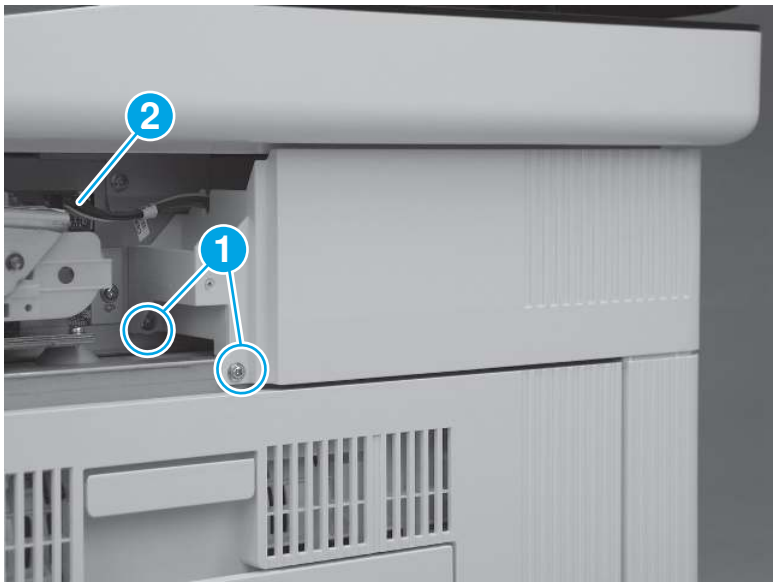
Follow these steps to remove the right upper cover.

NOTE: This procedure is for MFP models only.

1. At the right side of the printer, remove two screws (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

Figure 4-838 **Remove two screws and one connector**

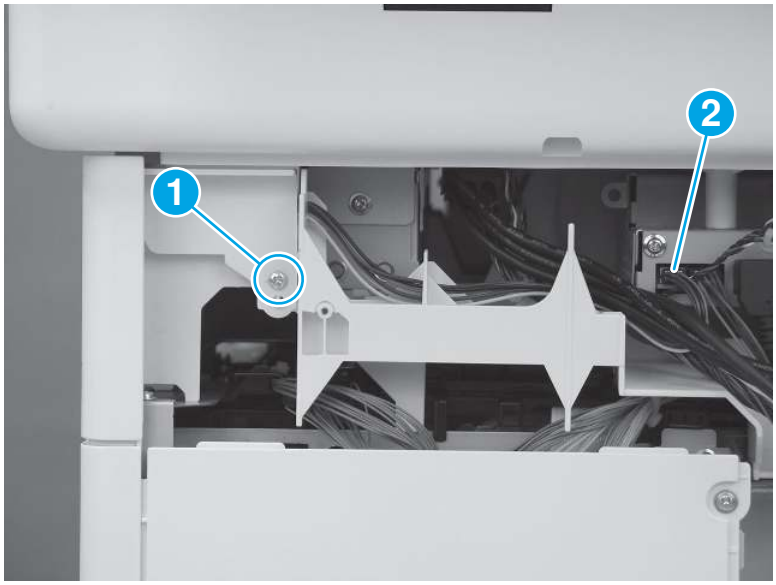


2. At the back of the printer, remove one screw (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

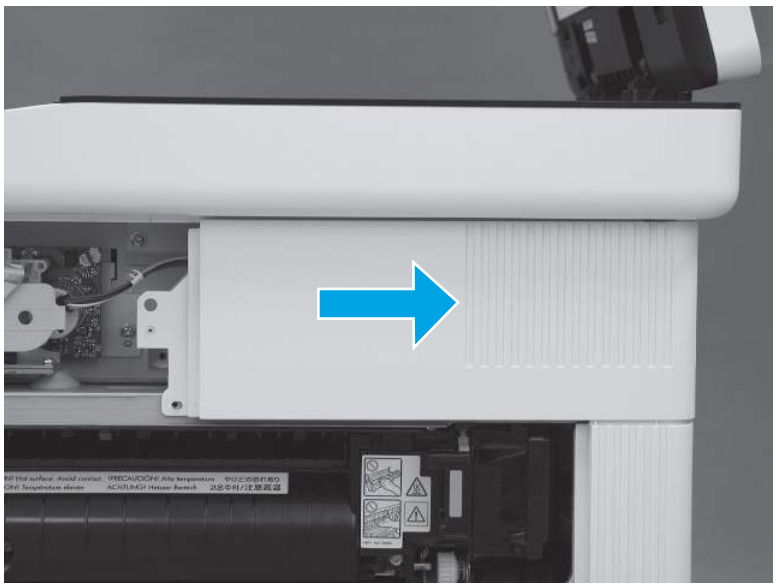
> **Reinstallation tip:** This screw is smaller than the screws removed in the previous step. When reinstalling the right upper cover, make sure that this screw is installed in the correct position.

Figure 4-839 **Remove one screw and connector**



3. Slide the cover toward the back of the printer.

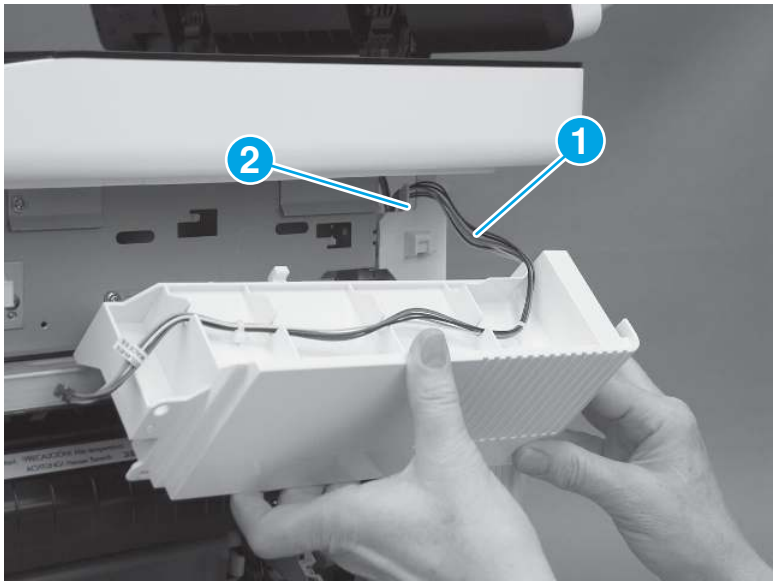
Figure 4-840 **Slide the cover**



4. Lift the cover away from the printer to remove it.

   M577/M578z: Release the cables (callout 1) through the slot (callout 2) in the printer.

Figure 4-841 Remove the cover



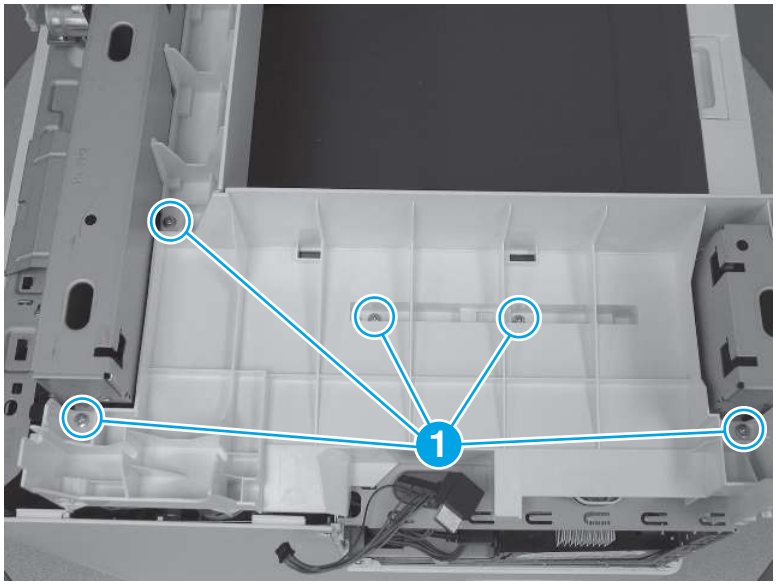
Remove the top rear cover (MFP)

Follow these steps to remove the top rear cover.

NOTE: This procedure is for MFP models only.

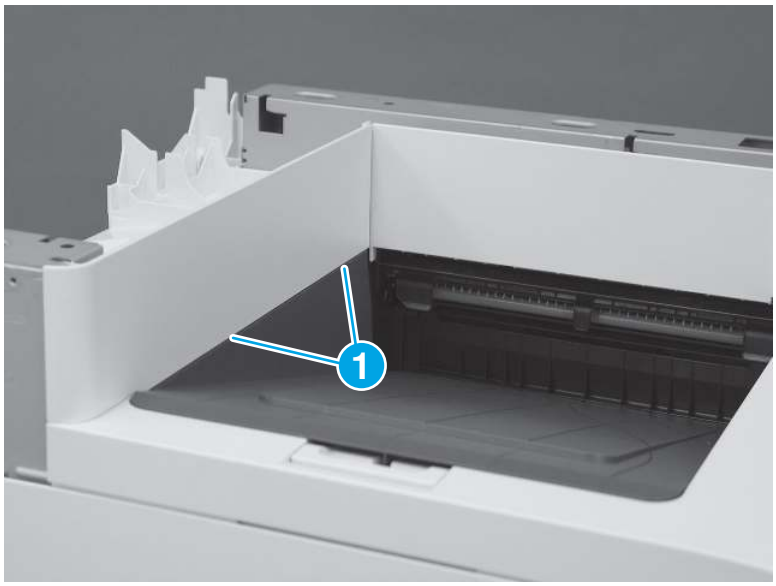
1. At the top of the printer, remove five screws (callout 1).

Figure 4-842 Remove five screws



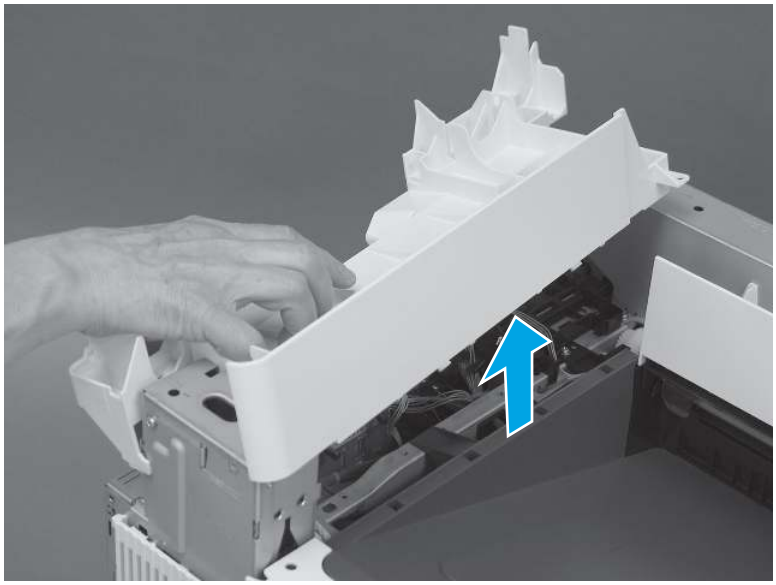
2. Release two tabs (callout 1) on the front edge of the cover.

Figure 4-843 Release two tabs



3. Remove the top rear cover.

Figure 4-844 Remove the cover



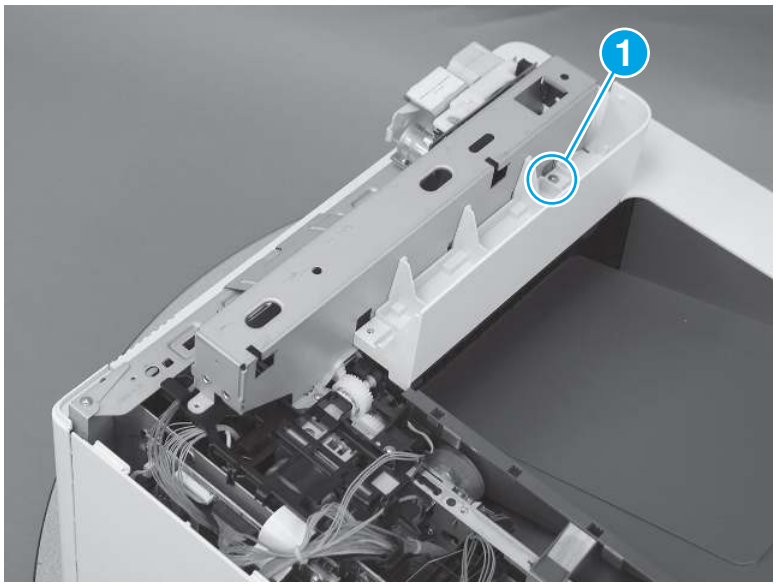
Remove the paper feed cover (MFP)

Follow these steps to remove the paper feed cover.

NOTE: This procedure is for MFP models only.

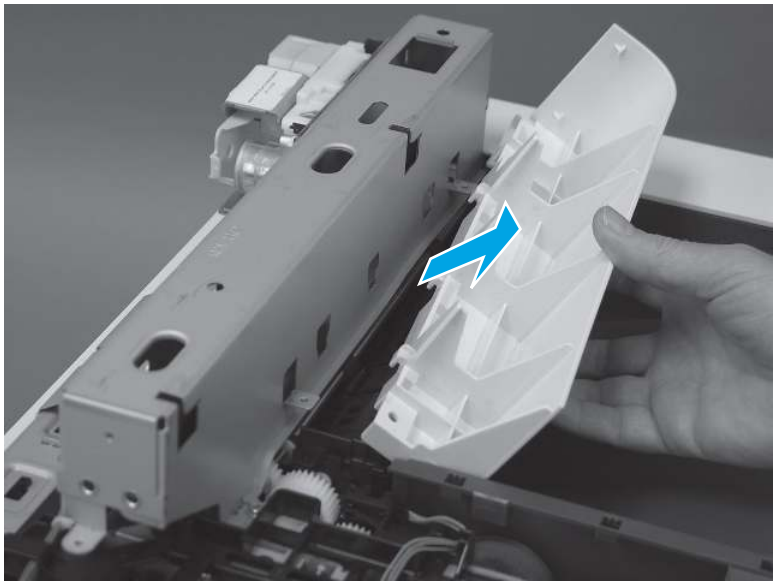
1. Remove one screw (callout 1).

Figure 4-845 Remove one screw



2. Lift the cover up to remove it.

Figure 4-846 Remove the cover



Remove the top cover (MFP)

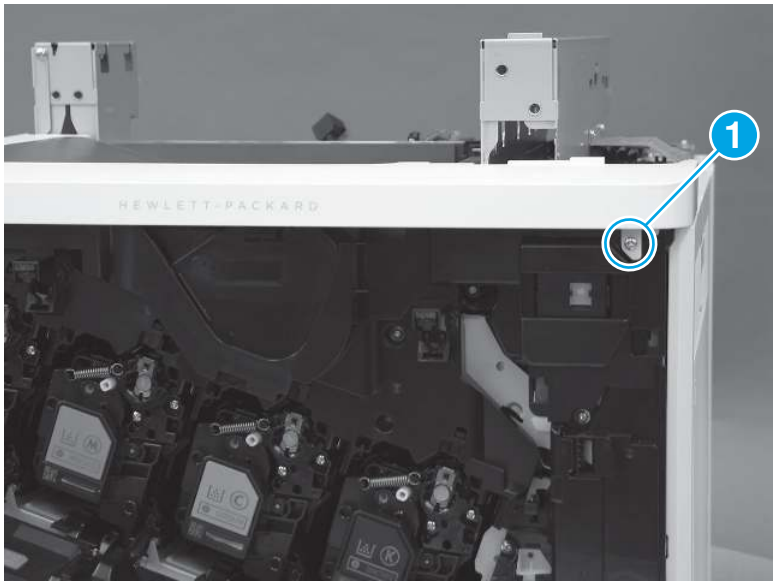
Follow these steps to remove the top cover.

NOTE: This procedure is for MFP models only.

1. At the front of the printer, remove one screw (callout 1).

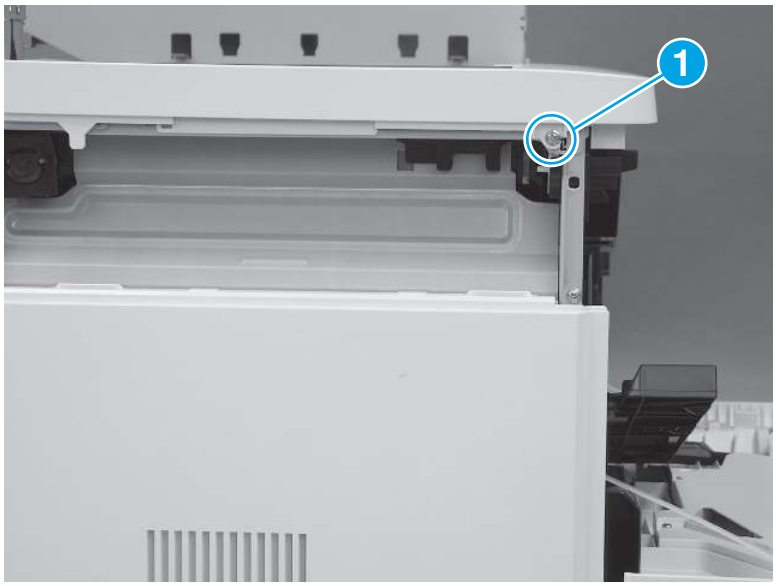
Reinstallation tip: This screw is longer and a different type of screw than the screw removed in the next step. When reinstalling the top cover, make sure that this screw is installed in the correct position.

Figure 4-847 Remove one screw



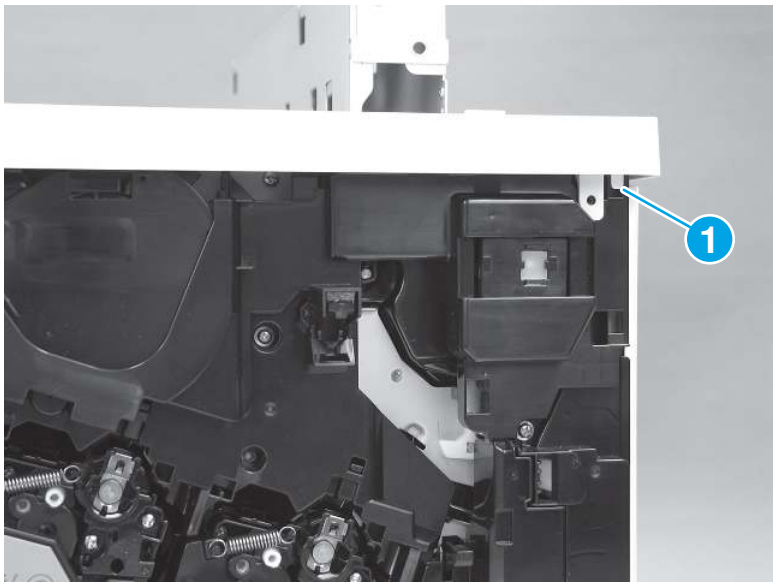
2. At the left side of the printer, remove one screw (callout 1).

Figure 4-848 Remove one screw



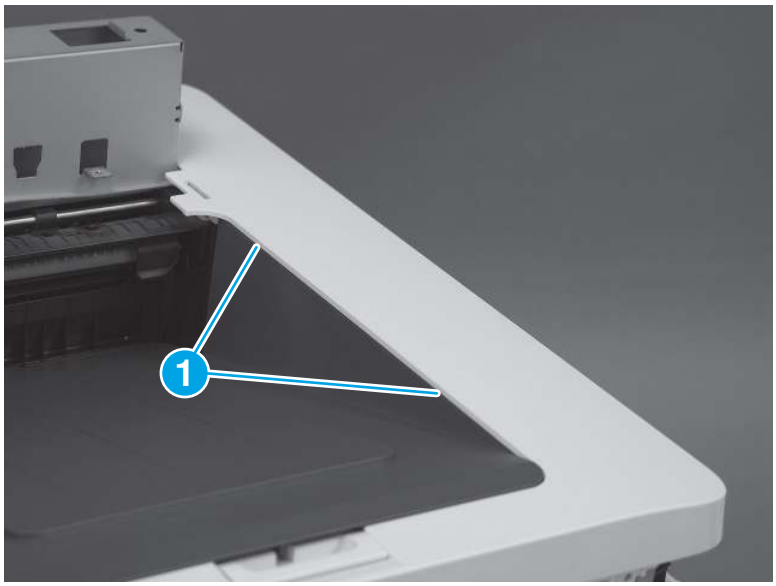
3. At the front of the printer, release one tab (callout 1).

Figure 4-849 Release one tab



4. At the top of the printer, release two tabs (callout 1) next to the output bin, and then remove the top cover.

Figure 4-850 Remove the cover



Remove the switch (SW4) PCA

Follow these steps to remove the switch (SW4) PCA.

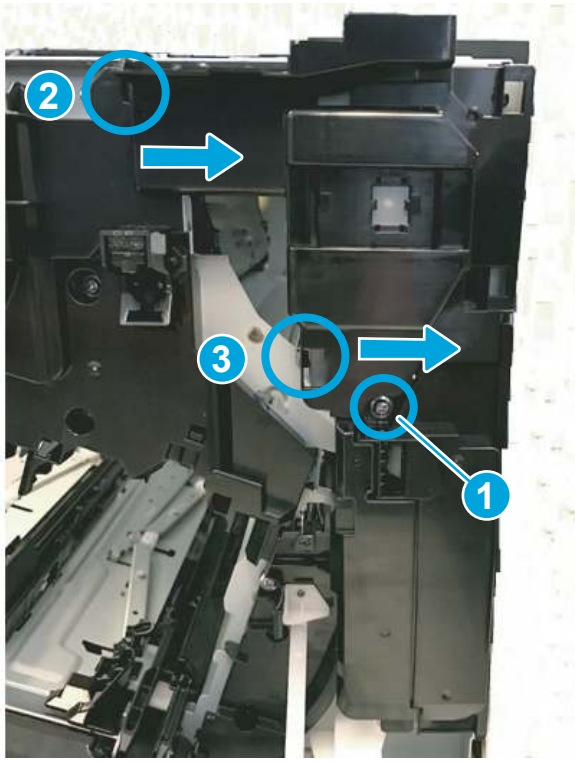
1. Do the following:
   a. If the front and right doors are not already open, open them now.
   b. Remove one screw (callout 1).

c. At the upper left corner (callout 2) of the upper cover, carefully pry the cover to the right to release it.

d. At the lower left edge (callout 3) of the upper cover, carefully pry the cover to the right to remove it

NOTE: Use a small flat blade screwdriver to release and remove the cover.

Figure 4-851 Remove the upper cover



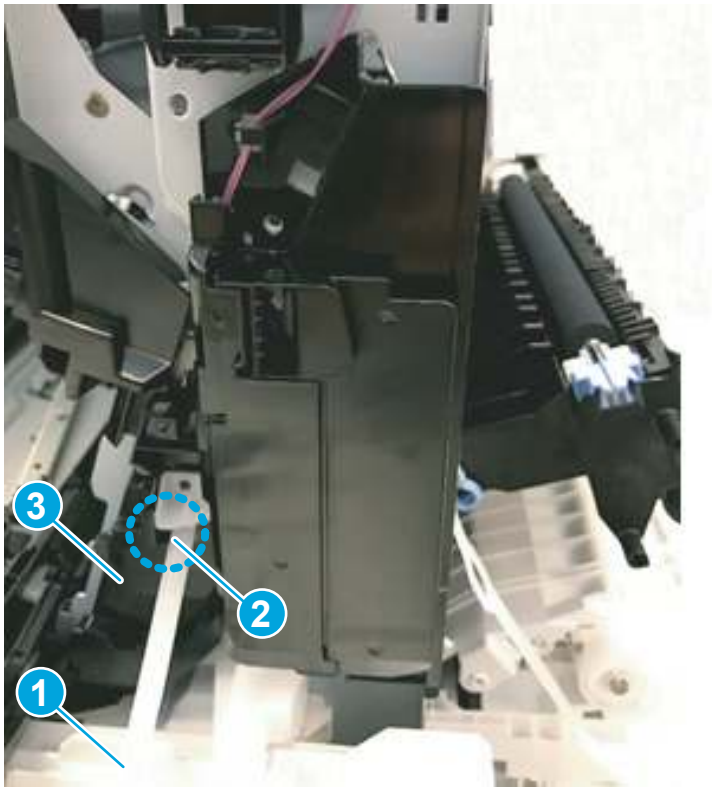
2. Do the following:

NOTE: The switch (SW4) PCA cover consists of a left and right cover.

a. Release the right-side door strap (callout 1; squeeze two tabs to release the strap from the holder on the door).

b. Remove one screw (callout 2), and then remove the left side of the cover (callout 3).

Figure 4-852 Remove the switch left-side cover



3. Do the following:

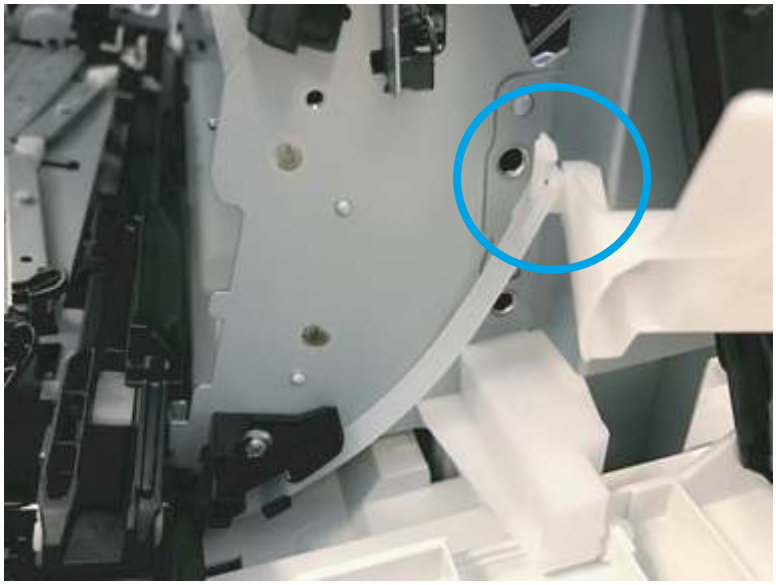
CAUTION: The door interlocks behind the switch right-side cover are not captive and can be easily dislodged when handling the cover.

a. Carefully separate the switch right-side cover from the printer chassis.

NOTE: The cover is still attached to the chassis by a strap. Do not attempt to completely remove the cover.

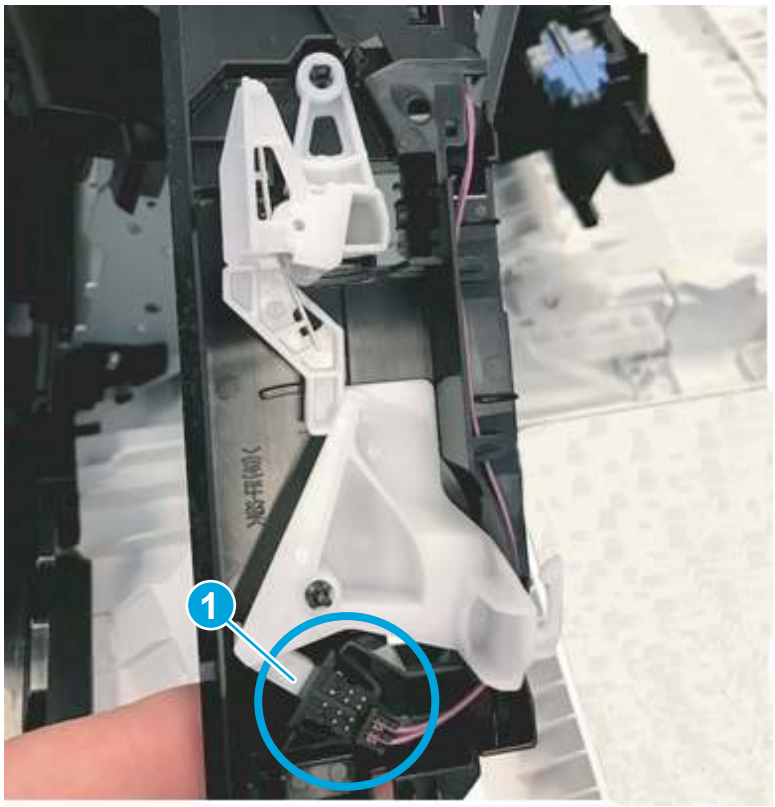
b. Release the white strap (callout 1) from the lower door interlock (behind the switch right-side cover).

Figure 4-853 Release the white strap



4. Disconnect one connector, and then remove the switch (SW4) PC board assembly switch (callout 1).

Figure 4-854 Remove the switch



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Stapler unit (M577/M578/E57540 stapler models)

Learn about removing and replacing the stapler unit.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-57 Part information

Part number	Part description
B5L46-60102	Stapler unit

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Use the convenience stapler to staple two pages together.

Remove the staple cartridge

Follow these steps to remove the staple cartridge.

1. Open the stapler door.

Figure 4-855 **Open the stapler door**

2. Pull the staple cartridge straight out of the printer to remove it.

Figure 4-856 **Remove the staple cartridge**

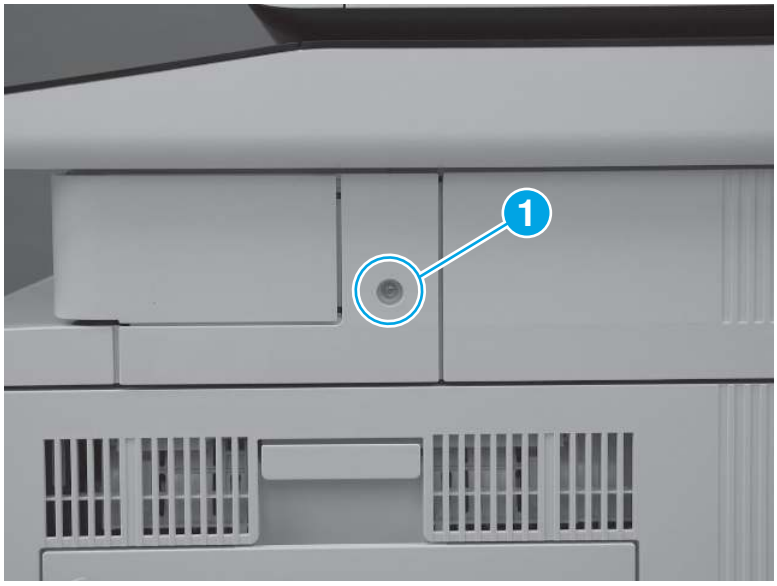
Remove the stapler cover (MFP stapler models)

Follow these steps to remove the stapler cover.

NOTE: This procedure is for stapler models only.

1. Remove one screw (callout 1).

Figure 4-857 **Remove one screw**

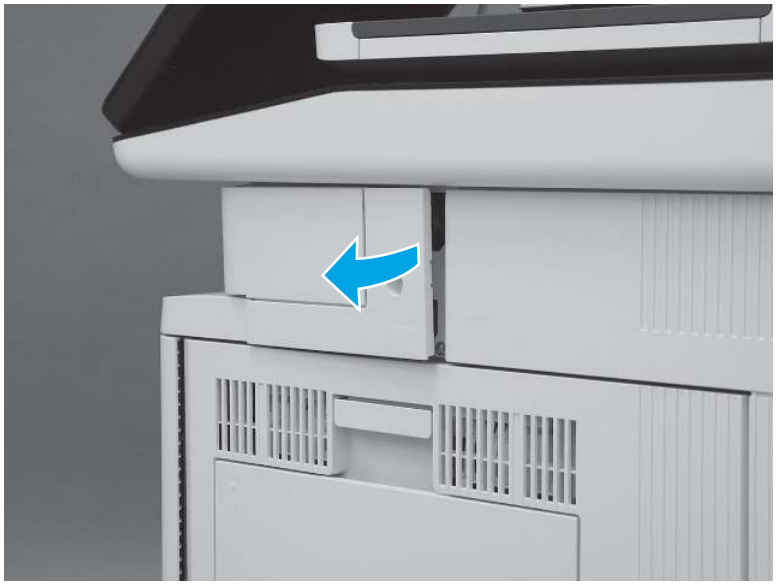


2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-858 **Release two tabs**

3. Release the back edge of the cover.

Figure 4-859 **Release the back edge of the cover**



4. Rotate the cover away from the printer to remove it.

Figure 4-860 **Remove the cover**

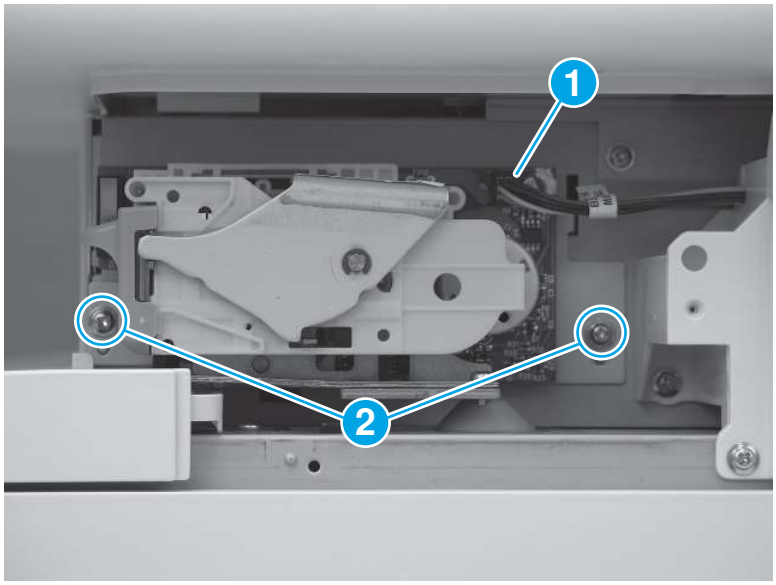
Remove the stapler unit (MFP stapler models)

Follow these steps to remove the stapler unit.

NOTE: This step is for stapler models only.

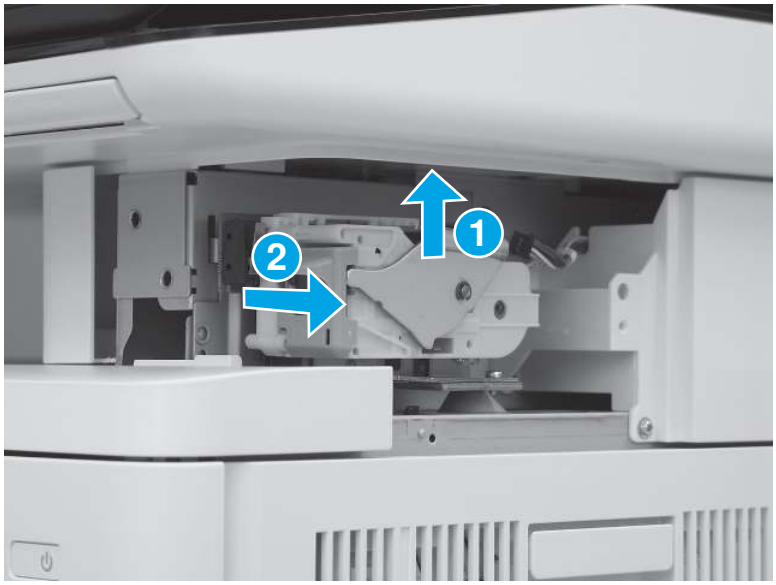
1. Disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 4-861 **Disconnect connector and remove screws**



2. Slide the stapler unit up (callout 1), and then pull it away from the printer (callout 2) to remove it.

Figure 4-862 **Remove the stapler unit**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DC controller (DCC)

This document provides the procedures to remove and replace the DC controller (DCC).

View a video demonstration of removing and replacing the DC controller.

Mean time to repair: 30 minutes

Service level: Intermediate

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

IMPORTANT: Do not replace the formatter, DC controller, and eMMC PCA or hard-disk drive simultaneously during a single printer servicing. Doing so might cause the printer to become unstable or inoperable.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-58 Part information

Part number	Part description
RM3-7450-000CN	DC controller (M552, M553, E55040)
RM3-7451-000CN	DC controller (M577, E57540)
RM3-8465-000CN	DC controller (M554, M555)
RM3-8468-000CN	DC controller (M578)

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Make sure that all of the connectors on the DC controller are fully seated.

Make sure that the formatter cover is fully seated, and that the thumbscrews are finger tight after replacing it.

Turn the printer power on

- Connect the power cable.

- Use the power switch to turn the power on.

Post service test

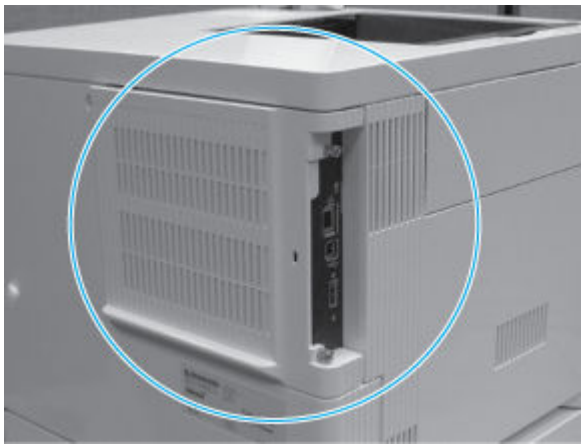
Print a configuration page to make sure that the printer is functioning correctly.

1. Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

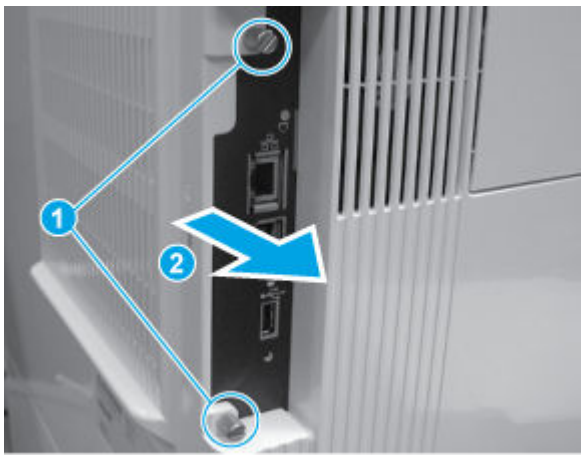
Figure 4-863 Locate the formatter cover



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-864 Loosen the thumbscrews



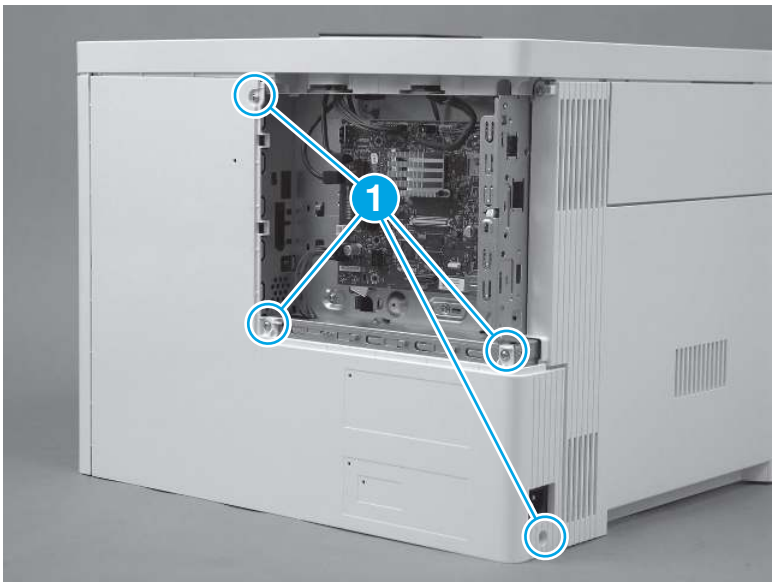
2. Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

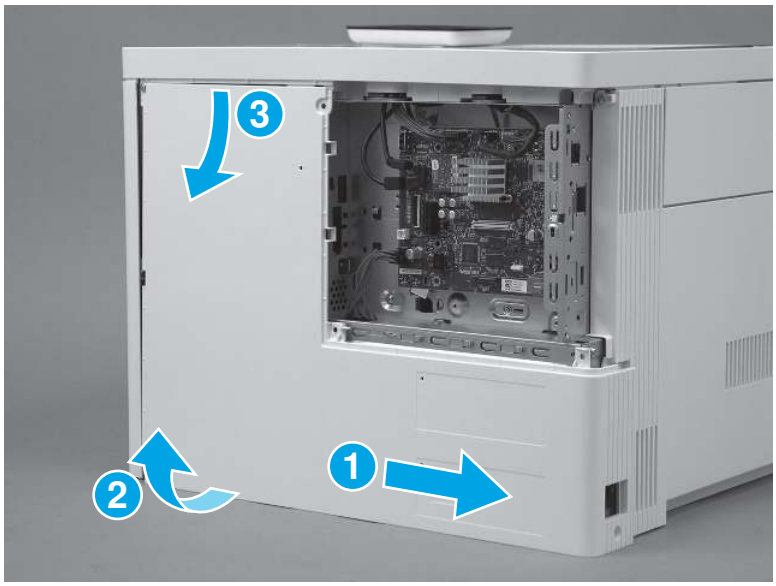
1. Remove four screws (callout 1).

Figure 4-865 Remove four screws



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-866 Remove the cover



3. Remove the rear upper cover (MFP)

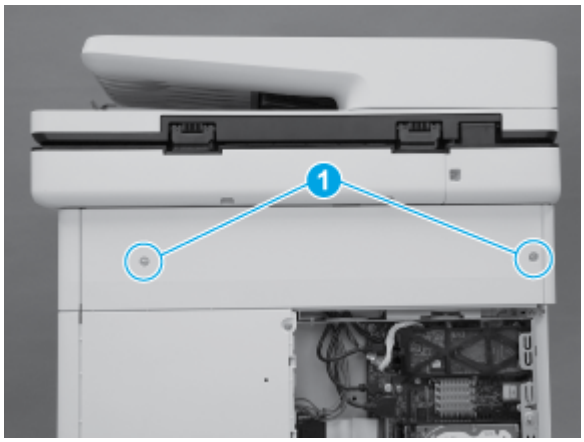
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

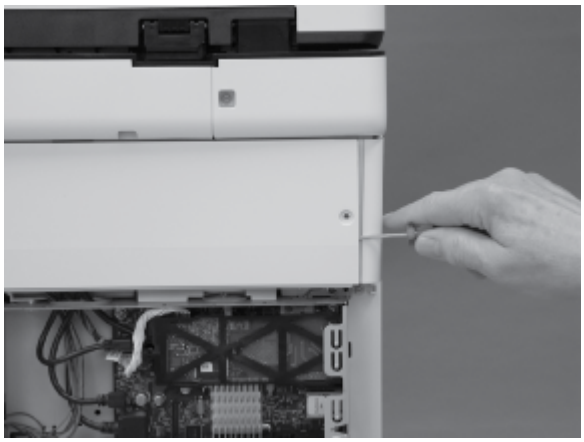
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-867 Remove two screws



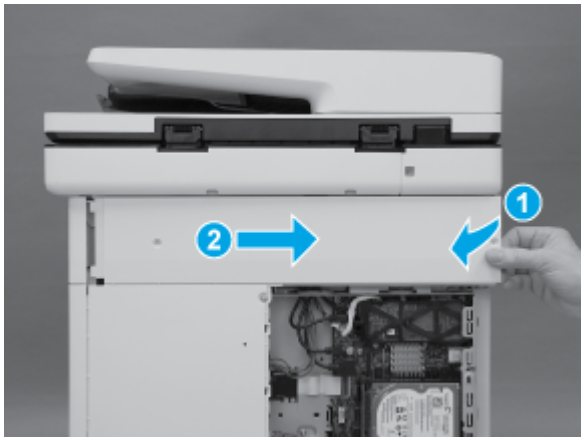
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-868 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-869 Slide the cover right



4. Remove the cover.

Figure 4-870 Remove the cover

4. Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-871 **Remove four screws**

2. Slide the cover to the right to remove it.

Figure 4-872 **Remove the cover**

5. Remove the DC controller

Follow these steps to remove the DC controller.

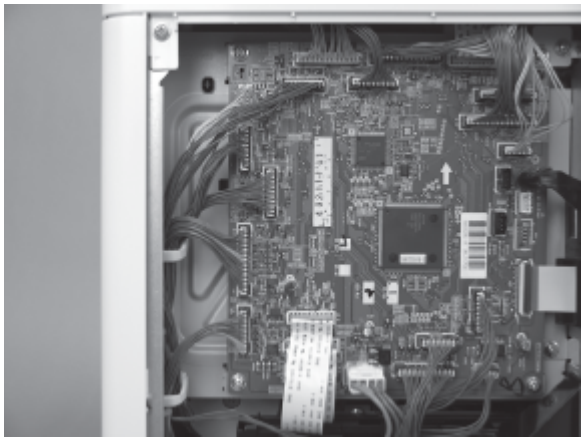
1. Disconnect 18 connectors on the DC controller. The flat cables will be disconnected in the next step.

   The following connectors are empty:

- J140, J141, and J143

Reinstallation tip: **For DCC replacement installation**: Refer to the installation guide included in the box with a replacement DC controller. Because of manufacturing changes, there is an additional connector that must be connected or terminated depending on printer model.

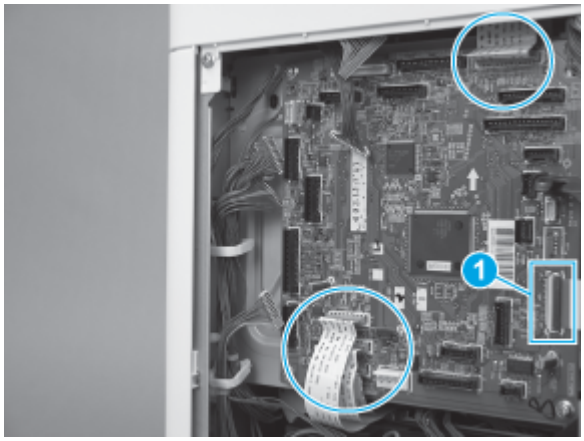
Figure 4-873 **Disconnect 18 connectors**



2. Disconnect five flat cables.

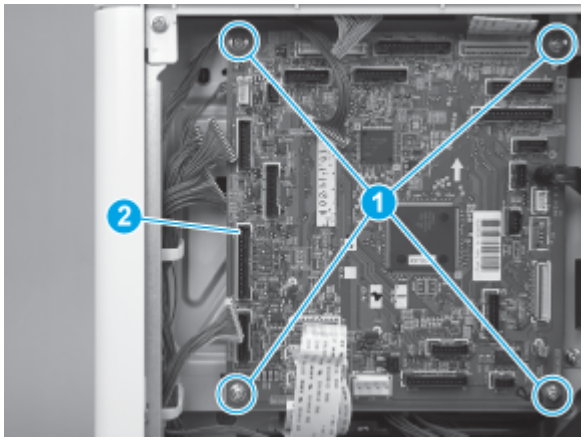
IMPORTANT: One of the flat-cable connectors (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-874 **Disconnect the flat cables**



3. Remove four screws (callout 1), and then remove the DC controller (callout 2).

Figure 4-875 **Remove the DC controller**



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Delivery assembly

Learn about removing and replacing the delivery assembly.

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-59 Part information

Part number	Part description
RM2-0092-000CN	Paper delivery assembly (M553n)
RM2-0016-000CN	Paper delivery assembly (M552dn, M553dn, M553x, M554, M555, E55040dw, E55040dn, M577, M578, E57540)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

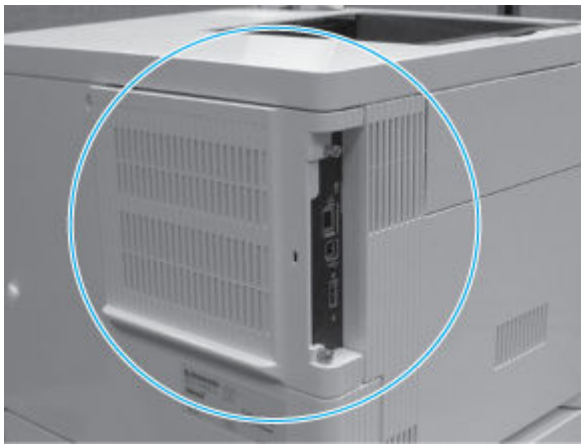
Print any pages necessary to make sure the printer is functioning correctly.

Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

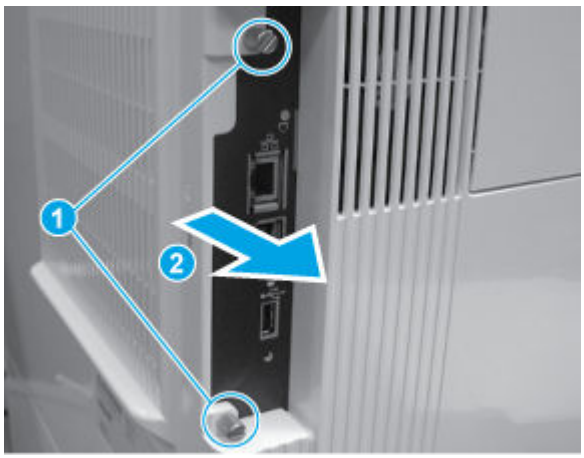
Figure 4-876 Locate the formatter cover



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-877 Loosen the thumbscrews



Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-878 **Open the front door**

2. Open the TCU.

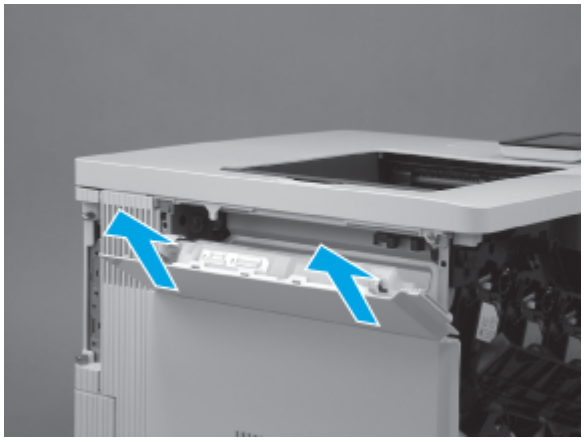
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-879 **Open the TCU**

3. Pull the TCU away from the printer at an angle to remove it.

⚠ **CAUTION:** Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-880 Remove the TCU



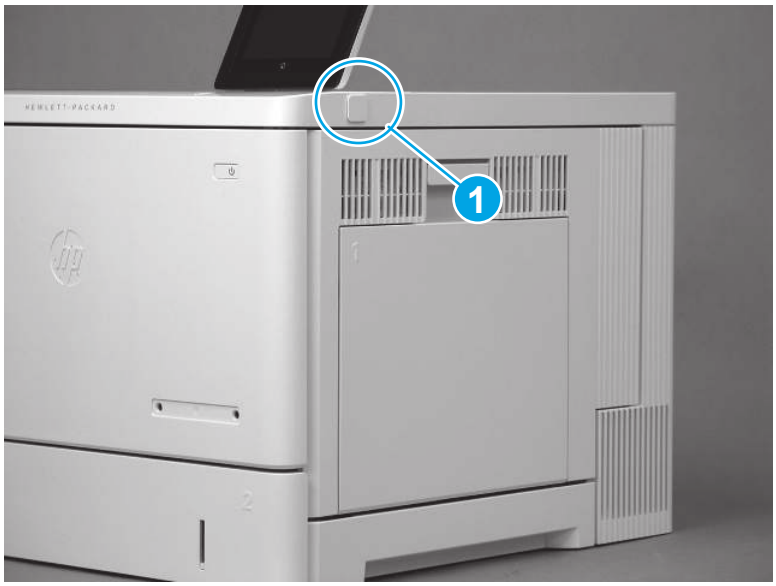
Remove the USB cover (SFP)

Follow these steps to remove the USB cover.

NOTE: This procedure is for SFP models only.

1. Locate the USB cover (callout 1).

Figure 4-881 Locate the USB cover



2. Pull the cover off of the printer to remove it.

Figure 4-882 Remove the cover

Remove the fuser

Follow these steps to remove the fuser.

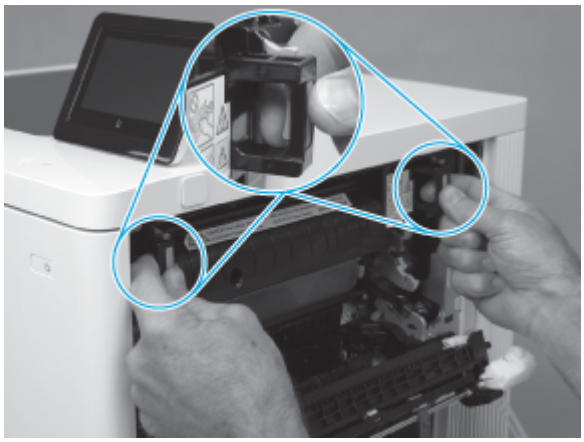
1. Open the right door.

⚠ CAUTION: The fuser is very hot. After turning the printer power off, allow the fuser to cool for at least 30 minutes before removing it.

Figure 4-883 Open the right door

2. Grasp the two fuser handles, and then squeeze the two blue triggers on the handles to release the fuser.

Figure 4-884 Release the fuser



3. Slide the fuser straight out of the printer to remove it.

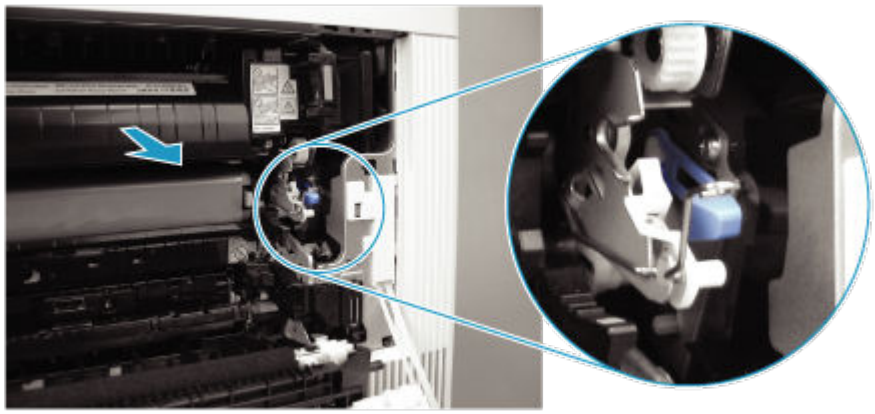
Figure 4-885 Remove the fuser

Remove the ITB

Follow these steps to remove the ITB.

1. Pull the blue lever to release the ITB drive coupling.

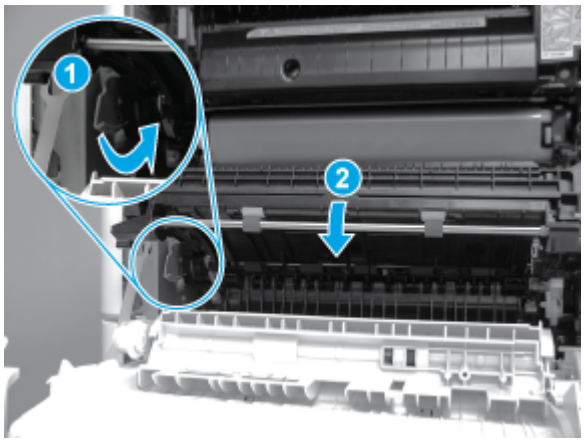
Figure 4-886 Release the ITB drive coupling



2. Push in on the blue arm to release the secondary transfer roller assembly, and then completely lower the assembly.

NOTE: Press the blue arm on the secondary transfer roller assembly a second time to release the roller assembly when it stops at the halfway open position.

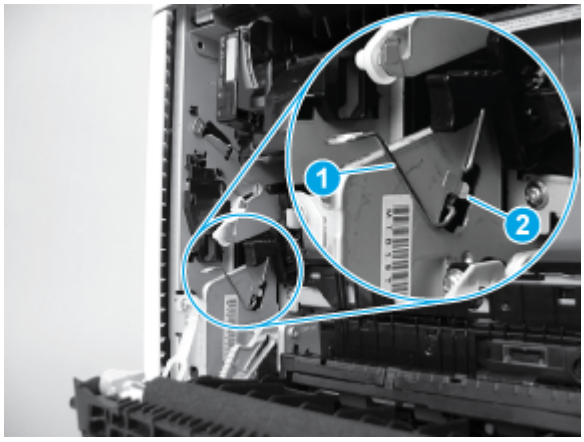
Figure 4-887 Lower the secondary transfer roller assembly



3. Release the left-side ITB spring (callout 1) from the tab (callout 2).

NOTE: For late production M552/M553/E55040/E57540 printers and all M554/M555/M578 printers, this ITB spring is not installed.

Figure 4-888 Release the front-side ITB spring

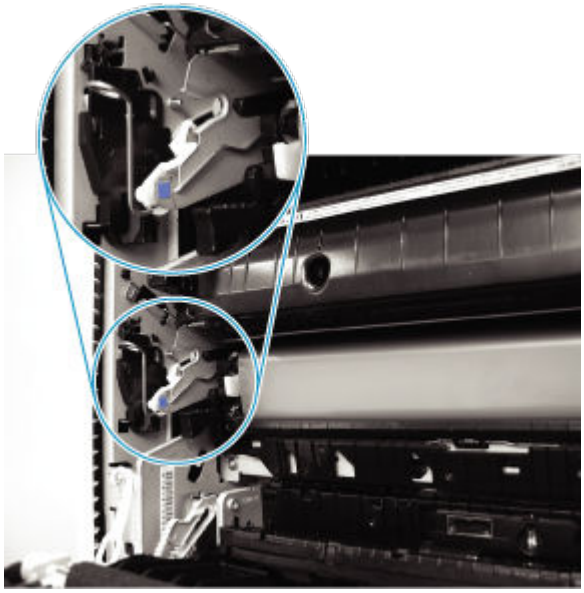


4. Place the left-side ITB spring on the holder to keep it out of the way.

NOTE: For late production M552/M553/E55040/E57540 printers and all M554/M555/M578 printers, this ITB spring is not installed.

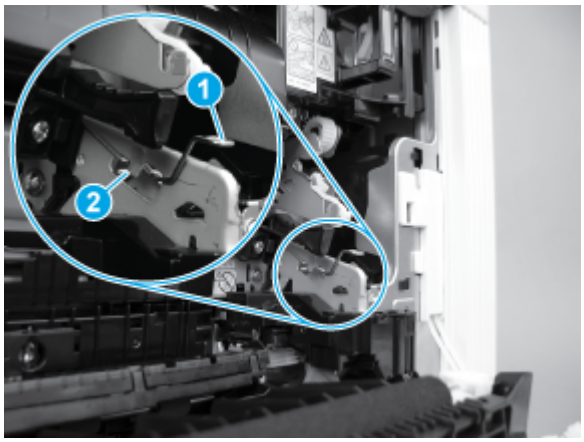
TIP: The holder is colored blue to help locate it.

Figure 4-889 Place the spring on the holder



5. Release the right-side ITB spring (callout 1) from the tab (callout 2).

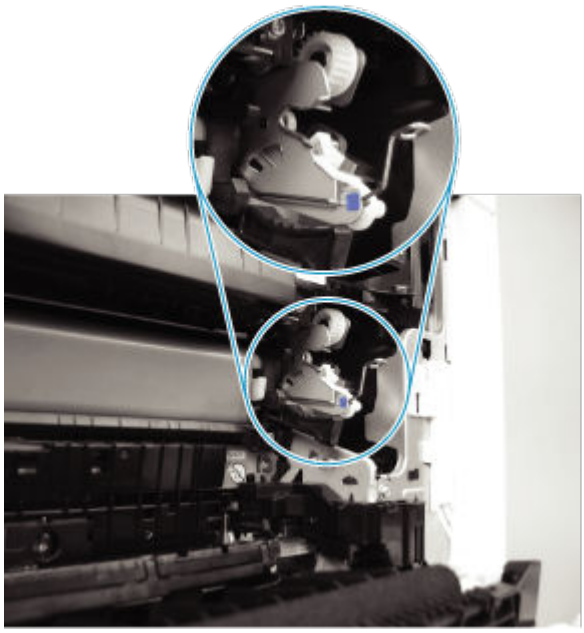
Figure 4-890 **Release the rear-side ITB spring**



6. Place the right-side ITB spring on the holder to keep it out of the way.

TIP: The holder is colored blue to help locate it.

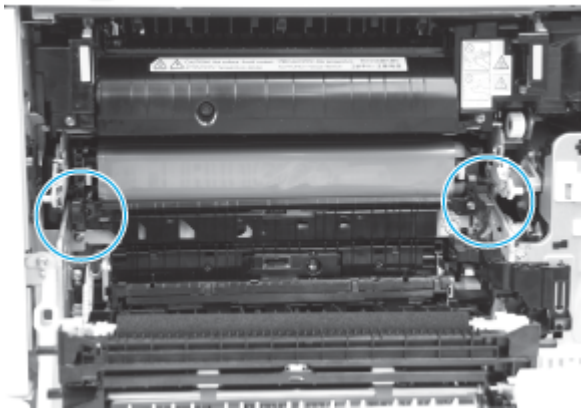
Figure 4-891 **Place the spring on the holder**



7. Grasp the two blue handles on the ITB.

CAUTION: If the ITB is removed to access other assemblies in the printer, use care. The ITB is a sensitive assembly. Be careful when handling the ITB so that it is not damaged. Always place the ITB in a safe and protected location.

Figure 4-892 Grasp the ITB handles



8. Pull the ITB out of the printer to remove it.

⚠ CAUTION: Do not touch the grey-plastic belt. Skin oils and fingerprints on the belt can cause print-quality problems.

Figure 4-893 Remove the ITB

Remove the control panel (M553x/M555/E55040)

Follow these steps to remove the control panel.

NOTE: This procedure is for the M553x/M555/E55040 printers only.

M555 models: Removing the control panel is similar to the procedure below. For the M555, a flat cable connects the control panel to the formatter.

1. Tilt the control panel up.

Figure 4-894 Tilt the control panel up

2. Use the small flat-blade screwdriver supplied in this kit to release the control-panel screws cover tabs.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-895 Release the control-panel screws cover tabs

3. Rotate the cover up to remove it.

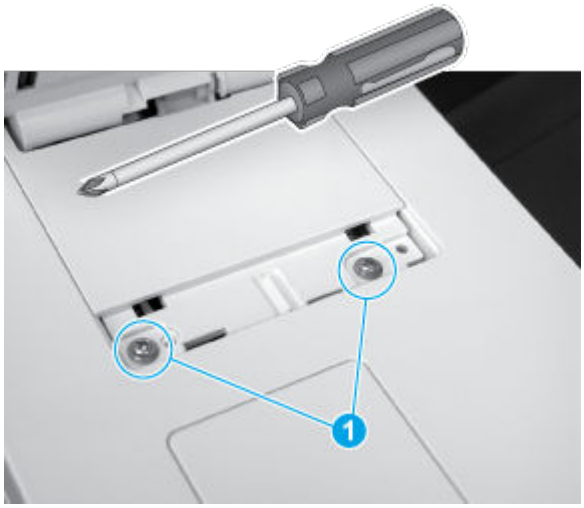
Figure 4-896 Remove the cover

4. Use the small Phillips screwdriver supplied in this kit to remove two screws (callout 1).

IMPORTANT: Store the screws in a secure place where they cannot fall down into the printer.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-897 Remove two screws



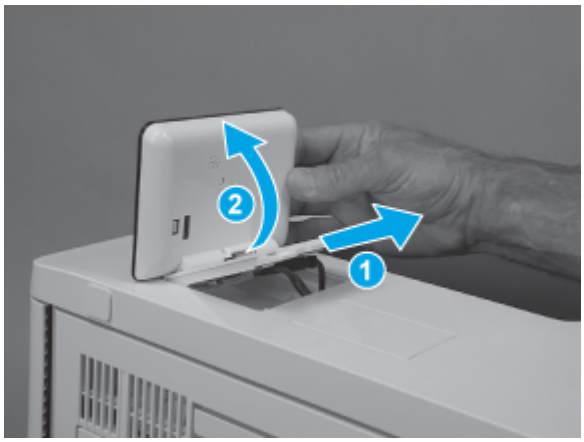
5. Rotate the control-panel base toward the front of the printer.

Figure 4-898 **Rotate the control-panel base up**

6. Slightly slide the control-panel base toward the rear of the printer (callout 1) to release it, and then turn the control panel over (callout 2) to access the bottom side.

⚠ CAUTION: The control panel is still attached to the printer. Do not attempt to completely remove the control panel.

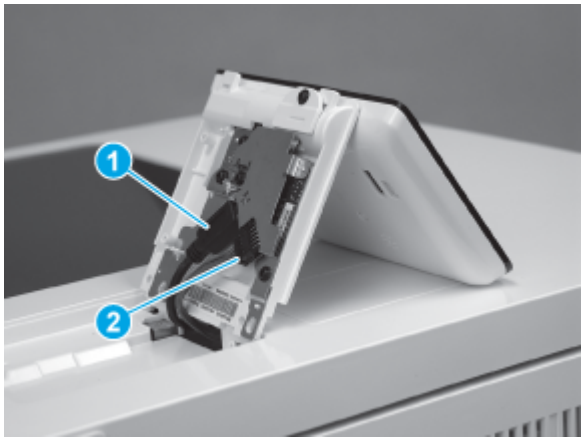
Figure 4-899 **Turn the control panel over**



7. Disconnect one USB cable (callout 1), one connector (callout 2), and then remove the control panel.

NOTE: **M555 only**: Disconnect one flat cable (not shown), and then remove the control panel.

Figure 4-900 Disconnect two connectors



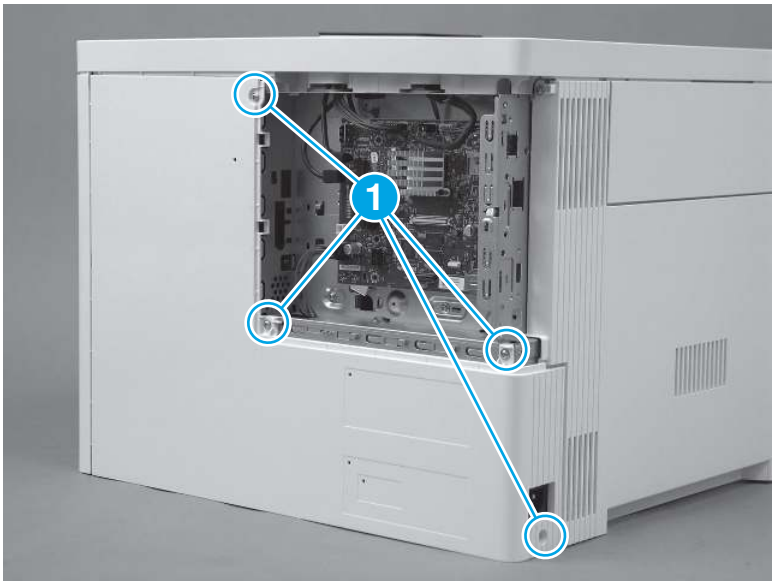
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

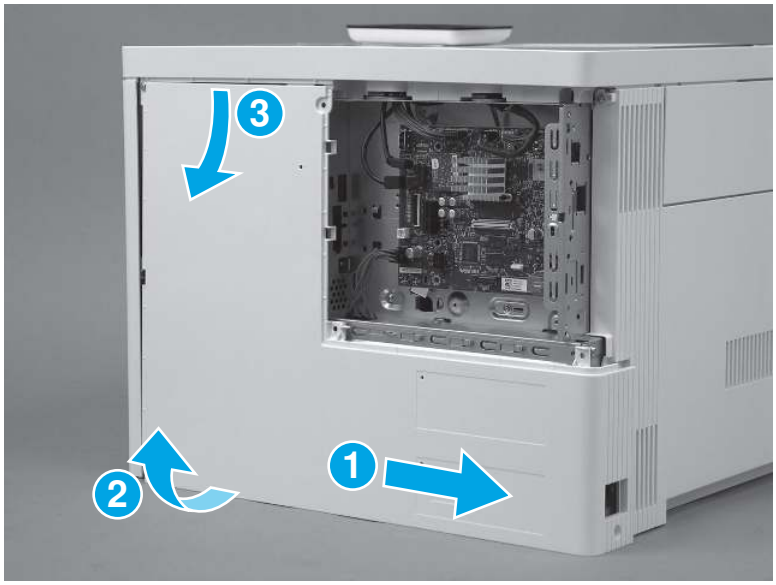
1. Remove four screws (callout 1).

Figure 4-901 Remove four screws



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-902 Remove the cover



Remove the left cover

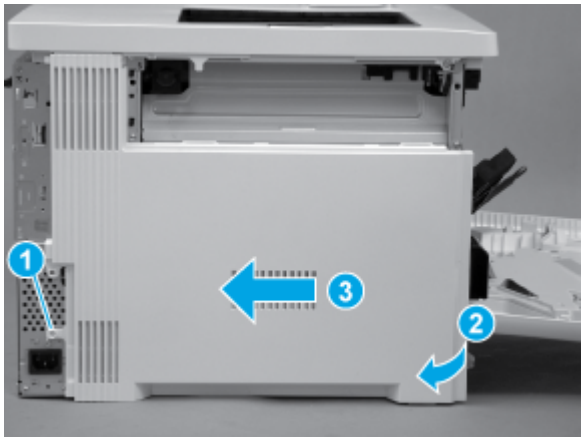
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-903 Remove one screw

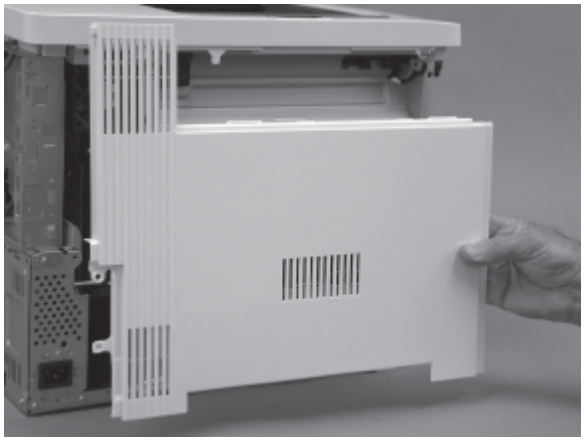
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-904 Release the cover



3. Remove the cover.

Figure 4-905 Remove the cover



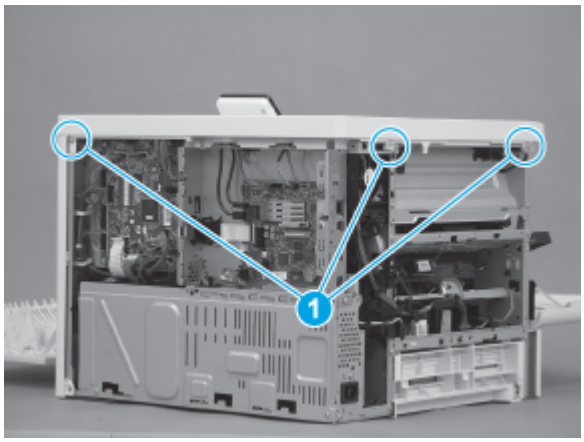
Remove the upper cover (SFP)

Follow these steps to remove the upper cover.

NOTE: This procedure is for SFP models only.

1. Remove three screws (callout 1).

Figure 4-906 **Remove three screws**



2. Remove one screw (callout 1), release one tab (callout 2), and then slightly separate the corner of the cover from the chassis.

NOTE: This is a self-tapping plastic-thread screw. Make sure that this screw is used in this location when it is reinstalled.

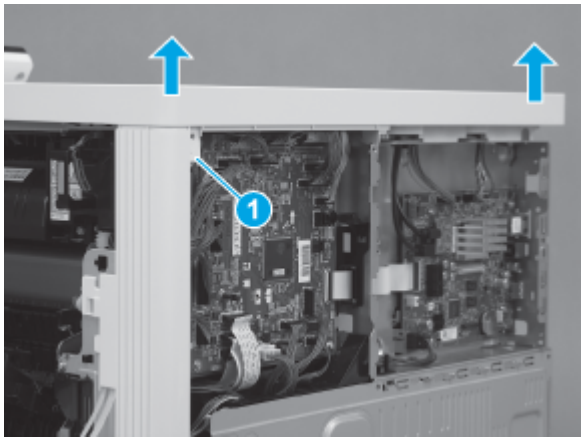
Figure 4-907 **Remove one screw and release one tab**

3. Release one tab (callout 1), and then lift up on the cover to release it.

IMPORTANT: **M554 models**: Disconnect the control-panel flat cable at the formatter.

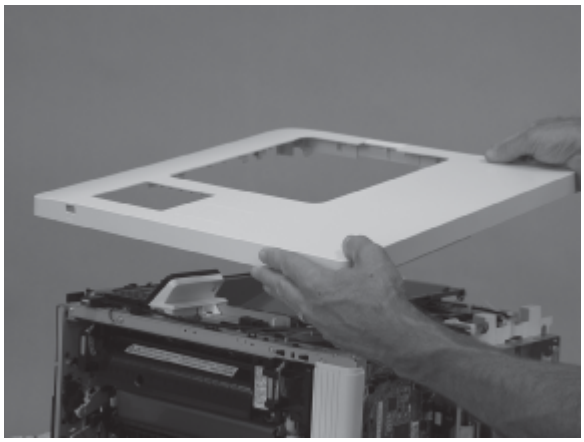
NOTE: If the cover does not release, check for addition tabs by locating the triangles embossed in the cover at tab locations.

Figure 4-908 Release the cover



4. Remove the cover.

Figure 4-909 Remove the cover



Remove the control panel

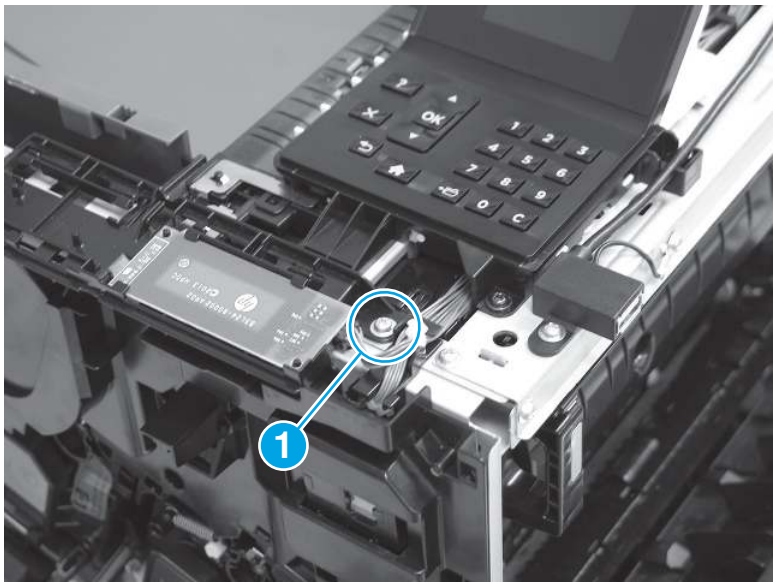
Follow these steps to remove the control panel.

NOTE: This procedure is for the M552dn/M553n/dn/M554 printers only.

The figures in this procedure show the M552/M553 printer. The M554 control panel looks slightly different than shown below. However, removing the control panel is similar to the following procedure.

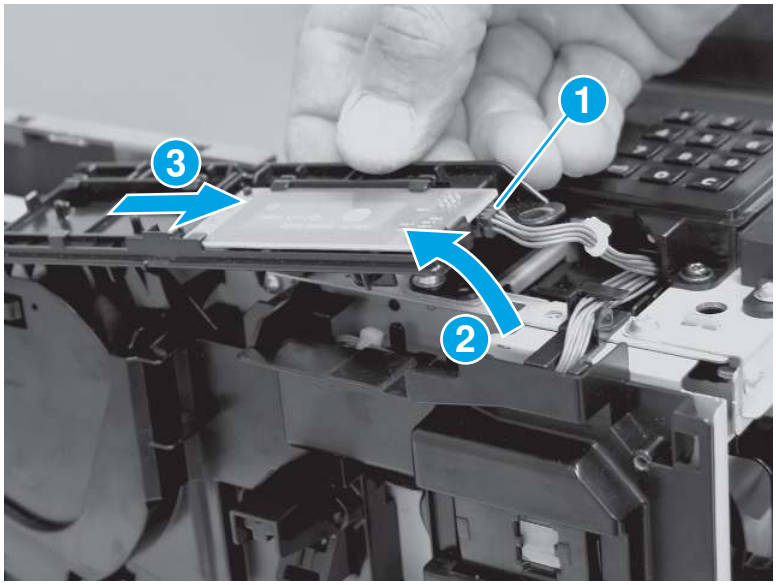
1. Remove one screw (callout 1).

Figure 4-910 **Remove one screw**



2. **M552/M553**: Disconnect one connector (callout 1). Rotate the near field communication (NFC) PCA holder up (callout 2), and then slide it to the right (callout 3) to remove it.

Figure 4-911 **Remove the PCA holder**



3. **M552/M553**: Remove one cable from the guide.

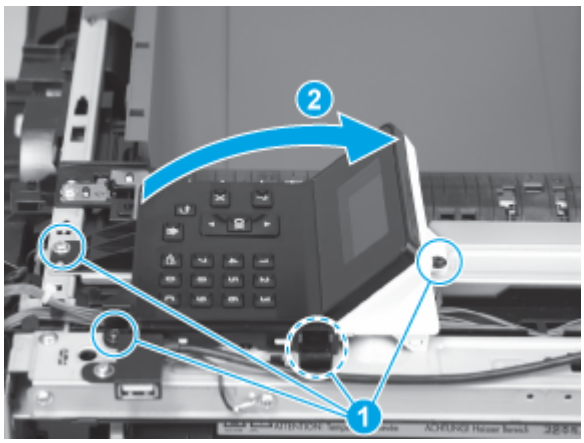
Figure 4-912 **Remove one cable**

4. **M552/M553**: Remove four screws (callout 1), and then turn the control panel over (callout 2).

NOTE: **M554**: Remove any screws fastening the assembly to the printer chassis, and then turn the control panel over (callout 2) to access the bottom side.

CAUTION: The control panel is still attached to the printer. Do not attempt to completely remove the control panel.

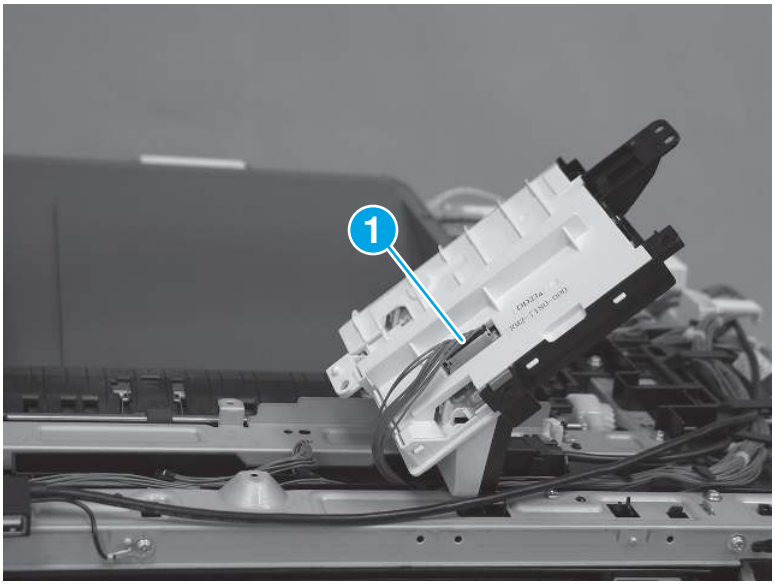
Figure 4-913 **Remove four screws**



5. **M552/M553**: Disconnect one connector (callout 1), and then remove the control panel.

NOTE: **M554**: Disconnect one flat cable, and then remove the control panel.

Figure 4-914 Remove the control panel



Remove the rear upper cover (MFP)

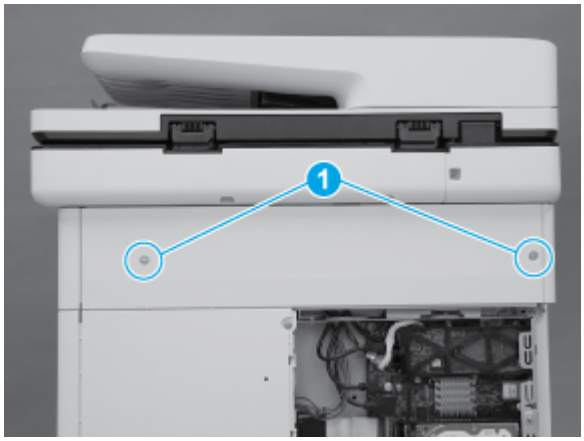
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

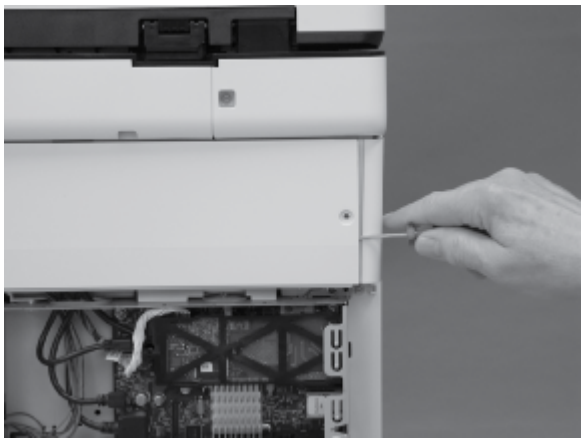
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-915 Remove two screws



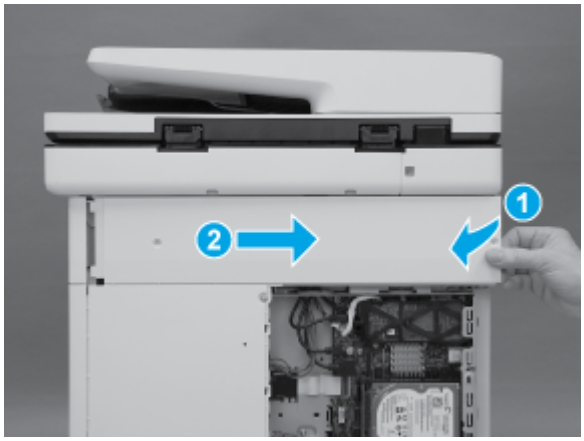
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-916 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-917 Slide the cover right



4. Remove the cover.

Figure 4-918 Remove the cover

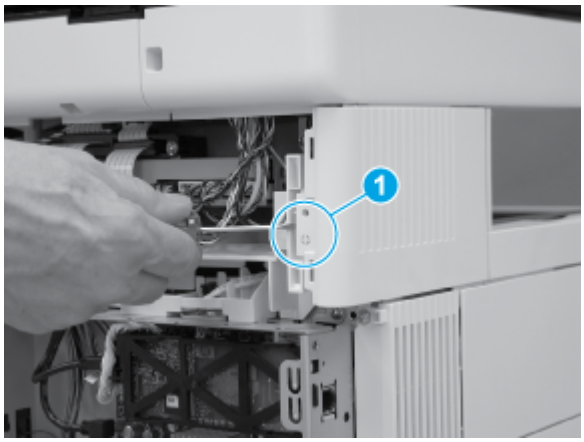
Remove the left upper cover (MFP)

Follow these steps to remove the left upper cover.

NOTE: This procedure is for MFP models only.

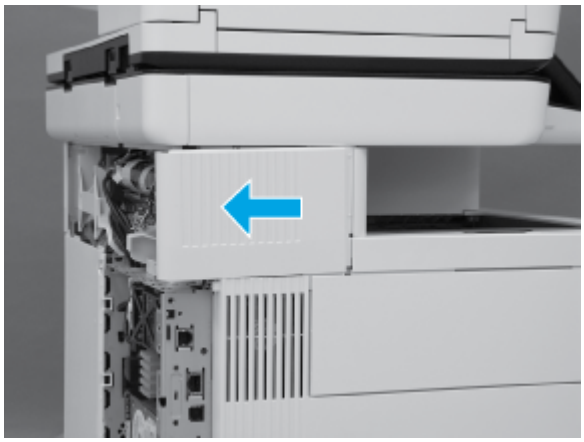
1. At the left side of the printer, release one tab (callout 1).

Figure 4-919 Release one tab



2. Slide the left upper cover toward the back of the printer.

Figure 4-920 Slide the cover back



3. Rotate the cover up to remove it.

Figure 4-921 **Remove the left upper cover**

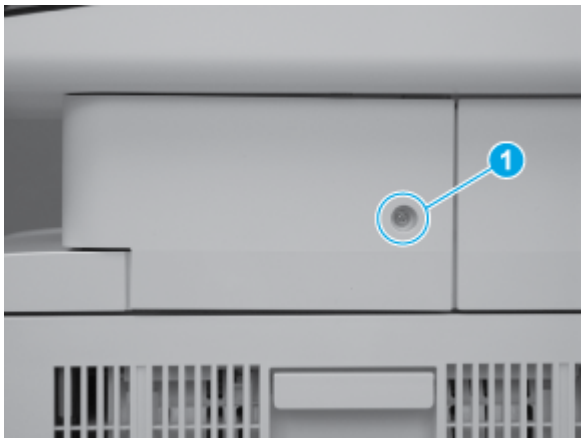
Remove the right front upper cover (MFP non-stapler models)

Follow these steps to remove the right front upper cover.

NOTE: This procedure is for non-stapler models only.

1. Remove one screw (callout 1).

Figure 4-922 **Remove one screw**



2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-923 Release two tabs

3. Rotate the front of the cover to the right to remove it.

Figure 4-924 Rotate the cover

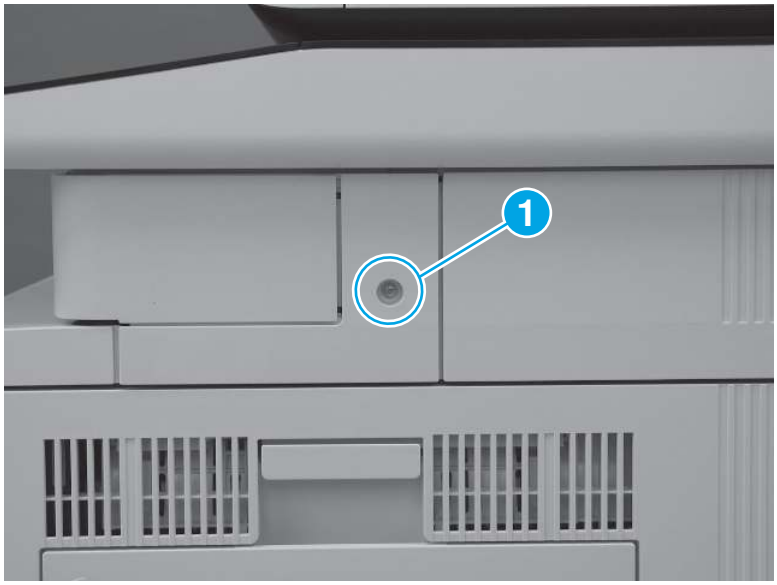
Remove the stapler cover (MFP stapler models)

Follow these steps to remove the stapler cover.

NOTE: This procedure is for stapler models only.

1. Remove one screw (callout 1).

Figure 4-925 Remove one screw

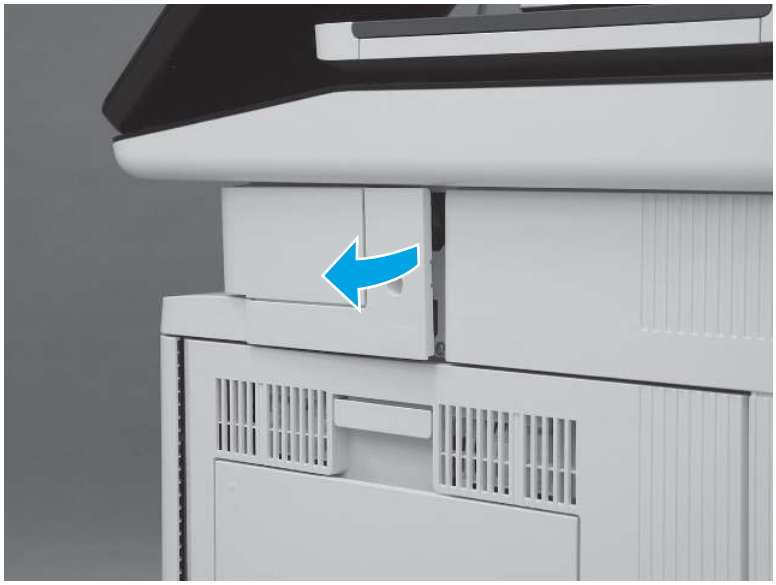


2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-926 Release two tabs

3. Release the back edge of the cover.

Figure 4-927 **Release the back edge of the cover**



4. Rotate the cover away from the printer to remove it.

Figure 4-928 **Remove the cover**

Remove the integrated scanner assembly (ISA) (MFP)

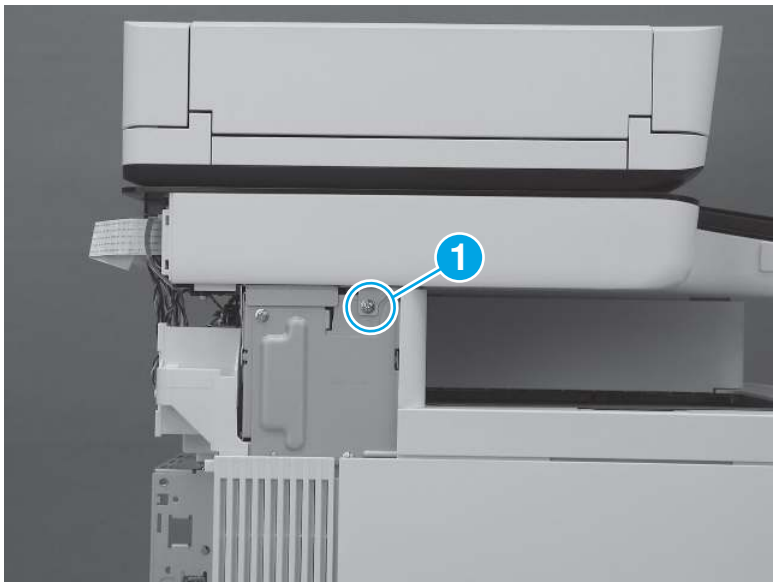
Follow these steps to remove the integrated scanner assembly (ISA).

NOTE: This procedure is for MFP models only.

NOTE: The ISA includes the document feeder, image scanner, scanner control board (SCB), control panel, keyboard (flow models) and NFC PCA (not all models).

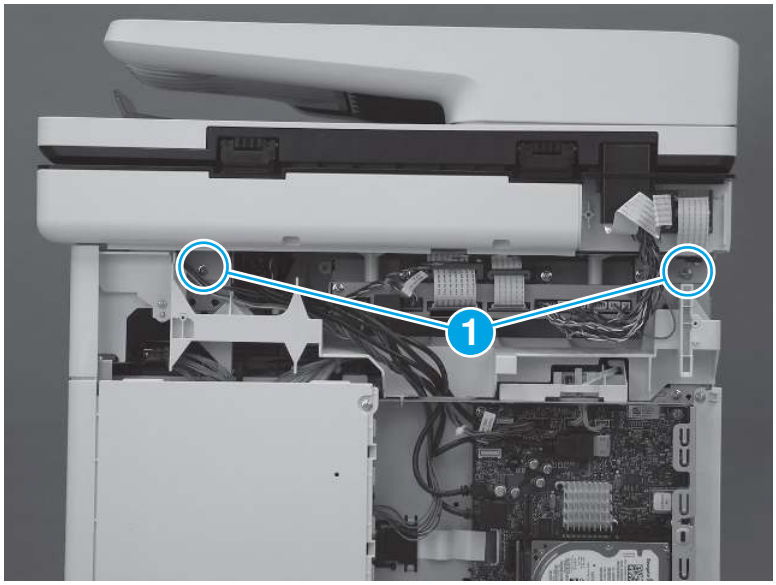
1. At the left side of the printer, remove one screw (callout 1).

Figure 4-929 Remove one screw



2. At the back of the printer, remove two screws (callout 1).

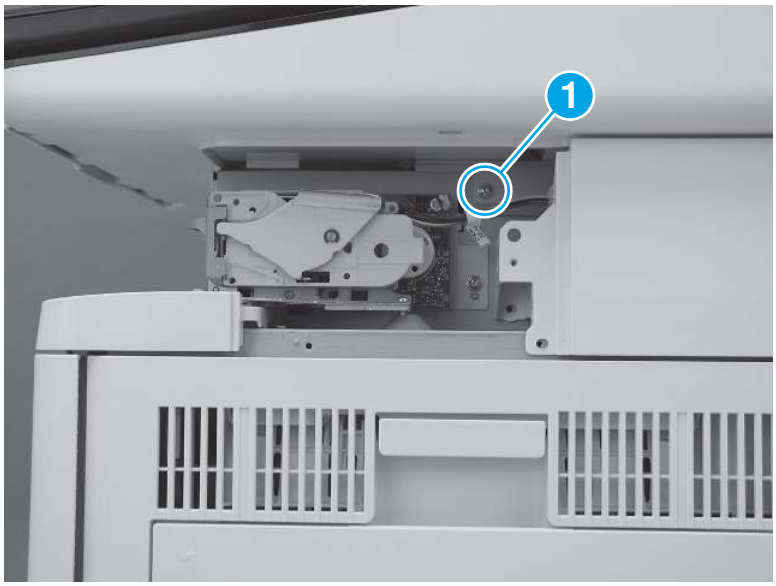
Figure 4-930 Remove two screws



3. At the right side of the printer, remove one screw (callout 1).

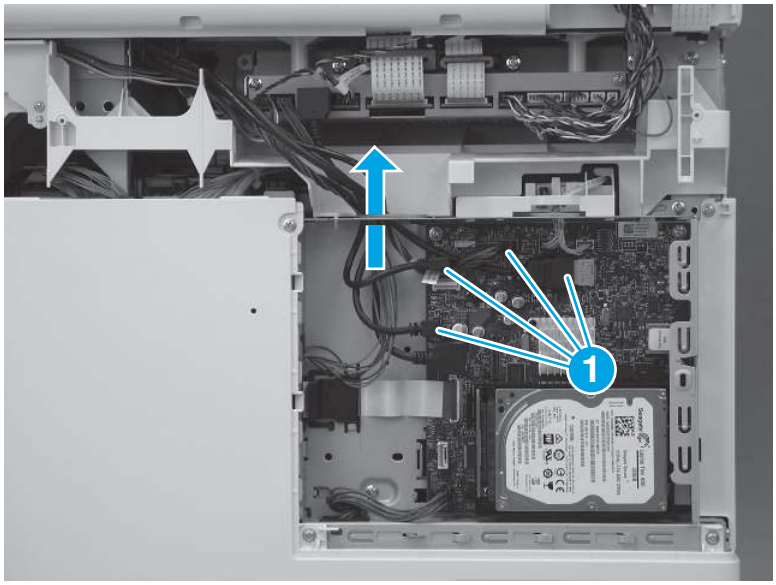
NOTE: The M577z is shown in the figure below. The procedure is correct for all MFP models.

Figure 4-931 Remove one screw



4. Disconnect four connectors (callout 1) on the formatter, and then pass the wire harnesses and cables through the top opening in the formatter case (callout 2).

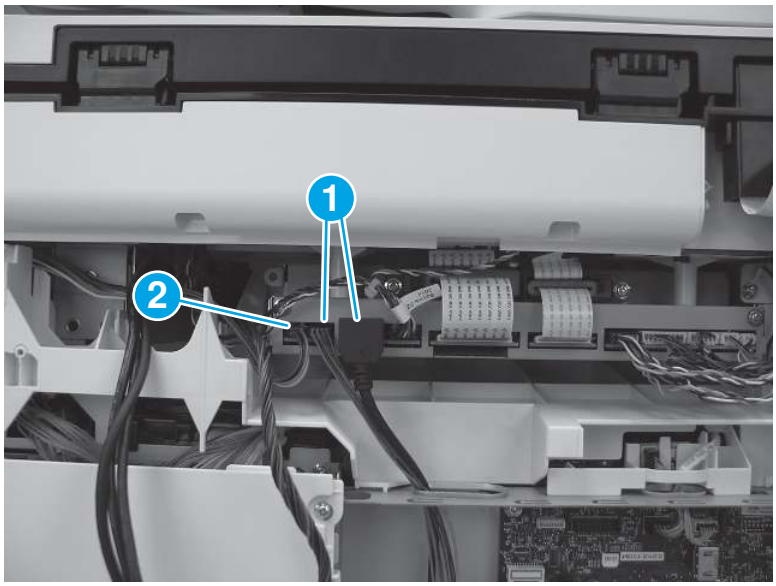
Figure 4-932 Disconnect cables and connectors



5. Disconnect two connectors on the scanner control board (callout 1).

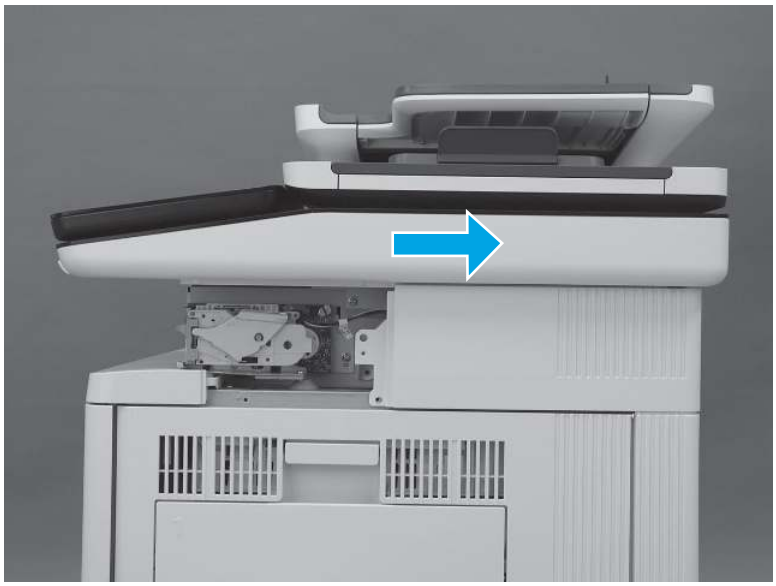
MFP stapler models: Disconnect one connector for the stapler on the scanner control board (callout 2).

Figure 4-933 Disconnect connectors



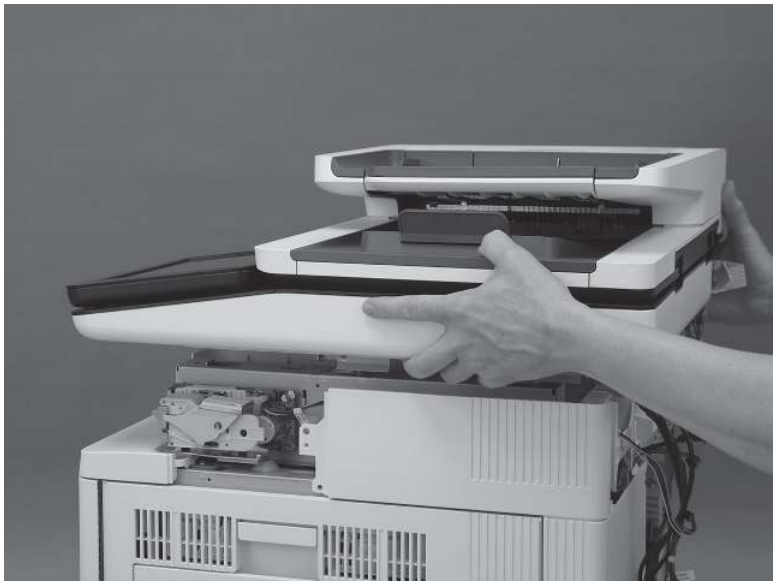
6. Slide the image scanner toward the back of the printer to release it.

Figure 4-934 Release the image scanner



7. Lift the ISA straight up to remove it.

Figure 4-935 **Remove the ISA**



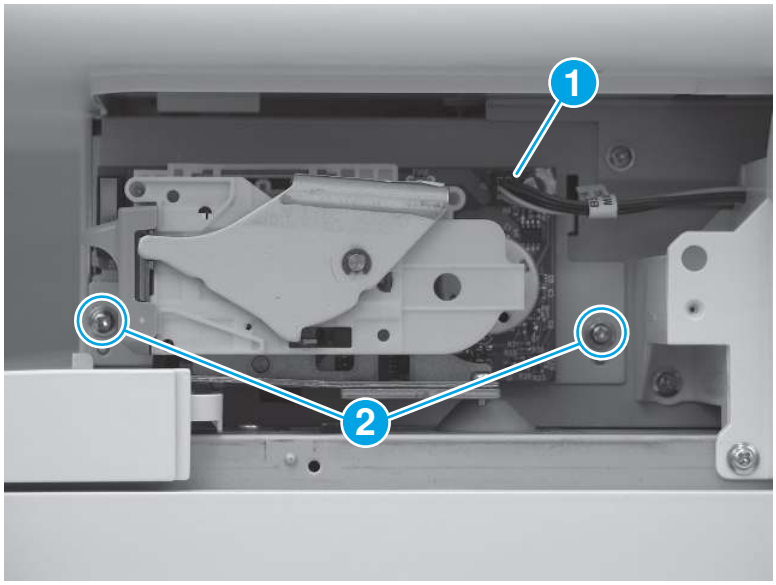
Remove the stapler unit (MFP stapler models)

Follow these steps to remove the stapler unit.

NOTE: This step is for stapler models only.

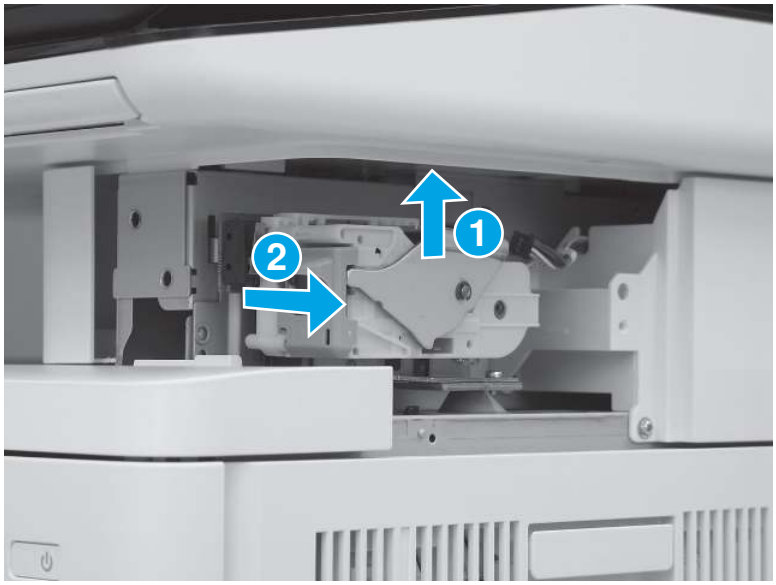
1. Disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 4-936 **Disconnect connector and remove screws**



2. Slide the stapler unit up (callout 1), and then pull it away from the printer (callout 2) to remove it.

Figure 4-937 **Remove the stapler unit**



Remove the right upper cover (MFP)

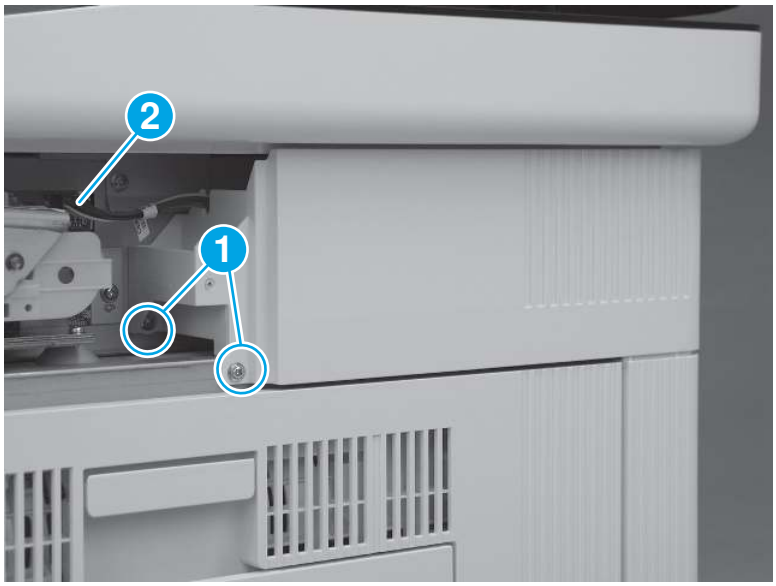
Follow these steps to remove the right upper cover.

NOTE: This procedure is for MFP models only.

1. At the right side of the printer, remove two screws (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

Figure 4-938 **Remove two screws and one connector**

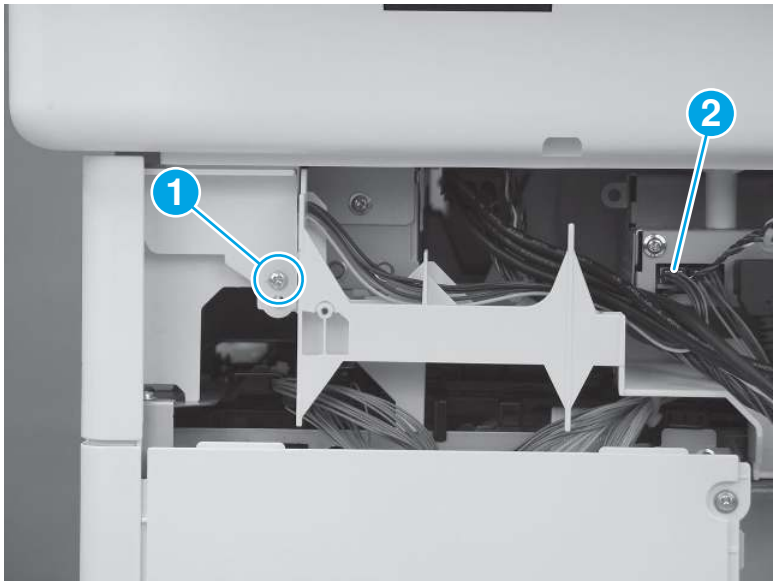


2. At the back of the printer, remove one screw (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

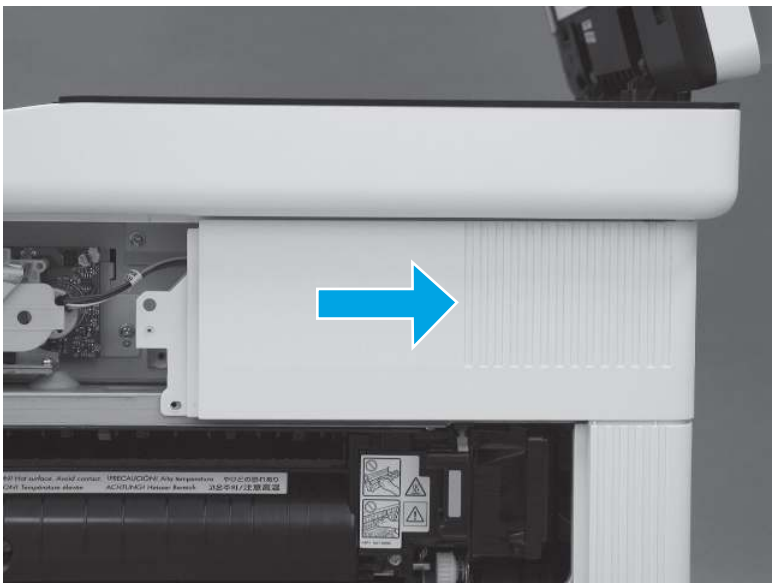
> **Reinstallation tip:** This screw is smaller than the screws removed in the previous step. When reinstalling the right upper cover, make sure that this screw is installed in the correct position.

Figure 4-939 **Remove one screw and connector**



3. Slide the cover toward the back of the printer.

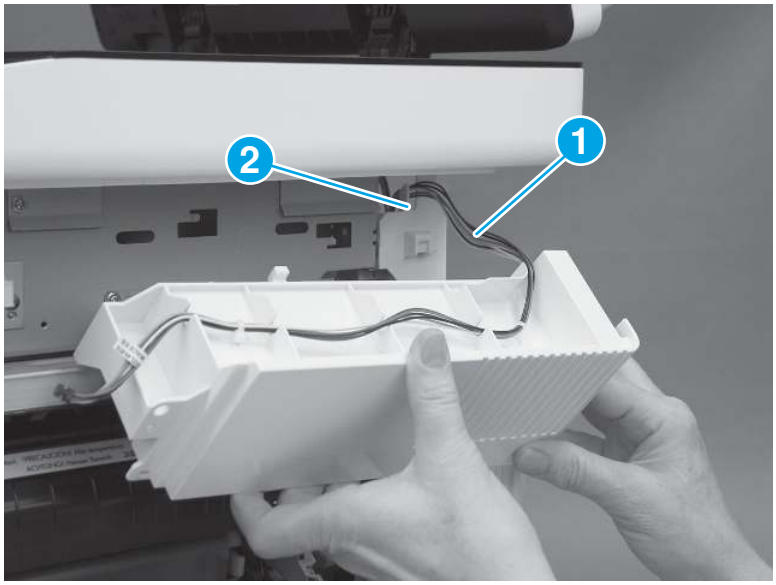
Figure 4-940 **Slide the cover**



4. Lift the cover away from the printer to remove it.

   M577/M578z: Release the cables (callout 1) through the slot (callout 2) in the printer.

Figure 4-941 Remove the cover



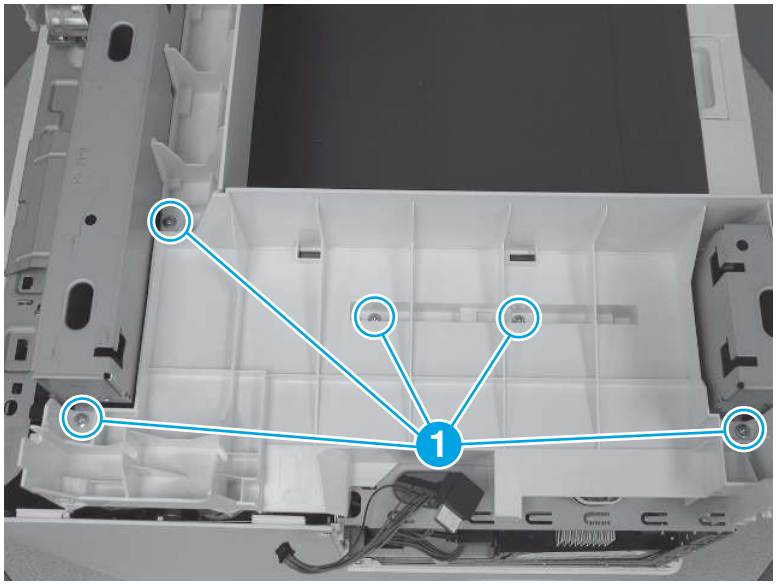
Remove the top rear cover (MFP)

Follow these steps to remove the top rear cover.

NOTE: This procedure is for MFP models only.

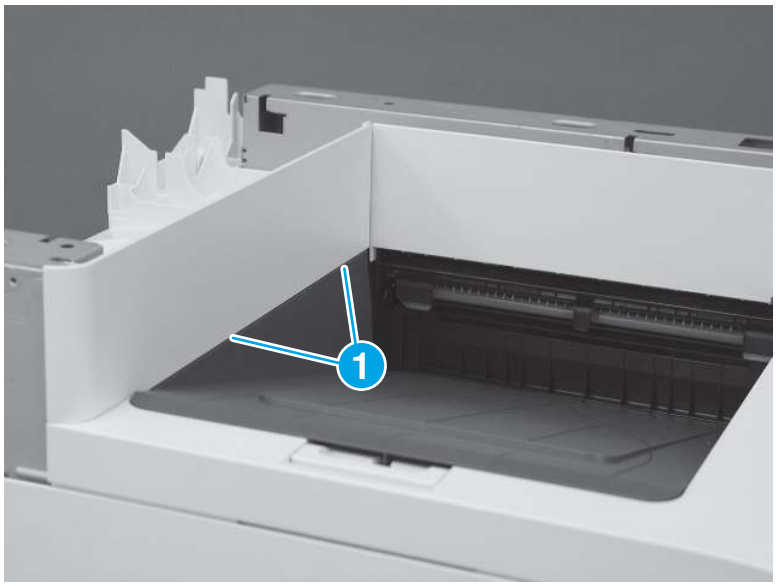
1. At the top of the printer, remove five screws (callout 1).

Figure 4-942 Remove five screws



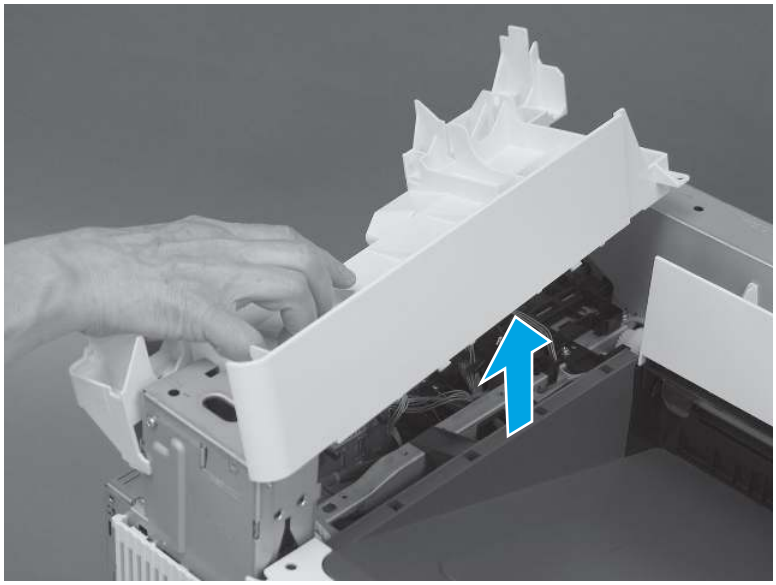
2. Release two tabs (callout 1) on the front edge of the cover.

Figure 4-943 Release two tabs



3. Remove the top rear cover.

Figure 4-944 Remove the cover



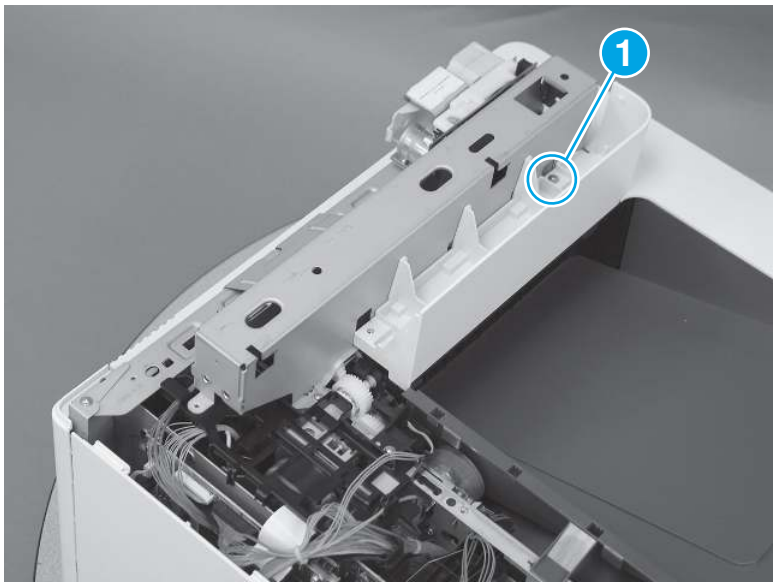
Remove the paper feed cover (MFP)

Follow these steps to remove the paper feed cover.

NOTE: This procedure is for MFP models only.

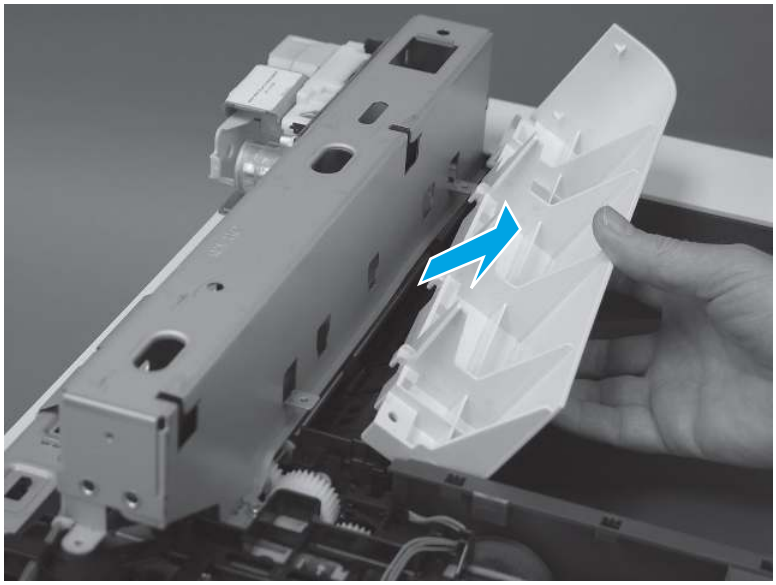
1. Remove one screw (callout 1).

Figure 4-945 Remove one screw



2. Lift the cover up to remove it.

Figure 4-946 Remove the cover



Remove the top cover (MFP)

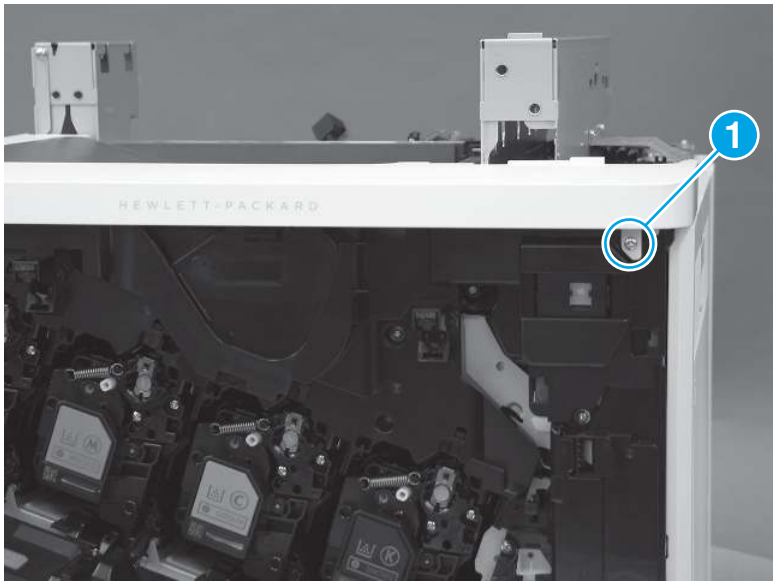
Follow these steps to remove the top cover.

NOTE: This procedure is for MFP models only.

1. At the front of the printer, remove one screw (callout 1).

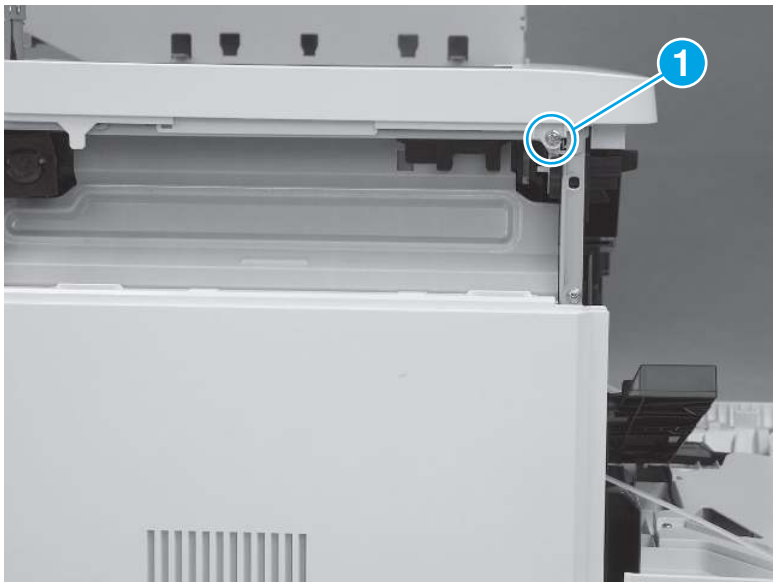
Reinstallation tip: This screw is longer and a different type of screw than the screw removed in the next step. When reinstalling the top cover, make sure that this screw is installed in the correct position.

Figure 4-947 Remove one screw



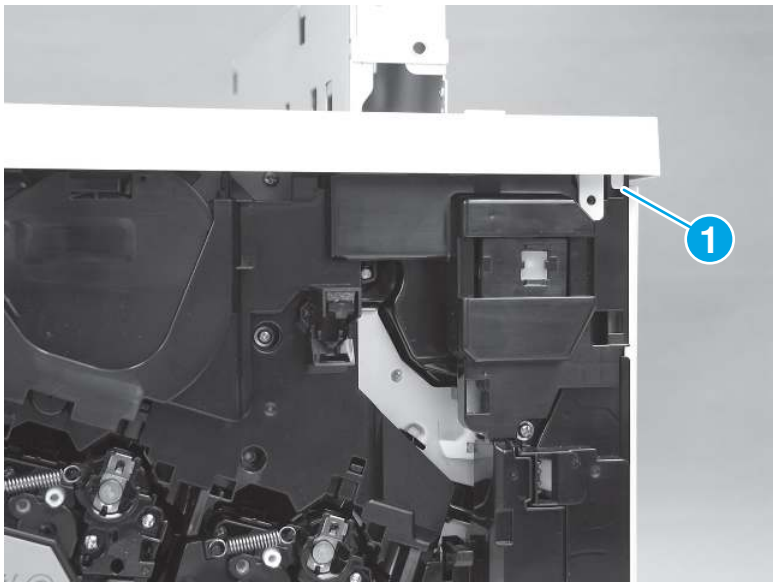
2. At the left side of the printer, remove one screw (callout 1).

Figure 4-948 Remove one screw



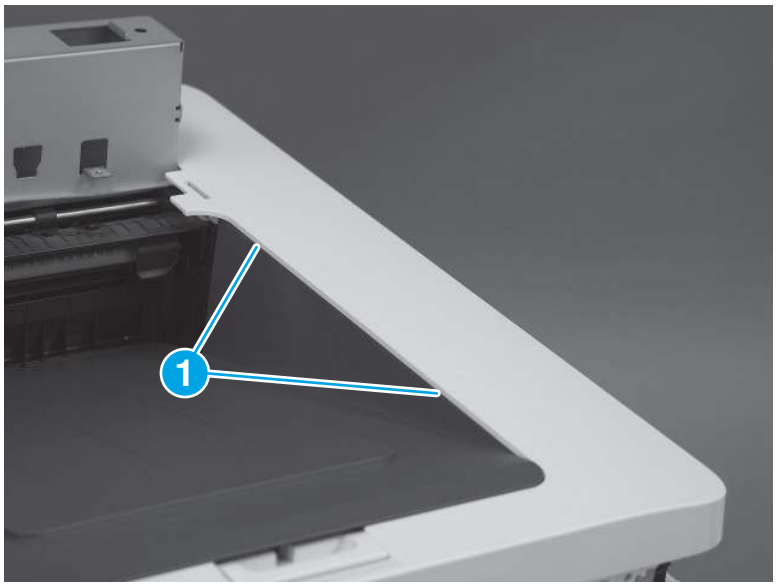
3. At the front of the printer, release one tab (callout 1).

Figure 4-949 Release one tab



4. At the top of the printer, release two tabs (callout 1) next to the output bin, and then remove the top cover.

Figure 4-950 Remove the cover



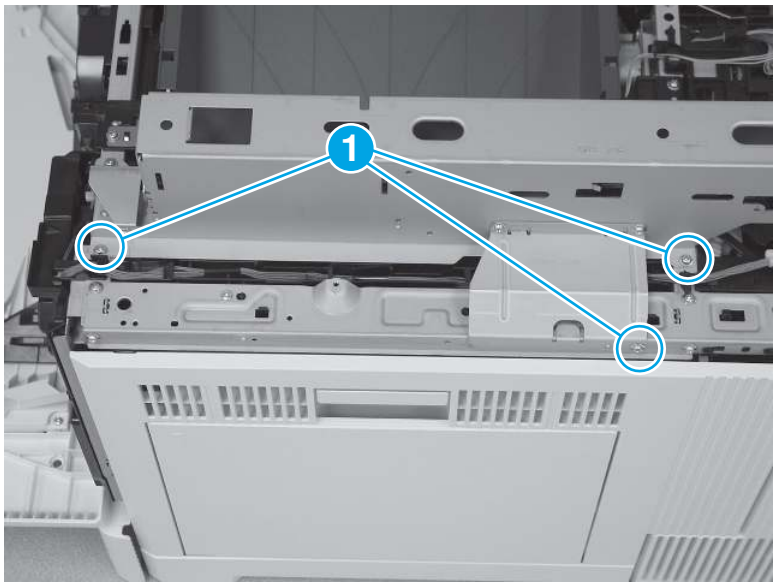
Remove the top bracket (MFP)

Follow these steps to remove the top bracket.

NOTE: This procedure is for MFP models only.

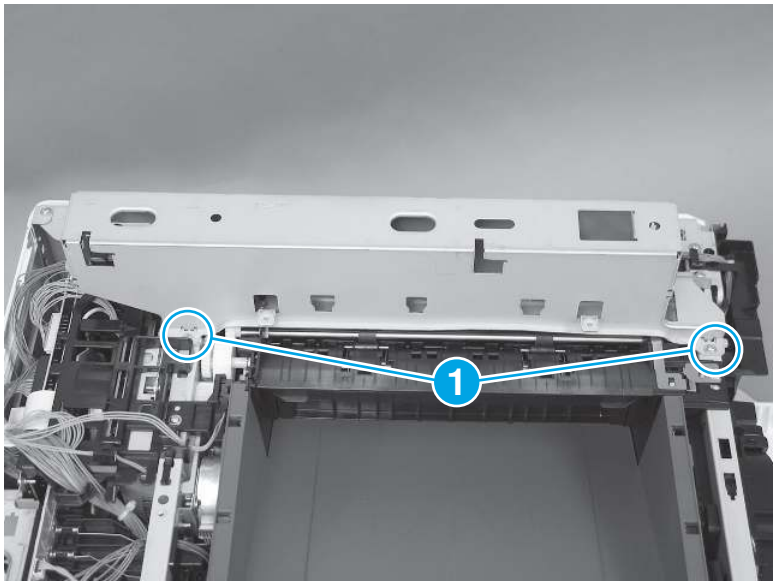
1. At the top of the printer, remove three screws (callout 1).

Figure 4-951 Remove three screws



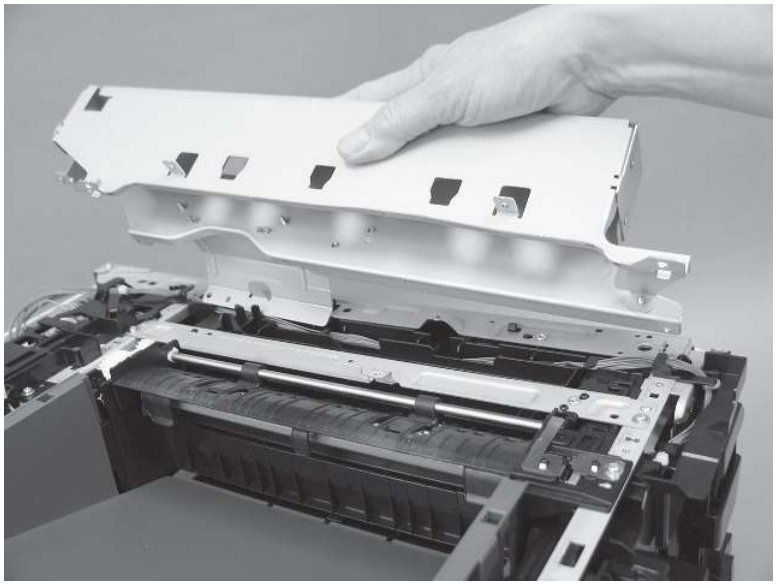
2. At the top of the printer, remove two screws (callout 1).

Figure 4-952 Remove two screws



3. Lift the top bracket up to remove it.

Figure 4-953 Remove the bracket

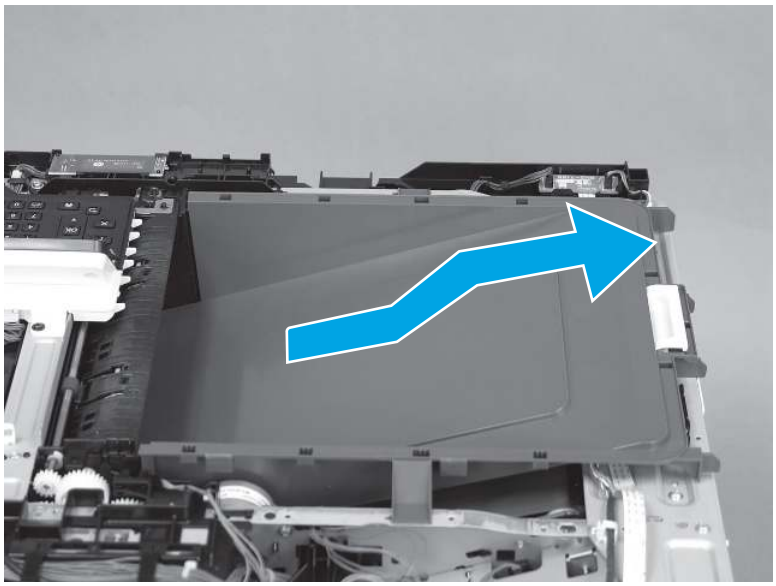


Remove the output bin

Follow these steps to remove the output bin.

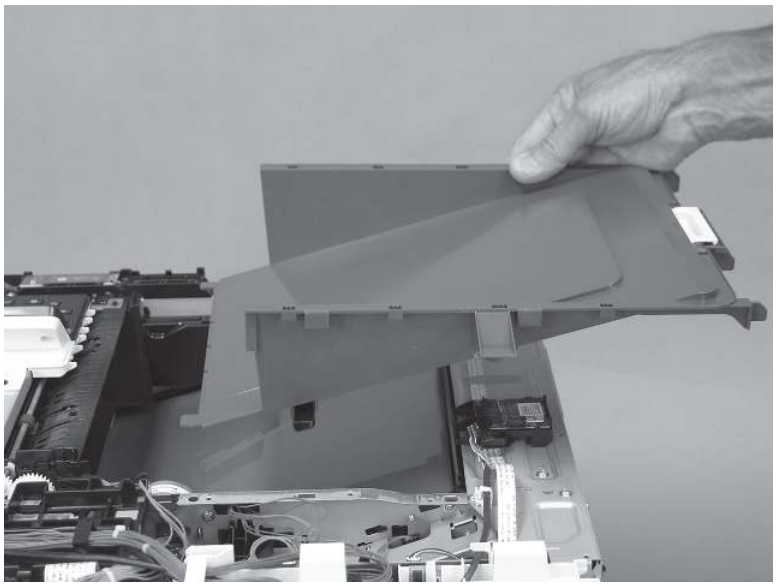
1. Slightly slide and lift the cover to release it.

Figure 4-954 Release the cover



2. Remove the cover.

Figure 4-955 **Remove the cover**



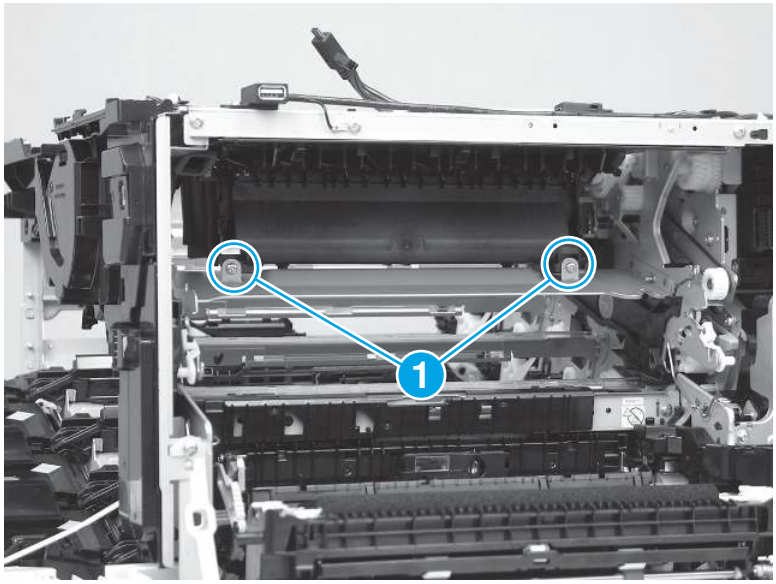
Remove the delivery assembly

Follow these steps to remove the delivery assembly.

1. At the right side of the printer, remove two screws (callout 1).

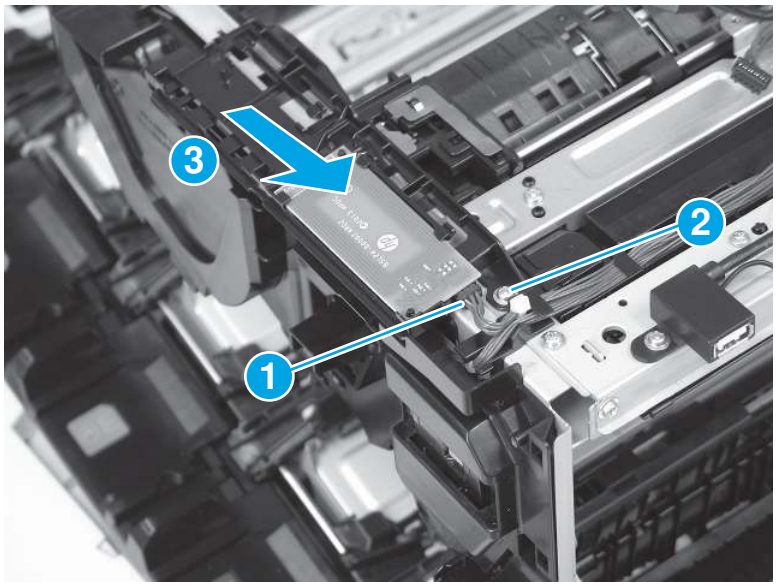
NOTE: These two screws are the self-tapping type.

Figure 4-956 **Remove two screws**



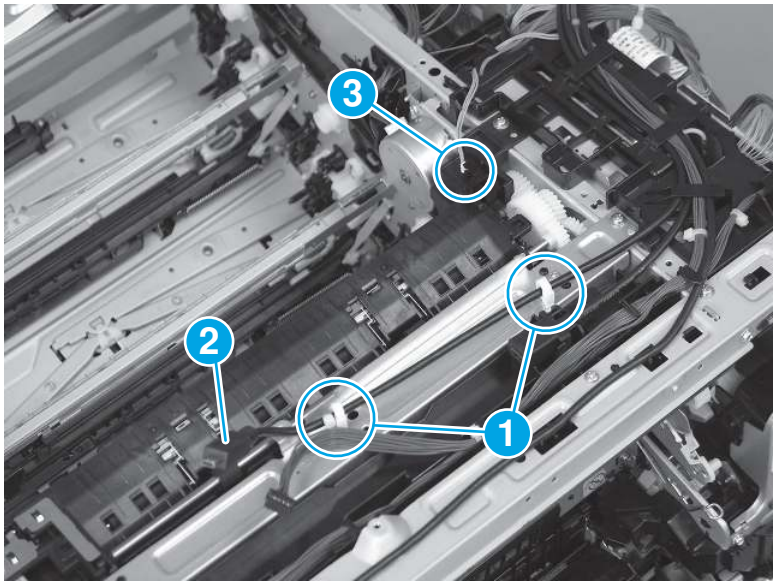
2. **(M553x/M555/E55040)**: At the top-front-right corner of the printer, disconnect one connector (callout 1), remove one screw (callout 2), and then remove the near field communication (NFC) PCA and holder by sliding them to the right (callout 3).

Figure 4-957 **Remove the NFC**



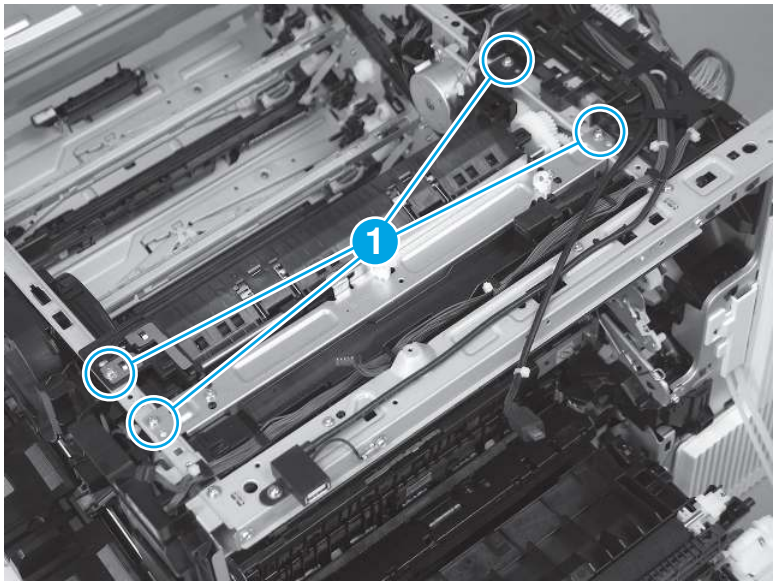
3. Release two retainers (callout 1), remove the USB cable (callout 2) from the retainers, and then disconnect one connector (callout 3).

Figure 4-958 **Release two retainers and disconnect one connector**



4. Remove four screws (callout 1).

Figure 4-959 **Remove four screws**



5. Remove the delivery assembly.

⚠ CAUTION: The solenoid plunger and arm (callout 1) located on the right side of the assembly are not captive.

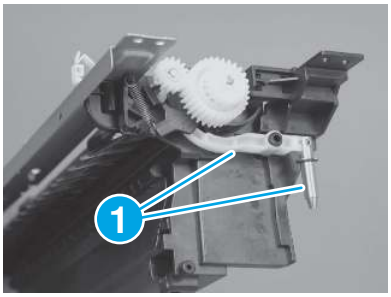
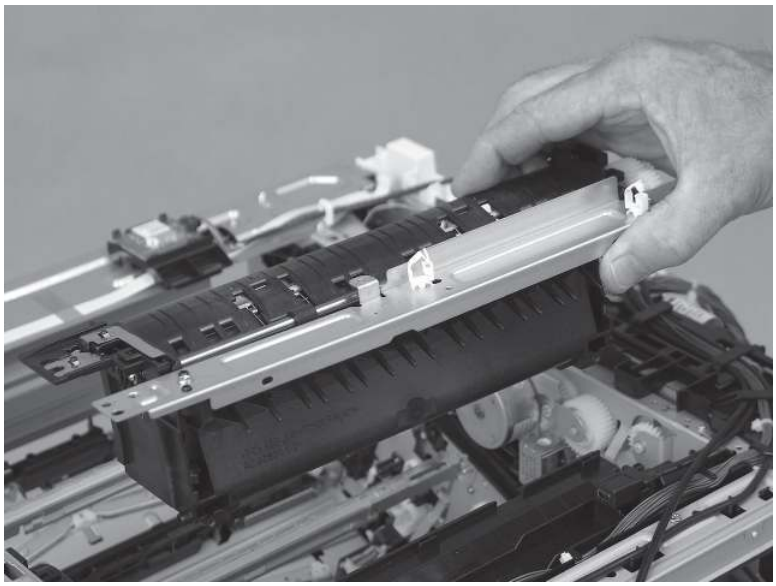


Figure 4-960 Remove the assembly



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Formatter (M552/M553/M554/M555/E55040)

This document provides the procedures to remove and replace the SFP formatter.

Watch a video about formatter installation

Mean time to repair: 15 minutes

Service level: Intermediate

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: Under **NO** circumstances should a formatter from a different printer be installed during the repair or troubleshooting processes. The formatter stores important data specific to the model of printer it is installed in and is not deigned to be swapped or re-purposed in any way. Return a used formatter to HP.

Issues that can occur from swapping a formatter include:

- Serial number, product number, product name, page count, and supported cartridges information change and might make a product unusable.
- 33.02.01 Used board/Disk installed errors.

If a used formatter is installed and causes this issue, the partner must cover the costs of the repair in the form of a product replacement. **There is no method in the field to recover a printer where a used formatter is installed**.

For more information, see HP LaserJet Enterprise, HP LaserJet Managed, HP PageWide Enterprise, HP PageWide Managed - 33.02.01 error or printer name and/or product number changes after replacing the formatter.

IMPORTANT: Do not replace the formatter, DC controller, and eMMC PCA or hard-disk drive simultaneously during a single printer servicing. Doing so might cause the printer to become unstable or inoperable.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-60 Part information

Part number	Part description
B5L23-67903	Formatter assembly M552dn
B5L23-67904	Formatter assembly M552dn China/India

Table 4-60 Part information (continued)

Part number	Part description
B5L24-67909	Formatter assembly M553n, M553dn, M553dh
B5L24-67908	Formatter assembly M553n, M553dn, M553dh China/India
B5L26-67901	Formatter assembly M553x/E55040
B5L26-67902	Formatter assembly M553x/E55040 China/India
7ZU81-67903	Formatter assembly M554dn
7ZU81-67904	Formatter assembly M554dn China/India
7ZU78-67903	Formatter assembly M555dn
7ZU78-67904	Formatter assembly M555dn China/India
7ZU79-67903	Formatter assembly M555x
7ZU79-67904	Formatter assembly M555x China/India

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Make sure that all of the connectors on the formatter are fully seated.

Make sure that the formatter cover is fully seated, and that the thumbscrews are finger tight after replacing it.

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

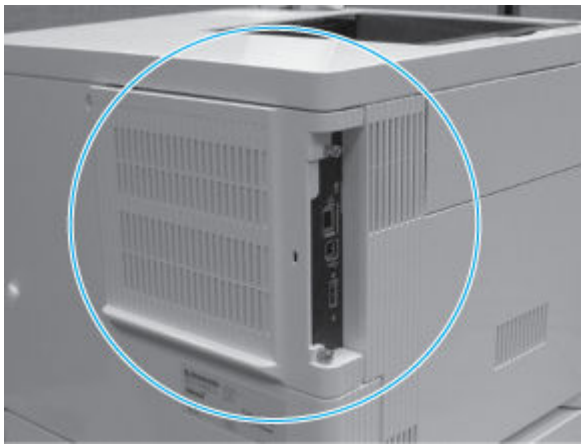
Print a configuration page to make sure that the printer is functioning correctly.

1. Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

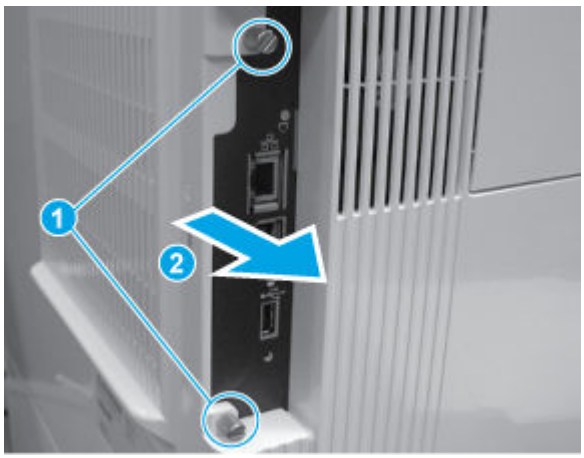
Figure 4-961 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-962 **Loosen the thumbscrews**



2. Remove the hard-disk drive (HDD)

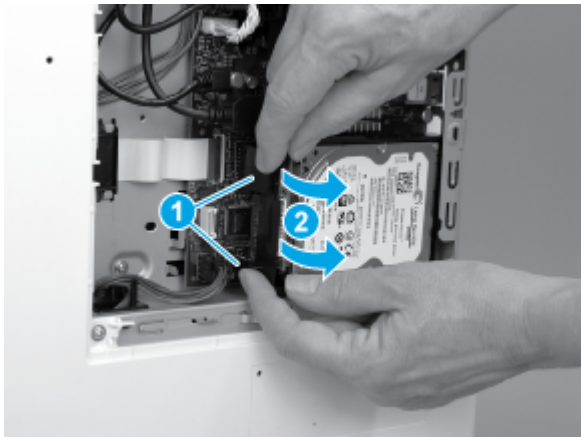
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-963 Release the HDD



2. Slide the HDD away from the printer to remove it.

Figure 4-964 Remove the HDD

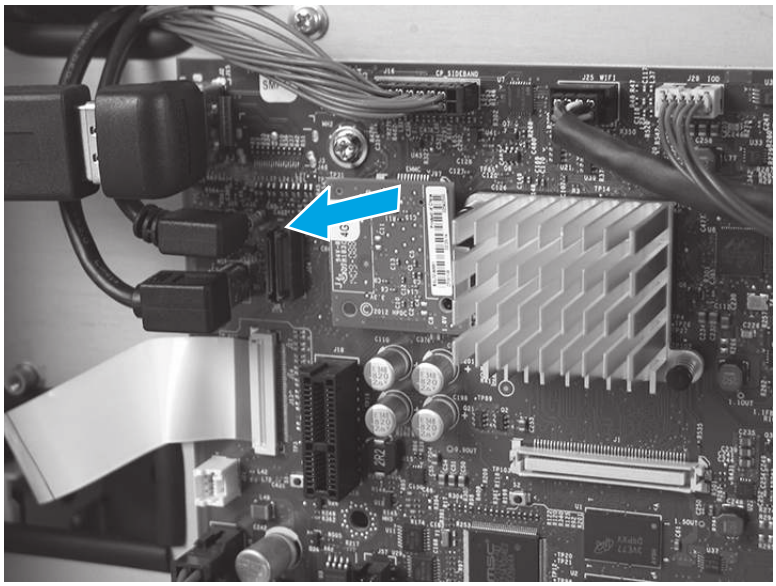
3. Remove the embedded MultiMedia Card (eMMC)

Follow these steps to remove the eMMC.

⚠ CAUTION: ESD sensitive part.

- Locate the eMMC component on the formatter, and then pull it straight off of the formatter to remove it.

Figure 4-965 **Remove the eMMC**



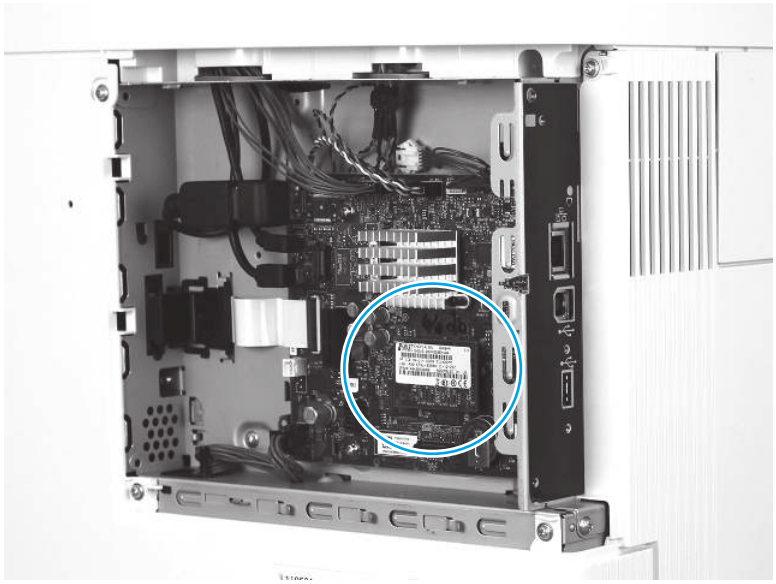
4. Remove the dual in-line memory module (DIMM)

Follow these steps to remove the DIMM.

⚠ CAUTION: ESD sensitive part.

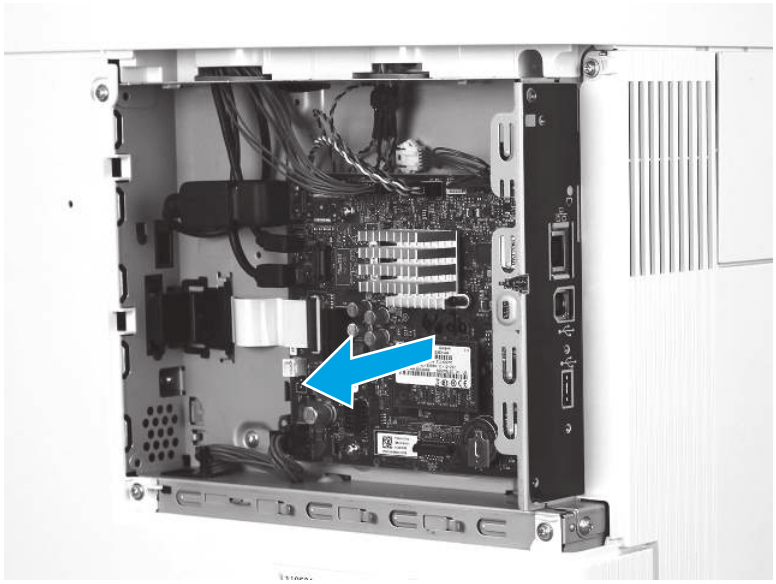
1. Locate the DIMM component on the formatter.

Figure 4-966 **Locate the DIMM**



2. Pull the DIMM straight off of the formatter to remove it.

Figure 4-967 Remove the DIMM



5. Remove the trusted platform module (TPM)

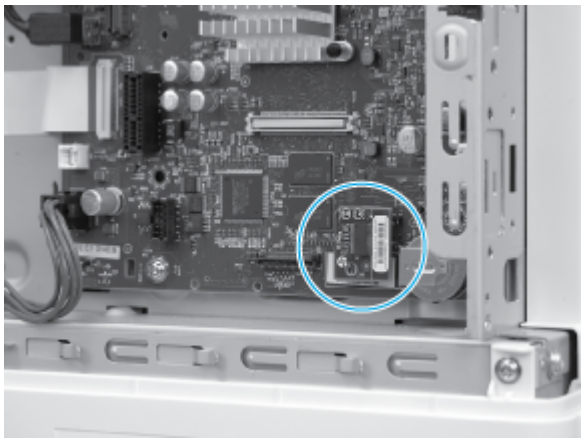
Follow these steps to remove the trusted platform module (TPM).

CAUTION: ESD sensitive part.

NOTE: Removing the TPM is only necessary for formatter or TPM accessory replacement.

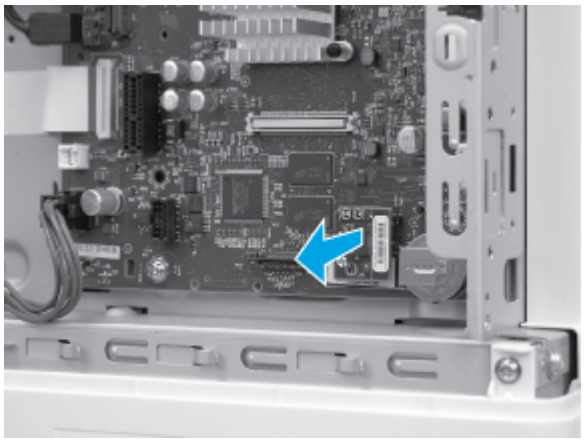
1. Locate the TPM component on the formatter.

Figure 4-968 Locate the TPM



2. Pull the TPM straight off of the formatter to remove it.

Figure 4-969 **Remove the TPM**



6. Remove the formatter (SFP)

Follow these steps to remove the formatter.

NOTE: This procedure is for SFP models only.

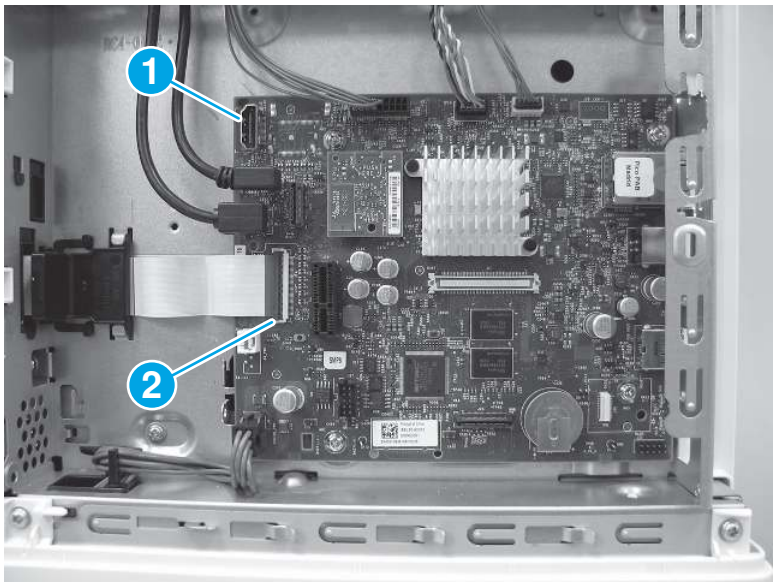
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - M553n/dn and M552dn: J2 (callout 1; this is the touchscreen connector for the M553x and E55040 printers)
   - All models: J9 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J18 (this connector is empty unless the optional hard-disk drive is installed)
   - M553n/dn and M552dn: J25 (this is the wireless connector for the M553x and E55040 models)
   - All models: J57
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

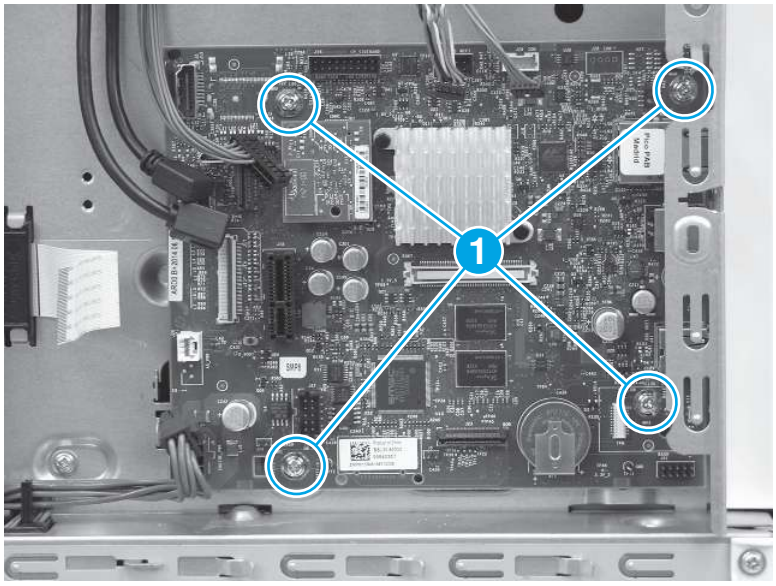
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-970 Disconnect all connectors



2. Remove four screws (callout 1), and then remove the formatter..

Figure 4-971 Remove four screws



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Formatter (M577/M578/E57540)

This document provides the procedures to remove and replace the MFP formatter.

View a video demonstration of removing and replacing the formatter.

Mean time to repair: 10 minutes

Service level: Intermediate

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: Under **NO** circumstances should a formatter from a different printer be installed during the repair or troubleshooting processes. The formatter stores important data specific to the model of printer it is installed in and is not deigned to be swapped or re-purposed in any way. Return a used formatter to HP.

Issues that can occur from swapping a formatter include:

- Serial number, product number, product name, page count, and supported cartridges information change and might make a product unusable.
- 33.02.01 Used board/Disk installed errors.

If a used formatter is installed and causes this issue, the partner must cover the costs of the repair in the form of a product replacement. **There is no method in the field to recover a printer where a used formatter is installed**.

For more information, see HP LaserJet Enterprise, HP LaserJet Managed, HP PageWide Enterprise, HP PageWide Managed - 33.02.01 error or printer name and/or product number changes after replacing the formatter.

IMPORTANT: Do not replace the formatter, DC controller, and hard-disk drive simultaneously during a single printer servicing. Doing so might cause the printer to become unstable or inoperable.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-61 Part information

Part number	Part description
B5L46-67909	Formatter assembly M577, E57540
B5L46-67911	Formatter assembly M577, E57540 China/India
7ZU85-67903	Formatter assembly M578
7ZU85-67904	Formatter assembly M578 China/India

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Make sure that all of the connectors on the formatter are fully seated.

Make sure that the formatter cover is fully seated, and that the thumbscrews are finger tight after replacing it.

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

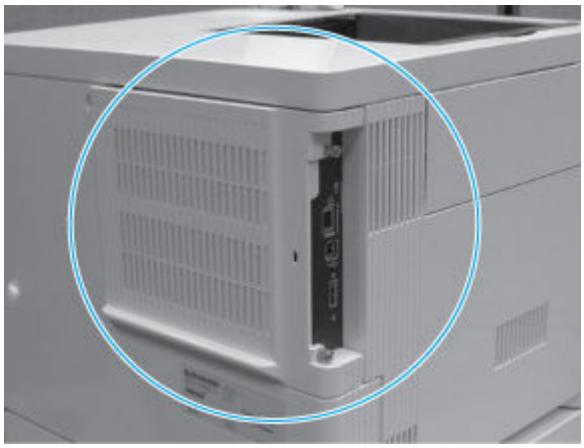
Print a configuration page to make sure that the printer is functioning correctly.

1. Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

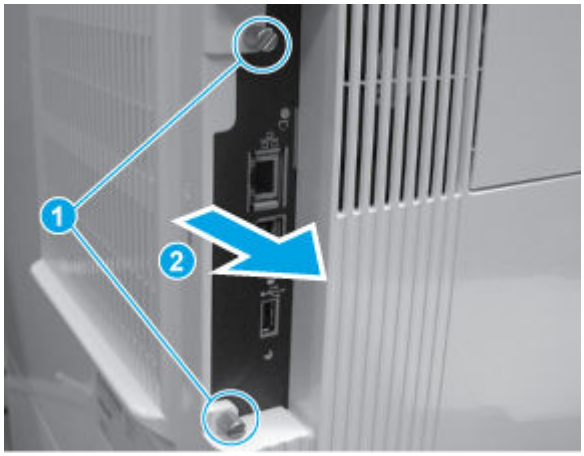
Figure 4-972 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-973 **Loosen the thumbscrews**



2. Remove the hard-disk drive (HDD)

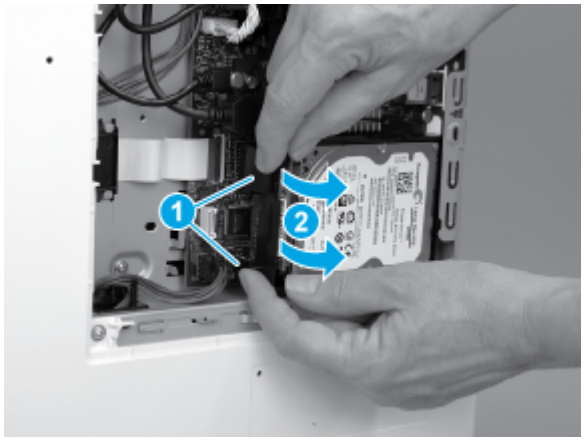
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-974 Release the HDD



2. Slide the HDD away from the printer to remove it.

Figure 4-975 Remove the HDD

3. Remove the fax PCA (fax models)

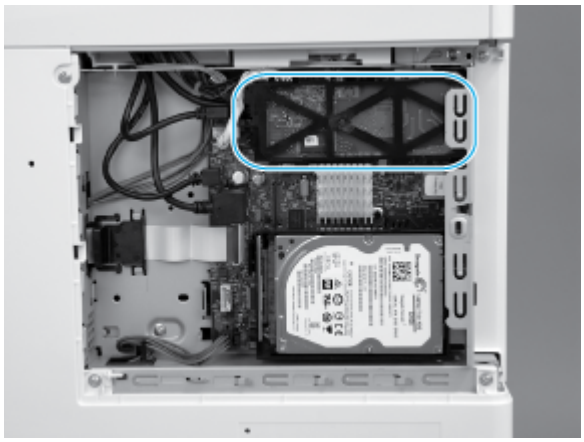
Follow these steps to remove the fax PCA (fax models).

⚠ CAUTION: ESD sensitive part.

NOTE: This procedure is for fax (or optionally installed fax) models only.

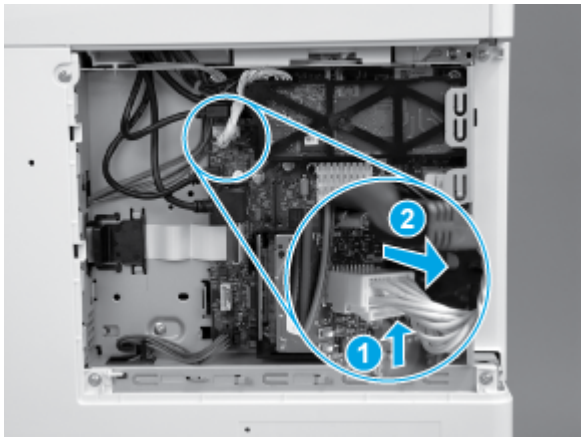
1. Locate the fax PCA component on the formatter.

Figure 4-976 Locate the fax PCA



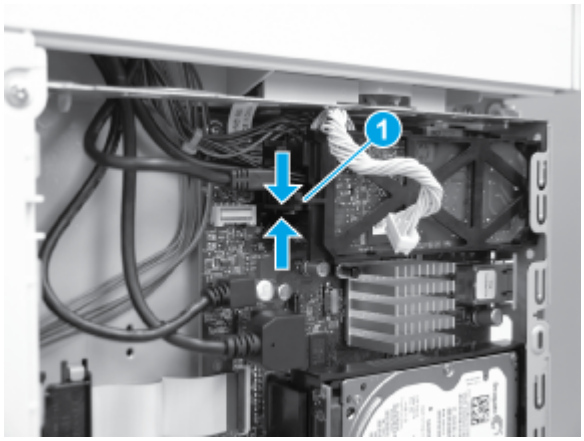
2. Release the connector latch (callout 1), and then pull the connector away from the formatter (callout 2) to disconnect it.

Figure 4-977 Disconnect one connector



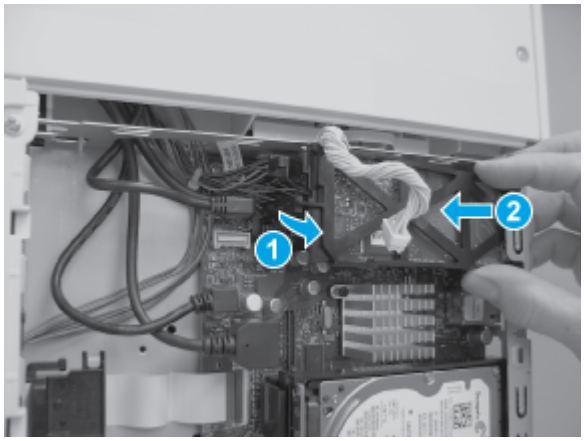
3. Release one retainer (callout 1) by pressing the bracket arms together.

Figure 4-978 Release one latch



4. Rotate the end of the fax PCA (callout 1) away from the formatter, and then slide the PCA left (callout 2) to remove it.

Figure 4-979 Remove the fax PCA



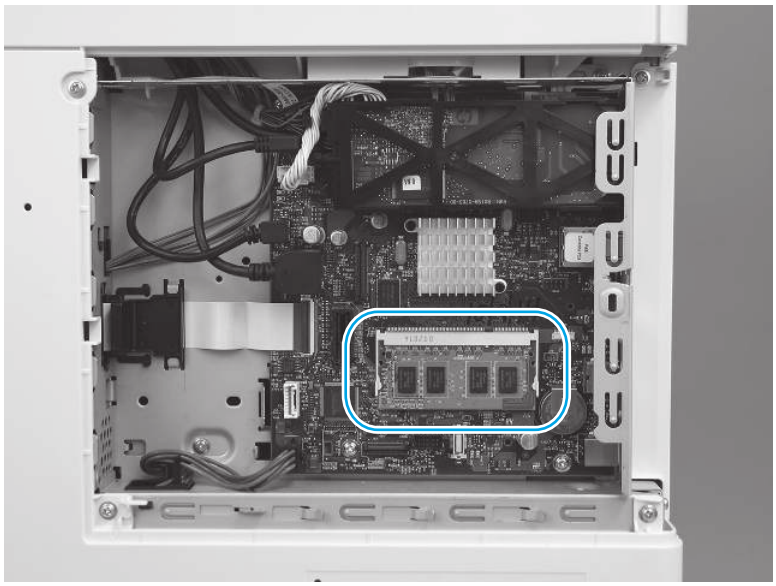
4. Remove the dual in-line memory module (DIMM)

Follow these steps to remove the DIMM.

⚠ CAUTION: ESD sensitive part.

1. Locate the DIMM component on the formatter.

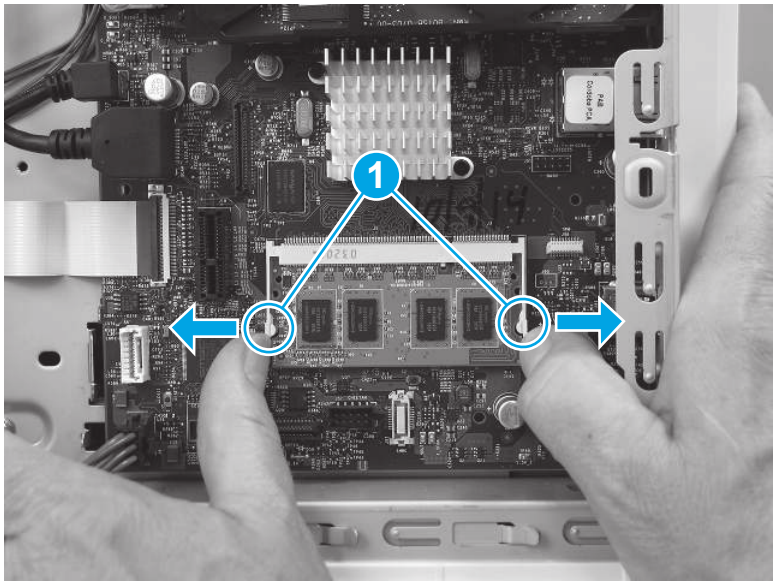
Figure 4-980 Locate the DIMM



2. Do the following:

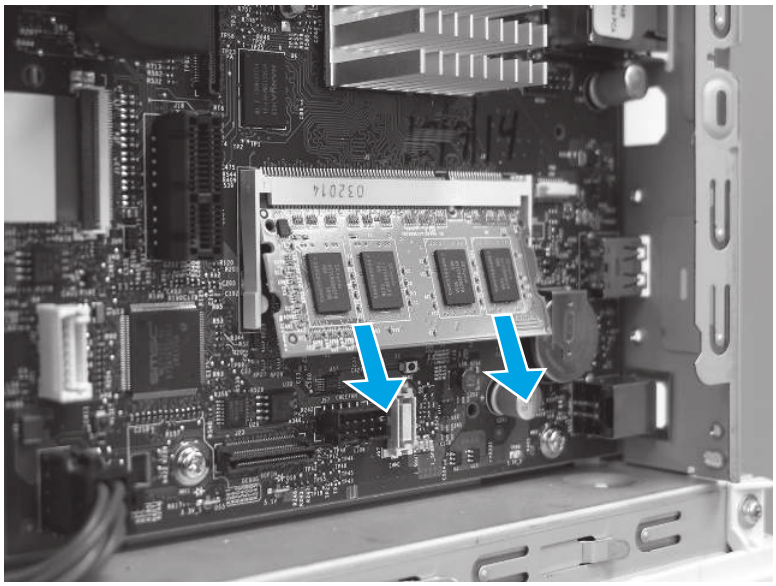
   a. Release two locking arms (callout 1).

Figure 4-981 Release the DIMM



b. Pull the DIMM down and away from the holder to remove it.

Figure 4-982 Remove the DIMM



5. Remove the formatter (MFP)

Follow these steps to remove the formatter (MFP).

NOTE: This procedure is for MFP models only.

1. Disconnect all of the connectors on the formatter.

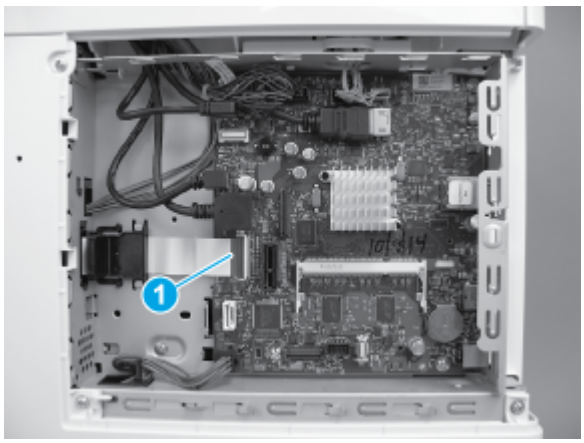
   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - All models: J3

- M577dn: J15 (this is the fax connector for the M577f/z/c models)
- All models: J21 (this connector is empty unless the optional internal USB ports component is installed)
- All models: J23
- All models: J24
- All models: J51
- All models: J57
- All models: J97
- All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

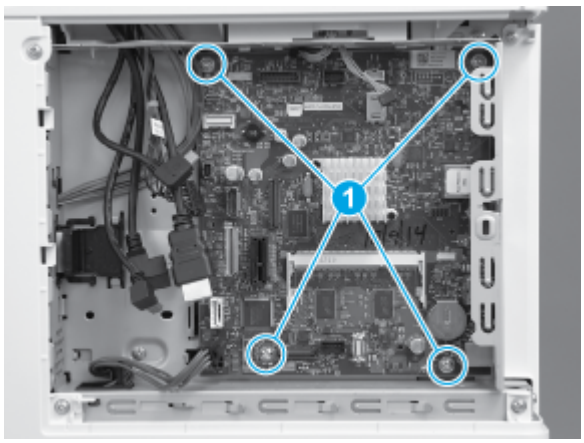
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-983 Disconnect all connectors



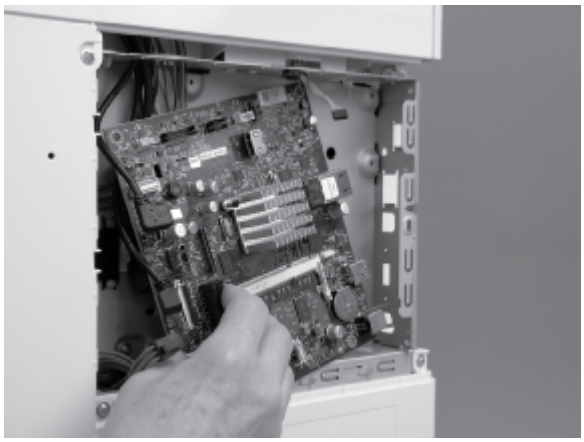
2. Remove four screws (callout 1).

Figure 4-984 Remove four screws



3. Remove the formatter.

Figure 4-985 **Remove the formatter**



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Formatter case assembly

Learn about removing and replacing the formatter case assembly.

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-62 Part information

Part number	Part description
Not orderable	Formatter case assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

> **NOTE:** The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-986 Open the front door

2. Open the TCU.

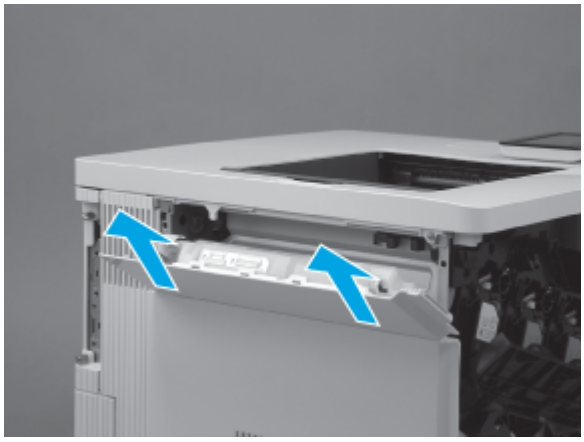
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-987 Open the TCU

3. Pull the TCU away from the printer at an angle to remove it.

⚠ **CAUTION:** Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-988 **Remove the TCU**

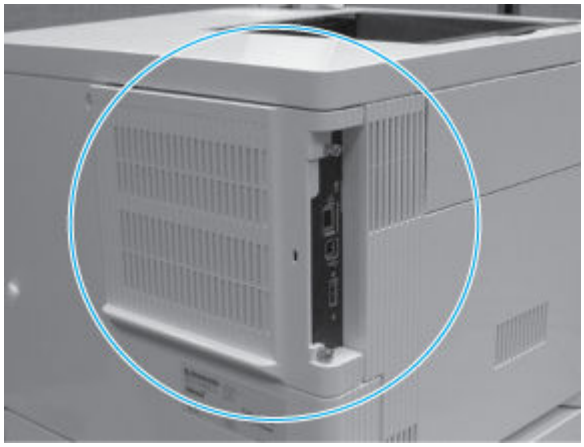


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

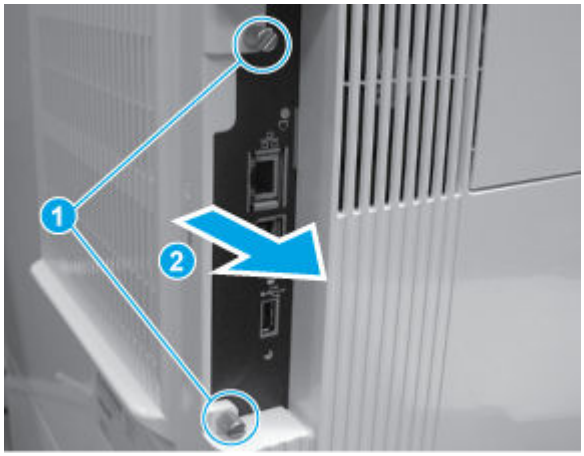
Figure 4-989 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-990 Loosen the thumbscrews



Remove the formatter (SFP)

Follow these steps to remove the formatter.

NOTE: This procedure is for SFP models only.

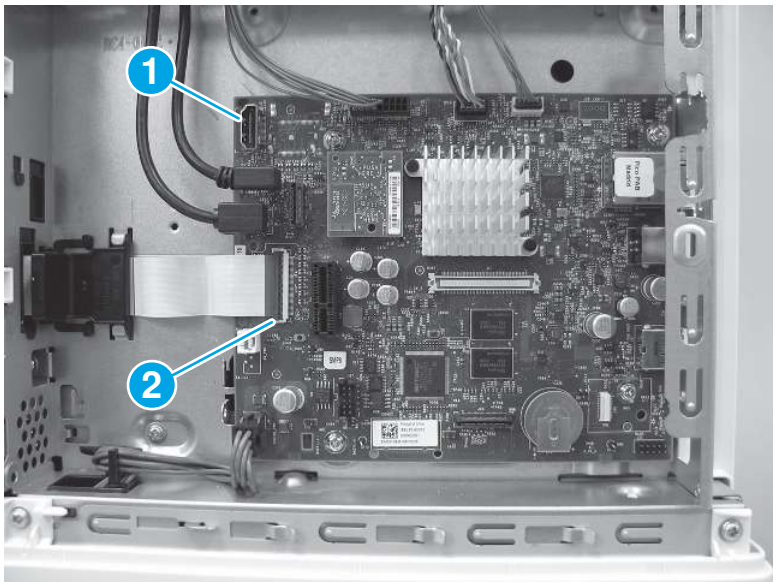
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - M553n/dn and M552dn: J2 (callout 1; this is the touchscreen connector for the M553x and E55040 printers)
   - All models: J9 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J18 (this connector is empty unless the optional hard-disk drive is installed)
   - M553n/dn and M552dn: J25 (this is the wireless connector for the M553x and E55040 models)
   - All models: J57
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

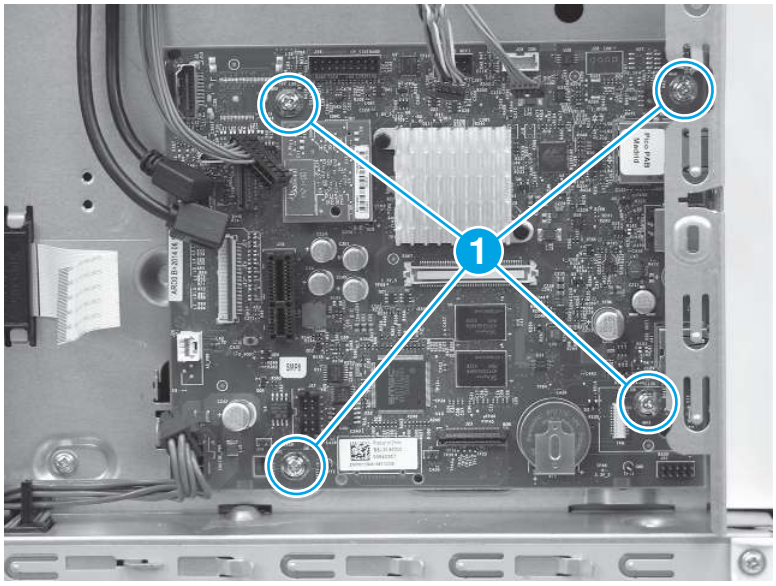
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-991 Disconnect all connectors



2. Remove four screws (callout 1), and then remove the formatter..

Figure 4-992 Remove four screws



Remove the hard-disk drive (HDD)

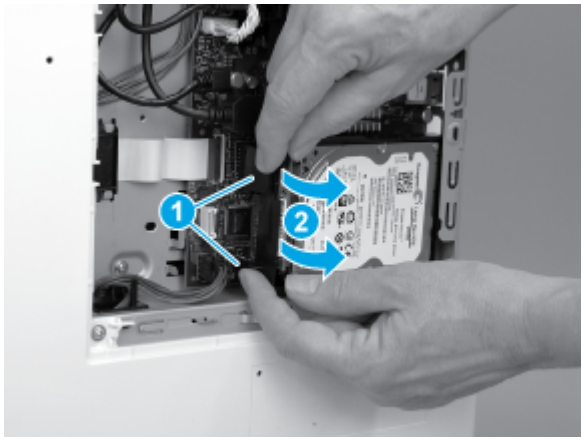
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-993 Release the HDD



2. Slide the HDD away from the printer to remove it.

Figure 4-994 Remove the HDD

Remove the fax PCA (fax models)

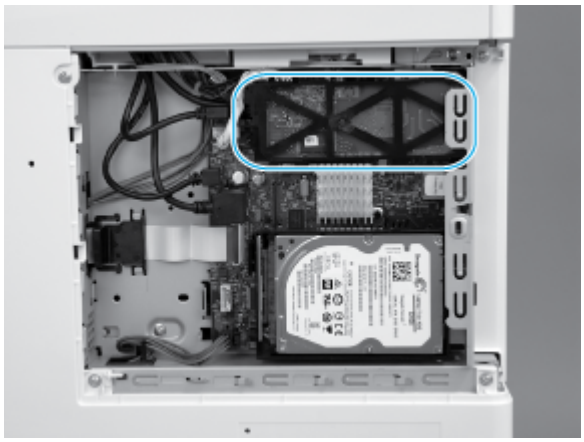
Follow these steps to remove the fax PCA (fax models).

CAUTION: ESD sensitive part.

NOTE: This procedure is for fax (or optionally installed fax) models only.

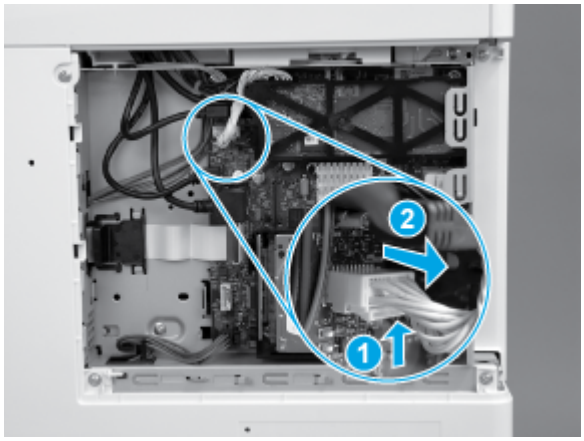
1. Locate the fax PCA component on the formatter.

Figure 4-995 Locate the fax PCA



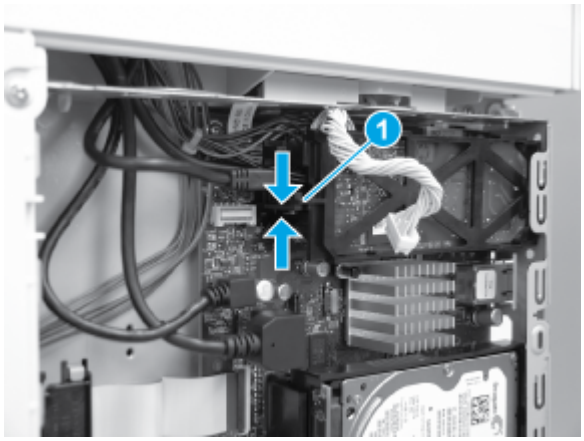
2. Release the connector latch (callout 1), and then pull the connector away from the formatter (callout 2) to disconnect it.

Figure 4-996 Disconnect one connector



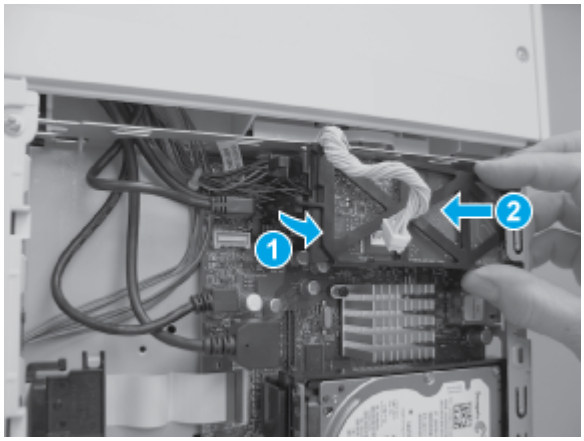
3. Release one retainer (callout 1) by pressing the bracket arms together.

Figure 4-997 Release one latch



4. Rotate the end of the fax PCA (callout 1) away from the formatter, and then slide the PCA left (callout 2) to remove it.

Figure 4-998 Remove the fax PCA



Remove the formatter (MFP)

Follow these steps to remove the formatter (MFP).

NOTE: This procedure is for MFP models only.

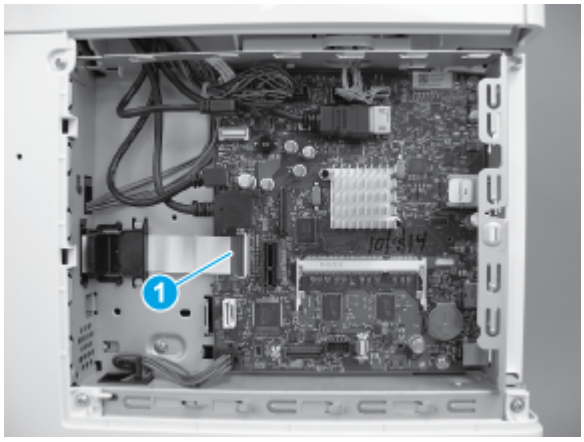
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - All models: J3
   - M577dn: J15 (this is the fax connector for the M577f/z/c models)
   - All models: J21 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J23
   - All models: J24
   - All models: J51
   - All models: J57
   - All models: J97
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

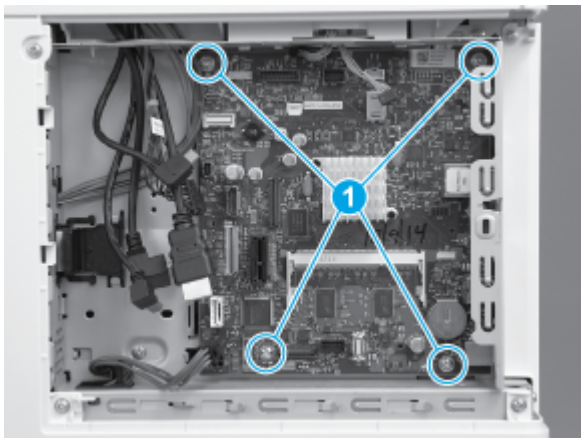
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-999 Disconnect all connectors



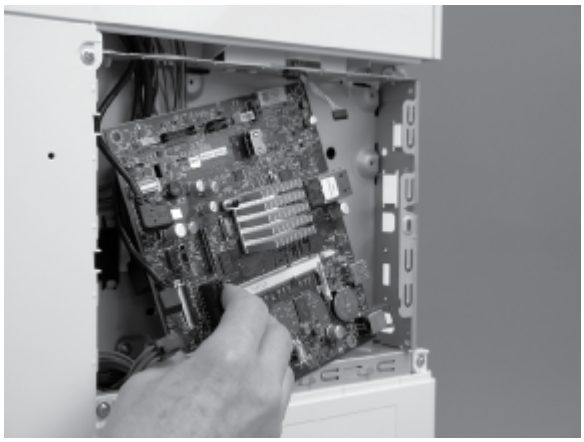
2. Remove four screws (callout 1).

Figure 4-1000 Remove four screws



3. Remove the formatter.

Figure 4-1001 Remove the formatter



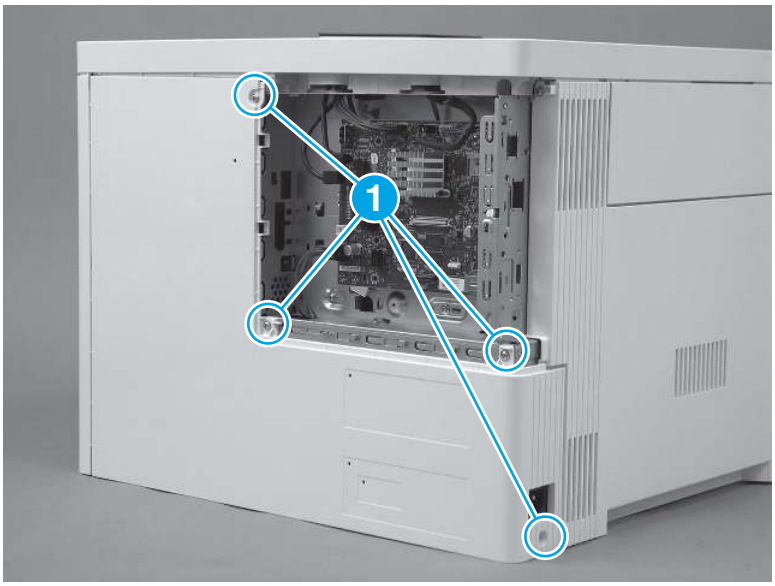
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

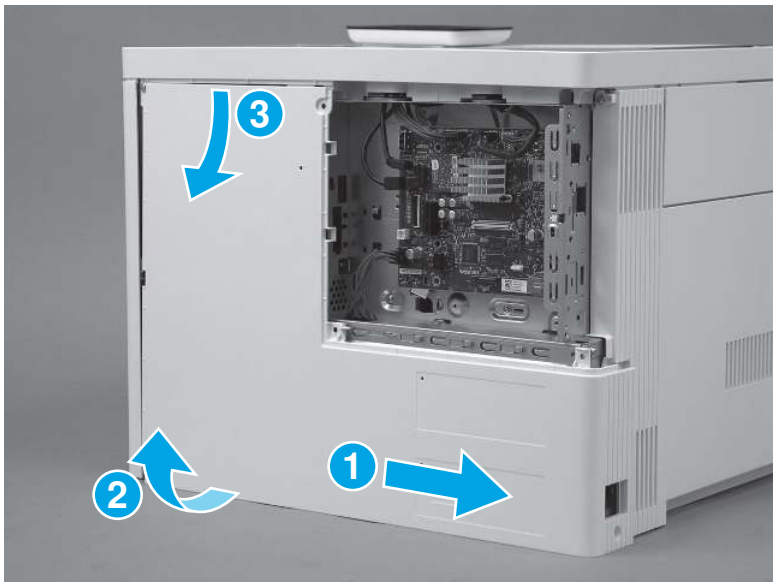
1. Remove four screws (callout 1).

Figure 4-1002 **Remove four screws**



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-1003 **Remove the cover**



Remove the rear upper cover (MFP)

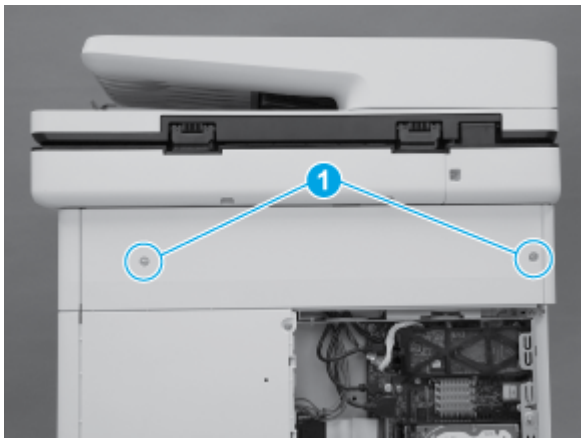
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

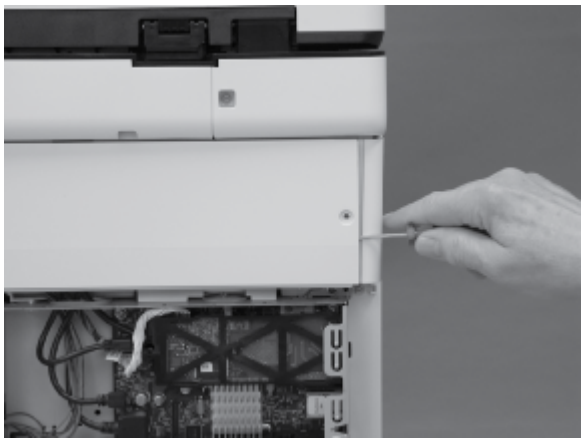
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-1004 Remove two screws



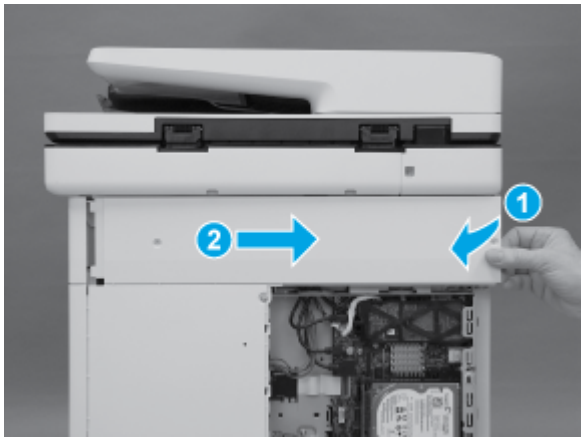
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-1005 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-1006 **Slide the cover right**



4. Remove the cover.

Figure 4-1007 **Remove the cover**

Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-1008 Remove four screws

2. Slide the cover to the right to remove it.

Figure 4-1009 Remove the cover

Remove the left cover

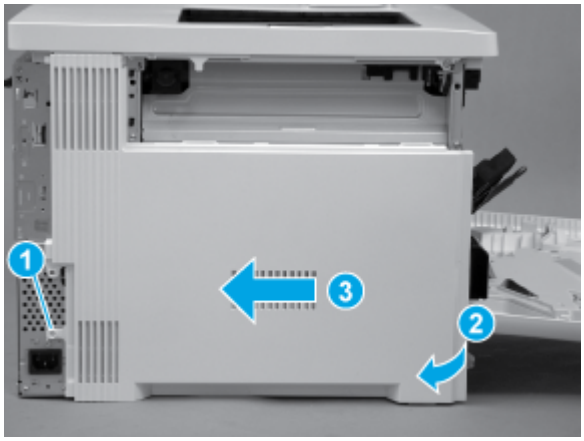
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-1010 Remove one screw

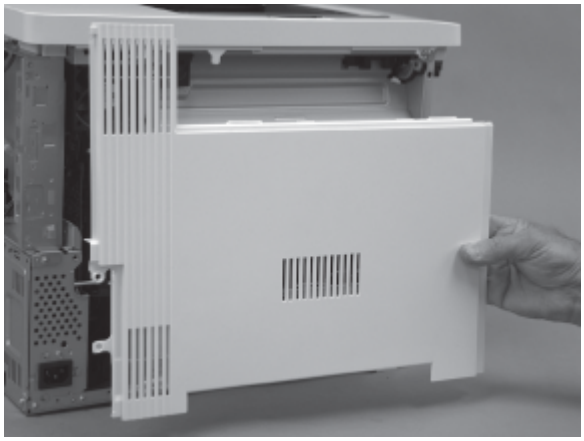
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-1011 Release the cover



3. Remove the cover.

Figure 4-1012 Remove the cover

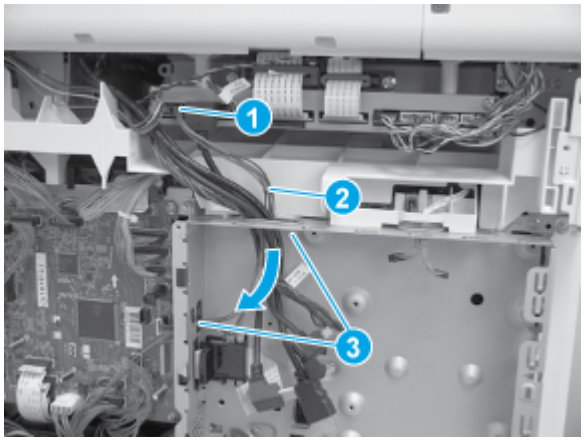


Remove the formatter case

Follow these steps to remove the formatter case.

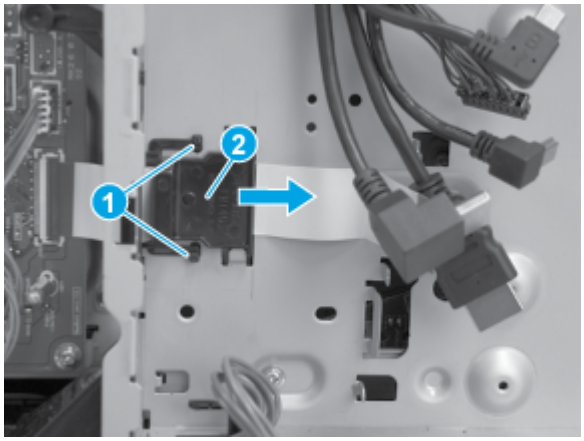
1. **MFP only:** Disconnect one connector (callout 1), and then pass the wire harness (callout 2) through two openings in the formatter case (callout 3).

   Figure 4-1013 **Disconnect one connector**

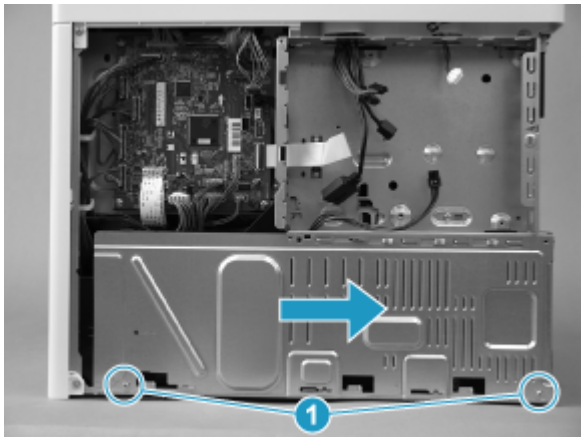
2. Release two tabs (callout 1) on the black plastic bracket. Hold the tabs in the released position, and then slide the bracket (callout 2) to the right to remove it from the formatter case.

   Figure 4-1014 **Remove the bracket**

3. Remove two screws (callout 1), and then slide the low-voltage power supply (LVPS) cover to the right to remove it.

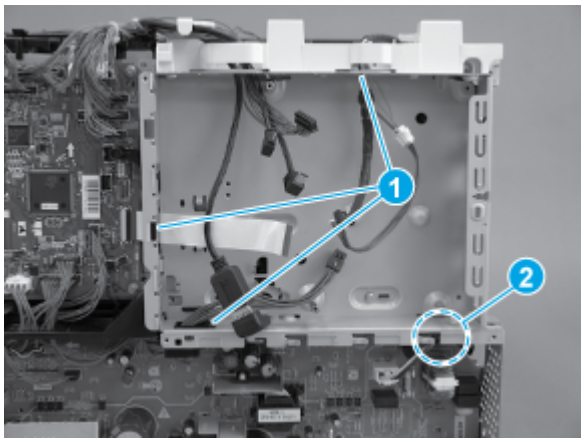
Figure 4-1015 Remove the LVPS cover



4. Pass two wire harnesses and one flat cable (callout 1) through the opening in the formatter case, and then release one wire harness from the retainer (callout 2).

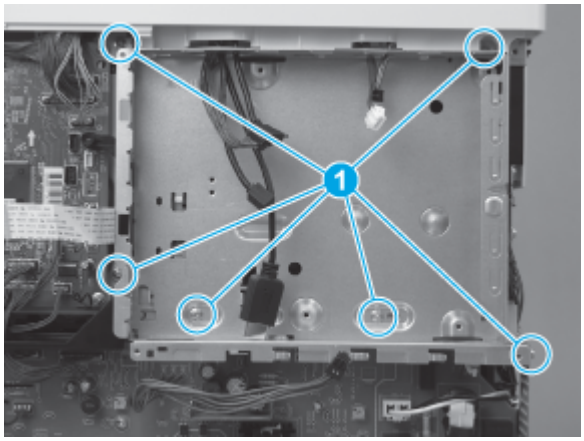
⚠ CAUTION: The flat cable might be attached to the formatter case with double-sided tape. Make sure that this tape is released, so that the flat cable is not damaged when the formatter case is removed.

Figure 4-1016 Release wire harnesses and flat cable



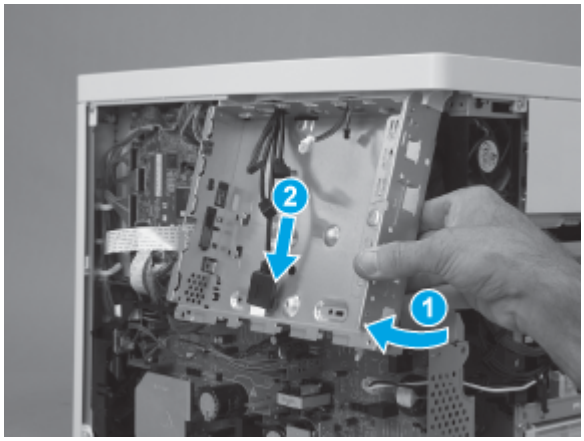
5. Remove six screws (callout 1).

Figure 4-1017 Remove six screws



6. Rotate the bottom of the formatter case away from the printer (callout 1), and then pull it down (callout 2) to release it.

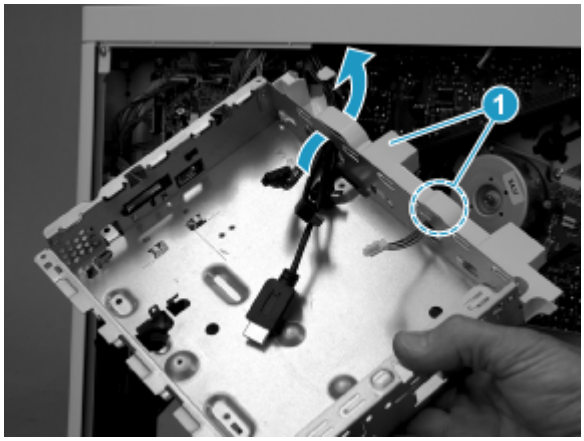
Figure 4-1018 Release the formatter case



7. Pass the wire harnesses through the opening in the formatter case to remove it.

IMPORTANT: If the formatter case is removed so that it can be replaced, make sure to transfer the memory PCA (island of data) and plastic bracket (callout 1) to the replacement case.

Figure 4-1019 Remove the formatter case



Removal and replacement: Fuser power supply (FPS)

Learn about removing and replacing the fuser power supply.

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-63 Part information

Part number	Part description
RM3-7159-000CN	Fuser power supply (110V)
RM3-7160-000CN	Fuser power supply (220V)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-1020 **Open the front door**

2. Open the TCU.

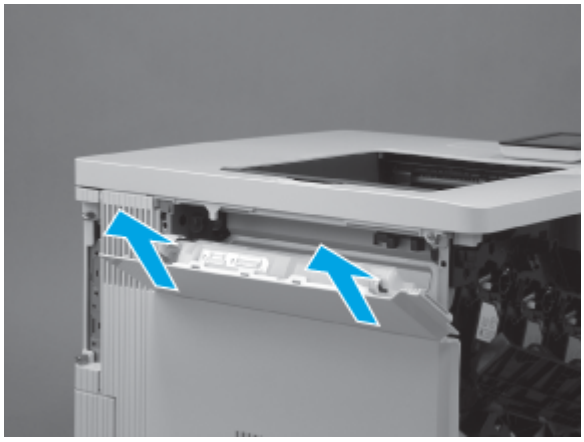
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-1021 **Open the TCU**

3. Pull the TCU away from the printer at an angle to remove it.

⚠ **CAUTION:** Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-1022 **Remove the TCU**

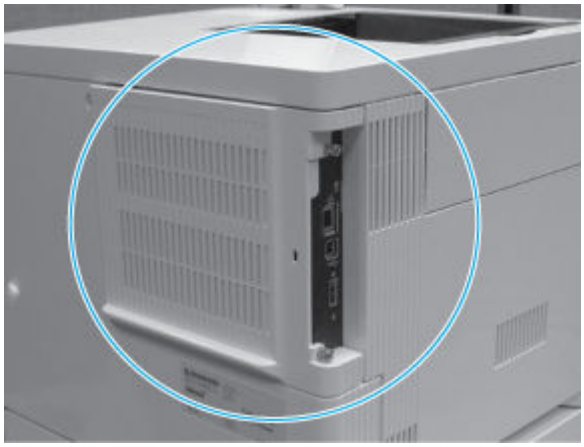


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

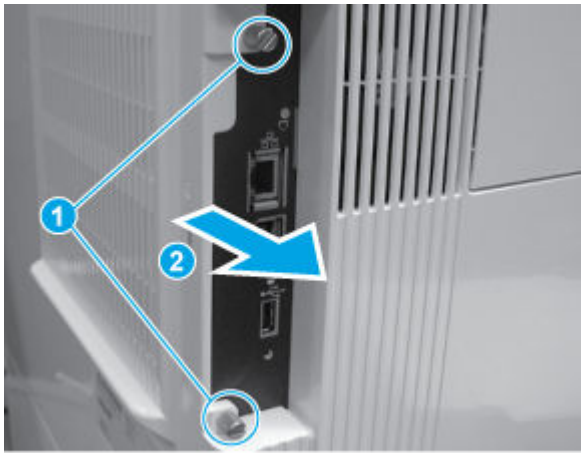
Figure 4-1023 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-1024 Loosen the thumbscrews



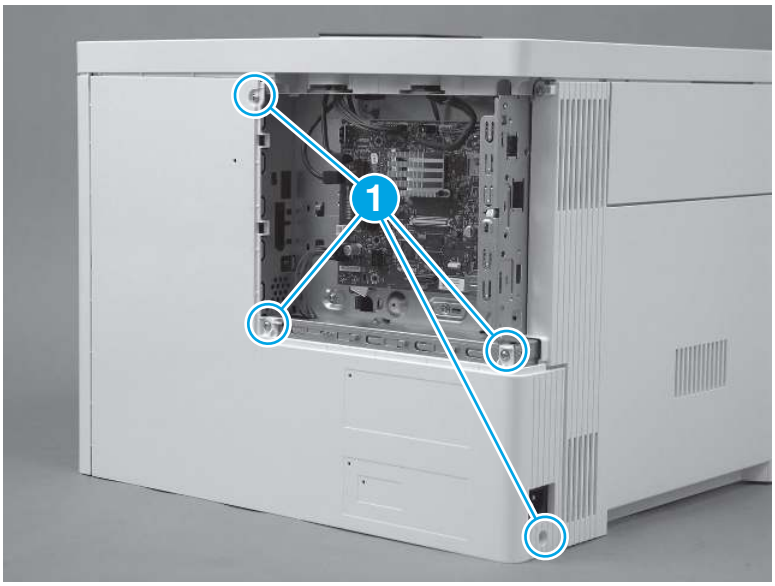
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

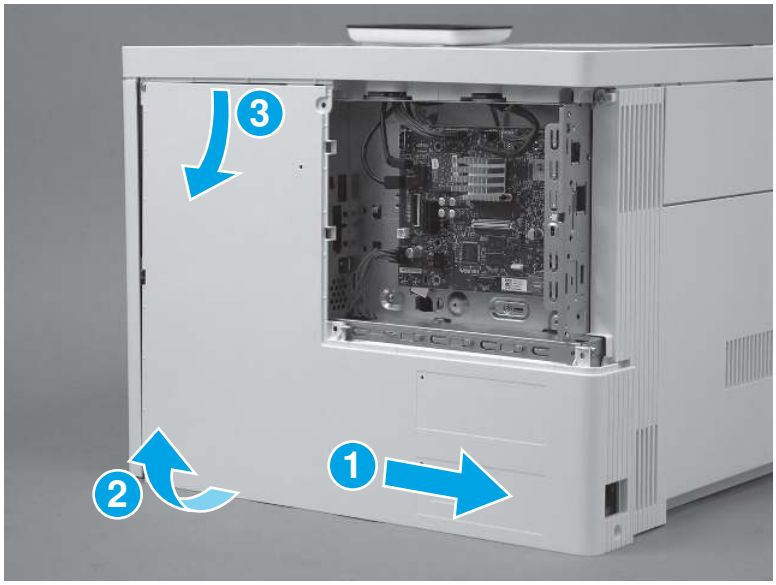
1. Remove four screws (callout 1).

Figure 4-1025 Remove four screws



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-1026 Remove the cover



Remove the rear upper cover (MFP)

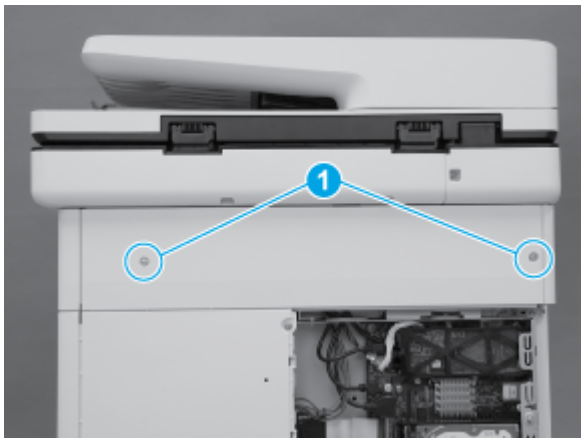
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

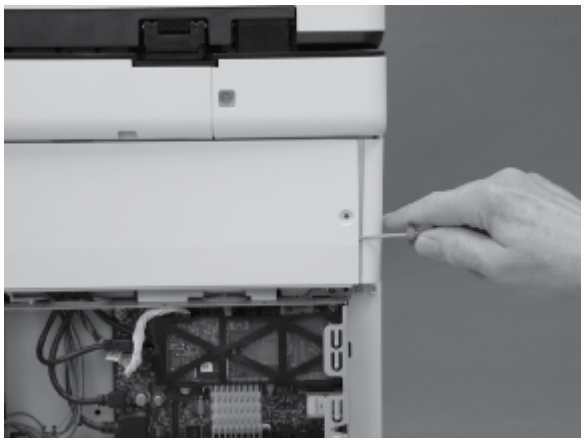
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-1027 Remove two screws



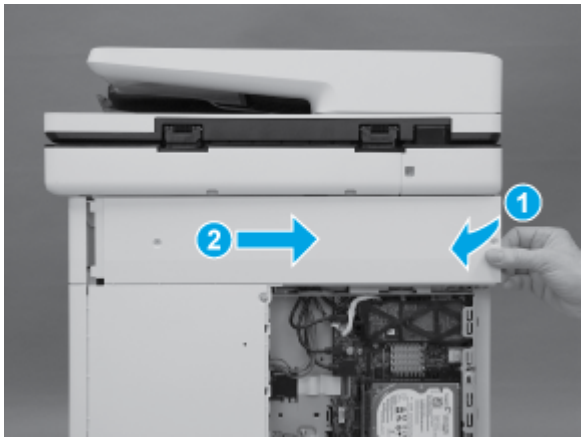
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-1028 **Release the right edge**



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-1029 **Slide the cover right**



4. Remove the cover.

Figure 4-1030 **Remove the cover**

Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-1031 Remove four screws

2. Slide the cover to the right to remove it.

Figure 4-1032 Remove the cover

Remove the left cover

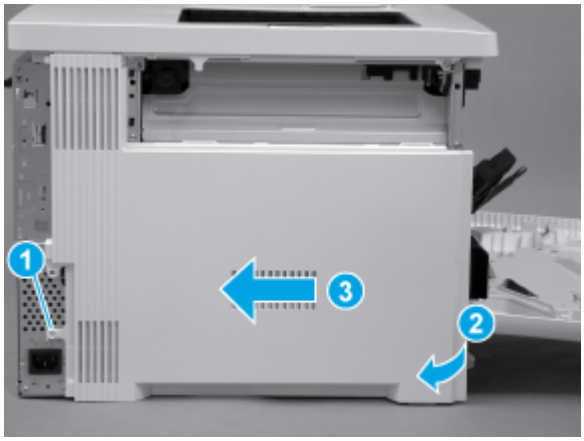
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-1033 Remove one screw

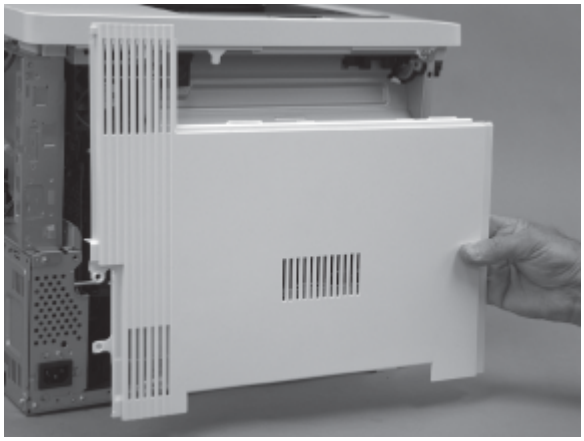
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-1034 Release the cover



3. Remove the cover.

Figure 4-1035 Remove the cover

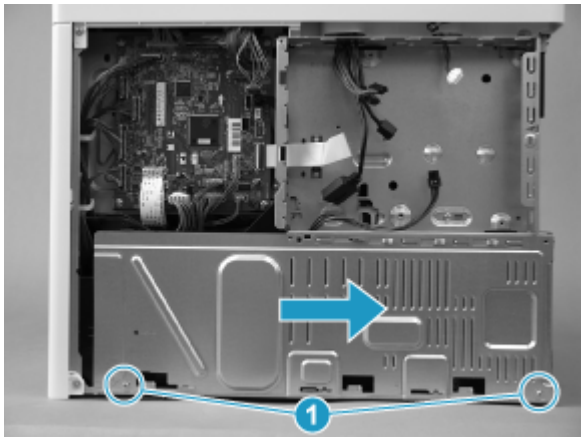


Remove the fuser power supply

Follow these steps to remove the fuser power supply.

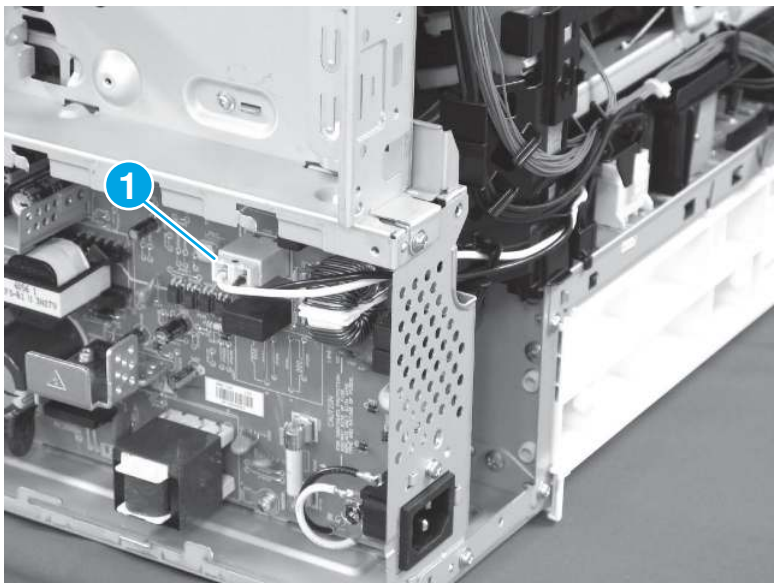
1. Remove two screws (callout 1), and then slide the low-voltage power supply (LVPS) cover to the right to remove it.

Figure 4-1036 **Remove the LVPS cover**



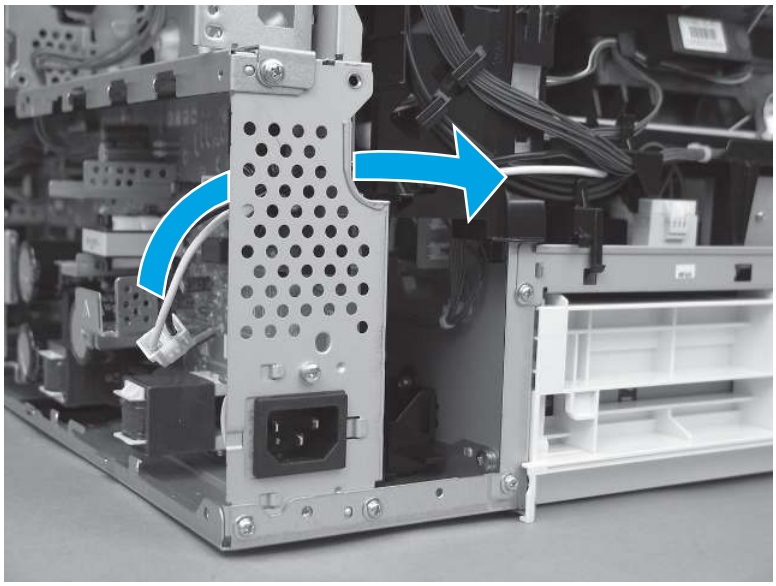
2. Disconnect one connector (callout 1).

Figure 4-1037 **Disconnect one connector**



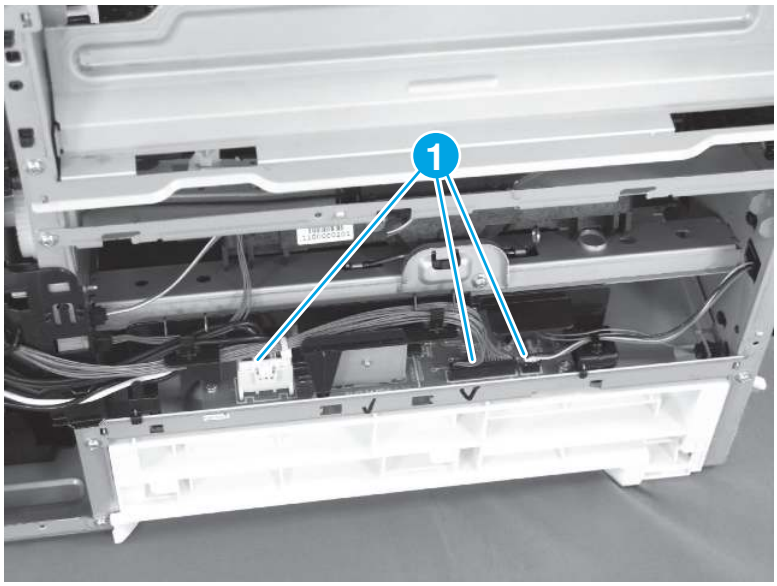
3. Pass the wire harness through the opening in the chassis.

Figure 4-1038 Pass the wire harness through the opening



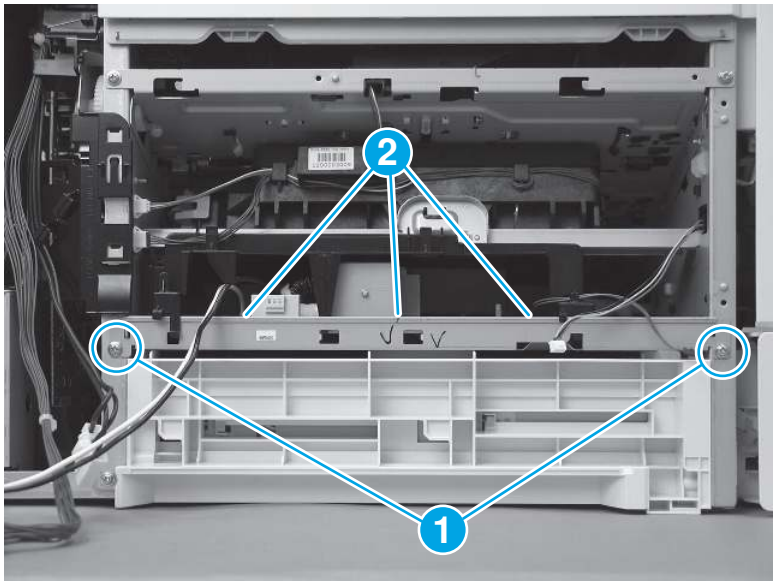
4. Disconnect three connectors (callout 1).

Figure 4-1039 Disconnect three connectors



5. Remove two screws (callout 1), and then remove the fuser power supply (callout 2).

Figure 4-1040 **Remove the fuser power supply**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Low-voltage power supply (LVPS)

This document provides the procedures to remove and replace the low-voltage power supply (LVPS).

View a video demonstration of removing and replacing the Low-voltage power supply.

Mean time to repair: 25 minutes

Service level: Intermediate

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-64 LVPS part numbers

Part number	Part description
RM3-7157-000CN	Low-voltage power supply (LVPS) (110V)
RM3-7158-000CN	Low-voltage power supply (LVPS) (220V)

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Make sure that all of the connectors on the LVPS are fully seated.

Make sure that all of the connectors on the formatter are fully seated.

Make sure that the formatter cover is fully seated, and that the thumbscrews are finger tight after replacing it.

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print a configuration page to make sure that the printer is functioning correctly.

1. Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-1041 **Open the front door**

2. Open the TCU.

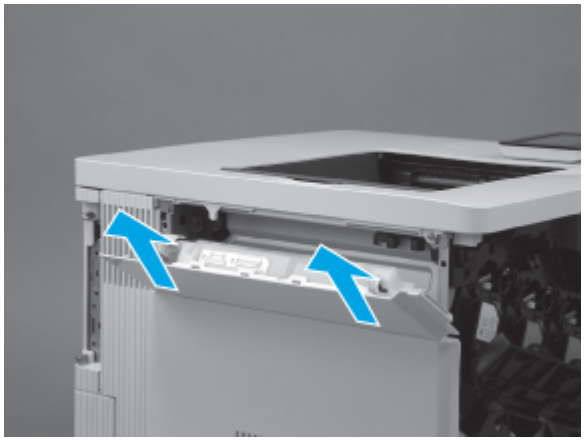
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-1042 **Open the TCU**

3. Pull the TCU away from the printer at an angle to remove it.

CAUTION: Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-1043 Remove the TCU

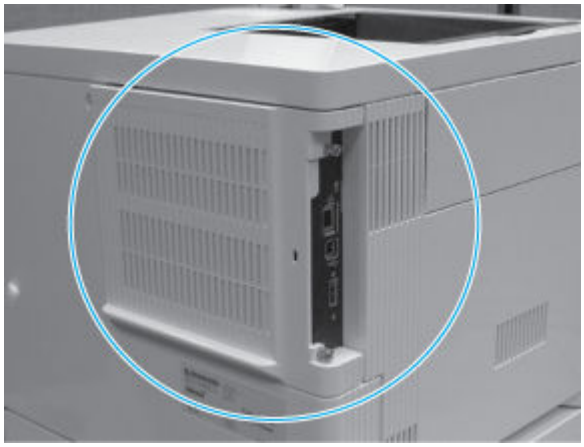


2. Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

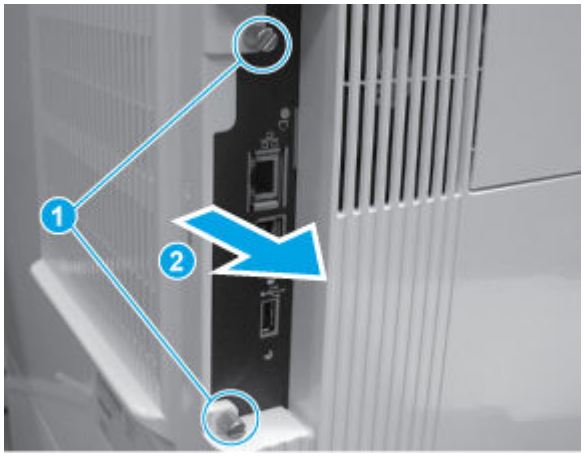
Figure 4-1044 Locate the formatter cover



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-1045 Loosen the thumbscrews



3. Remove the formatter (SFP)

Follow these steps to remove the formatter.

NOTE: This procedure is for SFP models only.

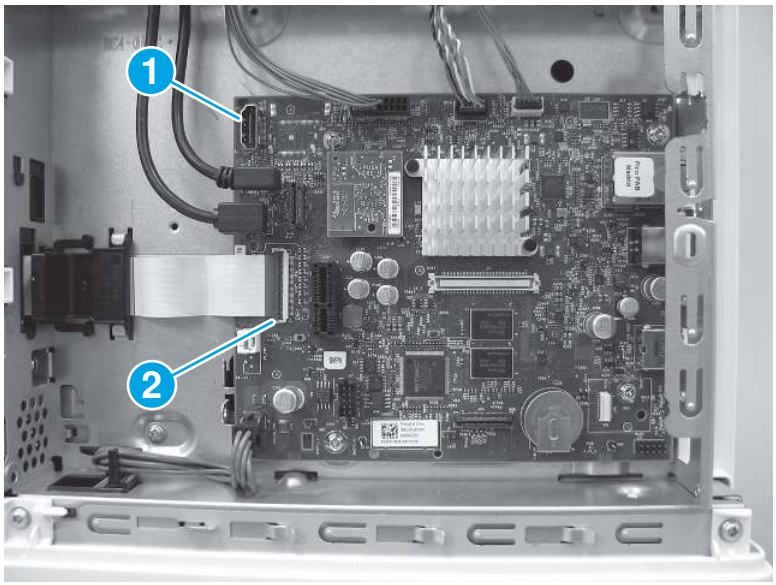
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - M553n/dn and M552dn: J2 (callout 1; this is the touchscreen connector for the M553x and E55040 printers)
   - All models: J9 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J18 (this connector is empty unless the optional hard-disk drive is installed)
   - M553n/dn and M552dn: J25 (this is the wireless connector for the M553x and E55040 models)
   - All models: J57
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

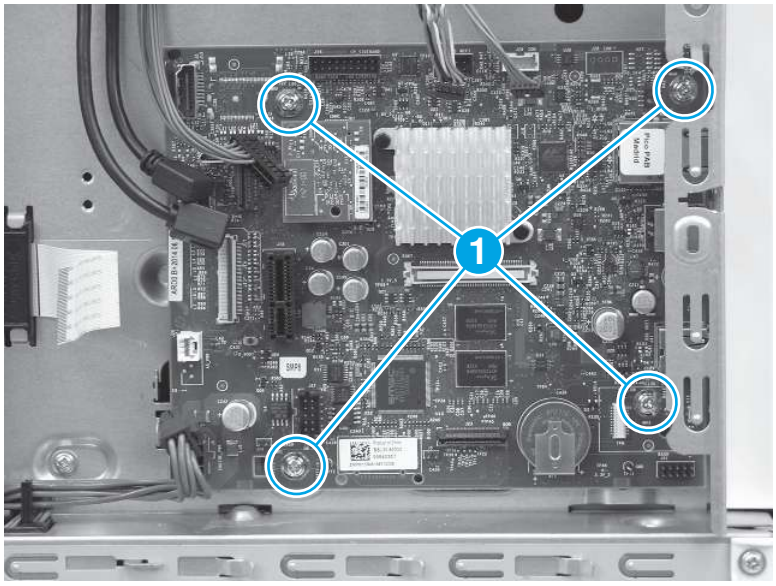
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1046 Disconnect all connectors



2. Remove four screws (callout 1), and then remove the formatter..

Figure 4-1047 Remove four screws

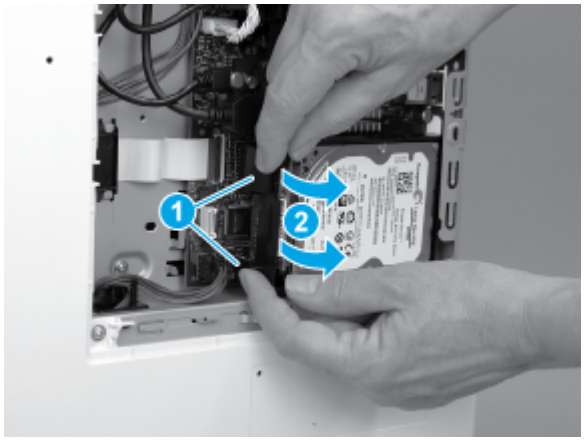


4. Remove the hard-disk drive (HDD) (MFP)

Follow these steps to remove the hard-disk drive (HDD).

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter.

Figure 4-1048 Release the HDD



2. Slide the HDD away from the printer to remove it.

Figure 4-1049 Remove the HDD

5. Remove the fax PCA (fax models)

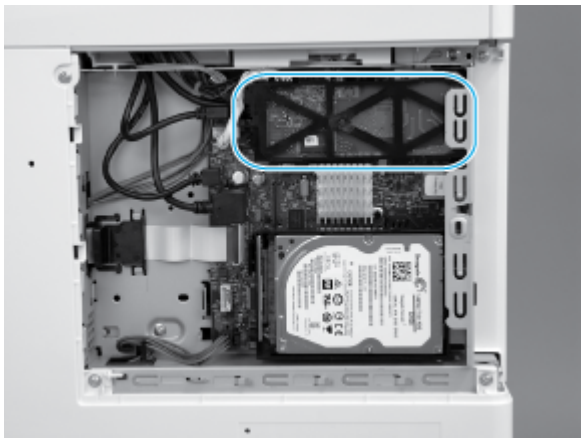
Follow these steps to remove the fax PCA (fax models).

CAUTION: ESD sensitive part.

NOTE: This procedure is for fax (or optionally installed fax) models only.

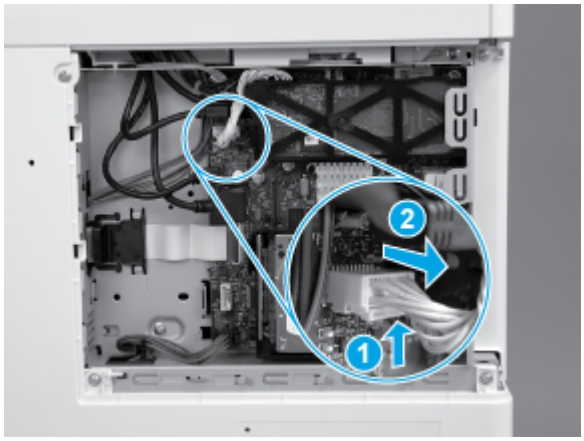
1. Locate the fax PCA component on the formatter.

Figure 4-1050 Locate the fax PCA



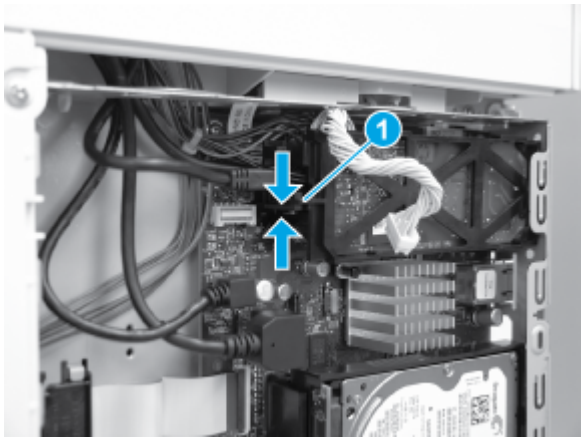
2. Release the connector latch (callout 1), and then pull the connector away from the formatter (callout 2) to disconnect it.

Figure 4-1051 Disconnect one connector



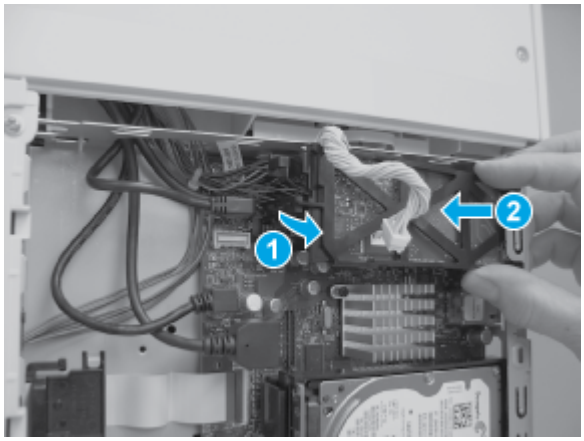
3. Release one retainer (callout 1) by pressing the bracket arms together.

Figure 4-1052 Release one latch



4. Rotate the end of the fax PCA (callout 1) away from the formatter, and then slide the PCA left (callout 2) to remove it.

Figure 4-1053 Remove the fax PCA



6. Remove the formatter (MFP)

Follow these steps to remove the formatter (MFP).

NOTE: This procedure is for MFP models only.

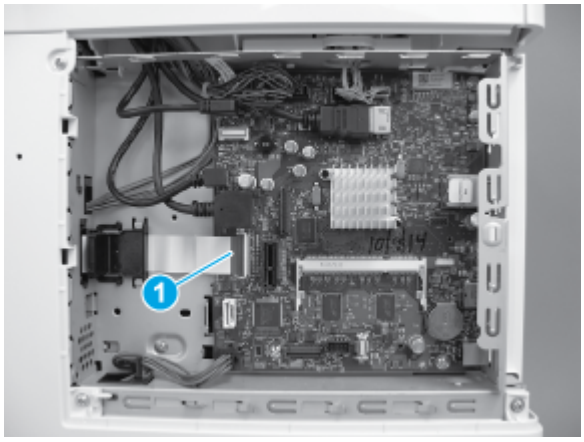
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - All models: J3
   - M577dn: J15 (this is the fax connector for the M577f/z/c models)
   - All models: J21 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J23
   - All models: J24
   - All models: J51
   - All models: J57
   - All models: J97
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

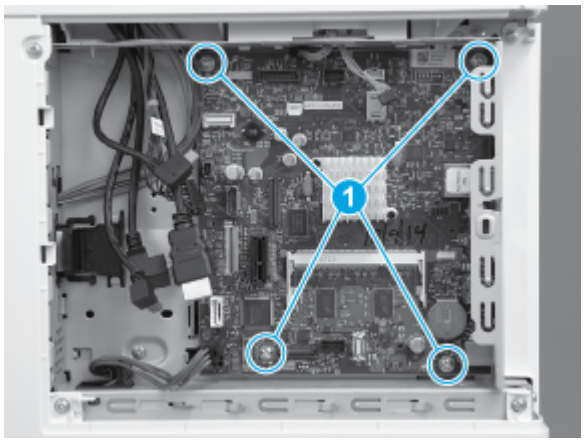
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1054 Disconnect all connectors



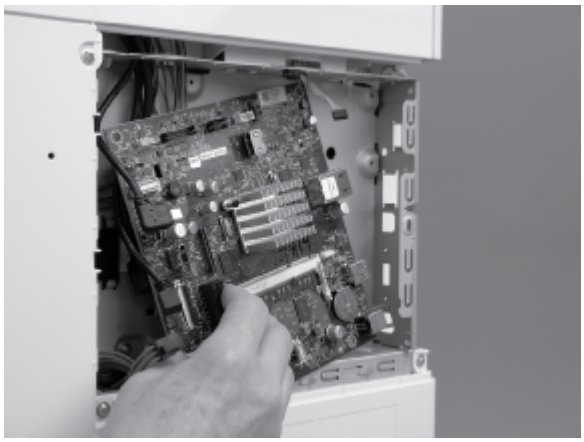
2. Remove four screws (callout 1).

Figure 4-1055 Remove four screws



3. Remove the formatter.

Figure 4-1056 Remove the formatter



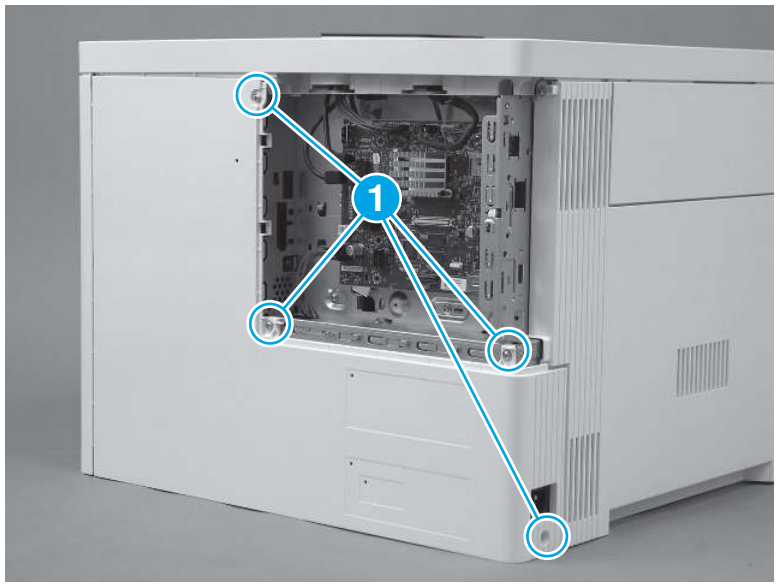
7. Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

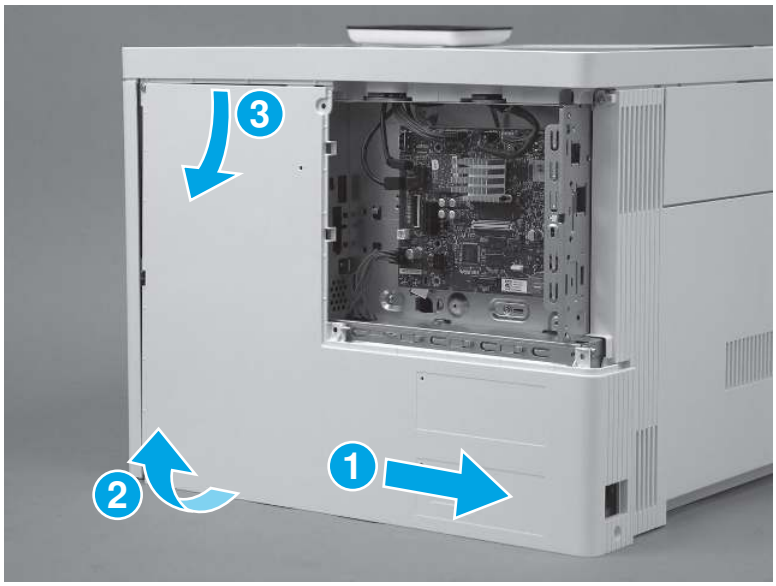
1. Remove four screws (callout 1).

Figure 4-1057 **Remove four screws**



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-1058 **Remove the cover**



8. Remove the rear upper cover (MFP)

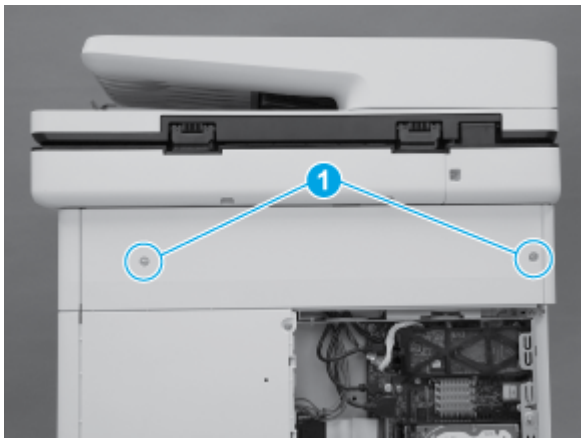
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

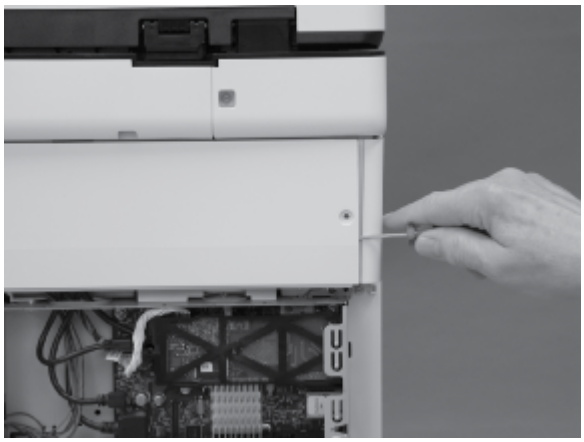
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-1059 **Remove two screws**



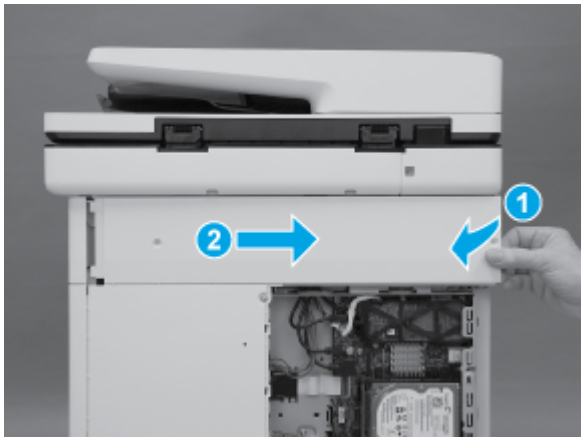
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-1060 **Release the right edge**



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-1061 **Slide the cover right**



4. Remove the cover.

Figure 4-1062 **Remove the cover**

9. Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-1063 Remove four screws

2. Slide the cover to the right to remove it.

Figure 4-1064 Remove the cover

10. Remove the left cover

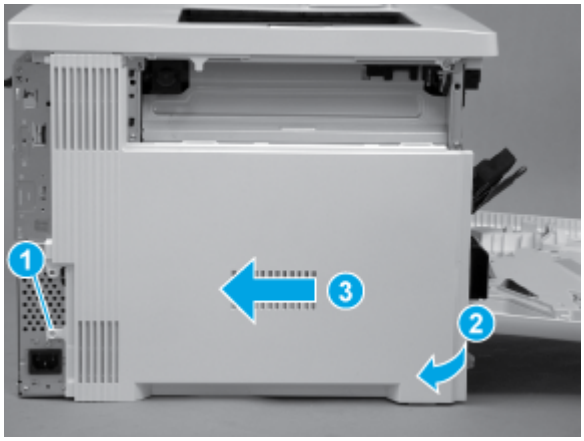
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-1065 Remove one screw

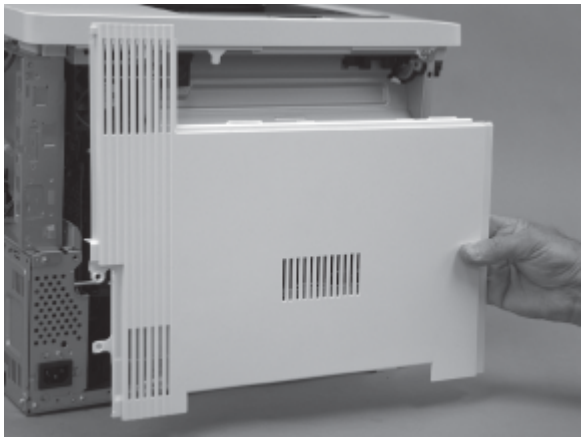
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-1066 Release the cover



3. Remove the cover.

Figure 4-1067 Remove the cover

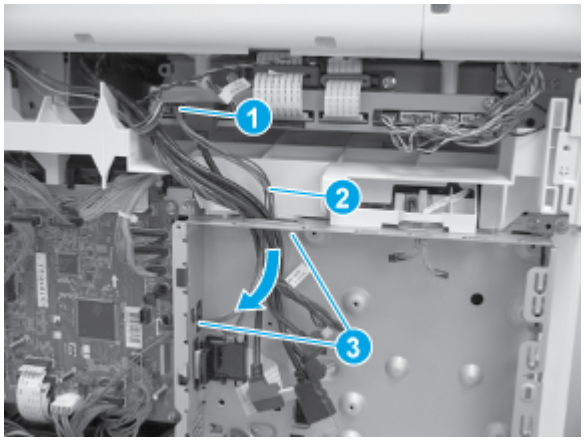


11. Remove the formatter case

Follow these steps to remove the formatter case.

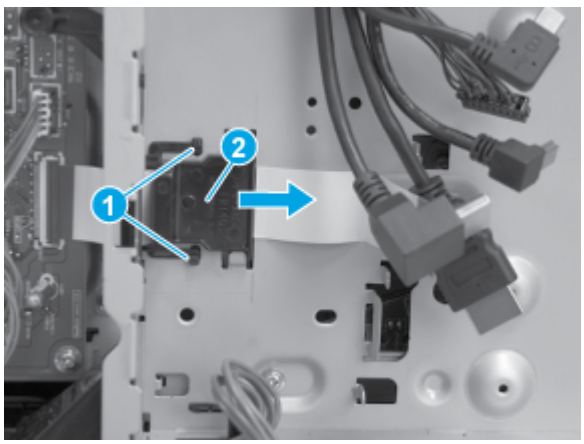
1. **MFP only**: Disconnect one connector (callout 1), and then pass the wire harness (callout 2) through two openings in the formatter case (callout 3).

   Figure 4-1068 **Disconnect one connector**

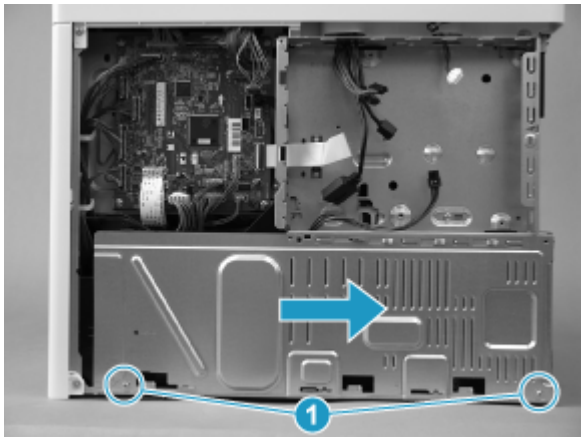
2. Release two tabs (callout 1) on the black plastic bracket. Hold the tabs in the released position, and then slide the bracket (callout 2) to the right to remove it from the formatter case.

   Figure 4-1069 **Remove the bracket**

3. Remove two screws (callout 1), and then slide the low-voltage power supply (LVPS) cover to the right to remove it.

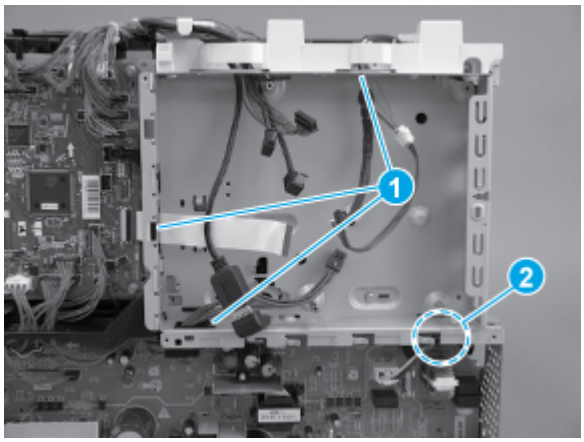
Figure 4-1070 Remove the LVPS cover



4. Pass two wire harnesses and one flat cable (callout 1) through the opening in the formatter case, and then release one wire harness from the retainer (callout 2).

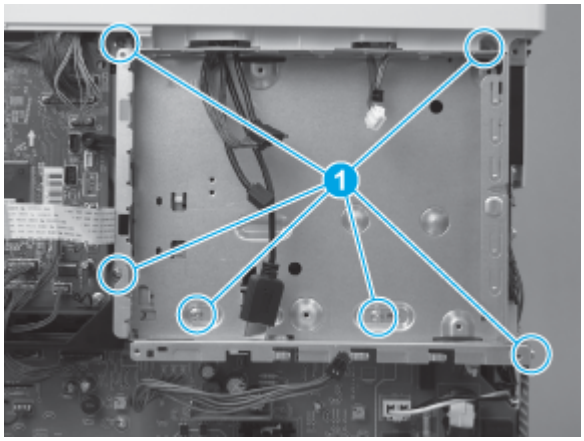
⚠ CAUTION: The flat cable might be attached to the formatter case with double-sided tape. Make sure that this tape is released, so that the flat cable is not damaged when the formatter case is removed.

Figure 4-1071 Release wire harnesses and flat cable



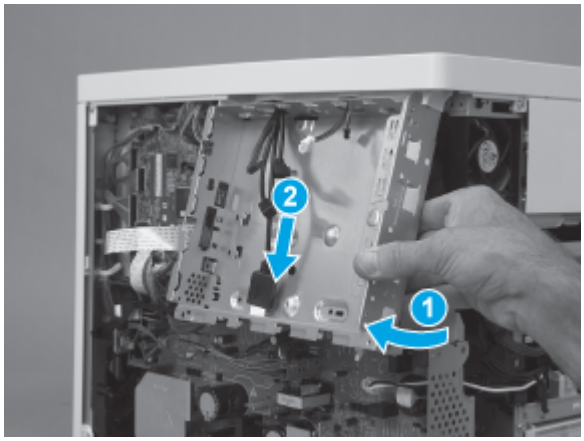
5. Remove six screws (callout 1).

Figure 4-1072 **Remove six screws**



6. Rotate the bottom of the formatter case away from the printer (callout 1), and then pull it down (callout 2) to release it.

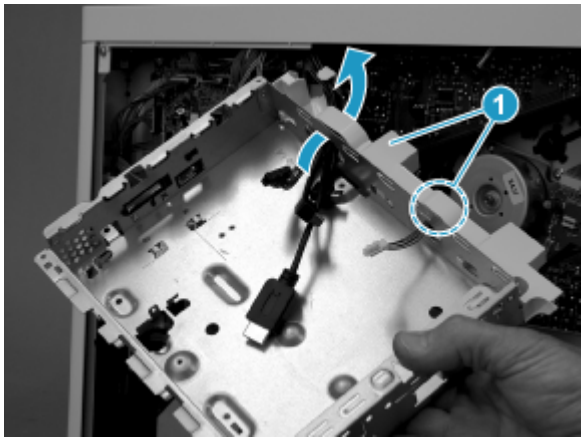
Figure 4-1073 **Release the formatter case**



7. Pass the wire harnesses through the opening in the formatter case to remove it.

IMPORTANT: If the formatter case is removed so that it can be replaced, make sure to transfer the memory PCA (island of data) and plastic bracket (callout 1) to the replacement case.

Figure 4-1074 Remove the formatter case

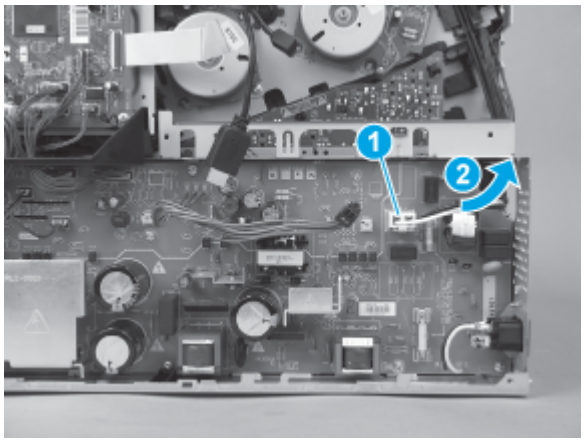


12. Remove the low-voltage power supply (LVPS)

Follow these steps to remove the low-voltage power supply (LVPS).

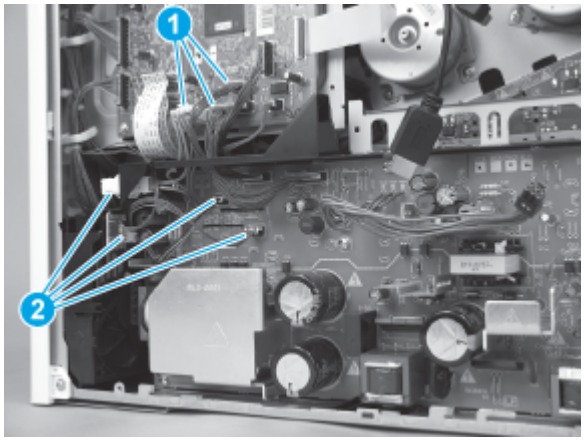
1. Disconnect one wire harness (callout 1), and then pass the wire harness through the opening (callout 2) in the chassis.

Figure 4-1075 Disconnect one wire harness



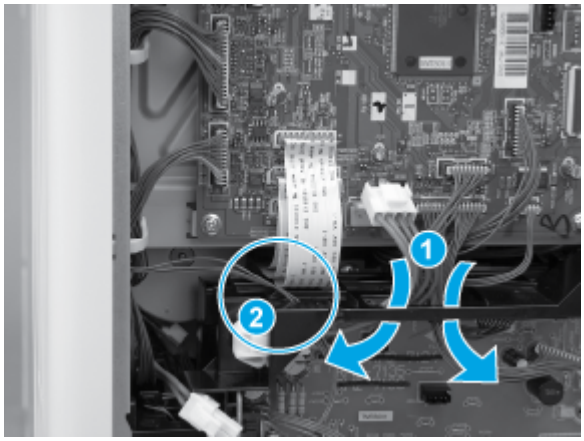
2. Disconnect three connectors on the DC controller (callout 1), and then disconnect four connectors (callout 2) on the LVPS.

Figure 4-1076 Disconnect seven connectors



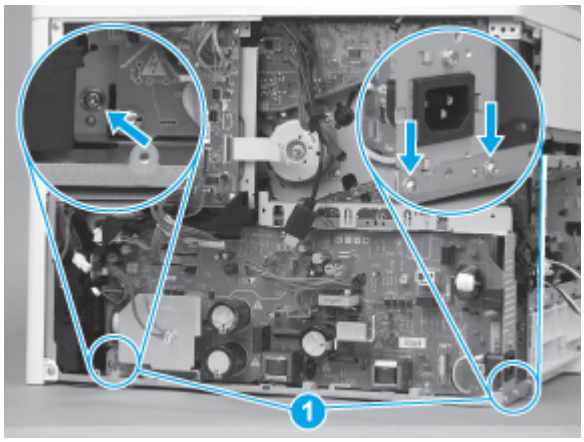
3. Pass the wire harnesses from the DC controller to the LVPS through the opening in the chassis (callout 1), and then release the wire harnesses from the retainer (callout 2).

Figure 4-1077 Pass the wire harnesses through the opening



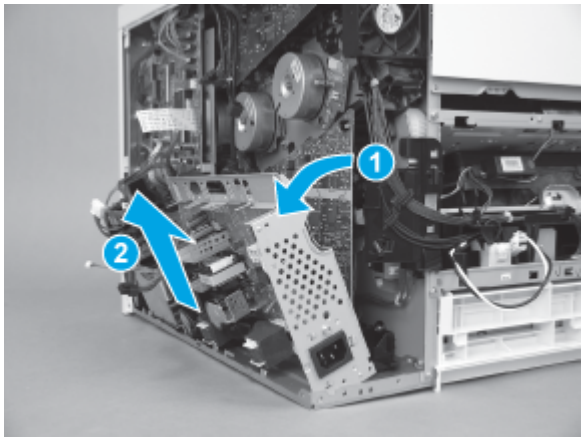
4. Remove three screws (callout 1).

Figure 4-1078 Remove three screws



5. Rotate the top of the LVPS away from the printer (callout 1), and then slide it up and out (callout 2) of the printer to remove it.

Figure 4-1079 Remove the LVPS



13. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: High-voltage power supply D (HVPSD)

Learn about removing and replacing the high-voltage power supply D.

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-65 Part information

Part number	Part description
RM2-7122-000CN	High-voltage power supply D (HVPSD)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

> **NOTE:** The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-1080 **Open the front door**

2. Open the TCU.

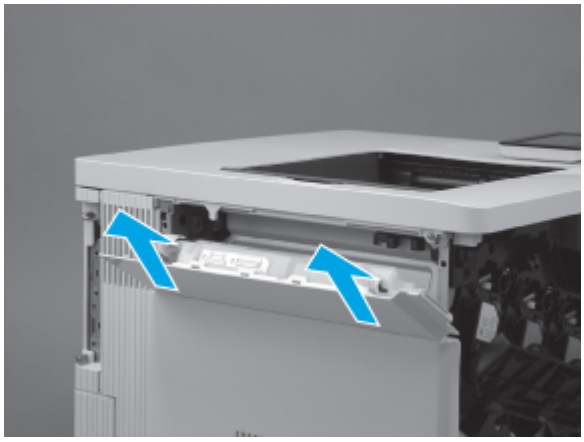
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-1081 **Open the TCU**

3. Pull the TCU away from the printer at an angle to remove it.

CAUTION: Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-1082 Remove the TCU

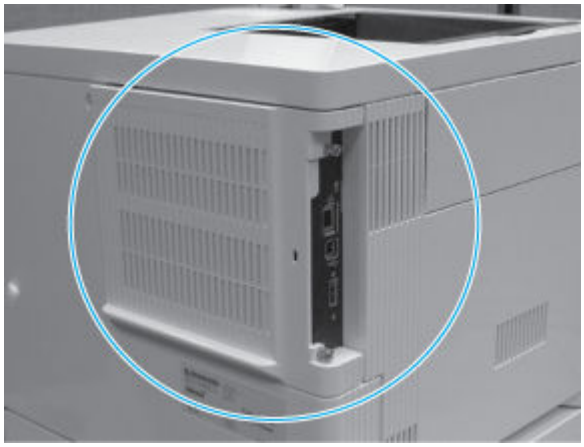


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

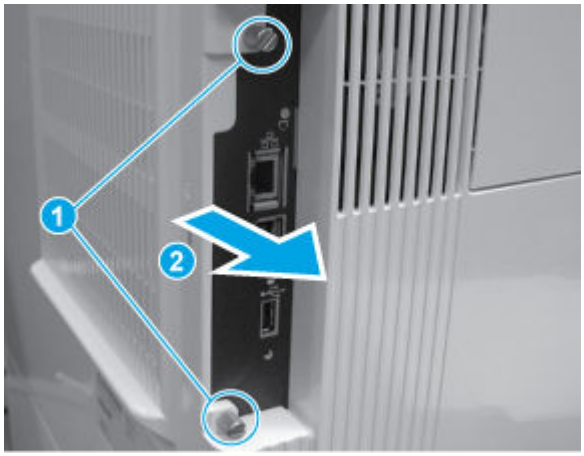
Figure 4-1083 Locate the formatter cover



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-1084 Loosen the thumbscrews



Remove the formatter (SFP)

Follow these steps to remove the formatter.

NOTE: This procedure is for SFP models only.

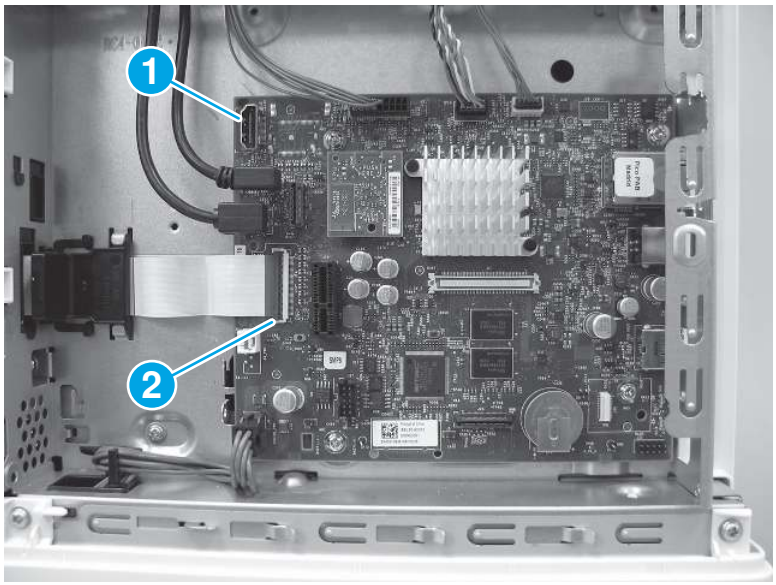
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - M553n/dn and M552dn: J2 (callout 1; this is the touchscreen connector for the M553x and E55040 printers)
   - All models: J9 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J18 (this connector is empty unless the optional hard-disk drive is installed)
   - M553n/dn and M552dn: J25 (this is the wireless connector for the M553x and E55040 models)
   - All models: J57
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

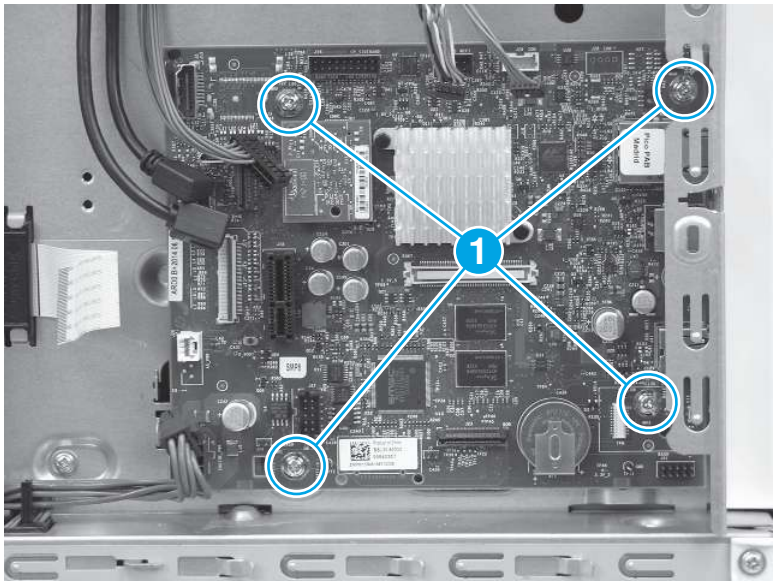
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1085 Disconnect all connectors



2. Remove four screws (callout 1), and then remove the formatter..

Figure 4-1086 Remove four screws



Remove the hard-disk drive (HDD)

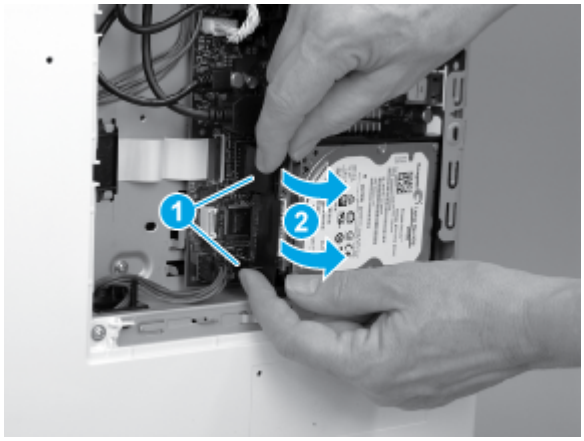
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-1087 Release the HDD



2. Slide the HDD away from the printer to remove it.

Figure 4-1088 Remove the HDD

Remove the fax PCA (fax models)

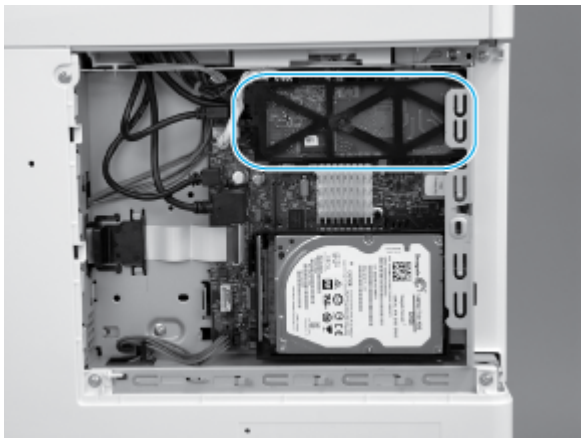
Follow these steps to remove the fax PCA (fax models).

CAUTION: ESD sensitive part.

NOTE: This procedure is for fax (or optionally installed fax) models only.

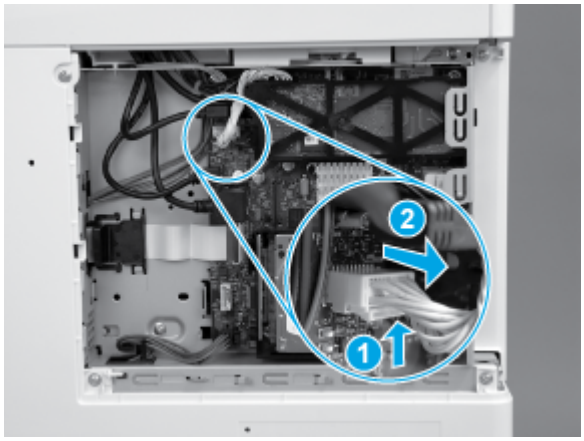
1. Locate the fax PCA component on the formatter.

Figure 4-1089 Locate the fax PCA



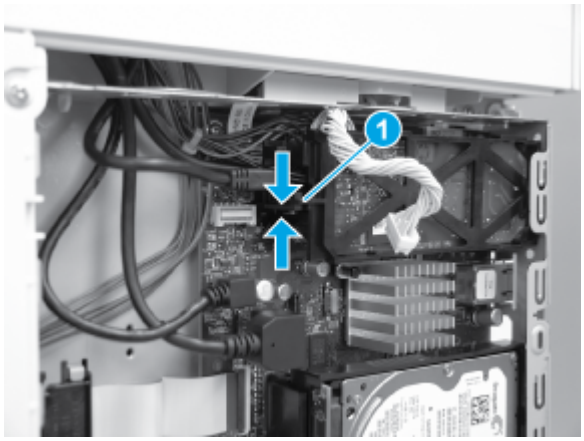
2. Release the connector latch (callout 1), and then pull the connector away from the formatter (callout 2) to disconnect it.

Figure 4-1090 Disconnect one connector



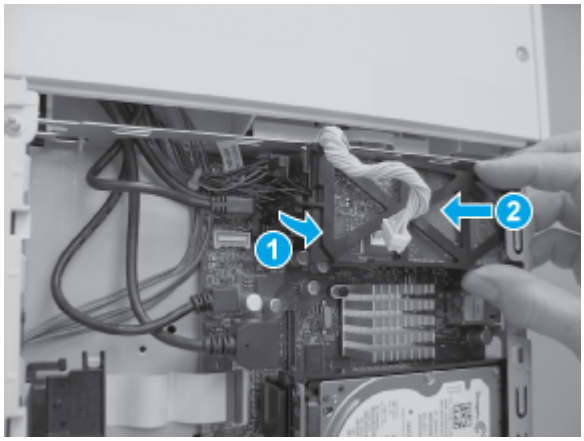
3. Release one retainer (callout 1) by pressing the bracket arms together.

Figure 4-1091 Release one latch



4. Rotate the end of the fax PCA (callout 1) away from the formatter, and then slide the PCA left (callout 2) to remove it.

Figure 4-1092 **Remove the fax PCA**



Remove the formatter (MFP)

Follow these steps to remove the formatter (MFP).

NOTE: This procedure is for MFP models only.

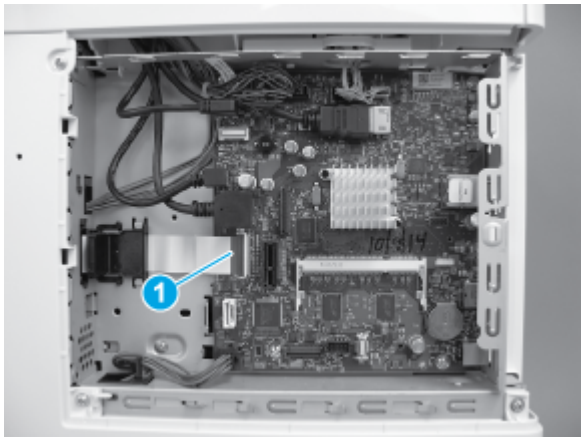
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - All models: J3
   - M577dn: J15 (this is the fax connector for the M577f/z/c models)
   - All models: J21 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J23
   - All models: J24
   - All models: J51
   - All models: J57
   - All models: J97
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

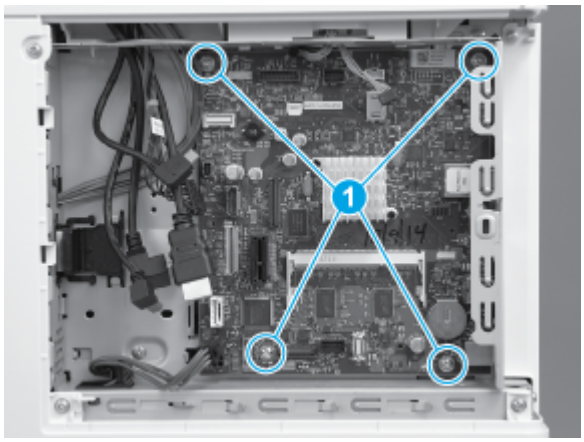
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1093 Disconnect all connectors



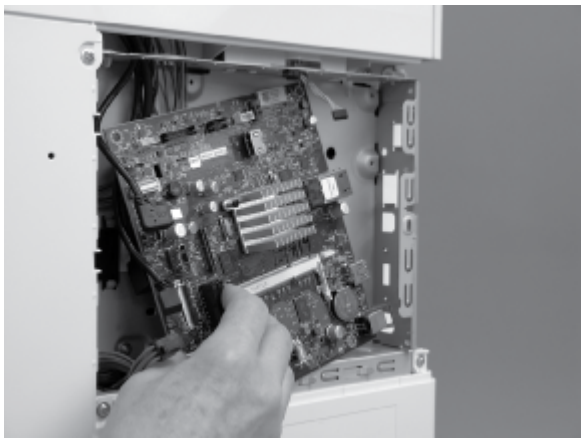
2. Remove four screws (callout 1).

Figure 4-1094 Remove four screws



3. Remove the formatter.

Figure 4-1095 Remove the formatter



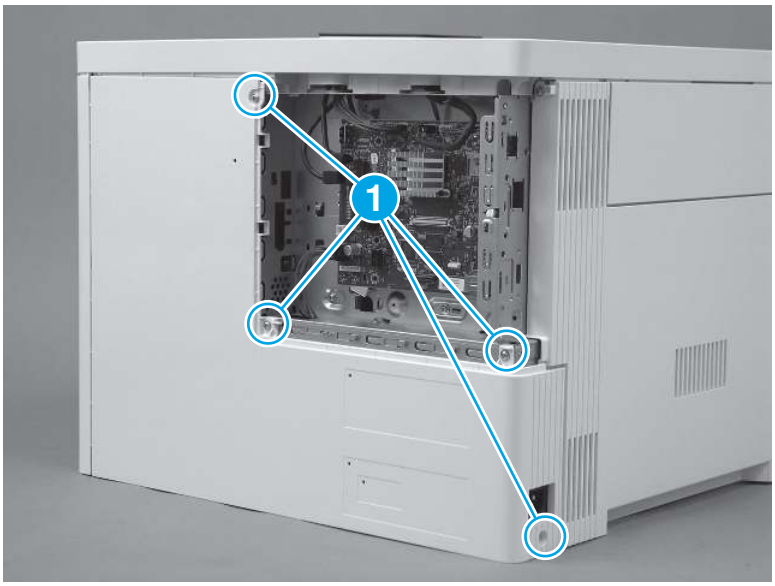
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

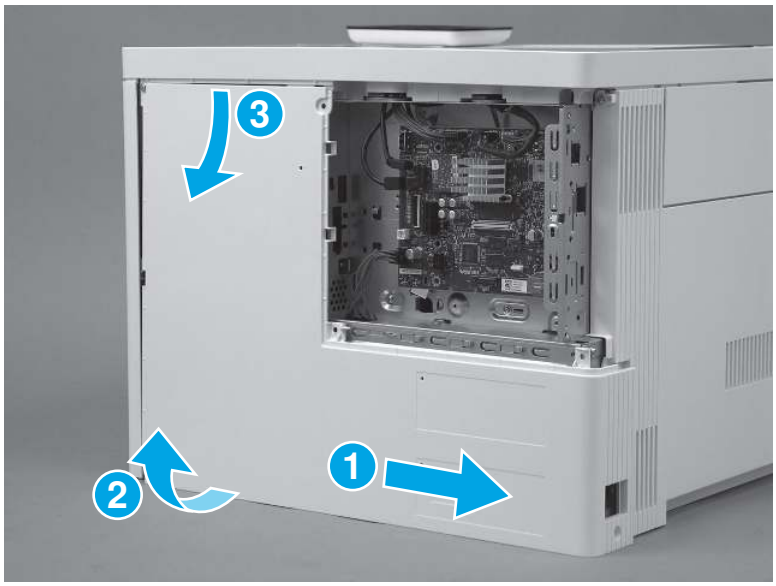
1. Remove four screws (callout 1).

Figure 4-1096 **Remove four screws**



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-1097 **Remove the cover**



Remove the rear upper cover (MFP)

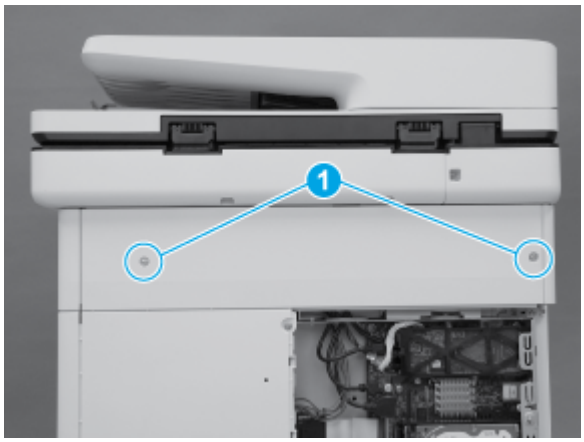
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

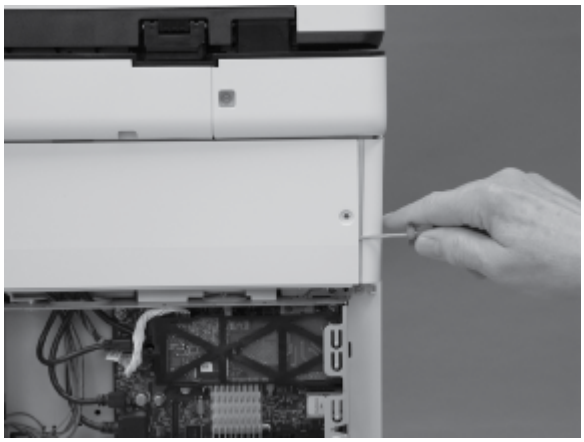
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-1098 **Remove two screws**



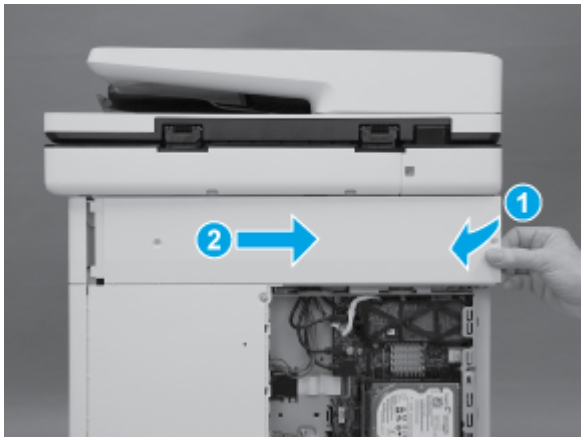
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-1099 **Release the right edge**



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-1100 Slide the cover right



4. Remove the cover.

Figure 4-1101 Remove the cover

Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-1102 **Remove four screws**

2. Slide the cover to the right to remove it.

Figure 4-1103 **Remove the cover**

Remove the left cover

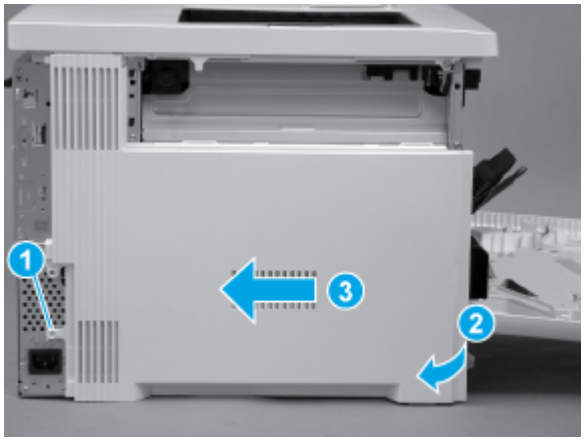
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-1104 Remove one screw

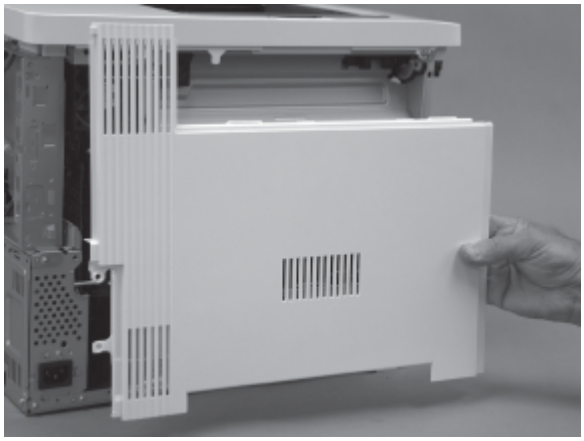
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-1105 Release the cover



3. Remove the cover.

Figure 4-1106 Remove the cover

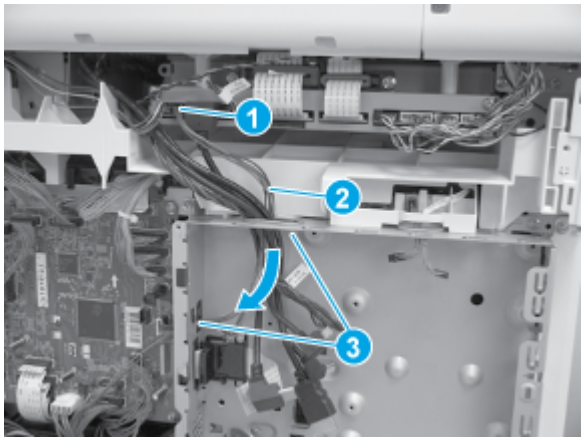


Remove the formatter case

Follow these steps to remove the formatter case.

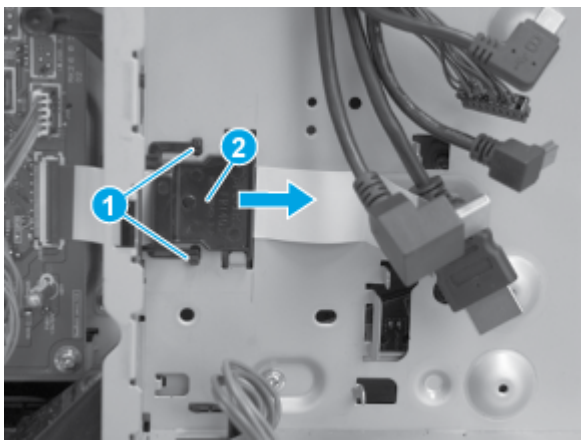
1. **MFP only:** Disconnect one connector (callout 1), and then pass the wire harness (callout 2) through two openings in the formatter case (callout 3).

   Figure 4-1107 **Disconnect one connector**

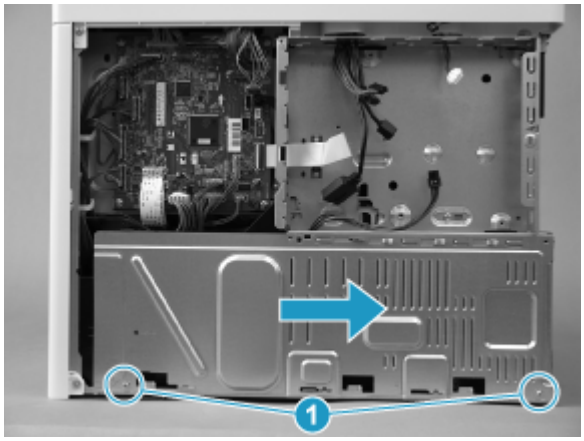
2. Release two tabs (callout 1) on the black plastic bracket. Hold the tabs in the released position, and then slide the bracket (callout 2) to the right to remove it from the formatter case.

   Figure 4-1108 **Remove the bracket**

3. Remove two screws (callout 1), and then slide the low-voltage power supply (LVPS) cover to the right to remove it.

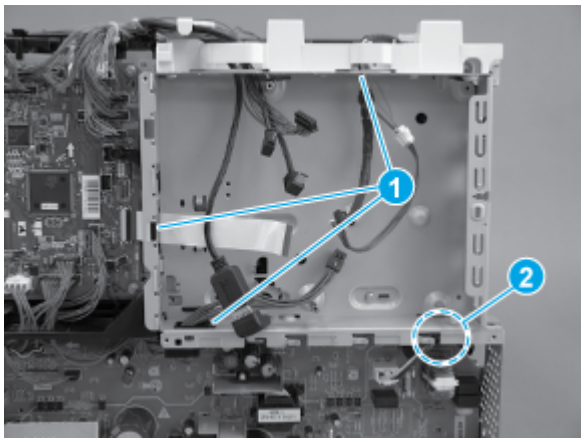
Figure 4-1109 Remove the LVPS cover



4. Pass two wire harnesses and one flat cable (callout 1) through the opening in the formatter case, and then release one wire harness from the retainer (callout 2).

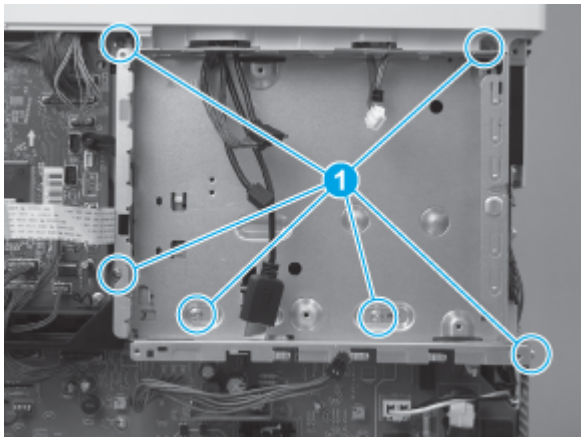
⚠ CAUTION: The flat cable might be attached to the formatter case with double-sided tape. Make sure that this tape is released, so that the flat cable is not damaged when the formatter case is removed.

Figure 4-1110 Release wire harnesses and flat cable



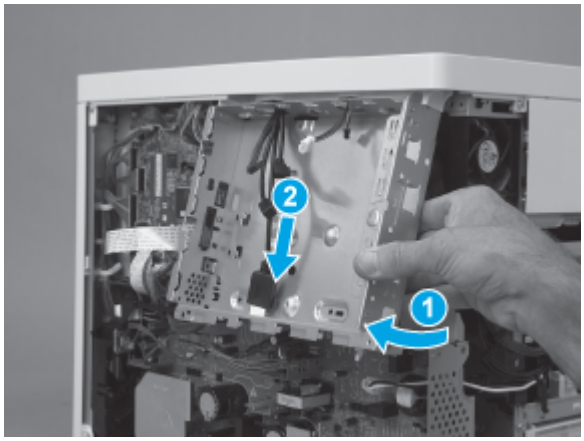
5. Remove six screws (callout 1).

Figure 4-1111 Remove six screws



6. Rotate the bottom of the formatter case away from the printer (callout 1), and then pull it down (callout 2) to release it.

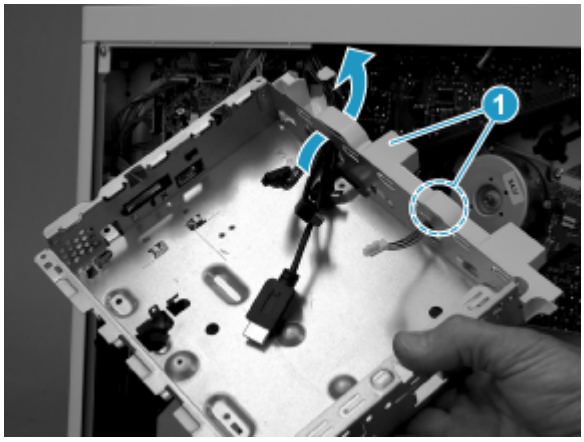
Figure 4-1112 Release the formatter case



7. Pass the wire harnesses through the opening in the formatter case to remove it.

IMPORTANT: If the formatter case is removed so that it can be replaced, make sure to transfer the memory PCA (island of data) and plastic bracket (callout 1) to the replacement case.

Figure 4-1113 Remove the formatter case

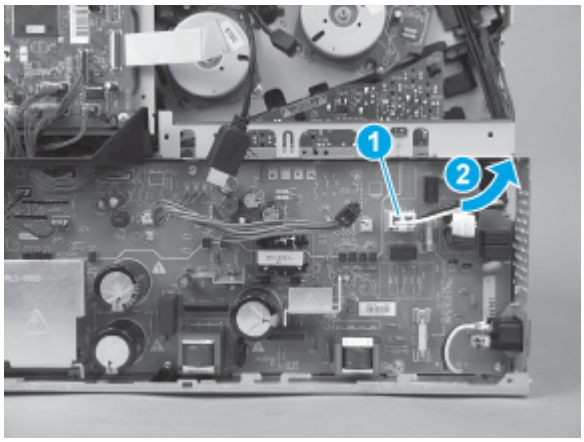


Remove the low-voltage power supply (LVPS)

Follow these steps to remove the low-voltage power supply (LVPS).

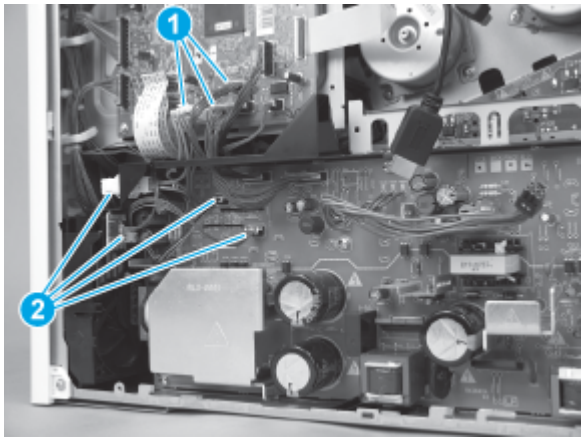
1. Disconnect one wire harness (callout 1), and then pass the wire harness through the opening (callout 2) in the chassis.

Figure 4-1114 Disconnect one wire harness



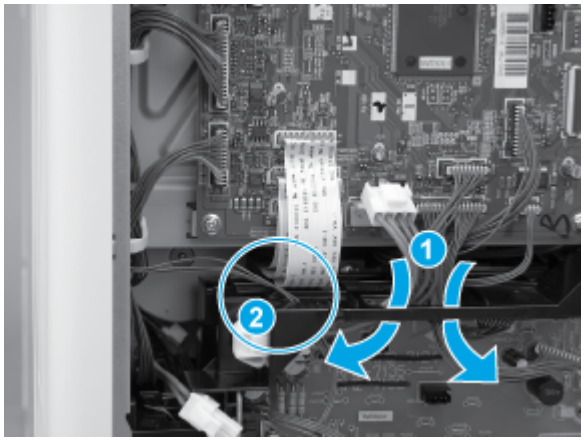
2. Disconnect three connectors on the DC controller (callout 1), and then disconnect four connectors (callout 2) on the LVPS.

Figure 4-1115 Disconnect seven connectors



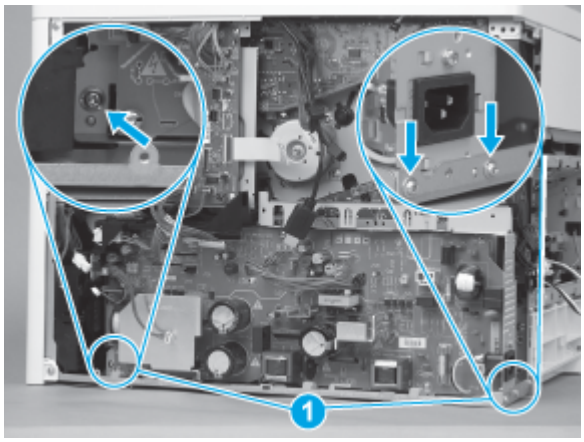
3. Pass the wire harnesses from the DC controller to the LVPS through the opening in the chassis (callout 1), and then release the wire harnesses from the retainer (callout 2).

Figure 4-1116 Pass the wire harnesses through the opening



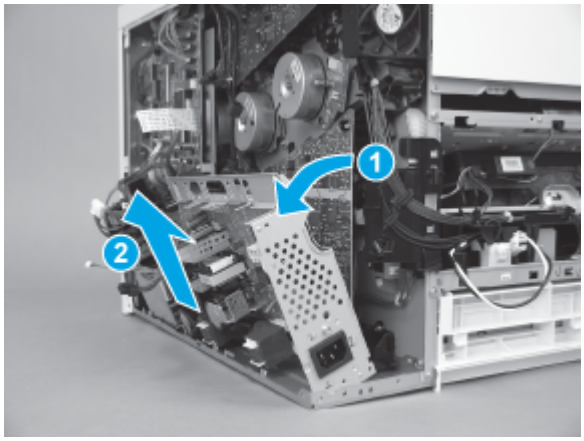
4. Remove three screws (callout 1).

Figure 4-1117 Remove three screws



5. Rotate the top of the LVPS away from the printer (callout 1), and then slide it up and out (callout 2) of the printer to remove it.

Figure 4-1118 Remove the LVPS

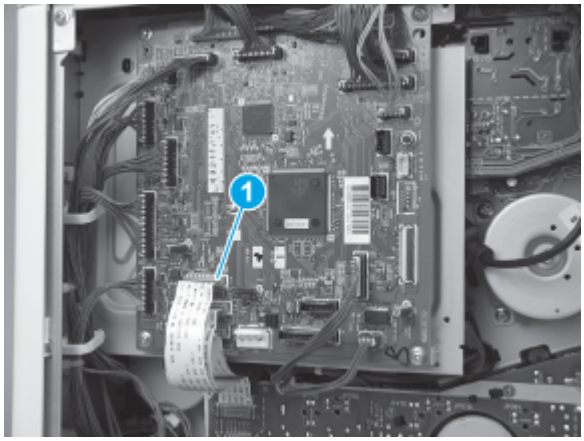


Remove the high-voltage power supply D (HVPSD)

Follow these steps to remove the high-voltage power supply D (HVPSD).

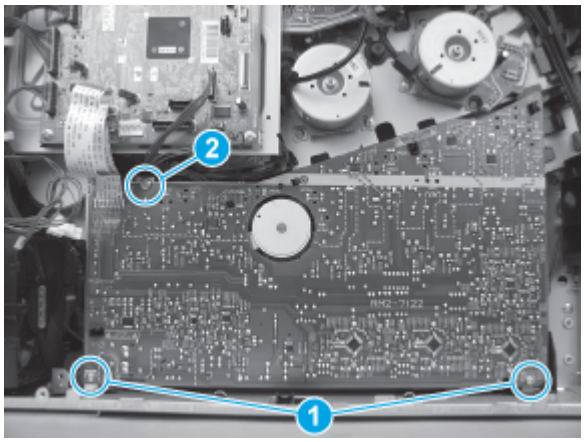
1. Disconnect one flat cable (callout 1) on the DC controller.

Figure 4-1119 Disconnect one flat cable



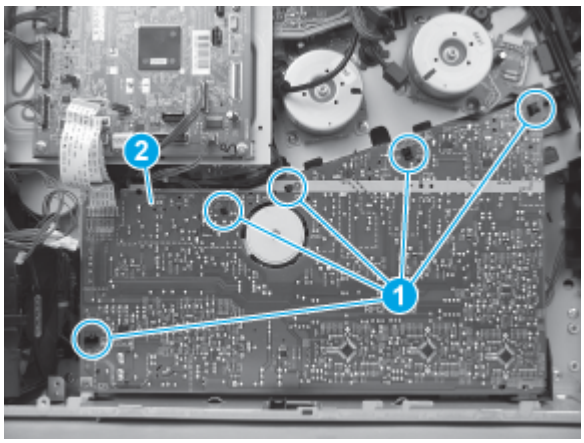
2. Remove two screws (callout 1), and then remove one self tapping screw (callout 2) on the HVPSD.

Figure 4-1120 **Remove three screws**



3. Release five tabs (callout 1), and then remove the HVPSD (callout 2).

Figure 4-1121 **Remove the HVPSD**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Drum motor 1 (M1)

Learn about removing and replacing drum motor 1.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-66 Part information

Part number	Part description
RM2-0078-000CN	Drum motor 1 (M1)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-1122 **Open the front door**

2. Open the TCU.

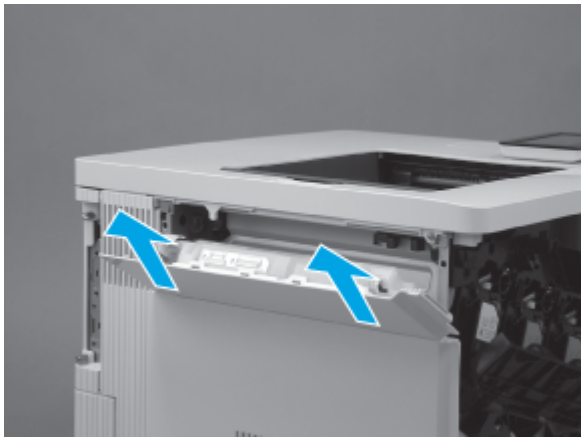
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-1123 Open the TCU

3. Pull the TCU away from the printer at an angle to remove it.

⚠ CAUTION: Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-1124 Remove the TCU

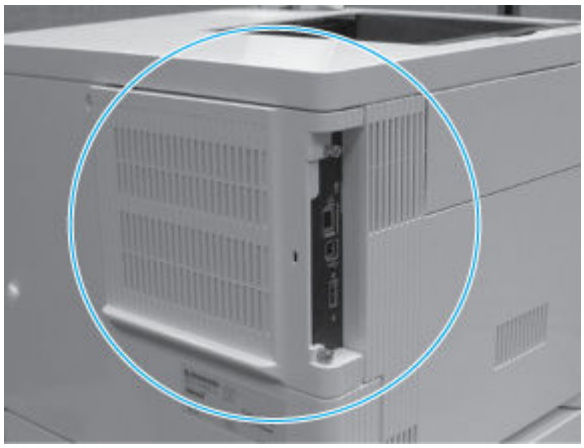


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

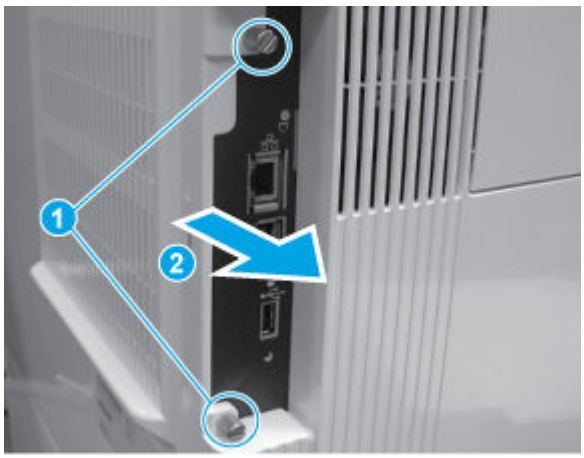
Figure 4-1125 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-1126 **Loosen the thumbscrews**



Remove the formatter (SFP)

Follow these steps to remove the formatter.

NOTE: This procedure is for SFP models only.

1. Disconnect all of the connectors on the formatter.

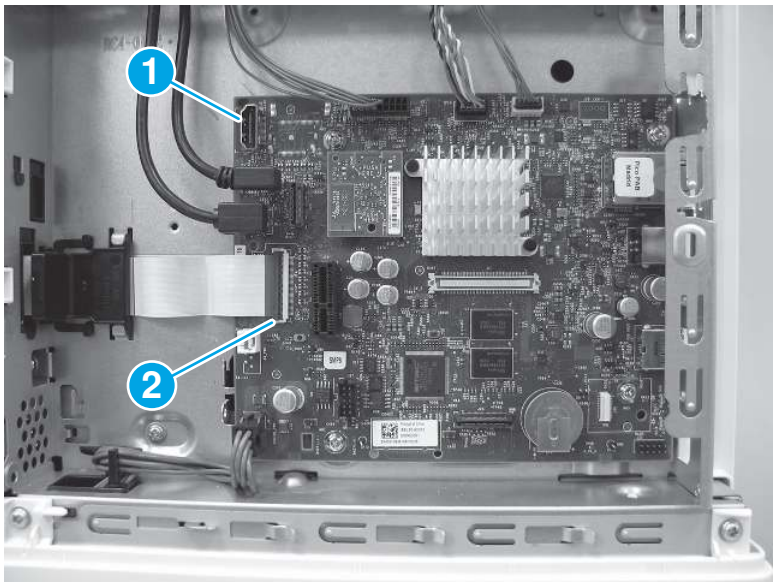
   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - M553n/dn and M552dn: J2 (callout 1; this is the touchscreen connector for the M553x and E55040 printers)
   - All models: J9 (this connector is empty unless the optional internal USB ports component is installed)

- All models: J18 (this connector is empty unless the optional hard-disk drive is installed)
- M553n/dn and M552dn: J25 (this is the wireless connector for the M553x and E55040 models)
- All models: J57
- All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

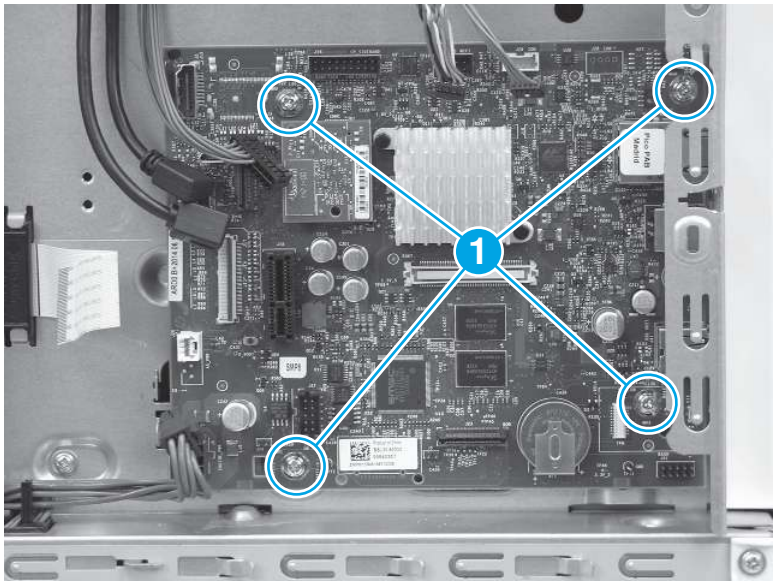
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1127 **Disconnect all connectors**



2. Remove four screws (callout 1), and then remove the formatter..

Figure 4-1128 **Remove four screws**



Remove the hard-disk drive (HDD)

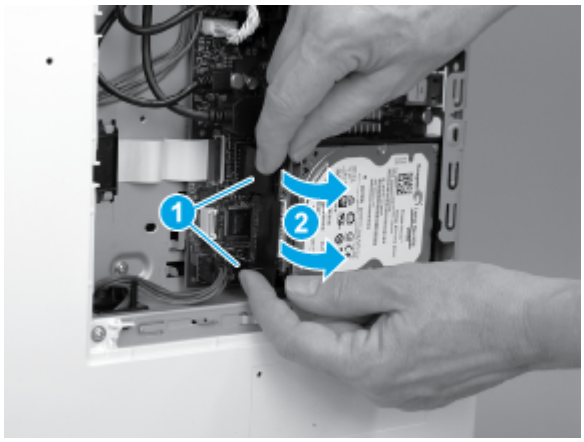
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-1129 Release the HDD



2. Slide the HDD away from the printer to remove it.

Figure 4-1130 Remove the HDD

Remove the fax PCA (fax models)

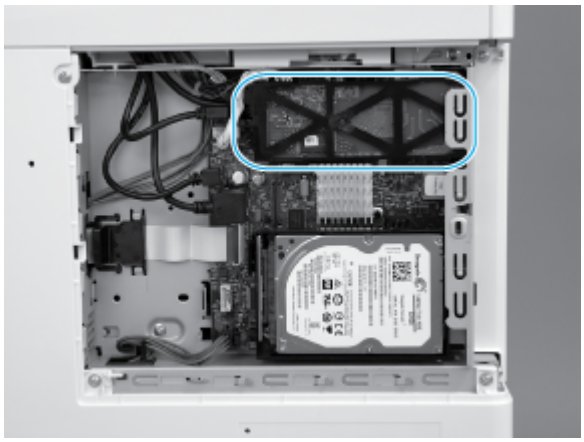
Follow these steps to remove the fax PCA (fax models).

CAUTION: ESD sensitive part.

NOTE: This procedure is for fax (or optionally installed fax) models only.

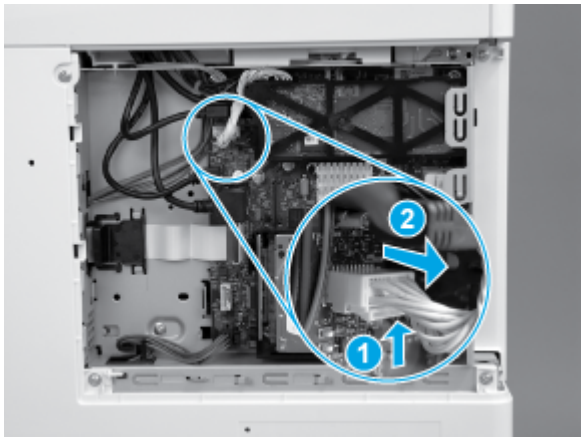
1. Locate the fax PCA component on the formatter.

Figure 4-1131 Locate the fax PCA



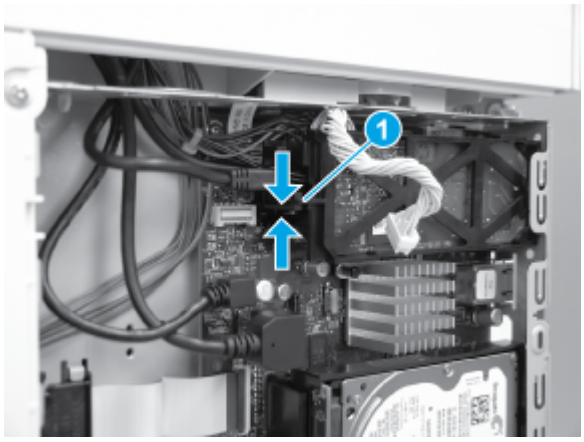
2. Release the connector latch (callout 1), and then pull the connector away from the formatter (callout 2) to disconnect it.

Figure 4-1132 Disconnect one connector



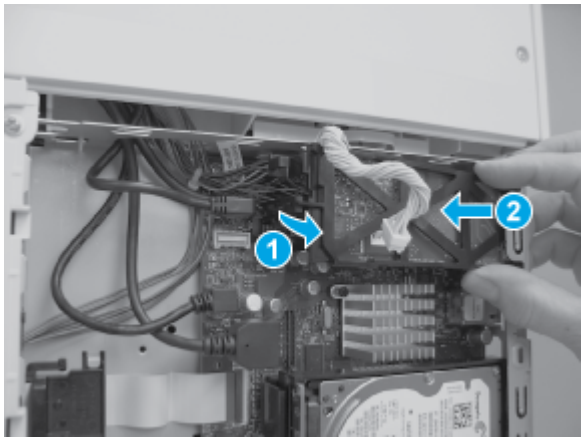
3. Release one retainer (callout 1) by pressing the bracket arms together.

Figure 4-1133 Release one latch



4. Rotate the end of the fax PCA (callout 1) away from the formatter, and then slide the PCA left (callout 2) to remove it.

Figure 4-1134 Remove the fax PCA



Remove the formatter (MFP)

Follow these steps to remove the formatter (MFP).

NOTE: This procedure is for MFP models only.

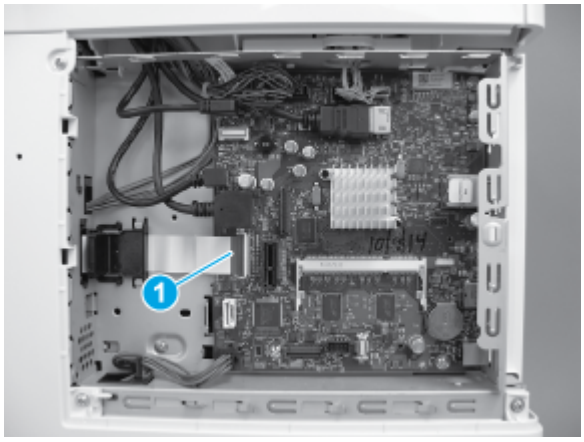
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - All models: J3
   - M577dn: J15 (this is the fax connector for the M577f/z/c models)
   - All models: J21 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J23
   - All models: J24
   - All models: J51
   - All models: J57
   - All models: J97
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

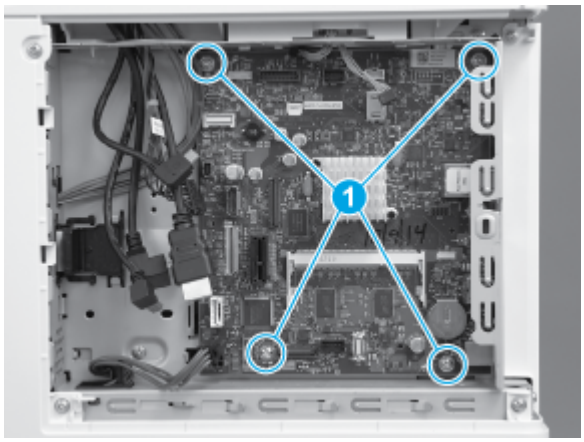
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1135 Disconnect all connectors



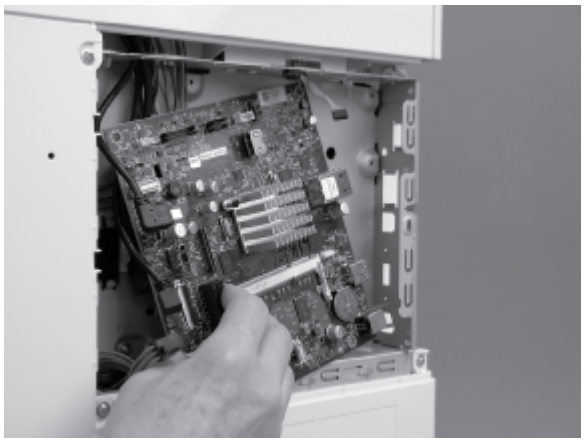
2. Remove four screws (callout 1).

Figure 4-1136 Remove four screws



3. Remove the formatter.

Figure 4-1137 Remove the formatter



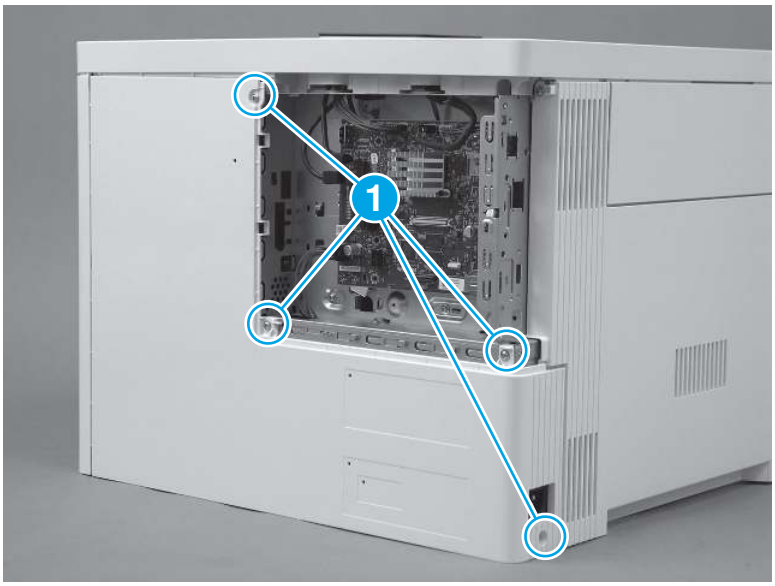
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

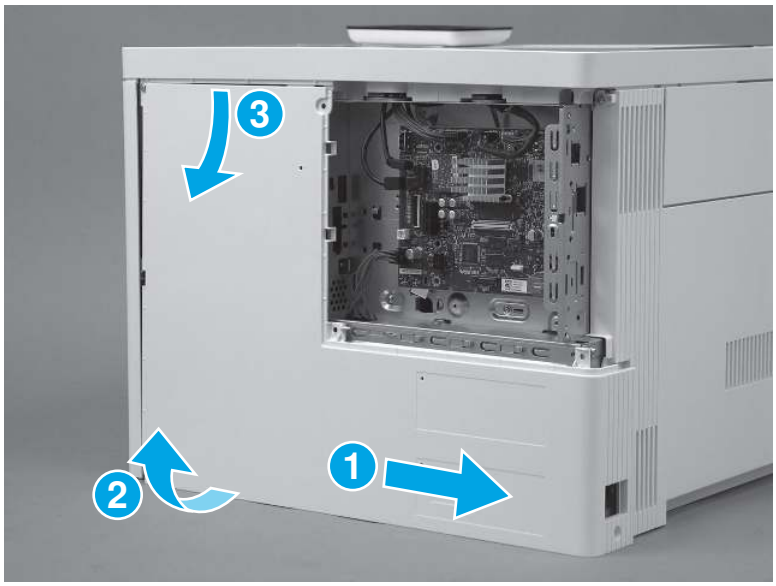
1. Remove four screws (callout 1).

Figure 4-1138 Remove four screws



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-1139 Remove the cover



Remove the rear upper cover (MFP)

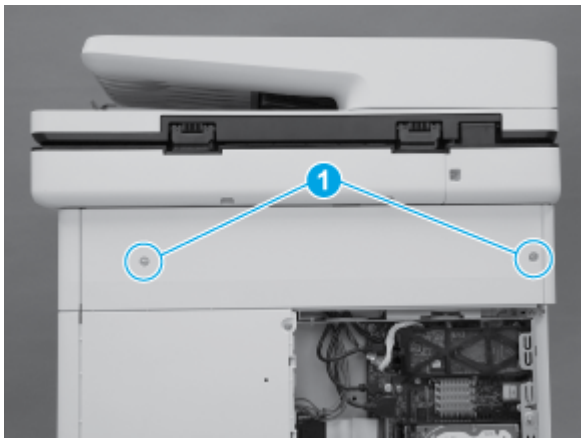
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

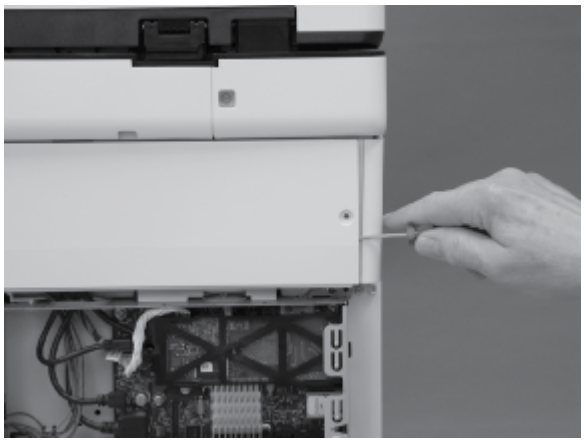
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-1140 **Remove two screws**



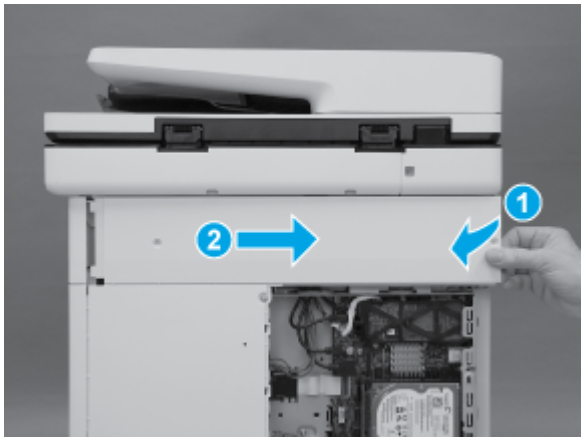
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-1141 **Release the right edge**



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-1142 Slide the cover right



4. Remove the cover.

Figure 4-1143 Remove the cover

Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-1144 **Remove four screws**

2. Slide the cover to the right to remove it.

Figure 4-1145 **Remove the cover**

Remove the left cover

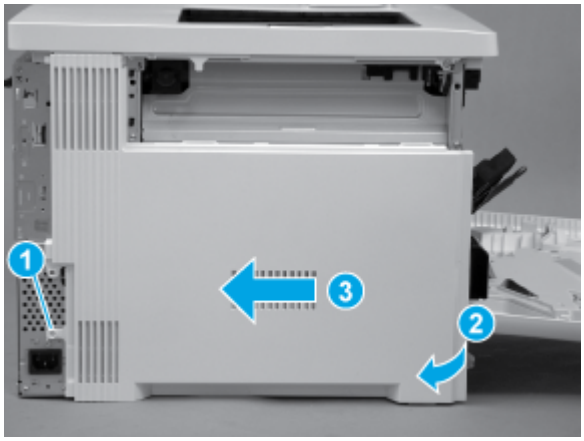
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-1146 Remove one screw

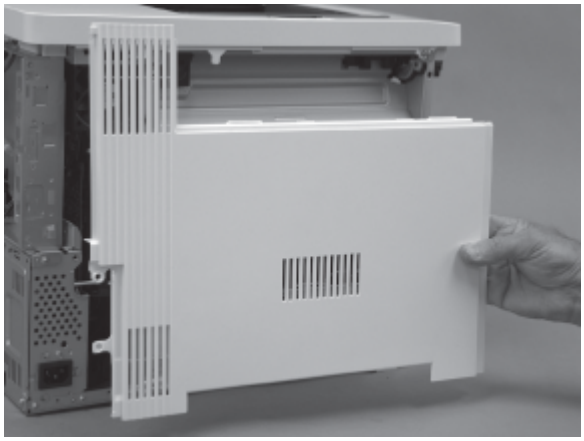
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-1147 Release the cover



3. Remove the cover.

Figure 4-1148 Remove the cover

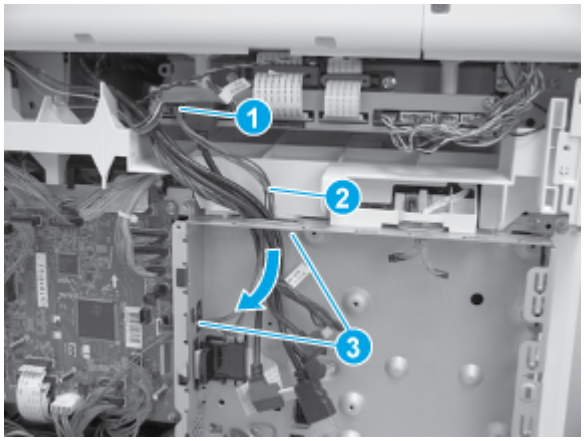


Remove the formatter case

Follow these steps to remove the formatter case.

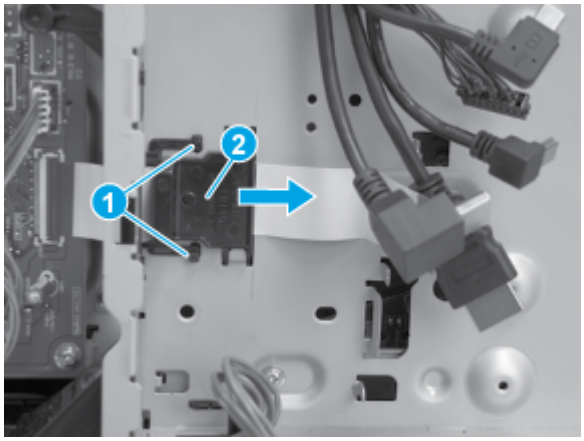
1. **MFP only**: Disconnect one connector (callout 1), and then pass the wire harness (callout 2) through two openings in the formatter case (callout 3).

   Figure 4-1149 **Disconnect one connector**

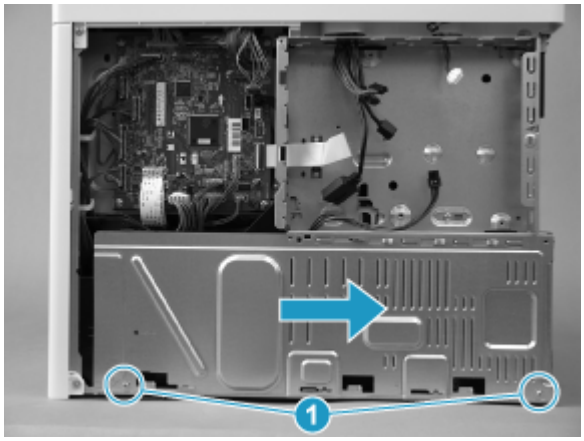
2. Release two tabs (callout 1) on the black plastic bracket. Hold the tabs in the released position, and then slide the bracket (callout 2) to the right to remove it from the formatter case.

   Figure 4-1150 **Remove the bracket**

3. Remove two screws (callout 1), and then slide the low-voltage power supply (LVPS) cover to the right to remove it.

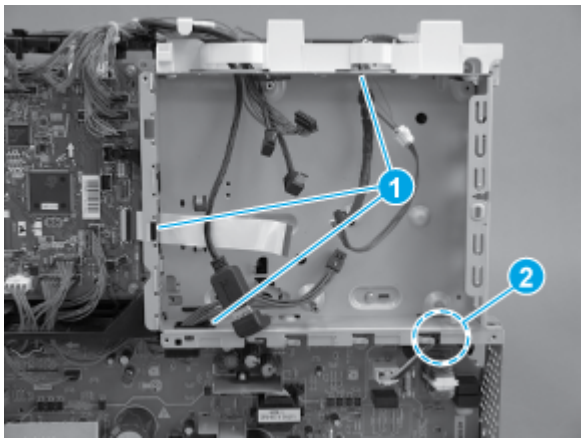
Figure 4-1151 Remove the LVPS cover



4. Pass two wire harnesses and one flat cable (callout 1) through the opening in the formatter case, and then release one wire harness from the retainer (callout 2).

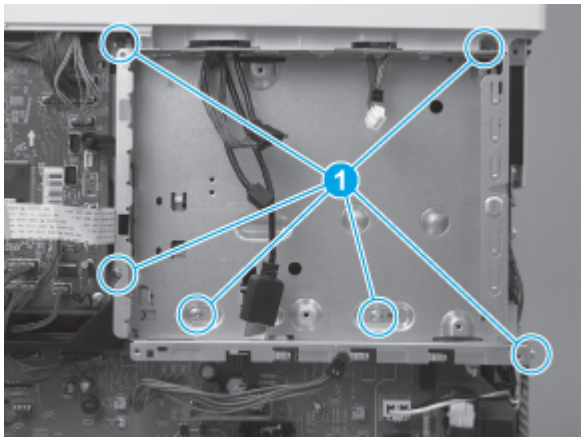
⚠ CAUTION: The flat cable might be attached to the formatter case with double-sided tape. Make sure that this tape is released, so that the flat cable is not damaged when the formatter case is removed.

Figure 4-1152 Release wire harnesses and flat cable



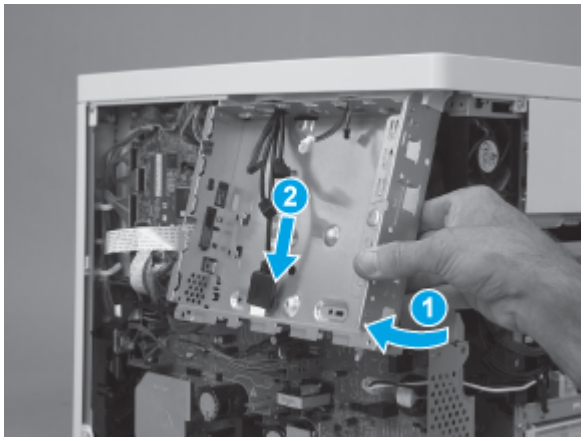
5. Remove six screws (callout 1).

Figure 4-1153 Remove six screws



6. Rotate the bottom of the formatter case away from the printer (callout 1), and then pull it down (callout 2) to release it.

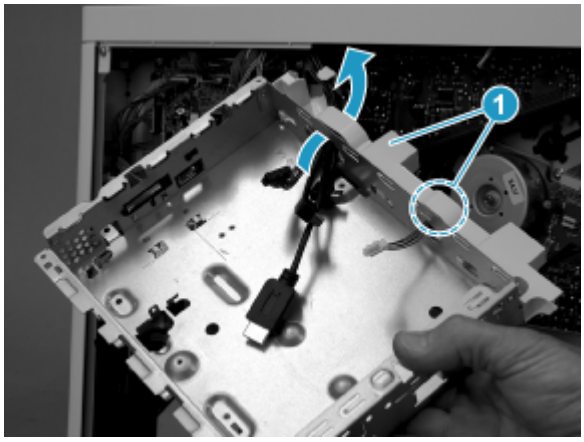
Figure 4-1154 Release the formatter case



7. Pass the wire harnesses through the opening in the formatter case to remove it.

IMPORTANT: If the formatter case is removed so that it can be replaced, make sure to transfer the memory PCA (island of data) and plastic bracket (callout 1) to the replacement case.

Figure 4-1155 Remove the formatter case

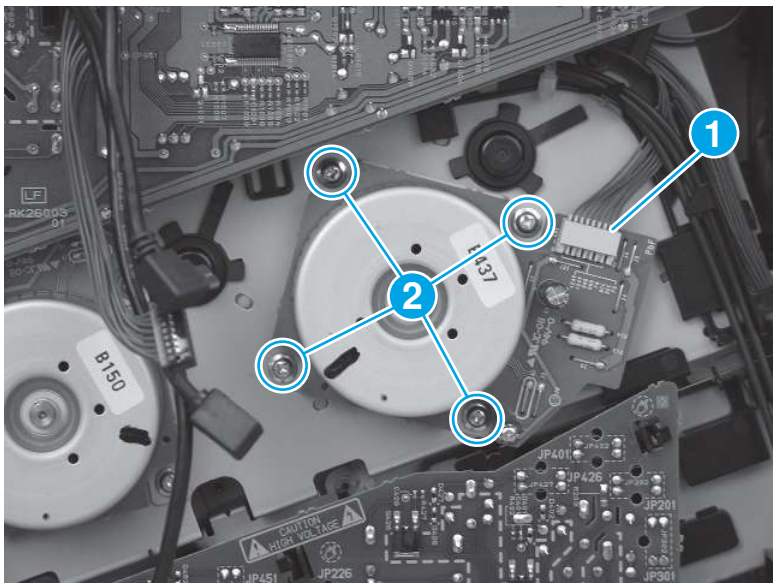


Remove drum motor 1 (M1)

Follow these steps to remove drum motor 1.

- Disconnect one connector (callout 1), remove four screws (callout 2), and then remove the motor.

Figure 4-1156 Remove the motor



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Power-supply fan (FM1)

Learn about removing and replacing power supply fan.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-67 Part information

Part number	Part description
RK2-2416-000CN	Power supply fan (FM1)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

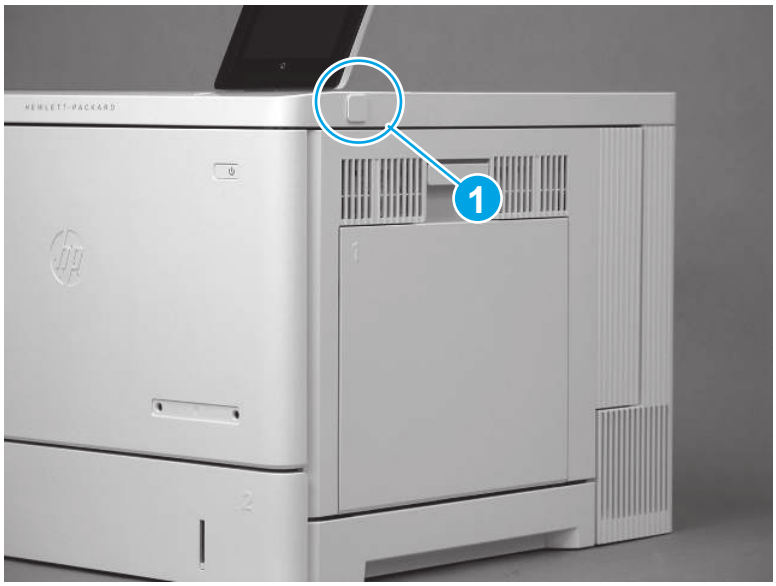
Remove the USB cover (SFP)

Follow these steps to remove the USB cover.

NOTE: This procedure is for SFP models only.

1. Locate the USB cover (callout 1).

Figure 4-1157 Locate the USB cover



2. Pull the cover off of the printer to remove it.

Figure 4-1158 **Remove the cover**

Remove the control panel (M553x/M555/E55040)

Follow these steps to remove the control panel.

NOTE: This procedure is for the M553x/M555/E55040 printers only.

M555 models: Removing the control panel is similar to the procedure below. For the M555, a flat cable connects the control panel to the formatter.

1. Tilt the control panel up.

Figure 4-1159 **Tilt the control panel up**

2. Use the small flat-blade screwdriver supplied in this kit to release the control-panel screws cover tabs.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-1160 Release the control-panel screws cover tabs

3. Rotate the cover up to remove it.

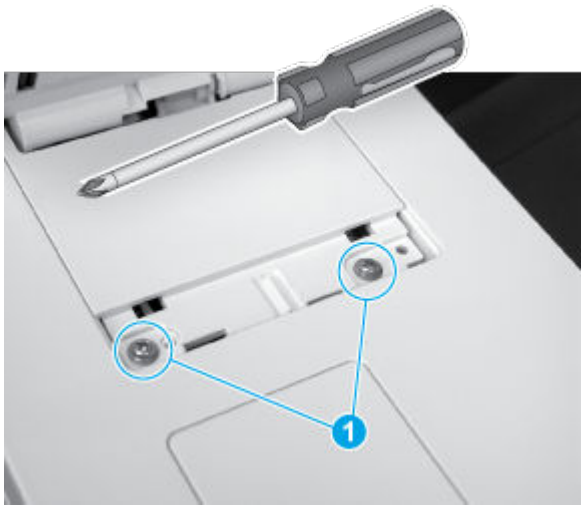
Figure 4-1161 Remove the cover

4. Use the small Phillips screwdriver supplied in this kit to remove two screws (callout 1).

IMPORTANT: Store the screws in a secure place where they cannot fall down into the printer.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-1162 Remove two screws



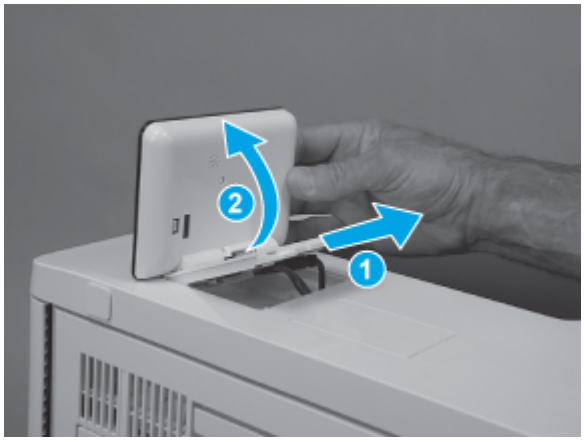
5. Rotate the control-panel base toward the front of the printer.

Figure 4-1163 Rotate the control-panel base up

6. Slightly slide the control-panel base toward the rear of the printer (callout 1) to release it, and then turn the control panel over (callout 2) to access the bottom side.

⚠ CAUTION: The control panel is still attached to the printer. Do not attempt to completely remove the control panel.

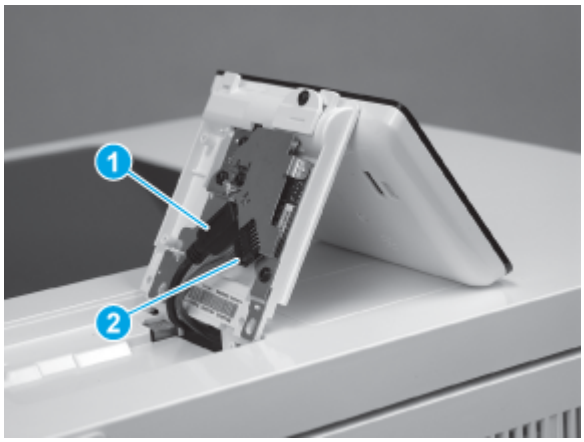
Figure 4-1164 Turn the control panel over



7. Disconnect one USB cable (callout 1), one connector (callout 2), and then remove the control panel.

NOTE: **M555 only**: Disconnect one flat cable (not shown), and then remove the control panel.

Figure 4-1165 Disconnect two connectors



Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-1166 **Open the front door**

2. Open the TCU.

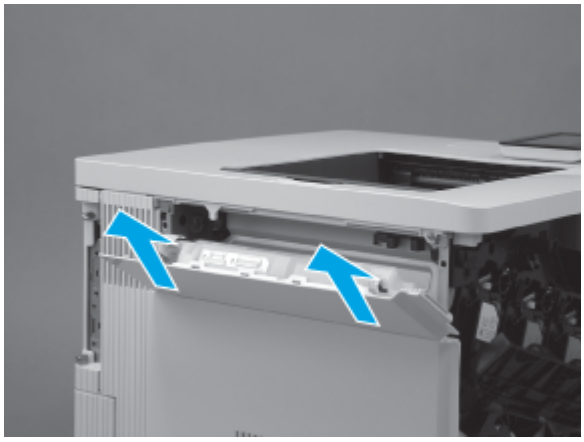
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-1167 **Open the TCU**

3. Pull the TCU away from the printer at an angle to remove it.

⚠ **CAUTION:** Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-1168 **Remove the TCU**

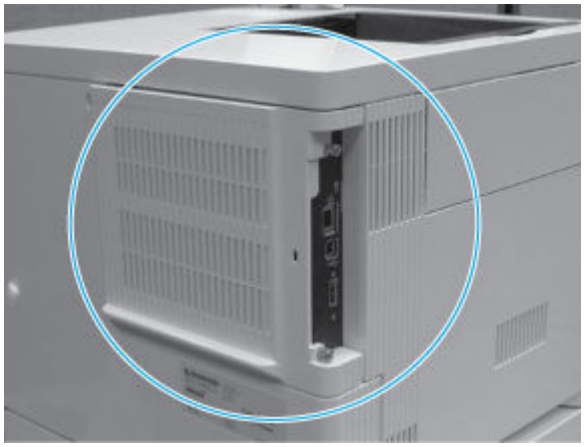


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

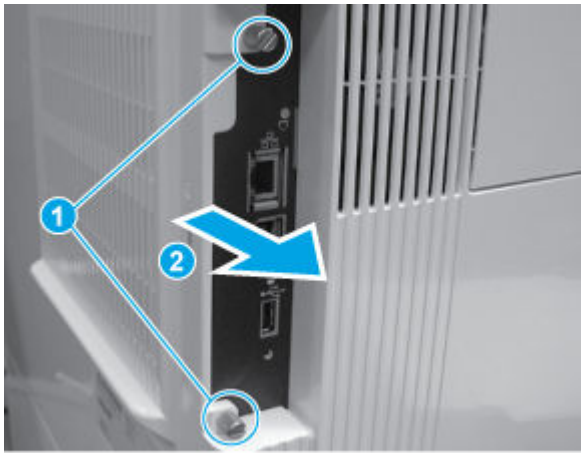
Figure 4-1169 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-1170 Loosen the thumbscrews



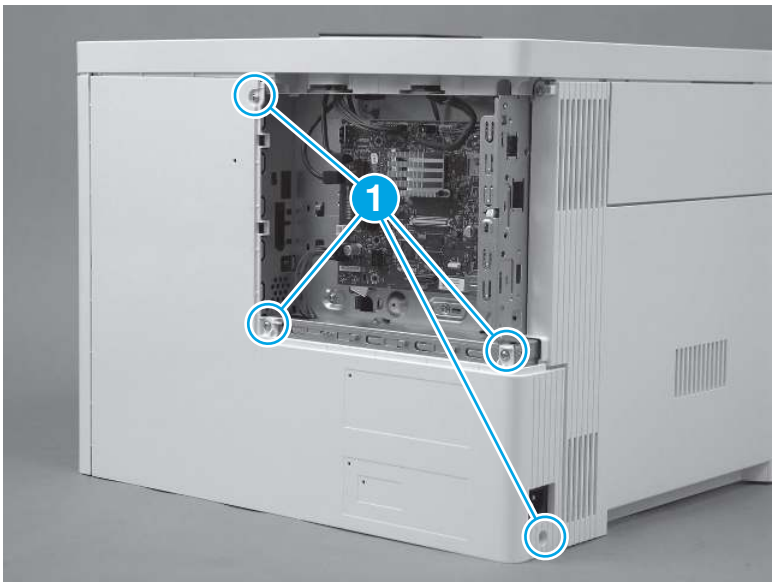
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

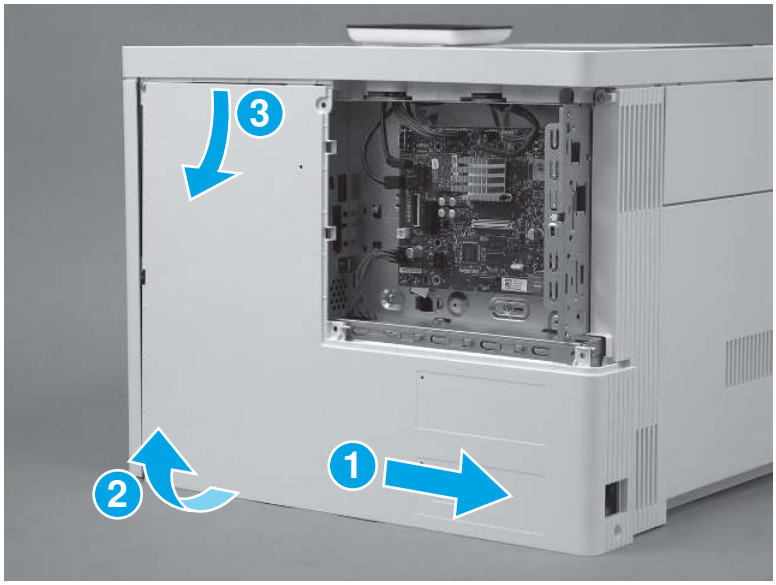
1. Remove four screws (callout 1).

Figure 4-1171 Remove four screws



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-1172 Remove the cover



Remove the rear upper cover (MFP)

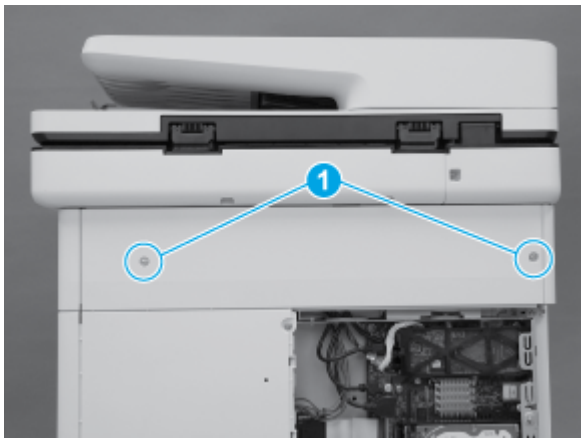
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

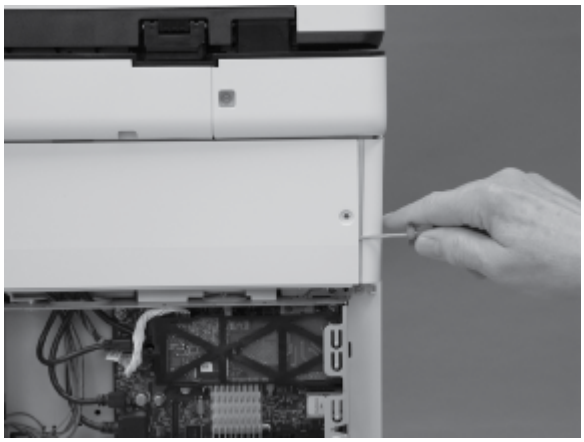
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-1173 Remove two screws



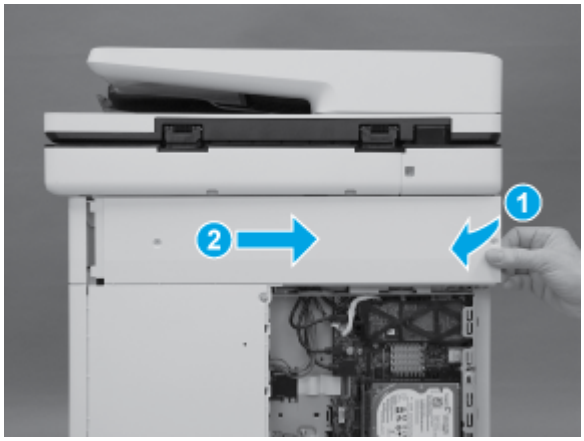
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-1174 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-1175 Slide the cover right



4. Remove the cover.

Figure 4-1176 Remove the cover

Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-1177 Remove four screws

2. Slide the cover to the right to remove it.

Figure 4-1178 Remove the cover

Remove the left cover

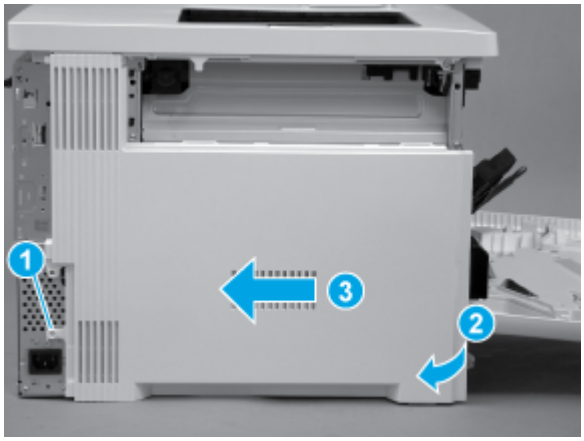
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-1179 Remove one screw

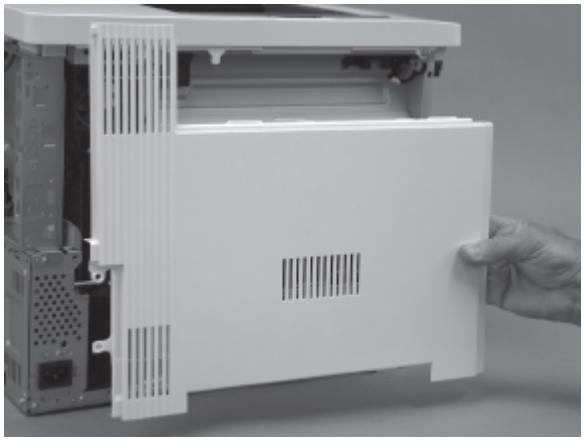
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-1180 Release the cover



3. Remove the cover.

Figure 4-1181 Remove the cover



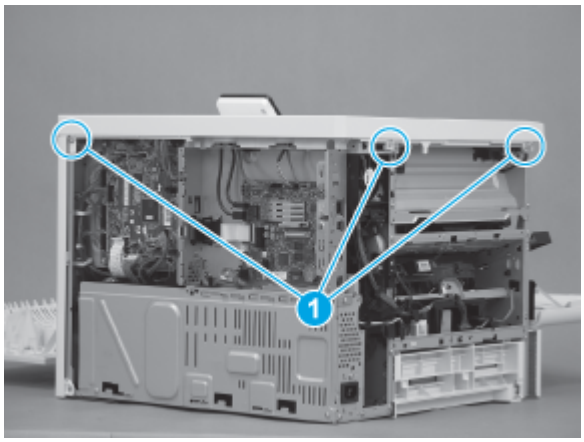
Remove the upper cover (SFP)

Follow these steps to remove the upper cover.

NOTE: This procedure is for SFP models only.

1. Remove three screws (callout 1).

Figure 4-1182 Remove three screws



2. Remove one screw (callout 1), release one tab (callout 2), and then slightly separate the corner of the cover from the chassis.

NOTE: This is a self-tapping plastic-thread screw. Make sure that this screw is used in this location when it is reinstalled.

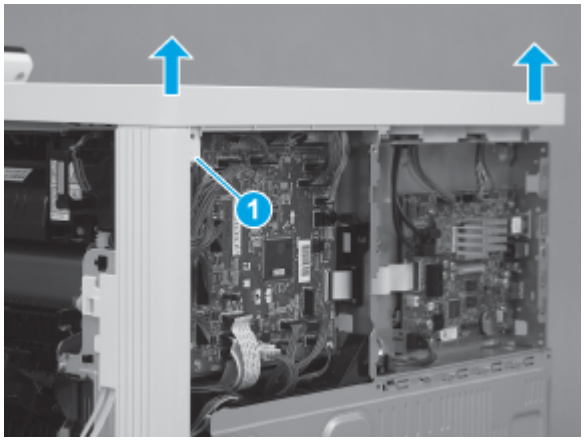
Figure 4-1183 Remove one screw and release one tab

3. Release one tab (callout 1), and then lift up on the cover to release it.

IMPORTANT: **M554 models**: Disconnect the control-panel flat cable at the formatter.

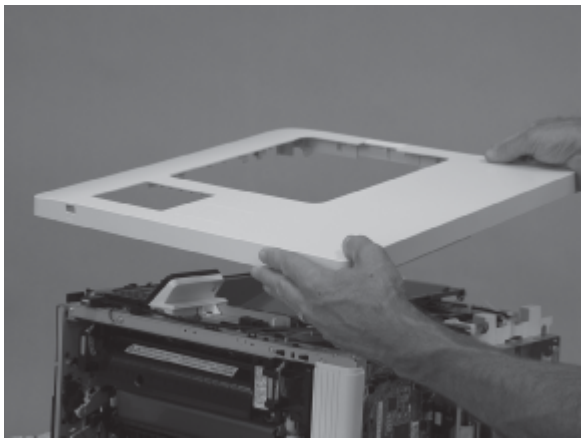
NOTE: If the cover does not release, check for addition tabs by locating the triangles embossed in the cover at tab locations.

Figure 4-1184 Release the cover



4. Remove the cover.

Figure 4-1185 Remove the cover



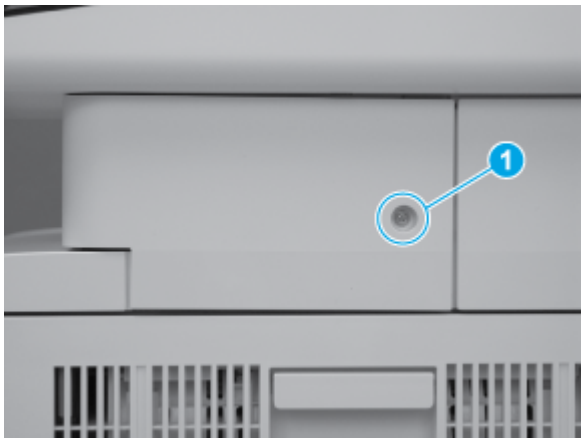
Remove the right front upper cover (MFP non-stapler models)

Follow these steps to remove the right front upper cover.

NOTE: This procedure is for non-stapler models only.

1. Remove one screw (callout 1).

Figure 4-1186 **Remove one screw**



2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-1187 **Release two tabs**

3. Rotate the front of the cover to the right to remove it.

Figure 4-1188 **Rotate the cover**

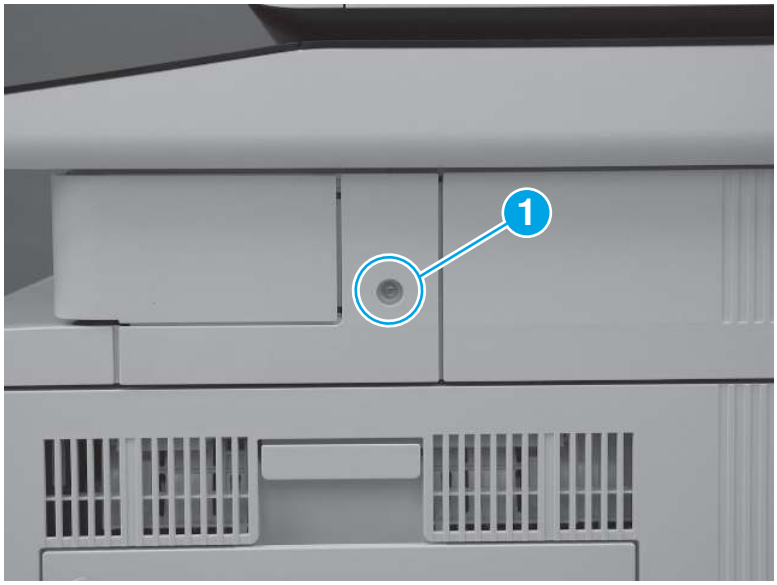
Remove the stapler cover (MFP stapler models)

Follow these steps to remove the stapler cover.

NOTE: This procedure is for stapler models only.

1. Remove one screw (callout 1).

Figure 4-1189 Remove one screw

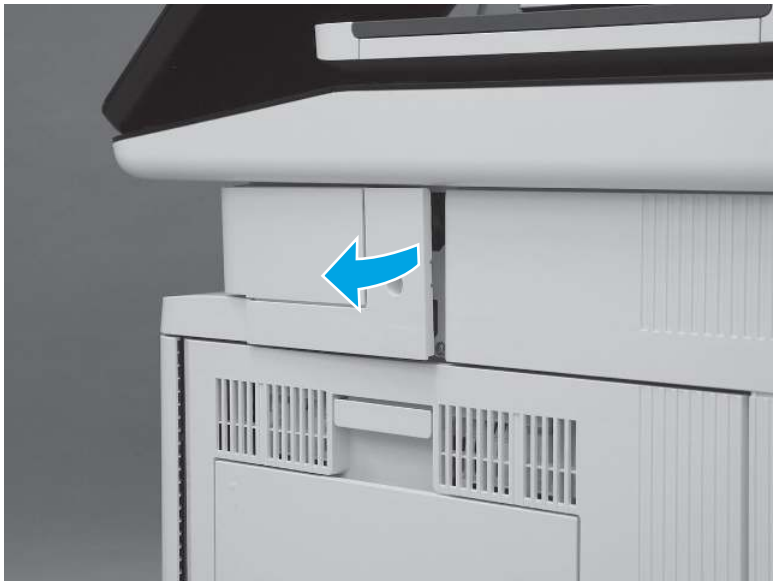


2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-1190 Release two tabs

3. Release the back edge of the cover.

Figure 4-1191 **Release the back edge of the cover**



4. Rotate the cover away from the printer to remove it.

Figure 4-1192 **Remove the cover**

Remove the right upper cover (MFP)

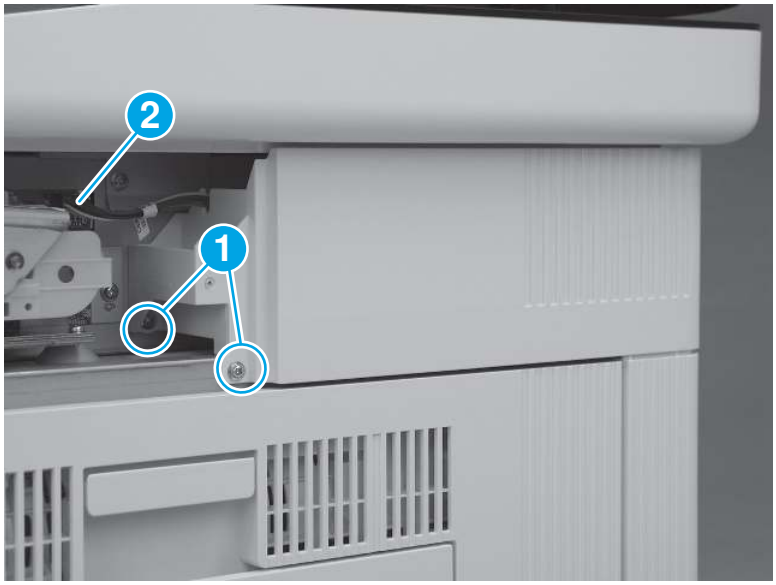
Follow these steps to remove the right upper cover.

NOTE: This procedure is for MFP models only.

1. At the right side of the printer, remove two screws (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

Figure 4-1193 Remove two screws and one connector

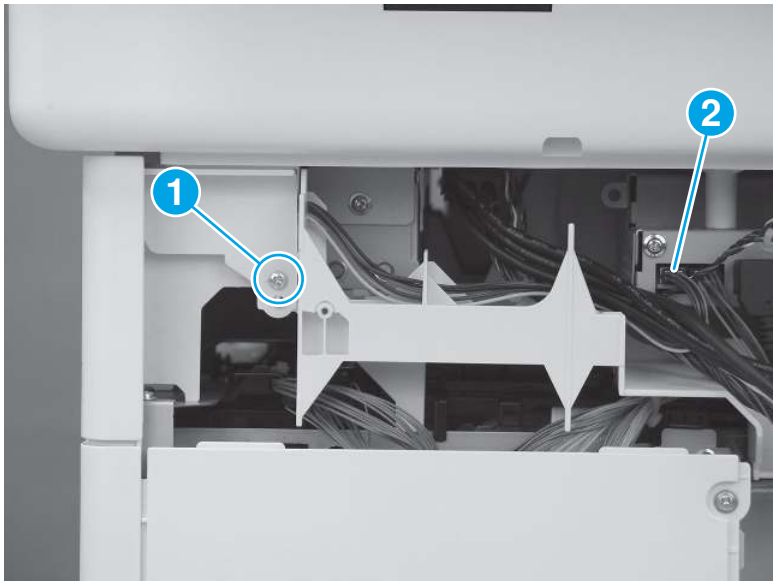


2. At the back of the printer, remove one screw (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

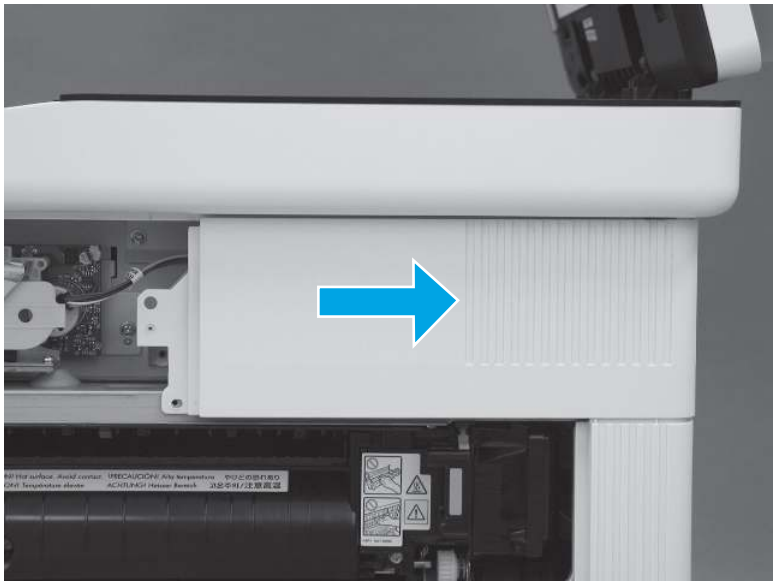
Reinstallation tip: This screw is smaller than the screws removed in the previous step. When reinstalling the right upper cover, make sure that this screw is installed in the correct position.

Figure 4-1194 Remove one screw and connector



3. Slide the cover toward the back of the printer.

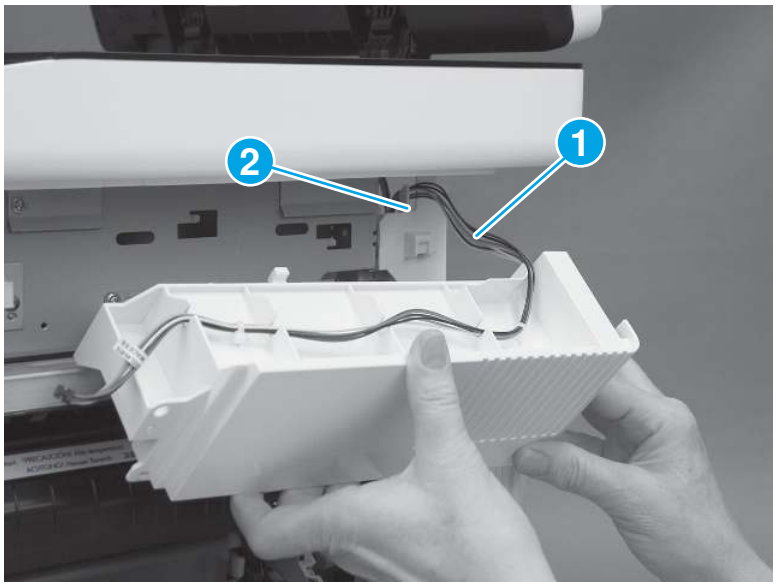
Figure 4-1195 **Slide the cover**



4. Lift the cover away from the printer to remove it.

M577/M578z: Release the cables (callout 1) through the slot (callout 2) in the printer.

Figure 4-1196 **Remove the cover**



Remove the right rear cover

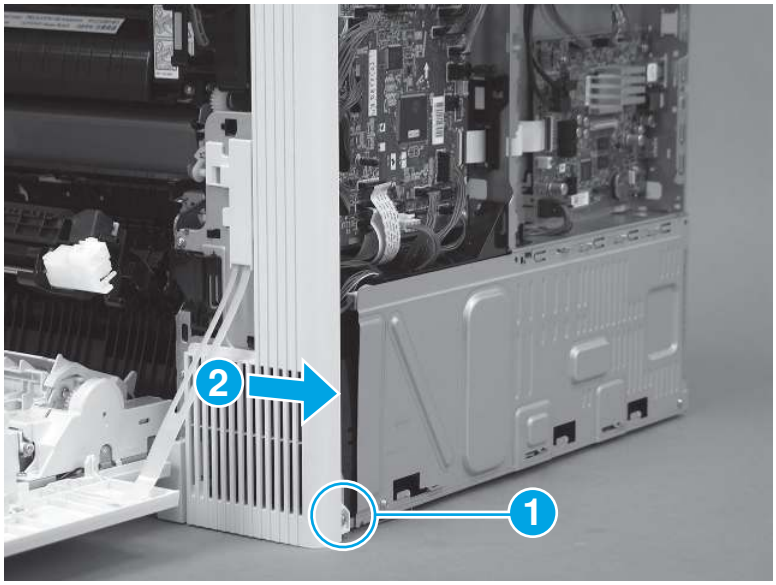
Follow these steps to remove the right rear cover.

NOTE: The figures in this topic show a SFP model. However, the procedure is correct for an MFP.

1. Remove one screw (callout 1), and then slide the cover toward the rear of the printer (callout 2) to release it.

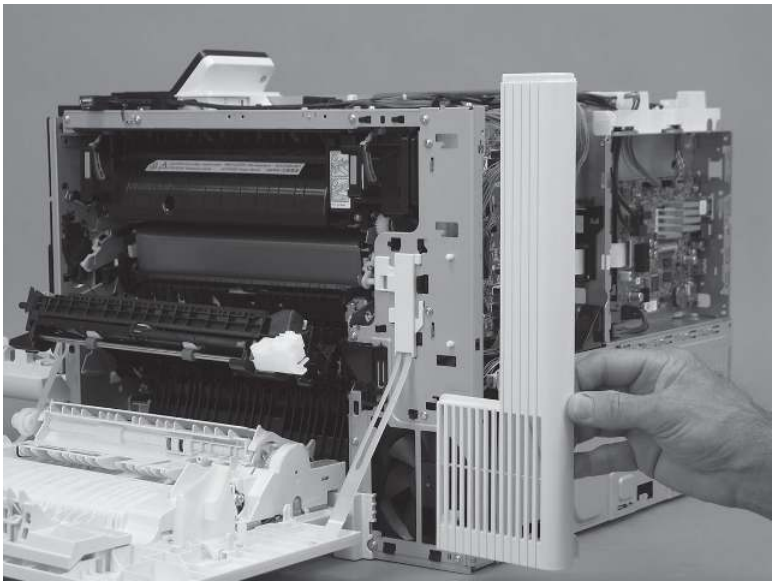
TIP: If the right door is closed, open it now.

Figure 4-1197 Release the cover



2. Remove the cover.

Figure 4-1198 Remove the cover



Remove the formatter (SFP)

Follow these steps to remove the formatter.

NOTE: This procedure is for SFP models only.

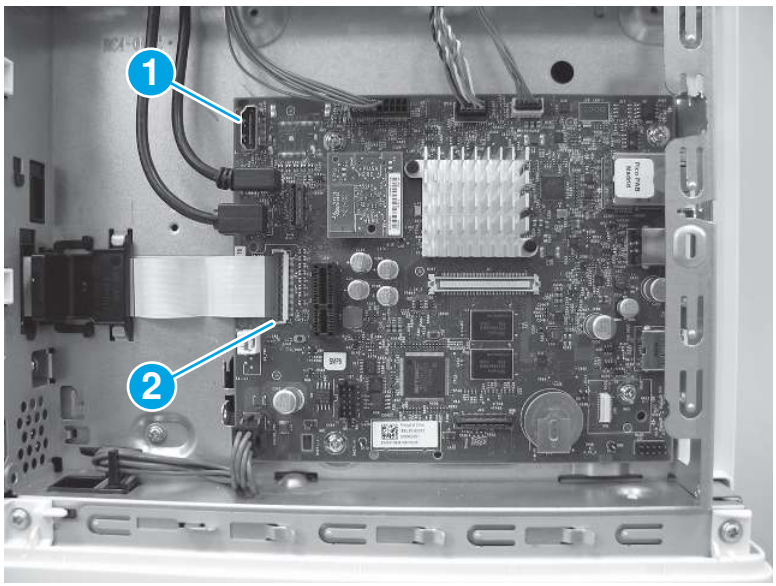
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - M553n/dn and M552dn: J2 (callout 1; this is the touchscreen connector for the M553x and E55040 printers)
   - All models: J9 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J18 (this connector is empty unless the optional hard-disk drive is installed)
   - M553n/dn and M552dn: J25 (this is the wireless connector for the M553x and E55040 models)
   - All models: J57
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

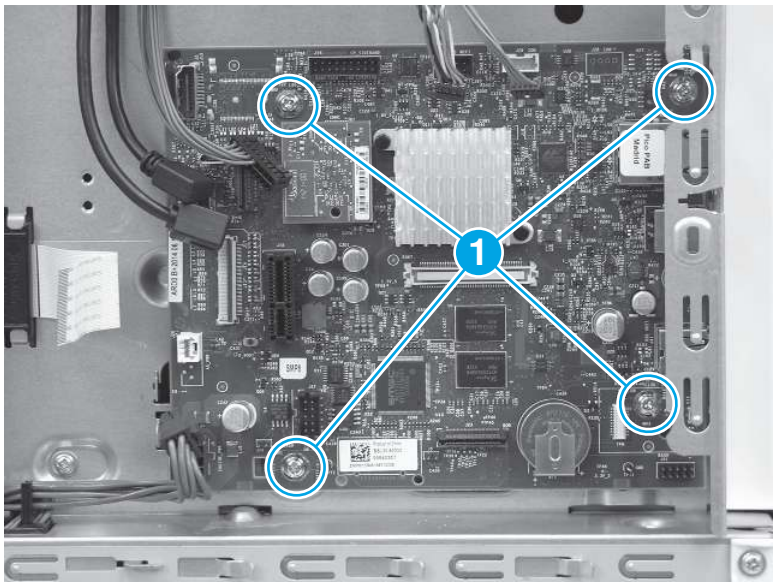
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1199 Disconnect all connectors



2. Remove four screws (callout 1), and then remove the formatter..

Figure 4-1200 **Remove four screws**



Remove the hard-disk drive (HDD)

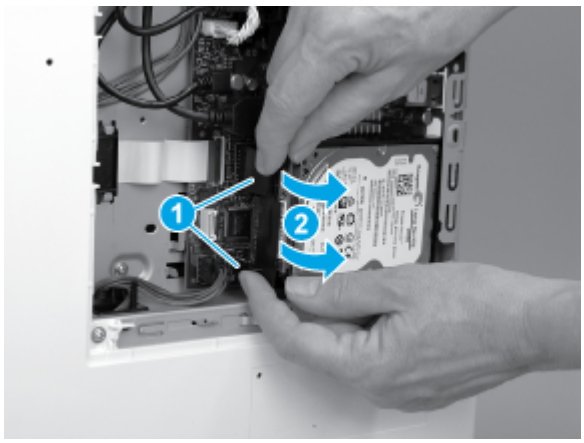
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-1201 **Release the HDD**



2. Slide the HDD away from the printer to remove it.

Figure 4-1202 **Remove the HDD**

Remove the fax PCA (fax models)

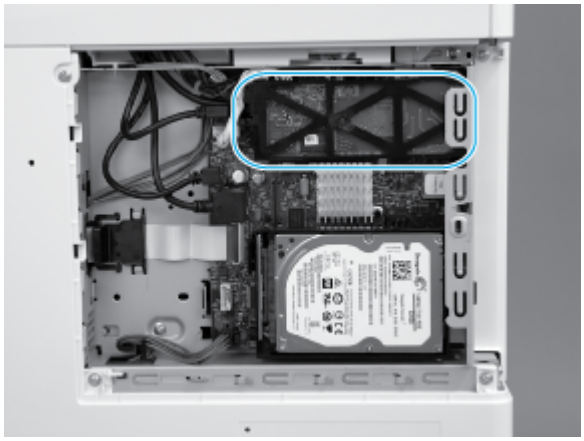
Follow these steps to remove the fax PCA (fax models).

⚠ **CAUTION:** ESD sensitive part.

NOTE: This procedure is for fax (or optionally installed fax) models only.

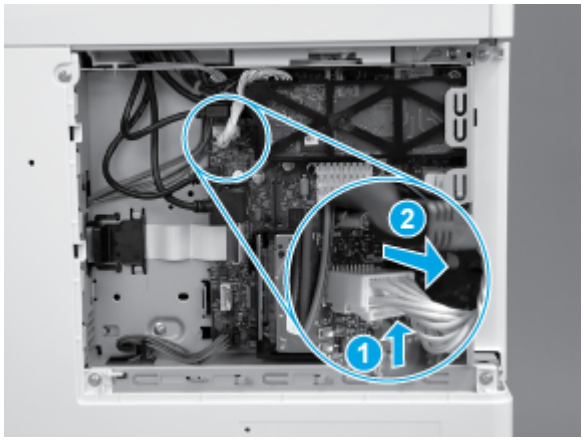
1. Locate the fax PCA component on the formatter.

Figure 4-1203 **Locate the fax PCA**



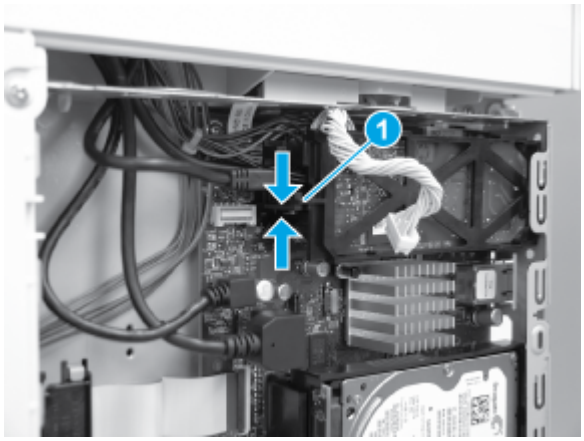
2. Release the connector latch (callout 1), and then pull the connector away from the formatter (callout 2) to disconnect it.

Figure 4-1204 Disconnect one connector



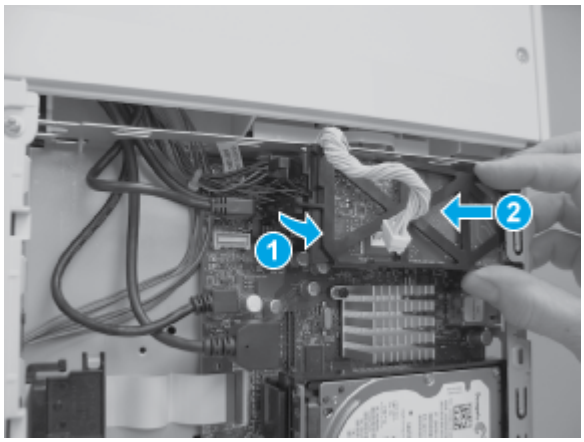
3. Release one retainer (callout 1) by pressing the bracket arms together.

Figure 4-1205 Release one latch



4. Rotate the end of the fax PCA (callout 1) away from the formatter, and then slide the PCA left (callout 2) to remove it.

Figure 4-1206 Remove the fax PCA



Remove the formatter (MFP)

Follow these steps to remove the formatter (MFP).

NOTE: This procedure is for MFP models only.

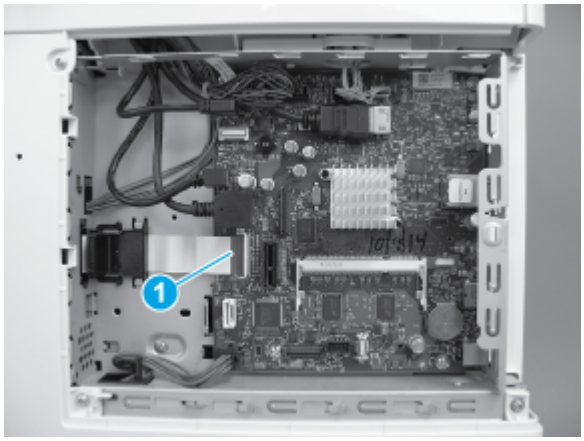
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - All models: J3
   - M577dn: J15 (this is the fax connector for the M577f/z/c models)
   - All models: J21 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J23
   - All models: J24
   - All models: J51
   - All models: J57
   - All models: J97
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

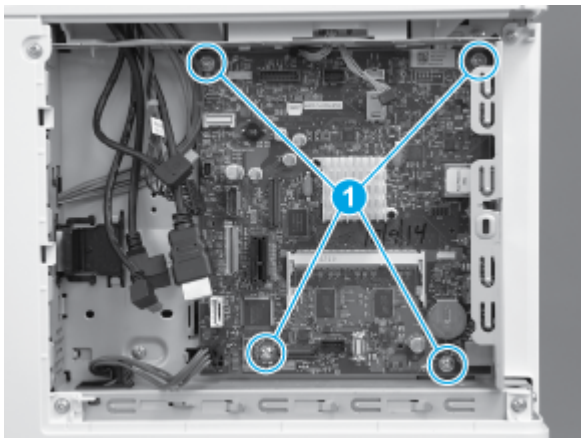
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1207 **Disconnect all connectors**



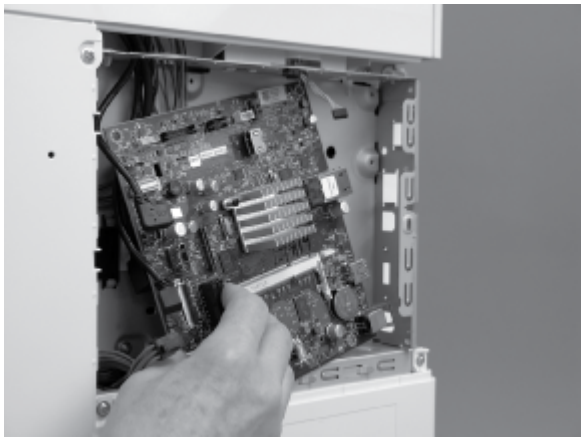
2. Remove four screws (callout 1).

Figure 4-1208 **Remove four screws**



3. Remove the formatter.

Figure 4-1209 **Remove the formatter**

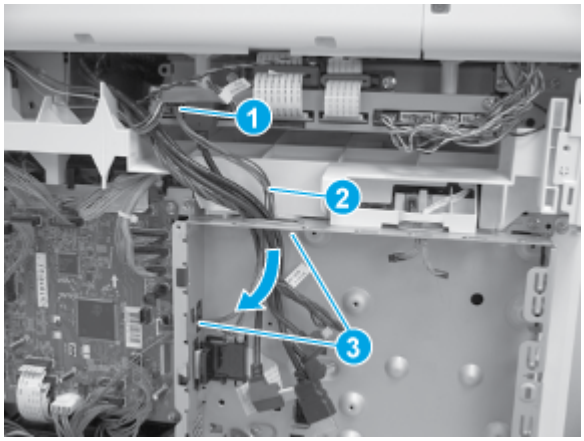


Remove the formatter case

Follow these steps to remove the formatter case.

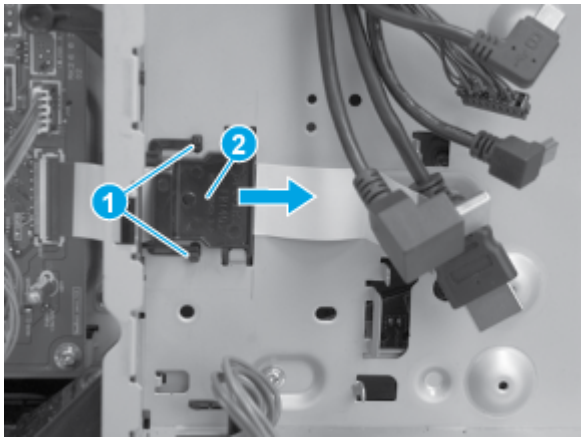
1. **MFP only:** Disconnect one connector (callout 1), and then pass the wire harness (callout 2) through two openings in the formatter case (callout 3).

Figure 4-1210 Disconnect one connector



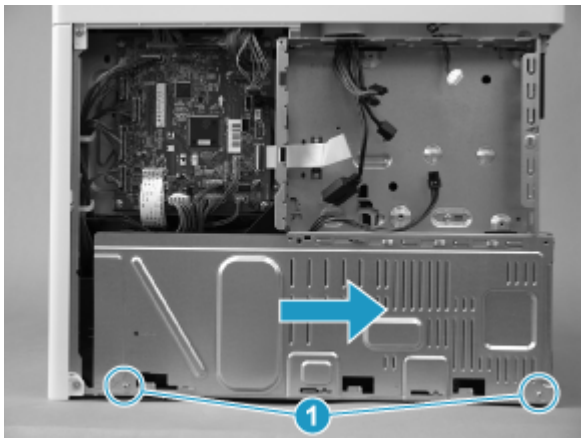
2. Release two tabs (callout 1) on the black plastic bracket. Hold the tabs in the released position, and then slide the bracket (callout 2) to the right to remove it from the formatter case.

Figure 4-1211 Remove the bracket



3. Remove two screws (callout 1), and then slide the low-voltage power supply (LVPS) cover to the right to remove it.

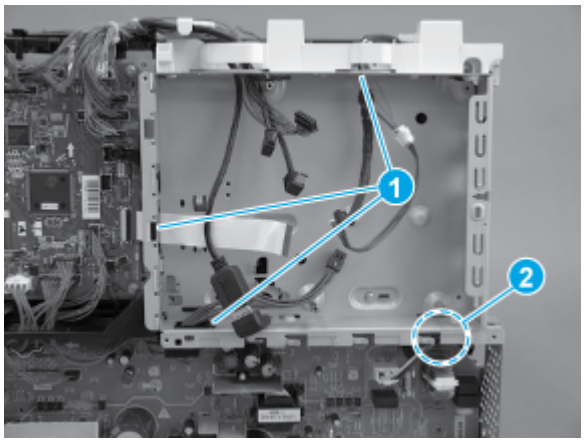
Figure 4-1212 Remove the LVPS cover



4. Pass two wire harnesses and one flat cable (callout 1) through the opening in the formatter case, and then release one wire harness from the retainer (callout 2).

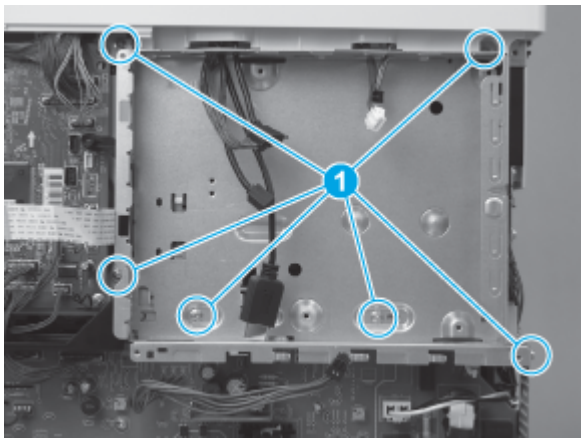
⚠ CAUTION: The flat cable might be attached to the formatter case with double-sided tape. Make sure that this tape is released, so that the flat cable is not damaged when the formatter case is removed.

Figure 4-1213 Release wire harnesses and flat cable



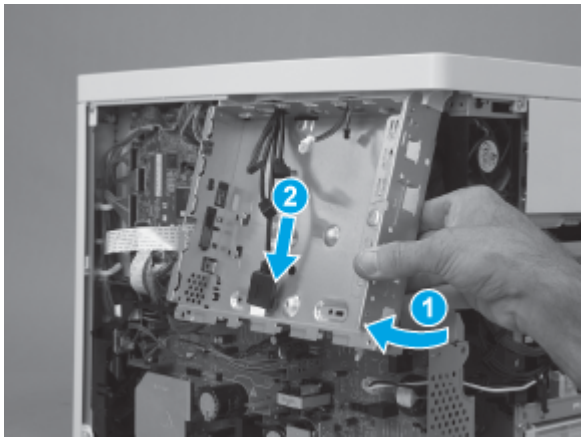
5. Remove six screws (callout 1).

Figure 4-1214 Remove six screws



6. Rotate the bottom of the formatter case away from the printer (callout 1), and then pull it down (callout 2) to release it.

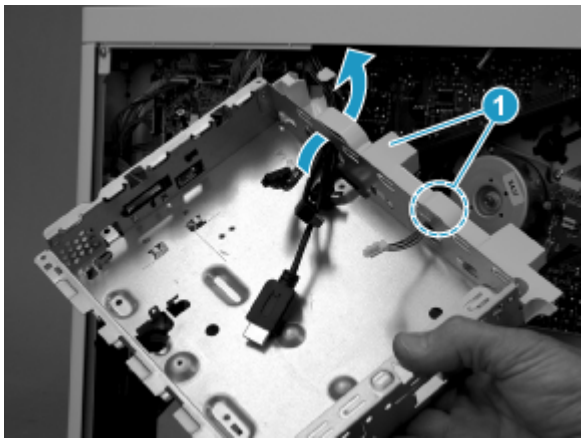
Figure 4-1215 Release the formatter case



7. Pass the wire harnesses through the opening in the formatter case to remove it.

IMPORTANT: If the formatter case is removed so that it can be replaced, make sure to transfer the memory PCA (island of data) and plastic bracket (callout 1) to the replacement case.

Figure 4-1216 Remove the formatter case

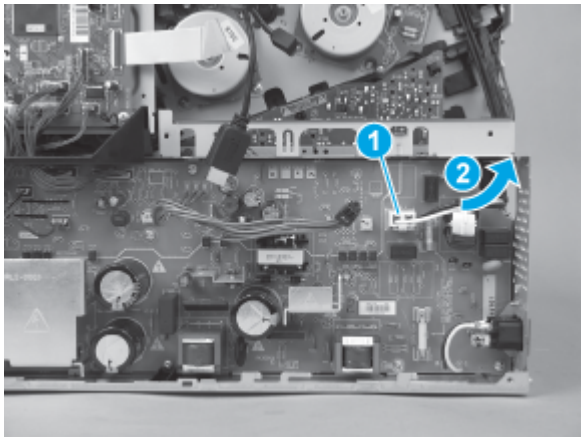


Remove the low-voltage power supply (LVPS)

Follow these steps to remove the low-voltage power supply (LVPS).

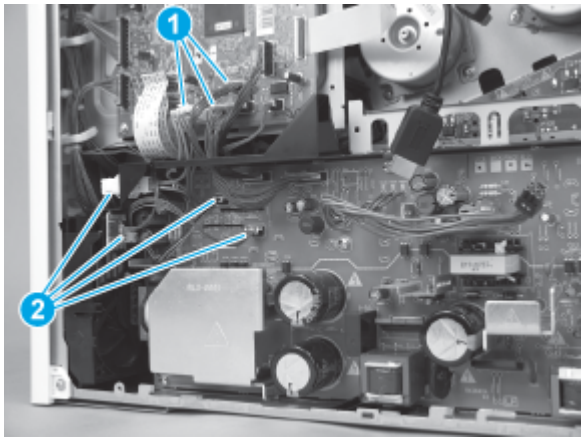
1. Disconnect one wire harness (callout 1), and then pass the wire harness through the opening (callout 2) in the chassis.

Figure 4-1217 Disconnect one wire harness



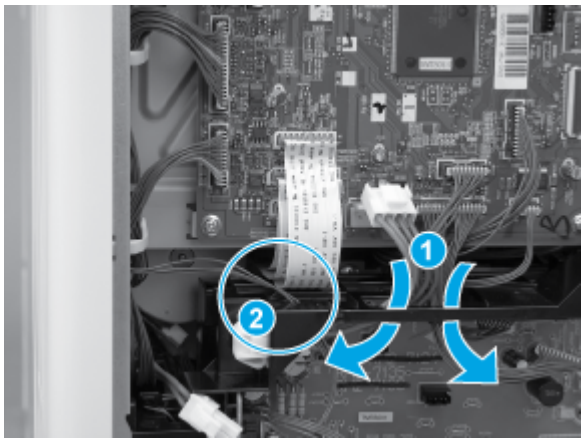
2. Disconnect three connectors on the DC controller (callout 1), and then disconnect four connectors (callout 2) on the LVPS.

Figure 4-1218 Disconnect seven connectors



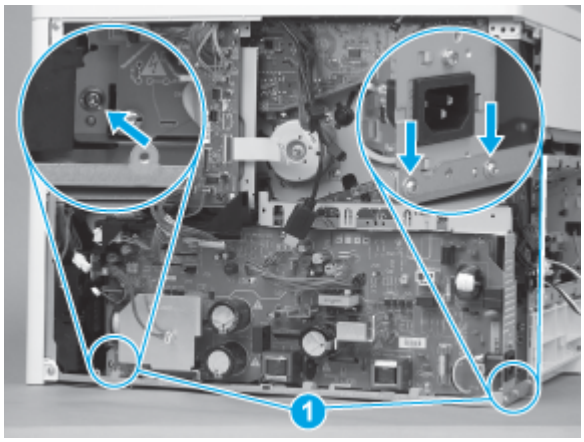
3. Pass the wire harnesses from the DC controller to the LVPS through the opening in the chassis (callout 1), and then release the wire harnesses from the retainer (callout 2).

Figure 4-1219 Pass the wire harnesses through the opening



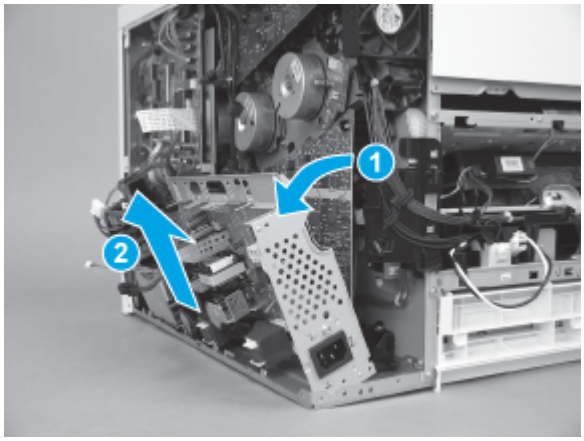
4. Remove three screws (callout 1).

Figure 4-1220 Remove three screws



5. Rotate the top of the LVPS away from the printer (callout 1), and then slide it up and out (callout 2) of the printer to remove it.

Figure 4-1221 Remove the LVPS

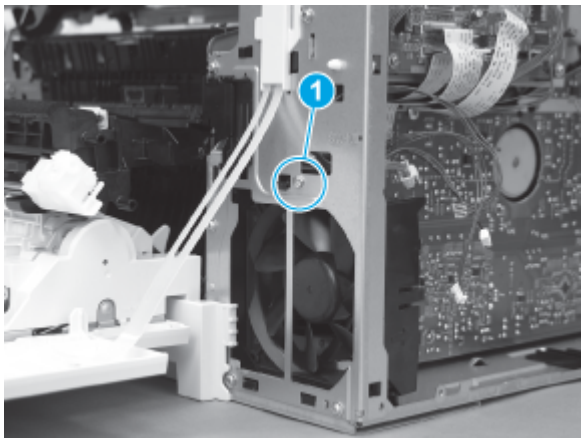


Remove the power supply fan (FM1)

Follow these steps to remove the power supply fan.

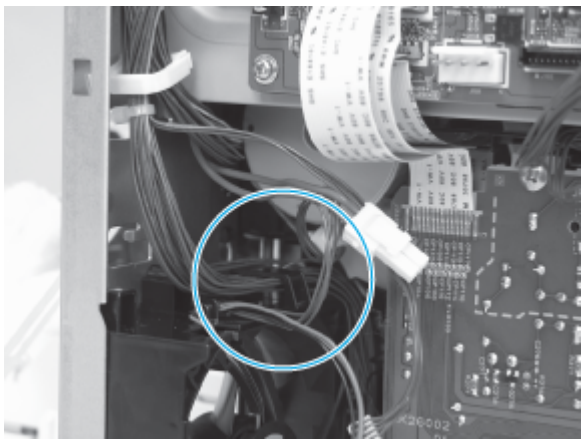
1. Remove one screw (callout 1).

Figure 4-1222 Remove one screw



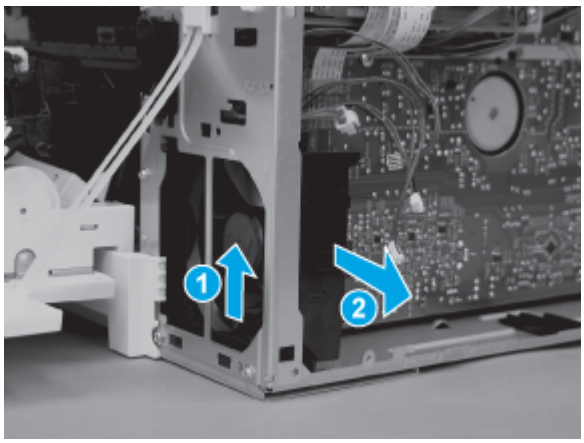
2. Release the wire harnesses from the retainer on the top of the fan bracket.

Figure 4-1223 Release the wire harnesses



3. Lift the fan up (callout 1), and then slide it out of the printer (callout 2) to remove it.

Figure 4-1224 Remove the fan



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Developing disengagement motor (M6)

Learn about removing and replacing developing disengagement motor.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-68 Part information

Part number	Part description
RK2-6027-000CN	Developing disengagement motor (M6)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-1225 Open the front door

2. Open the TCU.

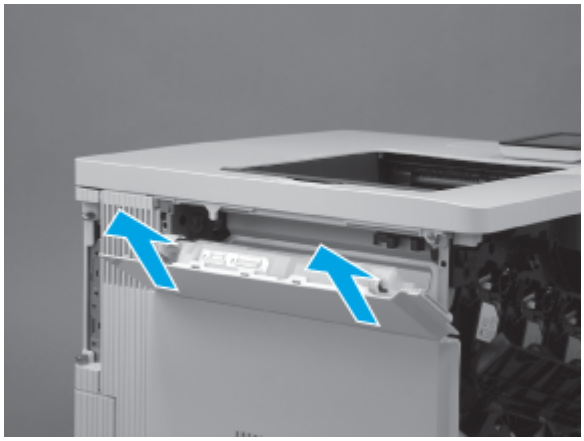
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-1226 Open the TCU

3. Pull the TCU away from the printer at an angle to remove it.

⚠ CAUTION: Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-1227 Remove the TCU

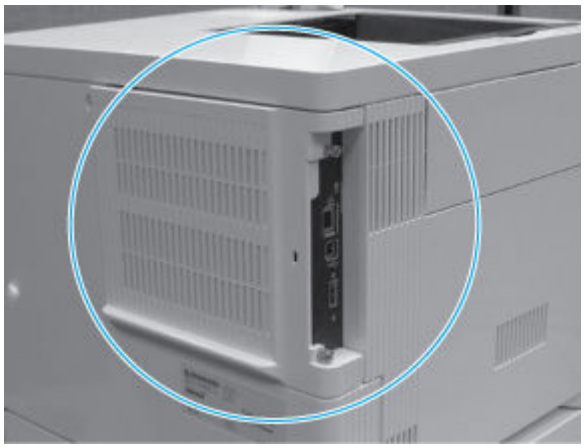


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

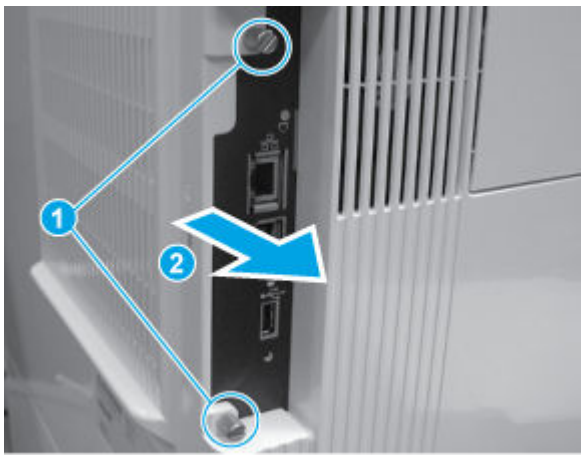
Figure 4-1228 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-1229 **Loosen the thumbscrews**



Remove the formatter (SFP)

Follow these steps to remove the formatter.

NOTE: This procedure is for SFP models only.

1. Disconnect all of the connectors on the formatter.

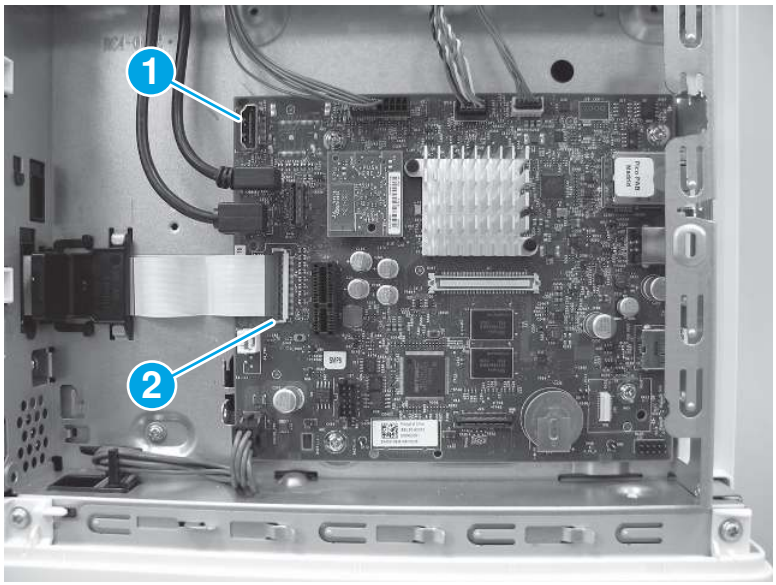
   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - M553n/dn and M552dn: J2 (callout 1; this is the touchscreen connector for the M553x and E55040 printers)
   - All models: J9 (this connector is empty unless the optional internal USB ports component is installed)

- All models: J18 (this connector is empty unless the optional hard-disk drive is installed)
- M553n/dn and M552dn: J25 (this is the wireless connector for the M553x and E55040 models)
- All models: J57
- All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

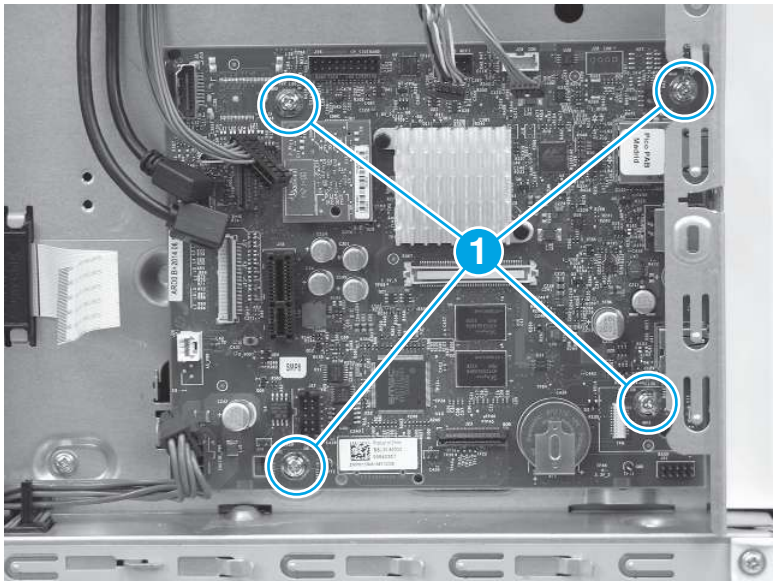
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1230 Disconnect all connectors



2. Remove four screws (callout 1), and then remove the formatter..

Figure 4-1231 Remove four screws



Remove the hard-disk drive (HDD)

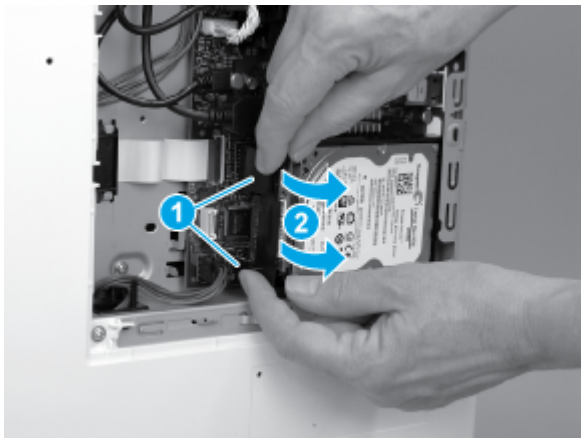
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-1232 **Release the HDD**



2. Slide the HDD away from the printer to remove it.

Figure 4-1233 **Remove the HDD**

Remove the fax PCA (fax models)

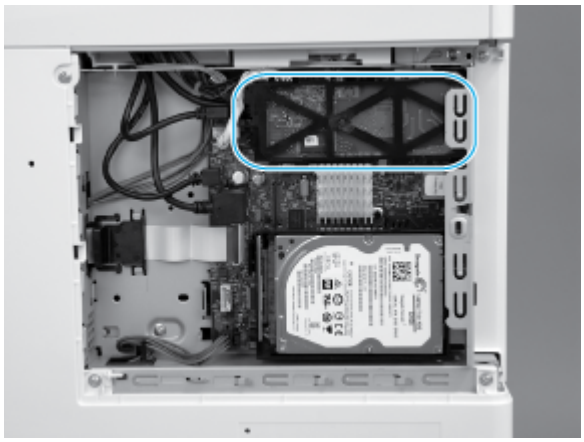
Follow these steps to remove the fax PCA (fax models).

CAUTION: ESD sensitive part.

NOTE: This procedure is for fax (or optionally installed fax) models only.

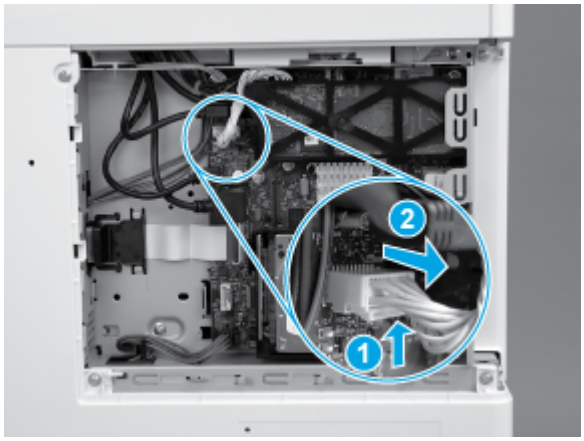
1. Locate the fax PCA component on the formatter.

Figure 4-1234 Locate the fax PCA



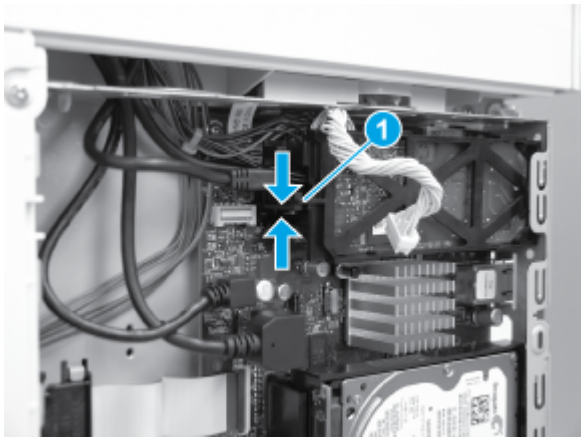
2. Release the connector latch (callout 1), and then pull the connector away from the formatter (callout 2) to disconnect it.

Figure 4-1235 Disconnect one connector



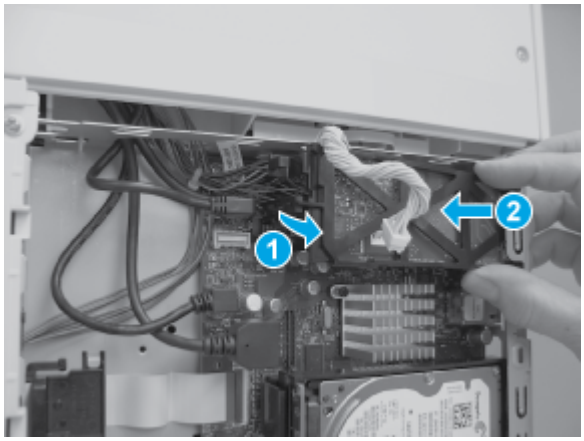
3. Release one retainer (callout 1) by pressing the bracket arms together.

Figure 4-1236 Release one latch



4. Rotate the end of the fax PCA (callout 1) away from the formatter, and then slide the PCA left (callout 2) to remove it.

Figure 4-1237 Remove the fax PCA



Remove the formatter (MFP)

Follow these steps to remove the formatter (MFP).

NOTE: This procedure is for MFP models only.

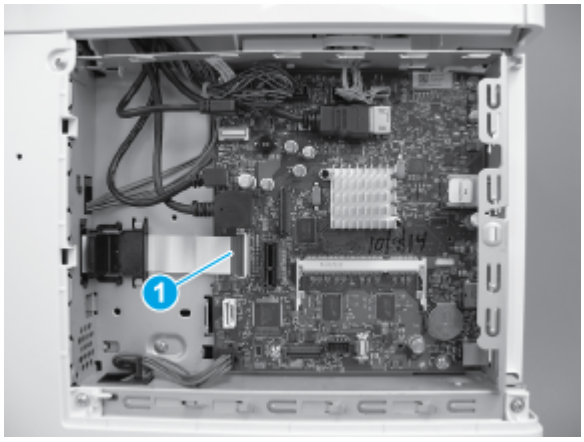
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - All models: J3
   - M577dn: J15 (this is the fax connector for the M577f/z/c models)
   - All models: J21 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J23
   - All models: J24
   - All models: J51
   - All models: J57
   - All models: J97
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

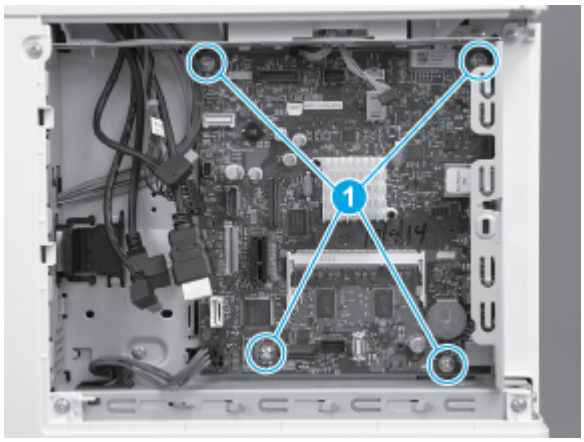
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1238 Disconnect all connectors



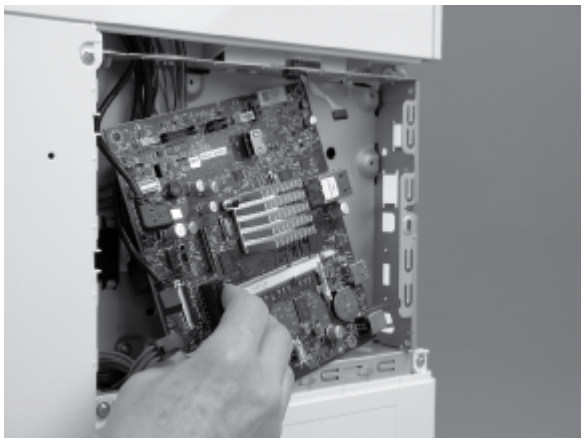
2. Remove four screws (callout 1).

Figure 4-1239 Remove four screws



3. Remove the formatter.

Figure 4-1240 Remove the formatter



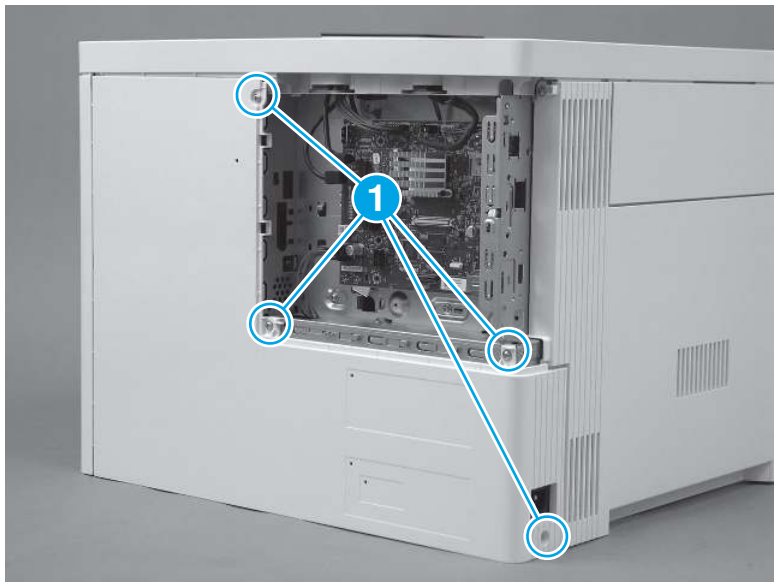
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

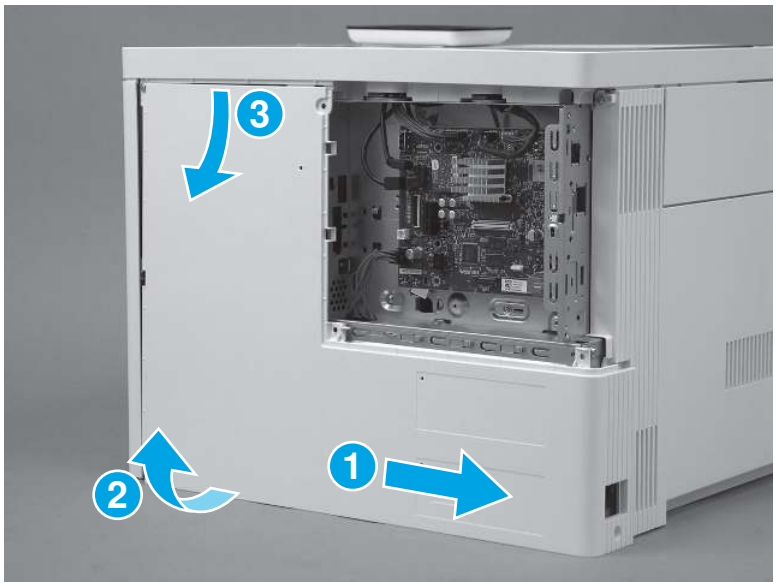
1. Remove four screws (callout 1).

Figure 4-1241 Remove four screws



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-1242 Remove the cover



Remove the rear upper cover (MFP)

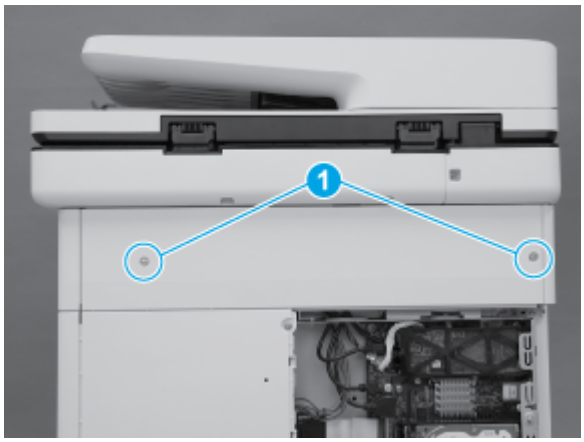
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

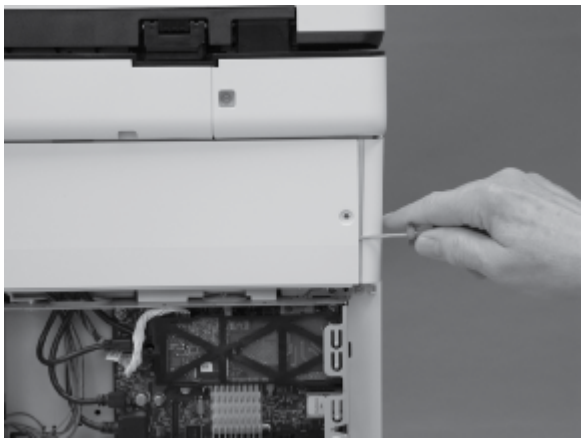
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-1243 Remove two screws



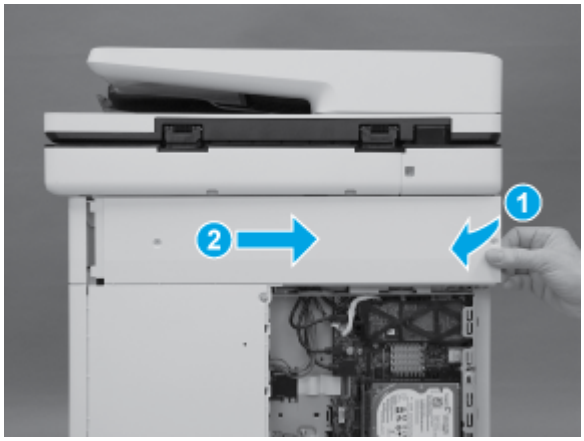
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-1244 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-1245 Slide the cover right



4. Remove the cover.

Figure 4-1246 Remove the cover

Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-1247 Remove four screws

2. Slide the cover to the right to remove it.

Figure 4-1248 Remove the cover

Remove the left cover

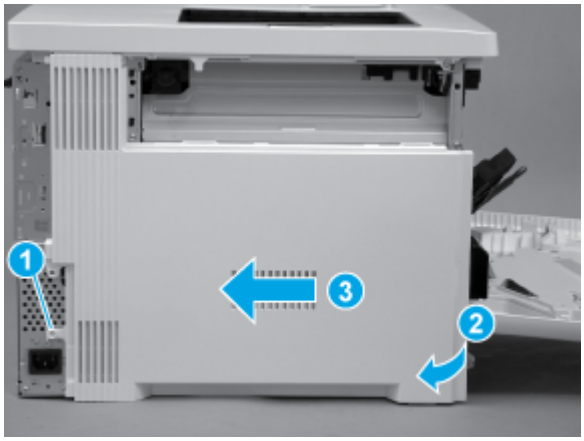
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-1249 Remove one screw

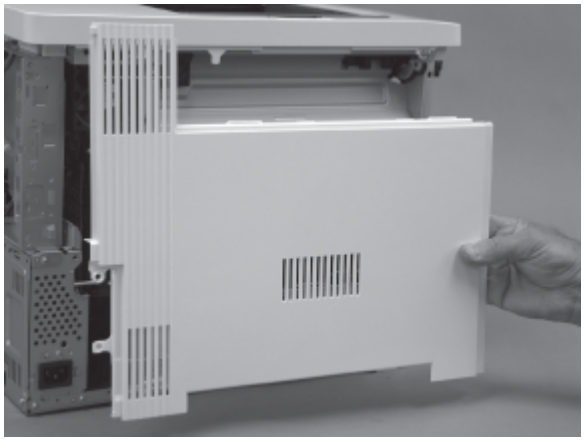
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-1250 Release the cover



3. Remove the cover.

Figure 4-1251 Remove the cover

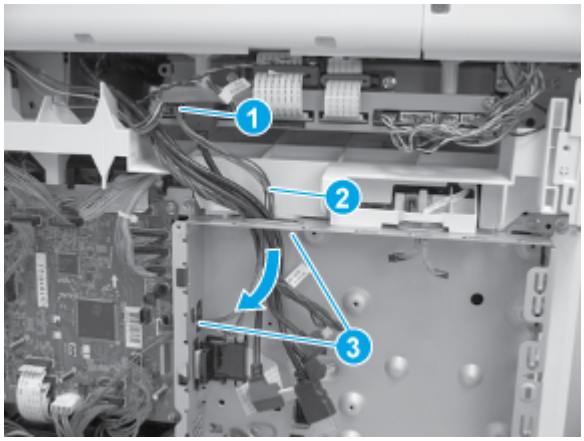


Remove the formatter case

Follow these steps to remove the formatter case.

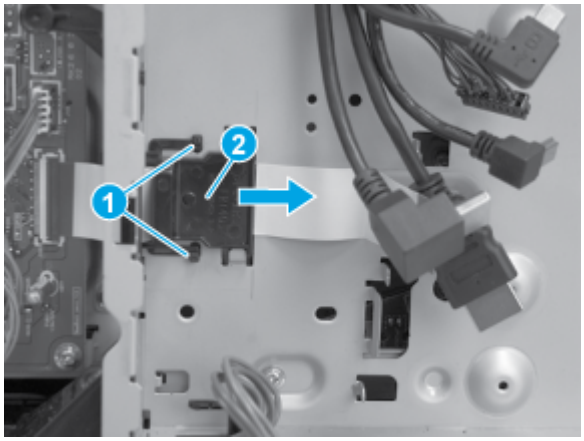
1. **MFP only:** Disconnect one connector (callout 1), and then pass the wire harness (callout 2) through two openings in the formatter case (callout 3).

   Figure 4-1252 **Disconnect one connector**

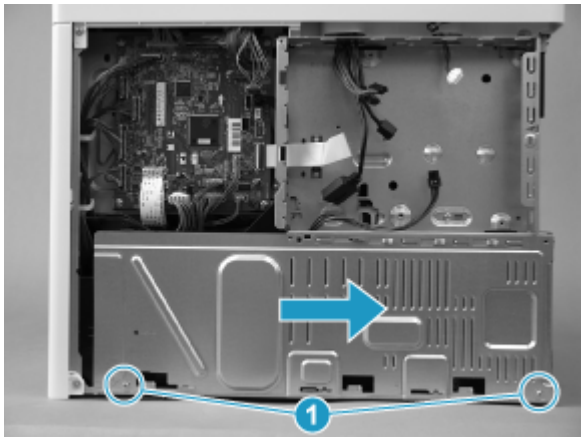
2. Release two tabs (callout 1) on the black plastic bracket. Hold the tabs in the released position, and then slide the bracket (callout 2) to the right to remove it from the formatter case.

   Figure 4-1253 **Remove the bracket**

3. Remove two screws (callout 1), and then slide the low-voltage power supply (LVPS) cover to the right to remove it.

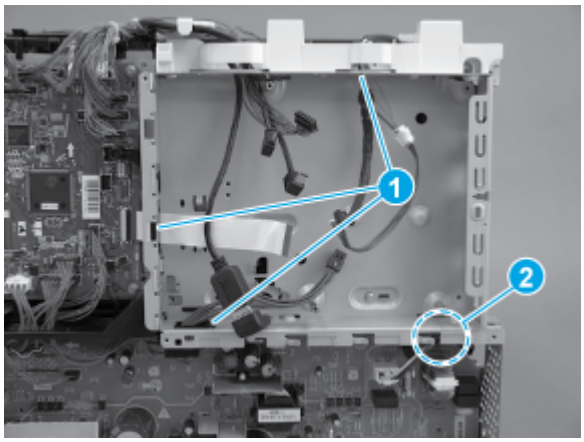
Figure 4-1254 Remove the LVPS cover



4. Pass two wire harnesses and one flat cable (callout 1) through the opening in the formatter case, and then release one wire harness from the retainer (callout 2).

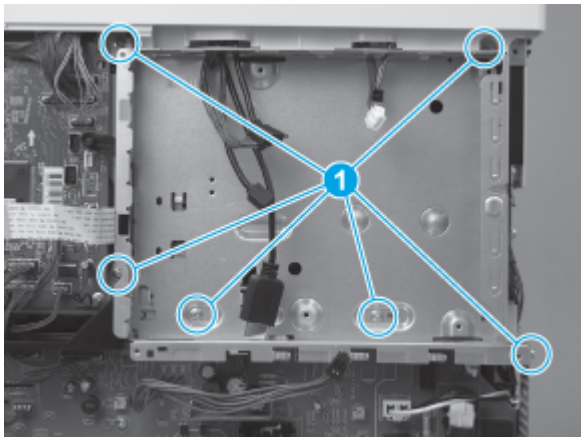
⚠ CAUTION: The flat cable might be attached to the formatter case with double-sided tape. Make sure that this tape is released, so that the flat cable is not damaged when the formatter case is removed.

Figure 4-1255 Release wire harnesses and flat cable



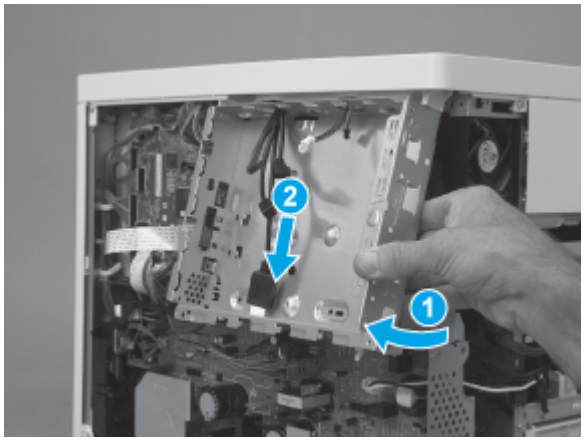
5. Remove six screws (callout 1).

Figure 4-1256 Remove six screws



6. Rotate the bottom of the formatter case away from the printer (callout 1), and then pull it down (callout 2) to release it.

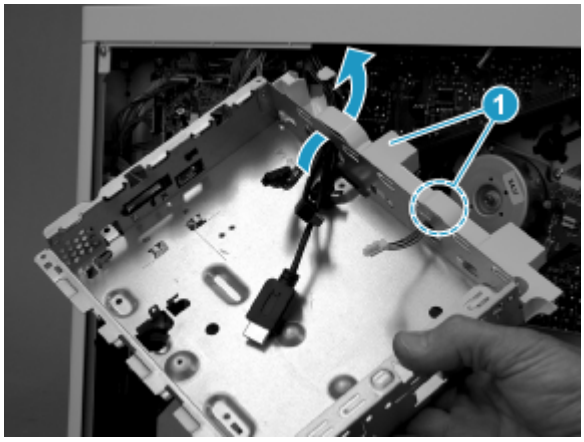
Figure 4-1257 Release the formatter case



7. Pass the wire harnesses through the opening in the formatter case to remove it.

IMPORTANT: If the formatter case is removed so that it can be replaced, make sure to transfer the memory PCA (island of data) and plastic bracket (callout 1) to the replacement case.

Figure 4-1258 Remove the formatter case

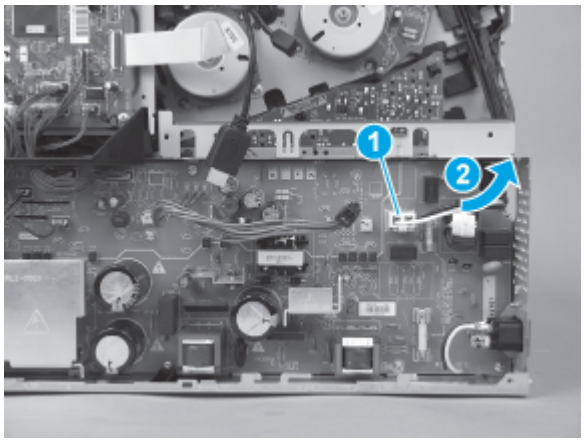


Remove the low-voltage power supply (LVPS)

Follow these steps to remove the low-voltage power supply (LVPS).

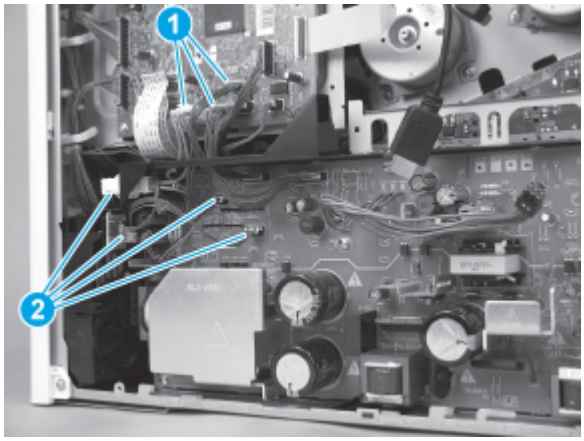
1. Disconnect one wire harness (callout 1), and then pass the wire harness through the opening (callout 2) in the chassis.

Figure 4-1259 Disconnect one wire harness



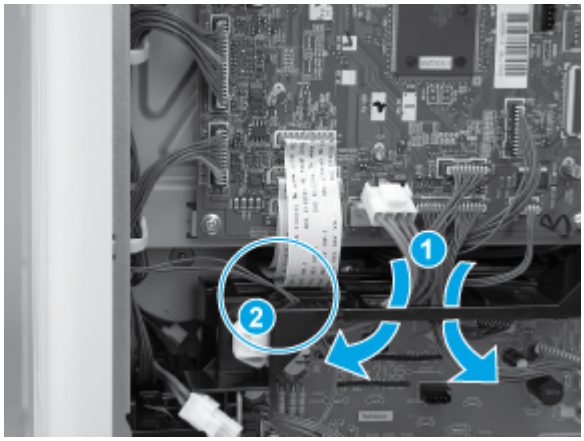
2. Disconnect three connectors on the DC controller (callout 1), and then disconnect four connectors (callout 2) on the LVPS.

Figure 4-1260 Disconnect seven connectors



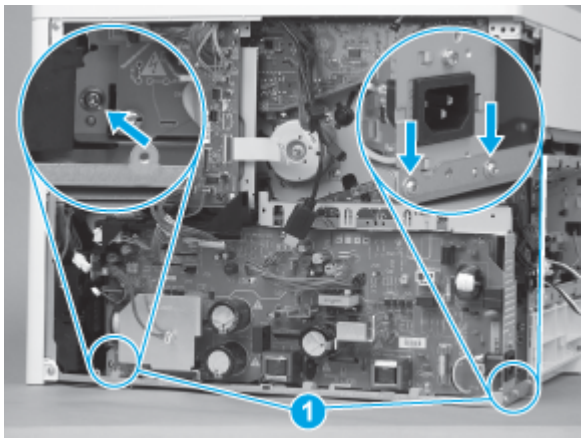
3. Pass the wire harnesses from the DC controller to the LVPS through the opening in the chassis (callout 1), and then release the wire harnesses from the retainer (callout 2).

Figure 4-1261 Pass the wire harnesses through the opening



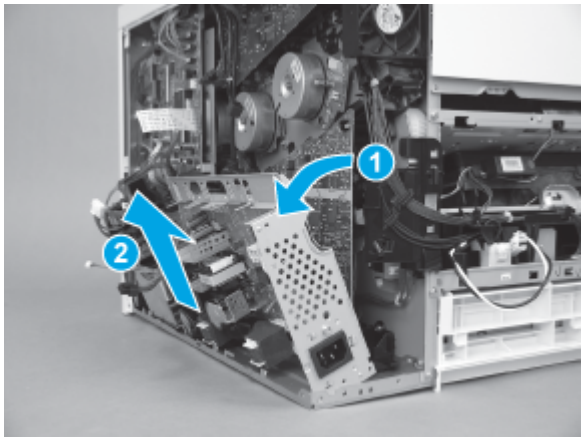
4. Remove three screws (callout 1).

Figure 4-1262 Remove three screws



5. Rotate the top of the LVPS away from the printer (callout 1), and then slide it up and out (callout 2) of the printer to remove it.

Figure 4-1263 Remove the LVPS

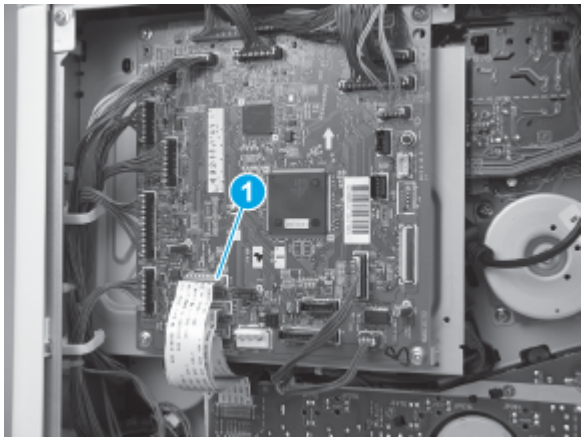


Remove the high-voltage power supply D (HVPSD)

Follow these steps to remove the high-voltage power supply D (HVPSD).

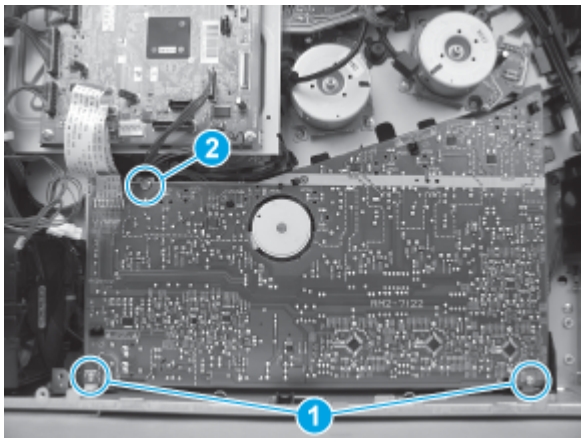
1. Disconnect one flat cable (callout 1) on the DC controller.

Figure 4-1264 Disconnect one flat cable



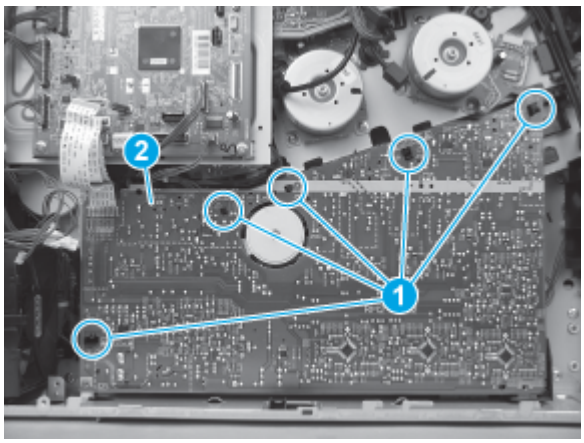
2. Remove two screws (callout 1), and then remove one self tapping screw (callout 2) on the HVPSD.

Figure 4-1265 **Remove three screws**



3. Release five tabs (callout 1), and then remove the HVPSD (callout 2).

Figure 4-1266 **Remove the HVPSD**

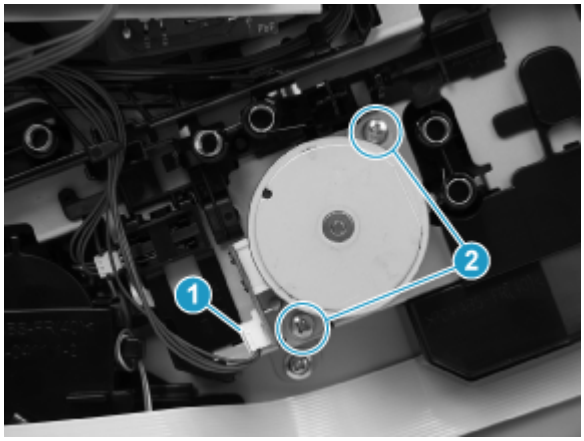


Remove the developing disengagement motor (M6)

Follow these steps to remove the developing disengagement motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the motor.

Figure 4-1267 Remove the motor



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Auto close assembly

Learn about removing and replacing the auto close assembly.

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-69 Part information

Part number	Part description
RM2-5147-000CN	Auto close assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

> **NOTE:** The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-1268 **Open the front door**

2. Open the TCU.

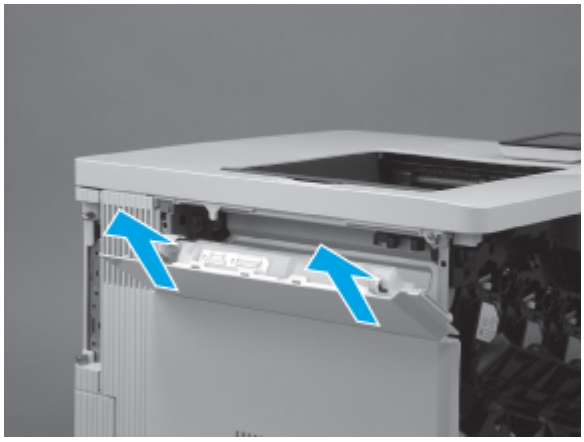
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-1269 **Open the TCU**

3. Pull the TCU away from the printer at an angle to remove it.

⚠ **CAUTION:** Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-1270 **Remove the TCU**

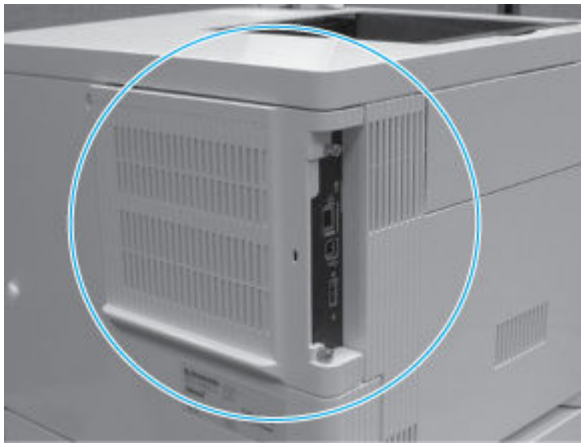


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

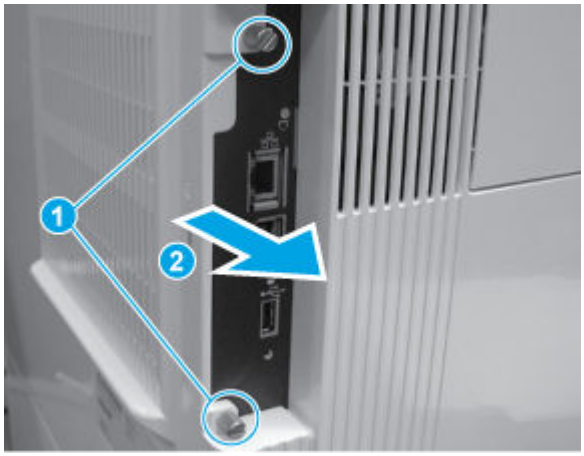
Figure 4-1271 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-1272 Loosen the thumbscrews



Remove the formatter (SFP)

Follow these steps to remove the formatter.

NOTE: This procedure is for SFP models only.

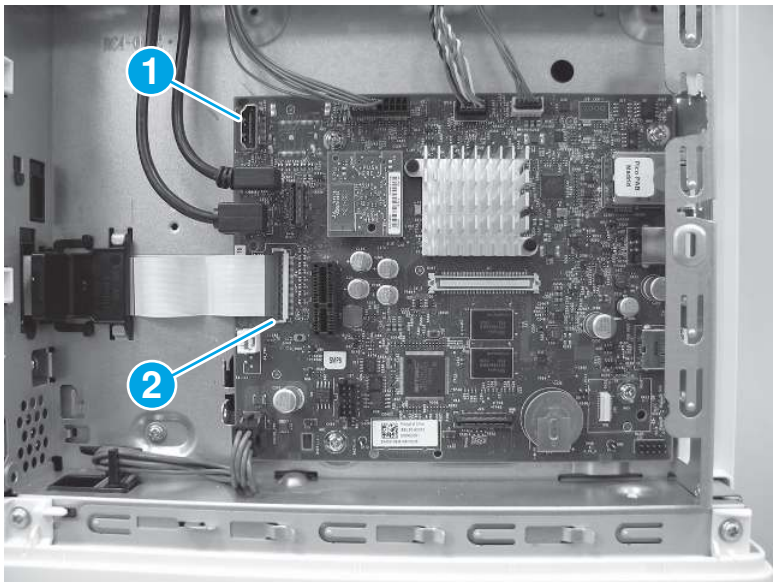
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - M553n/dn and M552dn: J2 (callout 1; this is the touchscreen connector for the M553x and E55040 printers)
   - All models: J9 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J18 (this connector is empty unless the optional hard-disk drive is installed)
   - M553n/dn and M552dn: J25 (this is the wireless connector for the M553x and E55040 models)
   - All models: J57
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

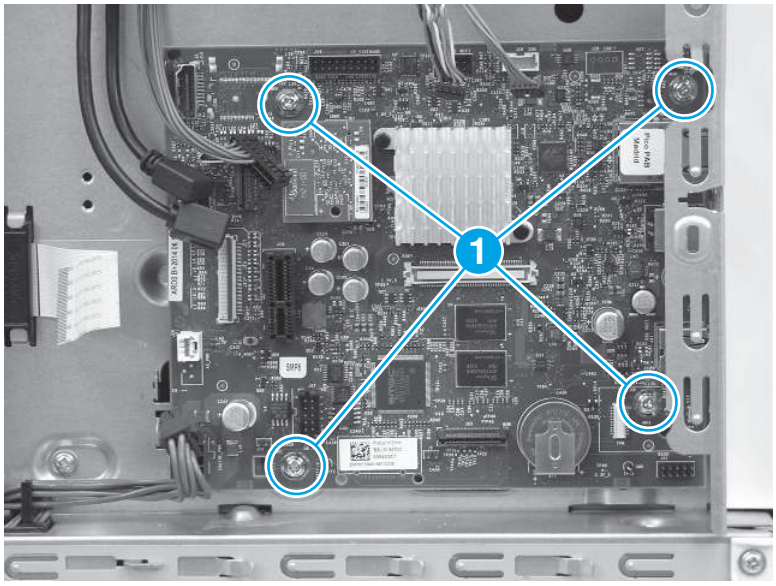
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1273 Disconnect all connectors



2. Remove four screws (callout 1), and then remove the formatter..

Figure 4-1274 Remove four screws



Remove the hard-disk drive (HDD)

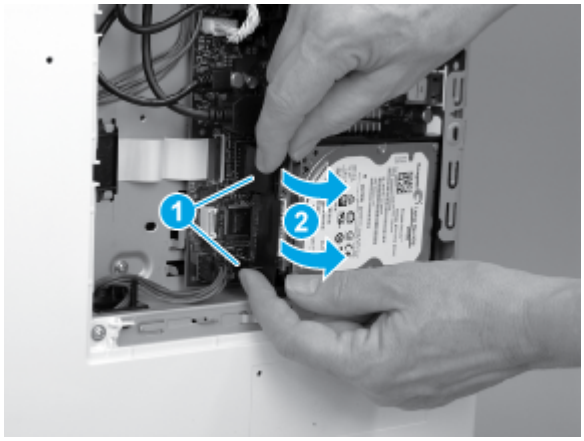
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-1275 Release the HDD



2. Slide the HDD away from the printer to remove it.

Figure 4-1276 Remove the HDD

Remove the fax PCA (fax models)

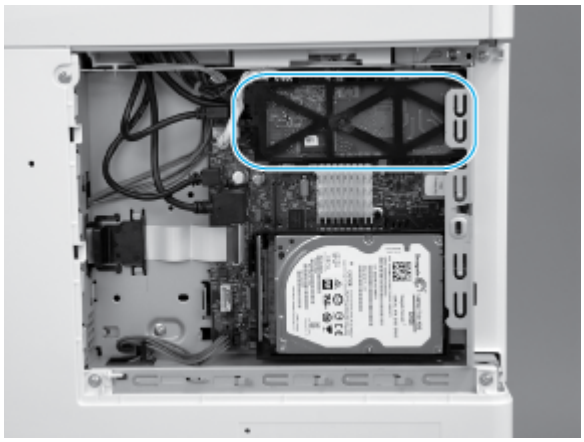
Follow these steps to remove the fax PCA (fax models).

CAUTION: ESD sensitive part.

NOTE: This procedure is for fax (or optionally installed fax) models only.

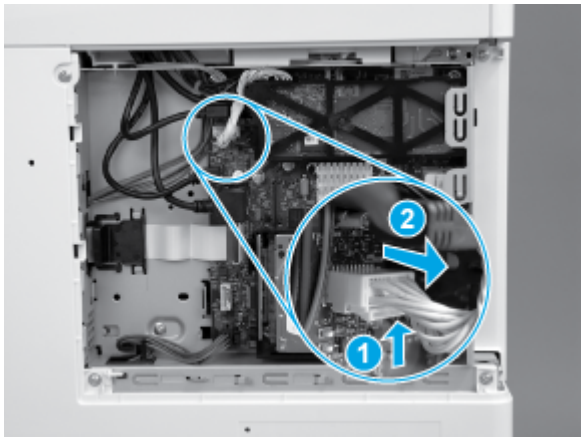
1. Locate the fax PCA component on the formatter.

Figure 4-1277 Locate the fax PCA



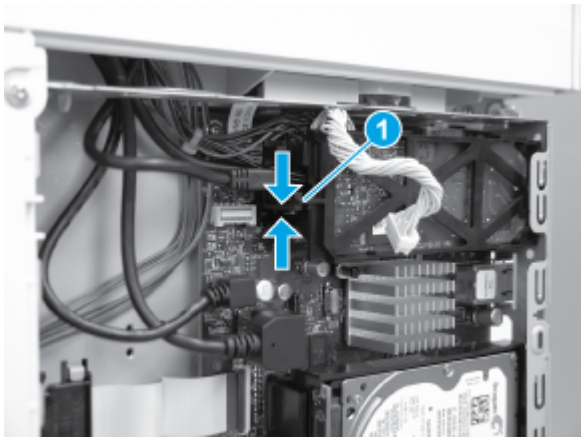
2. Release the connector latch (callout 1), and then pull the connector away from the formatter (callout 2) to disconnect it.

Figure 4-1278 Disconnect one connector



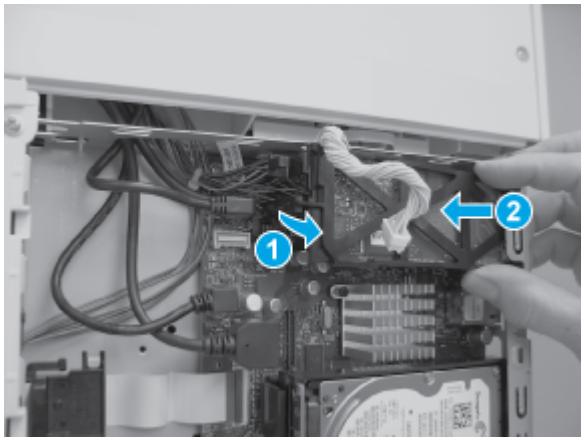
3. Release one retainer (callout 1) by pressing the bracket arms together.

Figure 4-1279 Release one latch



4. Rotate the end of the fax PCA (callout 1) away from the formatter, and then slide the PCA left (callout 2) to remove it.

Figure 4-1280 **Remove the fax PCA**



Remove the formatter (MFP)

Follow these steps to remove the formatter (MFP).

NOTE: This procedure is for MFP models only.

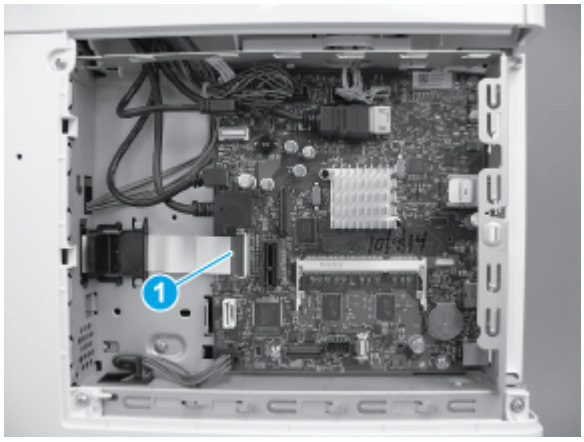
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - All models: J3
   - M577dn: J15 (this is the fax connector for the M577f/z/c models)
   - All models: J21 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J23
   - All models: J24
   - All models: J51
   - All models: J57
   - All models: J97
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

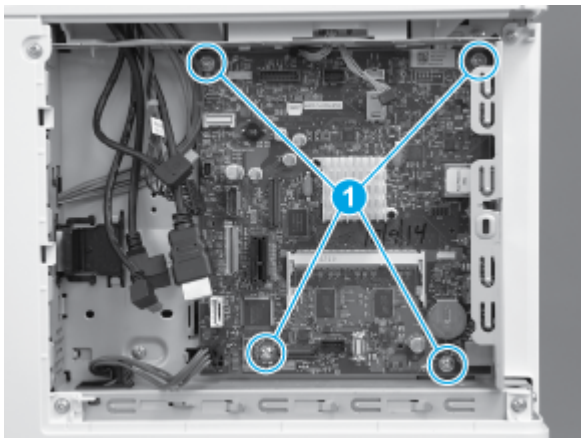
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1281 Disconnect all connectors



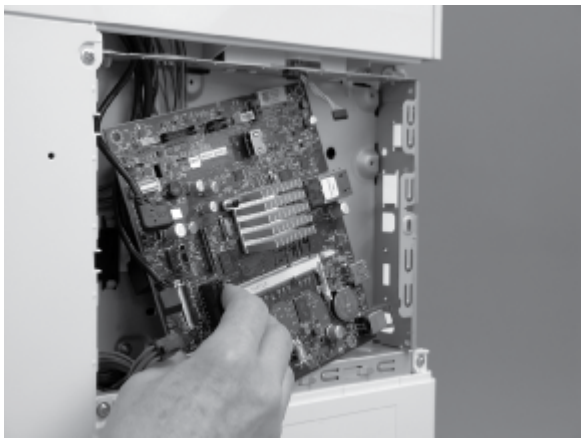
2. Remove four screws (callout 1).

Figure 4-1282 Remove four screws



3. Remove the formatter.

Figure 4-1283 Remove the formatter



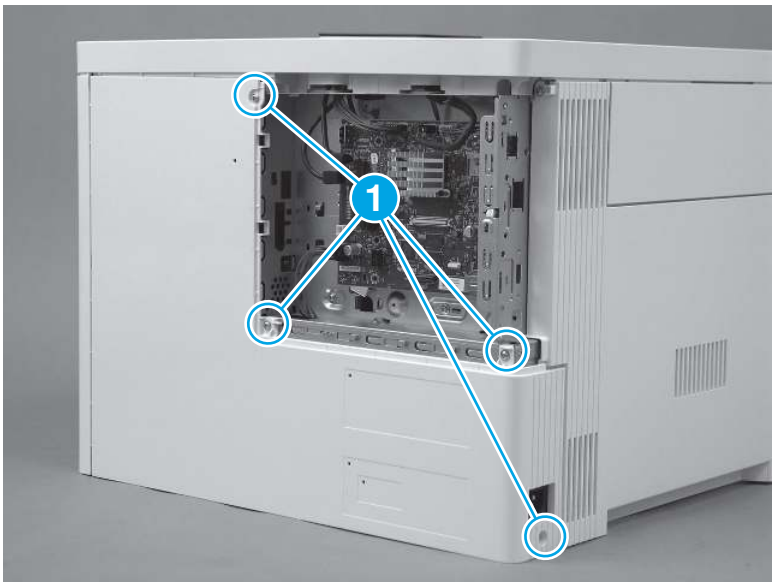
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

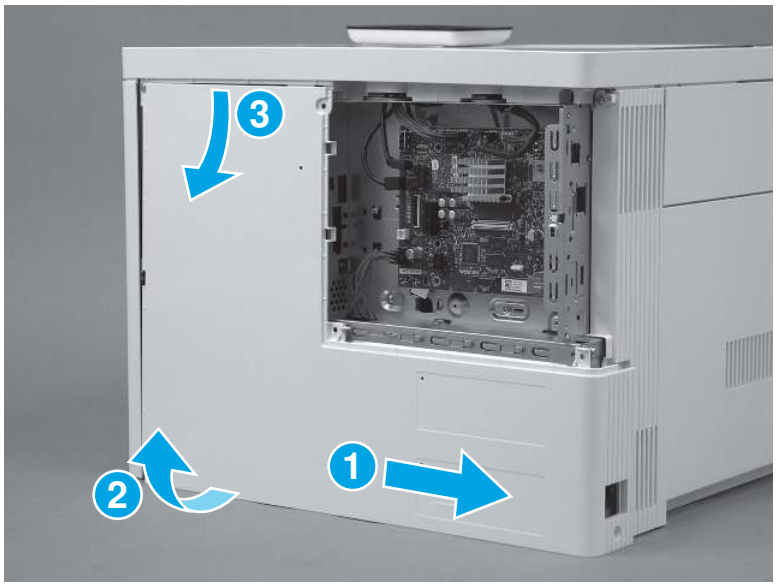
1. Remove four screws (callout 1).

Figure 4-1284 **Remove four screws**



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-1285 **Remove the cover**



Remove the rear upper cover (MFP)

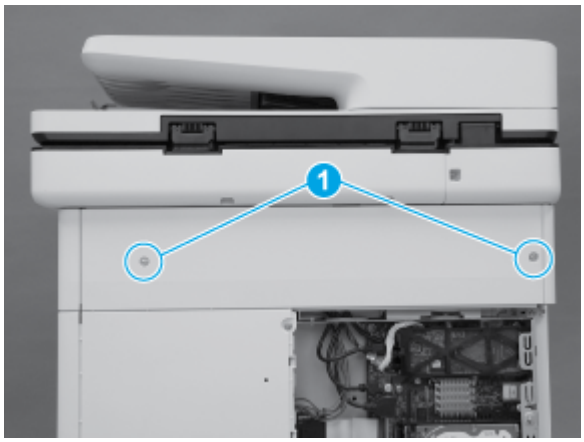
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

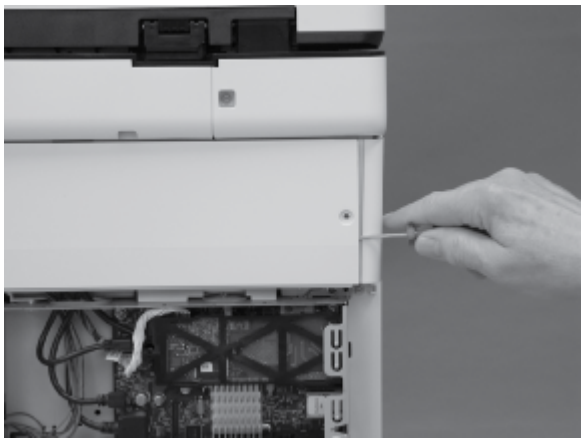
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-1286 Remove two screws



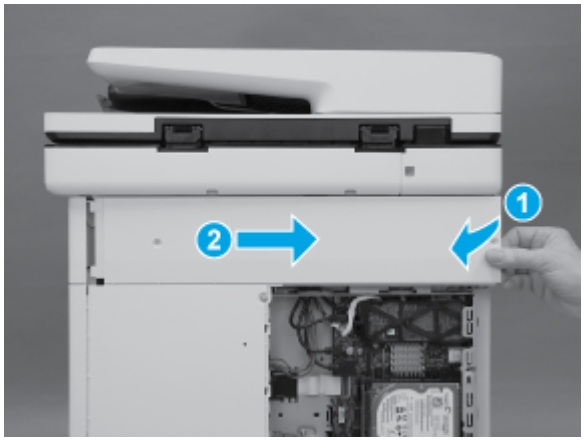
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-1287 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-1288 **Slide the cover right**



4. Remove the cover.

Figure 4-1289 **Remove the cover**

Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-1290 Remove four screws

2. Slide the cover to the right to remove it.

Figure 4-1291 Remove the cover

Remove the left cover

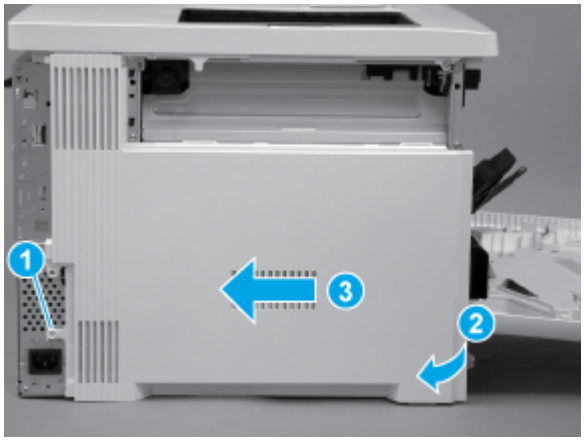
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-1292 Remove one screw

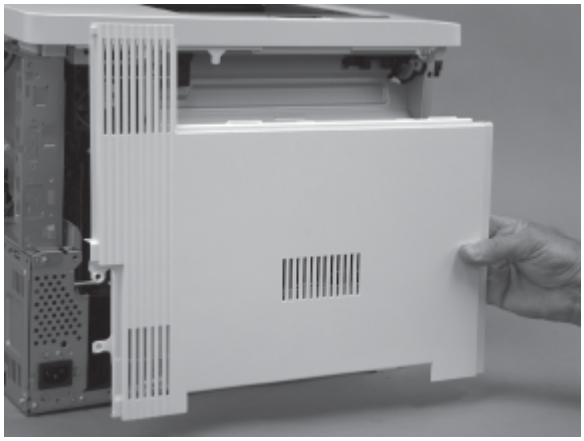
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-1293 Release the cover



3. Remove the cover.

Figure 4-1294 Remove the cover

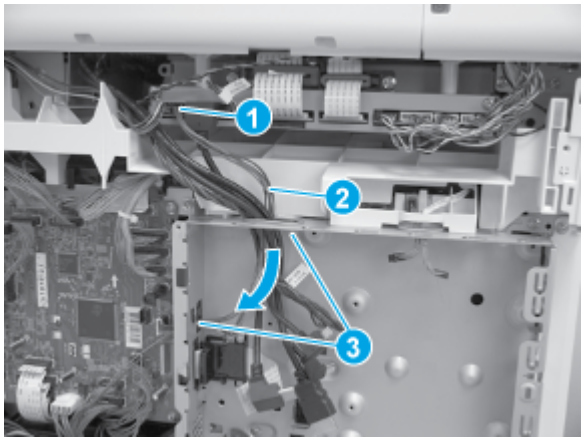


Remove the formatter case

Follow these steps to remove the formatter case.

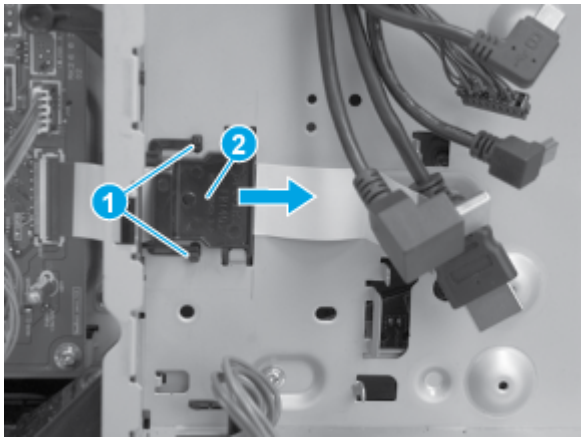
1. **MFP only:** Disconnect one connector (callout 1), and then pass the wire harness (callout 2) through two openings in the formatter case (callout 3).

   Figure 4-1295 **Disconnect one connector**

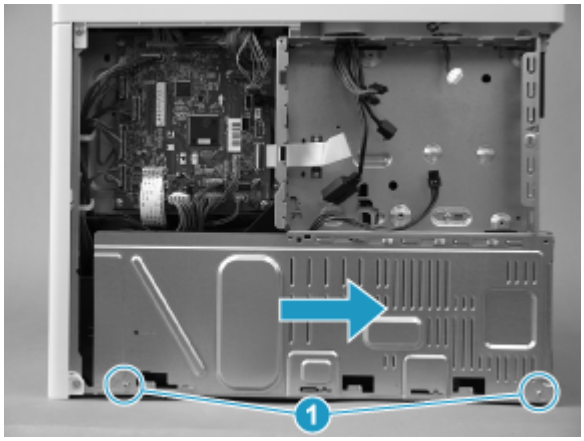
2. Release two tabs (callout 1) on the black plastic bracket. Hold the tabs in the released position, and then slide the bracket (callout 2) to the right to remove it from the formatter case.

   Figure 4-1296 **Remove the bracket**

3. Remove two screws (callout 1), and then slide the low-voltage power supply (LVPS) cover to the right to remove it.

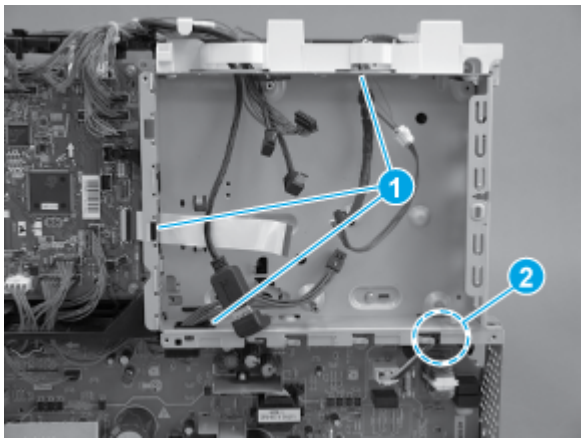
Figure 4-1297 Remove the LVPS cover



4. Pass two wire harnesses and one flat cable (callout 1) through the opening in the formatter case, and then release one wire harness from the retainer (callout 2).

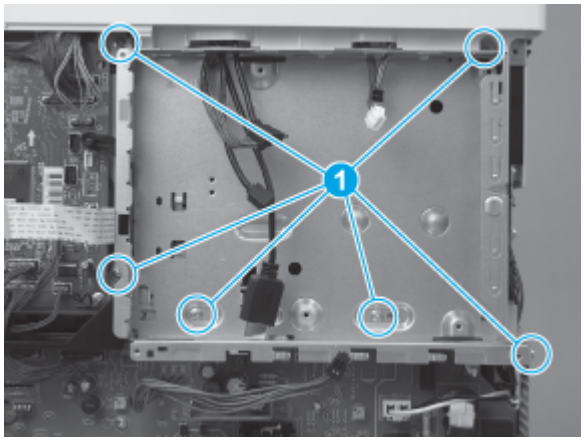
⚠ CAUTION: The flat cable might be attached to the formatter case with double-sided tape. Make sure that this tape is released, so that the flat cable is not damaged when the formatter case is removed.

Figure 4-1298 Release wire harnesses and flat cable



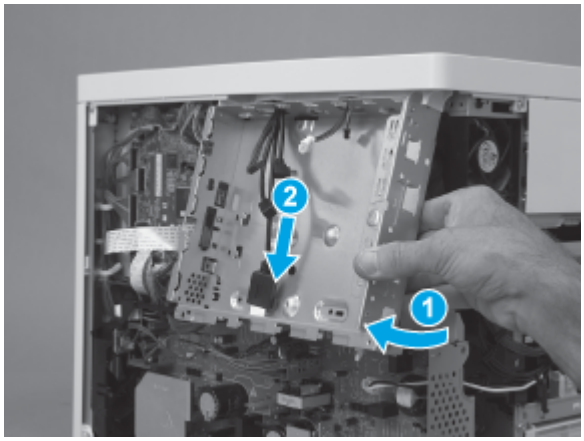
5. Remove six screws (callout 1).

Figure 4-1299 **Remove six screws**



6. Rotate the bottom of the formatter case away from the printer (callout 1), and then pull it down (callout 2) to release it.

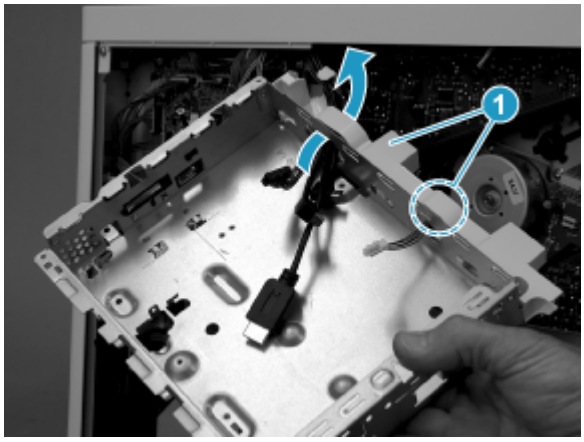
Figure 4-1300 **Release the formatter case**



7. Pass the wire harnesses through the opening in the formatter case to remove it.

IMPORTANT: If the formatter case is removed so that it can be replaced, make sure to transfer the memory PCA (island of data) and plastic bracket (callout 1) to the replacement case.

Figure 4-1301 Remove the formatter case

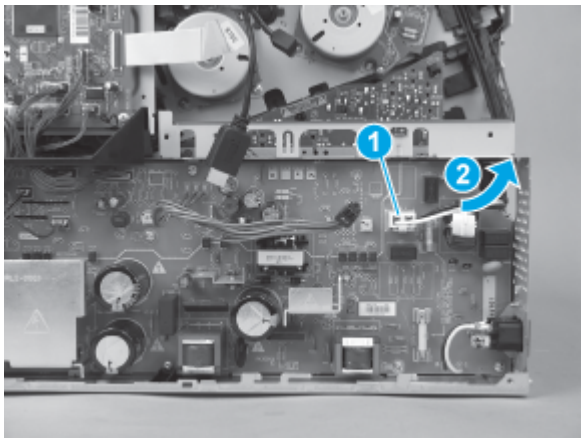


Remove the low-voltage power supply (LVPS)

Follow these steps to remove the low-voltage power supply (LVPS).

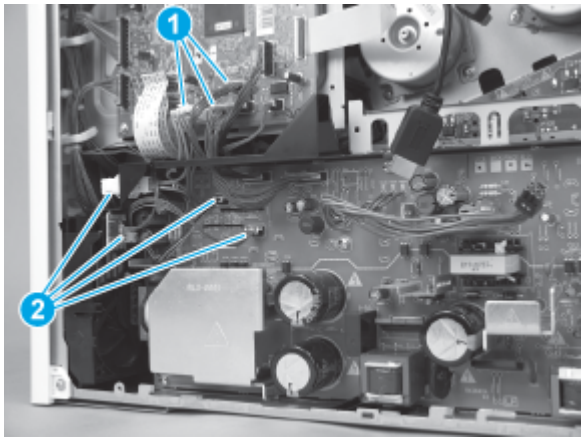
1. Disconnect one wire harness (callout 1), and then pass the wire harness through the opening (callout 2) in the chassis.

Figure 4-1302 Disconnect one wire harness



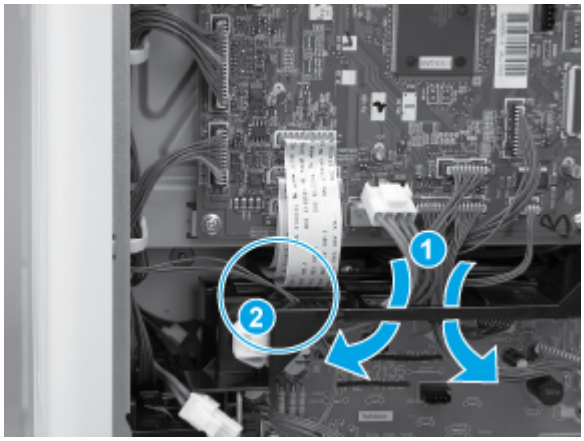
2. Disconnect three connectors on the DC controller (callout 1), and then disconnect four connectors (callout 2) on the LVPS.

Figure 4-1303 Disconnect seven connectors



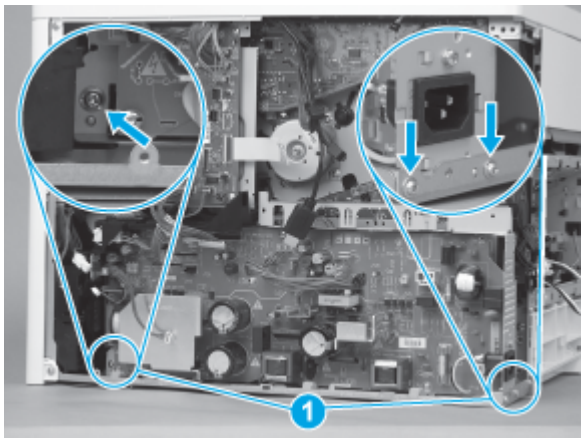
3. Pass the wire harnesses from the DC controller to the LVPS through the opening in the chassis (callout 1), and then release the wire harnesses from the retainer (callout 2).

Figure 4-1304 Pass the wire harnesses through the opening



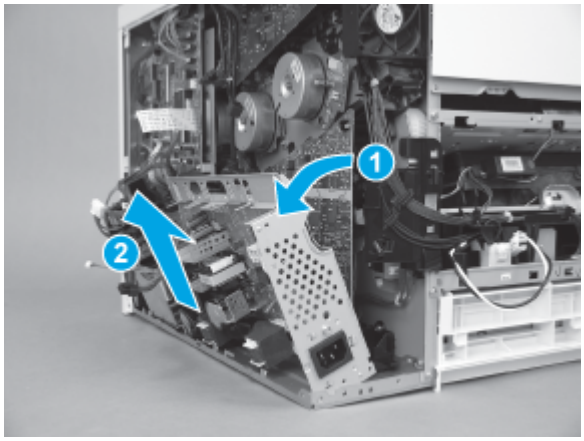
4. Remove three screws (callout 1).

Figure 4-1305 Remove three screws



5. Rotate the top of the LVPS away from the printer (callout 1), and then slide it up and out (callout 2) of the printer to remove it.

Figure 4-1306 Remove the LVPS

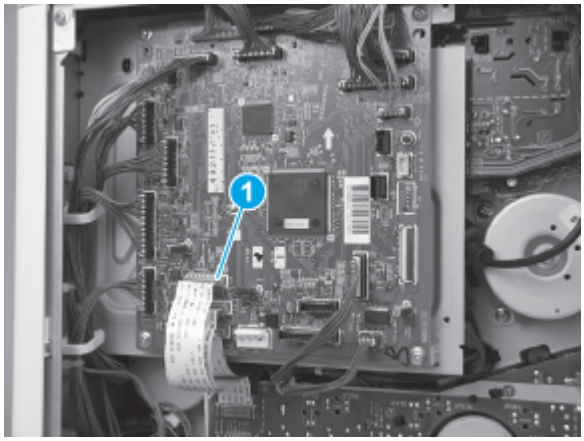


Remove the high-voltage power supply D (HVPSD)

Follow these steps to remove the high-voltage power supply D (HVPSD).

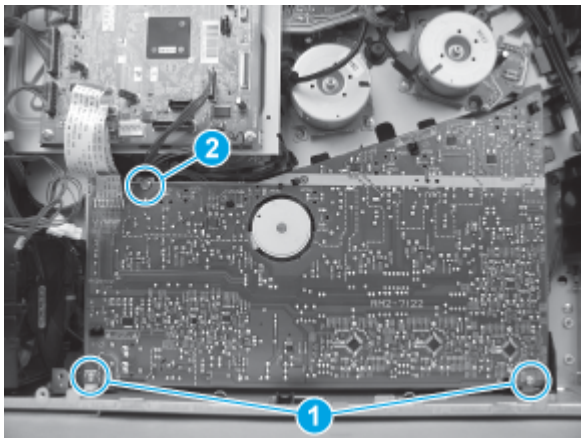
1. Disconnect one flat cable (callout 1) on the DC controller.

Figure 4-1307 Disconnect one flat cable



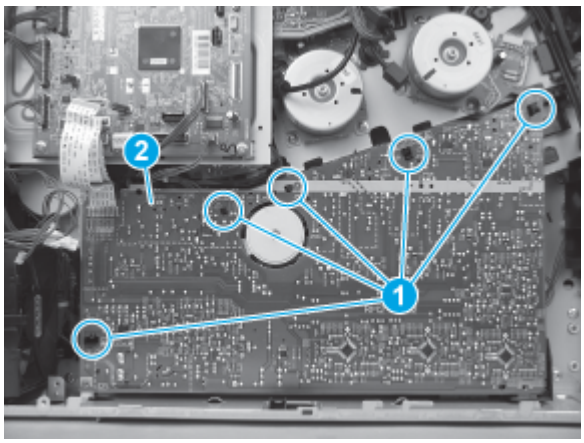
2. Remove two screws (callout 1), and then remove one self tapping screw (callout 2) on the HVPSD.

Figure 4-1308 Remove three screws



3. Release five tabs (callout 1), and then remove the HVPSD (callout 2).

Figure 4-1309 Remove the HVPSD

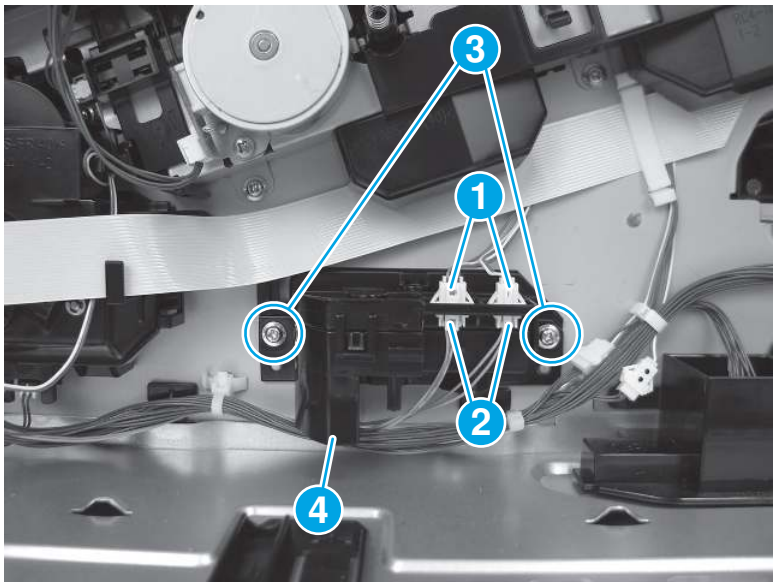


Remove the auto close assembly

Follow these steps to remove the auto close assembly.

- Disconnect four connectors (callout 1/2), remove two screws (callout 3), and then remove the auto close assembly (callout 4).

Figure 4-1310 Remove the auto close assembly



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Lifter drive assembly

Learn about removing and replacing the lifter drive assembly.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-70 Part information

Part number	Part description
RM2-0010-000CN	Lifter drive assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-1311 **Open the front door**

2. Open the TCU.

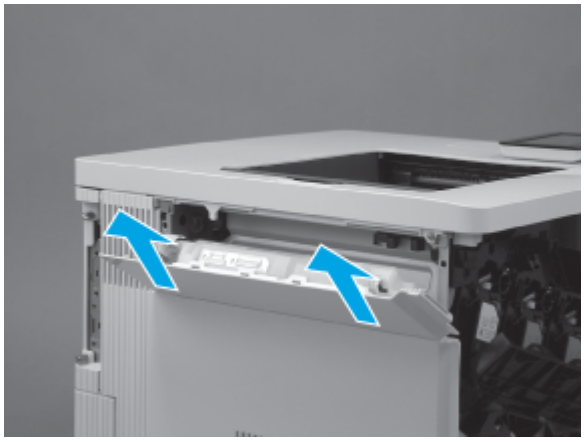
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-1312 **Open the TCU**

3. Pull the TCU away from the printer at an angle to remove it.

CAUTION: Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-1313 Remove the TCU

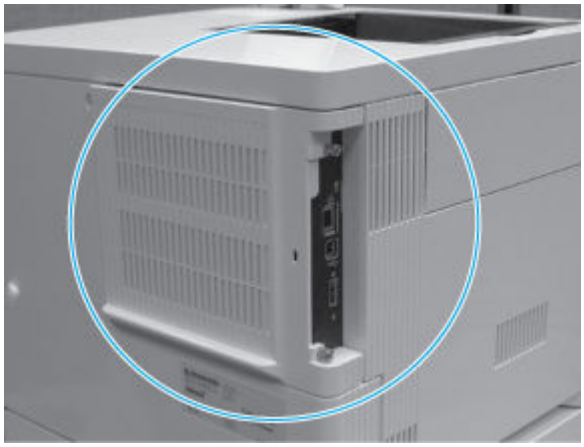


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

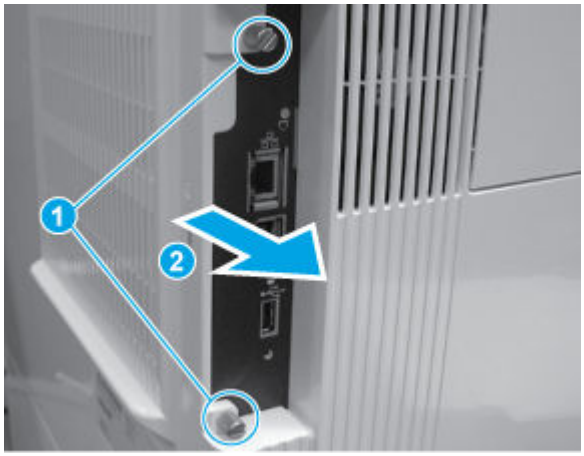
Figure 4-1314 Locate the formatter cover



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-1315 Loosen the thumbscrews



Remove the formatter (SFP)

Follow these steps to remove the formatter.

NOTE: This procedure is for SFP models only.

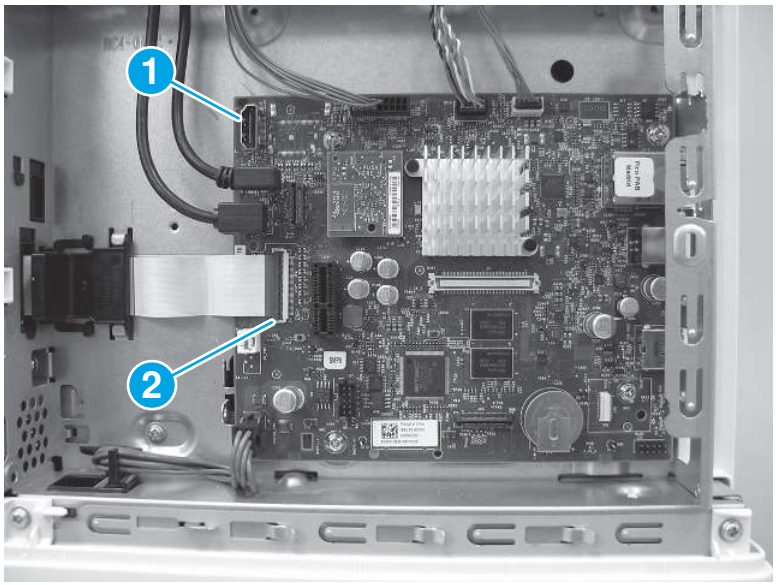
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - M553n/dn and M552dn: J2 (callout 1; this is the touchscreen connector for the M553x and E55040 printers)
   - All models: J9 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J18 (this connector is empty unless the optional hard-disk drive is installed)
   - M553n/dn and M552dn: J25 (this is the wireless connector for the M553x and E55040 models)
   - All models: J57
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

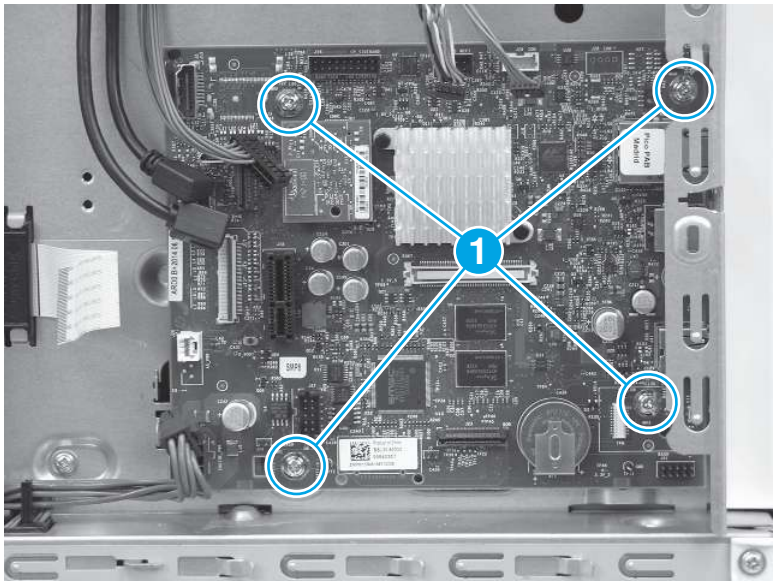
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1316 Disconnect all connectors



2. Remove four screws (callout 1), and then remove the formatter..

Figure 4-1317 Remove four screws



Remove the hard-disk drive (HDD)

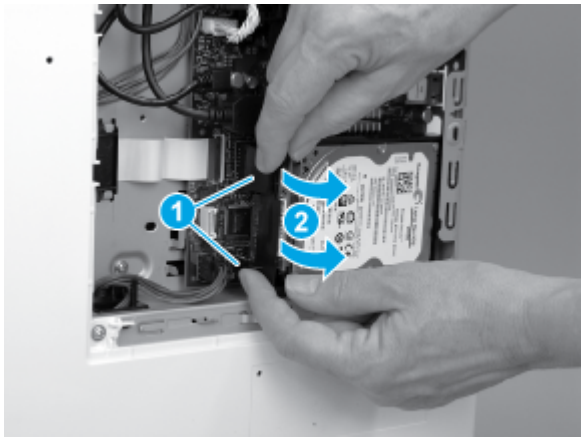
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-1318 Release the HDD



2. Slide the HDD away from the printer to remove it.

Figure 4-1319 Remove the HDD

Remove the fax PCA (fax models)

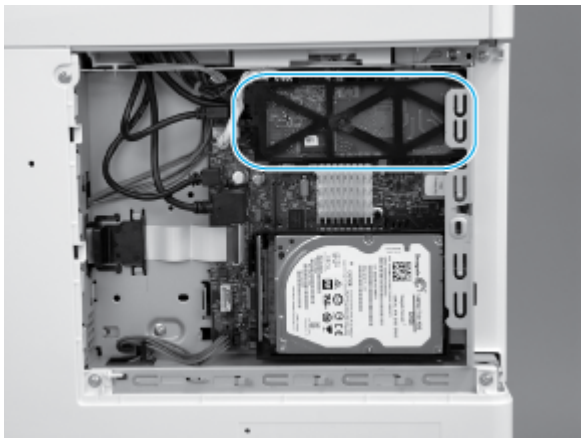
Follow these steps to remove the fax PCA (fax models).

CAUTION: ESD sensitive part.

NOTE: This procedure is for fax (or optionally installed fax) models only.

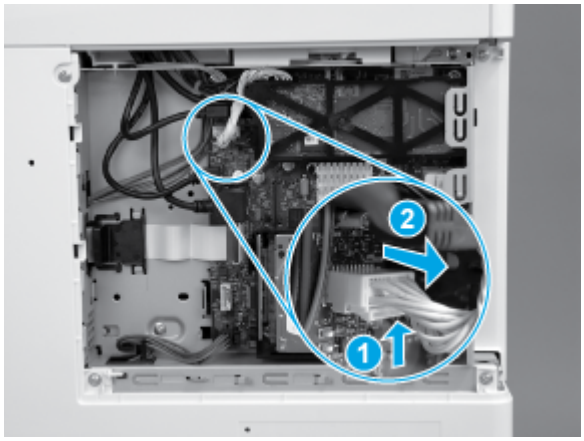
1. Locate the fax PCA component on the formatter.

Figure 4-1320 Locate the fax PCA



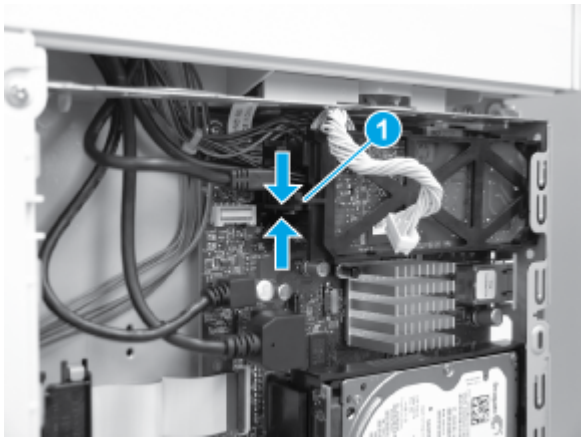
2. Release the connector latch (callout 1), and then pull the connector away from the formatter (callout 2) to disconnect it.

Figure 4-1321 Disconnect one connector



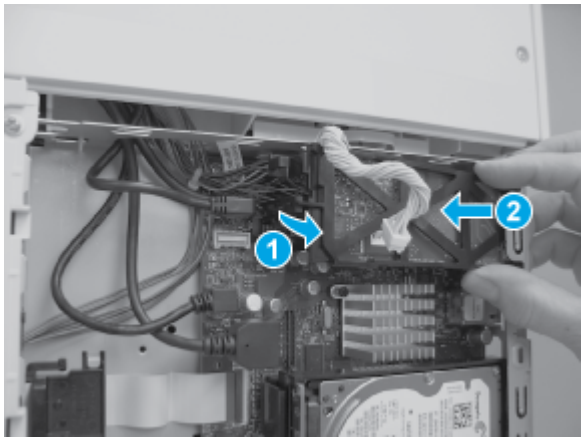
3. Release one retainer (callout 1) by pressing the bracket arms together.

Figure 4-1322 Release one latch



4. Rotate the end of the fax PCA (callout 1) away from the formatter, and then slide the PCA left (callout 2) to remove it.

Figure 4-1323 **Remove the fax PCA**



Remove the formatter (MFP)

Follow these steps to remove the formatter (MFP).

NOTE: This procedure is for MFP models only.

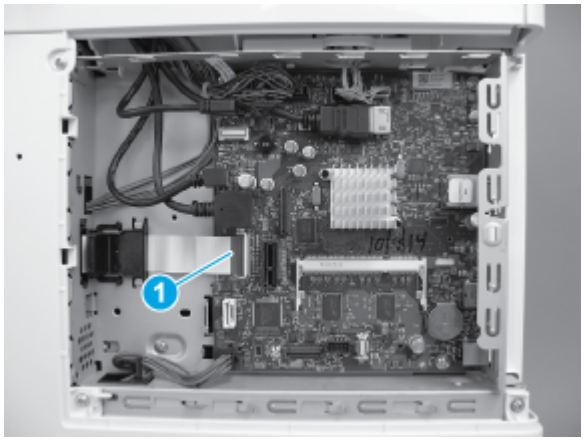
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - All models: J3
   - M577dn: J15 (this is the fax connector for the M577f/z/c models)
   - All models: J21 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J23
   - All models: J24
   - All models: J51
   - All models: J57
   - All models: J97
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

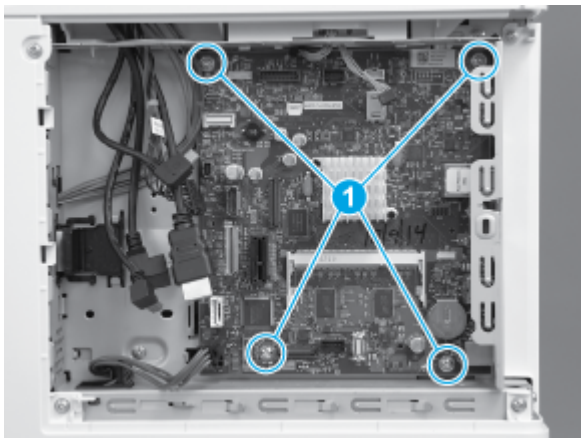
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1324 Disconnect all connectors



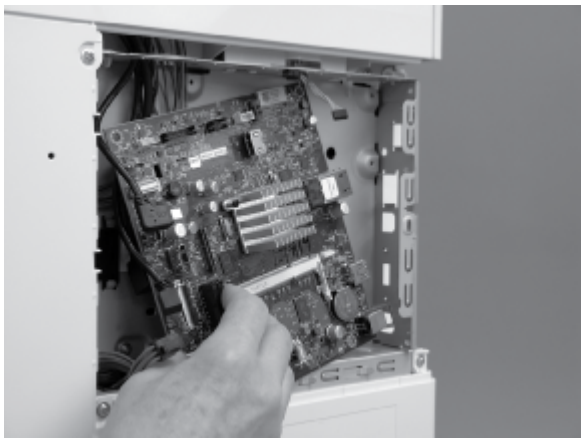
2. Remove four screws (callout 1).

Figure 4-1325 Remove four screws



3. Remove the formatter.

Figure 4-1326 Remove the formatter



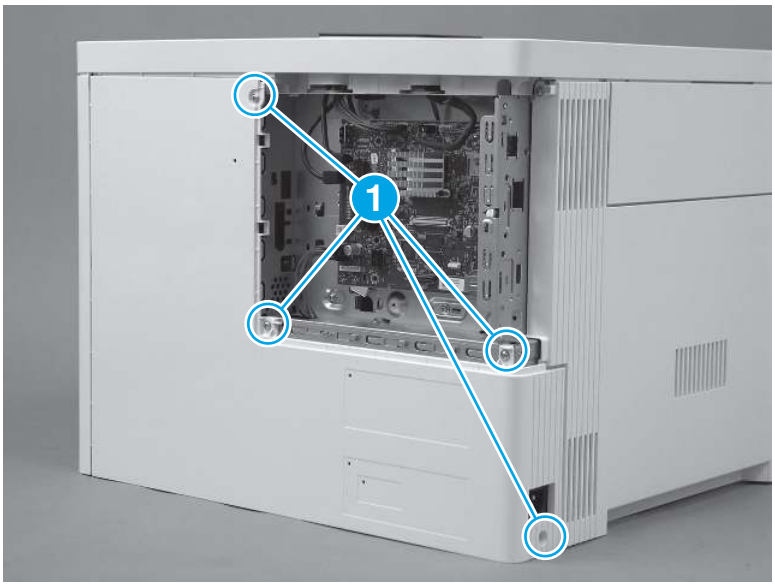
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

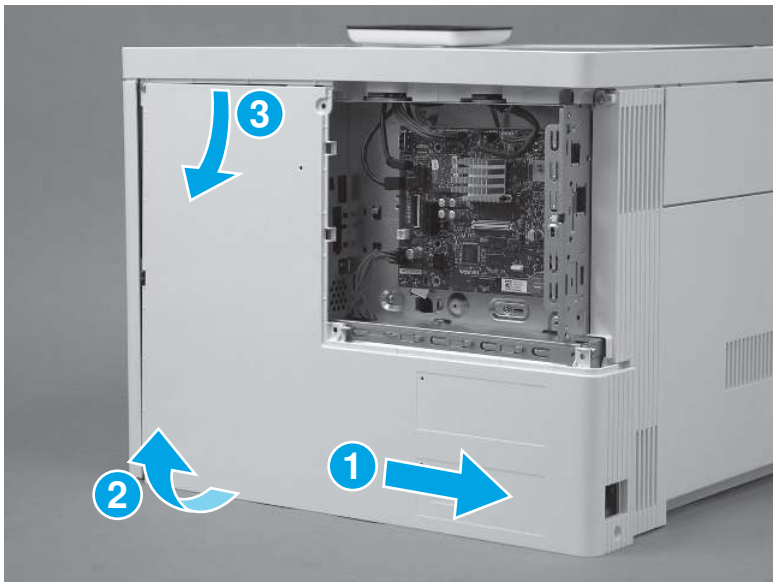
1. Remove four screws (callout 1).

Figure 4-1327 **Remove four screws**



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-1328 **Remove the cover**



Remove the rear upper cover (MFP)

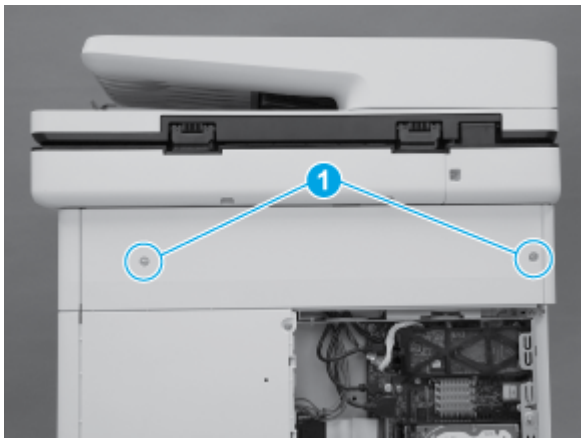
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

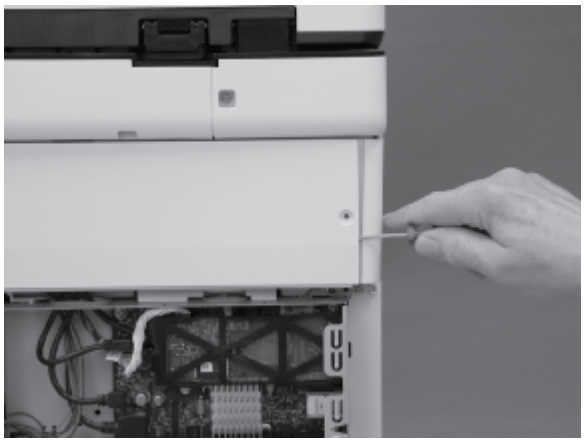
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-1329 **Remove two screws**



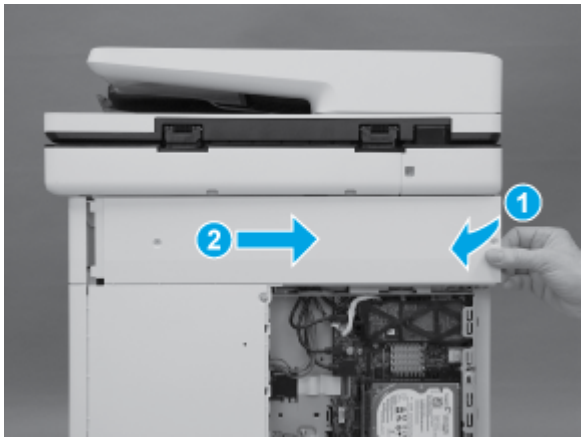
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-1330 **Release the right edge**



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-1331 Slide the cover right



4. Remove the cover.

Figure 4-1332 Remove the cover

Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-1333 **Remove four screws**

2. Slide the cover to the right to remove it.

Figure 4-1334 **Remove the cover**

Remove the left cover

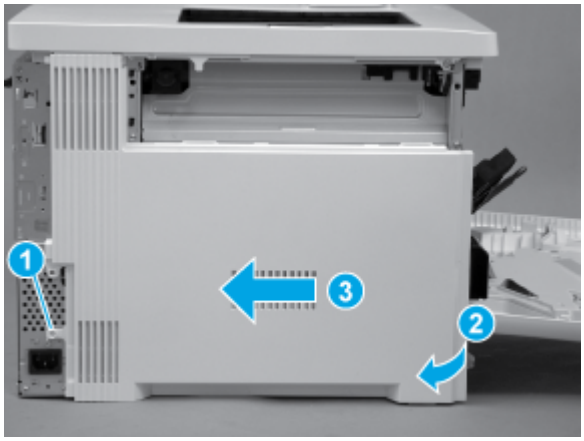
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-1335 Remove one screw

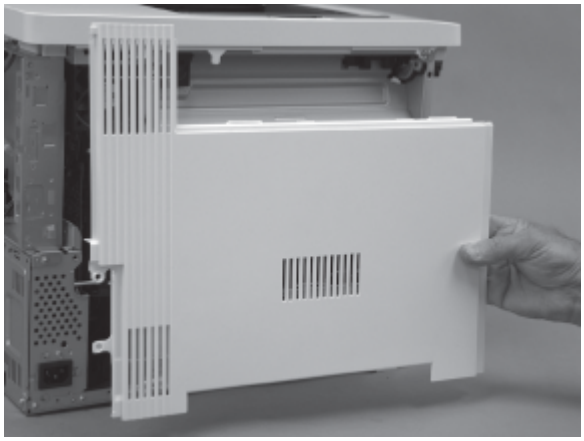
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-1336 Release the cover



3. Remove the cover.

Figure 4-1337 Remove the cover

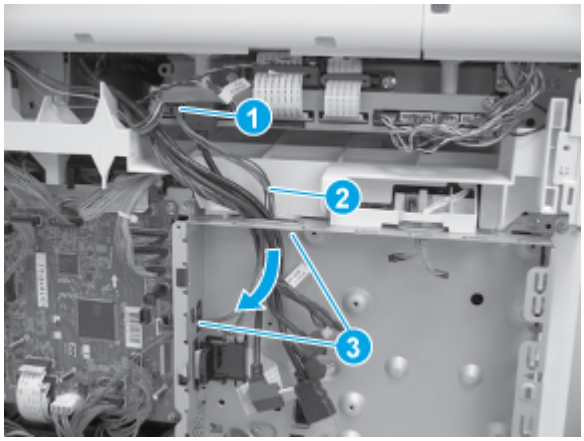


Remove the formatter case

Follow these steps to remove the formatter case.

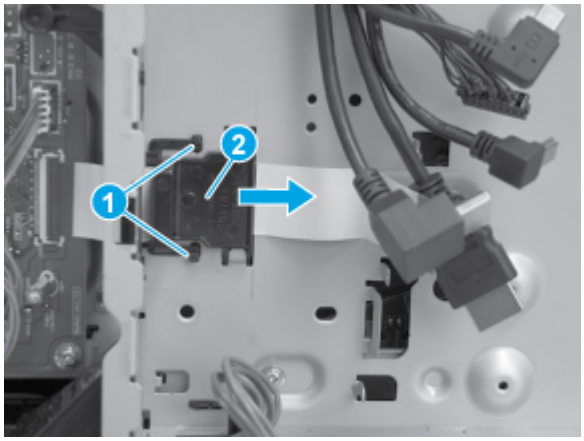
1. **MFP only:** Disconnect one connector (callout 1), and then pass the wire harness (callout 2) through two openings in the formatter case (callout 3).

   Figure 4-1338 **Disconnect one connector**

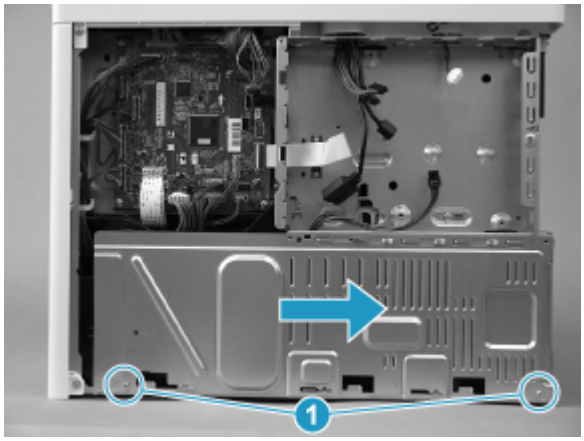
2. Release two tabs (callout 1) on the black plastic bracket. Hold the tabs in the released position, and then slide the bracket (callout 2) to the right to remove it from the formatter case.

   Figure 4-1339 **Remove the bracket**

3. Remove two screws (callout 1), and then slide the low-voltage power supply (LVPS) cover to the right to remove it.

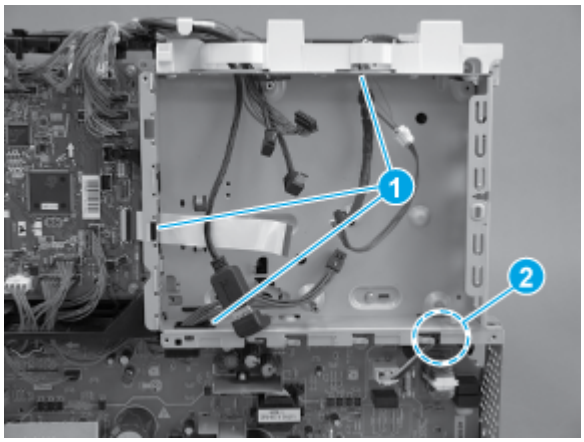
Figure 4-1340 Remove the LVPS cover



4. Pass two wire harnesses and one flat cable (callout 1) through the opening in the formatter case, and then release one wire harness from the retainer (callout 2).

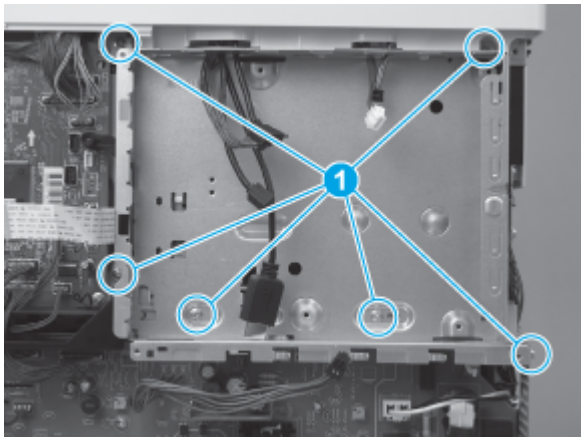
⚠ CAUTION: The flat cable might be attached to the formatter case with double-sided tape. Make sure that this tape is released, so that the flat cable is not damaged when the formatter case is removed.

Figure 4-1341 Release wire harnesses and flat cable



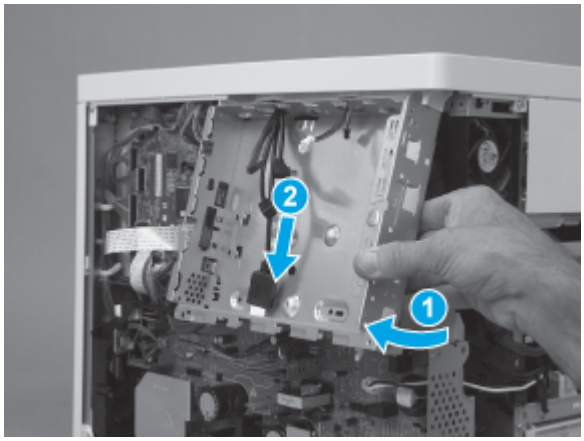
5. Remove six screws (callout 1).

Figure 4-1342 **Remove six screws**



6. Rotate the bottom of the formatter case away from the printer (callout 1), and then pull it down (callout 2) to release it.

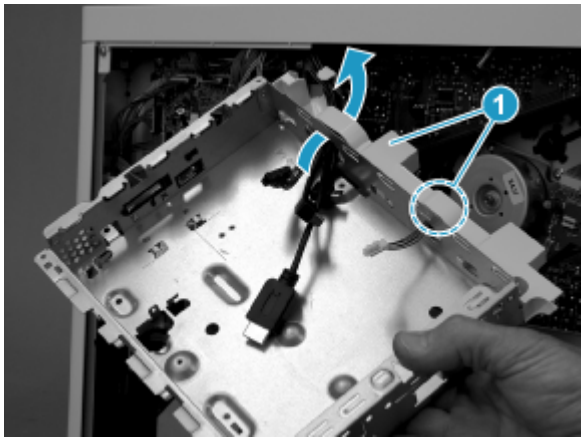
Figure 4-1343 **Release the formatter case**



7. Pass the wire harnesses through the opening in the formatter case to remove it.

IMPORTANT: If the formatter case is removed so that it can be replaced, make sure to transfer the memory PCA (island of data) and plastic bracket (callout 1) to the replacement case.

Figure 4-1344 Remove the formatter case

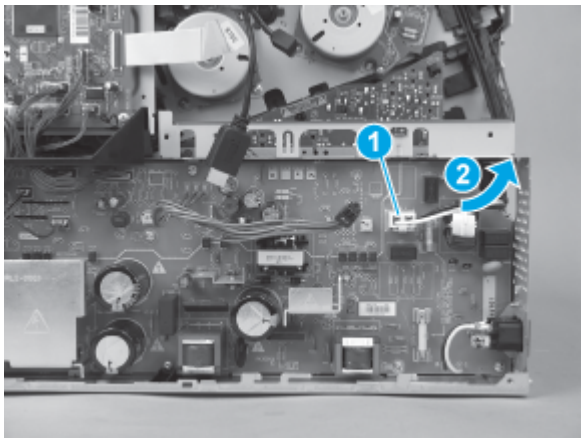


Remove the low-voltage power supply (LVPS)

Follow these steps to remove the low-voltage power supply (LVPS).

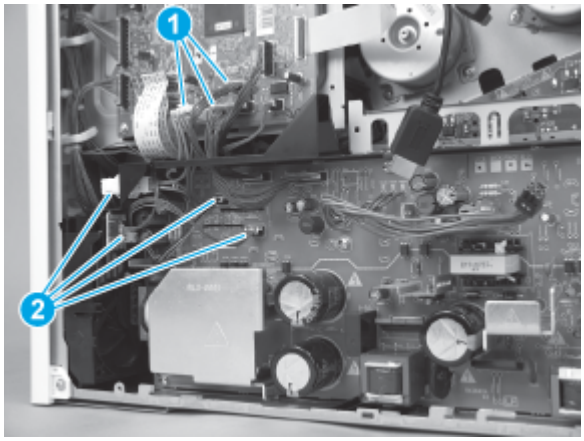
1. Disconnect one wire harness (callout 1), and then pass the wire harness through the opening (callout 2) in the chassis.

Figure 4-1345 Disconnect one wire harness



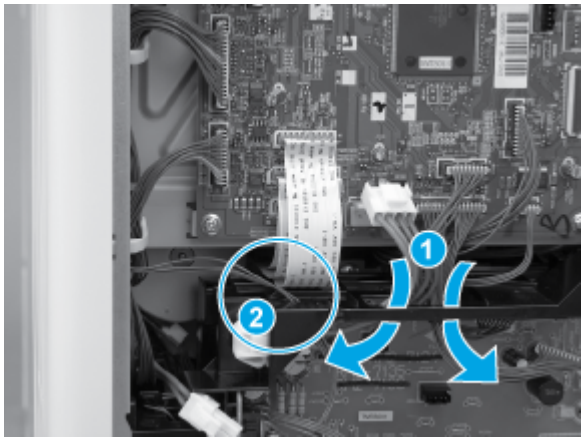
2. Disconnect three connectors on the DC controller (callout 1), and then disconnect four connectors (callout 2) on the LVPS.

Figure 4-1346 Disconnect seven connectors



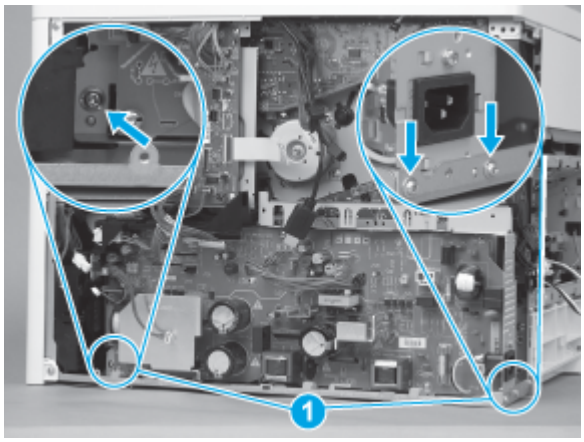
3. Pass the wire harnesses from the DC controller to the LVPS through the opening in the chassis (callout 1), and then release the wire harnesses from the retainer (callout 2).

Figure 4-1347 Pass the wire harnesses through the opening



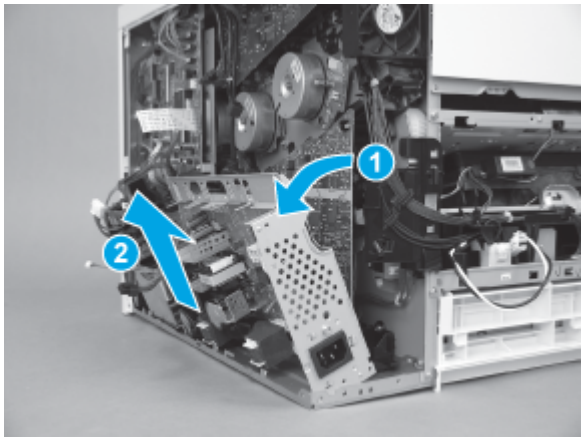
4. Remove three screws (callout 1).

Figure 4-1348 Remove three screws



5. Rotate the top of the LVPS away from the printer (callout 1), and then slide it up and out (callout 2) of the printer to remove it.

Figure 4-1349 Remove the LVPS

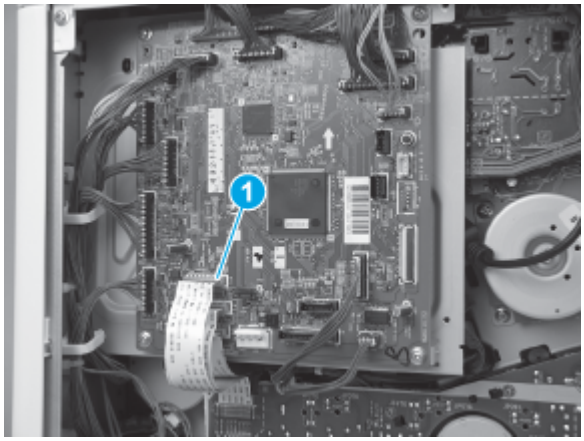


Remove the high-voltage power supply D (HVPSD)

Follow these steps to remove the high-voltage power supply D (HVPSD).

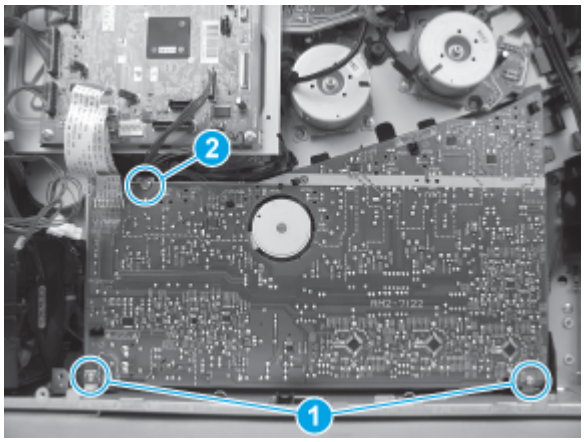
1. Disconnect one flat cable (callout 1) on the DC controller.

Figure 4-1350 Disconnect one flat cable



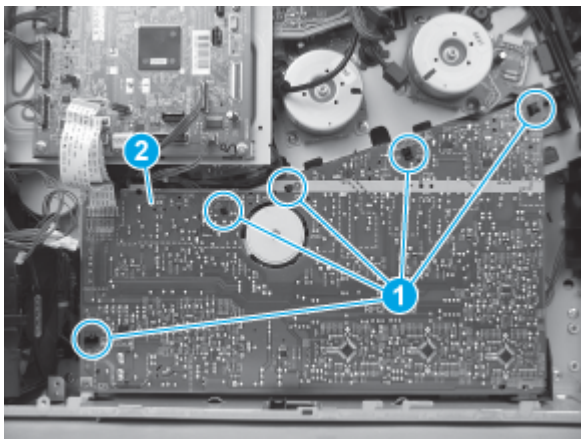
2. Remove two screws (callout 1), and then remove one self tapping screw (callout 2) on the HVPSD.

Figure 4-1351 **Remove three screws**



3. Release five tabs (callout 1), and then remove the HVPSD (callout 2).

Figure 4-1352 **Remove the HVPSD**

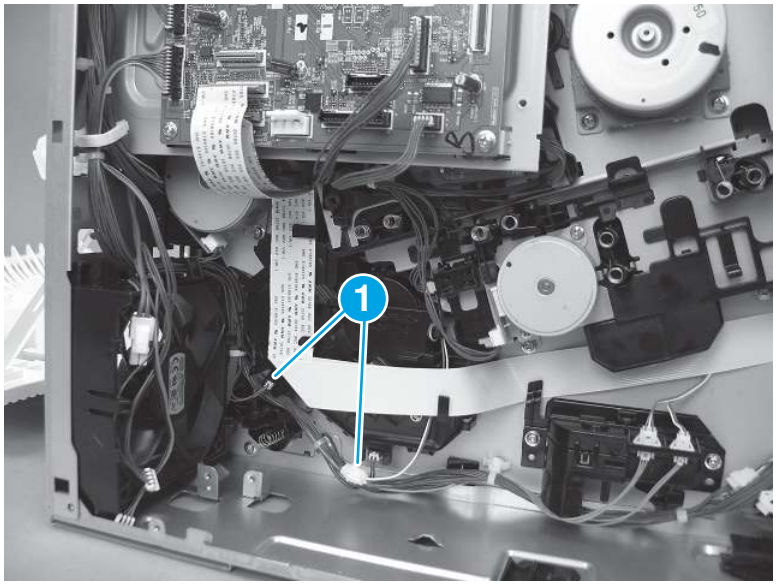


Remove the auto close assembly

Follow these steps to remove the auto close assembly.

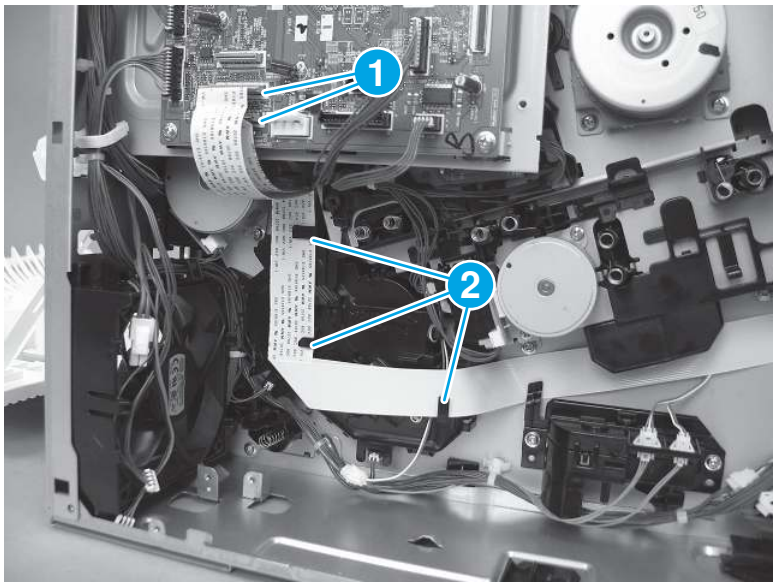
1. Disconnect two connectors (callout 1).

Figure 4-1353 Disconnect two connectors



2. Disconnect two flat cables (callout 1), and then release them from the retainers (callout 2).

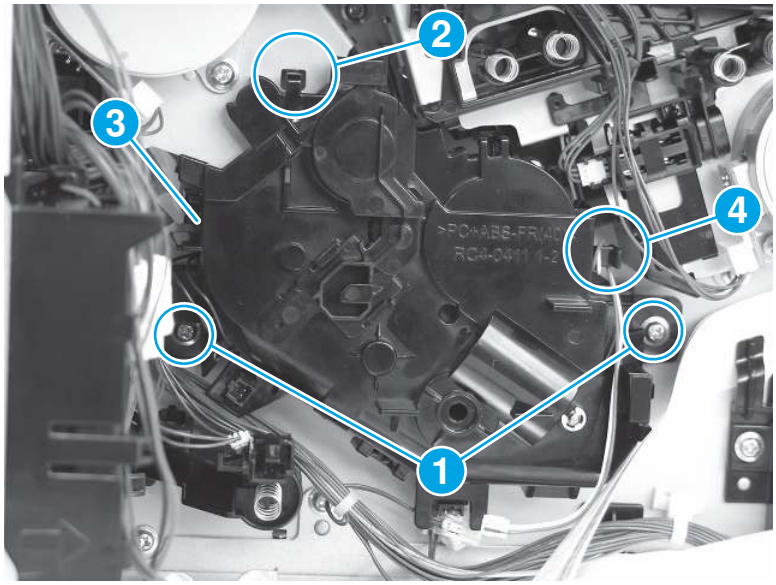
Figure 4-1354 Disconnect two flat cables



3. Remove two screws (callout 1), release one tab (callout 2), and then remove the lifter drive assembly (callout 3).

NOTE: Release one wire harness from the retainer (callout 4) as the assembly is removed.

Figure 4-1355 Remove the assembly



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Laser/scanner assembly

This document provides the procedures to remove and replace the laser/scanner assembly.

View a video demonstration of removing and replacing the Laser/scanner assembly.

Mean time to repair: 25 minutes

Service level: Intermediate

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-71 Part information

Part number	Part description
RM2-6545-000CN	Laser/scanner assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Make sure that all of the connectors on the HVPSD are fully seated.

Make sure that all of the connectors on the LVPS are fully seated.

Make sure that all of the connectors on the formatter are fully seated.

Make sure that the formatter cover is fully seated, and that the thumbscrews are finger tight after replacing it.

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print a configuration page to make sure that the printer is functioning correctly.

1. Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-1356 **Open the front door**

2. Open the TCU.

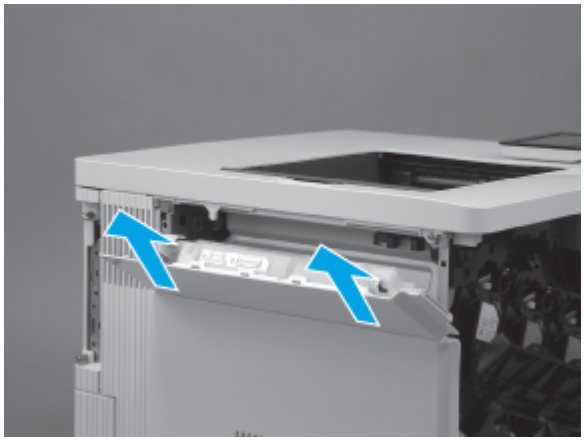
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-1357 Open the TCU

3. Pull the TCU away from the printer at an angle to remove it.

⚠ CAUTION: Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-1358 Remove the TCU

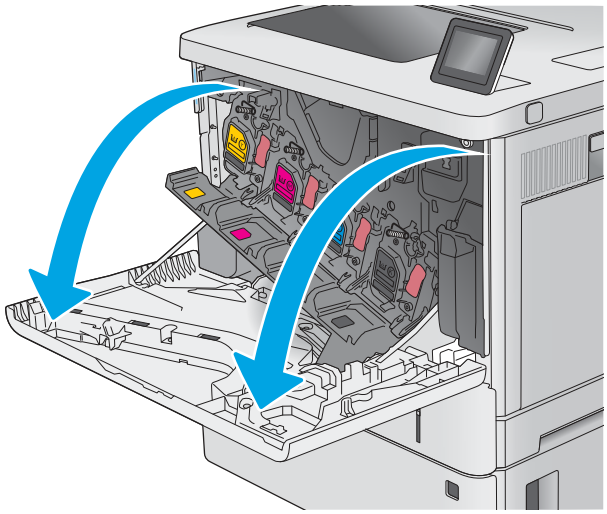


2. Remove the toner cartridges

Follow these steps to replace a toner cartridge.

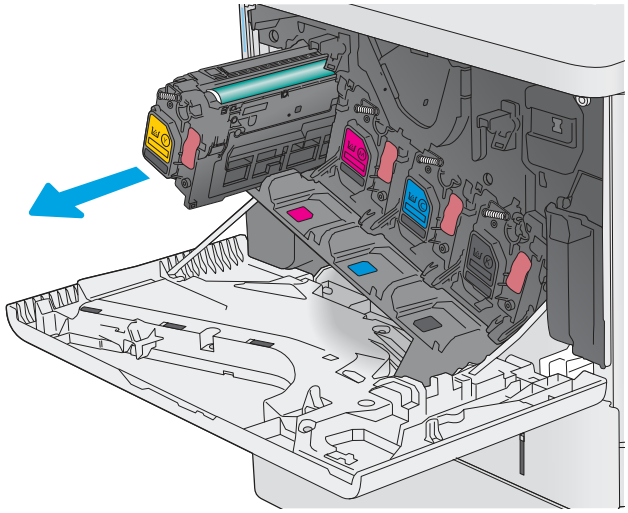
1. . Open the front door.

Figure 4-1359 Open the front door



2. . Grasp the handle of the used toner cartridge and pull out to remove it.

Figure 4-1360 Remove the toner cartridge

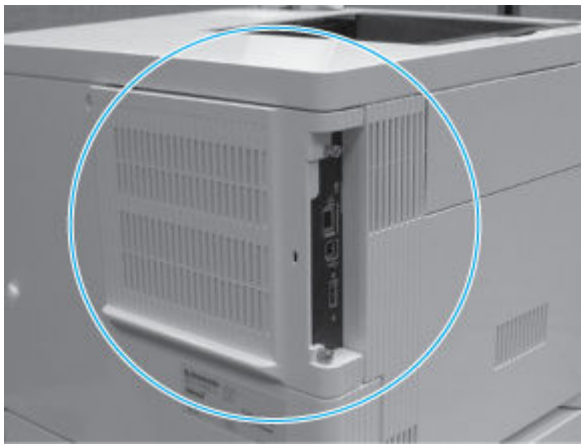


3. Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

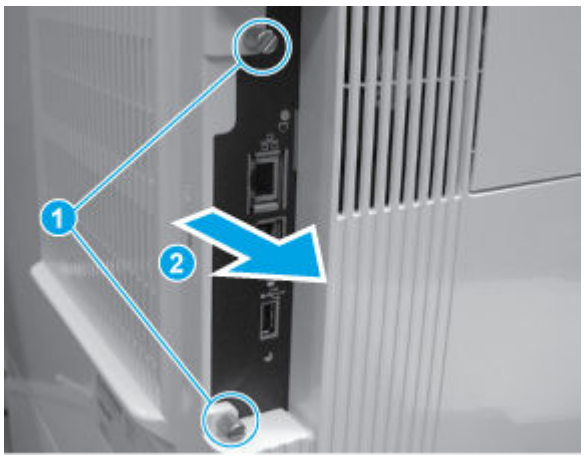
Figure 4-1361 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-1362 **Loosen the thumbscrews**



4. Remove the formatter (SFP)

Follow these steps to remove the formatter.

NOTE: This procedure is for SFP models only.

1. Disconnect all of the connectors on the formatter.

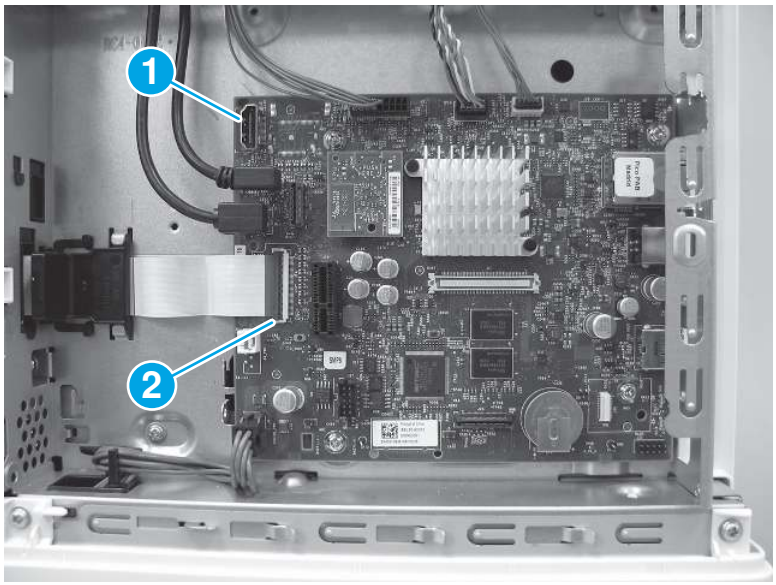
   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - M553n/dn and M552dn: J2 (callout 1; this is the touchscreen connector for the M553x and E55040 printers)
   - All models: J9 (this connector is empty unless the optional internal USB ports component is installed)

- All models: J18 (this connector is empty unless the optional hard-disk drive is installed)
- M553n/dn and M552dn: J25 (this is the wireless connector for the M553x and E55040 models)
- All models: J57
- All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

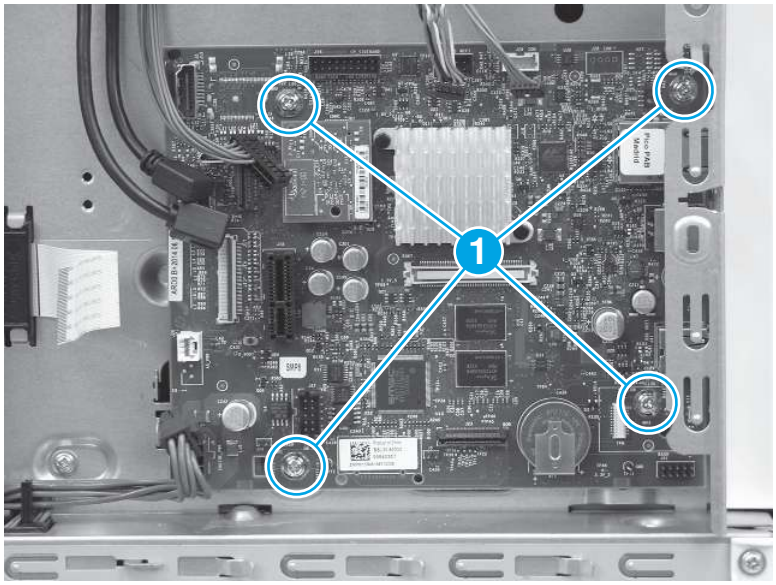
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1363 Disconnect all connectors



2. Remove four screws (callout 1), and then remove the formatter..

Figure 4-1364 Remove four screws



5. Remove the hard-disk drive (HDD)

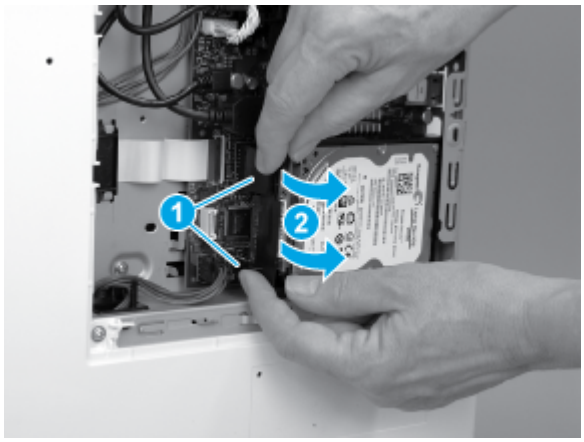
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-1365 Release the HDD



2. Slide the HDD away from the printer to remove it.

Figure 4-1366 Remove the HDD

6. Remove the fax PCA (fax models)

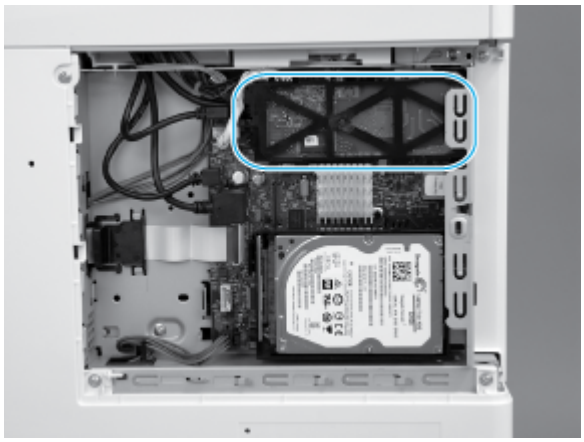
Follow these steps to remove the fax PCA (fax models).

CAUTION: ESD sensitive part.

NOTE: This procedure is for fax (or optionally installed fax) models only.

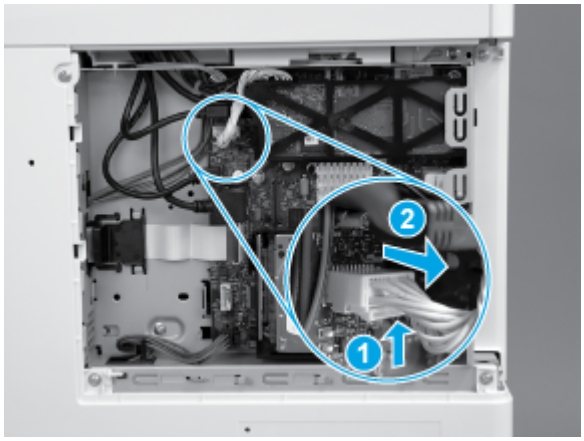
1. Locate the fax PCA component on the formatter.

Figure 4-1367 Locate the fax PCA



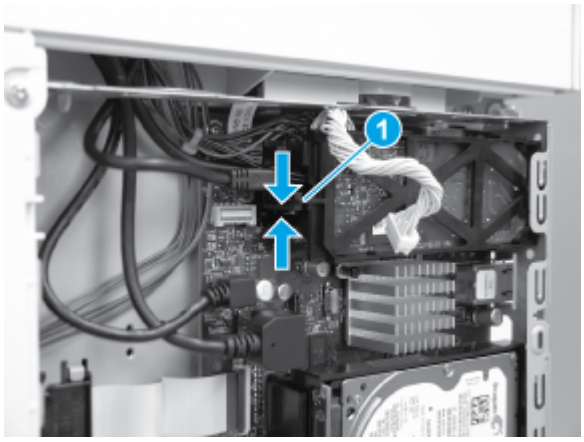
2. Release the connector latch (callout 1), and then pull the connector away from the formatter (callout 2) to disconnect it.

Figure 4-1368 Disconnect one connector



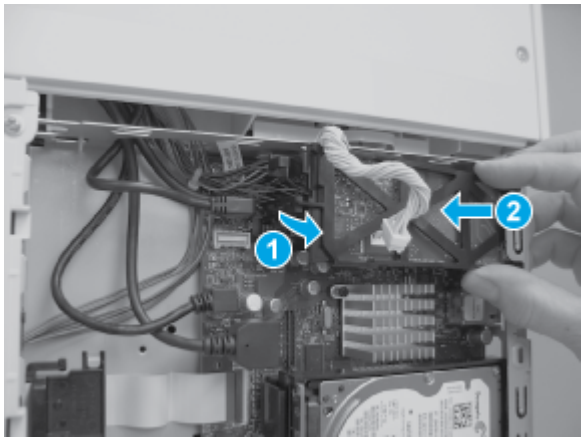
3. Release one retainer (callout 1) by pressing the bracket arms together.

Figure 4-1369 Release one latch



4. Rotate the end of the fax PCA (callout 1) away from the formatter, and then slide the PCA left (callout 2) to remove it.

Figure 4-1370 **Remove the fax PCA**



7. Remove the formatter (MFP)

Follow these steps to remove the formatter (MFP).

NOTE: This procedure is for MFP models only.

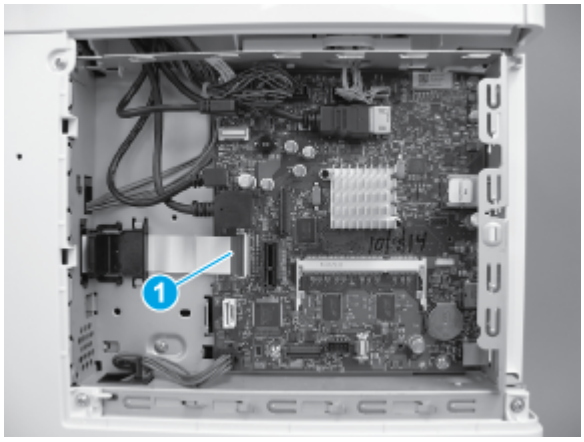
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - All models: J3
   - M577dn: J15 (this is the fax connector for the M577f/z/c models)
   - All models: J21 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J23
   - All models: J24
   - All models: J51
   - All models: J57
   - All models: J97
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

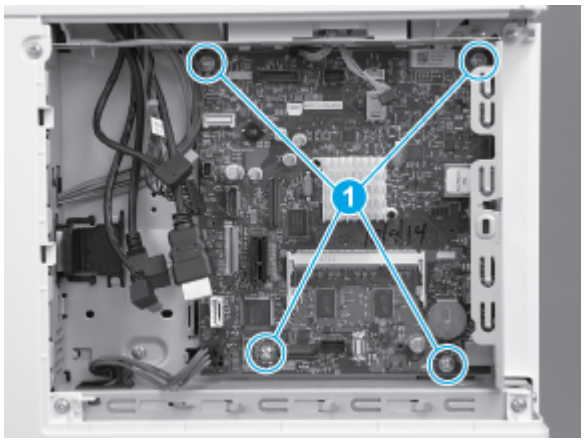
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1371 Disconnect all connectors



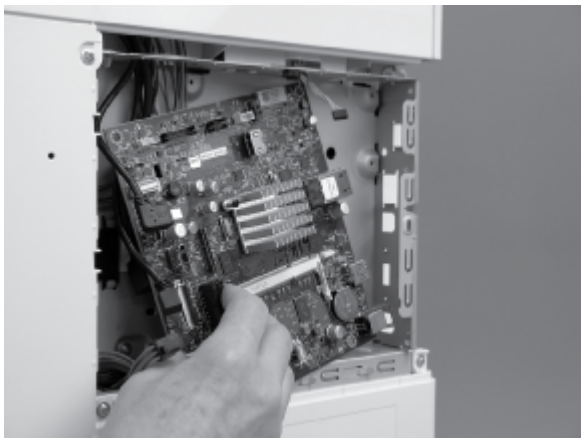
2. Remove four screws (callout 1).

Figure 4-1372 Remove four screws



3. Remove the formatter.

Figure 4-1373 Remove the formatter



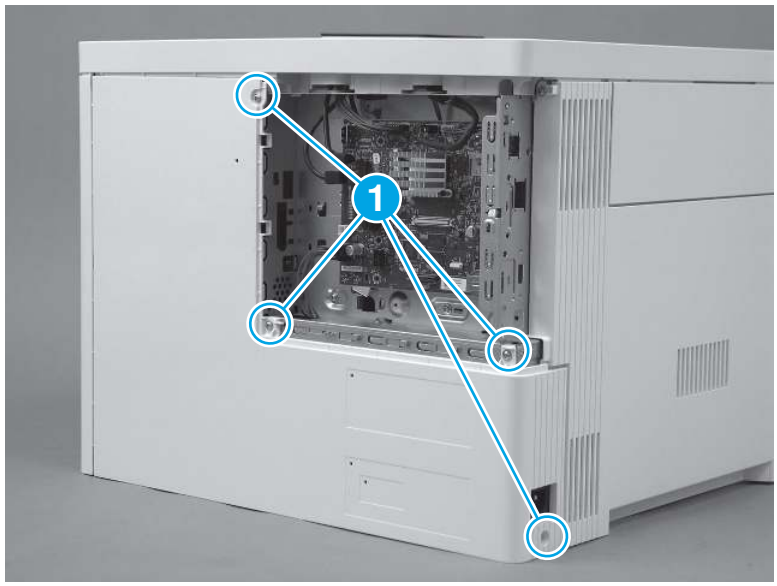
8. Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

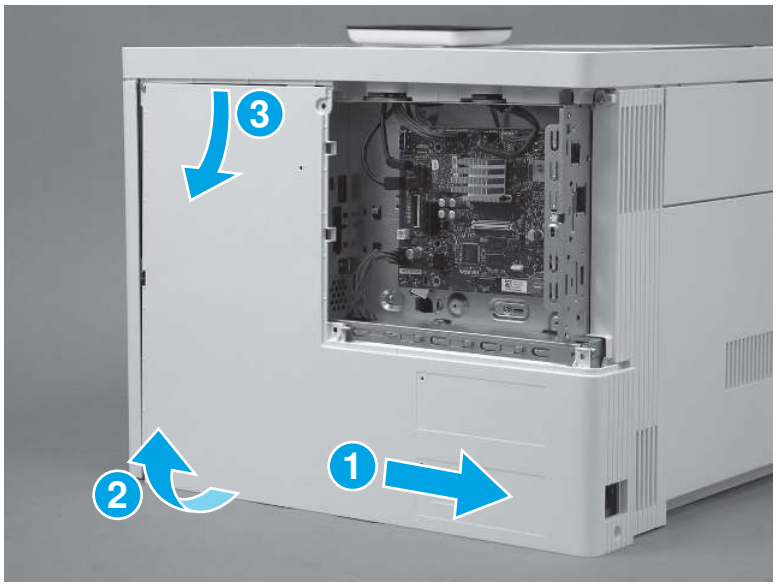
1. Remove four screws (callout 1).

Figure 4-1374 Remove four screws



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-1375 Remove the cover



9. Remove the rear upper cover (MFP)

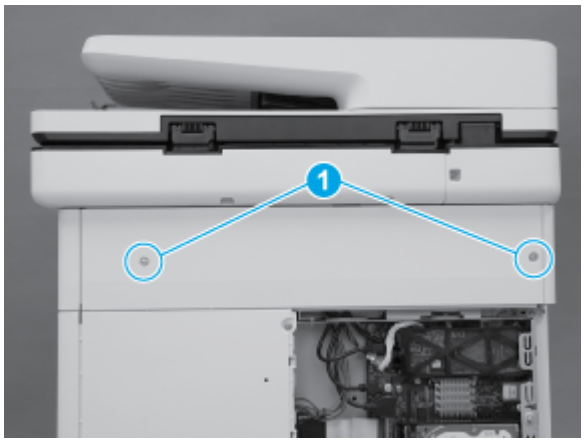
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

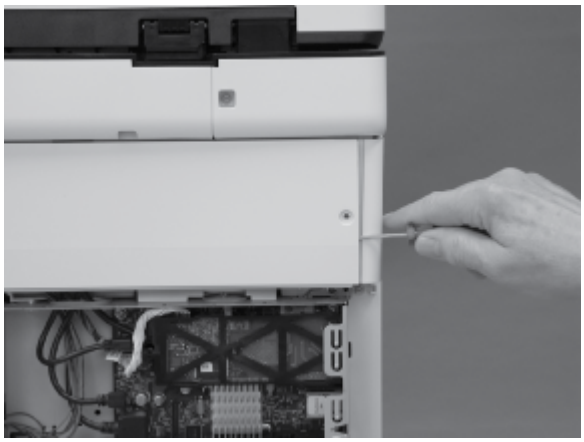
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-1376 Remove two screws



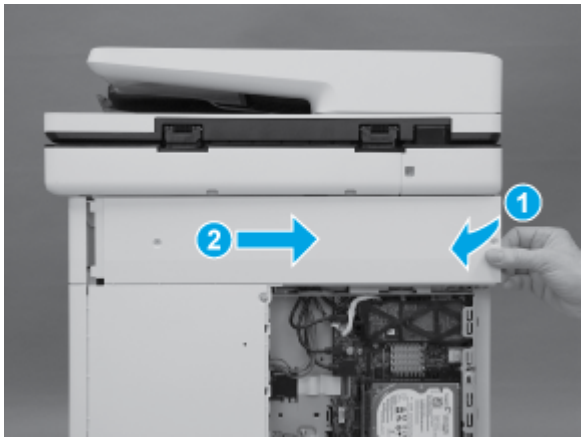
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-1377 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-1378 Slide the cover right



4. Remove the cover.

Figure 4-1379 Remove the cover

10. Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-1380 Remove four screws

2. Slide the cover to the right to remove it.

Figure 4-1381 Remove the cover

11. Remove the left cover

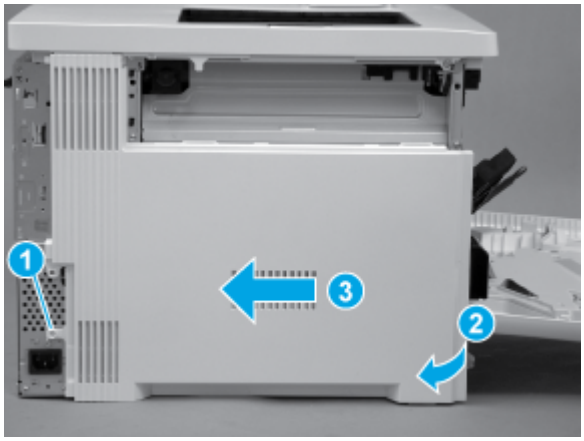
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-1382 Remove one screw

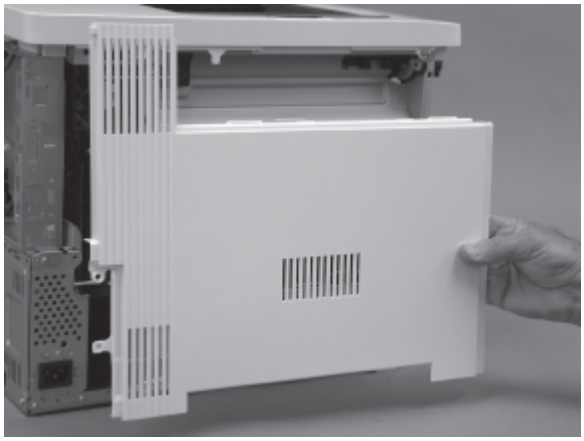
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-1383 Release the cover



3. Remove the cover.

Figure 4-1384 Remove the cover

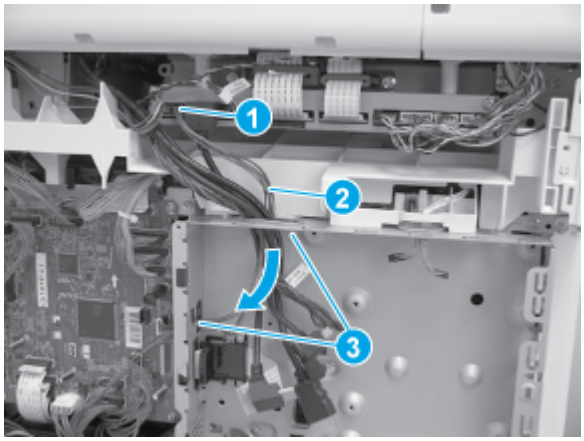


12. Remove the formatter case

Follow these steps to remove the formatter case.

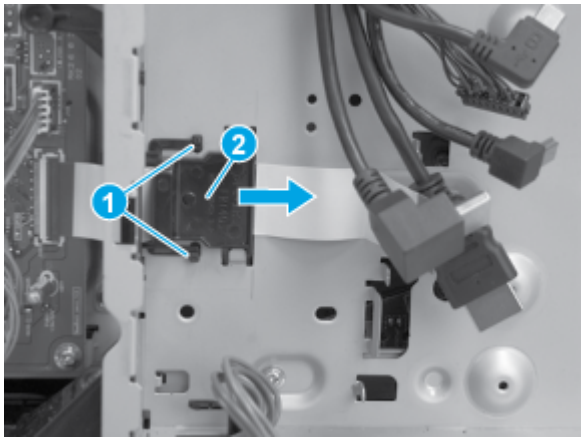
1. **MFP only**: Disconnect one connector (callout 1), and then pass the wire harness (callout 2) through two openings in the formatter case (callout 3).

   Figure 4-1385 **Disconnect one connector**

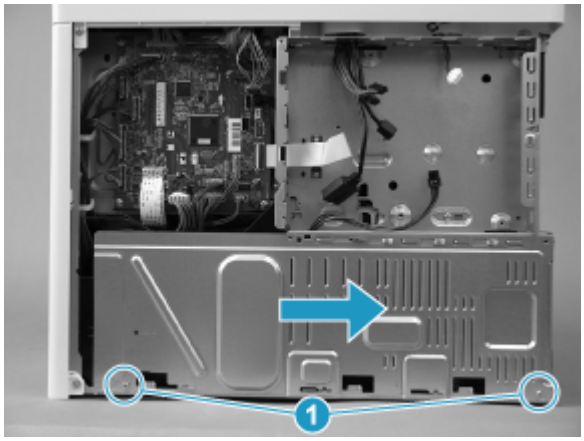
2. Release two tabs (callout 1) on the black plastic bracket. Hold the tabs in the released position, and then slide the bracket (callout 2) to the right to remove it from the formatter case.

   Figure 4-1386 **Remove the bracket**

3. Remove two screws (callout 1), and then slide the low-voltage power supply (LVPS) cover to the right to remove it.

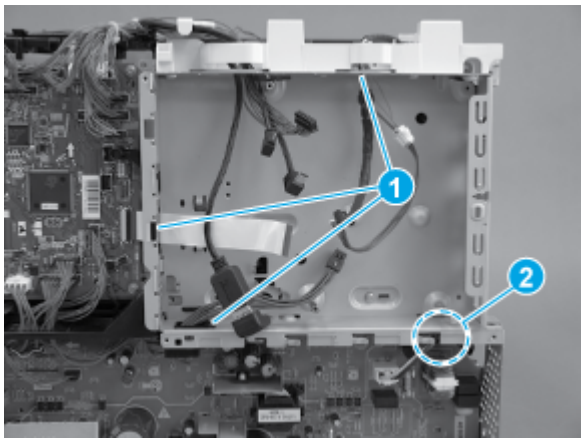
Figure 4-1387 Remove the LVPS cover



4. Pass two wire harnesses and one flat cable (callout 1) through the opening in the formatter case, and then release one wire harness from the retainer (callout 2).

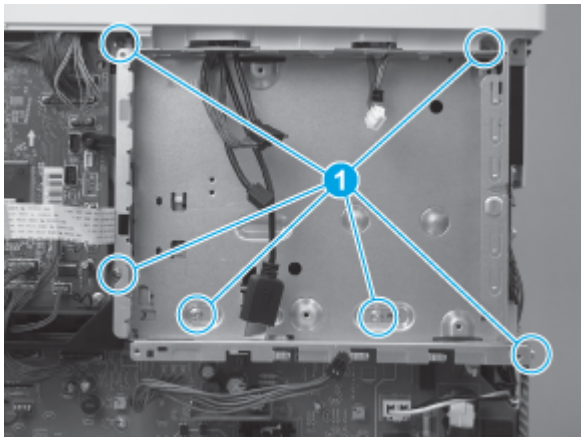
⚠ CAUTION: The flat cable might be attached to the formatter case with double-sided tape. Make sure that this tape is released, so that the flat cable is not damaged when the formatter case is removed.

Figure 4-1388 Release wire harnesses and flat cable



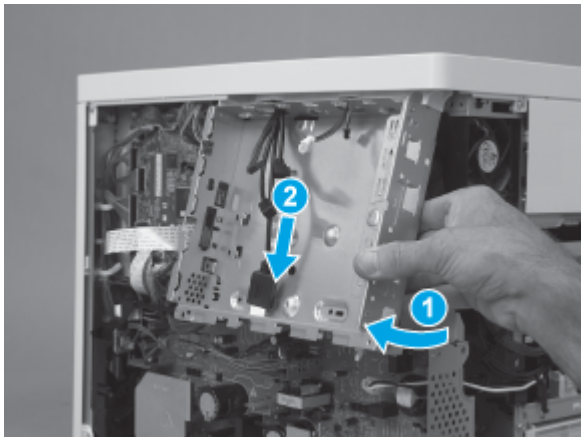
5. Remove six screws (callout 1).

Figure 4-1389 **Remove six screws**



6. Rotate the bottom of the formatter case away from the printer (callout 1), and then pull it down (callout 2) to release it.

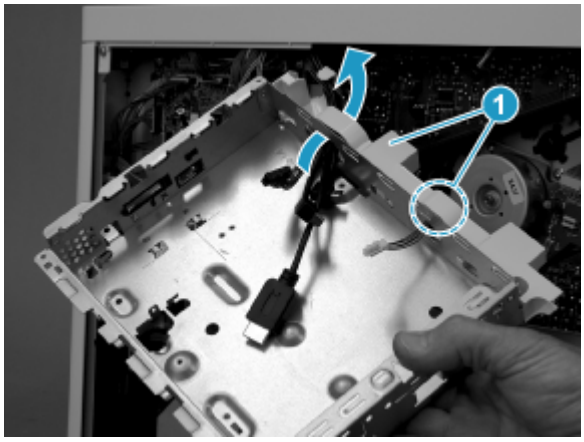
Figure 4-1390 **Release the formatter case**



7. Pass the wire harnesses through the opening in the formatter case to remove it.

IMPORTANT: If the formatter case is removed so that it can be replaced, make sure to transfer the memory PCA (island of data) and plastic bracket (callout 1) to the replacement case.

Figure 4-1391 Remove the formatter case

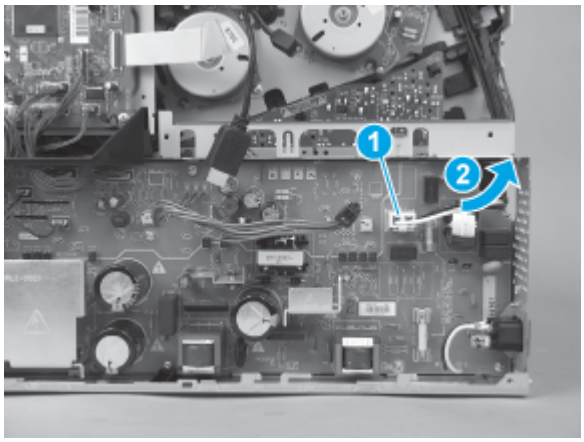


13. Remove the low-voltage power supply (LVPS)

Follow these steps to remove the low-voltage power supply (LVPS).

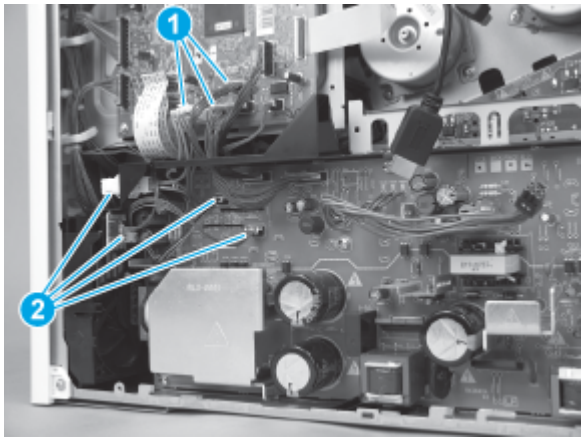
1. Disconnect one wire harness (callout 1), and then pass the wire harness through the opening (callout 2) in the chassis.

Figure 4-1392 Disconnect one wire harness



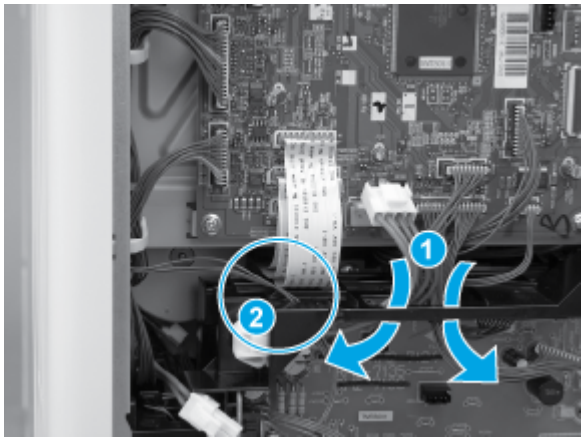
2. Disconnect three connectors on the DC controller (callout 1), and then disconnect four connectors (callout 2) on the LVPS.

Figure 4-1393 Disconnect seven connectors



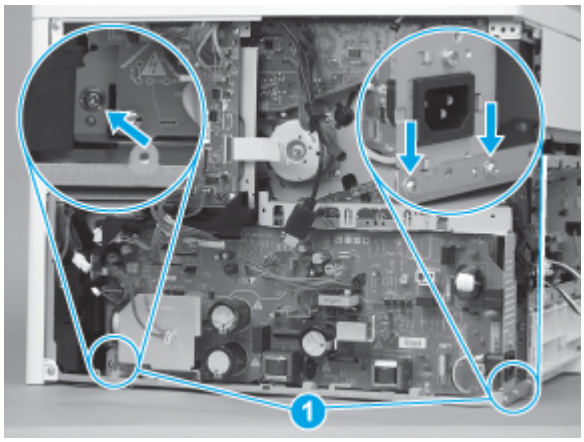
3. Pass the wire harnesses from the DC controller to the LVPS through the opening in the chassis (callout 1), and then release the wire harnesses from the retainer (callout 2).

Figure 4-1394 Pass the wire harnesses through the opening



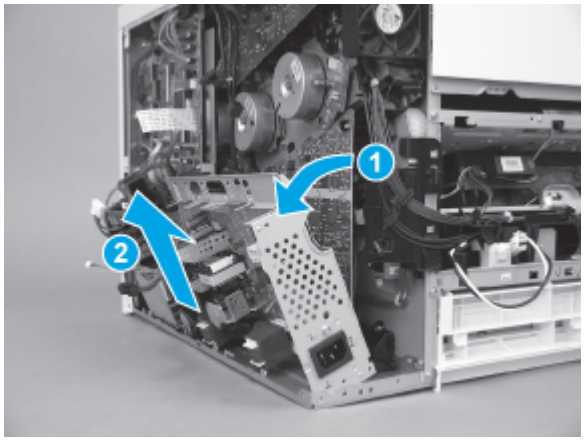
4. Remove three screws (callout 1).

Figure 4-1395 Remove three screws



5. Rotate the top of the LVPS away from the printer (callout 1), and then slide it up and out (callout 2) of the printer to remove it.

Figure 4-1396 Remove the LVPS

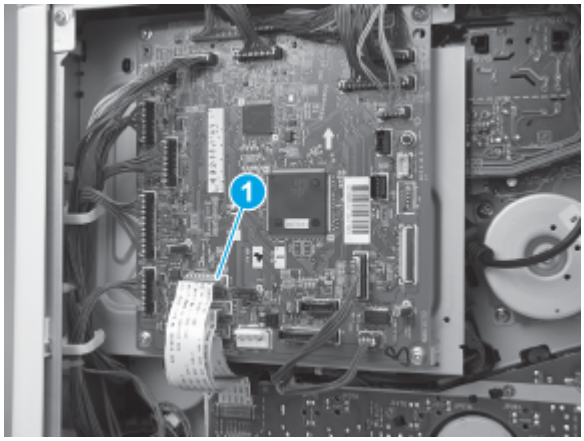


14. Remove the high-voltage power supply D (HVPSD)

Follow these steps to remove the high-voltage power supply D (HVPSD).

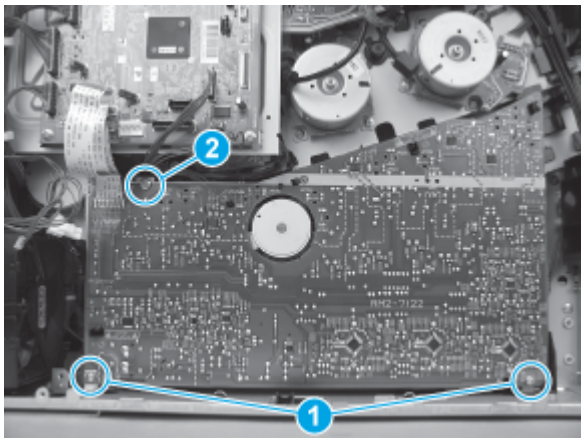
1. Disconnect one flat cable (callout 1) on the DC controller.

Figure 4-1397 Disconnect one flat cable



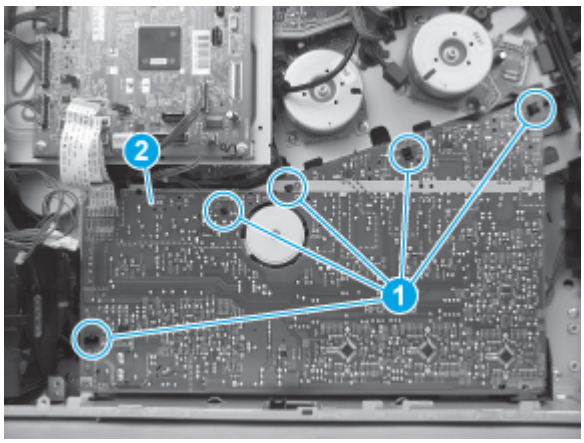
2. Remove two screws (callout 1), and then remove one self tapping screw (callout 2) on the HVPSD.

Figure 4-1398 **Remove three screws**



3. Release five tabs (callout 1), and then remove the HVPSD (callout 2).

Figure 4-1399 **Remove the HVPSD**

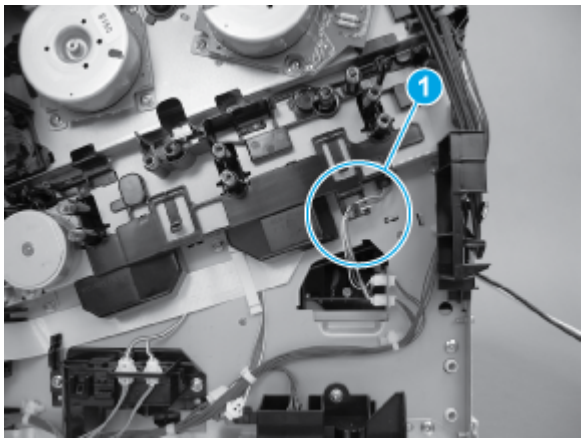


15. Remove the laser/scanner assembly

Follow these steps to remove the laser/scanner assembly.

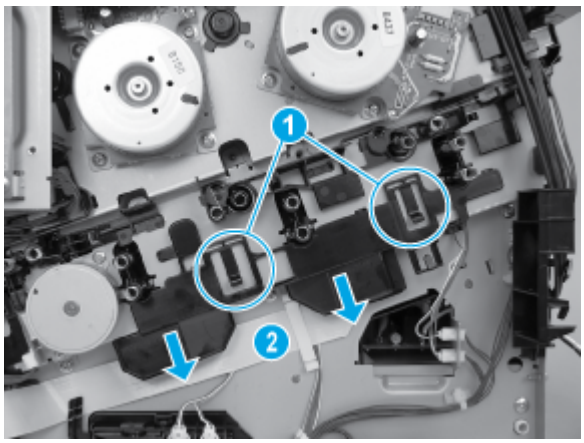
1. Release one wire harness from the retainer (callout 1).

Figure 4-1400 **Release one wire harness**



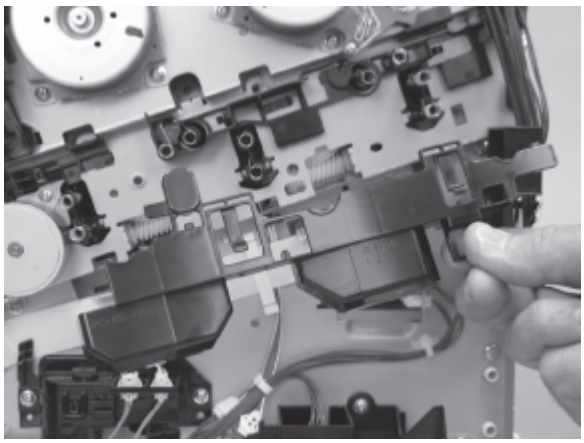
2. Release two tabs (callout 1), and then pull down on the guide (callout 2) to release it.

Figure 4-1401 **Release two tabs**



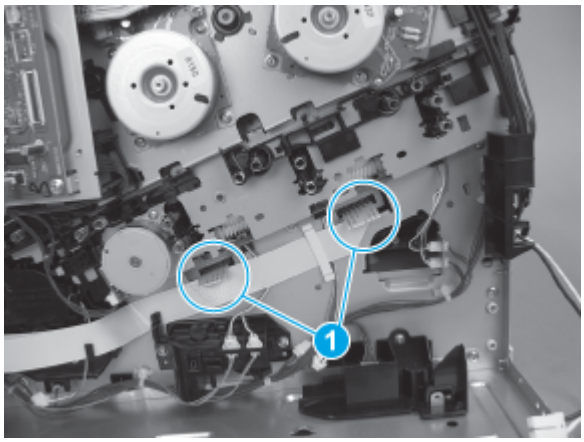
3. Remove the guide.

Figure 4-1402 **Remove the guide**



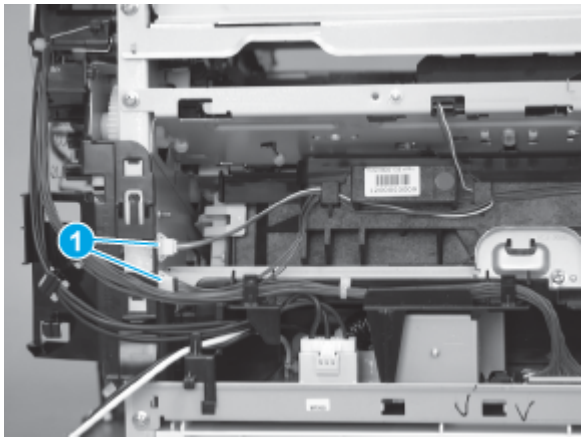
4. Disconnect two flat cables (callout 1).

Figure 4-1403 Disconnect two flat cables



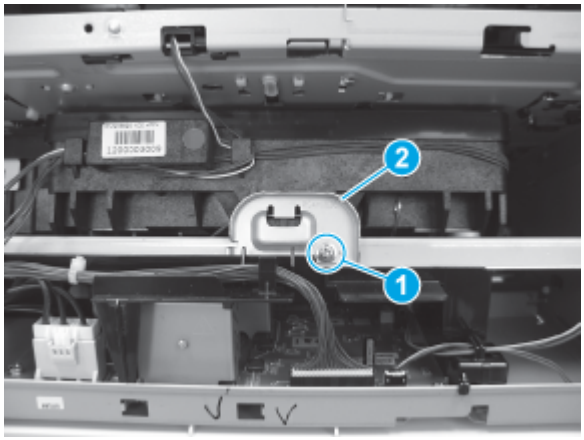
5. At the rear of the printer, disconnect two connectors (callout 1).

Figure 4-1404 Disconnect two connectors



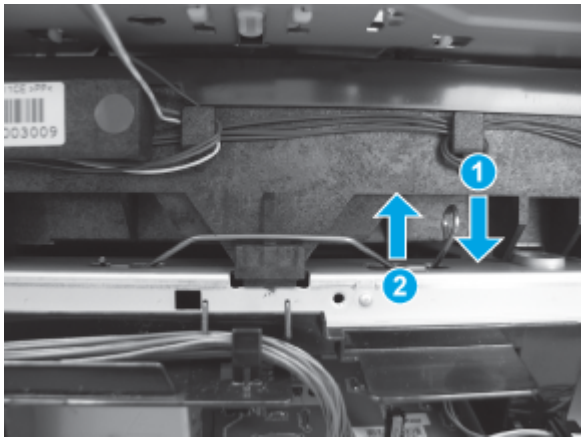
6. At the rear of the printer, remove one screw (callout 1), and then remove the sheet-metal plate (callout 2).

Figure 4-1405 Remove one screw and the plate



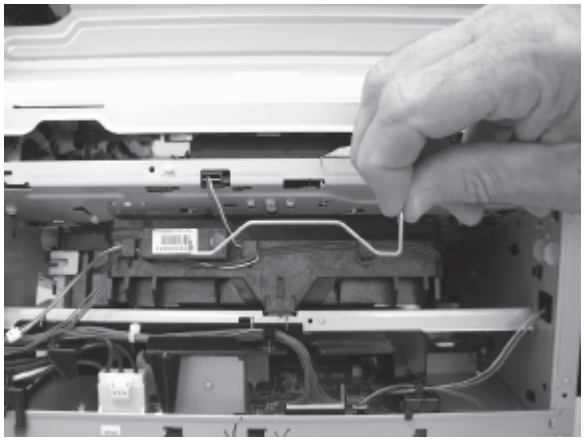
7. At the rear of the printer, push down on the spring (callout 1), and then lift it up (callout 2) to release it from the tab on the chassis.

Figure 4-1406 Release the spring



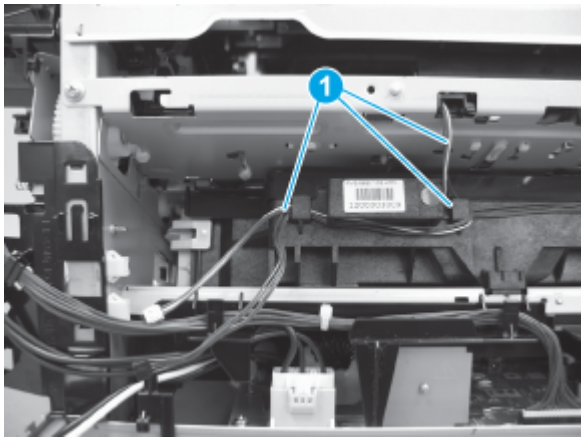
8. Remove the spring.

Figure 4-1407 Remove the spring



9. At the rear of the printer, release the wire harness from the retainers (callout 1).

Figure 4-1408 Release the wire harness

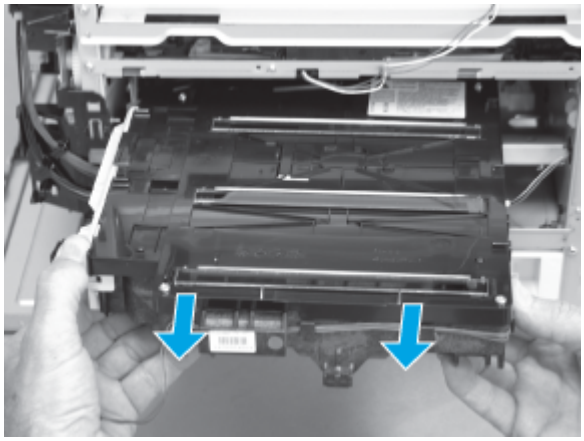


10. Grasp the assembly by the edges, and then pull the laser/scanner assembly straight out of the printer to remove it.

CAUTION: To avoid damaging the glass cleaners, make sure that the front door is open before removing the laser/scanner assembly.

Reinstallation tip: **Replacement LVPS installation**: Handle the replacement laser/scanner assembly by the edges. Do not touch the two glass windows. Skin oils on the windows can cause image quality problems.

Figure 4-1409 **Remove the laser/scanner assembly**



16. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Delivery fan (FM3)

Learn about removing and replacing the delivery fan.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-72 Part information

Part number	Part description
RK2-2728-000CN	Delivery fan (FM3)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

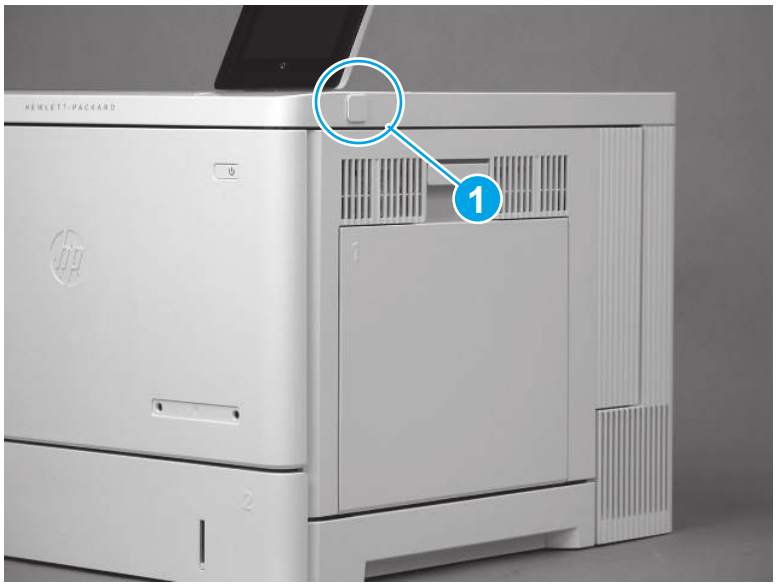
Remove the USB cover (SFP)

Follow these steps to remove the USB cover.

NOTE: This procedure is for SFP models only.

1. Locate the USB cover (callout 1).

Figure 4-1410 **Locate the USB cover**



2. Pull the cover off of the printer to remove it.

Figure 4-1411 **Remove the cover**

Remove the control panel (M553x/M555/E55040)

Follow these steps to remove the control panel.

NOTE: This procedure is for the M553x/M555/E55040 printers only.

M555 models: Removing the control panel is similar to the procedure below. For the M555, a flat cable connects the control panel to the formatter.

1. Tilt the control panel up.

Figure 4-1412 **Tilt the control panel up**

2. Use the small flat-blade screwdriver supplied in this kit to release the control-panel screws cover tabs.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-1413 **Release the control-panel screws cover tabs**

3. Rotate the cover up to remove it.

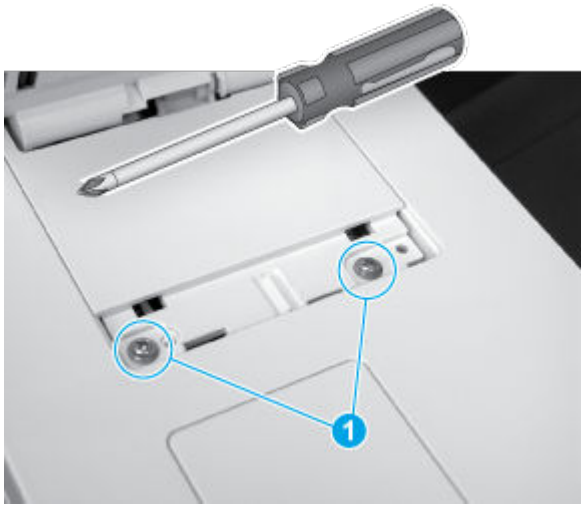
Figure 4-1414 Remove the cover

4. Use the small Phillips screwdriver supplied in this kit to remove two screws (callout 1).

IMPORTANT: Store the screws in a secure place where they cannot fall down into the printer.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-1415 Remove two screws



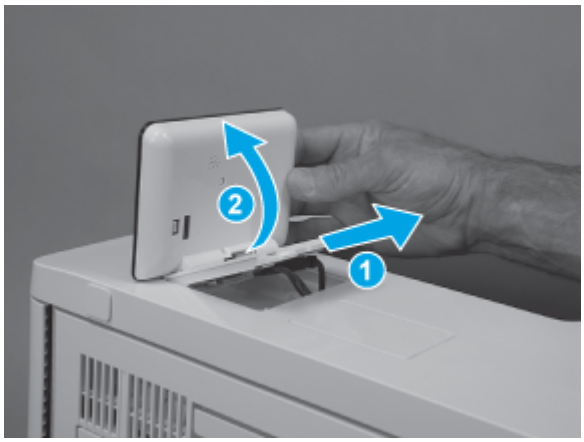
5. Rotate the control-panel base toward the front of the printer.

Figure 4-1416 **Rotate the control-panel base up**

6. Slightly slide the control-panel base toward the rear of the printer (callout 1) to release it, and then turn the control panel over (callout 2) to access the bottom side.

⚠ CAUTION: The control panel is still attached to the printer. Do not attempt to completely remove the control panel.

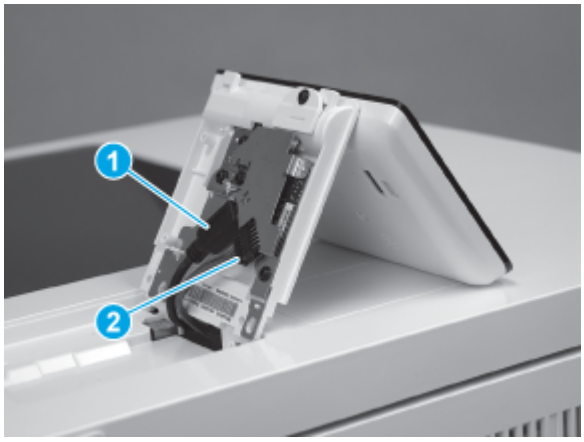
Figure 4-1417 **Turn the control panel over**



7. Disconnect one USB cable (callout 1), one connector (callout 2), and then remove the control panel.

NOTE: **M555 only**: Disconnect one flat cable (not shown), and then remove the control panel.

Figure 4-1418 Disconnect two connectors



Remove Tray 2

Learn about removing Tray 2.

NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

The figures in this section show Tray 2. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5. Always carefully read the instructions that accompany the figures.

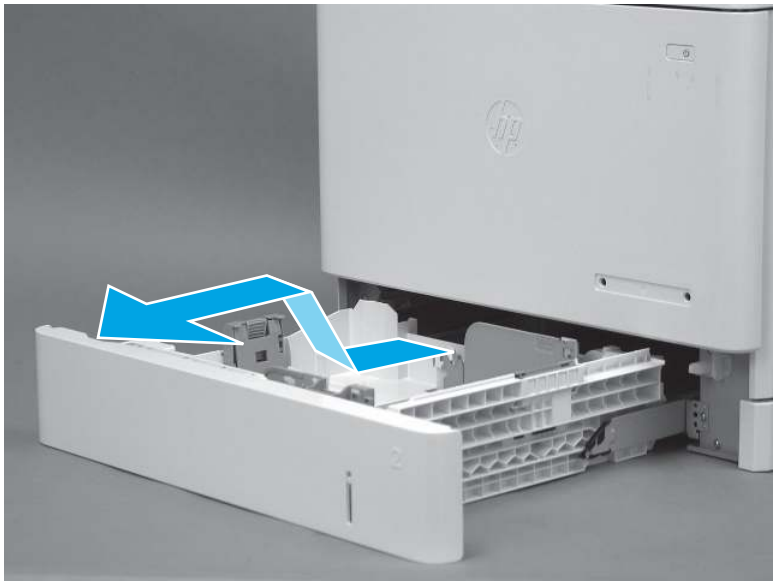
1. Pull the tray out until it stops.

Figure 4-1419 Pull the tray out

2. Lift the front of the tray, and then pull it out of the printer to remove it.

NOTE: **For a replacement tray:** If the tray has Fixed Tray Guides installed and are still required, move hardware to new tray. If necessary, order new kit: 3GY25-67901 Kit - Fixed Tray Guide. Only one kit required per engine.

Figure 4-1420 Remove the tray



Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-1421 Open the front door

2. Open the TCU.

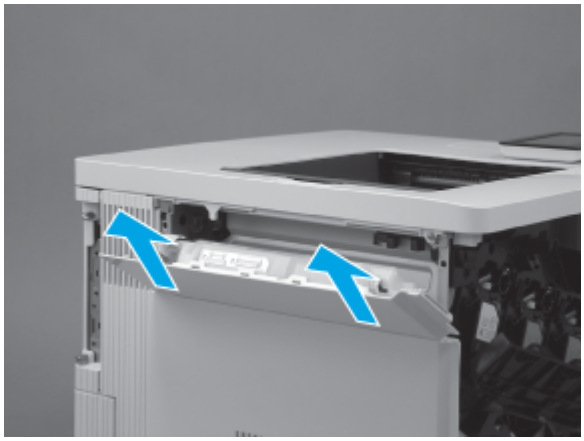
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-1422 Open the TCU

3. Pull the TCU away from the printer at an angle to remove it.

⚠ CAUTION: Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-1423 Remove the TCU

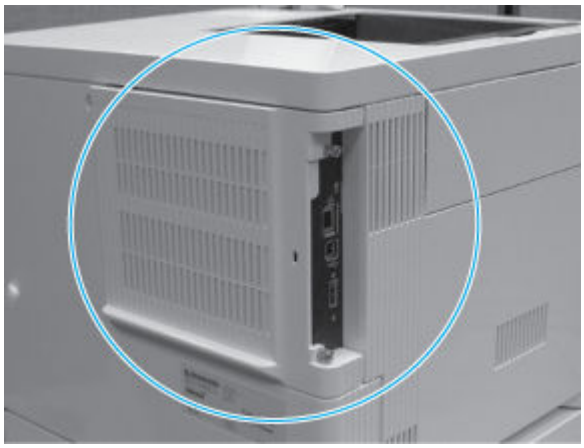


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

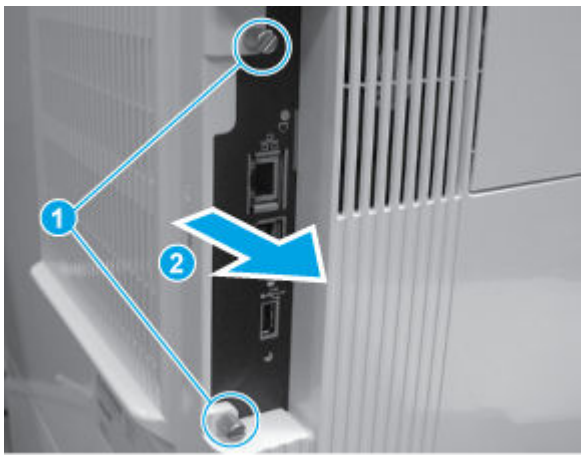
Figure 4-1424 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-1425 **Loosen the thumbscrews**



Remove the formatter (SFP)

Follow these steps to remove the formatter.

NOTE: This procedure is for SFP models only.

1. Disconnect all of the connectors on the formatter.

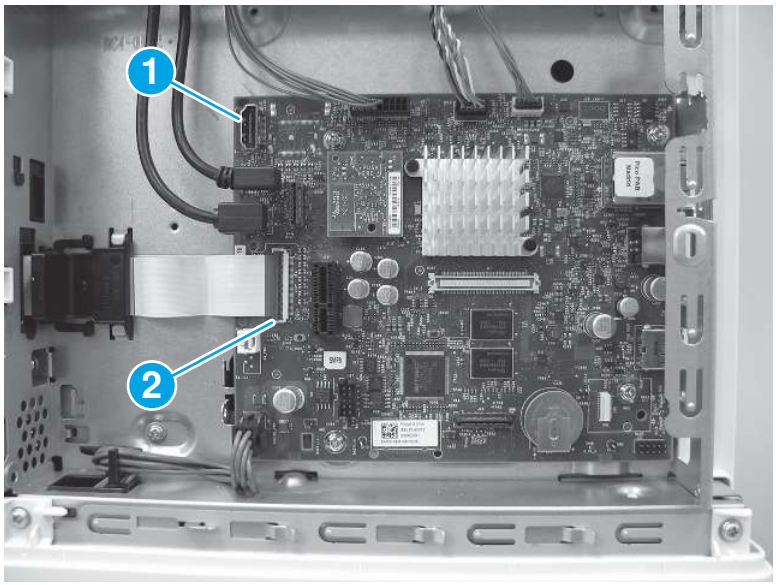
   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - M553n/dn and M552dn: J2 (callout 1; this is the touchscreen connector for the M553x and E55040 printers)
   - All models: J9 (this connector is empty unless the optional internal USB ports component is installed)

- All models: J18 (this connector is empty unless the optional hard-disk drive is installed)
- M553n/dn and M552dn: J25 (this is the wireless connector for the M553x and E55040 models)
- All models: J57
- All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

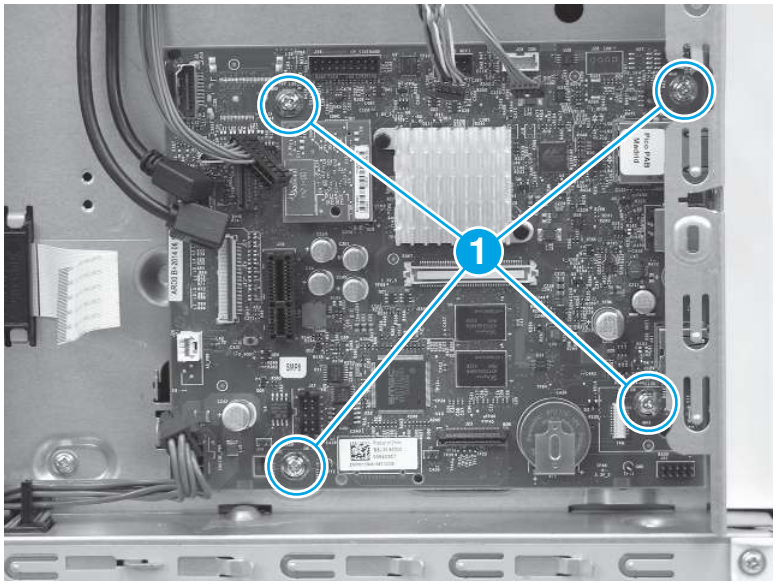
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1426 Disconnect all connectors



2. Remove four screws (callout 1), and then remove the formatter..

Figure 4-1427 Remove four screws



Remove the hard-disk drive (HDD)

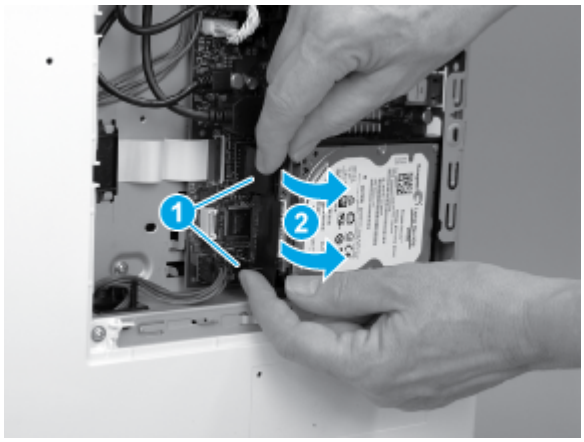
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-1428 **Release the HDD**



2. Slide the HDD away from the printer to remove it.

Figure 4-1429 **Remove the HDD**

Remove the fax PCA (fax models)

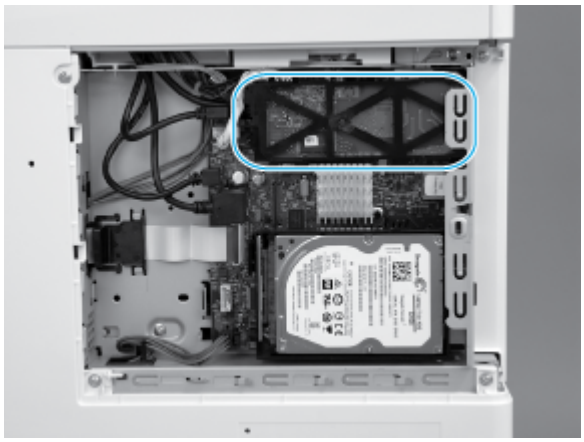
Follow these steps to remove the fax PCA (fax models).

CAUTION: ESD sensitive part.

NOTE: This procedure is for fax (or optionally installed fax) models only.

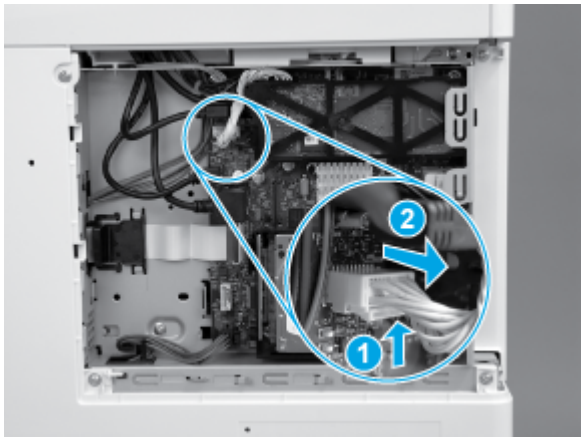
1. Locate the fax PCA component on the formatter.

Figure 4-1430 Locate the fax PCA



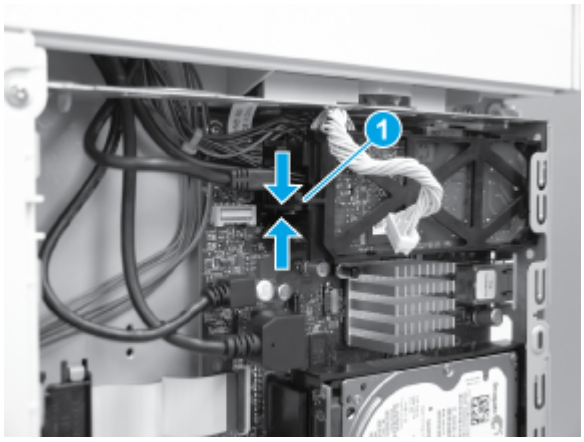
2. Release the connector latch (callout 1), and then pull the connector away from the formatter (callout 2) to disconnect it.

Figure 4-1431 Disconnect one connector



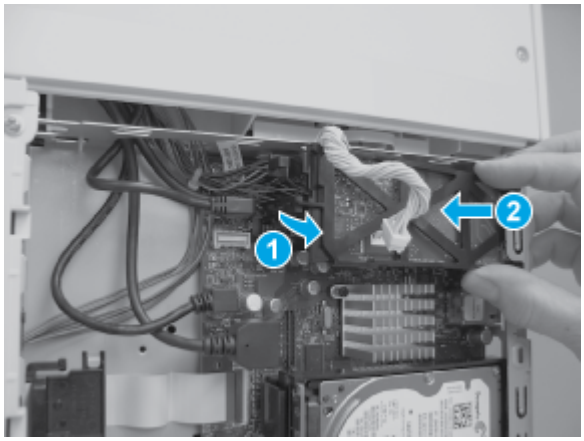
3. Release one retainer (callout 1) by pressing the bracket arms together.

Figure 4-1432 Release one latch



4. Rotate the end of the fax PCA (callout 1) away from the formatter, and then slide the PCA left (callout 2) to remove it.

Figure 4-1433 **Remove the fax PCA**



Remove the formatter (MFP)

Follow these steps to remove the formatter (MFP).

NOTE: This procedure is for MFP models only.

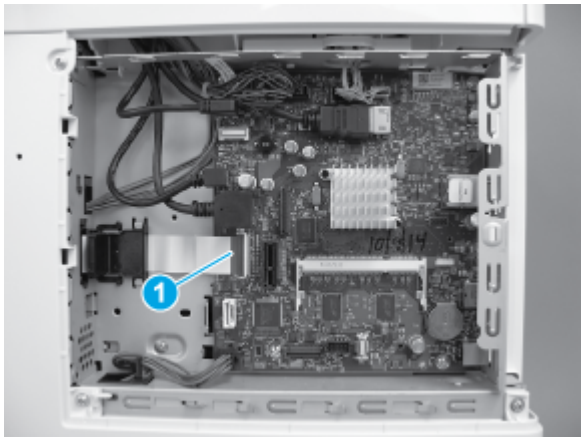
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - All models: J3
   - M577dn: J15 (this is the fax connector for the M577f/z/c models)
   - All models: J21 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J23
   - All models: J24
   - All models: J51
   - All models: J57
   - All models: J97
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

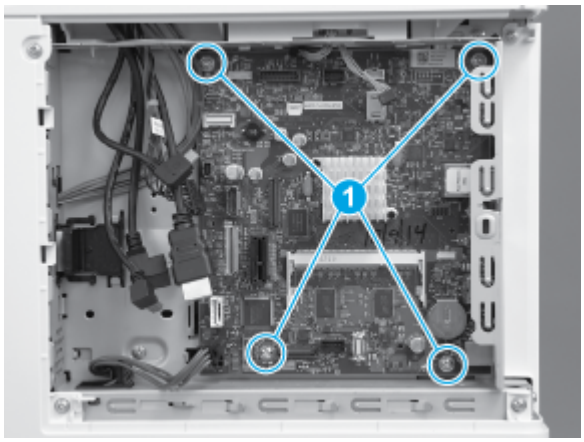
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1434 Disconnect all connectors



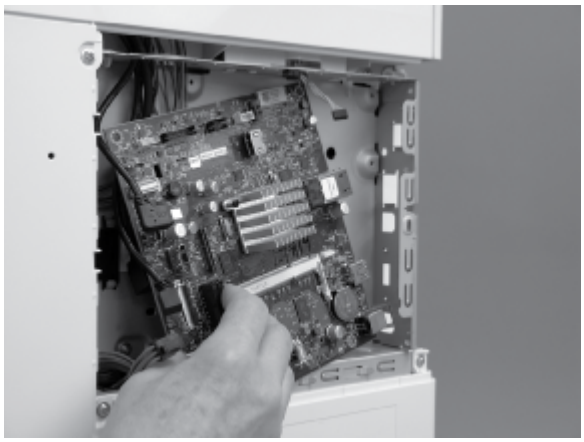
2. Remove four screws (callout 1).

Figure 4-1435 Remove four screws



3. Remove the formatter.

Figure 4-1436 Remove the formatter



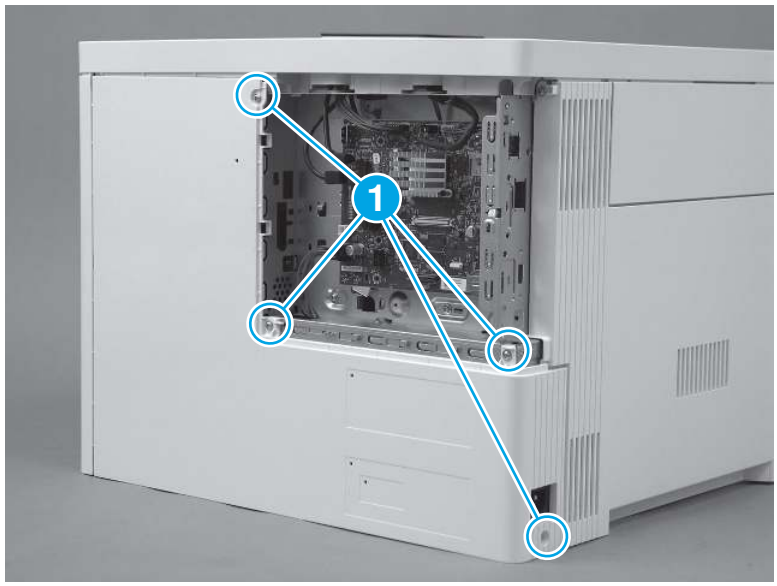
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

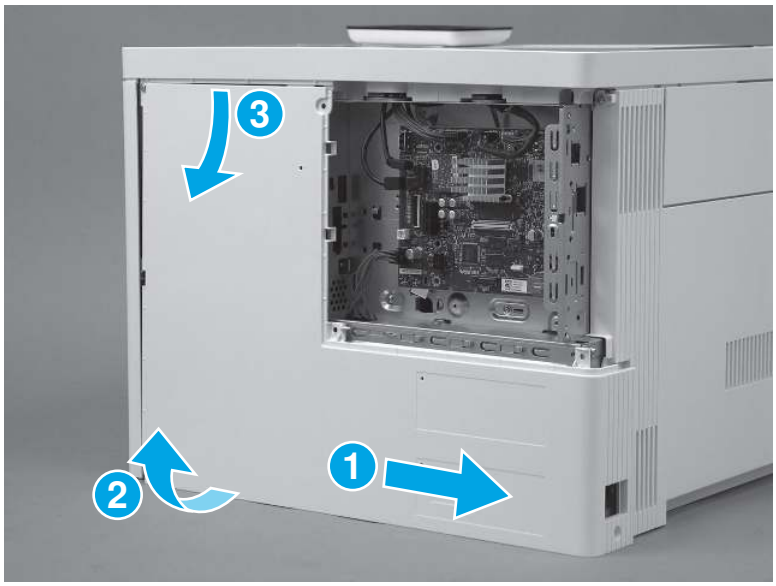
1. Remove four screws (callout 1).

Figure 4-1437 Remove four screws



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-1438 Remove the cover



Remove the rear upper cover (MFP)

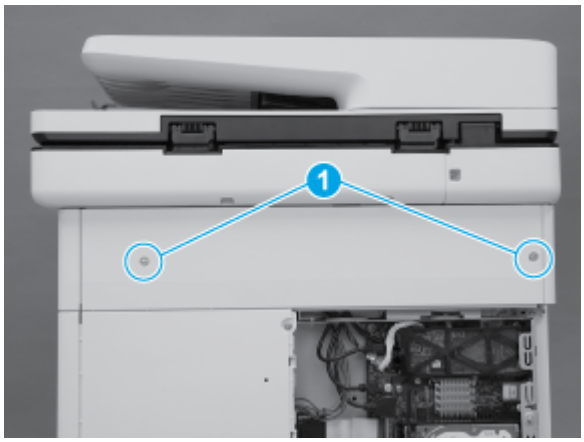
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

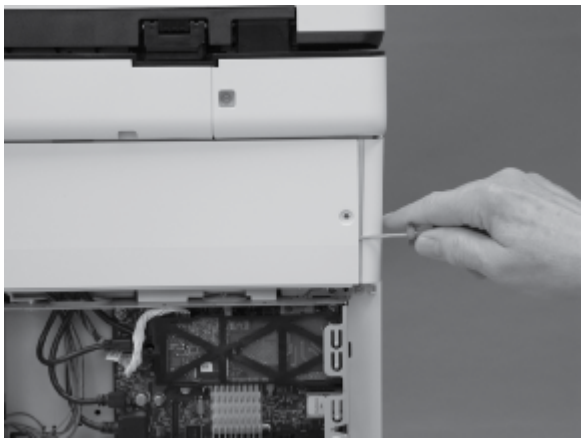
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-1439 **Remove two screws**



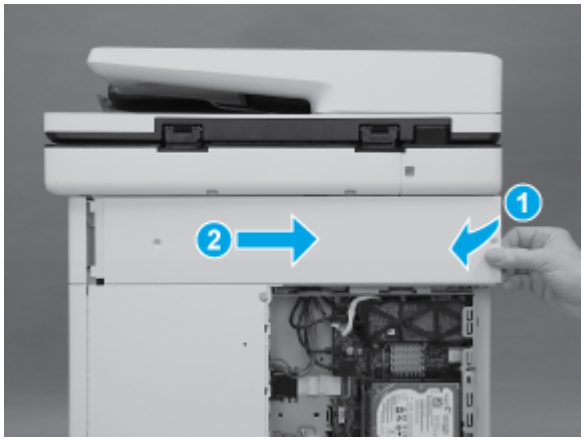
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-1440 **Release the right edge**



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-1441 **Slide the cover right**



4. Remove the cover.

Figure 4-1442 **Remove the cover**

Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-1443 **Remove four screws**

2. Slide the cover to the right to remove it.

Figure 4-1444 **Remove the cover**

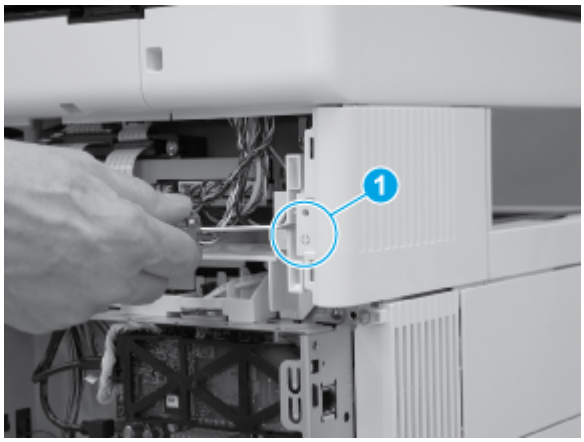
Remove the left upper cover (MFP)

Follow these steps to remove the left upper cover.

NOTE: This procedure is for MFP models only.

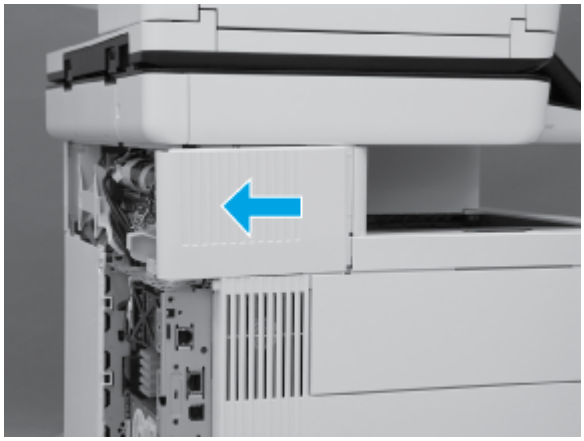
1. At the left side of the printer, release one tab (callout 1).

Figure 4-1445 **Release one tab**



2. Slide the left upper cover toward the back of the printer.

Figure 4-1446 **Slide the cover back**



3. Rotate the cover up to remove it.

Figure 4-1447 **Remove the left upper cover**

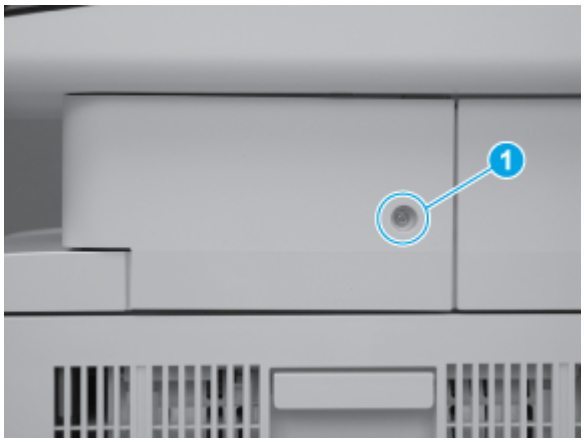
Remove the right front upper cover (MFP non-stapler models)

Follow these steps to remove the right front upper cover.

NOTE: This procedure is for non-stapler models only.

1. Remove one screw (callout 1).

Figure 4-1448 **Remove one screw**



2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-1449 **Release two tabs**

3. Rotate the front of the cover to the right to remove it.

Figure 4-1450 **Rotate the cover**

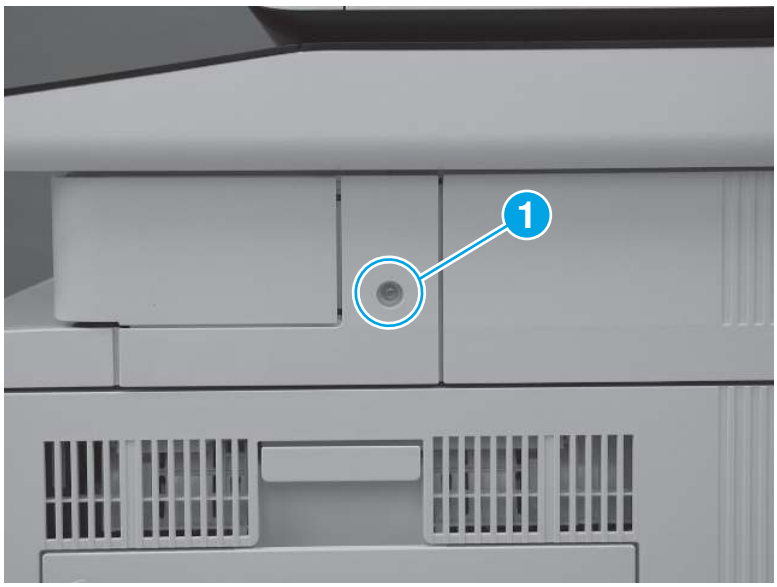
Remove the stapler cover (MFP stapler models)

Follow these steps to remove the stapler cover.

NOTE: This procedure is for stapler models only.

1. Remove one screw (callout 1).

Figure 4-1451 **Remove one screw**

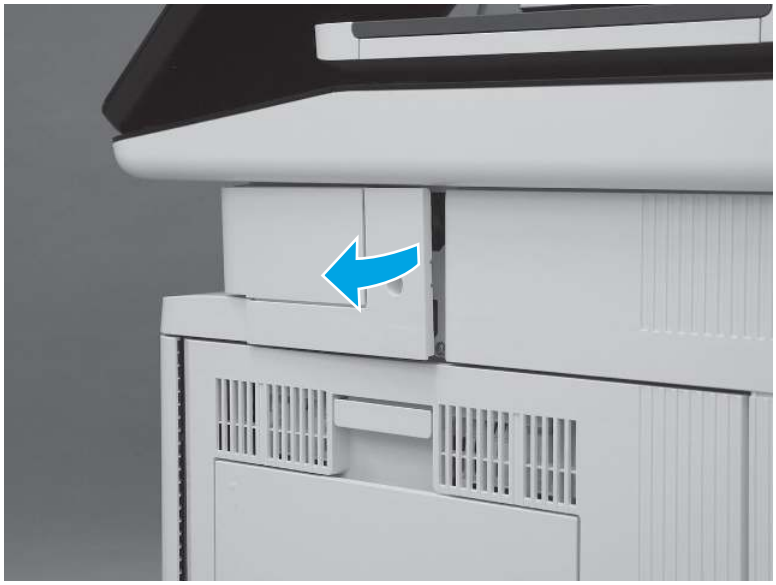


2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-1452 Release two tabs

3. Release the back edge of the cover.

Figure 4-1453 Release the back edge of the cover



4. Rotate the cover away from the printer to remove it.

Figure 4-1454 **Remove the cover**

Remove the integrated scanner assembly (ISA) (MFP)

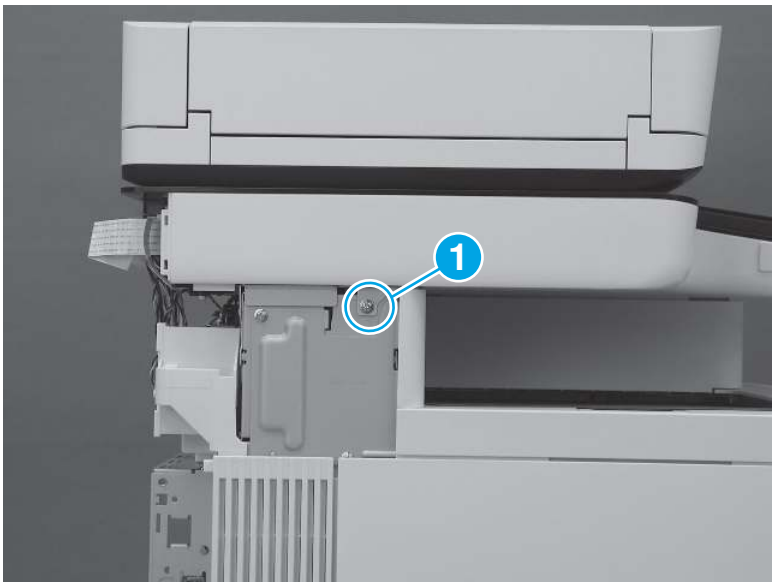
Follow these steps to remove the integrated scanner assembly (ISA).

NOTE: This procedure is for MFP models only.

NOTE: The ISA includes the document feeder, image scanner, scanner control board (SCB), control panel, keyboard (flow models) and NFC PCA (not all models).

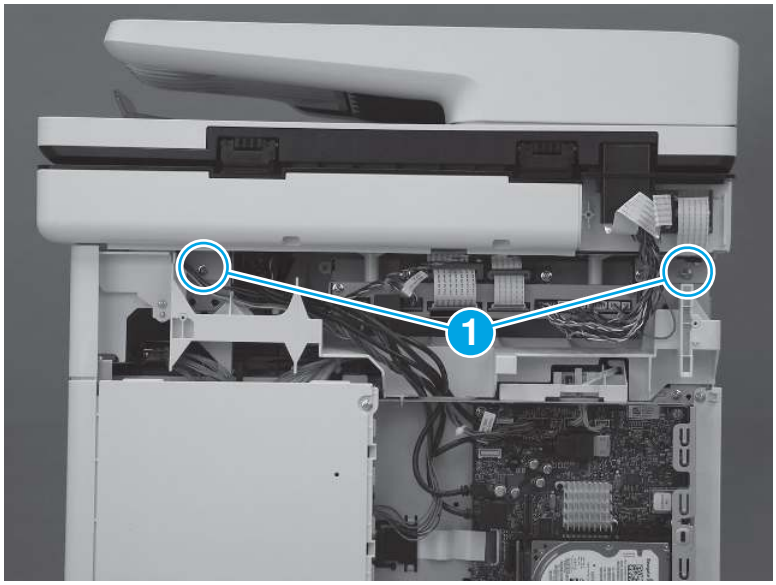
1. At the left side of the printer, remove one screw (callout 1).

Figure 4-1455 **Remove one screw**



2. At the back of the printer, remove two screws (callout 1).

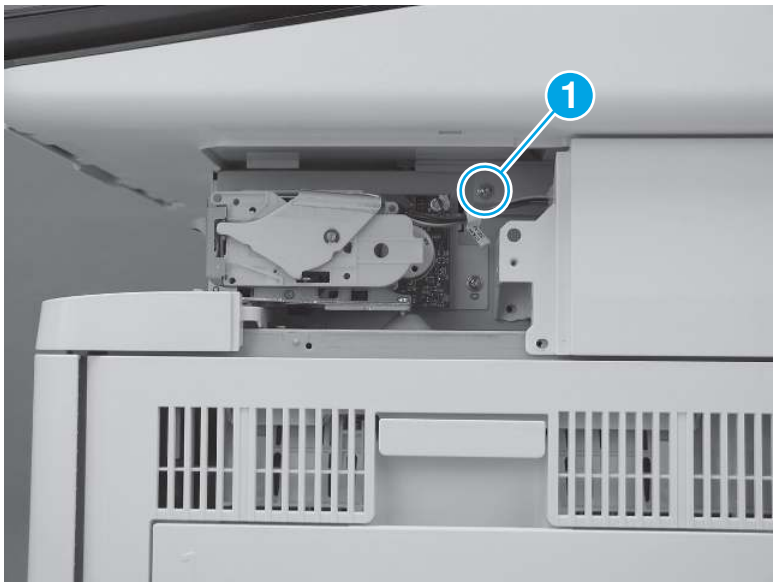
Figure 4-1456 Remove two screws



3. At the right side of the printer, remove one screw (callout 1).

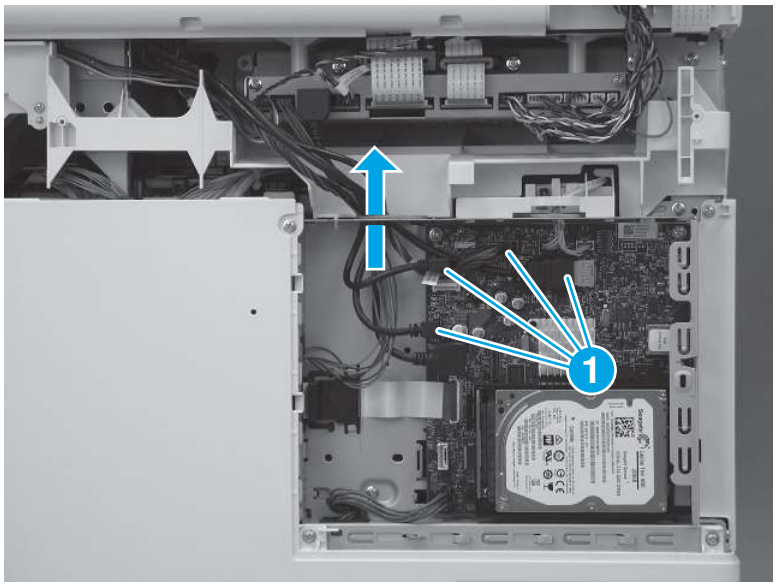
NOTE: The M577z is shown in the figure below. The procedure is correct for all MFP models.

Figure 4-1457 Remove one screw



4. Disconnect four connectors (callout 1) on the formatter, and then pass the wire harnesses and cables through the top opening in the formatter case (callout 2).

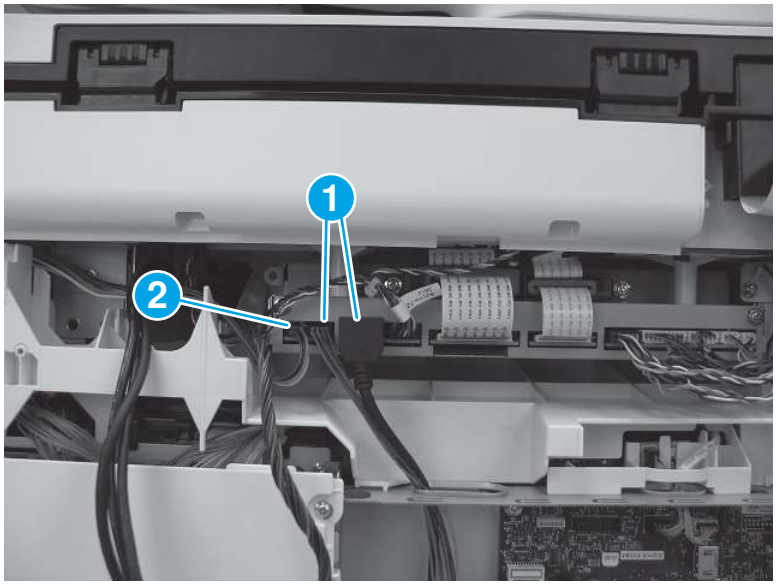
Figure 4-1458 **Disconnect cables and connectors**



5. Disconnect two connectors on the scanner control board (callout 1).

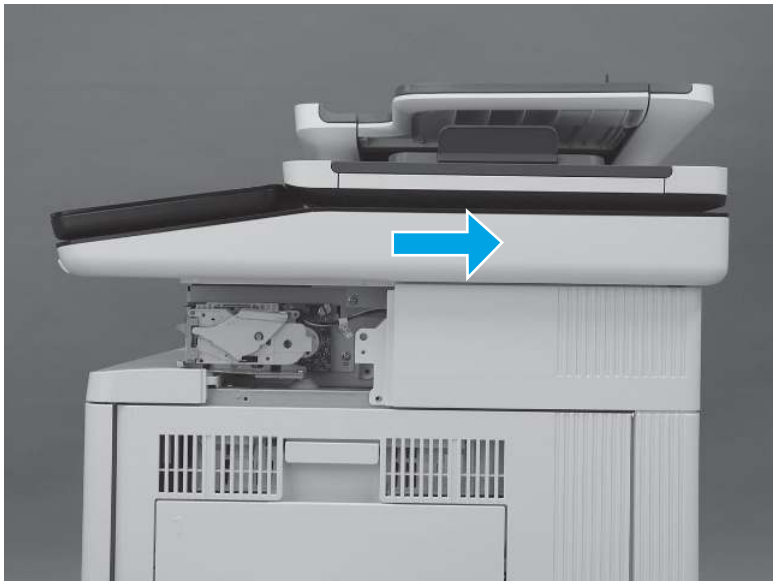
MFP stapler models: Disconnect one connector for the stapler on the scanner control board (callout 2).

Figure 4-1459 **Disconnect connectors**



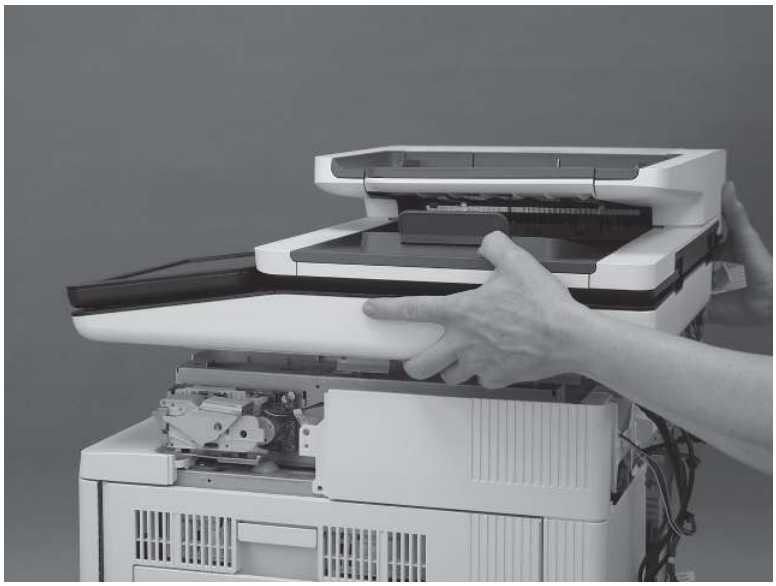
6. Slide the image scanner toward the back of the printer to release it.

Figure 4-1460 **Release the image scanner**



7. Lift the ISA straight up to remove it.

Figure 4-1461 **Remove the ISA**



Remove the right upper cover (MFP)

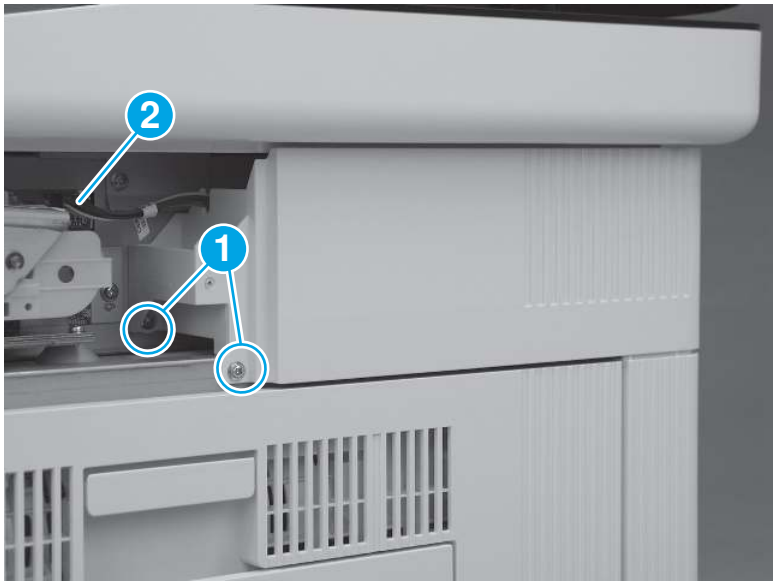
Follow these steps to remove the right upper cover.

NOTE: This procedure is for MFP models only.

1. At the right side of the printer, remove two screws (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

Figure 4-1462 Remove two screws and one connector

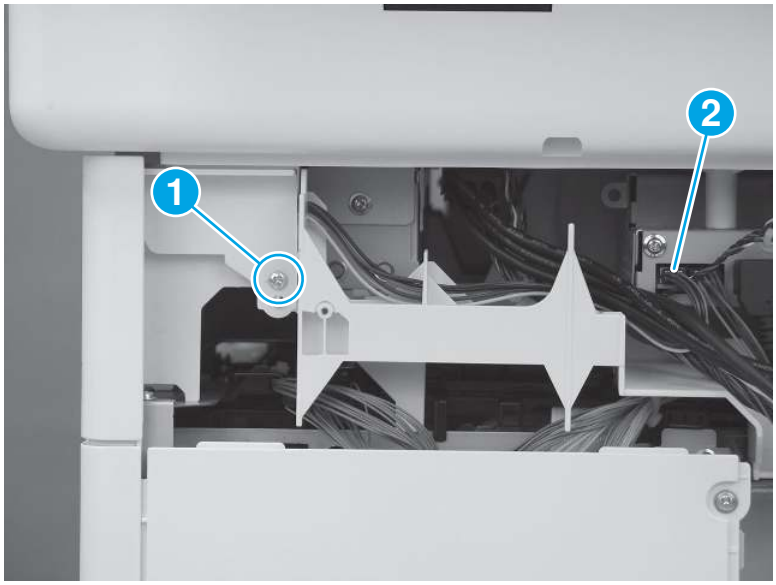


2. At the back of the printer, remove one screw (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

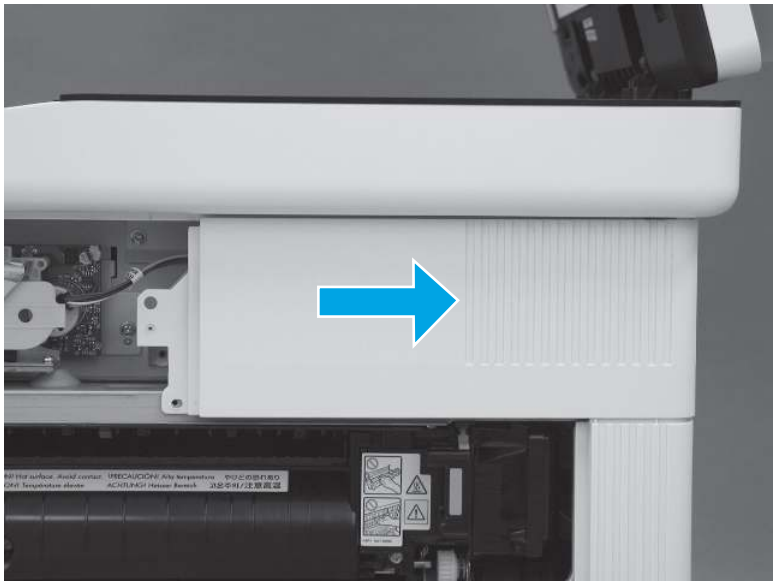
Reinstallation tip: This screw is smaller than the screws removed in the previous step. When reinstalling the right upper cover, make sure that this screw is installed in the correct position.

Figure 4-1463 Remove one screw and connector



3. Slide the cover toward the back of the printer.

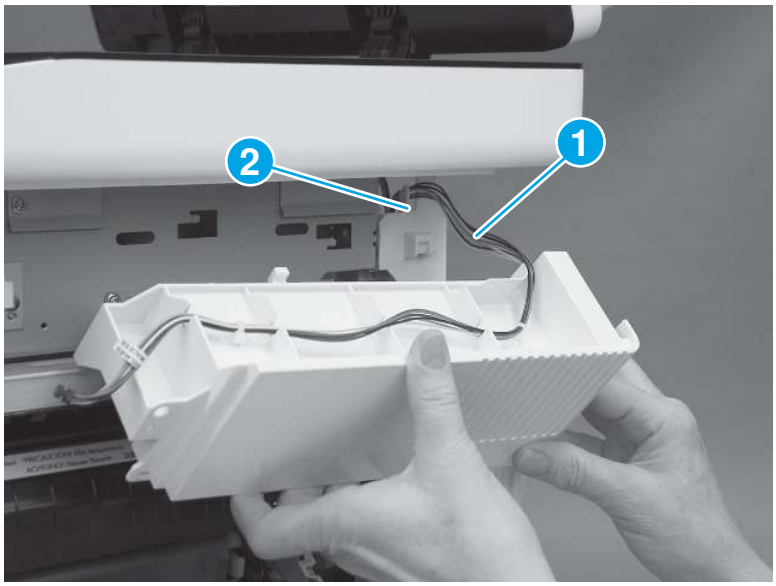
Figure 4-1464 **Slide the cover**



4. Lift the cover away from the printer to remove it.

M577/M578z: Release the cables (callout 1) through the slot (callout 2) in the printer.

Figure 4-1465 **Remove the cover**



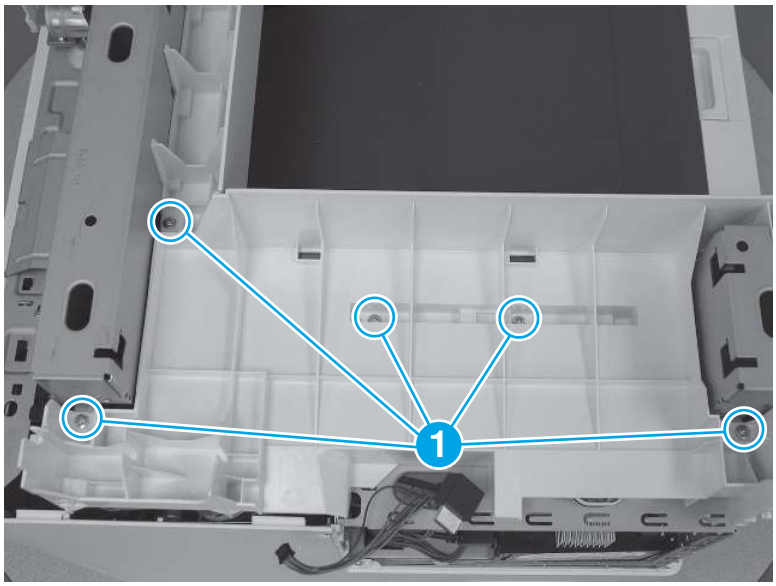
Remove the top rear cover (MFP)

Follow these steps to remove the top rear cover.

NOTE: This procedure is for MFP models only.

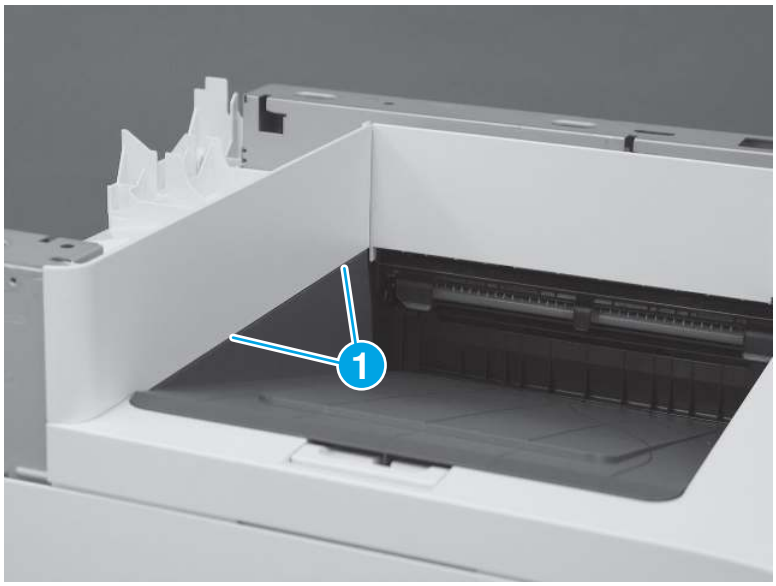
1. At the top of the printer, remove five screws (callout 1).

Figure 4-1466 Remove five screws



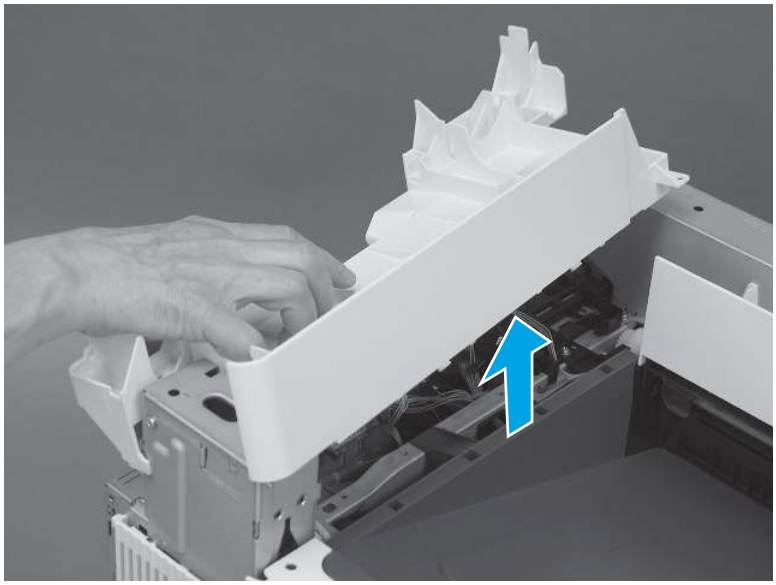
2. Release two tabs (callout 1) on the front edge of the cover.

Figure 4-1467 Release two tabs



3. Remove the top rear cover.

Figure 4-1468 **Remove the cover**



Remove the left cover

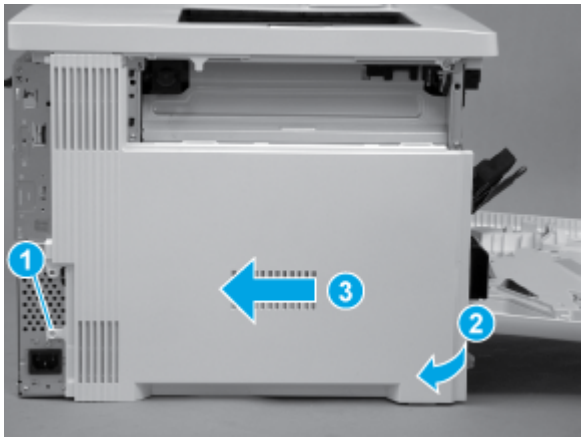
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-1469 **Remove one screw**

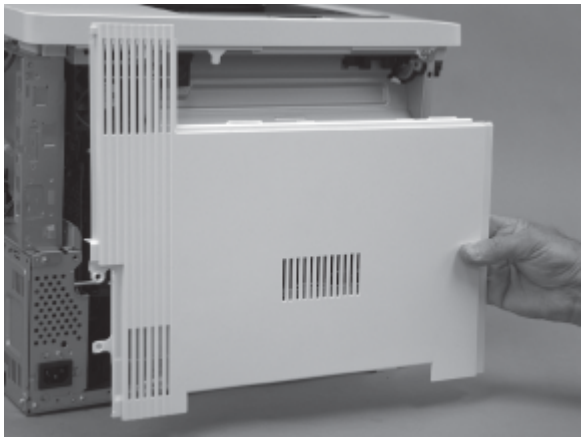
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-1470 Release the cover



3. Remove the cover.

Figure 4-1471 Remove the cover



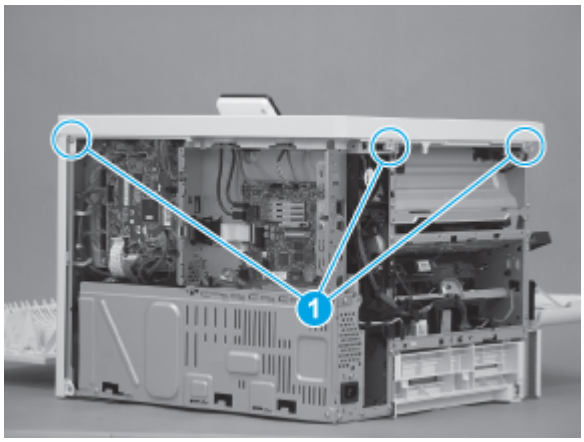
Remove the upper cover (SFP)

Follow these steps to remove the upper cover.

NOTE: This procedure is for SFP models only.

1. Remove three screws (callout 1).

Figure 4-1472 **Remove three screws**



2. Remove one screw (callout 1), release one tab (callout 2), and then slightly separate the corner of the cover from the chassis.

NOTE: This is a self-tapping plastic-thread screw. Make sure that this screw is used in this location when it is reinstalled.

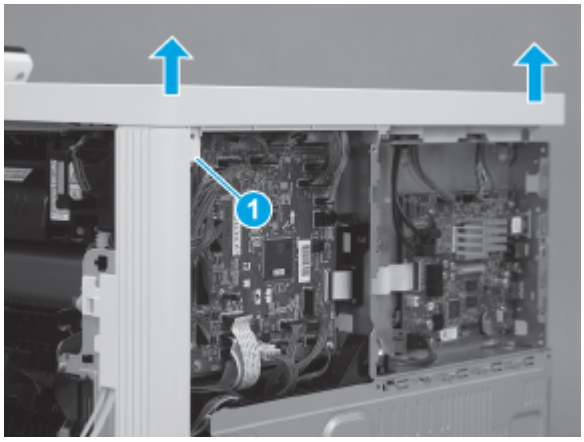
Figure 4-1473 **Remove one screw and release one tab**

3. Release one tab (callout 1), and then lift up on the cover to release it.

IMPORTANT: **M554 models**: Disconnect the control-panel flat cable at the formatter.

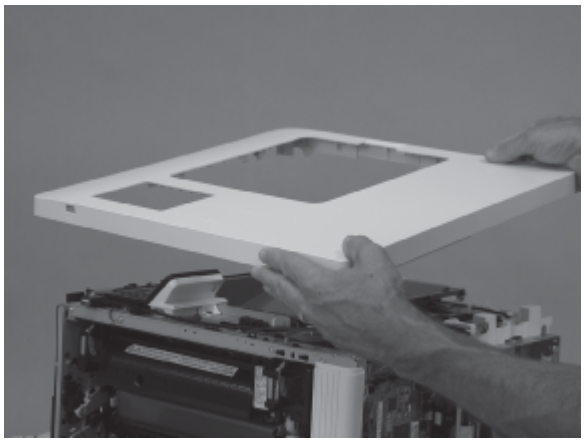
NOTE: If the cover does not release, check for addition tabs by locating the triangles embossed in the cover at tab locations.

Figure 4-1474 Release the cover



4. Remove the cover.

Figure 4-1475 Remove the cover

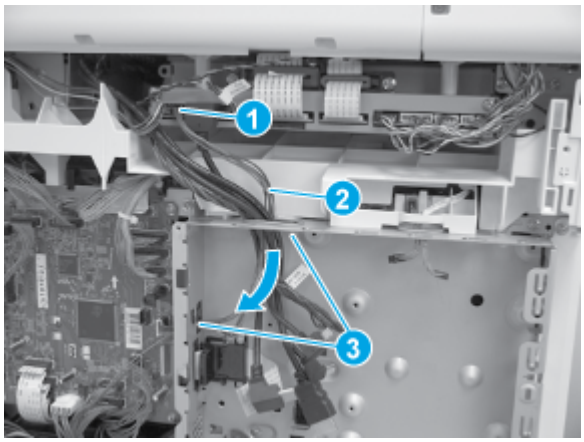


Remove the formatter case

Follow these steps to remove the formatter case.

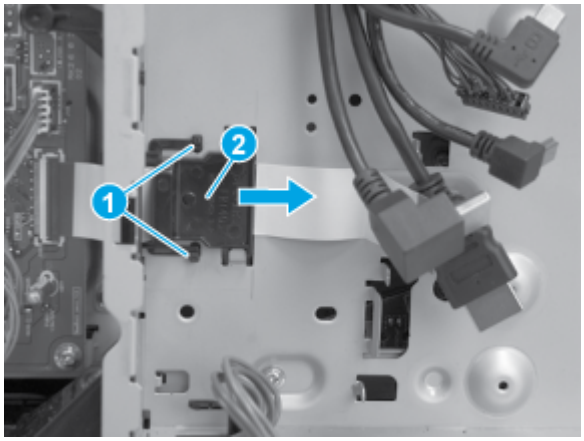
1. **MFP only**: Disconnect one connector (callout 1), and then pass the wire harness (callout 2) through two openings in the formatter case (callout 3).

Figure 4-1476 Disconnect one connector



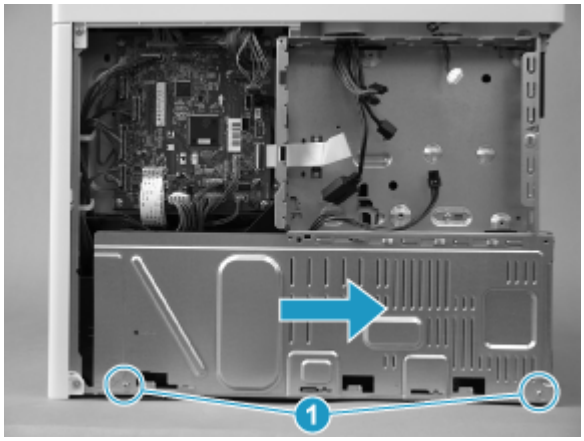
2. Release two tabs (callout 1) on the black plastic bracket. Hold the tabs in the released position, and then slide the bracket (callout 2) to the right to remove it from the formatter case.

Figure 4-1477 Remove the bracket



3. Remove two screws (callout 1), and then slide the low-voltage power supply (LVPS) cover to the right to remove it.

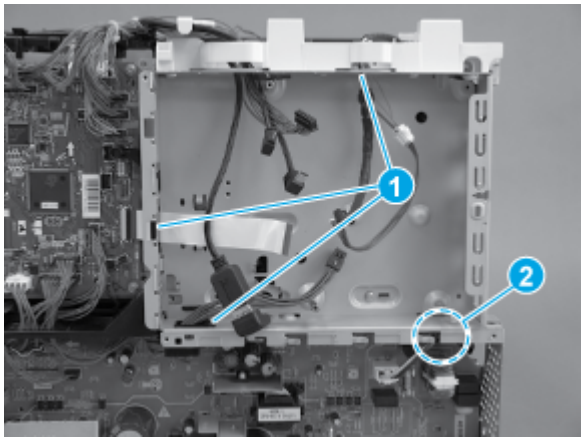
Figure 4-1478 Remove the LVPS cover



4. Pass two wire harnesses and one flat cable (callout 1) through the opening in the formatter case, and then release one wire harness from the retainer (callout 2).

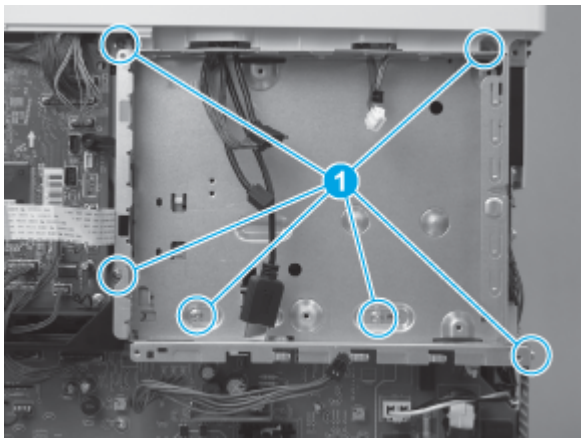
⚠ CAUTION: The flat cable might be attached to the formatter case with double-sided tape. Make sure that this tape is released, so that the flat cable is not damaged when the formatter case is removed.

Figure 4-1479 Release wire harnesses and flat cable



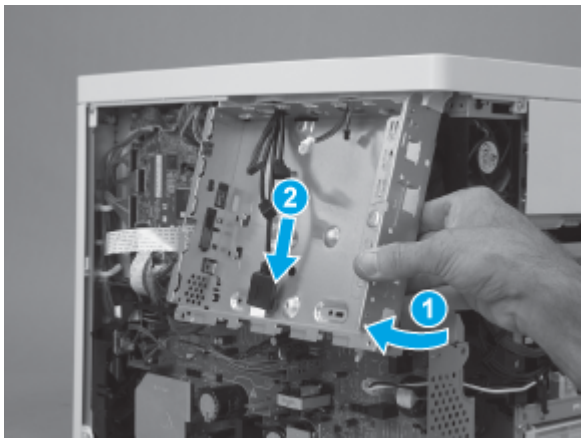
5. Remove six screws (callout 1).

Figure 4-1480 Remove six screws



6. Rotate the bottom of the formatter case away from the printer (callout 1), and then pull it down (callout 2) to release it.

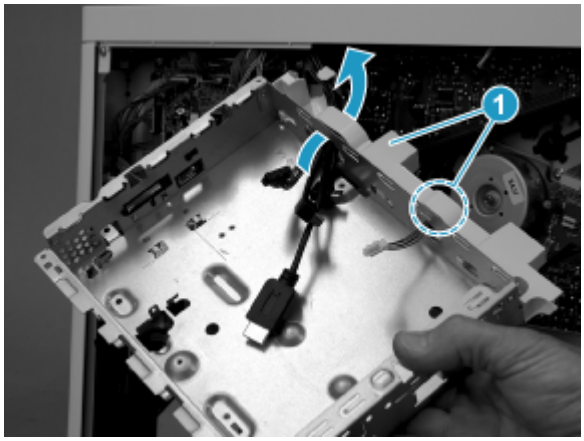
Figure 4-1481 Release the formatter case



7. Pass the wire harnesses through the opening in the formatter case to remove it.

IMPORTANT: If the formatter case is removed so that it can be replaced, make sure to transfer the memory PCA (island of data) and plastic bracket (callout 1) to the replacement case.

Figure 4-1482 Remove the formatter case

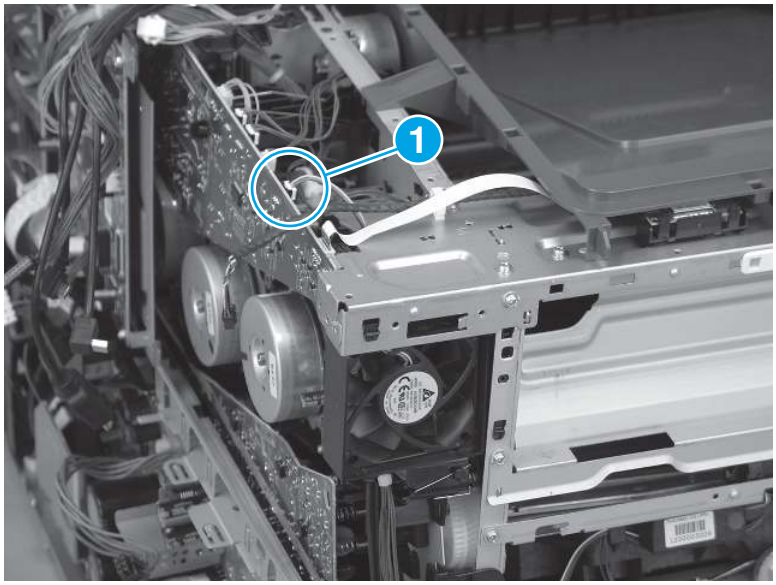


Remove the delivery fan (FM3)

Follow these steps to remove the delivery fan.

1. Disconnect one connector (callout 1).

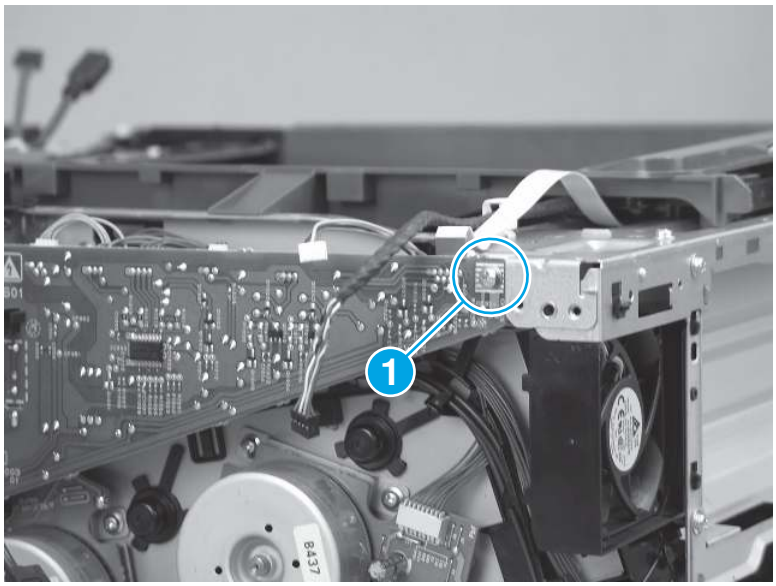
Figure 4-1483 Disconnect one connector



2. Remove one screw (callout 1).

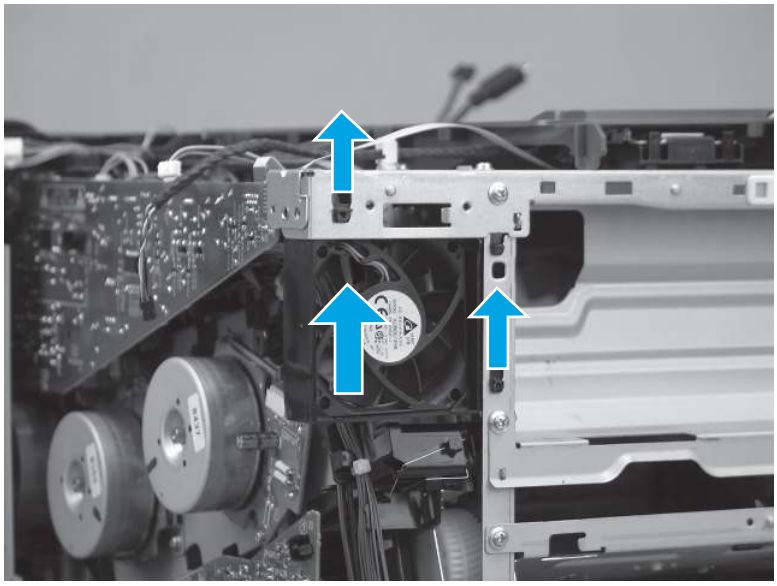
NOTE: This screw does not secure the fan to the chassis. However it is necessary to remove it so that the corner of the high-voltage power supply T (HVPST) can be moved out of the way to remove the fan.

Figure 4-1484 Remove one screw



3. Slide the fan up to release it.

Figure 4-1485 Release the fan

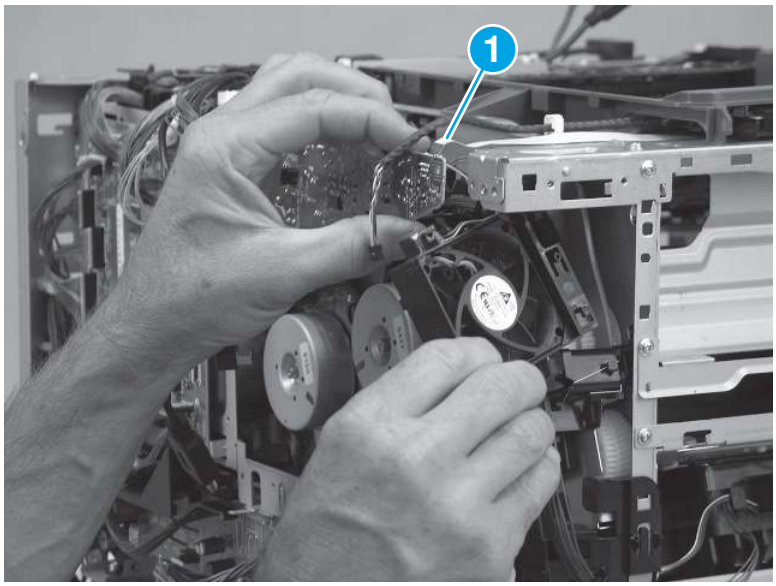


4. Slightly flex the corner of the HVPST out of the way (callout 1), and then remove the fan.

⚠ CAUTION: Do not over flex the HVPST and damage it.

Reinstallation tip: Look at the arrows embossed on the fan or the holder. When a replacement fan is installed, make sure that the embossed arrows face the correct direction.

Figure 4-1486 Remove the fan



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: High-voltage power supply T (HVPST)

Learn about removing and replacing the high-voltage power supply T.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-73 Part information

Part number	Part description
RM2-7123-000CN	High-voltage power supply T (HVPST) M552, M553dn/x, M554, M555, M577, M578, E55040, E57540)
RM2-7134-000CN	High-voltage power supply T (HVPST) (M553n)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

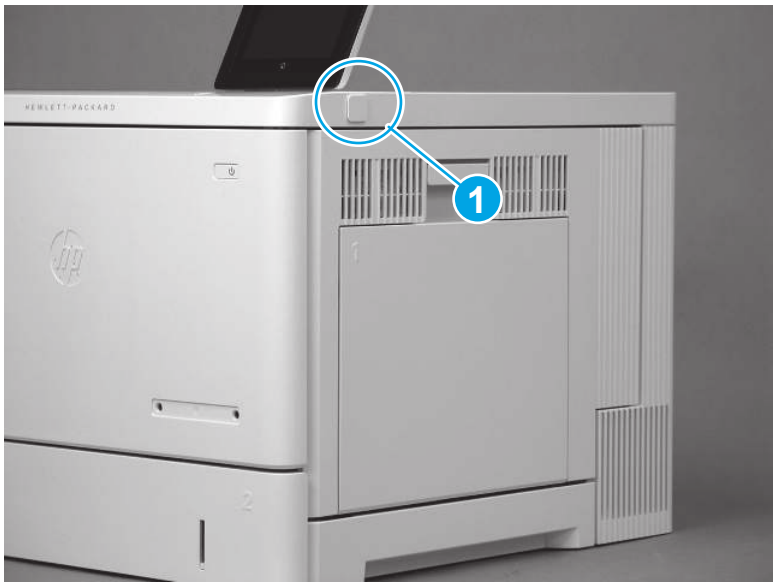
Remove the USB cover (SFP)

Follow these steps to remove the USB cover.

NOTE: This procedure is for SFP models only.

1. Locate the USB cover (callout 1).

Figure 4-1487 Locate the USB cover



2. Pull the cover off of the printer to remove it.

Figure 4-1488 Remove the cover

Remove the control panel (M553x/M555/E55040)

Follow these steps to remove the control panel.

NOTE: This procedure is for the M553x/M555/E55040 printers only.

M555 models: Removing the control panel is similar to the procedure below. For the M555, a flat cable connects the control panel to the formatter.

1. Tilt the control panel up.

Figure 4-1489 **Tilt the control panel up**

2. Use the small flat-blade screwdriver supplied in this kit to release the control-panel screws cover tabs.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-1490 **Release the control-panel screws cover tabs**

3. Rotate the cover up to remove it.

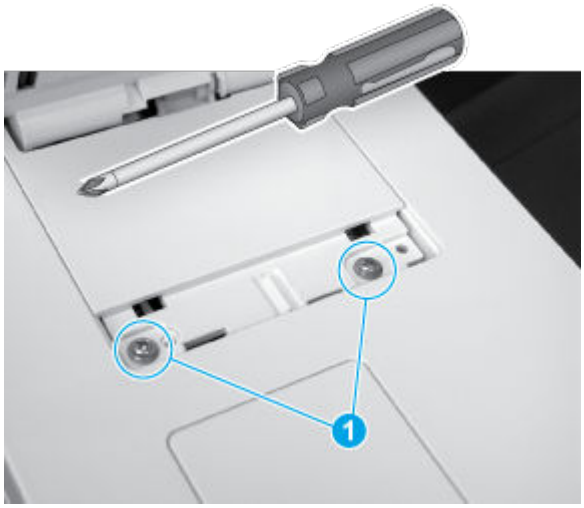
Figure 4-1491 Remove the cover

4. Use the small Phillips screwdriver supplied in this kit to remove two screws (callout 1).

IMPORTANT: Store the screws in a secure place where they cannot fall down into the printer.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-1492 Remove two screws



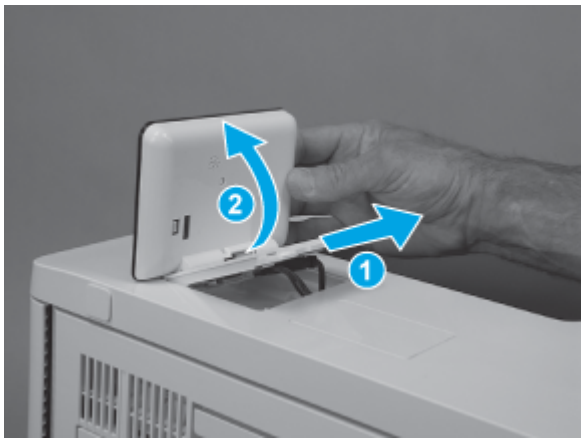
5. Rotate the control-panel base toward the front of the printer.

Figure 4-1493 **Rotate the control-panel base up**

6. Slightly slide the control-panel base toward the rear of the printer (callout 1) to release it, and then turn the control panel over (callout 2) to access the bottom side.

⚠ CAUTION: The control panel is still attached to the printer. Do not attempt to completely remove the control panel.

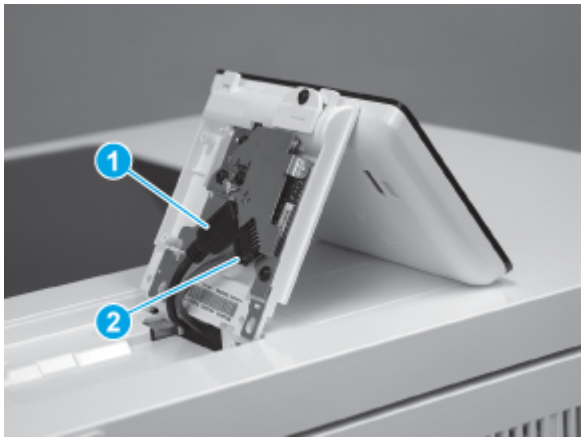
Figure 4-1494 **Turn the control panel over**



7. Disconnect one USB cable (callout 1), one connector (callout 2), and then remove the control panel.

NOTE: **M555 only**: Disconnect one flat cable (not shown), and then remove the control panel.

Figure 4-1495 Disconnect two connectors



Remove Tray 2

Learn about removing Tray 2.

NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

The figures in this section show Tray 2. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5. Always carefully read the instructions that accompany the figures.

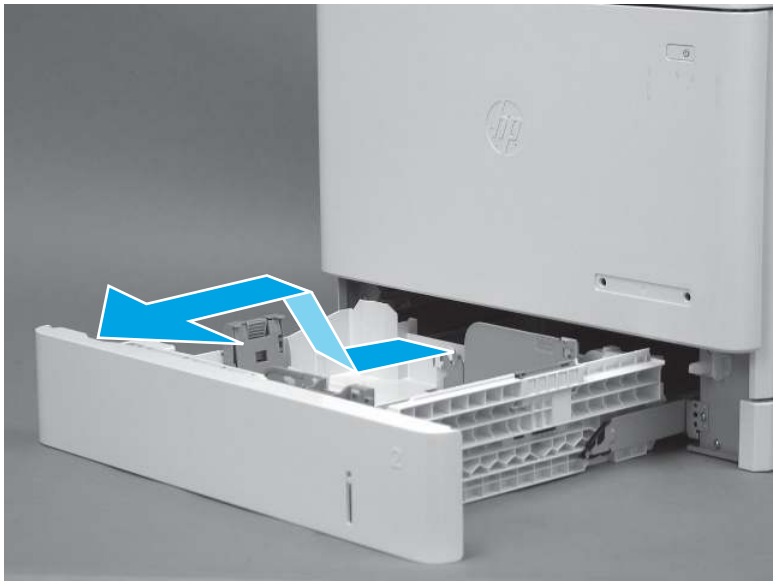
1. Pull the tray out until it stops.

Figure 4-1496 Pull the tray out

2. Lift the front of the tray, and then pull it out of the printer to remove it.

NOTE: **For a replacement tray:** If the tray has Fixed Tray Guides installed and are still required, move hardware to new tray. If necessary, order new kit: 3GY25-67901 Kit - Fixed Tray Guide. Only one kit required per engine.

Figure 4-1497 Remove the tray



Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-1498 Open the front door

2. Open the TCU.

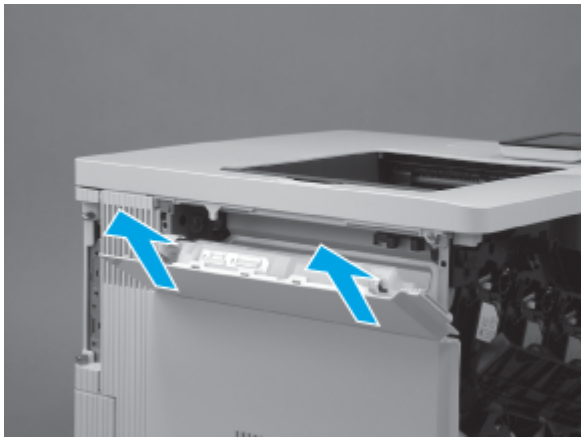
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-1499 Open the TCU

3. Pull the TCU away from the printer at an angle to remove it.

⚠ CAUTION: Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-1500 Remove the TCU

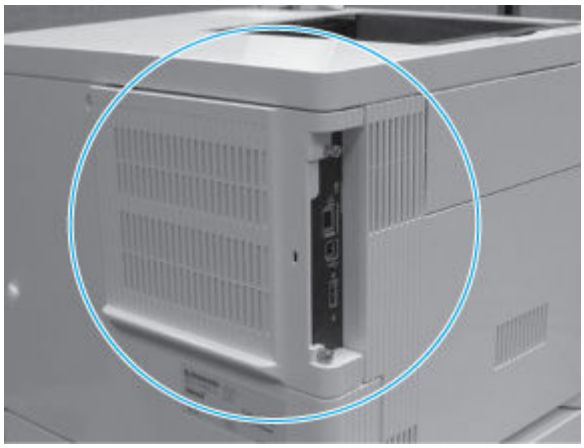


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

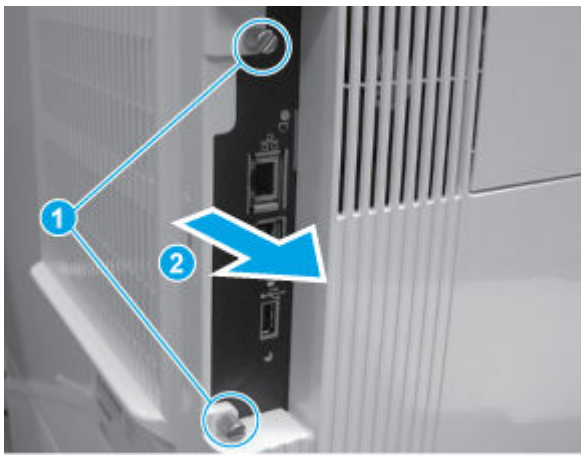
Figure 4-1501 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-1502 **Loosen the thumbscrews**



Remove the formatter (SFP)

Follow these steps to remove the formatter.

NOTE: This procedure is for SFP models only.

1. Disconnect all of the connectors on the formatter.

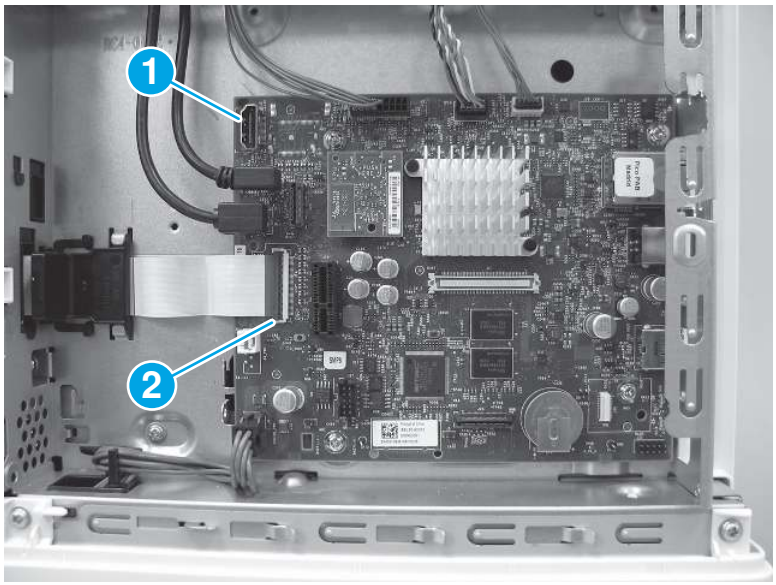
   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - M553n/dn and M552dn: J2 (callout 1; this is the touchscreen connector for the M553x and E55040 printers)
   - All models: J9 (this connector is empty unless the optional internal USB ports component is installed)

- All models: J18 (this connector is empty unless the optional hard-disk drive is installed)
- M553n/dn and M552dn: J25 (this is the wireless connector for the M553x and E55040 models)
- All models: J57
- All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

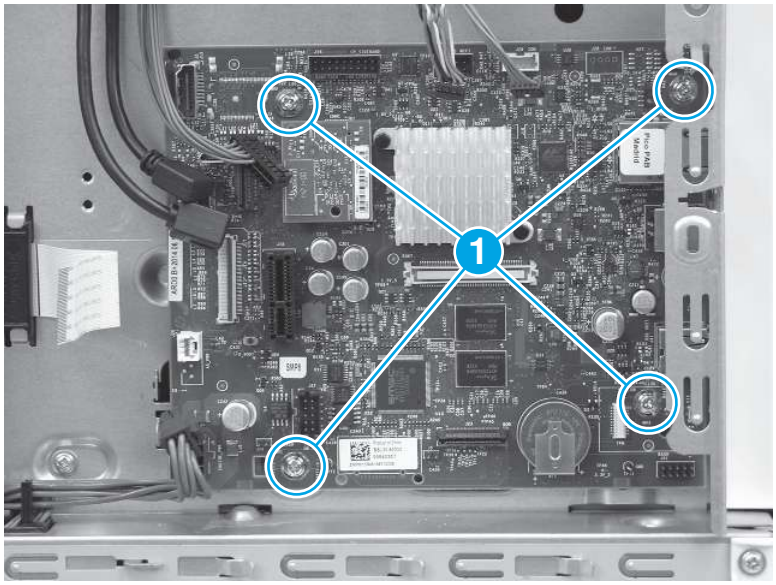
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1503 Disconnect all connectors



2. Remove four screws (callout 1), and then remove the formatter..

Figure 4-1504 Remove four screws



Remove the hard-disk drive (HDD)

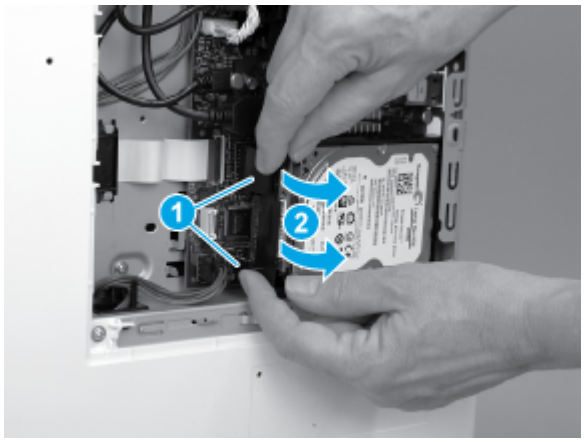
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-1505 **Release the HDD**



2. Slide the HDD away from the printer to remove it.

Figure 4-1506 **Remove the HDD**

Remove the fax PCA (fax models)

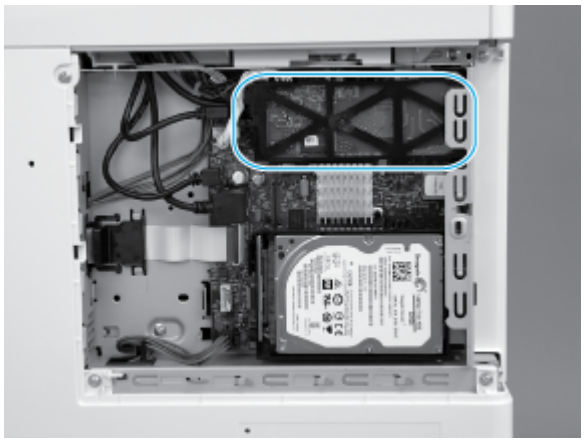
Follow these steps to remove the fax PCA (fax models).

CAUTION: ESD sensitive part.

NOTE: This procedure is for fax (or optionally installed fax) models only.

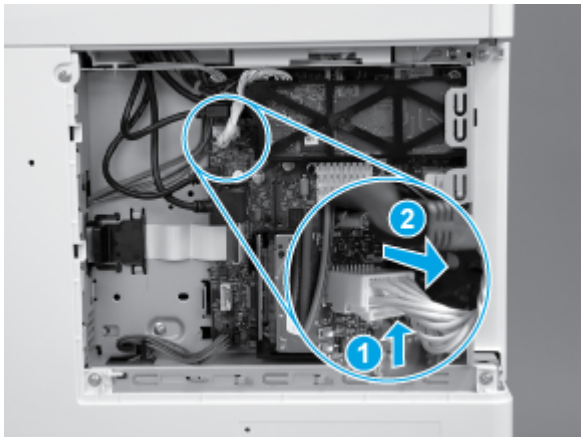
1. Locate the fax PCA component on the formatter.

Figure 4-1507 Locate the fax PCA



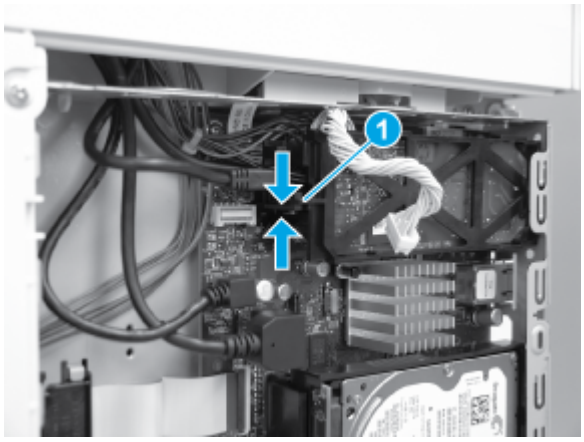
2. Release the connector latch (callout 1), and then pull the connector away from the formatter (callout 2) to disconnect it.

Figure 4-1508 Disconnect one connector



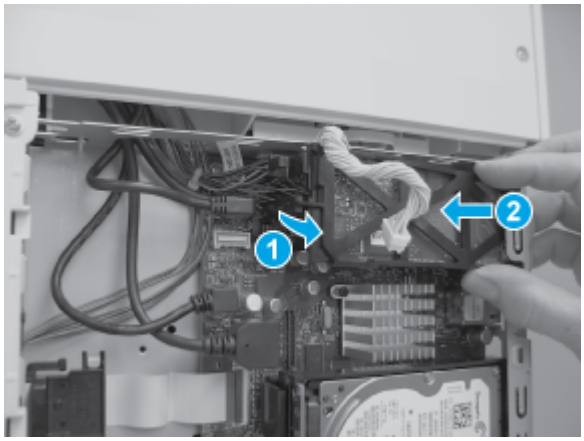
3. Release one retainer (callout 1) by pressing the bracket arms together.

Figure 4-1509 Release one latch



4. Rotate the end of the fax PCA (callout 1) away from the formatter, and then slide the PCA left (callout 2) to remove it.

Figure 4-1510 Remove the fax PCA



Remove the formatter (MFP)

Follow these steps to remove the formatter (MFP).

NOTE: This procedure is for MFP models only.

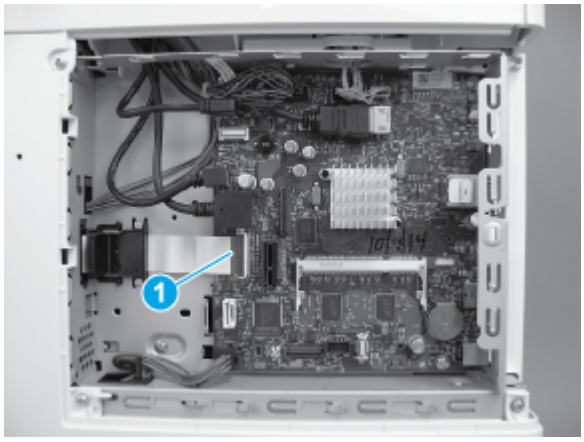
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - All models: J3
   - M577dn: J15 (this is the fax connector for the M577f/z/c models)
   - All models: J21 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J23
   - All models: J24
   - All models: J51
   - All models: J57
   - All models: J97
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

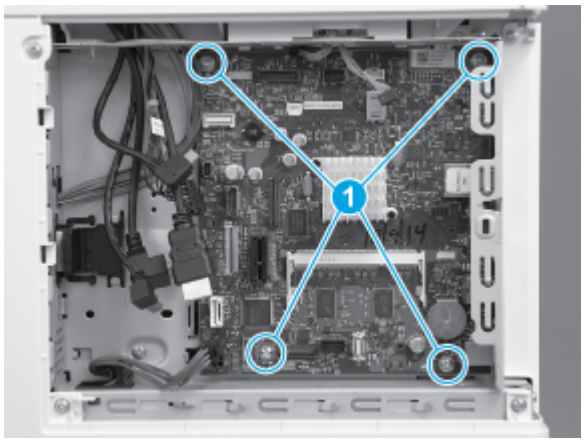
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1511 Disconnect all connectors



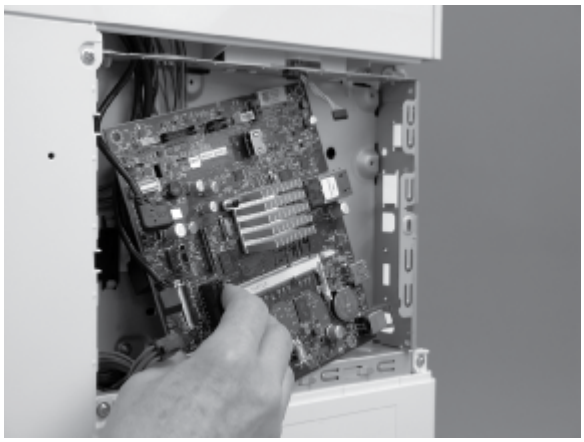
2. Remove four screws (callout 1).

Figure 4-1512 Remove four screws



3. Remove the formatter.

Figure 4-1513 Remove the formatter



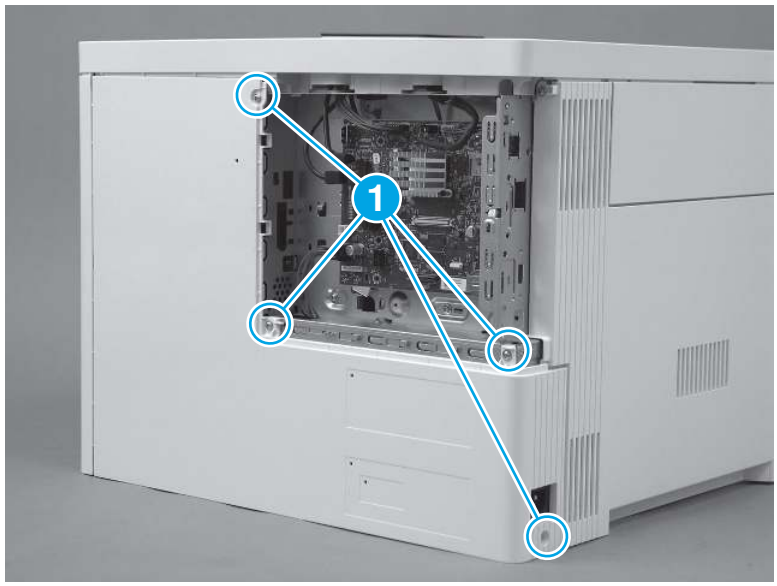
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

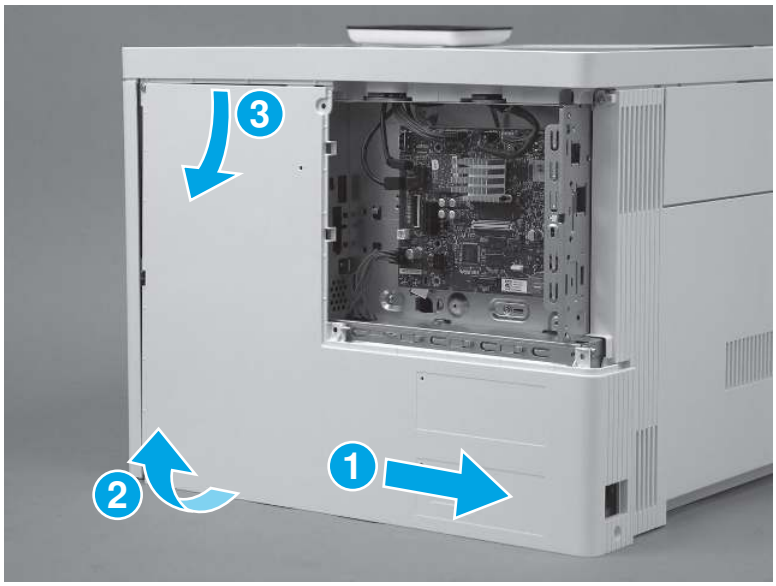
1. Remove four screws (callout 1).

Figure 4-1514 Remove four screws



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-1515 Remove the cover



Remove the rear upper cover (MFP)

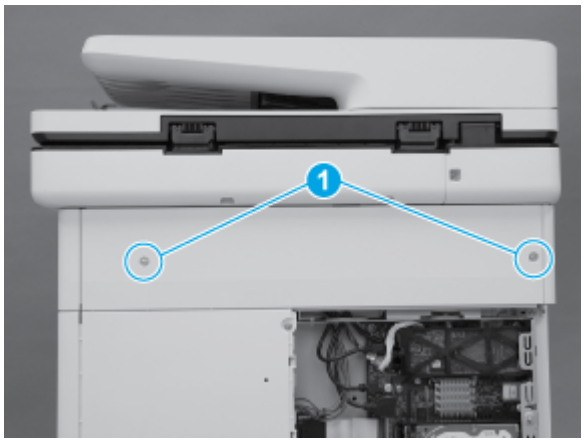
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

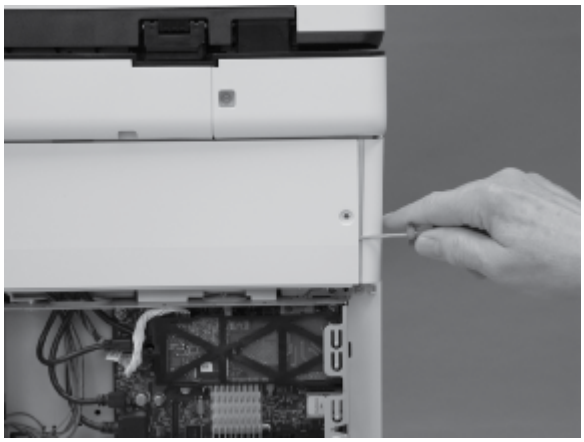
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-1516 Remove two screws



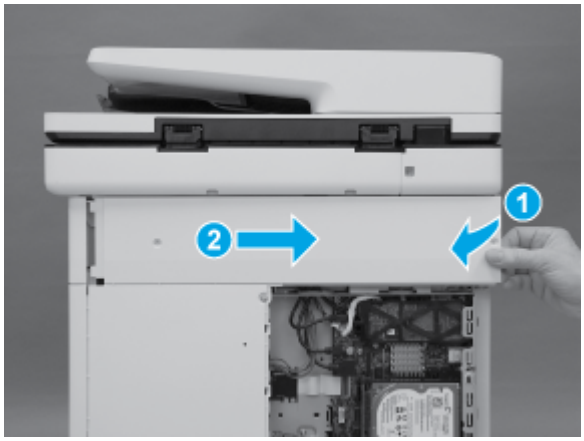
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-1517 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-1518 **Slide the cover right**



4. Remove the cover.

Figure 4-1519 **Remove the cover**

Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-1520 **Remove four screws**

2. Slide the cover to the right to remove it.

Figure 4-1521 **Remove the cover**

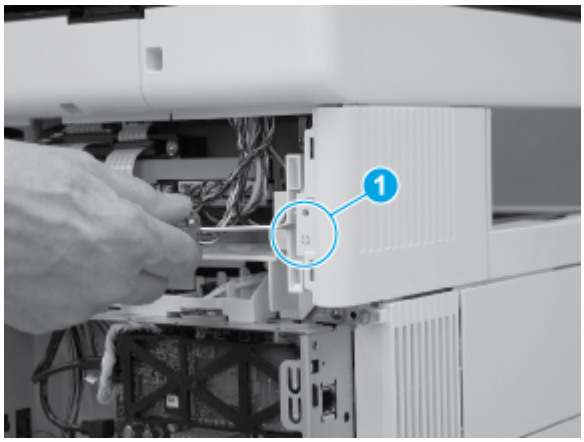
Remove the left upper cover (MFP)

Follow these steps to remove the left upper cover.

NOTE: This procedure is for MFP models only.

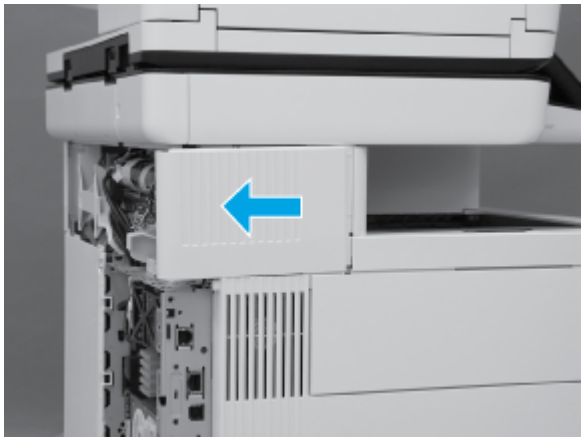
1. At the left side of the printer, release one tab (callout 1).

Figure 4-1522 **Release one tab**



2. Slide the left upper cover toward the back of the printer.

Figure 4-1523 **Slide the cover back**



3. Rotate the cover up to remove it.

Figure 4-1524 **Remove the left upper cover**

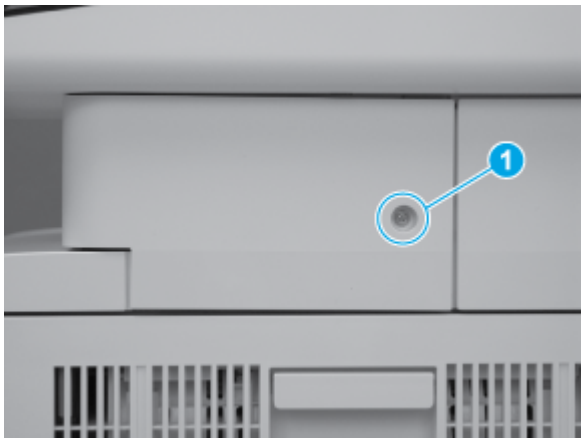
Remove the right front upper cover (MFP non-stapler models)

Follow these steps to remove the right front upper cover.

NOTE: This procedure is for non-stapler models only.

1. Remove one screw (callout 1).

Figure 4-1525 Remove one screw



2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-1526 Release two tabs

3. Rotate the front of the cover to the right to remove it.

Figure 4-1527 **Rotate the cover**

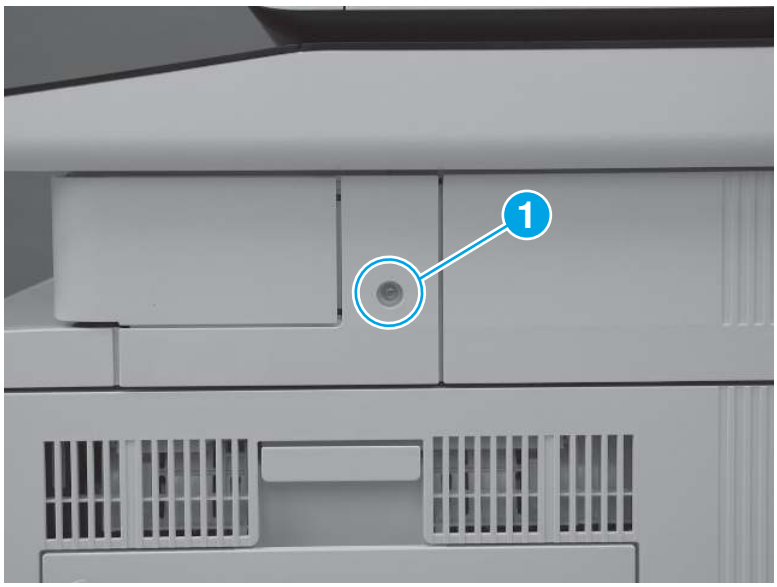
Remove the stapler cover (MFP stapler models)

Follow these steps to remove the stapler cover.

NOTE: This procedure is for stapler models only.

1. Remove one screw (callout 1).

Figure 4-1528 **Remove one screw**

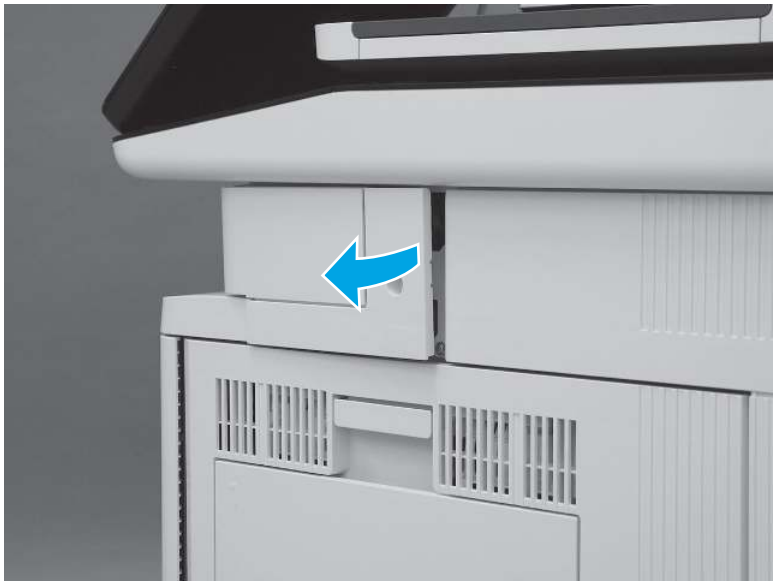


2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-1529 **Release two tabs**

3. Release the back edge of the cover.

Figure 4-1530 **Release the back edge of the cover**



4. Rotate the cover away from the printer to remove it.

Figure 4-1531 **Remove the cover**

Remove the integrated scanner assembly (ISA) (MFP)

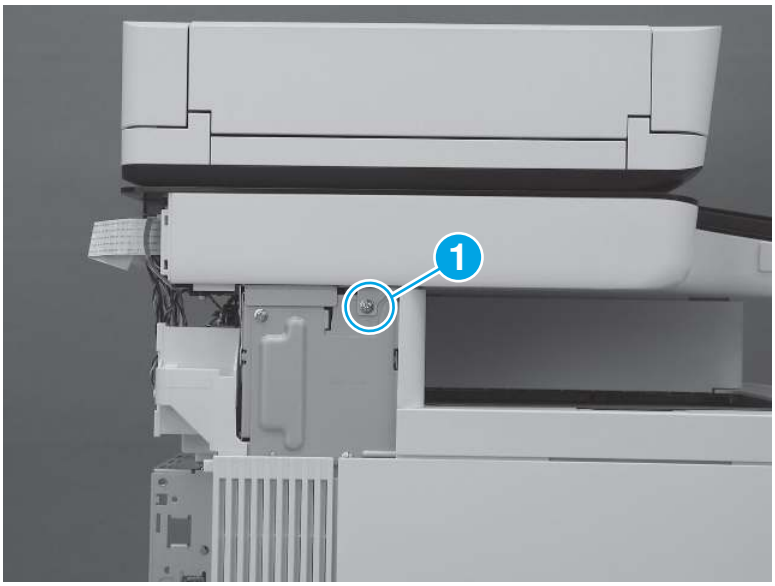
Follow these steps to remove the integrated scanner assembly (ISA).

NOTE: This procedure is for MFP models only.

NOTE: The ISA includes the document feeder, image scanner, scanner control board (SCB), control panel, keyboard (flow models) and NFC PCA (not all models).

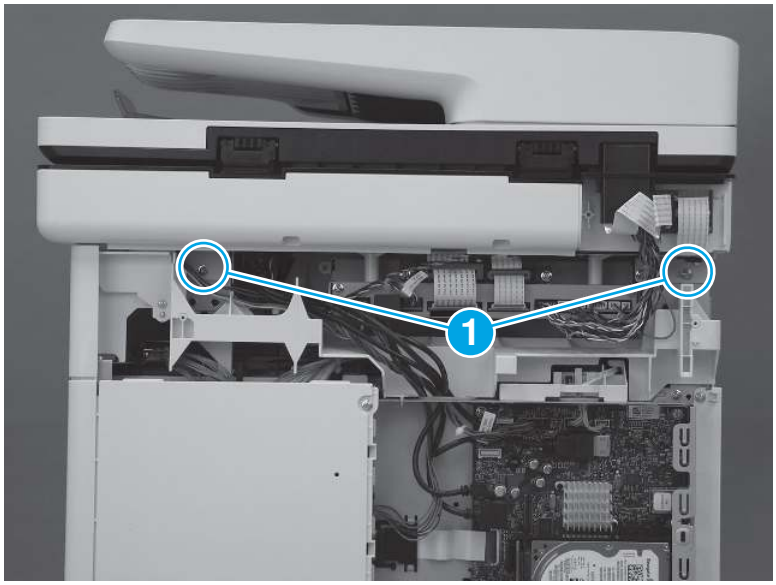
1. At the left side of the printer, remove one screw (callout 1).

Figure 4-1532 **Remove one screw**



2. At the back of the printer, remove two screws (callout 1).

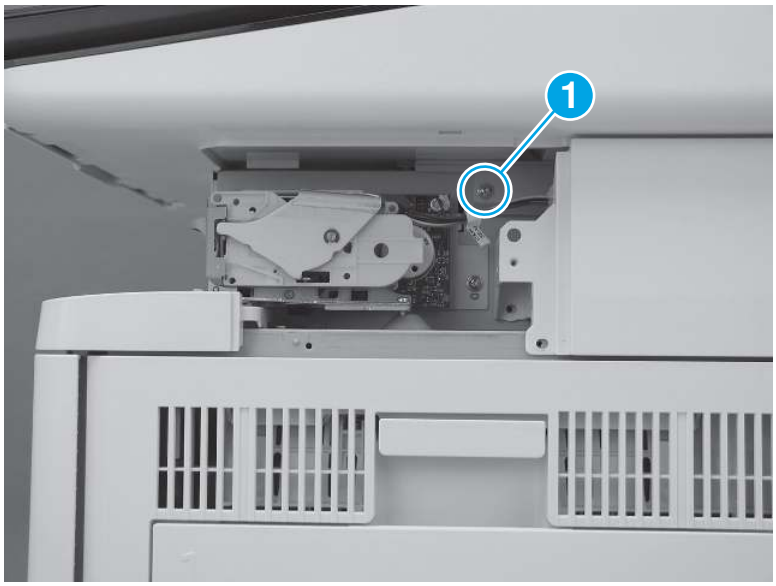
Figure 4-1533 Remove two screws



3. At the right side of the printer, remove one screw (callout 1).

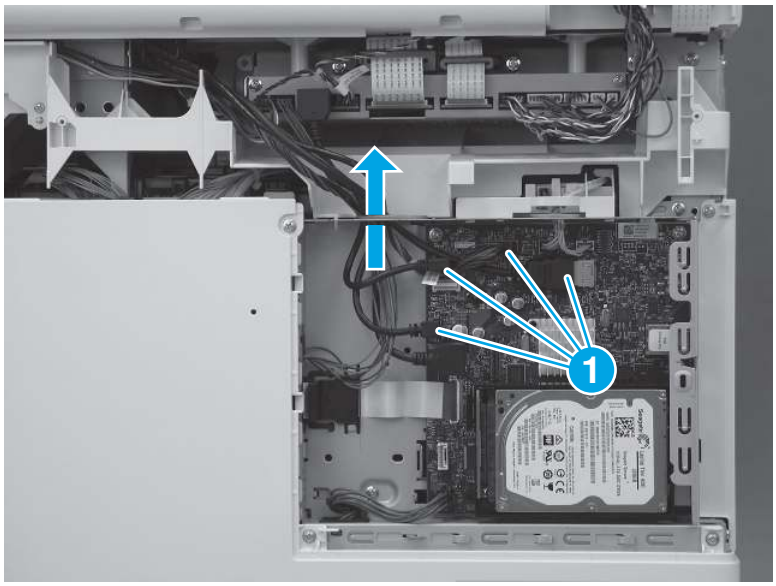
NOTE: The M577z is shown in the figure below. The procedure is correct for all MFP models.

Figure 4-1534 Remove one screw



4. Disconnect four connectors (callout 1) on the formatter, and then pass the wire harnesses and cables through the top opening in the formatter case (callout 2).

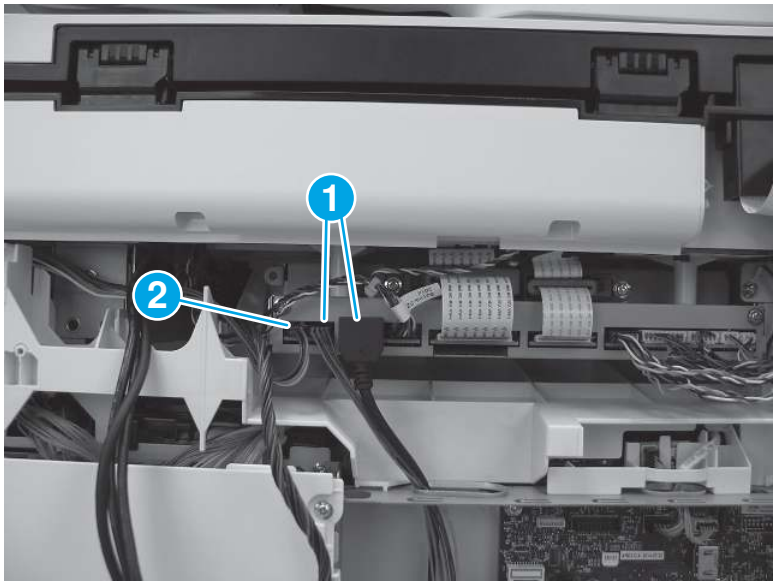
Figure 4-1535 **Disconnect cables and connectors**



5. Disconnect two connectors on the scanner control board (callout 1).

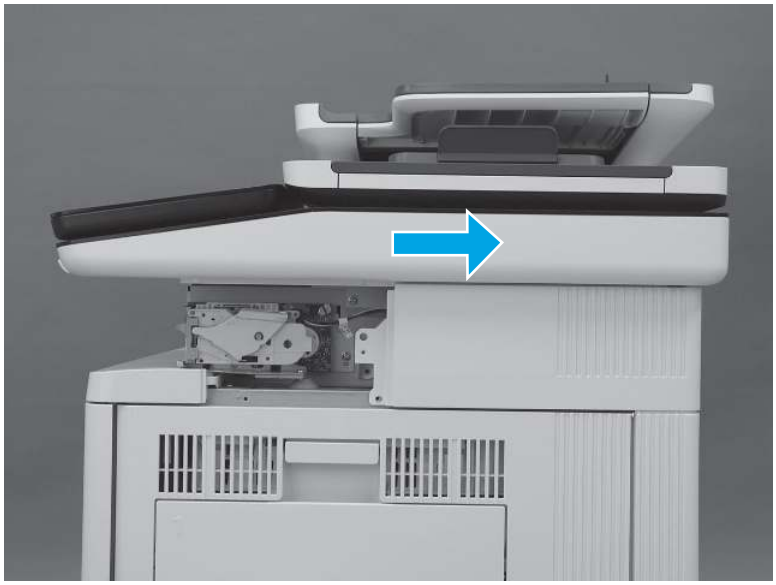
MFP stapler models: Disconnect one connector for the stapler on the scanner control board (callout 2).

Figure 4-1536 **Disconnect connectors**



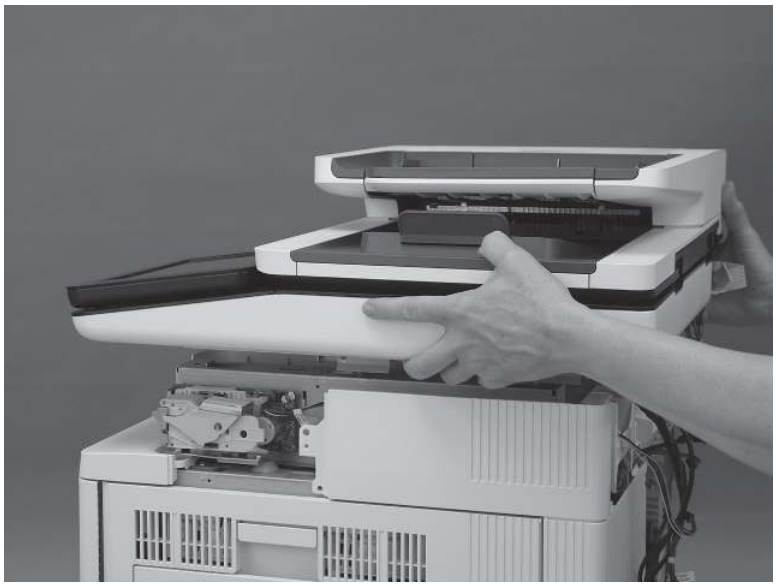
6. Slide the image scanner toward the back of the printer to release it.

Figure 4-1537 **Release the image scanner**



7. Lift the ISA straight up to remove it.

Figure 4-1538 **Remove the ISA**



Remove the right upper cover (MFP)

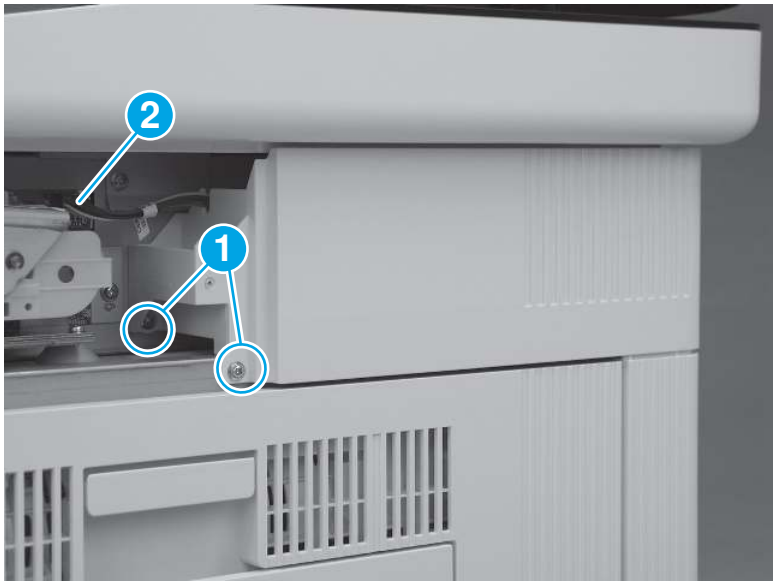
Follow these steps to remove the right upper cover.

NOTE: This procedure is for MFP models only.

1. At the right side of the printer, remove two screws (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

Figure 4-1539 **Remove two screws and one connector**

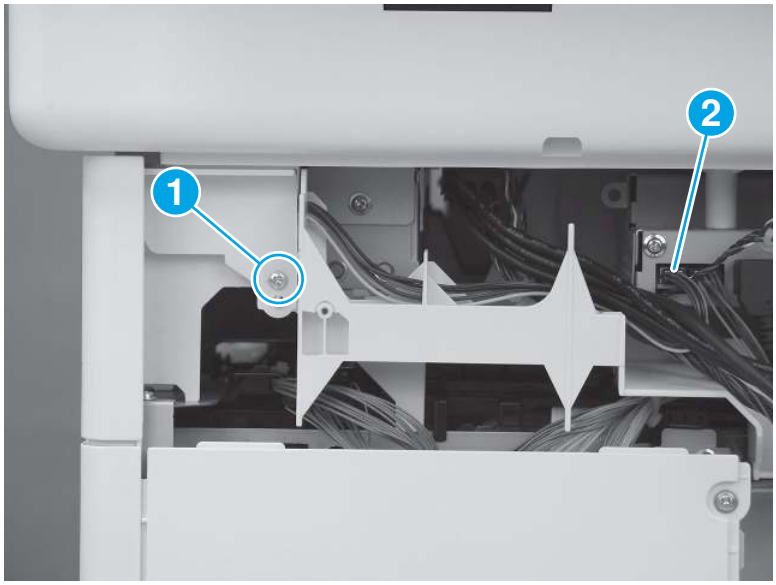


2. At the back of the printer, remove one screw (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

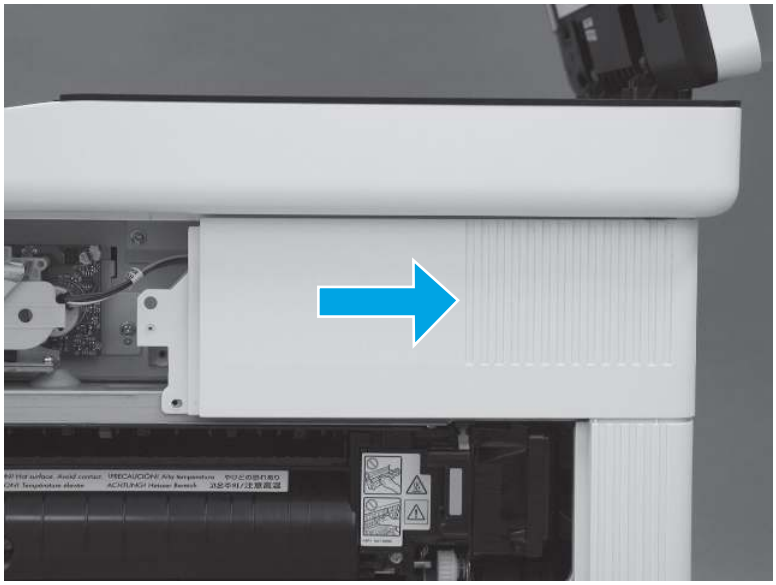
Reinstallation tip: This screw is smaller than the screws removed in the previous step. When reinstalling the right upper cover, make sure that this screw is installed in the correct position.

Figure 4-1540 **Remove one screw and connector**



3. Slide the cover toward the back of the printer.

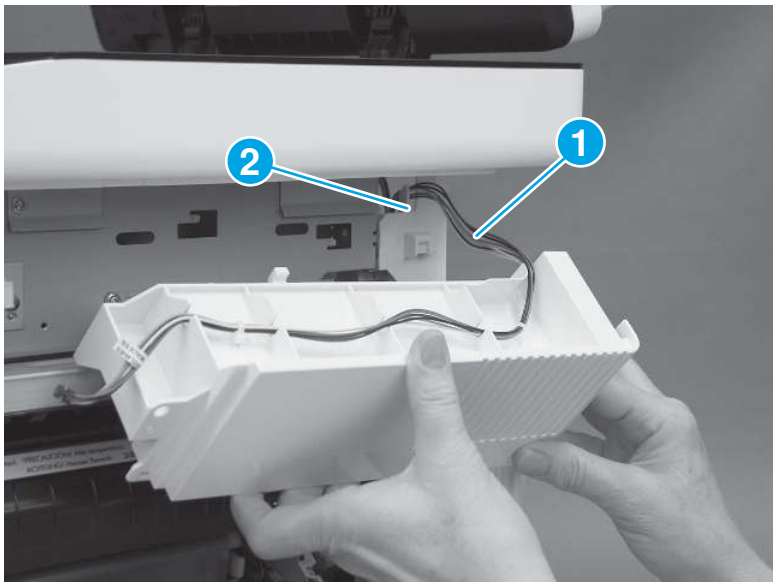
Figure 4-1541 **Slide the cover**



4. Lift the cover away from the printer to remove it.

M577/M578z: Release the cables (callout 1) through the slot (callout 2) in the printer.

Figure 4-1542 **Remove the cover**



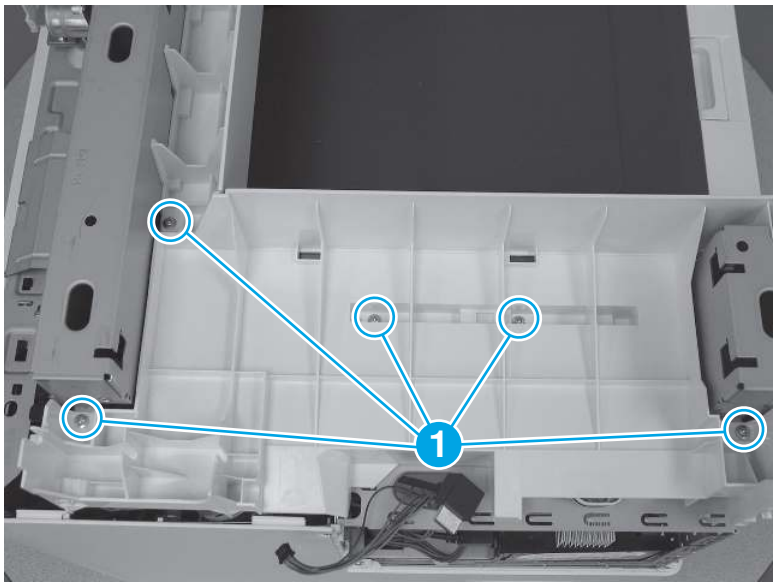
Remove the top rear cover (MFP)

Follow these steps to remove the top rear cover.

NOTE: This procedure is for MFP models only.

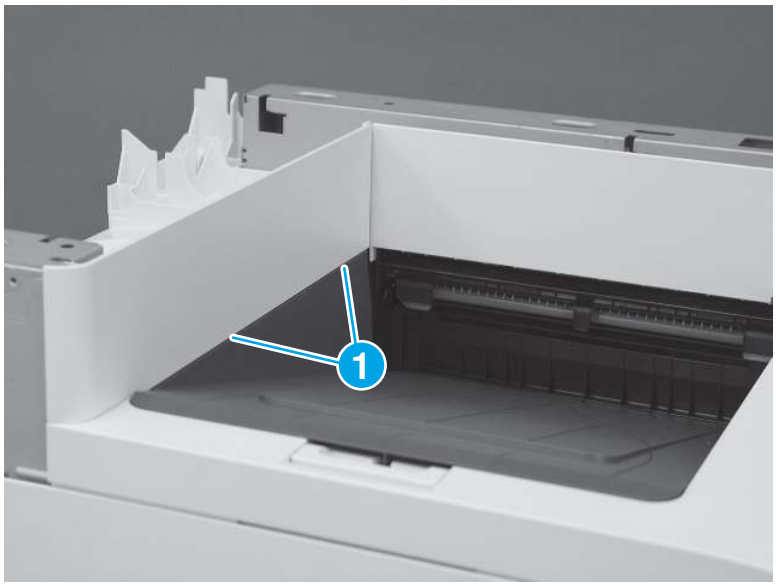
1. At the top of the printer, remove five screws (callout 1).

Figure 4-1543 **Remove five screws**



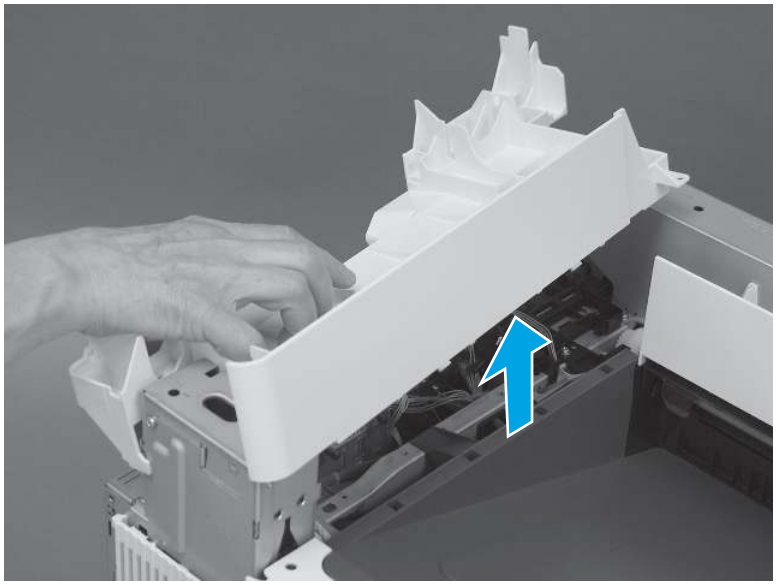
2. Release two tabs (callout 1) on the front edge of the cover.

Figure 4-1544 **Release two tabs**



3. Remove the top rear cover.

Figure 4-1545 **Remove the cover**



Remove the left cover

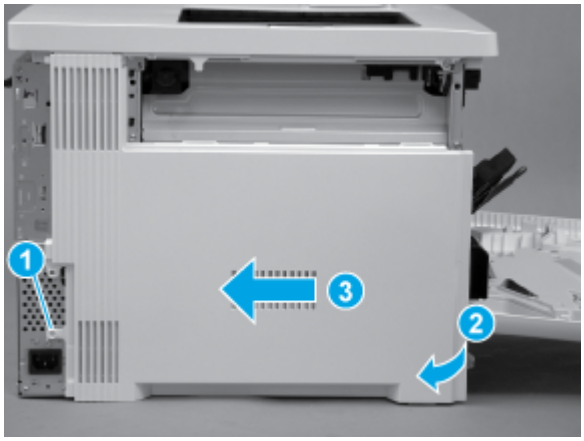
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-1546 **Remove one screw**

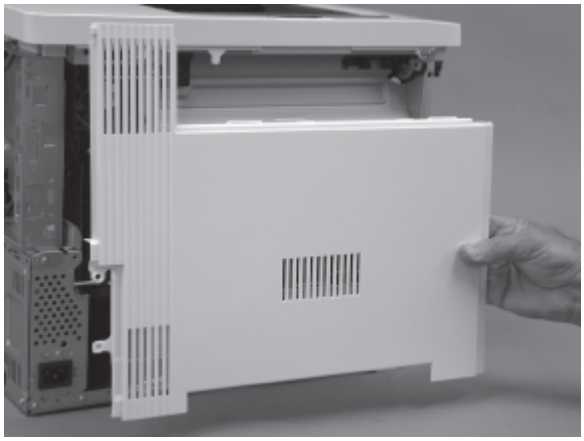
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-1547 Release the cover



3. Remove the cover.

Figure 4-1548 Remove the cover



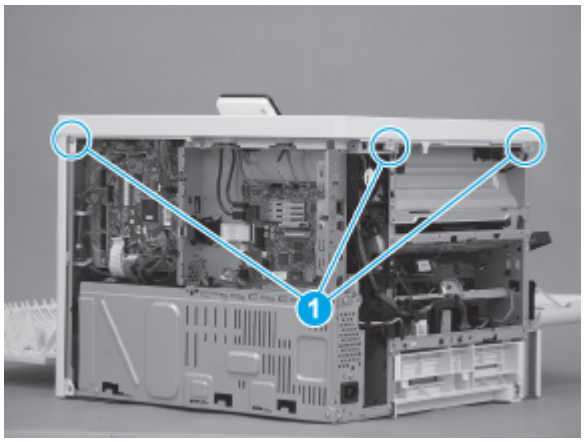
Remove the upper cover (SFP)

Follow these steps to remove the upper cover.

NOTE: This procedure is for SFP models only.

1. Remove three screws (callout 1).

Figure 4-1549 **Remove three screws**



2. Remove one screw (callout 1), release one tab (callout 2), and then slightly separate the corner of the cover from the chassis.

NOTE: This is a self-tapping plastic-thread screw. Make sure that this screw is used in this location when it is reinstalled.

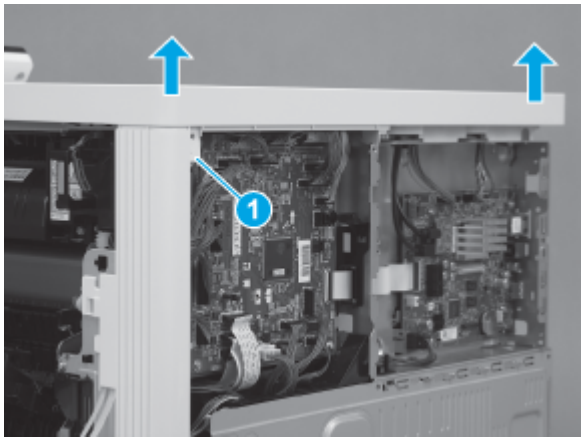
Figure 4-1550 **Remove one screw and release one tab**

3. Release one tab (callout 1), and then lift up on the cover to release it.

IMPORTANT: **M554 models**: Disconnect the control-panel flat cable at the formatter.

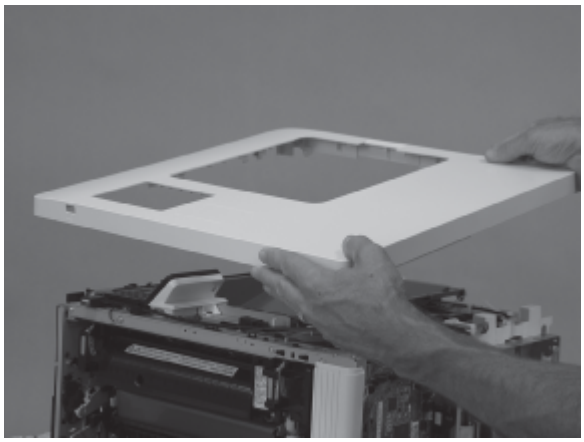
NOTE: If the cover does not release, check for addition tabs by locating the triangles embossed in the cover at tab locations.

Figure 4-1551 Release the cover



4. Remove the cover.

Figure 4-1552 Remove the cover

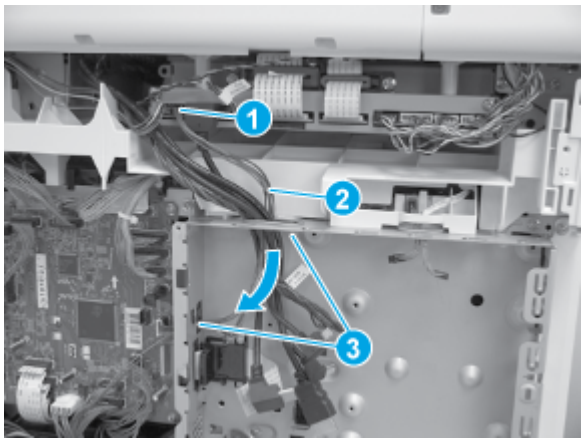


Remove the formatter case

Follow these steps to remove the formatter case.

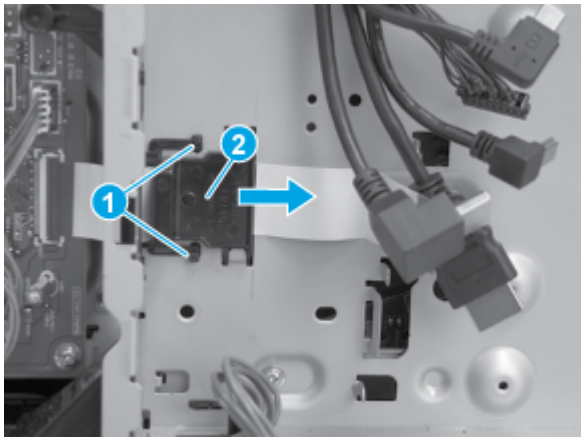
1. **MFP only**: Disconnect one connector (callout 1), and then pass the wire harness (callout 2) through two openings in the formatter case (callout 3).

Figure 4-1553 Disconnect one connector



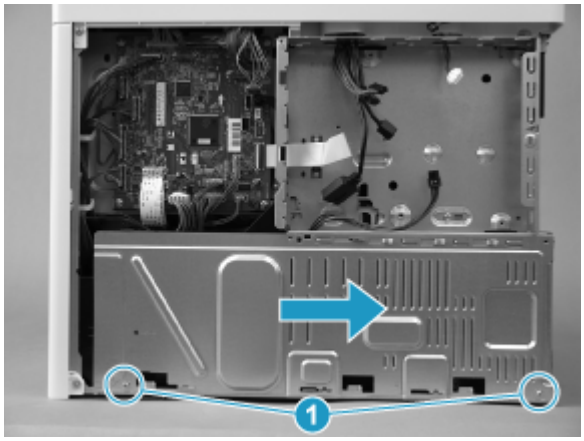
2. Release two tabs (callout 1) on the black plastic bracket. Hold the tabs in the released position, and then slide the bracket (callout 2) to the right to remove it from the formatter case.

Figure 4-1554 Remove the bracket



3. Remove two screws (callout 1), and then slide the low-voltage power supply (LVPS) cover to the right to remove it.

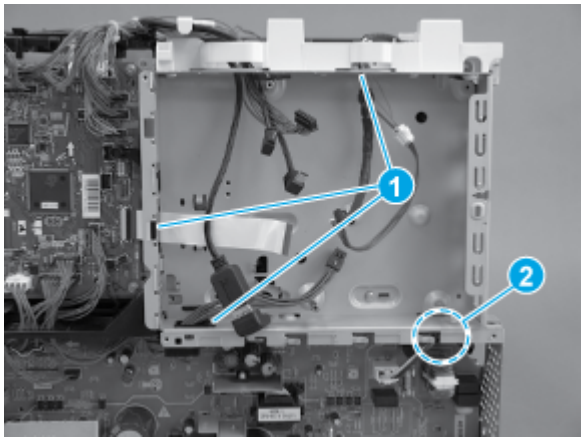
Figure 4-1555 Remove the LVPS cover



4. Pass two wire harnesses and one flat cable (callout 1) through the opening in the formatter case, and then release one wire harness from the retainer (callout 2).

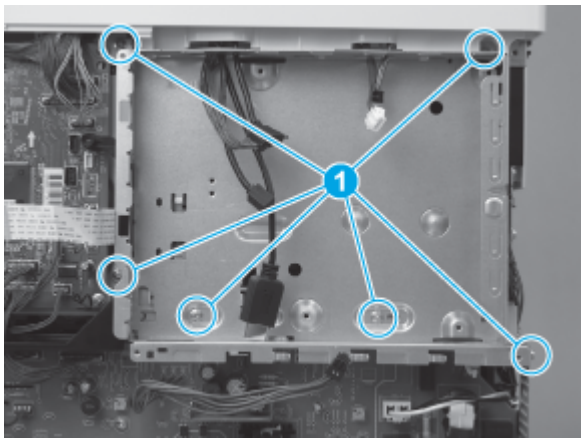
⚠ CAUTION: The flat cable might be attached to the formatter case with double-sided tape. Make sure that this tape is released, so that the flat cable is not damaged when the formatter case is removed.

Figure 4-1556 Release wire harnesses and flat cable



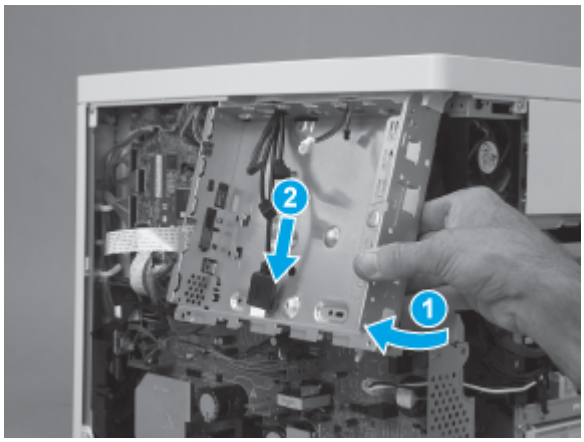
5. Remove six screws (callout 1).

Figure 4-1557 Remove six screws



6. Rotate the bottom of the formatter case away from the printer (callout 1), and then pull it down (callout 2) to release it.

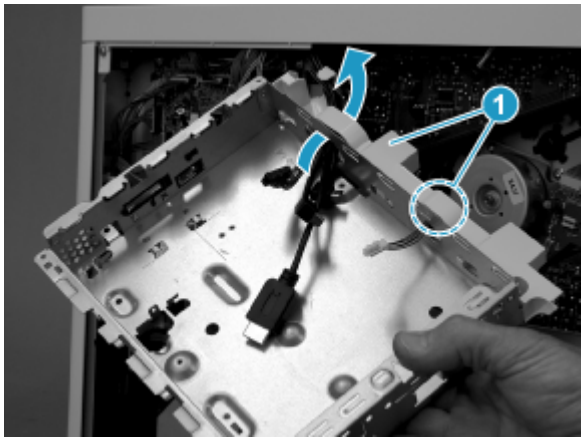
Figure 4-1558 Release the formatter case



7. Pass the wire harnesses through the opening in the formatter case to remove it.

IMPORTANT: If the formatter case is removed so that it can be replaced, make sure to transfer the memory PCA (island of data) and plastic bracket (callout 1) to the replacement case.

Figure 4-1559 Remove the formatter case



Remove the right rear cover

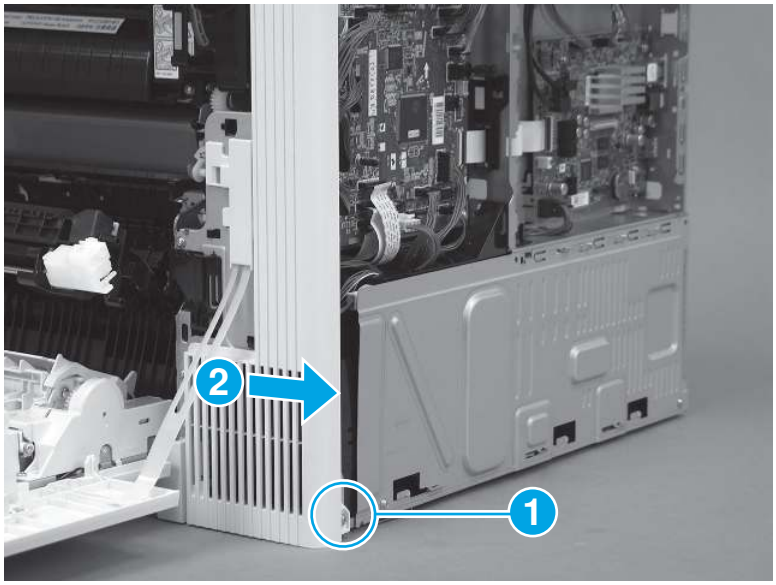
Follow these steps to remove the right rear cover.

NOTE: The figures in this topic show a SFP model. However, the procedure is correct for an MFP.

1. Remove one screw (callout 1), and then slide the cover toward the rear of the printer (callout 2) to release it.

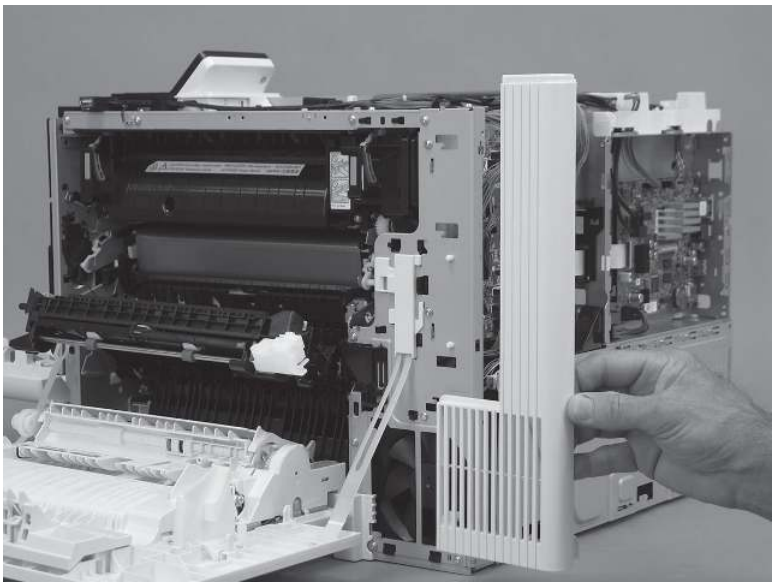
TIP: If the right door is closed, open it now.

Figure 4-1560 Release the cover



2. Remove the cover.

Figure 4-1561 **Remove the cover**



Remove the DC controller (DCC) and sheet-metal bracket

Follow these steps to remove the DC controller and sheet-metal bracket together.

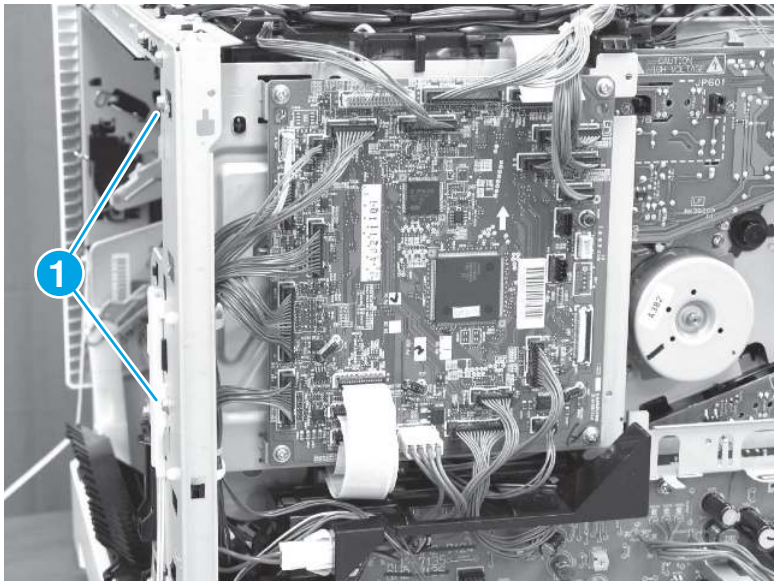
NOTE: ESD sensitive part.

1. Disconnect all of the connectors, and then remove two screws (callout 1).

   Empty DCC connectors

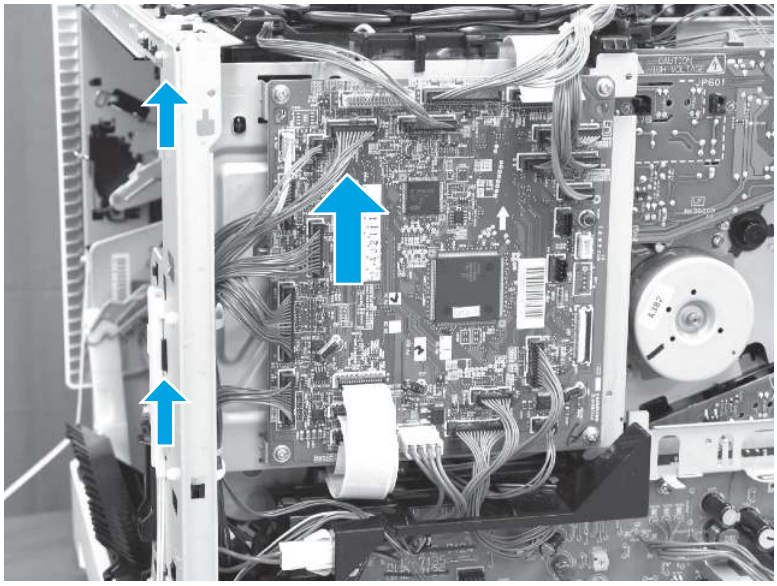
   - J140
   - J141
   - J143

Figure 4-1562 Remove two screws



2. Lift up on the DC controller and sheet-metal plate to remove it.

Figure 4-1563 Remove the plate



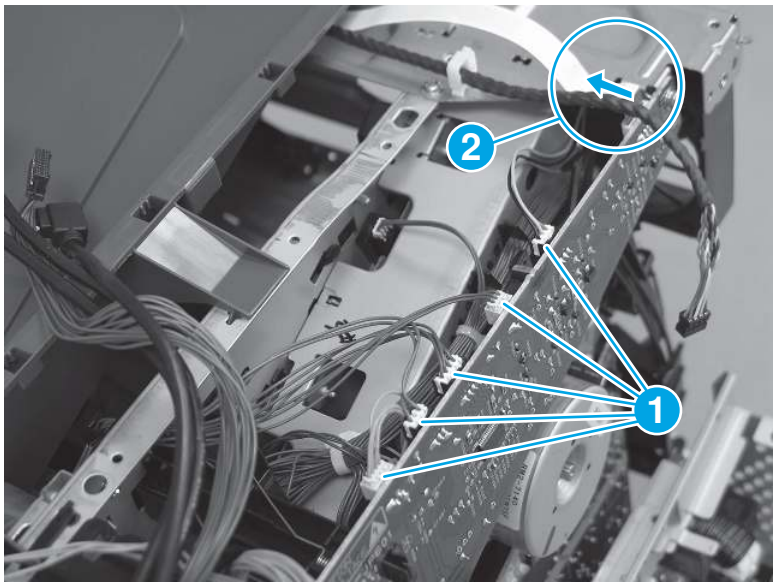
Remove the high-voltage power supply T (HVPST)

Follow these steps to remove the high-voltage power supply T.

NOTE: ESD sensitive part.

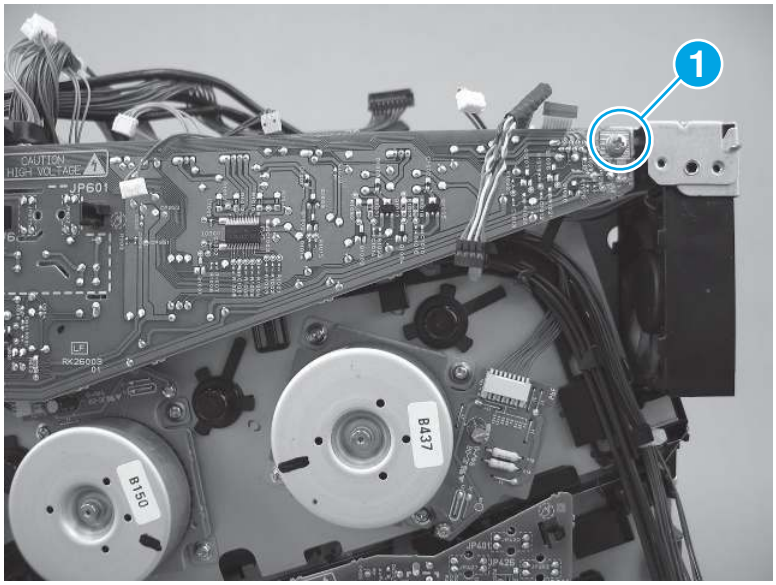
1. Disconnect five connectors (callout 1), and then disconnect one flat cable (callout 2).

Figure 4-1564 **Disconnect five connectors and one flat cable**



2. Remove one screw (callout 1).

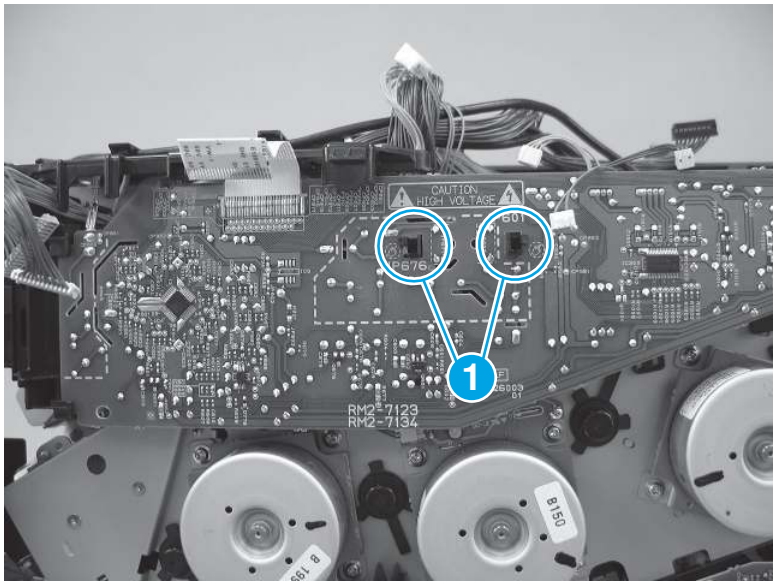
Figure 4-1565 **Remove one screw**



3. Release two tabs (callout 1), and then separate the HVPST from the printer.

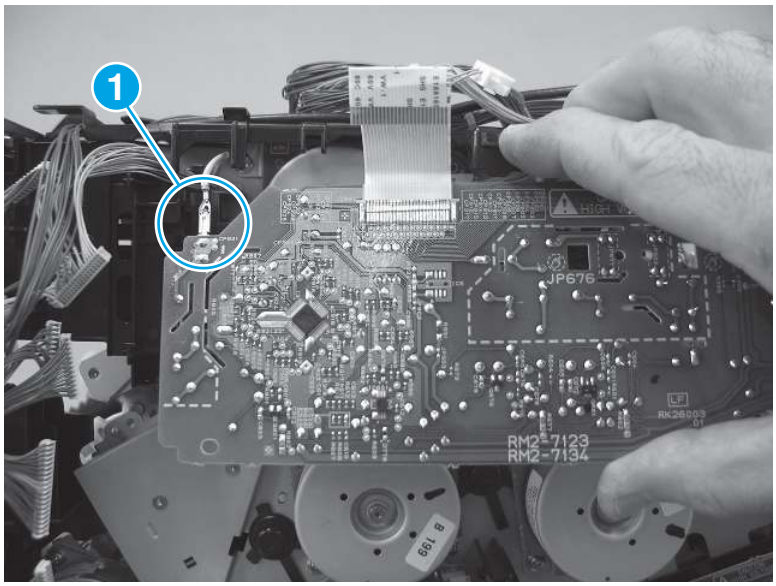
⚠ CAUTION: Do not attempt to completely remove the HVPST. It is still connected to the printer by ground wire harness.

Figure 4-1566 Release the HVPST



4. Release one ground wire connector (callout 1), and then remove the HVPST.

Figure 4-1567 Remove the HVPST



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Drum motor 2 (M2)

Learn about removing and replacing drum motor 2.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-74 Part information

Part number	Part description
RM2-0078-000CN	Drum motor 2 (M2)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

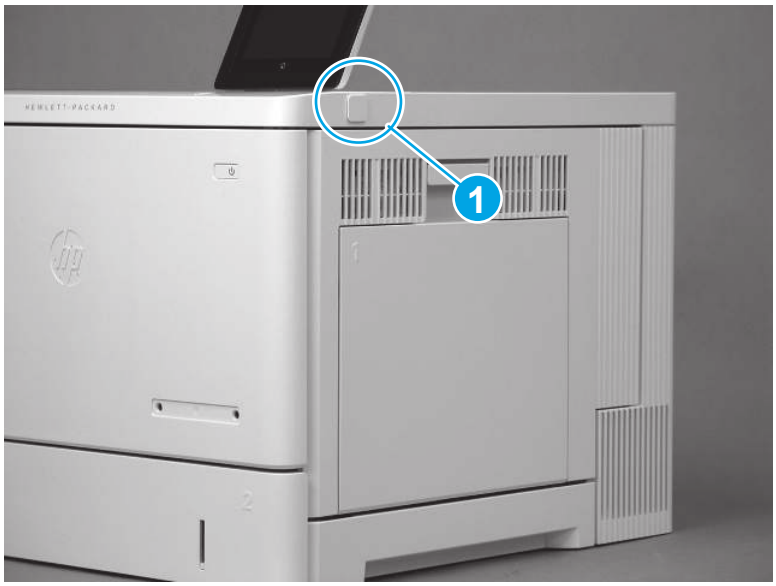
Remove the USB cover (SFP)

Follow these steps to remove the USB cover.

NOTE: This procedure is for SFP models only.

1. Locate the USB cover (callout 1).

Figure 4-1568 Locate the USB cover



2. Pull the cover off of the printer to remove it.

Figure 4-1569 **Remove the cover**

Remove the control panel (M553x/M555/E55040)

Follow these steps to remove the control panel.

NOTE: This procedure is for the M553x/M555/E55040 printers only.

M555 models: Removing the control panel is similar to the procedure below. For the M555, a flat cable connects the control panel to the formatter.

1. Tilt the control panel up.

Figure 4-1570 **Tilt the control panel up**

2. Use the small flat-blade screwdriver supplied in this kit to release the control-panel screws cover tabs.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-1571 Release the control-panel screws cover tabs

3. Rotate the cover up to remove it.

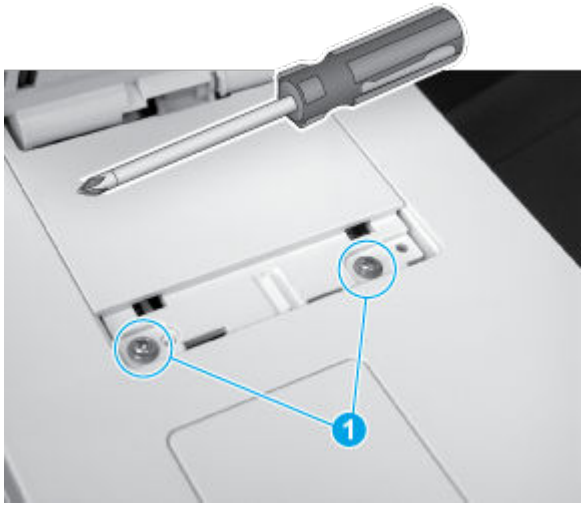
Figure 4-1572 Remove the cover

4. Use the small Phillips screwdriver supplied in this kit to remove two screws (callout 1).

IMPORTANT: Store the screws in a secure place where they cannot fall down into the printer.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-1573 Remove two screws



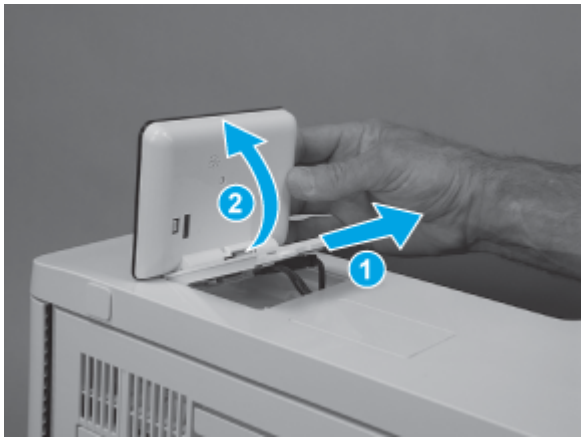
5. Rotate the control-panel base toward the front of the printer.

Figure 4-1574 Rotate the control-panel base up

6. Slightly slide the control-panel base toward the rear of the printer (callout 1) to release it, and then turn the control panel over (callout 2) to access the bottom side.

⚠ CAUTION: The control panel is still attached to the printer. Do not attempt to completely remove the control panel.

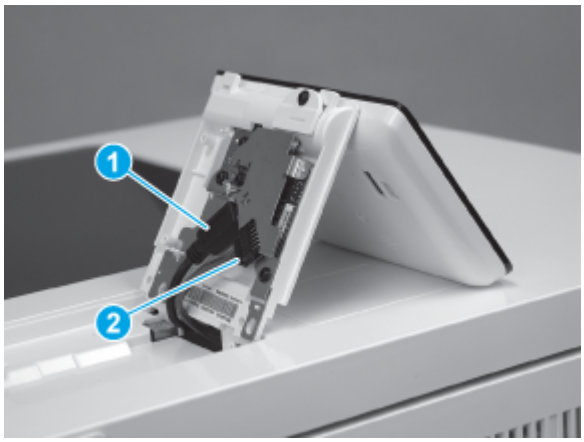
Figure 4-1575 Turn the control panel over



7. Disconnect one USB cable (callout 1), one connector (callout 2), and then remove the control panel.

NOTE: **M555 only**: Disconnect one flat cable (not shown), and then remove the control panel.

Figure 4-1576 Disconnect two connectors



Remove Tray 2

Learn about removing Tray 2.

NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

The figures in this section show Tray 2. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5. Always carefully read the instructions that accompany the figures.

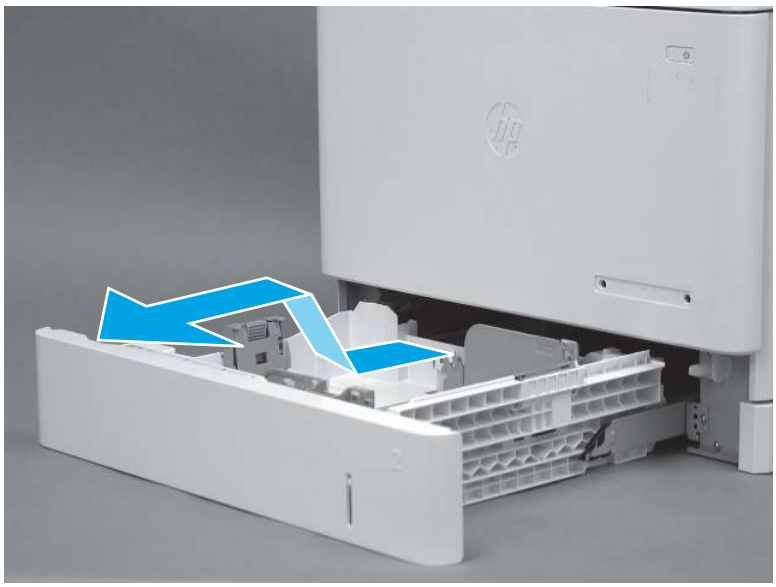
1. Pull the tray out until it stops.

Figure 4-1577 **Pull the tray out**

2. Lift the front of the tray, and then pull it out of the printer to remove it.

NOTE: **For a replacement tray:** If the tray has Fixed Tray Guides installed and are still required, move hardware to new tray. If necessary, order new kit: 3GY25-67901 Kit - Fixed Tray Guide. Only one kit required per engine.

Figure 4-1578 **Remove the tray**



Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-1579 **Open the front door**

2. Open the TCU.

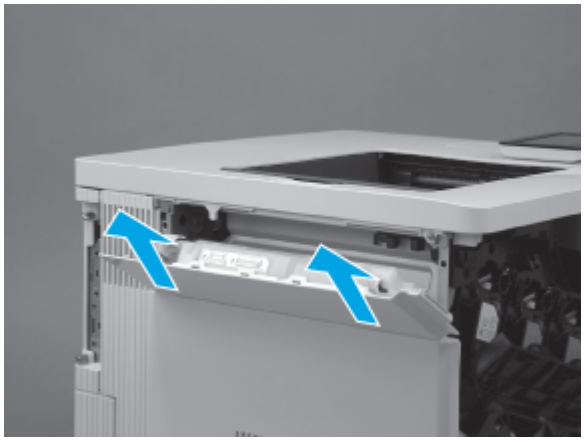
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-1580 **Open the TCU**

3. Pull the TCU away from the printer at an angle to remove it.

CAUTION: Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-1581 Remove the TCU

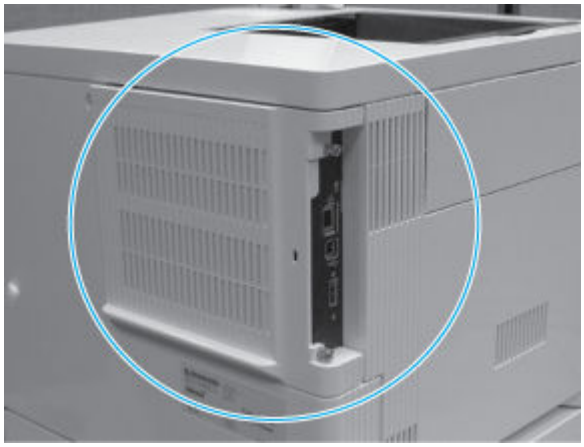


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

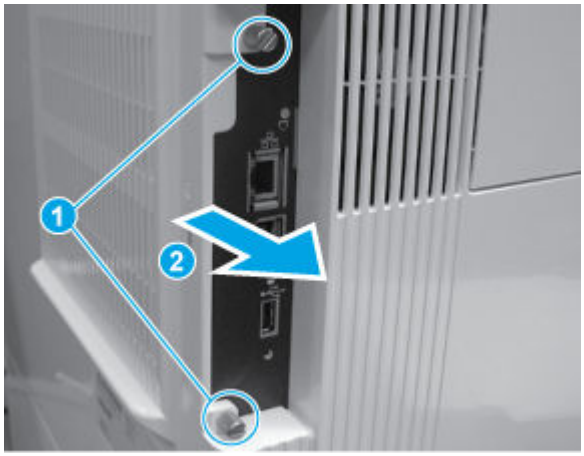
Figure 4-1582 Locate the formatter cover



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-1583 Loosen the thumbscrews



Remove the formatter (SFP)

Follow these steps to remove the formatter.

NOTE: This procedure is for SFP models only.

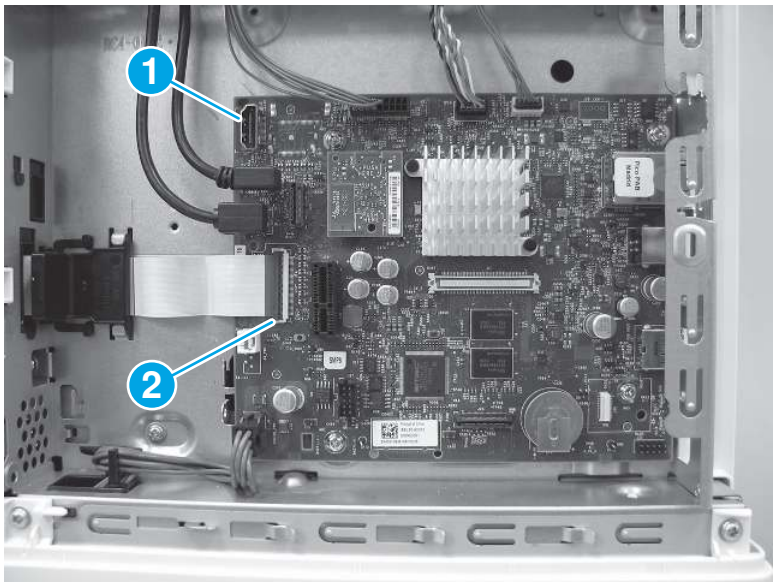
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - M553n/dn and M552dn: J2 (callout 1; this is the touchscreen connector for the M553x and E55040 printers)
   - All models: J9 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J18 (this connector is empty unless the optional hard-disk drive is installed)
   - M553n/dn and M552dn: J25 (this is the wireless connector for the M553x and E55040 models)
   - All models: J57
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

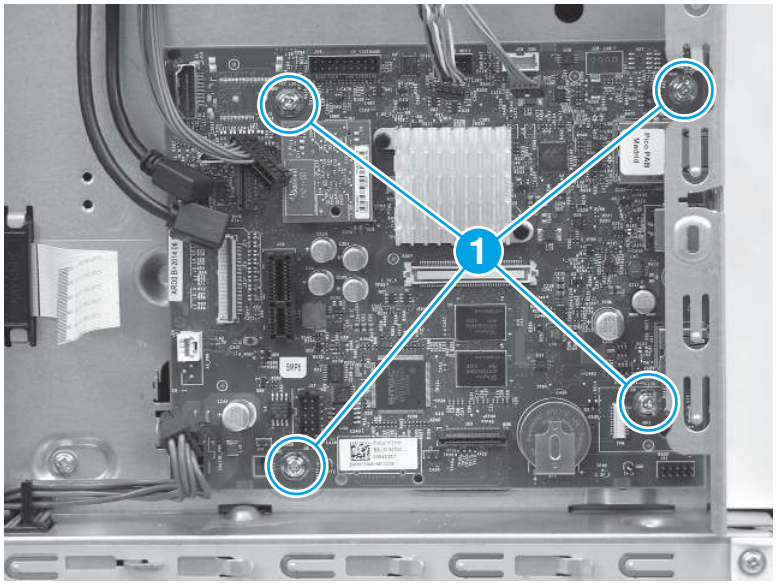
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1584 Disconnect all connectors



2. Remove four screws (callout 1), and then remove the formatter..

Figure 4-1585 Remove four screws



Remove the hard-disk drive (HDD)

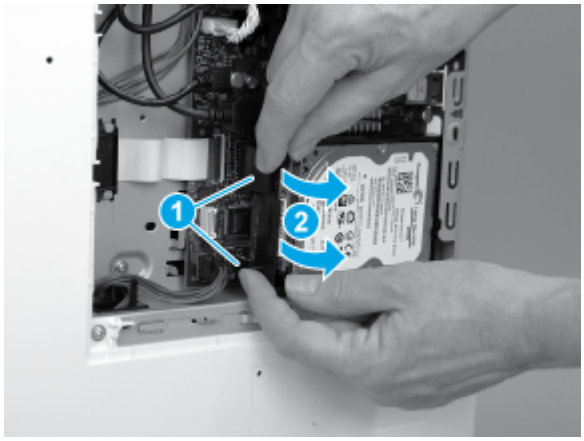
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-1586 Release the HDD



2. Slide the HDD away from the printer to remove it.

Figure 4-1587 Remove the HDD

Remove the fax PCA (fax models)

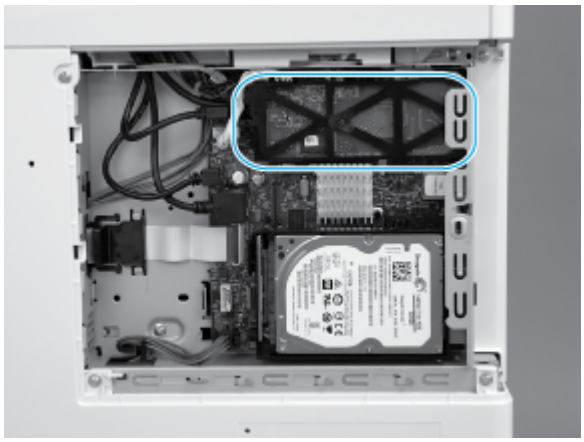
Follow these steps to remove the fax PCA (fax models).

CAUTION: ESD sensitive part.

NOTE: This procedure is for fax (or optionally installed fax) models only.

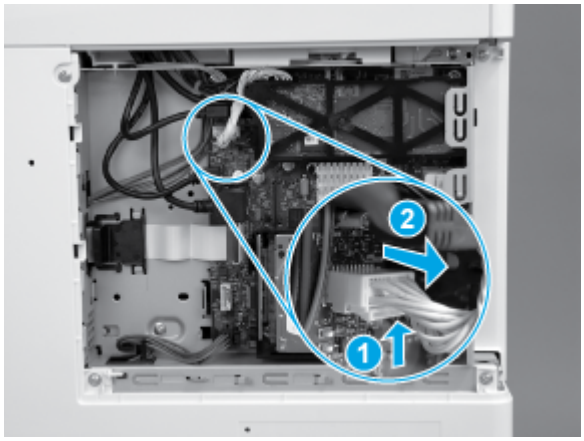
1. Locate the fax PCA component on the formatter.

Figure 4-1588 Locate the fax PCA



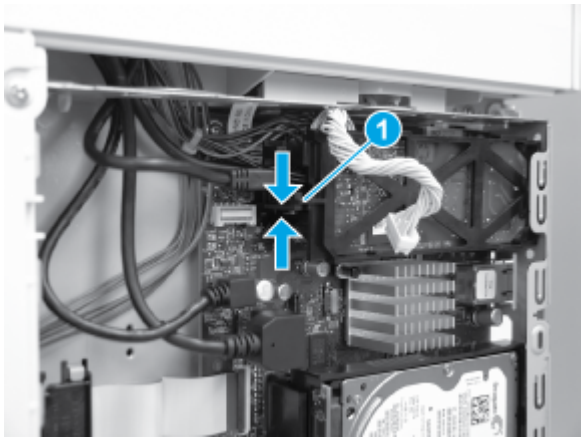
2. Release the connector latch (callout 1), and then pull the connector away from the formatter (callout 2) to disconnect it.

Figure 4-1589 Disconnect one connector



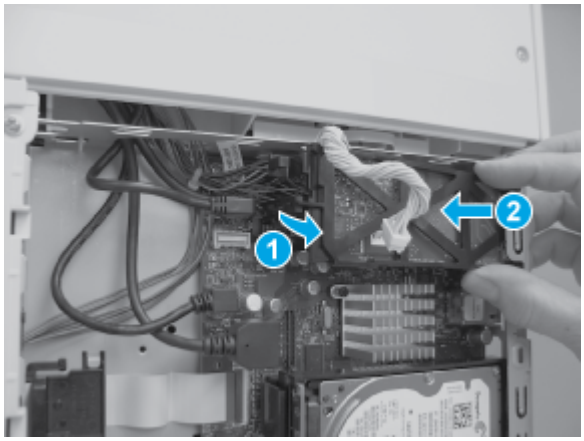
3. Release one retainer (callout 1) by pressing the bracket arms together.

Figure 4-1590 Release one latch



4. Rotate the end of the fax PCA (callout 1) away from the formatter, and then slide the PCA left (callout 2) to remove it.

Figure 4-1591 Remove the fax PCA



Remove the formatter (MFP)

Follow these steps to remove the formatter (MFP).

NOTE: This procedure is for MFP models only.

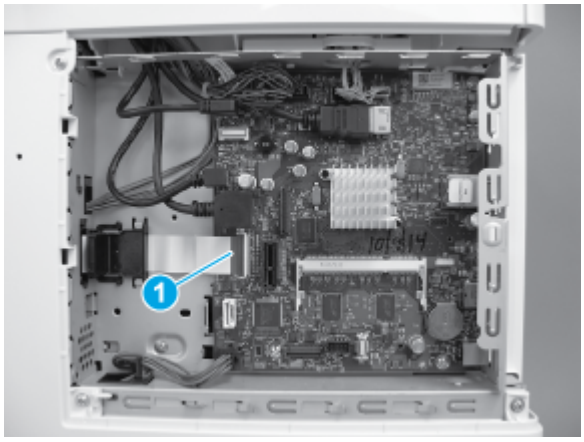
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - All models: J3
   - M577dn: J15 (this is the fax connector for the M577f/z/c models)
   - All models: J21 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J23
   - All models: J24
   - All models: J51
   - All models: J57
   - All models: J97
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

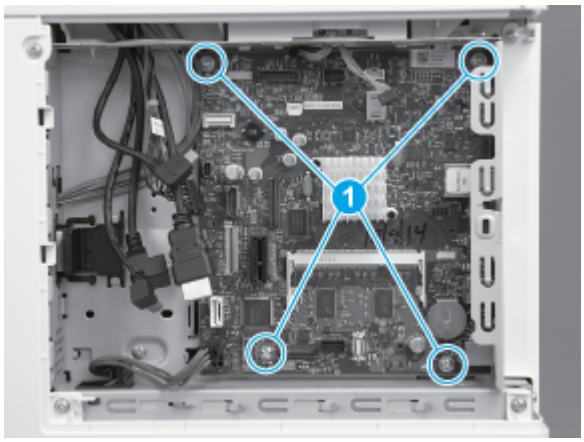
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1592 Disconnect all connectors



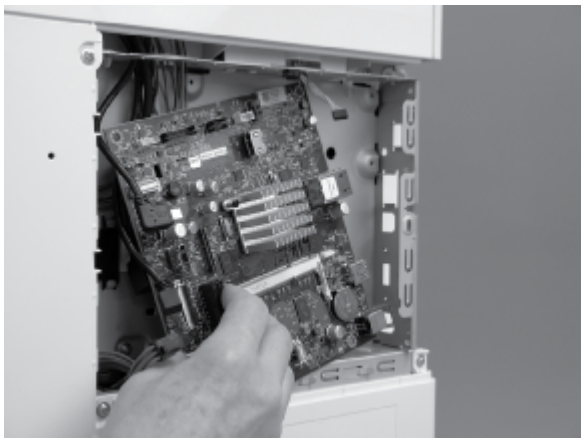
2. Remove four screws (callout 1).

Figure 4-1593 Remove four screws



3. Remove the formatter.

Figure 4-1594 Remove the formatter



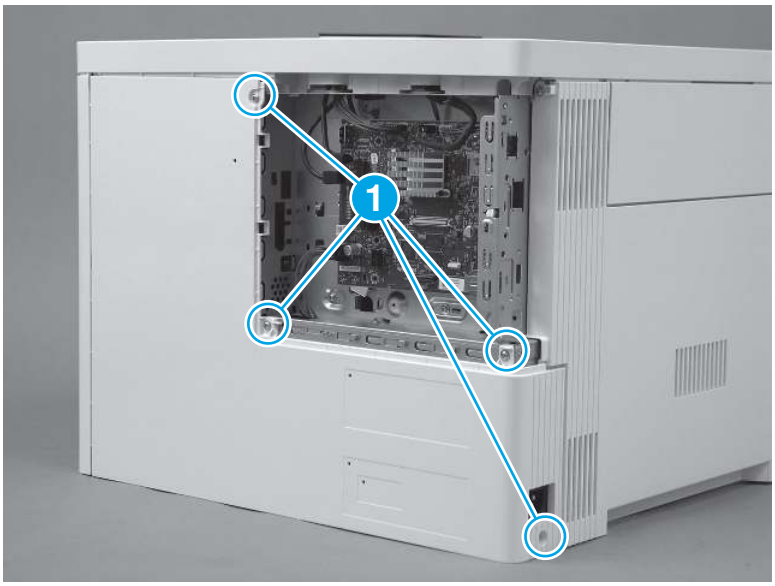
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

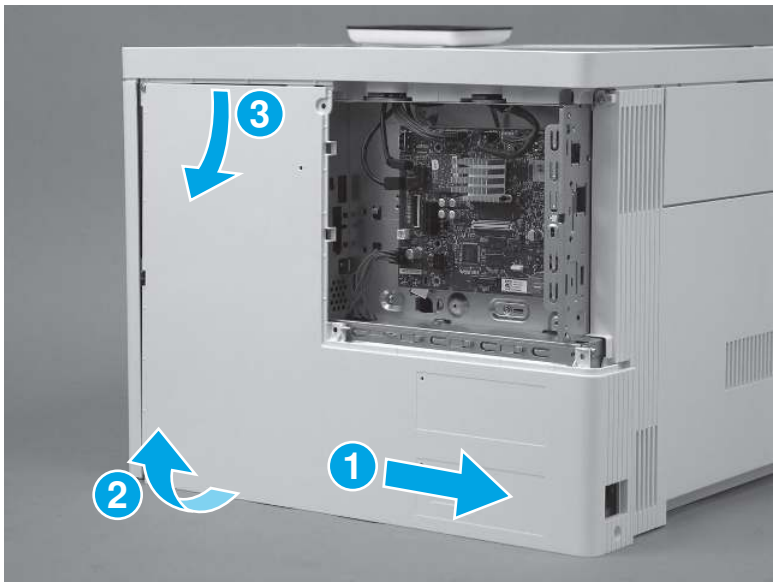
1. Remove four screws (callout 1).

Figure 4-1595 **Remove four screws**



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-1596 **Remove the cover**



Remove the rear upper cover (MFP)

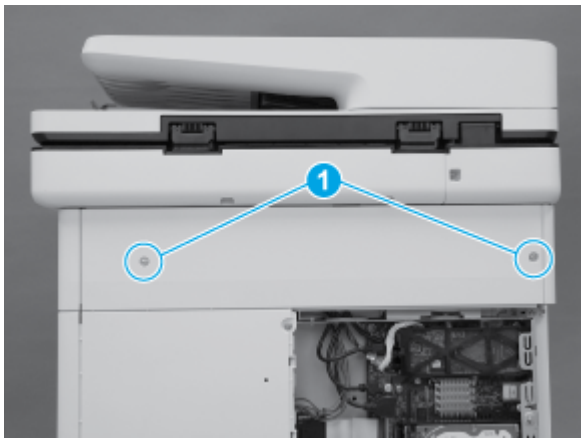
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

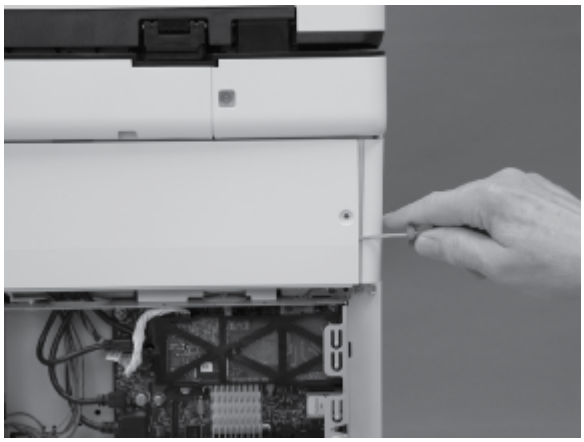
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-1597 **Remove two screws**



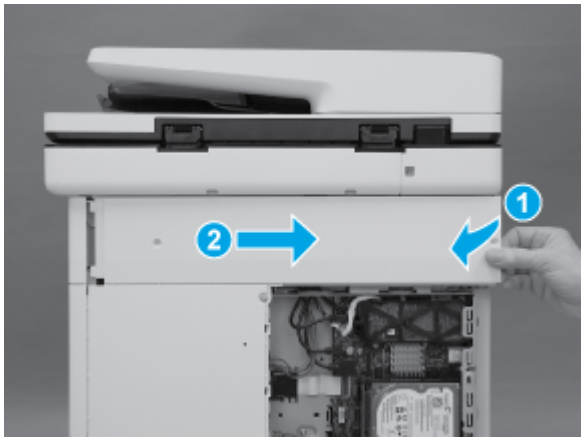
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-1598 **Release the right edge**



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-1599 **Slide the cover right**



4. Remove the cover.

Figure 4-1600 **Remove the cover**

Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-1601 **Remove four screws**

2. Slide the cover to the right to remove it.

Figure 4-1602 **Remove the cover**

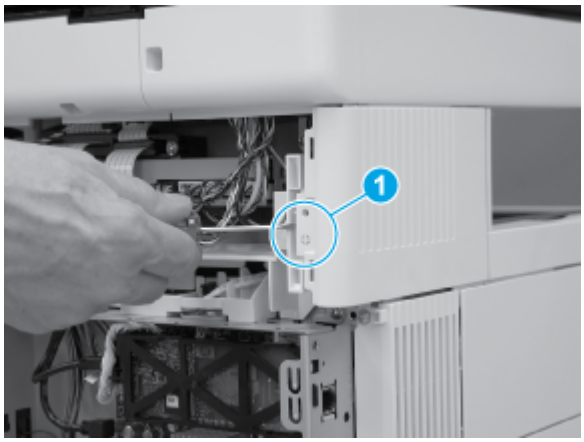
Remove the left upper cover (MFP)

Follow these steps to remove the left upper cover.

NOTE: This procedure is for MFP models only.

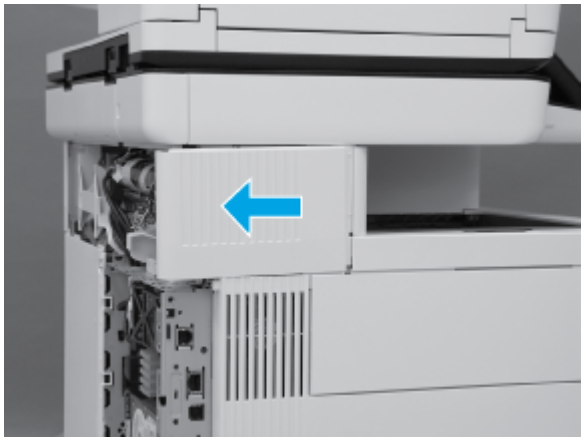
1. At the left side of the printer, release one tab (callout 1).

Figure 4-1603 Release one tab



2. Slide the left upper cover toward the back of the printer.

Figure 4-1604 Slide the cover back



3. Rotate the cover up to remove it.

Figure 4-1605 Remove the left upper cover

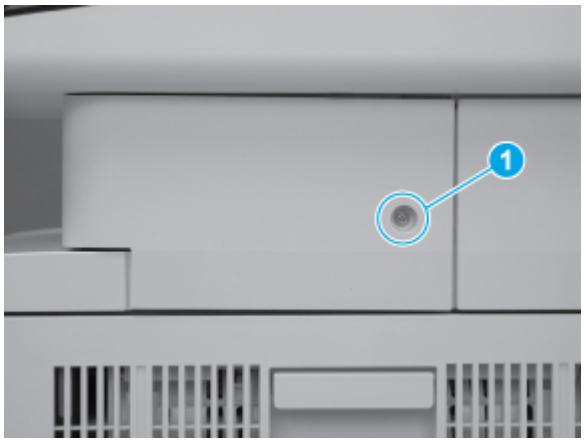
Remove the right front upper cover (MFP non-stapler models)

Follow these steps to remove the right front upper cover.

NOTE: This procedure is for non-stapler models only.

1. Remove one screw (callout 1).

Figure 4-1606 **Remove one screw**



2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-1607 **Release two tabs**

3. Rotate the front of the cover to the right to remove it.

Figure 4-1608 **Rotate the cover**

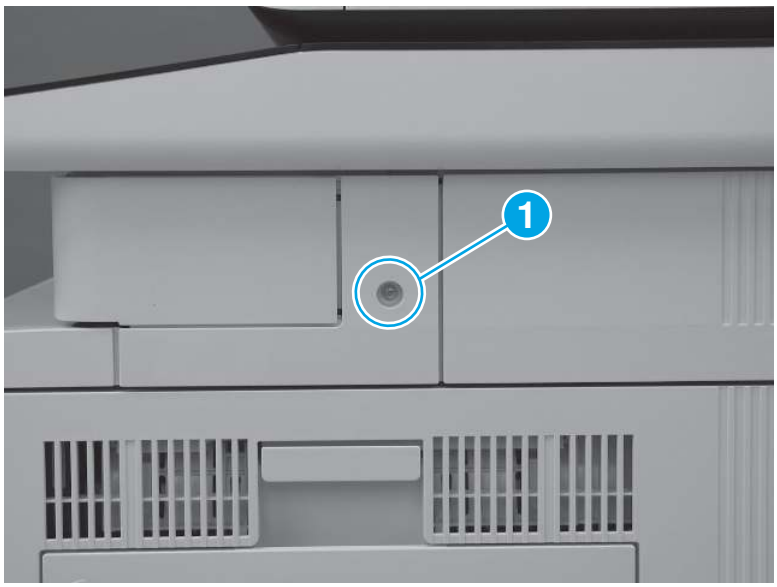
Remove the stapler cover (MFP stapler models)

Follow these steps to remove the stapler cover.

NOTE: This procedure is for stapler models only.

1. Remove one screw (callout 1).

Figure 4-1609 **Remove one screw**

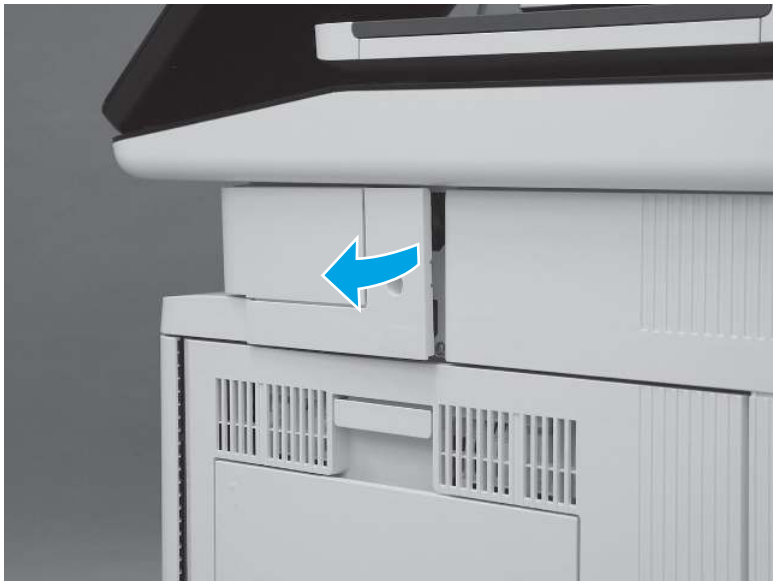


2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-1610 **Release two tabs**

3. Release the back edge of the cover.

Figure 4-1611 **Release the back edge of the cover**



4. Rotate the cover away from the printer to remove it.

Figure 4-1612 Remove the cover

Remove the integrated scanner assembly (ISA) (MFP)

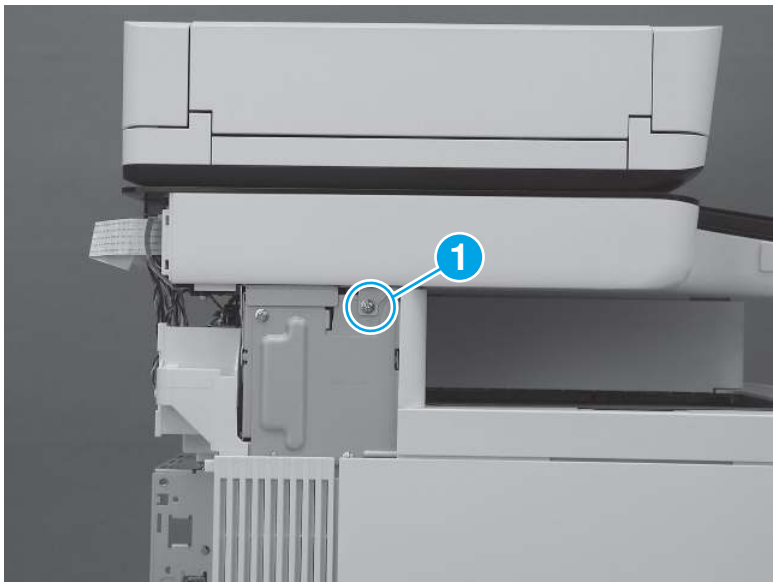
Follow these steps to remove the integrated scanner assembly (ISA).

NOTE: This procedure is for MFP models only.

NOTE: The ISA includes the document feeder, image scanner, scanner control board (SCB), control panel, keyboard (flow models) and NFC PCA (not all models).

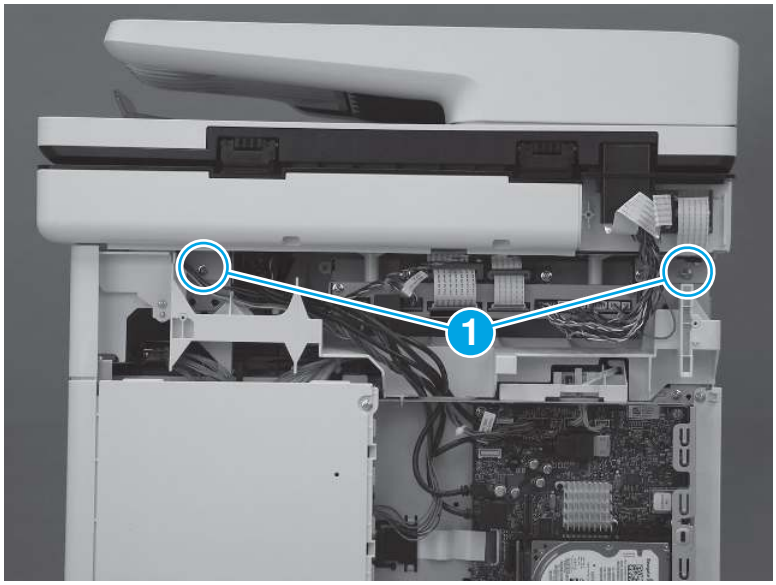
1. At the left side of the printer, remove one screw (callout 1).

Figure 4-1613 Remove one screw



2. At the back of the printer, remove two screws (callout 1).

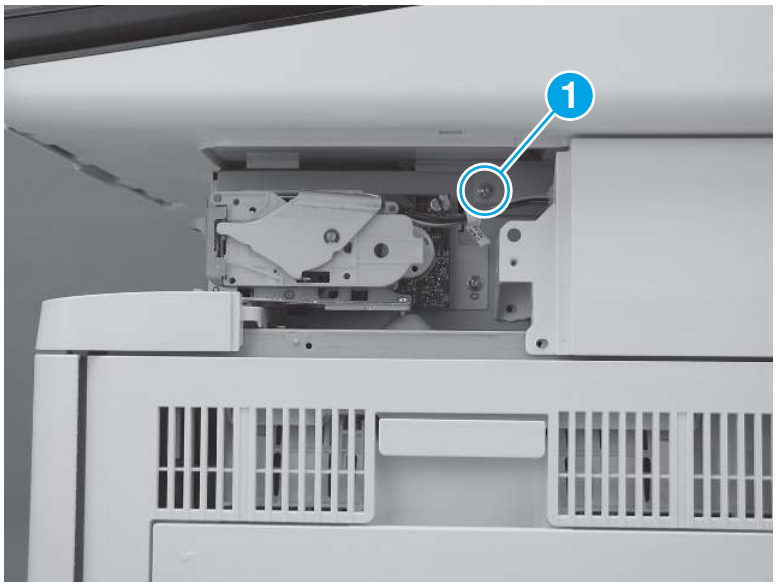
Figure 4-1614 Remove two screws



3. At the right side of the printer, remove one screw (callout 1).

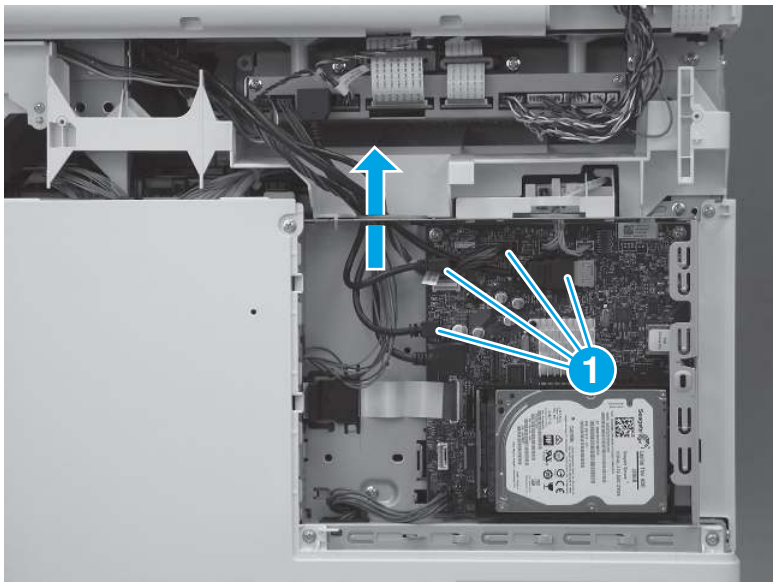
NOTE: The M577z is shown in the figure below. The procedure is correct for all MFP models.

Figure 4-1615 Remove one screw



4. Disconnect four connectors (callout 1) on the formatter, and then pass the wire harnesses and cables through the top opening in the formatter case (callout 2).

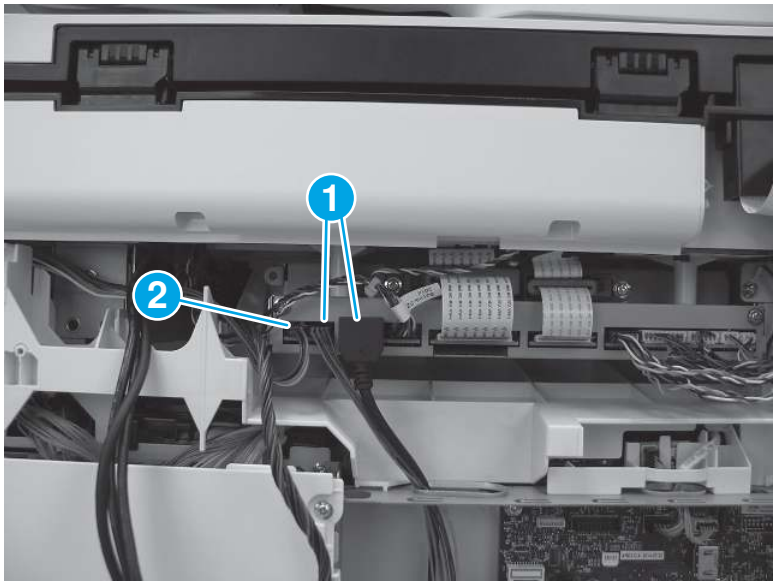
Figure 4-1616 **Disconnect cables and connectors**



5. Disconnect two connectors on the scanner control board (callout 1).

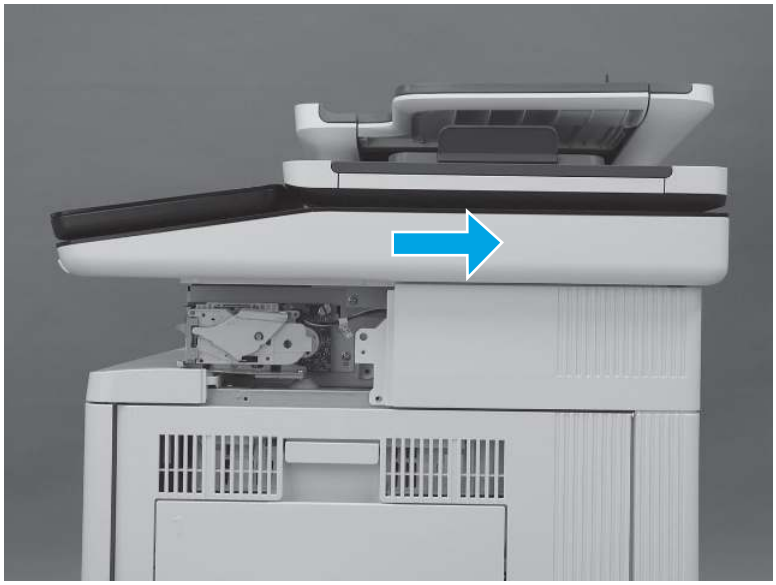
MFP stapler models: Disconnect one connector for the stapler on the scanner control board (callout 2).

Figure 4-1617 **Disconnect connectors**



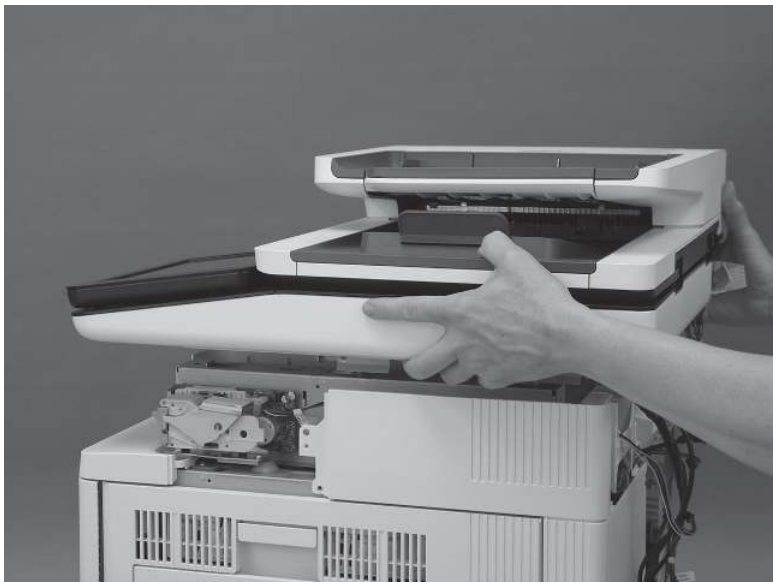
6. Slide the image scanner toward the back of the printer to release it.

Figure 4-1618 **Release the image scanner**



7. Lift the ISA straight up to remove it.

Figure 4-1619 **Remove the ISA**



Remove the right upper cover (MFP)

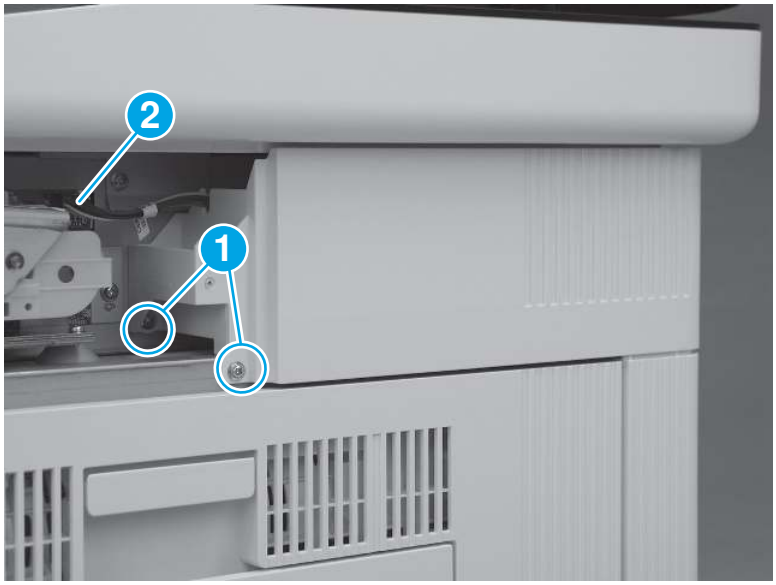
Follow these steps to remove the right upper cover.

NOTE: This procedure is for MFP models only.

1. At the right side of the printer, remove two screws (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

Figure 4-1620 Remove two screws and one connector

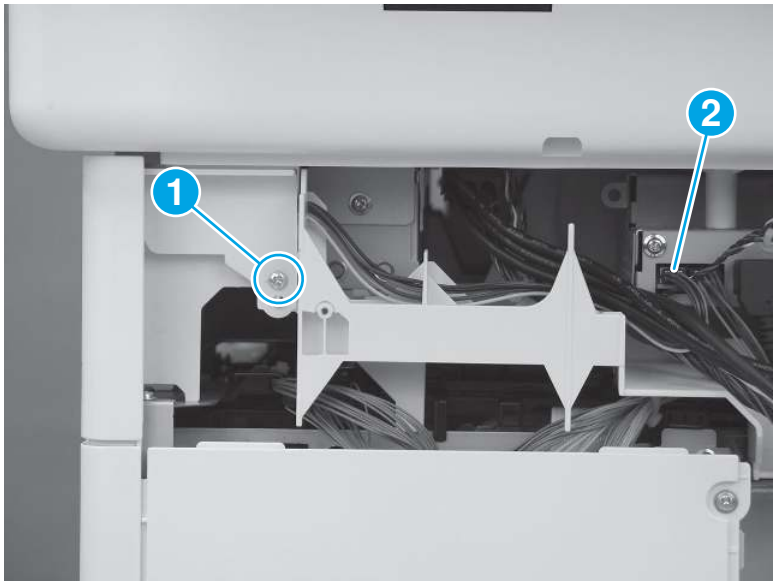


2. At the back of the printer, remove one screw (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

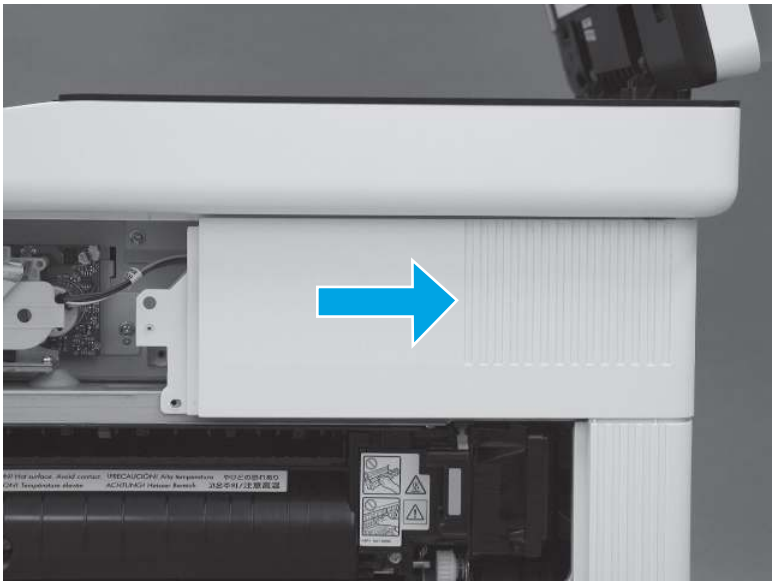
Reinstallation tip: This screw is smaller than the screws removed in the previous step. When reinstalling the right upper cover, make sure that this screw is installed in the correct position.

Figure 4-1621 Remove one screw and connector



3. Slide the cover toward the back of the printer.

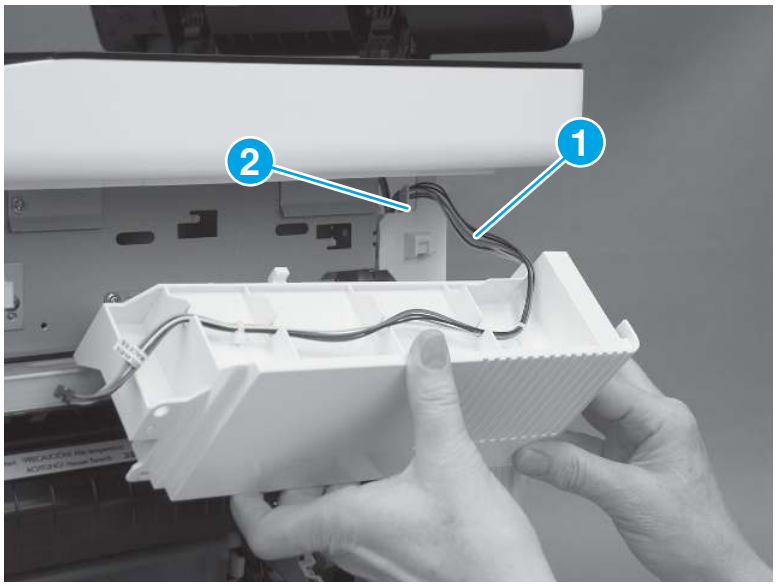
Figure 4-1622 **Slide the cover**



4. Lift the cover away from the printer to remove it.

M577/M578z: Release the cables (callout 1) through the slot (callout 2) in the printer.

Figure 4-1623 **Remove the cover**



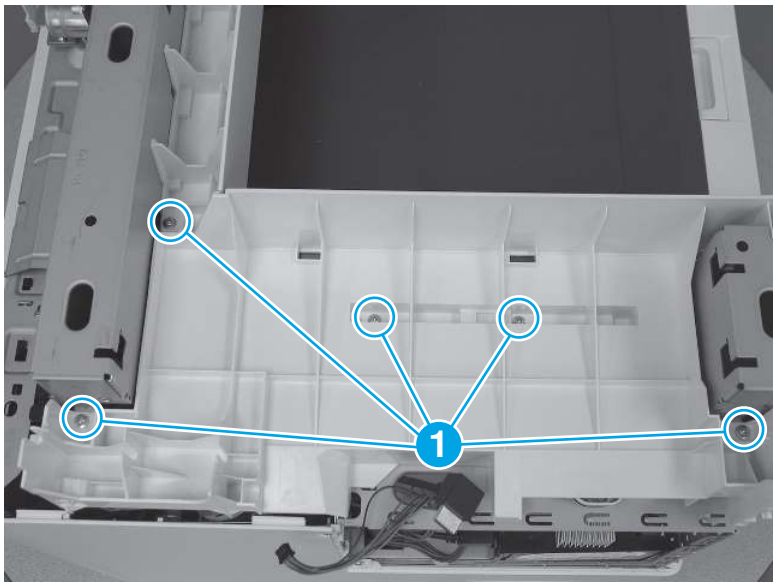
Remove the top rear cover (MFP)

Follow these steps to remove the top rear cover.

NOTE: This procedure is for MFP models only.

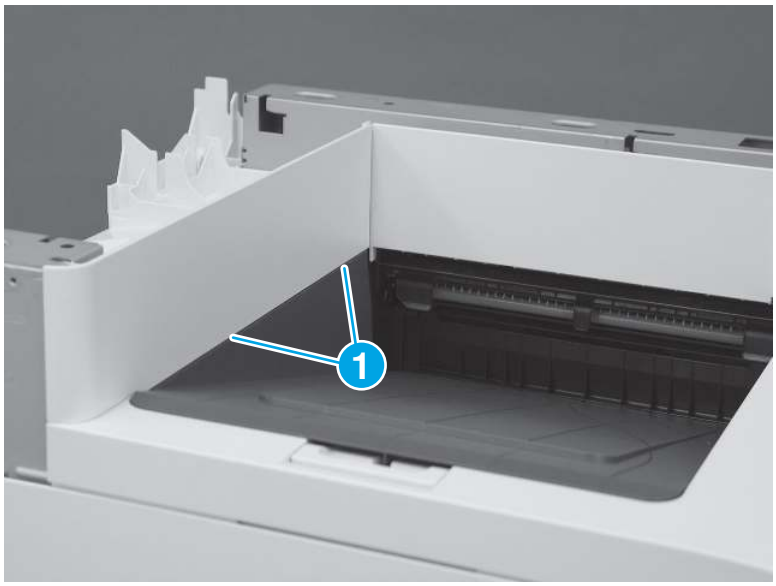
1. At the top of the printer, remove five screws (callout 1).

Figure 4-1624 Remove five screws



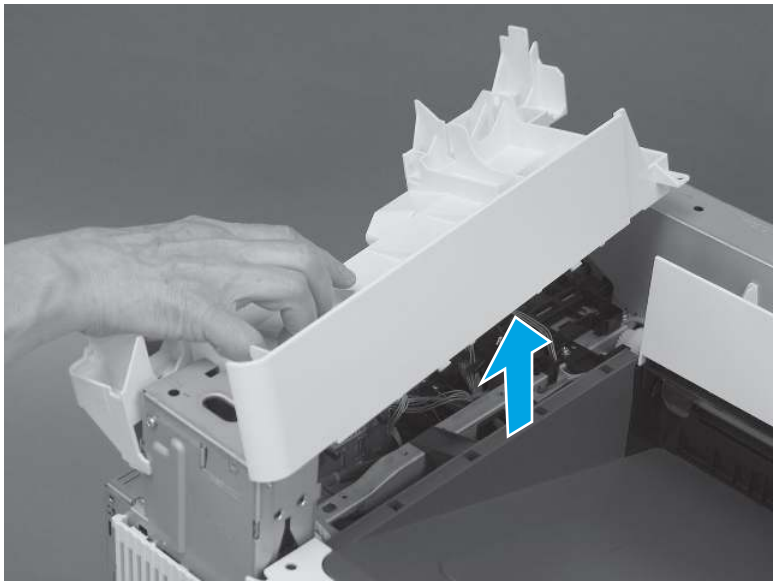
2. Release two tabs (callout 1) on the front edge of the cover.

Figure 4-1625 Release two tabs



3. Remove the top rear cover.

Figure 4-1626 **Remove the cover**



Remove the left cover

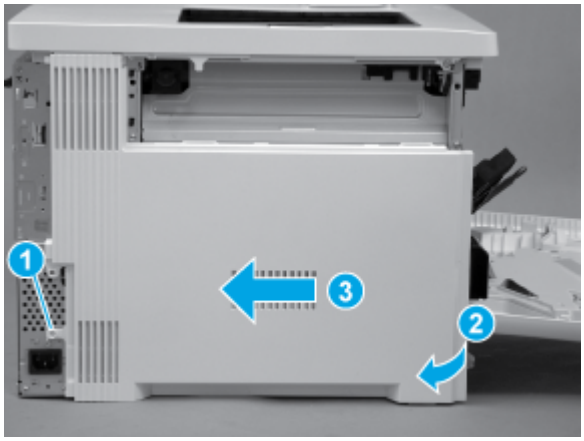
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-1627 **Remove one screw**

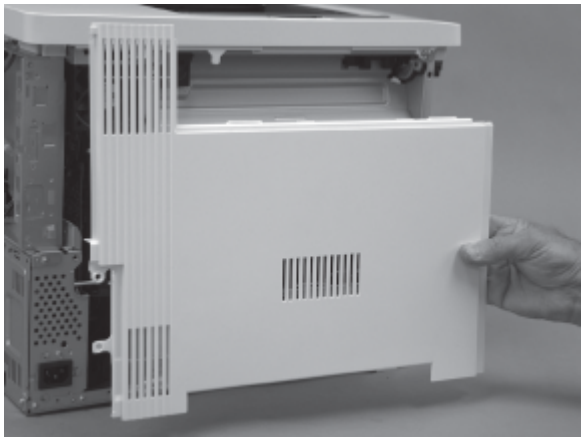
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-1628 **Release the cover**



3. Remove the cover.

Figure 4-1629 **Remove the cover**



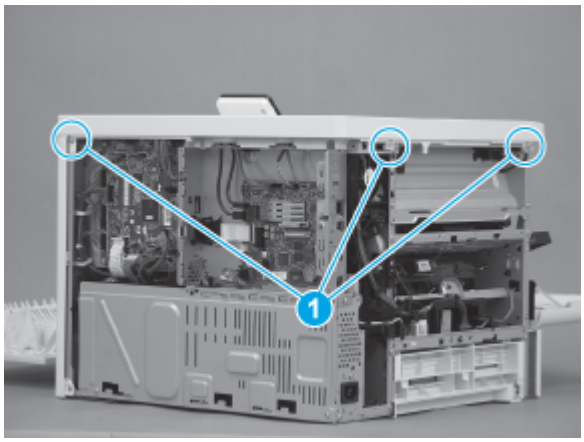
Remove the upper cover (SFP)

Follow these steps to remove the upper cover.

NOTE: This procedure is for SFP models only.

1. Remove three screws (callout 1).

Figure 4-1630 **Remove three screws**



2. Remove one screw (callout 1), release one tab (callout 2), and then slightly separate the corner of the cover from the chassis.

NOTE: This is a self-tapping plastic-thread screw. Make sure that this screw is used in this location when it is reinstalled.

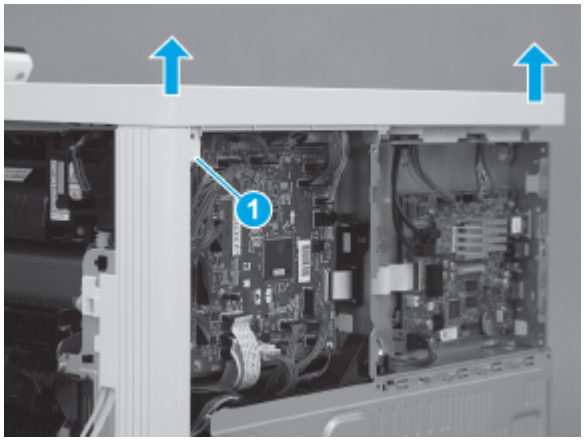
Figure 4-1631 **Remove one screw and release one tab**

3. Release one tab (callout 1), and then lift up on the cover to release it.

IMPORTANT: **M554 models**: Disconnect the control-panel flat cable at the formatter.

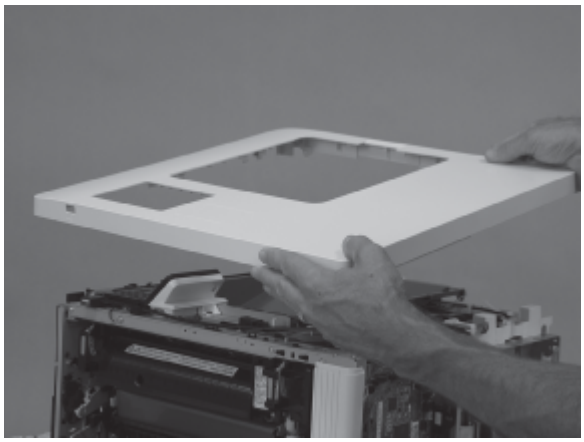
NOTE: If the cover does not release, check for addition tabs by locating the triangles embossed in the cover at tab locations.

Figure 4-1632 Release the cover



4. Remove the cover.

Figure 4-1633 Remove the cover

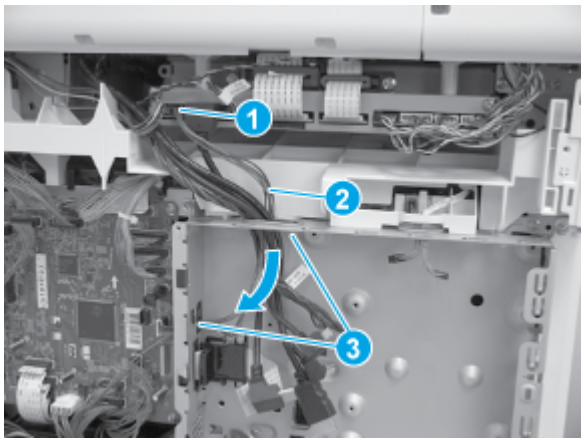


Remove the formatter case

Follow these steps to remove the formatter case.

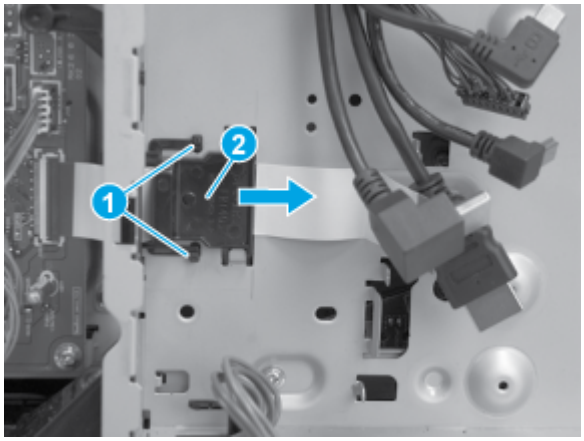
1. **MFP only:** Disconnect one connector (callout 1), and then pass the wire harness (callout 2) through two openings in the formatter case (callout 3).

Figure 4-1634 Disconnect one connector



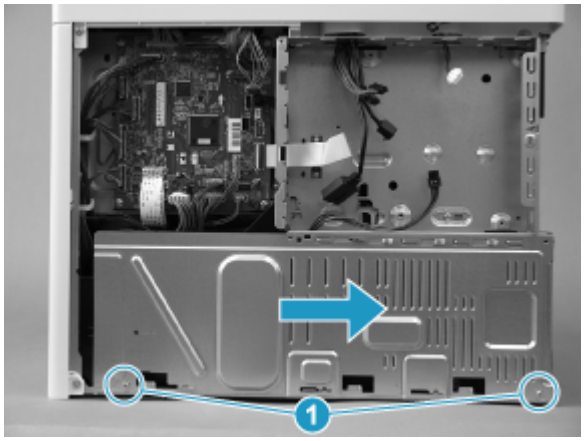
2. Release two tabs (callout 1) on the black plastic bracket. Hold the tabs in the released position, and then slide the bracket (callout 2) to the right to remove it from the formatter case.

Figure 4-1635 Remove the bracket



3. Remove two screws (callout 1), and then slide the low-voltage power supply (LVPS) cover to the right to remove it.

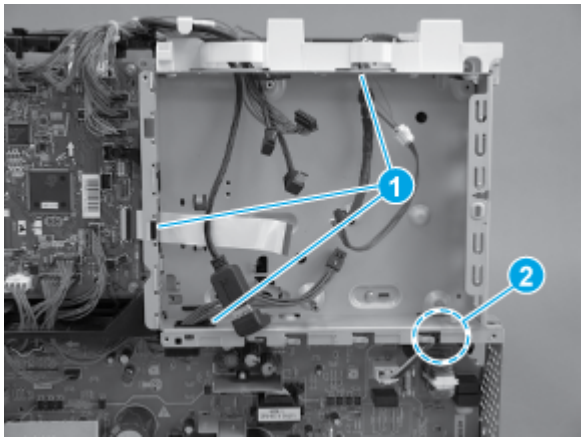
Figure 4-1636 Remove the LVPS cover



4. Pass two wire harnesses and one flat cable (callout 1) through the opening in the formatter case, and then release one wire harness from the retainer (callout 2).

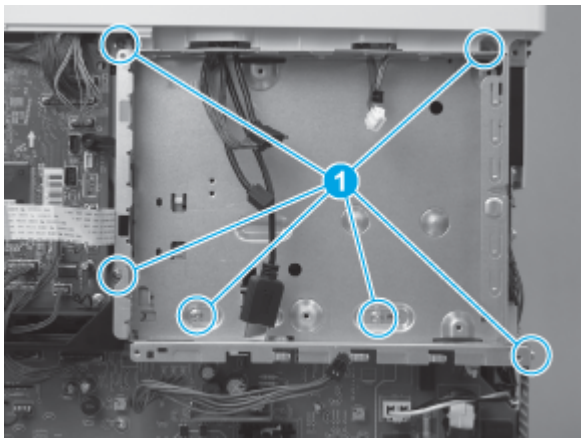
⚠ CAUTION: The flat cable might be attached to the formatter case with double-sided tape. Make sure that this tape is released, so that the flat cable is not damaged when the formatter case is removed.

Figure 4-1637 Release wire harnesses and flat cable



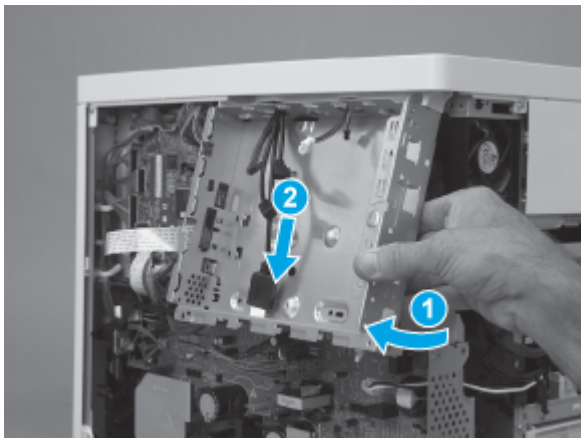
5. Remove six screws (callout 1).

Figure 4-1638 Remove six screws



6. Rotate the bottom of the formatter case away from the printer (callout 1), and then pull it down (callout 2) to release it.

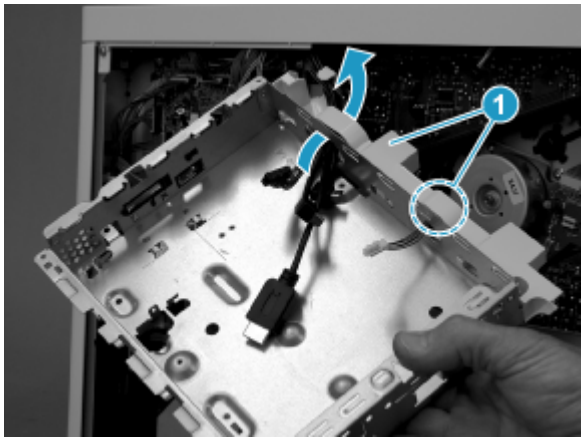
Figure 4-1639 Release the formatter case



7. Pass the wire harnesses through the opening in the formatter case to remove it.

IMPORTANT: If the formatter case is removed so that it can be replaced, make sure to transfer the memory PCA (island of data) and plastic bracket (callout 1) to the replacement case.

Figure 4-1640 Remove the formatter case



Remove the right rear cover

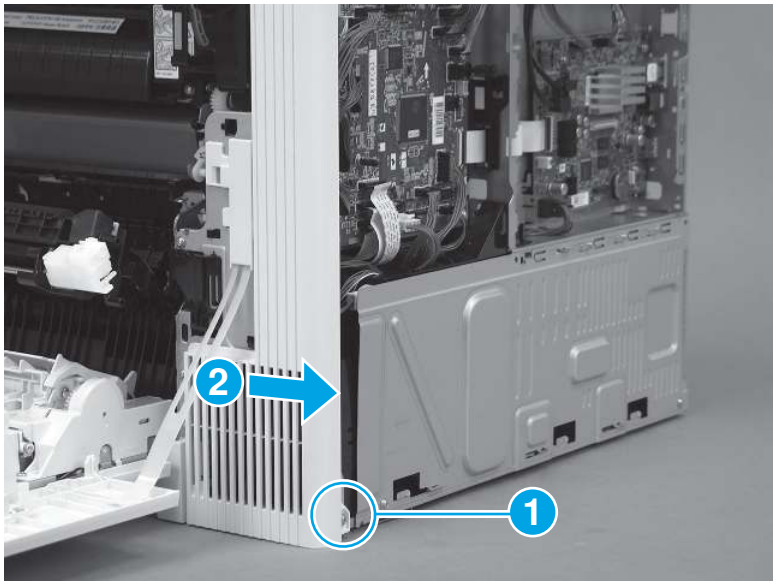
Follow these steps to remove the right rear cover.

NOTE: The figures in this topic show a SFP model. However, the procedure is correct for an MFP.

1. Remove one screw (callout 1), and then slide the cover toward the rear of the printer (callout 2) to release it.

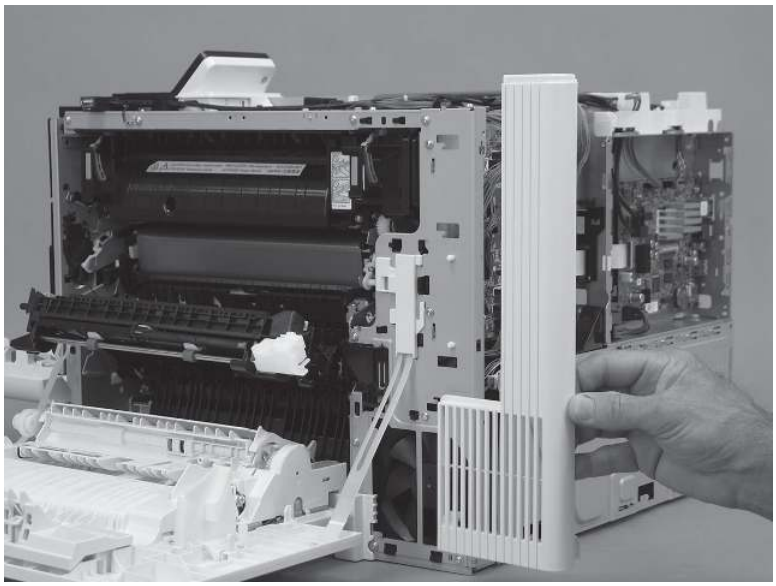
TIP: If the right door is closed, open it now.

Figure 4-1641 Release the cover



2. Remove the cover.

Figure 4-1642 **Remove the cover**



Remove the DC controller (DCC) and sheet-metal bracket

Follow these steps to remove the DC controller and sheet-metal bracket together.

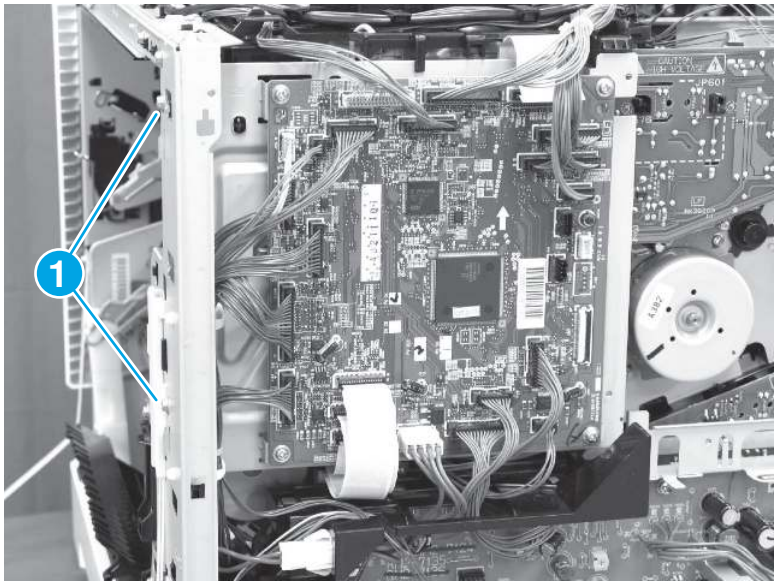
NOTE: ESD sensitive part.

1. Disconnect all of the connectors, and then remove two screws (callout 1).

   Empty DCC connectors

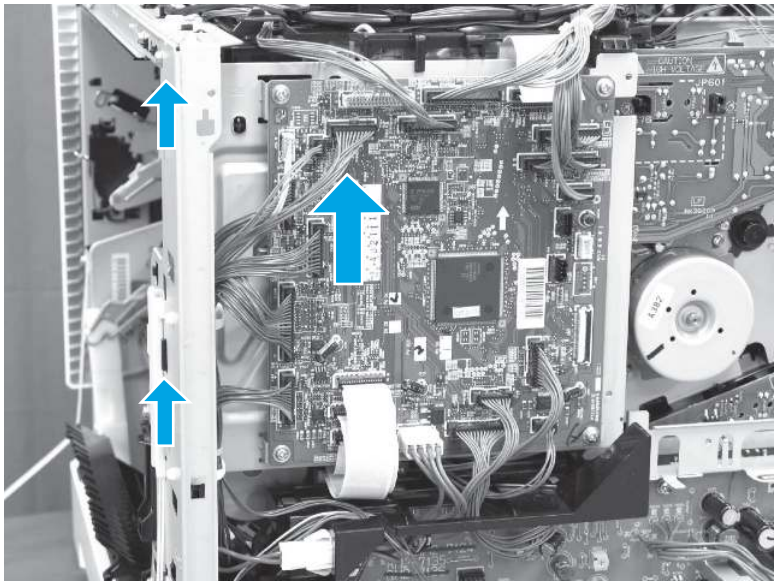
   - J140
   - J141
   - J143

Figure 4-1643 Remove two screws



2. Lift up on the DC controller and sheet-metal plate to remove it.

Figure 4-1644 Remove the plate



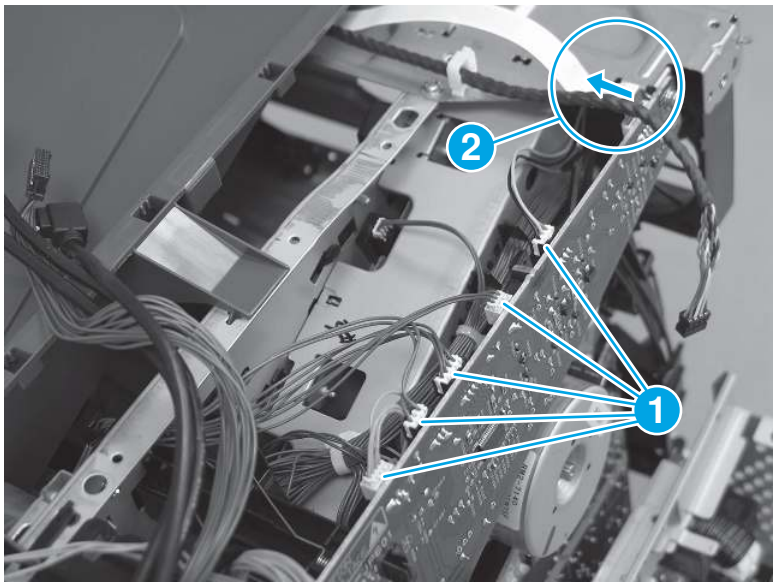
Remove the high-voltage power supply T (HVPST)

Follow these steps to remove the high-voltage power supply T.

NOTE: ESD sensitive part.

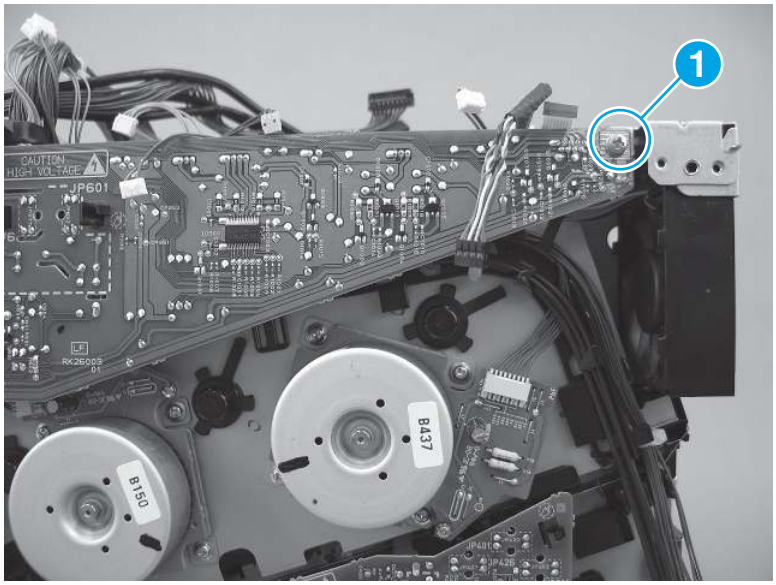
1. Disconnect five connectors (callout 1), and then disconnect one flat cable (callout 2).

Figure 4-1645 **Disconnect five connectors and one flat cable**



2. Remove one screw (callout 1).

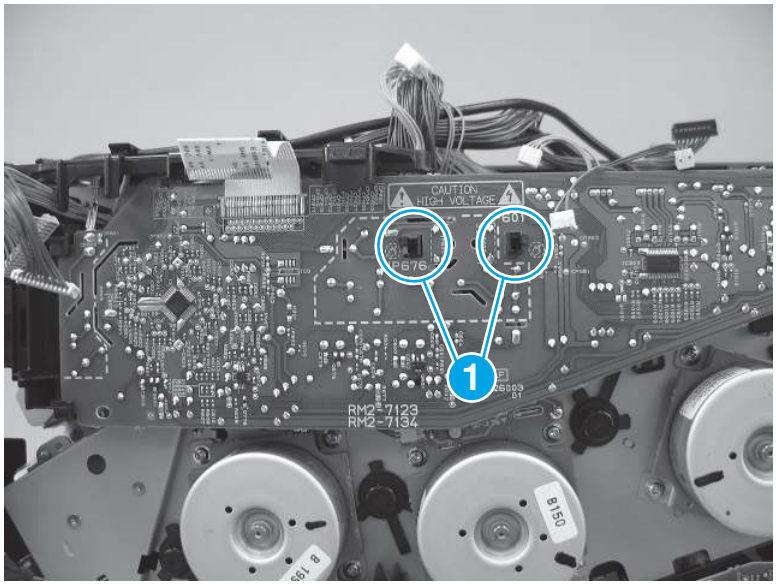
Figure 4-1646 **Remove one screw**



3. Release two tabs (callout 1), and then separate the HVPST from the printer.

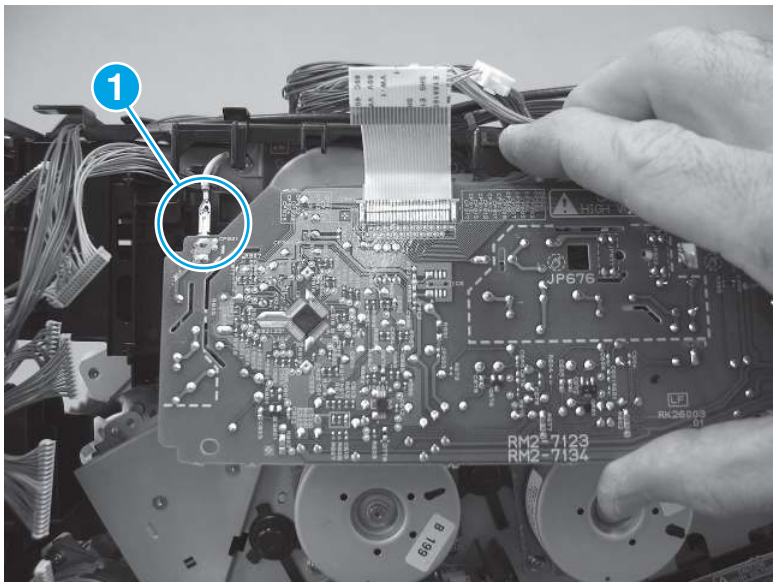
⚠ CAUTION: Do not attempt to completely remove the HVPST. It is still connected to the printer by ground wire harness.

Figure 4-1647 Release the HVPST



4. Release one ground wire connector (callout 1), and then remove the HVPST.

Figure 4-1648 Remove the HVPST

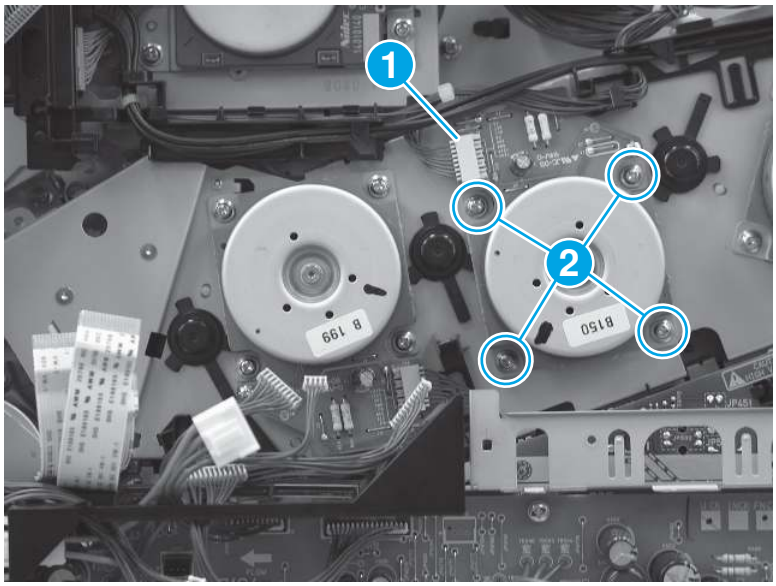


Remove drum motor 2 (M2)

Follow these steps to remove drum motor 2.

- Disconnect one connector (callout 1), remove four screws (callout 2), and then remove the motor.

Figure 4-1649 **Remove the motor**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Drum motor 3 (M3)

Learn about removing and replacing drum motor 3.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-75 Part information

Part number	Part description
RM2-0078-000CN	Drum motor 3 (M3)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

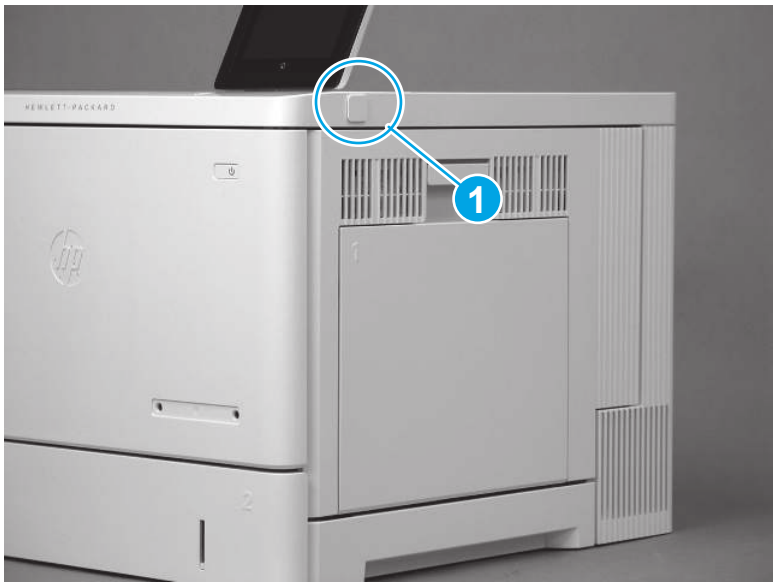
Remove the USB cover (SFP)

Follow these steps to remove the USB cover.

NOTE: This procedure is for SFP models only.

1. Locate the USB cover (callout 1).

Figure 4-1650 **Locate the USB cover**



2. Pull the cover off of the printer to remove it.

Figure 4-1651 **Remove the cover**

Remove the control panel (M553x/M555/E55040)

Follow these steps to remove the control panel.

NOTE: This procedure is for the M553x/M555/E55040 printers only.

M555 models: Removing the control panel is similar to the procedure below. For the M555, a flat cable connects the control panel to the formatter.

1. Tilt the control panel up.

Figure 4-1652 **Tilt the control panel up**

2. Use the small flat-blade screwdriver supplied in this kit to release the control-panel screws cover tabs.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-1653 **Release the control-panel screws cover tabs**

3. Rotate the cover up to remove it.

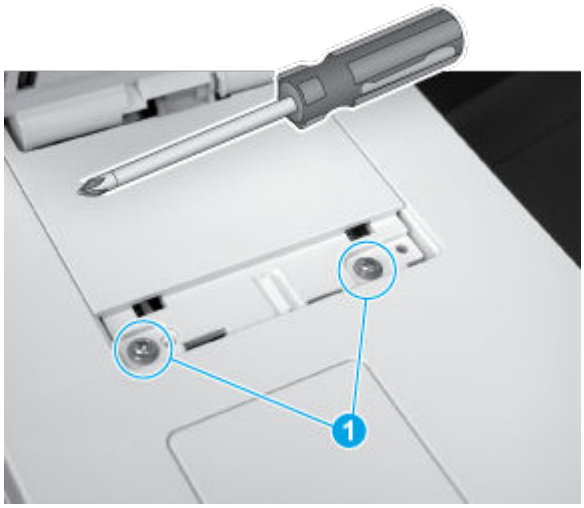
Figure 4-1654 **Remove the cover**

4. Use the small Phillips screwdriver supplied in this kit to remove two screws (callout 1).

IMPORTANT: Store the screws in a secure place where they cannot fall down into the printer.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-1655 **Remove two screws**



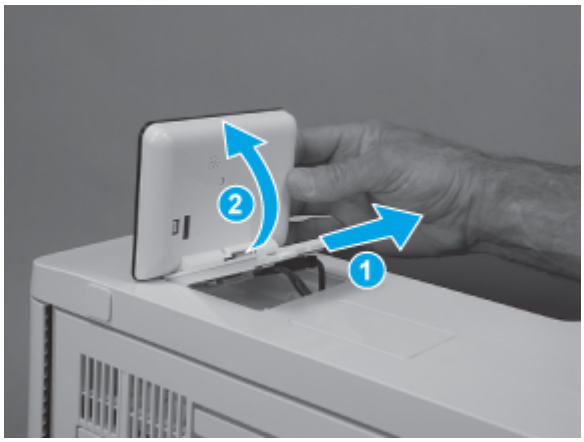
5. Rotate the control-panel base toward the front of the printer.

Figure 4-1656 **Rotate the control-panel base up**

6. Slightly slide the control-panel base toward the rear of the printer (callout 1) to release it, and then turn the control panel over (callout 2) to access the bottom side.

⚠ CAUTION: The control panel is still attached to the printer. Do not attempt to completely remove the control panel.

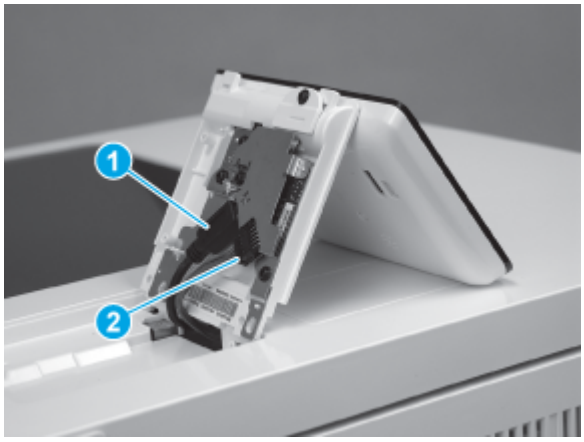
Figure 4-1657 **Turn the control panel over**



7. Disconnect one USB cable (callout 1), one connector (callout 2), and then remove the control panel.

NOTE: **M555 only**: Disconnect one flat cable (not shown), and then remove the control panel.

Figure 4-1658 Disconnect two connectors



Remove Tray 2

Learn about removing Tray 2.

NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

The figures in this section show Tray 2. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5. Always carefully read the instructions that accompany the figures.

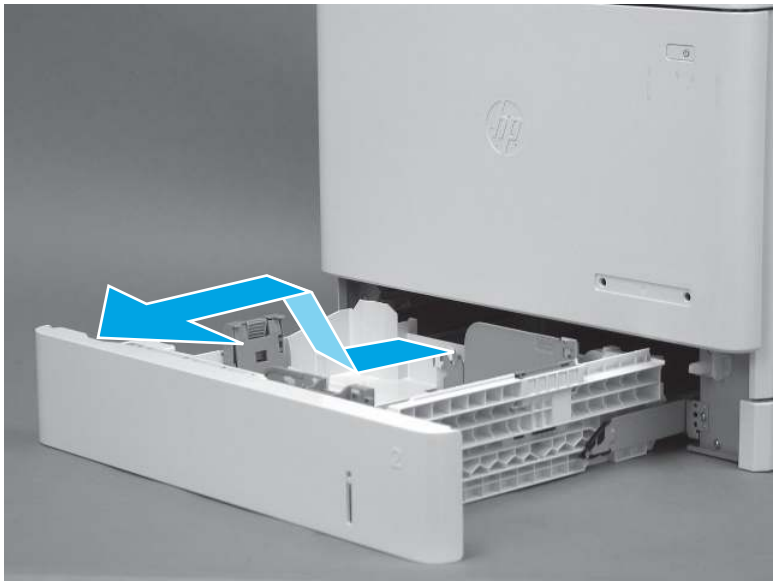
1. Pull the tray out until it stops.

Figure 4-1659 Pull the tray out

2. Lift the front of the tray, and then pull it out of the printer to remove it.

NOTE: **For a replacement tray:** If the tray has Fixed Tray Guides installed and are still required, move hardware to new tray. If necessary, order new kit: 3GY25-67901 Kit - Fixed Tray Guide. Only one kit required per engine.

Figure 4-1660 Remove the tray



Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-1661 Open the front door

2. Open the TCU.

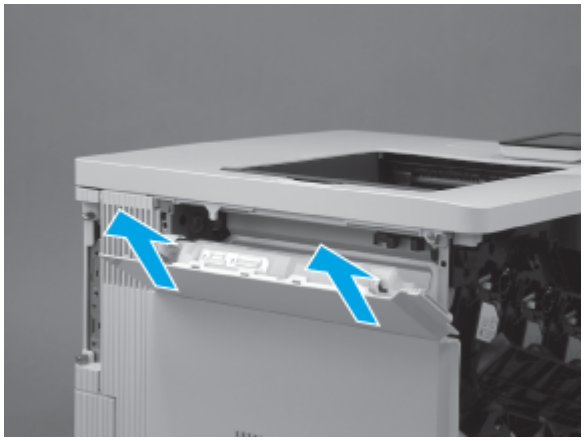
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-1662 Open the TCU

3. Pull the TCU away from the printer at an angle to remove it.

⚠ CAUTION: Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-1663 Remove the TCU

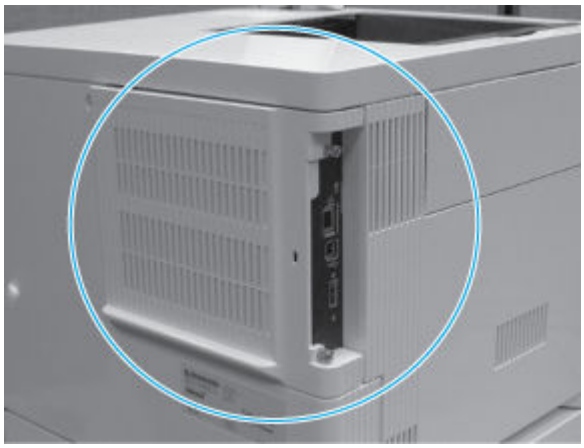


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

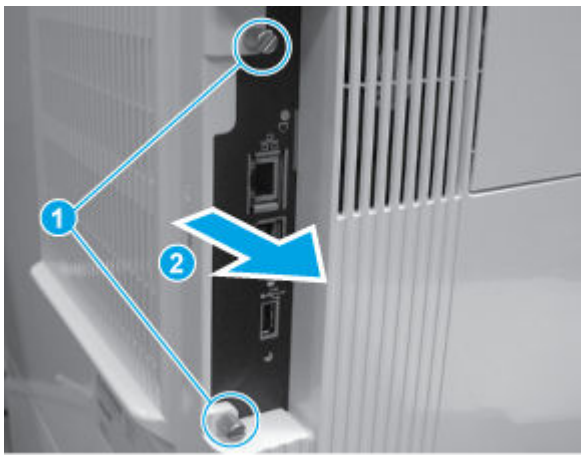
Figure 4-1664 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-1665 **Loosen the thumbscrews**



Remove the formatter (SFP)

Follow these steps to remove the formatter.

NOTE: This procedure is for SFP models only.

1. Disconnect all of the connectors on the formatter.

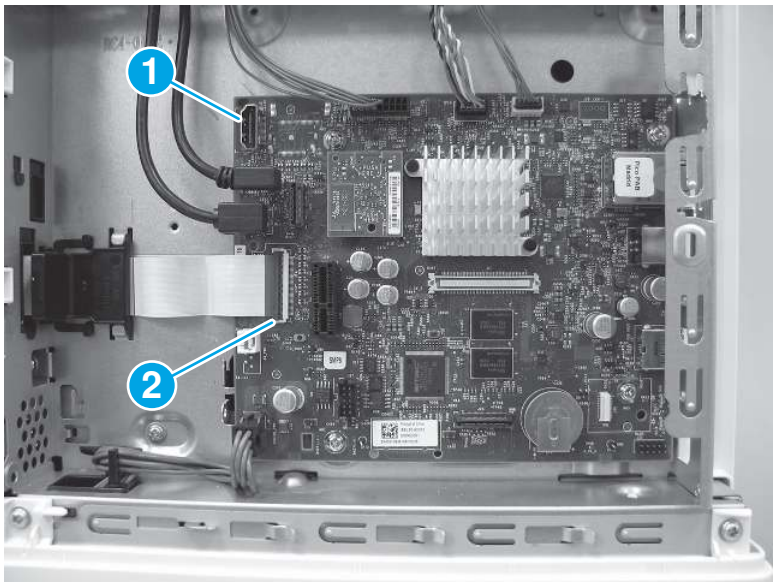
   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - M553n/dn and M552dn: J2 (callout 1; this is the touchscreen connector for the M553x and E55040 printers)
   - All models: J9 (this connector is empty unless the optional internal USB ports component is installed)

- All models: J18 (this connector is empty unless the optional hard-disk drive is installed)
- M553n/dn and M552dn: J25 (this is the wireless connector for the M553x and E55040 models)
- All models: J57
- All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

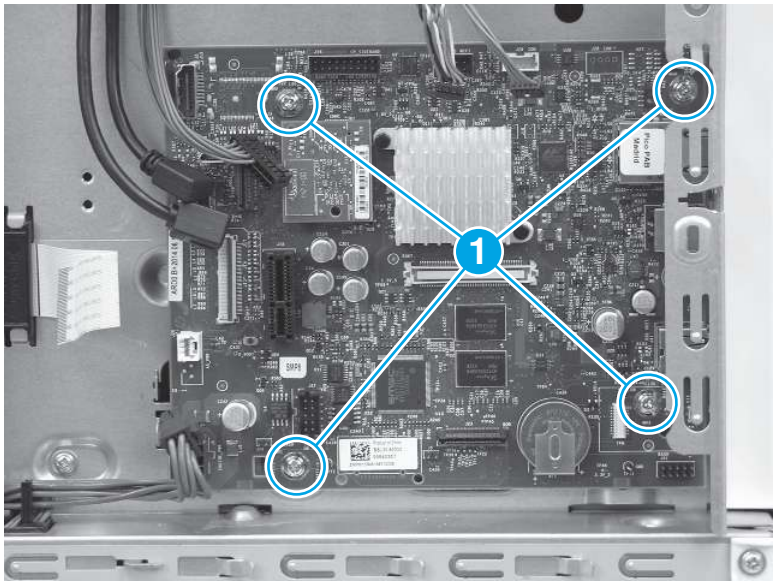
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1666 Disconnect all connectors



2. Remove four screws (callout 1), and then remove the formatter..

Figure 4-1667 Remove four screws



Remove the hard-disk drive (HDD)

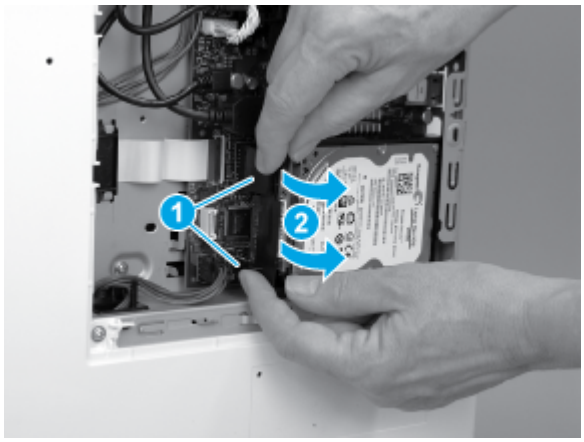
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-1668 **Release the HDD**



2. Slide the HDD away from the printer to remove it.

Figure 4-1669 **Remove the HDD**

Remove the fax PCA (fax models)

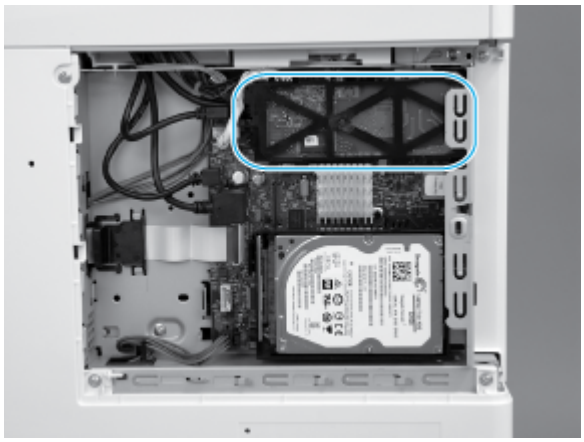
Follow these steps to remove the fax PCA (fax models).

CAUTION: ESD sensitive part.

NOTE: This procedure is for fax (or optionally installed fax) models only.

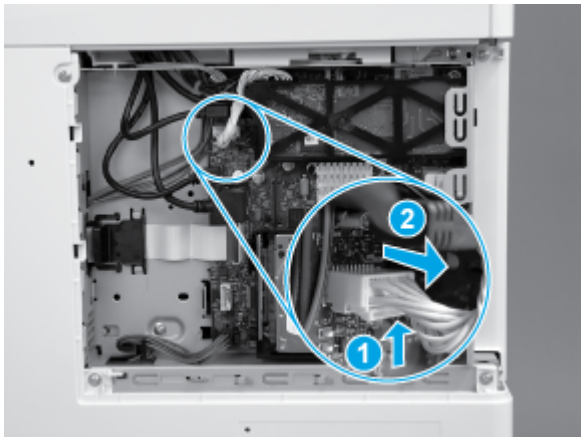
1. Locate the fax PCA component on the formatter.

Figure 4-1670 Locate the fax PCA



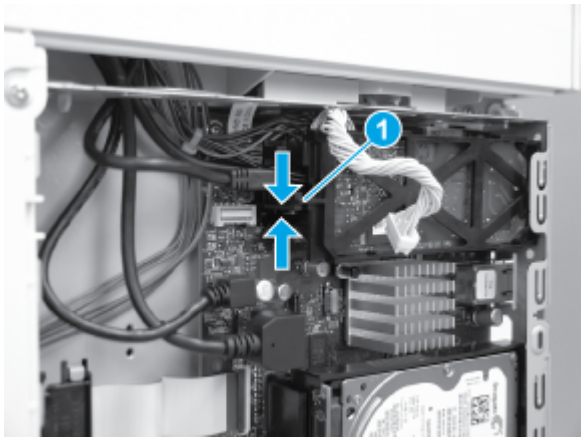
2. Release the connector latch (callout 1), and then pull the connector away from the formatter (callout 2) to disconnect it.

Figure 4-1671 Disconnect one connector



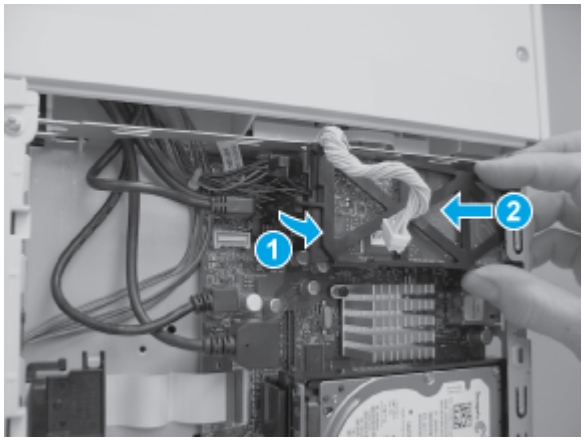
3. Release one retainer (callout 1) by pressing the bracket arms together.

Figure 4-1672 Release one latch



4. Rotate the end of the fax PCA (callout 1) away from the formatter, and then slide the PCA left (callout 2) to remove it.

Figure 4-1673 **Remove the fax PCA**



Remove the formatter (MFP)

Follow these steps to remove the formatter (MFP).

NOTE: This procedure is for MFP models only.

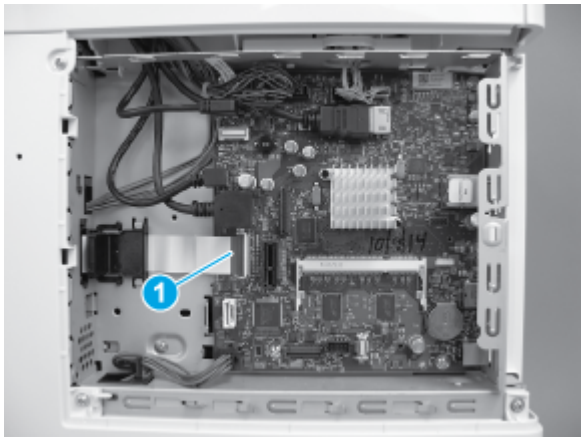
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - All models: J3
   - M577dn: J15 (this is the fax connector for the M577f/z/c models)
   - All models: J21 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J23
   - All models: J24
   - All models: J51
   - All models: J57
   - All models: J97
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

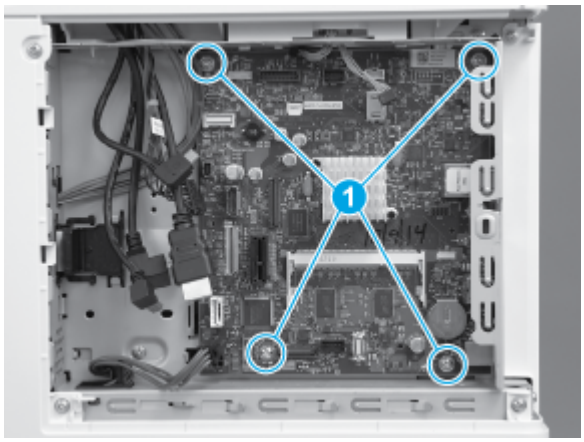
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1674 Disconnect all connectors



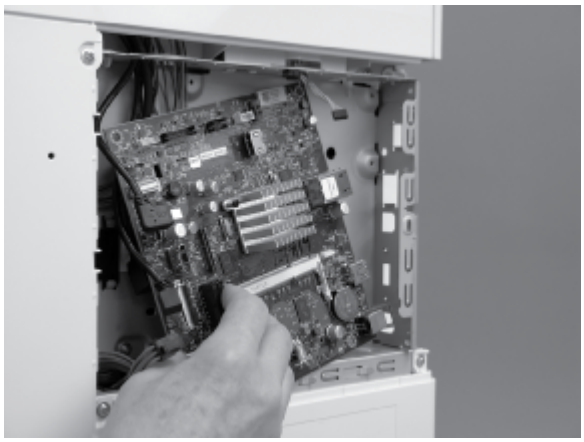
2. Remove four screws (callout 1).

Figure 4-1675 Remove four screws



3. Remove the formatter.

Figure 4-1676 Remove the formatter



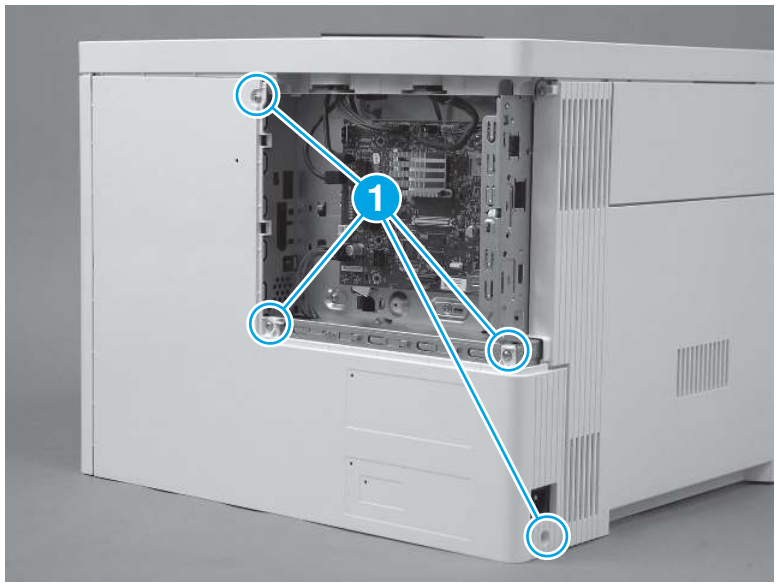
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

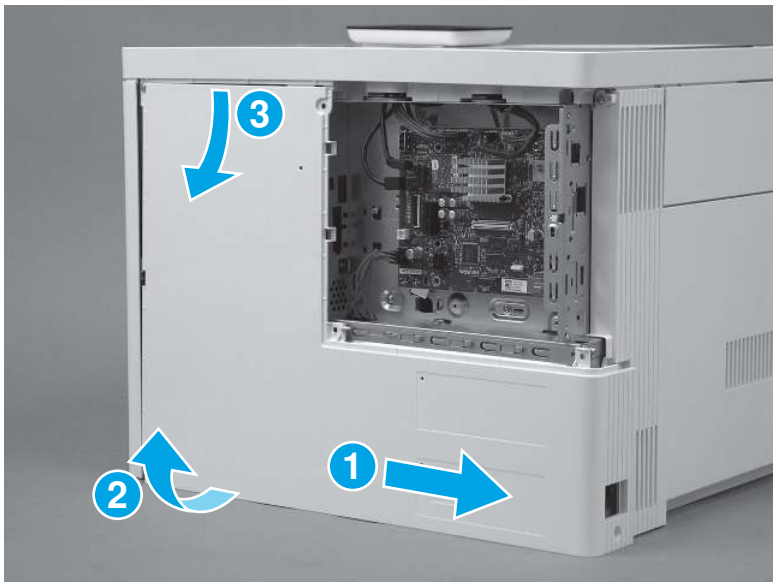
1. Remove four screws (callout 1).

Figure 4-1677 Remove four screws



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-1678 Remove the cover



Remove the rear upper cover (MFP)

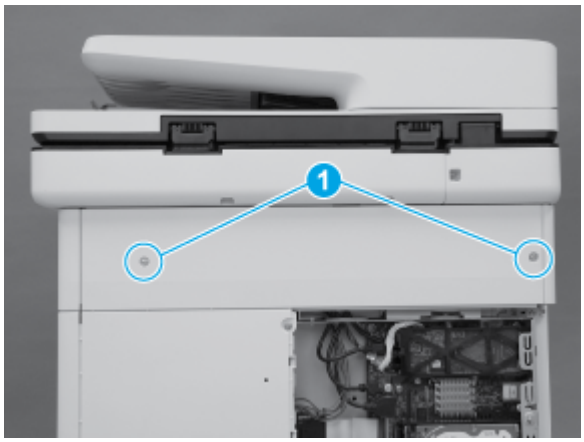
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

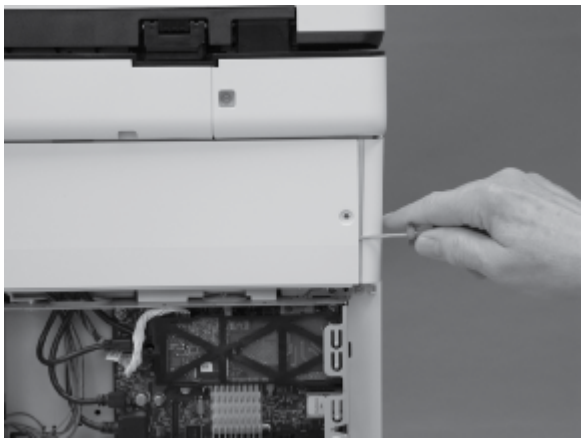
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-1679 **Remove two screws**



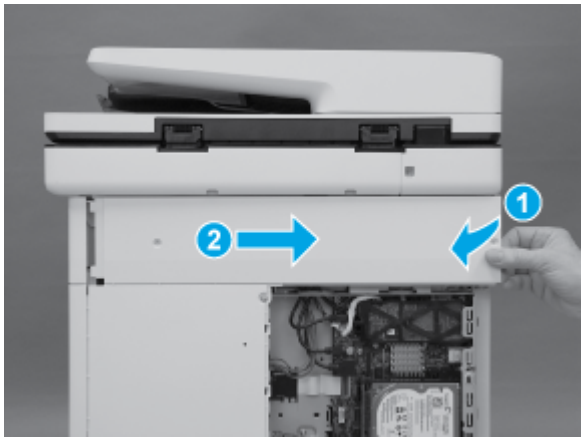
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-1680 **Release the right edge**



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-1681 **Slide the cover right**



4. Remove the cover.

Figure 4-1682 **Remove the cover**

Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-1683 Remove four screws

2. Slide the cover to the right to remove it.

Figure 4-1684 Remove the cover

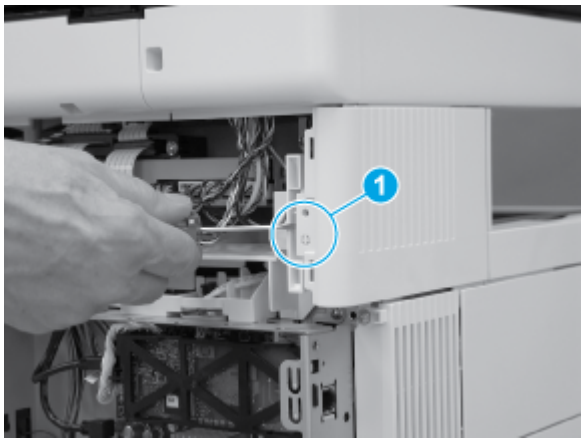
Remove the left upper cover (MFP)

Follow these steps to remove the left upper cover.

NOTE: This procedure is for MFP models only.

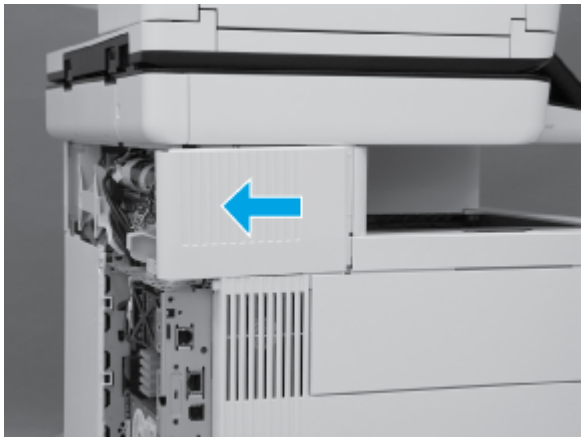
1. At the left side of the printer, release one tab (callout 1).

Figure 4-1685 **Release one tab**



2. Slide the left upper cover toward the back of the printer.

Figure 4-1686 **Slide the cover back**



3. Rotate the cover up to remove it.

Figure 4-1687 **Remove the left upper cover**

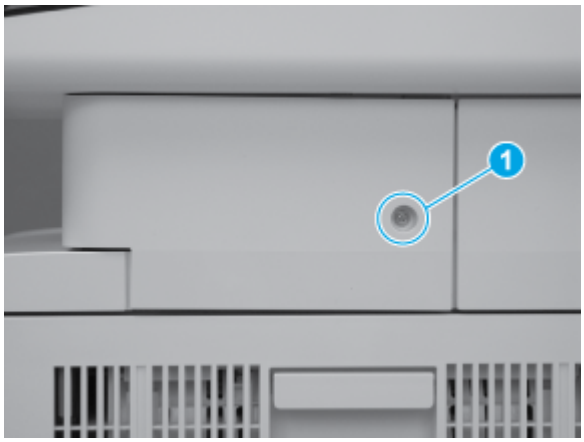
Remove the right front upper cover (MFP non-stapler models)

Follow these steps to remove the right front upper cover.

NOTE: This procedure is for non-stapler models only.

1. Remove one screw (callout 1).

Figure 4-1688 Remove one screw



2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-1689 Release two tabs

3. Rotate the front of the cover to the right to remove it.

Figure 4-1690 **Rotate the cover**

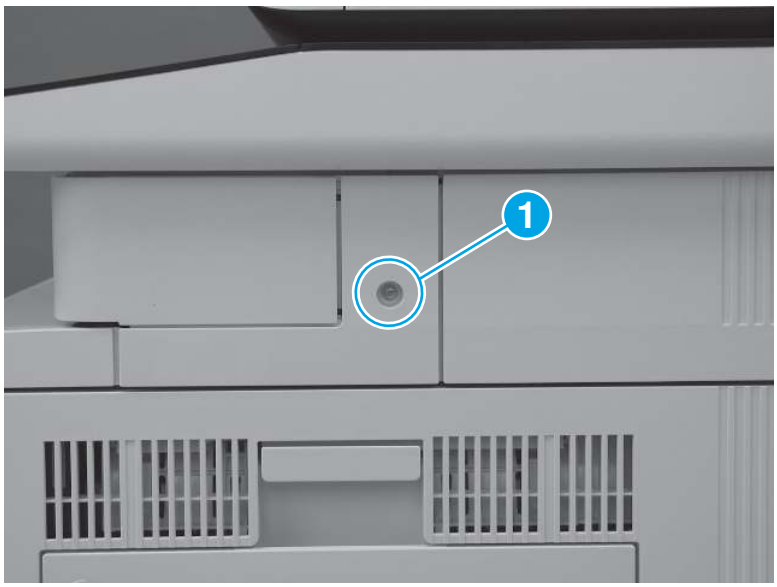
Remove the stapler cover (MFP stapler models)

Follow these steps to remove the stapler cover.

NOTE: This procedure is for stapler models only.

1. Remove one screw (callout 1).

Figure 4-1691 **Remove one screw**

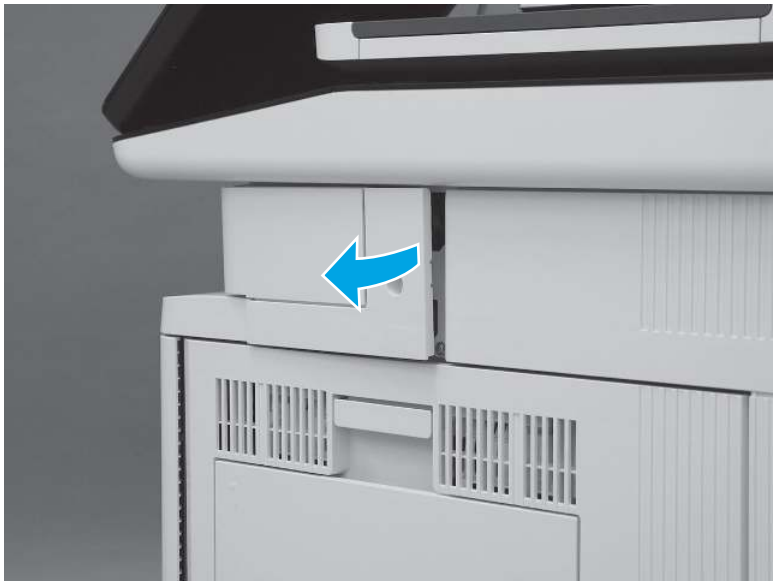


2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-1692 Release two tabs

3. Release the back edge of the cover.

Figure 4-1693 Release the back edge of the cover



4. Rotate the cover away from the printer to remove it.

Figure 4-1694 **Remove the cover**

Remove the integrated scanner assembly (ISA) (MFP)

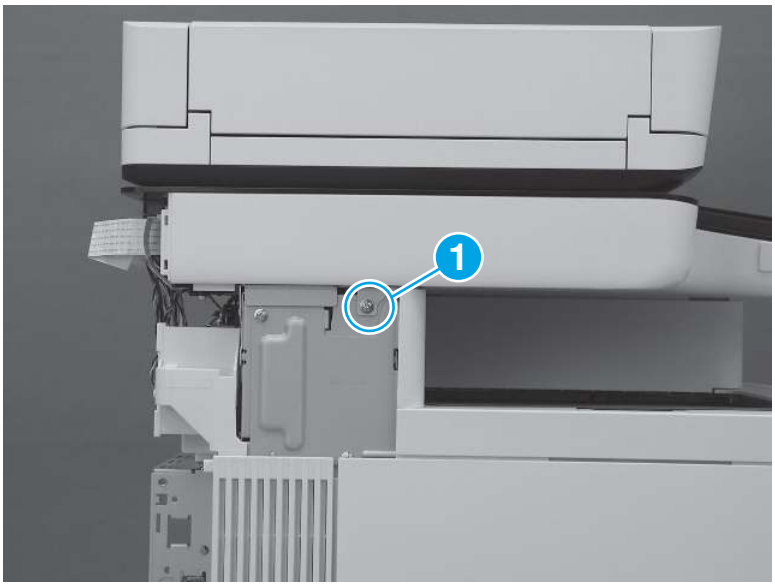
Follow these steps to remove the integrated scanner assembly (ISA).

NOTE: This procedure is for MFP models only.

NOTE: The ISA includes the document feeder, image scanner, scanner control board (SCB), control panel, keyboard (flow models) and NFC PCA (not all models).

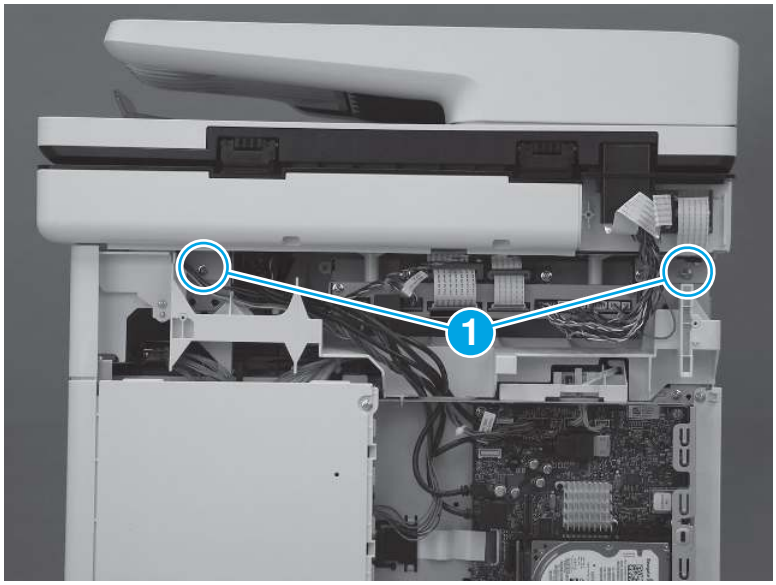
1. At the left side of the printer, remove one screw (callout 1).

Figure 4-1695 **Remove one screw**



2. At the back of the printer, remove two screws (callout 1).

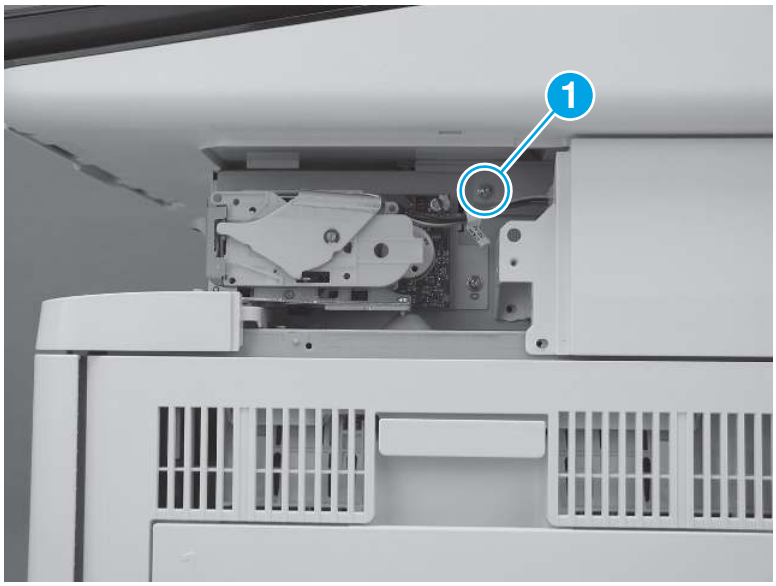
Figure 4-1696 Remove two screws



3. At the right side of the printer, remove one screw (callout 1).

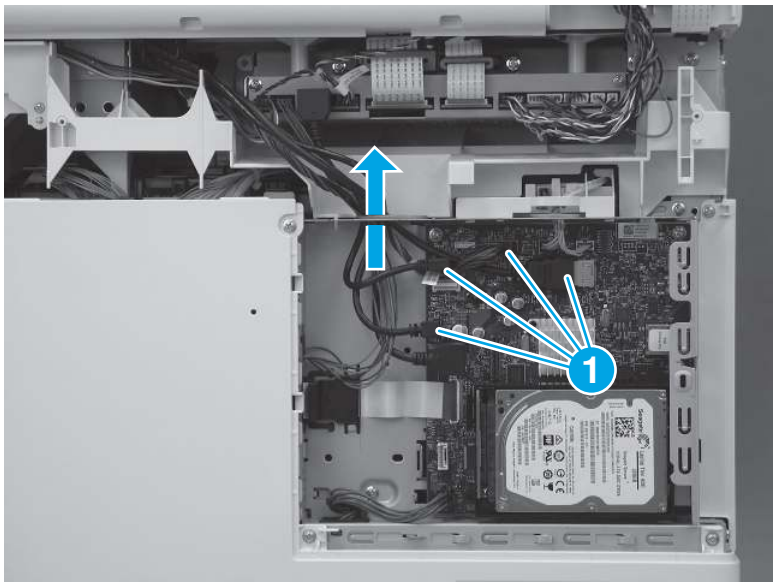
NOTE: The M577z is shown in the figure below. The procedure is correct for all MFP models.

Figure 4-1697 Remove one screw



4. Disconnect four connectors (callout 1) on the formatter, and then pass the wire harnesses and cables through the top opening in the formatter case (callout 2).

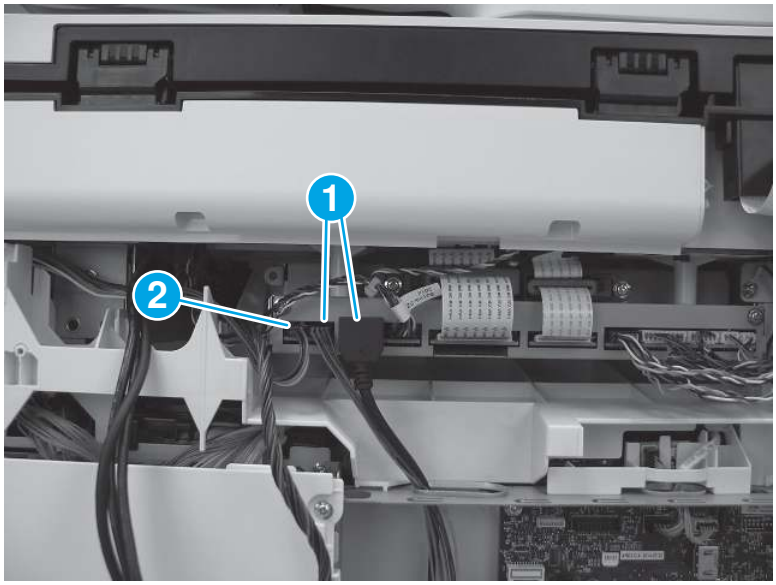
Figure 4-1698 **Disconnect cables and connectors**



5. Disconnect two connectors on the scanner control board (callout 1).

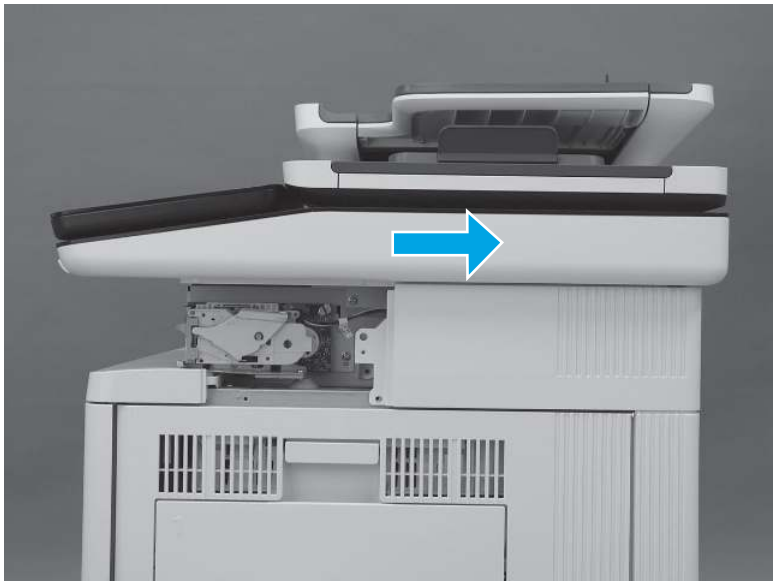
MFP stapler models: Disconnect one connector for the stapler on the scanner control board (callout 2).

Figure 4-1699 **Disconnect connectors**



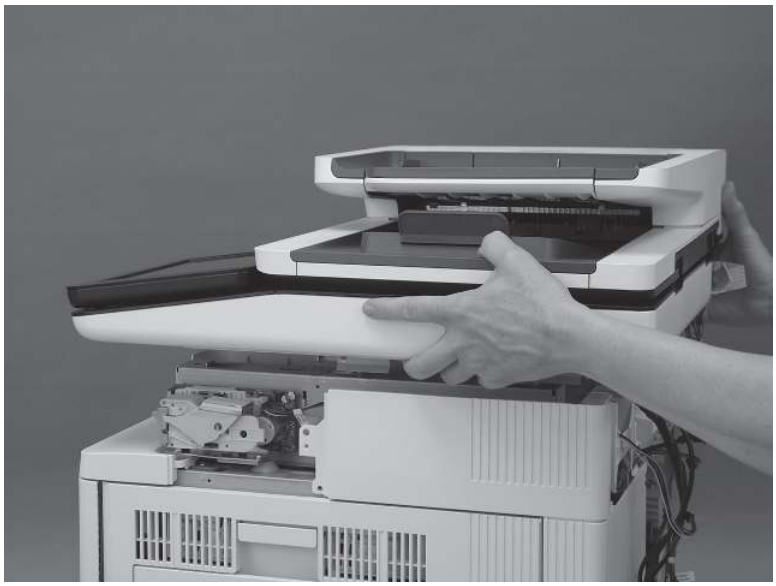
6. Slide the image scanner toward the back of the printer to release it.

Figure 4-1700 **Release the image scanner**



7. Lift the ISA straight up to remove it.

Figure 4-1701 **Remove the ISA**



Remove the right upper cover (MFP)

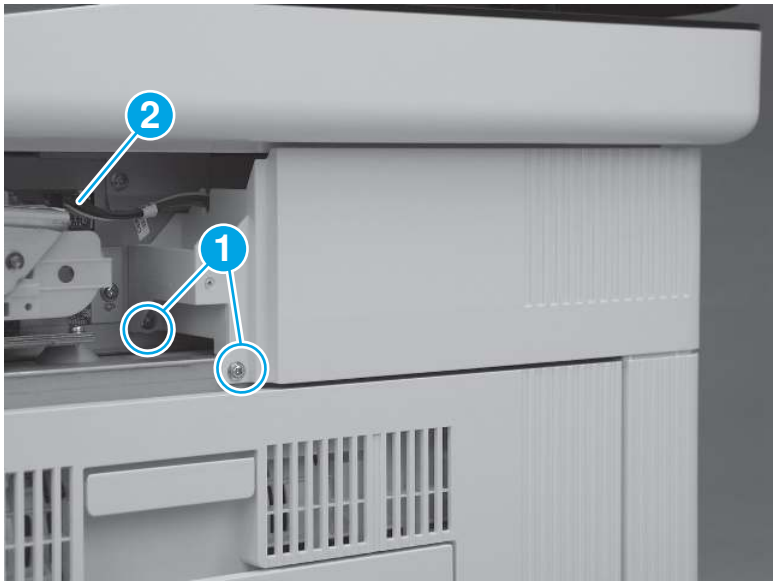
Follow these steps to remove the right upper cover.

NOTE: This procedure is for MFP models only.

1. At the right side of the printer, remove two screws (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

Figure 4-1702 Remove two screws and one connector

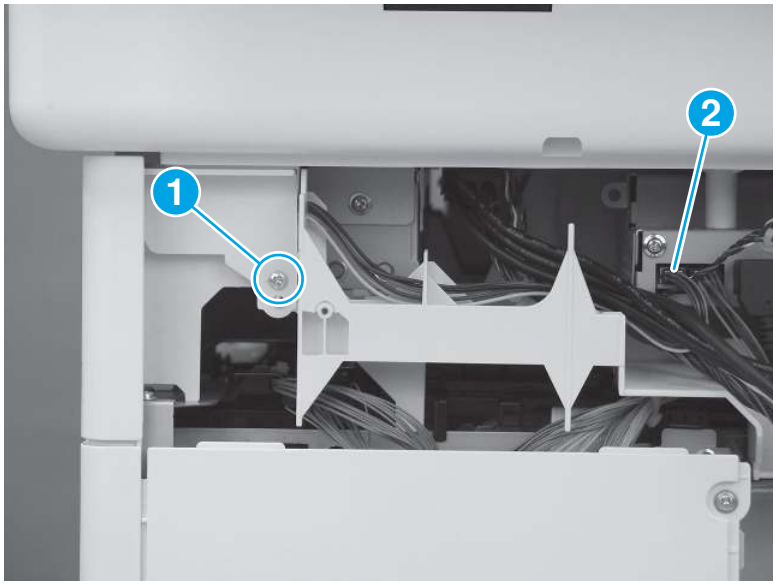


2. At the back of the printer, remove one screw (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

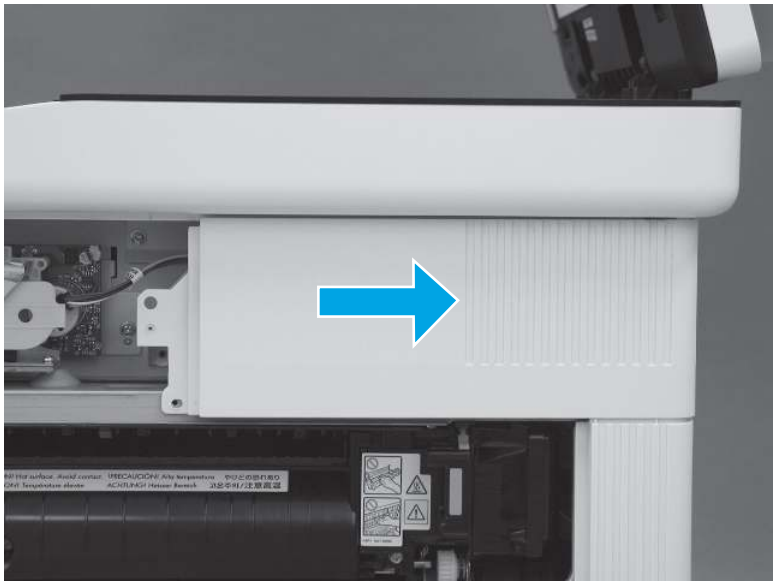
Reinstallation tip: This screw is smaller than the screws removed in the previous step. When reinstalling the right upper cover, make sure that this screw is installed in the correct position.

Figure 4-1703 Remove one screw and connector



3. Slide the cover toward the back of the printer.

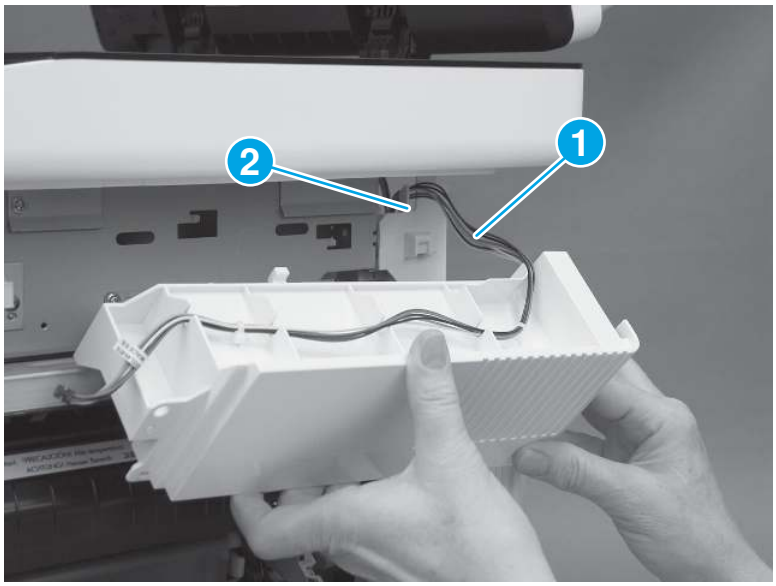
Figure 4-1704 **Slide the cover**



4. Lift the cover away from the printer to remove it.

M577/M578z: Release the cables (callout 1) through the slot (callout 2) in the printer.

Figure 4-1705 **Remove the cover**



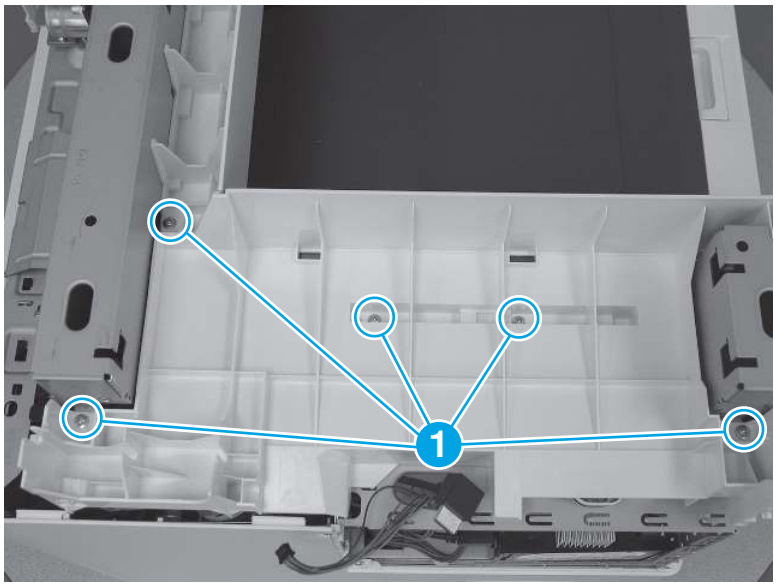
Remove the top rear cover (MFP)

Follow these steps to remove the top rear cover.

NOTE: This procedure is for MFP models only.

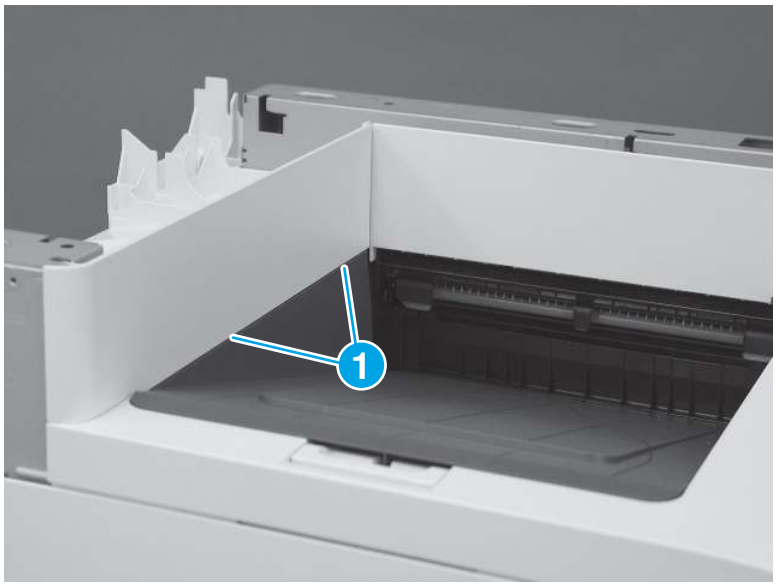
1. At the top of the printer, remove five screws (callout 1).

Figure 4-1706 Remove five screws



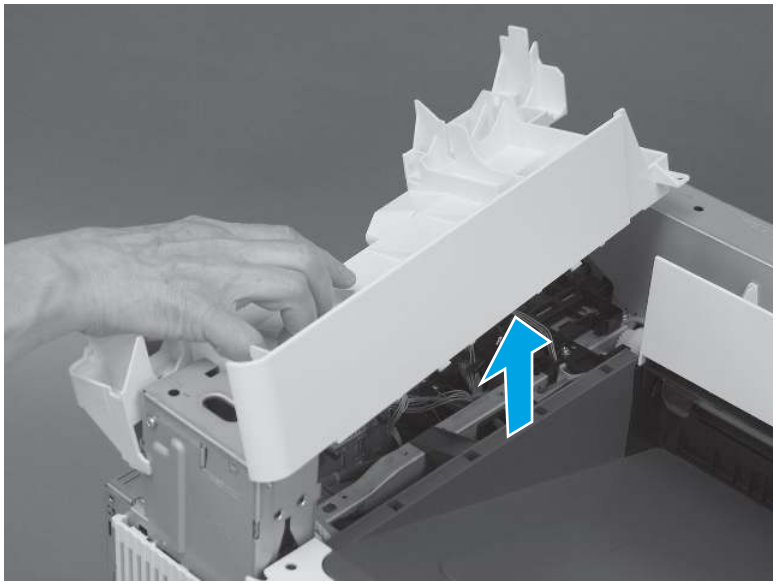
2. Release two tabs (callout 1) on the front edge of the cover.

Figure 4-1707 Release two tabs



3. Remove the top rear cover.

Figure 4-1708 **Remove the cover**



Remove the left cover

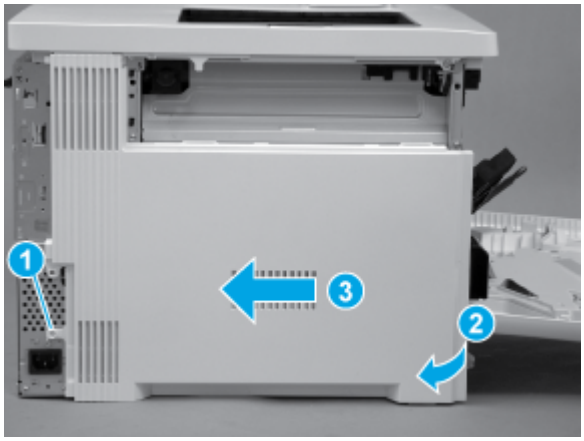
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-1709 **Remove one screw**

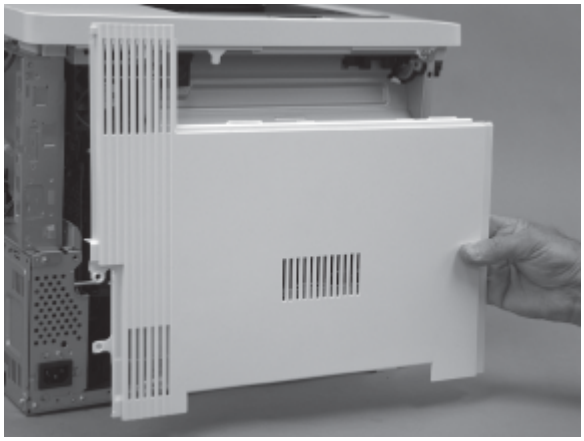
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-1710 Release the cover



3. Remove the cover.

Figure 4-1711 Remove the cover



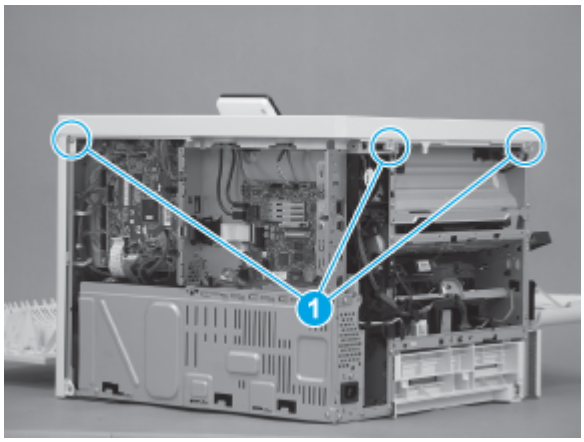
Remove the upper cover (SFP)

Follow these steps to remove the upper cover.

NOTE: This procedure is for SFP models only.

1. Remove three screws (callout 1).

Figure 4-1712 **Remove three screws**



2. Remove one screw (callout 1), release one tab (callout 2), and then slightly separate the corner of the cover from the chassis.

NOTE: This is a self-tapping plastic-thread screw. Make sure that this screw is used in this location when it is reinstalled.

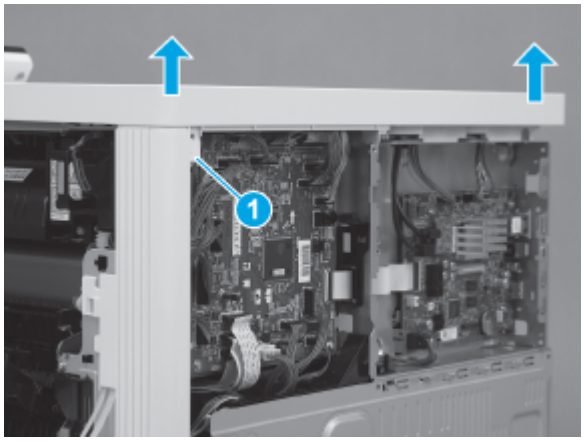
Figure 4-1713 **Remove one screw and release one tab**

3. Release one tab (callout 1), and then lift up on the cover to release it.

IMPORTANT: **M554 models**: Disconnect the control-panel flat cable at the formatter.

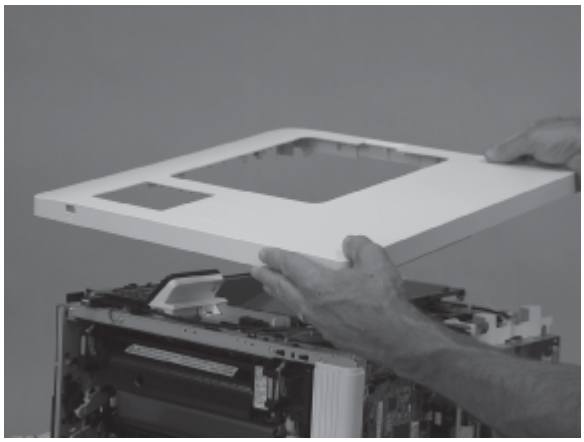
NOTE: If the cover does not release, check for addition tabs by locating the triangles embossed in the cover at tab locations.

Figure 4-1714 Release the cover



4. Remove the cover.

Figure 4-1715 Remove the cover

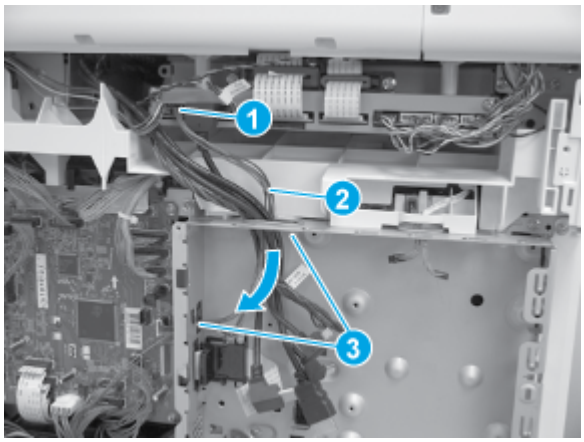


Remove the formatter case

Follow these steps to remove the formatter case.

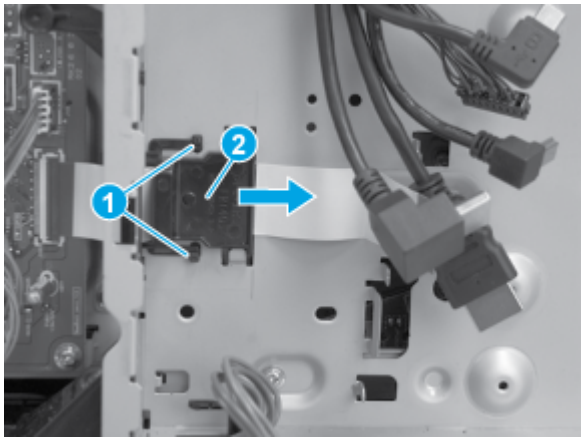
1. **MFP only**: Disconnect one connector (callout 1), and then pass the wire harness (callout 2) through two openings in the formatter case (callout 3).

Figure 4-1716 Disconnect one connector



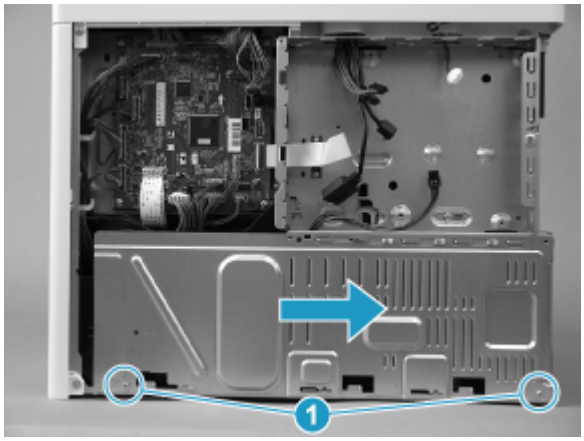
2. Release two tabs (callout 1) on the black plastic bracket. Hold the tabs in the released position, and then slide the bracket (callout 2) to the right to remove it from the formatter case.

Figure 4-1717 Remove the bracket



3. Remove two screws (callout 1), and then slide the low-voltage power supply (LVPS) cover to the right to remove it.

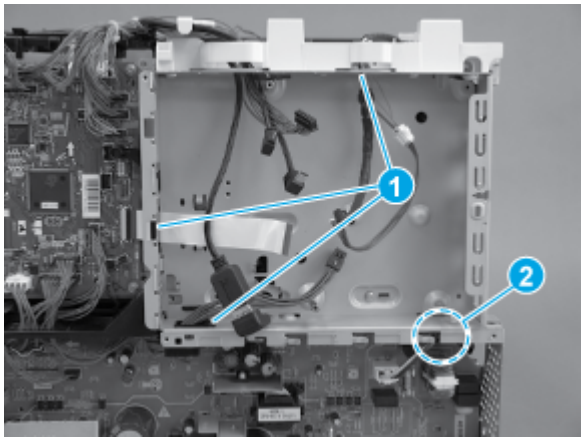
Figure 4-1718 Remove the LVPS cover



4. Pass two wire harnesses and one flat cable (callout 1) through the opening in the formatter case, and then release one wire harness from the retainer (callout 2).

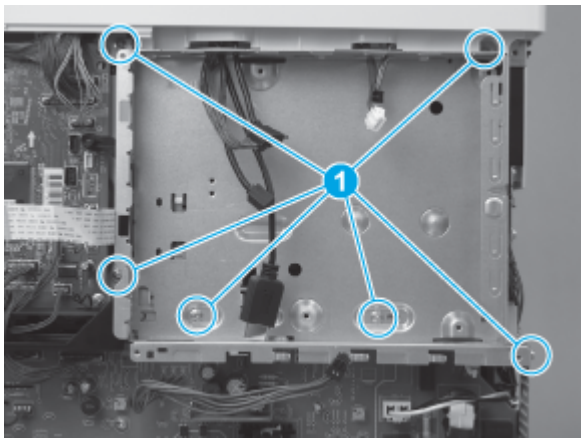
⚠ CAUTION: The flat cable might be attached to the formatter case with double-sided tape. Make sure that this tape is released, so that the flat cable is not damaged when the formatter case is removed.

Figure 4-1719 Release wire harnesses and flat cable



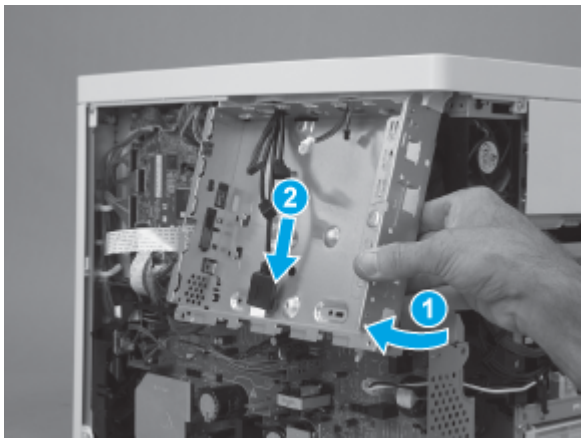
5. Remove six screws (callout 1).

Figure 4-1720 Remove six screws



6. Rotate the bottom of the formatter case away from the printer (callout 1), and then pull it down (callout 2) to release it.

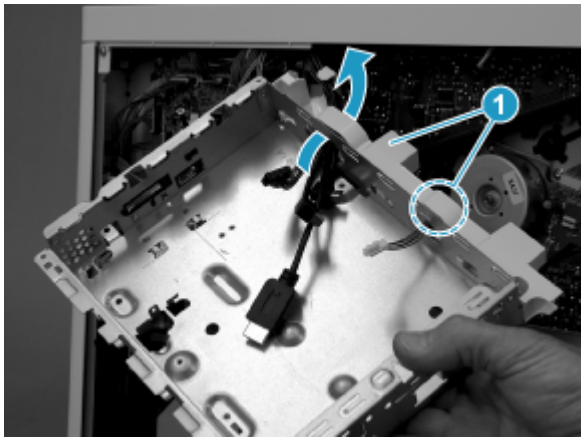
Figure 4-1721 Release the formatter case



7. Pass the wire harnesses through the opening in the formatter case to remove it.

IMPORTANT: If the formatter case is removed so that it can be replaced, make sure to transfer the memory PCA (island of data) and plastic bracket (callout 1) to the replacement case.

Figure 4-1722 Remove the formatter case



Remove the right rear cover

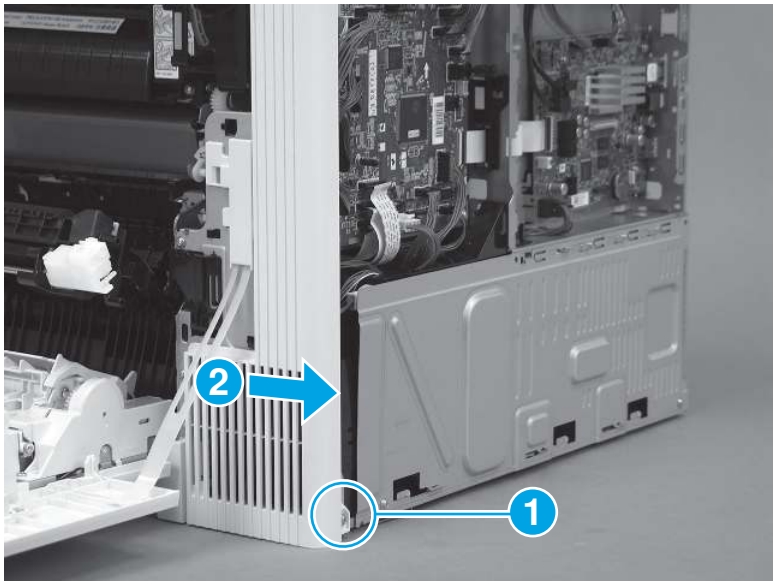
Follow these steps to remove the right rear cover.

NOTE: The figures in this topic show a SFP model. However, the procedure is correct for an MFP.

1. Remove one screw (callout 1), and then slide the cover toward the rear of the printer (callout 2) to release it.

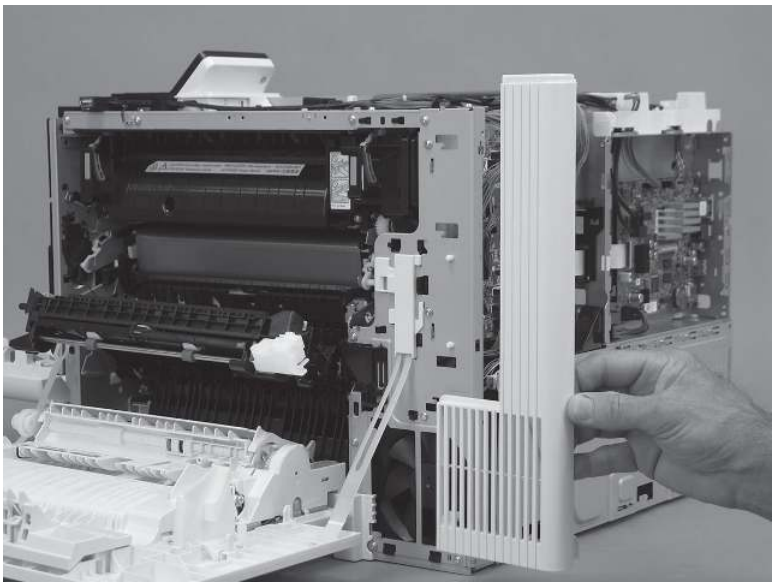
TIP: If the right door is closed, open it now.

Figure 4-1723 Release the cover



2. Remove the cover.

Figure 4-1724 **Remove the cover**



Remove the DC controller (DCC) and sheet-metal bracket

Follow these steps to remove the DC controller and sheet-metal bracket together.

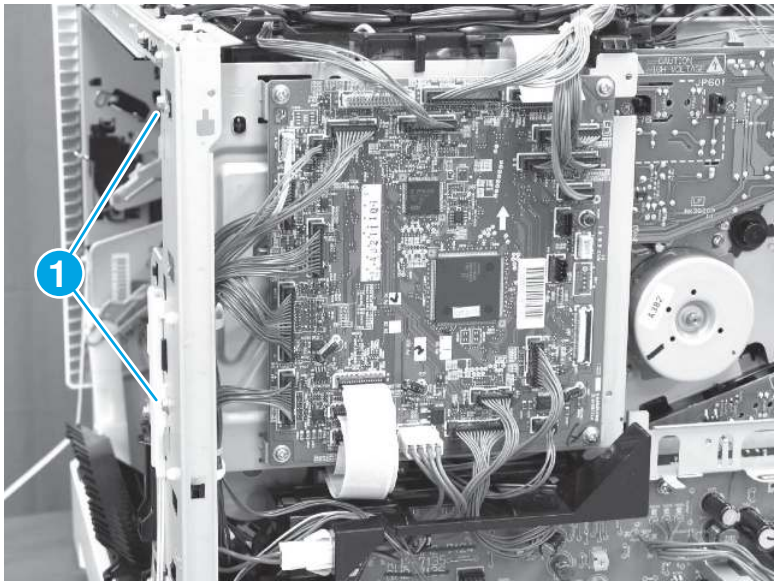
NOTE: ESD sensitive part.

1. Disconnect all of the connectors, and then remove two screws (callout 1).

   Empty DCC connectors

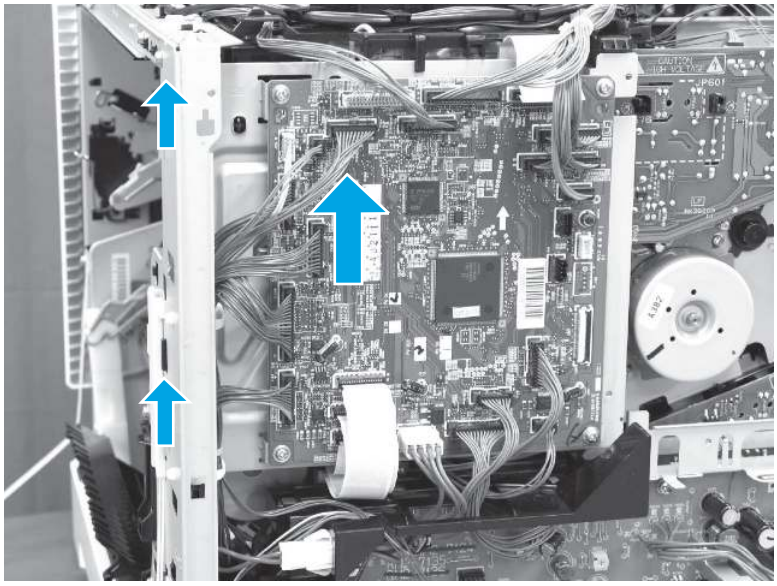
   - J140
   - J141
   - J143

Figure 4-1725 Remove two screws



2. Lift up on the DC controller and sheet-metal plate to remove it.

Figure 4-1726 Remove the plate



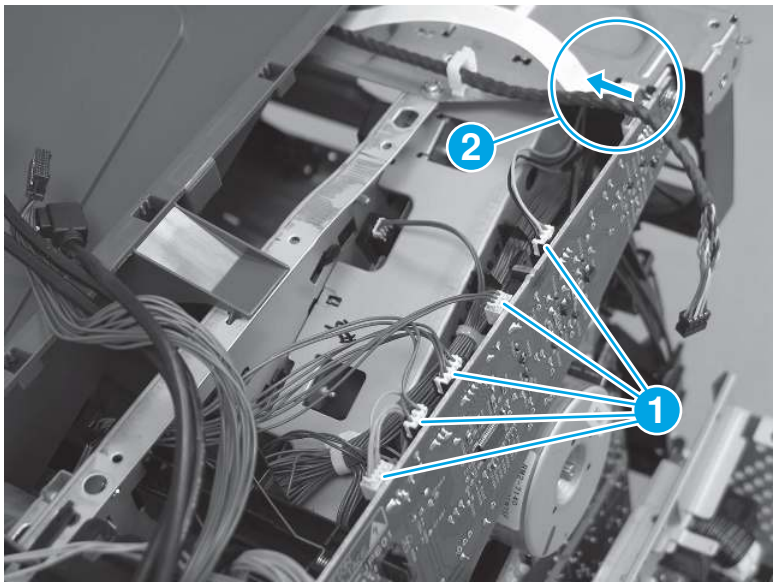
Remove the high-voltage power supply T (HVPST)

Follow these steps to remove the high-voltage power supply T.

NOTE: ESD sensitive part.

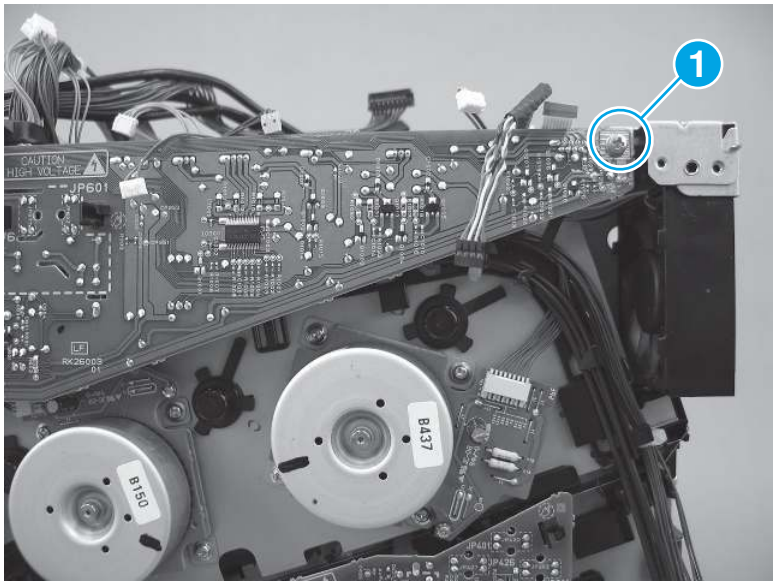
1. Disconnect five connectors (callout 1), and then disconnect one flat cable (callout 2).

Figure 4-1727 **Disconnect five connectors and one flat cable**



2. Remove one screw (callout 1).

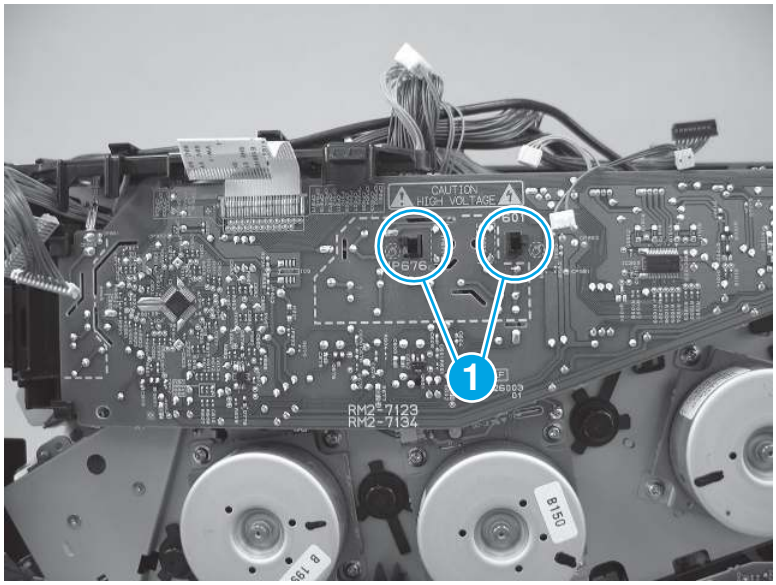
Figure 4-1728 **Remove one screw**



3. Release two tabs (callout 1), and then separate the HVPST from the printer.

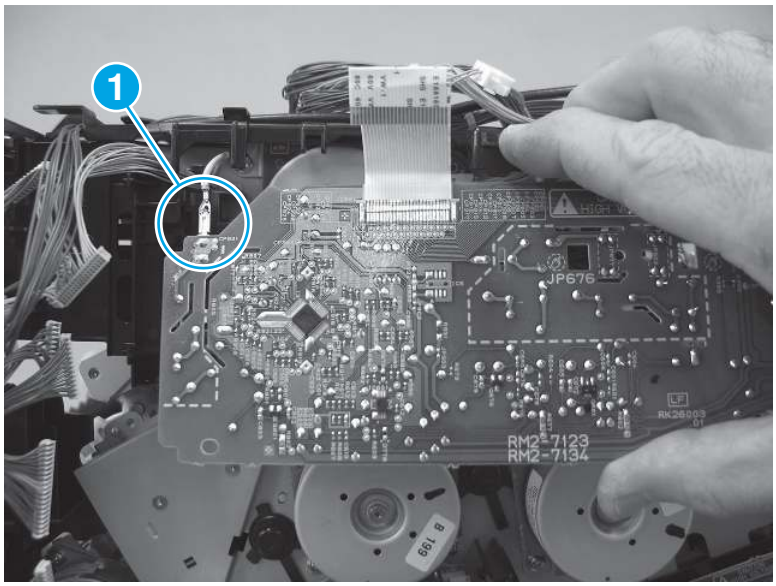
⚠ CAUTION: Do not attempt to completely remove the HVPST. It is still connected to the printer by ground wire harness.

Figure 4-1729 Release the HVPST



4. Release one ground wire connector (callout 1), and then remove the HVPST.

Figure 4-1730 Remove the HVPST

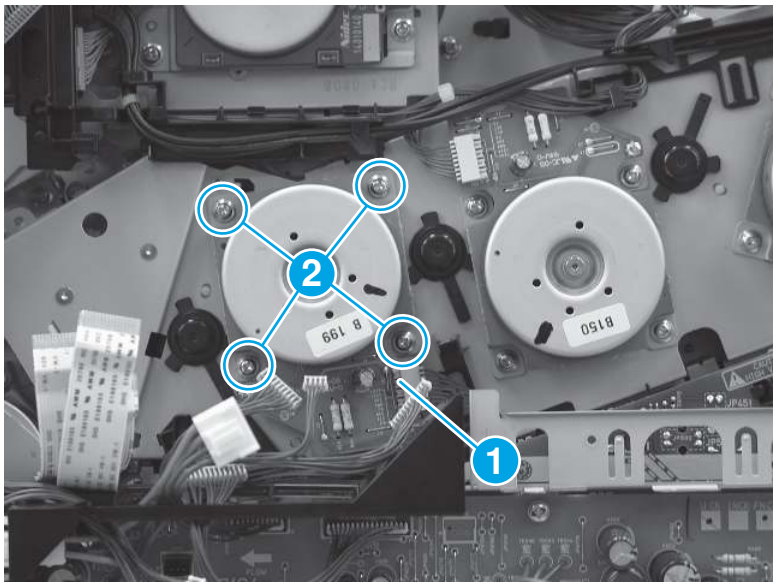


Remove drum motor 3 (M3)

Follow these steps to remove drum motor 3.

- Disconnect one connector (callout 1), remove four screws (callout 2), and then remove the motor.

Figure 4-1731 **Remove the motor**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Fuser motor 3 (M4)

Learn about removing and replacing the fuser motor.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-76 Part information

Part number	Part description
RM2-0077-000CN	Fuser motor 3 (M4)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

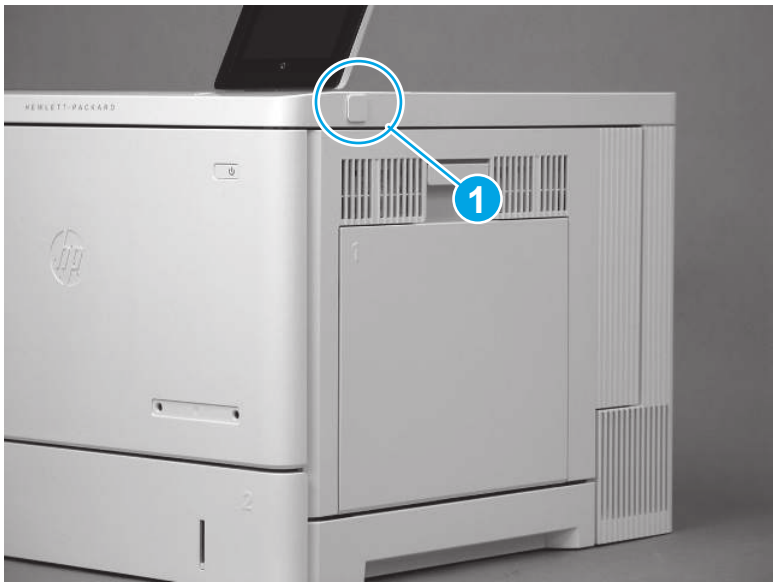
Remove the USB cover (SFP)

Follow these steps to remove the USB cover.

NOTE: This procedure is for SFP models only.

1. Locate the USB cover (callout 1).

Figure 4-1732 **Locate the USB cover**



2. Pull the cover off of the printer to remove it.

Figure 4-1733 **Remove the cover**

Remove the control panel (M553x/M555/E55040)

Follow these steps to remove the control panel.

NOTE: This procedure is for the M553x/M555/E55040 printers only.

M555 models: Removing the control panel is similar to the procedure below. For the M555, a flat cable connects the control panel to the formatter.

1. Tilt the control panel up.

Figure 4-1734 Tilt the control panel up

2. Use the small flat-blade screwdriver supplied in this kit to release the control-panel screws cover tabs.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-1735 Release the control-panel screws cover tabs

3. Rotate the cover up to remove it.

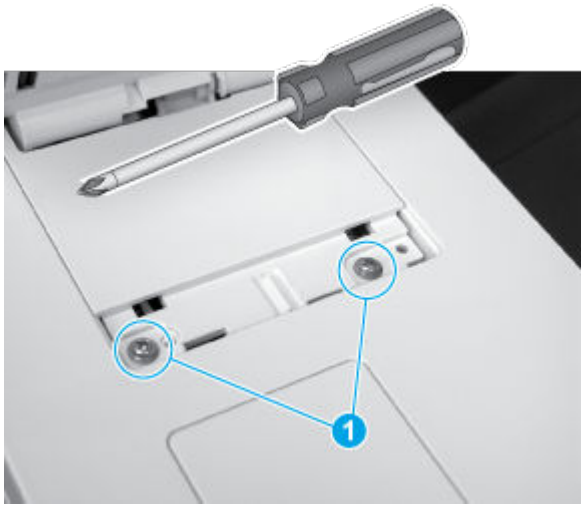
Figure 4-1736 Remove the cover

4. Use the small Phillips screwdriver supplied in this kit to remove two screws (callout 1).

IMPORTANT: Store the screws in a secure place where they cannot fall down into the printer.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-1737 Remove two screws



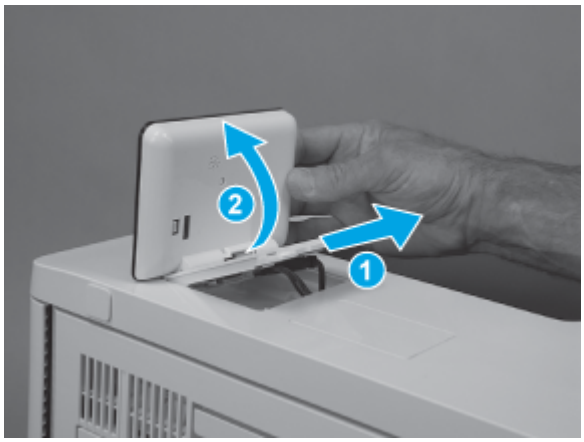
5. Rotate the control-panel base toward the front of the printer.

Figure 4-1738 **Rotate the control-panel base up**

6. Slightly slide the control-panel base toward the rear of the printer (callout 1) to release it, and then turn the control panel over (callout 2) to access the bottom side.

⚠ CAUTION: The control panel is still attached to the printer. Do not attempt to completely remove the control panel.

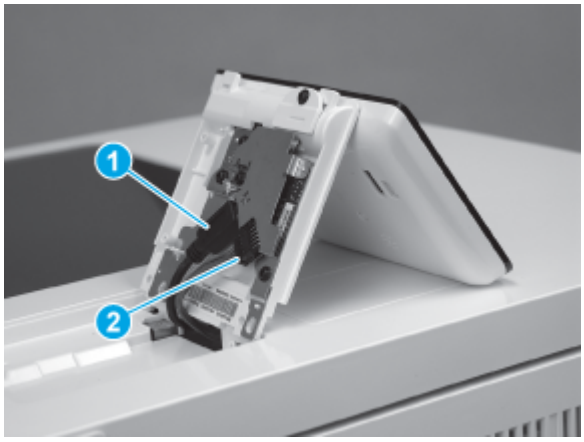
Figure 4-1739 **Turn the control panel over**



7. Disconnect one USB cable (callout 1), one connector (callout 2), and then remove the control panel.

NOTE: **M555 only**: Disconnect one flat cable (not shown), and then remove the control panel.

Figure 4-1740 **Disconnect two connectors**



Remove Tray 2

Learn about removing Tray 2.

NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

The figures in this section show Tray 2. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5. Always carefully read the instructions that accompany the figures.

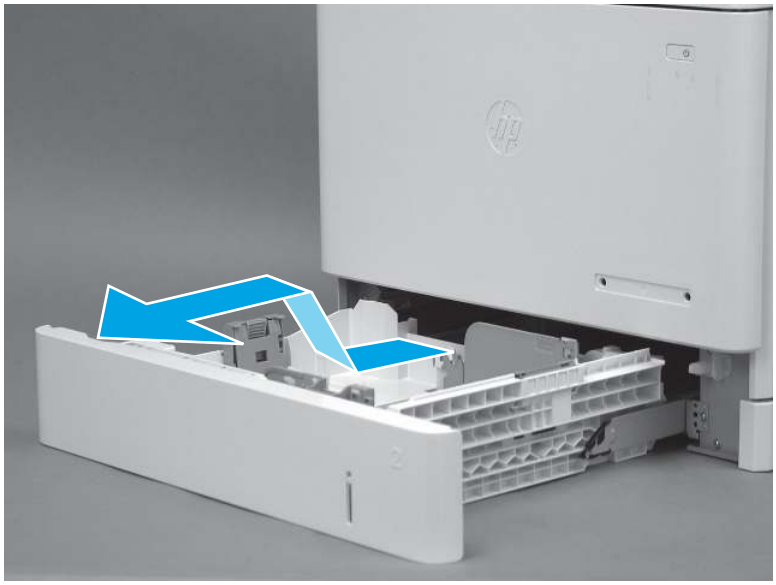
1. Pull the tray out until it stops.

Figure 4-1741 **Pull the tray out**

2. Lift the front of the tray, and then pull it out of the printer to remove it.

NOTE: **For a replacement tray:** If the tray has Fixed Tray Guides installed and are still required, move hardware to new tray. If necessary, order new kit: 3GY25-67901 Kit - Fixed Tray Guide. Only one kit required per engine.

Figure 4-1742 Remove the tray



Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-1743 Open the front door

2. Open the TCU.

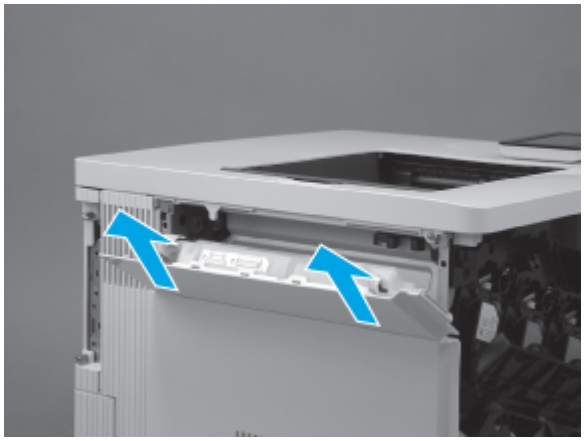
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-1744 Open the TCU

3. Pull the TCU away from the printer at an angle to remove it.

⚠ CAUTION: Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-1745 Remove the TCU

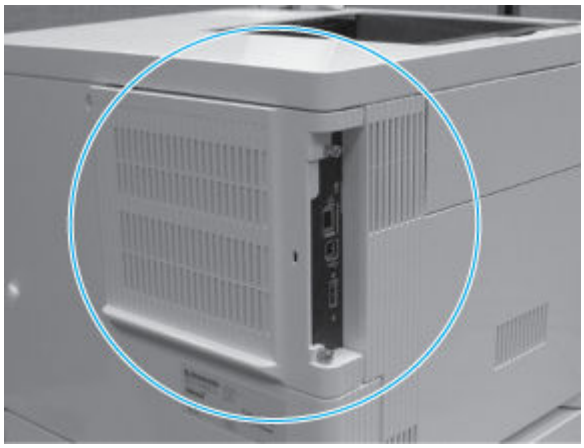


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

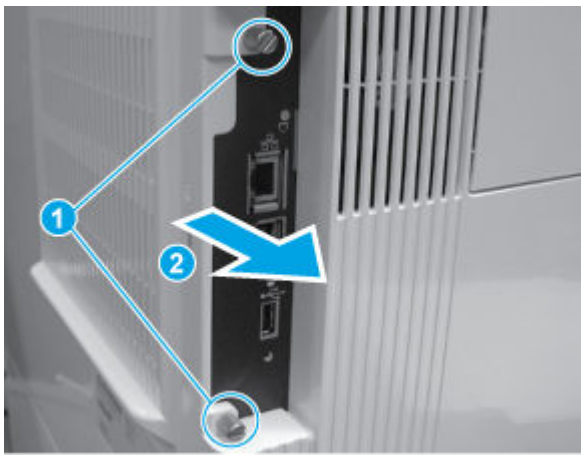
Figure 4-1746 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-1747 **Loosen the thumbscrews**



Remove the formatter (SFP)

Follow these steps to remove the formatter.

NOTE: This procedure is for SFP models only.

1. Disconnect all of the connectors on the formatter.

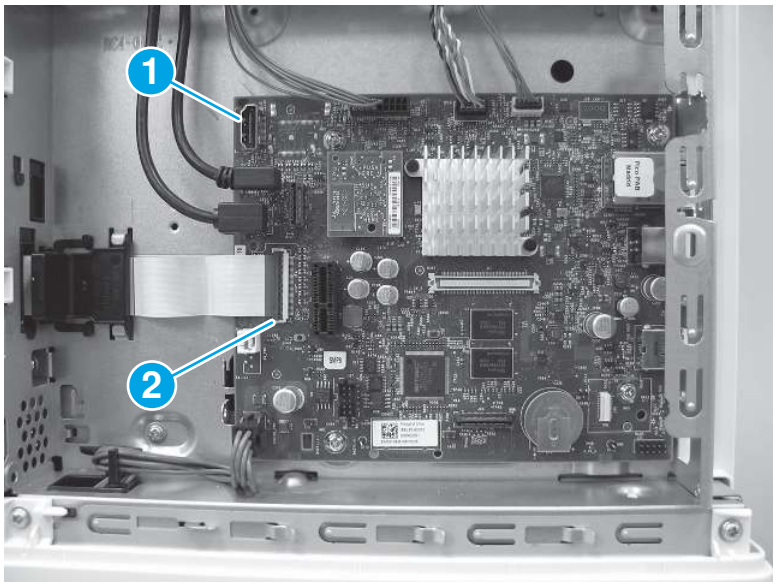
   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - M553n/dn and M552dn: J2 (callout 1; this is the touchscreen connector for the M553x and E55040 printers)
   - All models: J9 (this connector is empty unless the optional internal USB ports component is installed)

- All models: J18 (this connector is empty unless the optional hard-disk drive is installed)
- M553n/dn and M552dn: J25 (this is the wireless connector for the M553x and E55040 models)
- All models: J57
- All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

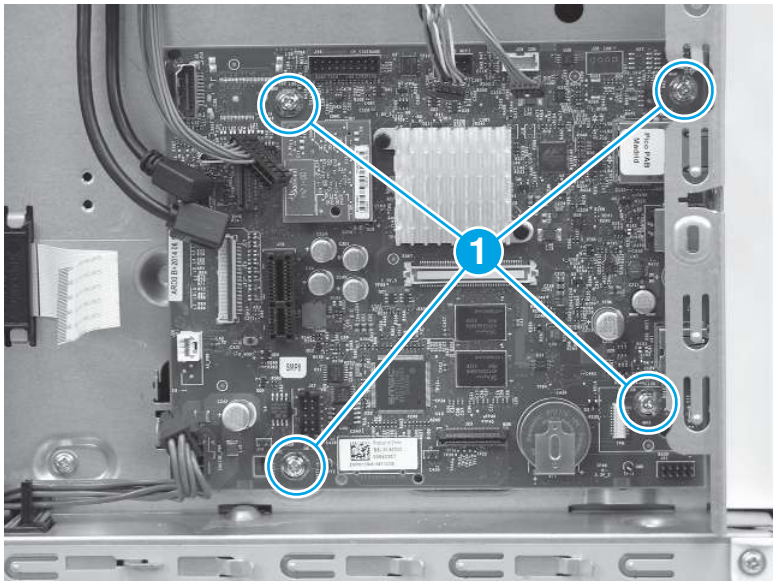
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1748 **Disconnect all connectors**



2. Remove four screws (callout 1), and then remove the formatter..

Figure 4-1749 **Remove four screws**



Remove the hard-disk drive (HDD)

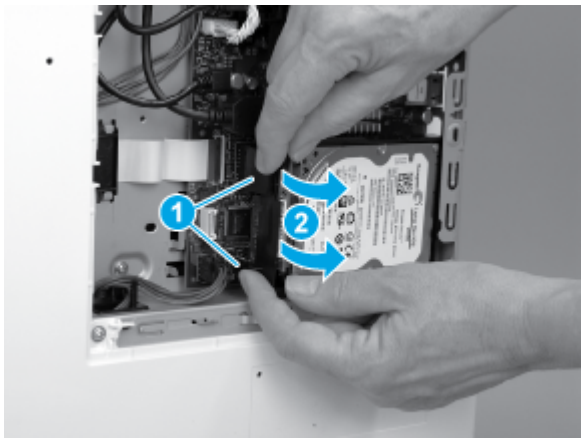
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-1750 Release the HDD



2. Slide the HDD away from the printer to remove it.

Figure 4-1751 Remove the HDD

Remove the fax PCA (fax models)

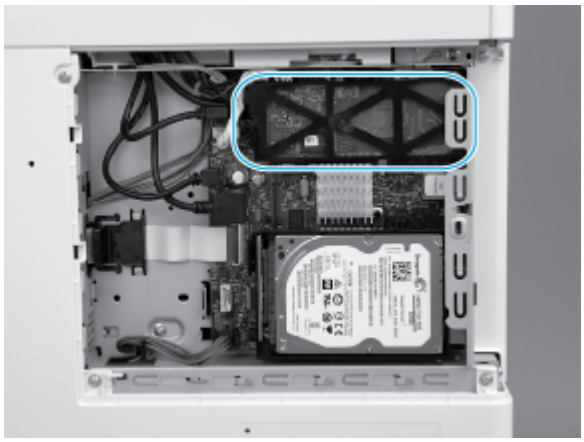
Follow these steps to remove the fax PCA (fax models).

CAUTION: ESD sensitive part.

NOTE: This procedure is for fax (or optionally installed fax) models only.

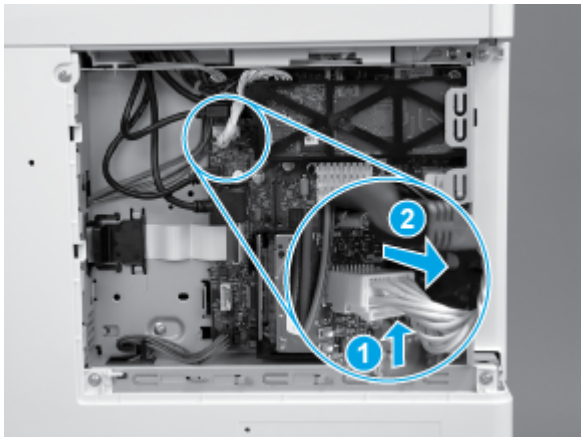
1. Locate the fax PCA component on the formatter.

Figure 4-1752 Locate the fax PCA



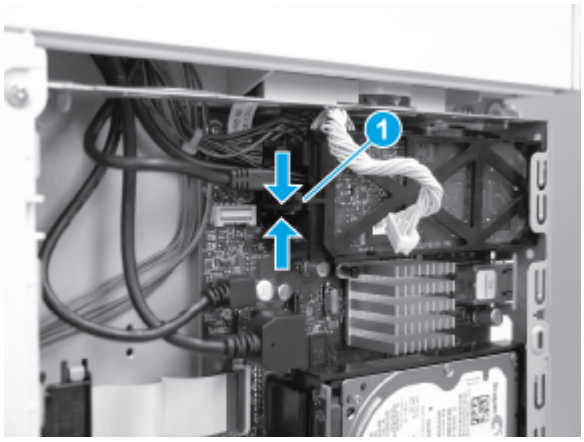
2. Release the connector latch (callout 1), and then pull the connector away from the formatter (callout 2) to disconnect it.

Figure 4-1753 Disconnect one connector



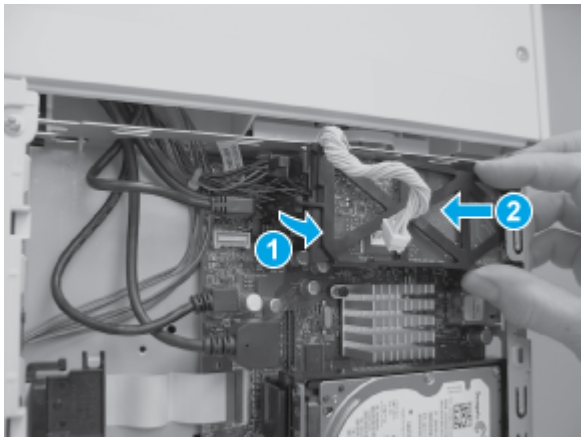
3. Release one retainer (callout 1) by pressing the bracket arms together.

Figure 4-1754 Release one latch



4. Rotate the end of the fax PCA (callout 1) away from the formatter, and then slide the PCA left (callout 2) to remove it.

Figure 4-1755 Remove the fax PCA



Remove the formatter (MFP)

Follow these steps to remove the formatter (MFP).

NOTE: This procedure is for MFP models only.

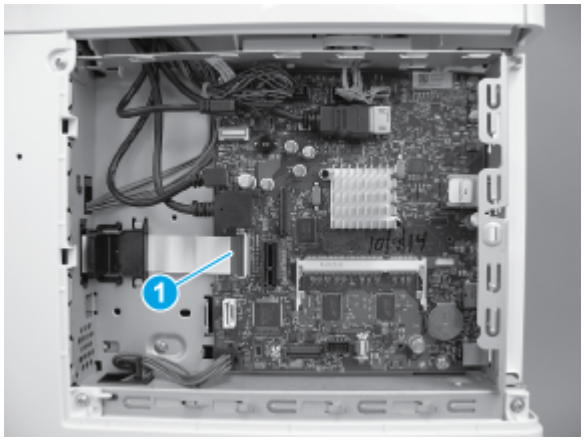
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - All models: J3
   - M577dn: J15 (this is the fax connector for the M577f/z/c models)
   - All models: J21 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J23
   - All models: J24
   - All models: J51
   - All models: J57
   - All models: J97
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

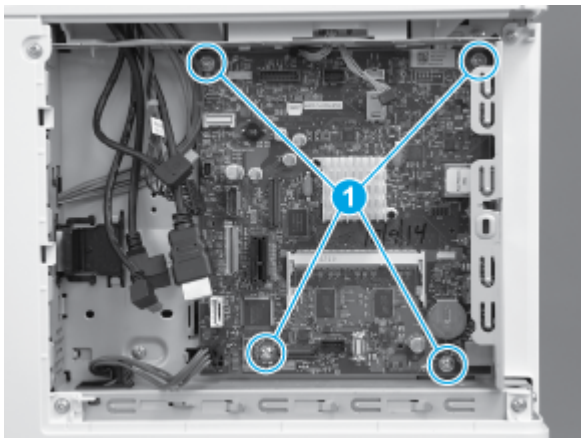
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1756 Disconnect all connectors



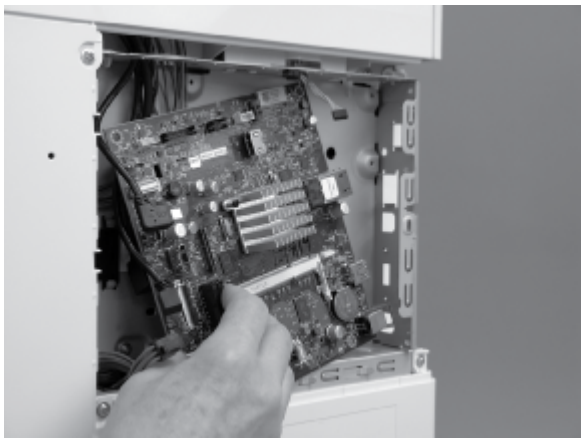
2. Remove four screws (callout 1).

Figure 4-1757 Remove four screws



3. Remove the formatter.

Figure 4-1758 Remove the formatter



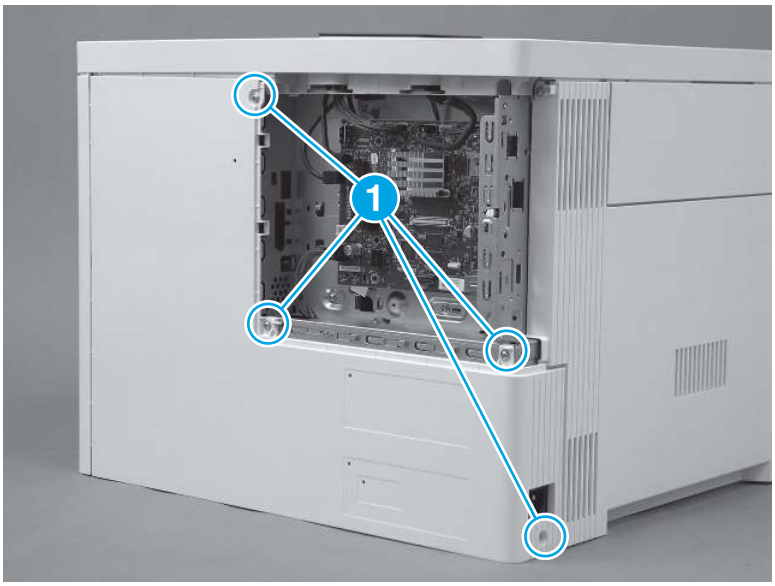
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

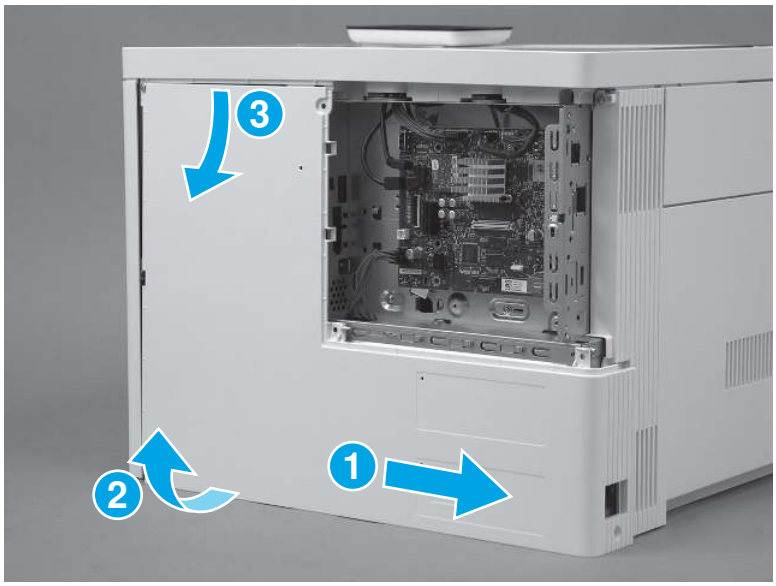
1. Remove four screws (callout 1).

Figure 4-1759 Remove four screws



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-1760 Remove the cover



Remove the rear upper cover (MFP)

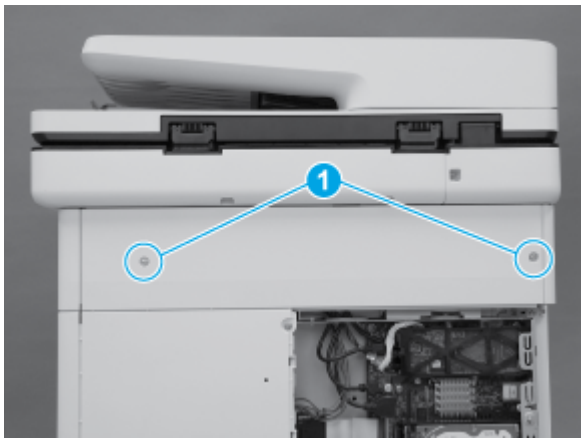
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

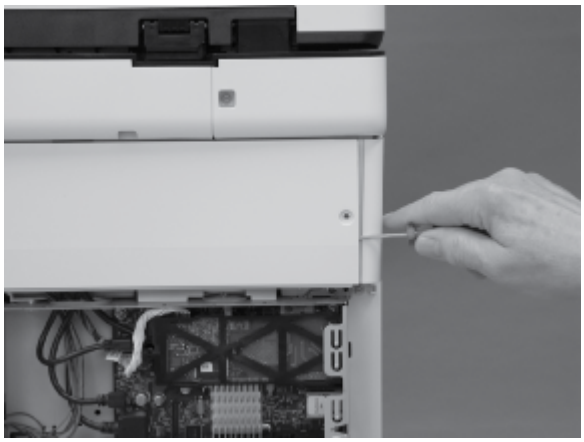
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-1761 Remove two screws



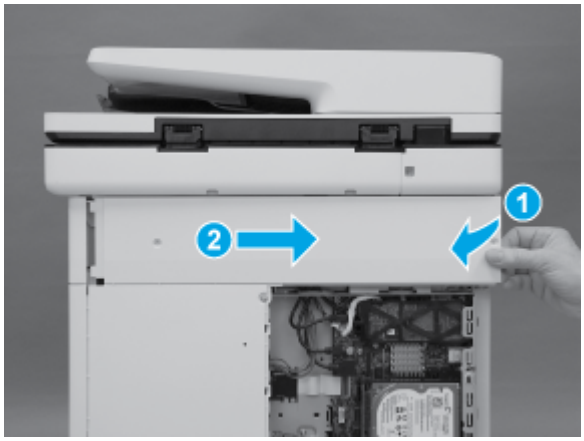
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-1762 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-1763 Slide the cover right



4. Remove the cover.

Figure 4-1764 Remove the cover

Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-1765 **Remove four screws**

2. Slide the cover to the right to remove it.

Figure 4-1766 **Remove the cover**

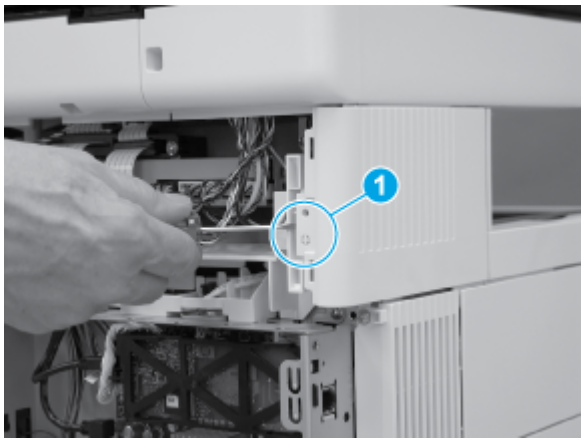
Remove the left upper cover (MFP)

Follow these steps to remove the left upper cover.

NOTE: This procedure is for MFP models only.

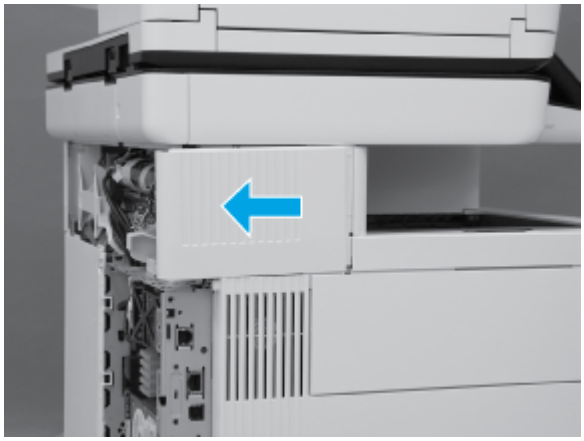
1. At the left side of the printer, release one tab (callout 1).

Figure 4-1767 Release one tab



2. Slide the left upper cover toward the back of the printer.

Figure 4-1768 Slide the cover back



3. Rotate the cover up to remove it.

Figure 4-1769 Remove the left upper cover

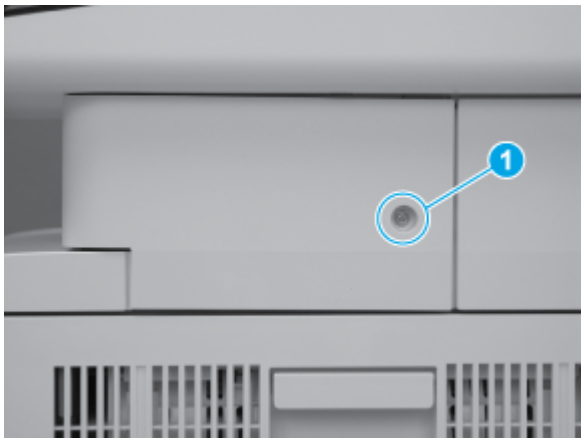
Remove the right front upper cover (MFP non-stapler models)

Follow these steps to remove the right front upper cover.

NOTE: This procedure is for non-stapler models only.

1. Remove one screw (callout 1).

Figure 4-1770 Remove one screw



2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-1771 Release two tabs

3. Rotate the front of the cover to the right to remove it.

Figure 4-1772 **Rotate the cover**

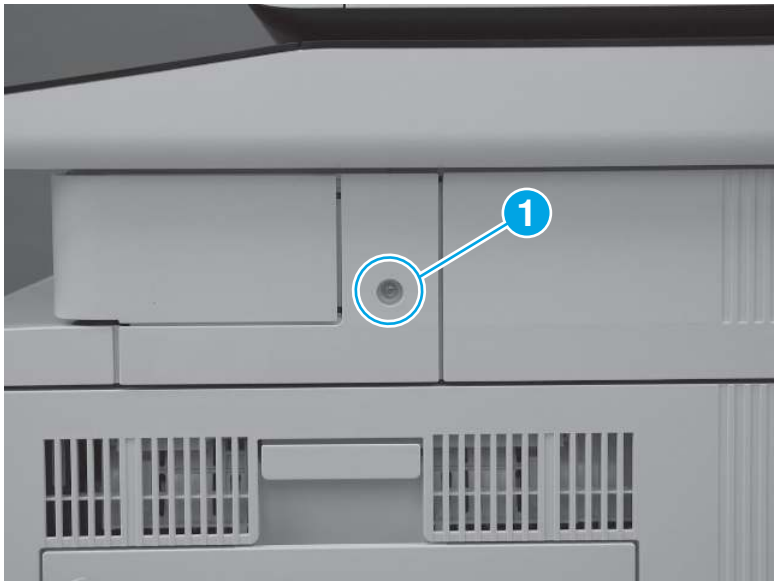
Remove the stapler cover (MFP stapler models)

Follow these steps to remove the stapler cover.

NOTE: This procedure is for stapler models only.

1. Remove one screw (callout 1).

Figure 4-1773 **Remove one screw**

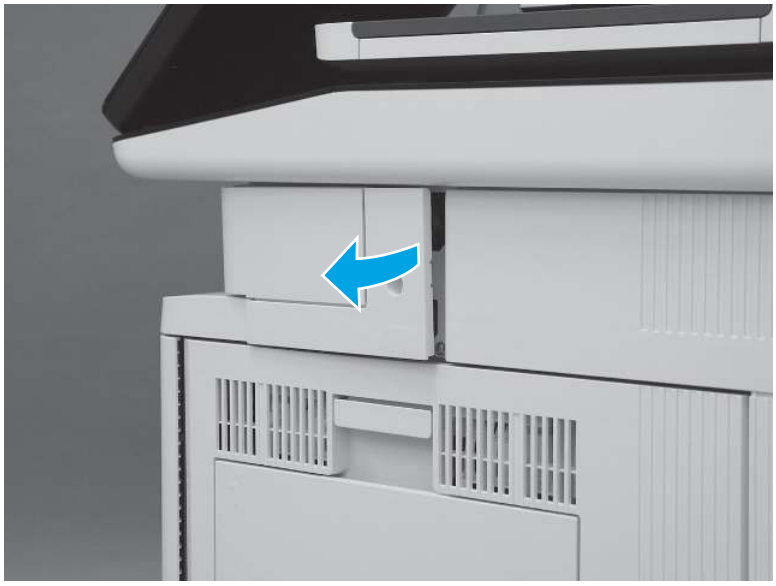


2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-1774 Release two tabs

3. Release the back edge of the cover.

Figure 4-1775 Release the back edge of the cover



4. Rotate the cover away from the printer to remove it.

Figure 4-1776 Remove the cover

Remove the integrated scanner assembly (ISA) (MFP)

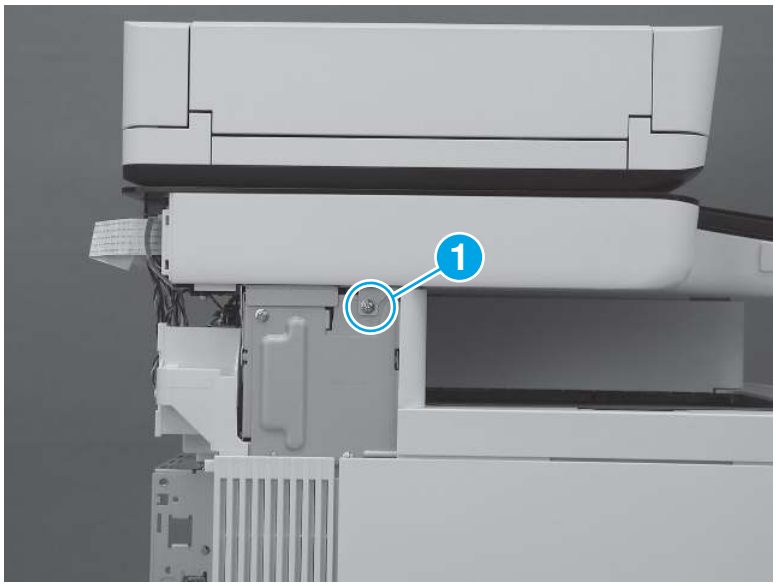
Follow these steps to remove the integrated scanner assembly (ISA).

NOTE: This procedure is for MFP models only.

NOTE: The ISA includes the document feeder, image scanner, scanner control board (SCB), control panel, keyboard (flow models) and NFC PCA (not all models).

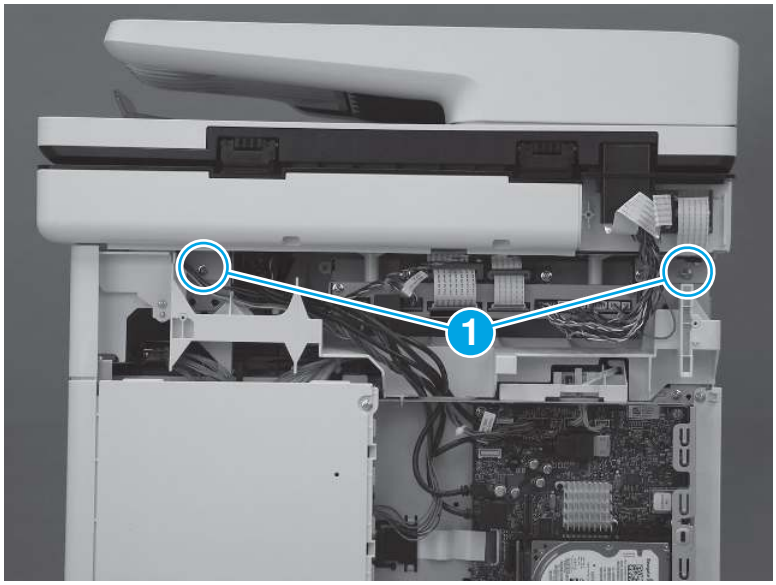
1. At the left side of the printer, remove one screw (callout 1).

Figure 4-1777 Remove one screw



2. At the back of the printer, remove two screws (callout 1).

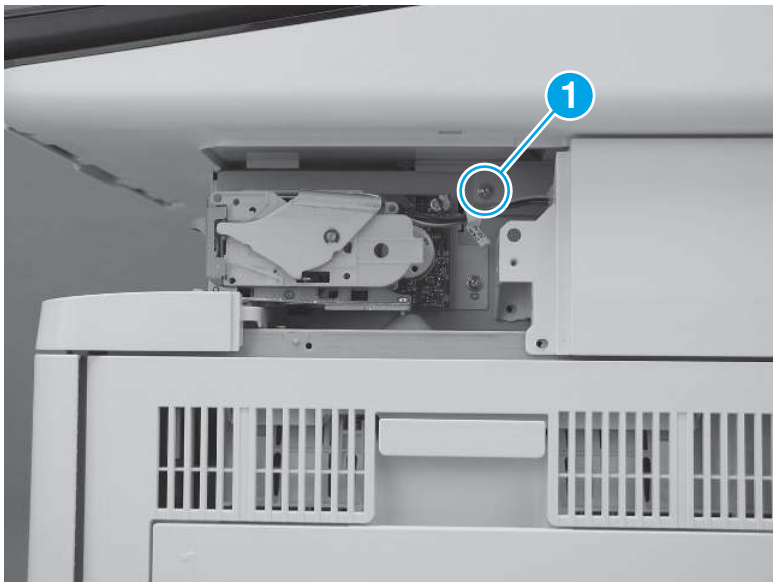
Figure 4-1778 Remove two screws



3. At the right side of the printer, remove one screw (callout 1).

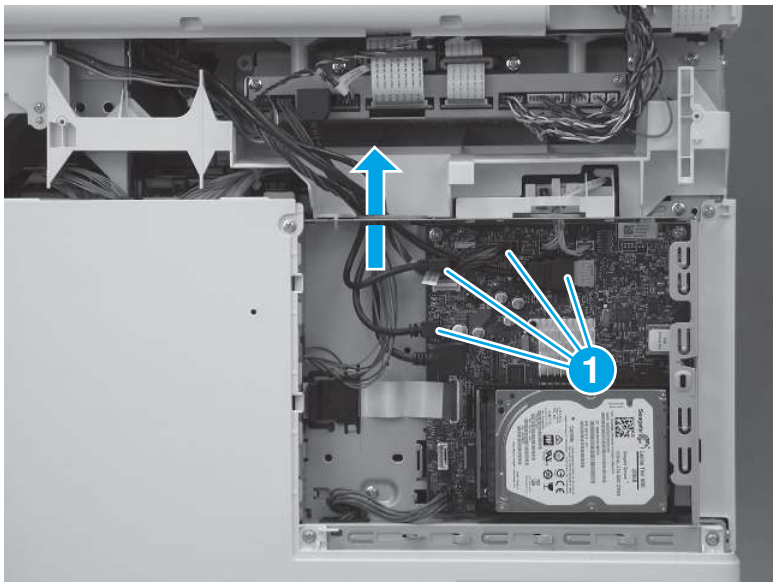
NOTE: The M577z is shown in the figure below. The procedure is correct for all MFP models.

Figure 4-1779 Remove one screw



4. Disconnect four connectors (callout 1) on the formatter, and then pass the wire harnesses and cables through the top opening in the formatter case (callout 2).

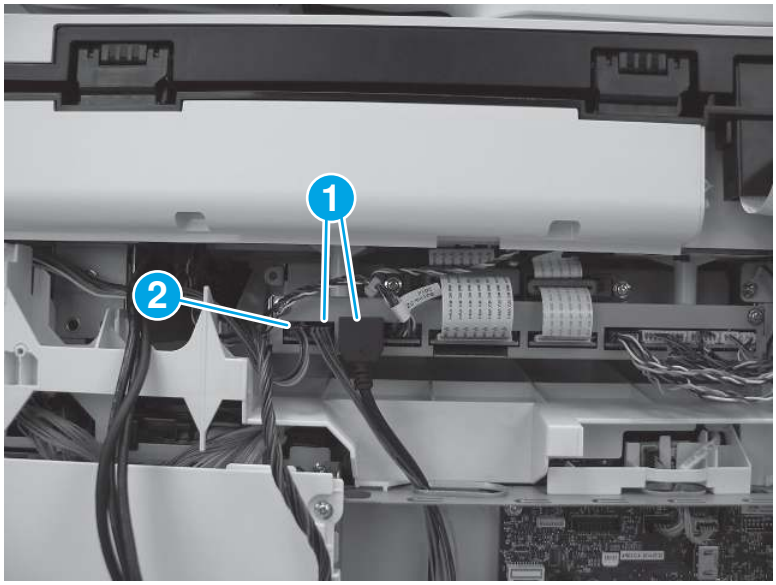
Figure 4-1780 **Disconnect cables and connectors**



5. Disconnect two connectors on the scanner control board (callout 1).

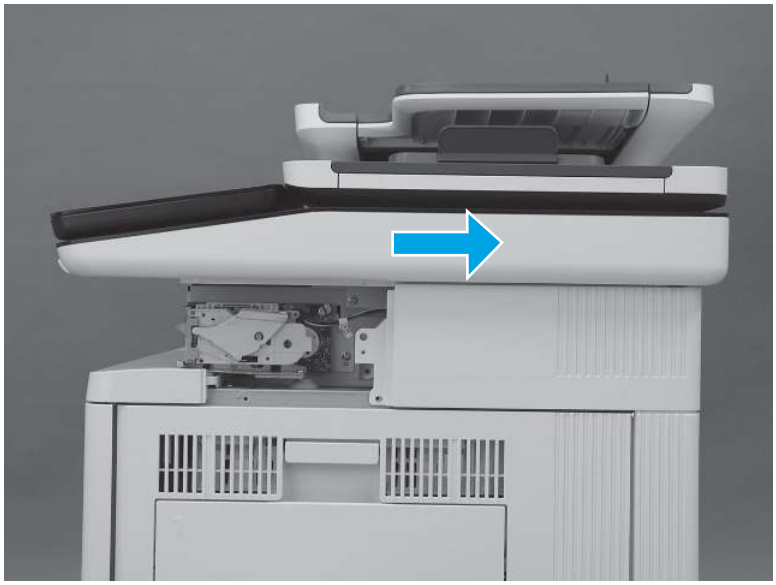
MFP stapler models: Disconnect one connector for the stapler on the scanner control board (callout 2).

Figure 4-1781 **Disconnect connectors**



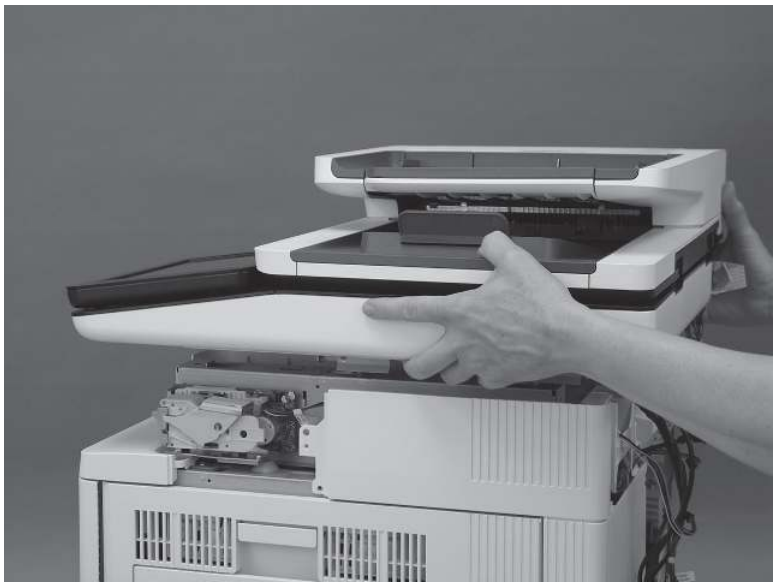
6. Slide the image scanner toward the back of the printer to release it.

Figure 4-1782 **Release the image scanner**



7. Lift the ISA straight up to remove it.

Figure 4-1783 **Remove the ISA**



Remove the right upper cover (MFP)

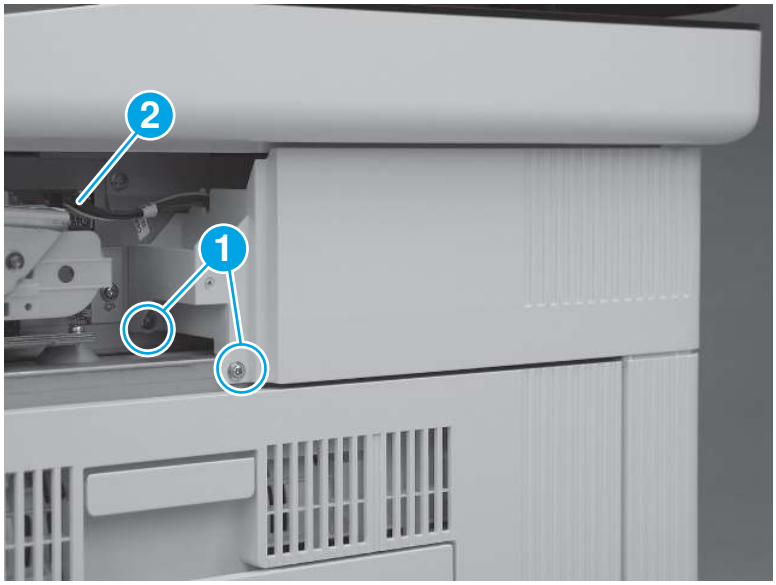
Follow these steps to remove the right upper cover.

NOTE: This procedure is for MFP models only.

1. At the right side of the printer, remove two screws (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

Figure 4-1784 Remove two screws and one connector

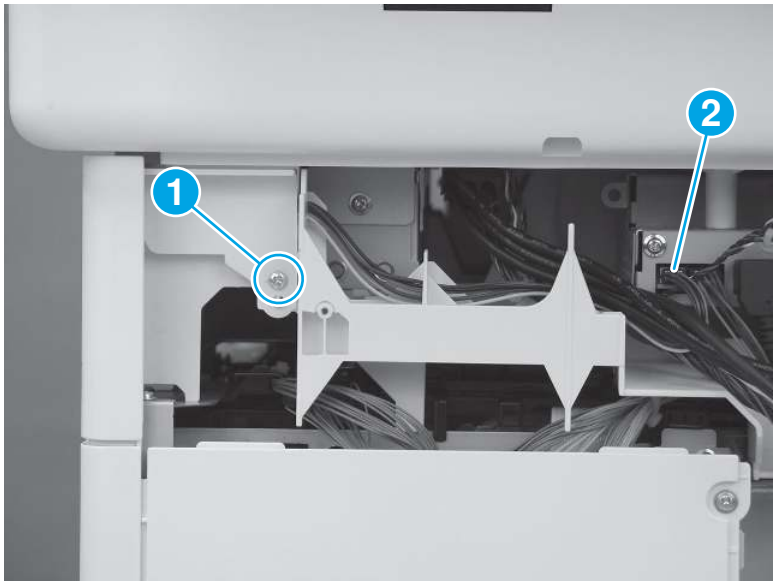


2. At the back of the printer, remove one screw (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

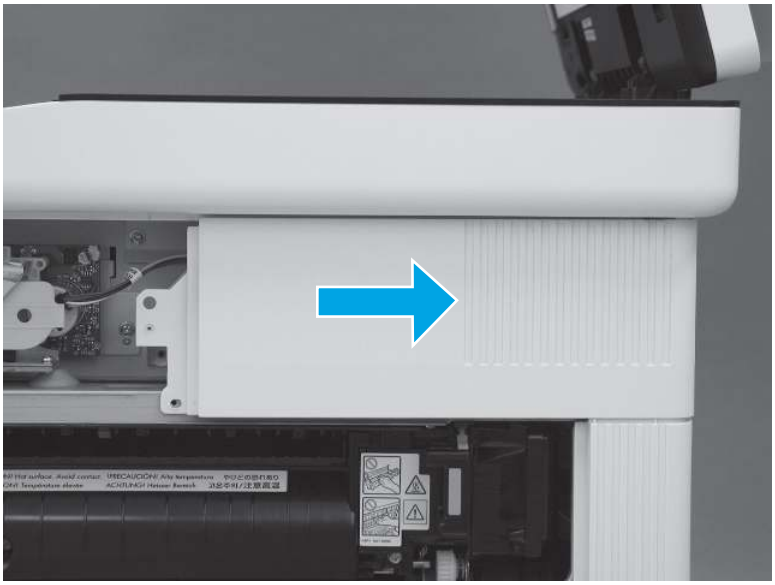
Reinstallation tip: This screw is smaller than the screws removed in the previous step. When reinstalling the right upper cover, make sure that this screw is installed in the correct position.

Figure 4-1785 Remove one screw and connector



3. Slide the cover toward the back of the printer.

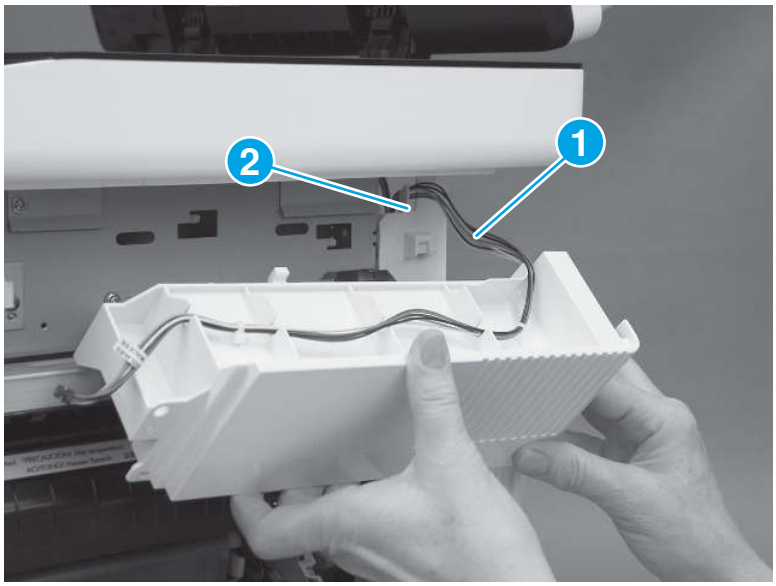
Figure 4-1786 **Slide the cover**



4. Lift the cover away from the printer to remove it.

M577/M578z: Release the cables (callout 1) through the slot (callout 2) in the printer.

Figure 4-1787 **Remove the cover**



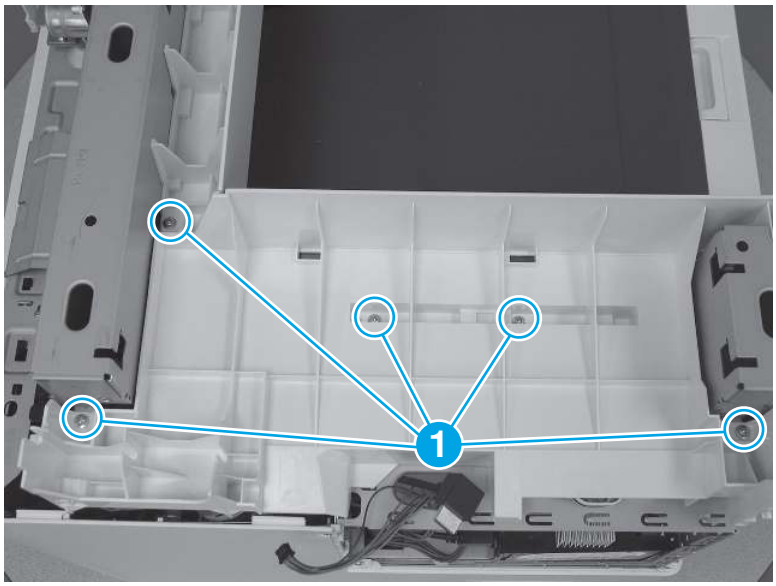
Remove the top rear cover (MFP)

Follow these steps to remove the top rear cover.

NOTE: This procedure is for MFP models only.

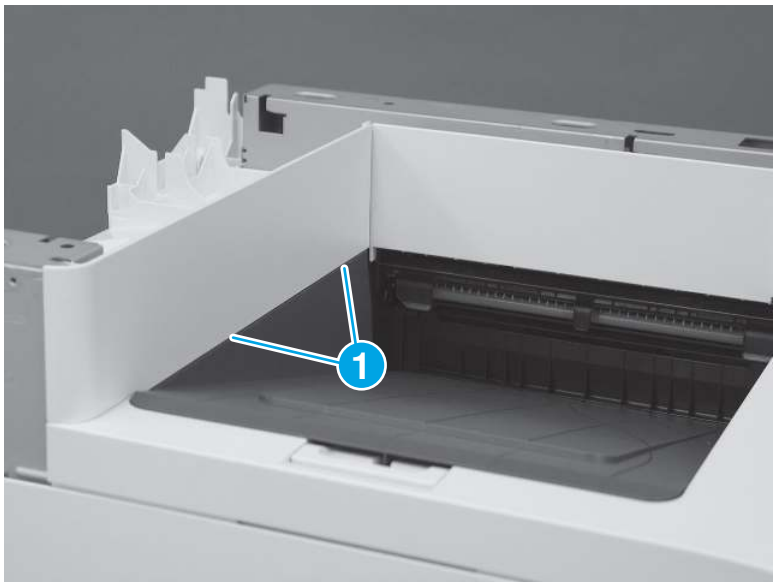
1. At the top of the printer, remove five screws (callout 1).

Figure 4-1788 Remove five screws



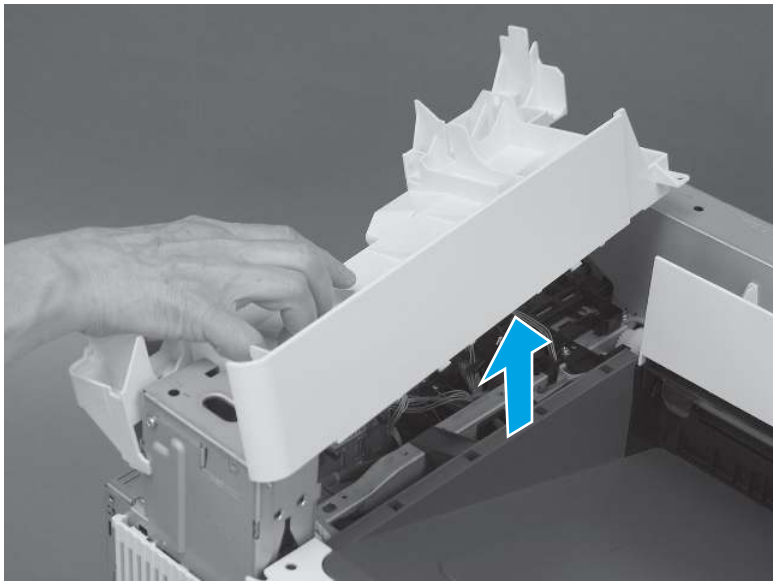
2. Release two tabs (callout 1) on the front edge of the cover.

Figure 4-1789 Release two tabs



3. Remove the top rear cover.

Figure 4-1790 **Remove the cover**



Remove the left cover

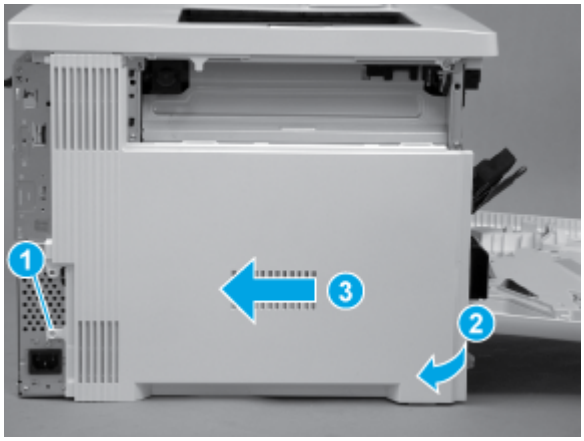
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-1791 **Remove one screw**

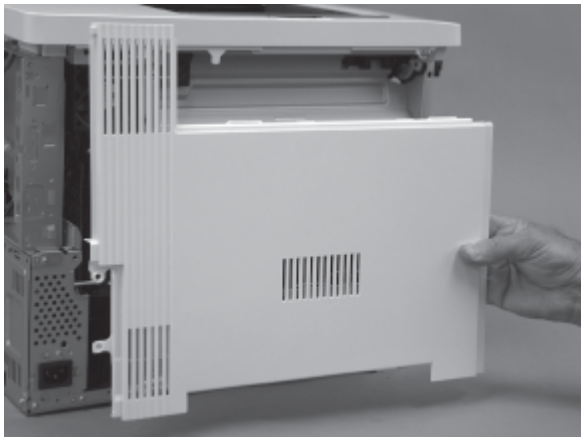
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-1792 Release the cover



3. Remove the cover.

Figure 4-1793 Remove the cover



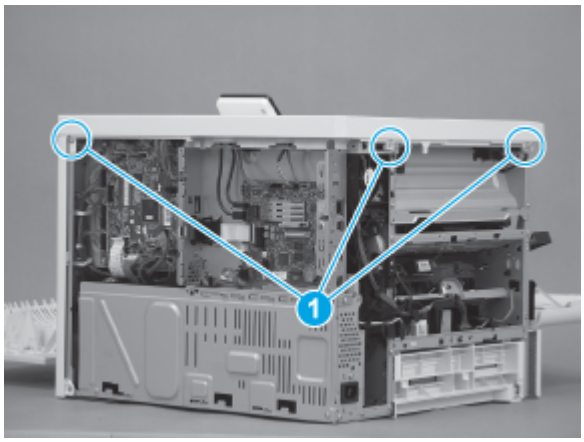
Remove the upper cover (SFP)

Follow these steps to remove the upper cover.

NOTE: This procedure is for SFP models only.

1. Remove three screws (callout 1).

Figure 4-1794 **Remove three screws**



2. Remove one screw (callout 1), release one tab (callout 2), and then slightly separate the corner of the cover from the chassis.

NOTE: This is a self-tapping plastic-thread screw. Make sure that this screw is used in this location when it is reinstalled.

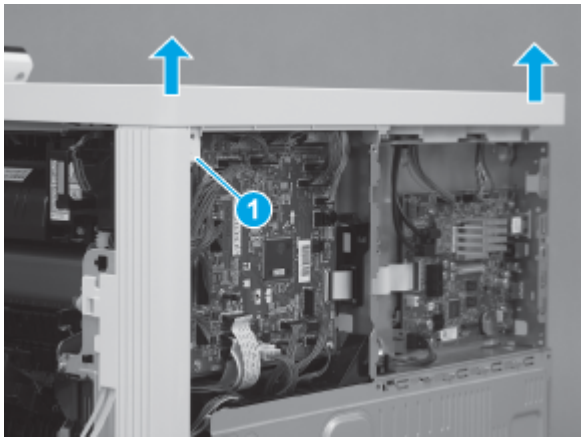
Figure 4-1795 **Remove one screw and release one tab**

3. Release one tab (callout 1), and then lift up on the cover to release it.

IMPORTANT: **M554 models**: Disconnect the control-panel flat cable at the formatter.

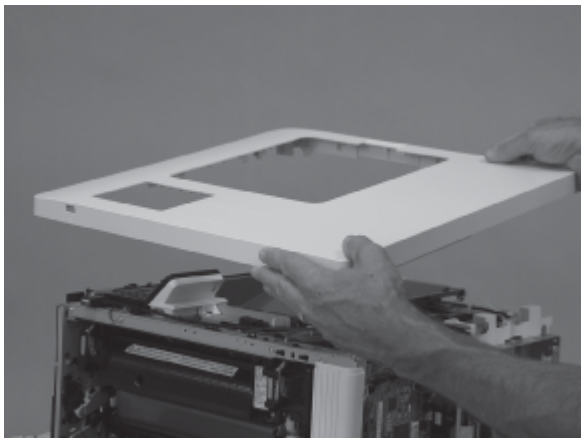
NOTE: If the cover does not release, check for addition tabs by locating the triangles embossed in the cover at tab locations.

Figure 4-1796 Release the cover



4. Remove the cover.

Figure 4-1797 Remove the cover

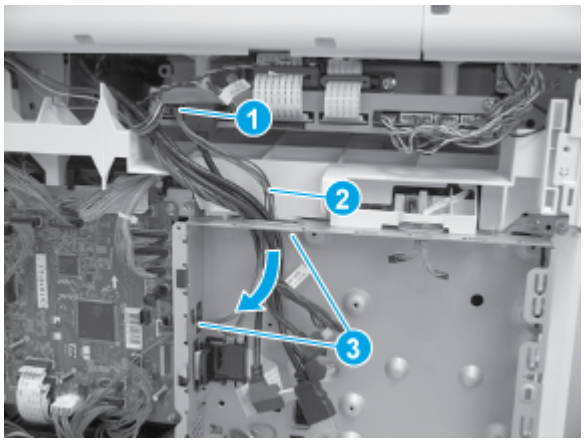


Remove the formatter case

Follow these steps to remove the formatter case.

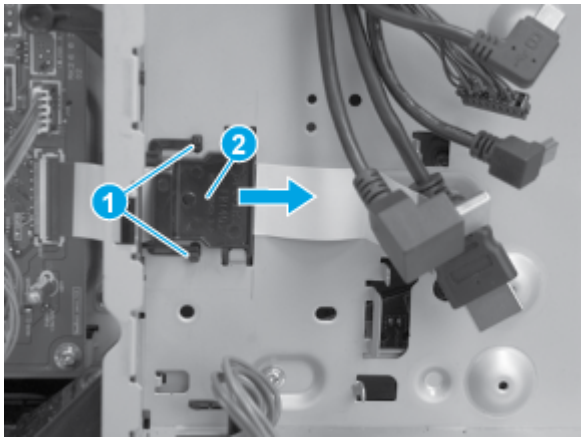
1. **MFP only:** Disconnect one connector (callout 1), and then pass the wire harness (callout 2) through two openings in the formatter case (callout 3).

Figure 4-1798 Disconnect one connector



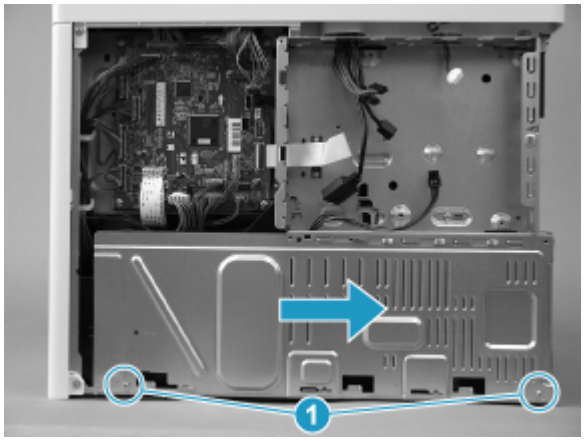
2. Release two tabs (callout 1) on the black plastic bracket. Hold the tabs in the released position, and then slide the bracket (callout 2) to the right to remove it from the formatter case.

Figure 4-1799 Remove the bracket



3. Remove two screws (callout 1), and then slide the low-voltage power supply (LVPS) cover to the right to remove it.

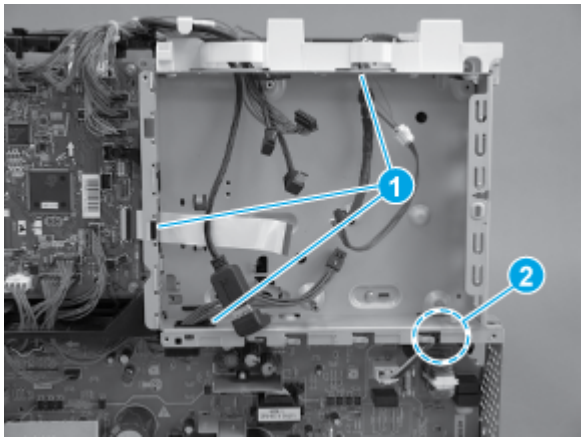
Figure 4-1800 Remove the LVPS cover



4. Pass two wire harnesses and one flat cable (callout 1) through the opening in the formatter case, and then release one wire harness from the retainer (callout 2).

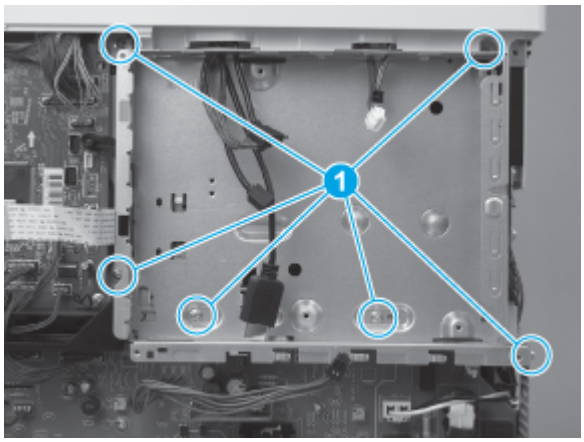
⚠ CAUTION: The flat cable might be attached to the formatter case with double-sided tape. Make sure that this tape is released, so that the flat cable is not damaged when the formatter case is removed.

Figure 4-1801 Release wire harnesses and flat cable



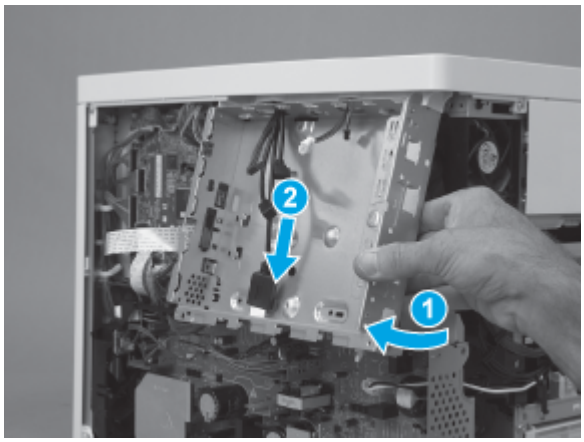
5. Remove six screws (callout 1).

Figure 4-1802 Remove six screws



6. Rotate the bottom of the formatter case away from the printer (callout 1), and then pull it down (callout 2) to release it.

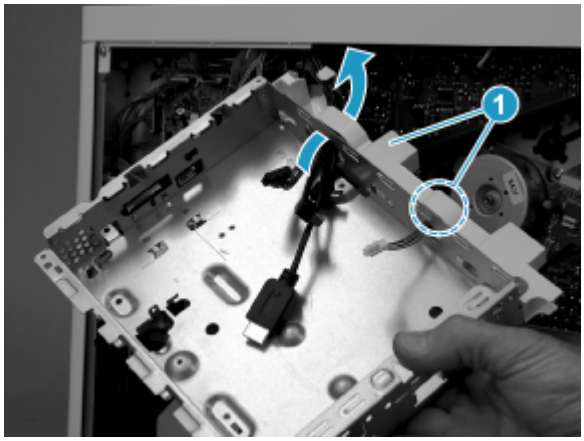
Figure 4-1803 Release the formatter case



7. Pass the wire harnesses through the opening in the formatter case to remove it.

IMPORTANT: If the formatter case is removed so that it can be replaced, make sure to transfer the memory PCA (island of data) and plastic bracket (callout 1) to the replacement case.

Figure 4-1804 Remove the formatter case



Remove the right rear cover

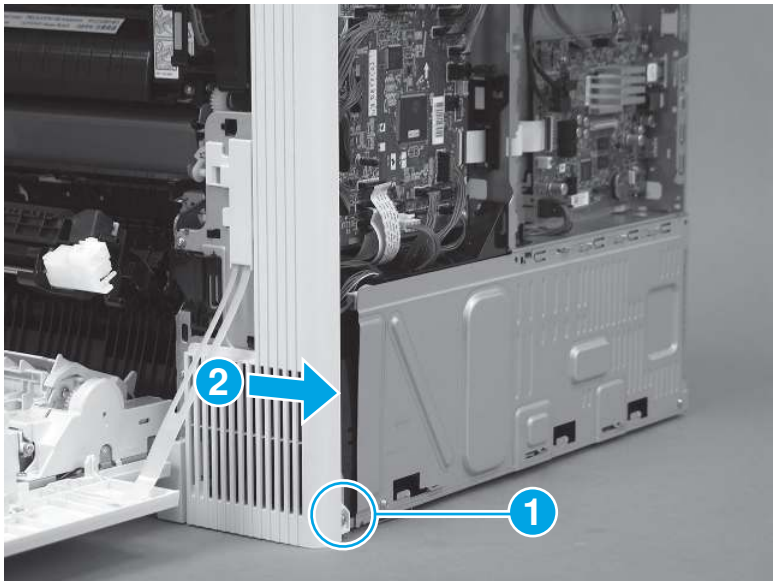
Follow these steps to remove the right rear cover.

NOTE: The figures in this topic show a SFP model. However, the procedure is correct for an MFP.

1. Remove one screw (callout 1), and then slide the cover toward the rear of the printer (callout 2) to release it.

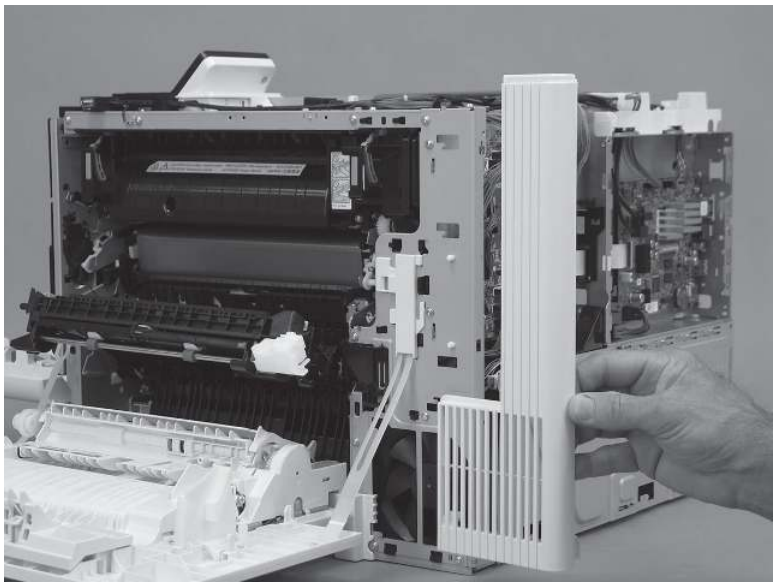
TIP: If the right door is closed, open it now.

Figure 4-1805 Release the cover



2. Remove the cover.

Figure 4-1806 **Remove the cover**



Remove the DC controller (DCC) and sheet-metal bracket

Follow these steps to remove the DC controller and sheet-metal bracket together.

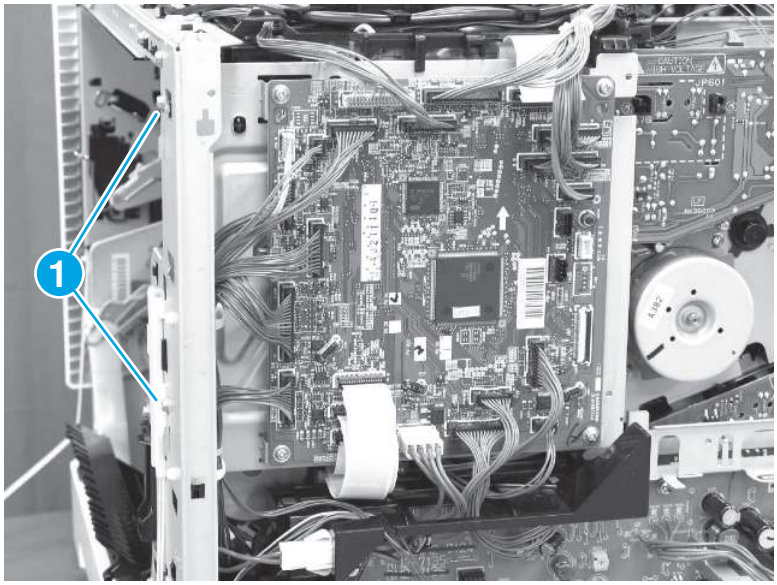
NOTE: ESD sensitive part.

1. Disconnect all of the connectors, and then remove two screws (callout 1).

   Empty DCC connectors

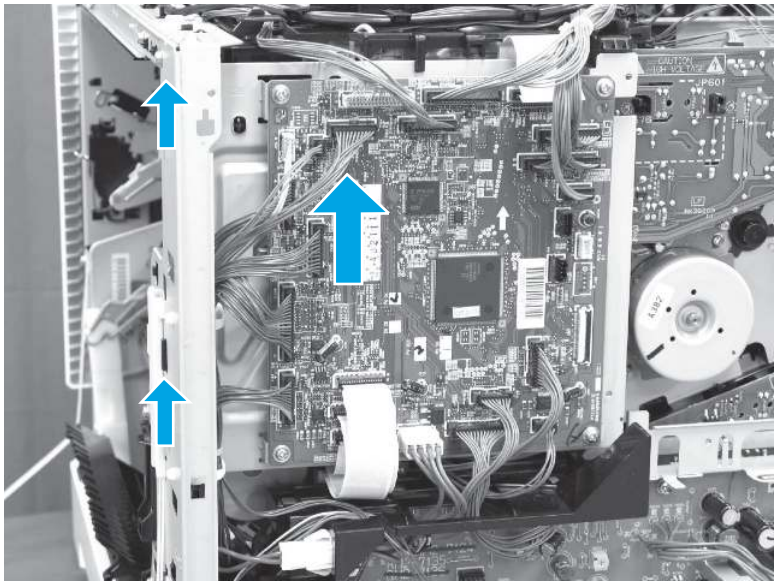
   - J140
   - J141
   - J143

Figure 4-1807 Remove two screws



2. Lift up on the DC controller and sheet-metal plate to remove it.

Figure 4-1808 Remove the plate



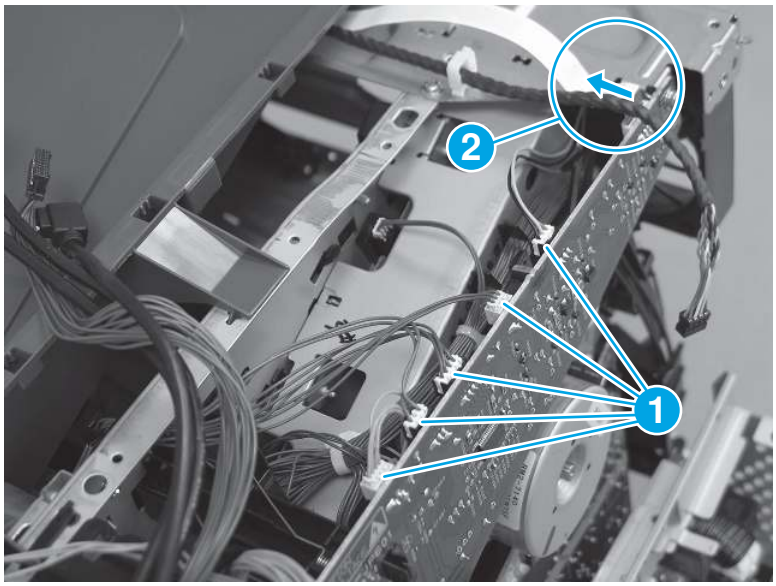
Remove the high-voltage power supply T (HVPST)

Follow these steps to remove the high-voltage power supply T.

NOTE: ESD sensitive part.

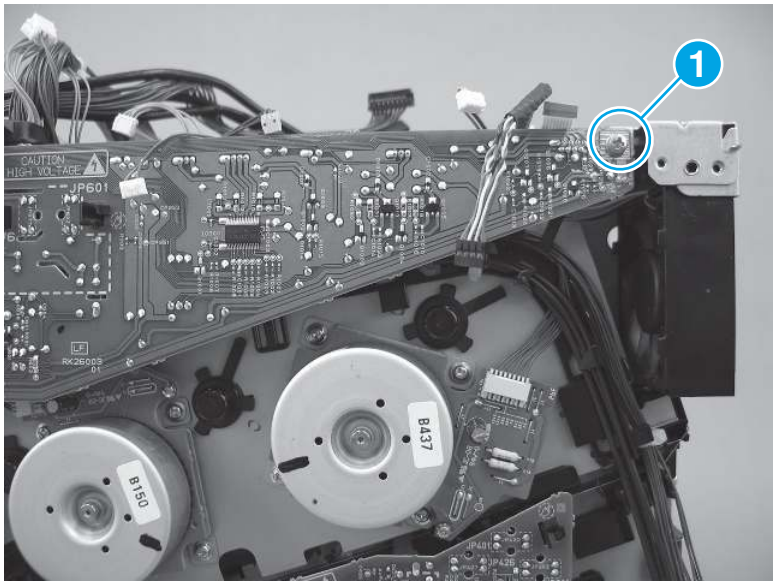
1. Disconnect five connectors (callout 1), and then disconnect one flat cable (callout 2).

Figure 4-1809 **Disconnect five connectors and one flat cable**



2. Remove one screw (callout 1).

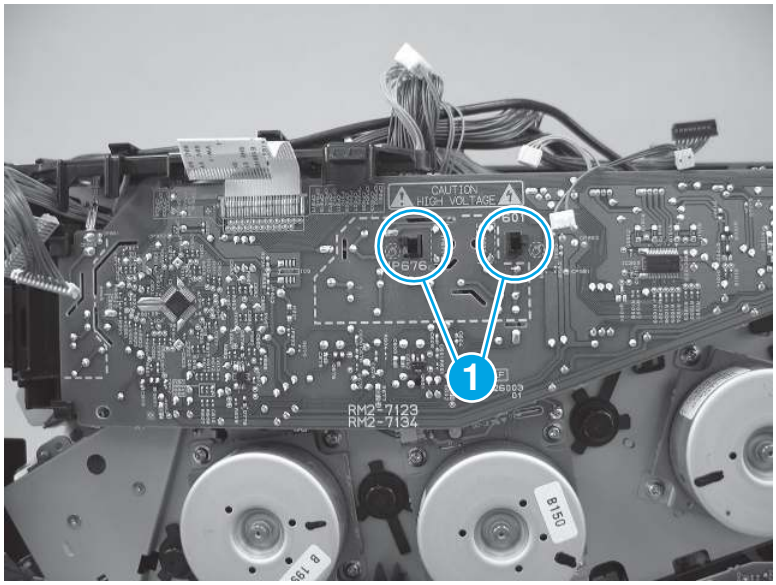
Figure 4-1810 **Remove one screw**



3. Release two tabs (callout 1), and then separate the HVPST from the printer.

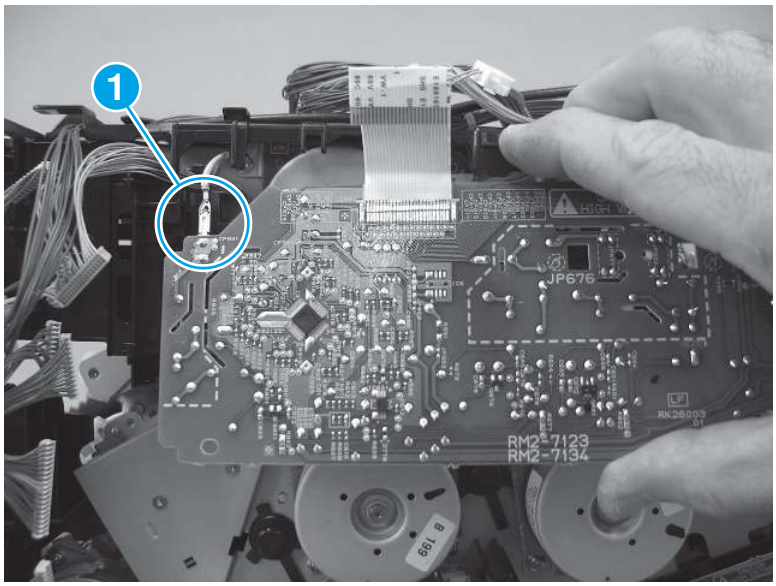
⚠ CAUTION: Do not attempt to completely remove the HVPST. It is still connected to the printer by ground wire harness.

Figure 4-1811 Release the HVPST



4. Release one ground wire connector (callout 1), and then remove the HVPST.

Figure 4-1812 Remove the HVPST

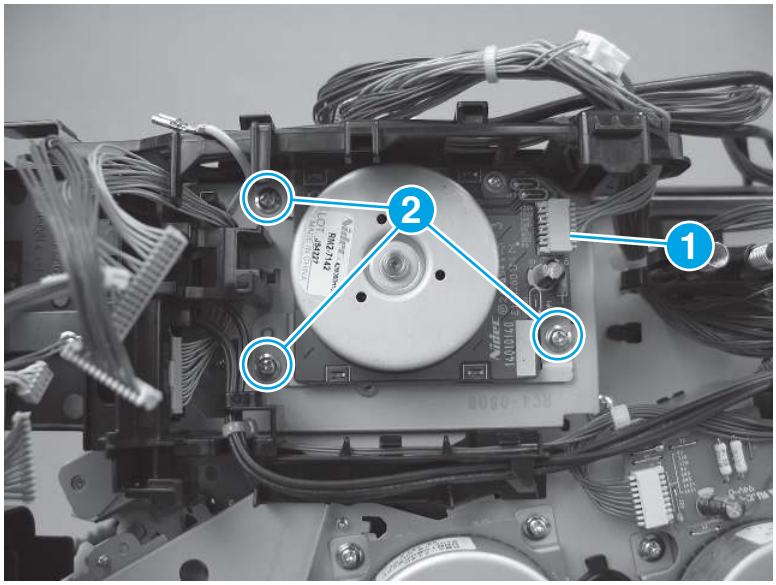


Remove fuser motor (M4)

Follow these steps to remove the fuser motor.

- Disconnect one connector (callout 1), remove three screws (callout 2), and then remove the motor.

Figure 4-1813 Remove the motor



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Environmental sensor printed circuit assembly (PCA)

Learn about removing and replacing the environmental sensor PCA.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-77 Part information

Part number	Part description
RM2-7154-000CN	Environmental sensor PCA

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the formatter (SFP)

Follow these steps to remove the formatter.

NOTE: This procedure is for SFP models only.

1. Disconnect all of the connectors on the formatter.

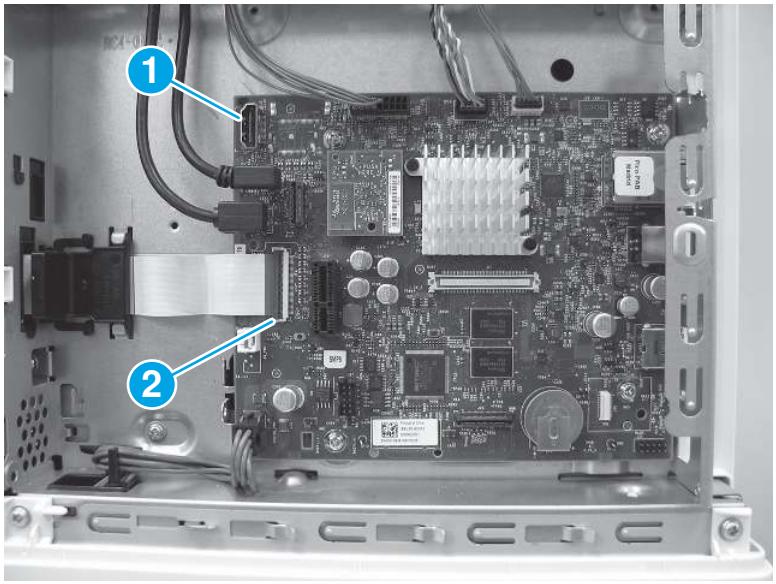
   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)

- M553n/dn and M552dn: J2 (callout 1; this is the touchscreen connector for the M553x and E55040 printers)
- All models: J9 (this connector is empty unless the optional internal USB ports component is installed)
- All models: J18 (this connector is empty unless the optional hard-disk drive is installed)
- M553n/dn and M552dn: J25 (this is the wireless connector for the M553x and E55040 models)
- All models: J57
- All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

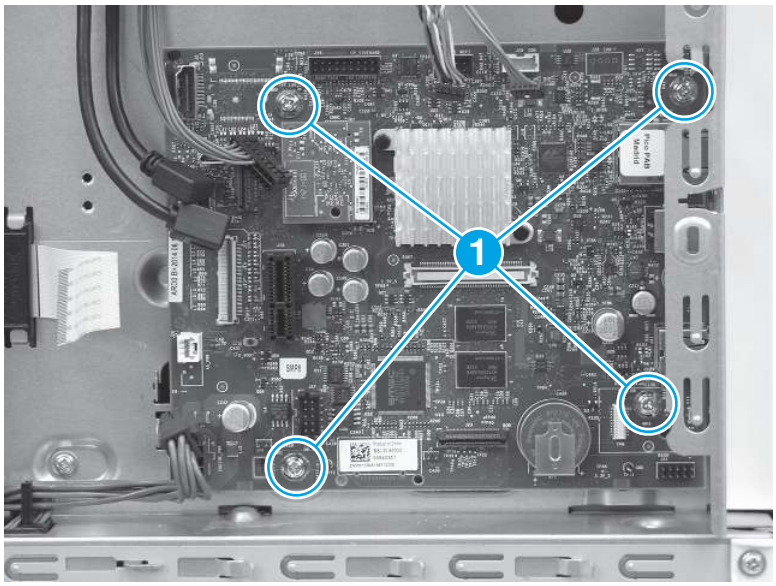
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1814 Disconnect all connectors



2. Remove four screws (callout 1), and then remove the formatter..

Figure 4-1815 Remove four screws



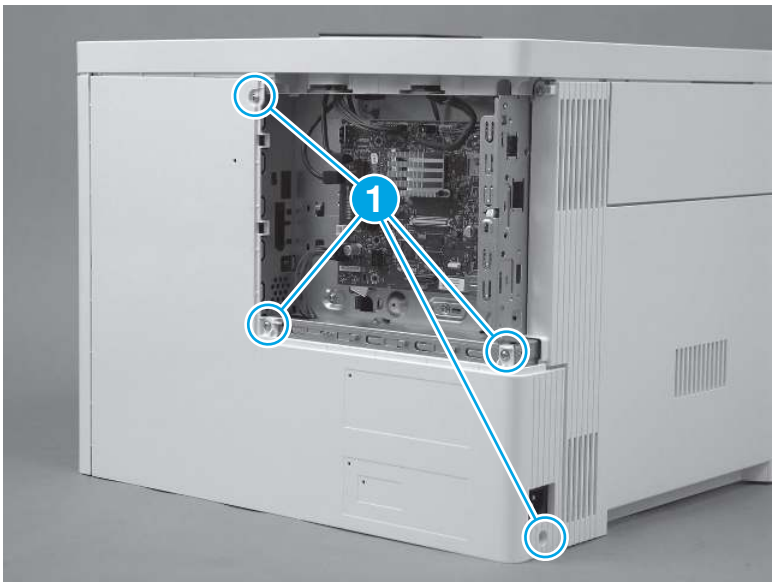
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

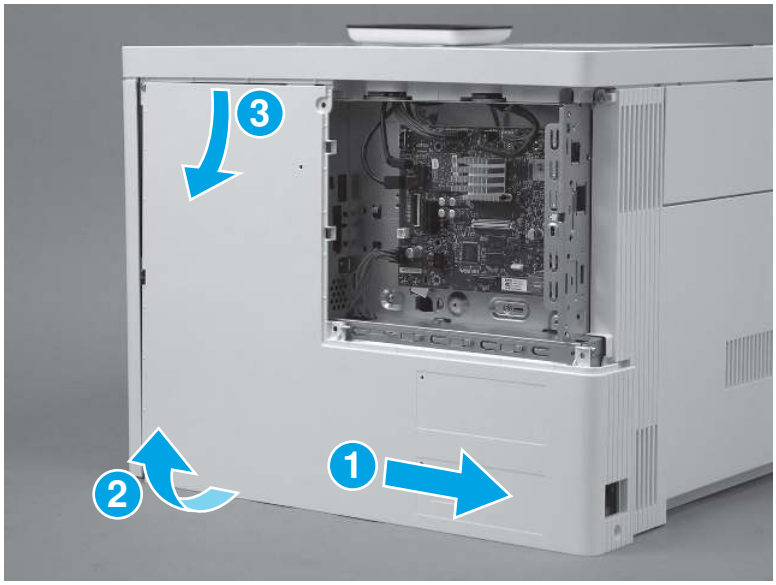
1. Remove four screws (callout 1).

Figure 4-1816 Remove four screws



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-1817 Remove the cover



Remove the rear upper cover (MFP)

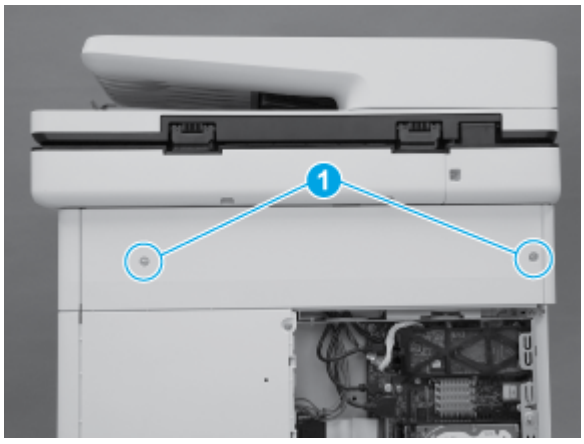
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

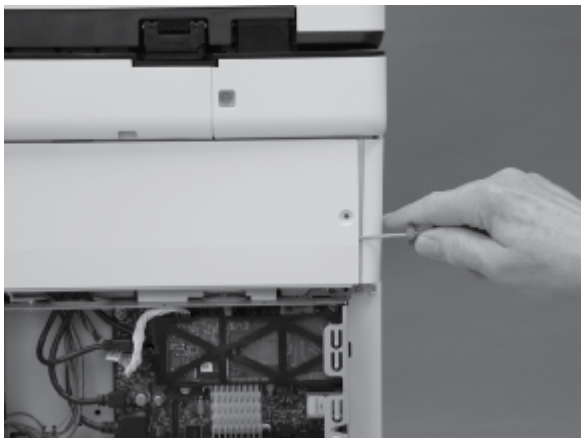
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-1818 Remove two screws



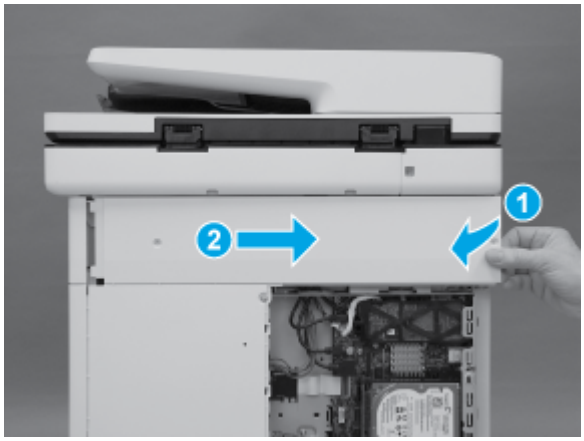
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-1819 **Release the right edge**



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-1820 **Slide the cover right**



4. Remove the cover.

Figure 4-1821 **Remove the cover**

Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-1822 Remove four screws

2. Slide the cover to the right to remove it.

Figure 4-1823 Remove the cover

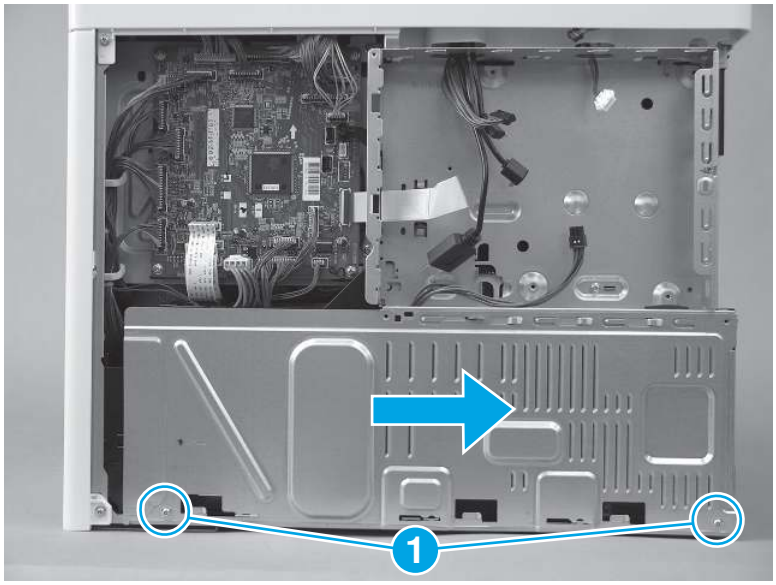
Remove the environmental sensor PCA

Follow these steps to remove the environmental sensor PCA.

NOTE: ESD sensitive part.

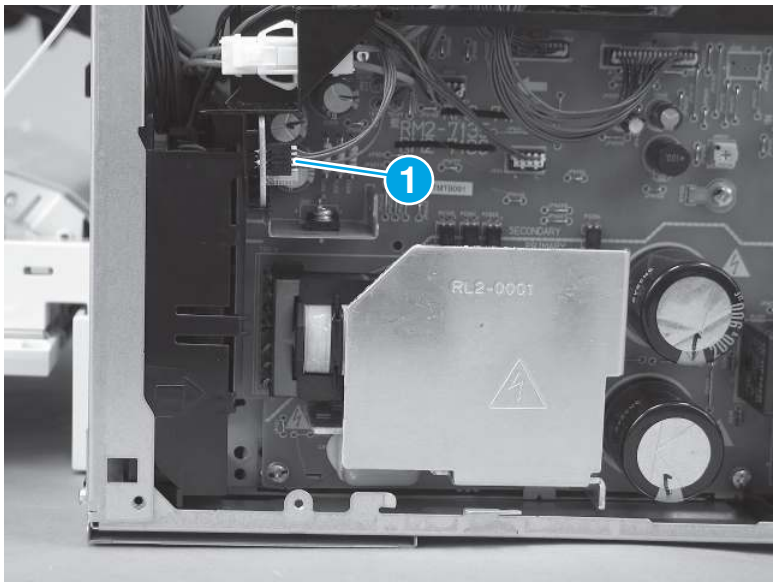
1. Remove two screws (callout 1), and then slide the low-voltage power supply (LVPS) cover to the right to remove it.

Figure 4-1824 **Remove the LVPS cover**



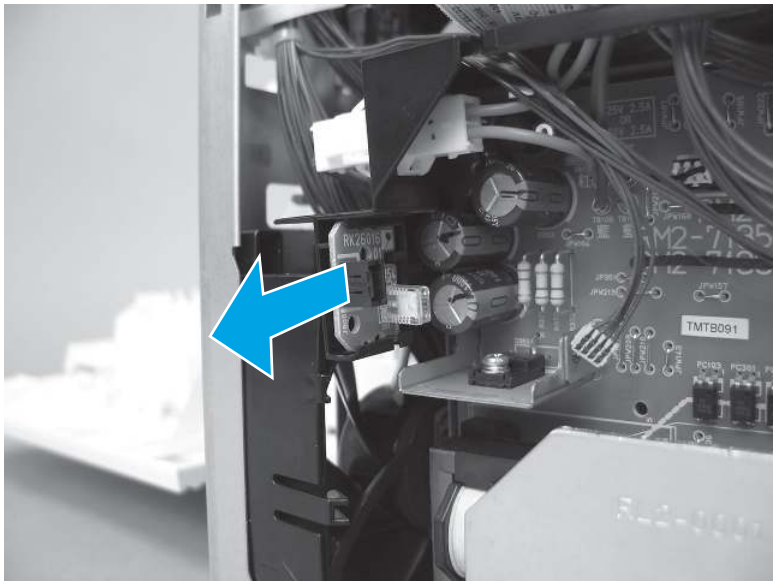
2. Disconnect one connector (callout 1).

Figure 4-1825 **Disconnect one connector**



3. Slide the environmental sensor PCA out of the holder to remove it.

Figure 4-1826 **Remove the sensor**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Fuser drive assembly

Learn about removing and replacing the fuser drive assembly.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-78 Part information

Part number	Part description
RM2-0091-010CN	Fuser drive assembly (M553n)
RM2-0009-000CN	Fuser drive assembly (M552, M553dn/x, M554, M555, M577, M578, E 55040, E57540)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

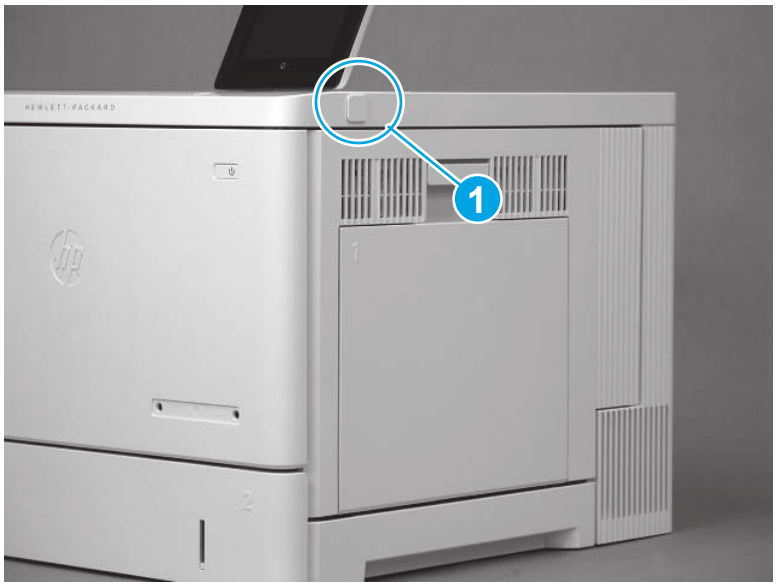
Remove the USB cover (SFP)

Follow these steps to remove the USB cover.

NOTE: This procedure is for SFP models only.

1. Locate the USB cover (callout 1).

Figure 4-1827 Locate the USB cover



2. Pull the cover off of the printer to remove it.

Figure 4-1828 Remove the cover

Remove the fuser

Follow these steps to remove the fuser.

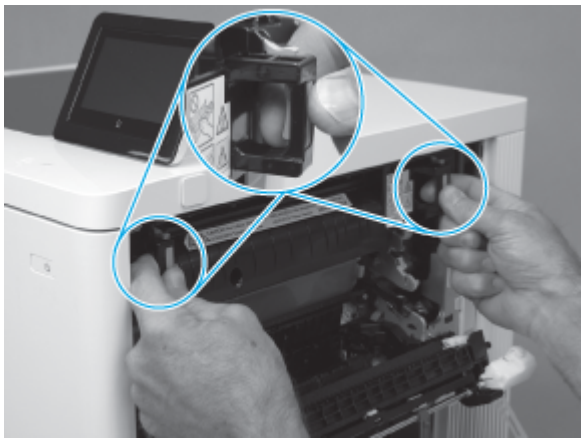
1. Open the right door.

⚠ CAUTION: The fuser is very hot. After turning the printer power off, allow the fuser to cool for at least 30 minutes before removing it.

Figure 4-1829 Open the right door

2. Grasp the two fuser handles, and then squeeze the two blue triggers on the handles to release the fuser.

Figure 4-1830 Release the fuser



3. Slide the fuser straight out of the printer to remove it.

Figure 4-1831 Remove the fuser

Remove the control panel (M553x/M555/E55040)

Follow these steps to remove the control panel.

NOTE: This procedure is for the M553x/M555/E55040 printers only.

M555 models: Removing the control panel is similar to the procedure below. For the M555, a flat cable connects the control panel to the formatter.

1. Tilt the control panel up.

Figure 4-1832 **Tilt the control panel up**

2. Use the small flat-blade screwdriver supplied in this kit to release the control-panel screws cover tabs.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-1833 **Release the control-panel screws cover tabs**

3. Rotate the cover up to remove it.

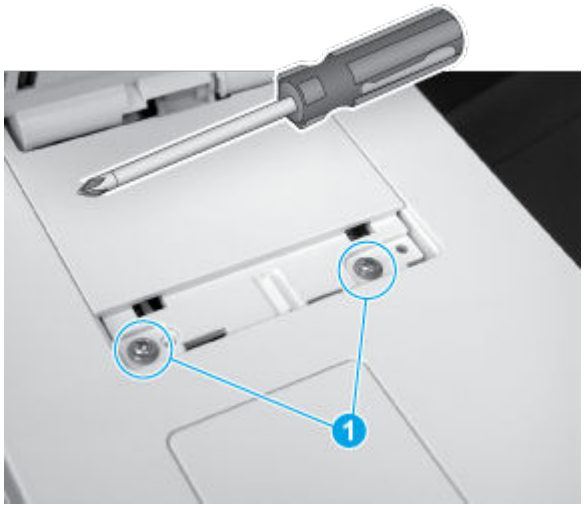
Figure 4-1834 Remove the cover

4. Use the small Phillips screwdriver supplied in this kit to remove two screws (callout 1).

IMPORTANT: Store the screws in a secure place where they cannot fall down into the printer.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-1835 Remove two screws



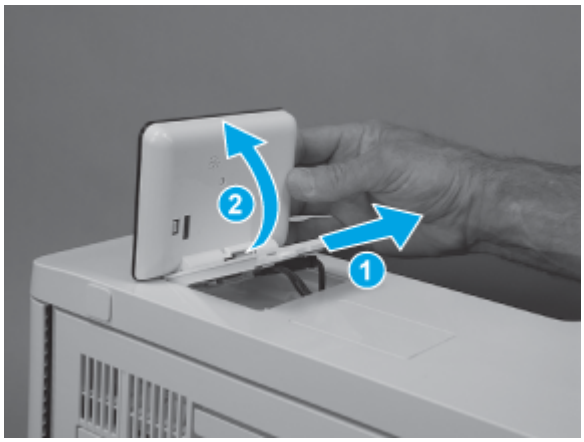
5. Rotate the control-panel base toward the front of the printer.

Figure 4-1836 **Rotate the control-panel base up**

6. Slightly slide the control-panel base toward the rear of the printer (callout 1) to release it, and then turn the control panel over (callout 2) to access the bottom side.

⚠ CAUTION: The control panel is still attached to the printer. Do not attempt to completely remove the control panel.

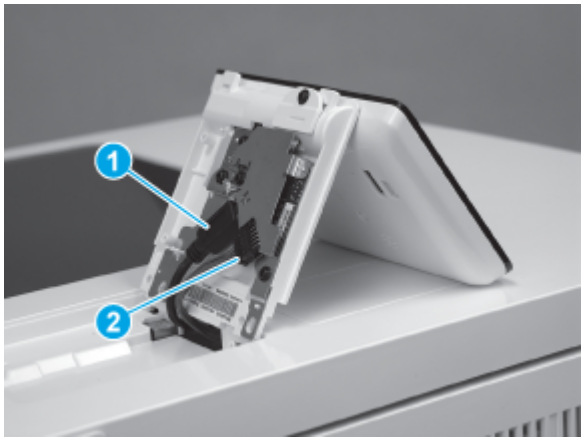
Figure 4-1837 **Turn the control panel over**



7. Disconnect one USB cable (callout 1), one connector (callout 2), and then remove the control panel.

NOTE: **M555 only**: Disconnect one flat cable (not shown), and then remove the control panel.

Figure 4-1838 Disconnect two connectors



Remove Tray 2

Learn about removing Tray 2.

NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

The figures in this section show Tray 2. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5. Always carefully read the instructions that accompany the figures.

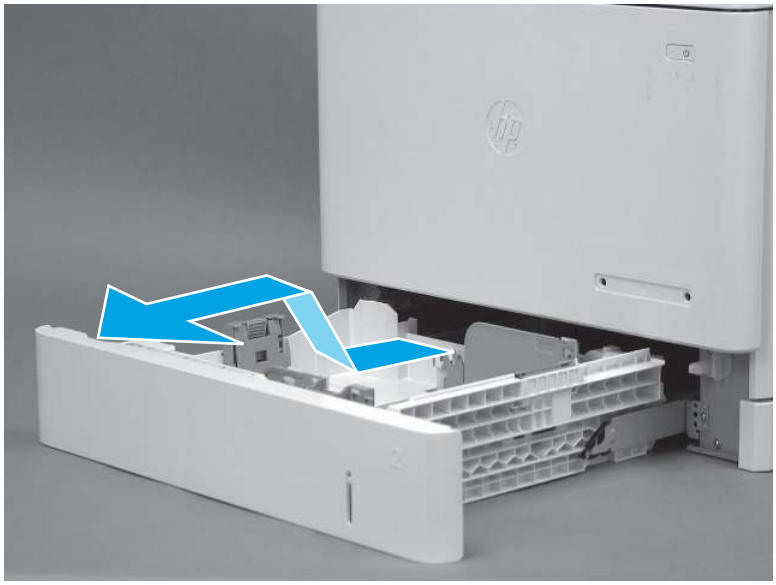
1. Pull the tray out until it stops.

Figure 4-1839 Pull the tray out

2. Lift the front of the tray, and then pull it out of the printer to remove it.

NOTE: **For a replacement tray:** If the tray has Fixed Tray Guides installed and are still required, move hardware to new tray. If necessary, order new kit: 3GY25-67901 Kit - Fixed Tray Guide. Only one kit required per engine.

Figure 4-1840 Remove the tray



Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-1841 Open the front door

2. Open the TCU.

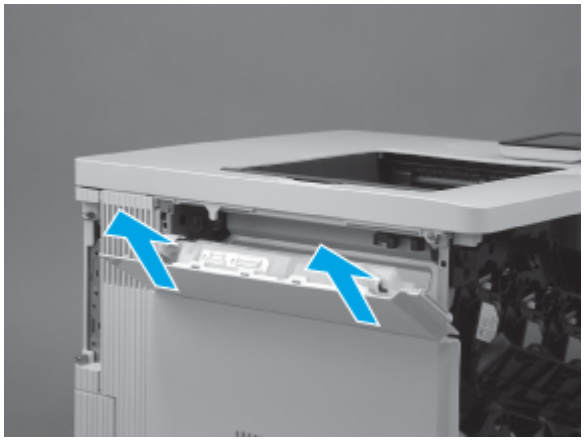
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-1842 Open the TCU

3. Pull the TCU away from the printer at an angle to remove it.

⚠ CAUTION: Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-1843 Remove the TCU

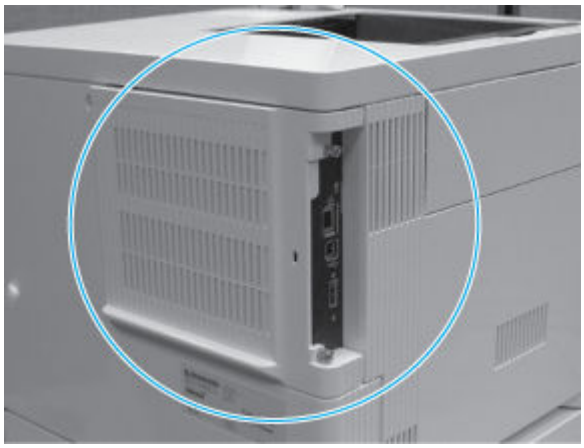


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

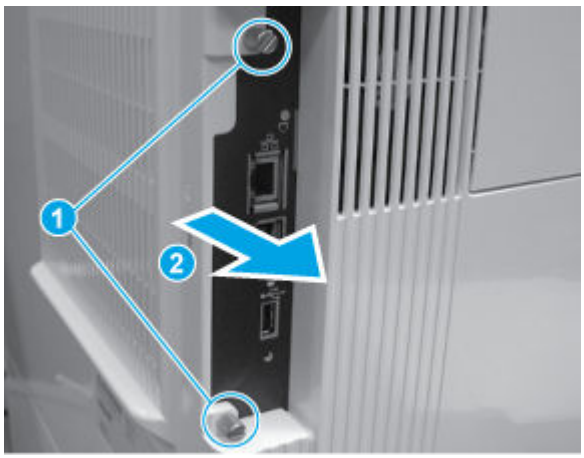
Figure 4-1844 Locate the formatter cover



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-1845 Loosen the thumbscrews



Remove the formatter (SFP)

Follow these steps to remove the formatter.

NOTE: This procedure is for SFP models only.

1. Disconnect all of the connectors on the formatter.

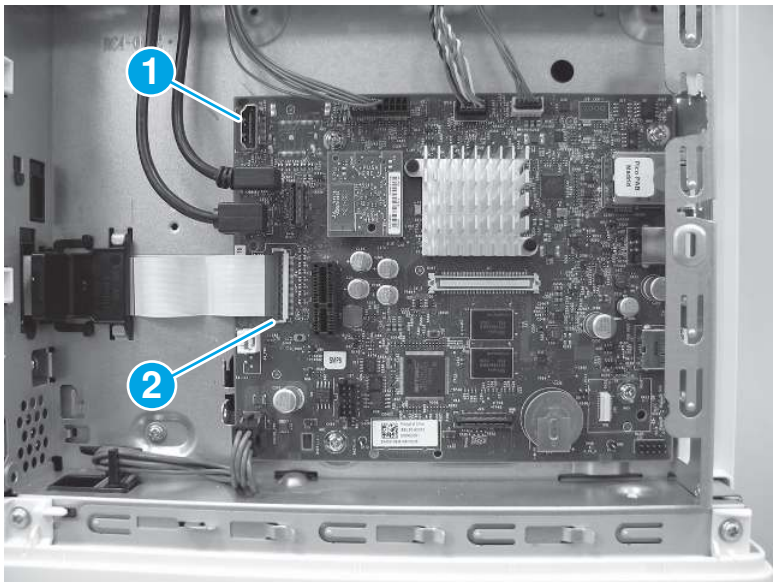
   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - M553n/dn and M552dn: J2 (callout 1; this is the touchscreen connector for the M553x and E55040 printers)
   - All models: J9 (this connector is empty unless the optional internal USB ports component is installed)

- All models: J18 (this connector is empty unless the optional hard-disk drive is installed)
- M553n/dn and M552dn: J25 (this is the wireless connector for the M553x and E55040 models)
- All models: J57
- All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

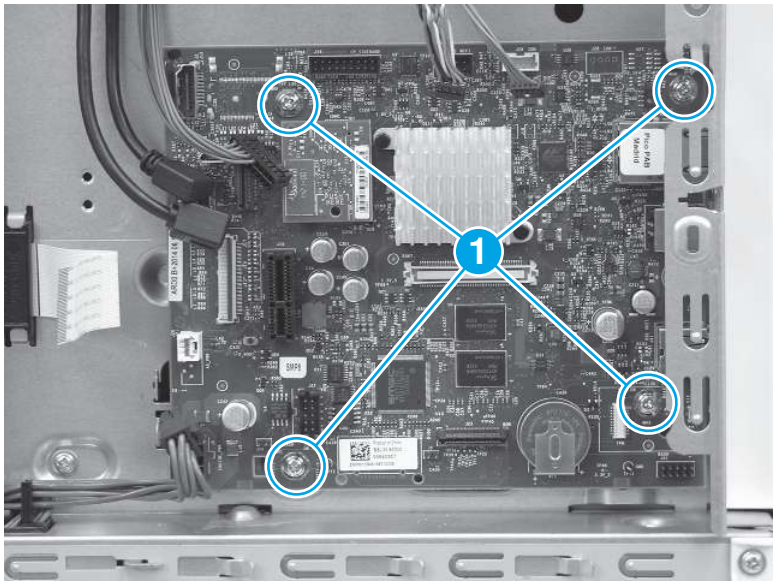
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1846 **Disconnect all connectors**



2. Remove four screws (callout 1), and then remove the formatter..

Figure 4-1847 **Remove four screws**



Remove the hard-disk drive (HDD)

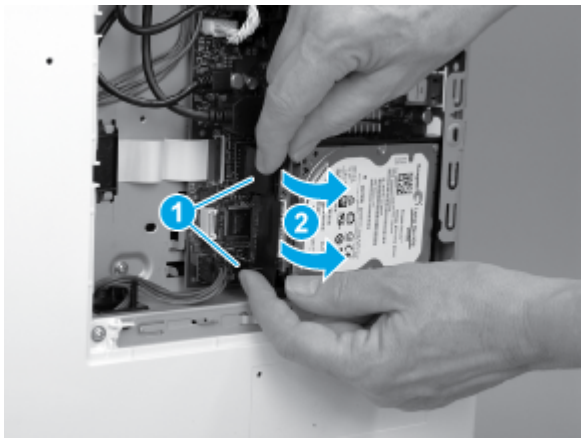
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-1848 **Release the HDD**



2. Slide the HDD away from the printer to remove it.

Figure 4-1849 **Remove the HDD**

Remove the fax PCA (fax models)

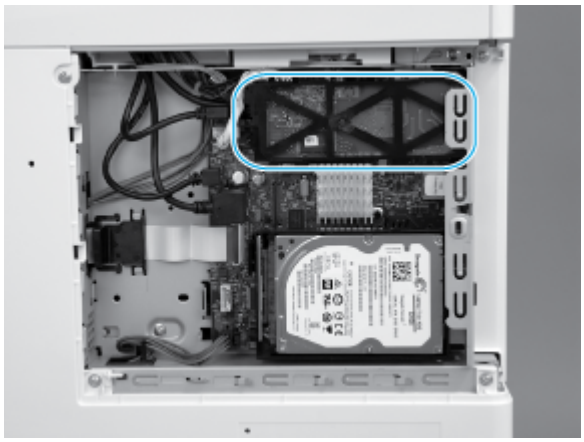
Follow these steps to remove the fax PCA (fax models).

CAUTION: ESD sensitive part.

NOTE: This procedure is for fax (or optionally installed fax) models only.

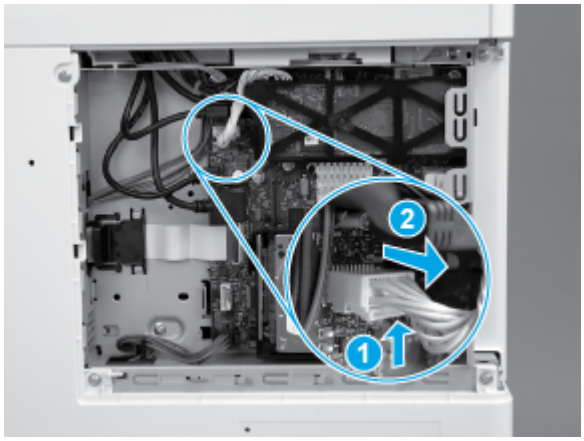
1. Locate the fax PCA component on the formatter.

Figure 4-1850 Locate the fax PCA



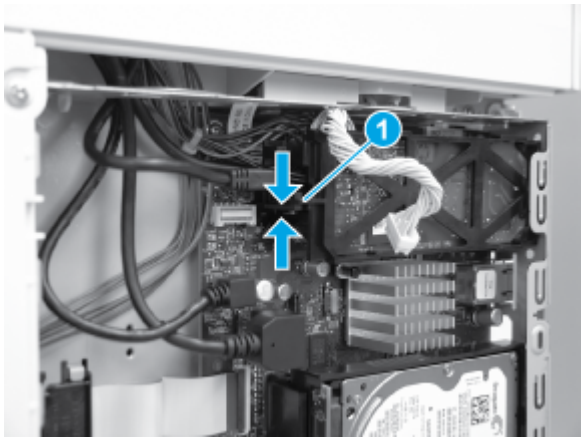
2. Release the connector latch (callout 1), and then pull the connector away from the formatter (callout 2) to disconnect it.

Figure 4-1851 Disconnect one connector



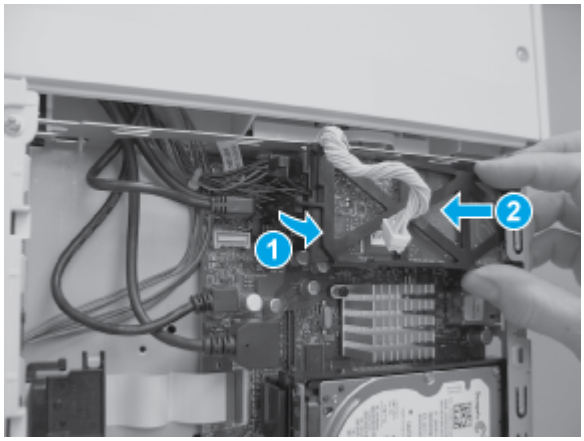
3. Release one retainer (callout 1) by pressing the bracket arms together.

Figure 4-1852 Release one latch



4. Rotate the end of the fax PCA (callout 1) away from the formatter, and then slide the PCA left (callout 2) to remove it.

Figure 4-1853 Remove the fax PCA



Remove the formatter (MFP)

Follow these steps to remove the formatter (MFP).

NOTE: This procedure is for MFP models only.

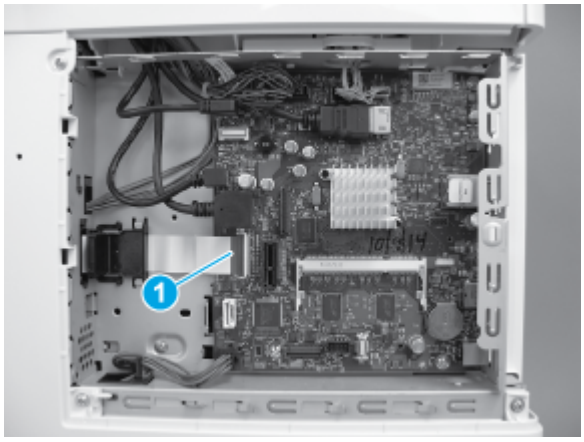
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - All models: J3
   - M577dn: J15 (this is the fax connector for the M577f/z/c models)
   - All models: J21 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J23
   - All models: J24
   - All models: J51
   - All models: J57
   - All models: J97
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

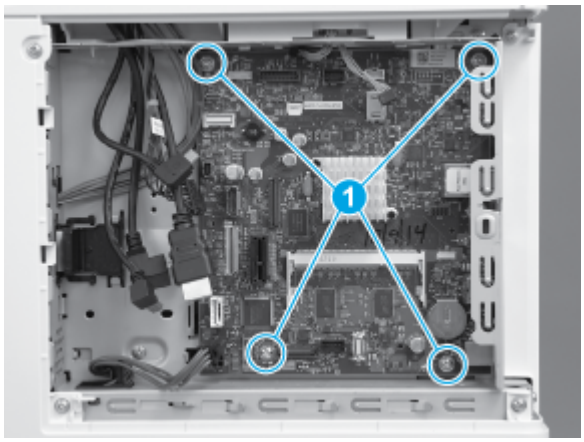
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1854 Disconnect all connectors



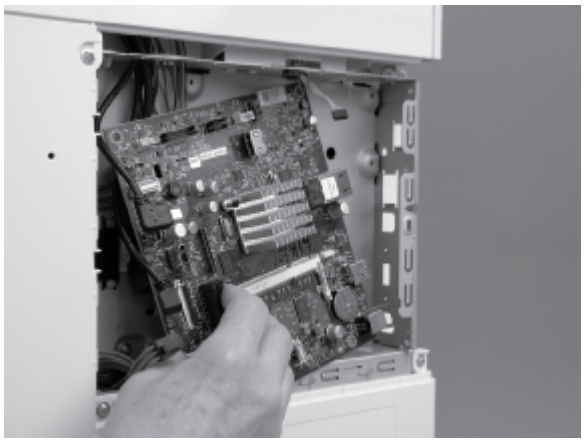
2. Remove four screws (callout 1).

Figure 4-1855 Remove four screws



3. Remove the formatter.

Figure 4-1856 Remove the formatter



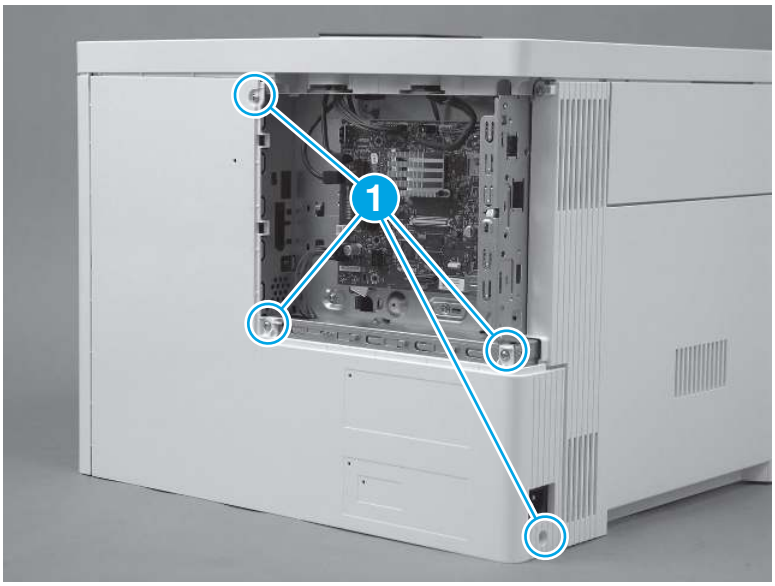
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

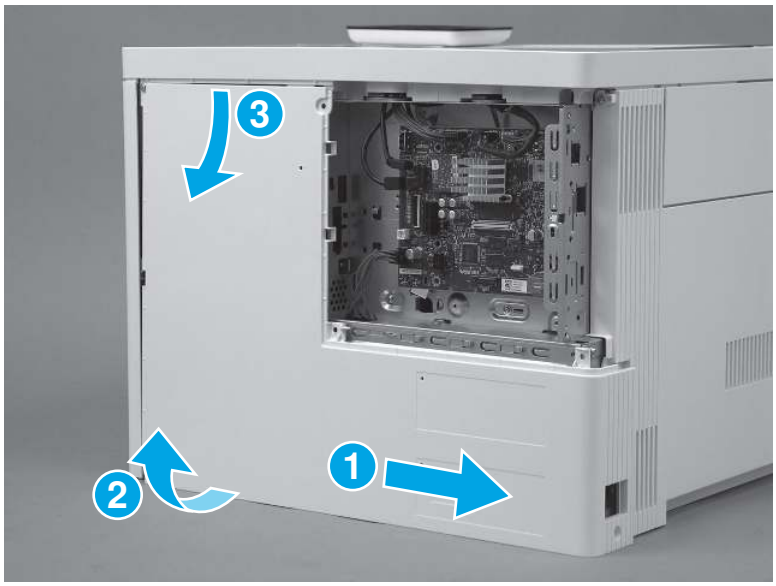
1. Remove four screws (callout 1).

Figure 4-1857 **Remove four screws**



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-1858 **Remove the cover**



Remove the rear upper cover (MFP)

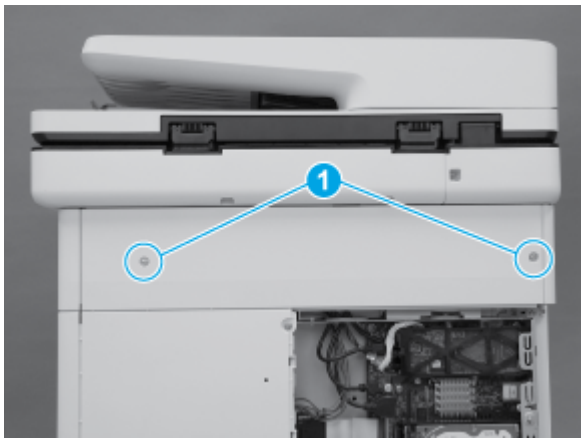
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

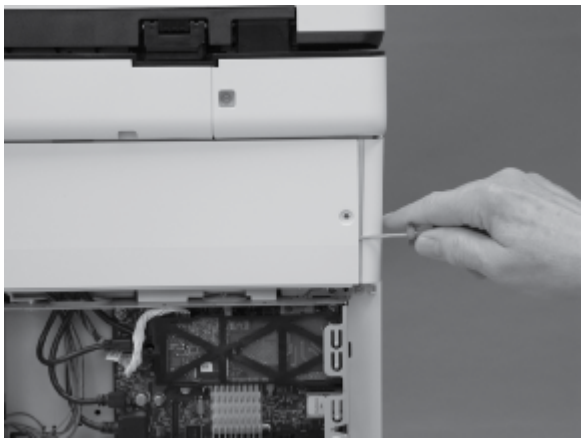
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-1859 **Remove two screws**



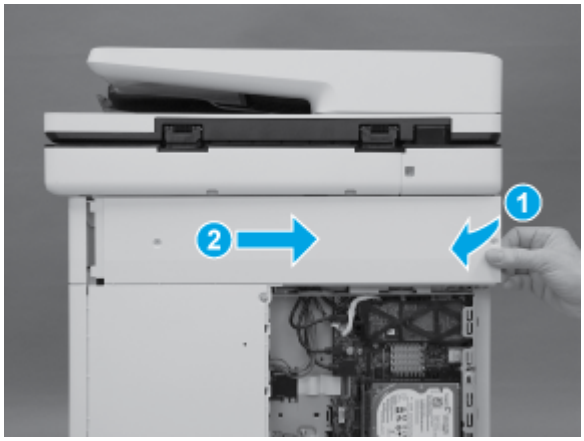
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-1860 **Release the right edge**



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-1861 Slide the cover right



4. Remove the cover.

Figure 4-1862 Remove the cover

Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-1863 **Remove four screws**

2. Slide the cover to the right to remove it.

Figure 4-1864 **Remove the cover**

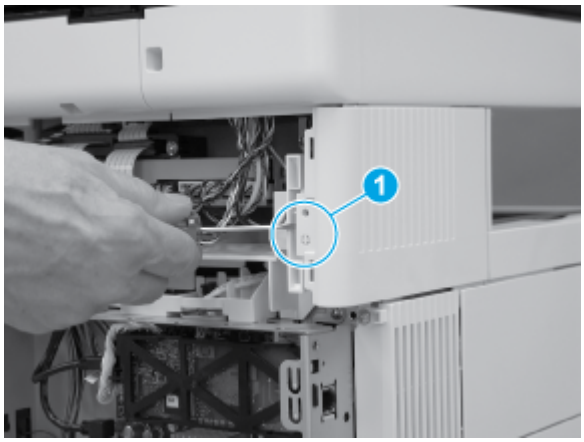
Remove the left upper cover (MFP)

Follow these steps to remove the left upper cover.

NOTE: This procedure is for MFP models only.

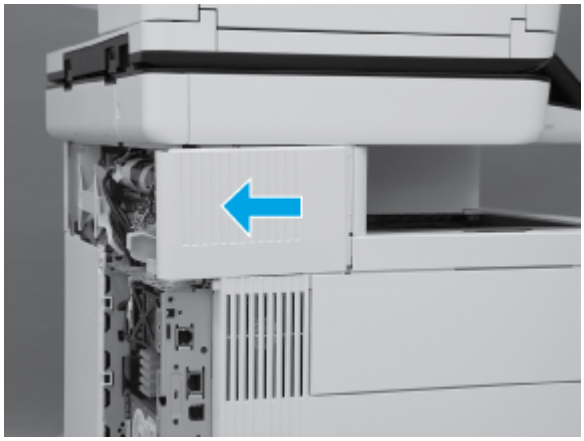
1. At the left side of the printer, release one tab (callout 1).

Figure 4-1865 Release one tab



2. Slide the left upper cover toward the back of the printer.

Figure 4-1866 Slide the cover back



3. Rotate the cover up to remove it.

Figure 4-1867 Remove the left upper cover

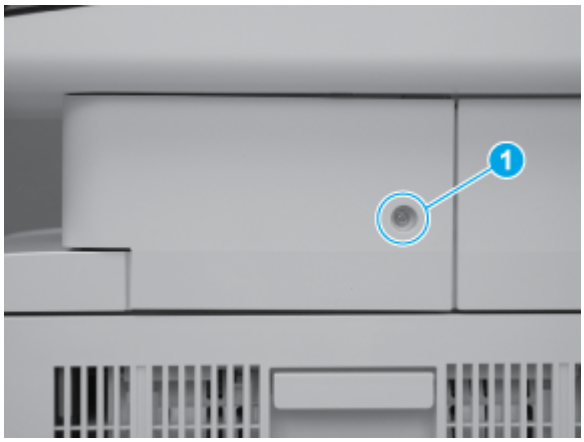
Remove the right front upper cover (MFP non-stapler models)

Follow these steps to remove the right front upper cover.

NOTE: This procedure is for non-stapler models only.

1. Remove one screw (callout 1).

Figure 4-1868 **Remove one screw**



2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-1869 **Release two tabs**

3. Rotate the front of the cover to the right to remove it.

Figure 4-1870 **Rotate the cover**

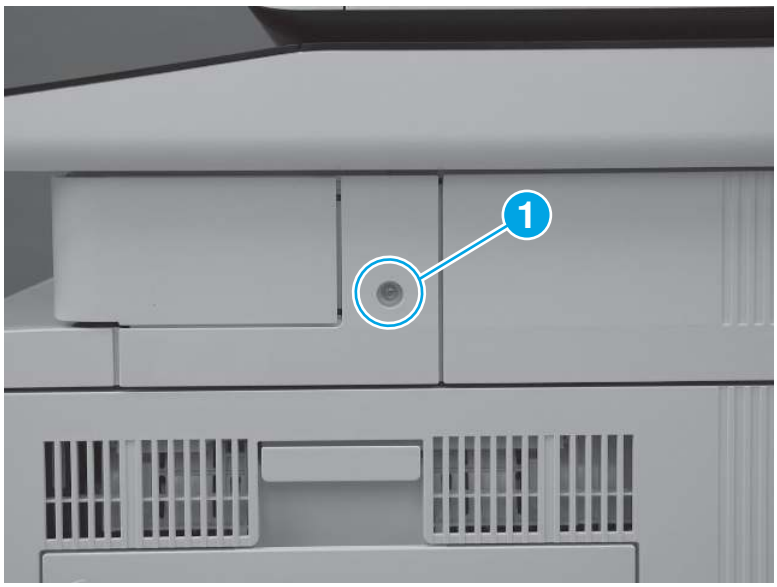
Remove the stapler cover (MFP stapler models)

Follow these steps to remove the stapler cover.

NOTE: This procedure is for stapler models only.

1. Remove one screw (callout 1).

Figure 4-1871 **Remove one screw**

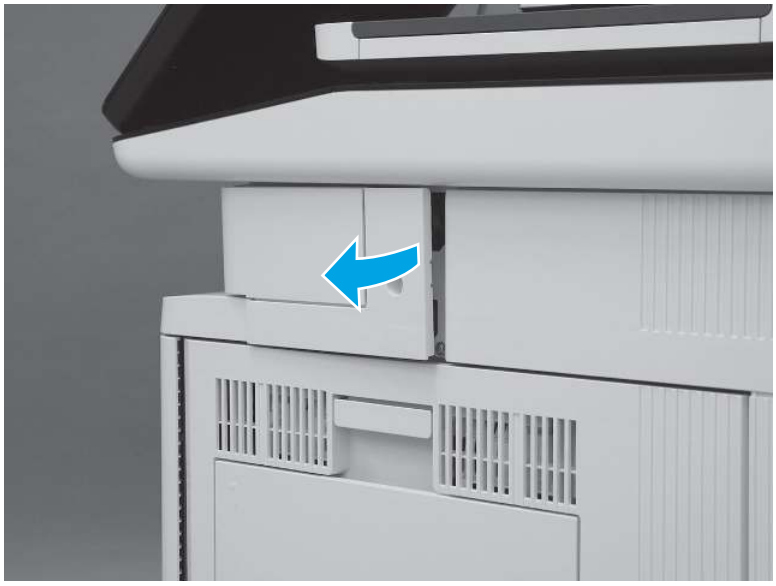


2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-1872 **Release two tabs**

3. Release the back edge of the cover.

Figure 4-1873 **Release the back edge of the cover**



4. Rotate the cover away from the printer to remove it.

Figure 4-1874 Remove the cover

Remove the integrated scanner assembly (ISA) (MFP)

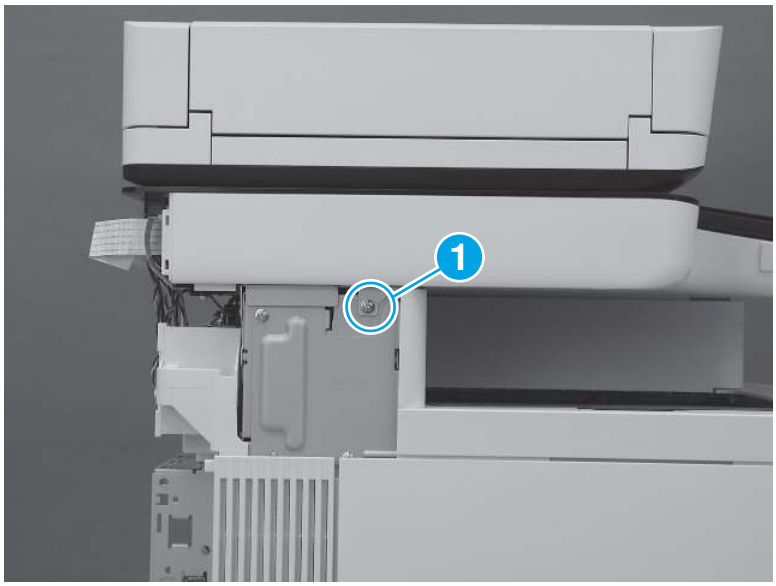
Follow these steps to remove the integrated scanner assembly (ISA).

NOTE: This procedure is for MFP models only.

NOTE: The ISA includes the document feeder, image scanner, scanner control board (SCB), control panel, keyboard (flow models) and NFC PCA (not all models).

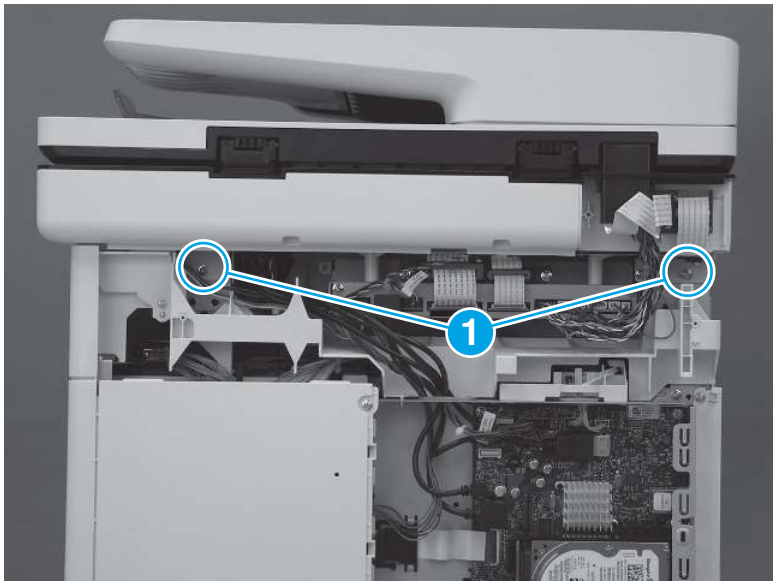
1. At the left side of the printer, remove one screw (callout 1).

Figure 4-1875 Remove one screw



2. At the back of the printer, remove two screws (callout 1).

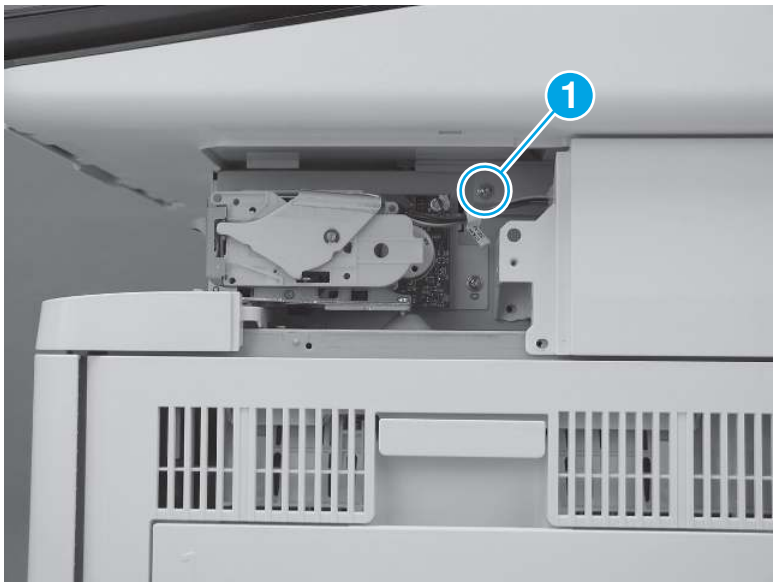
Figure 4-1876 Remove two screws



3. At the right side of the printer, remove one screw (callout 1).

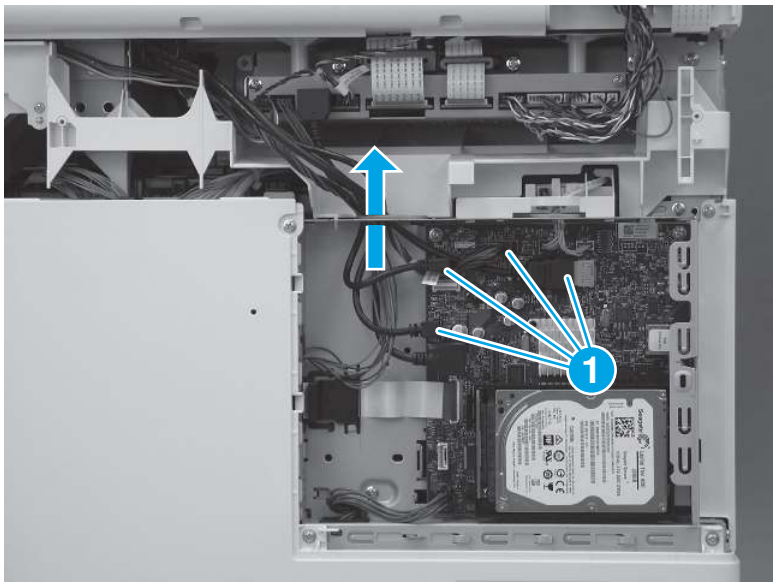
NOTE: The M577z is shown in the figure below. The procedure is correct for all MFP models.

Figure 4-1877 Remove one screw



4. Disconnect four connectors (callout 1) on the formatter, and then pass the wire harnesses and cables through the top opening in the formatter case (callout 2).

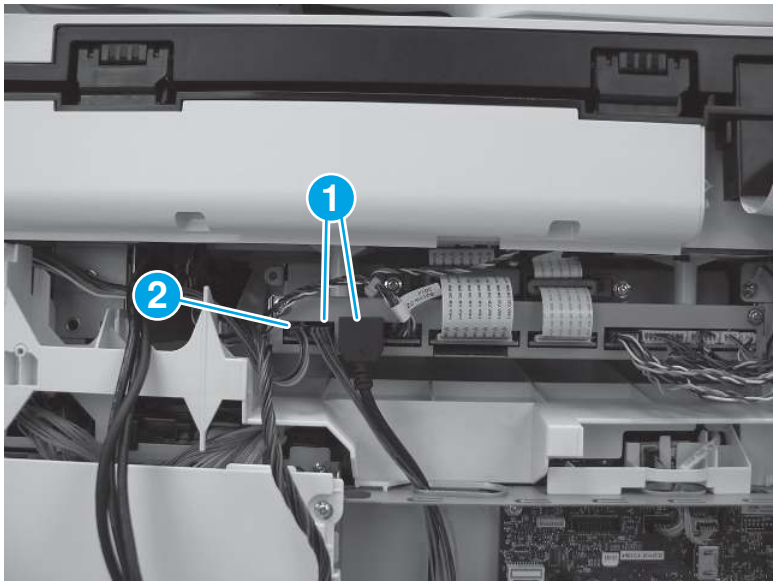
Figure 4-1878 **Disconnect cables and connectors**



5. Disconnect two connectors on the scanner control board (callout 1).

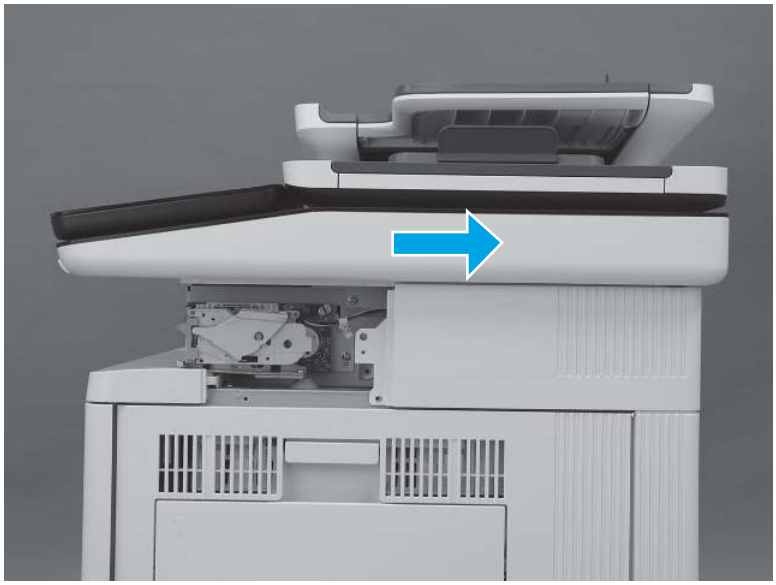
MFP stapler models: Disconnect one connector for the stapler on the scanner control board (callout 2).

Figure 4-1879 **Disconnect connectors**



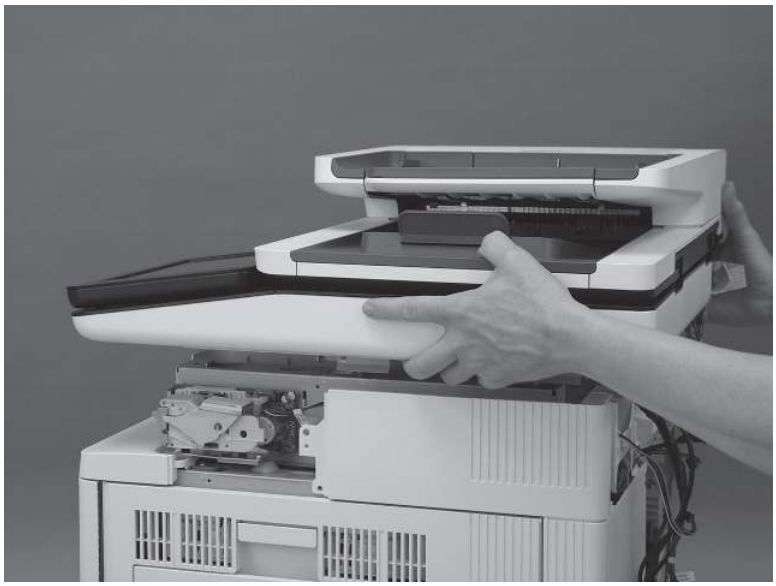
6. Slide the image scanner toward the back of the printer to release it.

Figure 4-1880 **Release the image scanner**



7. Lift the ISA straight up to remove it.

Figure 4-1881 **Remove the ISA**



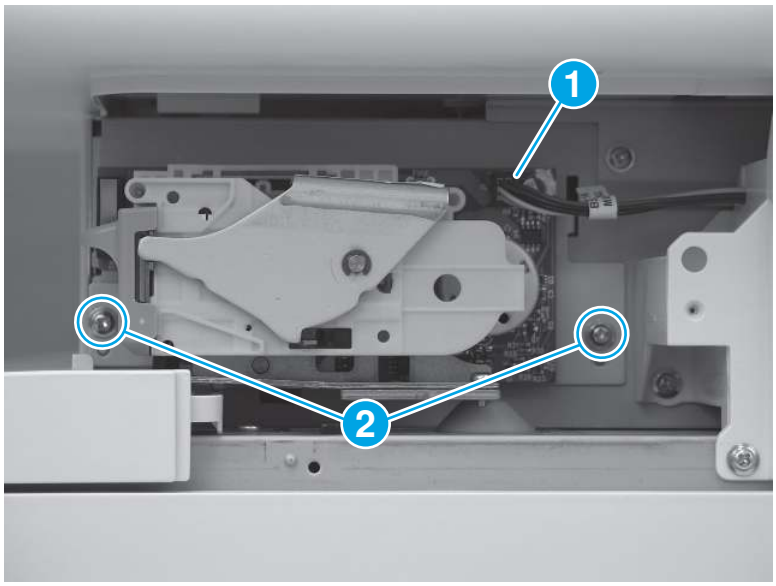
Remove the stapler unit (MFP stapler models)

Follow these steps to remove the stapler unit.

NOTE: This step is for stapler models only.

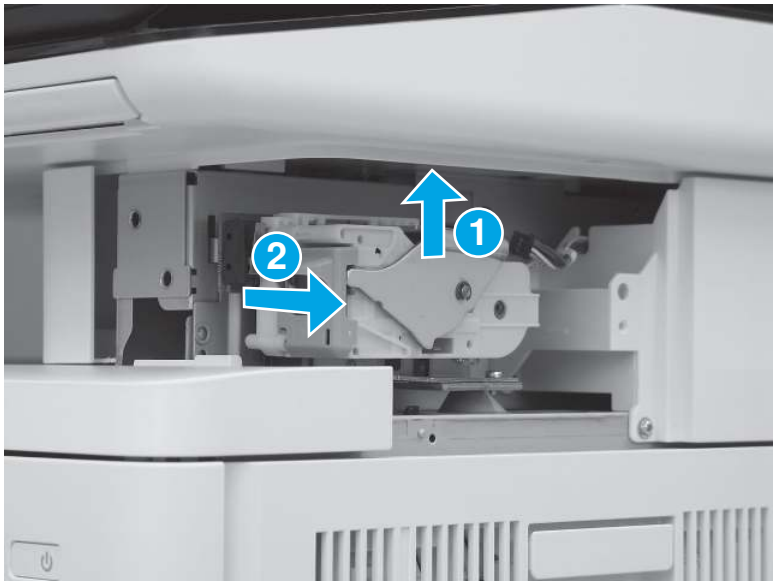
1. Disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 4-1882 **Disconnect connector and remove screws**



2. Slide the stapler unit up (callout 1), and then pull it away from the printer (callout 2) to remove it.

Figure 4-1883 **Remove the stapler unit**



Remove the right upper cover (MFP)

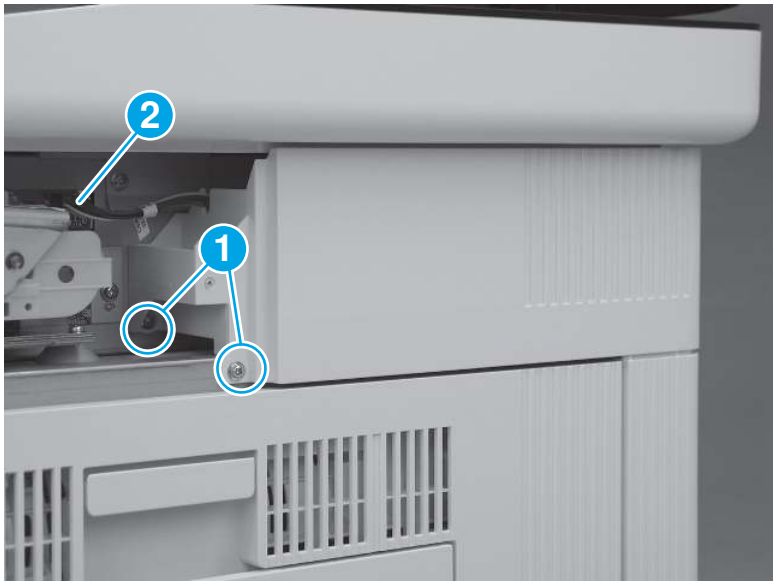
Follow these steps to remove the right upper cover.

NOTE: This procedure is for MFP models only.

1. At the right side of the printer, remove two screws (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

Figure 4-1884 Remove two screws and one connector

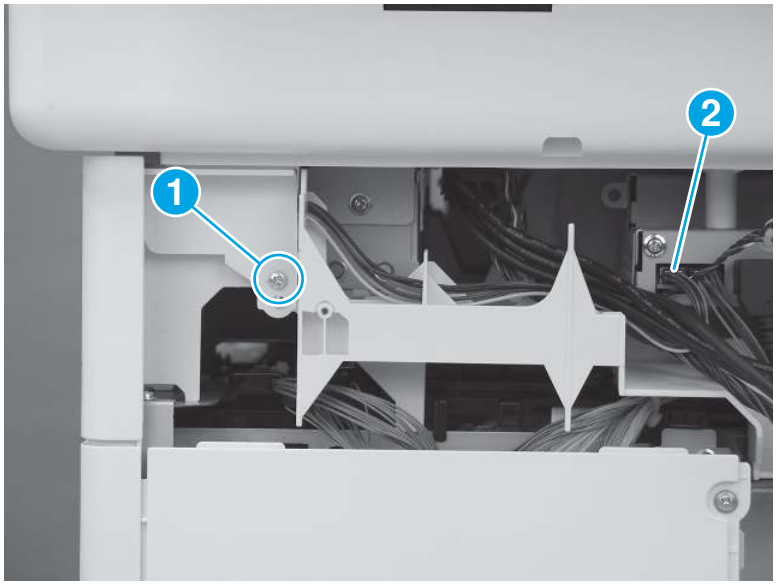


2. At the back of the printer, remove one screw (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

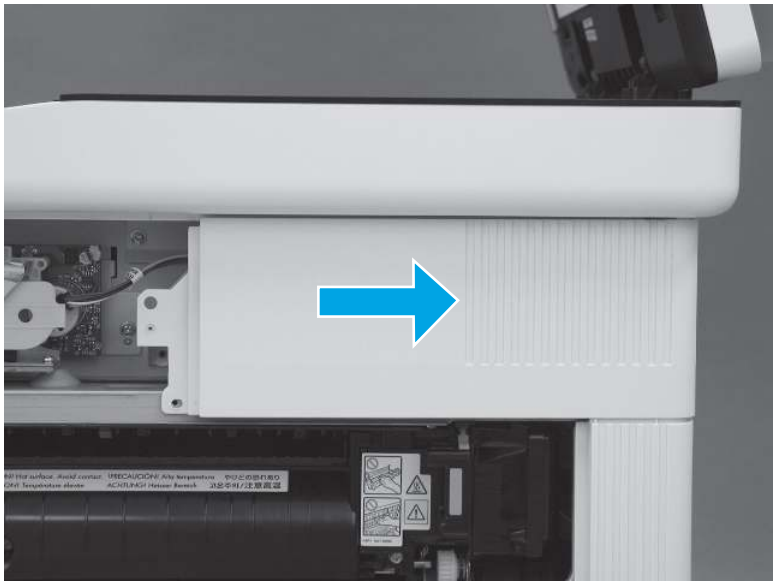
Reinstallation tip: This screw is smaller than the screws removed in the previous step. When reinstalling the right upper cover, make sure that this screw is installed in the correct position.

Figure 4-1885 Remove one screw and connector



3. Slide the cover toward the back of the printer.

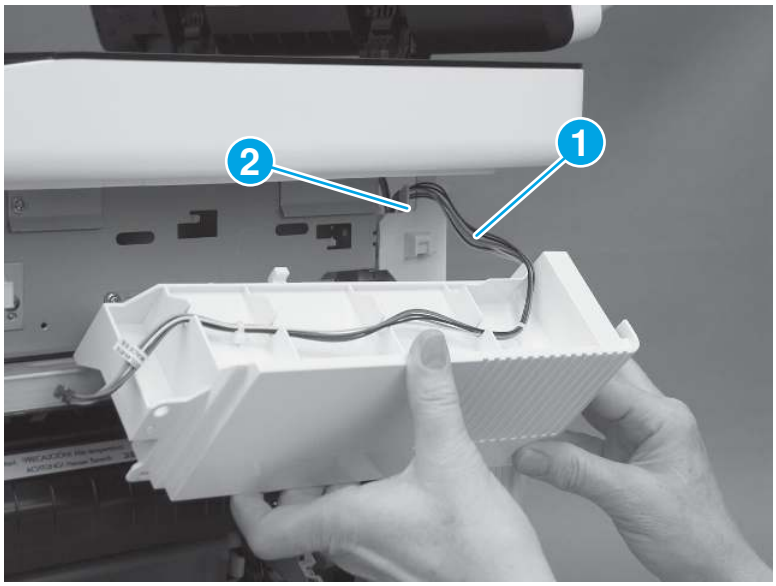
Figure 4-1886 **Slide the cover**



4. Lift the cover away from the printer to remove it.

M577/M578z: Release the cables (callout 1) through the slot (callout 2) in the printer.

Figure 4-1887 **Remove the cover**



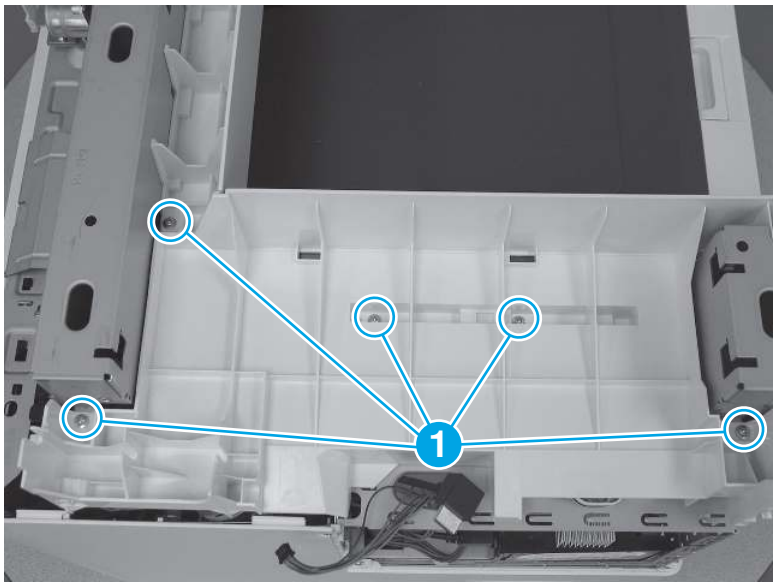
Remove the top rear cover (MFP)

Follow these steps to remove the top rear cover.

NOTE: This procedure is for MFP models only.

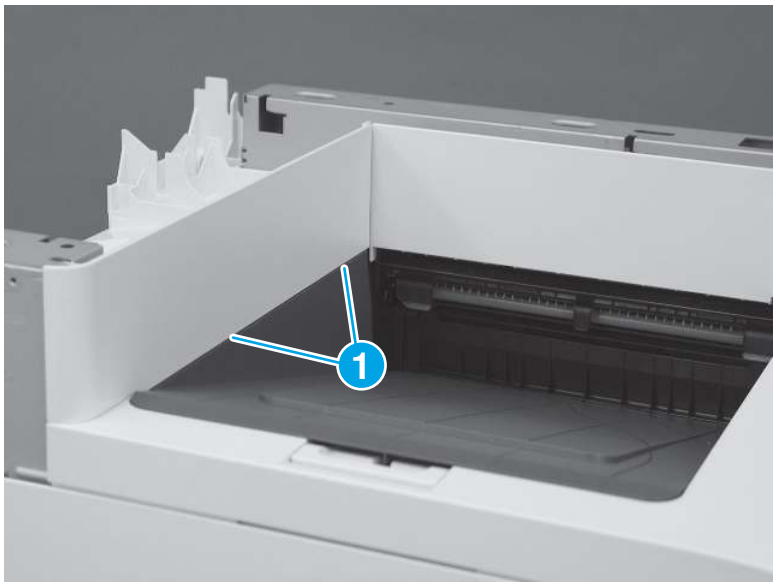
1. At the top of the printer, remove five screws (callout 1).

Figure 4-1888 Remove five screws



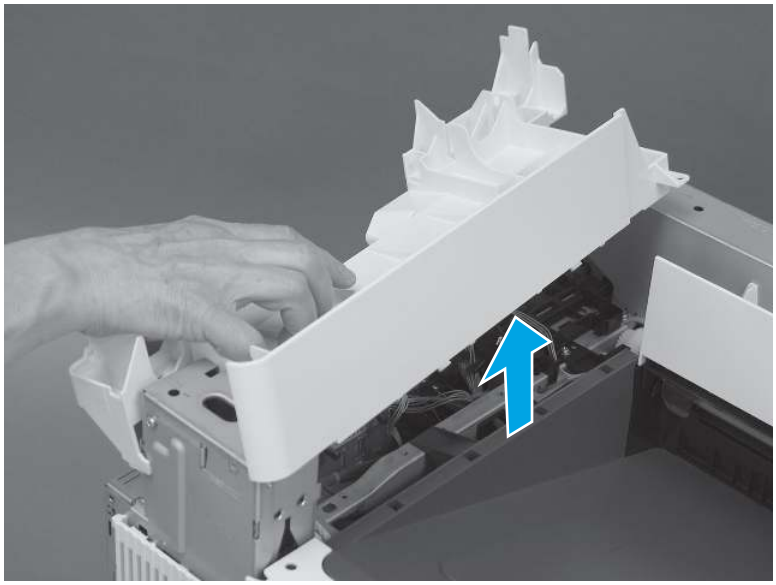
2. Release two tabs (callout 1) on the front edge of the cover.

Figure 4-1889 Release two tabs



3. Remove the top rear cover.

Figure 4-1890 **Remove the cover**



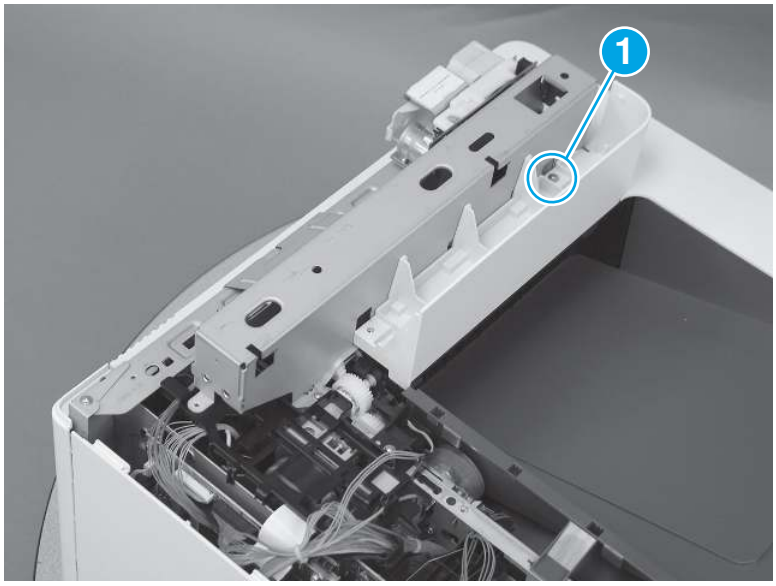
Remove the paper feed cover (MFP)

Follow these steps to remove the paper feed cover.

NOTE: This procedure is for MFP models only.

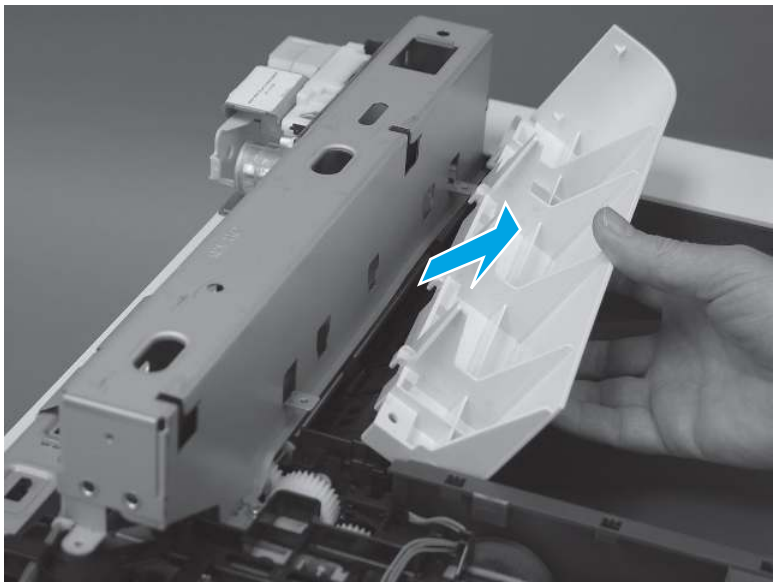
1. Remove one screw (callout 1).

Figure 4-1891 **Remove one screw**



2. Lift the cover up to remove it.

Figure 4-1892 **Remove the cover**



Remove the top cover (MFP)

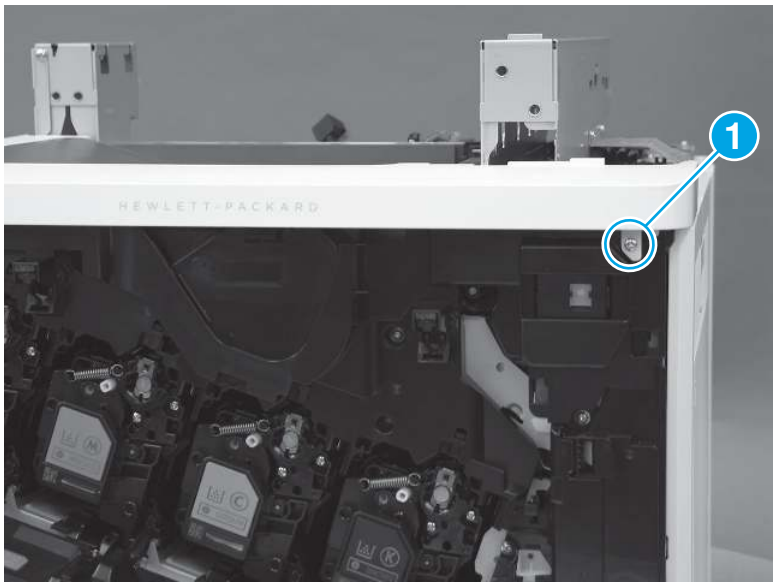
Follow these steps to remove the top cover.

NOTE: This procedure is for MFP models only.

1. At the front of the printer, remove one screw (callout 1).

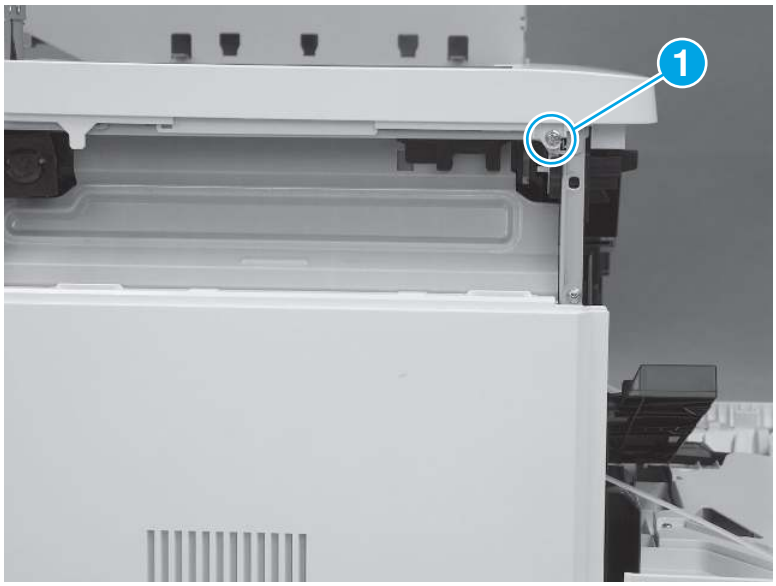
Reinstallation tip: This screw is longer and a different type of screw than the screw removed in the next step. When reinstalling the top cover, make sure that this screw is installed in the correct position.

Figure 4-1893 **Remove one screw**



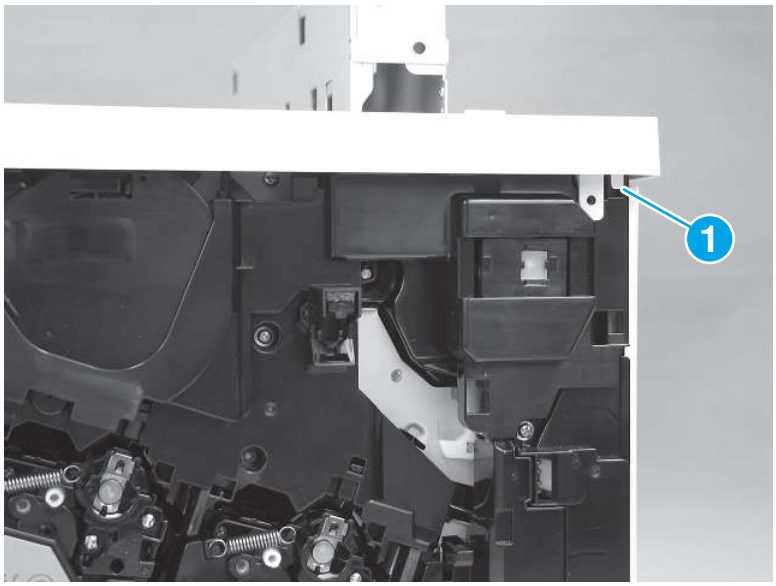
2. At the left side of the printer, remove one screw (callout 1).

Figure 4-1894 Remove one screw



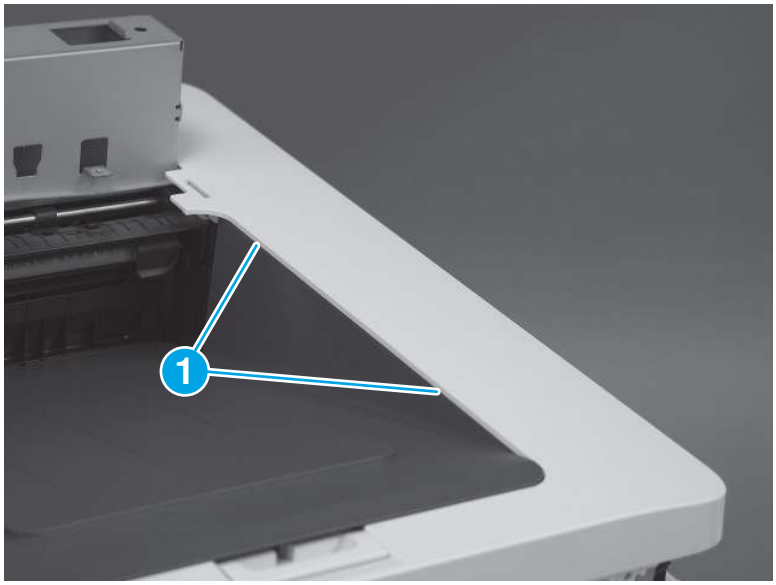
3. At the front of the printer, release one tab (callout 1).

Figure 4-1895 Release one tab



4. At the top of the printer, release two tabs (callout 1) next to the output bin, and then remove the top cover.

Figure 4-1896 Remove the cover



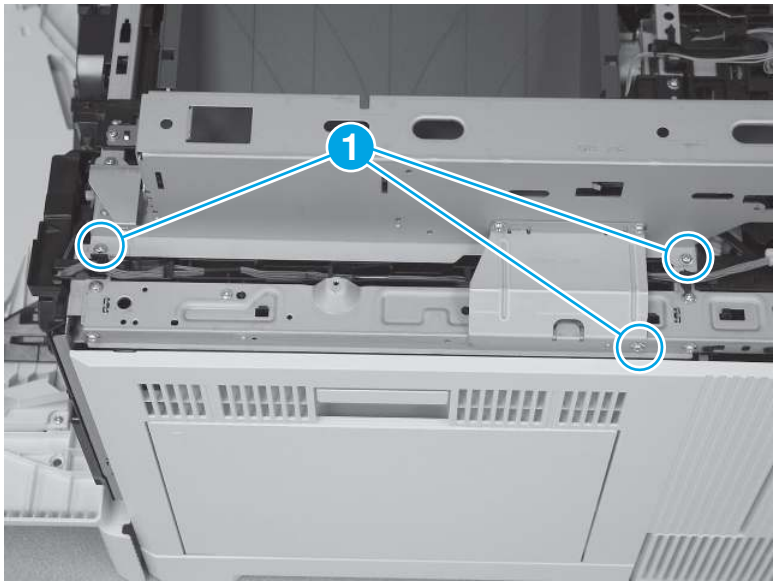
Remove the top bracket (MFP)

Follow these steps to remove the top bracket.

NOTE: This procedure is for MFP models only.

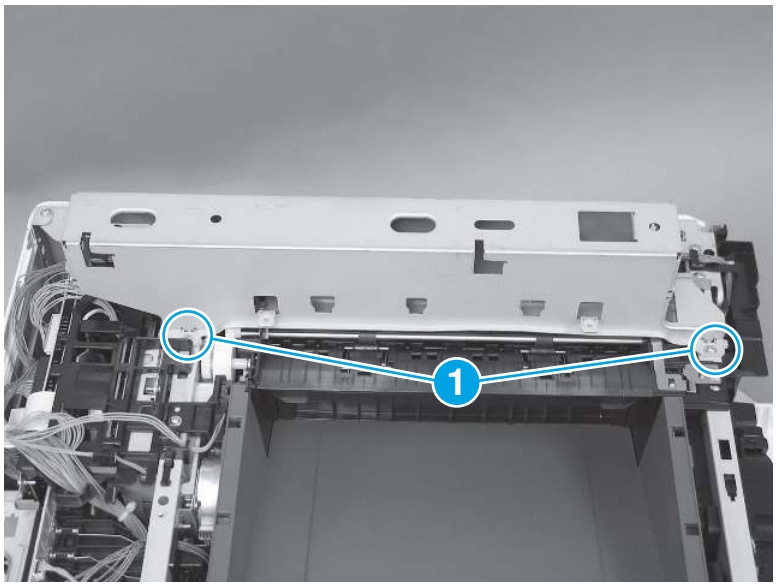
1. At the top of the printer, remove three screws (callout 1).

Figure 4-1897 Remove three screws



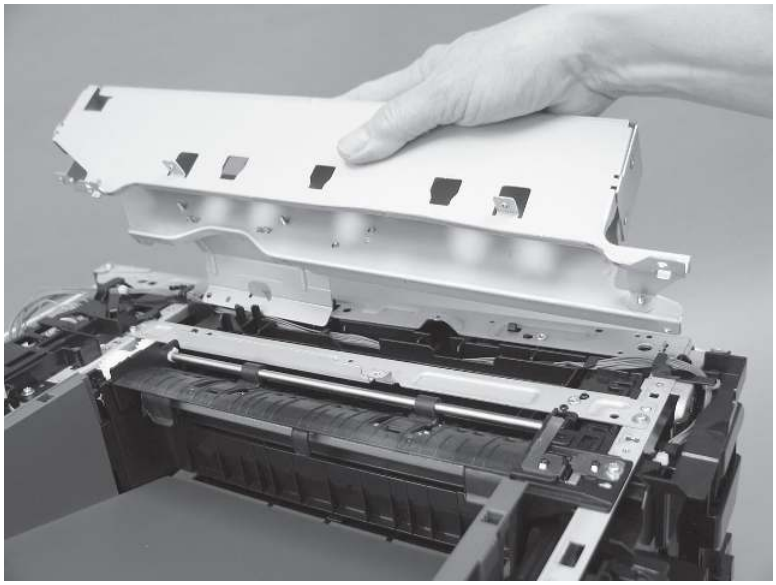
2. At the top of the printer, remove two screws (callout 1).

Figure 4-1898 Remove two screws



3. Lift the top bracket up to remove it.

Figure 4-1899 Remove the bracket



Remove the left cover

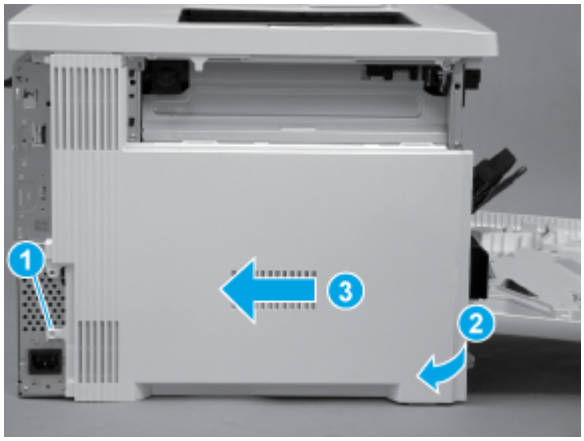
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-1900 Remove one screw

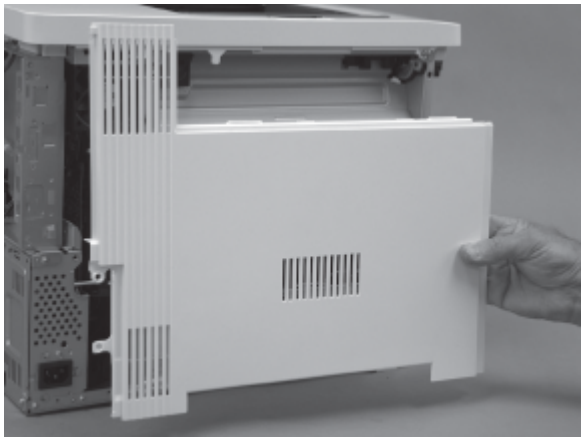
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-1901 Release the cover



3. Remove the cover.

Figure 4-1902 Remove the cover



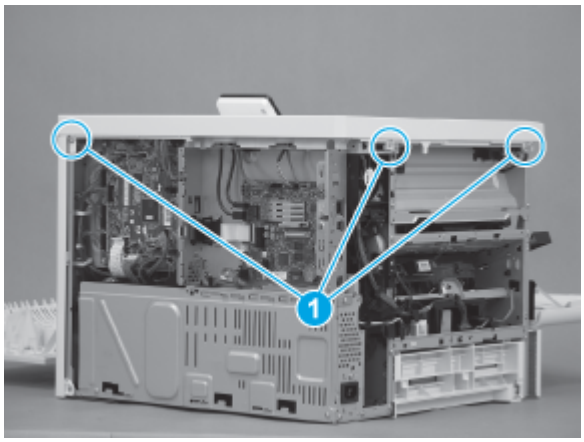
Remove the upper cover (SFP)

Follow these steps to remove the upper cover.

NOTE: This procedure is for SFP models only.

1. Remove three screws (callout 1).

Figure 4-1903 Remove three screws



2. Remove one screw (callout 1), release one tab (callout 2), and then slightly separate the corner of the cover from the chassis.

NOTE: This is a self-tapping plastic-thread screw. Make sure that this screw is used in this location when it is reinstalled.

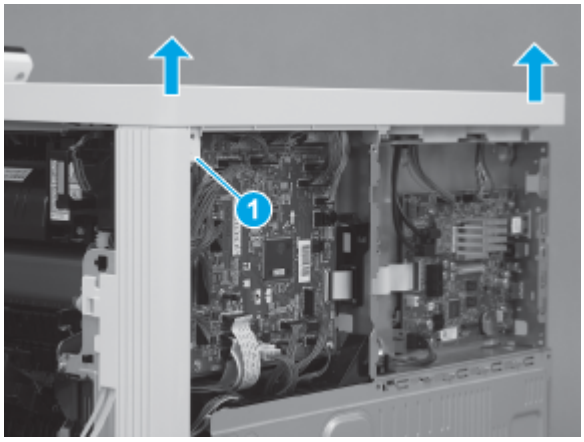
Figure 4-1904 Remove one screw and release one tab

3. Release one tab (callout 1), and then lift up on the cover to release it.

IMPORTANT: **M554 models**: Disconnect the control-panel flat cable at the formatter.

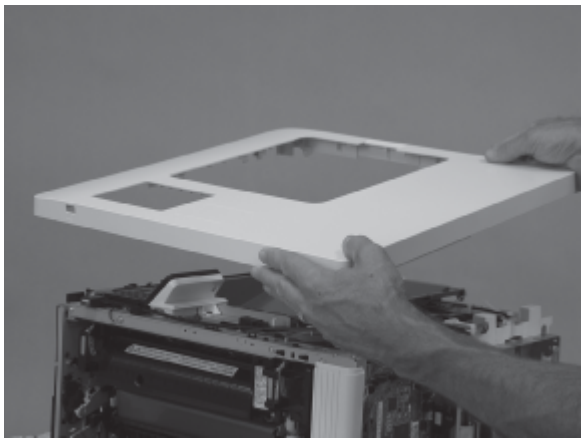
NOTE: If the cover does not release, check for addition tabs by locating the triangles embossed in the cover at tab locations.

Figure 4-1905 Release the cover



4. Remove the cover.

Figure 4-1906 Remove the cover

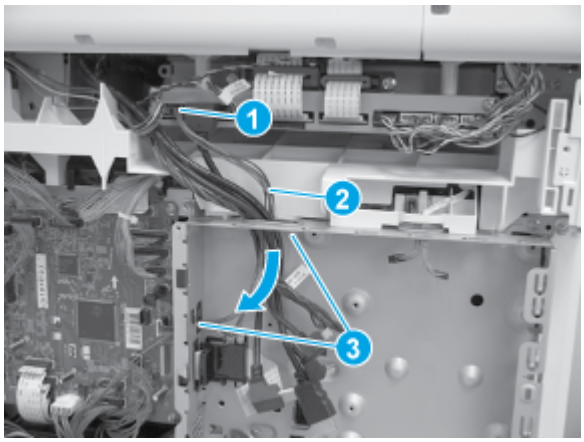


Remove the formatter case

Follow these steps to remove the formatter case.

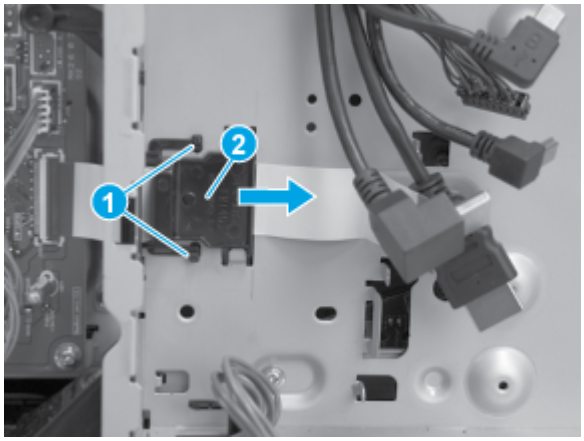
1. **MFP only**: Disconnect one connector (callout 1), and then pass the wire harness (callout 2) through two openings in the formatter case (callout 3).

Figure 4-1907 Disconnect one connector



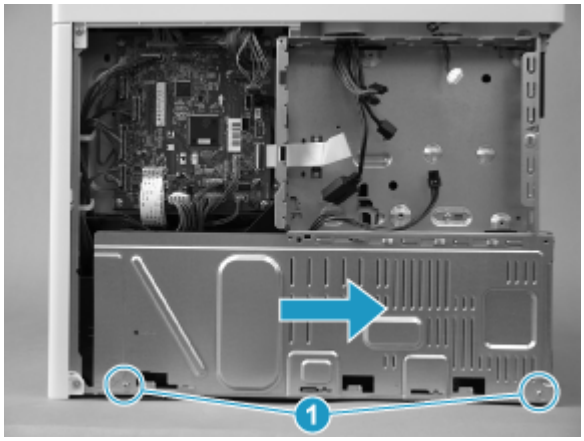
2. Release two tabs (callout 1) on the black plastic bracket. Hold the tabs in the released position, and then slide the bracket (callout 2) to the right to remove it from the formatter case.

Figure 4-1908 Remove the bracket



3. Remove two screws (callout 1), and then slide the low-voltage power supply (LVPS) cover to the right to remove it.

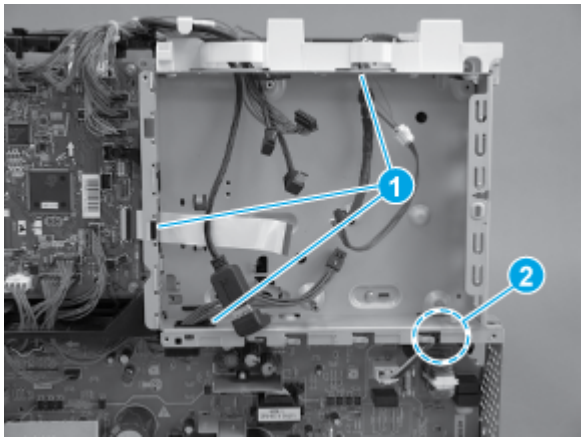
Figure 4-1909 Remove the LVPS cover



4. Pass two wire harnesses and one flat cable (callout 1) through the opening in the formatter case, and then release one wire harness from the retainer (callout 2).

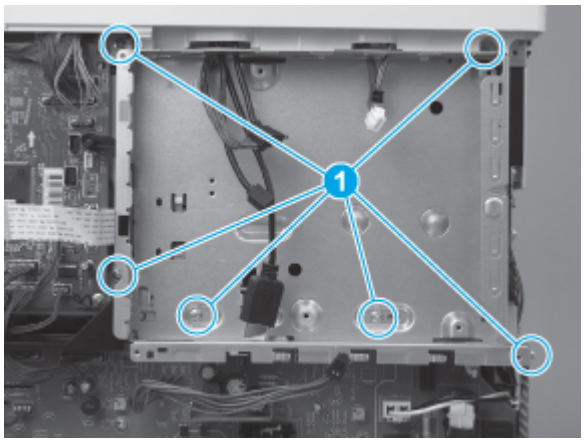
⚠ CAUTION: The flat cable might be attached to the formatter case with double-sided tape. Make sure that this tape is released, so that the flat cable is not damaged when the formatter case is removed.

Figure 4-1910 Release wire harnesses and flat cable



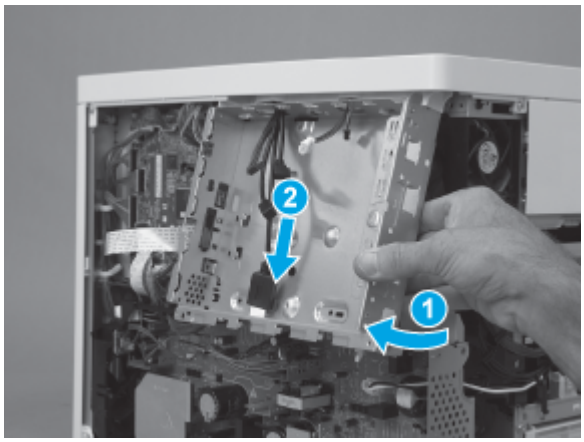
5. Remove six screws (callout 1).

Figure 4-1911 Remove six screws



6. Rotate the bottom of the formatter case away from the printer (callout 1), and then pull it down (callout 2) to release it.

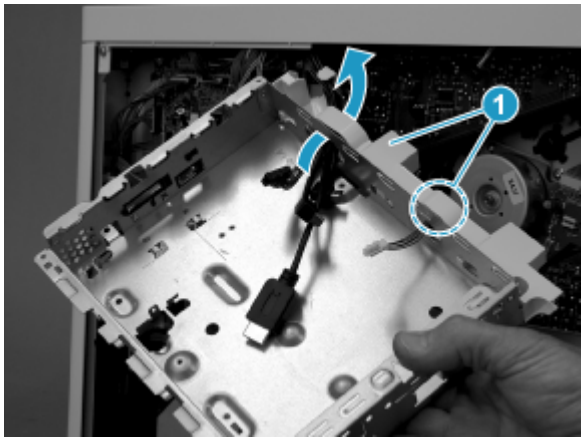
Figure 4-1912 Release the formatter case



7. Pass the wire harnesses through the opening in the formatter case to remove it.

IMPORTANT: If the formatter case is removed so that it can be replaced, make sure to transfer the memory PCA (island of data) and plastic bracket (callout 1) to the replacement case.

Figure 4-1913 Remove the formatter case



Remove the right rear cover

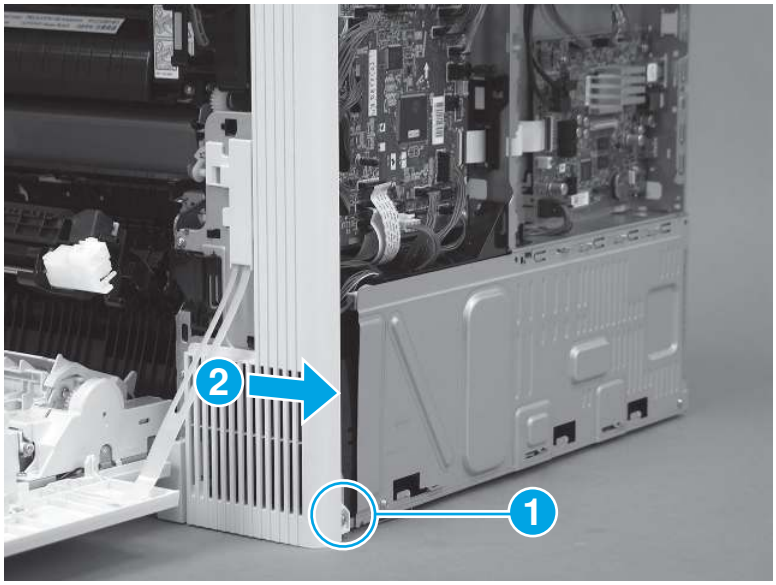
Follow these steps to remove the right rear cover.

NOTE: The figures in this topic show a SFP model. However, the procedure is correct for an MFP.

1. Remove one screw (callout 1), and then slide the cover toward the rear of the printer (callout 2) to release it.

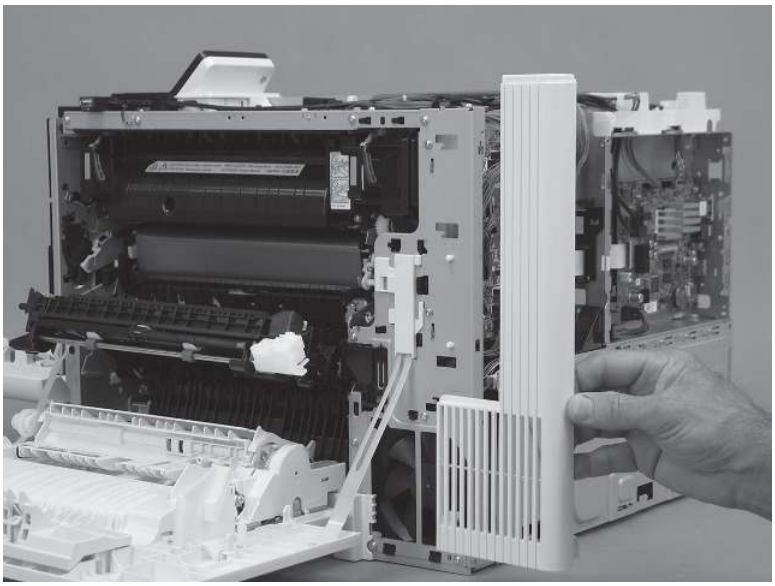
TIP: If the right door is closed, open it now.

Figure 4-1914 Release the cover



2. Remove the cover.

Figure 4-1915 **Remove the cover**



Remove the DC controller (DCC) and sheet-metal bracket

Follow these steps to remove the DC controller and sheet-metal bracket together.

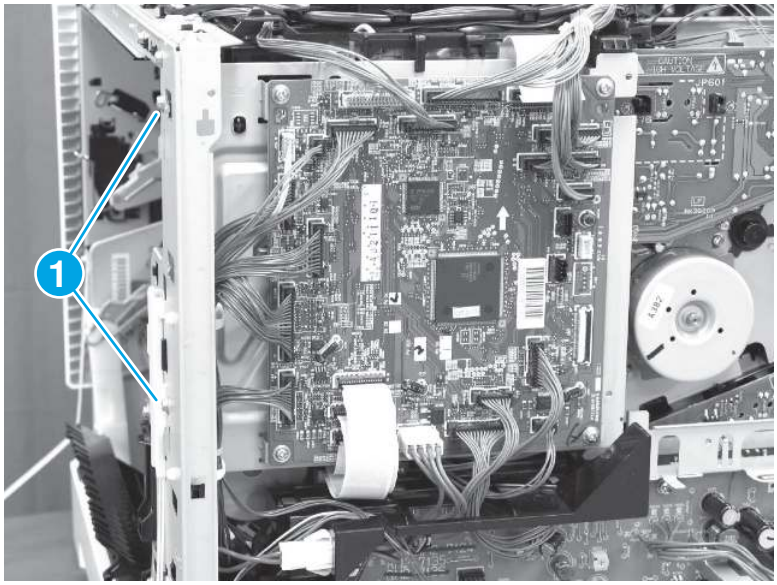
NOTE: ESD sensitive part.

1. Disconnect all of the connectors, and then remove two screws (callout 1).

   Empty DCC connectors

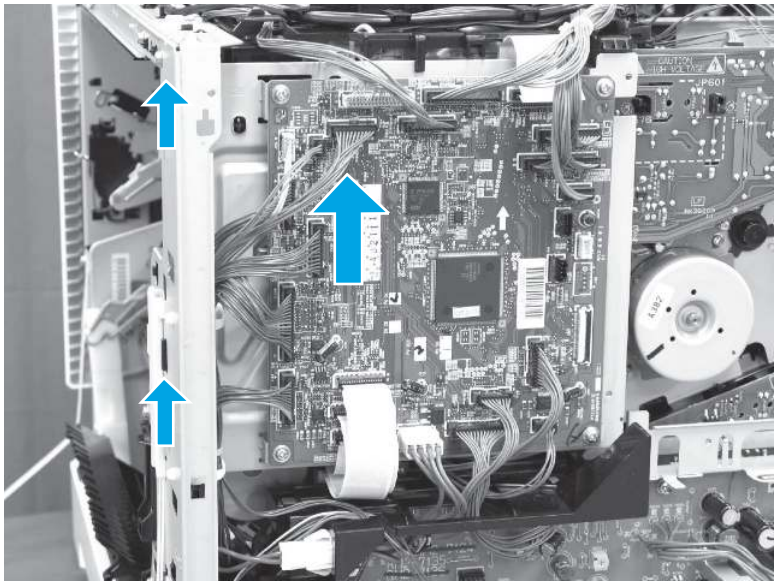
   - J140
   - J141
   - J143

Figure 4-1916 Remove two screws



2. Lift up on the DC controller and sheet-metal plate to remove it.

Figure 4-1917 Remove the plate



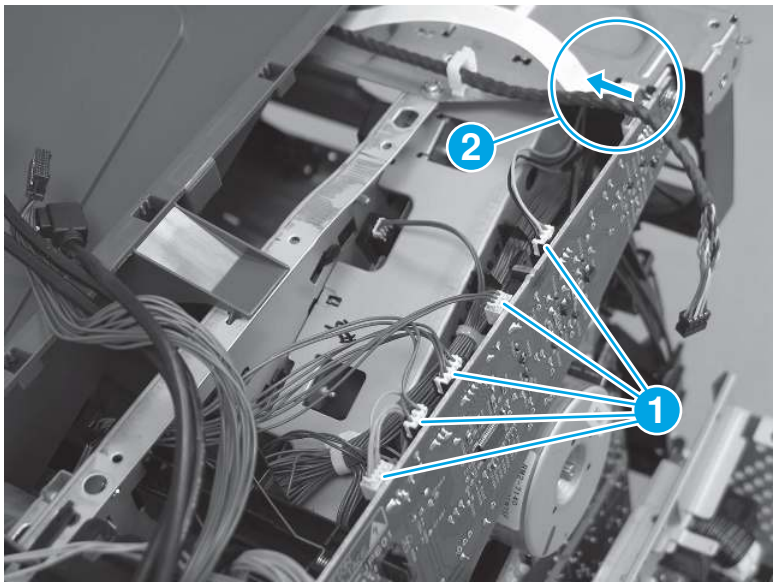
Remove the high-voltage power supply T (HVPST)

Follow these steps to remove the high-voltage power supply T.

NOTE: ESD sensitive part.

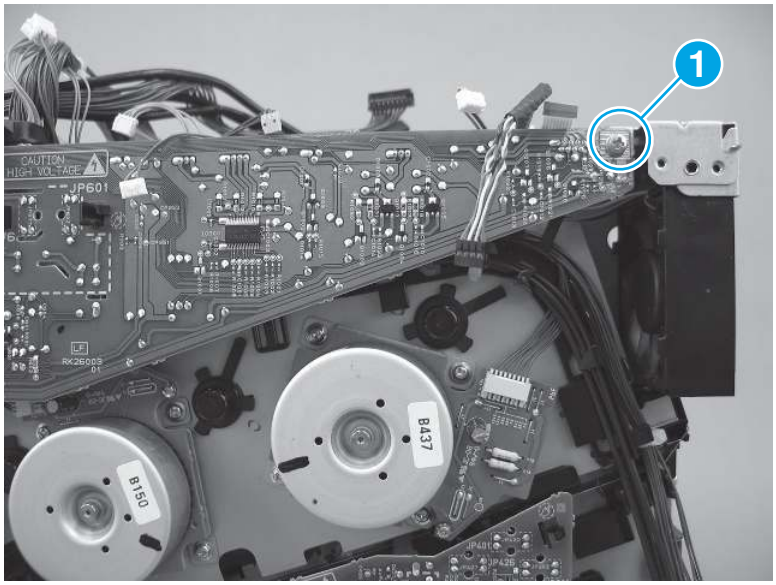
1. Disconnect five connectors (callout 1), and then disconnect one flat cable (callout 2).

Figure 4-1918 **Disconnect five connectors and one flat cable**



2. Remove one screw (callout 1).

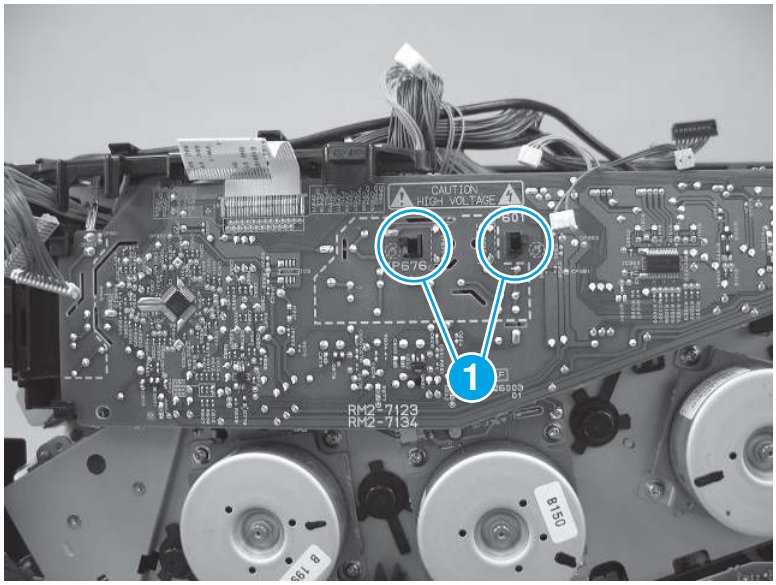
Figure 4-1919 **Remove one screw**



3. Release two tabs (callout 1), and then separate the HVPST from the printer.

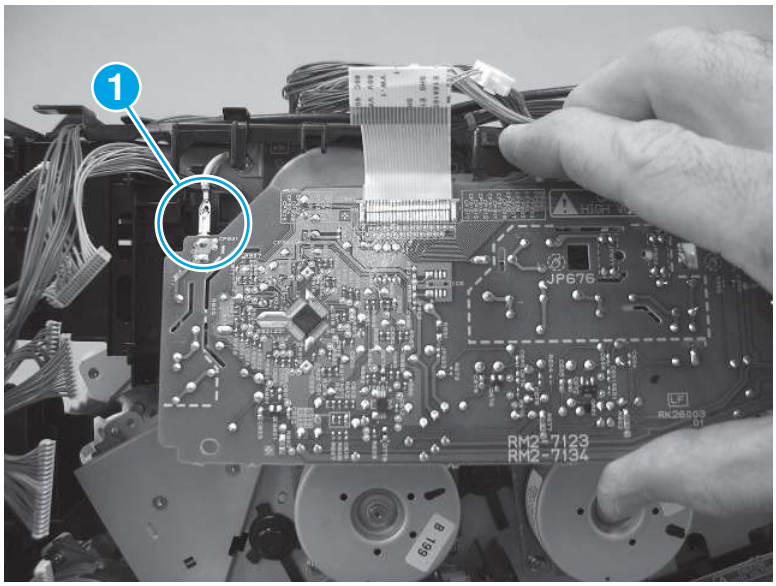
⚠ CAUTION: Do not attempt to completely remove the HVPST. It is still connected to the printer by ground wire harness.

Figure 4-1920 Release the HVPST



4. Release one ground wire connector (callout 1), and then remove the HVPST.

Figure 4-1921 Remove the HVPST



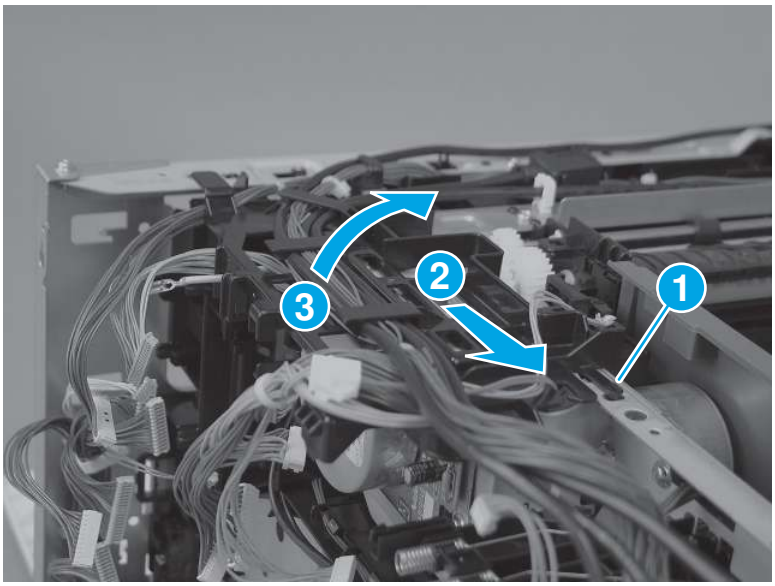
Remove the fuser drive assembly

Follow these steps to remove the fuser drive assembly.

1. Release one tab (callout 1), slide the guide to release it (callout 2), and then rotate the guide up and away from the chassis to move it out of the way (callout 3).

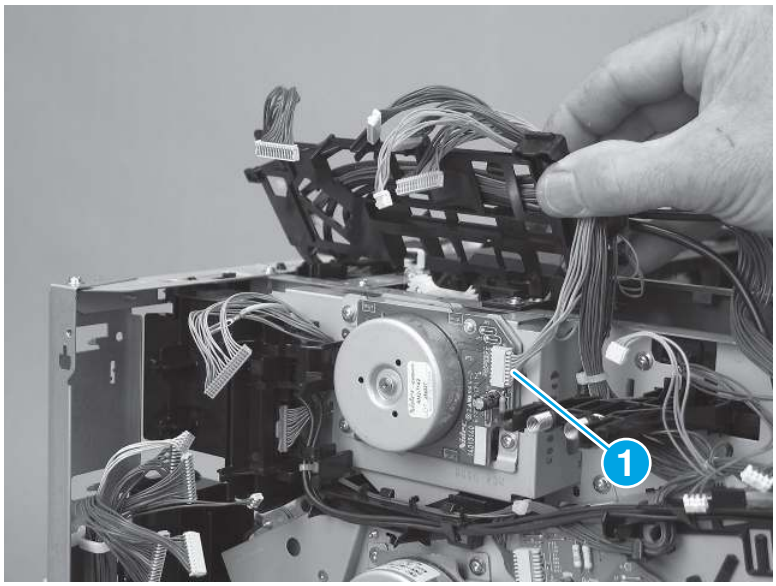
⚠ CAUTION: One wire harnesses in the guide is still attached to the fuser motor. Do not attempt to completely remove the guide.

Figure 4-1922 Move the guide out of the way



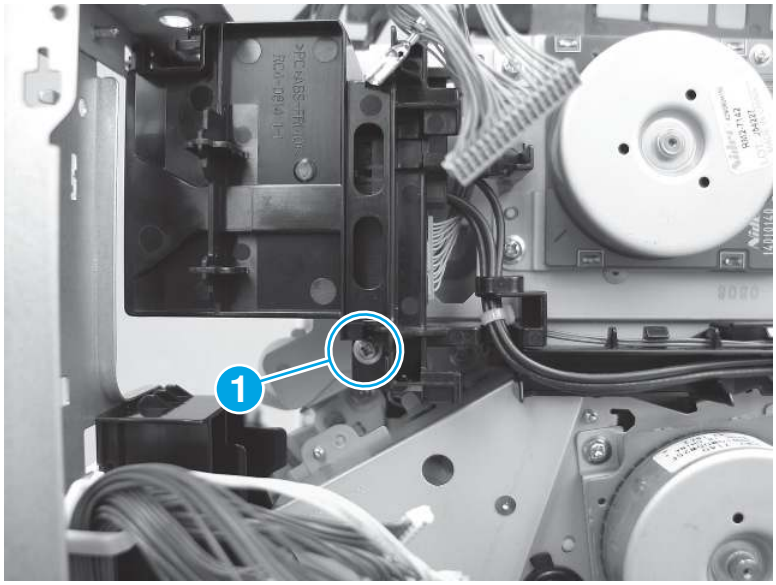
2. Disconnect one connector (callout 1).

Figure 4-1923 Disconnect one connector



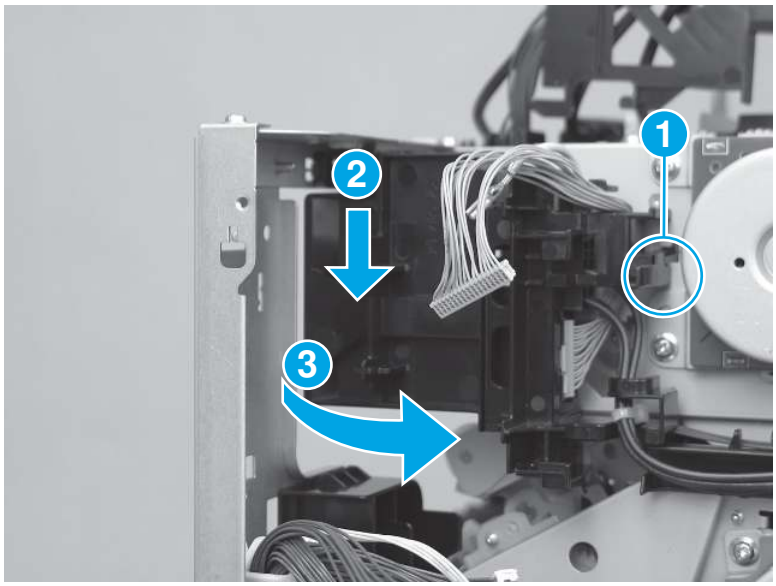
3. Remove one screw (callout 1).

Figure 4-1924 Remove one screw



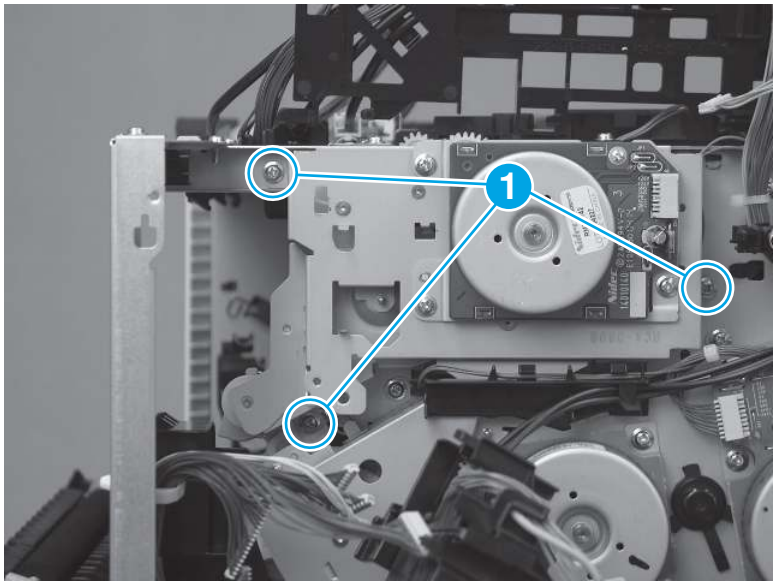
4. Release one tab (callout 1), slide the guide down to release it (callout 2), and then rotate the guide away from the chassis to remove it (callout 3).

Figure 4-1925 Remove the guide



5. Remove three screws (callout 1).

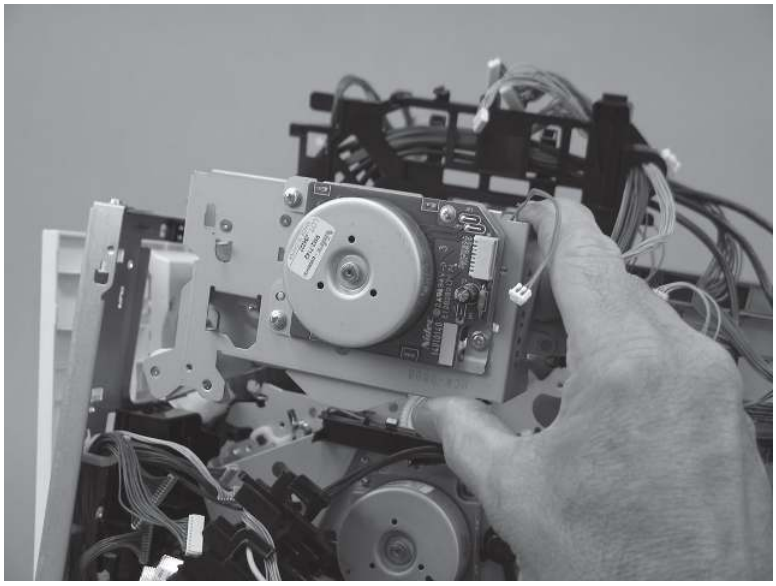
Figure 4-1926 **Remove three screws**



6. Remove the assembly.

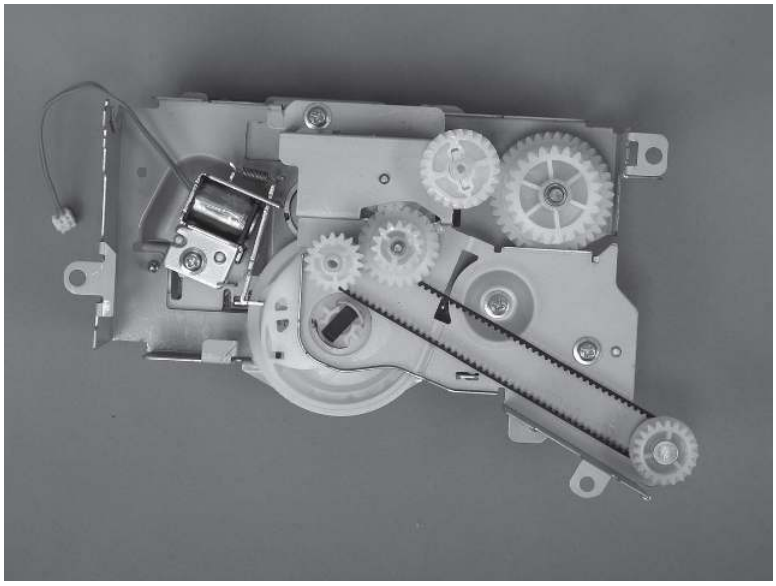
⚠ CAUTION: Two gears on the back side of the assembly are not captive. Handle the assembly carefully.

Figure 4-1927 **Remove the assembly**



7. **Optional step:** Two gears (callout 1) on the back side of the assembly are not captive. If the gears are dislodged, install them as shown.

Figure 4-1928 **Remove the assembly**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Duplex drive assembly and motor

Learn about removing and replacing the duplex drive assembly.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-79 Part information

Part number	Part description
RM2-0006-000CN	Duplex drive assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the fuser

Follow these steps to remove the fuser.

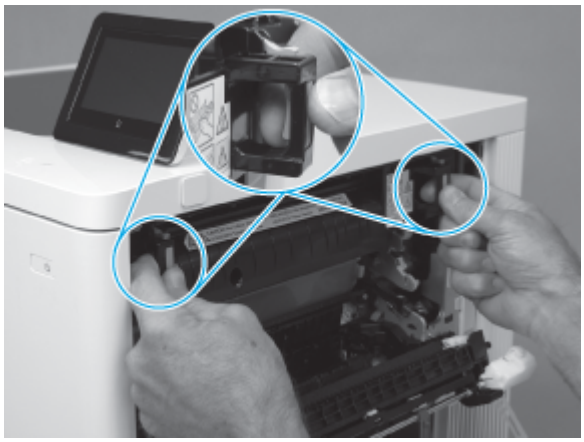
1. Open the right door.

CAUTION: The fuser is very hot. After turning the printer power off, allow the fuser to cool for at least 30 minutes before removing it.

Figure 4-1929 Open the right door

2. Grasp the two fuser handles, and then squeeze the two blue triggers on the handles to release the fuser.

Figure 4-1930 Release the fuser



3. Slide the fuser straight out of the printer to remove it.

Figure 4-1931 Remove the fuser

Remove the ITB

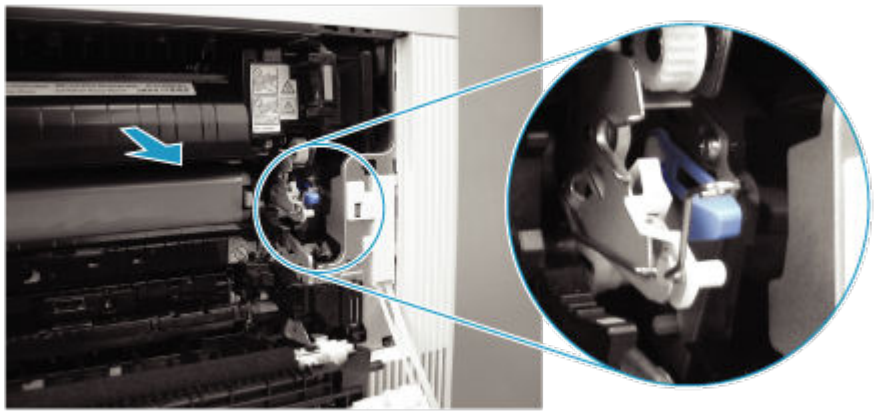
Follow these steps to remove the ITB.

1. Open the right door.

Figure 4-1932 **Open the right door**

2. Pull the blue lever to release the ITB drive coupling.

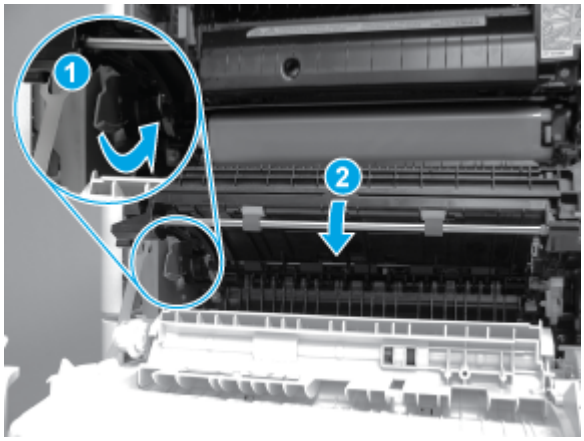
Figure 4-1933 **Release the ITB drive coupling**



3. Push in on the blue arm to release the secondary transfer roller assembly, and then completely lower the assembly.

NOTE: Press the blue arm on the secondary transfer roller assembly a second time to release the roller assembly when it stops at the halfway open position.

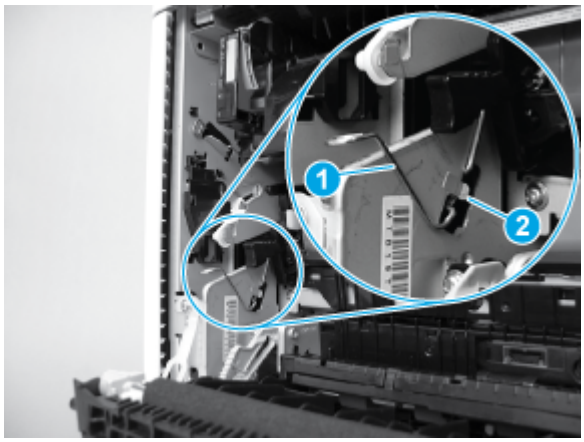
Figure 4-1934 Lower the secondary transfer roller assembly



4. Release the left-side ITB spring (callout 1) from the tab (callout 2).

NOTE: For late production M552/M553/E55040/E57540 printers and all M554/M555/M578 printers, this ITB spring is not installed.

Figure 4-1935 Release the front-side ITB spring

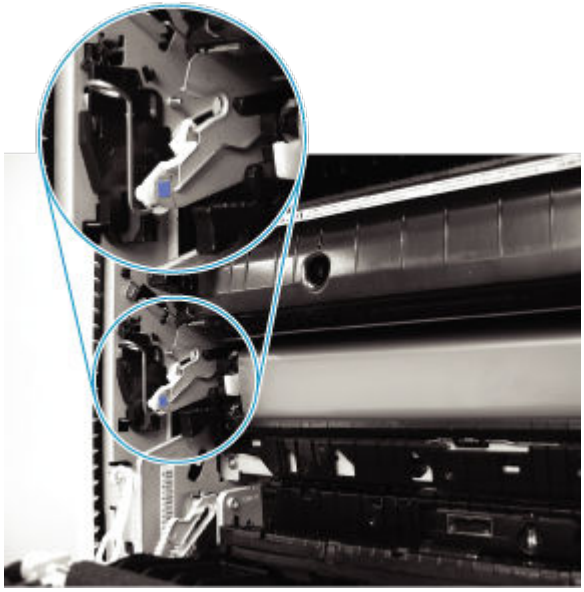


5. Place the left-side ITB spring on the holder to keep it out of the way.

NOTE: For late production M552/M553/E55040/E57540 printers and all M554/M555/M578 printers, this ITB spring is not installed.

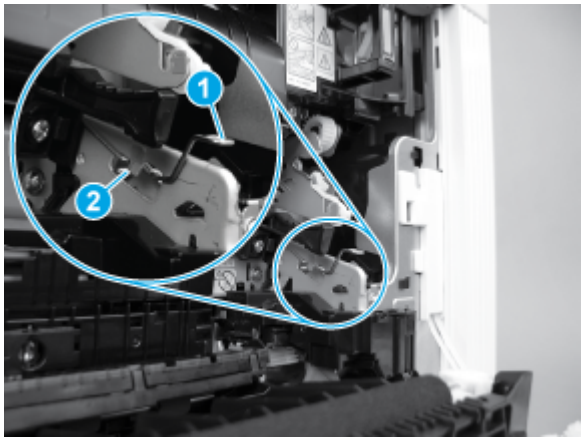
TIP: The holder is colored blue to help locate it.

Figure 4-1936 Place the spring on the holder



6. Release the right-side ITB spring (callout 1) from the tab (callout 2).

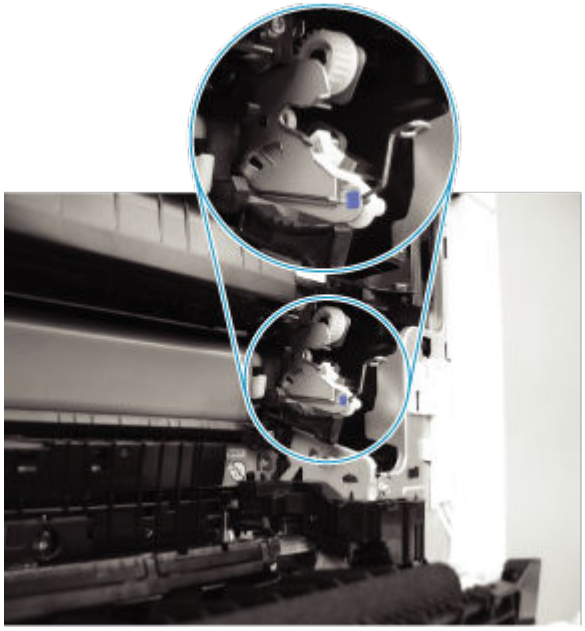
Figure 4-1937 Release the rear-side ITB spring



7. Place the right-side ITB spring on the holder to keep it out of the way.

TIP: The holder is colored blue to help locate it.

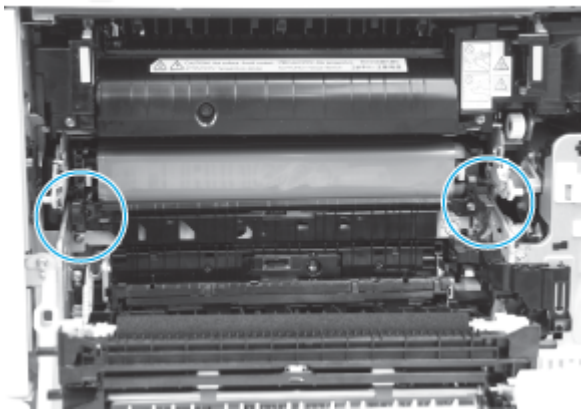
Figure 4-1938 Place the spring on the holder



8. Grasp the two blue handles on the ITB.

⚠ CAUTION: If the ITB is removed to access other assemblies in the printer, use care. The ITB is a sensitive assembly. Be careful when handling the ITB so that it is not damaged. Always place the ITB in a safe and protected location.

Figure 4-1939 Grasp the ITB handles



9. Pull the ITB out of the printer to remove it.

⚠ CAUTION: Do not touch the gray plastic belt. Skin oils and fingerprints on the belt can cause print-quality problems.

Figure 4-1940 Remove the ITB

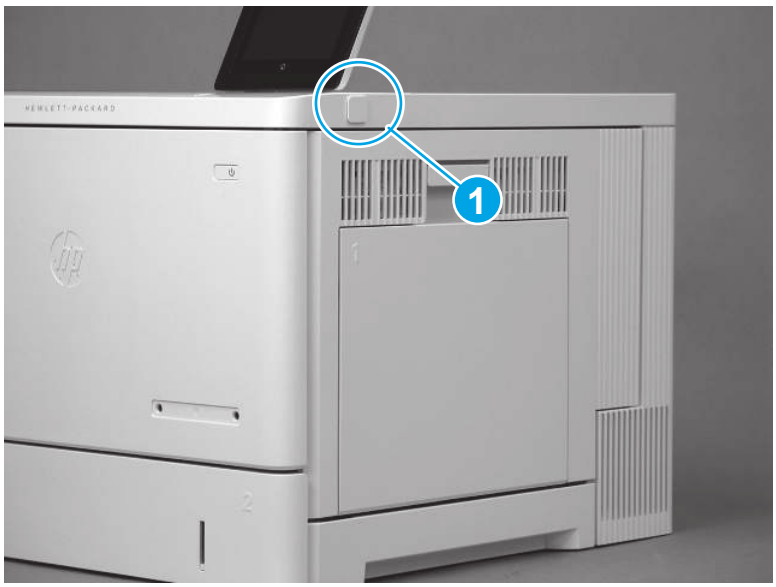
Remove the USB cover (SFP)

Follow these steps to remove the USB cover.

NOTE: This procedure is for SFP models only.

1. Locate the USB cover (callout 1).

Figure 4-1941 Locate the USB cover



2. Pull the cover off of the printer to remove it.

Figure 4-1942 **Remove the cover**

Remove the control panel (M553x/M555/E55040)

Follow these steps to remove the control panel.

NOTE: This procedure is for the M553x/M555/E55040 printers only.

M555 models: Removing the control panel is similar to the procedure below. For the M555, a flat cable connects the control panel to the formatter.

1. Tilt the control panel up.

Figure 4-1943 **Tilt the control panel up**

2. Use the small flat-blade screwdriver supplied in this kit to release the control-panel screws cover tabs.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-1944 Release the control-panel screws cover tabs

3. Rotate the cover up to remove it.

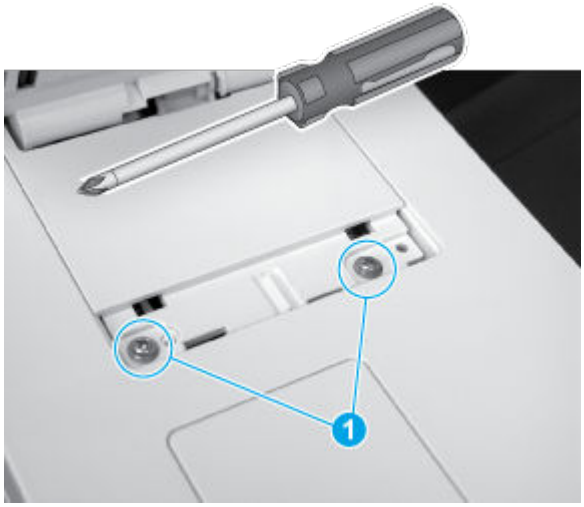
Figure 4-1945 Remove the cover

4. Use the small Phillips screwdriver supplied in this kit to remove two screws (callout 1).

IMPORTANT: Store the screws in a secure place where they cannot fall down into the printer.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-1946 Remove two screws



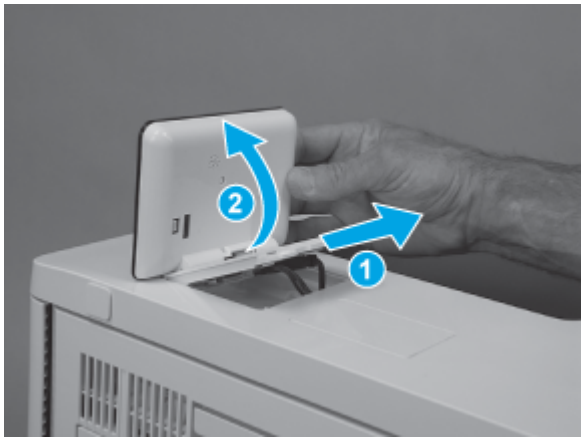
5. Rotate the control-panel base toward the front of the printer.

Figure 4-1947 Rotate the control-panel base up

6. Slightly slide the control-panel base toward the rear of the printer (callout 1) to release it, and then turn the control panel over (callout 2) to access the bottom side.

⚠ CAUTION: The control panel is still attached to the printer. Do not attempt to completely remove the control panel.

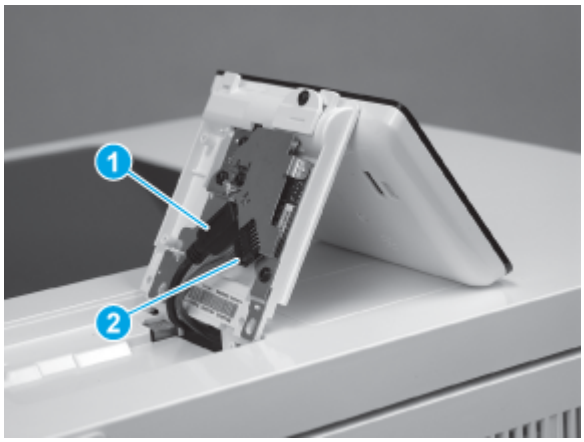
Figure 4-1948 Turn the control panel over



7. Disconnect one USB cable (callout 1), one connector (callout 2), and then remove the control panel.

NOTE: **M555 only**: Disconnect one flat cable (not shown), and then remove the control panel.

Figure 4-1949 Disconnect two connectors



Remove Tray 2

Learn about removing Tray 2.

NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

The figures in this section show Tray 2. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5. Always carefully read the instructions that accompany the figures.

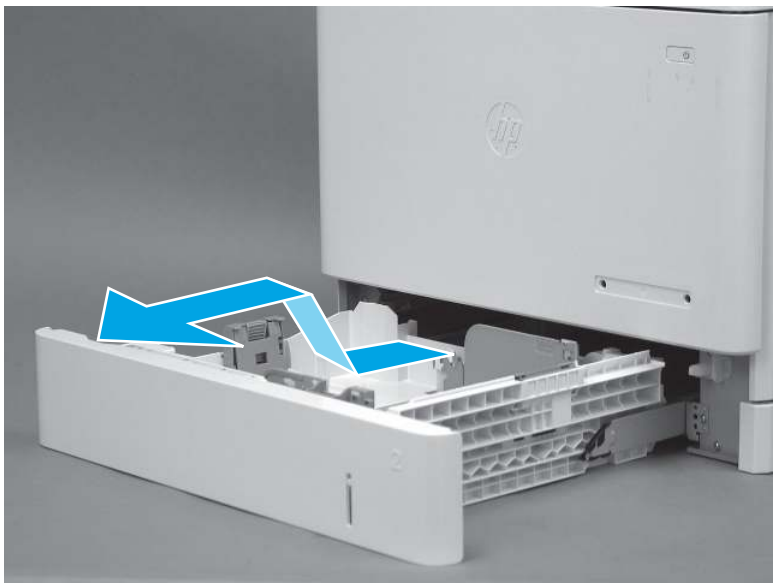
1. Pull the tray out until it stops.

Figure 4-1950 **Pull the tray out**

2. Lift the front of the tray, and then pull it out of the printer to remove it.

NOTE: **For a replacement tray:** If the tray has Fixed Tray Guides installed and are still required, move hardware to new tray. If necessary, order new kit: 3GY25-67901 Kit - Fixed Tray Guide. Only one kit required per engine.

Figure 4-1951 **Remove the tray**



Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-1952 **Open the front door**

2. Open the TCU.

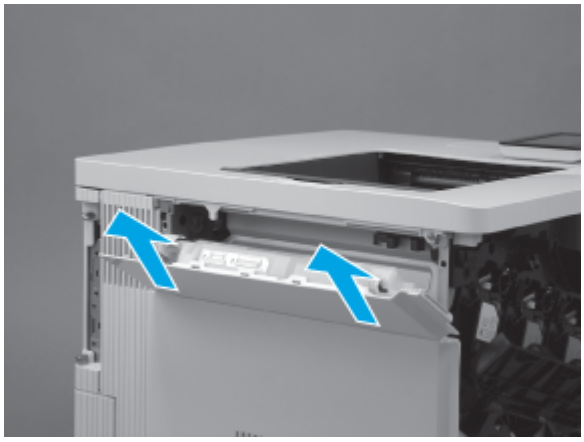
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-1953 **Open the TCU**

3. Pull the TCU away from the printer at an angle to remove it.

CAUTION: Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-1954 Remove the TCU

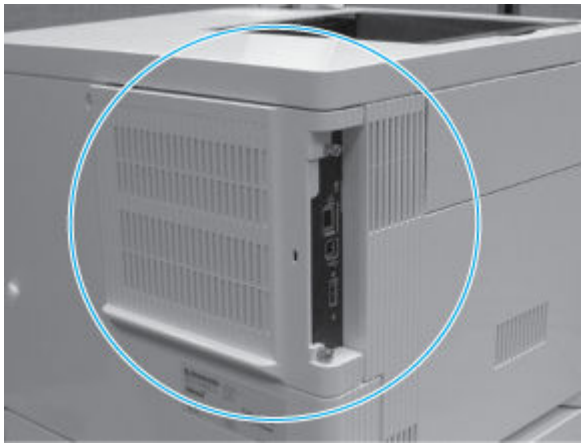


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

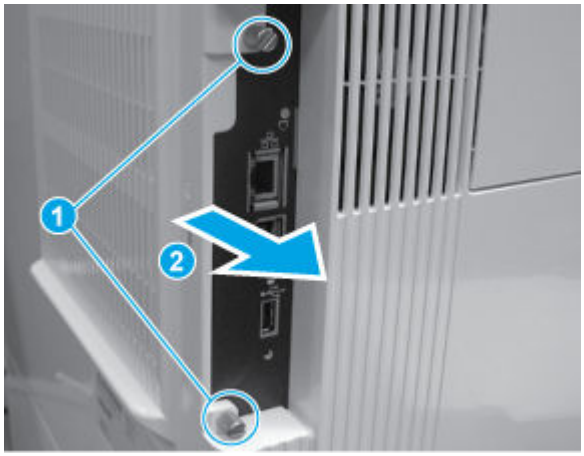
Figure 4-1955 Locate the formatter cover



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-1956 Loosen the thumbscrews



Remove the formatter (SFP)

Follow these steps to remove the formatter.

NOTE: This procedure is for SFP models only.

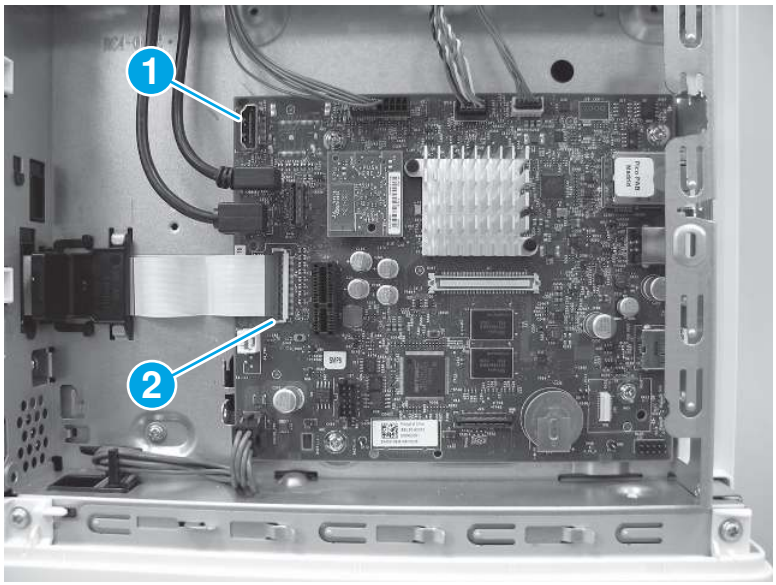
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - M553n/dn and M552dn: J2 (callout 1; this is the touchscreen connector for the M553x and E55040 printers)
   - All models: J9 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J18 (this connector is empty unless the optional hard-disk drive is installed)
   - M553n/dn and M552dn: J25 (this is the wireless connector for the M553x and E55040 models)
   - All models: J57
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

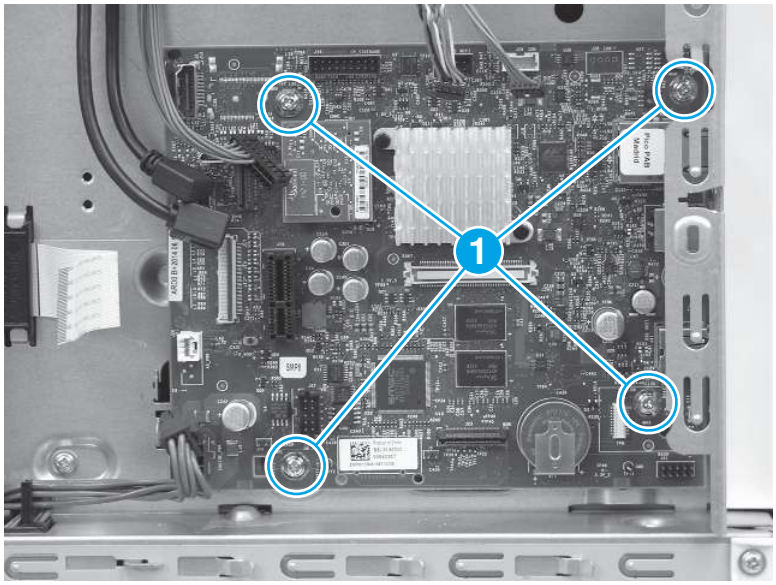
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1957 Disconnect all connectors



2. Remove four screws (callout 1), and then remove the formatter..

Figure 4-1958 Remove four screws



Remove the hard-disk drive (HDD)

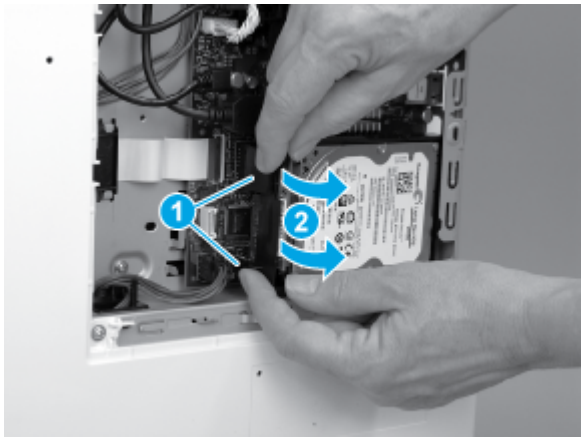
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-1959 Release the HDD



2. Slide the HDD away from the printer to remove it.

Figure 4-1960 Remove the HDD

Remove the fax PCA (fax models)

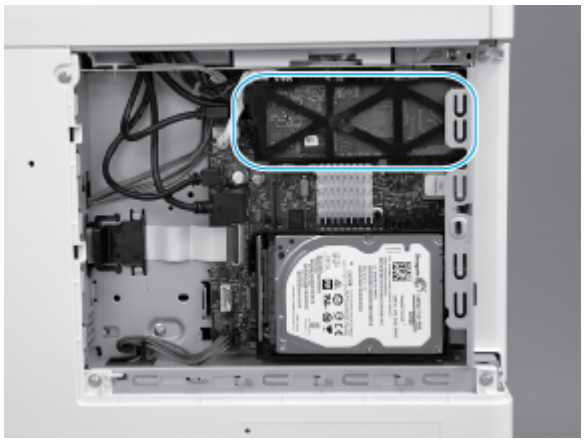
Follow these steps to remove the fax PCA (fax models).

CAUTION: ESD sensitive part.

NOTE: This procedure is for fax (or optionally installed fax) models only.

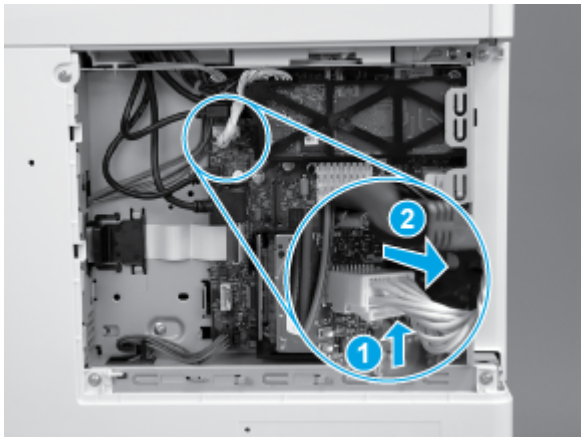
1. Locate the fax PCA component on the formatter.

Figure 4-1961 Locate the fax PCA



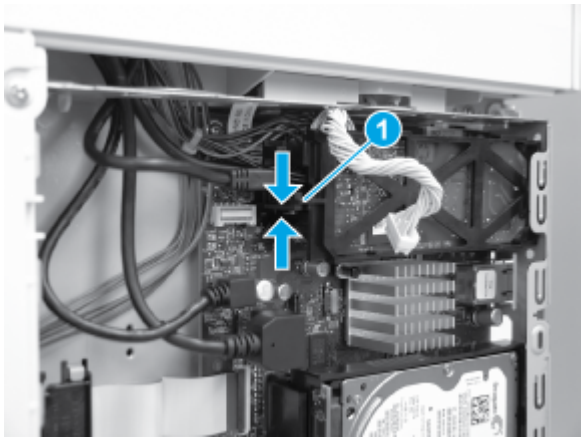
2. Release the connector latch (callout 1), and then pull the connector away from the formatter (callout 2) to disconnect it.

Figure 4-1962 Disconnect one connector



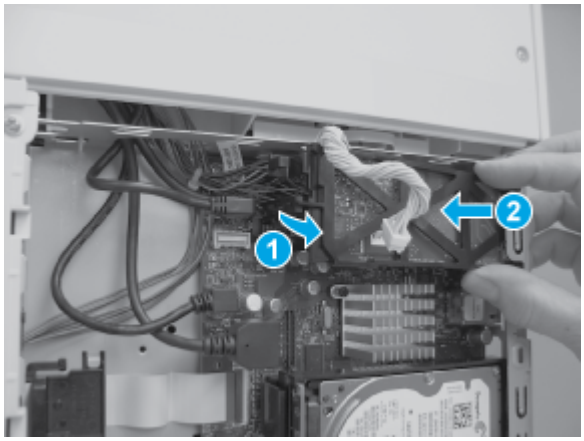
3. Release one retainer (callout 1) by pressing the bracket arms together.

Figure 4-1963 Release one latch



4. Rotate the end of the fax PCA (callout 1) away from the formatter, and then slide the PCA left (callout 2) to remove it.

Figure 4-1964 Remove the fax PCA



Remove the formatter (MFP)

Follow these steps to remove the formatter (MFP).

NOTE: This procedure is for MFP models only.

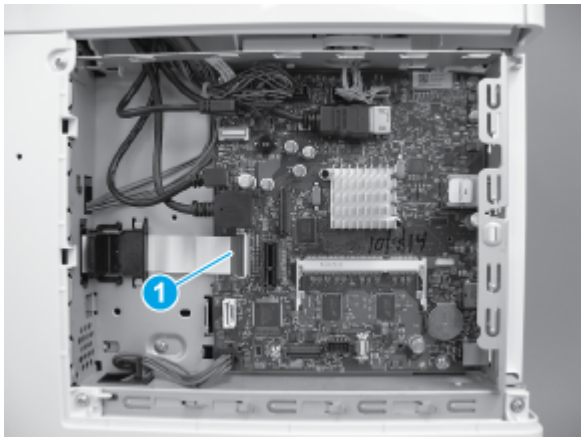
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - All models: J3
   - M577dn: J15 (this is the fax connector for the M577f/z/c models)
   - All models: J21 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J23
   - All models: J24
   - All models: J51
   - All models: J57
   - All models: J97
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

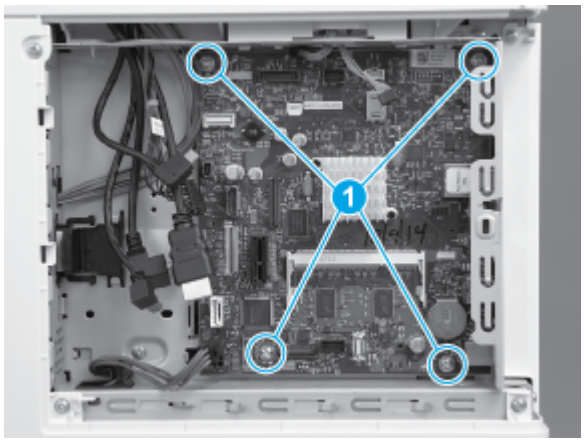
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-1965 Disconnect all connectors



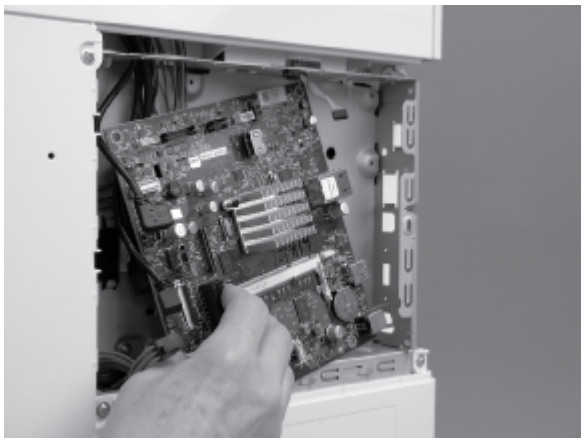
2. Remove four screws (callout 1).

Figure 4-1966 Remove four screws



3. Remove the formatter.

Figure 4-1967 Remove the formatter



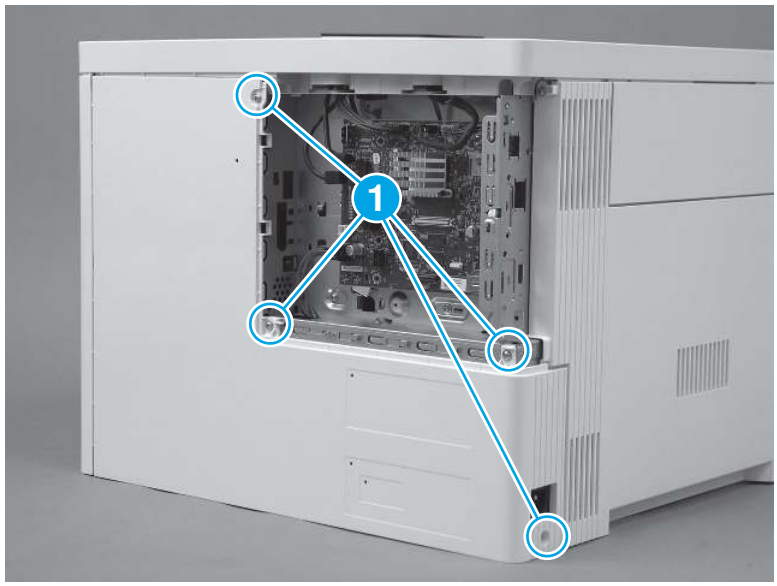
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

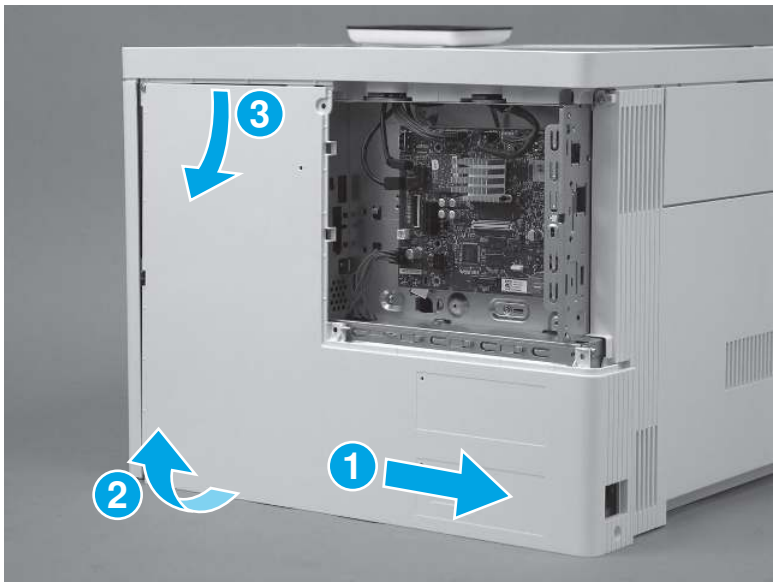
1. Remove four screws (callout 1).

Figure 4-1968 **Remove four screws**



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-1969 **Remove the cover**



Remove the rear upper cover (MFP)

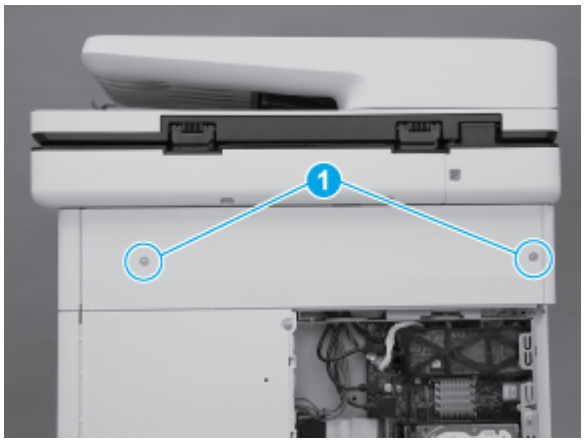
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

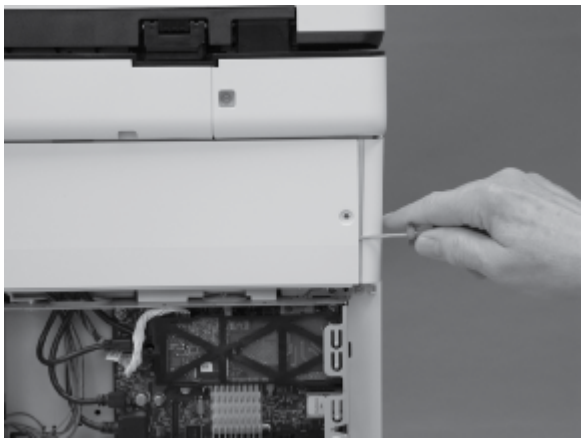
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-1970 Remove two screws



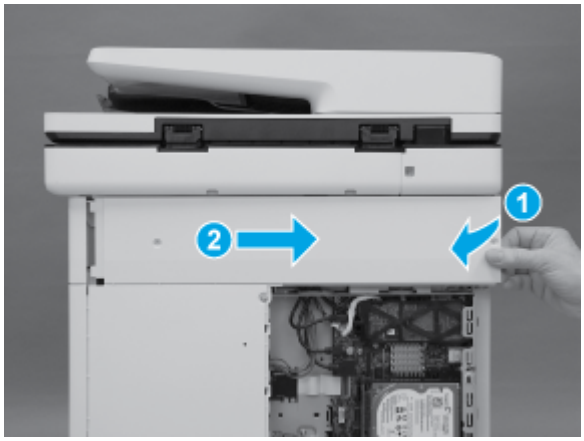
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-1971 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-1972 Slide the cover right



4. Remove the cover.

Figure 4-1973 Remove the cover

Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-1974 **Remove four screws**

2. Slide the cover to the right to remove it.

Figure 4-1975 **Remove the cover**

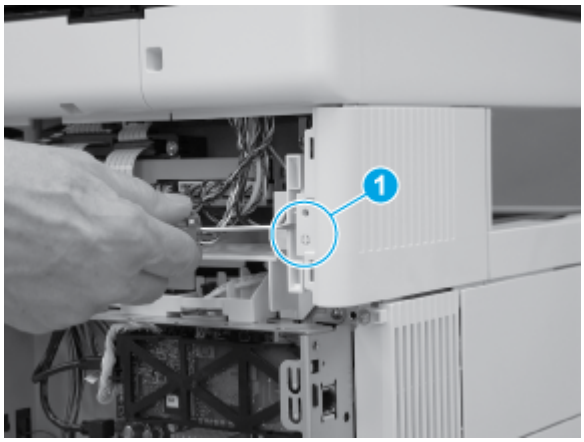
Remove the left upper cover (MFP)

Follow these steps to remove the left upper cover.

NOTE: This procedure is for MFP models only.

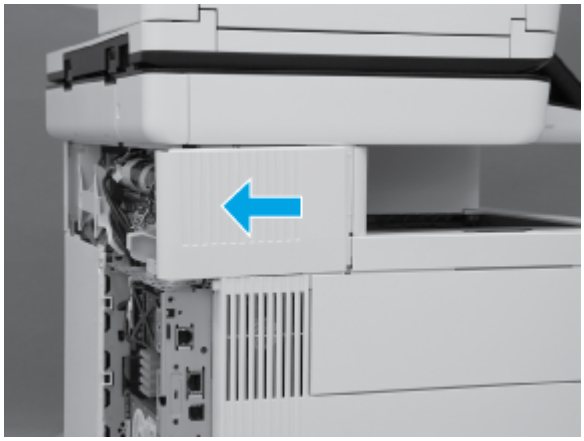
1. At the left side of the printer, release one tab (callout 1).

Figure 4-1976 Release one tab



2. Slide the left upper cover toward the back of the printer.

Figure 4-1977 Slide the cover back



3. Rotate the cover up to remove it.

Figure 4-1978 Remove the left upper cover

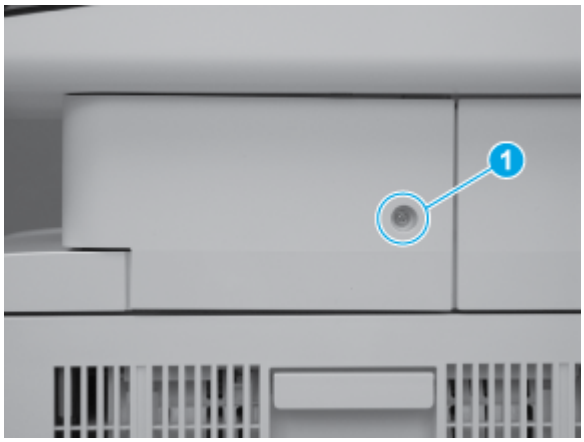
Remove the right front upper cover (MFP non-stapler models)

Follow these steps to remove the right front upper cover.

NOTE: This procedure is for non-stapler models only.

1. Remove one screw (callout 1).

Figure 4-1979 **Remove one screw**



2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-1980 **Release two tabs**

3. Rotate the front of the cover to the right to remove it.

Figure 4-1981 **Rotate the cover**

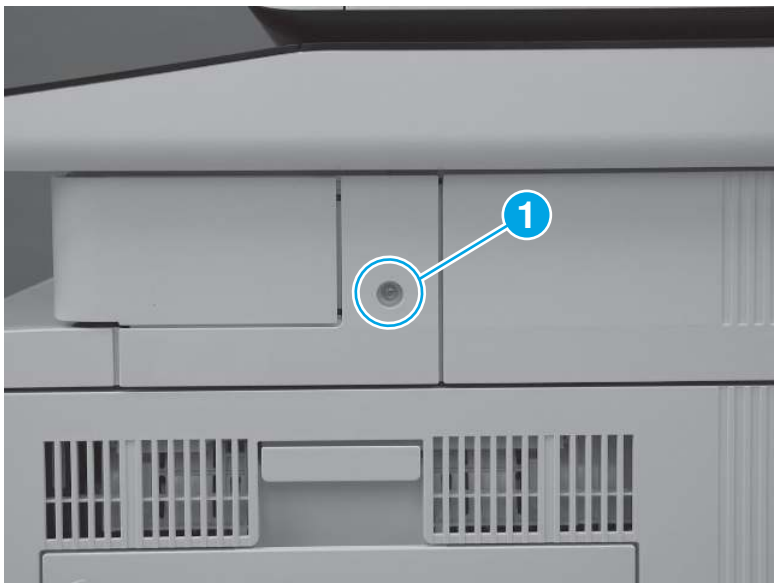
Remove the stapler cover (MFP stapler models)

Follow these steps to remove the stapler cover.

NOTE: This procedure is for stapler models only.

1. Remove one screw (callout 1).

Figure 4-1982 **Remove one screw**

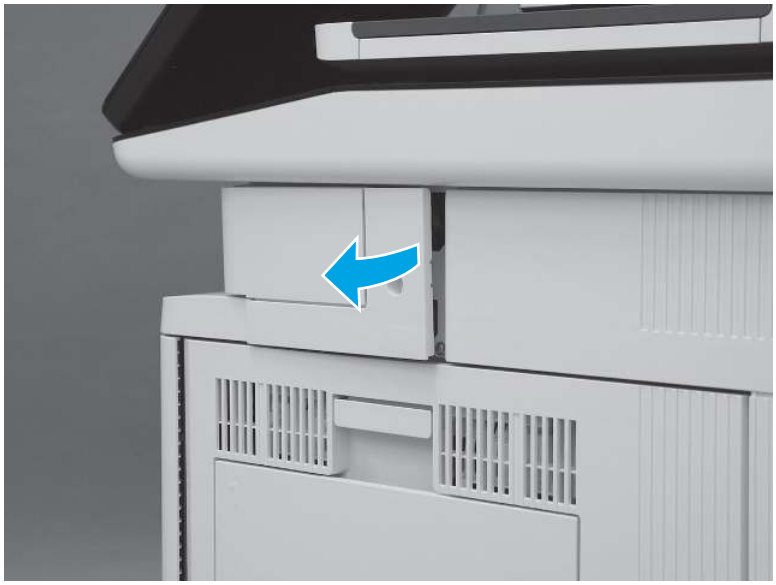


2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-1983 Release two tabs

3. Release the back edge of the cover.

Figure 4-1984 Release the back edge of the cover



4. Rotate the cover away from the printer to remove it.

Figure 4-1985 **Remove the cover**

Remove the integrated scanner assembly (ISA) (MFP)

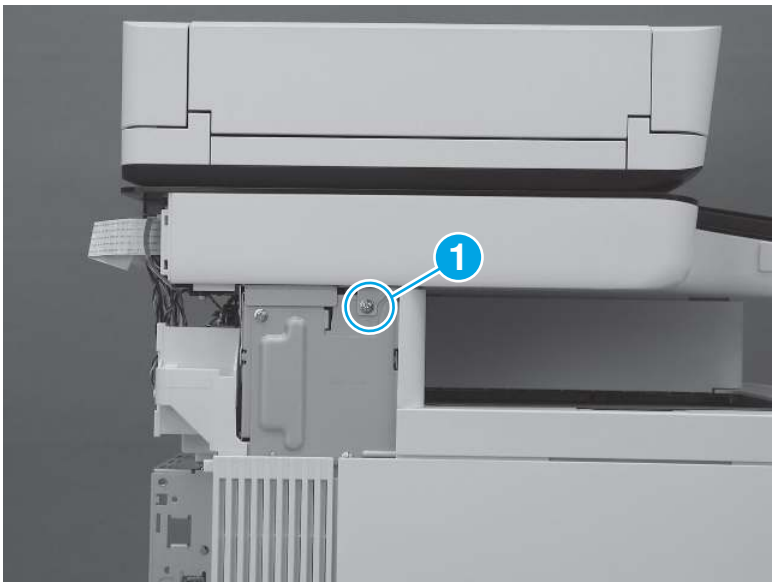
Follow these steps to remove the integrated scanner assembly (ISA).

NOTE: This procedure is for MFP models only.

NOTE: The ISA includes the document feeder, image scanner, scanner control board (SCB), control panel, keyboard (flow models) and NFC PCA (not all models).

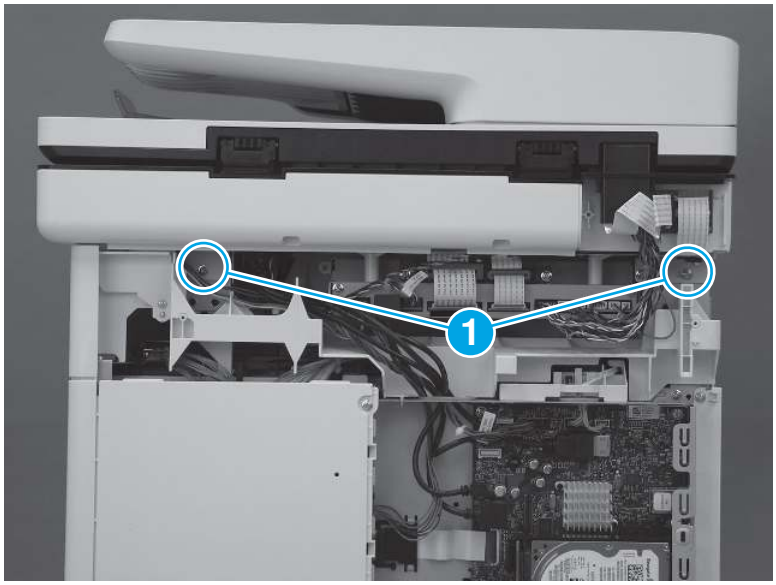
1. At the left side of the printer, remove one screw (callout 1).

Figure 4-1986 **Remove one screw**



2. At the back of the printer, remove two screws (callout 1).

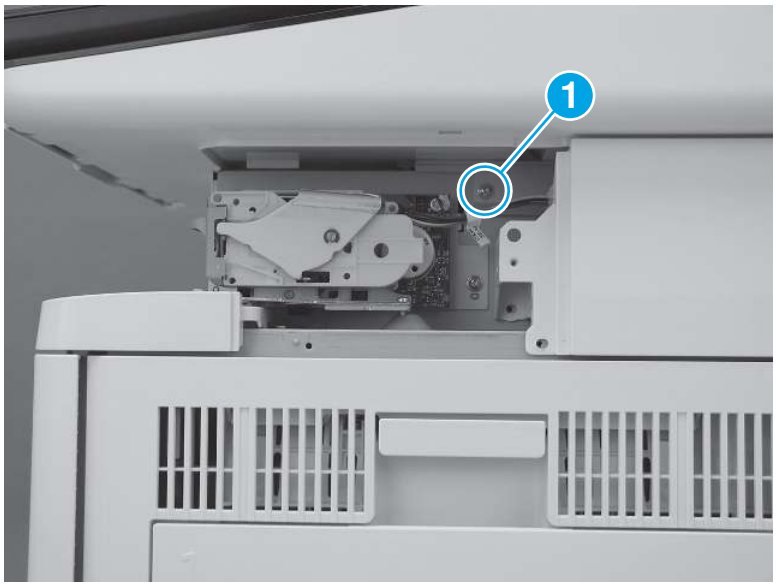
Figure 4-1987 Remove two screws



3. At the right side of the printer, remove one screw (callout 1).

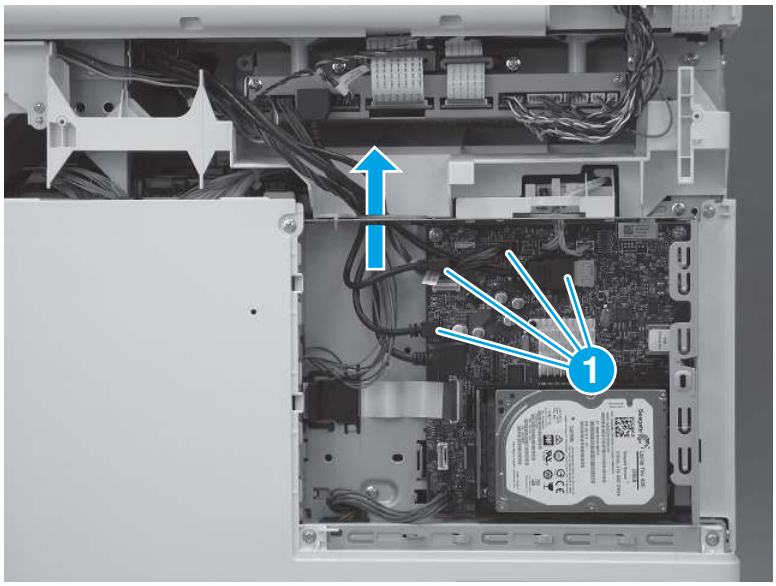
NOTE: The M577z is shown in the figure below. The procedure is correct for all MFP models.

Figure 4-1988 Remove one screw



4. Disconnect four connectors (callout 1) on the formatter, and then pass the wire harnesses and cables through the top opening in the formatter case (callout 2).

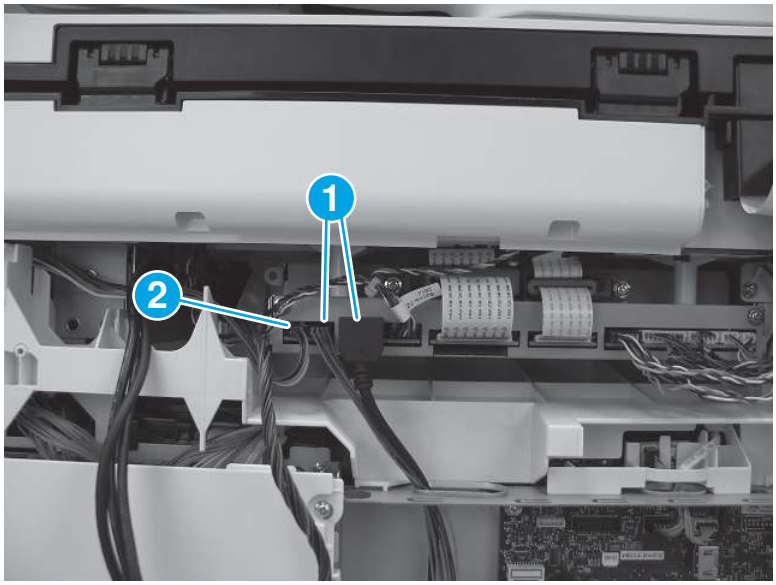
Figure 4-1989 **Disconnect cables and connectors**



5. Disconnect two connectors on the scanner control board (callout 1).

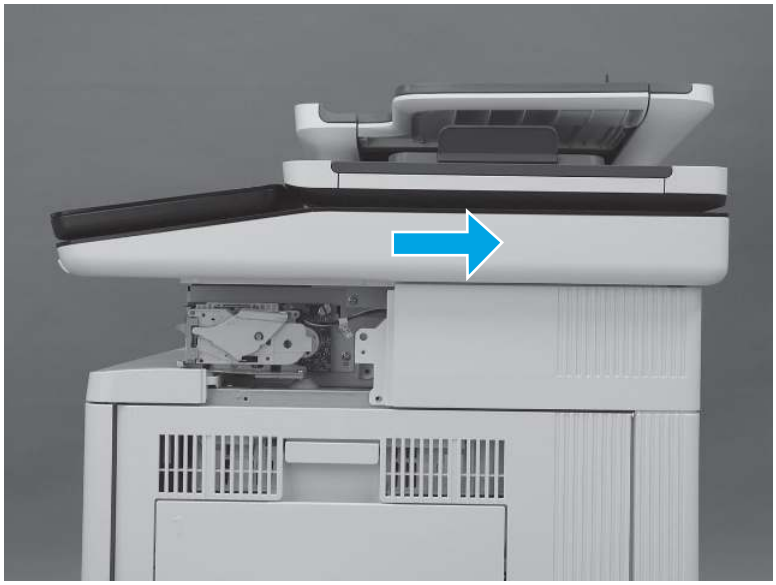
MFP stapler models: Disconnect one connector for the stapler on the scanner control board (callout 2).

Figure 4-1990 **Disconnect connectors**



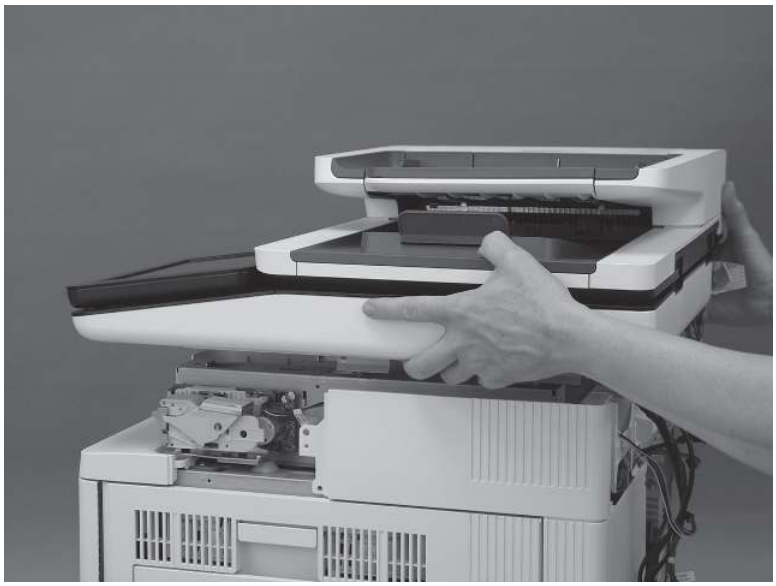
6. Slide the image scanner toward the back of the printer to release it.

Figure 4-1991 Release the image scanner



7. Lift the ISA straight up to remove it.

Figure 4-1992 Remove the ISA



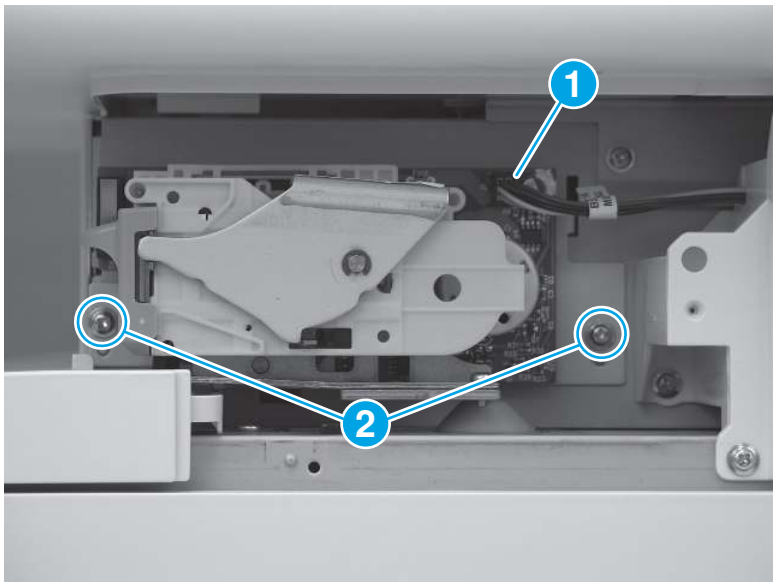
Remove the stapler unit (MFP stapler models)

Follow these steps to remove the stapler unit.

NOTE: This step is for stapler models only.

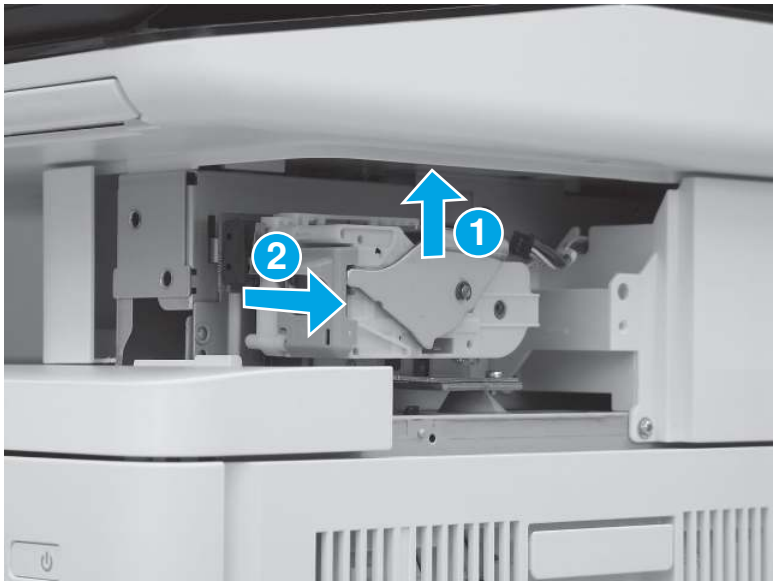
1. Disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 4-1993 **Disconnect connector and remove screws**



2. Slide the stapler unit up (callout 1), and then pull it away from the printer (callout 2) to remove it.

Figure 4-1994 **Remove the stapler unit**



Remove the right upper cover (MFP)

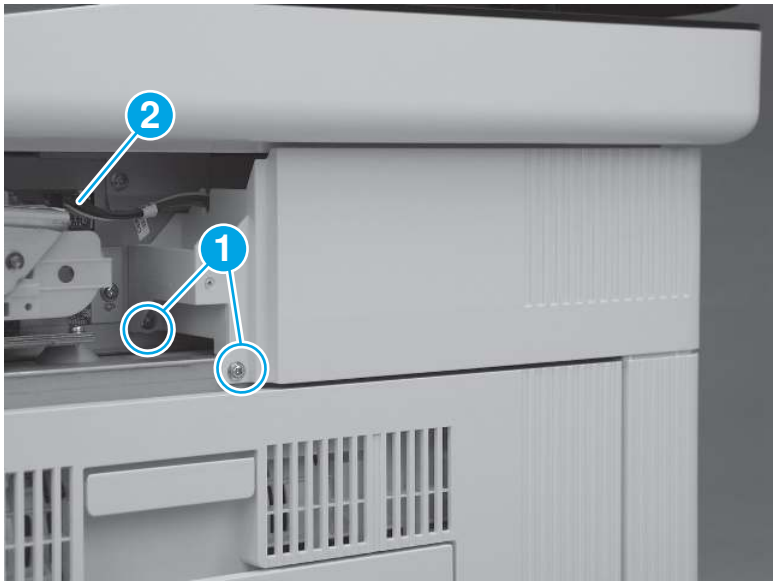
Follow these steps to remove the right upper cover.

NOTE: This procedure is for MFP models only.

1. At the right side of the printer, remove two screws (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

Figure 4-1995 Remove two screws and one connector

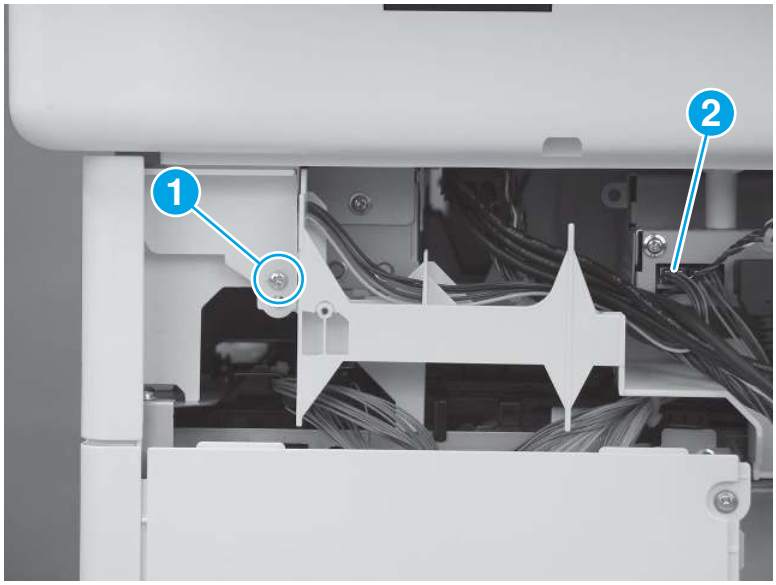


2. At the back of the printer, remove one screw (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

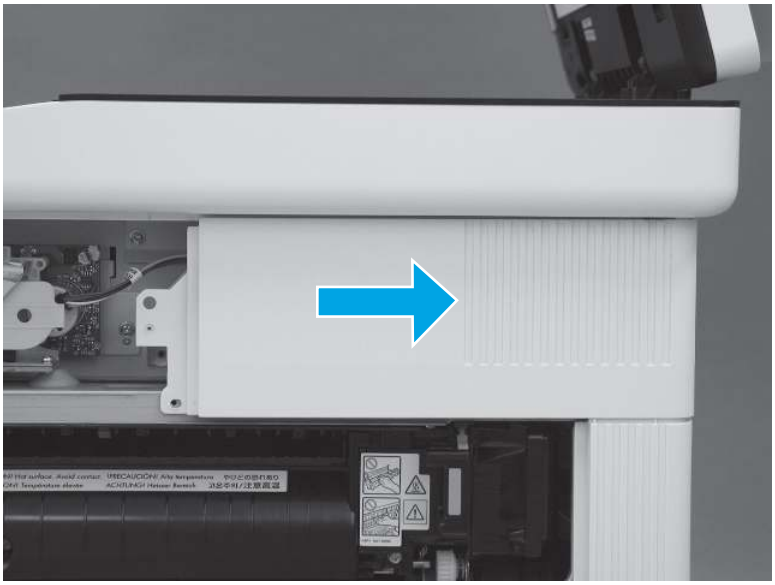
Reinstallation tip: This screw is smaller than the screws removed in the previous step. When reinstalling the right upper cover, make sure that this screw is installed in the correct position.

Figure 4-1996 Remove one screw and connector



3. Slide the cover toward the back of the printer.

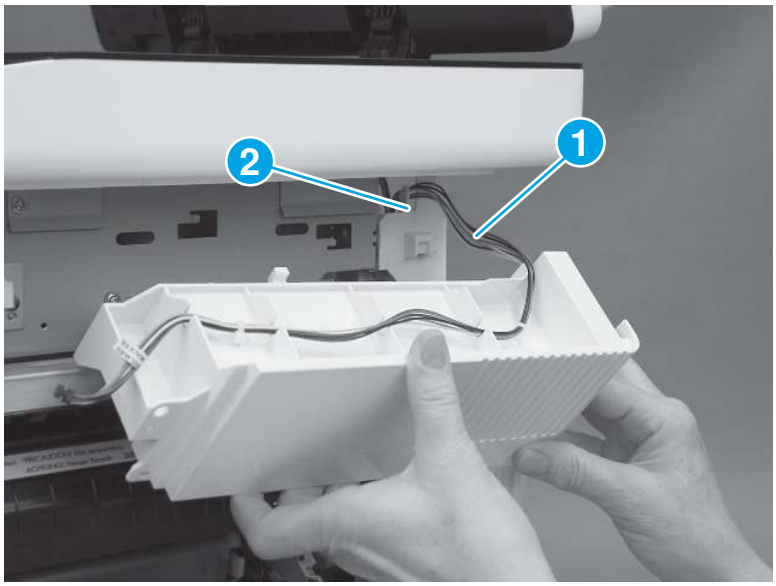
Figure 4-1997 **Slide the cover**



4. Lift the cover away from the printer to remove it.

M577/M578z: Release the cables (callout 1) through the slot (callout 2) in the printer.

Figure 4-1998 **Remove the cover**



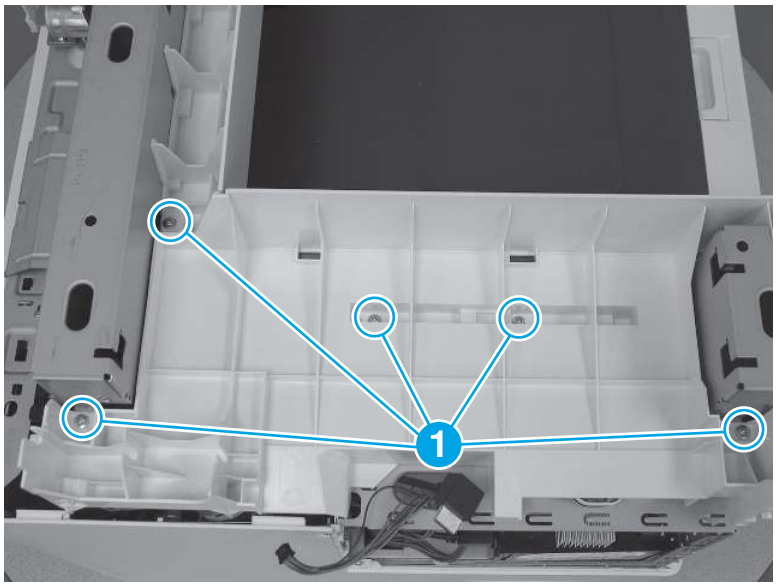
Remove the top rear cover (MFP)

Follow these steps to remove the top rear cover.

NOTE: This procedure is for MFP models only.

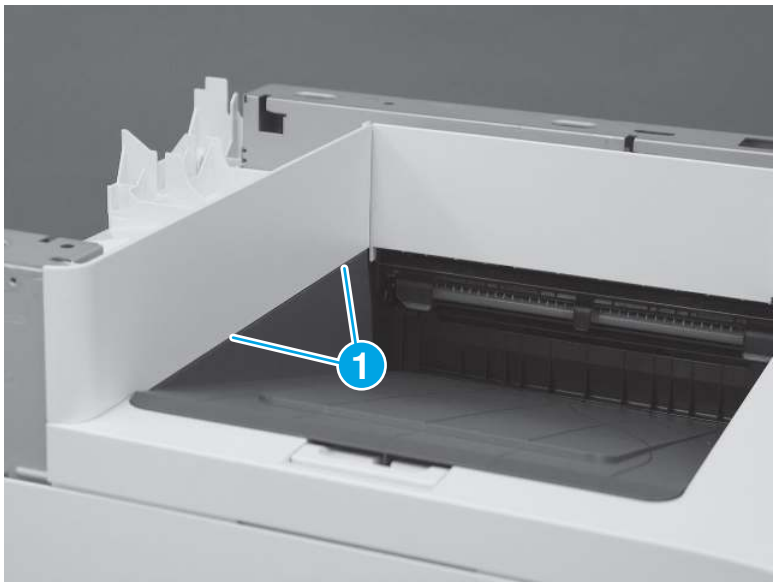
1. At the top of the printer, remove five screws (callout 1).

Figure 4-1999 Remove five screws



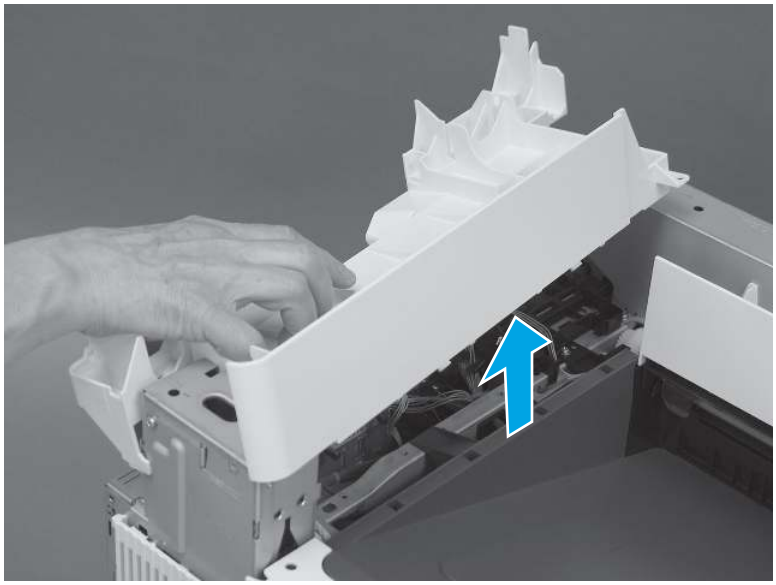
2. Release two tabs (callout 1) on the front edge of the cover.

Figure 4-2000 Release two tabs



3. Remove the top rear cover.

Figure 4-2001 **Remove the cover**



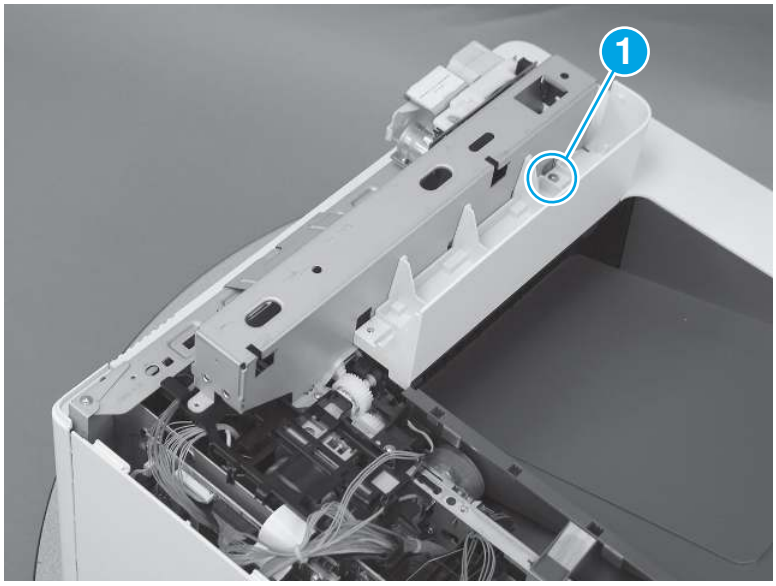
Remove the paper feed cover (MFP)

Follow these steps to remove the paper feed cover.

NOTE: This procedure is for MFP models only.

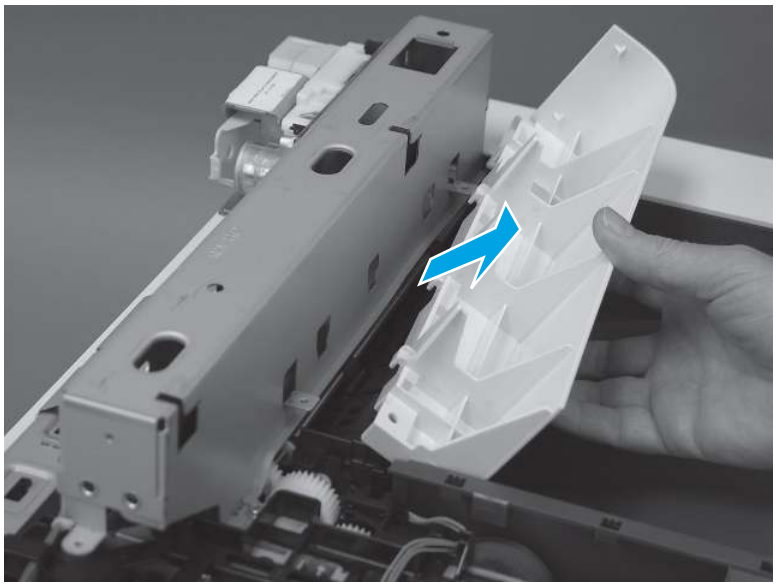
1. Remove one screw (callout 1).

Figure 4-2002 **Remove one screw**



2. Lift the cover up to remove it.

Figure 4-2003 Remove the cover



Remove the top cover (MFP)

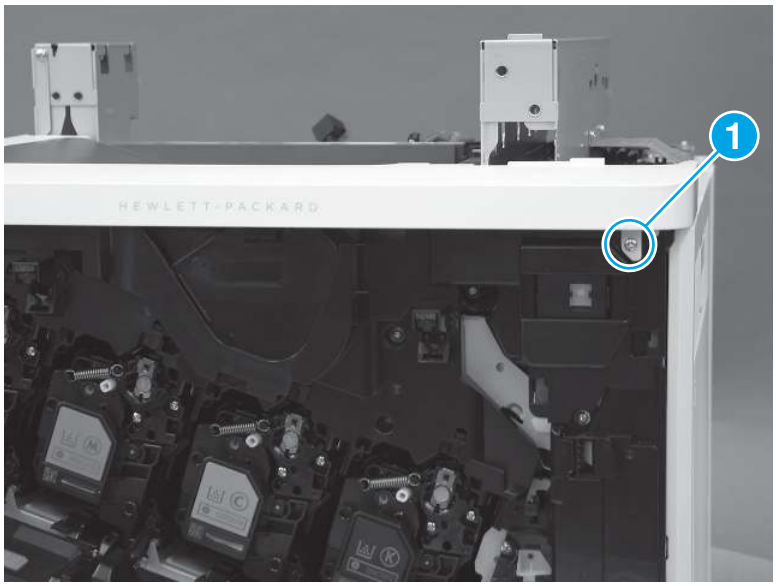
Follow these steps to remove the top cover.

NOTE: This procedure is for MFP models only.

1. At the front of the printer, remove one screw (callout 1).

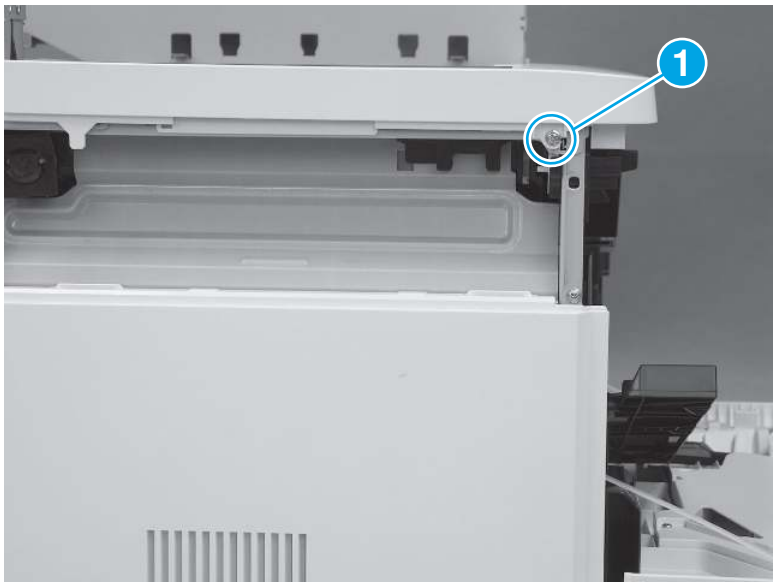
Reinstallation tip: This screw is longer and a different type of screw than the screw removed in the next step. When reinstalling the top cover, make sure that this screw is installed in the correct position.

Figure 4-2004 Remove one screw



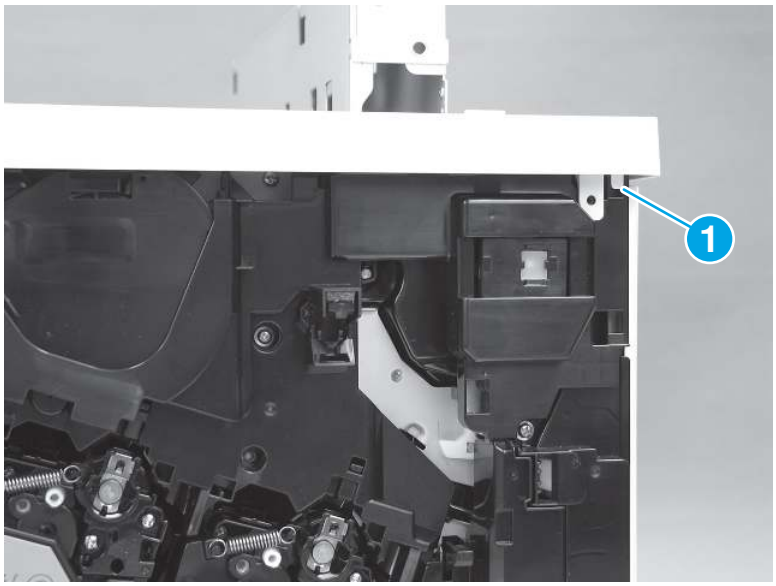
2. At the left side of the printer, remove one screw (callout 1).

Figure 4-2005 Remove one screw



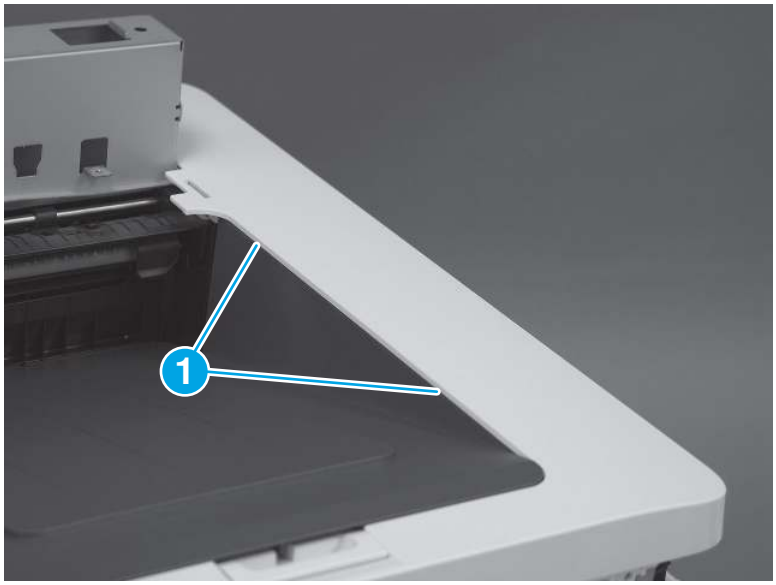
3. At the front of the printer, release one tab (callout 1).

Figure 4-2006 Release one tab



4. At the top of the printer, release two tabs (callout 1) next to the output bin, and then remove the top cover.

Figure 4-2007 Remove the cover



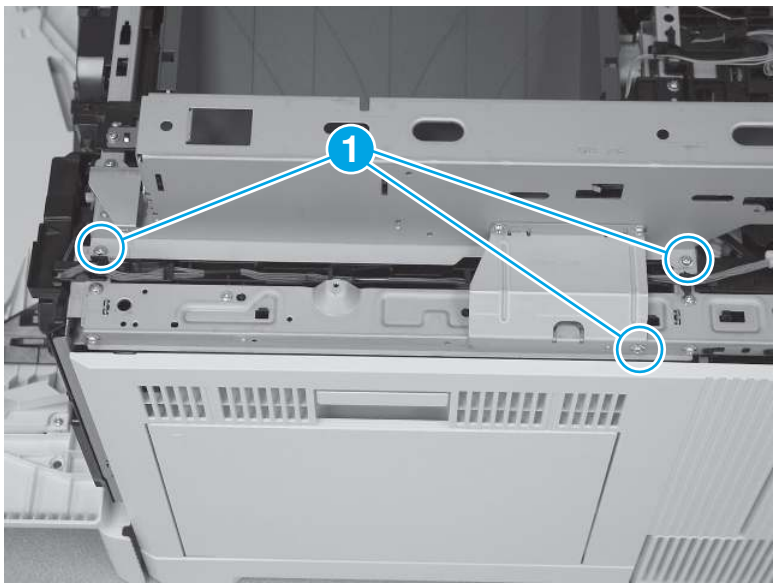
Remove the top bracket (MFP)

Follow these steps to remove the top bracket.

NOTE: This procedure is for MFP models only.

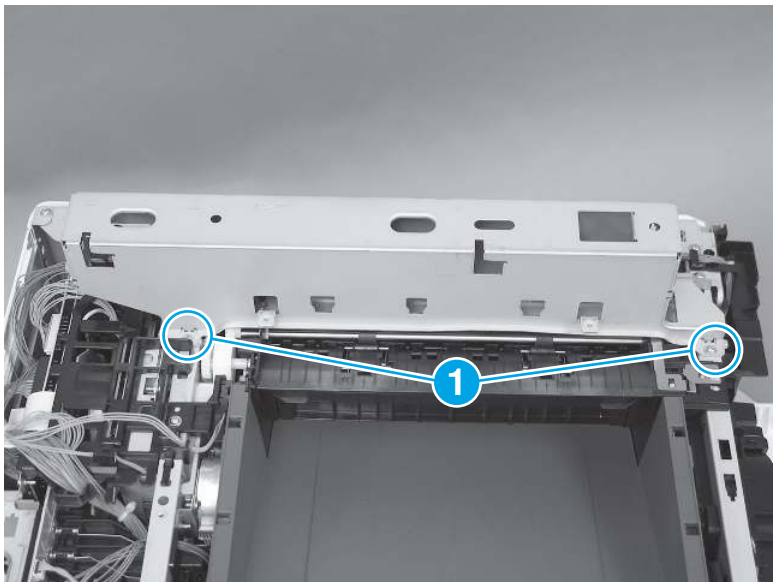
1. At the top of the printer, remove three screws (callout 1).

Figure 4-2008 Remove three screws



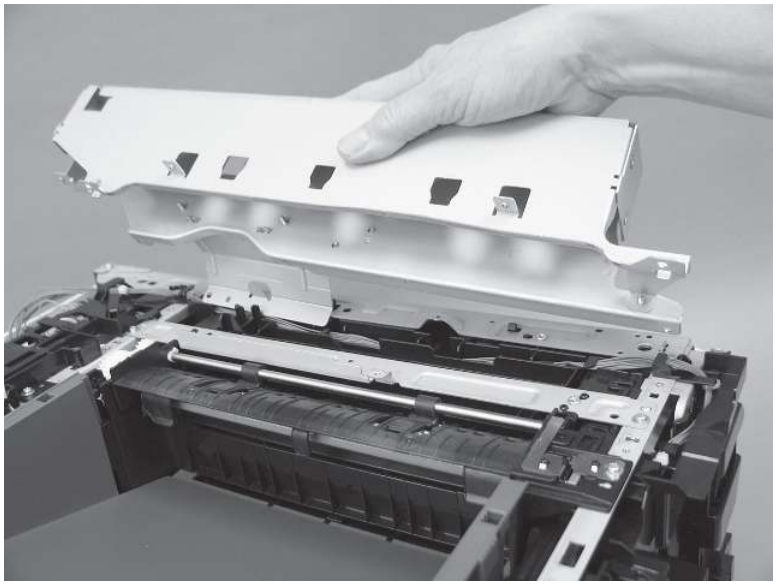
2. At the top of the printer, remove two screws (callout 1).

Figure 4-2009 **Remove two screws**



3. Lift the top bracket up to remove it.

Figure 4-2010 **Remove the bracket**



Remove the left cover

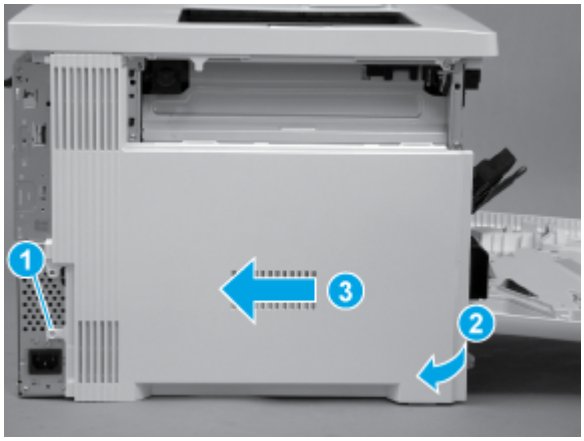
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-2011 Remove one screw

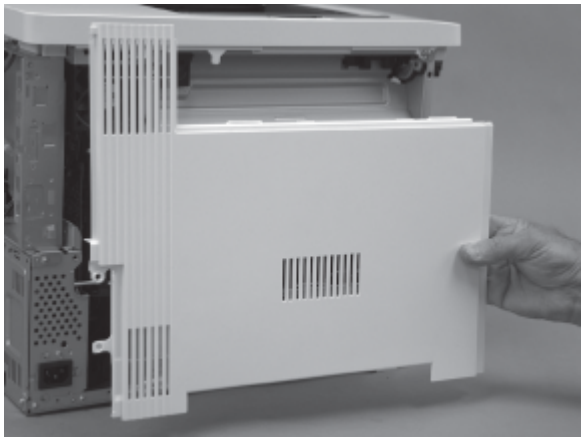
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-2012 Release the cover



3. Remove the cover.

Figure 4-2013 Remove the cover



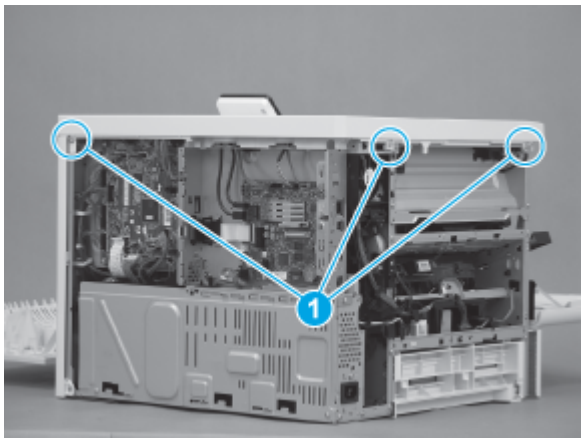
Remove the upper cover (SFP)

Follow these steps to remove the upper cover.

NOTE: This procedure is for SFP models only.

1. Remove three screws (callout 1).

Figure 4-2014 **Remove three screws**



2. Remove one screw (callout 1), release one tab (callout 2), and then slightly separate the corner of the cover from the chassis.

NOTE: This is a self-tapping plastic-thread screw. Make sure that this screw is used in this location when it is reinstalled.

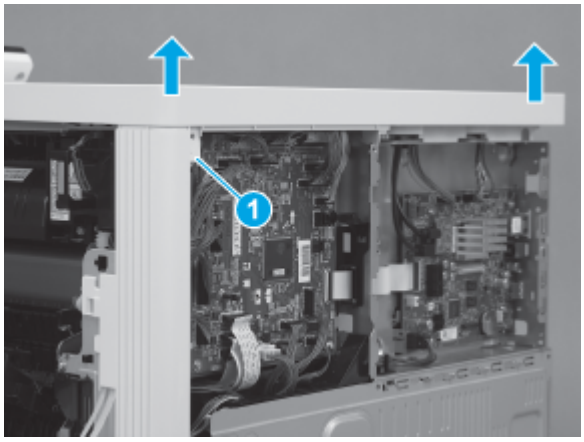
Figure 4-2015 **Remove one screw and release one tab**

3. Release one tab (callout 1), and then lift up on the cover to release it.

IMPORTANT: **M554 models**: Disconnect the control-panel flat cable at the formatter.

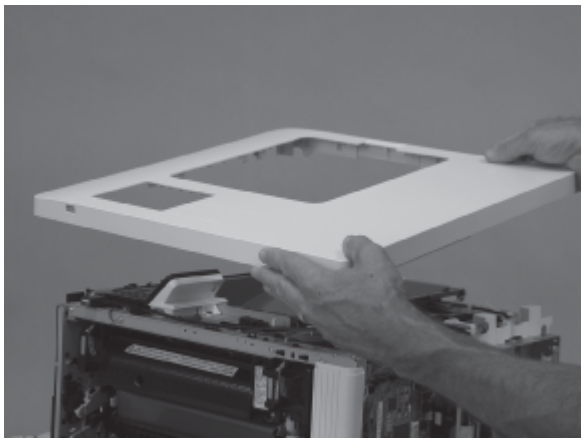
NOTE: If the cover does not release, check for addition tabs by locating the triangles embossed in the cover at tab locations.

Figure 4-2016 Release the cover



4. Remove the cover.

Figure 4-2017 Remove the cover



Remove the control panel

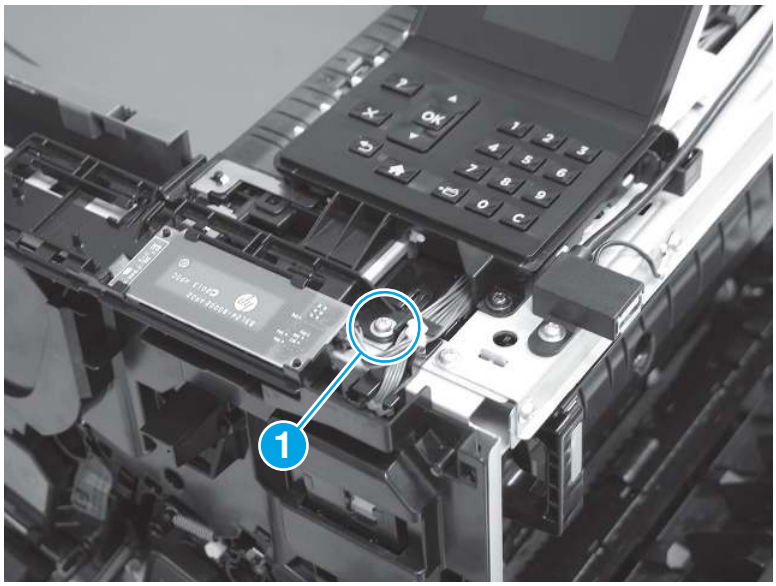
Follow these steps to remove the control panel.

NOTE: This procedure is for the M552dn/M553n/dn/M554 printers only.

The figures in this procedure show the M552/M553 printer. The M554 control panel looks slightly different than shown below. However, removing the control panel is similar to the following procedure.

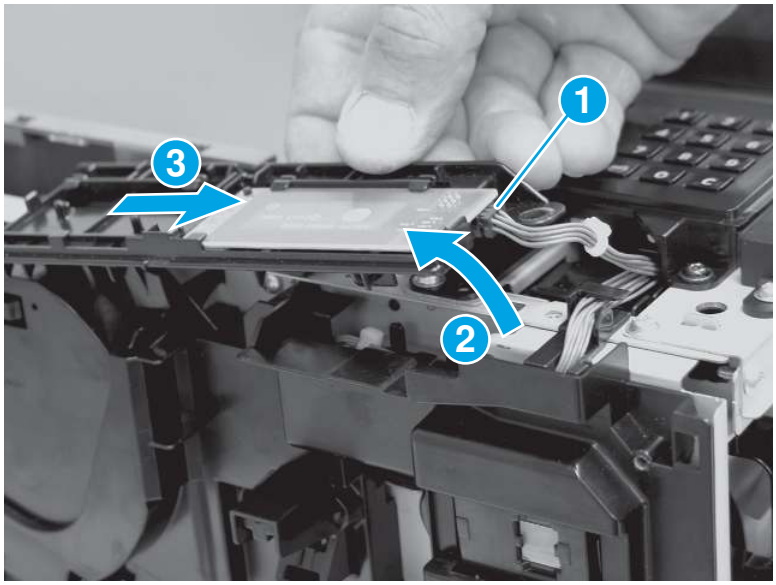
1. Remove one screw (callout 1).

Figure 4-2018 **Remove one screw**



2. **M552/M553**: Disconnect one connector (callout 1). Rotate the near field communication (NFC) PCA holder up (callout 2), and then slide it to the right (callout 3) to remove it.

Figure 4-2019 **Remove the PCA holder**



3. **M552/M553**: Remove one cable from the guide.

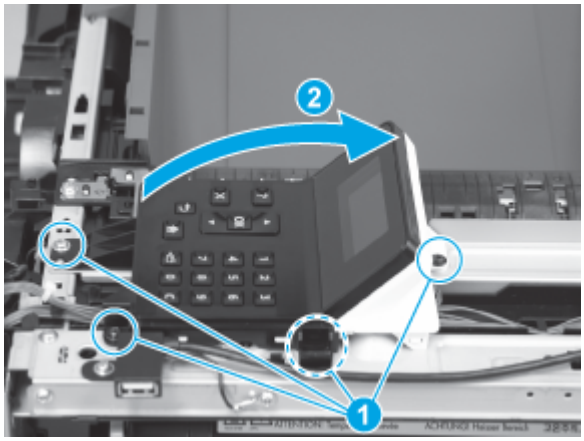
Figure 4-2020 **Remove one cable**

4. **M552/M553**: Remove four screws (callout 1), and then turn the control panel over (callout 2).

NOTE: **M554**: Remove any screws fastening the assembly to the printer chassis, and then turn the control panel over (callout 2) to access the bottom side.

CAUTION: The control panel is still attached to the printer. Do not attempt to completely remove the control panel.

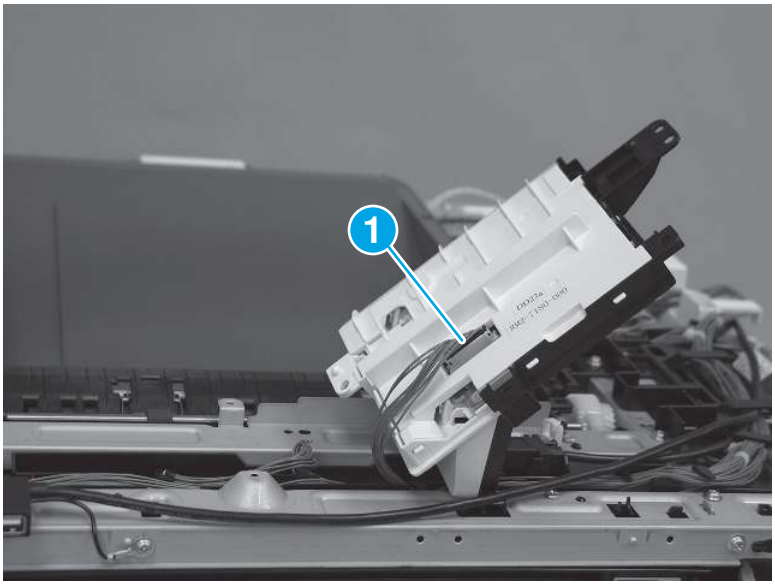
Figure 4-2021 **Remove four screws**



5. **M552/M553**: Disconnect one connector (callout 1), and then remove the control panel.

NOTE: **M554**: Disconnect one flat cable, and then remove the control panel.

Figure 4-2022 Remove the control panel

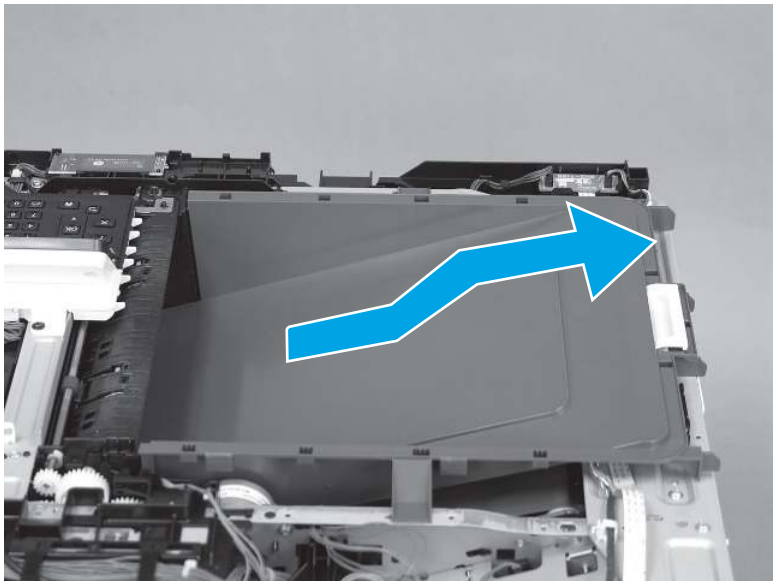


Remove the output bin

Follow these steps to remove the output bin.

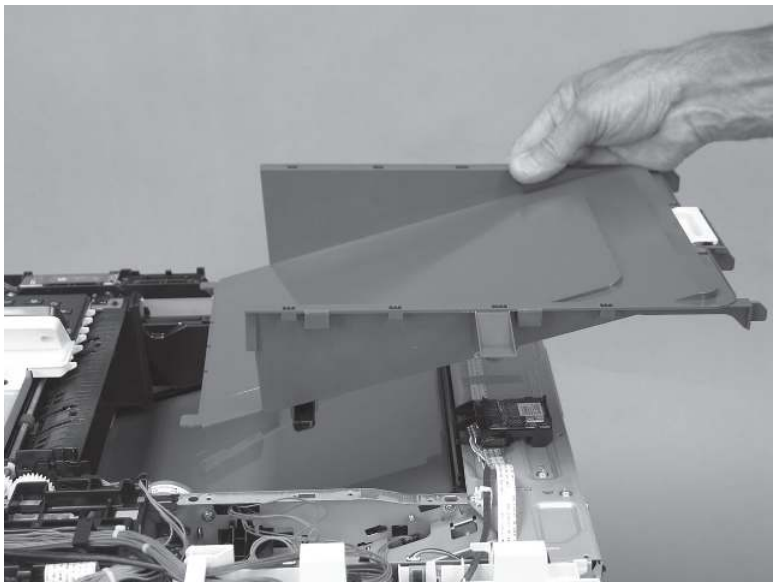
1. Slightly slide and lift the cover to release it.

Figure 4-2023 Release the cover



2. Remove the cover.

Figure 4-2024 **Remove the cover**

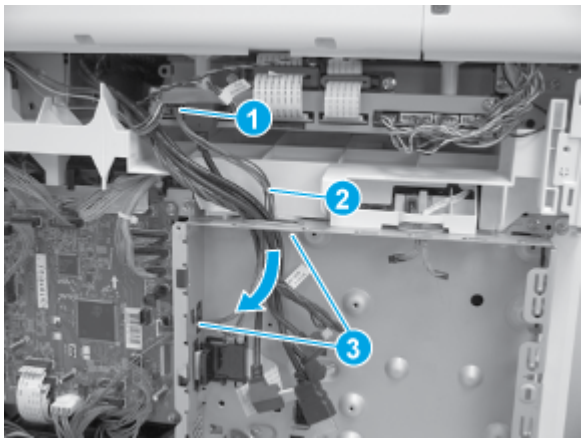


Remove the formatter case

Follow these steps to remove the formatter case.

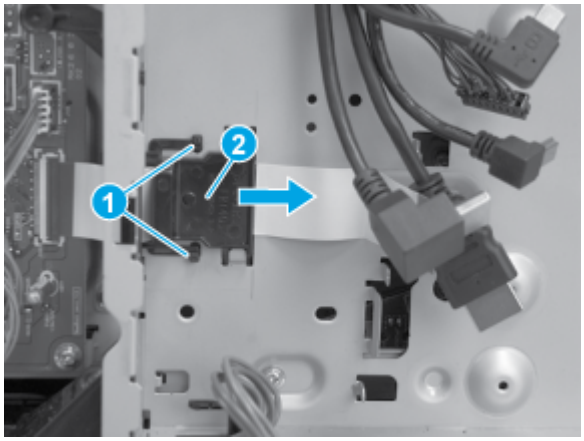
1. **MFP only:** Disconnect one connector (callout 1), and then pass the wire harness (callout 2) through two openings in the formatter case (callout 3).

Figure 4-2025 **Disconnect one connector**



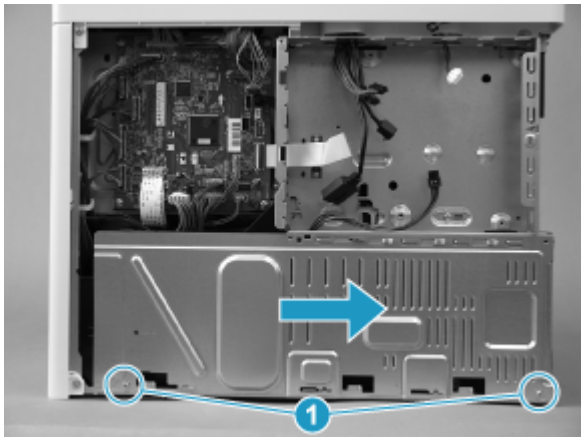
2. Release two tabs (callout 1) on the black plastic bracket. Hold the tabs in the released position, and then slide the bracket (callout 2) to the right to remove it from the formatter case.

Figure 4-2026 Remove the bracket



3. Remove two screws (callout 1), and then slide the low-voltage power supply (LVPS) cover to the right to remove it.

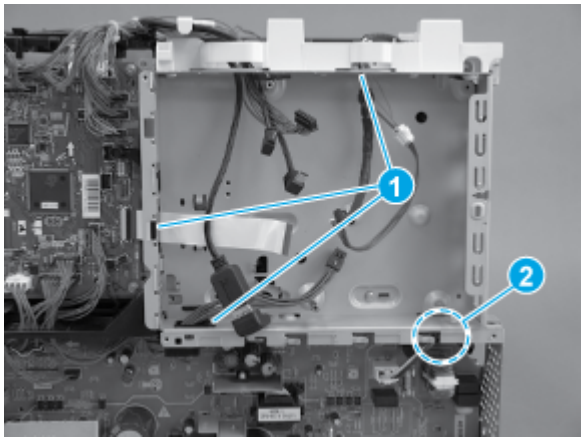
Figure 4-2027 Remove the LVPS cover



4. Pass two wire harnesses and one flat cable (callout 1) through the opening in the formatter case, and then release one wire harness from the retainer (callout 2).

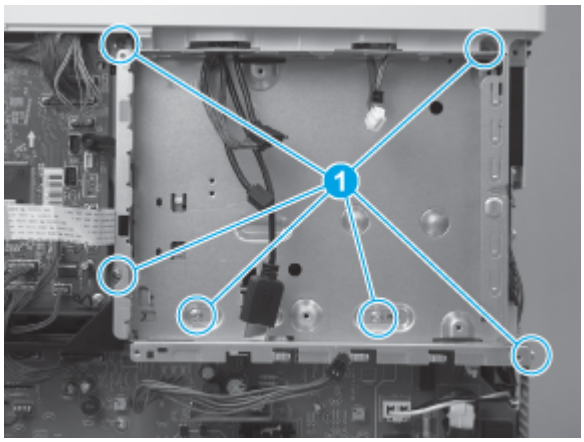
⚠ CAUTION: The flat cable might be attached to the formatter case with double-sided tape. Make sure that this tape is released, so that the flat cable is not damaged when the formatter case is removed.

Figure 4-2028 Release wire harnesses and flat cable



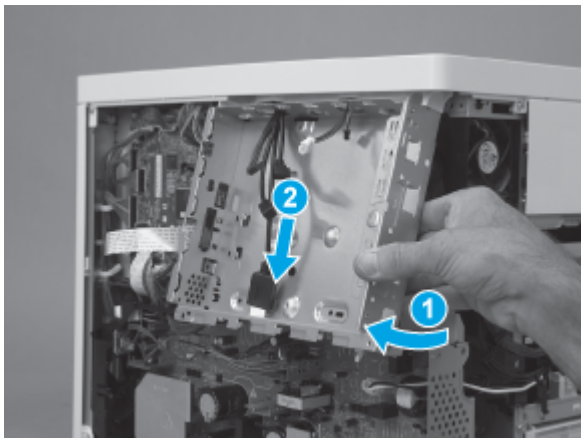
5. Remove six screws (callout 1).

Figure 4-2029 Remove six screws



6. Rotate the bottom of the formatter case away from the printer (callout 1), and then pull it down (callout 2) to release it.

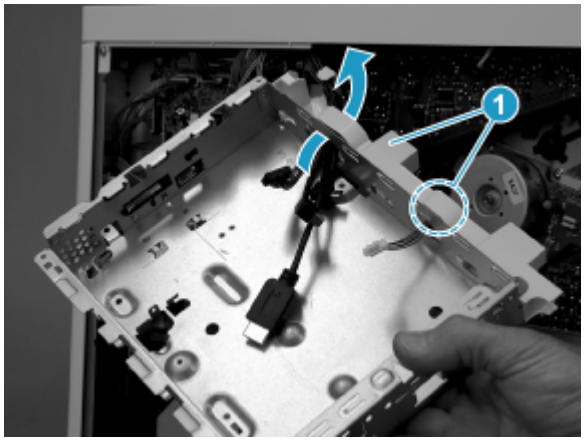
Figure 4-2030 Release the formatter case



7. Pass the wire harnesses through the opening in the formatter case to remove it.

IMPORTANT: If the formatter case is removed so that it can be replaced, make sure to transfer the memory PCA (island of data) and plastic bracket (callout 1) to the replacement case.

Figure 4-2031 Remove the formatter case



Remove the right rear cover

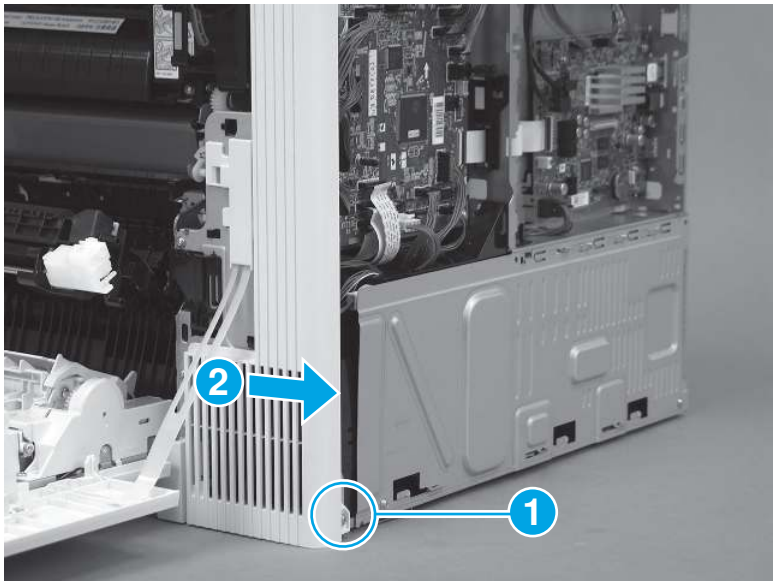
Follow these steps to remove the right rear cover.

NOTE: The figures in this topic show a SFP model. However, the procedure is correct for an MFP.

1. Remove one screw (callout 1), and then slide the cover toward the rear of the printer (callout 2) to release it.

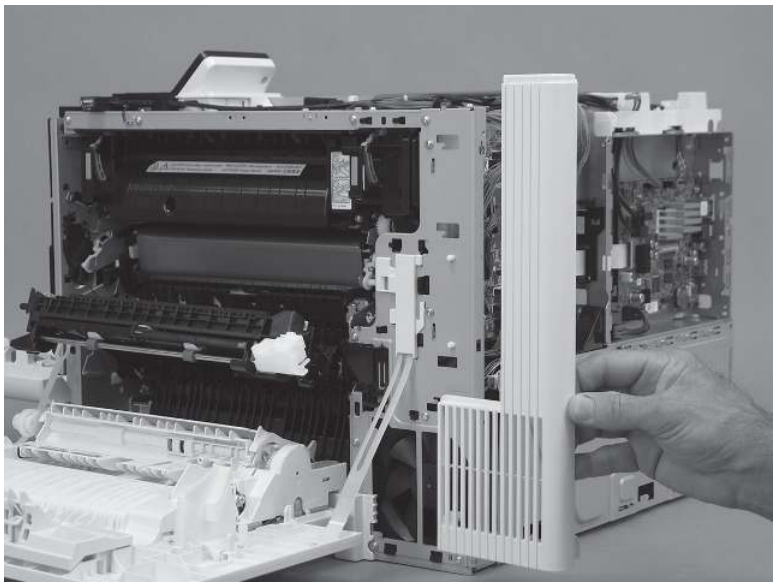
TIP: If the right door is closed, open it now.

Figure 4-2032 Release the cover



2. Remove the cover.

Figure 4-2033 **Remove the cover**



Remove the DC controller (DCC) and sheet-metal bracket

Follow these steps to remove the DC controller and sheet-metal bracket together.

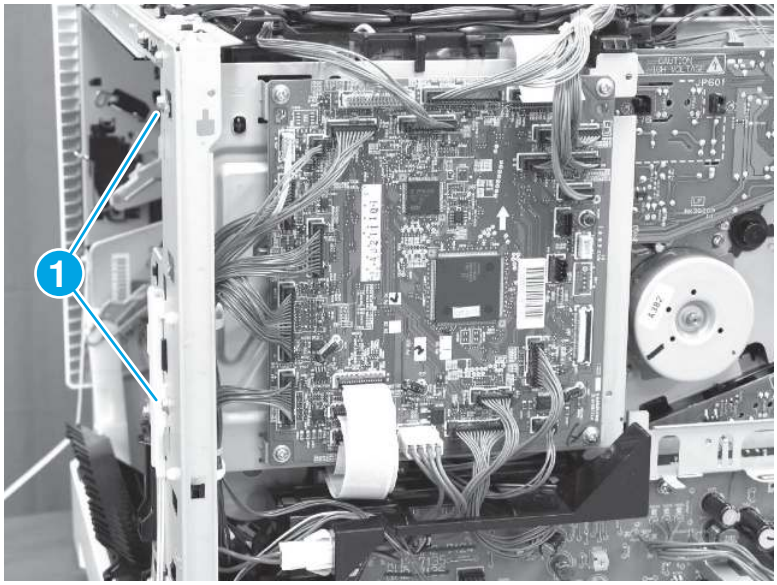
NOTE: ESD sensitive part.

1. Disconnect all of the connectors, and then remove two screws (callout 1).

   Empty DCC connectors

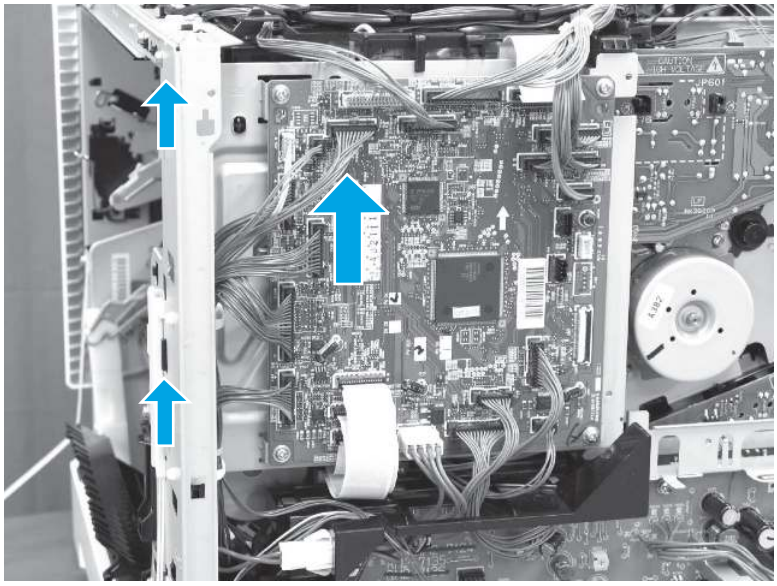
   - J140
   - J141
   - J143

Figure 4-2034 Remove two screws



2. Lift up on the DC controller and sheet-metal plate to remove it.

Figure 4-2035 Remove the plate



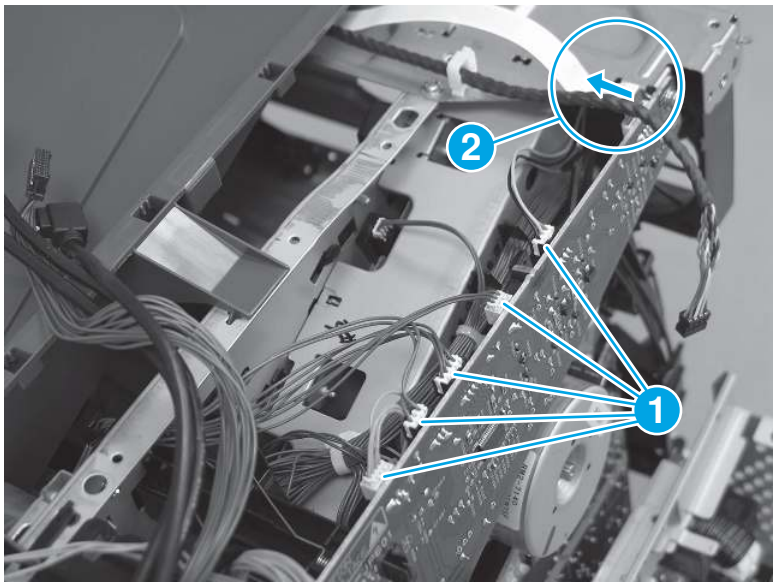
Remove the high-voltage power supply T (HVPST)

Follow these steps to remove the high-voltage power supply T.

NOTE: ESD sensitive part.

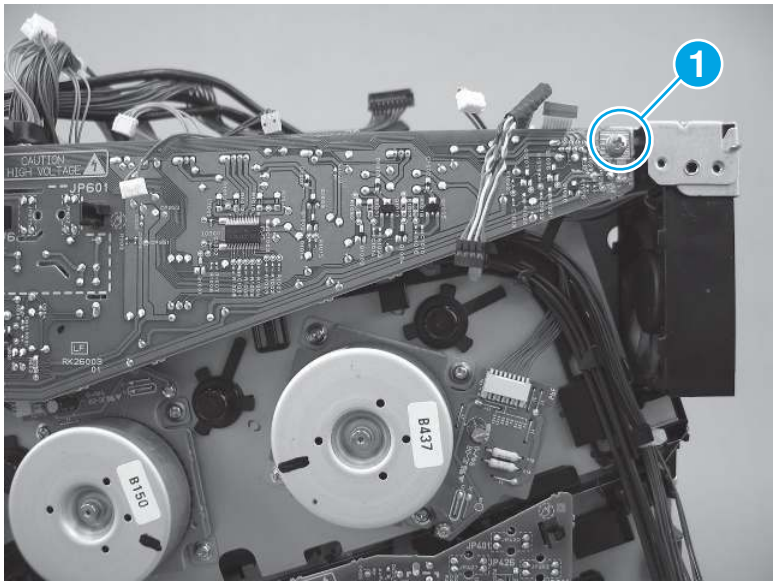
1. Disconnect five connectors (callout 1), and then disconnect one flat cable (callout 2).

Figure 4-2036 **Disconnect five connectors and one flat cable**



2. Remove one screw (callout 1).

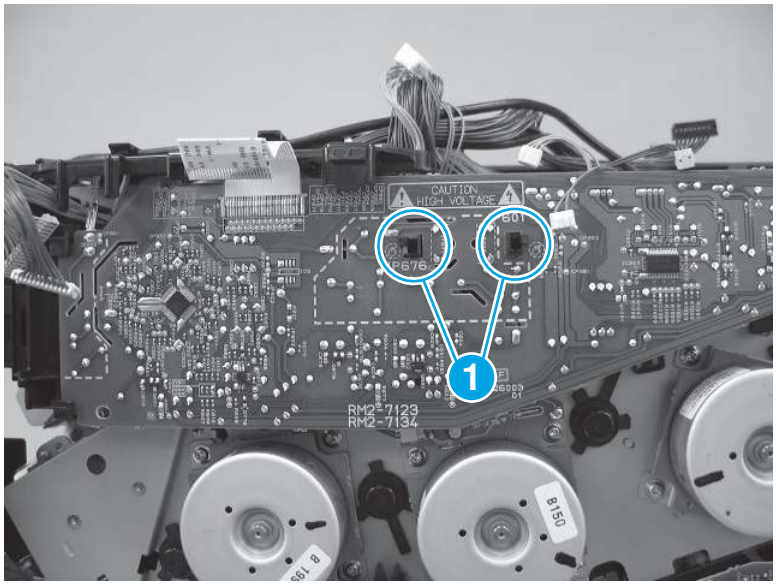
Figure 4-2037 **Remove one screw**



3. Release two tabs (callout 1), and then separate the HVPST from the printer.

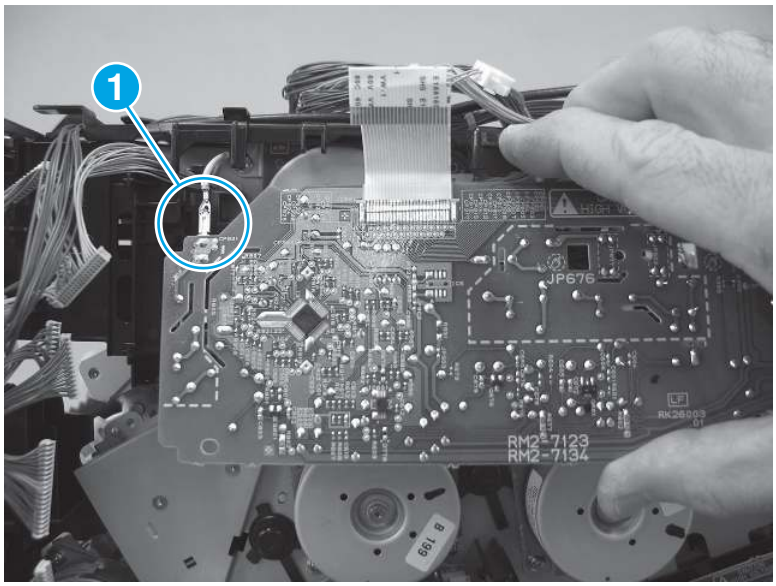
⚠ CAUTION: Do not attempt to completely remove the HVPST. It is still connected to the printer by ground wire harness.

Figure 4-2038 Release the HVPST



4. Release one ground wire connector (callout 1), and then remove the HVPST.

Figure 4-2039 Remove the HVPST



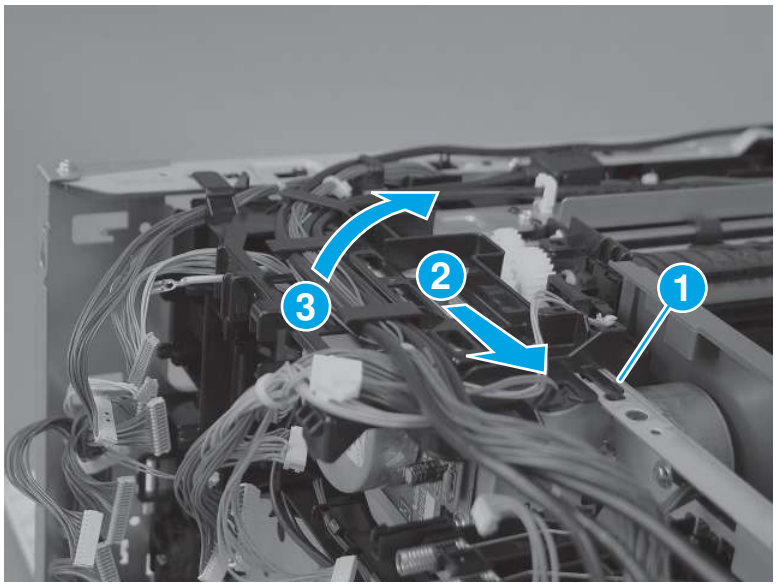
Remove the fuser drive assembly

Follow these steps to remove the fuser drive assembly.

1. Release one tab (callout 1), slide the guide to release it (callout 2), and then rotate the guide up and away from the chassis to move it out of the way (callout 3).

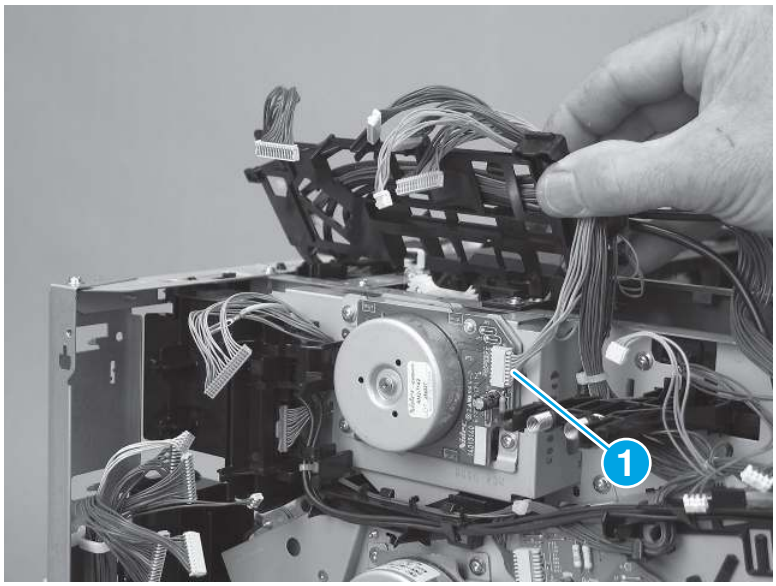
⚠ CAUTION: One wire harnesses in the guide is still attached to the fuser motor. Do not attempt to completely remove the guide.

Figure 4-2040 Move the guide out of the way



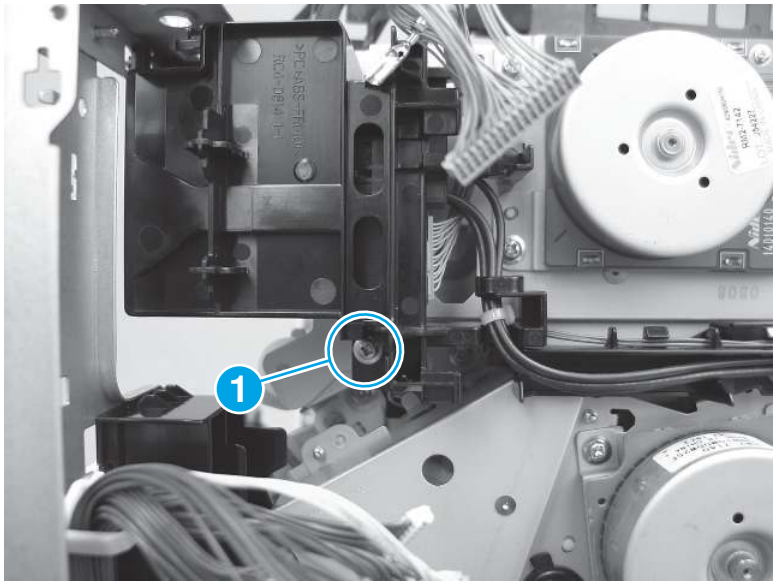
2. Disconnect one connector (callout 1).

Figure 4-2041 Disconnect one connector



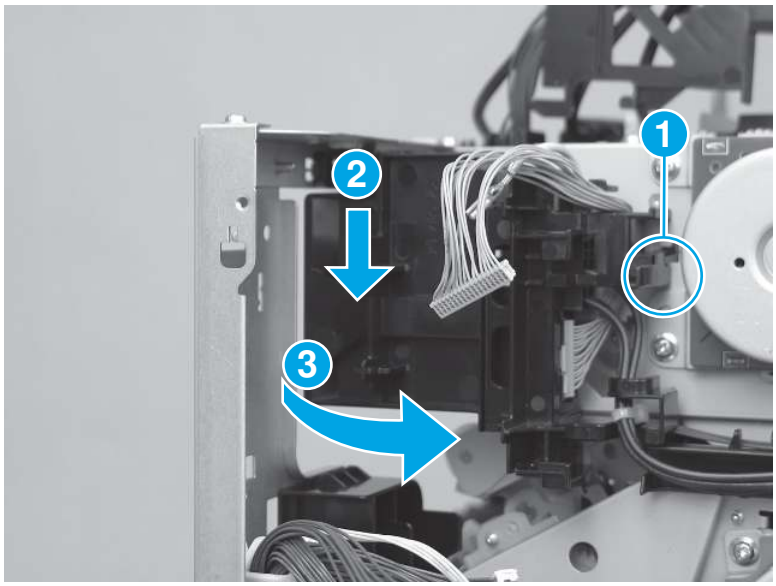
3. Remove one screw (callout 1).

Figure 4-2042 Remove one screw



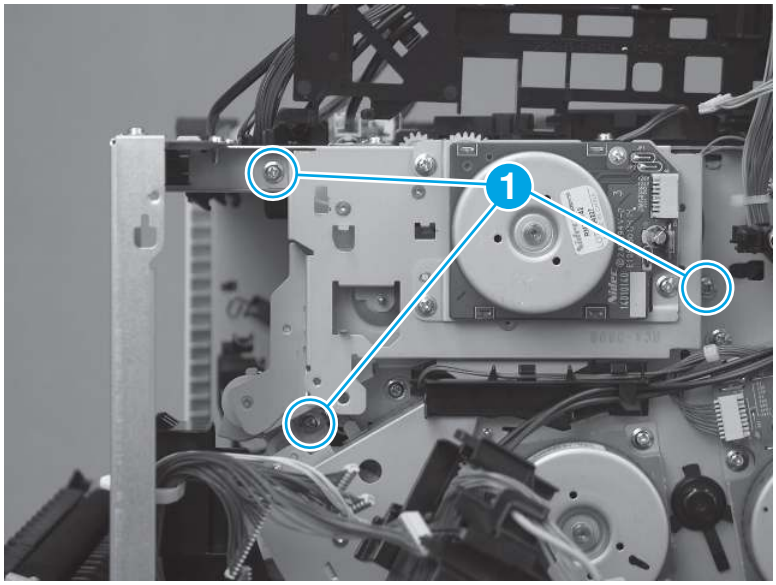
4. Release one tab (callout 1), slide the guide down to release it (callout 2), and then rotate the guide away from the chassis to remove it (callout 3).

Figure 4-2043 Remove the guide



5. Remove three screws (callout 1).

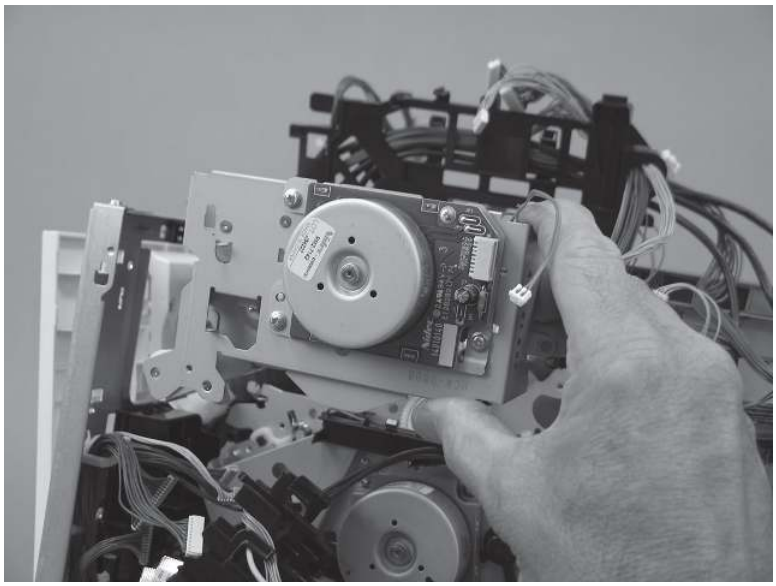
Figure 4-2044 Remove three screws



6. Remove the assembly.

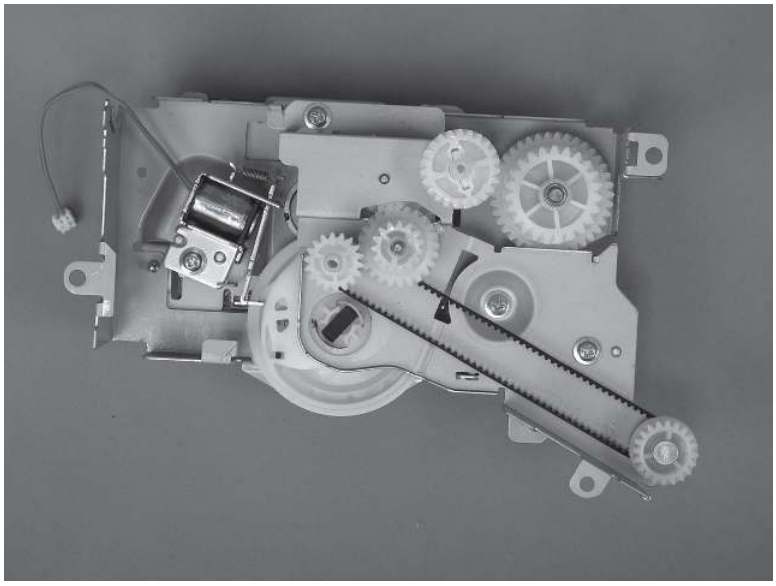
⚠ CAUTION: Two gears on the back side of the assembly are not captive. Handle the assembly carefully.

Figure 4-2045 Remove the assembly



7. **Optional step:** Two gears (callout 1) on the back side of the assembly are not captive. If the gears are dislodged, install them as shown.

Figure 4-2046 **Remove the assembly**



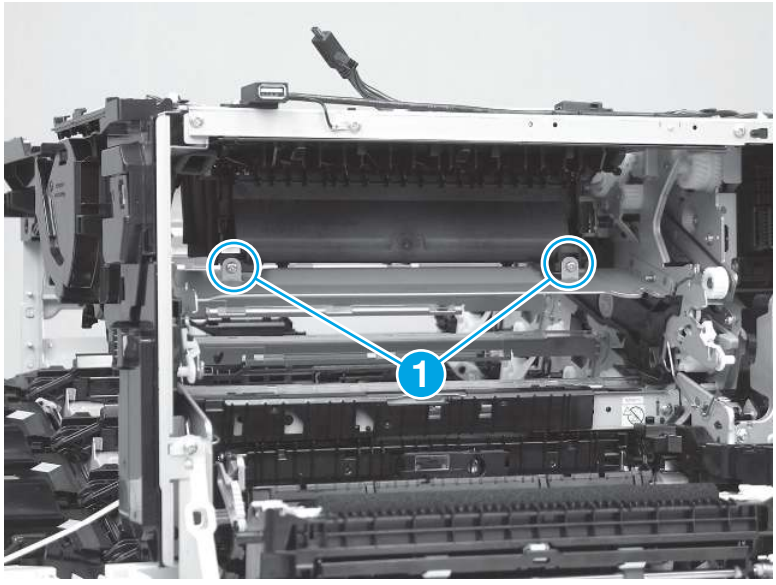
Remove the delivery assembly

Follow these steps to remove the delivery assembly.

1. At the right side of the printer, remove two screws (callout 1).

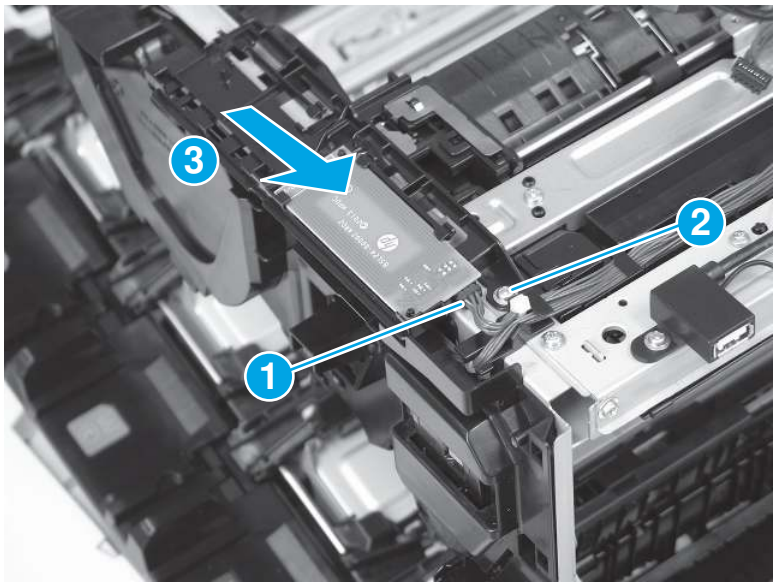
NOTE: These two screws are the self-tapping type.

Figure 4-2047 **Remove two screws**



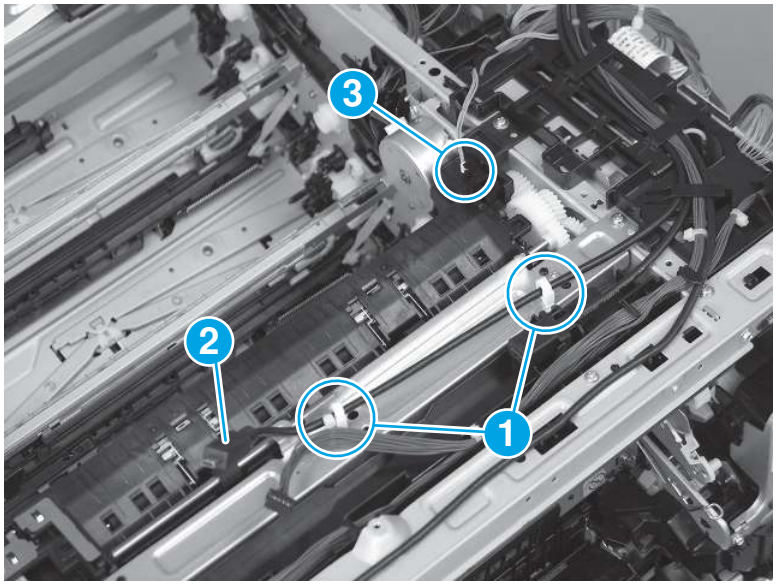
2. **(M553x/M555/E55040)**: At the top-front-right corner of the printer, disconnect one connector (callout 1), remove one screw (callout 2), and then remove the near field communication (NFC) PCA and holder by sliding them to the right (callout 3).

Figure 4-2048 **Remove the NFC**



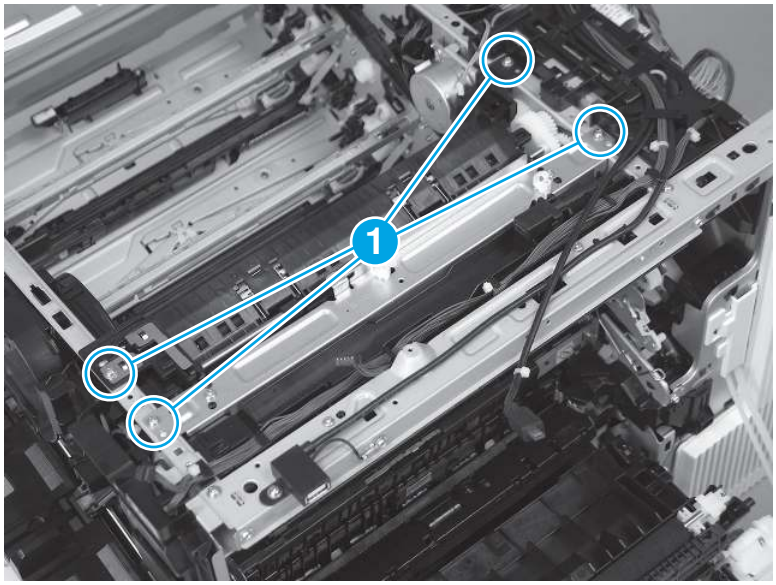
3. Release two retainers (callout 1), remove the USB cable (callout 2) from the retainers, and then disconnect one connector (callout 3).

Figure 4-2049 **Release two retainers and disconnect one connector**



4. Remove four screws (callout 1).

Figure 4-2050 **Remove four screws**



5. Remove the delivery assembly.

⚠ CAUTION: The solenoid plunger and arm (callout 1) located on the right side of the assembly are not captive.

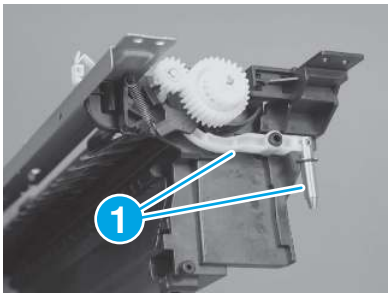
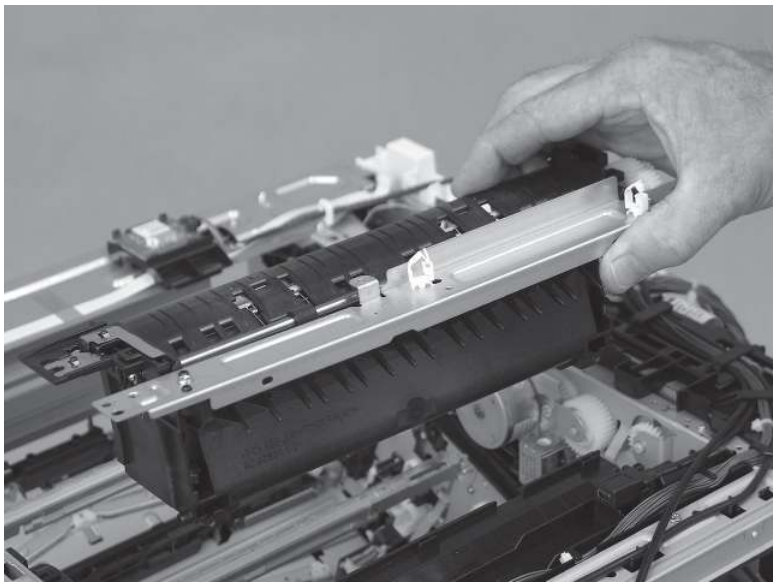


Figure 4-2051 Remove the assembly

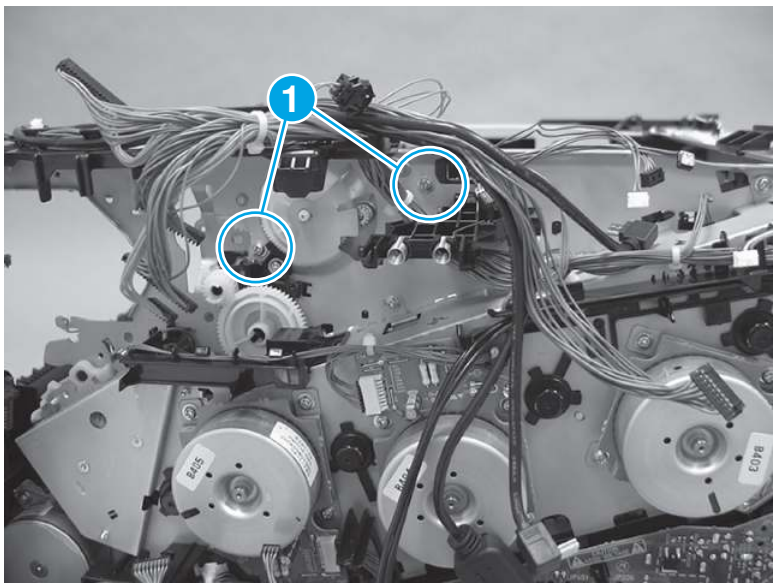


Remove duplex drive assembly and motor

Follow these steps to remove the duplex drive assembly and motor.

1. Remove two screws (callout 1).

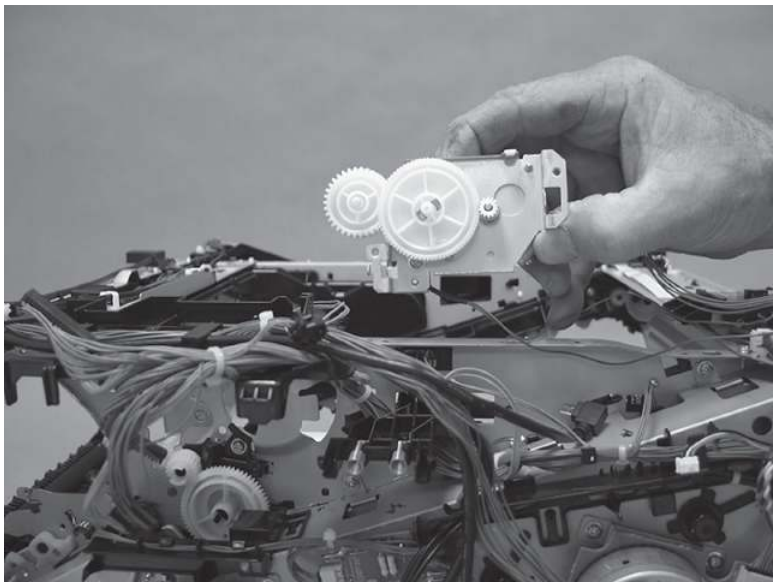
Figure 4-2052 Remove two screws



2. Remove the duplex drive assembly.

NOTE: Feed two wire harnesses through the opening in the chassis as the assembly is removed.

Figure 4-2053 Remove the duplex drive assembly



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Pickup drive assembly and motor (M5)

Learn about removing and replacing the pickup drive assembly.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-80 Part information

Part number	Part description
RM2-0008-000CN	Pickup drive assembly and motor (M5)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-2054 Open the front door

2. Open the TCU.

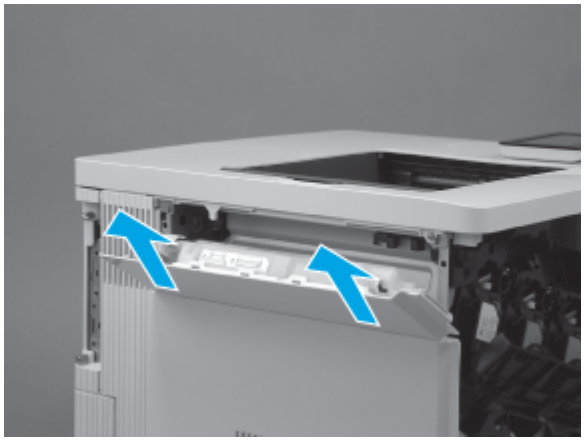
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-2055 Open the TCU

3. Pull the TCU away from the printer at an angle to remove it.

⚠ **CAUTION:** Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-2056 **Remove the TCU**

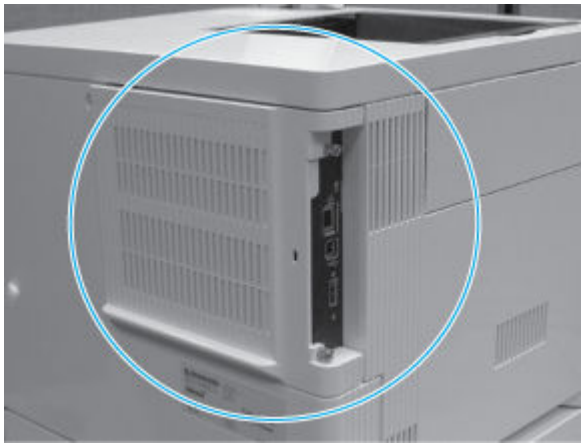


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

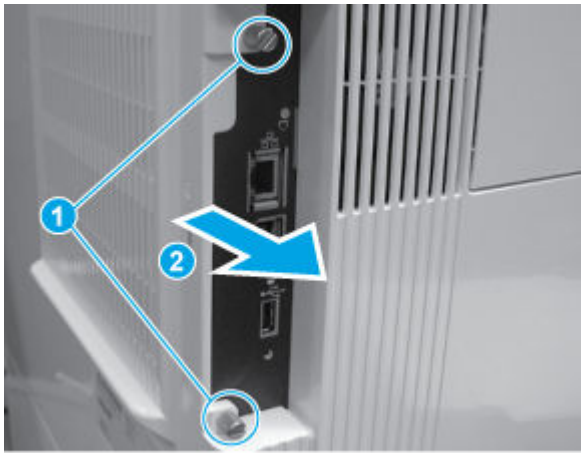
Figure 4-2057 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-2058 Loosen the thumbscrews



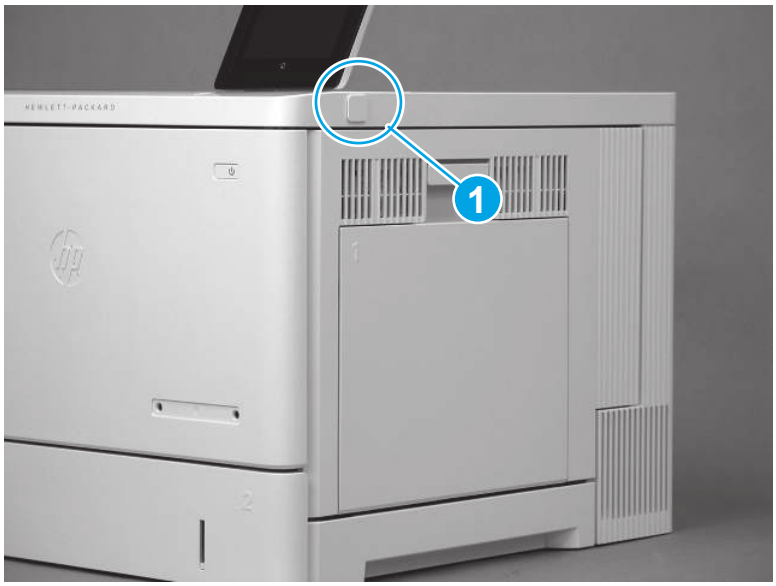
Remove the USB cover (SFP)

Follow these steps to remove the USB cover.

NOTE: This procedure is for SFP models only.

1. Locate the USB cover (callout 1).

Figure 4-2059 Locate the USB cover



2. Pull the cover off of the printer to remove it.

Figure 4-2060 **Remove the cover**

Remove the control panel (M553x/M555/E55040)

Follow these steps to remove the control panel.

NOTE: This procedure is for the M553x/M555/E55040 printers only.

M555 models: Removing the control panel is similar to the procedure below. For the M555, a flat cable connects the control panel to the formatter.

1. Tilt the control panel up.

Figure 4-2061 **Tilt the control panel up**

2. Use the small flat-blade screwdriver supplied in this kit to release the control-panel screws cover tabs.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-2062 Release the control-panel screws cover tabs

3. Rotate the cover up to remove it.

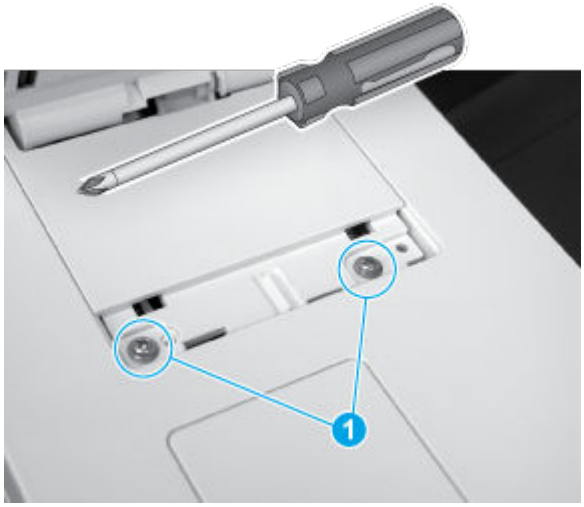
Figure 4-2063 Remove the cover

4. Use the small Phillips screwdriver supplied in this kit to remove two screws (callout 1).

IMPORTANT: Store the screws in a secure place where they cannot fall down into the printer.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-2064 Remove two screws



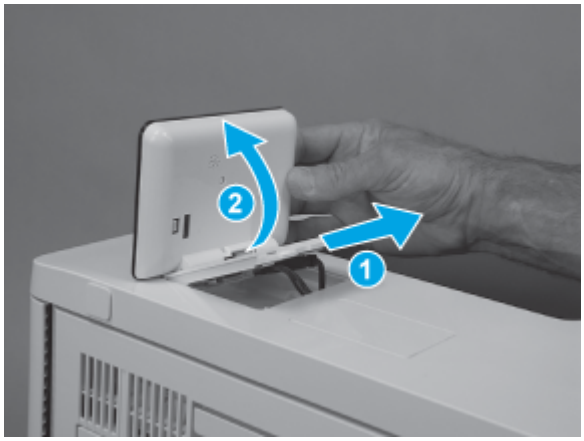
5. Rotate the control-panel base toward the front of the printer.

Figure 4-2065 Rotate the control-panel base up

6. Slightly slide the control-panel base toward the rear of the printer (callout 1) to release it, and then turn the control panel over (callout 2) to access the bottom side.

⚠ CAUTION: The control panel is still attached to the printer. Do not attempt to completely remove the control panel.

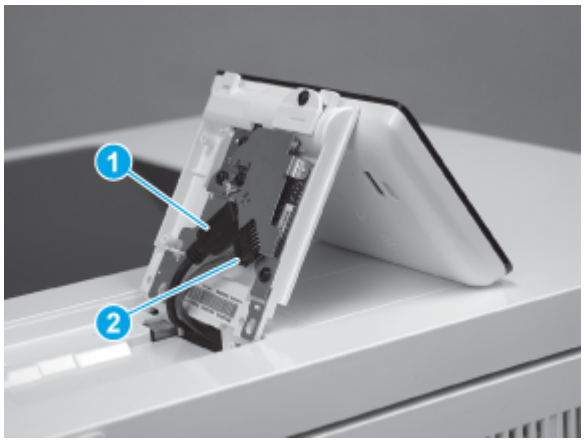
Figure 4-2066 Turn the control panel over



7. Disconnect one USB cable (callout 1), one connector (callout 2), and then remove the control panel.

NOTE: **M555 only**: Disconnect one flat cable (not shown), and then remove the control panel.

Figure 4-2067 Disconnect two connectors



Remove the formatter (SFP)

Follow these steps to remove the formatter.

NOTE: This procedure is for SFP models only.

1. Disconnect all of the connectors on the formatter.

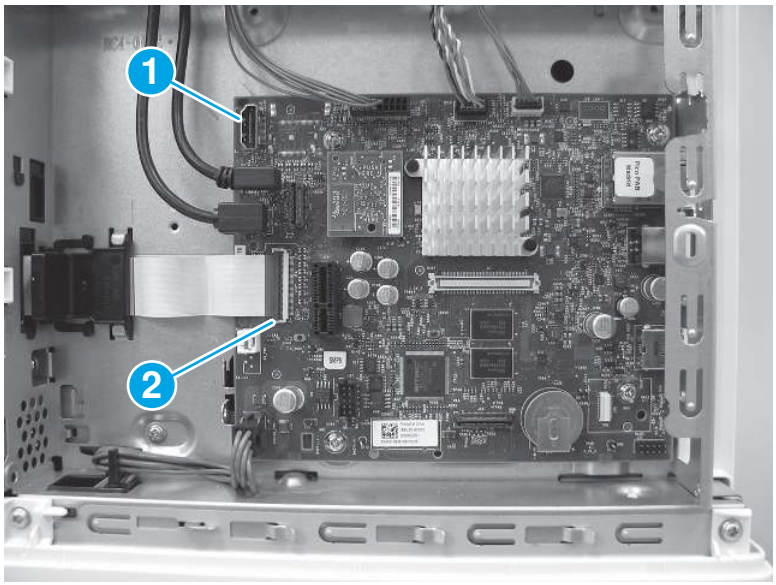
   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - M553n/dn and M552dn: J2 (callout 1; this is the touchscreen connector for the M553x and E55040 printers)
   - All models: J9 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J18 (this connector is empty unless the optional hard-disk drive is installed)
   - M553n/dn and M552dn: J25 (this is the wireless connector for the M553x and E55040 models)

- All models: J57
- All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

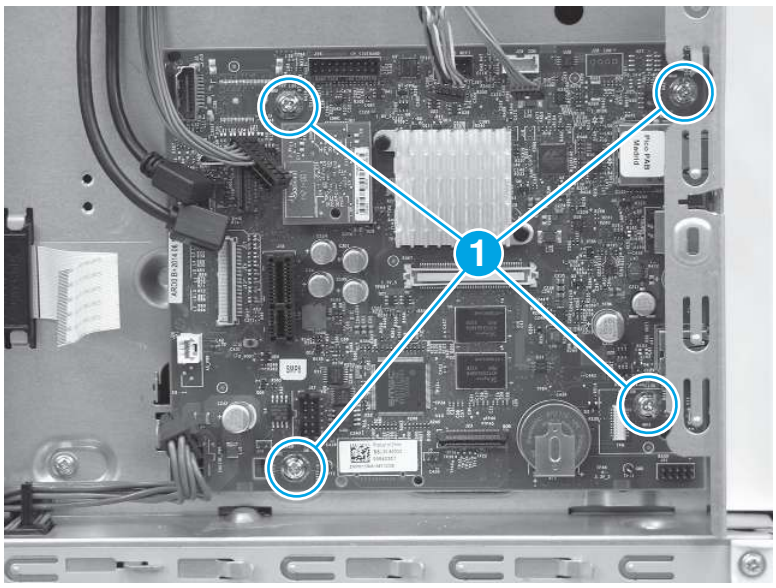
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-2068 Disconnect all connectors



2. Remove four screws (callout 1), and then remove the formatter..

Figure 4-2069 Remove four screws



Remove the hard-disk drive (HDD)

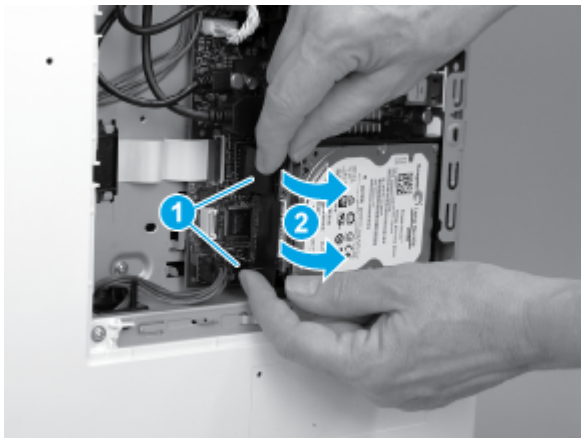
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-2070 **Release the HDD**



2. Slide the HDD away from the printer to remove it.

Figure 4-2071 **Remove the HDD**

Remove the fax PCA (fax models)

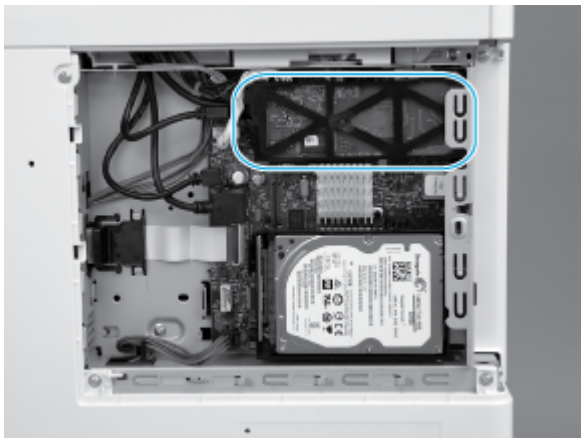
Follow these steps to remove the fax PCA (fax models).

CAUTION: ESD sensitive part.

NOTE: This procedure is for fax (or optionally installed fax) models only.

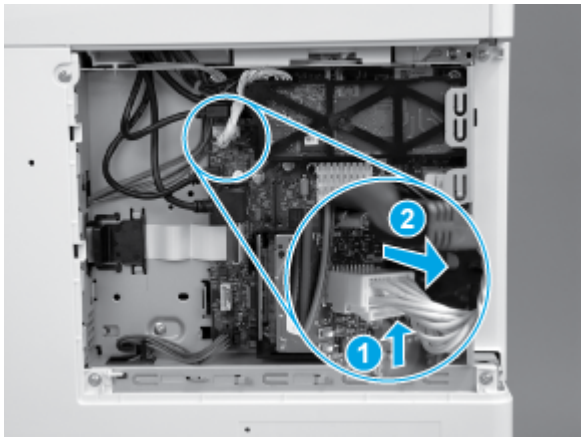
1. Locate the fax PCA component on the formatter.

Figure 4-2072 Locate the fax PCA



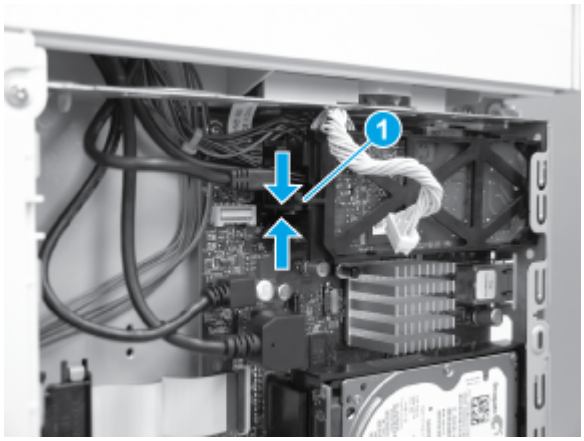
2. Release the connector latch (callout 1), and then pull the connector away from the formatter (callout 2) to disconnect it.

Figure 4-2073 Disconnect one connector



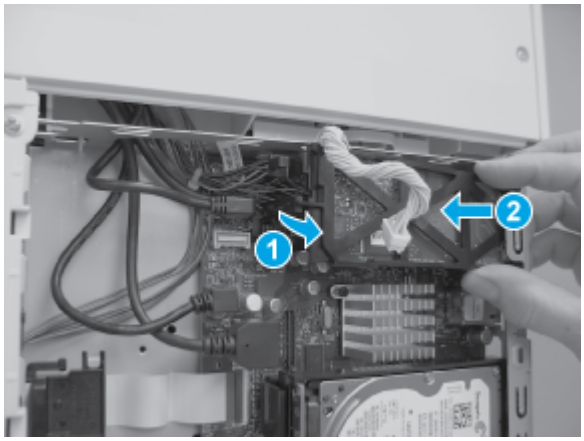
3. Release one retainer (callout 1) by pressing the bracket arms together.

Figure 4-2074 Release one latch



4. Rotate the end of the fax PCA (callout 1) away from the formatter, and then slide the PCA left (callout 2) to remove it.

Figure 4-2075 **Remove the fax PCA**



Remove the formatter (MFP)

Follow these steps to remove the formatter (MFP).

NOTE: This procedure is for MFP models only.

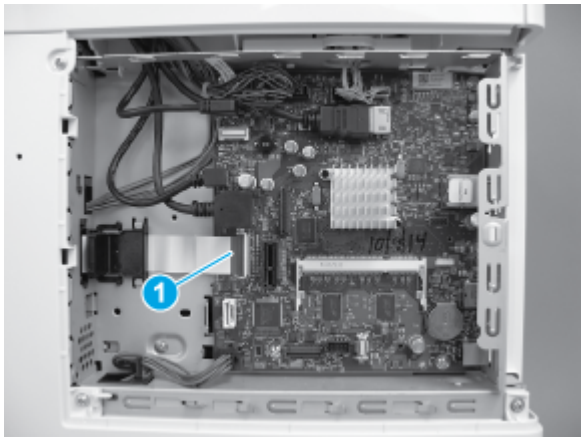
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - All models: J3
   - M577dn: J15 (this is the fax connector for the M577f/z/c models)
   - All models: J21 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J23
   - All models: J24
   - All models: J51
   - All models: J57
   - All models: J97
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

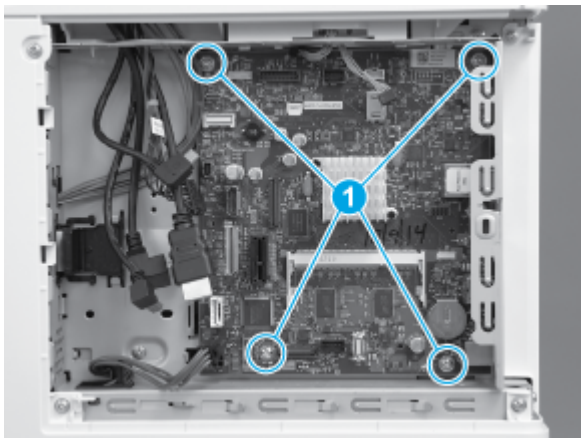
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-2076 Disconnect all connectors



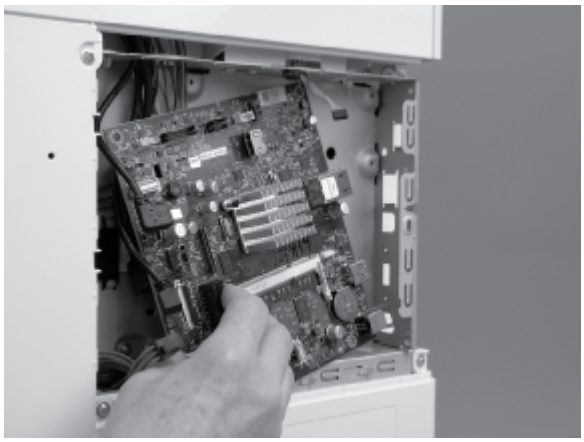
2. Remove four screws (callout 1).

Figure 4-2077 Remove four screws



3. Remove the formatter.

Figure 4-2078 Remove the formatter



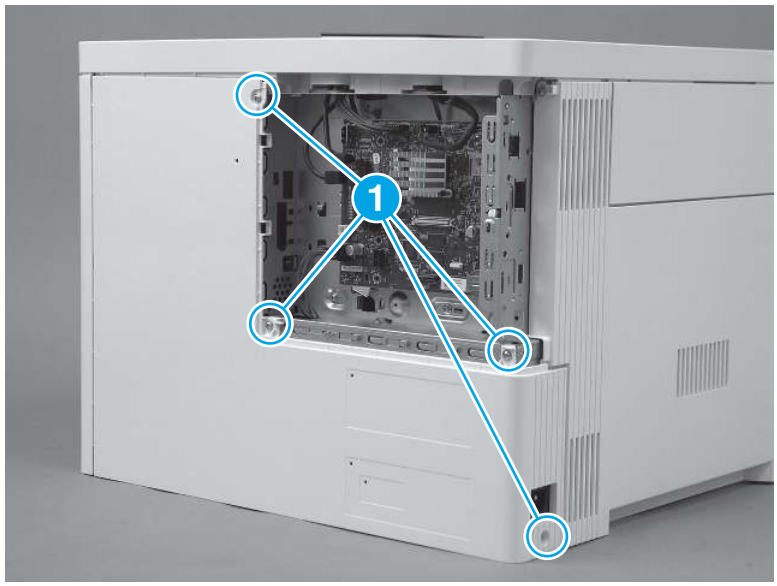
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

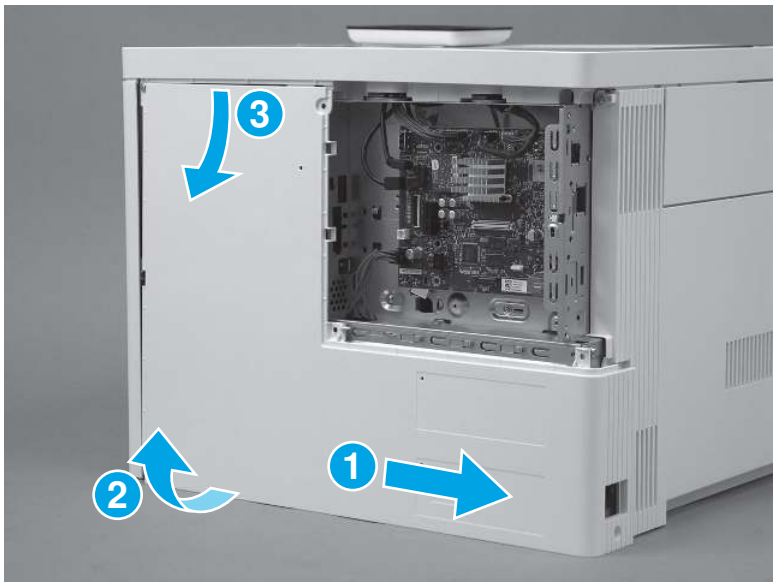
1. Remove four screws (callout 1).

Figure 4-2079 **Remove four screws**



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-2080 **Remove the cover**



Remove the rear upper cover (MFP)

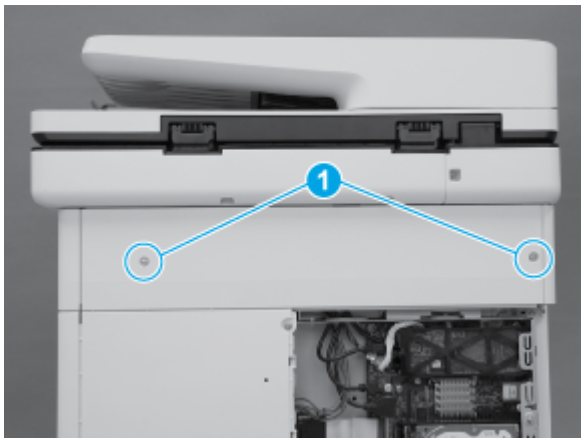
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

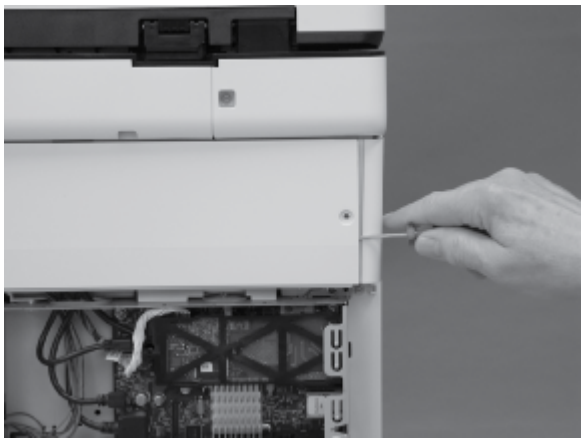
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-2081 Remove two screws



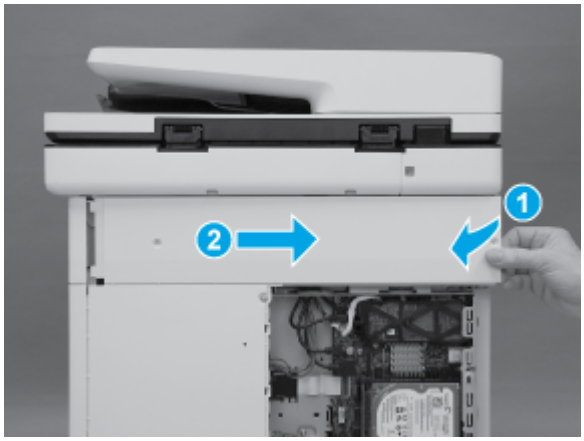
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-2082 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-2083 Slide the cover right



4. Remove the cover.

Figure 4-2084 Remove the cover

Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-2085 Remove four screws

2. Slide the cover to the right to remove it.

Figure 4-2086 Remove the cover

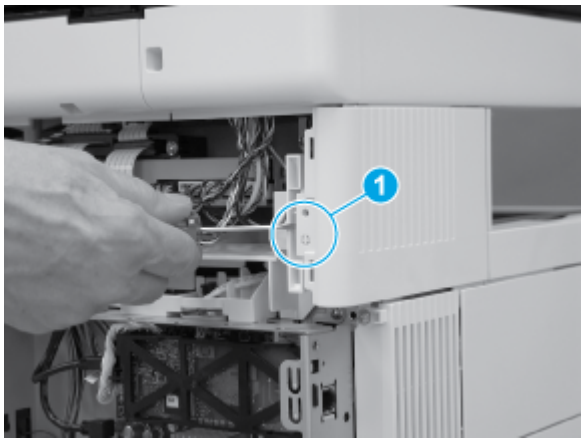
Remove the left upper cover (MFP)

Follow these steps to remove the left upper cover.

NOTE: This procedure is for MFP models only.

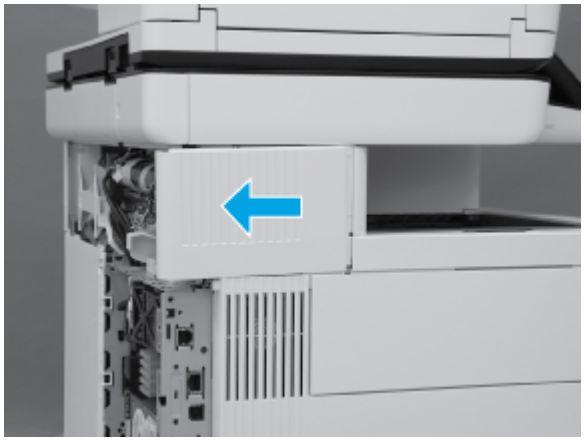
1. At the left side of the printer, release one tab (callout 1).

Figure 4-2087 Release one tab



2. Slide the left upper cover toward the back of the printer.

Figure 4-2088 Slide the cover back



3. Rotate the cover up to remove it.

Figure 4-2089 Remove the left upper cover

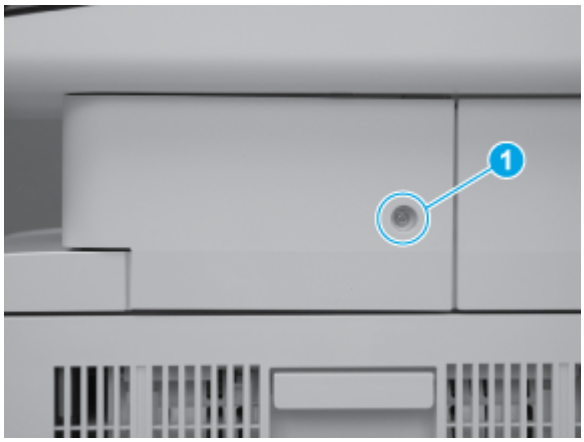
Remove the right front upper cover (MFP non-stapler models)

Follow these steps to remove the right front upper cover.

NOTE: This procedure is for non-stapler models only.

1. Remove one screw (callout 1).

Figure 4-2090 Remove one screw



2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-2091 Release two tabs

3. Rotate the front of the cover to the right to remove it.

Figure 4-2092 **Rotate the cover**

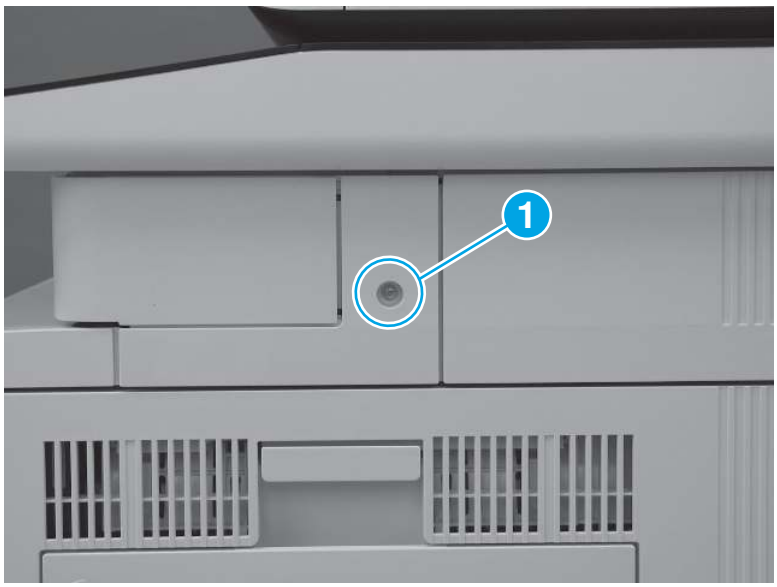
Remove the stapler cover (MFP stapler models)

Follow these steps to remove the stapler cover.

NOTE: This procedure is for stapler models only.

1. Remove one screw (callout 1).

Figure 4-2093 **Remove one screw**

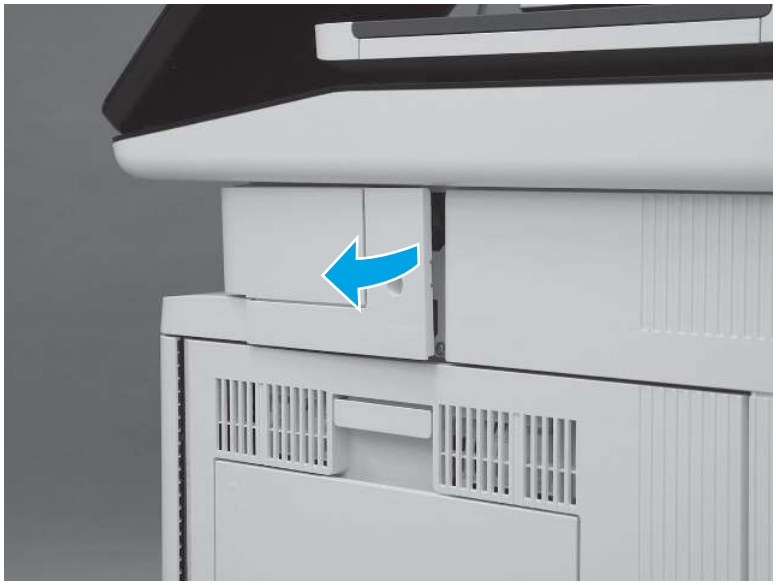


2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-2094 **Release two tabs**

3. Release the back edge of the cover.

Figure 4-2095 **Release the back edge of the cover**



4. Rotate the cover away from the printer to remove it.

Figure 4-2096 Remove the cover

Remove the integrated scanner assembly (ISA) (MFP)

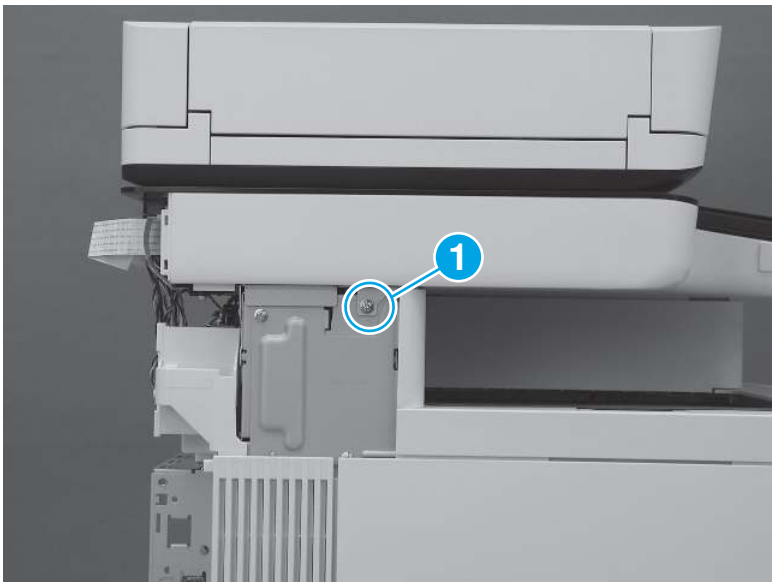
Follow these steps to remove the integrated scanner assembly (ISA).

NOTE: This procedure is for MFP models only.

NOTE: The ISA includes the document feeder, image scanner, scanner control board (SCB), control panel, keyboard (flow models) and NFC PCA (not all models).

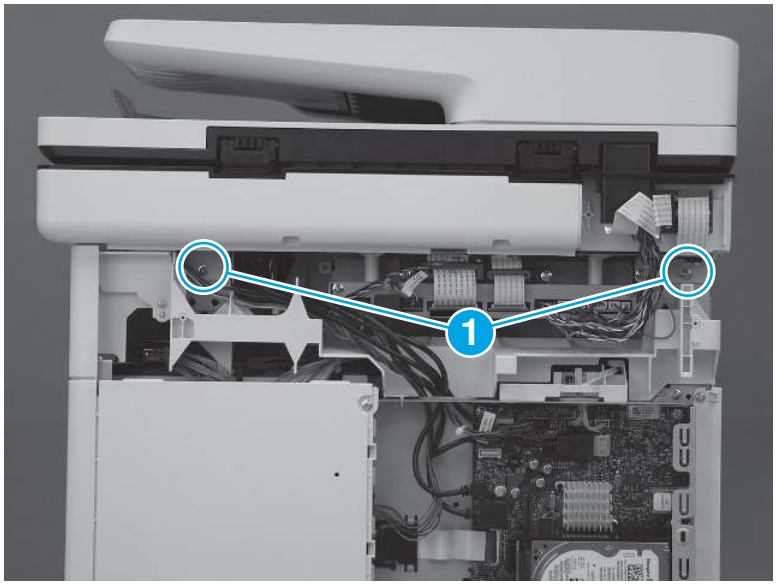
1. At the left side of the printer, remove one screw (callout 1).

Figure 4-2097 Remove one screw



2. At the back of the printer, remove two screws (callout 1).

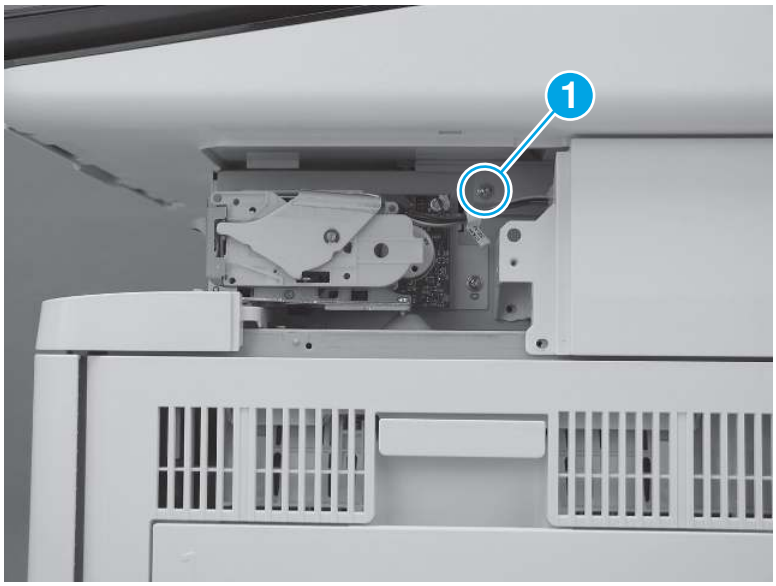
Figure 4-2098 Remove two screws



3. At the right side of the printer, remove one screw (callout 1).

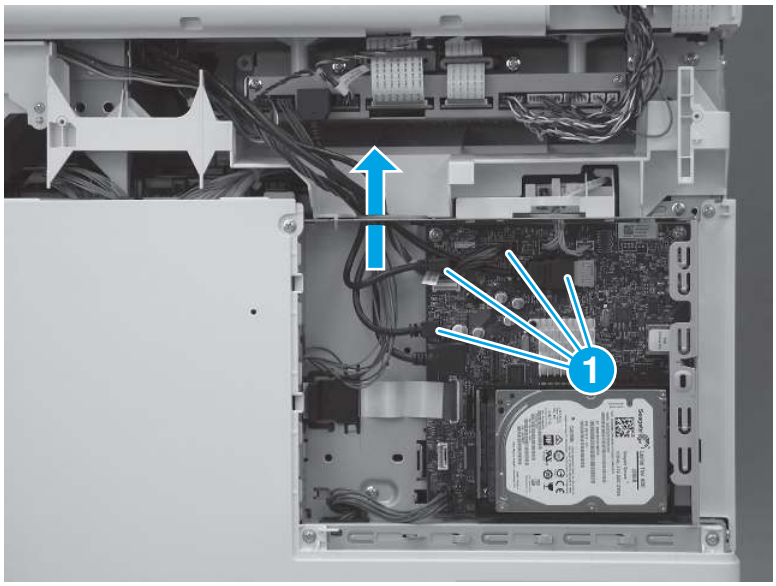
NOTE: The M577z is shown in the figure below. The procedure is correct for all MFP models.

Figure 4-2099 Remove one screw



4. Disconnect four connectors (callout 1) on the formatter, and then pass the wire harnesses and cables through the top opening in the formatter case (callout 2).

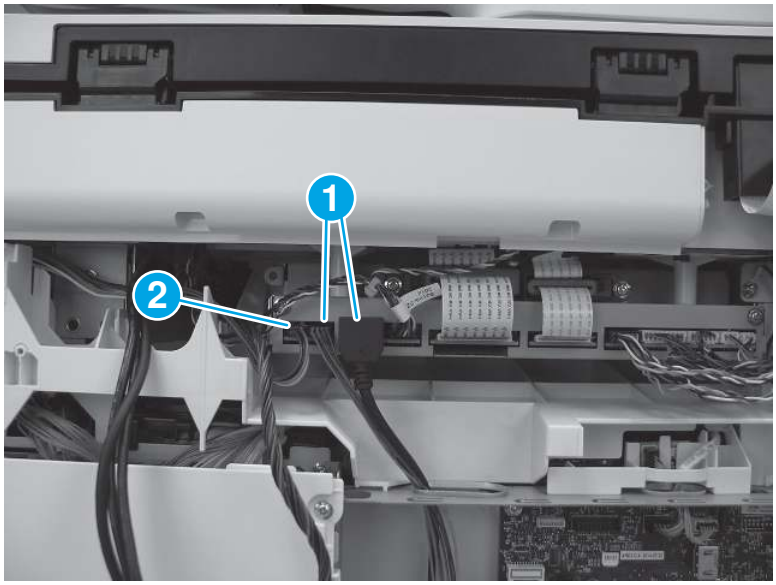
Figure 4-2100 **Disconnect cables and connectors**



5. Disconnect two connectors on the scanner control board (callout 1).

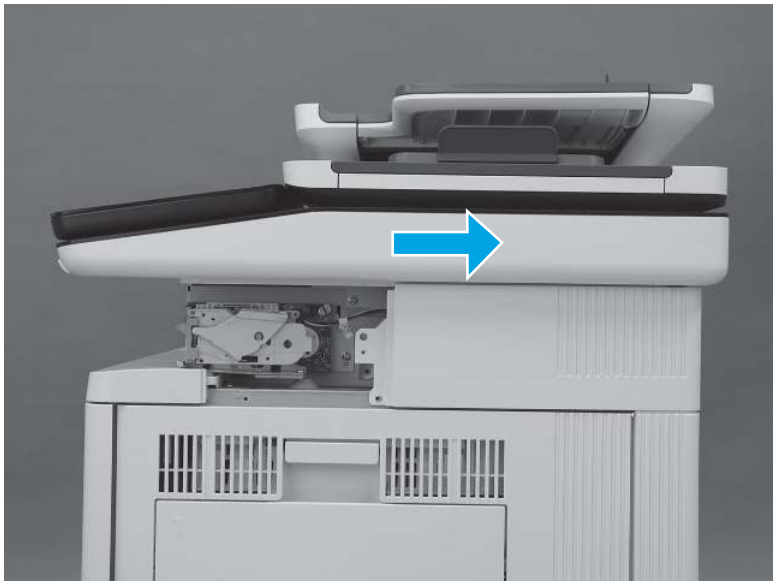
MFP stapler models: Disconnect one connector for the stapler on the scanner control board (callout 2).

Figure 4-2101 **Disconnect connectors**



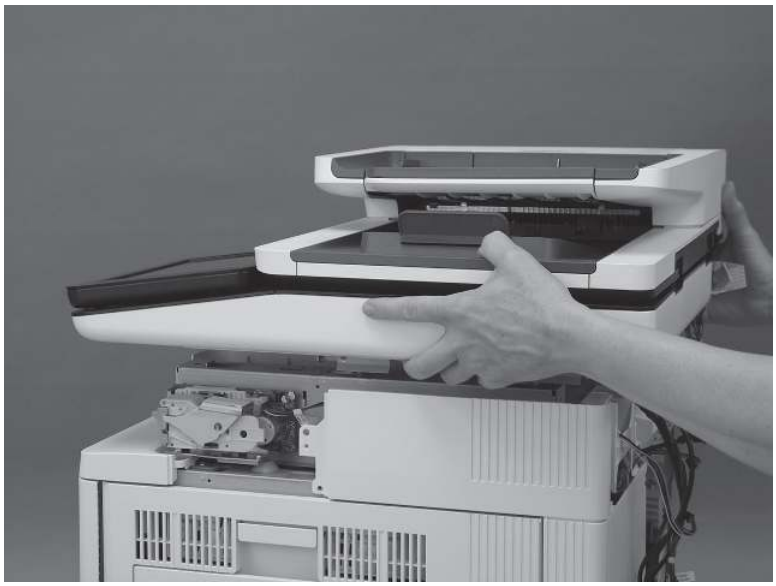
6. Slide the image scanner toward the back of the printer to release it.

Figure 4-2102 **Release the image scanner**



7. Lift the ISA straight up to remove it.

Figure 4-2103 **Remove the ISA**



Remove the right upper cover (MFP)

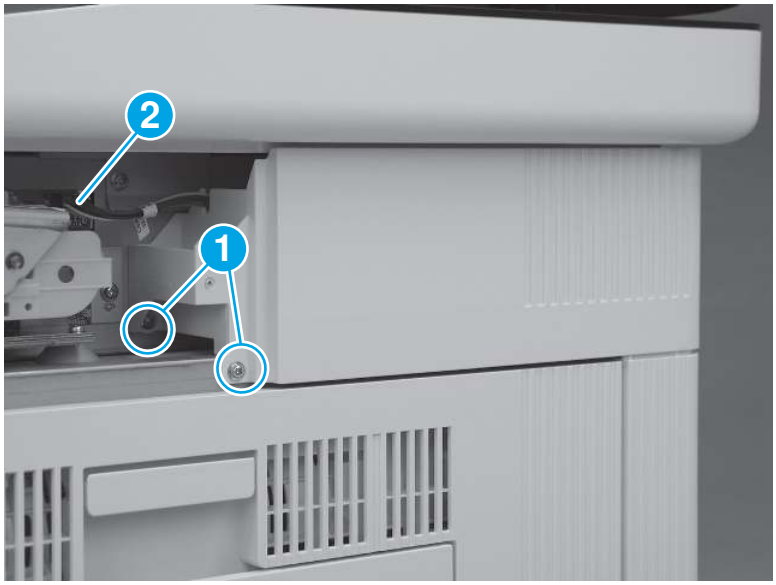
Follow these steps to remove the right upper cover.

NOTE: This procedure is for MFP models only.

1. At the right side of the printer, remove two screws (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

Figure 4-2104 Remove two screws and one connector

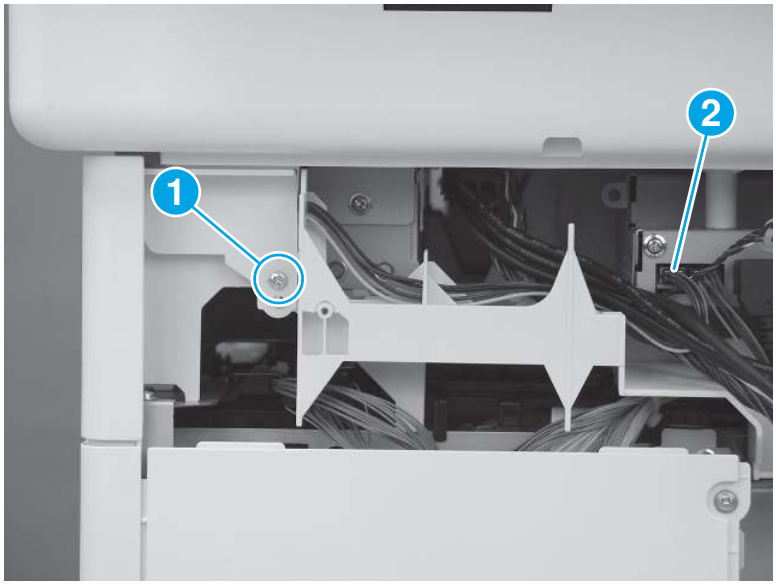


2. At the back of the printer, remove one screw (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

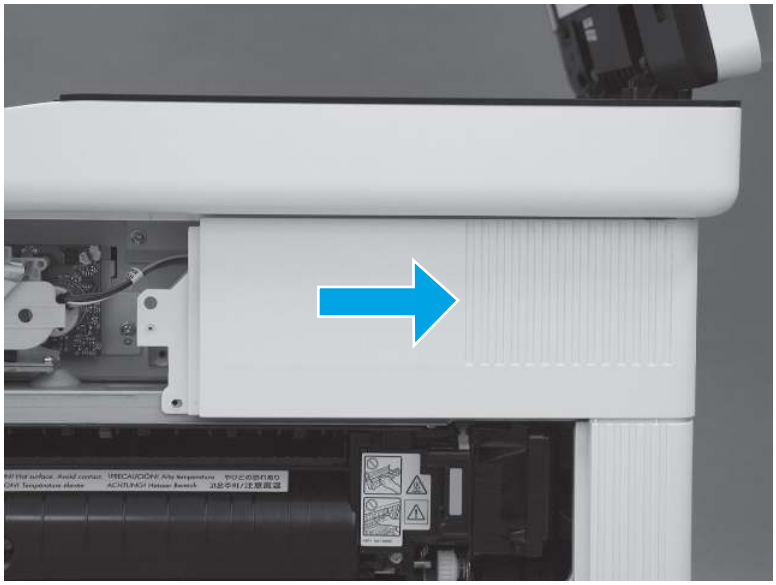
Reinstallation tip: This screw is smaller than the screws removed in the previous step. When reinstalling the right upper cover, make sure that this screw is installed in the correct position.

Figure 4-2105 Remove one screw and connector



3. Slide the cover toward the back of the printer.

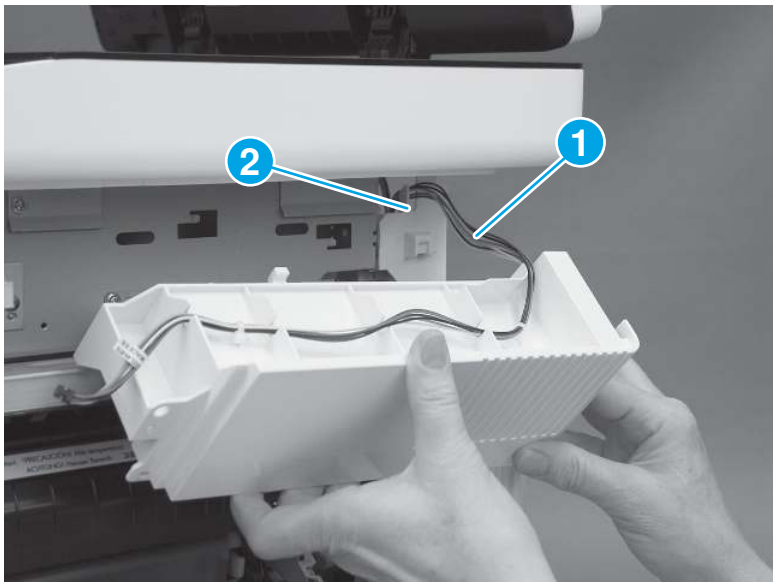
Figure 4-2106 **Slide the cover**



4. Lift the cover away from the printer to remove it.

M577/M578z: Release the cables (callout 1) through the slot (callout 2) in the printer.

Figure 4-2107 **Remove the cover**



Remove the left cover

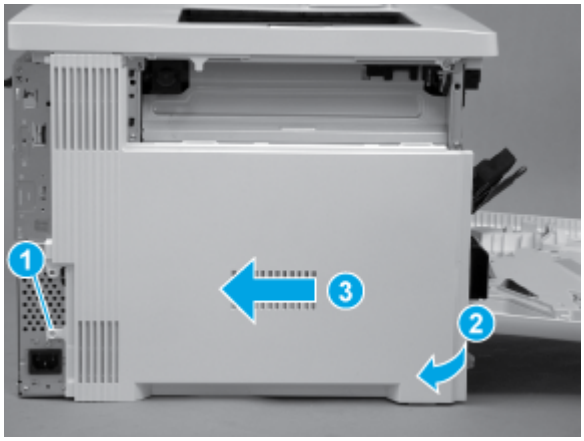
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-2108 Remove one screw

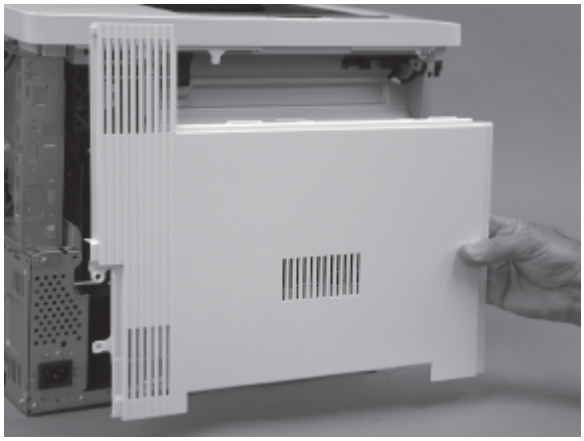
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-2109 Release the cover



3. Remove the cover.

Figure 4-2110 Remove the cover



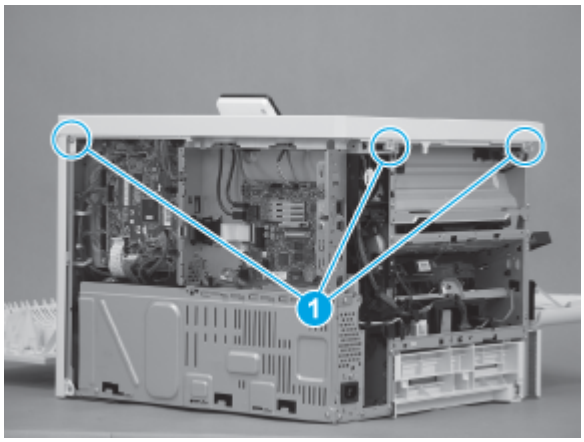
Remove the upper cover (SFP)

Follow these steps to remove the upper cover.

NOTE: This procedure is for SFP models only.

1. Remove three screws (callout 1).

Figure 4-2111 **Remove three screws**



2. Remove one screw (callout 1), release one tab (callout 2), and then slightly separate the corner of the cover from the chassis.

NOTE: This is a self-tapping plastic-thread screw. Make sure that this screw is used in this location when it is reinstalled.

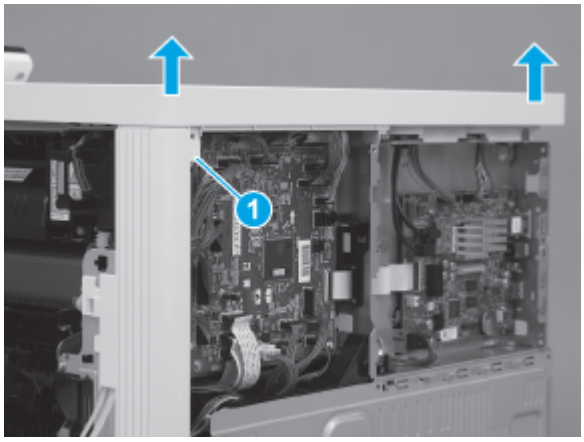
Figure 4-2112 **Remove one screw and release one tab**

3. Release one tab (callout 1), and then lift up on the cover to release it.

IMPORTANT: **M554 models**: Disconnect the control-panel flat cable at the formatter.

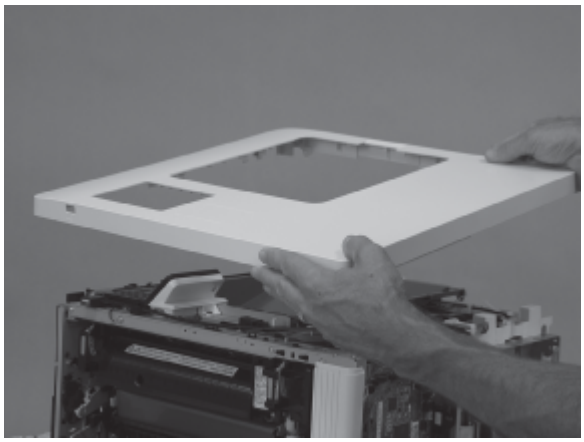
NOTE: If the cover does not release, check for addition tabs by locating the triangles embossed in the cover at tab locations.

Figure 4-2113 Release the cover



4. Remove the cover.

Figure 4-2114 Remove the cover



Remove the right rear cover

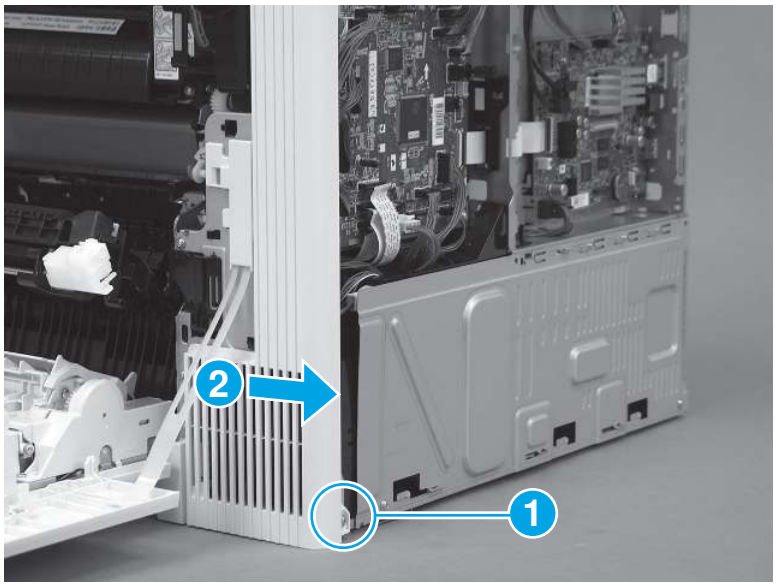
Follow these steps to remove the right rear cover.

NOTE: The figures in this topic show a SFP model. However, the procedure is correct for an MFP.

1. Remove one screw (callout 1), and then slide the cover toward the rear of the printer (callout 2) to release it.

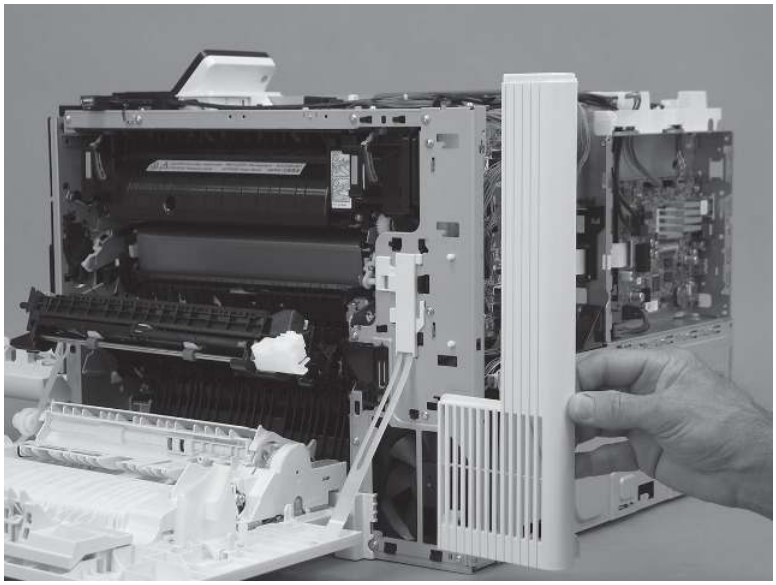
TIP: If the right door is closed, open it now.

Figure 4-2115 Release the cover



2. Remove the cover.

Figure 4-2116 Remove the cover

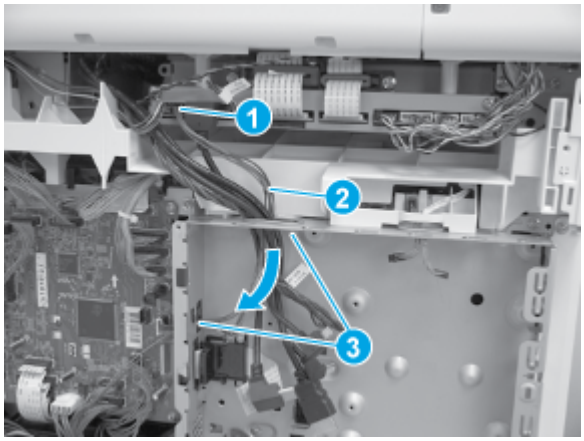


Remove the formatter case

Follow these steps to remove the formatter case.

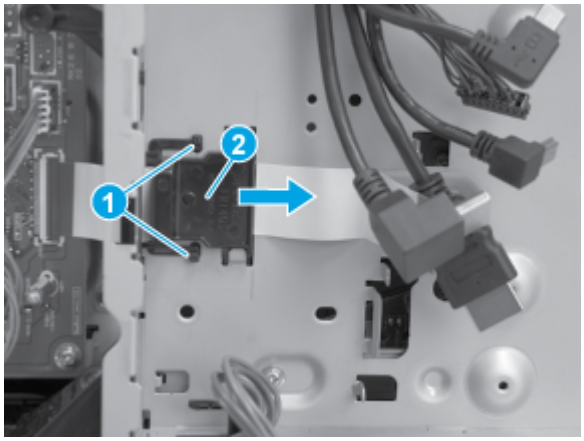
1. **MFP only:** Disconnect one connector (callout 1), and then pass the wire harness (callout 2) through two openings in the formatter case (callout 3).

Figure 4-2117 **Disconnect one connector**



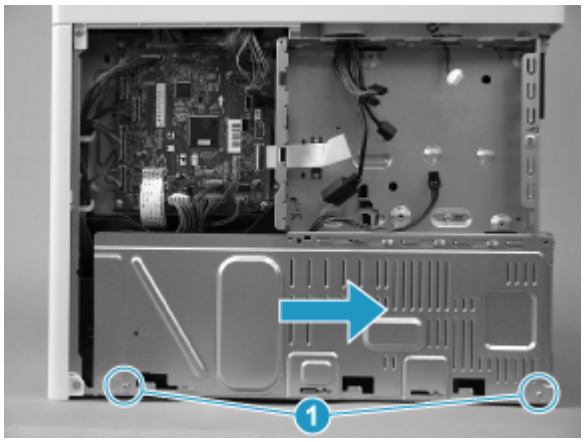
2. Release two tabs (callout 1) on the black plastic bracket. Hold the tabs in the released position, and then slide the bracket (callout 2) to the right to remove it from the formatter case.

Figure 4-2118 **Remove the bracket**



3. Remove two screws (callout 1), and then slide the low-voltage power supply (LVPS) cover to the right to remove it.

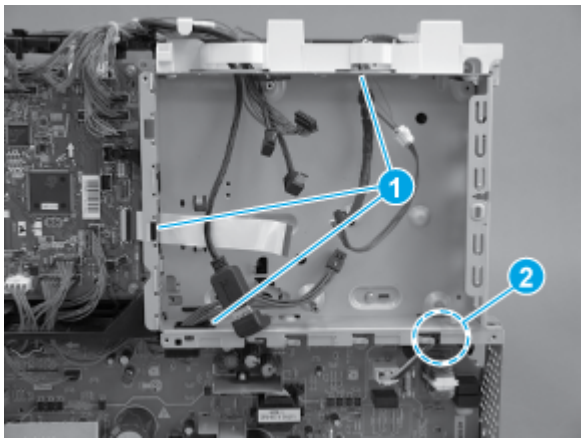
Figure 4-2119 **Remove the LVPS cover**



4. Pass two wire harnesses and one flat cable (callout 1) through the opening in the formatter case, and then release one wire harness from the retainer (callout 2).

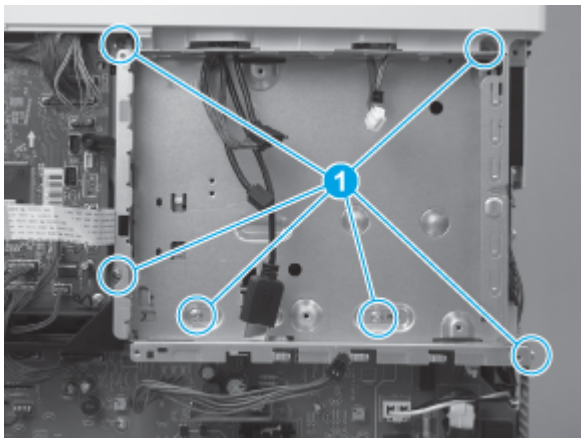
⚠ CAUTION: The flat cable might be attached to the formatter case with double-sided tape. Make sure that this tape is released, so that the flat cable is not damaged when the formatter case is removed.

Figure 4-2120 Release wire harnesses and flat cable



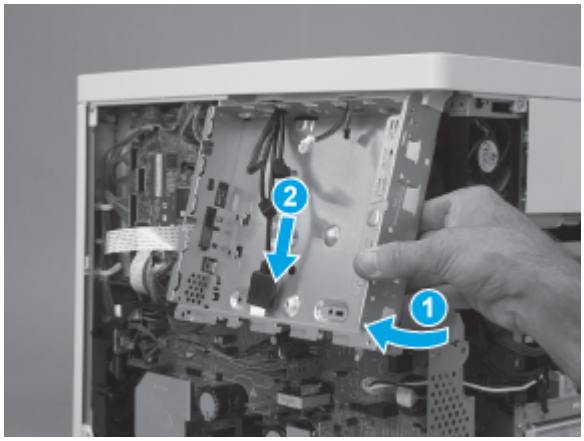
5. Remove six screws (callout 1).

Figure 4-2121 Remove six screws



6. Rotate the bottom of the formatter case away from the printer (callout 1), and then pull it down (callout 2) to release it.

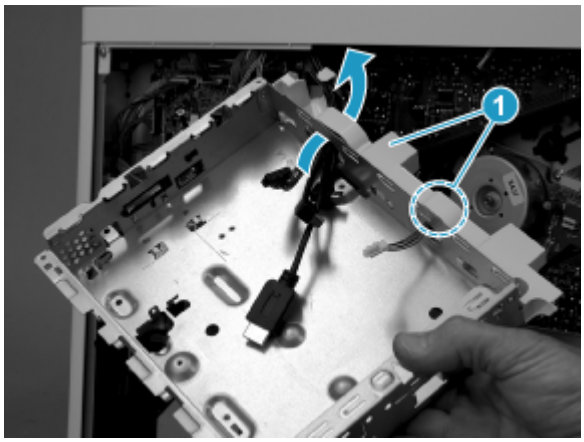
Figure 4-2122 Release the formatter case



7. Pass the wire harnesses through the opening in the formatter case to remove it.

IMPORTANT: If the formatter case is removed so that it can be replaced, make sure to transfer the memory PCA (island of data) and plastic bracket (callout 1) to the replacement case.

Figure 4-2123 Remove the formatter case

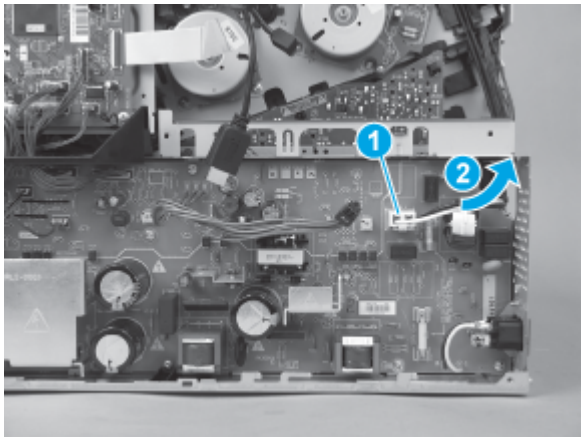


Remove the low-voltage power supply (LVPS)

Follow these steps to remove the low-voltage power supply (LVPS).

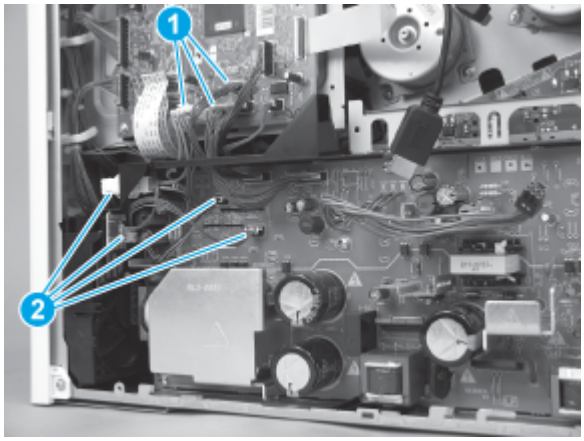
1. Disconnect one wire harness (callout 1), and then pass the wire harness through the opening (callout 2) in the chassis.

Figure 4-2124 Disconnect one wire harness



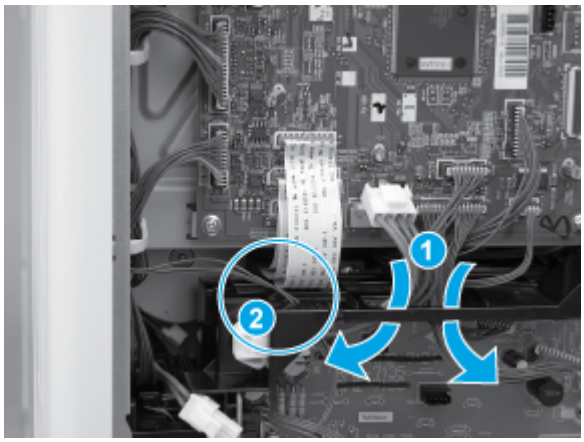
2. Disconnect three connectors on the DC controller (callout 1), and then disconnect four connectors (callout 2) on the LVPS.

Figure 4-2125 Disconnect seven connectors



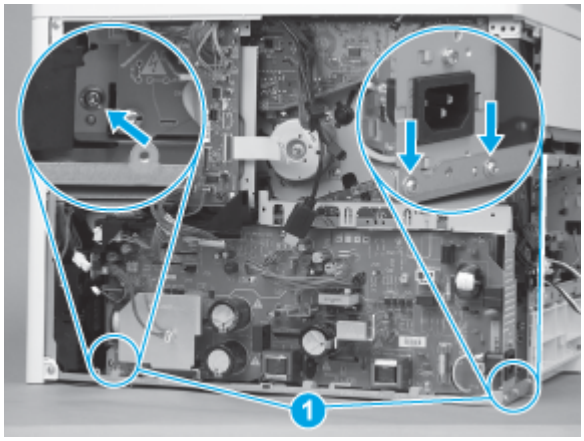
3. Pass the wire harnesses from the DC controller to the LVPS through the opening in the chassis (callout 1), and then release the wire harnesses from the retainer (callout 2).

Figure 4-2126 Pass the wire harnesses through the opening



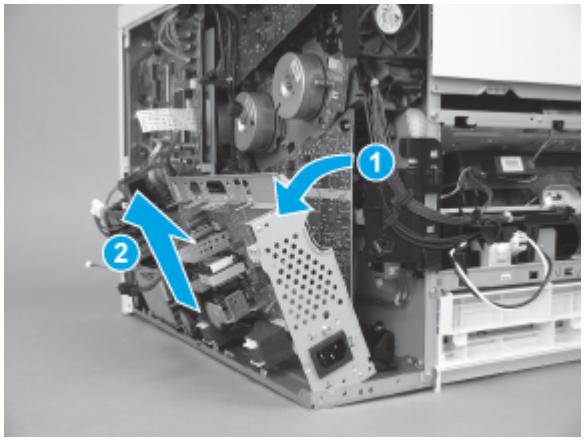
4. Remove three screws (callout 1).

Figure 4-2127 **Remove three screws**



5. Rotate the top of the LVPS away from the printer (callout 1), and then slide it up and out (callout 2) of the printer to remove it.

Figure 4-2128 **Remove the LVPS**

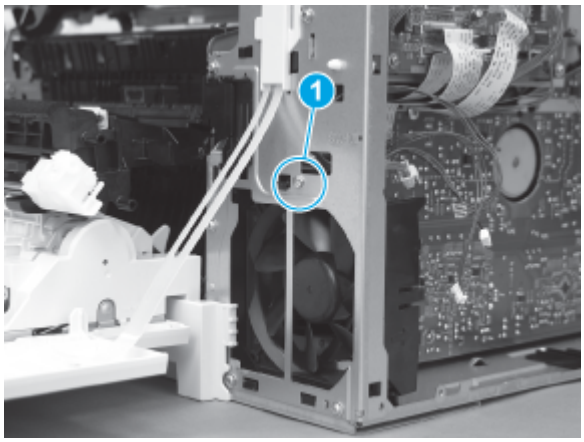


Remove the power supply fan (FM1)

Follow these steps to remove the power supply fan.

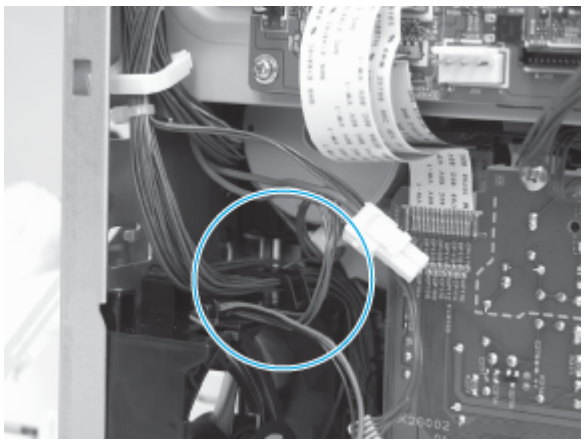
1. Remove one screw (callout 1).

Figure 4-2129 **Remove one screw**



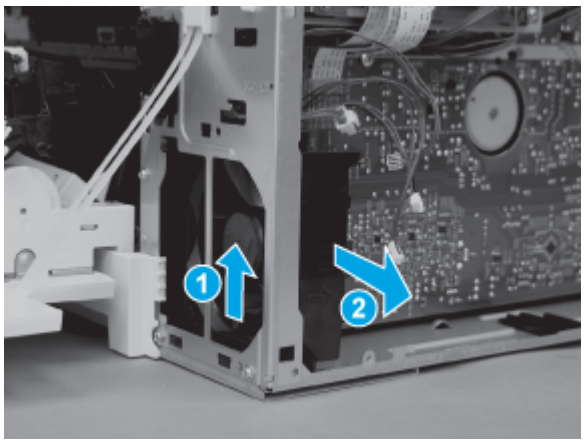
2. Release the wire harnesses from the retainer on the top of the fan bracket.

Figure 4-2130 **Release the wire harnesses**



3. Lift the fan up (callout 1), and then slide it out of the printer (callout 2) to remove it.

Figure 4-2131 **Remove the fan**

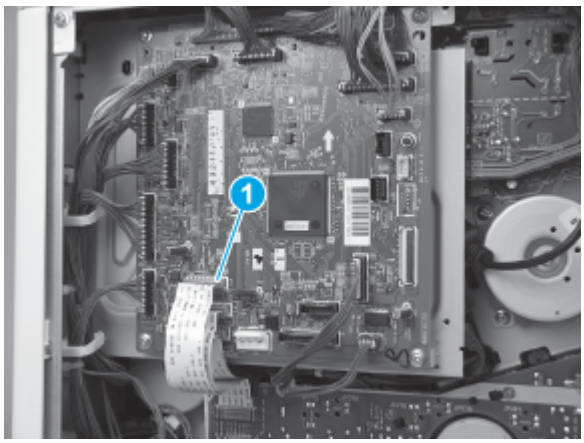


Remove the high-voltage power supply D (HVPSD)

Follow these steps to remove the high-voltage power supply D (HVPSD).

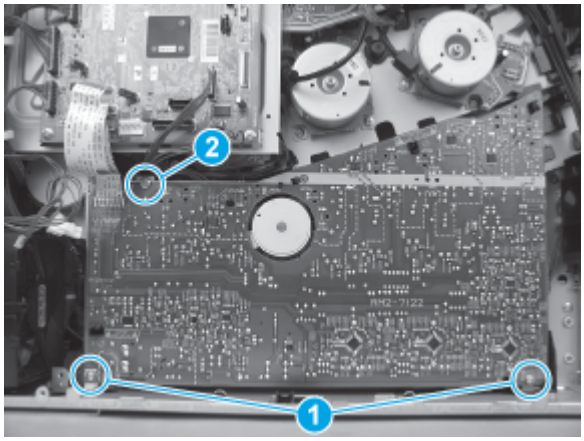
1. Disconnect one flat cable (callout 1) on the DC controller.

Figure 4-2132 **Disconnect one flat cable**



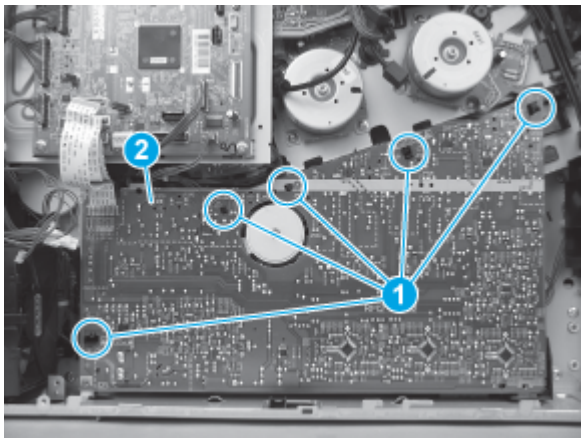
2. Remove two screws (callout 1), and then remove one self tapping screw (callout 2) on the HVPSD.

Figure 4-2133 **Remove three screws**



3. Release five tabs (callout 1), and then remove the HVPSD (callout 2).

Figure 4-2134 Remove the HVPSD

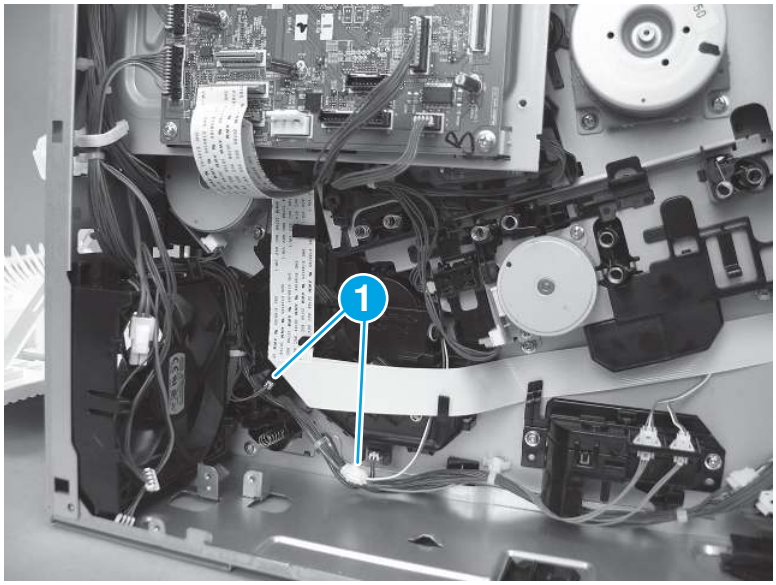


Remove the auto close assembly

Follow these steps to remove the auto close assembly.

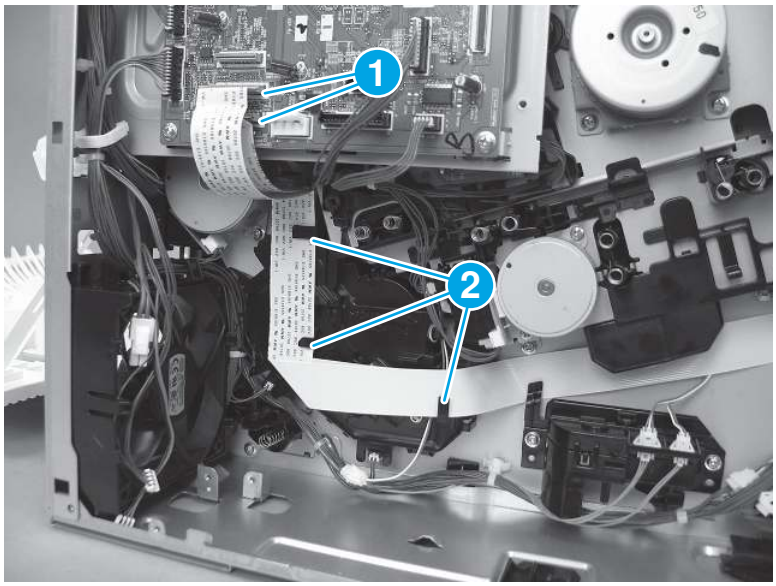
1. Disconnect two connectors (callout 1).

Figure 4-2135 Disconnect two connectors



2. Disconnect two flat cables (callout 1), and then release them from the retainers (callout 2).

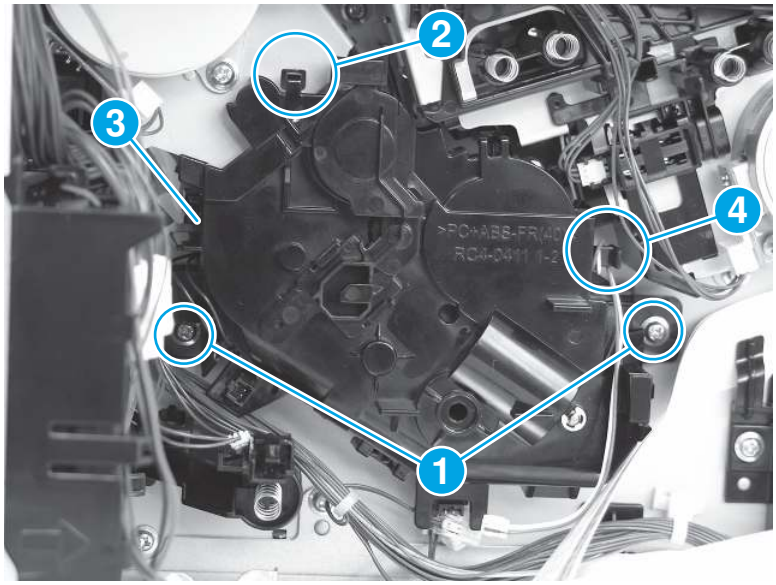
Figure 4-2136 **Disconnect two flat cables**



3. Remove two screws (callout 1), release one tab (callout 2), and then remove the lifter drive assembly (callout 3).

NOTE: Release one wire harness from the retainer (callout 4) as the assembly is removed.

Figure 4-2137 **Remove the assembly**



Remove the DC controller (DCC) and sheet-metal bracket

Follow these steps to remove the DC controller and sheet-metal bracket together.

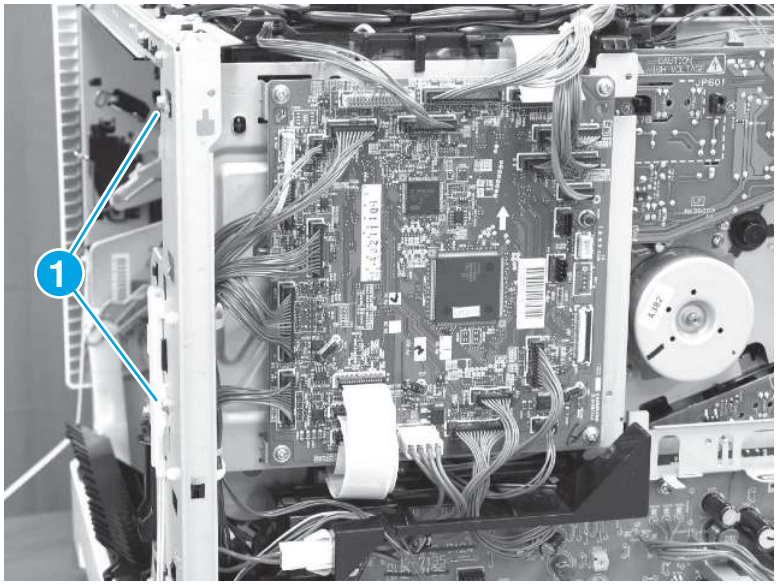
NOTE: ESD sensitive part.

1. Disconnect all of the connectors, and then remove two screws (callout 1).

   Empty DCC connectors

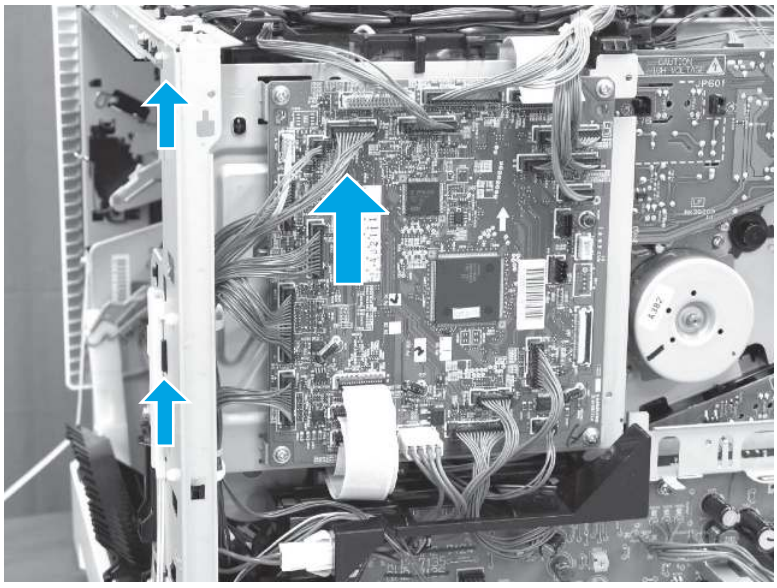
   - J140
   - J141
   - J143

   Figure 4-2138 Remove two screws

2. Lift up on the DC controller and sheet-metal plate to remove it.

   Figure 4-2139 Remove the plate

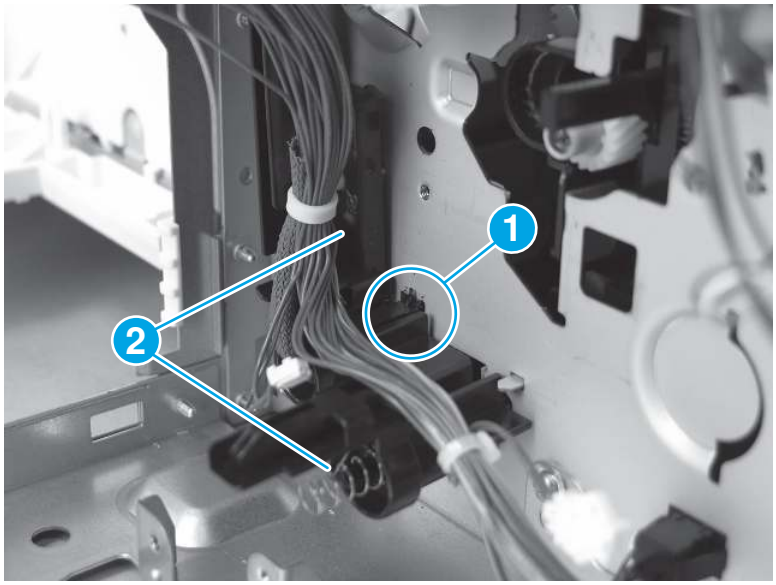
   

Remove the pickup drive assembly and motor (M5)

Follow these steps to remove the pickup drive assembly and motor.

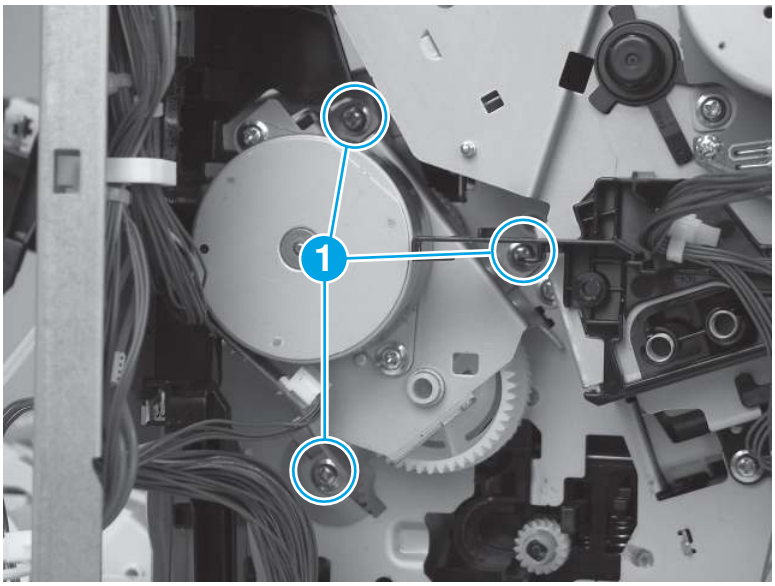
1. Release one tab (callout 1), and then move the guide (callout 2) out of the way.

Figure 4-2140 **Move the guide out of the way**



2. Remove three screws (callout 1).

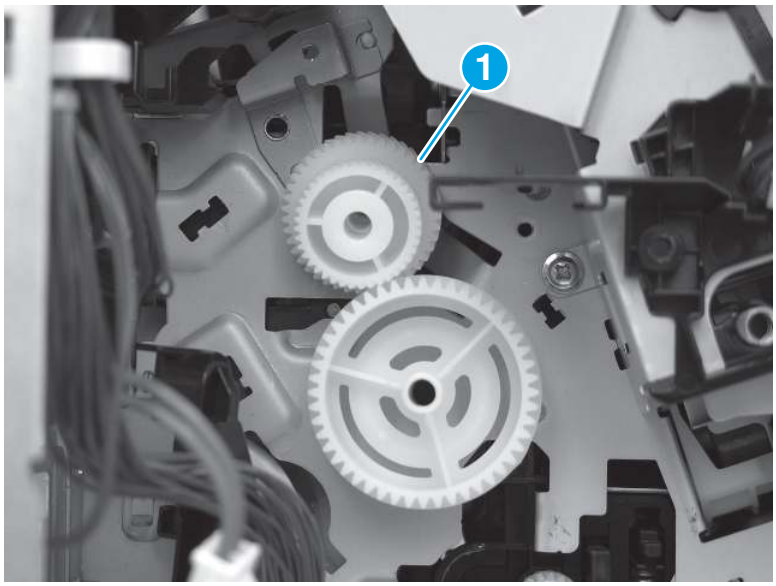
Figure 4-2141 **Remove three screws**



3. Remove the assembly.

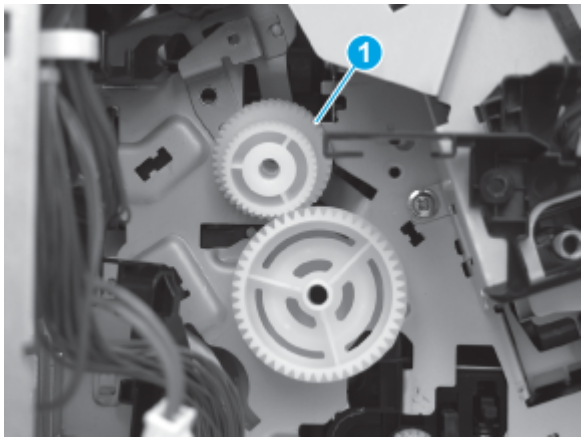
⚠ CAUTION: One gear on the back side of the assembly is not captive. Handle the assembly carefully.

Figure 4-2142 Remove the assembly



4. If the gear (callout 1) was not removed with the assembly in the previous step, remove it now.

Figure 4-2143 Remove the gear if installed



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Registration assembly

Learn about removing and replacing the registration assembly.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-81 Part information

Part number	Part description
RM2-0093-000CN	Registration assembly (M553n)
RM2-0018-000CN	Registration assembly (M552, M553dn/x, M554, M555, M577, M578, E55040, E57540)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the secondary transfer assembly

Follow these steps to remove the secondary transfer assembly.

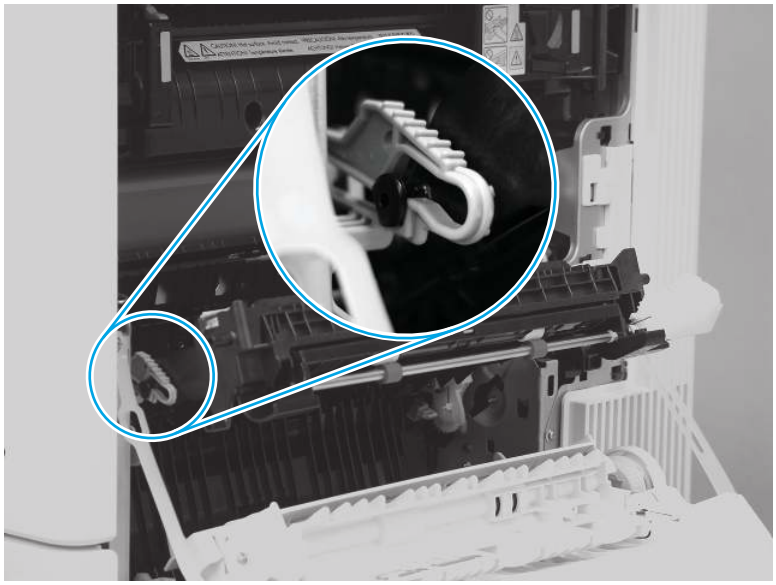
1. Open the right door.

Figure 4-2144 Open the right door

2. Release the blue arm, and then let the secondary transfer assembly rotate down to the half-way open position.

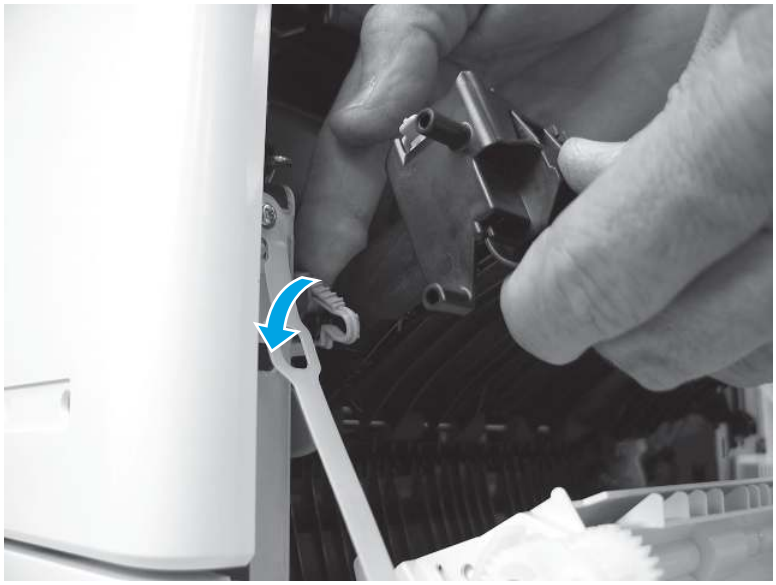
NOTE: The assembly should stop at the halfway down point—the pin will stop at the notch in the slot in the blue arm.

Figure 4-2145 Release the secondary transfer roller assembly



3. Carefully flex the top portion of the blue arm—as shown in the figure—to start to disengage it from the pin.

Figure 4-2146 Carefully flex the top portion of the blue arm



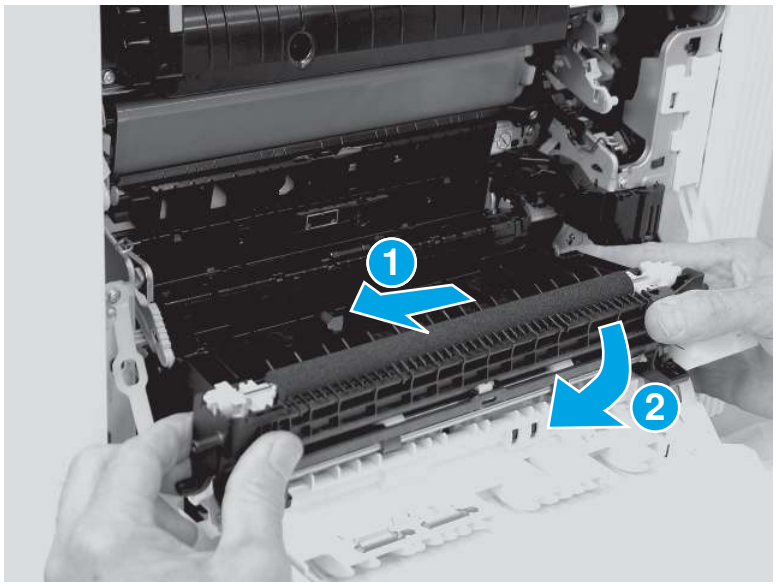
4. Continue to flex the blue arm until it disengages from the pin.

Figure 4-2147 Disengage the blue arm and pin

5. Slide the assembly toward the front of the printer to release it (callout 1), and then rotate it down and away from the printer to remove it (callout 2).

Reinstallation tip: Before removing the assembly, take note of where the assembly hinge pins fit into the holes provided in the printer.

Figure 4-2148 Remove the secondary transfer roller assembly



Remove the ITB

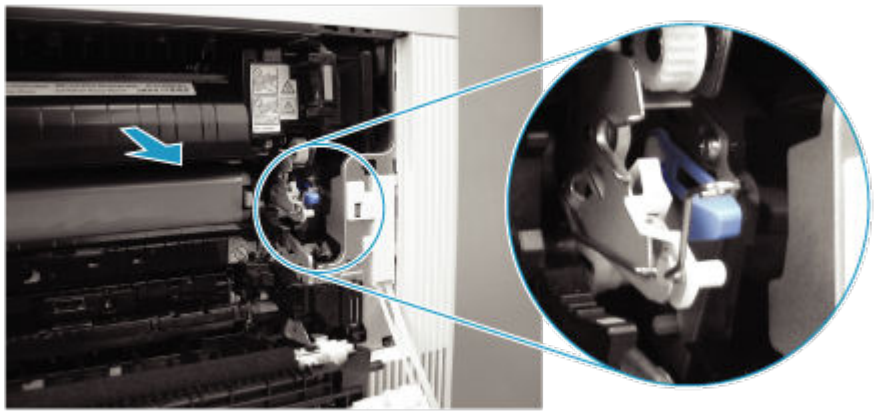
Follow these steps to remove the ITB.

1. Open the right door.

Figure 4-2149 **Open the right door**

2. Pull the blue lever to release the ITB drive coupling.

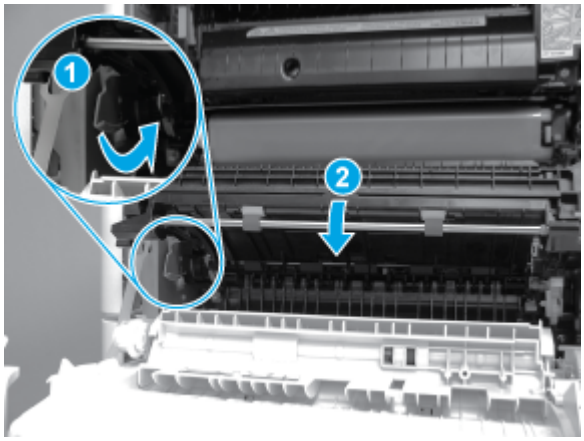
Figure 4-2150 **Release the ITB drive coupling**



3. Push in on the blue arm to release the secondary transfer roller assembly, and then completely lower the assembly.

NOTE: Press the blue arm on the secondary transfer roller assembly a second time to release the roller assembly when it stops at the halfway open position.

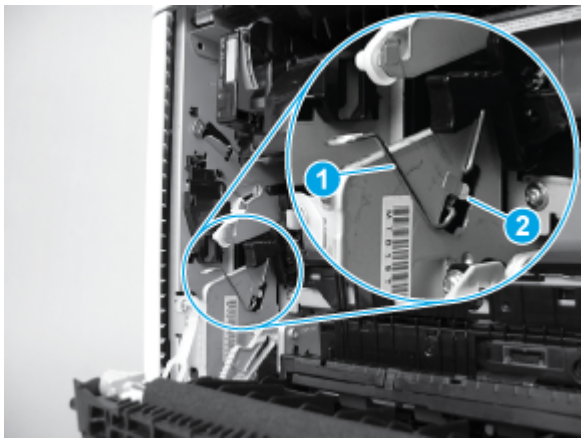
Figure 4-2151 Lower the secondary transfer roller assembly



4. Release the left-side ITB spring (callout 1) from the tab (callout 2).

NOTE: For late production M552/M553/E55040/E57540 printers and all M554/M555/M578 printers, this ITB spring is not installed.

Figure 4-2152 Release the front-side ITB spring

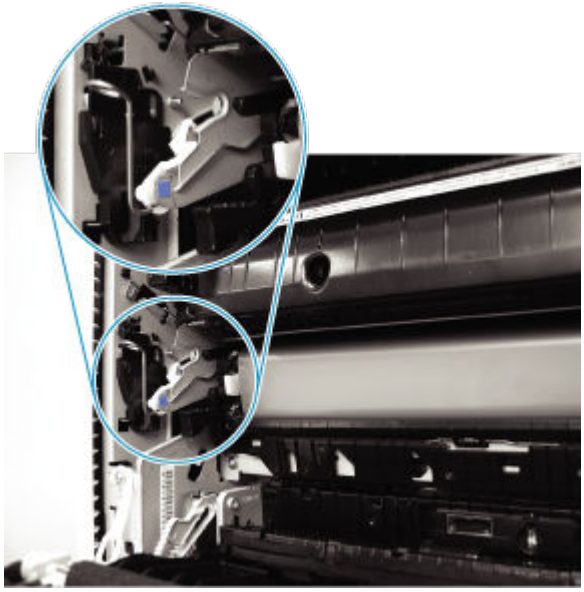


5. Place the left-side ITB spring on the holder to keep it out of the way.

NOTE: For late production M552/M553/E55040/E57540 printers and all M554/M555/M578 printers, this ITB spring is not installed.

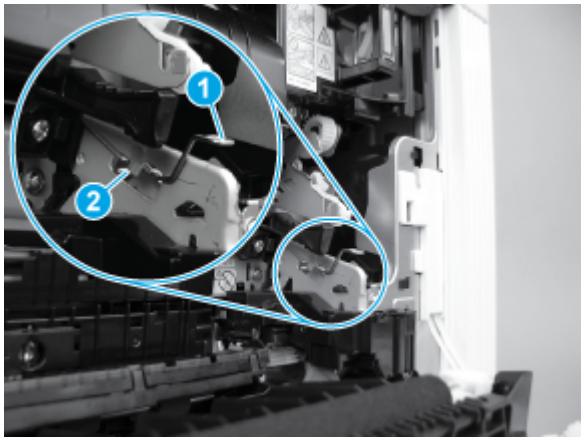
TIP: The holder is colored blue to help locate it.

Figure 4-2153 Place the spring on the holder



6. Release the right-side ITB spring (callout 1) from the tab (callout 2).

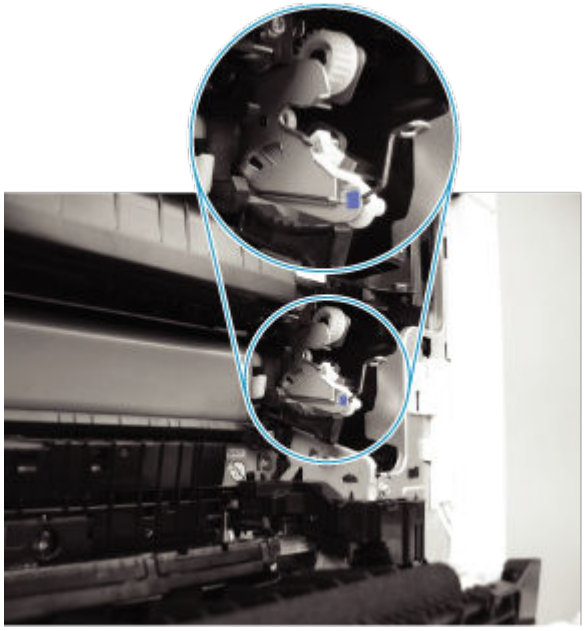
Figure 4-2154 Release the rear-side ITB spring



7. Place the right-side ITB spring on the holder to keep it out of the way.

TIP: The holder is colored blue to help locate it.

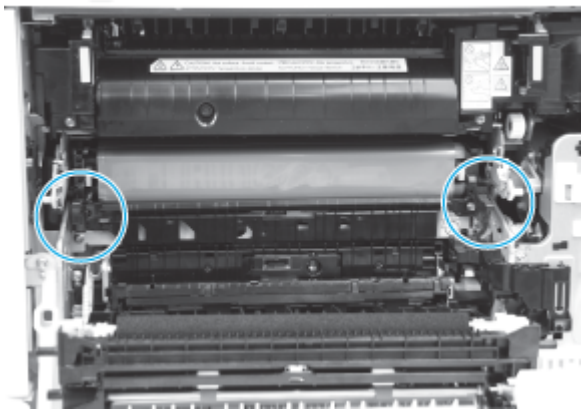
Figure 4-2155 Place the spring on the holder



8. Grasp the two blue handles on the ITB.

⚠ CAUTION: If the ITB is removed to access other assemblies in the printer, use care. The ITB is a sensitive assembly. Be careful when handling the ITB so that it is not damaged. Always place the ITB in a safe and protected location.

Figure 4-2156 Grasp the ITB handles



9. Pull the ITB out of the printer to remove it.

⚠ CAUTION: Do not touch the gray plastic belt. Skin oils and fingerprints on the belt can cause print-quality problems.

Figure 4-2157 **Remove the ITB**

Remove Tray 2

Learn about removing Tray 2.

NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

The figures in this section show Tray 2. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5. Always carefully read the instructions that accompany the figures.

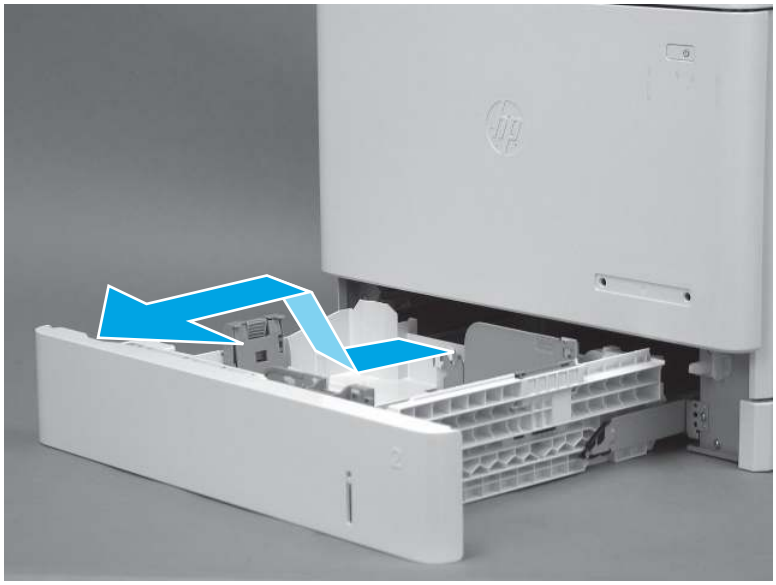
1. Pull the tray out until it stops.

Figure 4-2158 **Pull the tray out**

2. Lift the front of the tray, and then pull it out of the printer to remove it.

NOTE: **For a replacement tray:** If the tray has Fixed Tray Guides installed and are still required, move hardware to new tray. If necessary, order new kit: 3GY25-67901 Kit - Fixed Tray Guide. Only one kit required per engine.

Figure 4-2159 Remove the tray



Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-2160 Open the front door

2. Open the TCU.

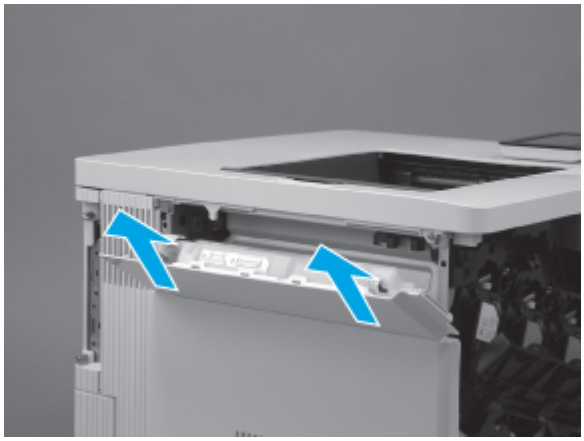
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-2161 Open the TCU

3. Pull the TCU away from the printer at an angle to remove it.

⚠ CAUTION: Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-2162 Remove the TCU

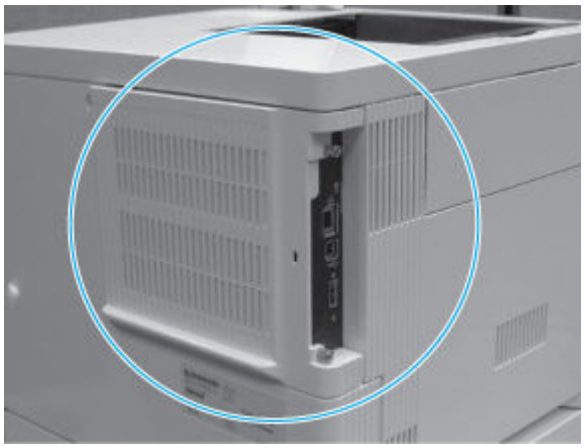


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

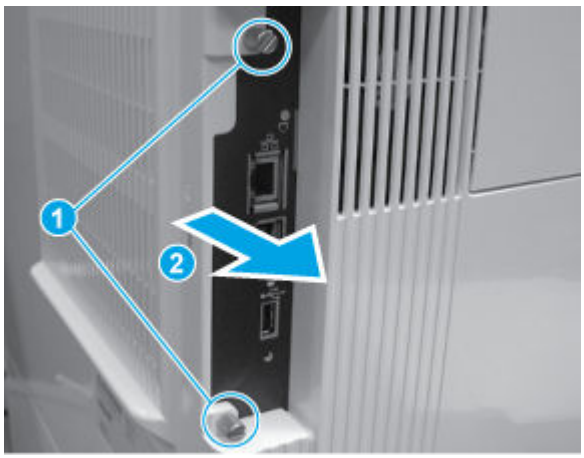
Figure 4-2163 Locate the formatter cover



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-2164 Loosen the thumbscrews



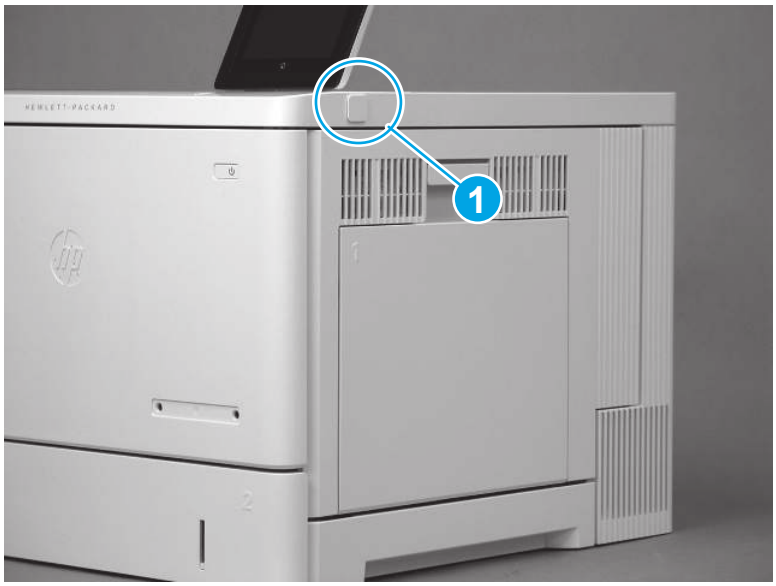
Remove the USB cover (SFP)

Follow these steps to remove the USB cover.

NOTE: This procedure is for SFP models only.

1. Locate the USB cover (callout 1).

Figure 4-2165 **Locate the USB cover**



2. Pull the cover off of the printer to remove it.

Figure 4-2166 **Remove the cover**

Remove the control panel (M553x/M555/E55040)

Follow these steps to remove the control panel.

NOTE: This procedure is for the M553x/M555/E55040 printers only.

M555 models: Removing the control panel is similar to the procedure below. For the M555, a flat cable connects the control panel to the formatter.

1. Tilt the control panel up.

Figure 4-2167 Tilt the control panel up

2. Use the small flat-blade screwdriver supplied in this kit to release the control-panel screws cover tabs.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-2168 Release the control-panel screws cover tabs

3. Rotate the cover up to remove it.

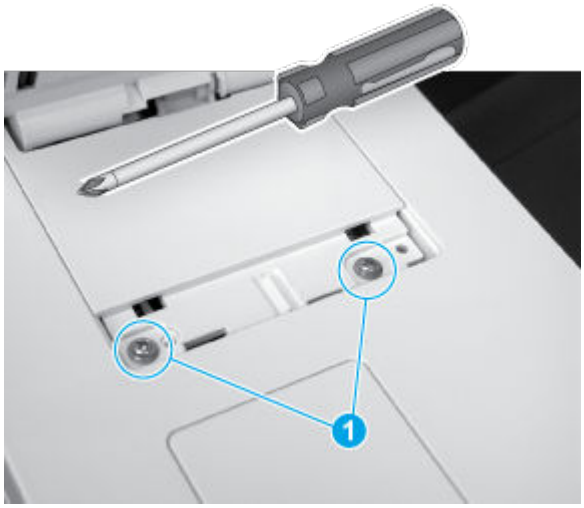
Figure 4-2169 Remove the cover

4. Use the small Phillips screwdriver supplied in this kit to remove two screws (callout 1).

IMPORTANT: Store the screws in a secure place where they cannot fall down into the printer.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-2170 Remove two screws



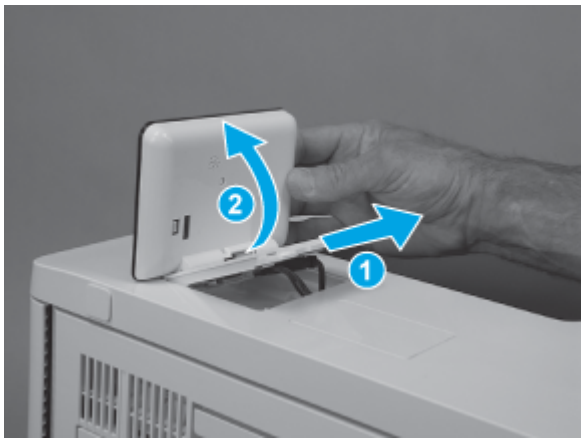
5. Rotate the control-panel base toward the front of the printer.

Figure 4-2171 **Rotate the control-panel base up**

6. Slightly slide the control-panel base toward the rear of the printer (callout 1) to release it, and then turn the control panel over (callout 2) to access the bottom side.

⚠ CAUTION: The control panel is still attached to the printer. Do not attempt to completely remove the control panel.

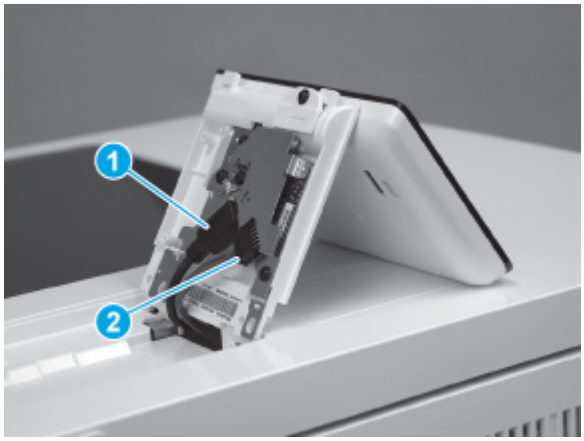
Figure 4-2172 **Turn the control panel over**



7. Disconnect one USB cable (callout 1), one connector (callout 2), and then remove the control panel.

NOTE: **M555 only**: Disconnect one flat cable (not shown), and then remove the control panel.

Figure 4-2173 Disconnect two connectors



Remove the formatter (SFP)

Follow these steps to remove the formatter.

NOTE: This procedure is for SFP models only.

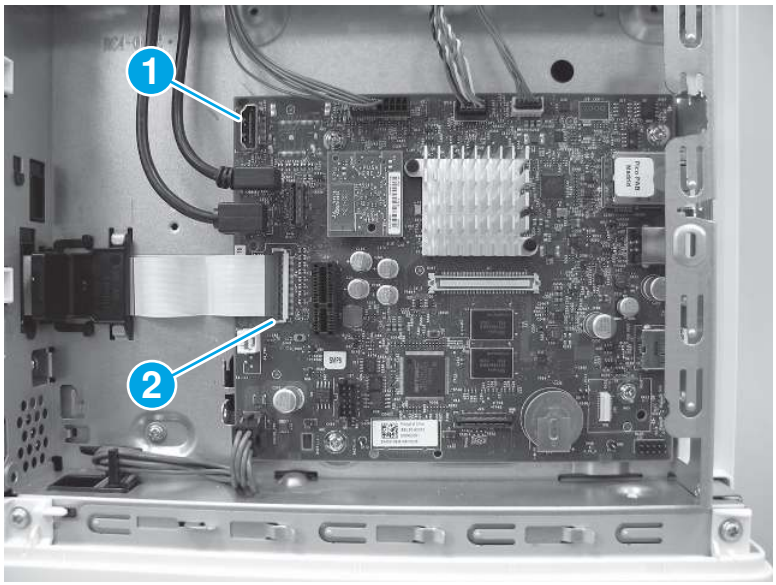
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - M553n/dn and M552dn: J2 (callout 1; this is the touchscreen connector for the M553x and E55040 printers)
   - All models: J9 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J18 (this connector is empty unless the optional hard-disk drive is installed)
   - M553n/dn and M552dn: J25 (this is the wireless connector for the M553x and E55040 models)
   - All models: J57
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

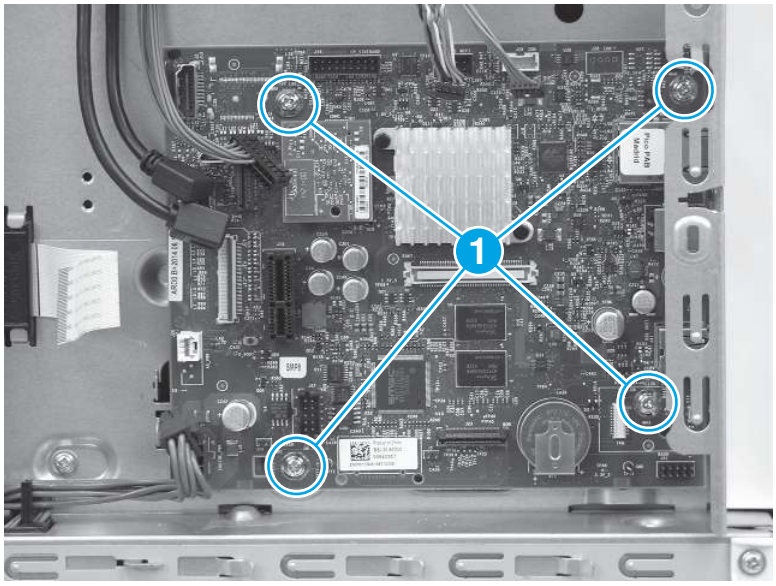
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-2174 Disconnect all connectors



2. Remove four screws (callout 1), and then remove the formatter..

Figure 4-2175 Remove four screws



Remove the hard-disk drive (HDD)

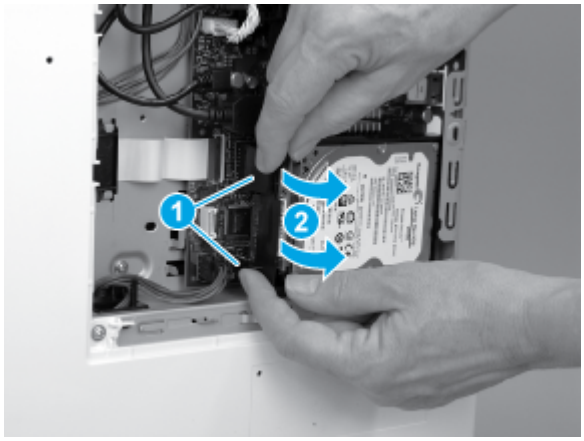
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-2176 Release the HDD



2. Slide the HDD away from the printer to remove it.

Figure 4-2177 Remove the HDD

Remove the fax PCA (fax models)

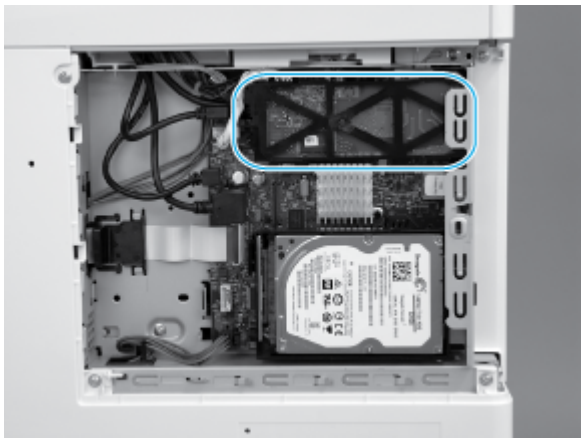
Follow these steps to remove the fax PCA (fax models).

CAUTION: ESD sensitive part.

NOTE: This procedure is for fax (or optionally installed fax) models only.

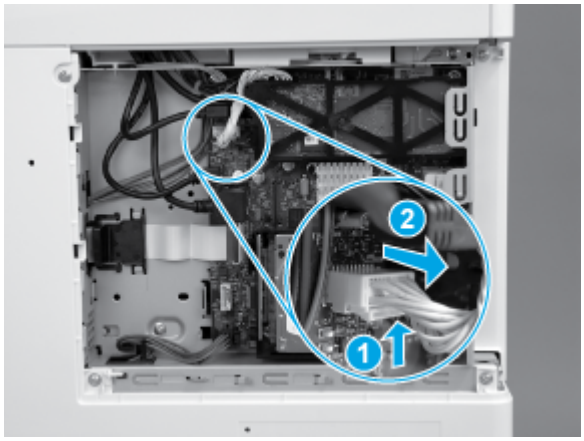
1. Locate the fax PCA component on the formatter.

Figure 4-2178 Locate the fax PCA



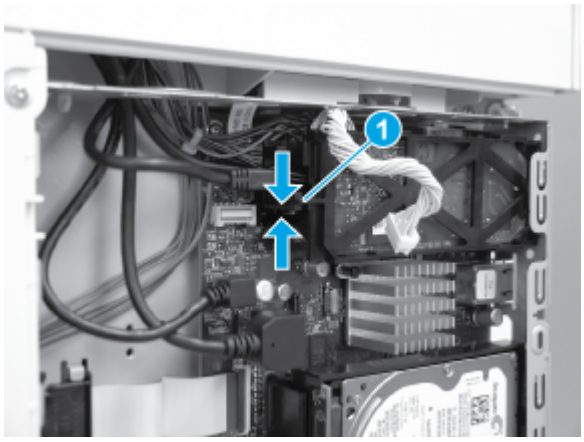
2. Release the connector latch (callout 1), and then pull the connector away from the formatter (callout 2) to disconnect it.

Figure 4-2179 Disconnect one connector



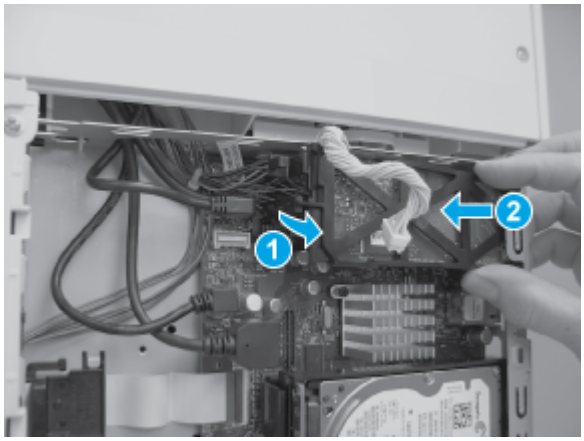
3. Release one retainer (callout 1) by pressing the bracket arms together.

Figure 4-2180 Release one latch



4. Rotate the end of the fax PCA (callout 1) away from the formatter, and then slide the PCA left (callout 2) to remove it.

Figure 4-2181 Remove the fax PCA



Remove the formatter (MFP)

Follow these steps to remove the formatter (MFP).

NOTE: This procedure is for MFP models only.

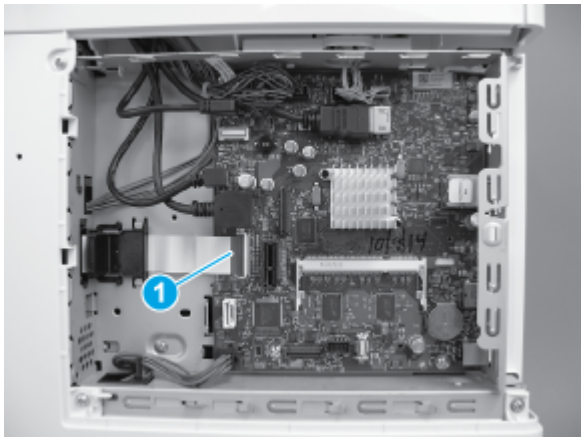
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - All models: J3
   - M577dn: J15 (this is the fax connector for the M577f/z/c models)
   - All models: J21 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J23
   - All models: J24
   - All models: J51
   - All models: J57
   - All models: J97
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

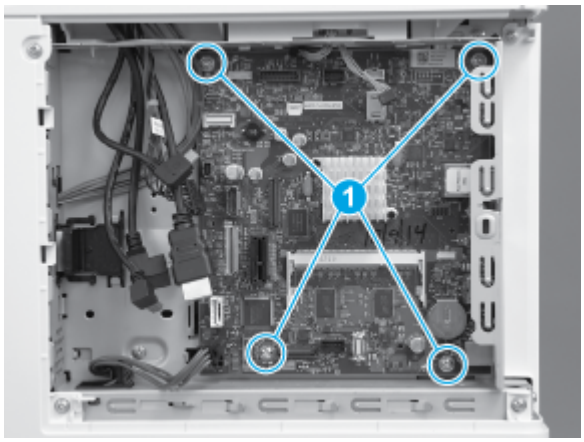
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-2182 Disconnect all connectors



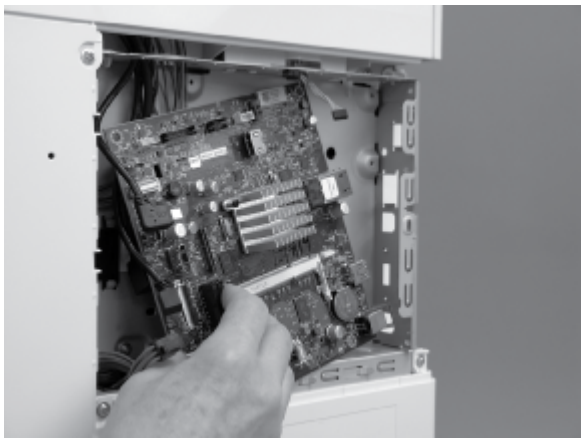
2. Remove four screws (callout 1).

Figure 4-2183 Remove four screws



3. Remove the formatter.

Figure 4-2184 Remove the formatter



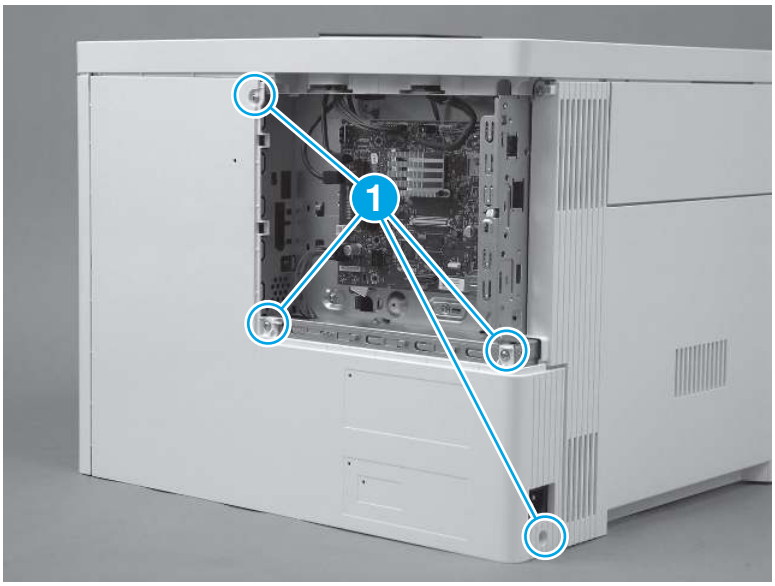
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

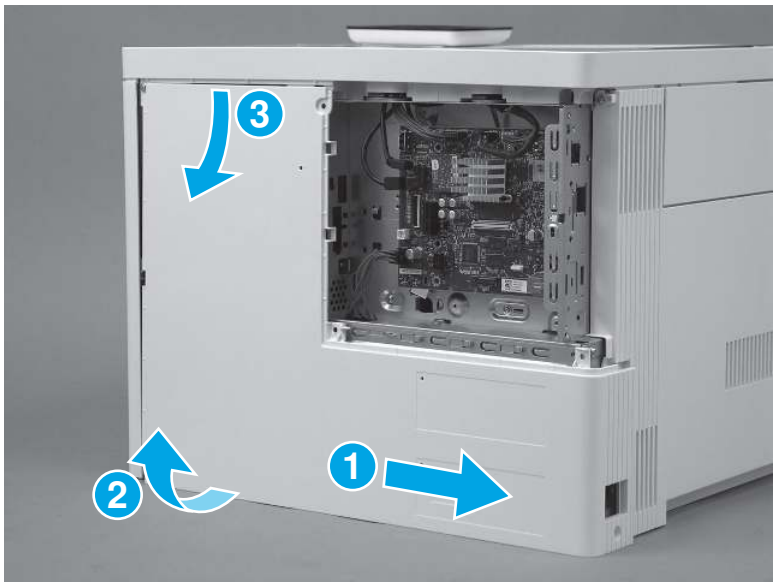
1. Remove four screws (callout 1).

Figure 4-2185 **Remove four screws**



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-2186 **Remove the cover**



Remove the rear upper cover (MFP)

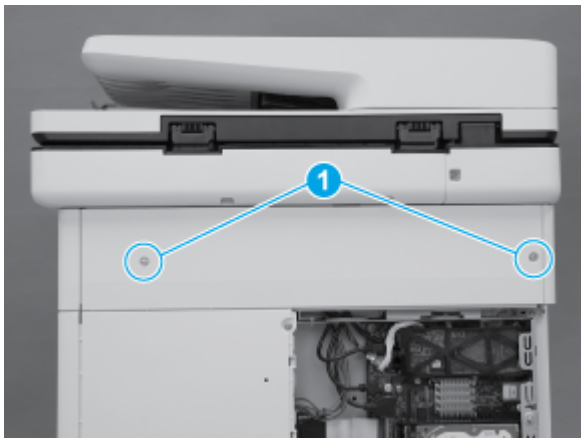
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

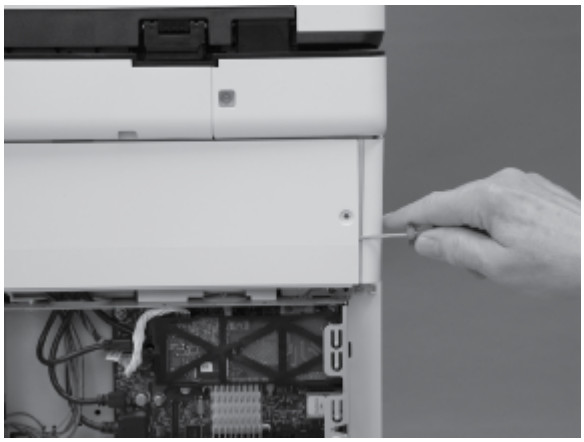
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-2187 **Remove two screws**



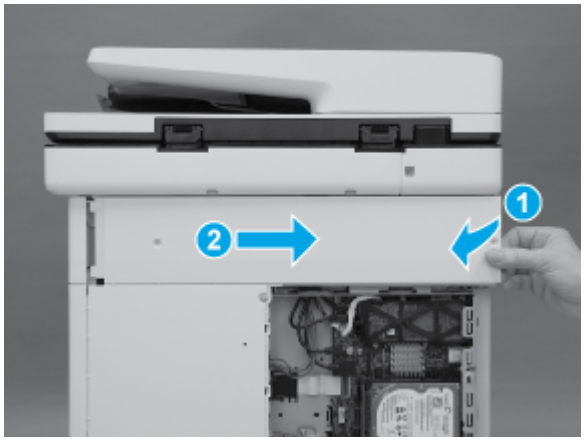
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-2188 **Release the right edge**



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-2189 Slide the cover right



4. Remove the cover.

Figure 4-2190 Remove the cover

Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-2191 **Remove four screws**

2. Slide the cover to the right to remove it.

Figure 4-2192 **Remove the cover**

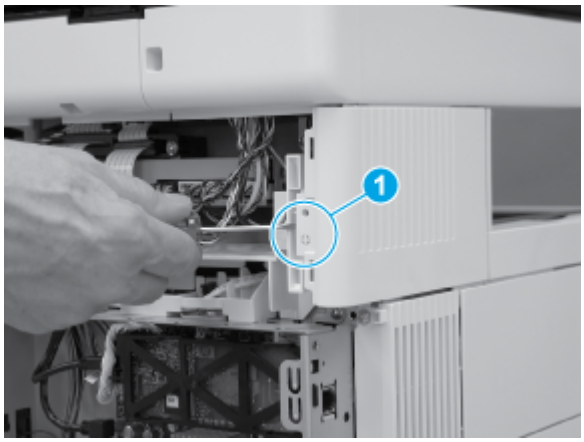
Remove the left upper cover (MFP)

Follow these steps to remove the left upper cover.

NOTE: This procedure is for MFP models only.

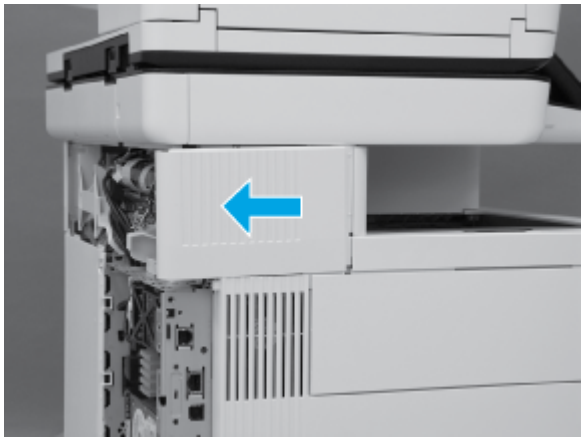
1. At the left side of the printer, release one tab (callout 1).

Figure 4-2193 **Release one tab**



2. Slide the left upper cover toward the back of the printer.

Figure 4-2194 **Slide the cover back**



3. Rotate the cover up to remove it.

Figure 4-2195 **Remove the left upper cover**

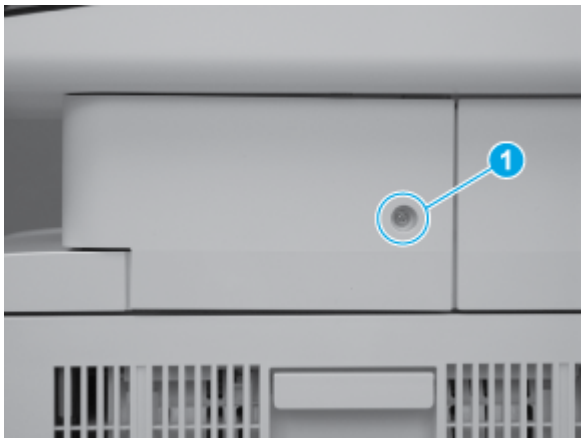
Remove the right front upper cover (MFP non-stapler models)

Follow these steps to remove the right front upper cover.

NOTE: This procedure is for non-stapler models only.

1. Remove one screw (callout 1).

Figure 4-2196 Remove one screw



2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-2197 Release two tabs

3. Rotate the front of the cover to the right to remove it.

Figure 4-2198 **Rotate the cover**

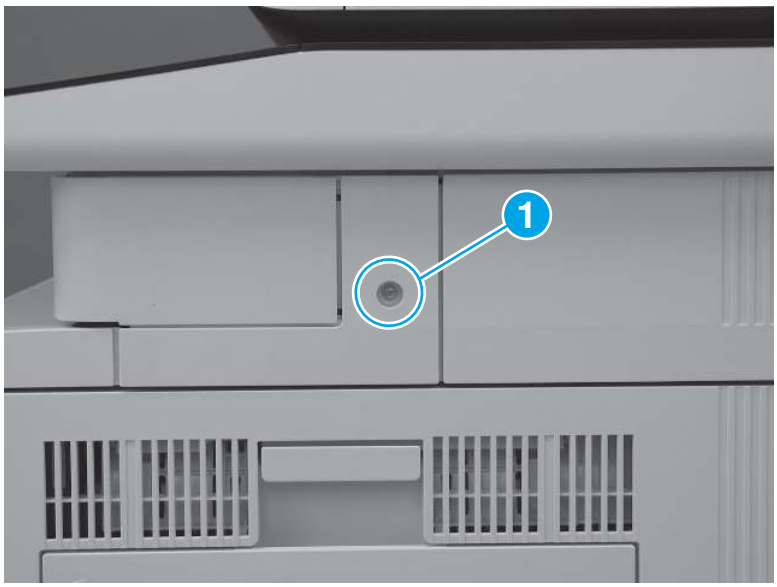
Remove the stapler cover (MFP stapler models)

Follow these steps to remove the stapler cover.

NOTE: This procedure is for stapler models only.

1. Remove one screw (callout 1).

Figure 4-2199 **Remove one screw**

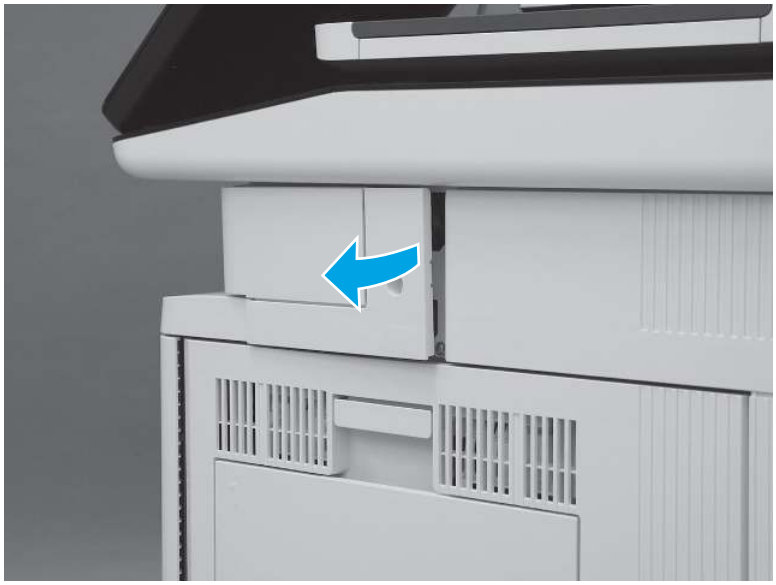


2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-2200 **Release two tabs**

3. Release the back edge of the cover.

Figure 4-2201 **Release the back edge of the cover**



4. Rotate the cover away from the printer to remove it.

Figure 4-2202 **Remove the cover**

Remove the integrated scanner assembly (ISA) (MFP)

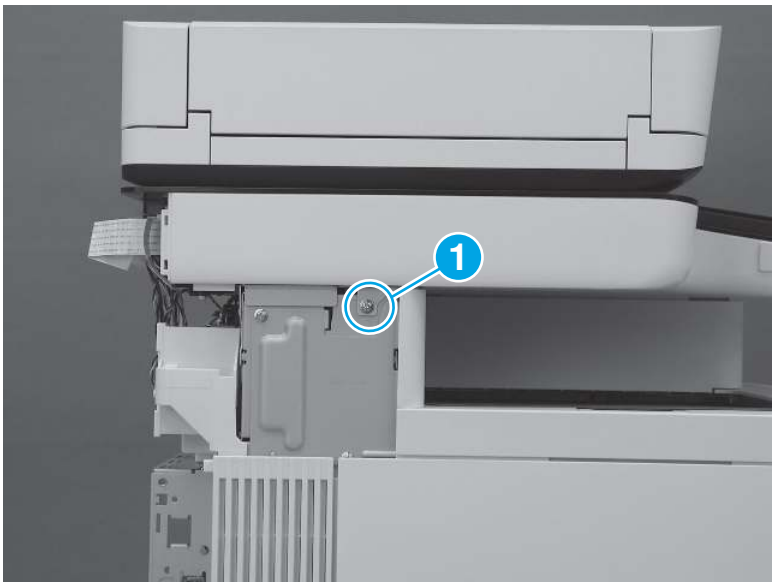
Follow these steps to remove the integrated scanner assembly (ISA).

NOTE: This procedure is for MFP models only.

NOTE: The ISA includes the document feeder, image scanner, scanner control board (SCB), control panel, keyboard (flow models) and NFC PCA (not all models).

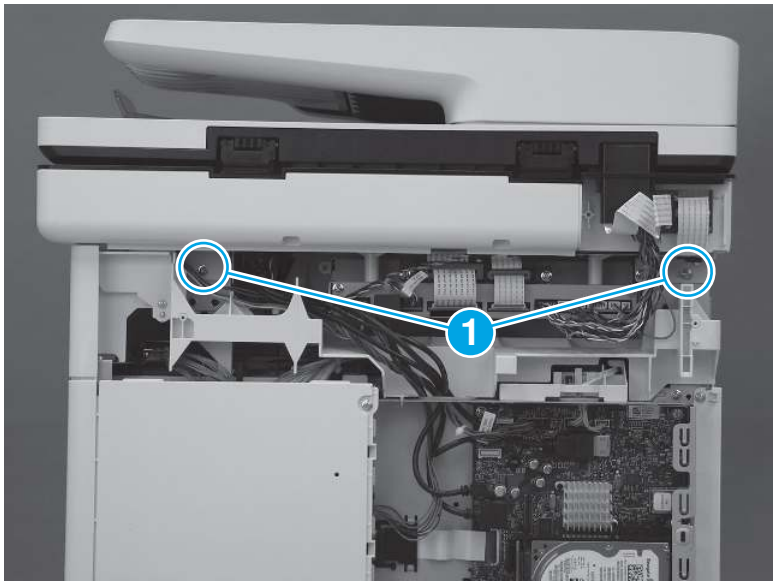
1. At the left side of the printer, remove one screw (callout 1).

Figure 4-2203 **Remove one screw**



2. At the back of the printer, remove two screws (callout 1).

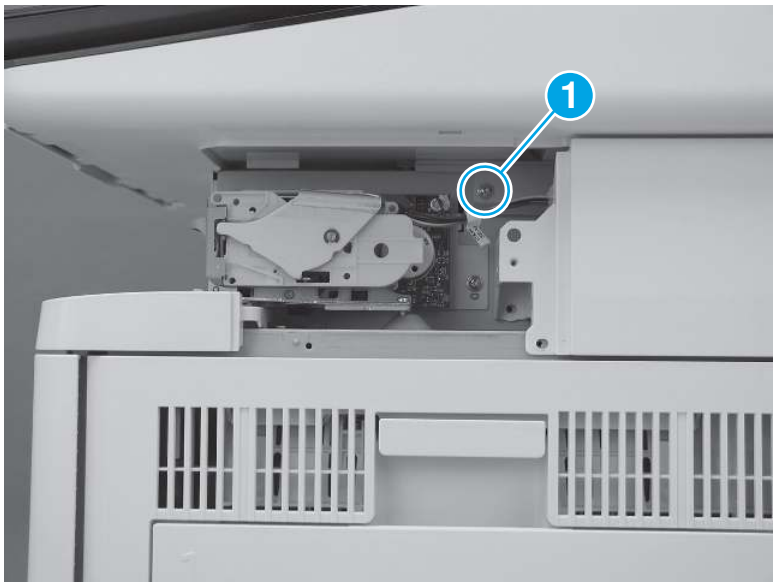
Figure 4-2204 Remove two screws



3. At the right side of the printer, remove one screw (callout 1).

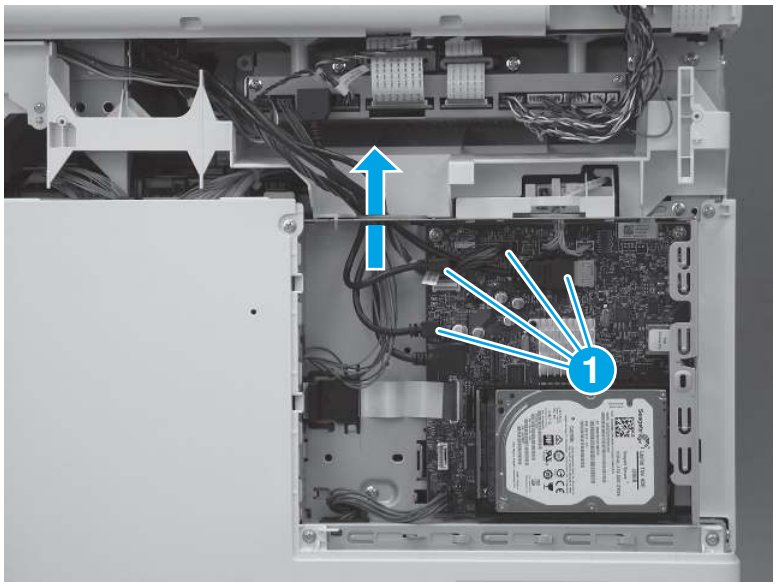
NOTE: The M577z is shown in the figure below. The procedure is correct for all MFP models.

Figure 4-2205 Remove one screw



4. Disconnect four connectors (callout 1) on the formatter, and then pass the wire harnesses and cables through the top opening in the formatter case (callout 2).

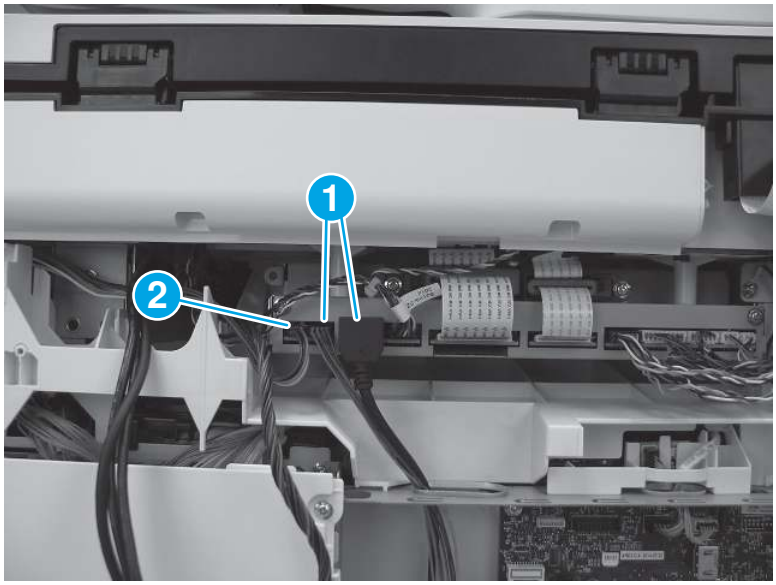
Figure 4-2206 **Disconnect cables and connectors**



5. Disconnect two connectors on the scanner control board (callout 1).

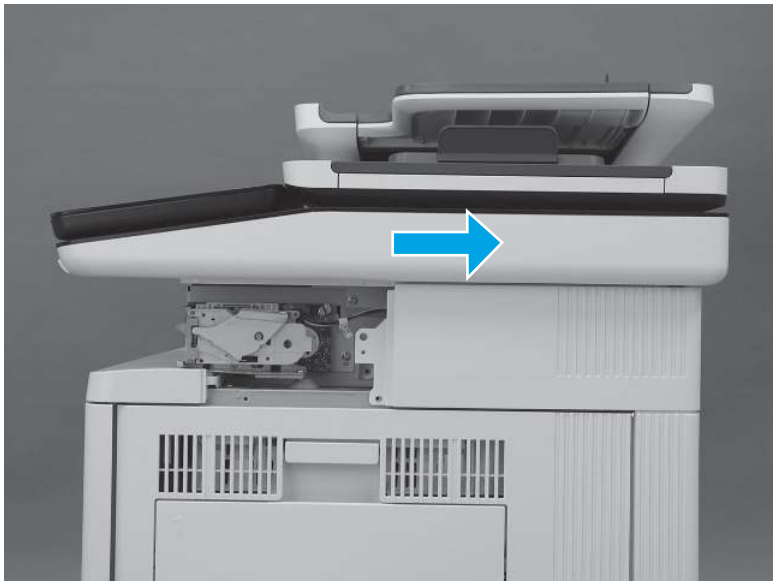
MFP stapler models: Disconnect one connector for the stapler on the scanner control board (callout 2).

Figure 4-2207 **Disconnect connectors**



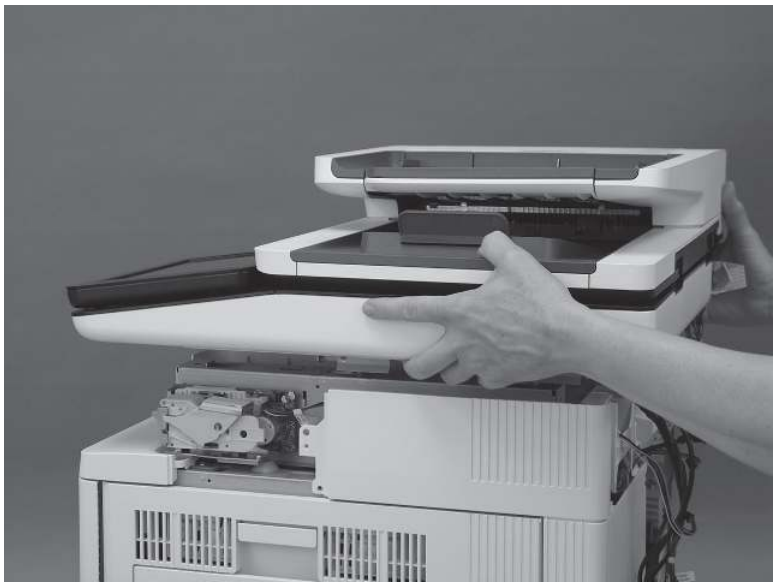
6. Slide the image scanner toward the back of the printer to release it.

Figure 4-2208 **Release the image scanner**



7. Lift the ISA straight up to remove it.

Figure 4-2209 **Remove the ISA**



Remove the right upper cover (MFP)

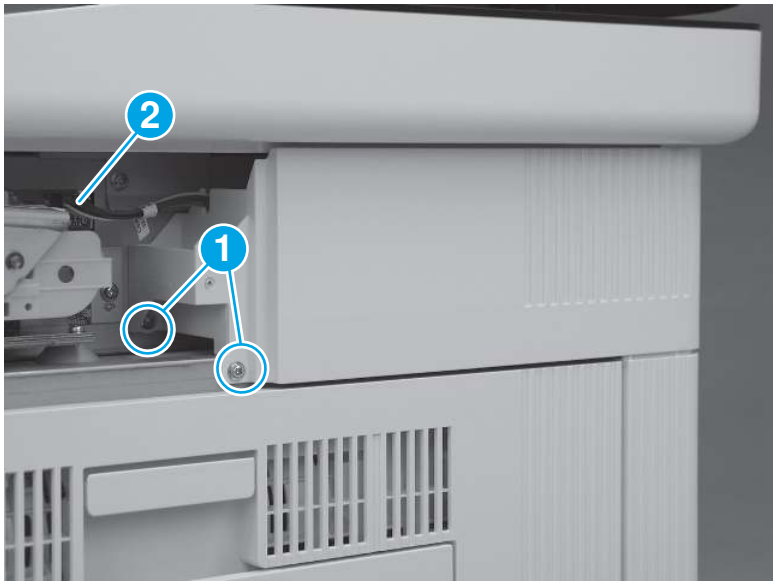
Follow these steps to remove the right upper cover.

NOTE: This procedure is for MFP models only.

1. At the right side of the printer, remove two screws (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

Figure 4-2210 Remove two screws and one connector

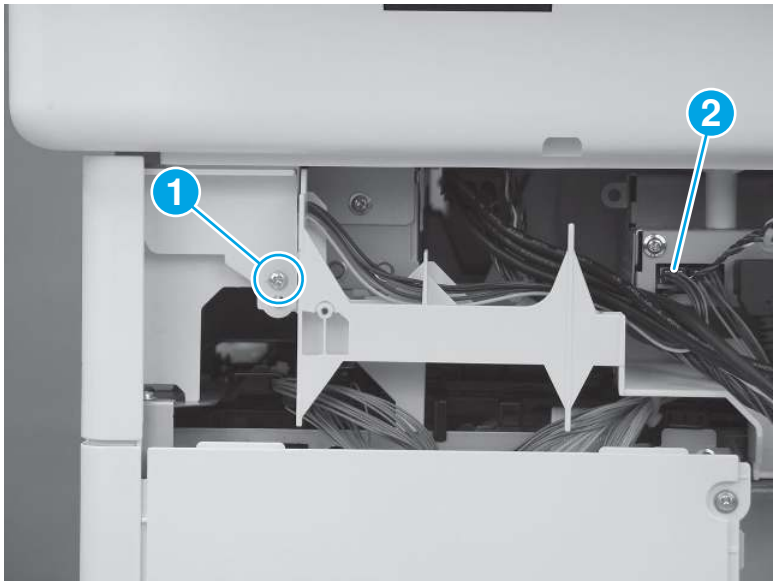


2. At the back of the printer, remove one screw (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

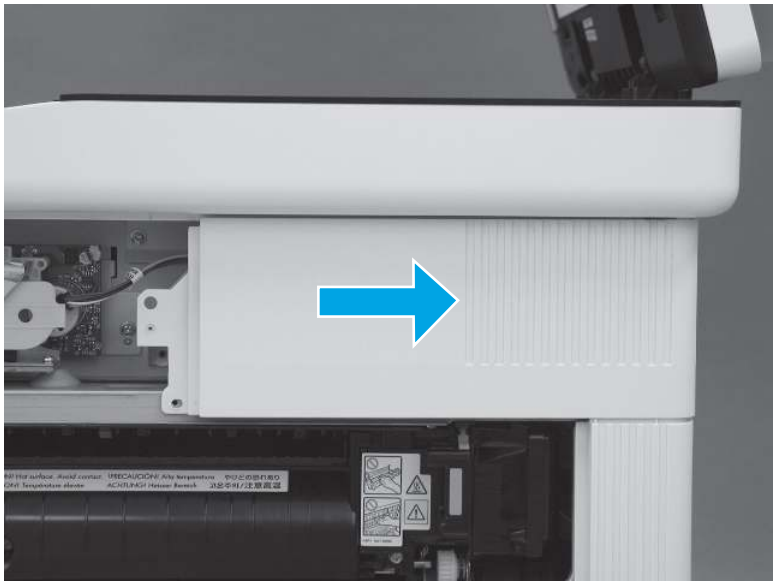
Reinstallation tip: This screw is smaller than the screws removed in the previous step. When reinstalling the right upper cover, make sure that this screw is installed in the correct position.

Figure 4-2211 Remove one screw and connector



3. Slide the cover toward the back of the printer.

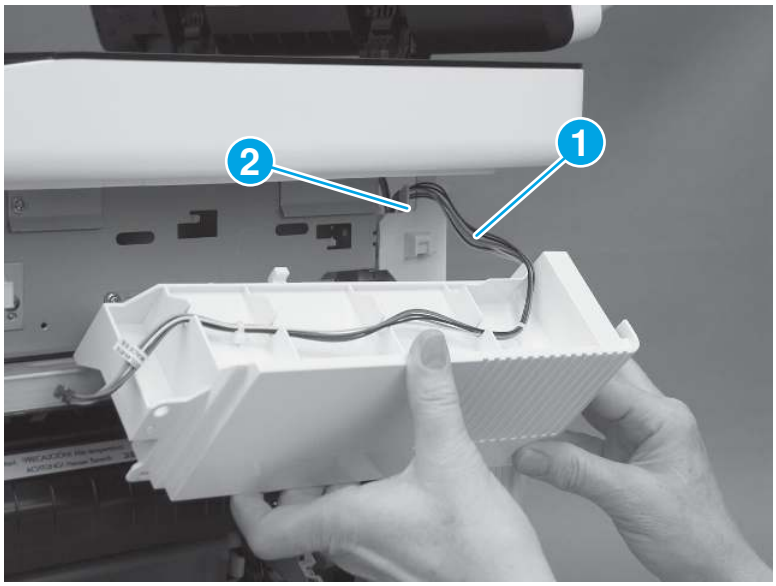
Figure 4-2212 **Slide the cover**



4. Lift the cover away from the printer to remove it.

M577/M578z: Release the cables (callout 1) through the slot (callout 2) in the printer.

Figure 4-2213 **Remove the cover**



Remove the left cover

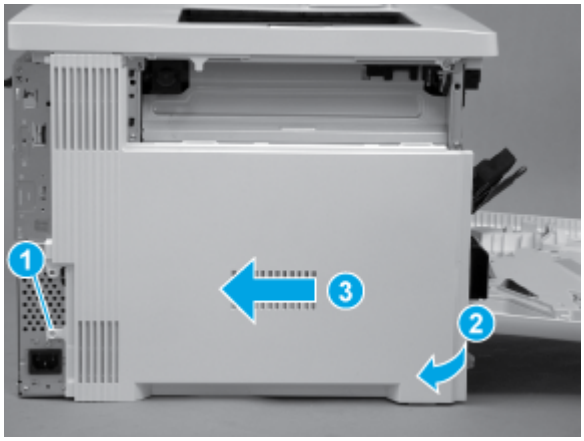
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-2214 Remove one screw

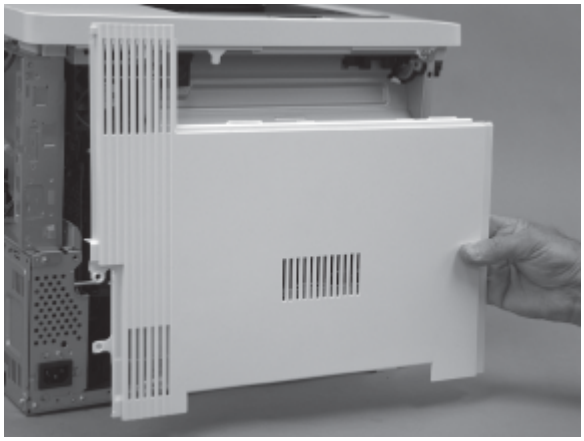
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-2215 Release the cover



3. Remove the cover.

Figure 4-2216 Remove the cover



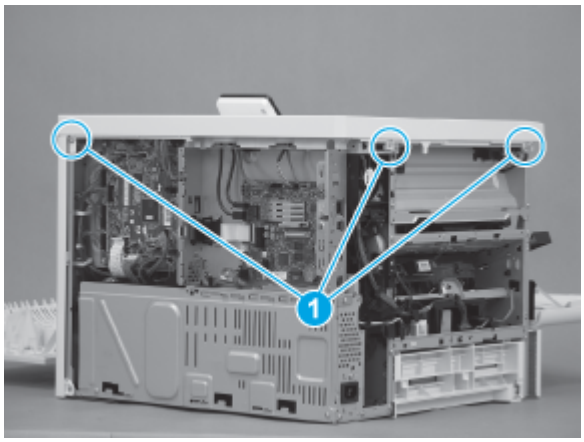
Remove the upper cover (SFP)

Follow these steps to remove the upper cover.

NOTE: This procedure is for SFP models only.

1. Remove three screws (callout 1).

Figure 4-2217 **Remove three screws**



2. Remove one screw (callout 1), release one tab (callout 2), and then slightly separate the corner of the cover from the chassis.

NOTE: This is a self-tapping plastic-thread screw. Make sure that this screw is used in this location when it is reinstalled.

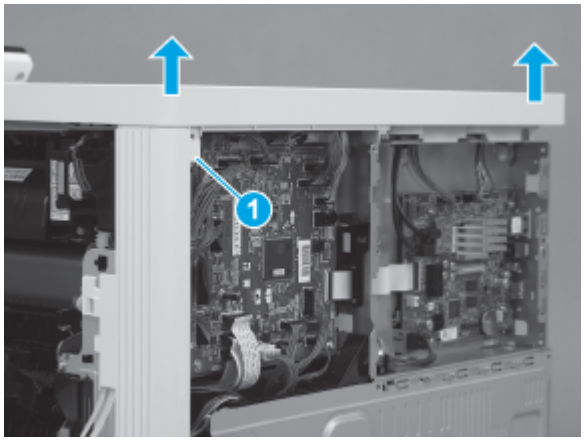
Figure 4-2218 **Remove one screw and release one tab**

3. Release one tab (callout 1), and then lift up on the cover to release it.

IMPORTANT: **M554 models**: Disconnect the control-panel flat cable at the formatter.

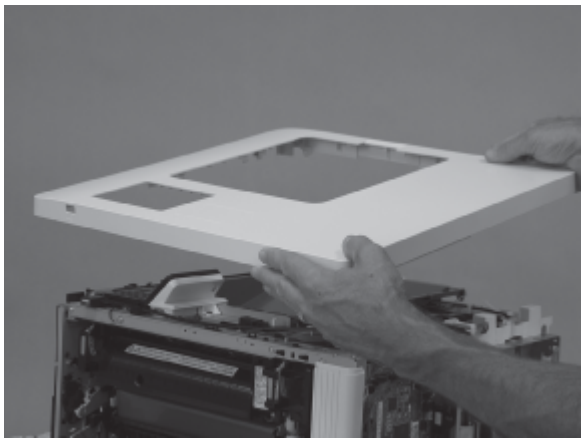
NOTE: If the cover does not release, check for addition tabs by locating the triangles embossed in the cover at tab locations.

Figure 4-2219 Release the cover



4. Remove the cover.

Figure 4-2220 Remove the cover



Remove the right rear cover

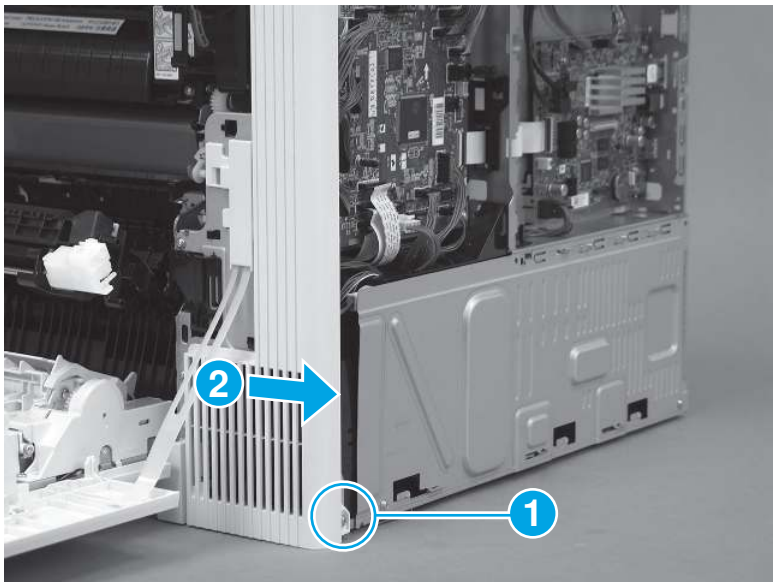
Follow these steps to remove the right rear cover.

NOTE: The figures in this topic show a SFP model. However, the procedure is correct for an MFP.

1. Remove one screw (callout 1), and then slide the cover toward the rear of the printer (callout 2) to release it.

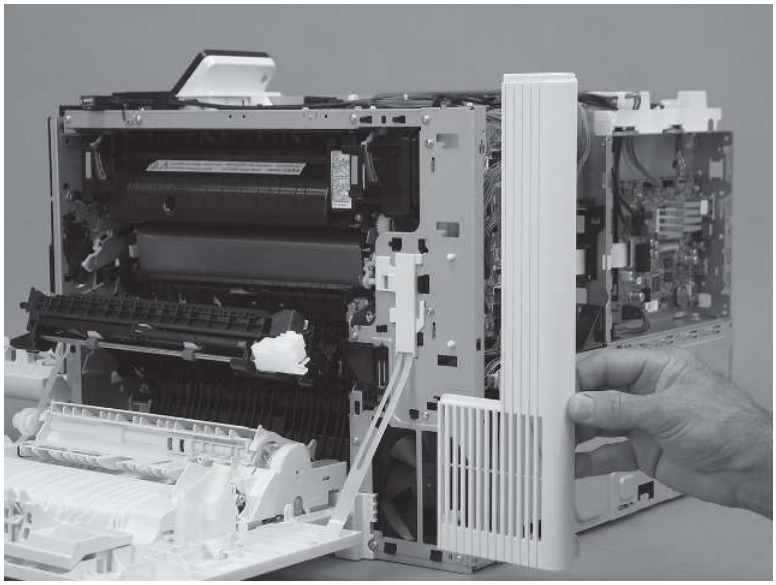
TIP: If the right door is closed, open it now.

Figure 4-2221 Release the cover



2. Remove the cover.

Figure 4-2222 Remove the cover

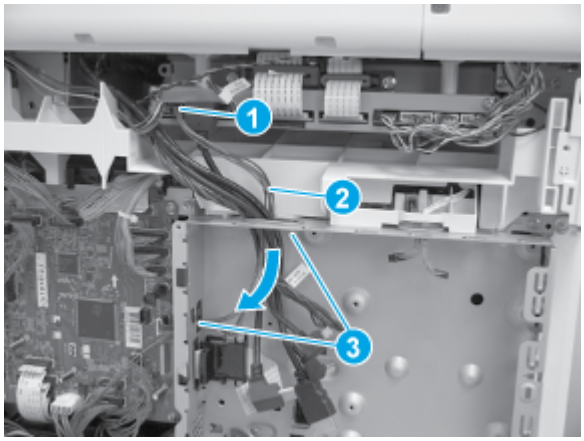


Remove the formatter case

Follow these steps to remove the formatter case.

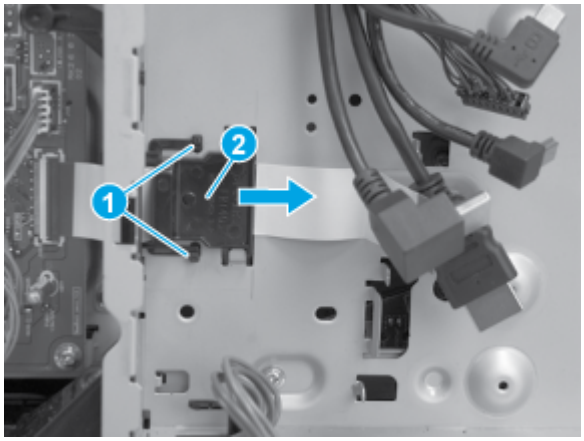
1. **MFP only:** Disconnect one connector (callout 1), and then pass the wire harness (callout 2) through two openings in the formatter case (callout 3).

Figure 4-2223 **Disconnect one connector**



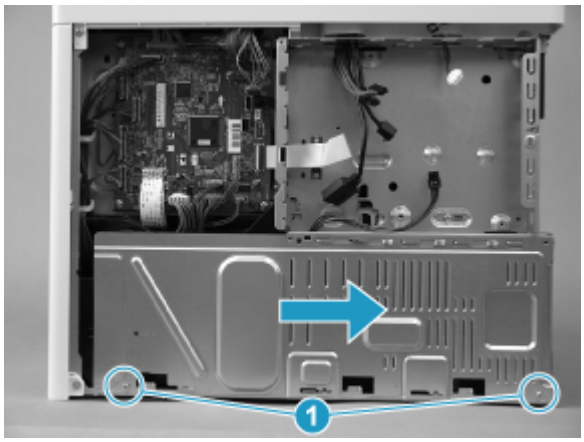
2. Release two tabs (callout 1) on the black plastic bracket. Hold the tabs in the released position, and then slide the bracket (callout 2) to the right to remove it from the formatter case.

Figure 4-2224 **Remove the bracket**



3. Remove two screws (callout 1), and then slide the low-voltage power supply (LVPS) cover to the right to remove it.

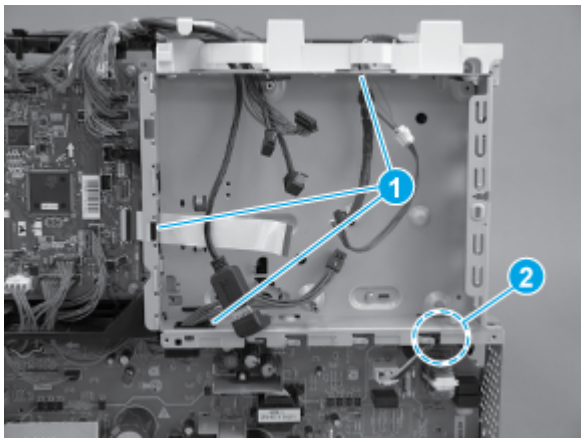
Figure 4-2225 **Remove the LVPS cover**



4. Pass two wire harnesses and one flat cable (callout 1) through the opening in the formatter case, and then release one wire harness from the retainer (callout 2).

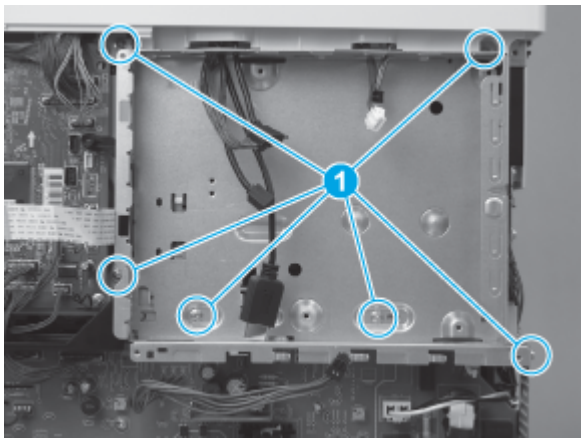
⚠ CAUTION: The flat cable might be attached to the formatter case with double-sided tape. Make sure that this tape is released, so that the flat cable is not damaged when the formatter case is removed.

Figure 4-2226 Release wire harnesses and flat cable



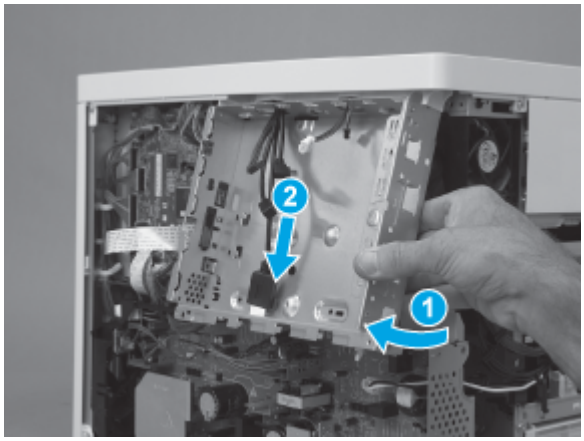
5. Remove six screws (callout 1).

Figure 4-2227 Remove six screws



6. Rotate the bottom of the formatter case away from the printer (callout 1), and then pull it down (callout 2) to release it.

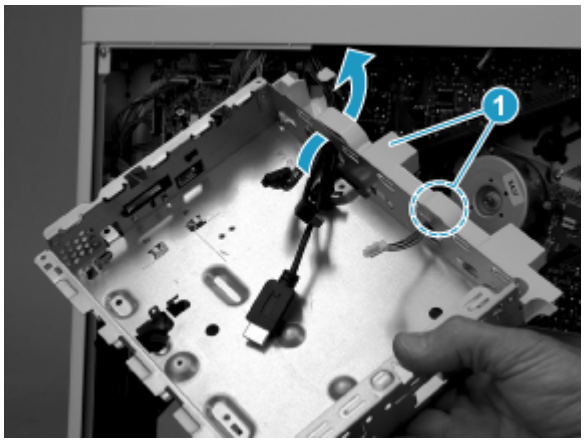
Figure 4-2228 Release the formatter case



7. Pass the wire harnesses through the opening in the formatter case to remove it.

IMPORTANT: If the formatter case is removed so that it can be replaced, make sure to transfer the memory PCA (island of data) and plastic bracket (callout 1) to the replacement case.

Figure 4-2229 Remove the formatter case

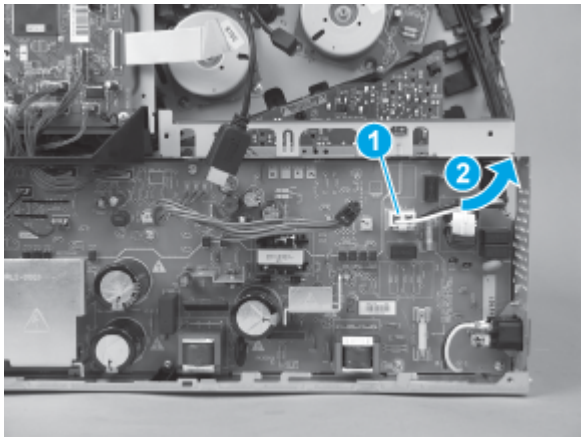


Remove the low-voltage power supply (LVPS)

Follow these steps to remove the low-voltage power supply (LVPS).

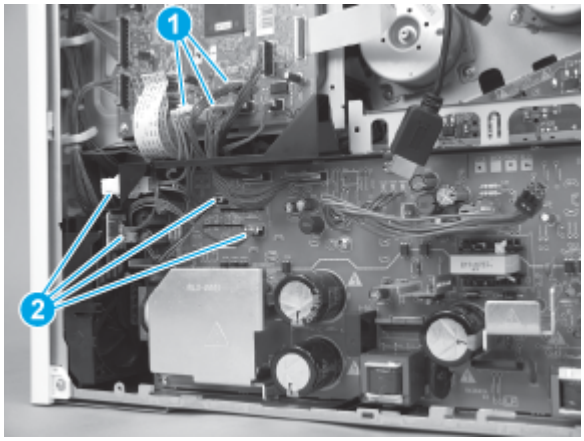
1. Disconnect one wire harness (callout 1), and then pass the wire harness through the opening (callout 2) in the chassis.

Figure 4-2230 Disconnect one wire harness



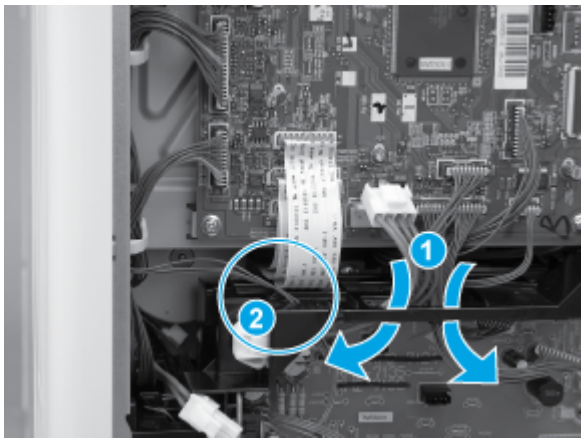
2. Disconnect three connectors on the DC controller (callout 1), and then disconnect four connectors (callout 2) on the LVPS.

Figure 4-2231 Disconnect seven connectors



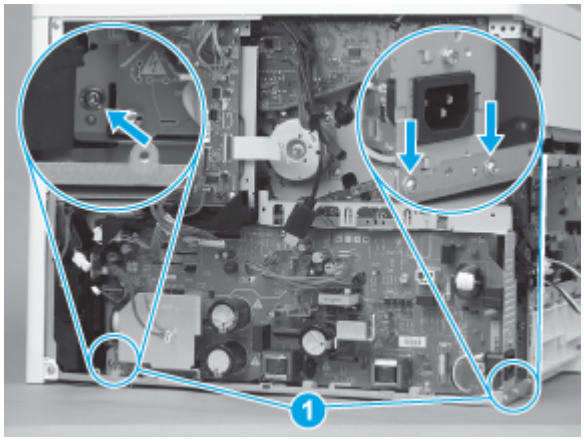
3. Pass the wire harnesses from the DC controller to the LVPS through the opening in the chassis (callout 1), and then release the wire harnesses from the retainer (callout 2).

Figure 4-2232 Pass the wire harnesses through the opening



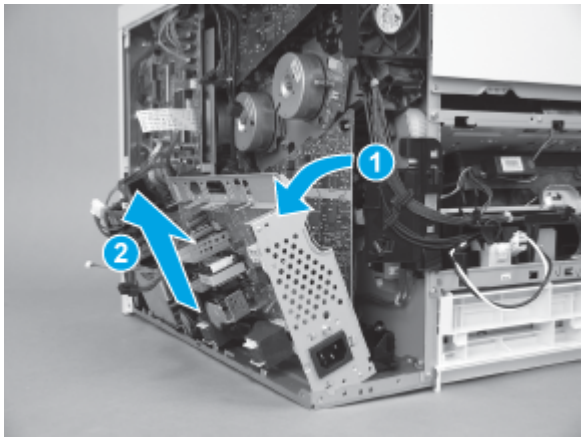
4. Remove three screws (callout 1).

Figure 4-2233 Remove three screws



5. Rotate the top of the LVPS away from the printer (callout 1), and then slide it up and out (callout 2) of the printer to remove it.

Figure 4-2234 Remove the LVPS

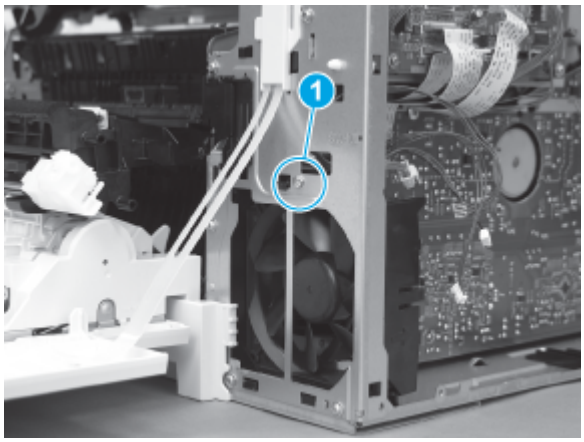


Remove the power supply fan (FM1)

Follow these steps to remove the power supply fan.

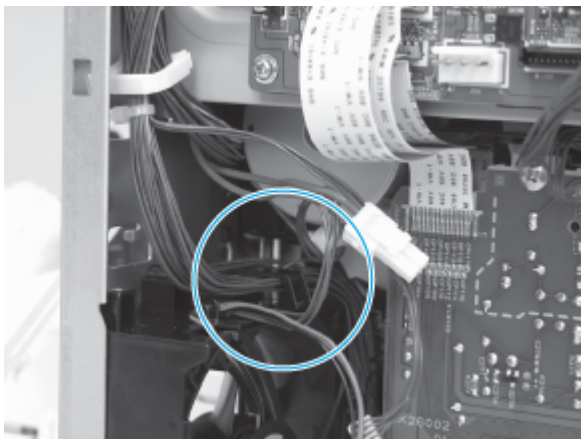
1. Remove one screw (callout 1).

Figure 4-2235 Remove one screw



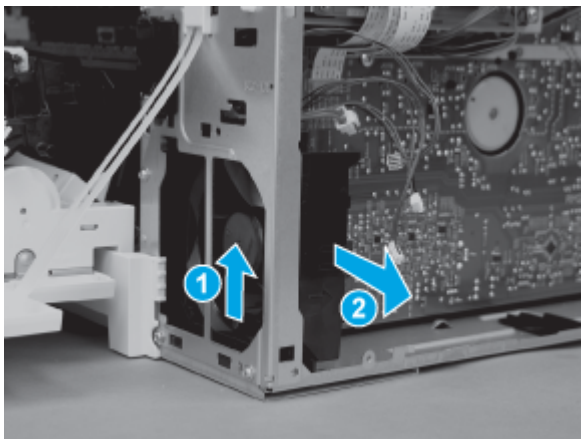
2. Release the wire harnesses from the retainer on the top of the fan bracket.

Figure 4-2236 Release the wire harnesses



3. Lift the fan up (callout 1), and then slide it out of the printer (callout 2) to remove it.

Figure 4-2237 Remove the fan

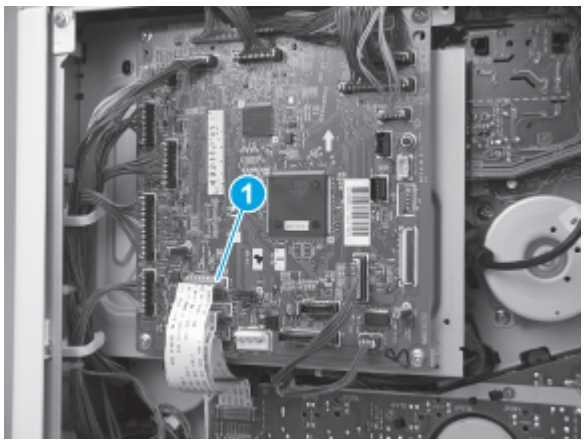


Remove the high-voltage power supply D (HVPSD)

Follow these steps to remove the high-voltage power supply D (HVPSD).

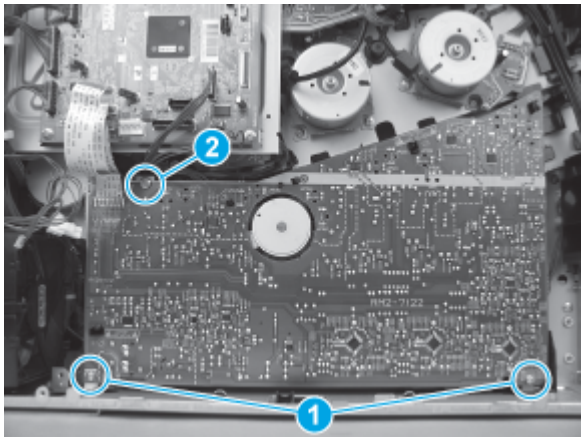
1. Disconnect one flat cable (callout 1) on the DC controller.

Figure 4-2238 **Disconnect one flat cable**



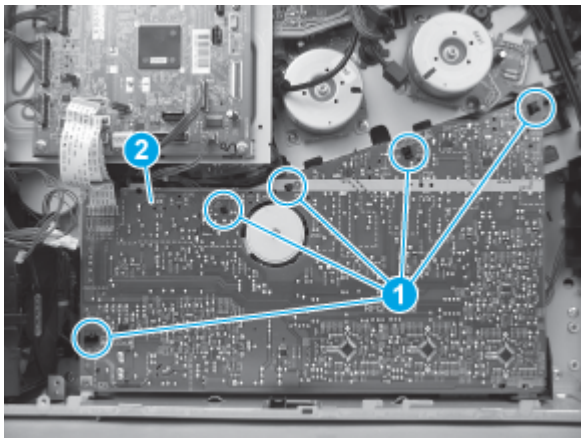
2. Remove two screws (callout 1), and then remove one self tapping screw (callout 2) on the HVPSD.

Figure 4-2239 **Remove three screws**



3. Release five tabs (callout 1), and then remove the HVPSD (callout 2).

Figure 4-2240 **Remove the HVPSD**

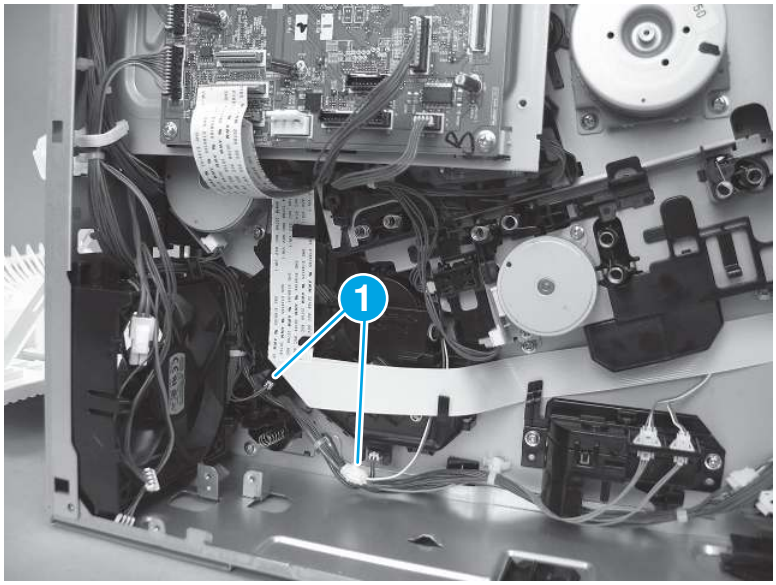


Remove the auto close assembly

Follow these steps to remove the auto close assembly.

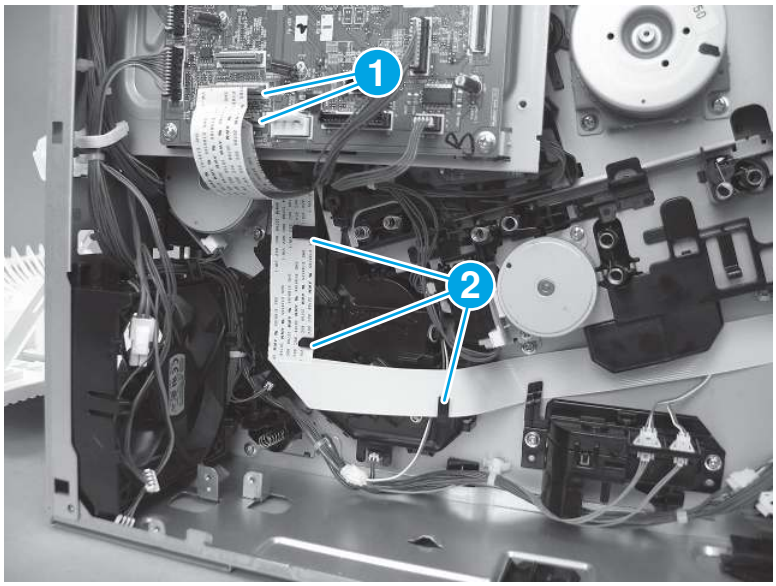
1. Disconnect two connectors (callout 1).

Figure 4-2241 **Disconnect two connectors**



2. Disconnect two flat cables (callout 1), and then release them from the retainers (callout 2).

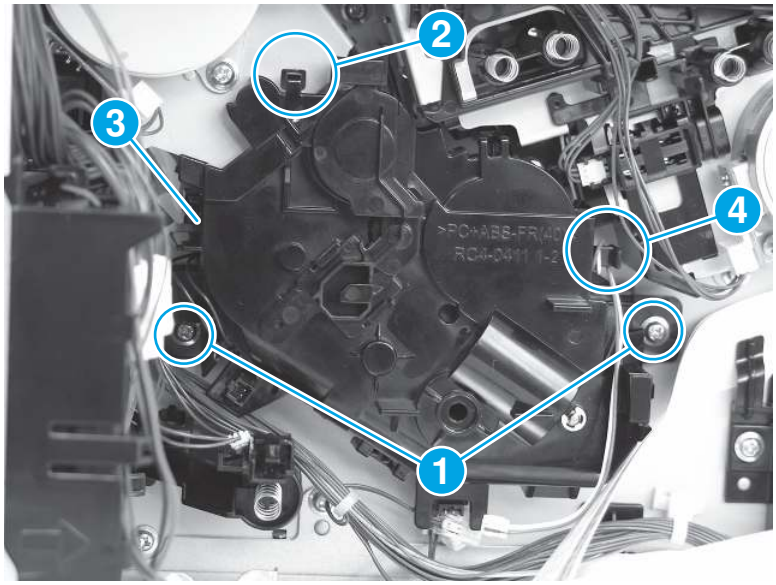
Figure 4-2242 **Disconnect two flat cables**



3. Remove two screws (callout 1), release one tab (callout 2), and then remove the lifter drive assembly (callout 3).

NOTE: Release one wire harness from the retainer (callout 4) as the assembly is removed.

Figure 4-2243 **Remove the assembly**



Remove the DC controller (DCC) and sheet-metal bracket

Follow these steps to remove the DC controller and sheet-metal bracket together.

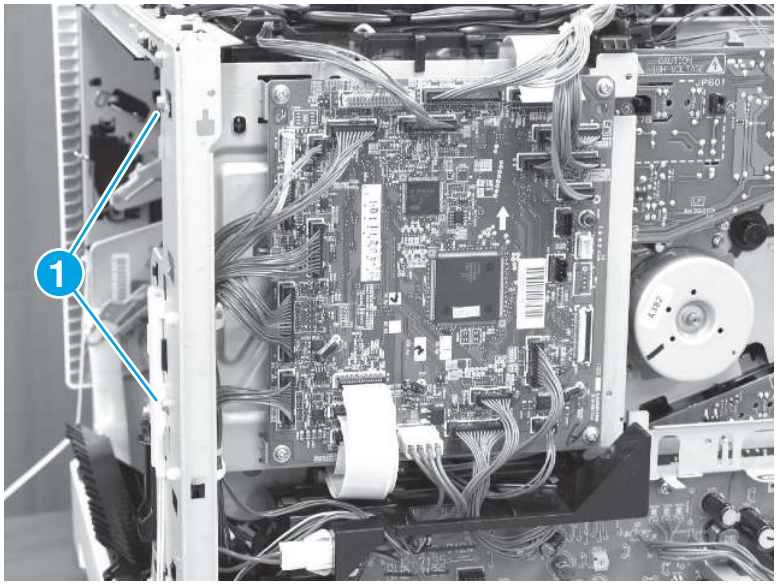
NOTE: ESD sensitive part.

1. Disconnect all of the connectors, and then remove two screws (callout 1).

   Empty DCC connectors

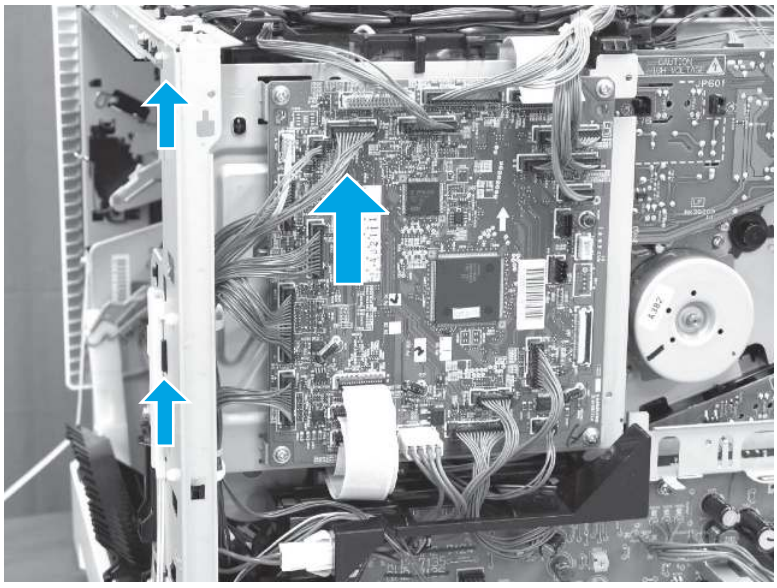
   - J140
   - J141
   - J143

   Figure 4-2244 Remove two screws



2. Lift up on the DC controller and sheet-metal plate to remove it.

   Figure 4-2245 Remove the plate

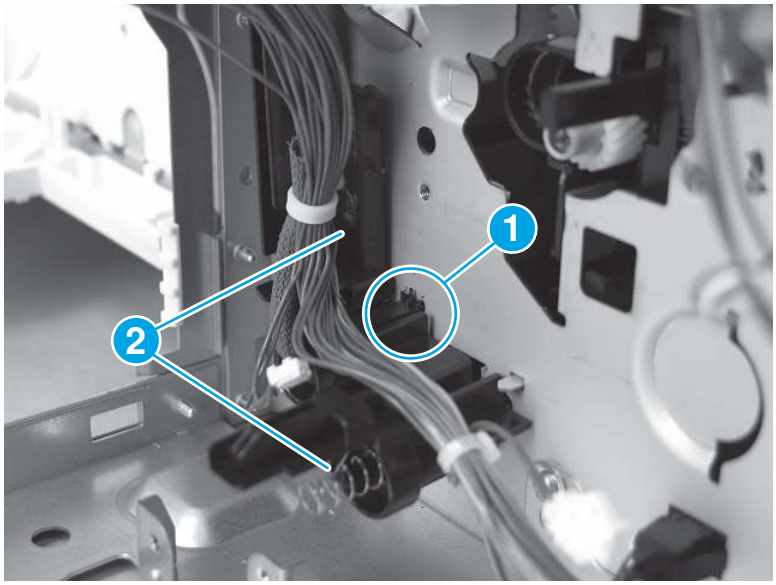


Remove the pickup drive assembly and motor (M5)

Follow these steps to remove the pickup drive assembly and motor.

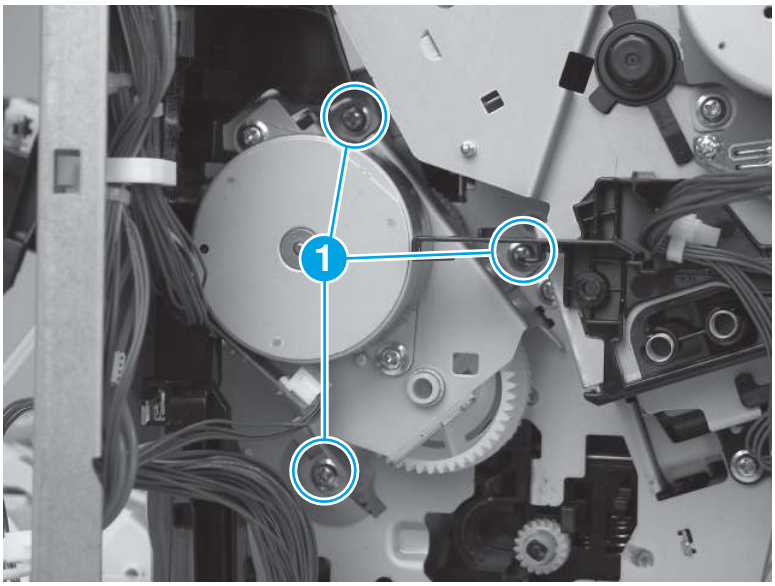
1. Release one tab (callout 1), and then move the guide (callout 2) out of the way.

Figure 4-2246 **Move the guide out of the way**



2. Remove three screws (callout 1).

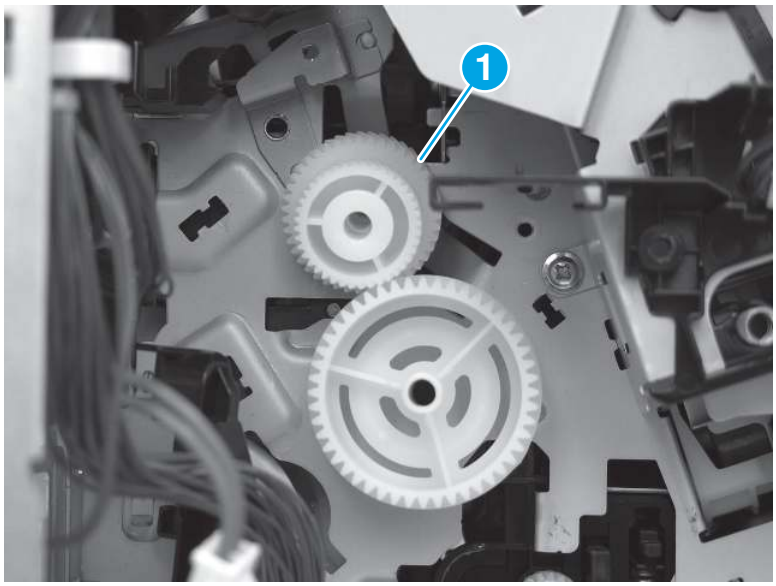
Figure 4-2247 **Remove three screws**



3. Remove the assembly.

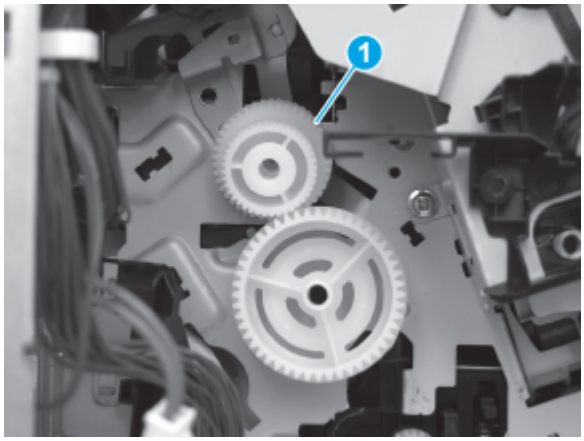
⚠ CAUTION: One gear on the back side of the assembly is not captive. Handle the assembly carefully.

Figure 4-2248 Remove the assembly



4. If the gear (callout 1) was not removed with the assembly in the previous step, remove it now.

Figure 4-2249 Remove the gear if installed

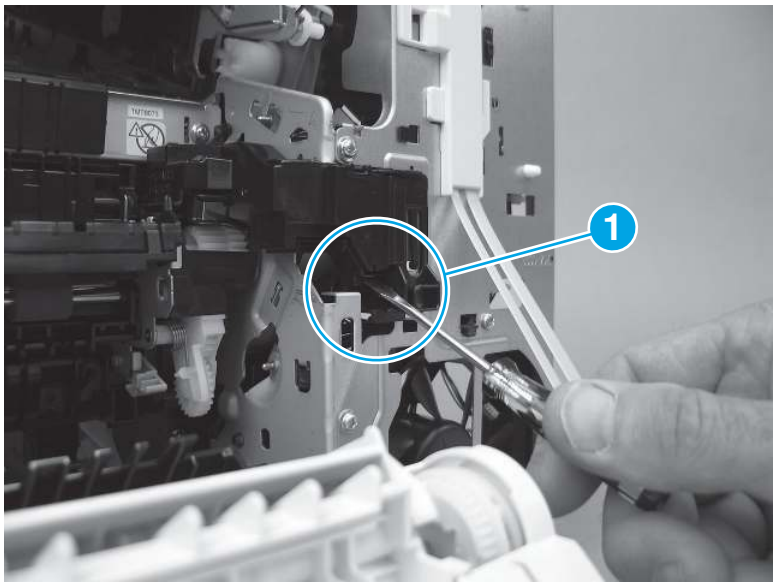


Remove the registration assembly

Follow these steps to remove the registration assembly.

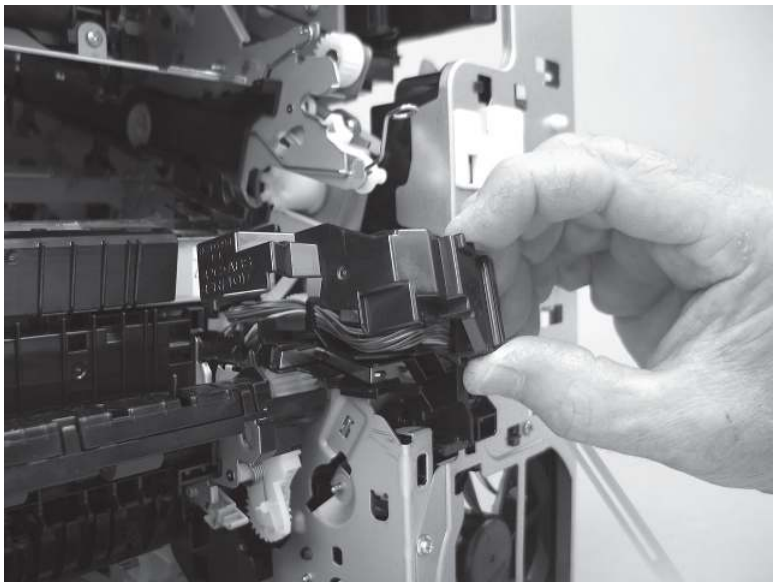
1. At the right side of the printer, release one tab (callout 1).

Figure 4-2250 **Release one tab**



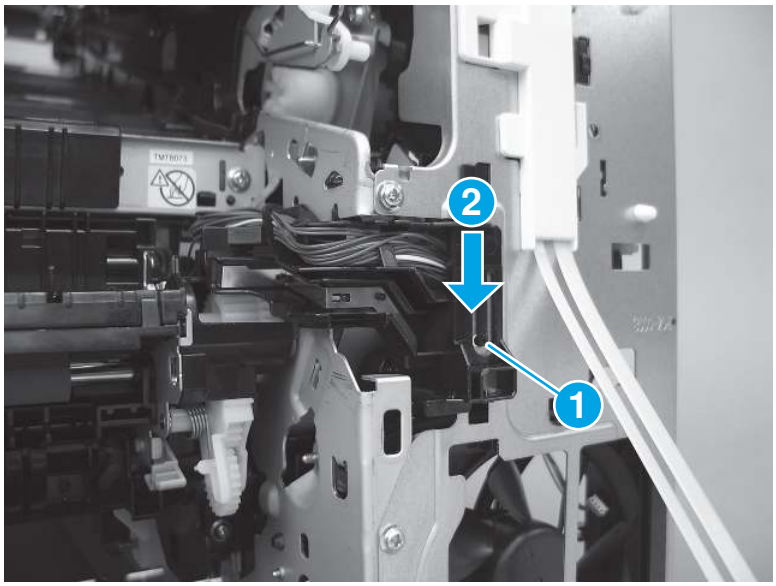
2. Remove the cover.

Figure 4-2251 **Remove the cover**



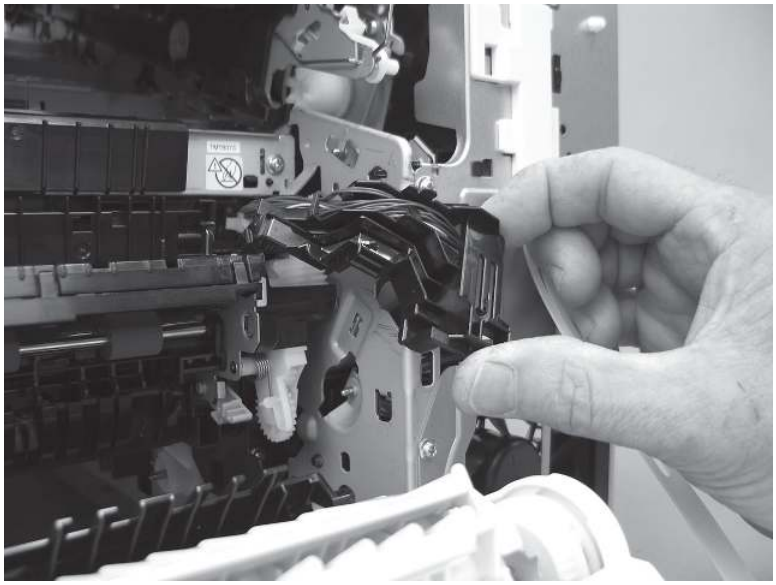
3. Release one tab (callout 1), and then push down on the guide (callout 2) to release it.

Figure 4-2252 **Release the guide**



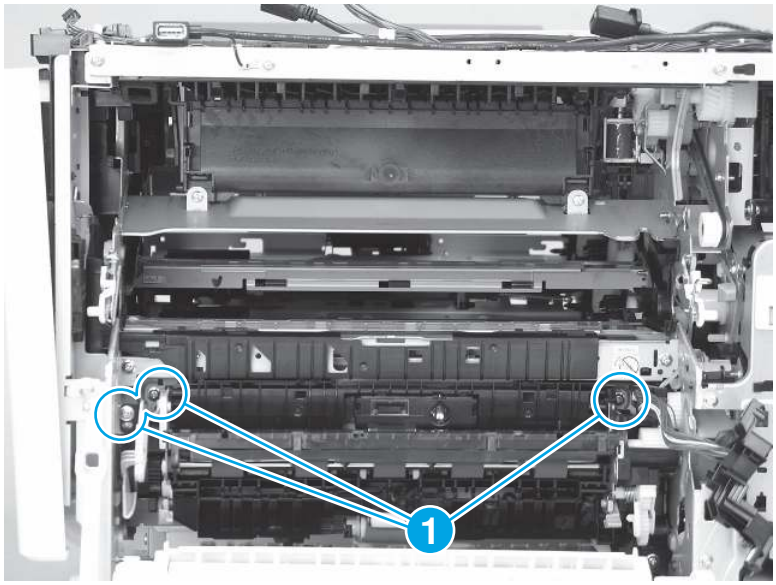
4. Move the guide out of the way.

Figure 4-2253 **Move the guide out of the way**



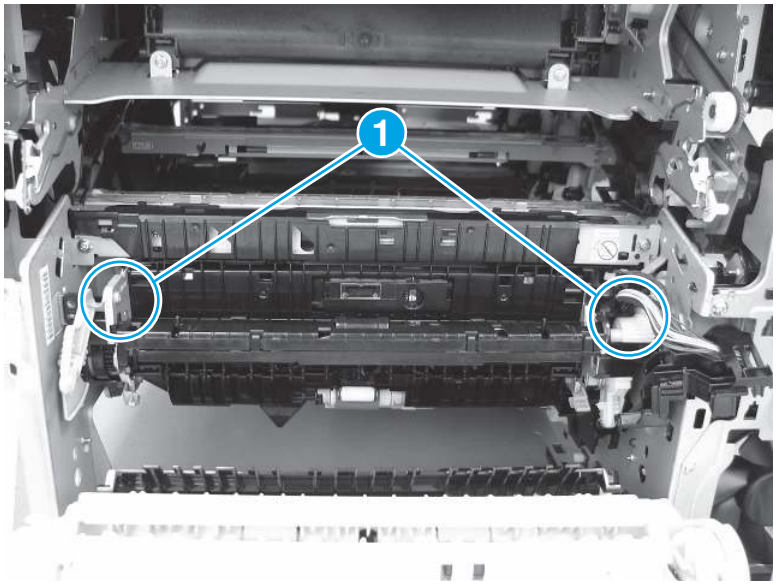
5. Remove three screws (callout 1).

Figure 4-2254 Remove three screws



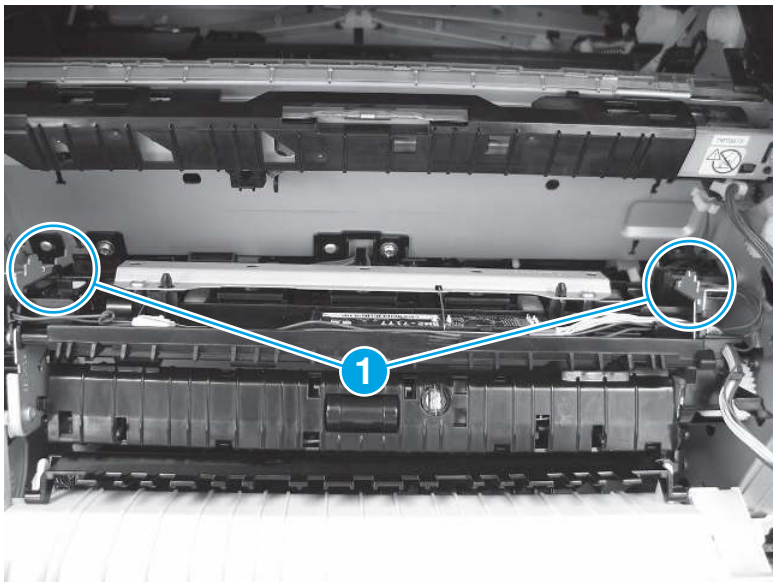
6. Before proceeding, locate the sheet metal portion (callout 1) of the assembly. When handling the assembly, use the sheet metal as handles.

Figure 4-2255 Locate the sheet metal potion of the assembly



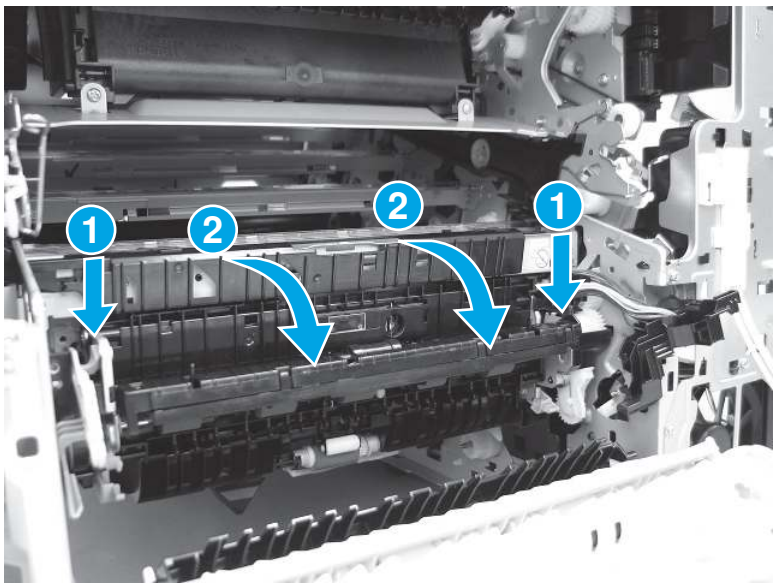
7. Before proceeding, take note of the sheet-metal tabs (callout 1) on the back of the assembly that fasten it to the chassis (the figure shows the assembly removed so the tabs can be viewed).

Figure 4-2256 Locate the sheet metal potion of the assembly



8. Grasp the sheet-metal handles (callout 1), and then rotate the top of the assembly away from the chassis (callout 2) to release the top tabs.

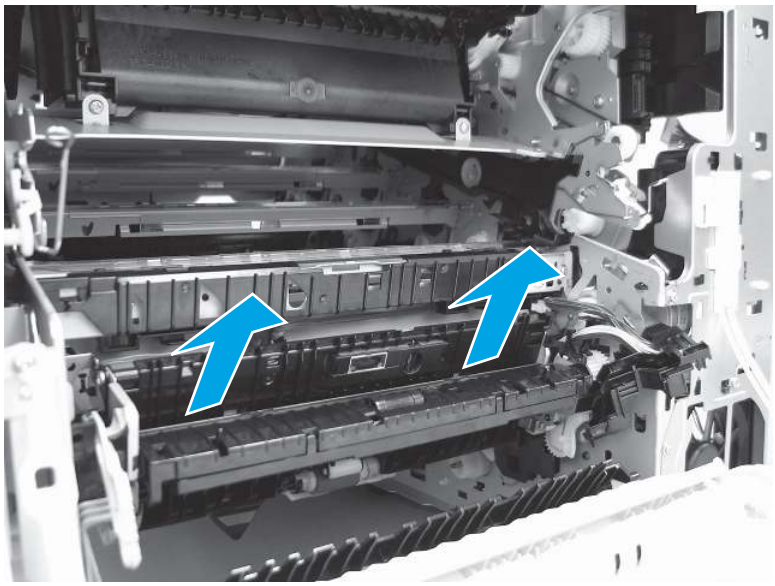
Figure 4-2257 Rotate the top of the assembly away from the chassis



9. Pull up on the assembly to release the bottom tabs.

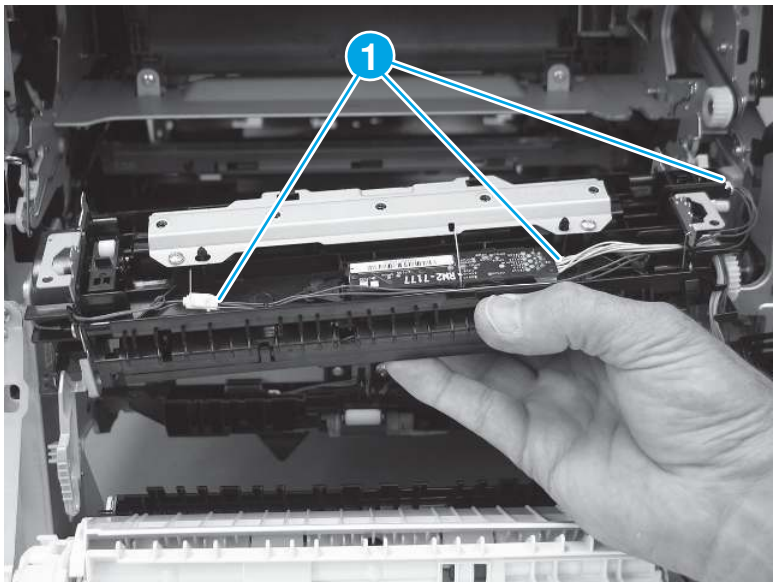
⚠ CAUTION: The assembly is still attached to the printer by a wire harness. Do not attempt to completely remove the assembly.

Figure 4-2258 Release the bottom tabs



10. Turn the registration assembly over to access the back side, disconnect three connectors (callout 1), and then remove the assembly.

Figure 4-2259 Remove the assembly



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paper pickup assembly

Learn about removing and replacing the paper pickup assembly.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-82 Part information

Part number	Part description
RM2-6556-000CN	Paper pickup assembly (includes the Tray 2 paper pickup roller assembly)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the secondary transfer assembly

Follow these steps to remove the secondary transfer assembly.

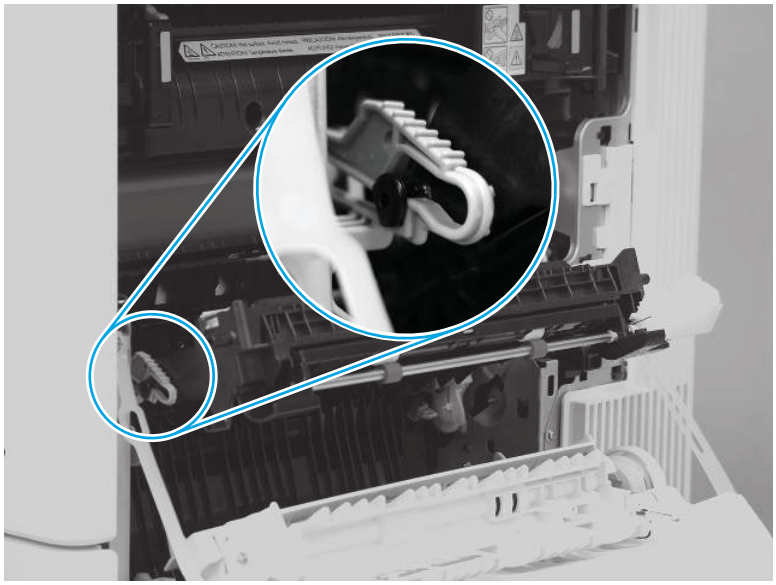
1. Open the right door.

Figure 4-2260 **Open the right door**

2. Release the blue arm, and then let the secondary transfer assembly rotate down to the half-way open position.

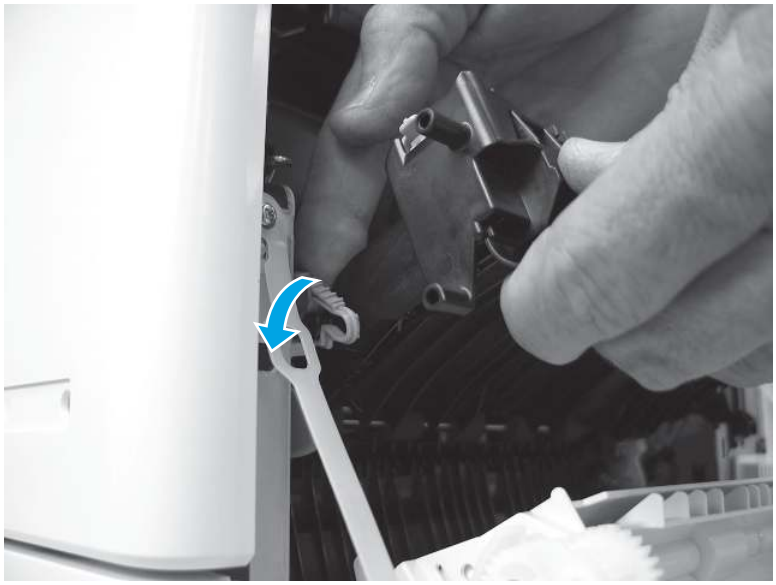
NOTE: The assembly should stop at the halfway down point—the pin will stop at the notch in the slot in the blue arm.

Figure 4-2261 Release the secondary transfer roller assembly



3. Carefully flex the top portion of the blue arm—as shown in the figure—to start to disengage it from the pin.

Figure 4-2262 Carefully flex the top portion of the blue arm



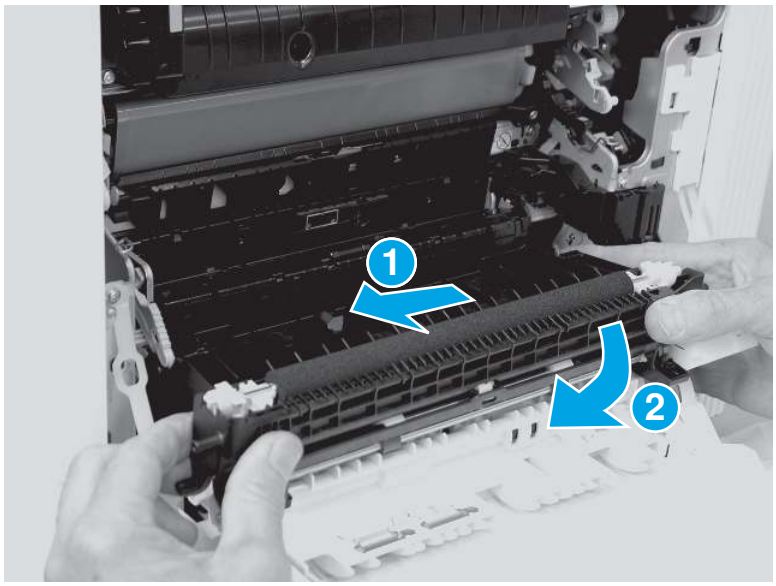
4. Continue to flex the blue arm until it disengages from the pin.

Figure 4-2263 **Disengage the blue arm and pin**

5. Slide the assembly toward the front of the printer to release it (callout 1), and then rotate it down and away from the printer to remove it (callout 2).

Reinstallation tip: Before removing the assembly, take note of where the assembly hinge pins fit into the holes provided in the printer.

Figure 4-2264 **Remove the secondary transfer roller assembly**



Remove the ITB

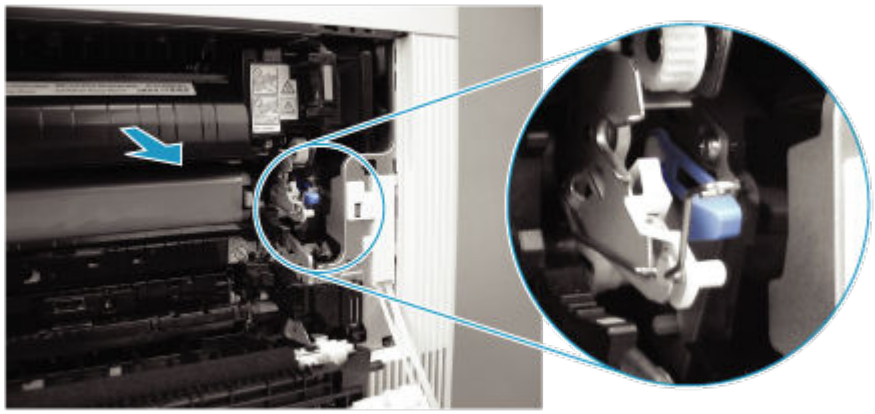
Follow these steps to remove the ITB.

1. Open the right door.

Figure 4-2265 **Open the right door**

2. Pull the blue lever to release the ITB drive coupling.

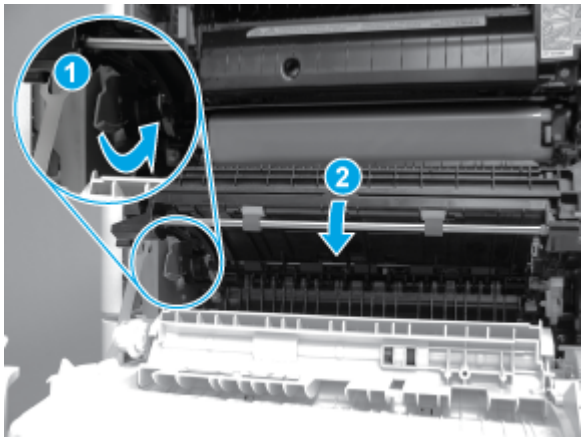
Figure 4-2266 **Release the ITB drive coupling**



3. Push in on the blue arm to release the secondary transfer roller assembly, and then completely lower the assembly.

NOTE: Press the blue arm on the secondary transfer roller assembly a second time to release the roller assembly when it stops at the halfway open position.

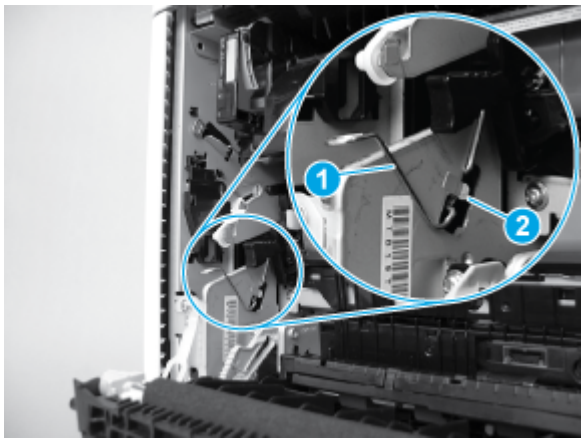
Figure 4-2267 Lower the secondary transfer roller assembly



4. Release the left-side ITB spring (callout 1) from the tab (callout 2).

NOTE: For late production M552/M553/E55040/E57540 printers and all M554/M555/M578 printers, this ITB spring is not installed.

Figure 4-2268 Release the front-side ITB spring

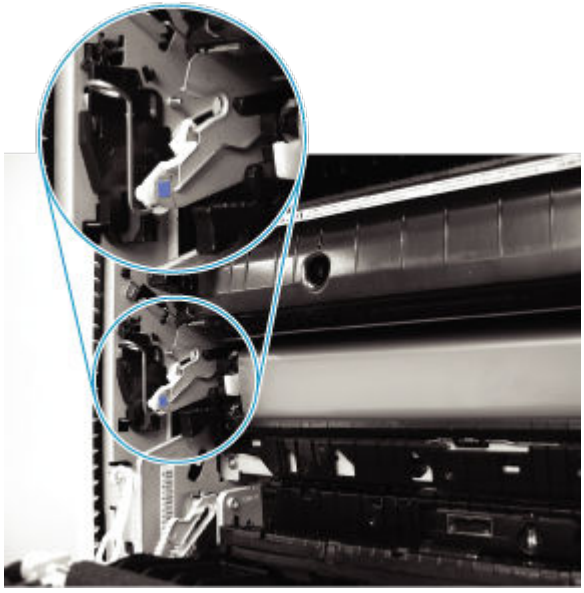


5. Place the left-side ITB spring on the holder to keep it out of the way.

NOTE: For late production M552/M553/E55040/E57540 printers and all M554/M555/M578 printers, this ITB spring is not installed.

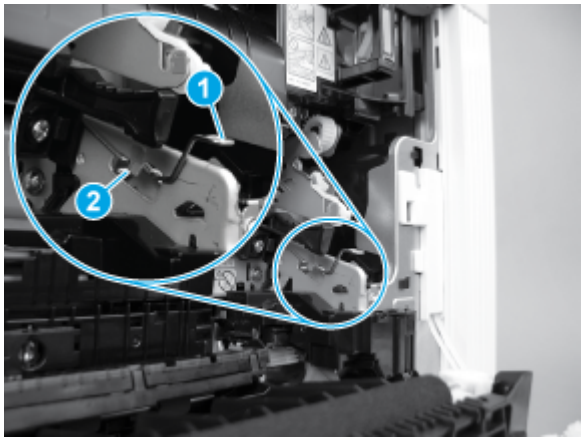
TIP: The holder is colored blue to help locate it.

Figure 4-2269 Place the spring on the holder



6. Release the right-side ITB spring (callout 1) from the tab (callout 2).

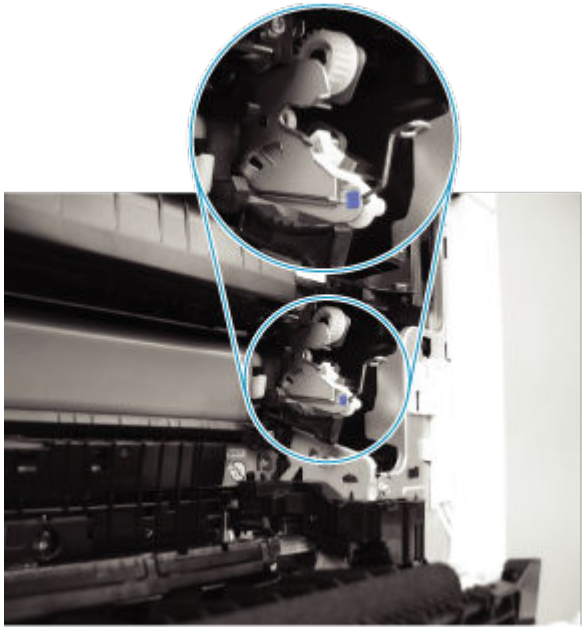
Figure 4-2270 Release the rear-side ITB spring



7. Place the right-side ITB spring on the holder to keep it out of the way.

TIP: The holder is colored blue to help locate it.

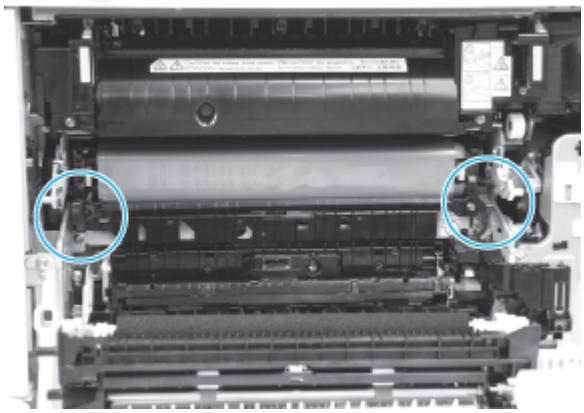
Figure 4-2271 Place the spring on the holder



8. Grasp the two blue handles on the ITB.

⚠ CAUTION: If the ITB is removed to access other assemblies in the printer, use care. The ITB is a sensitive assembly. Be careful when handling the ITB so that it is not damaged. Always place the ITB in a safe and protected location.

Figure 4-2272 Grasp the ITB handles



9. Pull the ITB out of the printer to remove it.

⚠ CAUTION: Do not touch the gray plastic belt. Skin oils and fingerprints on the belt can cause print-quality problems.

Figure 4-2273 Remove the ITB

Remove Tray 2

Learn about removing Tray 2.

NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

The figures in this section show Tray 2. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5. Always carefully read the instructions that accompany the figures.

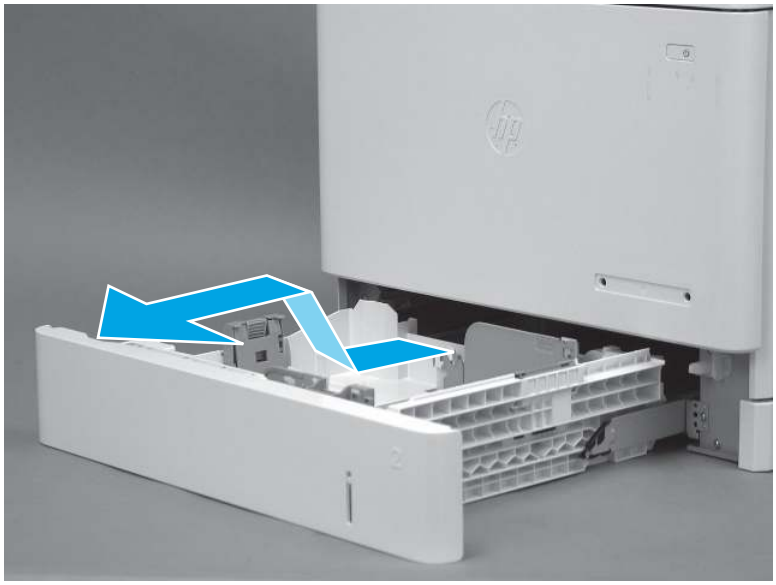
1. Pull the tray out until it stops.

Figure 4-2274 Pull the tray out

2. Lift the front of the tray, and then pull it out of the printer to remove it.

NOTE: **For a replacement tray:** If the tray has Fixed Tray Guides installed and are still required, move hardware to new tray. If necessary, order new kit: 3GY25-67901 Kit - Fixed Tray Guide. Only one kit required per engine.

Figure 4-2275 Remove the tray



Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-2276 Open the front door

2. Open the TCU.

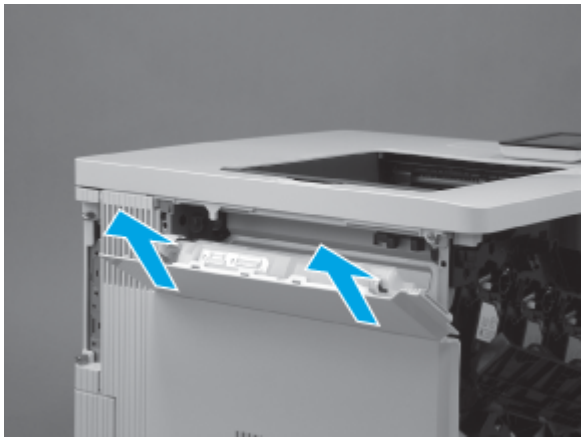
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-2277 Open the TCU

3. Pull the TCU away from the printer at an angle to remove it.

⚠ CAUTION: Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-2278 Remove the TCU

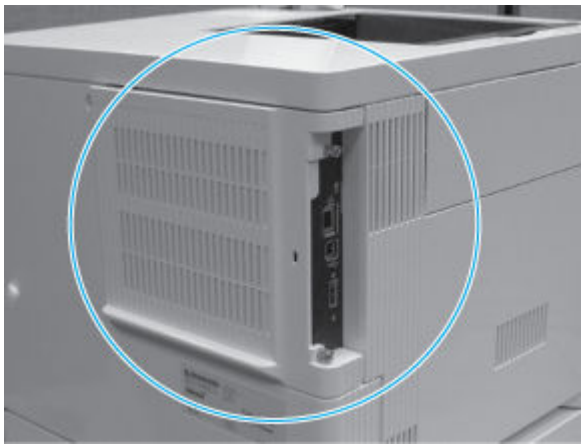


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

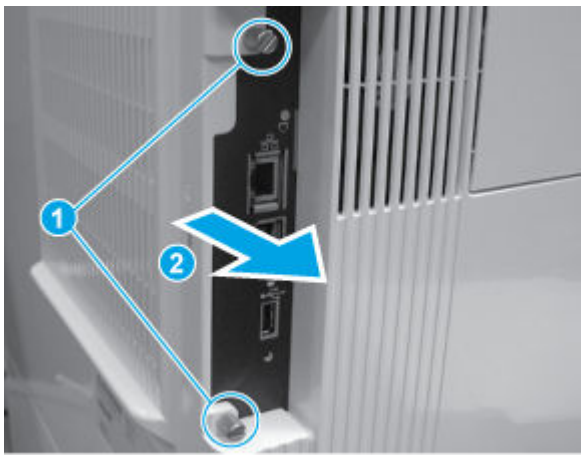
Figure 4-2279 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-2280 **Loosen the thumbscrews**



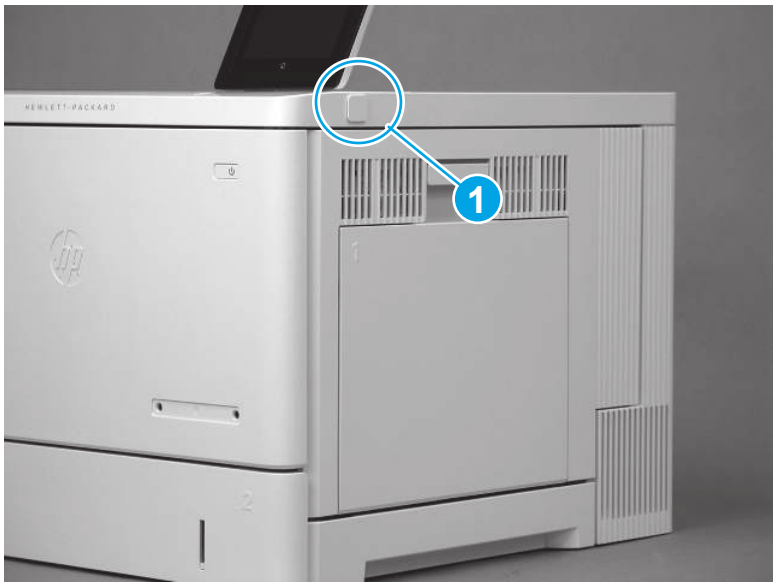
Remove the USB cover (SFP)

Follow these steps to remove the USB cover.

NOTE: This procedure is for SFP models only.

1. Locate the USB cover (callout 1).

Figure 4-2281 **Locate the USB cover**



2. Pull the cover off of the printer to remove it.

Figure 4-2282 **Remove the cover**

Remove the control panel (M553x/M555/E55040)

Follow these steps to remove the control panel.

NOTE: This procedure is for the M553x/M555/E55040 printers only.

M555 models: Removing the control panel is similar to the procedure below. For the M555, a flat cable connects the control panel to the formatter.

1. Tilt the control panel up.

Figure 4-2283 **Tilt the control panel up**

2. Use the small flat-blade screwdriver supplied in this kit to release the control-panel screws cover tabs.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-2284 **Release the control-panel screws cover tabs**

3. Rotate the cover up to remove it.

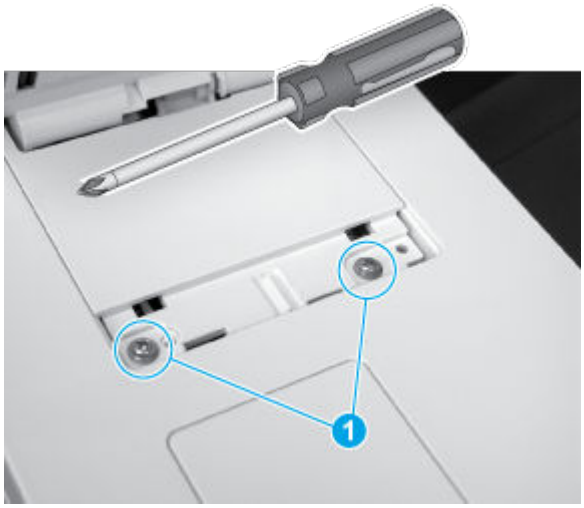
Figure 4-2285 Remove the cover

4. Use the small Phillips screwdriver supplied in this kit to remove two screws (callout 1).

IMPORTANT: Store the screws in a secure place where they cannot fall down into the printer.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-2286 Remove two screws



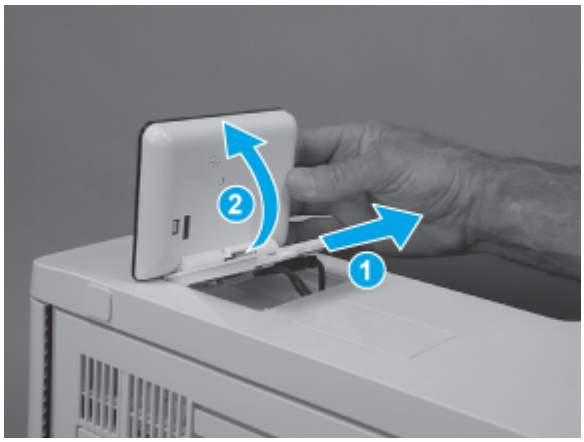
5. Rotate the control-panel base toward the front of the printer.

Figure 4-2287 **Rotate the control-panel base up**

6. Slightly slide the control-panel base toward the rear of the printer (callout 1) to release it, and then turn the control panel over (callout 2) to access the bottom side.

⚠ CAUTION: The control panel is still attached to the printer. Do not attempt to completely remove the control panel.

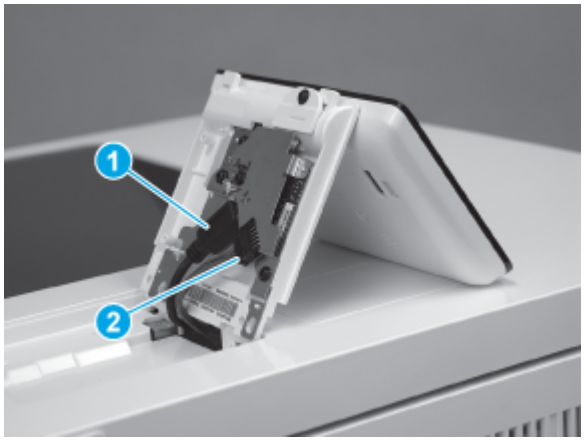
Figure 4-2288 **Turn the control panel over**



7. Disconnect one USB cable (callout 1), one connector (callout 2), and then remove the control panel.

NOTE: **M555 only**: Disconnect one flat cable (not shown), and then remove the control panel.

Figure 4-2289 Disconnect two connectors



Remove the formatter (SFP)

Follow these steps to remove the formatter.

NOTE: This procedure is for SFP models only.

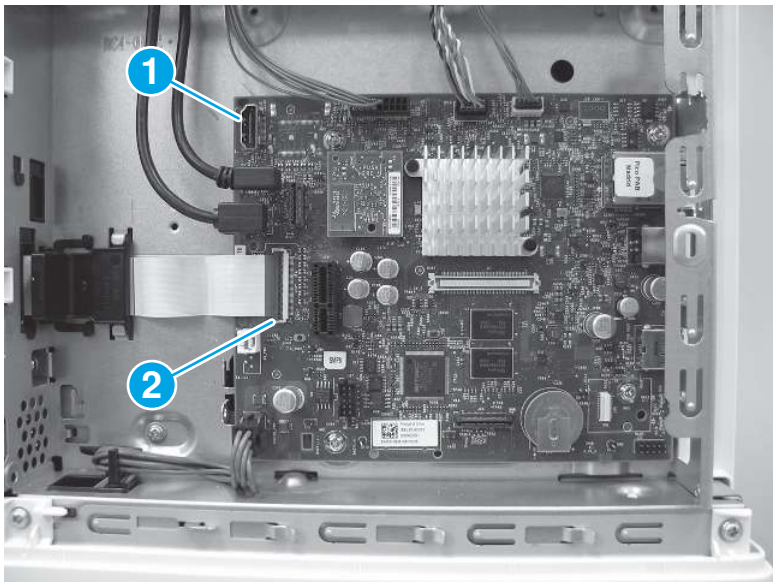
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - M553n/dn and M552dn: J2 (callout 1; this is the touchscreen connector for the M553x and E55040 printers)
   - All models: J9 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J18 (this connector is empty unless the optional hard-disk drive is installed)
   - M553n/dn and M552dn: J25 (this is the wireless connector for the M553x and E55040 models)
   - All models: J57
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

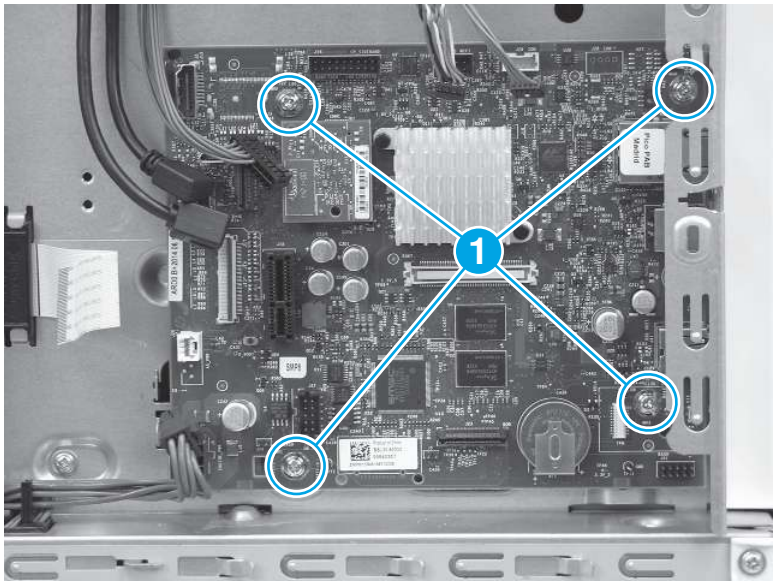
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-2290 Disconnect all connectors



2. Remove four screws (callout 1), and then remove the formatter..

Figure 4-2291 Remove four screws



Remove the hard-disk drive (HDD)

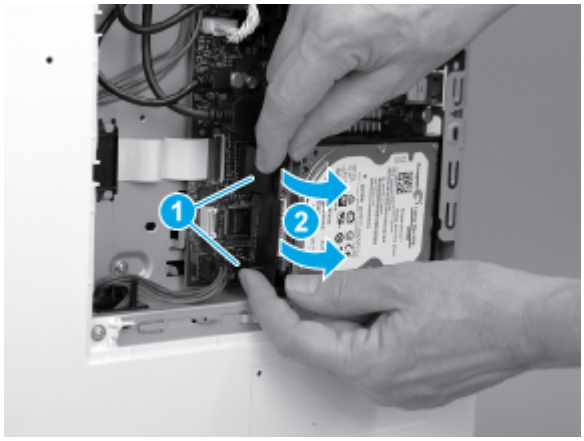
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-2292 Release the HDD



2. Slide the HDD away from the printer to remove it.

Figure 4-2293 Remove the HDD

Remove the fax PCA (fax models)

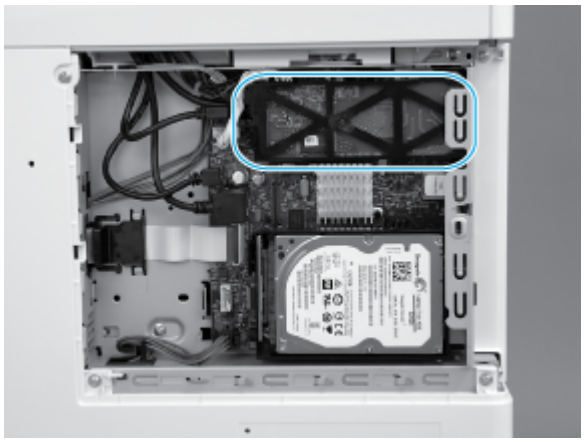
Follow these steps to remove the fax PCA (fax models).

⚠ CAUTION: ESD sensitive part.

NOTE: This procedure is for fax (or optionally installed fax) models only.

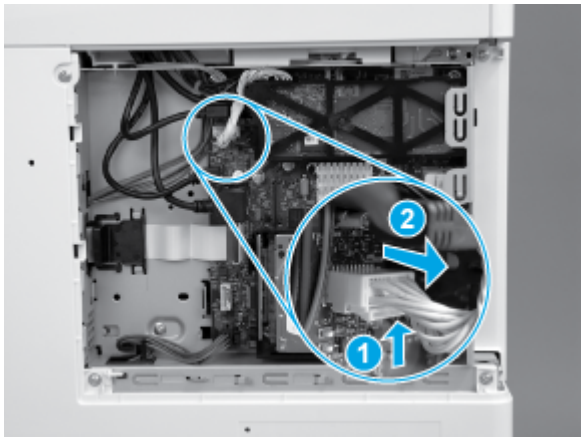
1. Locate the fax PCA component on the formatter.

Figure 4-2294 Locate the fax PCA



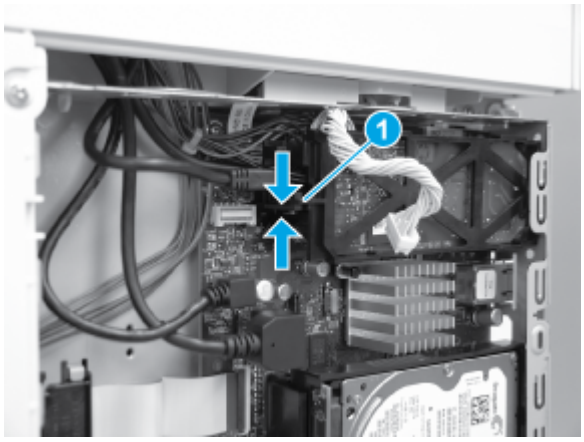
2. Release the connector latch (callout 1), and then pull the connector away from the formatter (callout 2) to disconnect it.

Figure 4-2295 Disconnect one connector



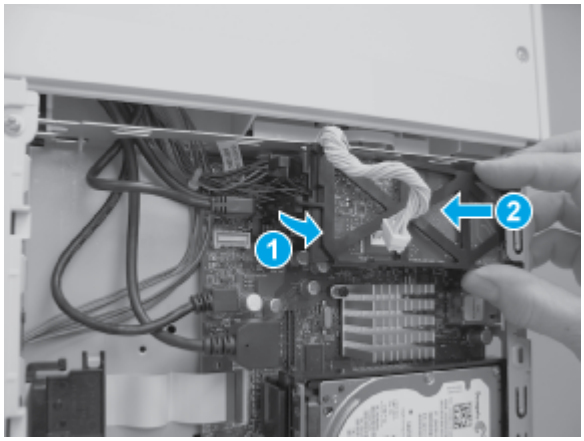
3. Release one retainer (callout 1) by pressing the bracket arms together.

Figure 4-2296 Release one latch



4. Rotate the end of the fax PCA (callout 1) away from the formatter, and then slide the PCA left (callout 2) to remove it.

Figure 4-2297 Remove the fax PCA



Remove the formatter (MFP)

Follow these steps to remove the formatter (MFP).

NOTE: This procedure is for MFP models only.

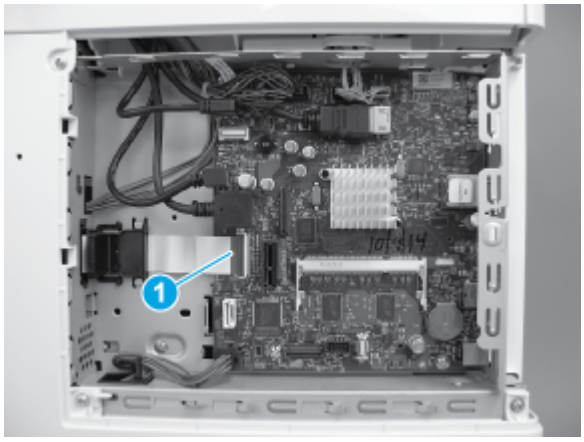
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - All models: J3
   - M577dn: J15 (this is the fax connector for the M577f/z/c models)
   - All models: J21 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J23
   - All models: J24
   - All models: J51
   - All models: J57
   - All models: J97
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

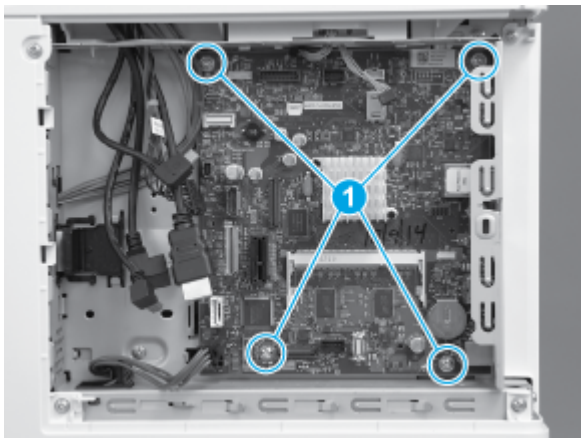
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-2298 Disconnect all connectors



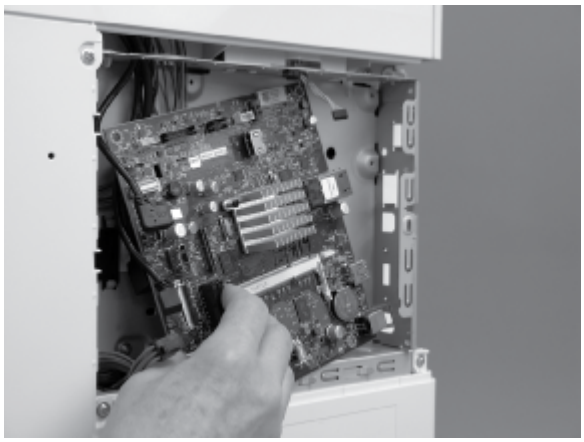
2. Remove four screws (callout 1).

Figure 4-2299 Remove four screws



3. Remove the formatter.

Figure 4-2300 Remove the formatter



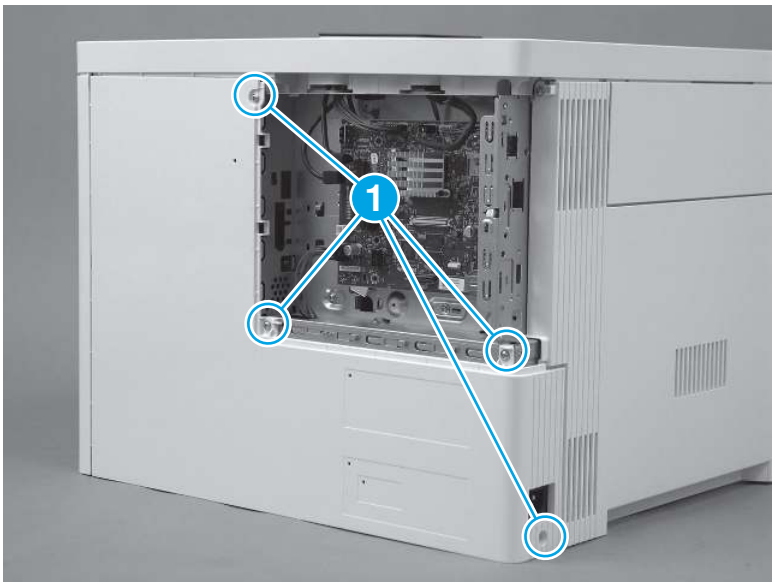
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

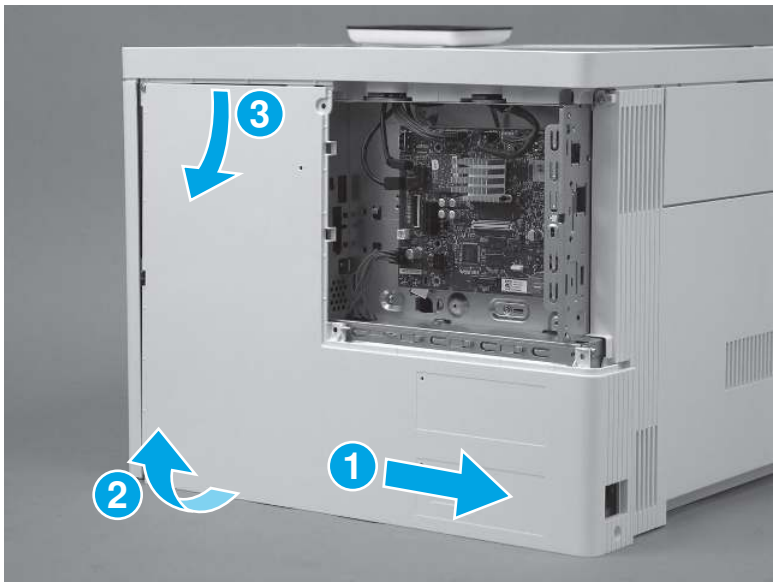
1. Remove four screws (callout 1).

Figure 4-2301 **Remove four screws**



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-2302 **Remove the cover**



Remove the rear upper cover (MFP)

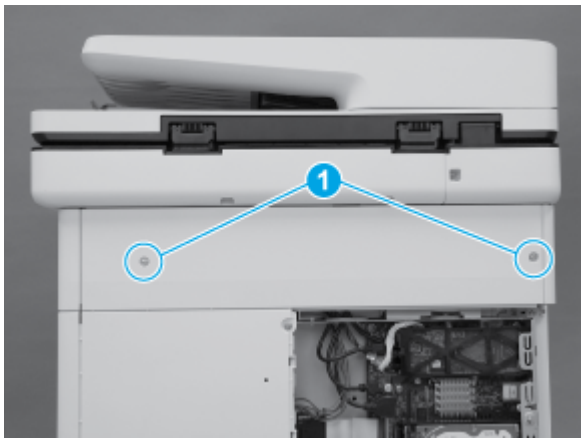
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

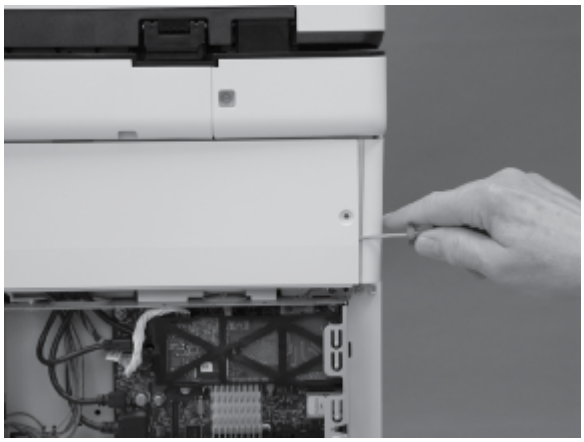
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-2303 Remove two screws



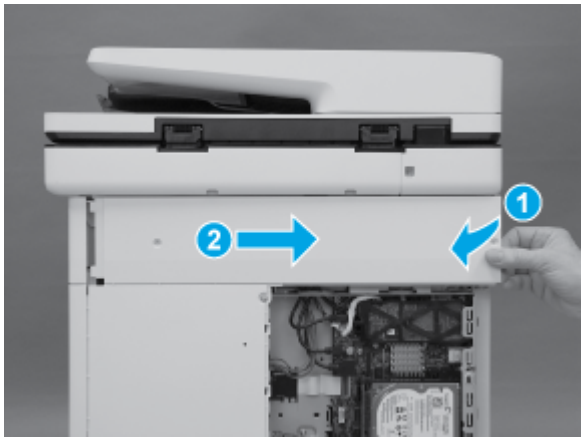
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-2304 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-2305 **Slide the cover right**



4. Remove the cover.

Figure 4-2306 **Remove the cover**

Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-2307 **Remove four screws**

2. Slide the cover to the right to remove it.

Figure 4-2308 **Remove the cover**

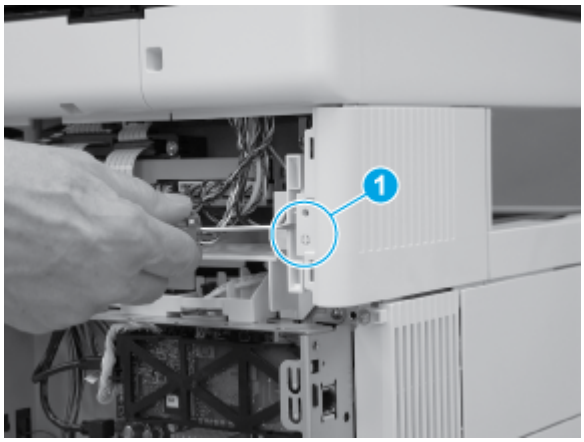
Remove the left upper cover (MFP)

Follow these steps to remove the left upper cover.

NOTE: This procedure is for MFP models only.

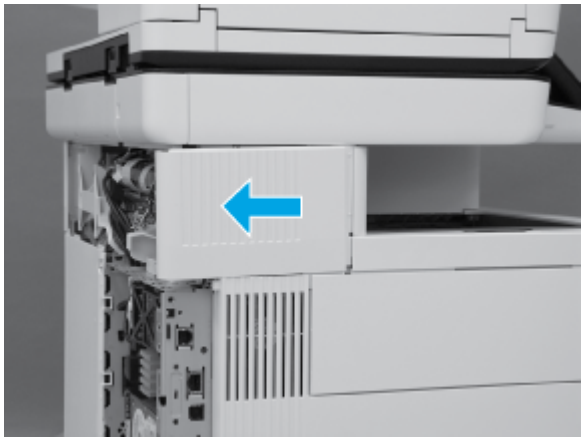
1. At the left side of the printer, release one tab (callout 1).

Figure 4-2309 **Release one tab**



2. Slide the left upper cover toward the back of the printer.

Figure 4-2310 **Slide the cover back**



3. Rotate the cover up to remove it.

Figure 4-2311 **Remove the left upper cover**

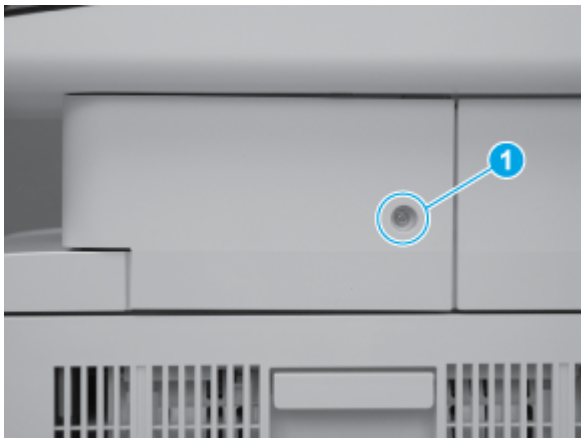
Remove the right front upper cover (MFP non-stapler models)

Follow these steps to remove the right front upper cover.

NOTE: This procedure is for non-stapler models only.

1. Remove one screw (callout 1).

Figure 4-2312 **Remove one screw**



2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-2313 **Release two tabs**

3. Rotate the front of the cover to the right to remove it.

Figure 4-2314 **Rotate the cover**

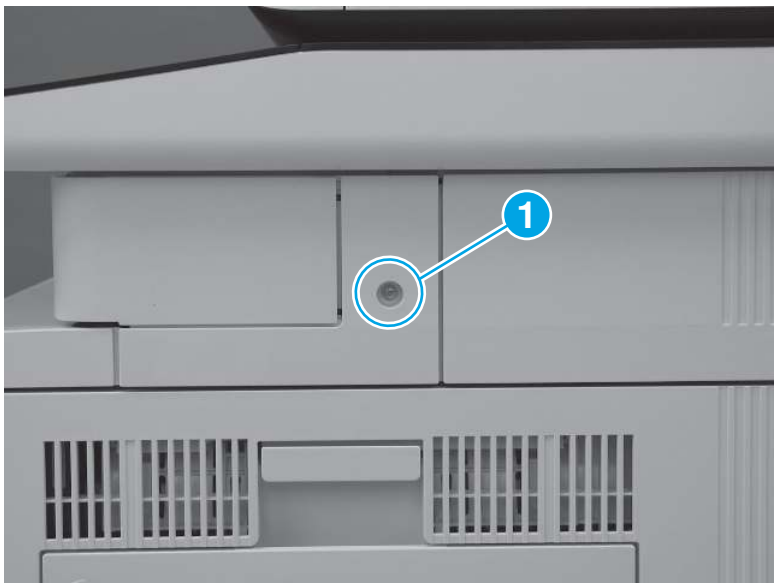
Remove the stapler cover (MFP stapler models)

Follow these steps to remove the stapler cover.

NOTE: This procedure is for stapler models only.

1. Remove one screw (callout 1).

Figure 4-2315 **Remove one screw**

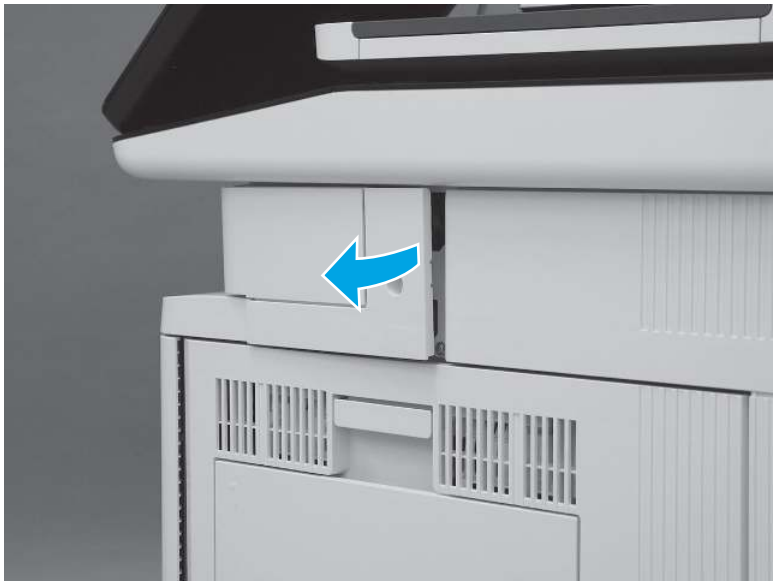


2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-2316 **Release two tabs**

3. Release the back edge of the cover.

Figure 4-2317 **Release the back edge of the cover**



4. Rotate the cover away from the printer to remove it.

Figure 4-2318 Remove the cover

Remove the integrated scanner assembly (ISA) (MFP)

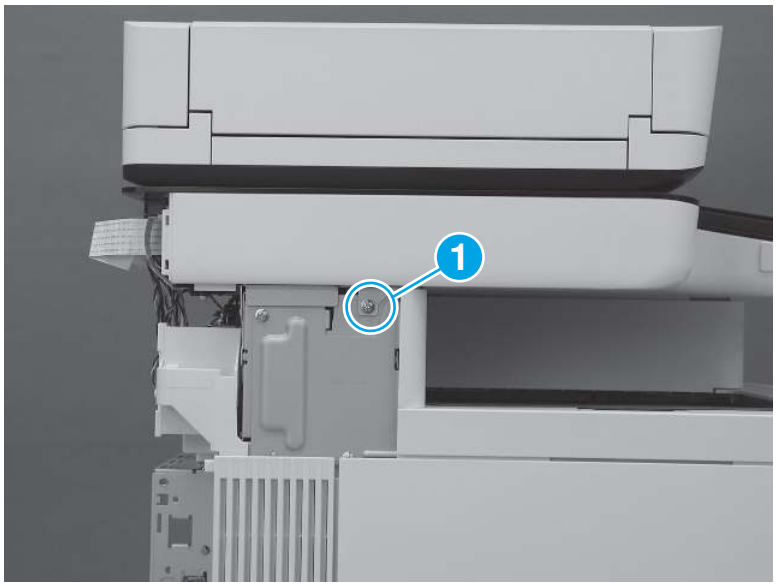
Follow these steps to remove the integrated scanner assembly (ISA).

NOTE: This procedure is for MFP models only.

NOTE: The ISA includes the document feeder, image scanner, scanner control board (SCB), control panel, keyboard (flow models) and NFC PCA (not all models).

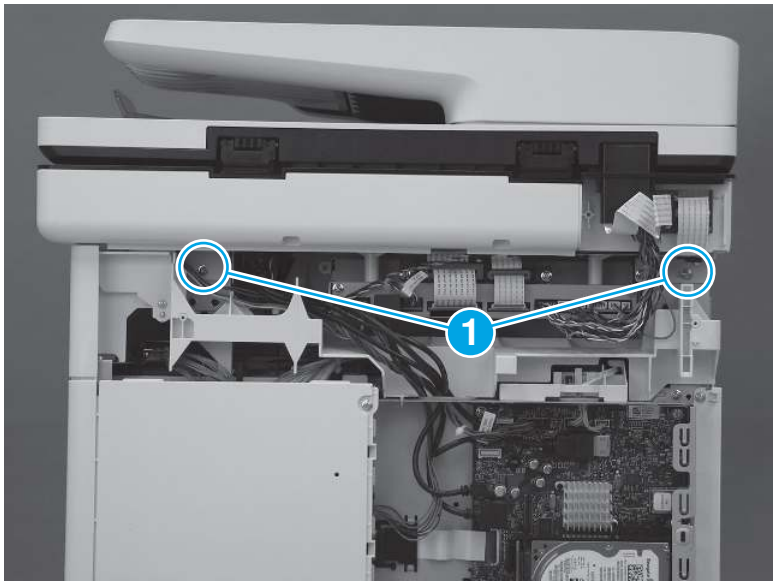
1. At the left side of the printer, remove one screw (callout 1).

Figure 4-2319 Remove one screw



2. At the back of the printer, remove two screws (callout 1).

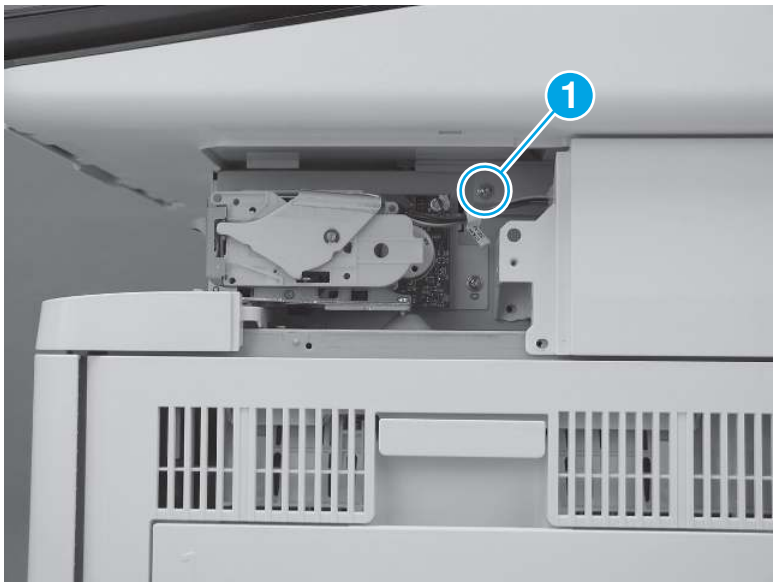
Figure 4-2320 Remove two screws



3. At the right side of the printer, remove one screw (callout 1).

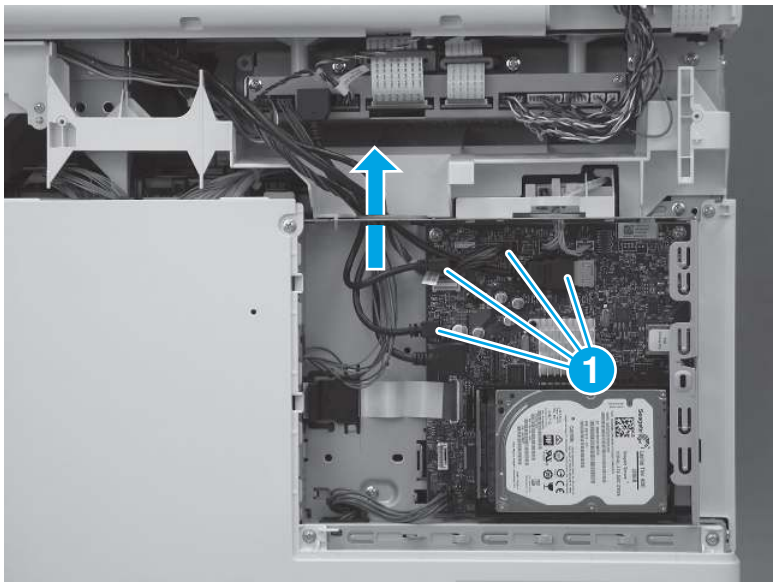
NOTE: The M577z is shown in the figure below. The procedure is correct for all MFP models.

Figure 4-2321 Remove one screw



4. Disconnect four connectors (callout 1) on the formatter, and then pass the wire harnesses and cables through the top opening in the formatter case (callout 2).

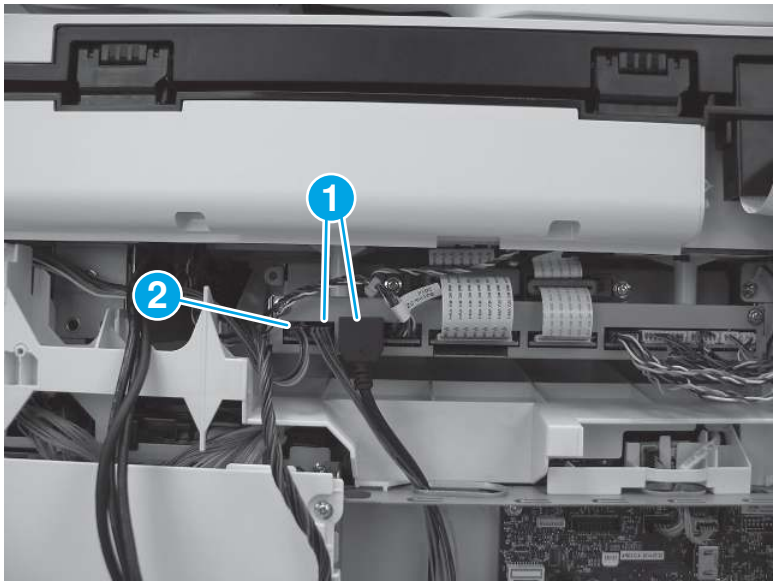
Figure 4-2322 **Disconnect cables and connectors**



5. Disconnect two connectors on the scanner control board (callout 1).

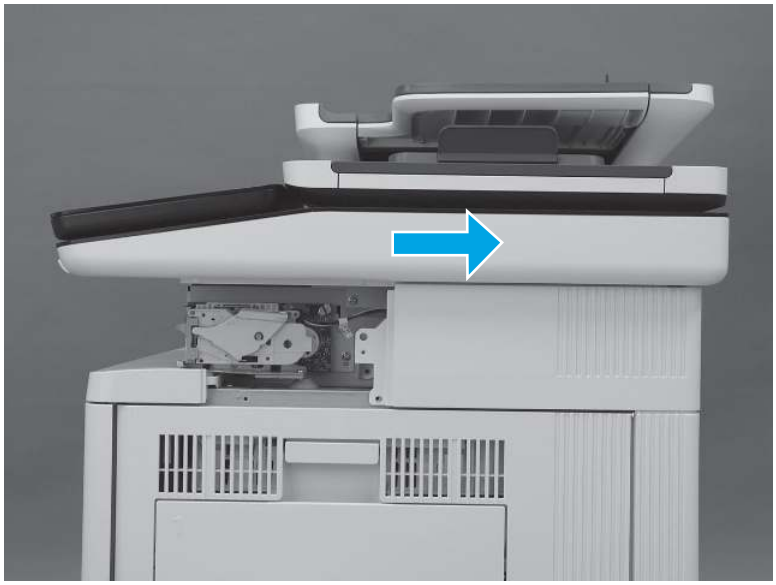
MFP stapler models: Disconnect one connector for the stapler on the scanner control board (callout 2).

Figure 4-2323 **Disconnect connectors**



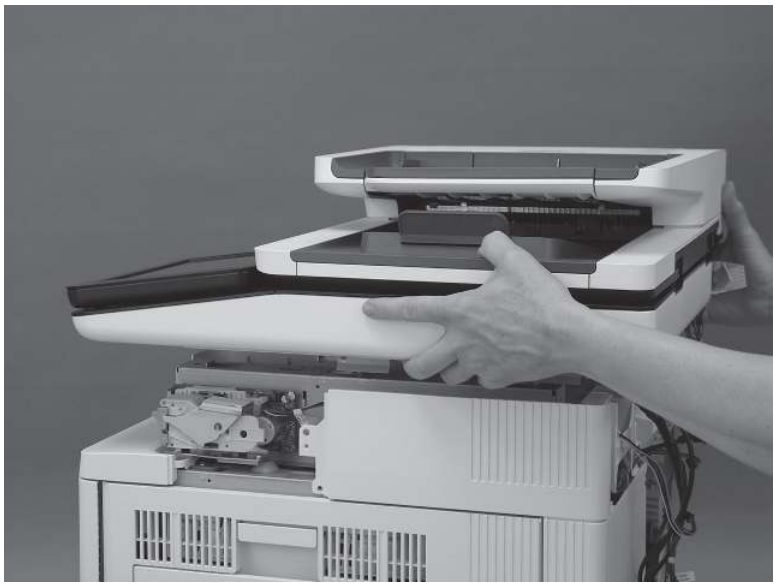
6. Slide the image scanner toward the back of the printer to release it.

Figure 4-2324 **Release the image scanner**



7. Lift the ISA straight up to remove it.

Figure 4-2325 **Remove the ISA**



Remove the right upper cover (MFP)

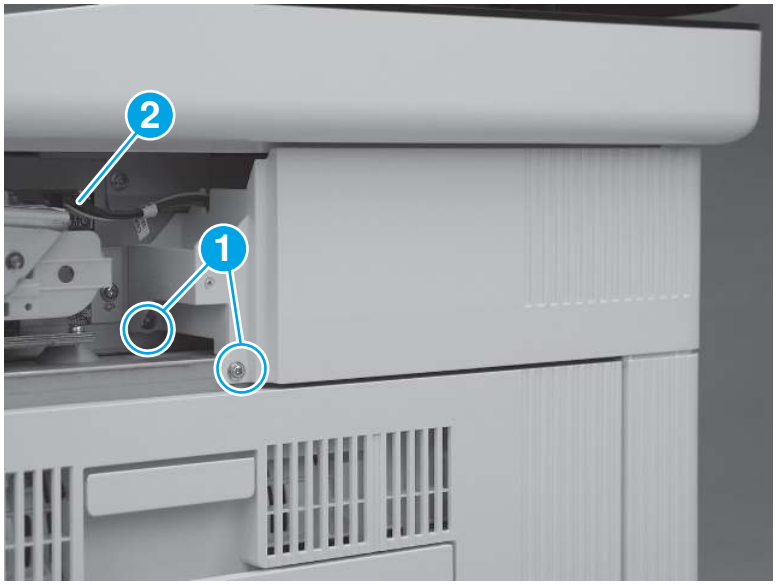
Follow these steps to remove the right upper cover.

NOTE: This procedure is for MFP models only.

1. At the right side of the printer, remove two screws (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

Figure 4-2326 Remove two screws and one connector

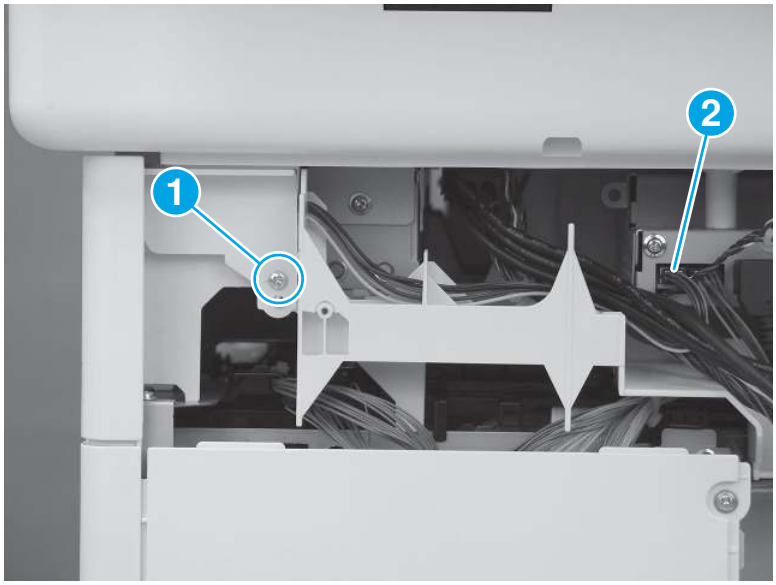


2. At the back of the printer, remove one screw (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

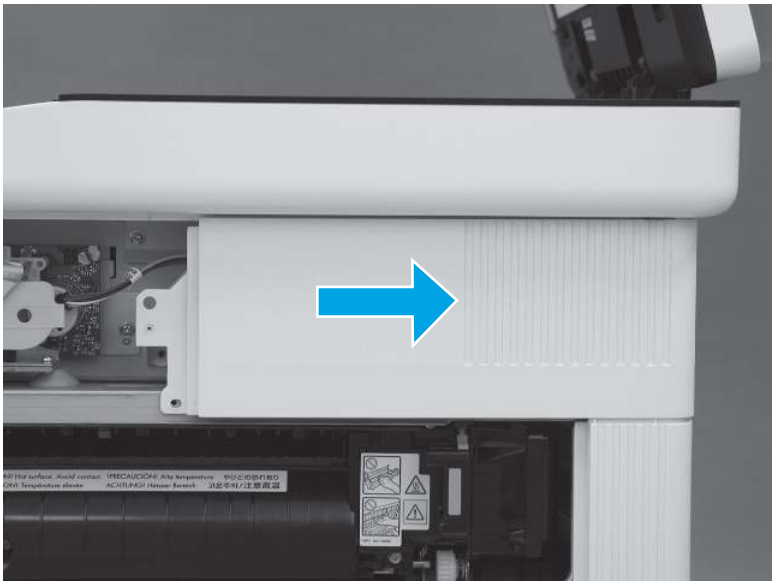
Reinstallation tip: This screw is smaller than the screws removed in the previous step. When reinstalling the right upper cover, make sure that this screw is installed in the correct position.

Figure 4-2327 Remove one screw and connector



3. Slide the cover toward the back of the printer.

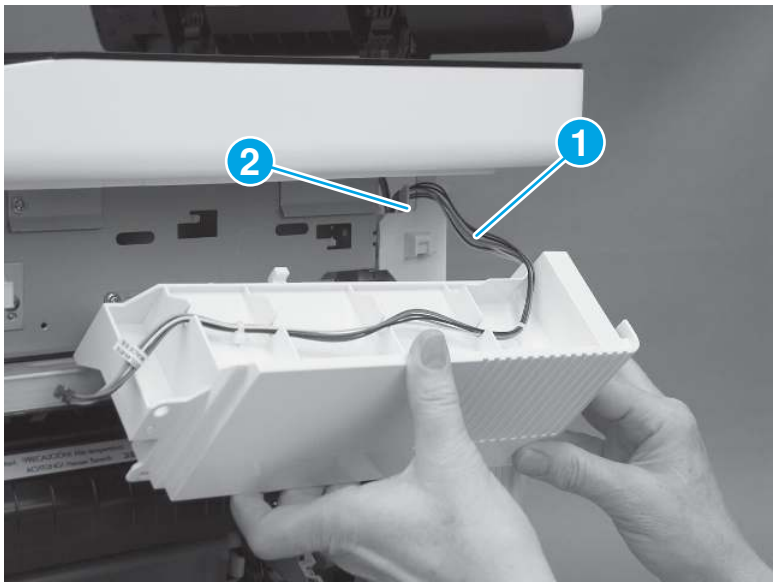
Figure 4-2328 **Slide the cover**



4. Lift the cover away from the printer to remove it.

M577/M578z: Release the cables (callout 1) through the slot (callout 2) in the printer.

Figure 4-2329 **Remove the cover**



Remove the left cover

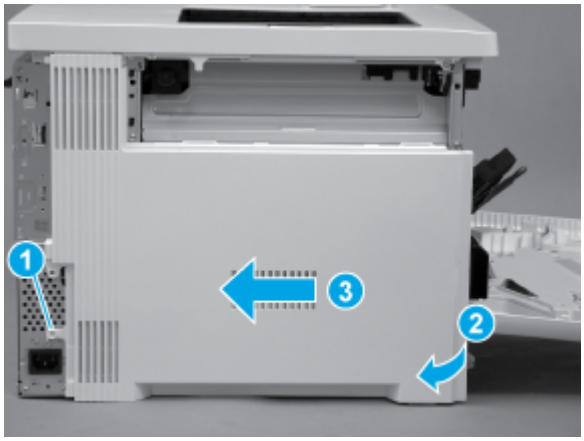
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-2330 Remove one screw

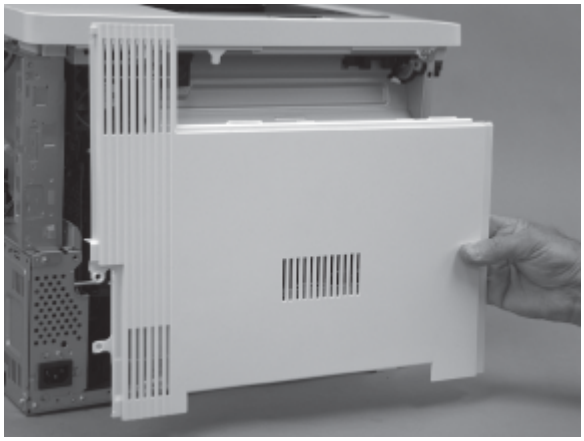
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-2331 Release the cover



3. Remove the cover.

Figure 4-2332 Remove the cover



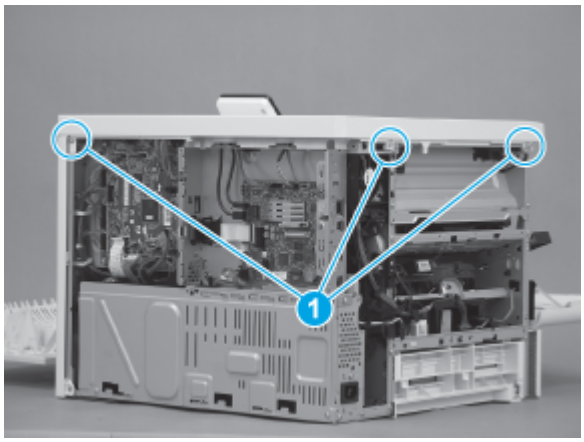
Remove the upper cover (SFP)

Follow these steps to remove the upper cover.

NOTE: This procedure is for SFP models only.

1. Remove three screws (callout 1).

Figure 4-2333 **Remove three screws**



2. Remove one screw (callout 1), release one tab (callout 2), and then slightly separate the corner of the cover from the chassis.

NOTE: This is a self-tapping plastic-thread screw. Make sure that this screw is used in this location when it is reinstalled.

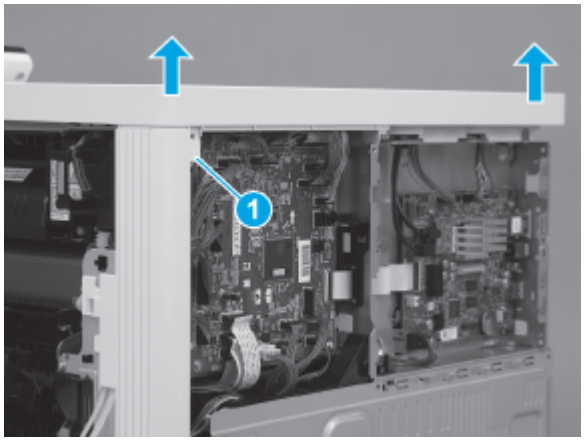
Figure 4-2334 **Remove one screw and release one tab**

3. Release one tab (callout 1), and then lift up on the cover to release it.

IMPORTANT: **M554 models**: Disconnect the control-panel flat cable at the formatter.

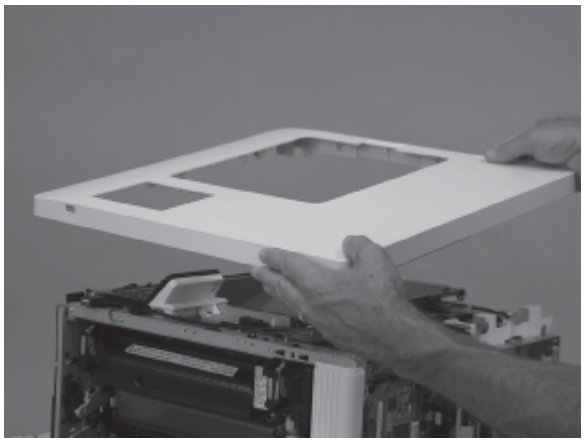
NOTE: If the cover does not release, check for addition tabs by locating the triangles embossed in the cover at tab locations.

Figure 4-2335 Release the cover



4. Remove the cover.

Figure 4-2336 Remove the cover



Remove the right rear cover

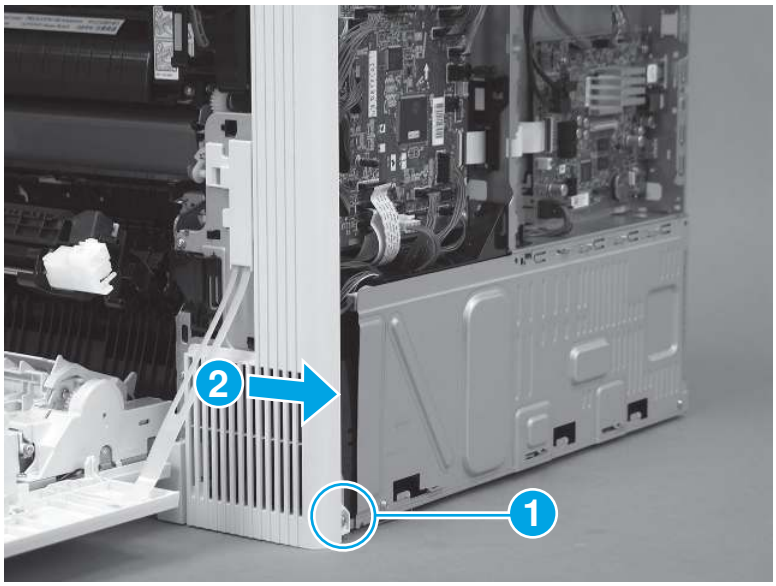
Follow these steps to remove the right rear cover.

NOTE: The figures in this topic show a SFP model. However, the procedure is correct for an MFP.

1. Remove one screw (callout 1), and then slide the cover toward the rear of the printer (callout 2) to release it.

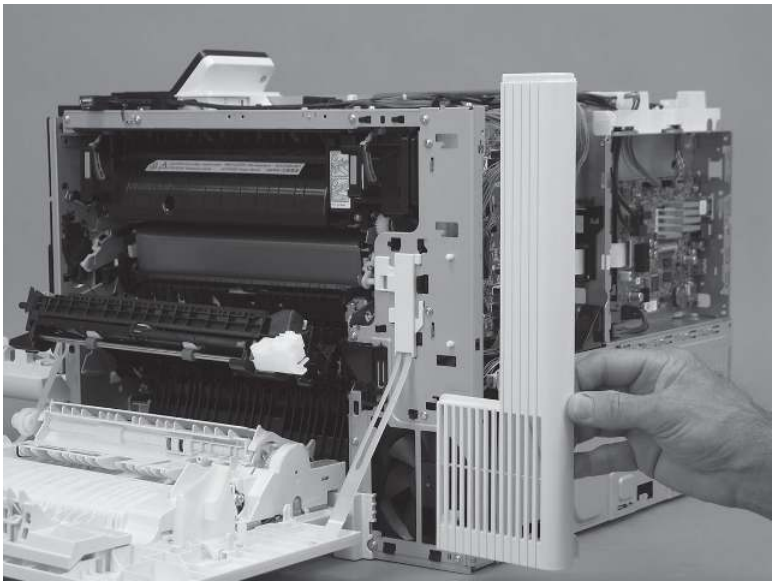
TIP: If the right door is closed, open it now.

Figure 4-2337 Release the cover



2. Remove the cover.

Figure 4-2338 Remove the cover

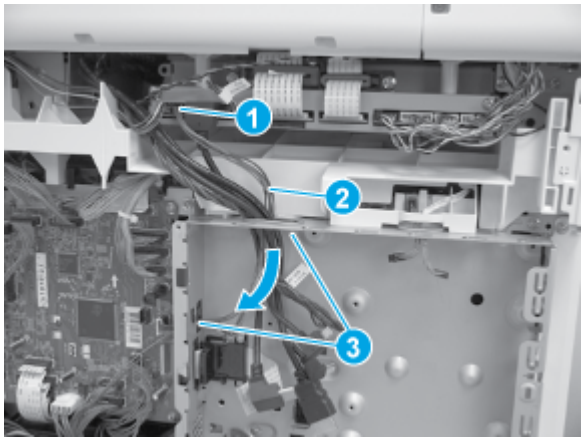


Remove the formatter case

Follow these steps to remove the formatter case.

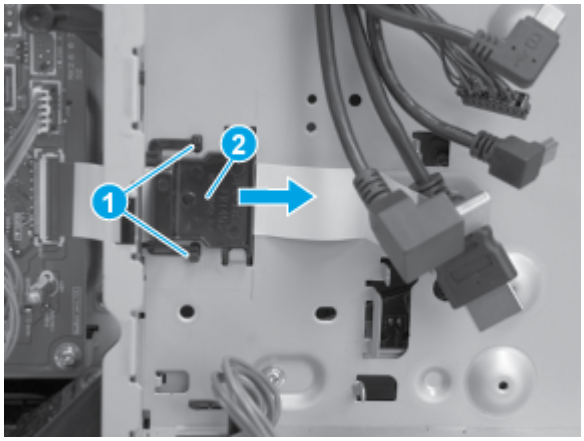
1. **MFP only:** Disconnect one connector (callout 1), and then pass the wire harness (callout 2) through two openings in the formatter case (callout 3).

Figure 4-2339 **Disconnect one connector**



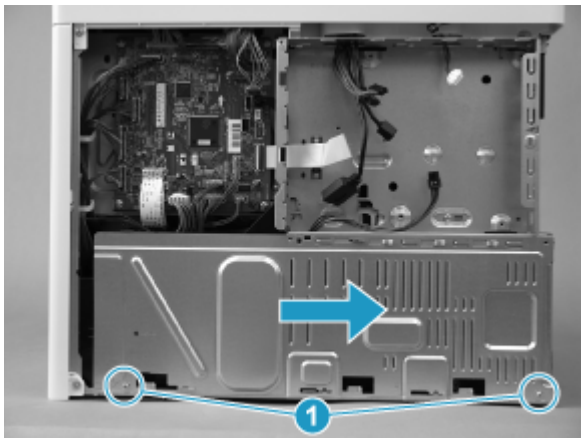
2. Release two tabs (callout 1) on the black plastic bracket. Hold the tabs in the released position, and then slide the bracket (callout 2) to the right to remove it from the formatter case.

Figure 4-2340 **Remove the bracket**



3. Remove two screws (callout 1), and then slide the low-voltage power supply (LVPS) cover to the right to remove it.

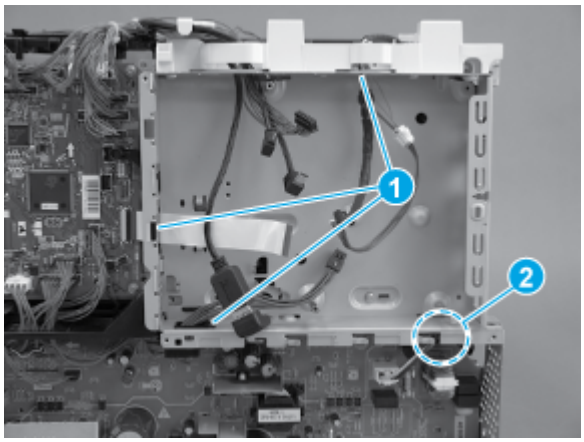
Figure 4-2341 **Remove the LVPS cover**



4. Pass two wire harnesses and one flat cable (callout 1) through the opening in the formatter case, and then release one wire harness from the retainer (callout 2).

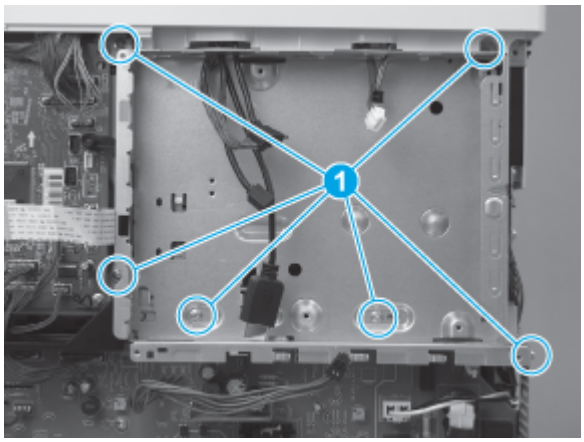
⚠ CAUTION: The flat cable might be attached to the formatter case with double-sided tape. Make sure that this tape is released, so that the flat cable is not damaged when the formatter case is removed.

Figure 4-2342 Release wire harnesses and flat cable



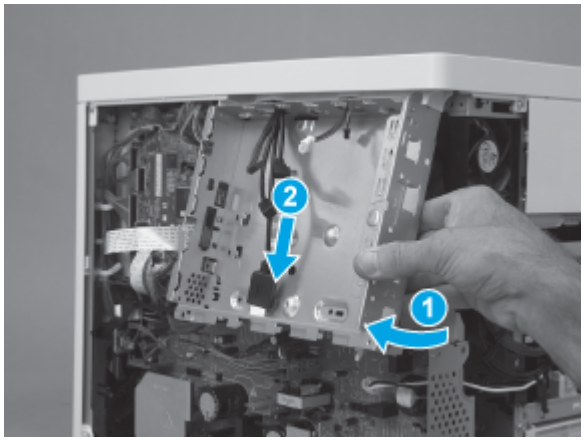
5. Remove six screws (callout 1).

Figure 4-2343 Remove six screws



6. Rotate the bottom of the formatter case away from the printer (callout 1), and then pull it down (callout 2) to release it.

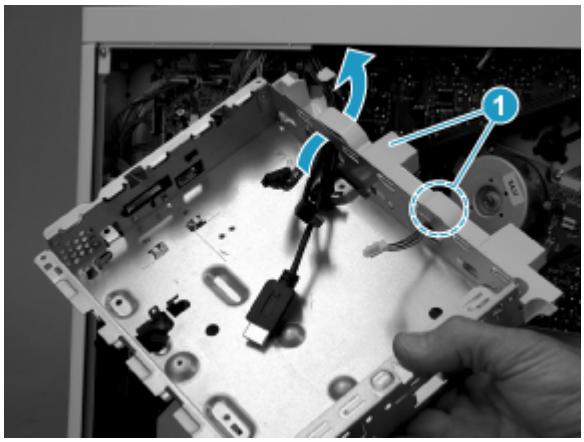
Figure 4-2344 Release the formatter case



7. Pass the wire harnesses through the opening in the formatter case to remove it.

IMPORTANT: If the formatter case is removed so that it can be replaced, make sure to transfer the memory PCA (island of data) and plastic bracket (callout 1) to the replacement case.

Figure 4-2345 Remove the formatter case

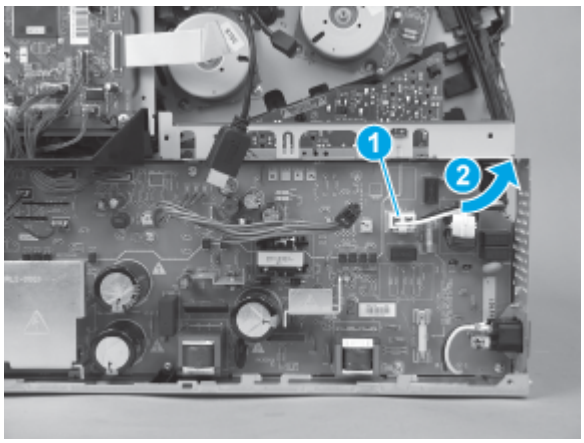


Remove the low-voltage power supply (LVPS)

Follow these steps to remove the low-voltage power supply (LVPS).

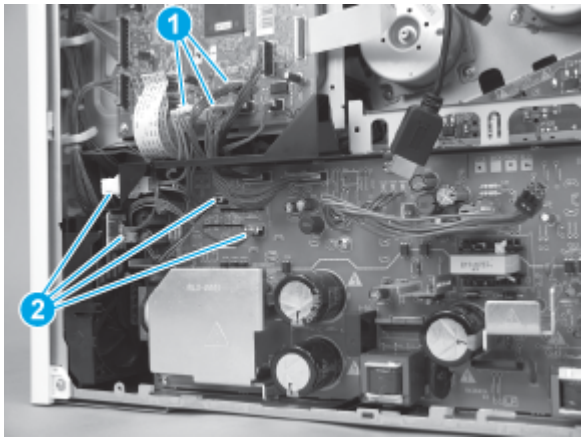
1. Disconnect one wire harness (callout 1), and then pass the wire harness through the opening (callout 2) in the chassis.

Figure 4-2346 Disconnect one wire harness



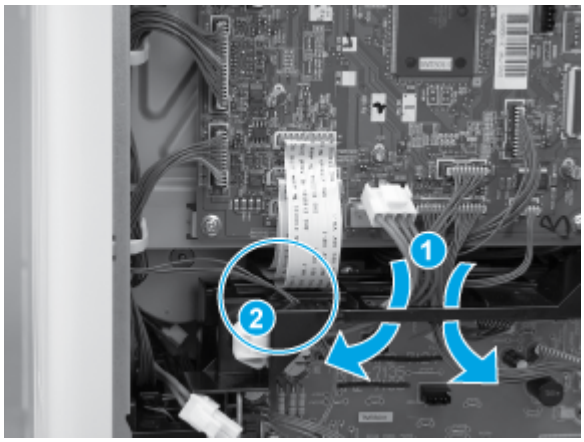
2. Disconnect three connectors on the DC controller (callout 1), and then disconnect four connectors (callout 2) on the LVPS.

Figure 4-2347 Disconnect seven connectors



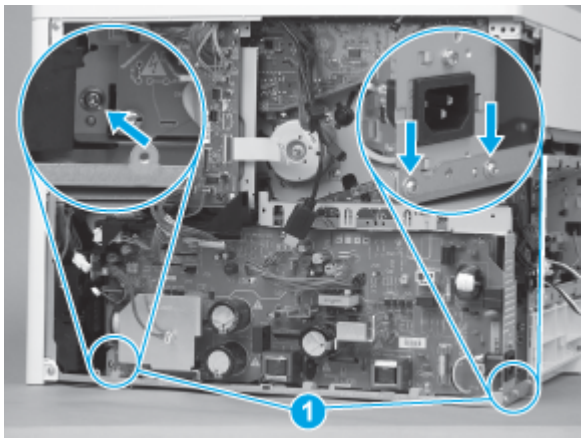
3. Pass the wire harnesses from the DC controller to the LVPS through the opening in the chassis (callout 1), and then release the wire harnesses from the retainer (callout 2).

Figure 4-2348 Pass the wire harnesses through the opening



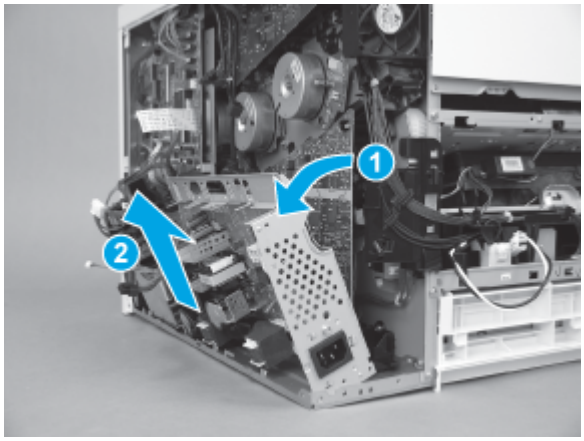
4. Remove three screws (callout 1).

Figure 4-2349 Remove three screws



5. Rotate the top of the LVPS away from the printer (callout 1), and then slide it up and out (callout 2) of the printer to remove it.

Figure 4-2350 Remove the LVPS

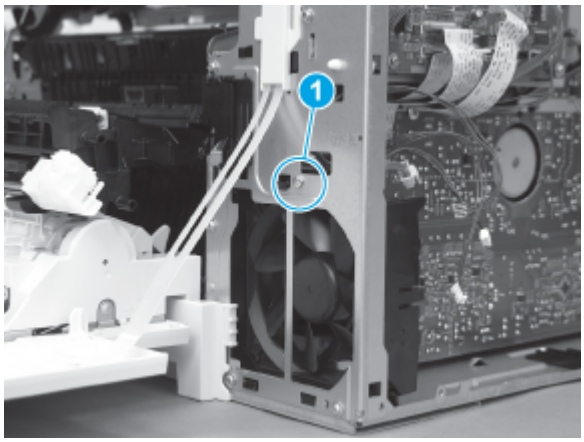


Remove the power supply fan (FM1)

Follow these steps to remove the power supply fan.

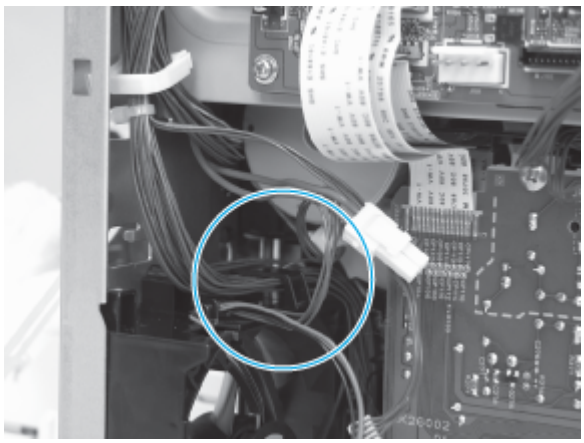
1. Remove one screw (callout 1).

Figure 4-2351 **Remove one screw**



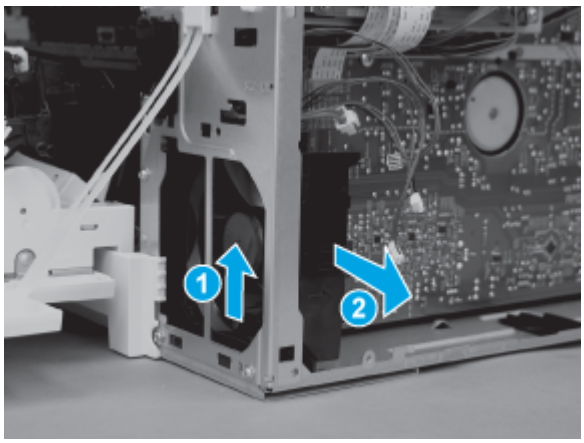
2. Release the wire harnesses from the retainer on the top of the fan bracket.

Figure 4-2352 **Release the wire harnesses**



3. Lift the fan up (callout 1), and then slide it out of the printer (callout 2) to remove it.

Figure 4-2353 **Remove the fan**

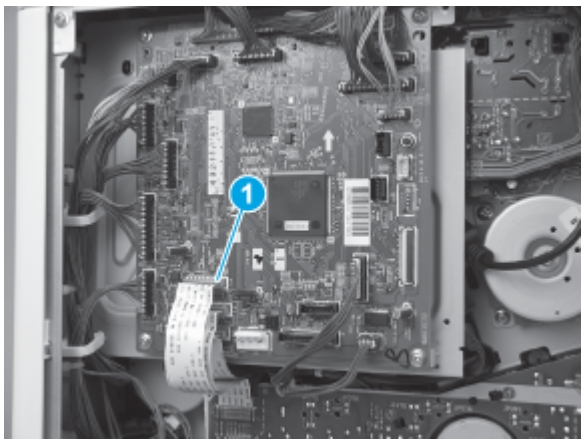


Remove the high-voltage power supply D (HVPSD)

Follow these steps to remove the high-voltage power supply D (HVPSD).

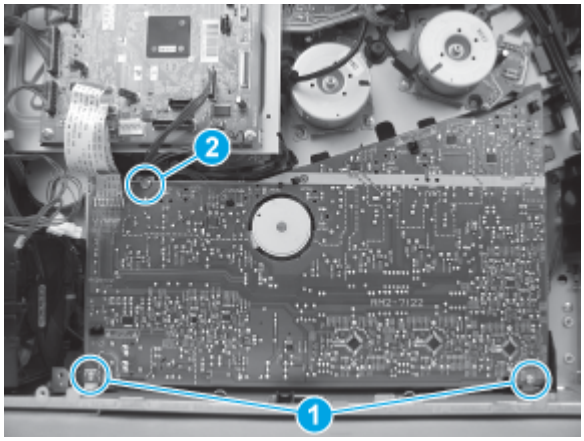
1. Disconnect one flat cable (callout 1) on the DC controller.

   Figure 4-2354 Disconnect one flat cable

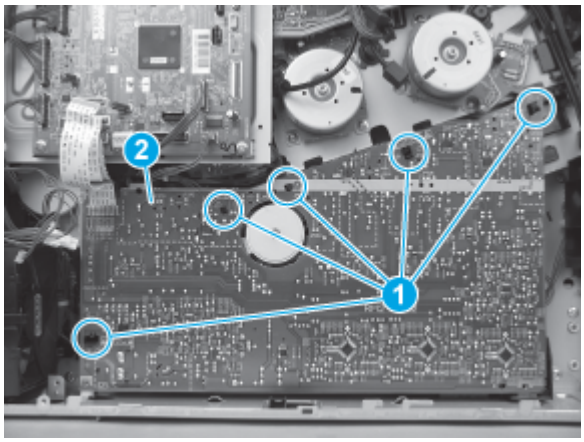
2. Remove two screws (callout 1), and then remove one self tapping screw (callout 2) on the HVPSD.

   Figure 4-2355 Remove three screws

3. Release five tabs (callout 1), and then remove the HVPSD (callout 2).

Figure 4-2356 Remove the HVPSD

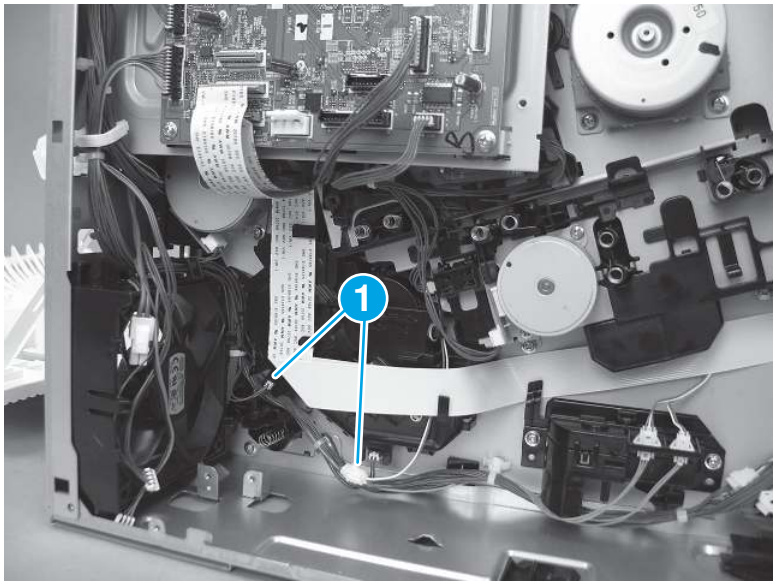


Remove the auto close assembly

Follow these steps to remove the auto close assembly.

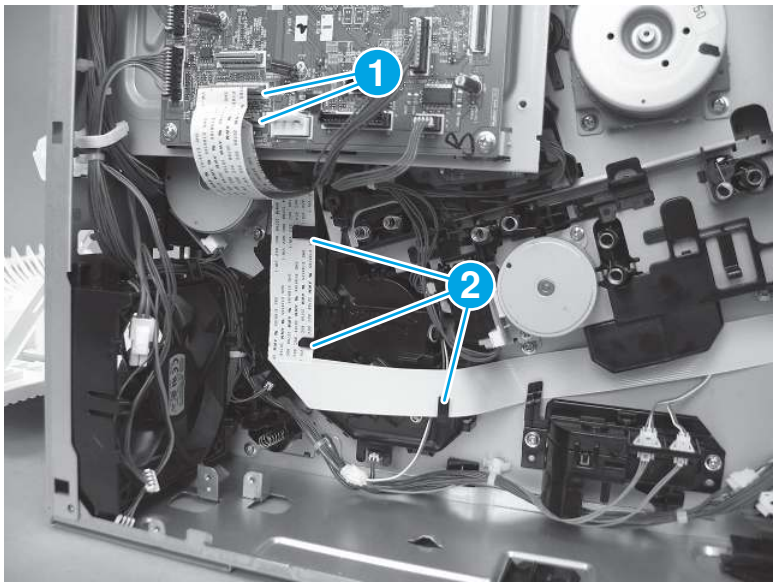
1. Disconnect two connectors (callout 1).

Figure 4-2357 Disconnect two connectors



2. Disconnect two flat cables (callout 1), and then release them from the retainers (callout 2).

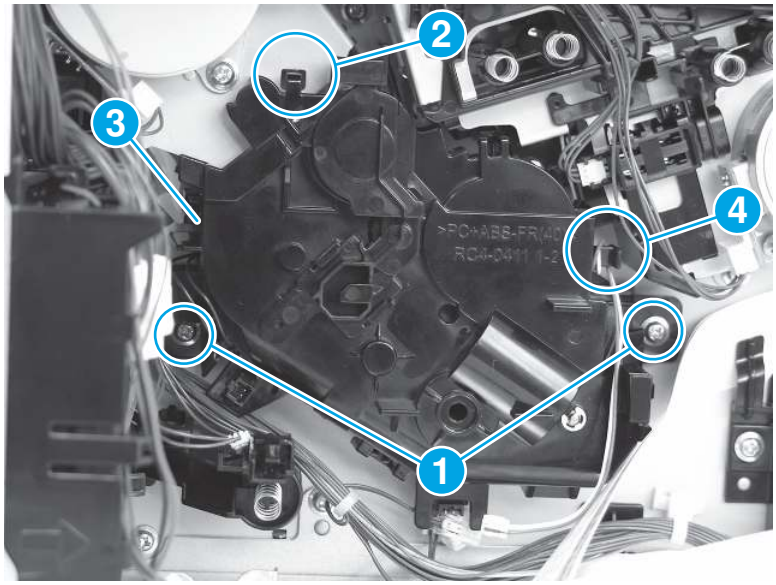
Figure 4-2358 Disconnect two flat cables



3. Remove two screws (callout 1), release one tab (callout 2), and then remove the lifter drive assembly (callout 3).

NOTE: Release one wire harness from the retainer (callout 4) as the assembly is removed.

Figure 4-2359 Remove the assembly



Remove the DC controller (DCC) and sheet-metal bracket

Follow these steps to remove the DC controller and sheet-metal bracket together.

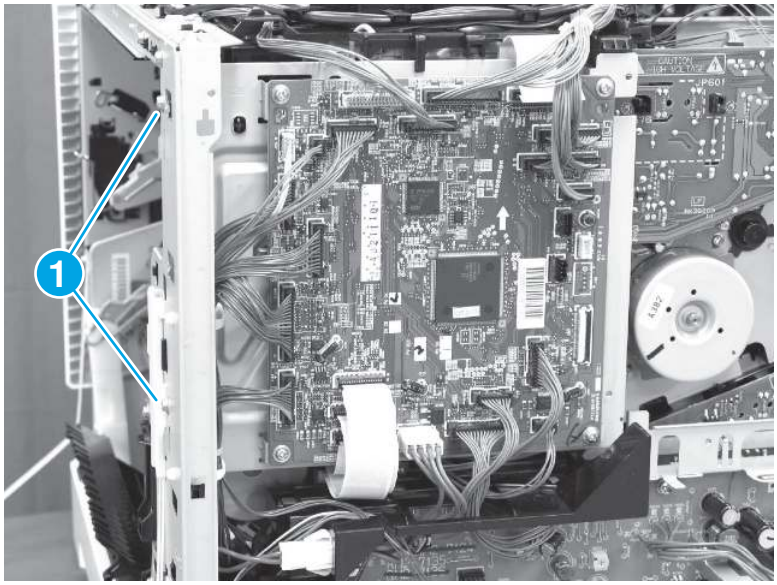
NOTE: ESD sensitive part.

1. Disconnect all of the connectors, and then remove two screws (callout 1).

   Empty DCC connectors

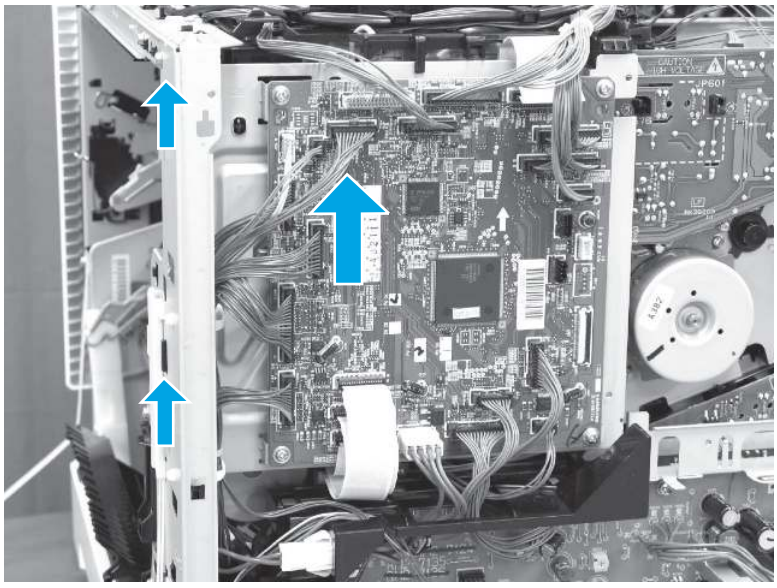
   - J140
   - J141
   - J143

   Figure 4-2360 **Remove two screws**

2. Lift up on the DC controller and sheet-metal plate to remove it.

   Figure 4-2361 **Remove the plate**

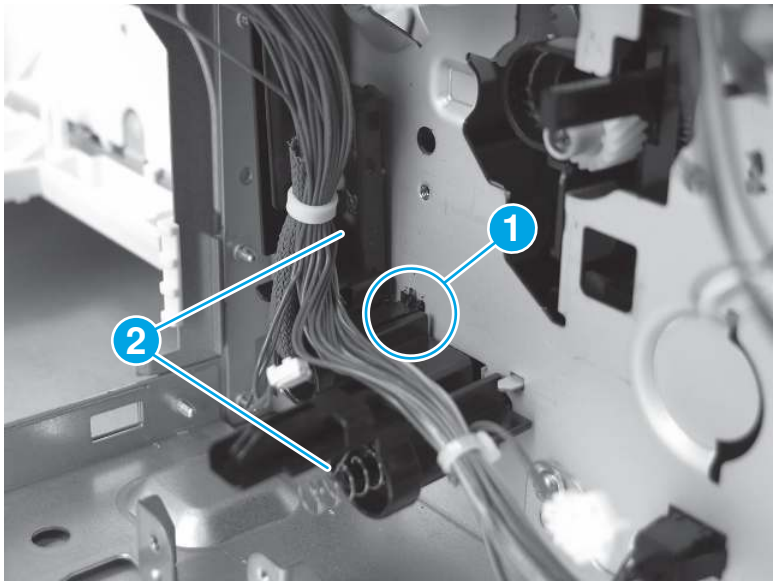
   

Remove the pickup drive assembly and motor (M5)

Follow these steps to remove the pickup drive assembly and motor.

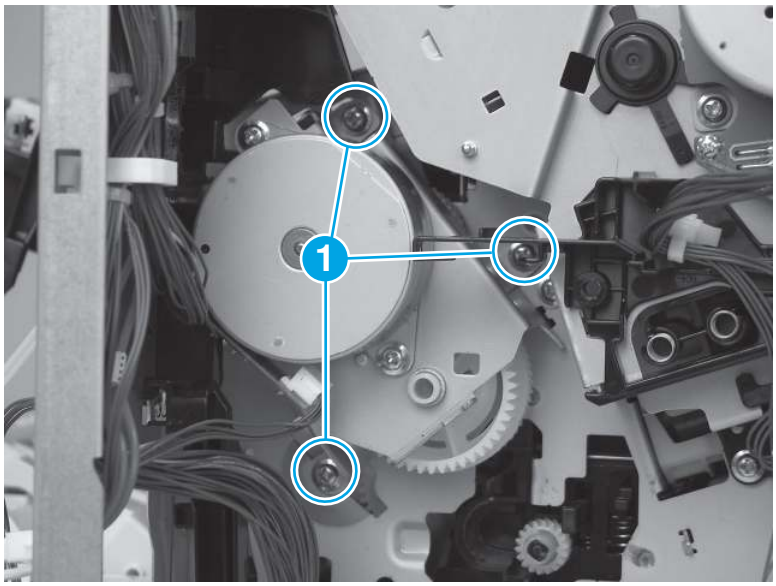
1. Release one tab (callout 1), and then move the guide (callout 2) out of the way.

Figure 4-2362 **Move the guide out of the way**



2. Remove three screws (callout 1).

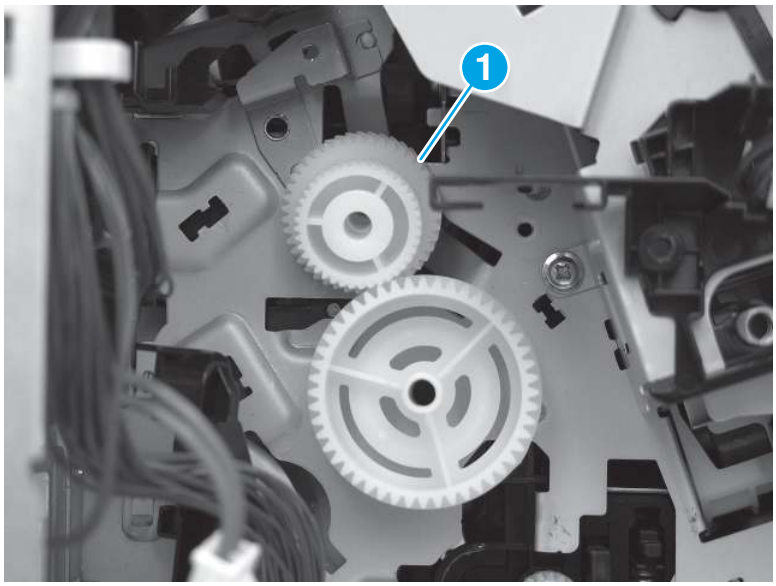
Figure 4-2363 **Remove three screws**



3. Remove the assembly.

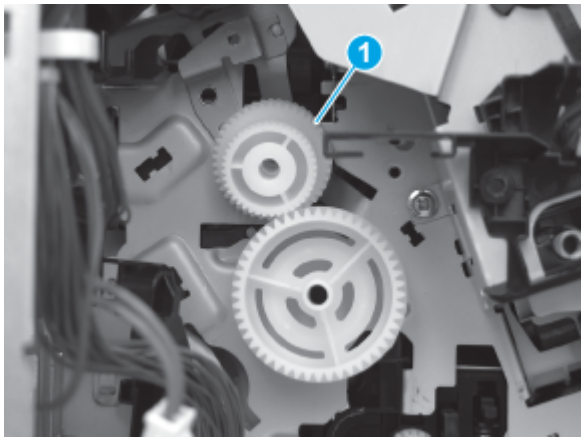
⚠ CAUTION: One gear on the back side of the assembly is not captive. Handle the assembly carefully.

Figure 4-2364 Remove the assembly



4. If the gear (callout 1) was not removed with the assembly in the previous step, remove it now.

Figure 4-2365 Remove the gear if installed

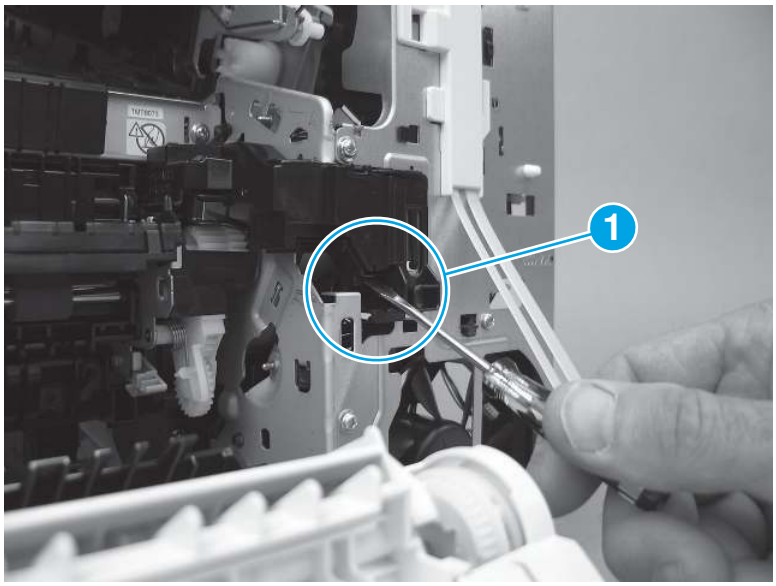


Remove the registration assembly

Follow these steps to remove the registration assembly.

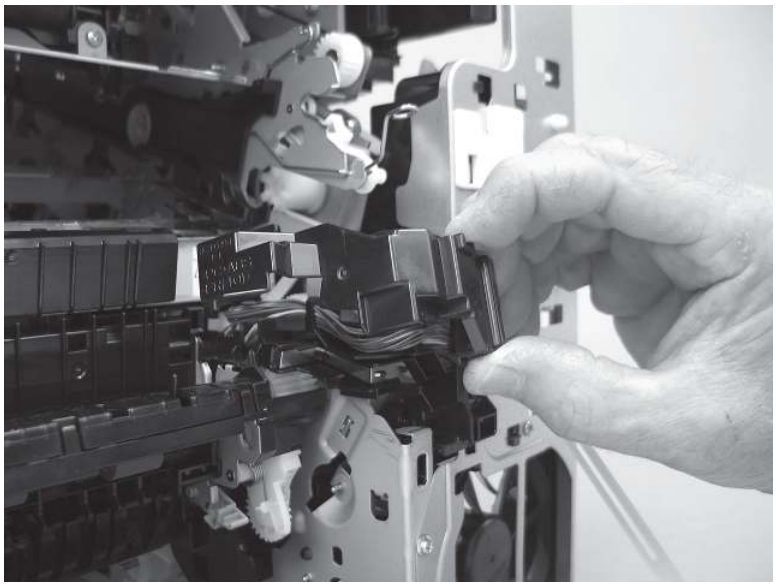
1. At the right side of the printer, release one tab (callout 1).

Figure 4-2366 Release one tab



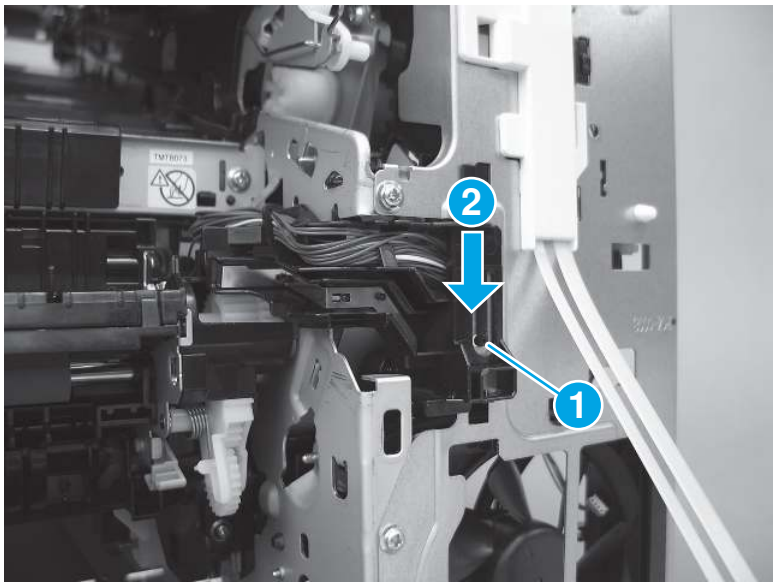
2. Remove the cover.

Figure 4-2367 Remove the cover



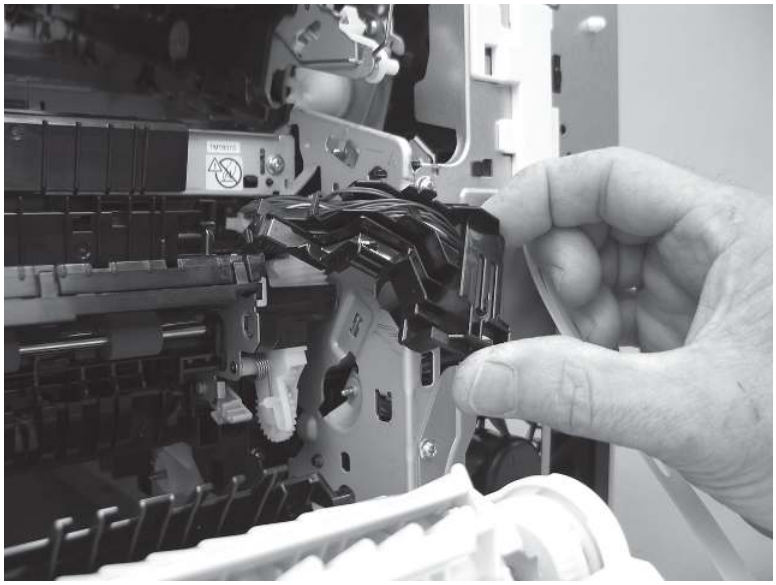
3. Release one tab (callout 1), and then push down on the guide (callout 2) to release it.

Figure 4-2368 Release the guide



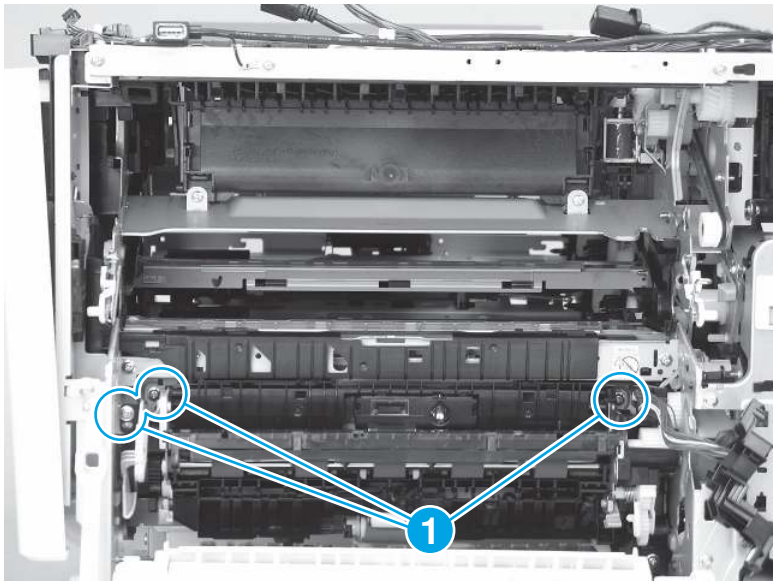
4. Move the guide out of the way.

Figure 4-2369 Move the guide out of the way



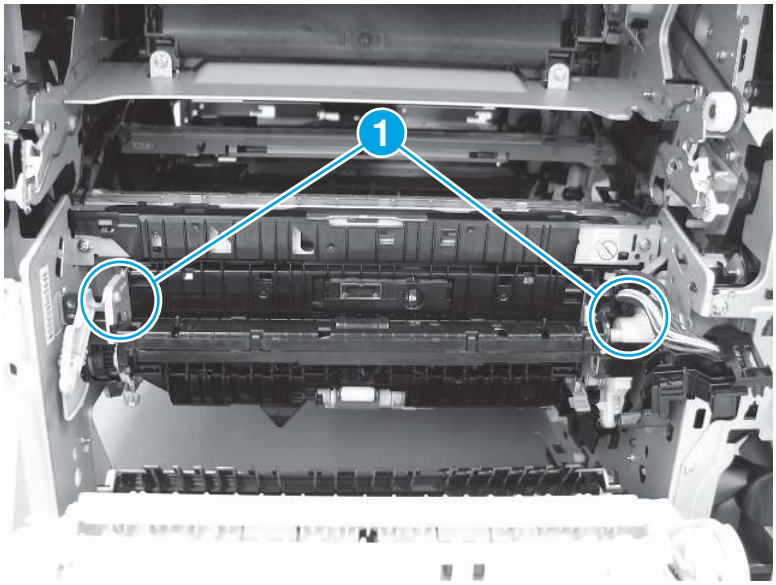
5. Remove three screws (callout 1).

Figure 4-2370 Remove three screws



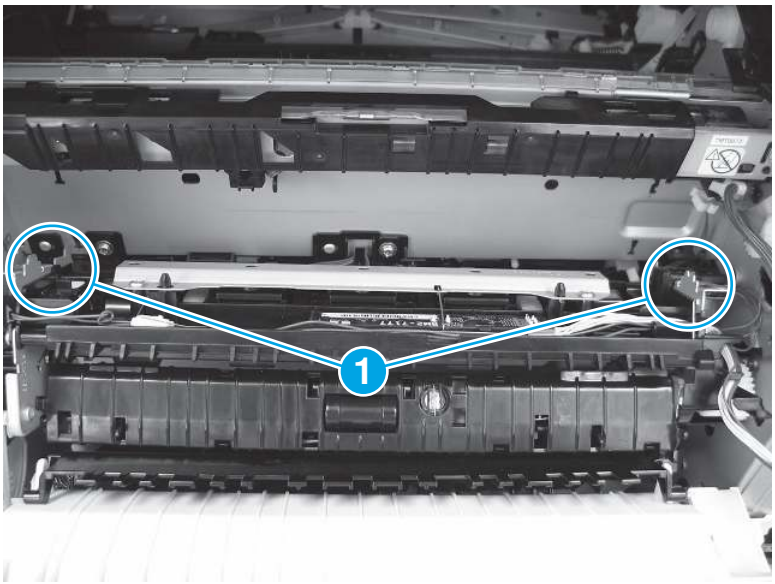
6. Before proceeding, locate the sheet metal portion (callout 1) of the assembly. When handling the assembly, use the sheet metal as handles.

Figure 4-2371 Locate the sheet metal potion of the assembly



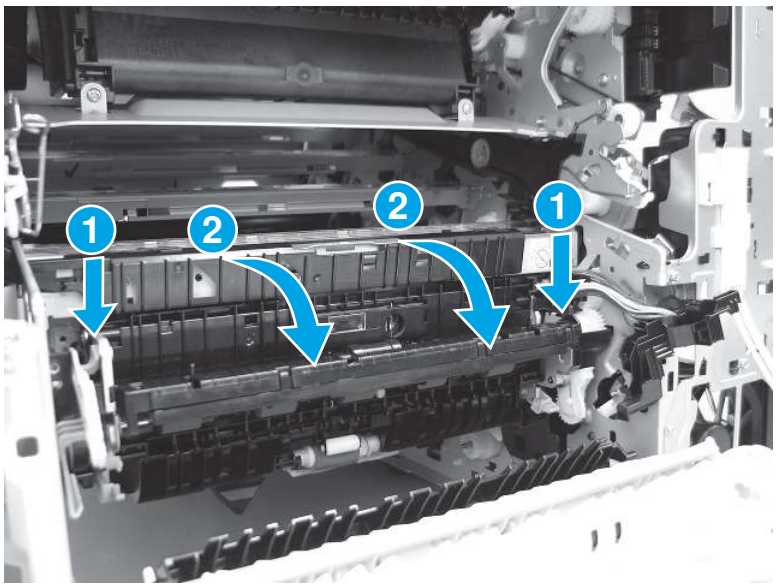
7. Before proceeding, take note of the sheet-metal tabs (callout 1) on the back of the assembly that fasten it to the chassis (the figure shows the assembly removed so the tabs can be viewed).

Figure 4-2372 Locate the sheet metal potion of the assembly



8. Grasp the sheet-metal handles (callout 1), and then rotate the top of the assembly away from the chassis (callout 2) to release the top tabs.

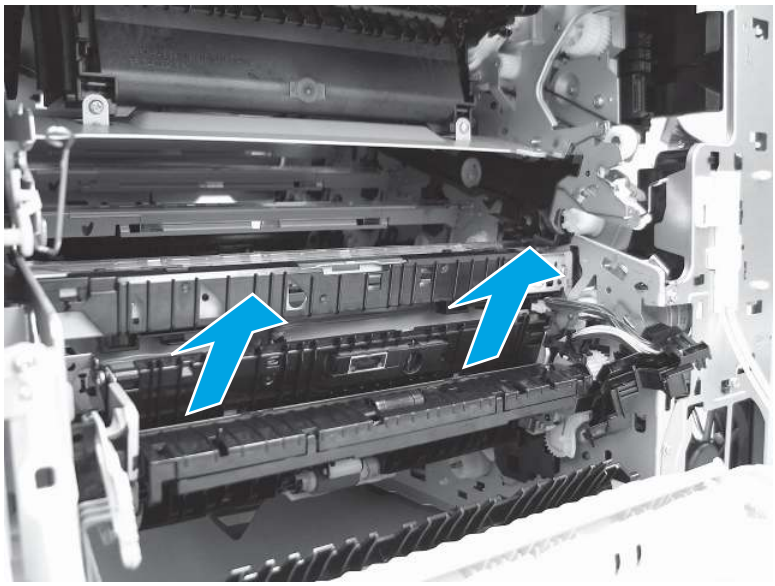
Figure 4-2373 Rotate the top of the assembly away from the chassis



9. Pull up on the assembly to release the bottom tabs.

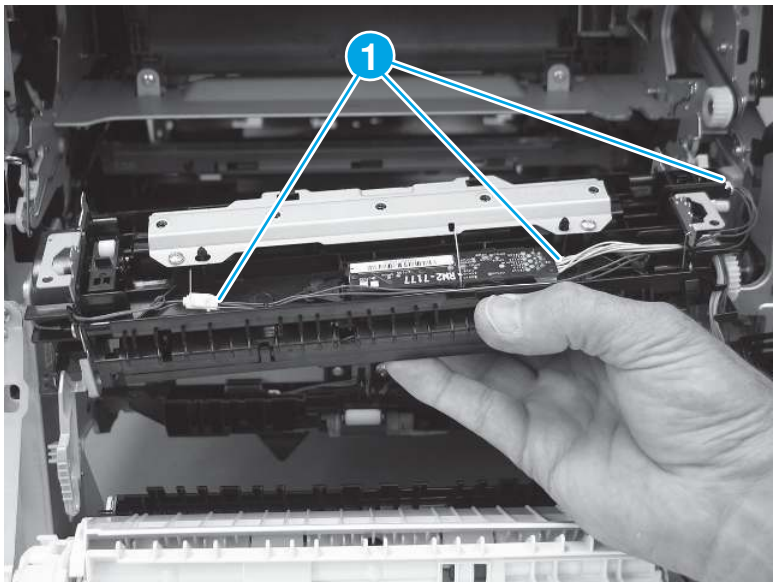
⚠ CAUTION: The assembly is still attached to the printer by a wire harness. Do not attempt to completely remove the assembly.

Figure 4-2374 Release the bottom tabs



10. Turn the registration assembly over to access the back side, disconnect three connectors (callout 1), and then remove the assembly.

Figure 4-2375 Remove the assembly

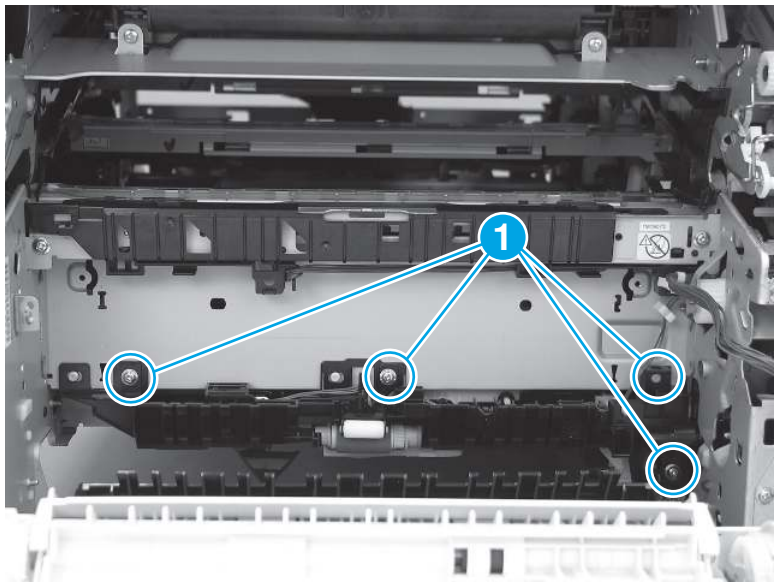


Remove the paper pickup assembly

Follow these steps to remove the paper pickup assembly.

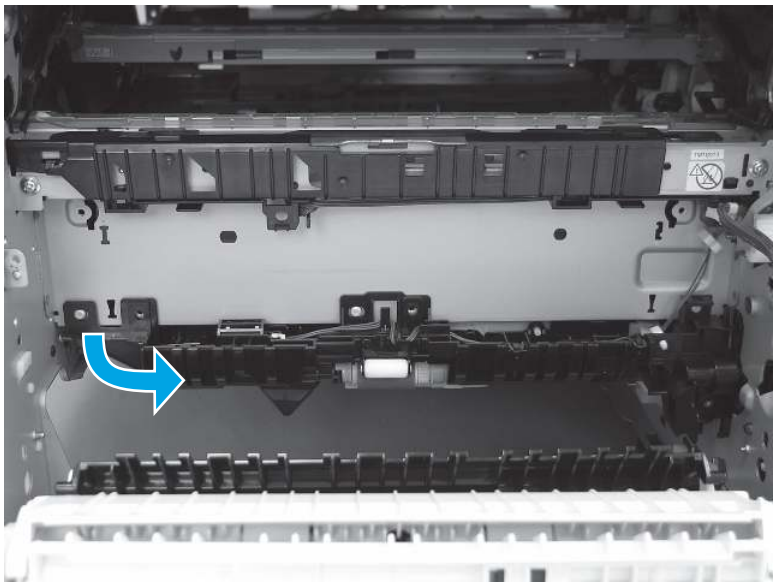
1. At the right side of the printer, remove four screws (callout 1).

Figure 4-2376 Remove four screws



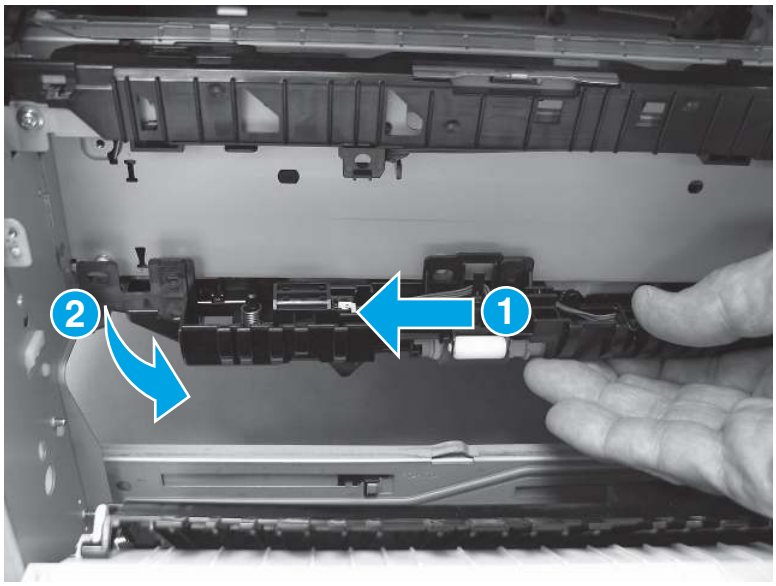
2. Slightly separate the left end of the assembly from the chassis to release it.

Figure 4-2377 Release the left end of the assembly



3. Slide the assembly to the left (callout 1), and then continue to rotate the left end of it out and away from the chassis (callout 2).

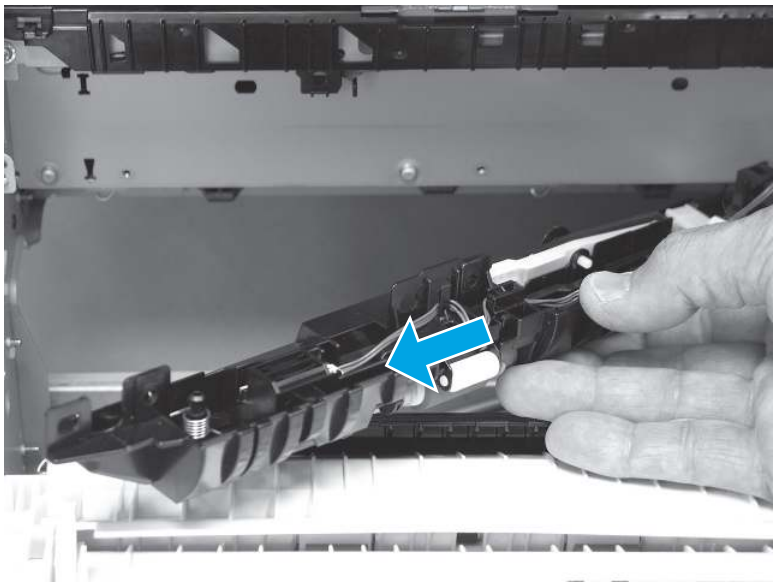
Figure 4-2378 Slide the assembly to the left



4. Remove the assembly.

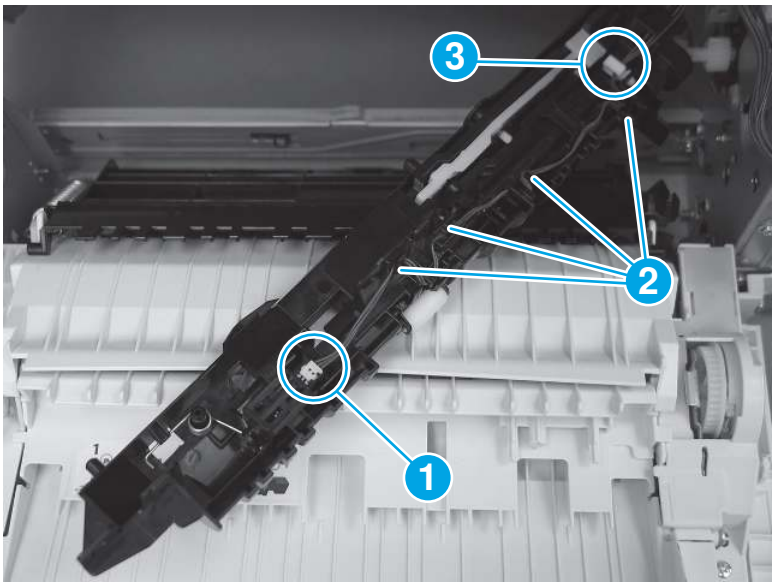
⚠ CAUTION: The assembly is still attached to the printer by a wire harness. Do not attempt to completely remove the assembly.

Figure 4-2379 Remove the assembly



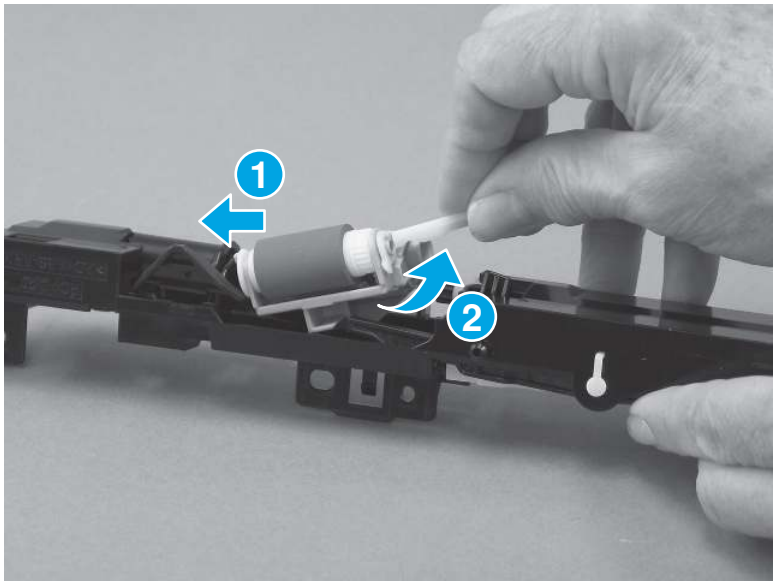
5. Turn the paper pickup assembly over to access the back side, release one connector (callout 1), release the wire harness from the guide (callout 2), and then release it from the retainer (callout 3).

Figure 4-2380 Disconnect one connector



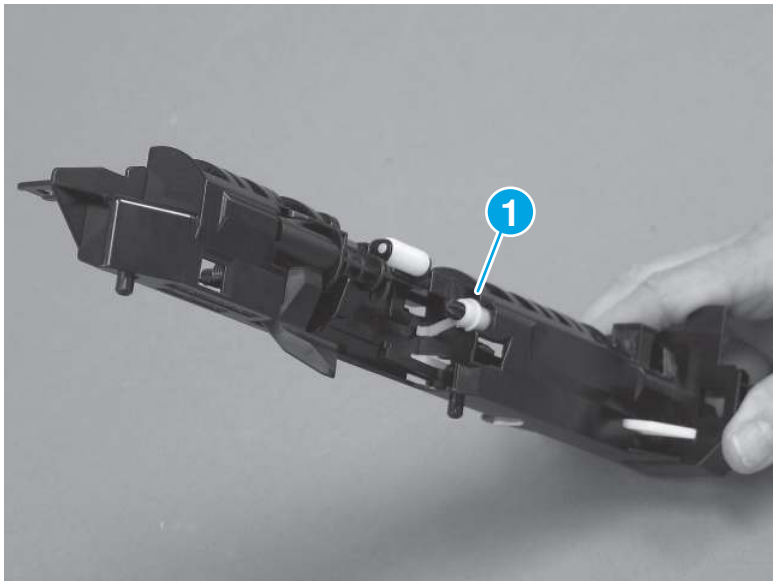
6. On the paper pickup assembly, slide the tray pickup roller assembly to the left to compress the spring loaded shaft (callout 1), and then rotate the right end of the roller assembly up and away from the pickup assembly (callout 2) to remove it.

Figure 4-2381 Remove the tray pickup roller assembly



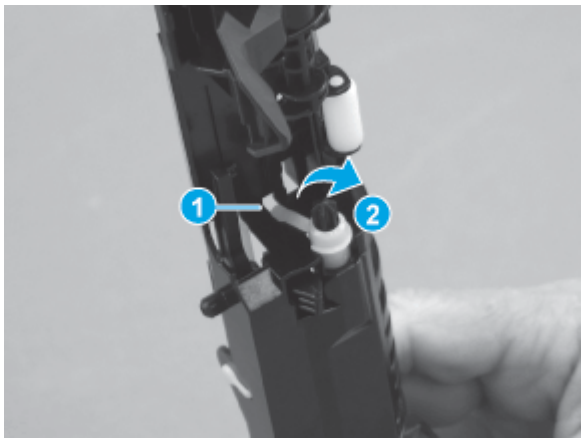
7. Locate the feed bushing (callout 1).

Figure 4-2382 **Locate the feed bushing**



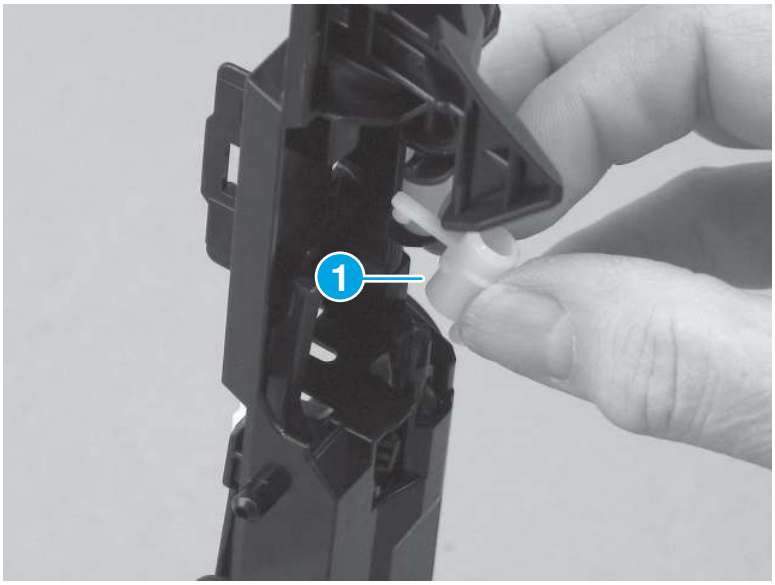
8. Use a small, flat-blade screwdriver to release one tab on the bushing (callout 1), and then rotate the bushing clockwise (callout 2).

Figure 4-2383 **Release one tab and rotate the bushing**



9. Lift the bushing (callout 1) off of the shaft.

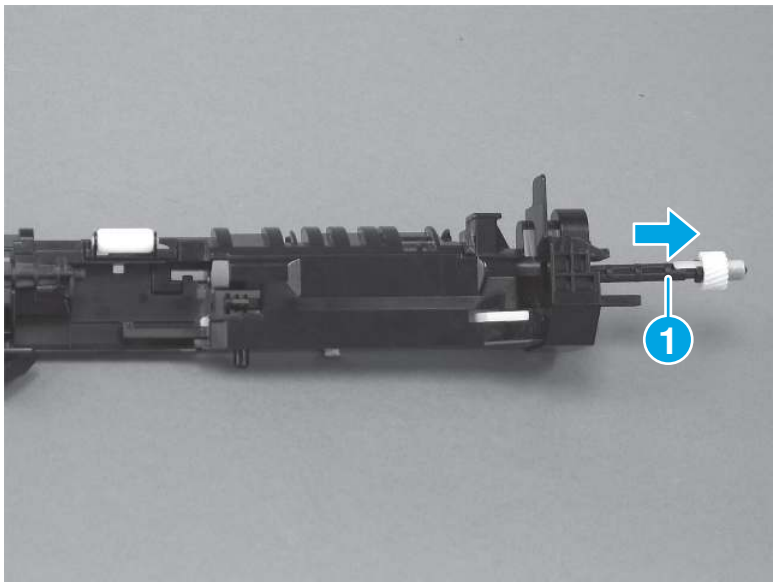
Figure 4-2384 **Remove the bushing**



10. At the end of the paper pickup assembly, slide the shaft with the gear on the end (callout 1) slightly out of the assembly.

NOTE: Try not to remove the grease from the gear when handling the shaft and gear.

Figure 4-2385 **Slide the shaft out**

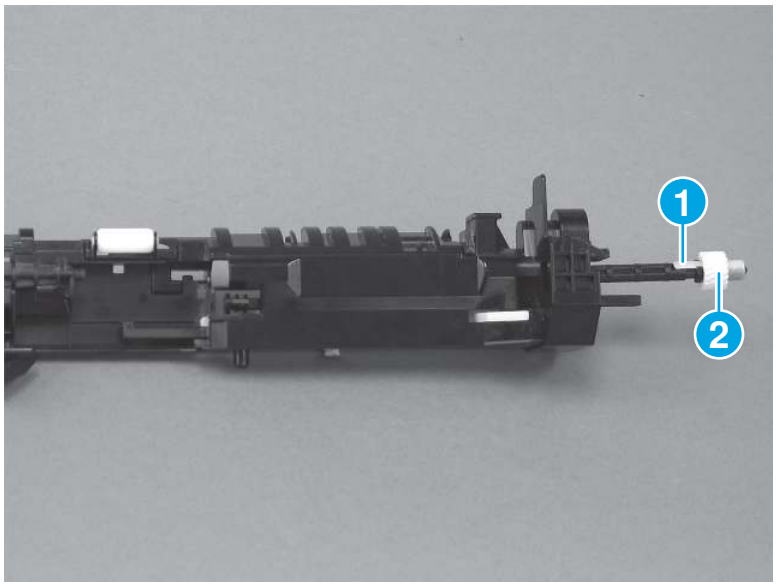


11. Release one tab (callout 1), and then slide the gear (callout 2) off of the shaft.

NOTE: Try not to remove the grease from the gear when handling the shaft and gear.

TIP: Set the gear aside for installation on the replacement paper pickup assembly.

Figure 4-2386 Remove the gear



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Density-detect assembly

Learn about removing and replacing the density-detect assembly.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-83 Part information

Part number	Part description
RM2-7160-000CN	Density-detect assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the secondary transfer assembly

Follow these steps to remove the secondary transfer assembly.

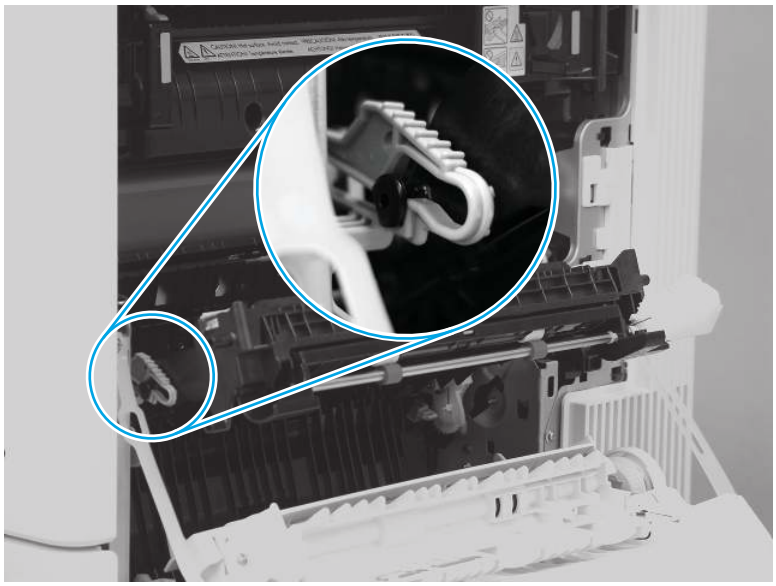
1. Open the right door.

Figure 4-2387 **Open the right door**

2. Release the blue arm, and then let the secondary transfer assembly rotate down to the half-way open position.

NOTE: The assembly should stop at the halfway down point—the pin will stop at the notch in the slot in the blue arm.

Figure 4-2388 **Release the secondary transfer roller assembly**



3. Carefully flex the top portion of the blue arm—as shown in the figure—to start to disengage it from the pin.

Figure 4-2389 **Carefully flex the top portion of the blue arm**

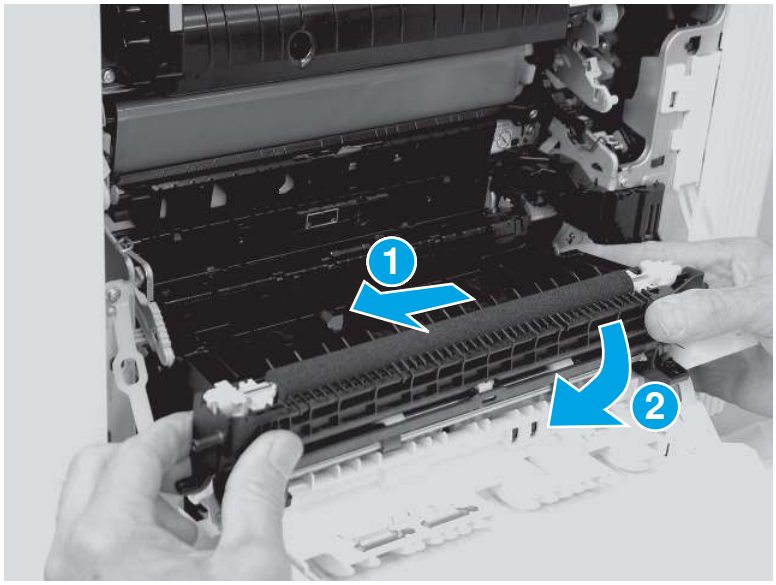
4. Continue to flex the blue arm until it disengages from the pin.

Figure 4-2390 **Disengage the blue arm and pin**

5. Slide the assembly toward the front of the printer to release it (callout 1), and then rotate it down and away from the printer to remove it (callout 2).

Reinstallation tip: Before removing the assembly, take note of where the assembly hinge pins fit into the holes provided in the printer.

Figure 4-2391 Remove the secondary transfer roller assembly



Remove the ITB

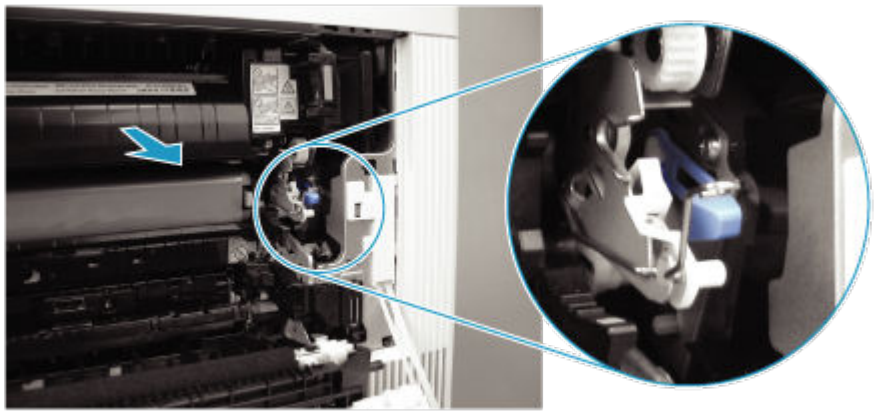
Follow these steps to remove the ITB.

1. Open the right door.

Figure 4-2392 Open the right door

2. Pull the blue lever to release the ITB drive coupling.

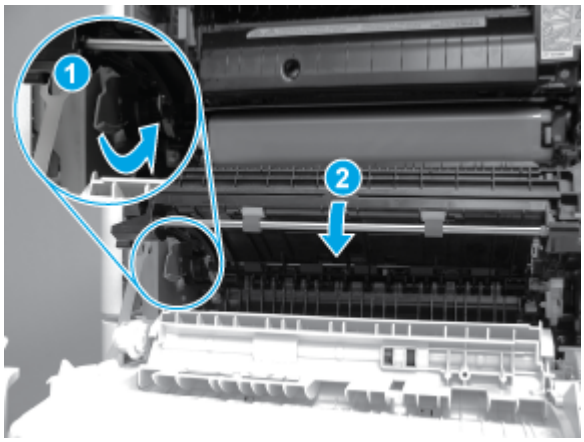
Figure 4-2393 **Release the ITB drive coupling**



3. Push in on the blue arm to release the secondary transfer roller assembly, and then completely lower the assembly.

NOTE: Press the blue arm on the secondary transfer roller assembly a second time to release the roller assembly when it stops at the halfway open position.

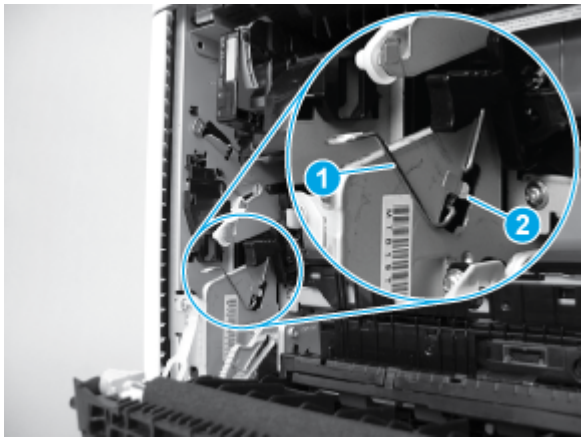
Figure 4-2394 **Lower the secondary transfer roller assembly**



4. Release the left-side ITB spring (callout 1) from the tab (callout 2).

NOTE: For late production M552/M553/E55040/E57540 printers and all M554/M555/M578 printers, this ITB spring is not installed.

Figure 4-2395 Release the front-side ITB spring

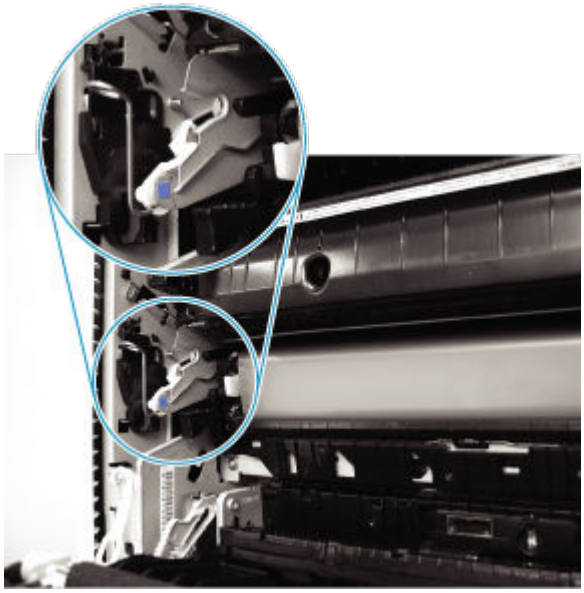


5. Place the left-side ITB spring on the holder to keep it out of the way.

NOTE: For late production M552/M553/E55040/E57540 printers and all M554/M555/M578 printers, this ITB spring is not installed.

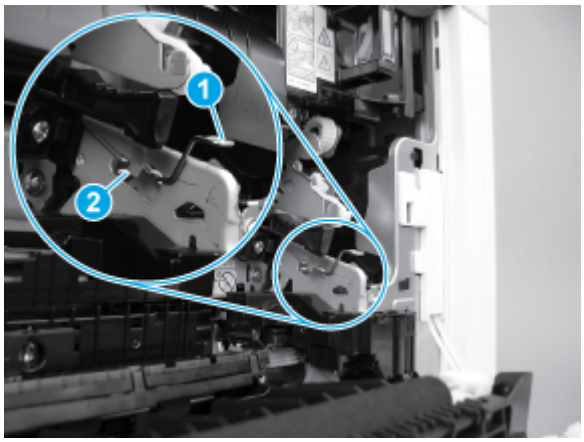
TIP: The holder is colored blue to help locate it.

Figure 4-2396 Place the spring on the holder



6. Release the right-side ITB spring (callout 1) from the tab (callout 2).

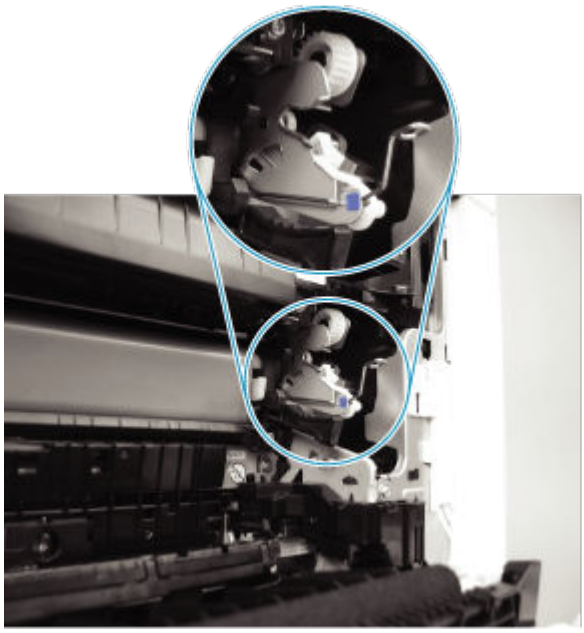
Figure 4-2397 **Release the rear-side ITB spring**



7. Place the right-side ITB spring on the holder to keep it out of the way.

TIP: The holder is colored blue to help locate it.

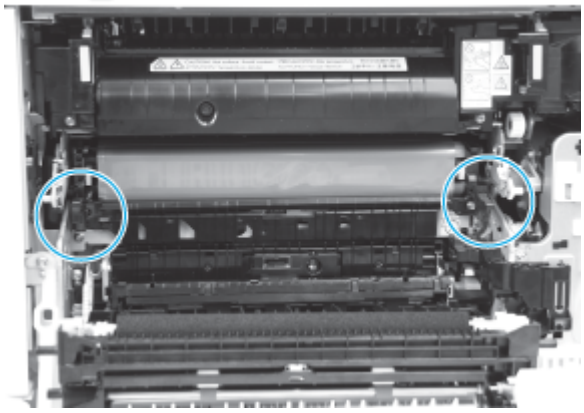
Figure 4-2398 **Place the spring on the holder**



8. Grasp the two blue handles on the ITB.

CAUTION: If the ITB is removed to access other assemblies in the printer, use care. The ITB is a sensitive assembly. Be careful when handling the ITB so that it is not damaged. Always place the ITB in a safe and protected location.

Figure 4-2399 Grasp the ITB handles



9. Pull the ITB out of the printer to remove it.

⚠ CAUTION: Do not touch the gray plastic belt. Skin oils and fingerprints on the belt can cause print-quality problems.

Figure 4-2400 Remove the ITB

Remove Tray 2

Learn about removing Tray 2.

NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

The figures in this section show Tray 2. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5. Always carefully read the instructions that accompany the figures.

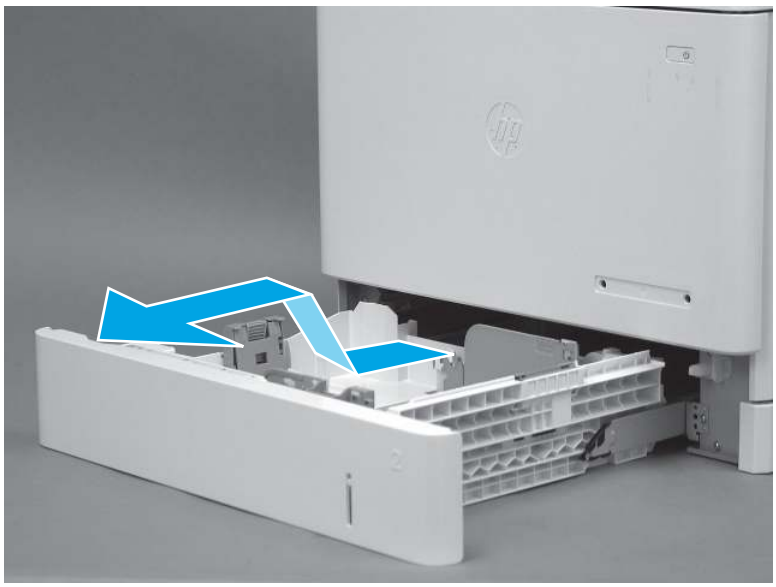
1. Pull the tray out until it stops.

Figure 4-2401 **Pull the tray out**

2. Lift the front of the tray, and then pull it out of the printer to remove it.

NOTE: **For a replacement tray:** If the tray has Fixed Tray Guides installed and are still required, move hardware to new tray. If necessary, order new kit: 3GY25-67901 Kit - Fixed Tray Guide. Only one kit required per engine.

Figure 4-2402 **Remove the tray**



Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-2403 **Open the front door**

2. Open the TCU.

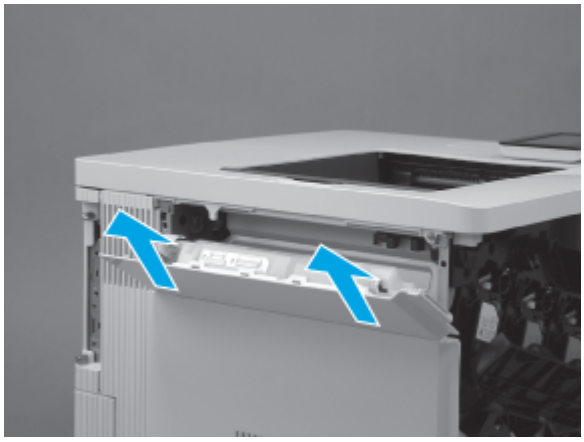
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-2404 **Open the TCU**

3. Pull the TCU away from the printer at an angle to remove it.

⚠ **CAUTION:** Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-2405 **Remove the TCU**

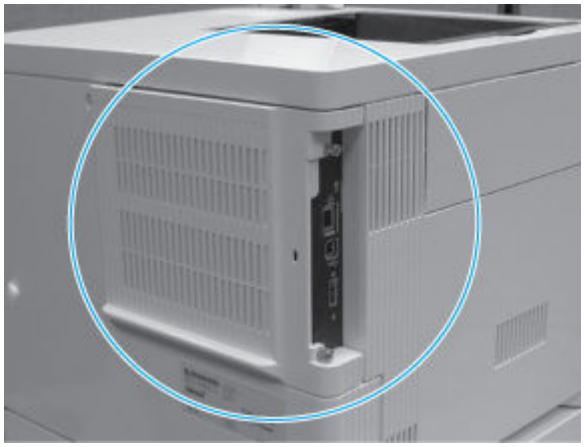


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

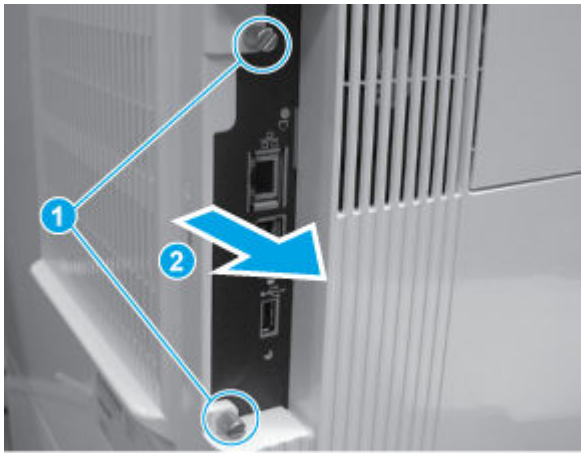
Figure 4-2406 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-2407 Loosen the thumbscrews



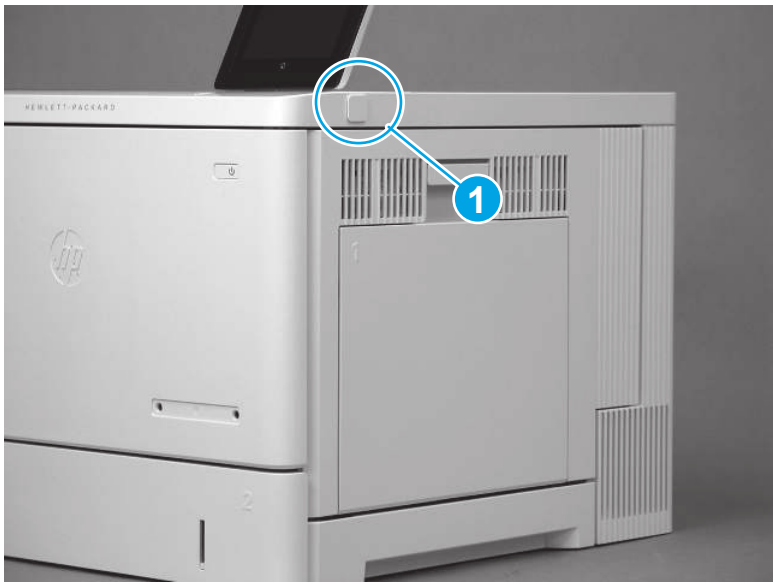
Remove the USB cover (SFP)

Follow these steps to remove the USB cover.

NOTE: This procedure is for SFP models only.

1. Locate the USB cover (callout 1).

Figure 4-2408 Locate the USB cover



2. Pull the cover off of the printer to remove it.

Figure 4-2409 **Remove the cover**

Remove the control panel (M553x/M555/E55040)

Follow these steps to remove the control panel.

NOTE: This procedure is for the M553x/M555/E55040 printers only.

M555 models: Removing the control panel is similar to the procedure below. For the M555, a flat cable connects the control panel to the formatter.

1. Tilt the control panel up.

Figure 4-2410 **Tilt the control panel up**

2. Use the small flat-blade screwdriver supplied in this kit to release the control-panel screws cover tabs.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-2411 Release the control-panel screws cover tabs

3. Rotate the cover up to remove it.

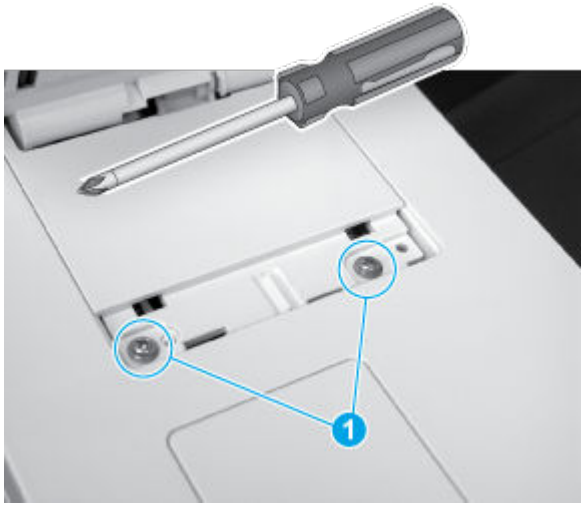
Figure 4-2412 Remove the cover

4. Use the small Phillips screwdriver supplied in this kit to remove two screws (callout 1).

IMPORTANT: Store the screws in a secure place where they cannot fall down into the printer.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-2413 Remove two screws



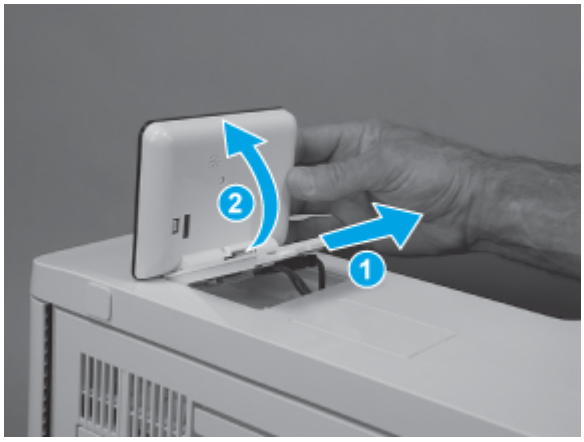
5. Rotate the control-panel base toward the front of the printer.

Figure 4-2414 Rotate the control-panel base up

6. Slightly slide the control-panel base toward the rear of the printer (callout 1) to release it, and then turn the control panel over (callout 2) to access the bottom side.

⚠ CAUTION: The control panel is still attached to the printer. Do not attempt to completely remove the control panel.

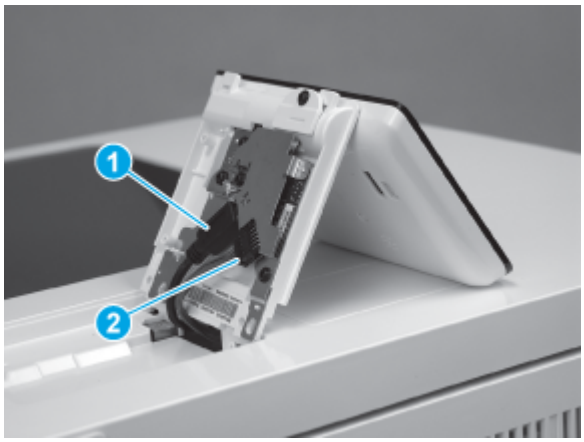
Figure 4-2415 Turn the control panel over



7. Disconnect one USB cable (callout 1), one connector (callout 2), and then remove the control panel.

NOTE: **M555 only**: Disconnect one flat cable (not shown), and then remove the control panel.

Figure 4-2416 Disconnect two connectors



Remove the formatter (SFP)

Follow these steps to remove the formatter.

NOTE: This procedure is for SFP models only.

1. Disconnect all of the connectors on the formatter.

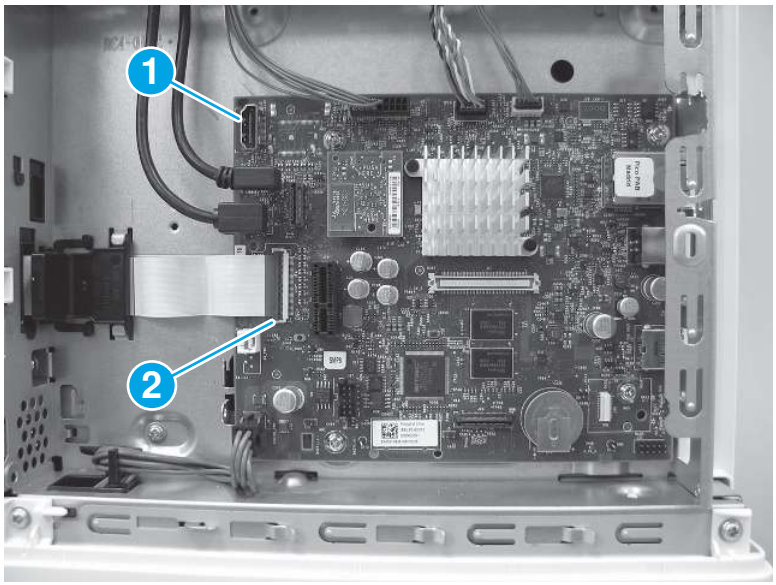
   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - M553n/dn and M552dn: J2 (callout 1; this is the touchscreen connector for the M553x and E55040 printers)
   - All models: J9 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J18 (this connector is empty unless the optional hard-disk drive is installed)
   - M553n/dn and M552dn: J25 (this is the wireless connector for the M553x and E55040 models)

- All models: J57
- All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

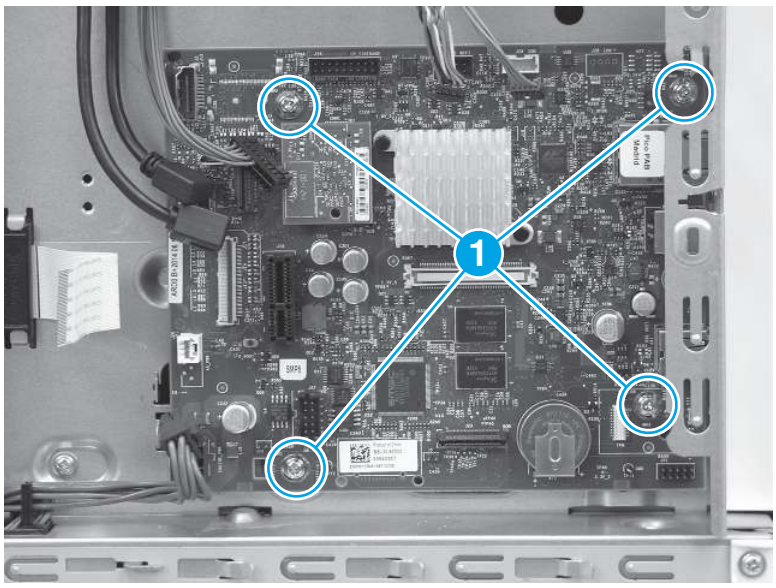
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-2417 Disconnect all connectors



2. Remove four screws (callout 1), and then remove the formatter..

Figure 4-2418 Remove four screws



Remove the hard-disk drive (HDD)

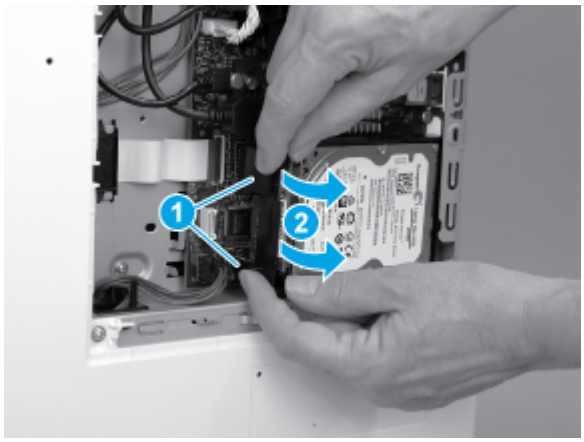
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-2419 **Release the HDD**



2. Slide the HDD away from the printer to remove it.

Figure 4-2420 **Remove the HDD**

Remove the fax PCA (fax models)

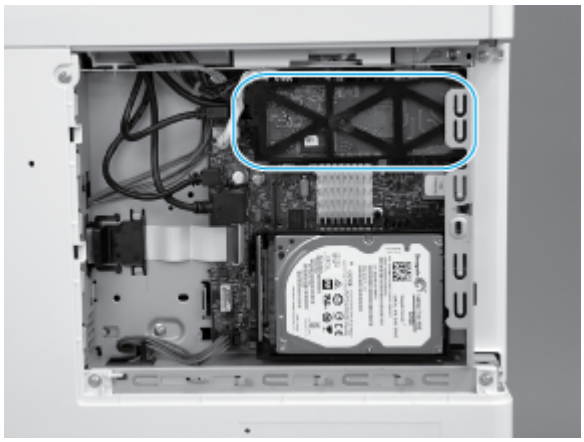
Follow these steps to remove the fax PCA (fax models).

CAUTION: ESD sensitive part.

NOTE: This procedure is for fax (or optionally installed fax) models only.

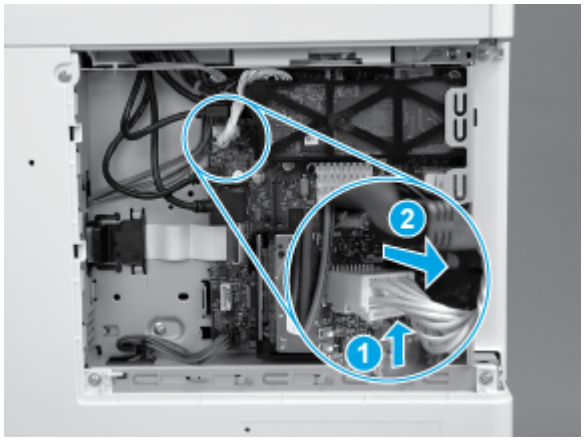
1. Locate the fax PCA component on the formatter.

Figure 4-2421 Locate the fax PCA



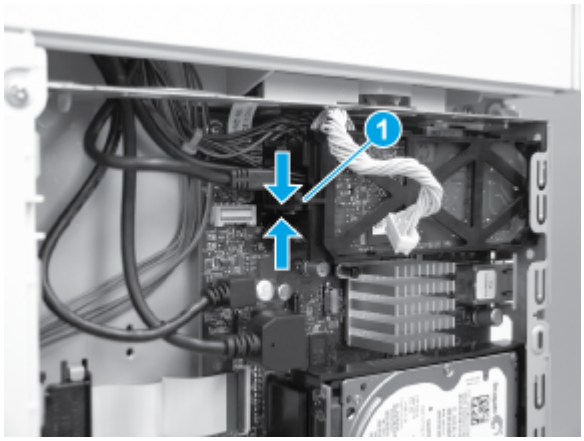
2. Release the connector latch (callout 1), and then pull the connector away from the formatter (callout 2) to disconnect it.

Figure 4-2422 Disconnect one connector



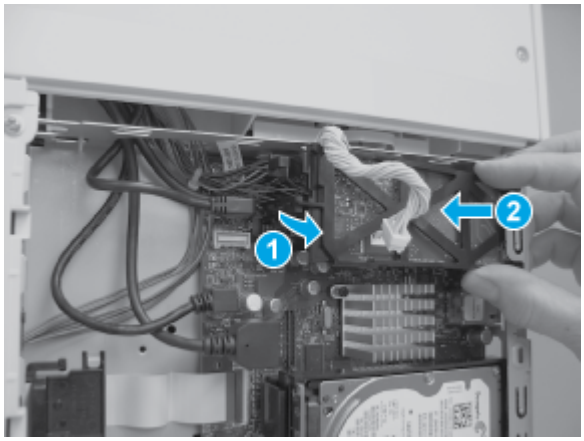
3. Release one retainer (callout 1) by pressing the bracket arms together.

Figure 4-2423 Release one latch



4. Rotate the end of the fax PCA (callout 1) away from the formatter, and then slide the PCA left (callout 2) to remove it.

Figure 4-2424 Remove the fax PCA



Remove the formatter (MFP)

Follow these steps to remove the formatter (MFP).

NOTE: This procedure is for MFP models only.

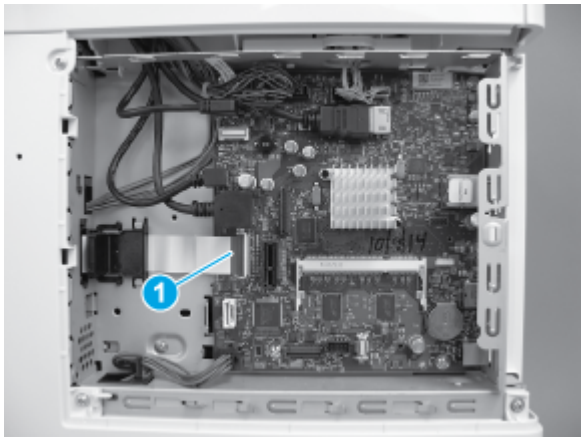
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - All models: J3
   - M577dn: J15 (this is the fax connector for the M577f/z/c models)
   - All models: J21 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J23
   - All models: J24
   - All models: J51
   - All models: J57
   - All models: J97
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

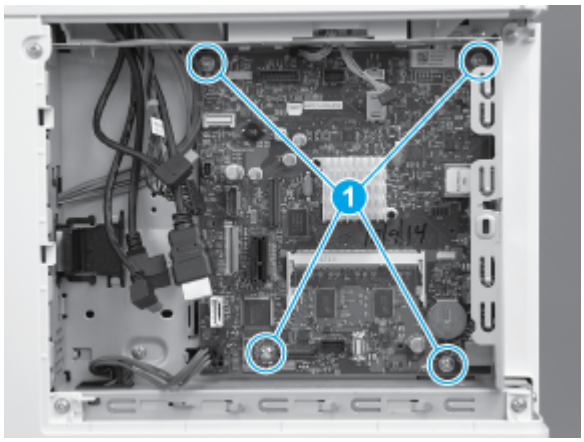
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-2425 Disconnect all connectors



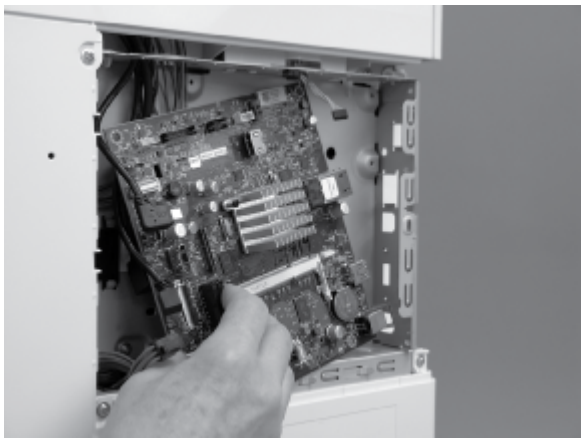
2. Remove four screws (callout 1).

Figure 4-2426 Remove four screws



3. Remove the formatter.

Figure 4-2427 Remove the formatter



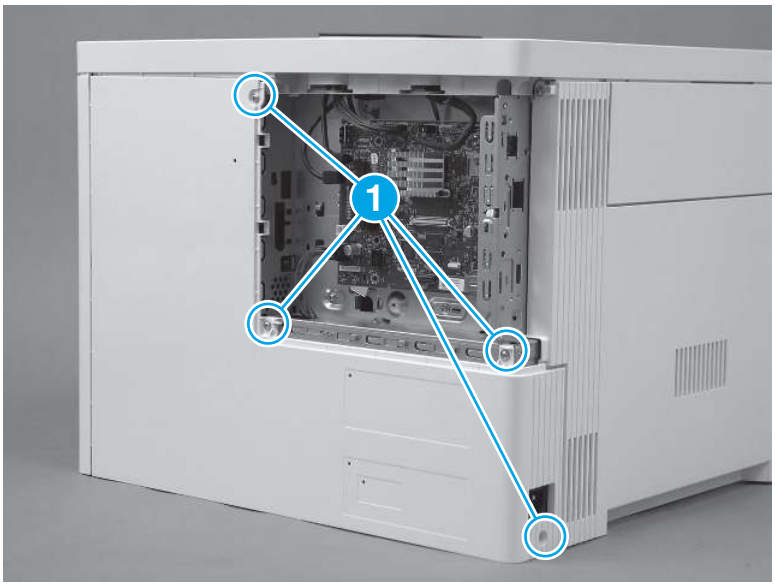
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

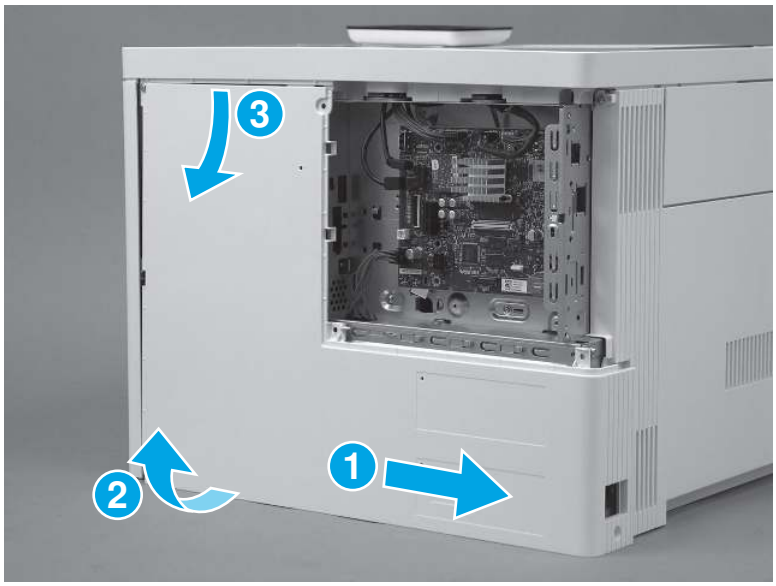
1. Remove four screws (callout 1).

Figure 4-2428 Remove four screws



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-2429 Remove the cover



Remove the rear upper cover (MFP)

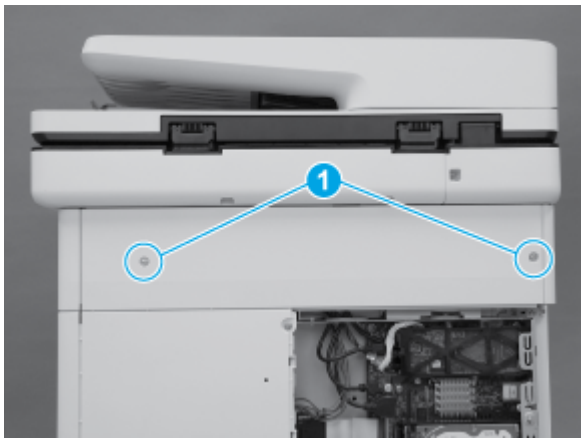
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

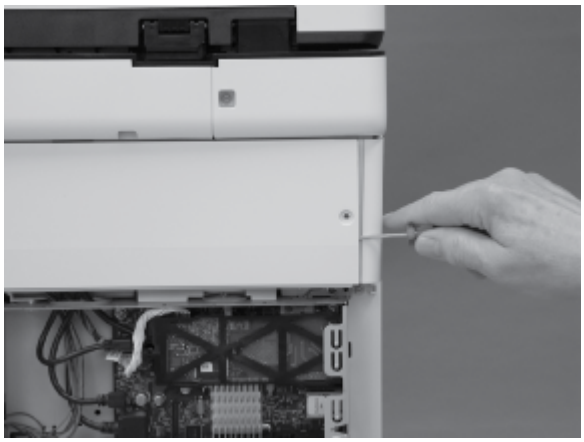
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-2430 **Remove two screws**



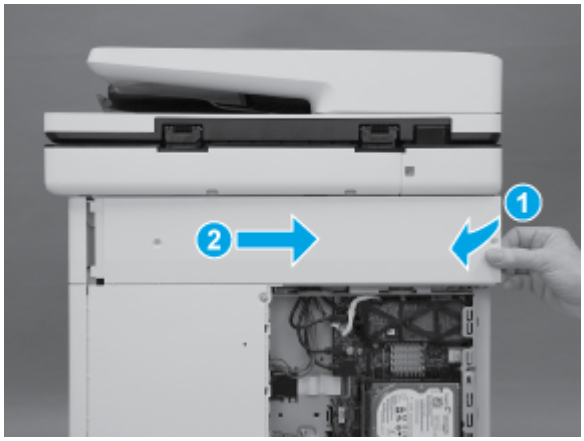
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-2431 **Release the right edge**



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-2432 **Slide the cover right**



4. Remove the cover.

Figure 4-2433 **Remove the cover**

Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-2434 **Remove four screws**

2. Slide the cover to the right to remove it.

Figure 4-2435 **Remove the cover**

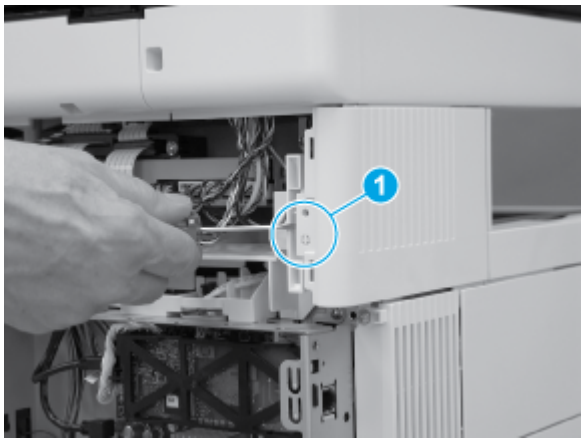
Remove the left upper cover (MFP)

Follow these steps to remove the left upper cover.

NOTE: This procedure is for MFP models only.

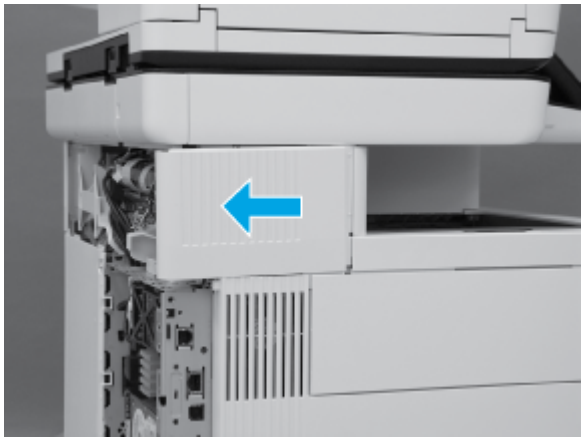
1. At the left side of the printer, release one tab (callout 1).

Figure 4-2436 **Release one tab**



2. Slide the left upper cover toward the back of the printer.

Figure 4-2437 **Slide the cover back**



3. Rotate the cover up to remove it.

Figure 4-2438 **Remove the left upper cover**

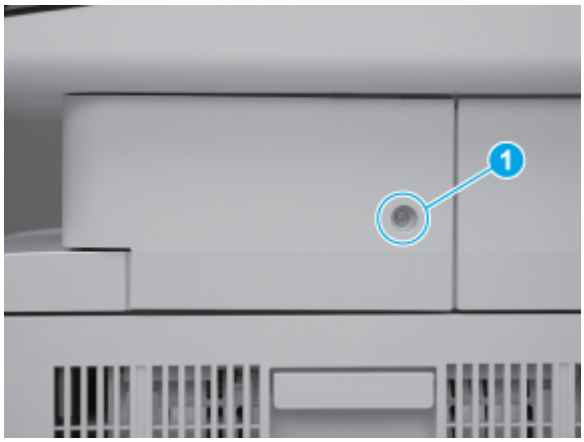
Remove the right front upper cover (MFP non-stapler models)

Follow these steps to remove the right front upper cover.

NOTE: This procedure is for non-stapler models only.

1. Remove one screw (callout 1).

Figure 4-2439 **Remove one screw**



2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-2440 **Release two tabs**

3. Rotate the front of the cover to the right to remove it.

Figure 4-2441 **Rotate the cover**

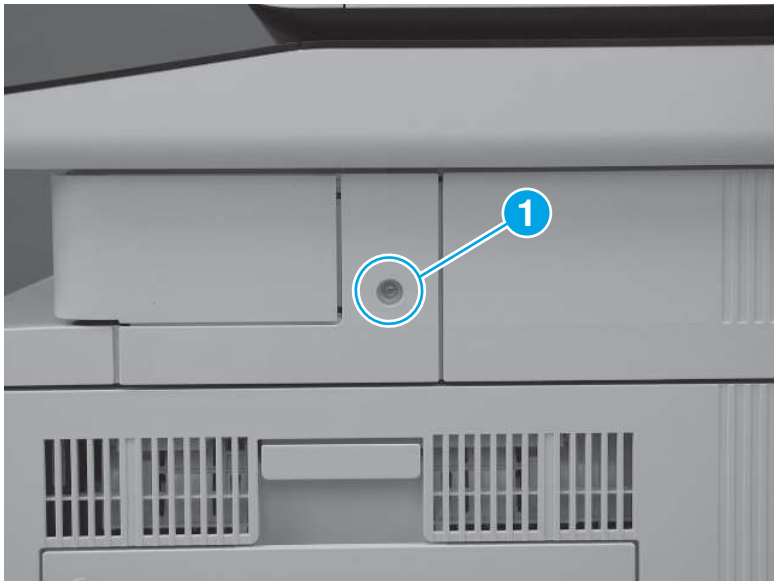
Remove the stapler cover (MFP stapler models)

Follow these steps to remove the stapler cover.

NOTE: This procedure is for stapler models only.

1. Remove one screw (callout 1).

Figure 4-2442 **Remove one screw**

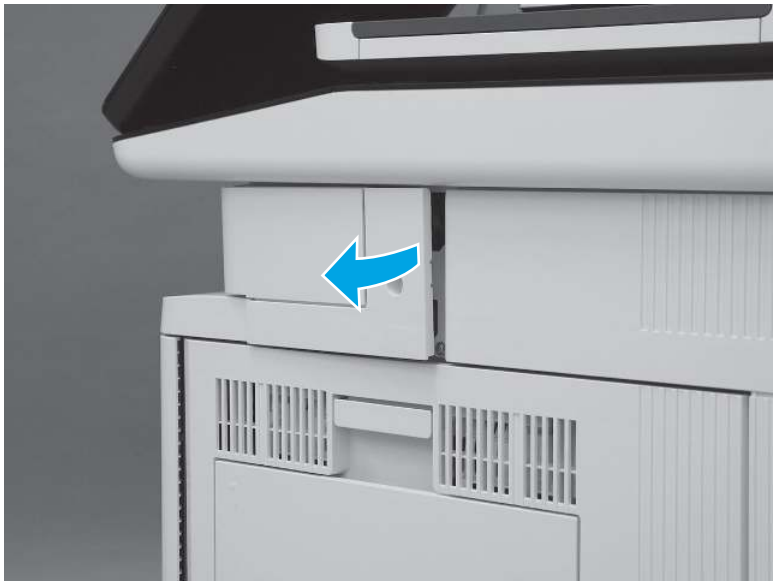


2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-2443 Release two tabs

3. Release the back edge of the cover.

Figure 4-2444 Release the back edge of the cover



4. Rotate the cover away from the printer to remove it.

Figure 4-2445 Remove the cover

Remove the integrated scanner assembly (ISA) (MFP)

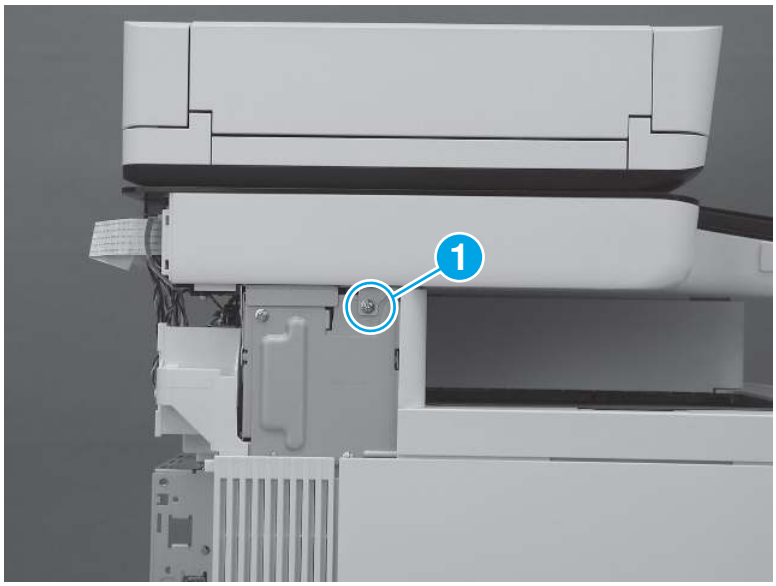
Follow these steps to remove the integrated scanner assembly (ISA).

NOTE: This procedure is for MFP models only.

NOTE: The ISA includes the document feeder, image scanner, scanner control board (SCB), control panel, keyboard (flow models) and NFC PCA (not all models).

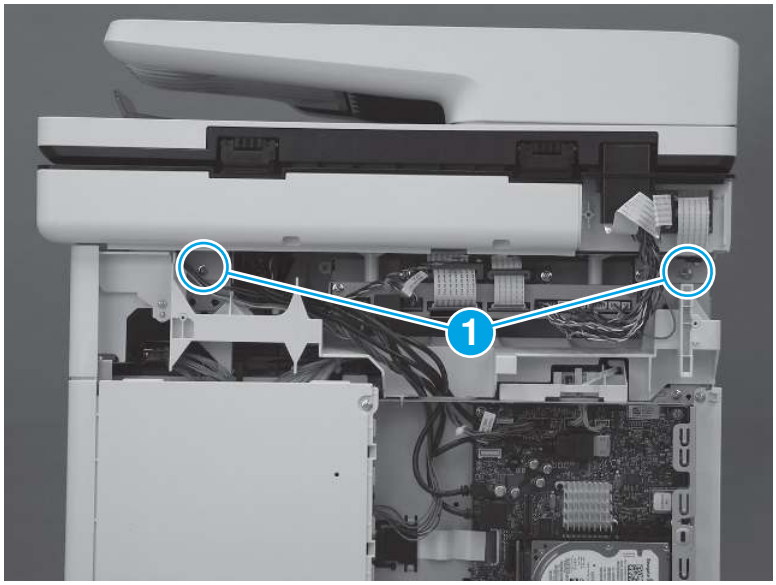
1. At the left side of the printer, remove one screw (callout 1).

Figure 4-2446 Remove one screw



2. At the back of the printer, remove two screws (callout 1).

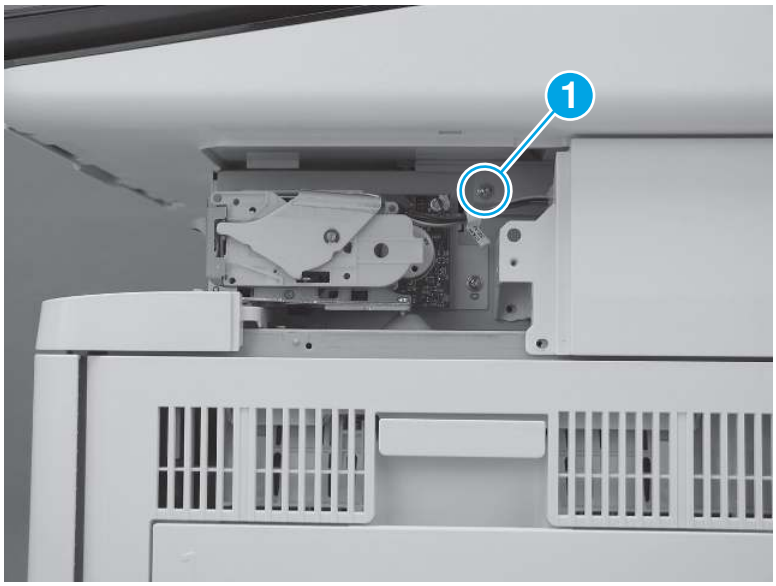
Figure 4-2447 Remove two screws



3. At the right side of the printer, remove one screw (callout 1).

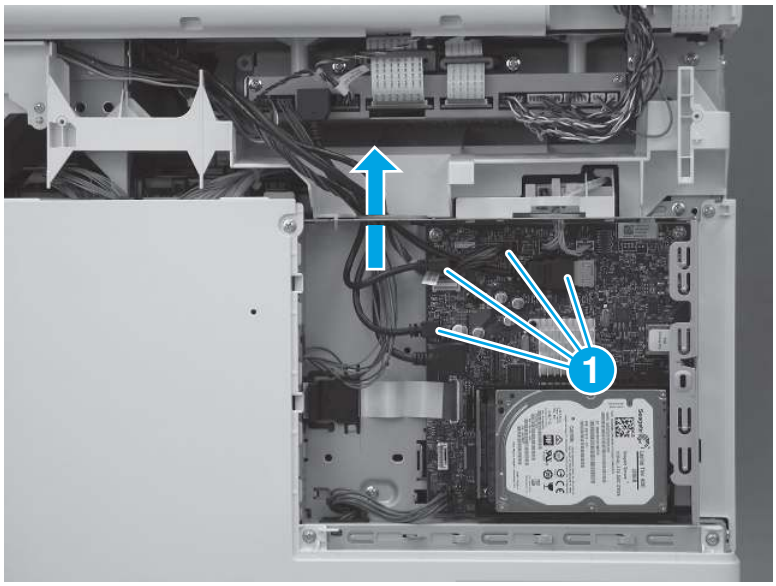
NOTE: The M577z is shown in the figure below. The procedure is correct for all MFP models.

Figure 4-2448 Remove one screw



4. Disconnect four connectors (callout 1) on the formatter, and then pass the wire harnesses and cables through the top opening in the formatter case (callout 2).

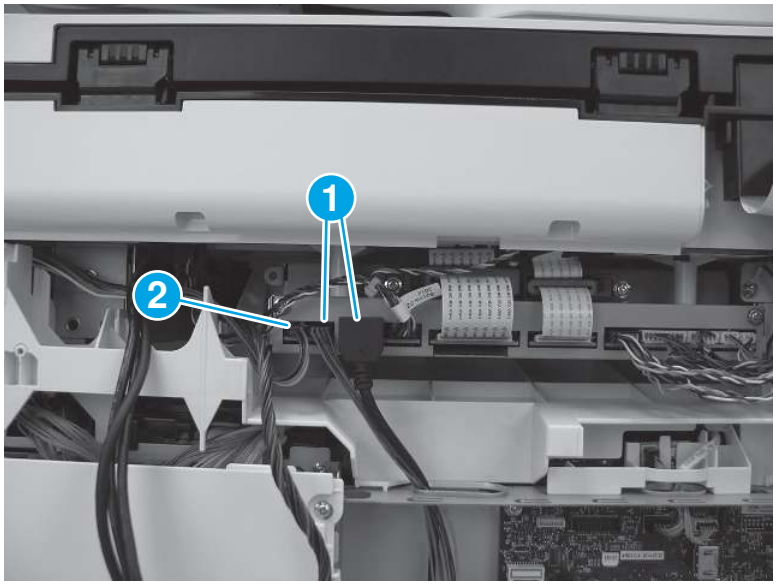
Figure 4-2449 **Disconnect cables and connectors**



5. Disconnect two connectors on the scanner control board (callout 1).

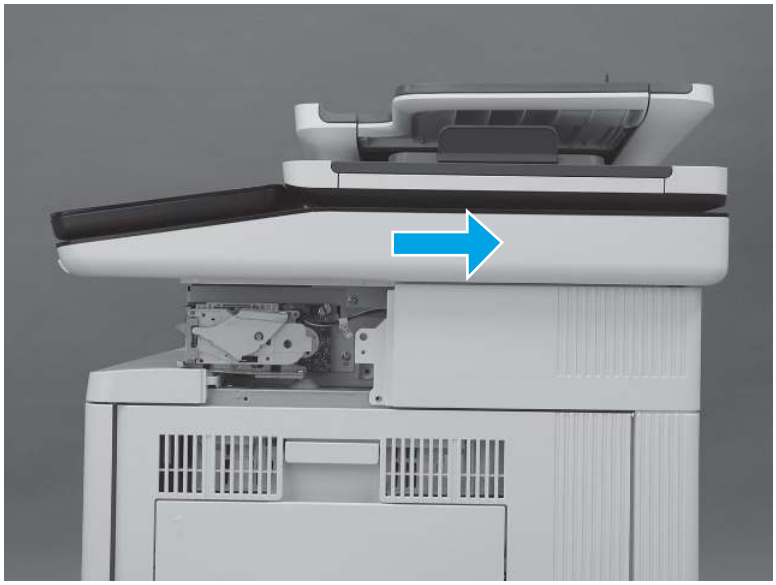
MFP stapler models: Disconnect one connector for the stapler on the scanner control board (callout 2).

Figure 4-2450 **Disconnect connectors**



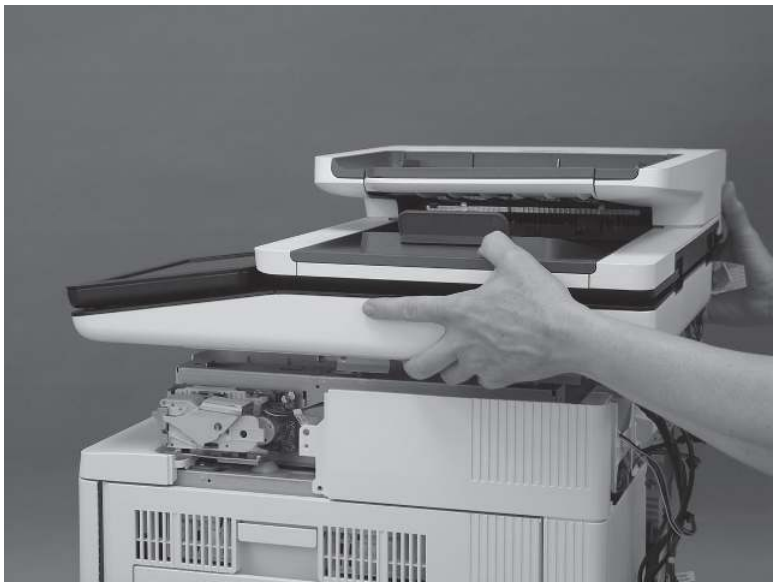
6. Slide the image scanner toward the back of the printer to release it.

Figure 4-2451 **Release the image scanner**



7. Lift the ISA straight up to remove it.

Figure 4-2452 **Remove the ISA**



Remove the right upper cover (MFP)

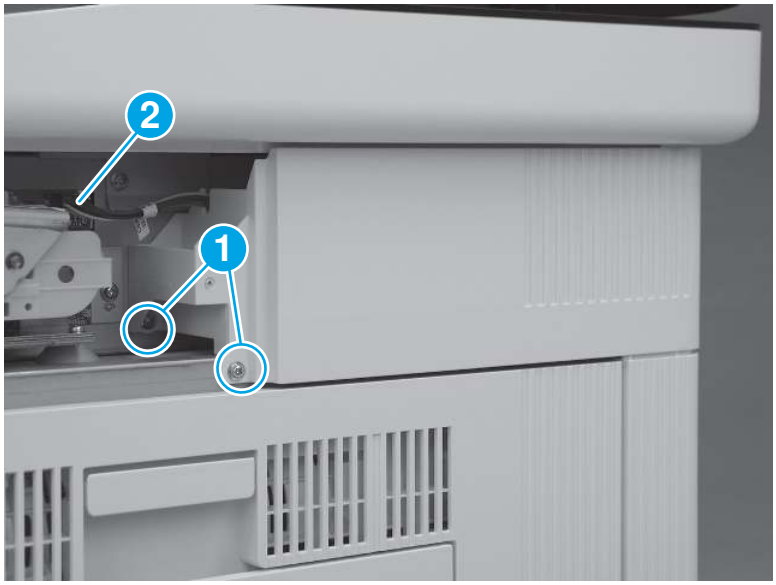
Follow these steps to remove the right upper cover.

NOTE: This procedure is for MFP models only.

1. At the right side of the printer, remove two screws (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

Figure 4-2453 Remove two screws and one connector

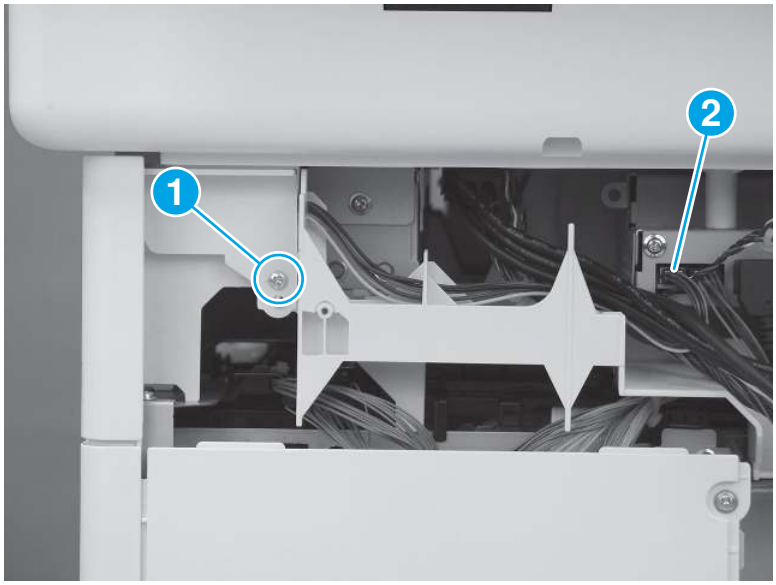


2. At the back of the printer, remove one screw (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

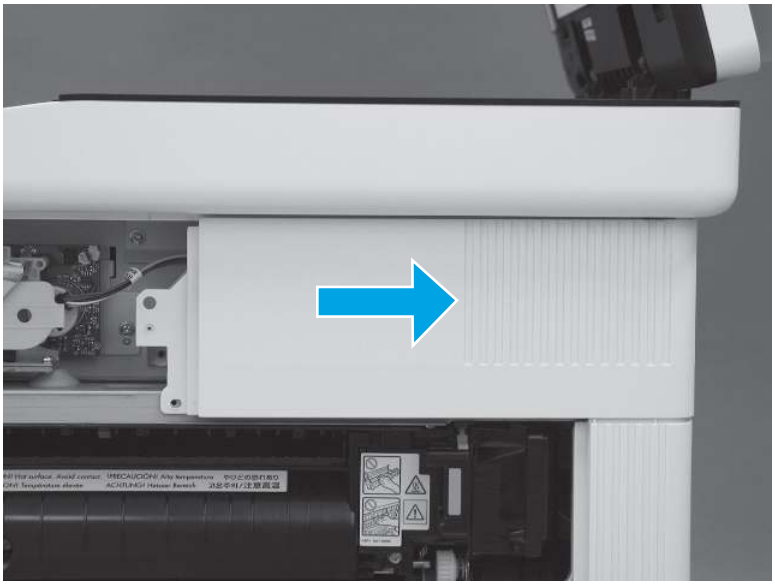
Reinstallation tip: This screw is smaller than the screws removed in the previous step. When reinstalling the right upper cover, make sure that this screw is installed in the correct position.

Figure 4-2454 Remove one screw and connector



3. Slide the cover toward the back of the printer.

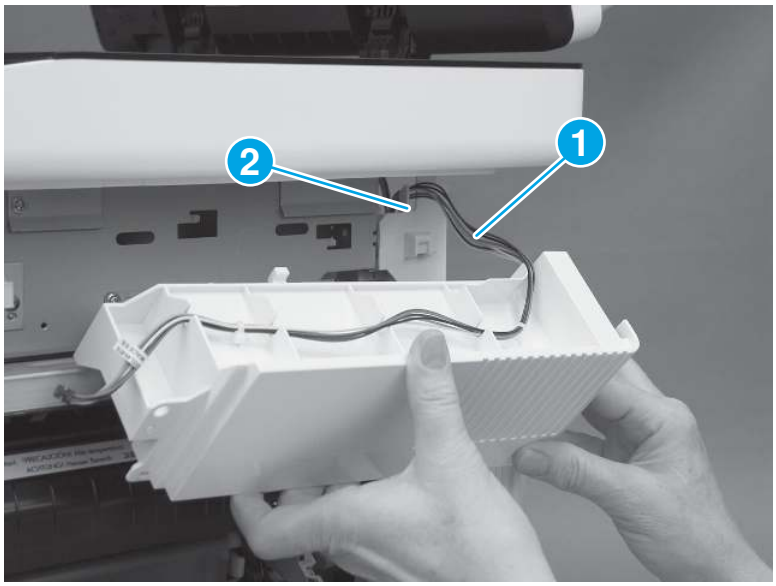
Figure 4-2455 **Slide the cover**



4. Lift the cover away from the printer to remove it.

M577/M578z: Release the cables (callout 1) through the slot (callout 2) in the printer.

Figure 4-2456 **Remove the cover**



Remove the left cover

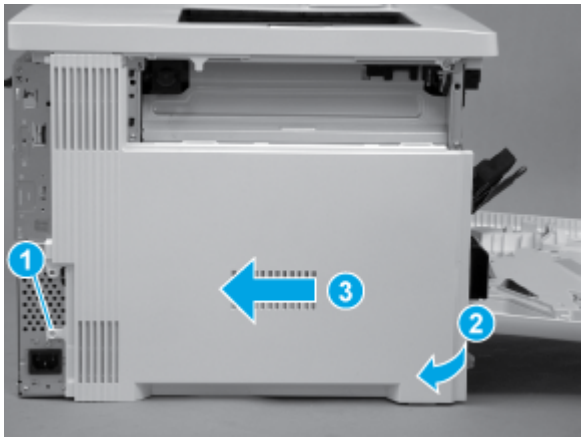
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-2457 Remove one screw

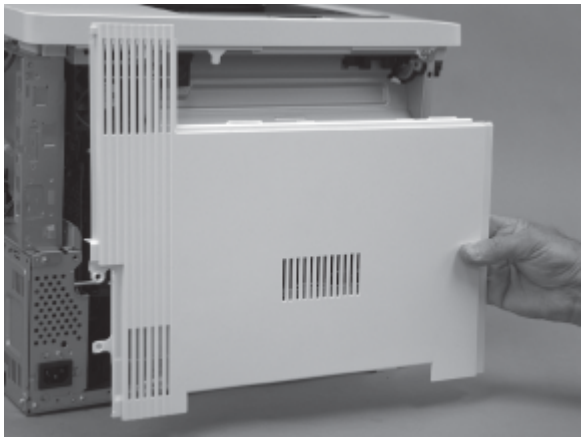
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-2458 Release the cover



3. Remove the cover.

Figure 4-2459 Remove the cover



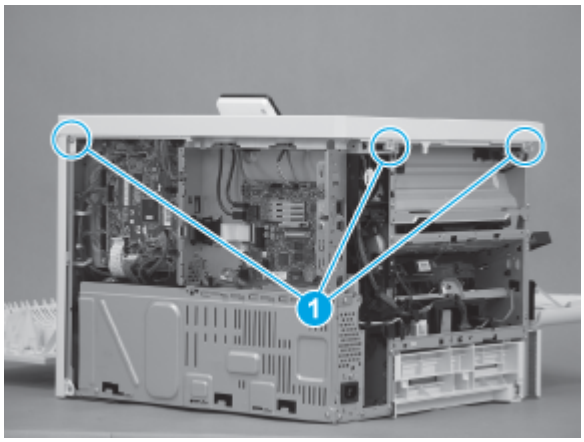
Remove the upper cover (SFP)

Follow these steps to remove the upper cover.

NOTE: This procedure is for SFP models only.

1. Remove three screws (callout 1).

Figure 4-2460 **Remove three screws**



2. Remove one screw (callout 1), release one tab (callout 2), and then slightly separate the corner of the cover from the chassis.

NOTE: This is a self-tapping plastic-thread screw. Make sure that this screw is used in this location when it is reinstalled.

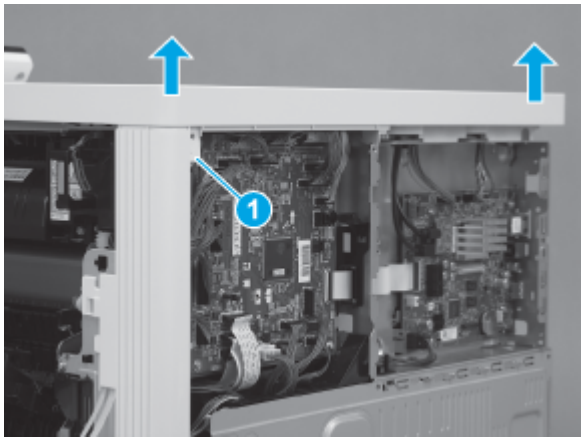
Figure 4-2461 **Remove one screw and release one tab**

3. Release one tab (callout 1), and then lift up on the cover to release it.

IMPORTANT: **M554 models**: Disconnect the control-panel flat cable at the formatter.

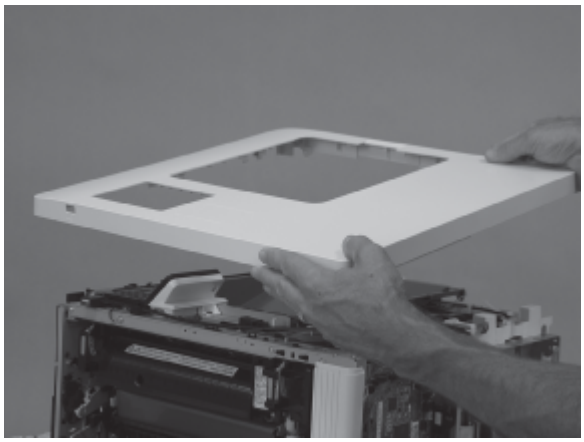
NOTE: If the cover does not release, check for addition tabs by locating the triangles embossed in the cover at tab locations.

Figure 4-2462 Release the cover



4. Remove the cover.

Figure 4-2463 Remove the cover



Remove the right rear cover

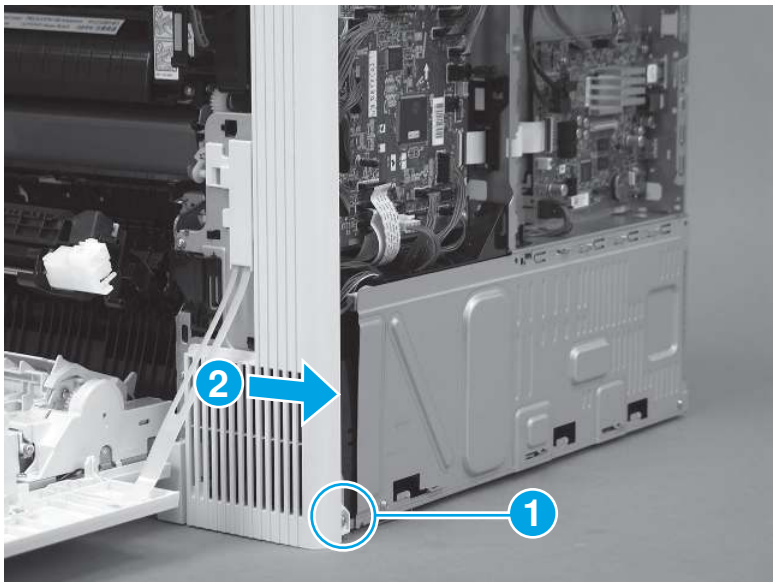
Follow these steps to remove the right rear cover.

NOTE: The figures in this topic show a SFP model. However, the procedure is correct for an MFP.

1. Remove one screw (callout 1), and then slide the cover toward the rear of the printer (callout 2) to release it.

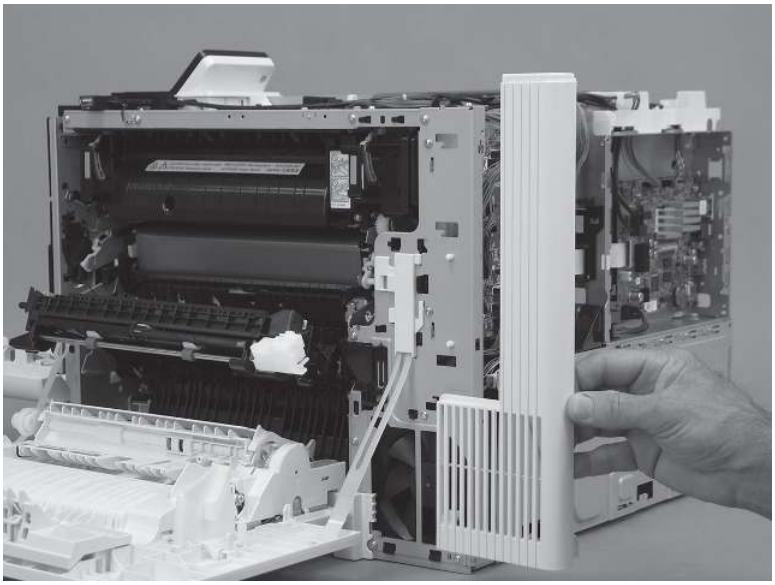
TIP: If the right door is closed, open it now.

Figure 4-2464 Release the cover



2. Remove the cover.

Figure 4-2465 Remove the cover

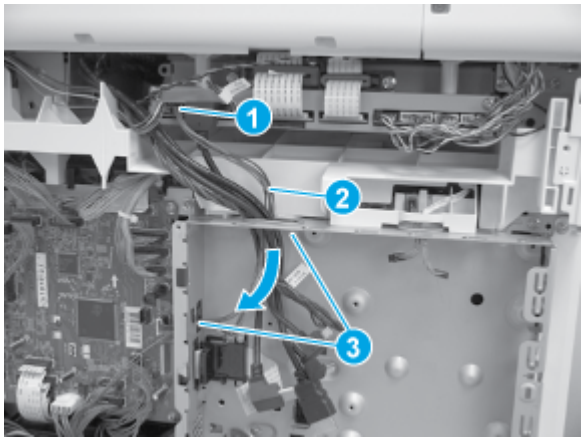


Remove the formatter case

Follow these steps to remove the formatter case.

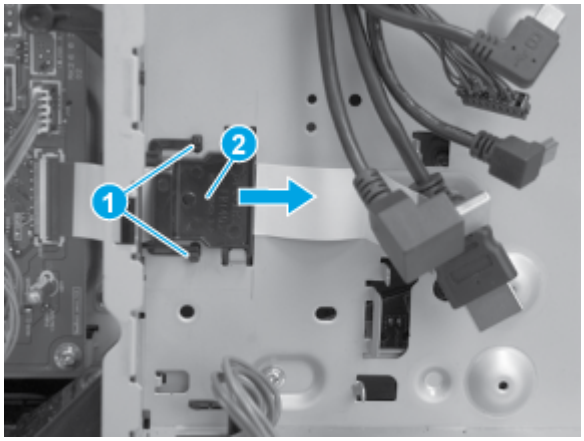
1. **MFP only:** Disconnect one connector (callout 1), and then pass the wire harness (callout 2) through two openings in the formatter case (callout 3).

Figure 4-2466 **Disconnect one connector**



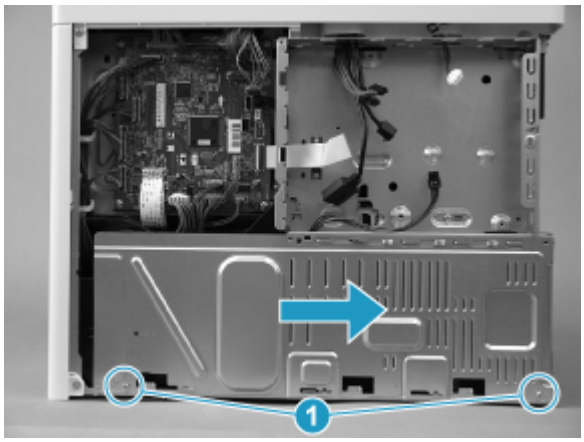
2. Release two tabs (callout 1) on the black plastic bracket. Hold the tabs in the released position, and then slide the bracket (callout 2) to the right to remove it from the formatter case.

Figure 4-2467 **Remove the bracket**



3. Remove two screws (callout 1), and then slide the low-voltage power supply (LVPS) cover to the right to remove it.

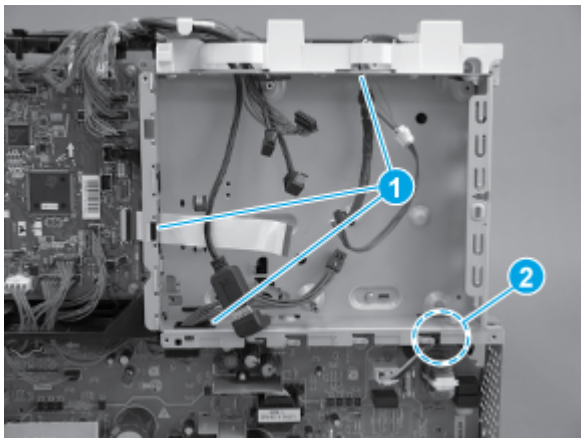
Figure 4-2468 **Remove the LVPS cover**



4. Pass two wire harnesses and one flat cable (callout 1) through the opening in the formatter case, and then release one wire harness from the retainer (callout 2).

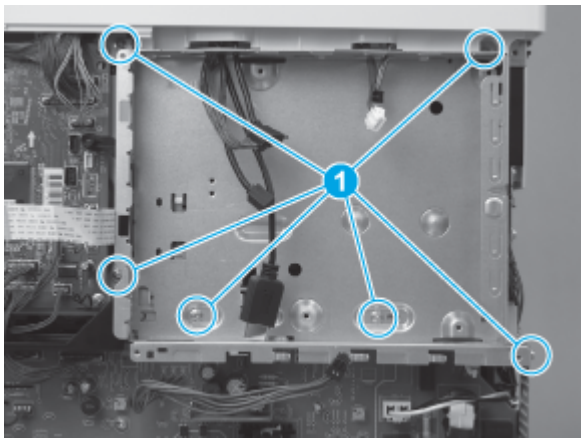
⚠ CAUTION: The flat cable might be attached to the formatter case with double-sided tape. Make sure that this tape is released, so that the flat cable is not damaged when the formatter case is removed.

Figure 4-2469 Release wire harnesses and flat cable



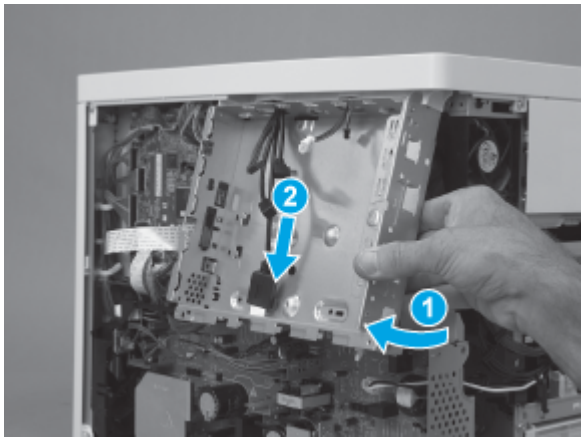
5. Remove six screws (callout 1).

Figure 4-2470 Remove six screws



6. Rotate the bottom of the formatter case away from the printer (callout 1), and then pull it down (callout 2) to release it.

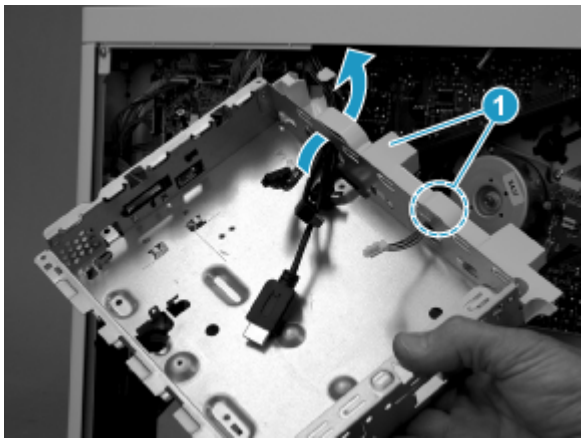
Figure 4-2471 Release the formatter case



7. Pass the wire harnesses through the opening in the formatter case to remove it.

IMPORTANT: If the formatter case is removed so that it can be replaced, make sure to transfer the memory PCA (island of data) and plastic bracket (callout 1) to the replacement case.

Figure 4-2472 Remove the formatter case

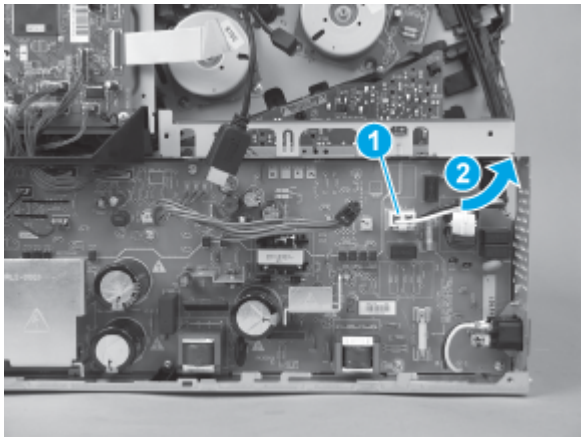


Remove the low-voltage power supply (LVPS)

Follow these steps to remove the low-voltage power supply (LVPS).

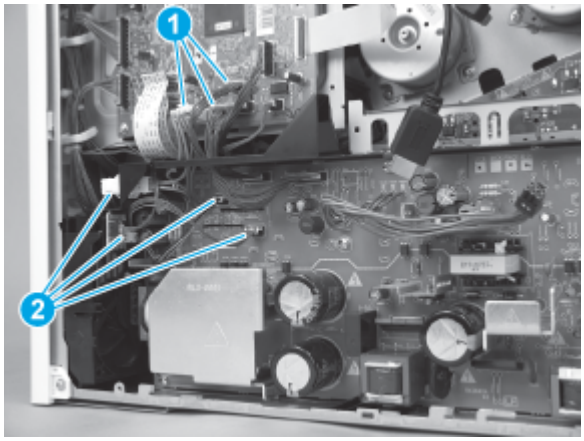
1. Disconnect one wire harness (callout 1), and then pass the wire harness through the opening (callout 2) in the chassis.

Figure 4-2473 Disconnect one wire harness



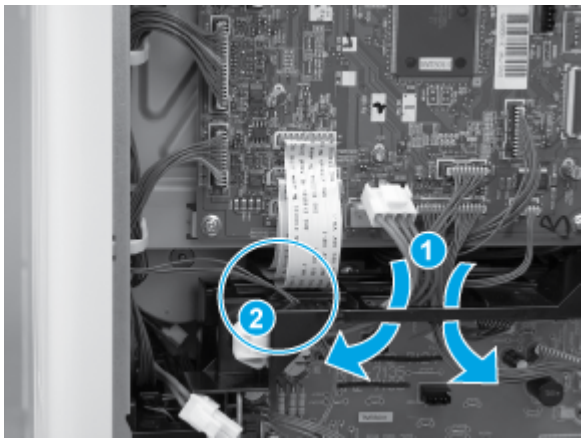
2. Disconnect three connectors on the DC controller (callout 1), and then disconnect four connectors (callout 2) on the LVPS.

Figure 4-2474 Disconnect seven connectors



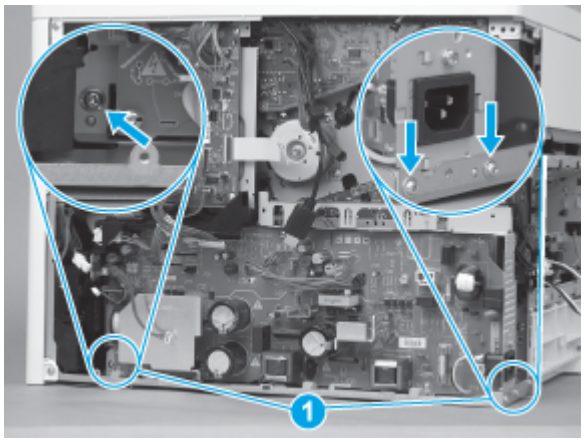
3. Pass the wire harnesses from the DC controller to the LVPS through the opening in the chassis (callout 1), and then release the wire harnesses from the retainer (callout 2).

Figure 4-2475 Pass the wire harnesses through the opening



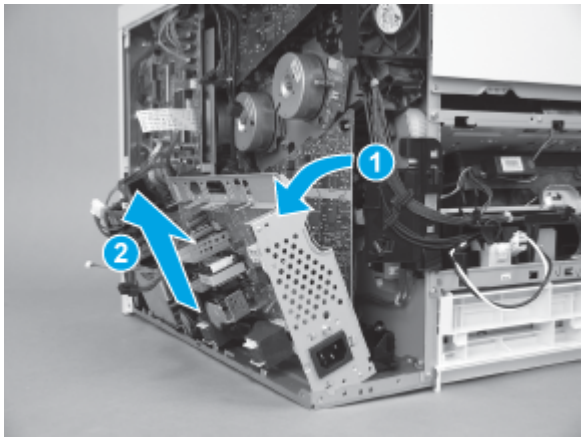
4. Remove three screws (callout 1).

Figure 4-2476 **Remove three screws**



5. Rotate the top of the LVPS away from the printer (callout 1), and then slide it up and out (callout 2) of the printer to remove it.

Figure 4-2477 **Remove the LVPS**

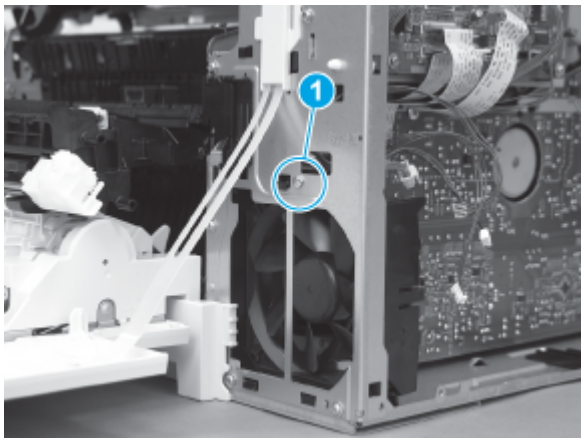


Remove the power supply fan (FM1)

Follow these steps to remove the power supply fan.

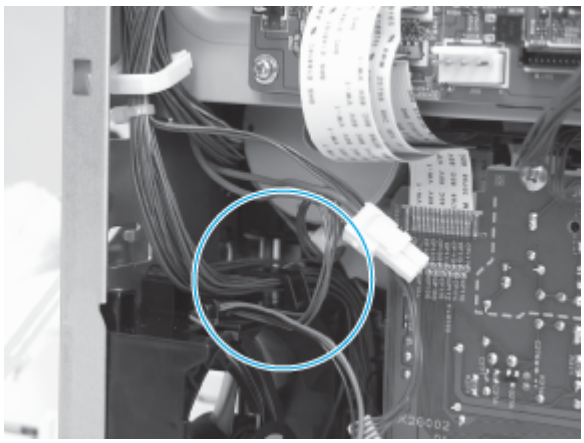
1. Remove one screw (callout 1).

Figure 4-2478 **Remove one screw**



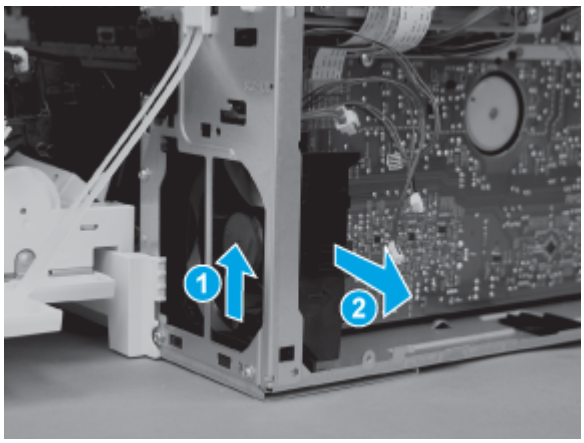
2. Release the wire harnesses from the retainer on the top of the fan bracket.

Figure 4-2479 **Release the wire harnesses**



3. Lift the fan up (callout 1), and then slide it out of the printer (callout 2) to remove it.

Figure 4-2480 **Remove the fan**

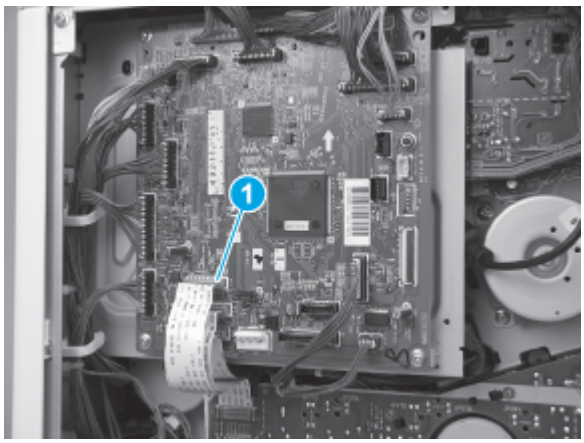


Remove the high-voltage power supply D (HVPSD)

Follow these steps to remove the high-voltage power supply D (HVPSD).

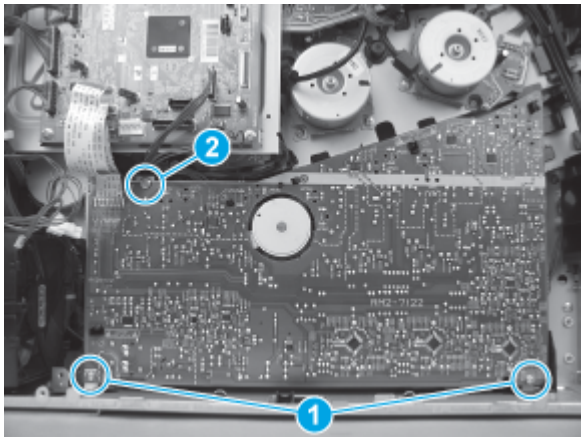
1. Disconnect one flat cable (callout 1) on the DC controller.

Figure 4-2481 **Disconnect one flat cable**



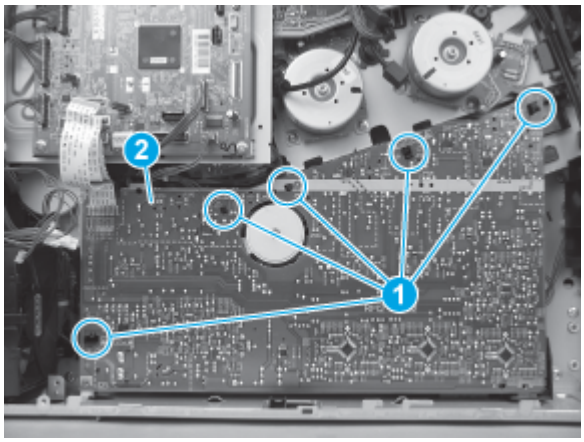
2. Remove two screws (callout 1), and then remove one self tapping screw (callout 2) on the HVPSD.

Figure 4-2482 **Remove three screws**



3. Release five tabs (callout 1), and then remove the HVPSD (callout 2).

Figure 4-2483 Remove the HVPSD

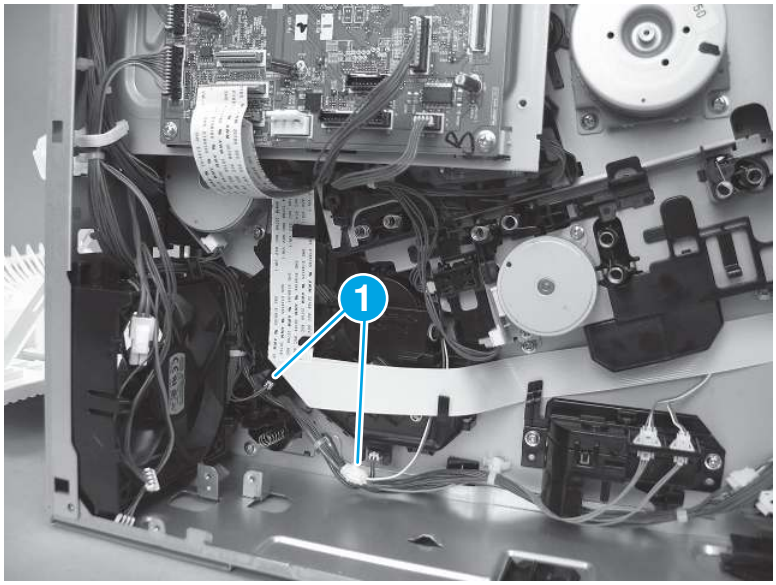


Remove the auto close assembly

Follow these steps to remove the auto close assembly.

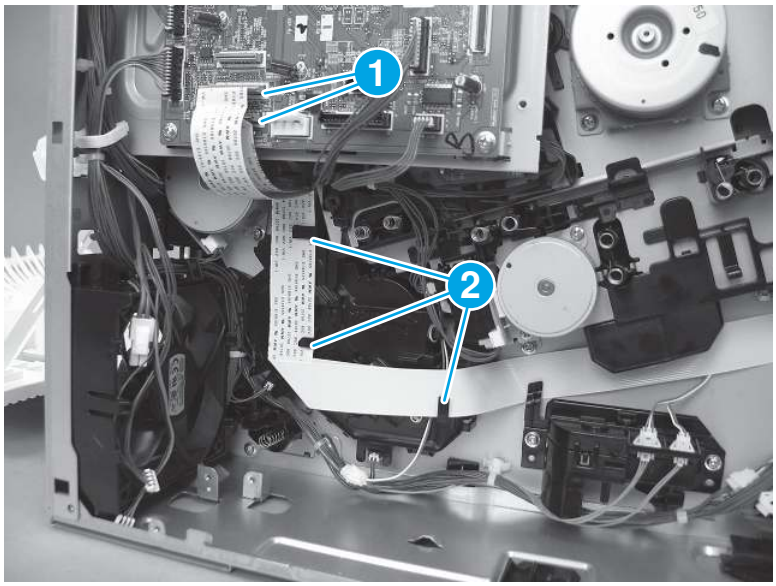
1. Disconnect two connectors (callout 1).

Figure 4-2484 Disconnect two connectors



2. Disconnect two flat cables (callout 1), and then release them from the retainers (callout 2).

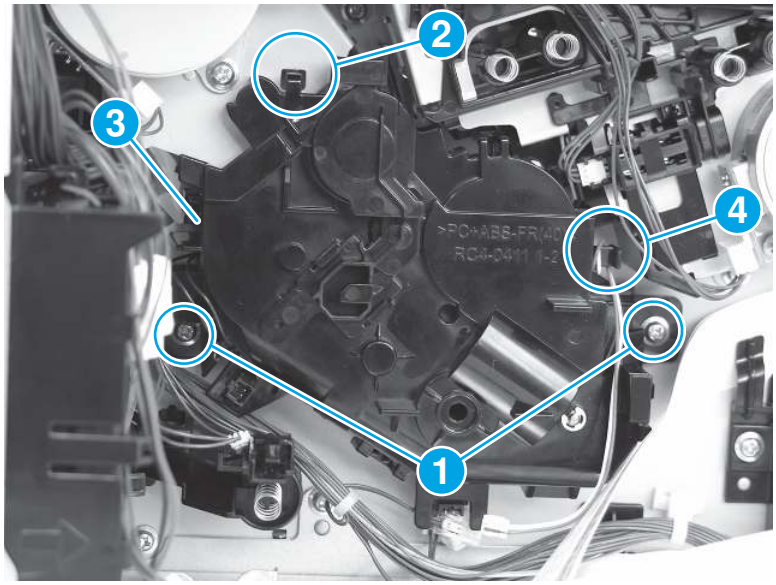
Figure 4-2485 Disconnect two flat cables



3. Remove two screws (callout 1), release one tab (callout 2), and then remove the lifter drive assembly (callout 3).

NOTE: Release one wire harness from the retainer (callout 4) as the assembly is removed.

Figure 4-2486 Remove the assembly



Remove the DC controller (DCC) and sheet-metal bracket

Follow these steps to remove the DC controller and sheet-metal bracket together.

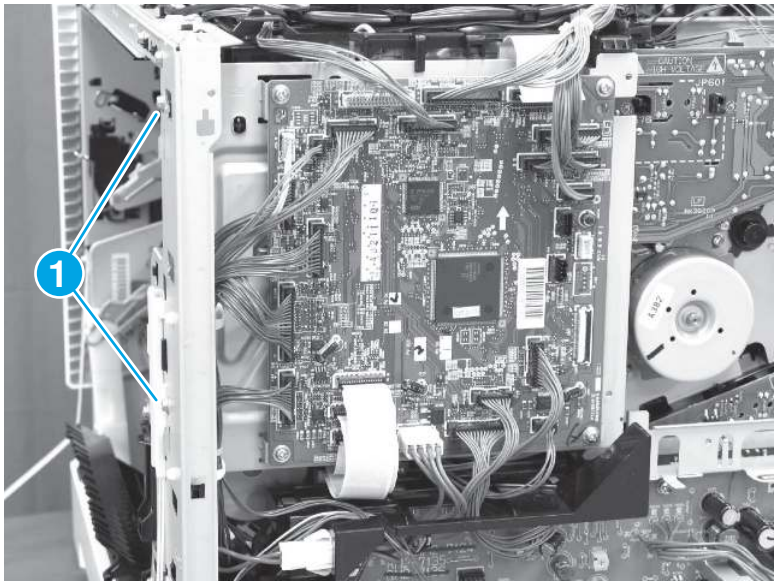
NOTE: ESD sensitive part.

1. Disconnect all of the connectors, and then remove two screws (callout 1).

   Empty DCC connectors

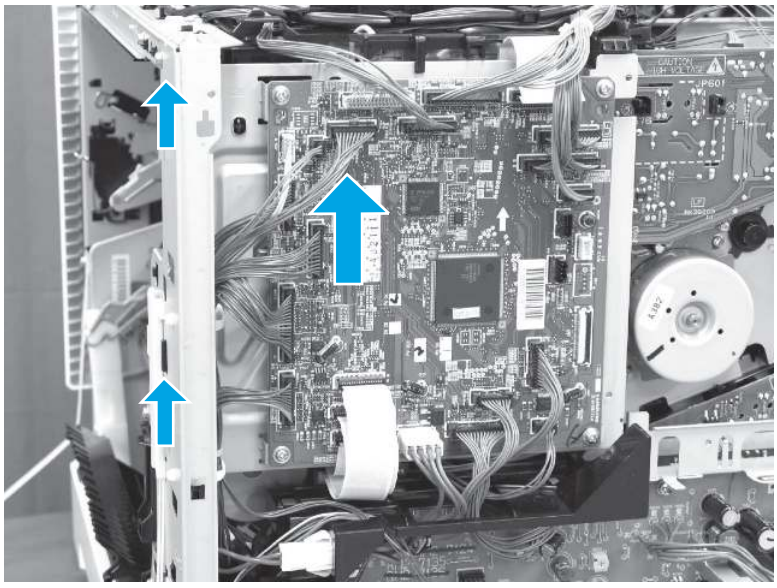
   - J140
   - J141
   - J143

   Figure 4-2487 Remove two screws

2. Lift up on the DC controller and sheet-metal plate to remove it.

   Figure 4-2488 Remove the plate

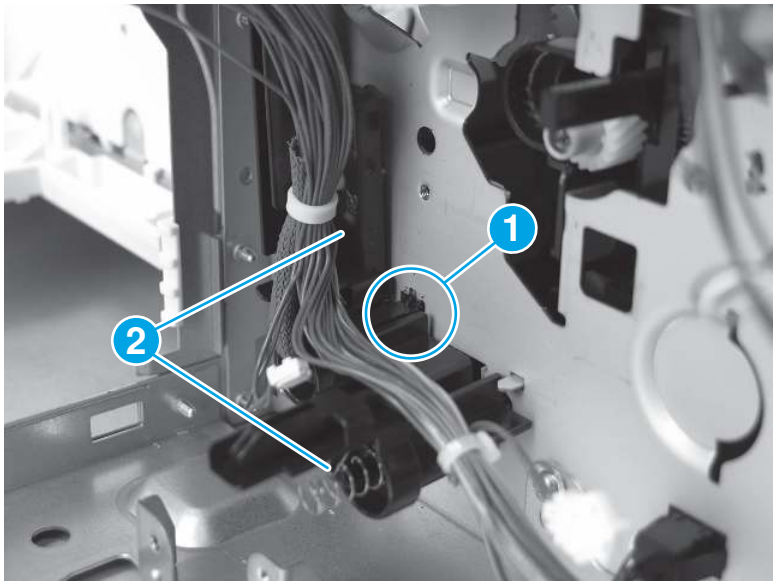
   

Remove the pickup drive assembly and motor (M5)

Follow these steps to remove the pickup drive assembly and motor.

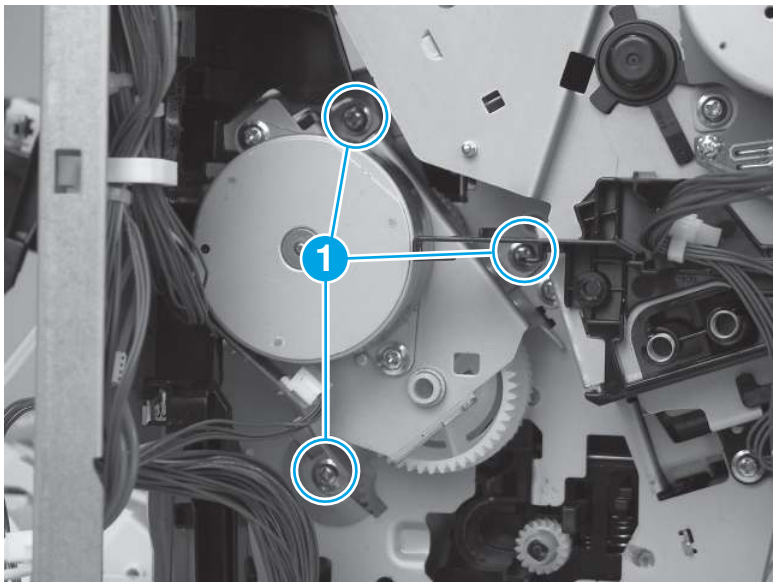
1. Release one tab (callout 1), and then move the guide (callout 2) out of the way.

Figure 4-2489 **Move the guide out of the way**



2. Remove three screws (callout 1).

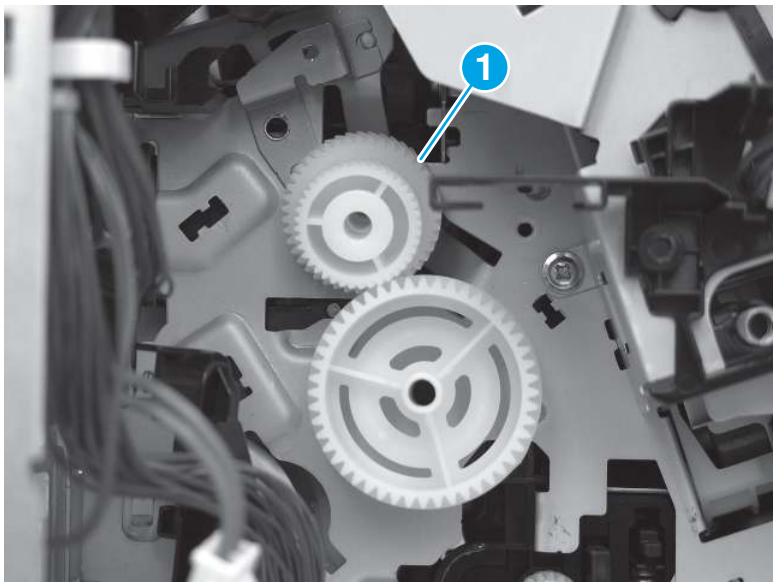
Figure 4-2490 **Remove three screws**



3. Remove the assembly.

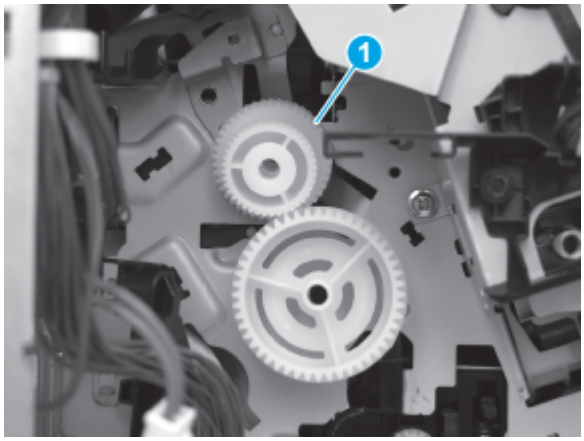
⚠ **CAUTION:** One gear on the back side of the assembly is not captive. Handle the assembly carefully.

Figure 4-2491 Remove the assembly



4. If the gear (callout 1) was not removed with the assembly in the previous step, remove it now.

Figure 4-2492 Remove the gear if installed

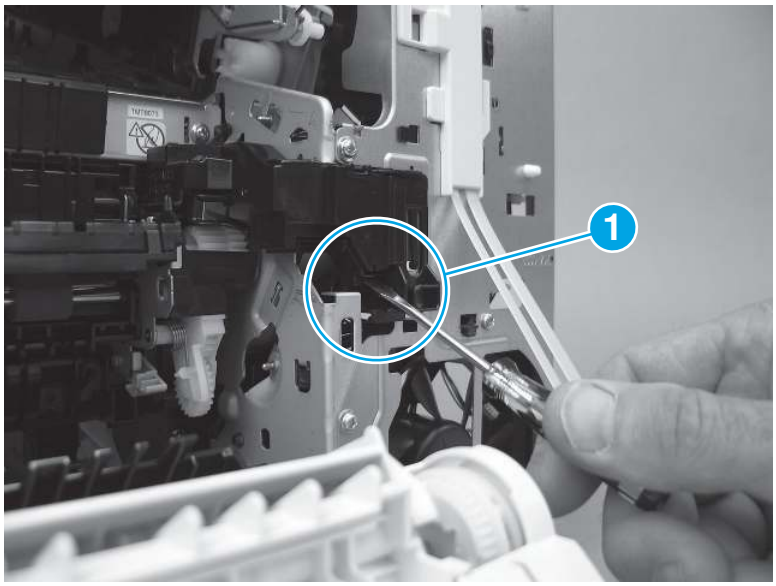


Remove the registration assembly

Follow these steps to remove the registration assembly.

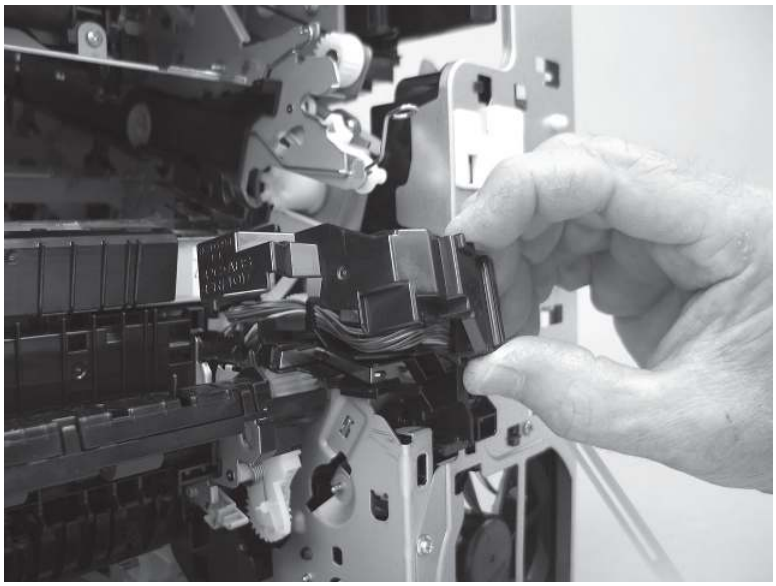
1. At the right side of the printer, release one tab (callout 1).

Figure 4-2493 Release one tab



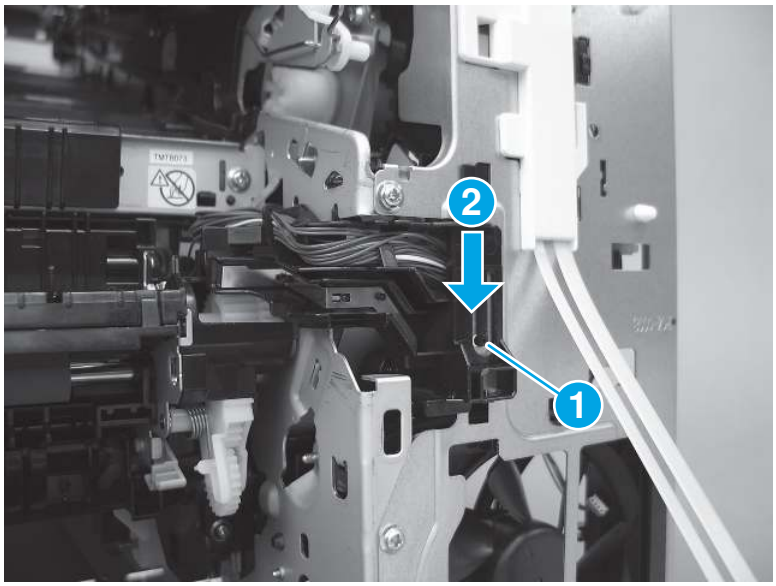
2. Remove the cover.

Figure 4-2494 Remove the cover



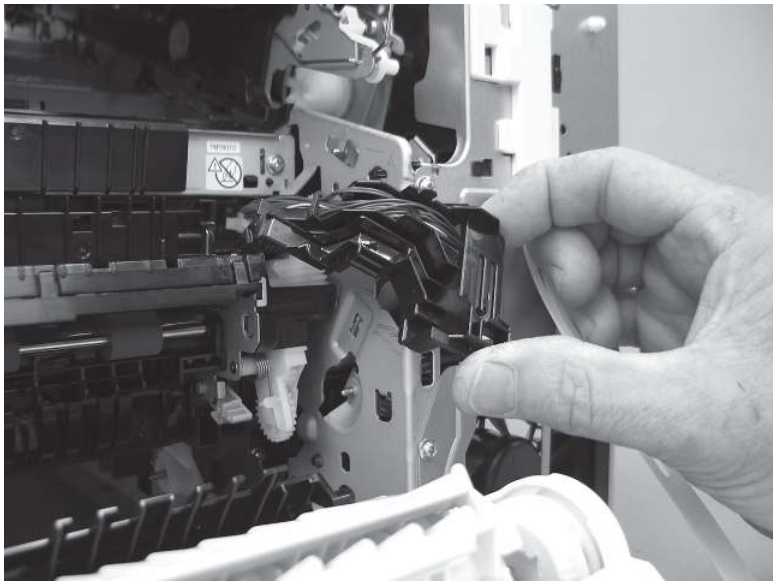
3. Release one tab (callout 1), and then push down on the guide (callout 2) to release it.

Figure 4-2495 **Release the guide**



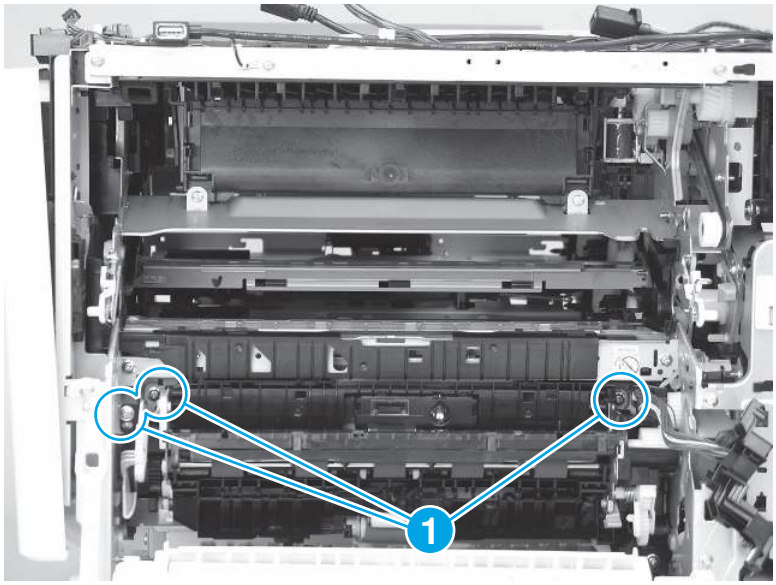
4. Move the guide out of the way.

Figure 4-2496 **Move the guide out of the way**



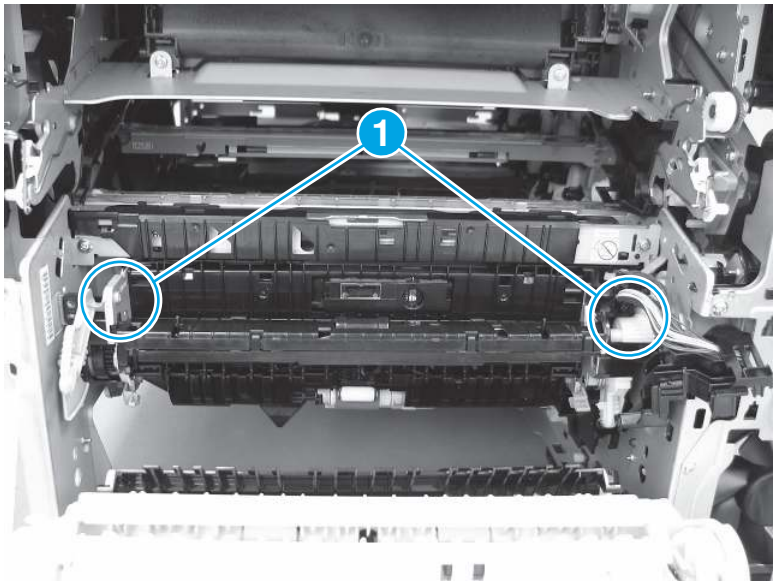
5. Remove three screws (callout 1).

Figure 4-2497 Remove three screws



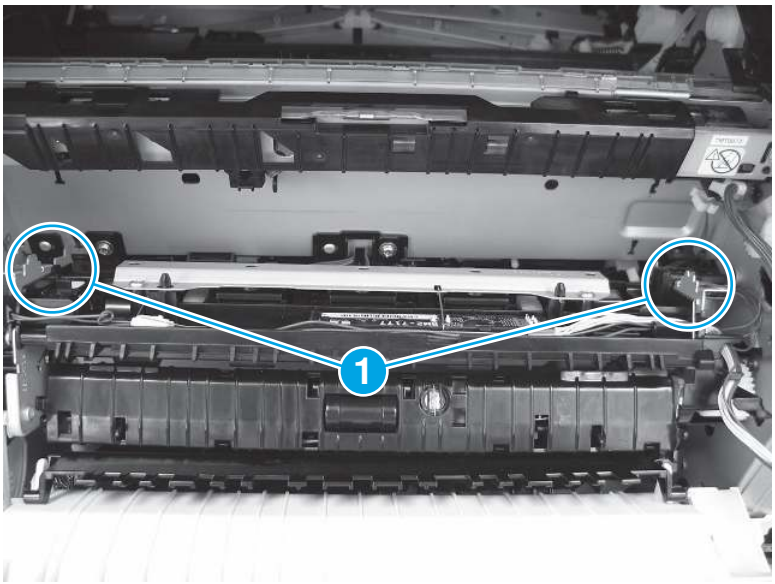
6. Before proceeding, locate the sheet metal portion (callout 1) of the assembly. When handling the assembly, use the sheet metal as handles.

Figure 4-2498 Locate the sheet metal potion of the assembly



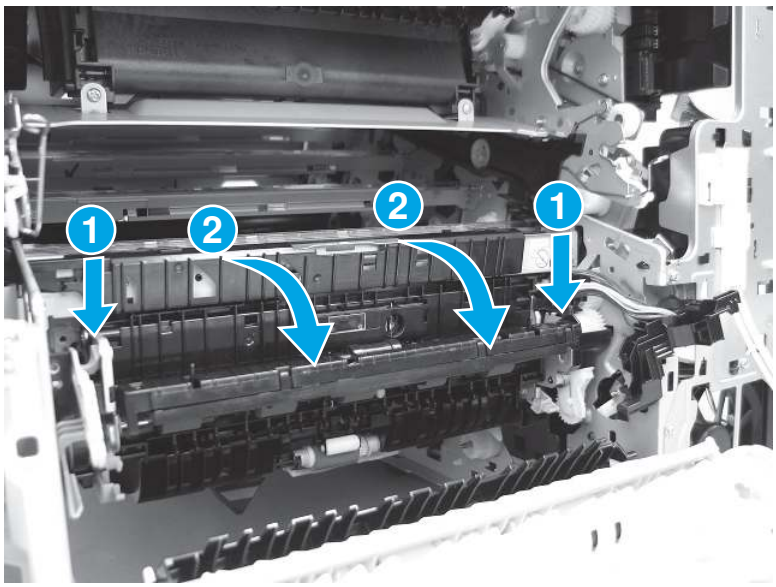
7. Before proceeding, take note of the sheet-metal tabs (callout 1) on the back of the assembly that fasten it to the chassis (the figure shows the assembly removed so the tabs can be viewed).

Figure 4-2499 Locate the sheet metal potion of the assembly



8. Grasp the sheet-metal handles (callout 1), and then rotate the top of the assembly away from the chassis (callout 2) to release the top tabs.

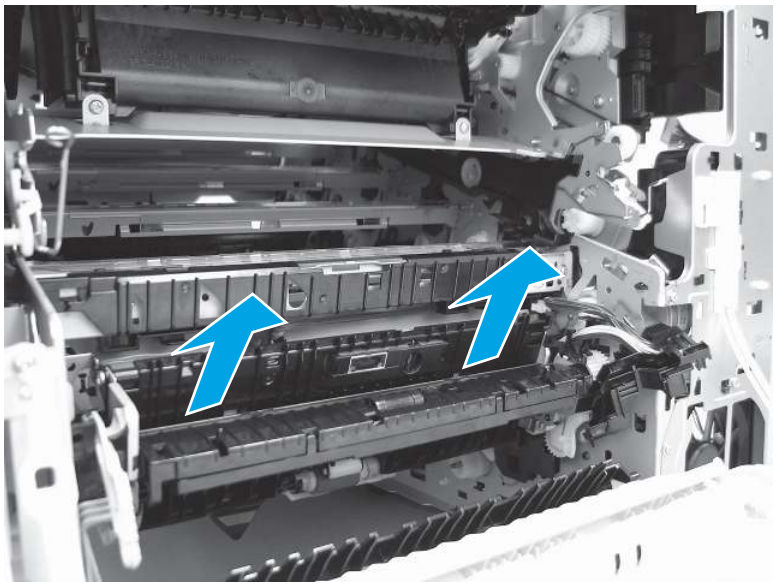
Figure 4-2500 Rotate the top of the assembly away from the chassis



9. Pull up on the assembly to release the bottom tabs.

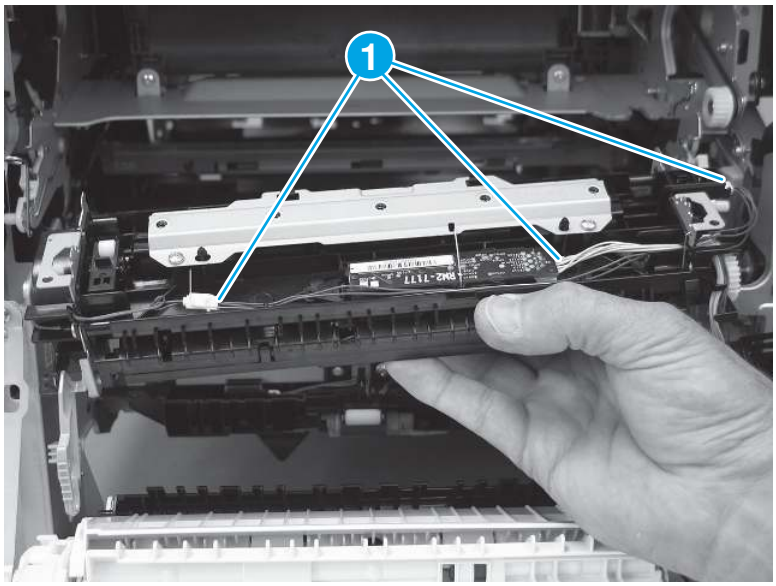
⚠ CAUTION: The assembly is still attached to the printer by a wire harness. Do not attempt to completely remove the assembly.

Figure 4-2501 Release the bottom tabs



10. Turn the registration assembly over to access the back side, disconnect three connectors (callout 1), and then remove the assembly.

Figure 4-2502 Remove the assembly

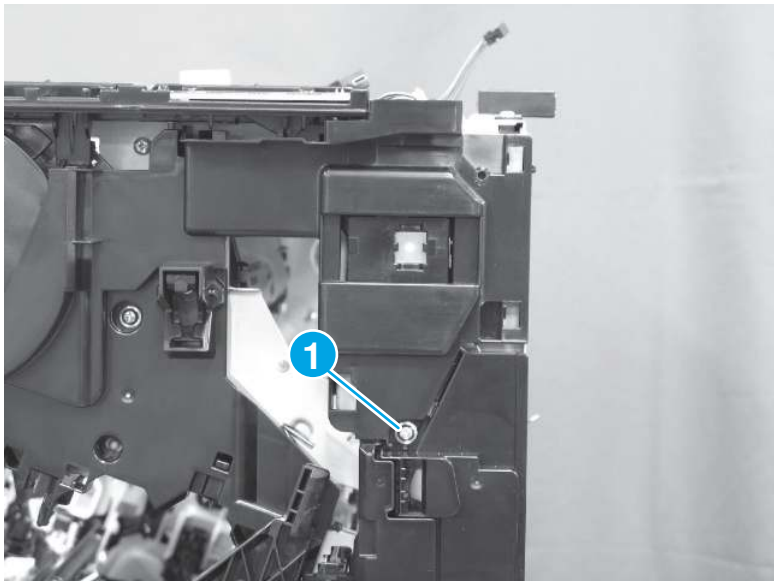


Remove the paper density-detect assembly

Follow these steps to remove the density-detect assembly.

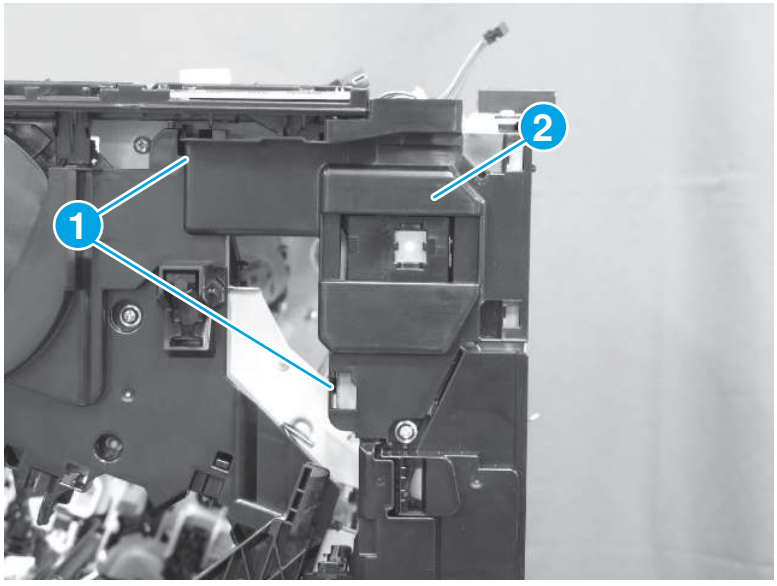
1. Remove one screw (callout 1).

Figure 4-2503 Remove one screw



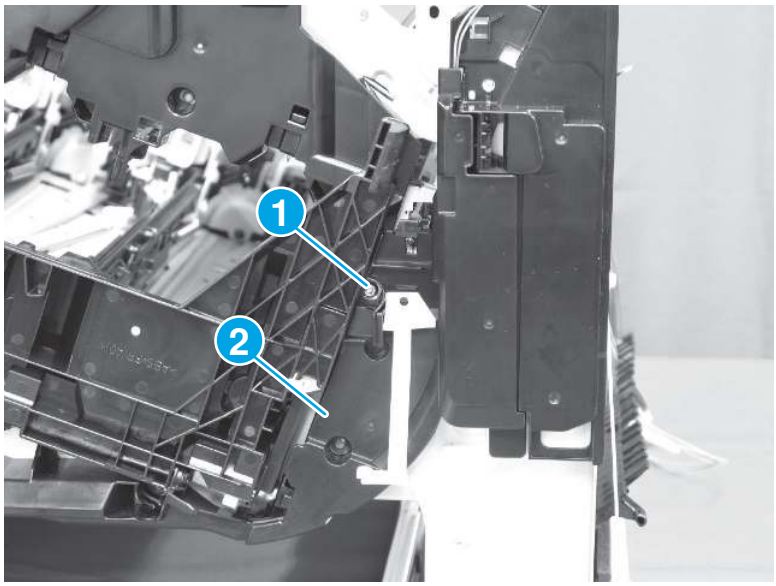
2. Release two tabs (callout 1), and then remove the cover (callout 2).

Figure 4-2504 Remove the cover



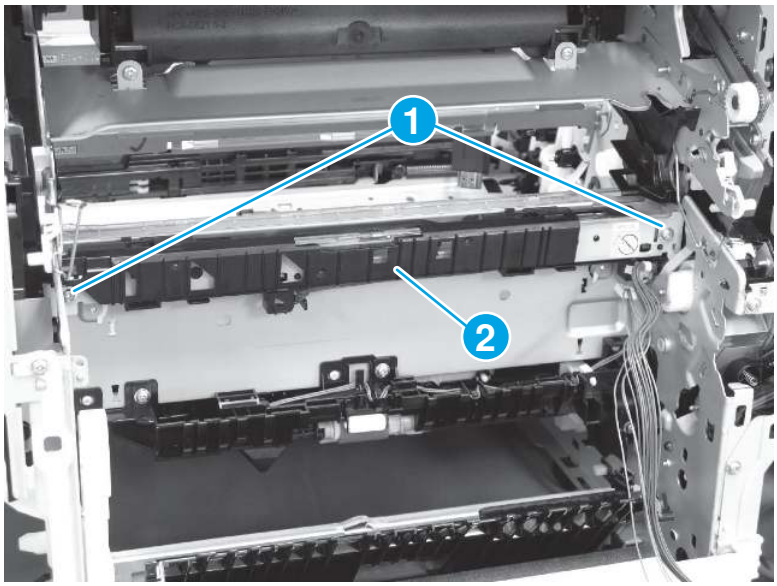
3. Remove one screw (callout 1), and then remove the cover (callout 2).

Figure 4-2505 Remove the cover



4. Remove two screws (callout 1), and then remove the density-detect assembly (callout 2)..

Figure 4-2506 Remove the assembly



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main-drive assembly

Learn about removing and replacing the main drive assembly.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-84 Part information

Part number	Part description
B5L25-67902	Main-drive assembly with instruction guide

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

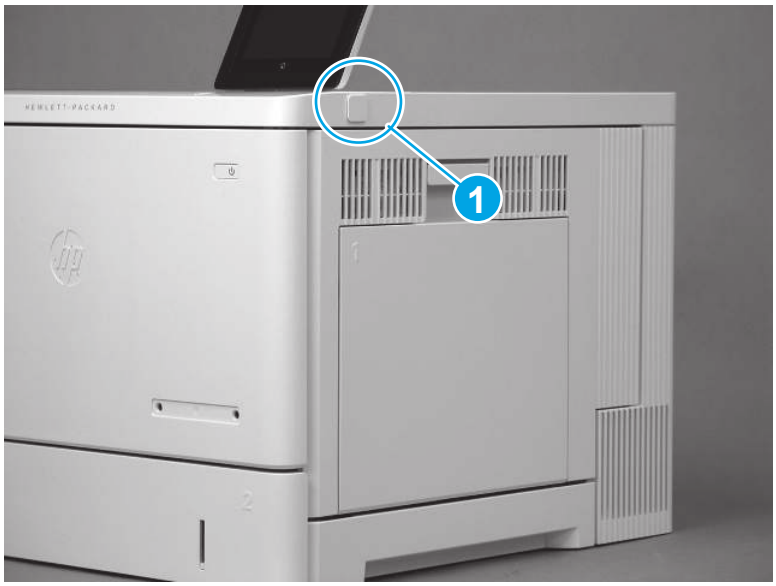
Remove the USB cover (SFP)

Follow these steps to remove the USB cover.

NOTE: This procedure is for SFP models only.

1. Locate the USB cover (callout 1).

Figure 4-2507 **Locate the USB cover**



2. Pull the cover off of the printer to remove it.

Figure 4-2508 Remove the cover

Remove the fuser

Follow these steps to remove the fuser.

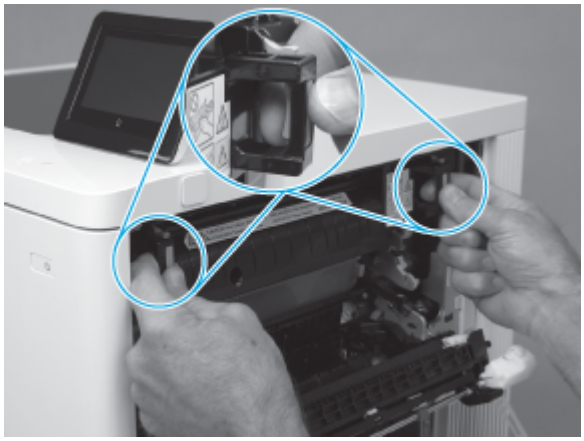
1. Open the right door.

> ⚠ CAUTION: The fuser is very hot. After turning the printer power off, allow the fuser to cool for at least 30 minutes before removing it.

Figure 4-2509 Open the right door

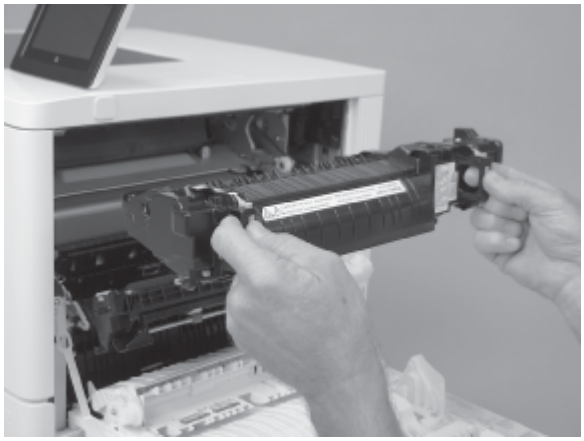
2. Grasp the two fuser handles, and then squeeze the two blue triggers on the handles to release the fuser.

Figure 4-2510 Release the fuser



3. Slide the fuser straight out of the printer to remove it.

Figure 4-2511 Remove the fuser



Remove the ITB

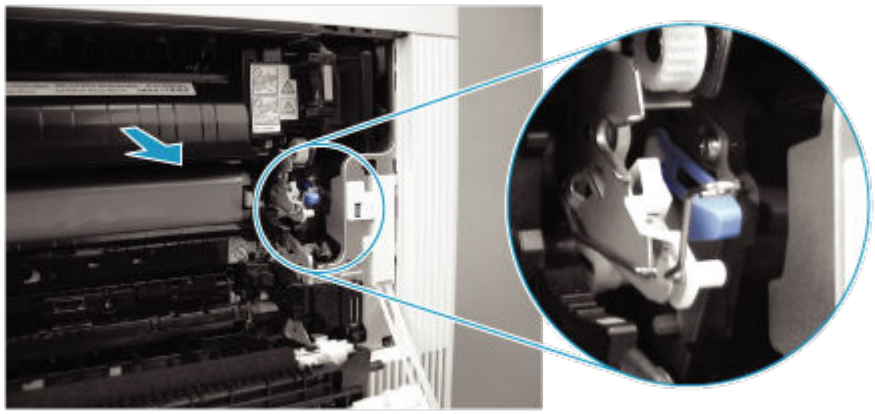
Follow these steps to remove the ITB.

1. Open the right door.

Figure 4-2512 **Open the right door**

2. Pull the blue lever to release the ITB drive coupling.

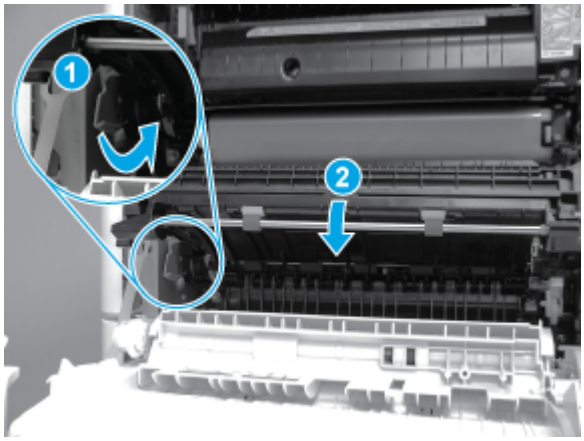
Figure 4-2513 **Release the ITB drive coupling**



3. Push in on the blue arm to release the secondary transfer roller assembly, and then completely lower the assembly.

NOTE: Press the blue arm on the secondary transfer roller assembly a second time to release the roller assembly when it stops at the halfway open position.

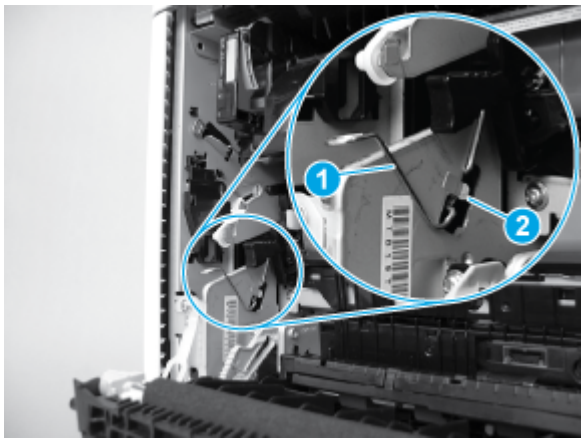
Figure 4-2514 Lower the secondary transfer roller assembly



4. Release the left-side ITB spring (callout 1) from the tab (callout 2).

NOTE: For late production M552/M553/E55040/E57540 printers and all M554/M555/M578 printers, this ITB spring is not installed.

Figure 4-2515 Release the front-side ITB spring

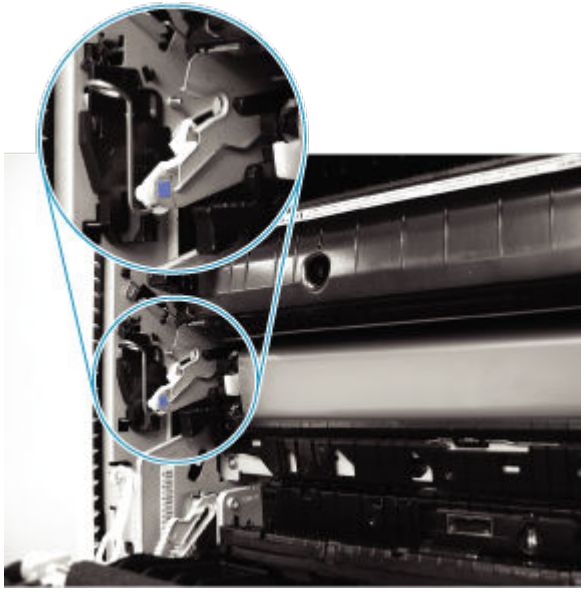


5. Place the left-side ITB spring on the holder to keep it out of the way.

NOTE: For late production M552/M553/E55040/E57540 printers and all M554/M555/M578 printers, this ITB spring is not installed.

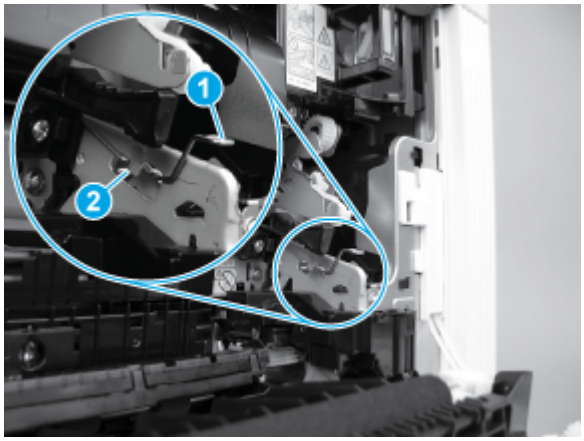
TIP: The holder is colored blue to help locate it.

Figure 4-2516 Place the spring on the holder



6. Release the right-side ITB spring (callout 1) from the tab (callout 2).

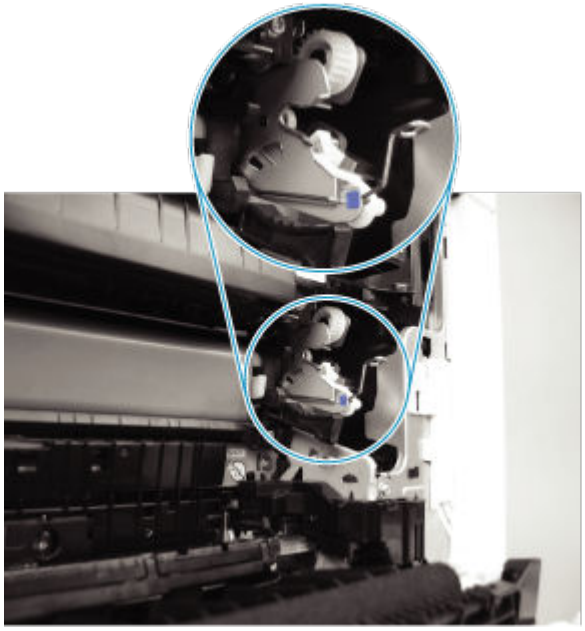
Figure 4-2517 Release the rear-side ITB spring



7. Place the right-side ITB spring on the holder to keep it out of the way.

TIP: The holder is colored blue to help locate it.

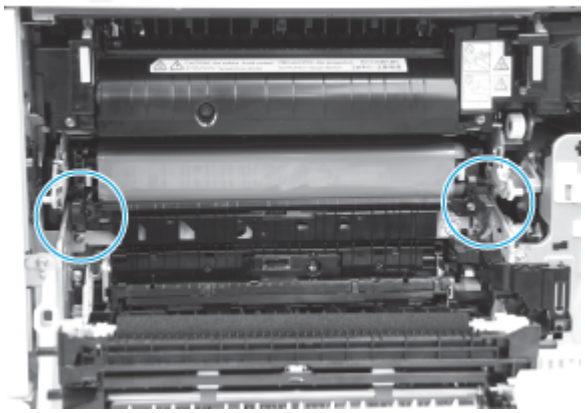
Figure 4-2518 Place the spring on the holder



8. Grasp the two blue handles on the ITB.

⚠ CAUTION: If the ITB is removed to access other assemblies in the printer, use care. The ITB is a sensitive assembly. Be careful when handling the ITB so that it is not damaged. Always place the ITB in a safe and protected location.

Figure 4-2519 Grasp the ITB handles



9. Pull the ITB out of the printer to remove it.

⚠ CAUTION: Do not touch the gray plastic belt. Skin oils and fingerprints on the belt can cause print-quality problems.

Figure 4-2520 Remove the ITB

Remove the control panel (M553x/M555/E55040)

Follow these steps to remove the control panel.

NOTE: This procedure is for the M553x/M555/E55040 printers only.

M555 models: Removing the control panel is similar to the procedure below. For the M555, a flat cable connects the control panel to the formatter.

1. Tilt the control panel up.

   Figure 4-2521 Tilt the control panel up

2. Use the small flat-blade screwdriver supplied in this kit to release the control-panel screws cover tabs.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-2522 Release the control-panel screws cover tabs

3. Rotate the cover up to remove it.

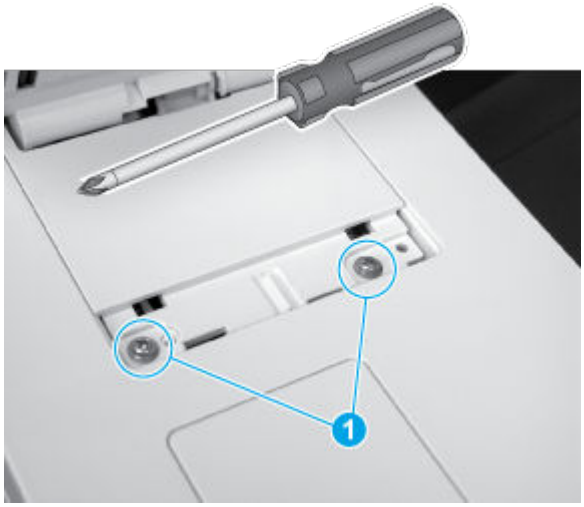
Figure 4-2523 Remove the cover

4. Use the small Phillips screwdriver supplied in this kit to remove two screws (callout 1).

IMPORTANT: Store the screws in a secure place where they cannot fall down into the printer.

TIP: The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

Figure 4-2524 Remove two screws



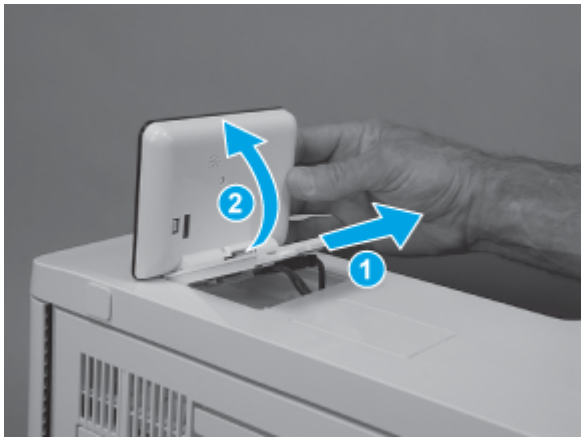
5. Rotate the control-panel base toward the front of the printer.

Figure 4-2525 Rotate the control-panel base up

6. Slightly slide the control-panel base toward the rear of the printer (callout 1) to release it, and then turn the control panel over (callout 2) to access the bottom side.

⚠ CAUTION: The control panel is still attached to the printer. Do not attempt to completely remove the control panel.

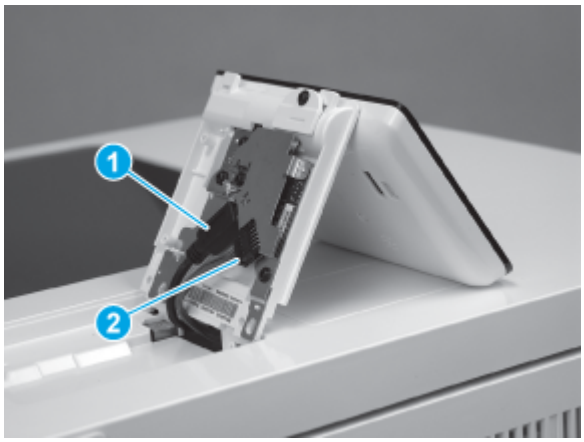
Figure 4-2526 Turn the control panel over



7. Disconnect one USB cable (callout 1), one connector (callout 2), and then remove the control panel.

NOTE: **M555 only**: Disconnect one flat cable (not shown), and then remove the control panel.

Figure 4-2527 Disconnect two connectors



Remove Tray 2

Learn about removing Tray 2.

NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

The figures in this section show Tray 2. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5. Always carefully read the instructions that accompany the figures.

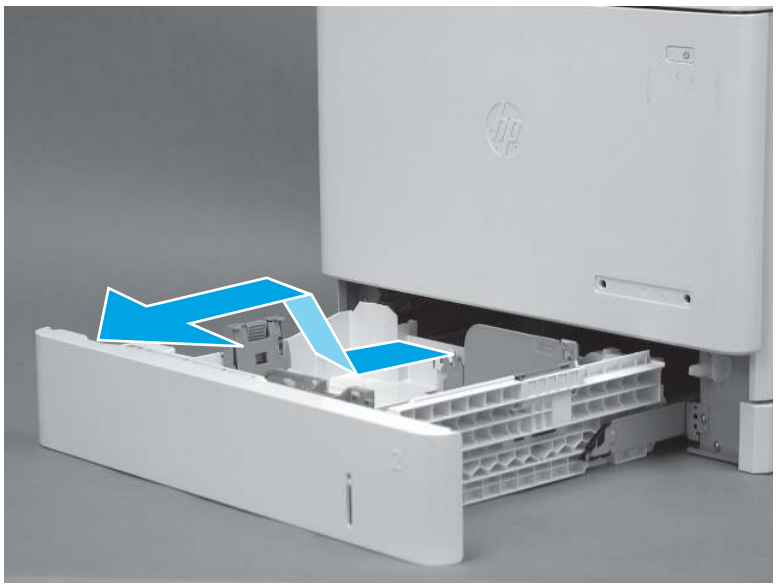
1. Pull the tray out until it stops.

Figure 4-2528 **Pull the tray out**

2. Lift the front of the tray, and then pull it out of the printer to remove it.

NOTE: **For a replacement tray:** If the tray has Fixed Tray Guides installed and are still required, move hardware to new tray. If necessary, order new kit: 3GY25-67901 Kit - Fixed Tray Guide. Only one kit required per engine.

Figure 4-2529 **Remove the tray**



Remove the toner collection unit (TCU)

Follow these steps to remove the toner collection unit (TCU).

NOTE: The figures in this topic show a SFP printer, However, the procedure is correct for MFP printers.

1. Open the front door.

Figure 4-2530 **Open the front door**

2. Open the TCU.

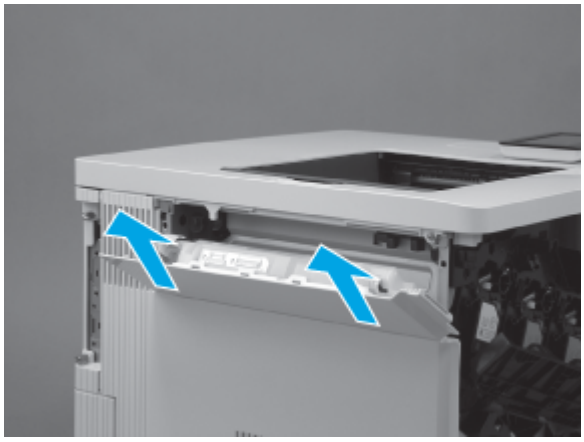
NOTE: The toner collection hatch cover automatically closes when the TCU is opened.

Figure 4-2531 **Open the TCU**

3. Pull the TCU away from the printer at an angle to remove it.

⚠ **CAUTION:** Do not open the toner collection hatch cover when handling the TCU. If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Figure 4-2532 **Remove the TCU**

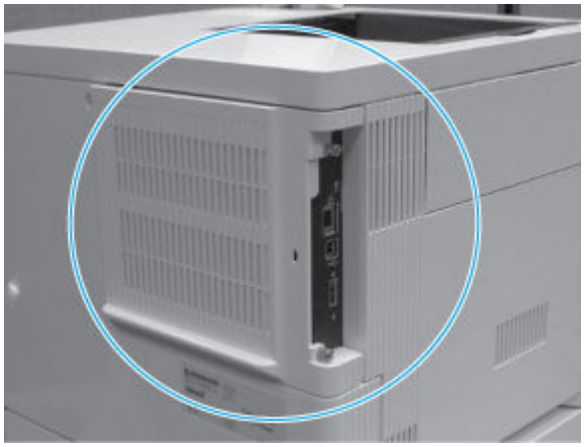


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

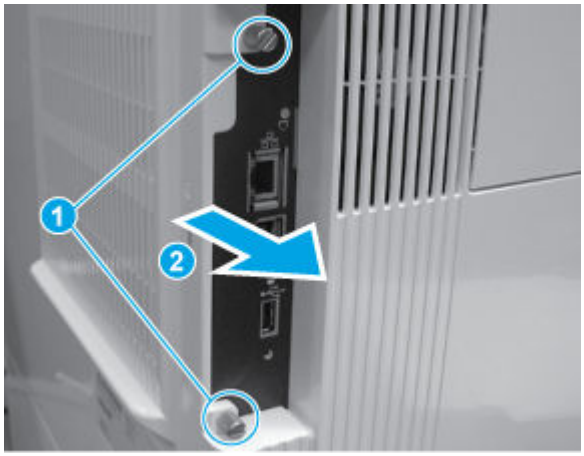
Figure 4-2533 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-2534 Loosen the thumbscrews



Remove the formatter (SFP)

Follow these steps to remove the formatter.

NOTE: This procedure is for SFP models only.

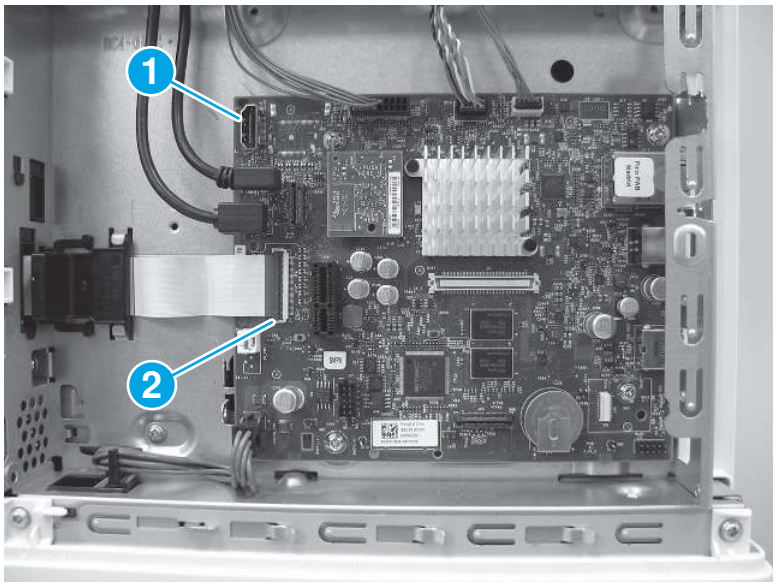
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - M553n/dn and M552dn: J2 (callout 1; this is the touchscreen connector for the M553x and E55040 printers)
   - All models: J9 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J18 (this connector is empty unless the optional hard-disk drive is installed)
   - M553n/dn and M552dn: J25 (this is the wireless connector for the M553x and E55040 models)
   - All models: J57
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

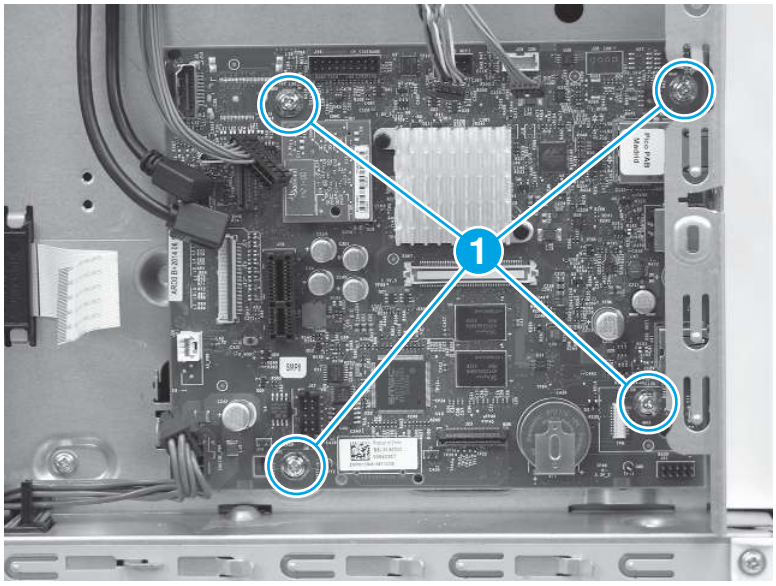
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-2535 Disconnect all connectors



2. Remove four screws (callout 1), and then remove the formatter..

Figure 4-2536 Remove four screws



Remove the hard-disk drive (HDD)

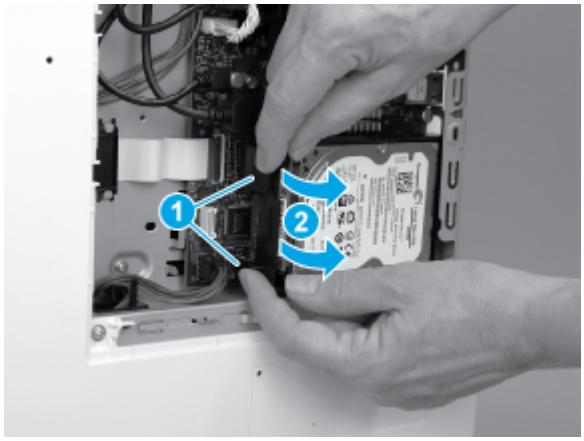
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-2537 Release the HDD



2. Slide the HDD away from the printer to remove it.

Figure 4-2538 Remove the HDD

Remove the fax PCA (fax models)

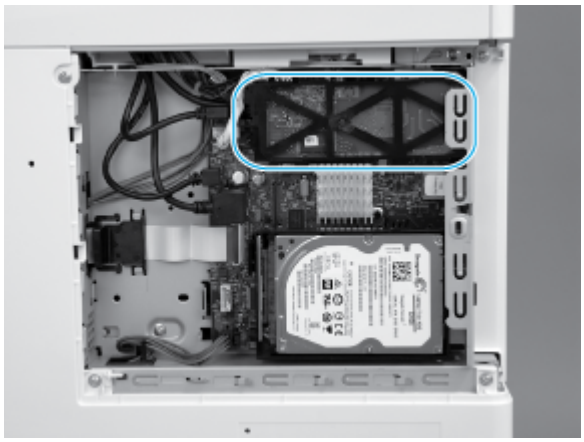
Follow these steps to remove the fax PCA (fax models).

CAUTION: ESD sensitive part.

NOTE: This procedure is for fax (or optionally installed fax) models only.

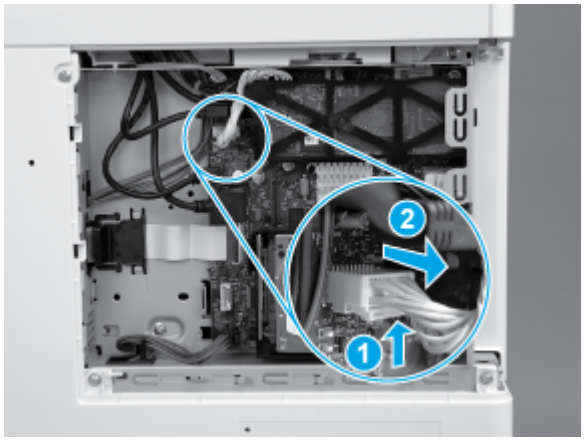
1. Locate the fax PCA component on the formatter.

Figure 4-2539 Locate the fax PCA



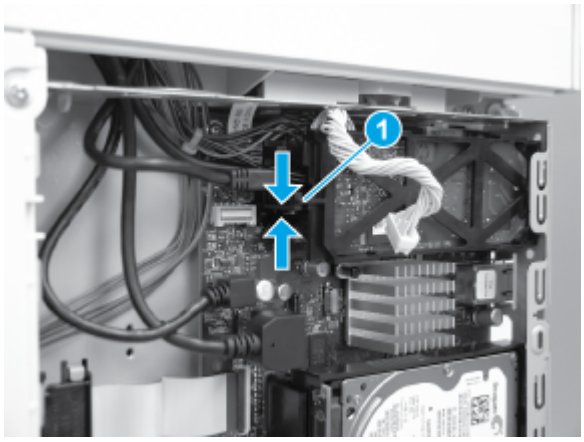
2. Release the connector latch (callout 1), and then pull the connector away from the formatter (callout 2) to disconnect it.

Figure 4-2540 Disconnect one connector



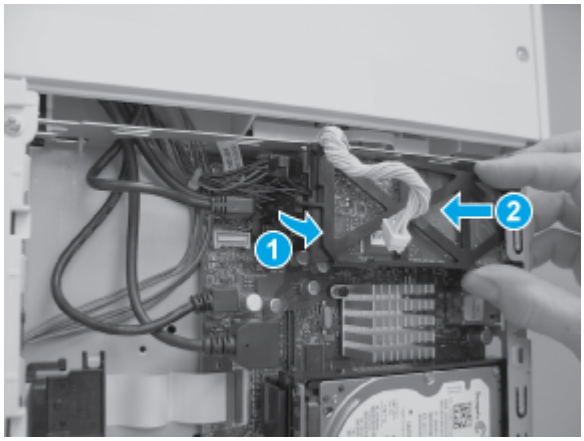
3. Release one retainer (callout 1) by pressing the bracket arms together.

Figure 4-2541 Release one latch



4. Rotate the end of the fax PCA (callout 1) away from the formatter, and then slide the PCA left (callout 2) to remove it.

Figure 4-2542 Remove the fax PCA



Remove the formatter (MFP)

Follow these steps to remove the formatter (MFP).

NOTE: This procedure is for MFP models only.

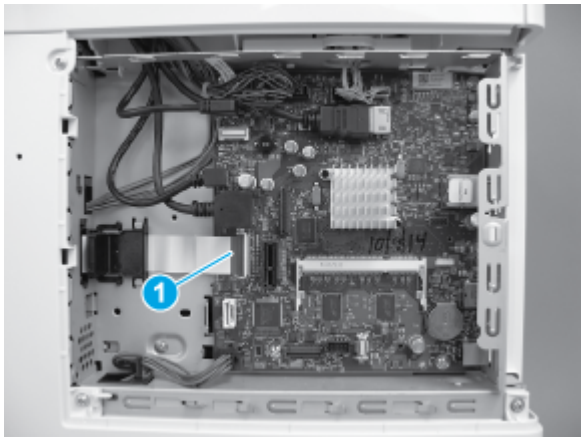
1. Disconnect all of the connectors on the formatter.

   The following connectors are empty:

   - All models: J1 (this connector is empty unless the optional DIMM is installed)
   - All models: J3
   - M577dn: J15 (this is the fax connector for the M577f/z/c models)
   - All models: J21 (this connector is empty unless the optional internal USB ports component is installed)
   - All models: J23
   - All models: J24
   - All models: J51
   - All models: J57
   - All models: J97
   - All models: J98 (this connector is empty unless the optional trusted platform module (TPM) is installed)

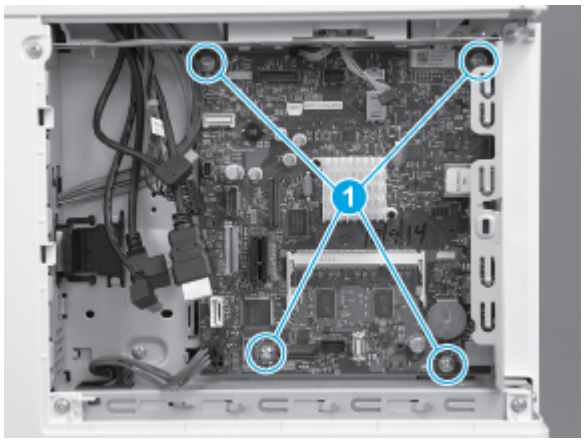
IMPORTANT: The flat-cable connector (callout 1) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the flat cable. The hinged retainer must be opened to release the flat cable.

Figure 4-2543 Disconnect all connectors



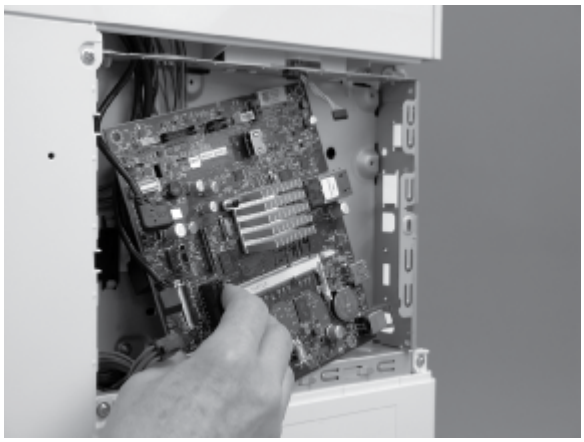
2. Remove four screws (callout 1).

Figure 4-2544 Remove four screws



3. Remove the formatter.

Figure 4-2545 Remove the formatter



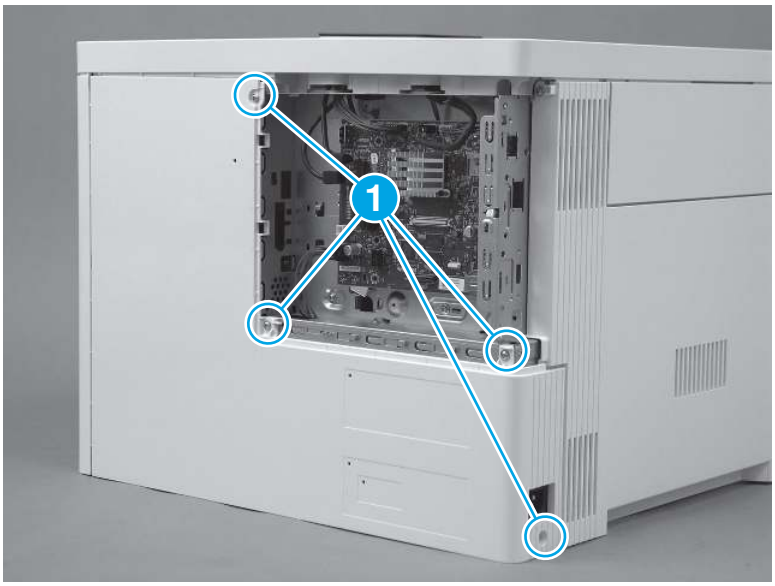
Remove the rear cover (SFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for SFP models only.

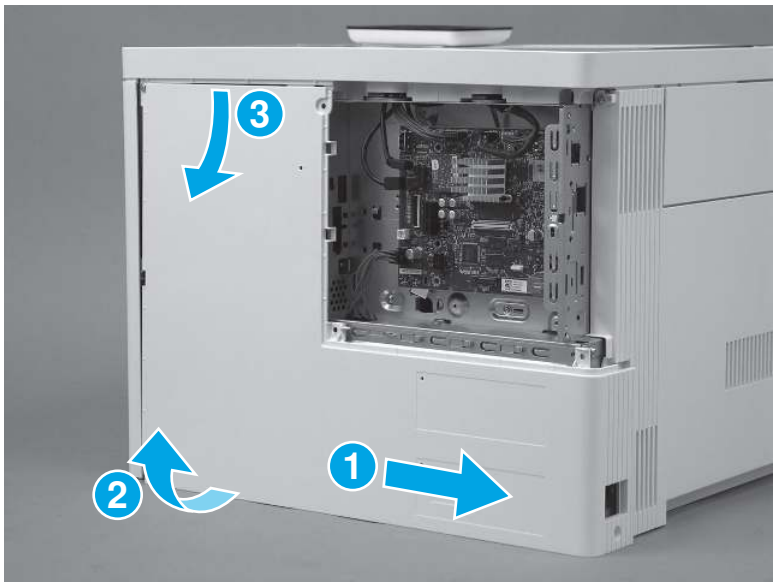
1. Remove four screws (callout 1).

Figure 4-2546 Remove four screws



2. Slightly slide the cover to the right (callout 1), rotate the bottom of the cover away from the printer (callout 2), and then pull the top of the cover away from the printer (callout 3) to remove the cover.

Figure 4-2547 Remove the cover



Remove the rear upper cover (MFP)

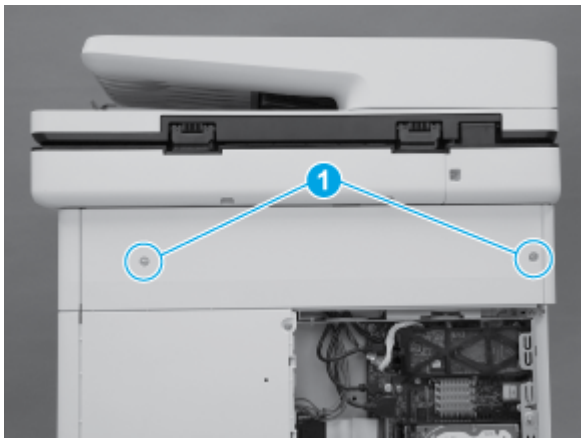
Follow these steps to remove the rear upper cover.

NOTE: This procedure is for MFP models only.

1. Remove two screws (callout 1).

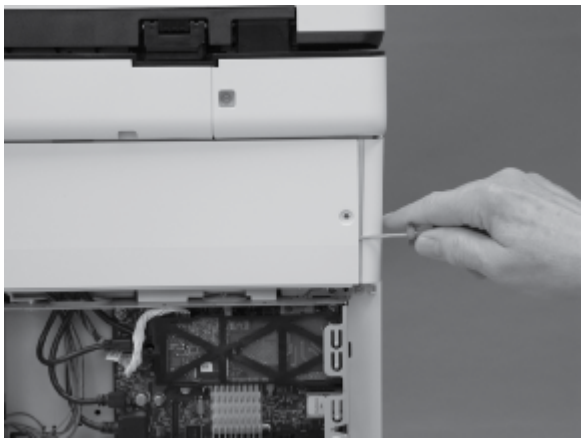
TIP: These two screws are self-tapping screws for plastic. When reinstalling them, rotate the screws counterclockwise to align them with the existing thread pattern, and then carefully turn them clockwise to tighten. Do not overtighten. This will prevent stripping the threads inside the screw holes.

Figure 4-2548 Remove two screws



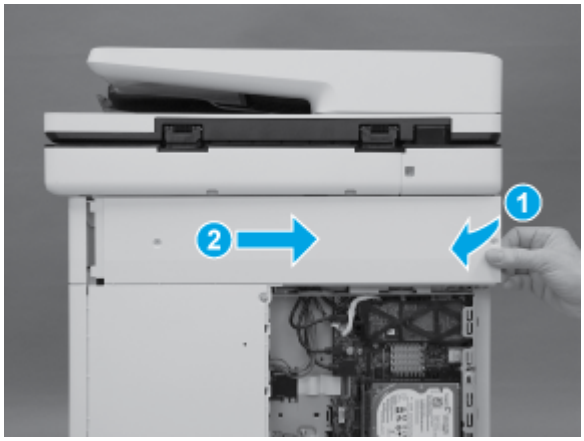
2. Use a small, flat blade screwdriver to release the right edge of the cover.

Figure 4-2549 Release the right edge



3. Pull the right edge of the cover (callout 1) away from the printer, and then slide the cover to the right (callout 2).

Figure 4-2550 Slide the cover right



4. Remove the cover.

Figure 4-2551 Remove the cover

Remove the rear cover (MFP)

Follow these steps to remove the rear cover.

NOTE: This procedure is for MFP models only.

1. Remove four screws (callout 1).

Figure 4-2552 **Remove four screws**

2. Slide the cover to the right to remove it.

Figure 4-2553 **Remove the cover**

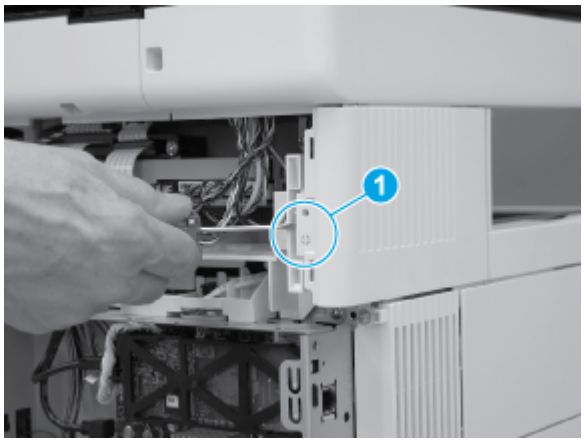
Remove the left upper cover (MFP)

Follow these steps to remove the left upper cover.

NOTE: This procedure is for MFP models only.

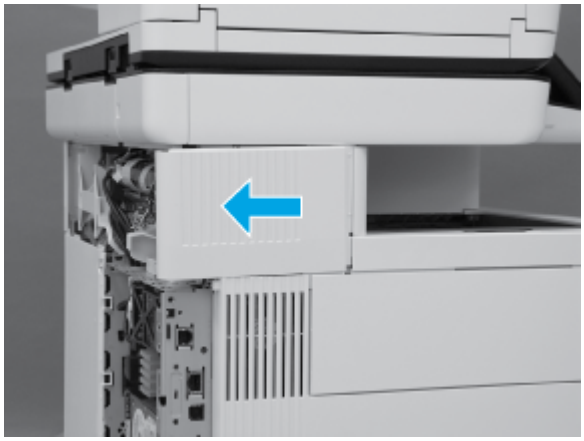
1. At the left side of the printer, release one tab (callout 1).

Figure 4-2554 Release one tab



2. Slide the left upper cover toward the back of the printer.

Figure 4-2555 Slide the cover back



3. Rotate the cover up to remove it.

Figure 4-2556 Remove the left upper cover

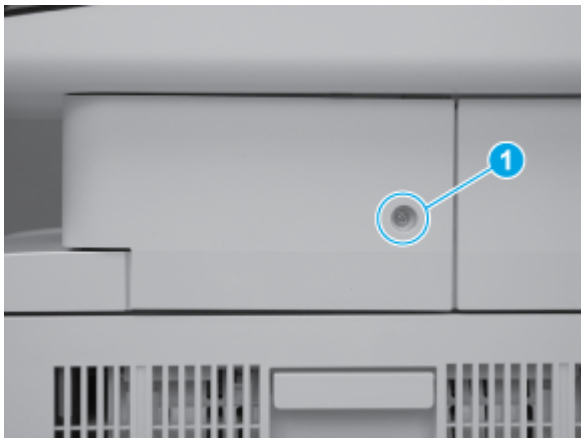
Remove the right front upper cover (MFP non-stapler models)

Follow these steps to remove the right front upper cover.

NOTE: This procedure is for non-stapler models only.

1. Remove one screw (callout 1).

Figure 4-2557 Remove one screw



2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-2558 Release two tabs

3. Rotate the front of the cover to the right to remove it.

Figure 4-2559 Rotate the cover

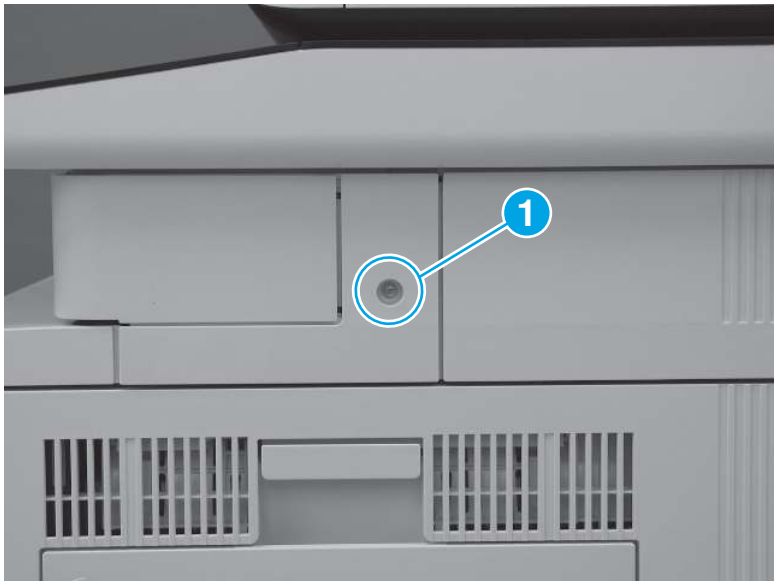
Remove the stapler cover (MFP stapler models)

Follow these steps to remove the stapler cover.

NOTE: This procedure is for stapler models only.

1. Remove one screw (callout 1).

Figure 4-2560 Remove one screw

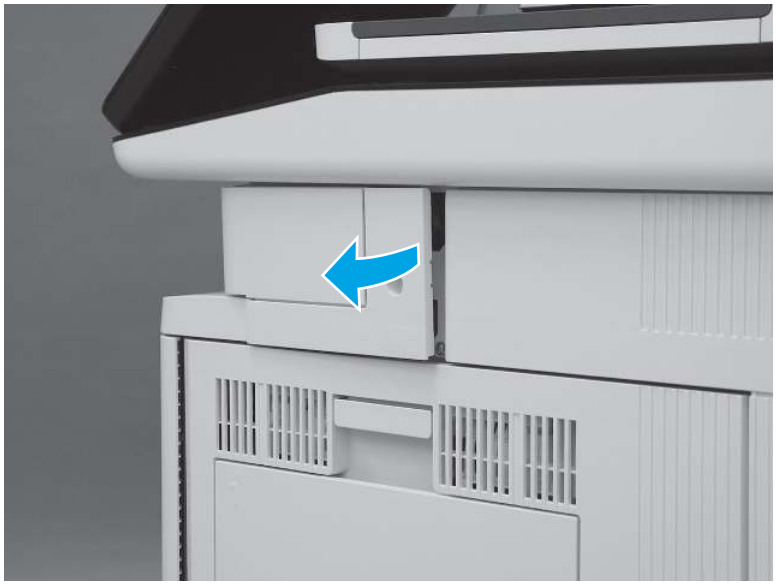


2. Release two tabs at the front edge of the cover (callout 1).

Figure 4-2561 **Release two tabs**

3. Release the back edge of the cover.

Figure 4-2562 **Release the back edge of the cover**



4. Rotate the cover away from the printer to remove it.

Figure 4-2563 Remove the cover

Remove the integrated scanner assembly (ISA) (MFP)

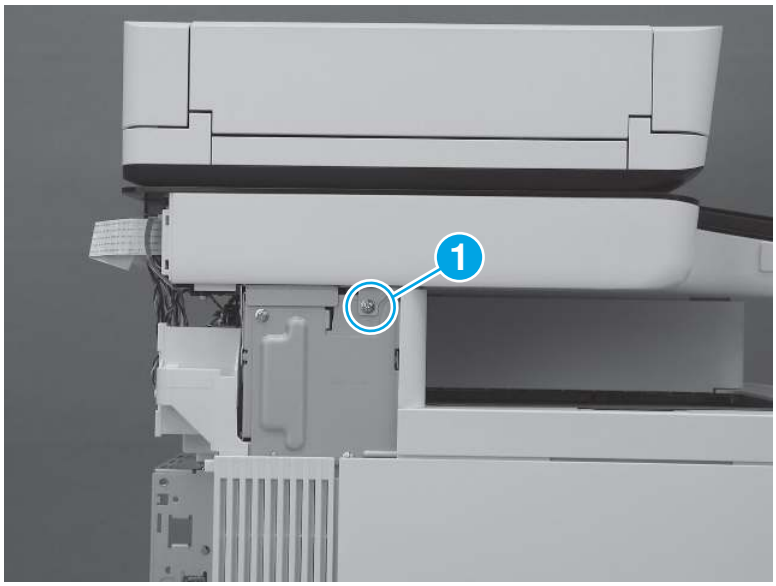
Follow these steps to remove the integrated scanner assembly (ISA).

NOTE: This procedure is for MFP models only.

NOTE: The ISA includes the document feeder, image scanner, scanner control board (SCB), control panel, keyboard (flow models) and NFC PCA (not all models).

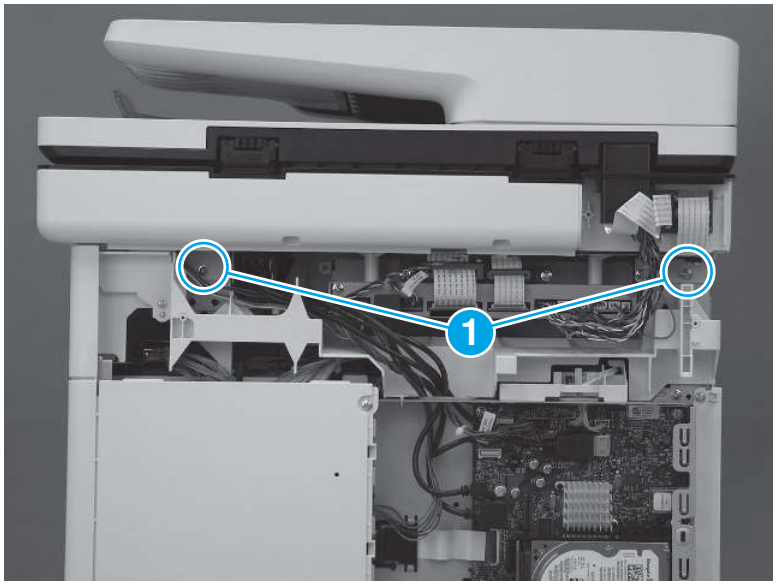
1. At the left side of the printer, remove one screw (callout 1).

Figure 4-2564 Remove one screw



2. At the back of the printer, remove two screws (callout 1).

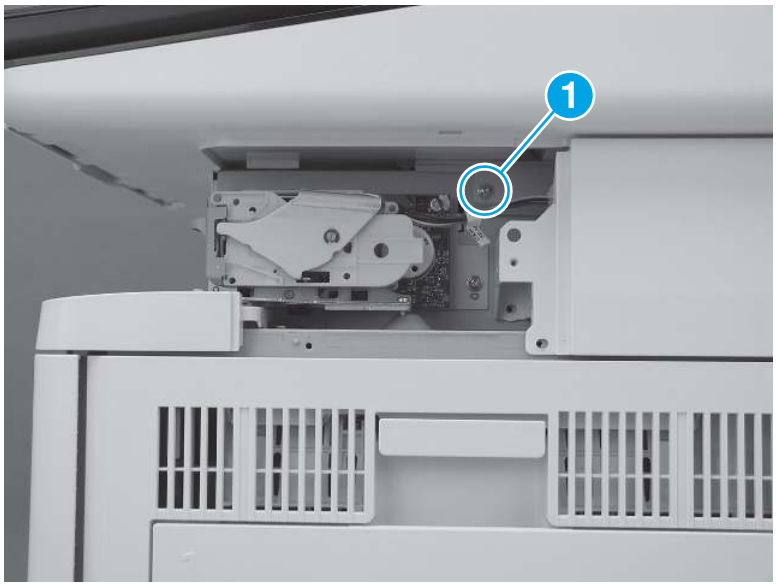
Figure 4-2565 Remove two screws



3. At the right side of the printer, remove one screw (callout 1).

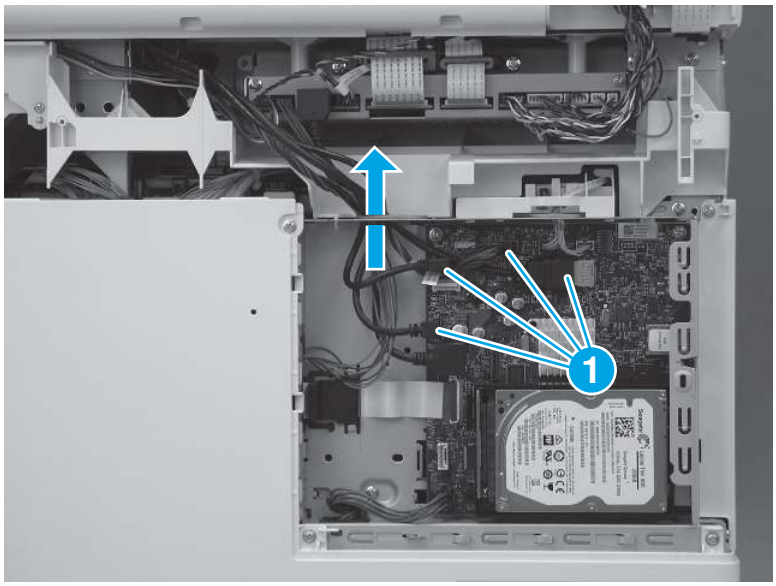
NOTE: The M577z is shown in the figure below. The procedure is correct for all MFP models.

Figure 4-2566 Remove one screw



4. Disconnect four connectors (callout 1) on the formatter, and then pass the wire harnesses and cables through the top opening in the formatter case (callout 2).

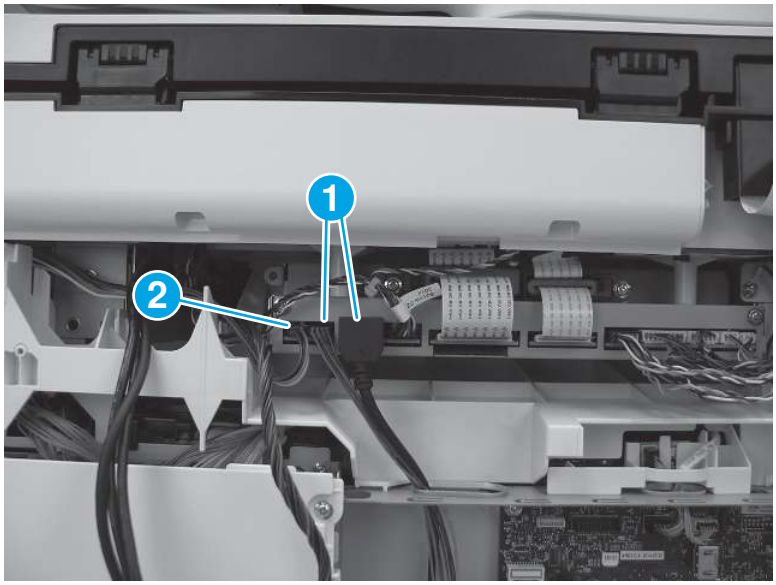
Figure 4-2567 Disconnect cables and connectors



5. Disconnect two connectors on the scanner control board (callout 1).

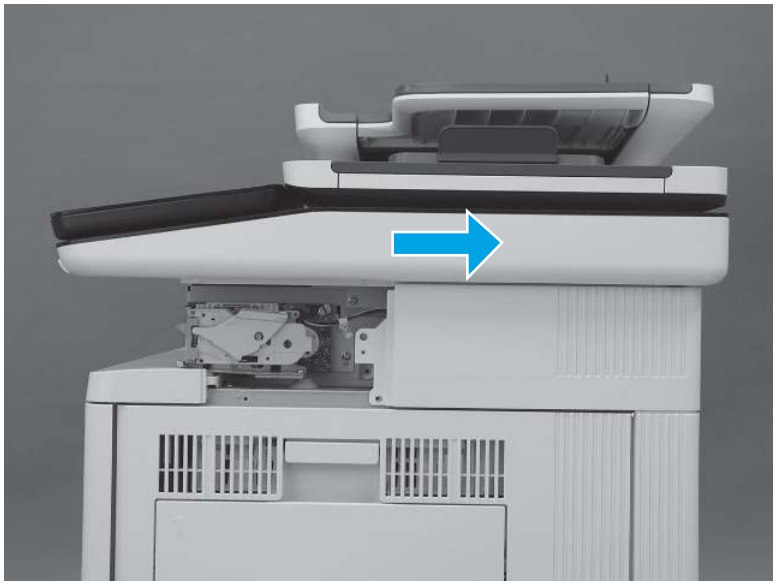
MFP stapler models: Disconnect one connector for the stapler on the scanner control board (callout 2).

Figure 4-2568 Disconnect connectors



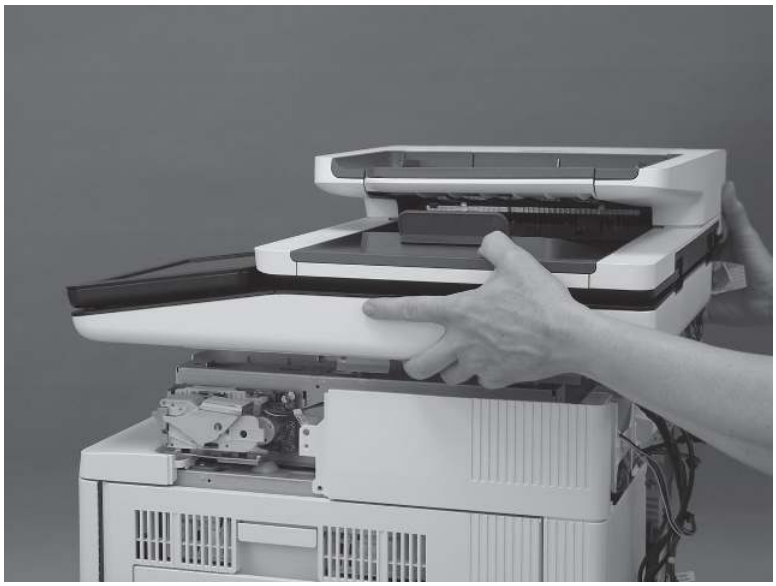
6. Slide the image scanner toward the back of the printer to release it.

Figure 4-2569 **Release the image scanner**



7. Lift the ISA straight up to remove it.

Figure 4-2570 **Remove the ISA**



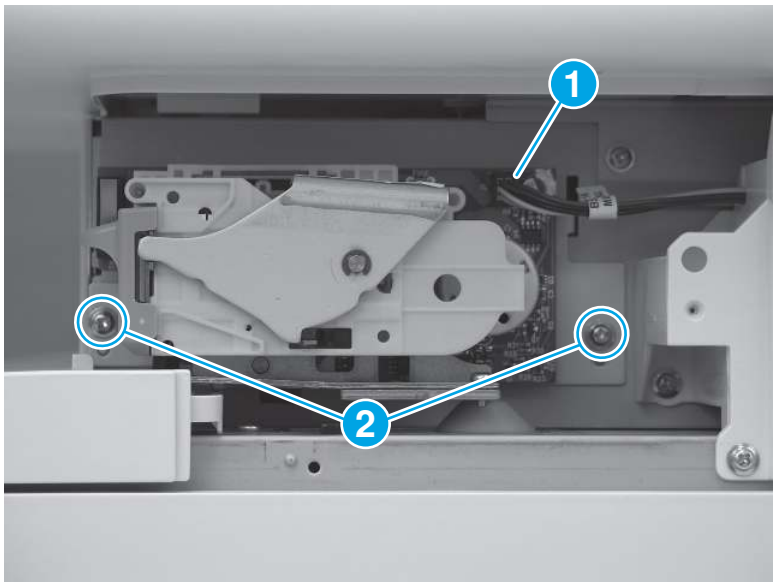
Remove the stapler unit (MFP stapler models)

Follow these steps to remove the stapler unit.

NOTE: This step is for stapler models only.

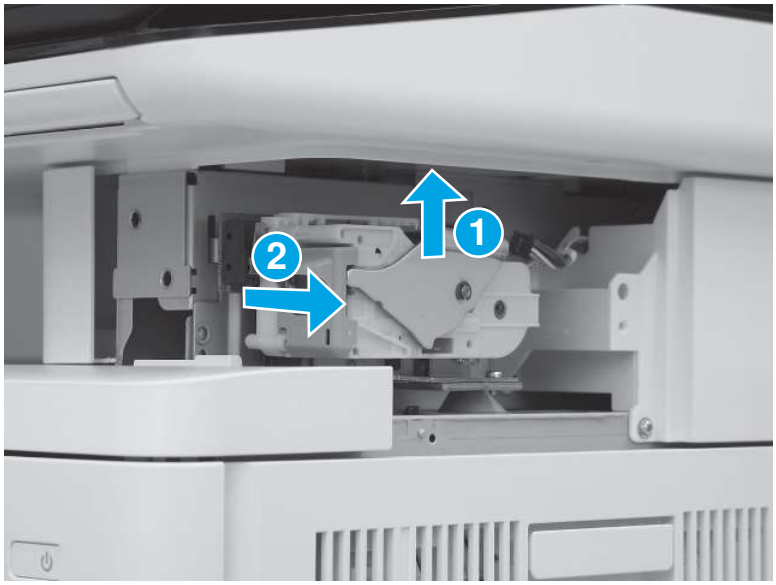
1. Disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 4-2571 **Disconnect connector and remove screws**



2. Slide the stapler unit up (callout 1), and then pull it away from the printer (callout 2) to remove it.

Figure 4-2572 **Remove the stapler unit**



Remove the right upper cover (MFP)

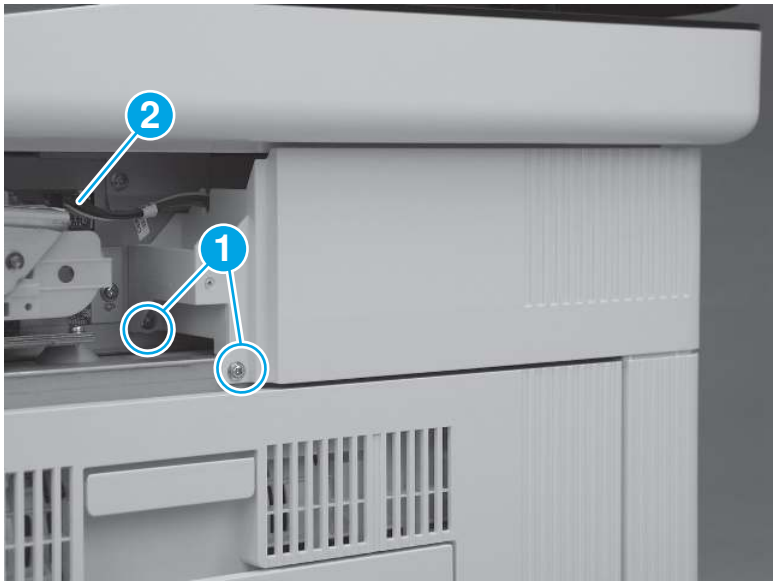
Follow these steps to remove the right upper cover.

NOTE: This procedure is for MFP models only.

1. At the right side of the printer, remove two screws (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

Figure 4-2573 Remove two screws and one connector

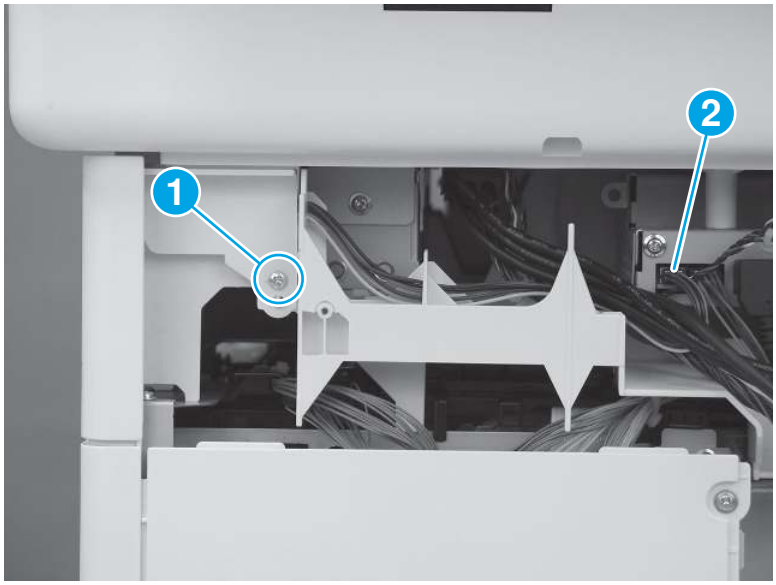


2. At the back of the printer, remove one screw (callout 1).

   M577/M578z: Disconnect one connector (callout 2).

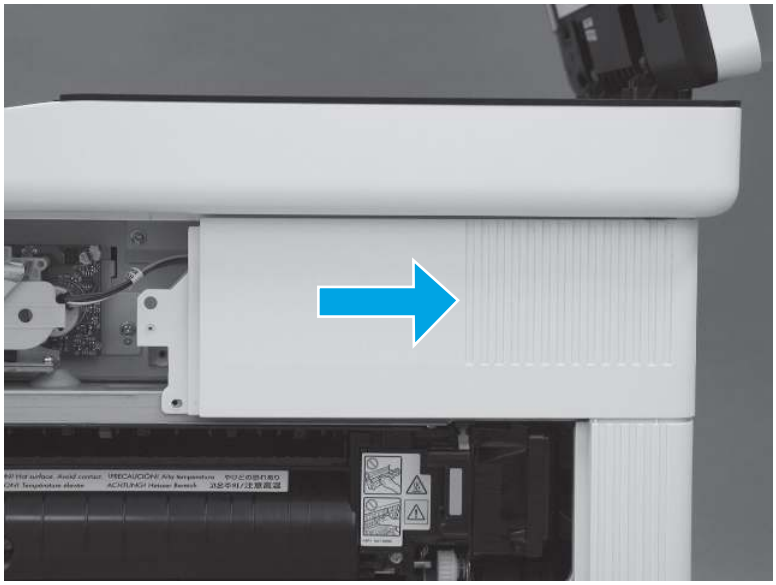
Reinstallation tip: This screw is smaller than the screws removed in the previous step. When reinstalling the right upper cover, make sure that this screw is installed in the correct position.

Figure 4-2574 Remove one screw and connector



3. Slide the cover toward the back of the printer.

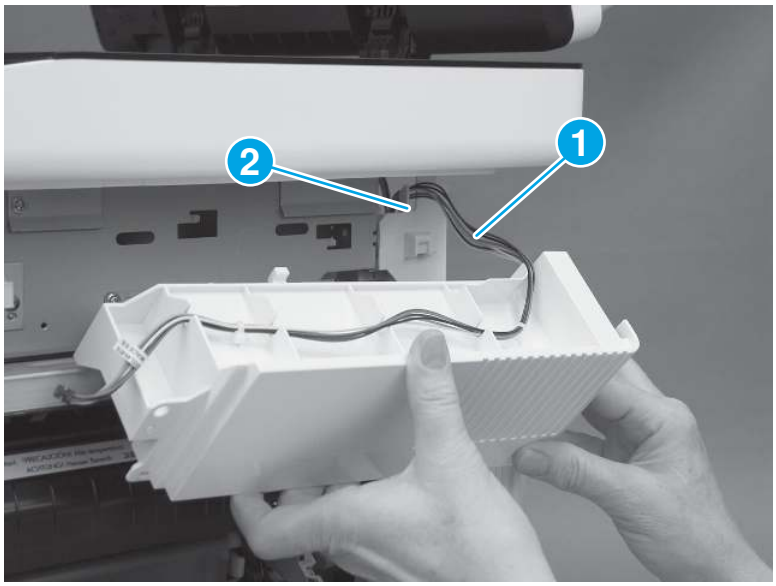
Figure 4-2575 **Slide the cover**



4. Lift the cover away from the printer to remove it.

M577/M578z: Release the cables (callout 1) through the slot (callout 2) in the printer.

Figure 4-2576 **Remove the cover**



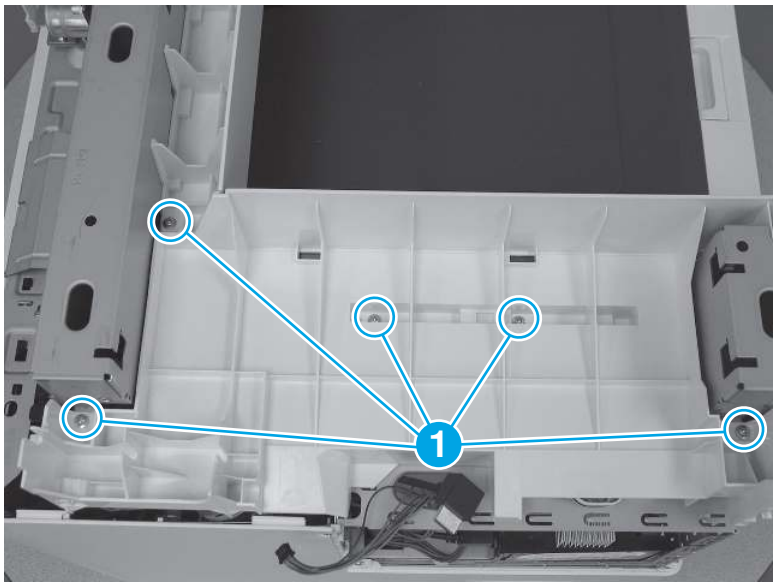
Remove the top rear cover (MFP)

Follow these steps to remove the top rear cover.

NOTE: This procedure is for MFP models only.

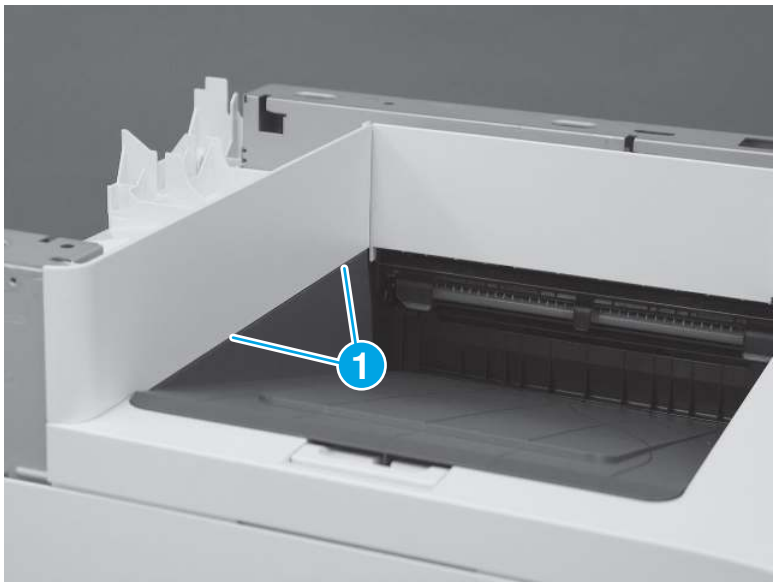
1. At the top of the printer, remove five screws (callout 1).

Figure 4-2577 **Remove five screws**



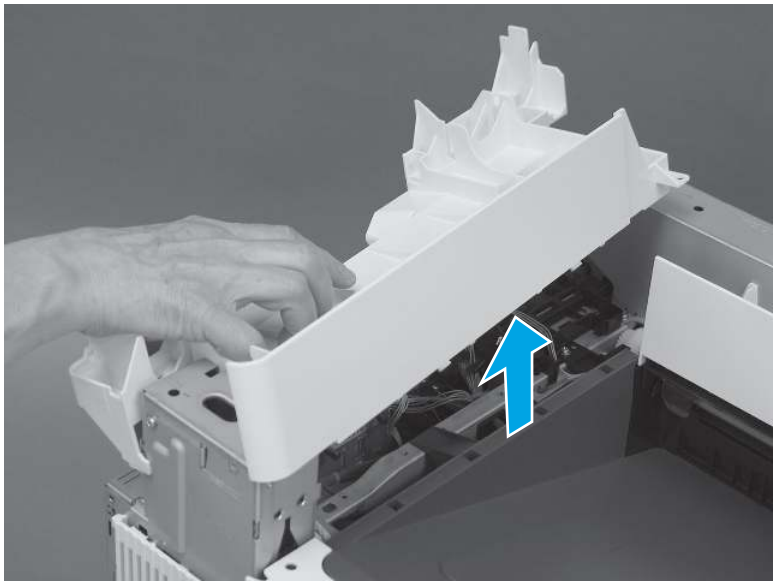
2. Release two tabs (callout 1) on the front edge of the cover.

Figure 4-2578 **Release two tabs**



3. Remove the top rear cover.

Figure 4-2579 Remove the cover



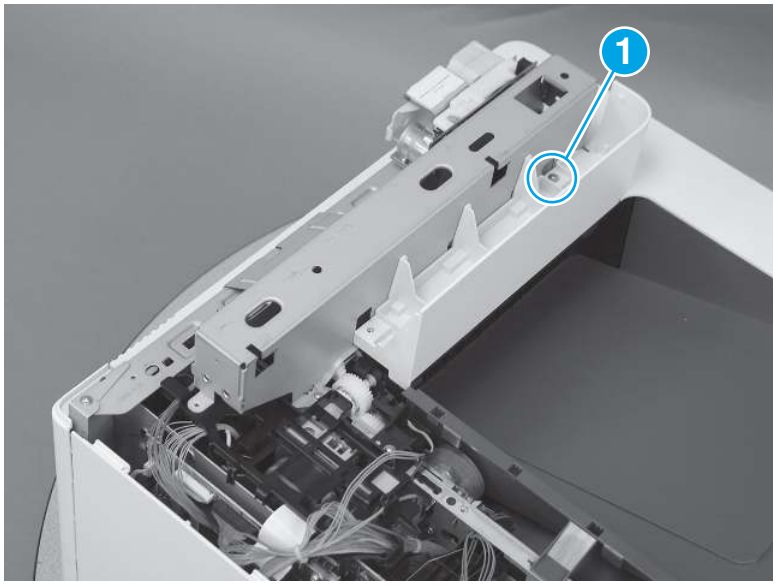
Remove the paper feed cover (MFP)

Follow these steps to remove the paper feed cover.

NOTE: This procedure is for MFP models only.

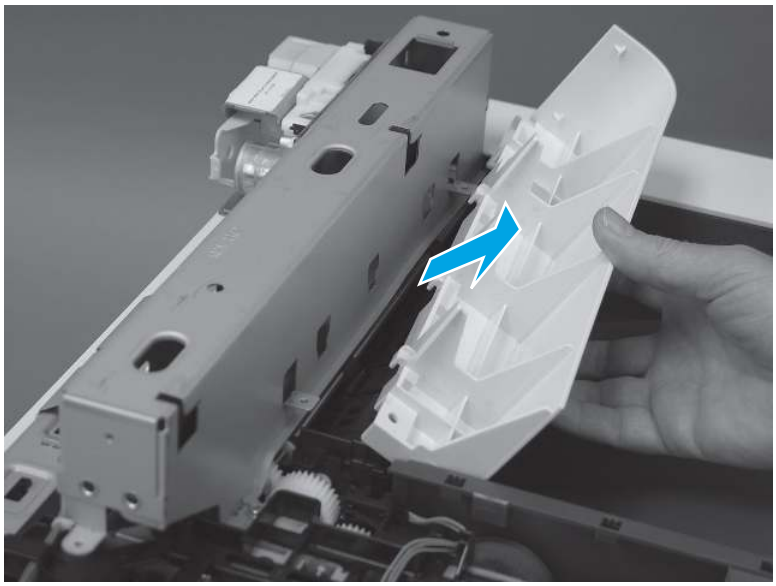
1. Remove one screw (callout 1).

Figure 4-2580 Remove one screw



2. Lift the cover up to remove it.

Figure 4-2581 **Remove the cover**



Remove the top cover (MFP)

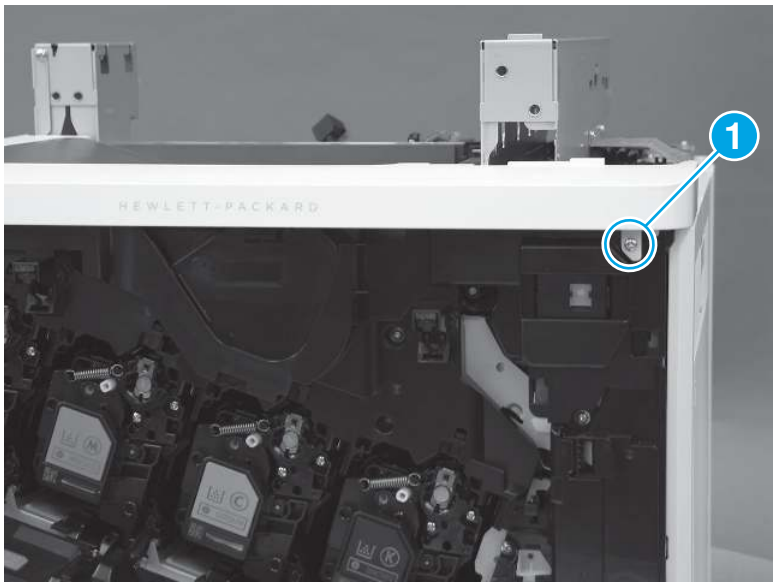
Follow these steps to remove the top cover.

NOTE: This procedure is for MFP models only.

1. At the front of the printer, remove one screw (callout 1).

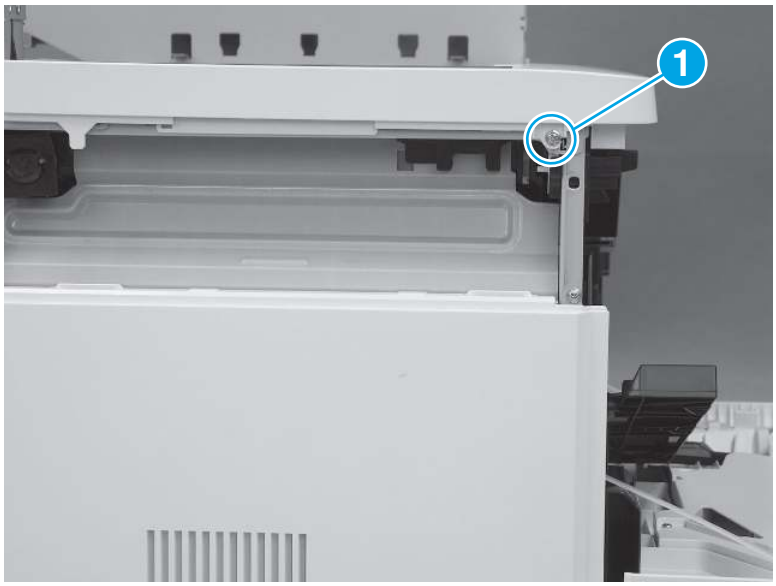
Reinstallation tip: This screw is longer and a different type of screw than the screw removed in the next step. When reinstalling the top cover, make sure that this screw is installed in the correct position.

Figure 4-2582 **Remove one screw**



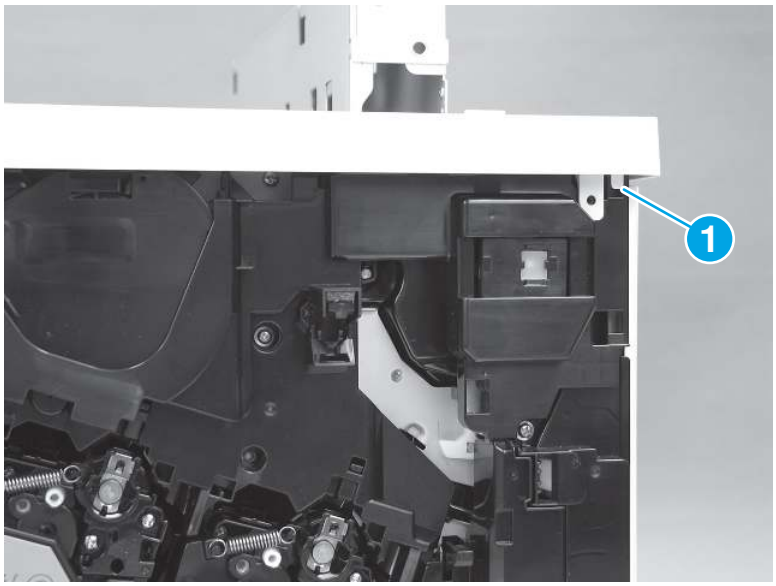
2. At the left side of the printer, remove one screw (callout 1).

Figure 4-2583 Remove one screw



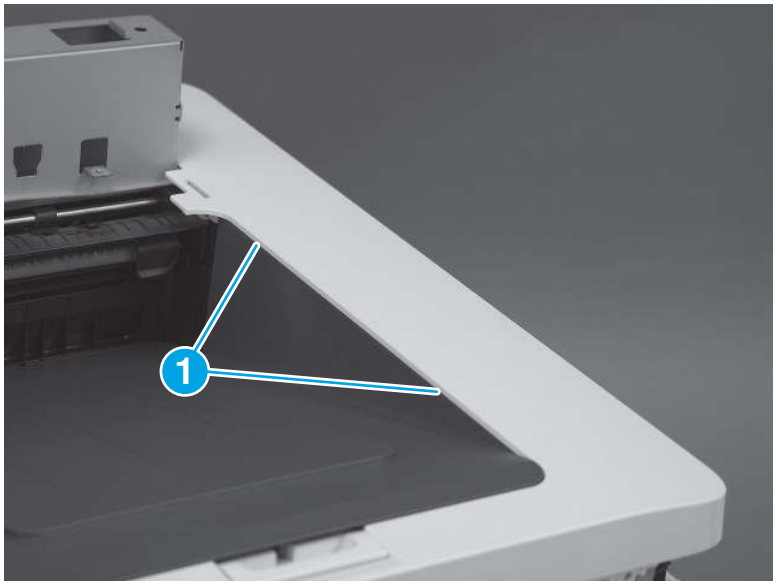
3. At the front of the printer, release one tab (callout 1).

Figure 4-2584 Release one tab



4. At the top of the printer, release two tabs (callout 1) next to the output bin, and then remove the top cover.

Figure 4-2585 **Remove the cover**



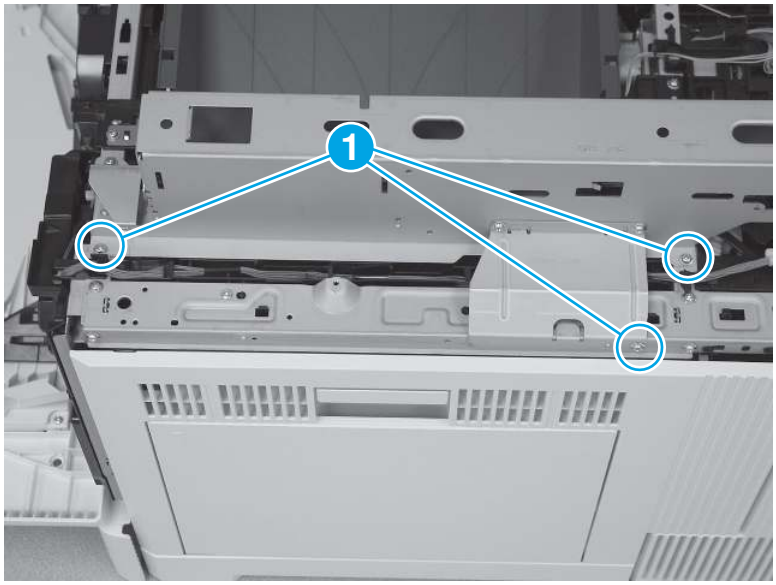
Remove the top bracket (MFP)

Follow these steps to remove the top bracket.

NOTE: This procedure is for MFP models only.

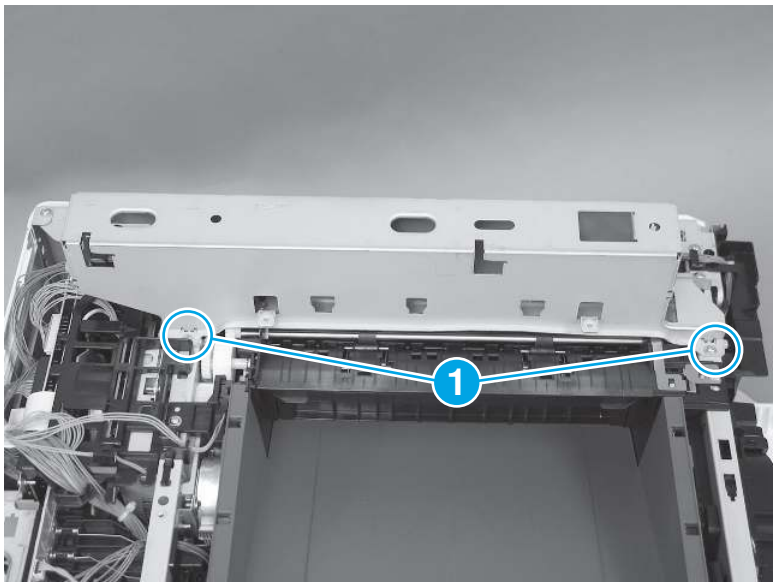
1. At the top of the printer, remove three screws (callout 1).

Figure 4-2586 **Remove three screws**



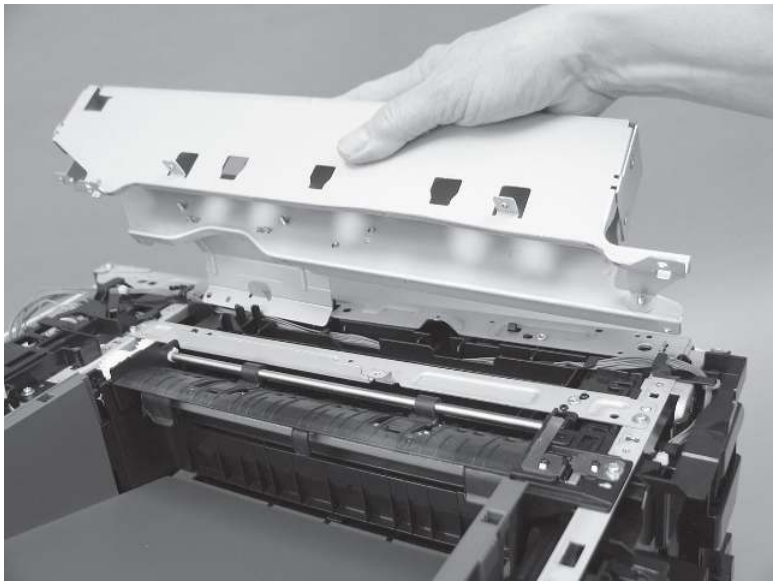
2. At the top of the printer, remove two screws (callout 1).

Figure 4-2587 Remove two screws



3. Lift the top bracket up to remove it.

Figure 4-2588 Remove the bracket



Remove the left cover

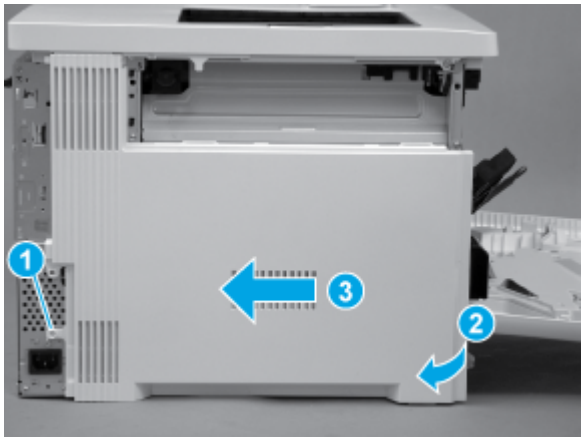
Follow these steps to remove the left cover.

1. At the left side of the printer, remove one screw (callout 1).

Figure 4-2589 Remove one screw

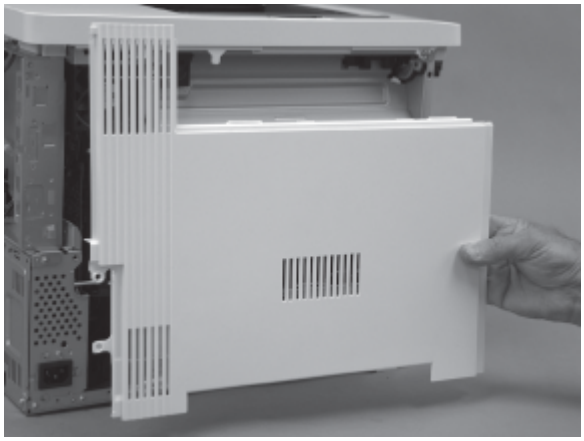
2. Release one tab (callout 1), rotate the front edge of the cover away from the printer (callout 2), and then slide the cover (callout 3) toward the rear of the printer to release it.

Figure 4-2590 Release the cover



3. Remove the cover.

Figure 4-2591 Remove the cover



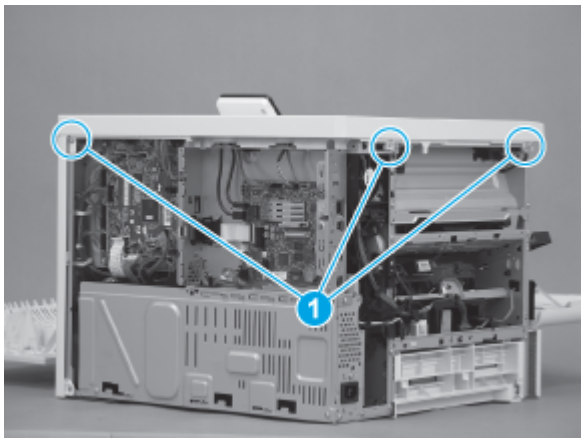
Remove the upper cover (SFP)

Follow these steps to remove the upper cover.

NOTE: This procedure is for SFP models only.

1. Remove three screws (callout 1).

Figure 4-2592 **Remove three screws**



2. Remove one screw (callout 1), release one tab (callout 2), and then slightly separate the corner of the cover from the chassis.

NOTE: This is a self-tapping plastic-thread screw. Make sure that this screw is used in this location when it is reinstalled.

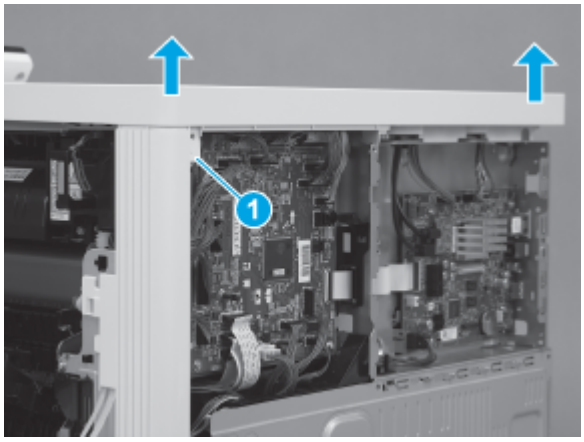
Figure 4-2593 **Remove one screw and release one tab**

3. Release one tab (callout 1), and then lift up on the cover to release it.

IMPORTANT: **M554 models**: Disconnect the control-panel flat cable at the formatter.

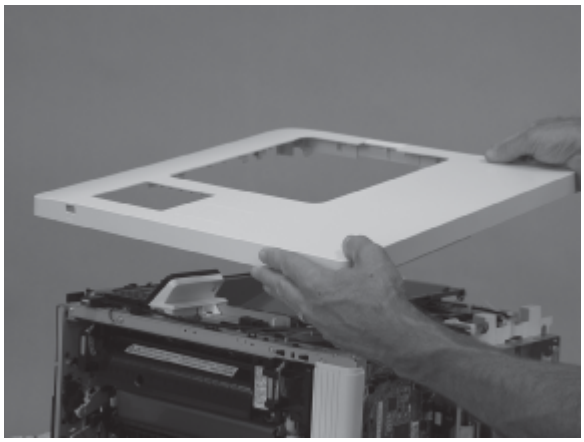
NOTE: If the cover does not release, check for addition tabs by locating the triangles embossed in the cover at tab locations.

Figure 4-2594 Release the cover



4. Remove the cover.

Figure 4-2595 Remove the cover

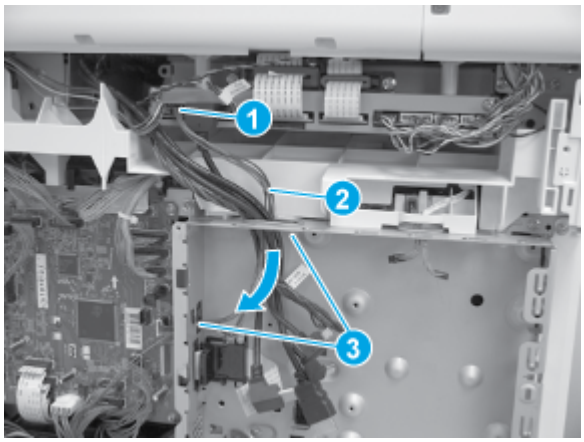


Remove the formatter case

Follow these steps to remove the formatter case.

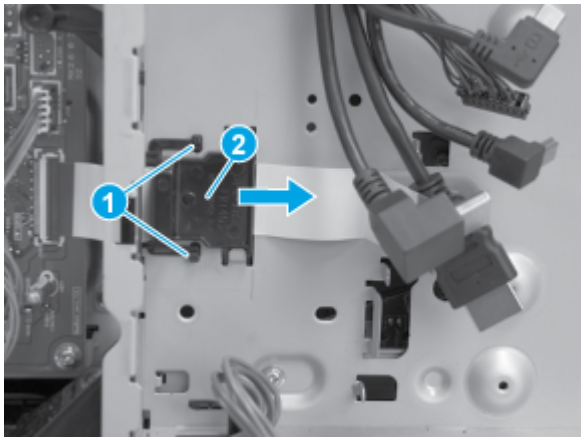
1. **MFP only**: Disconnect one connector (callout 1), and then pass the wire harness (callout 2) through two openings in the formatter case (callout 3).

Figure 4-2596 Disconnect one connector



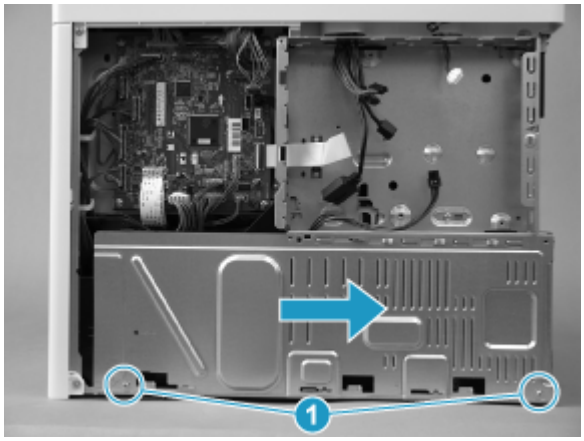
2. Release two tabs (callout 1) on the black plastic bracket. Hold the tabs in the released position, and then slide the bracket (callout 2) to the right to remove it from the formatter case.

Figure 4-2597 Remove the bracket



3. Remove two screws (callout 1), and then slide the low-voltage power supply (LVPS) cover to the right to remove it.

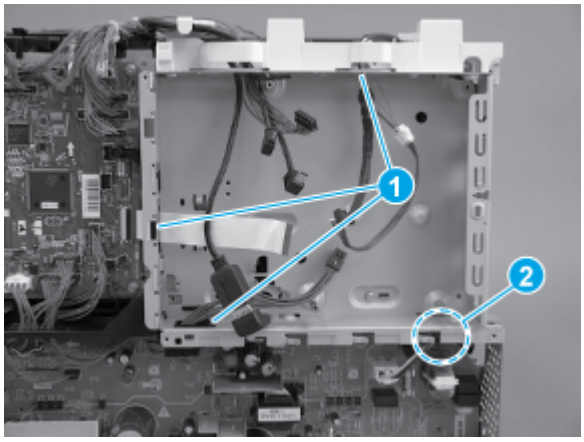
Figure 4-2598 Remove the LVPS cover



4. Pass two wire harnesses and one flat cable (callout 1) through the opening in the formatter case, and then release one wire harness from the retainer (callout 2).

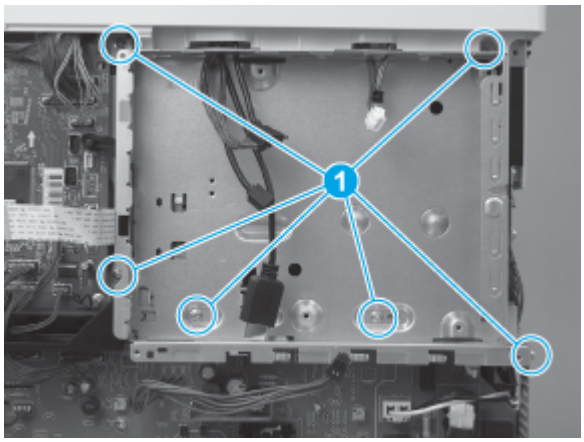
⚠ CAUTION: The flat cable might be attached to the formatter case with double-sided tape. Make sure that this tape is released, so that the flat cable is not damaged when the formatter case is removed.

Figure 4-2599 Release wire harnesses and flat cable



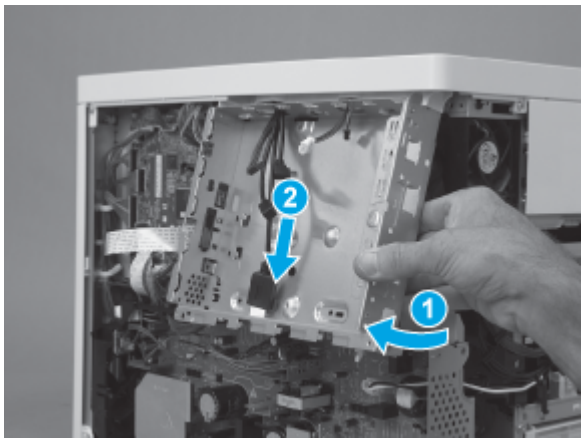
5. Remove six screws (callout 1).

Figure 4-2600 Remove six screws



6. Rotate the bottom of the formatter case away from the printer (callout 1), and then pull it down (callout 2) to release it.

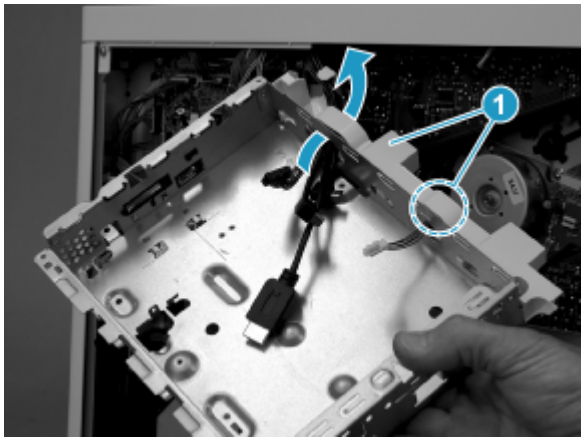
Figure 4-2601 Release the formatter case



7. Pass the wire harnesses through the opening in the formatter case to remove it.

IMPORTANT: If the formatter case is removed so that it can be replaced, make sure to transfer the memory PCA (island of data) and plastic bracket (callout 1) to the replacement case.

Figure 4-2602 Remove the formatter case



Remove the right rear cover

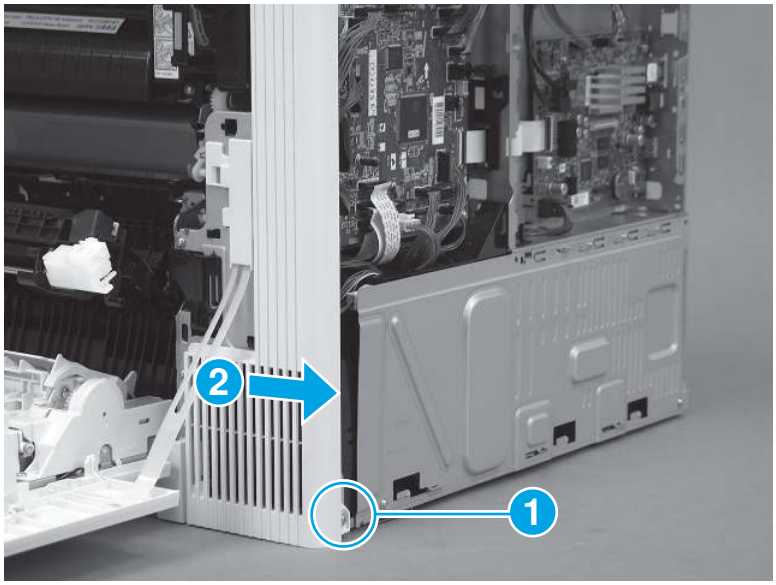
Follow these steps to remove the right rear cover.

NOTE: The figures in this topic show a SFP model. However, the procedure is correct for an MFP.

1. Remove one screw (callout 1), and then slide the cover toward the rear of the printer (callout 2) to release it.

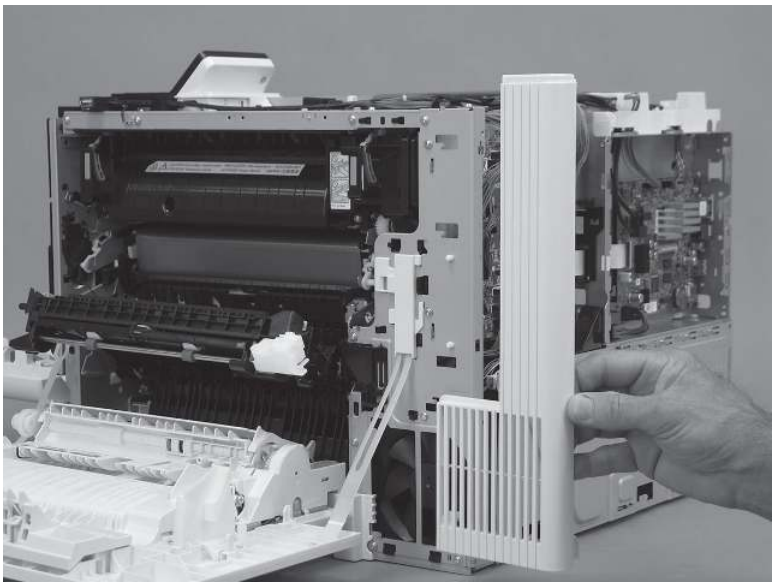
TIP: If the right door is closed, open it now.

Figure 4-2603 Release the cover



2. Remove the cover.

Figure 4-2604 **Remove the cover**

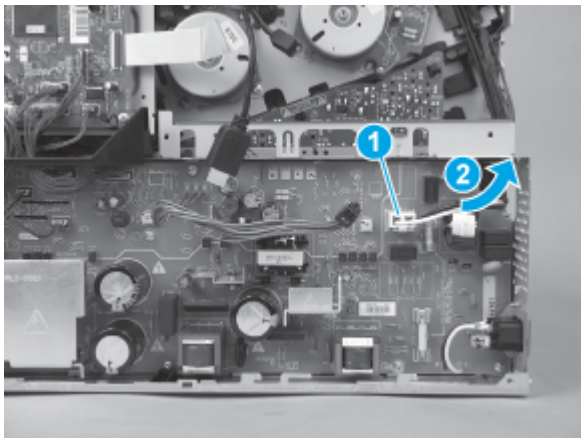


Remove the low-voltage power supply (LVPS)

Follow these steps to remove the low-voltage power supply (LVPS).

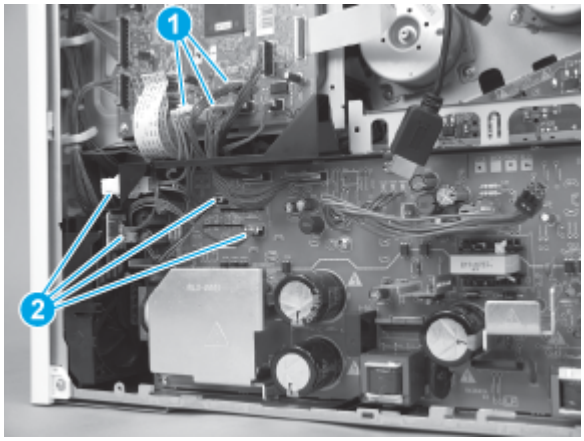
1. Disconnect one wire harness (callout 1), and then pass the wire harness through the opening (callout 2) in the chassis.

Figure 4-2605 **Disconnect one wire harness**



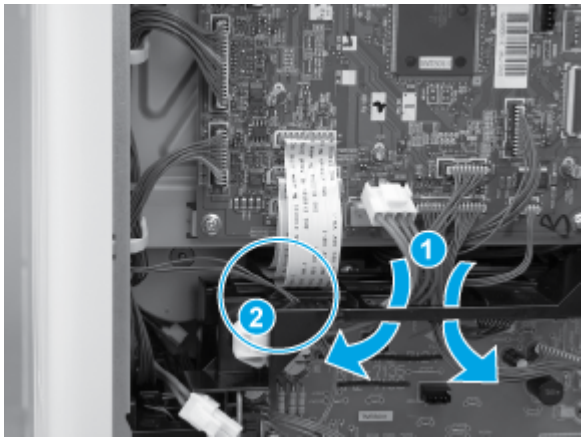
2. Disconnect three connectors on the DC controller (callout 1), and then disconnect four connectors (callout 2) on the LVPS.

Figure 4-2606 Disconnect seven connectors



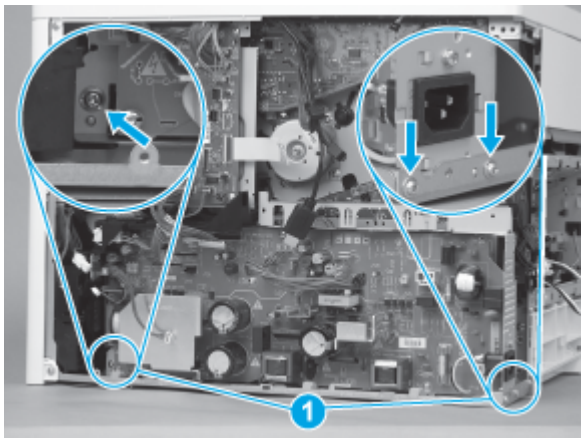
3. Pass the wire harnesses from the DC controller to the LVPS through the opening in the chassis (callout 1), and then release the wire harnesses from the retainer (callout 2).

Figure 4-2607 Pass the wire harnesses through the opening



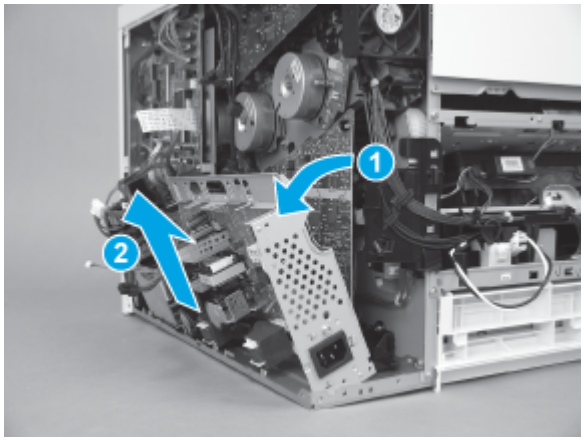
4. Remove three screws (callout 1).

Figure 4-2608 Remove three screws



5. Rotate the top of the LVPS away from the printer (callout 1), and then slide it up and out (callout 2) of the printer to remove it.

Figure 4-2609 Remove the LVPS

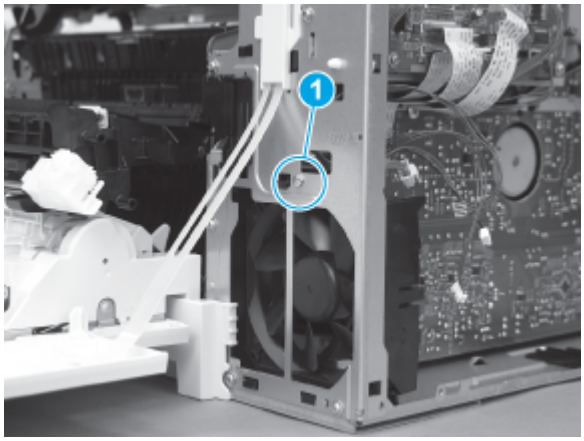


Remove the power supply fan (FM1)

Follow these steps to remove the power supply fan.

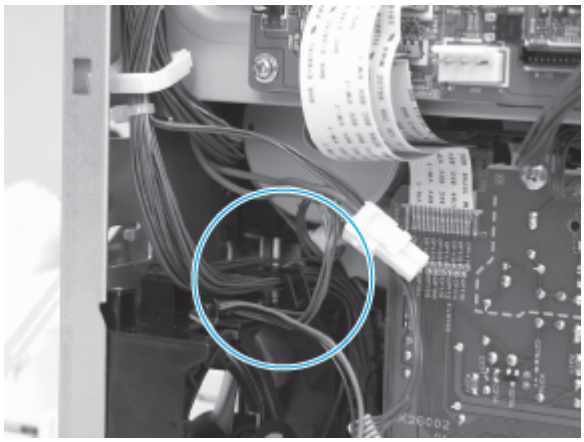
1. Remove one screw (callout 1).

Figure 4-2610 Remove one screw



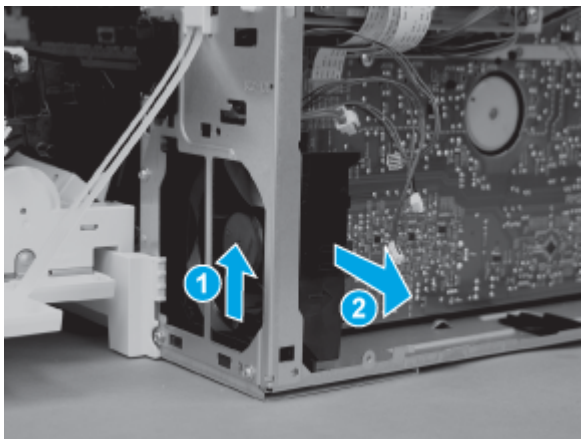
2. Release the wire harnesses from the retainer on the top of the fan bracket.

Figure 4-2611 **Release the wire harnesses**



3. Lift the fan up (callout 1), and then slide it out of the printer (callout 2) to remove it.

Figure 4-2612 **Remove the fan**

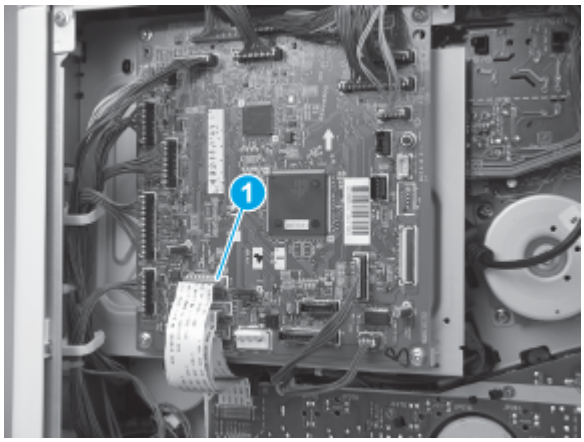


Remove the high-voltage power supply D (HVPSD)

Follow these steps to remove the high-voltage power supply D (HVPSD).

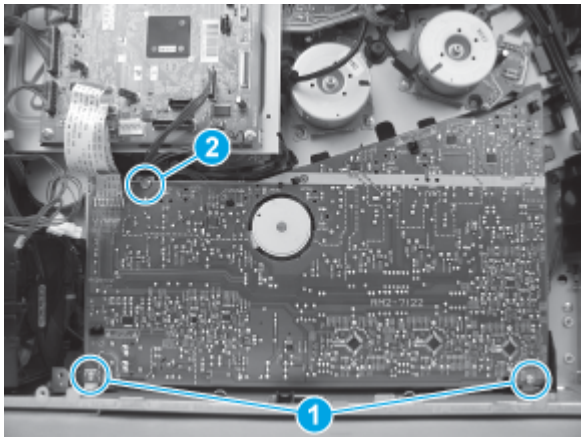
1. Disconnect one flat cable (callout 1) on the DC controller.

Figure 4-2613 **Disconnect one flat cable**



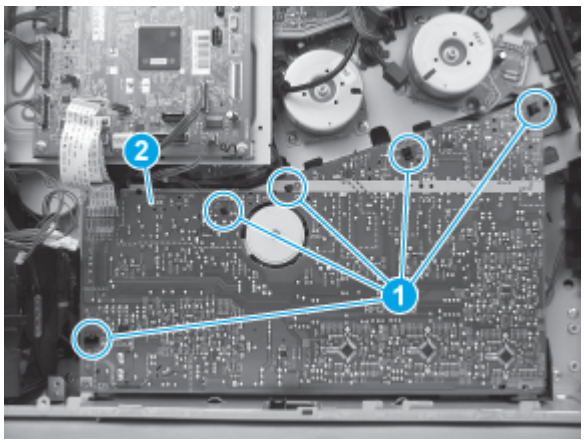
2. Remove two screws (callout 1), and then remove one self tapping screw (callout 2) on the HVPSD.

Figure 4-2614 **Remove three screws**



3. Release five tabs (callout 1), and then remove the HVPSD (callout 2).

Figure 4-2615 **Remove the HVPSD**

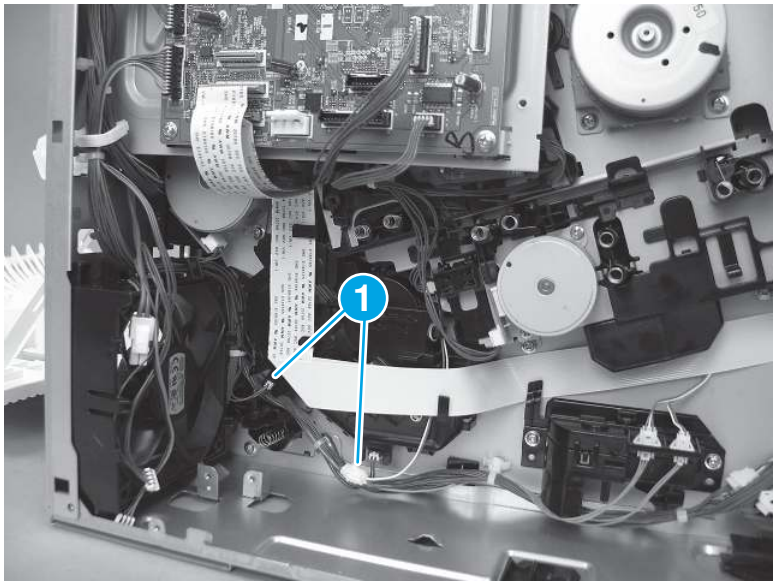


Remove the auto close assembly

Follow these steps to remove the auto close assembly.

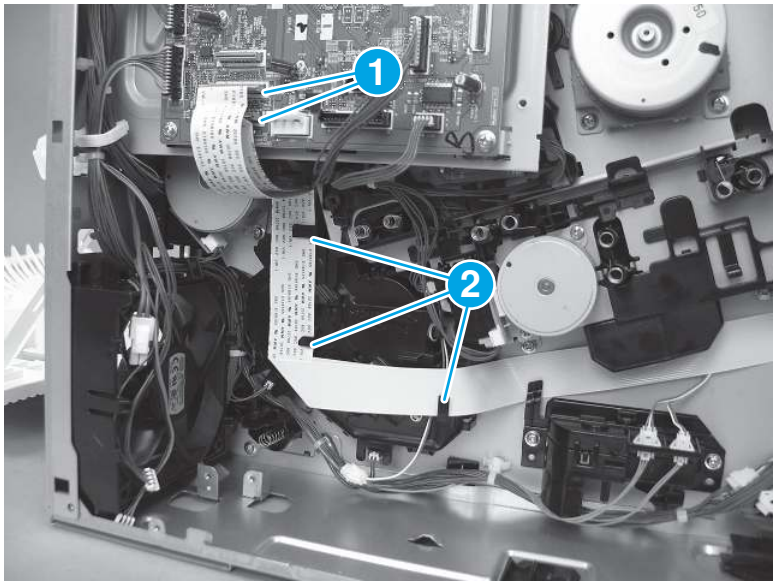
1. Disconnect two connectors (callout 1).

Figure 4-2616 Disconnect two connectors



2. Disconnect two flat cables (callout 1), and then release them from the retainers (callout 2).

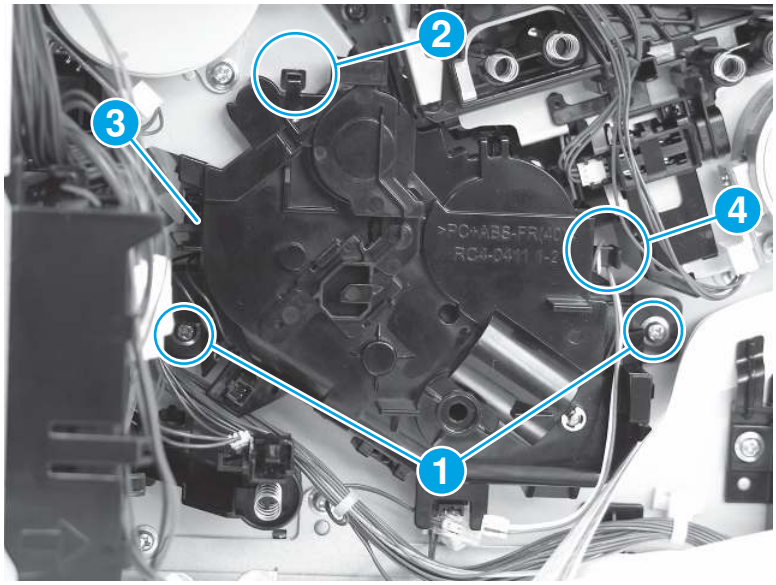
Figure 4-2617 Disconnect two flat cables



3. Remove two screws (callout 1), release one tab (callout 2), and then remove the lifter drive assembly (callout 3).

NOTE: Release one wire harness from the retainer (callout 4) as the assembly is removed.

Figure 4-2618 Remove the assembly



Remove the DC controller (DCC) and sheet-metal bracket

Follow these steps to remove the DC controller and sheet-metal bracket together.

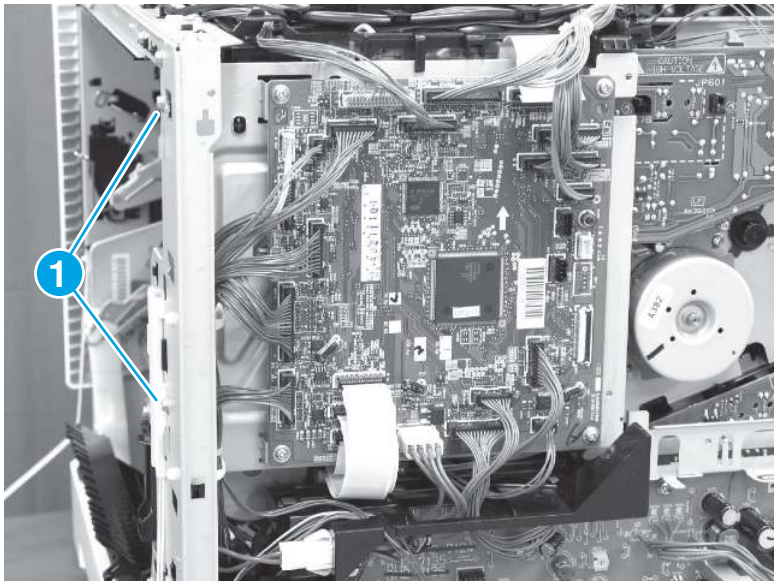
NOTE: ESD sensitive part.

1. Disconnect all of the connectors, and then remove two screws (callout 1).

   Empty DCC connectors

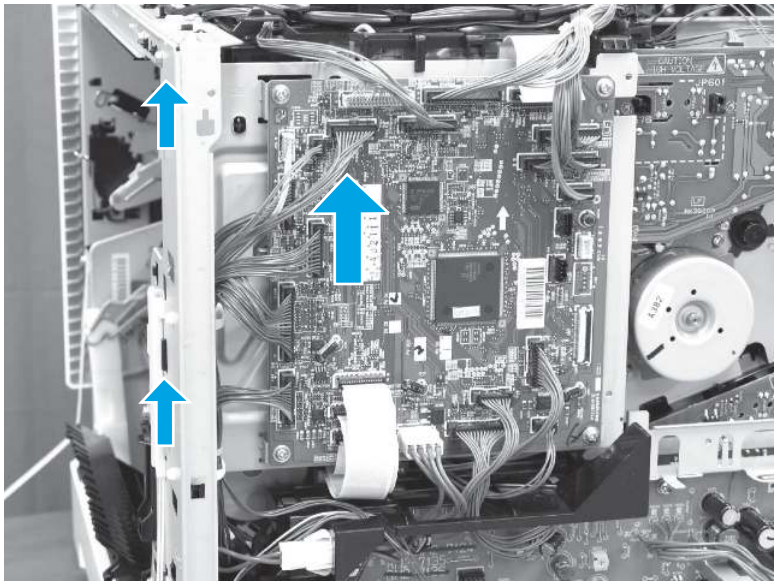
   - J140
   - J141
   - J143

Figure 4-2619 Remove two screws



2. Lift up on the DC controller and sheet-metal plate to remove it.

Figure 4-2620 Remove the plate



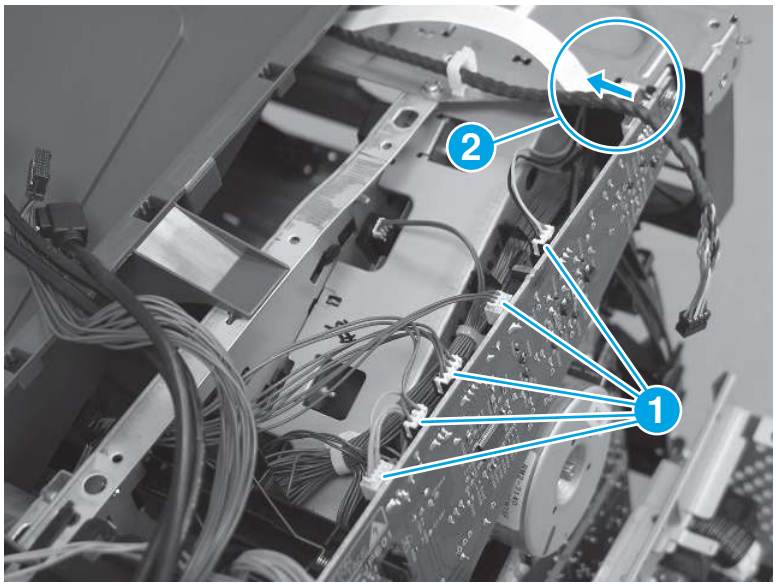
Remove the high-voltage power supply T (HVPST)

Follow these steps to remove the high-voltage power supply T.

NOTE: ESD sensitive part.

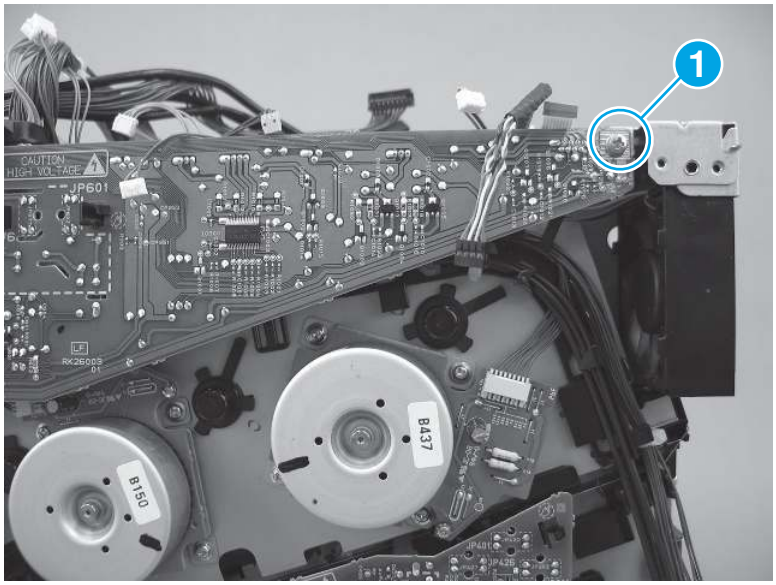
1. Disconnect five connectors (callout 1), and then disconnect one flat cable (callout 2).

Figure 4-2621 **Disconnect five connectors and one flat cable**



2. Remove one screw (callout 1).

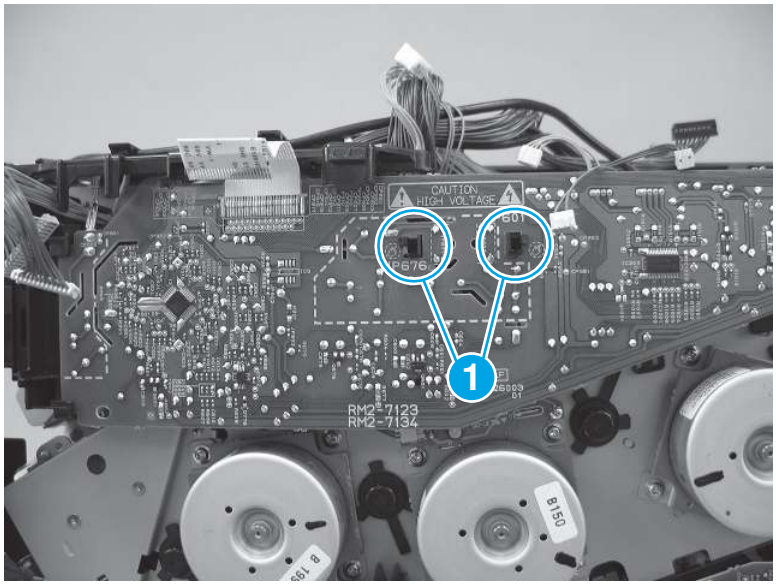
Figure 4-2622 **Remove one screw**



3. Release two tabs (callout 1), and then separate the HVPST from the printer.

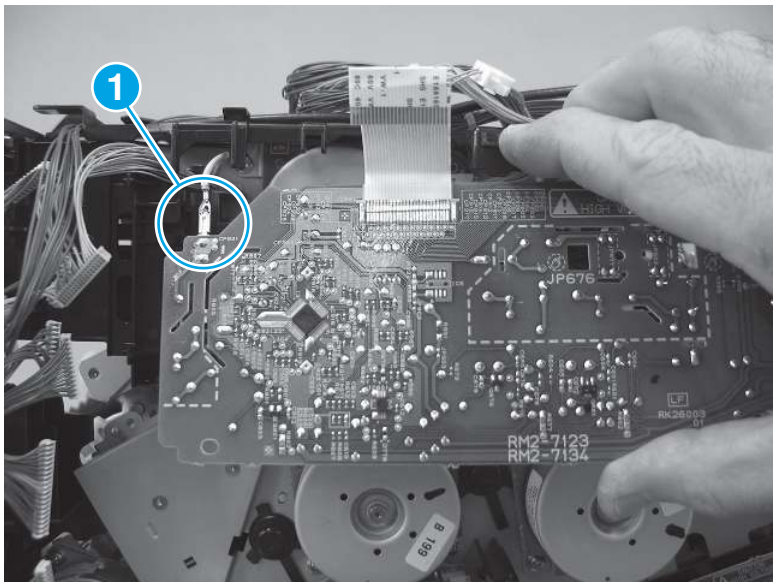
⚠ CAUTION: Do not attempt to completely remove the HVPST. It is still connected to the printer by ground wire harness.

Figure 4-2623 Release the HVPST



4. Release one ground wire connector (callout 1), and then remove the HVPST.

Figure 4-2624 Remove the HVPST



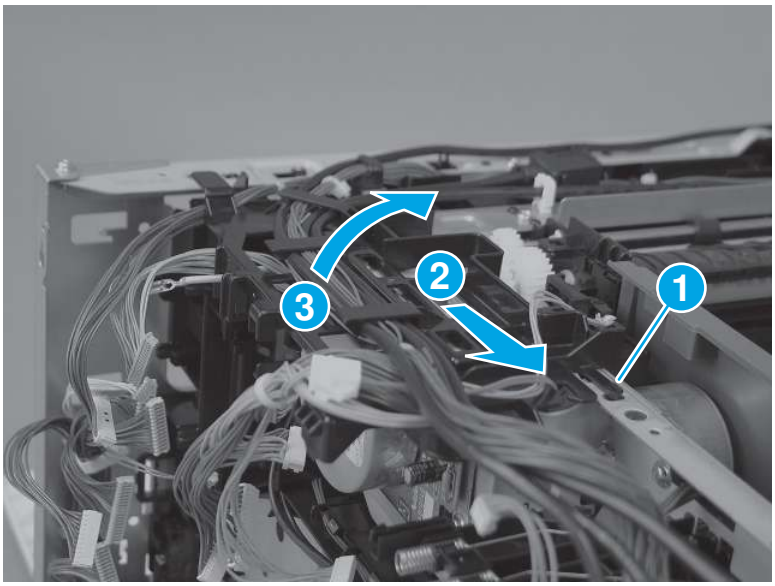
Remove the fuser drive assembly

Follow these steps to remove the fuser drive assembly.

1. Release one tab (callout 1), slide the guide to release it (callout 2), and then rotate the guide up and away from the chassis to move it out of the way (callout 3).

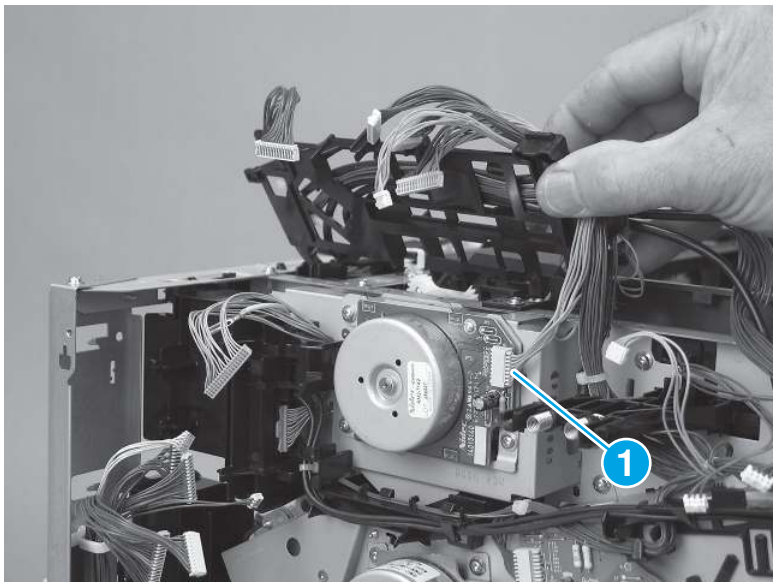
⚠ CAUTION: One wire harnesses in the guide is still attached to the fuser motor. Do not attempt to completely remove the guide.

Figure 4-2625 Move the guide out of the way



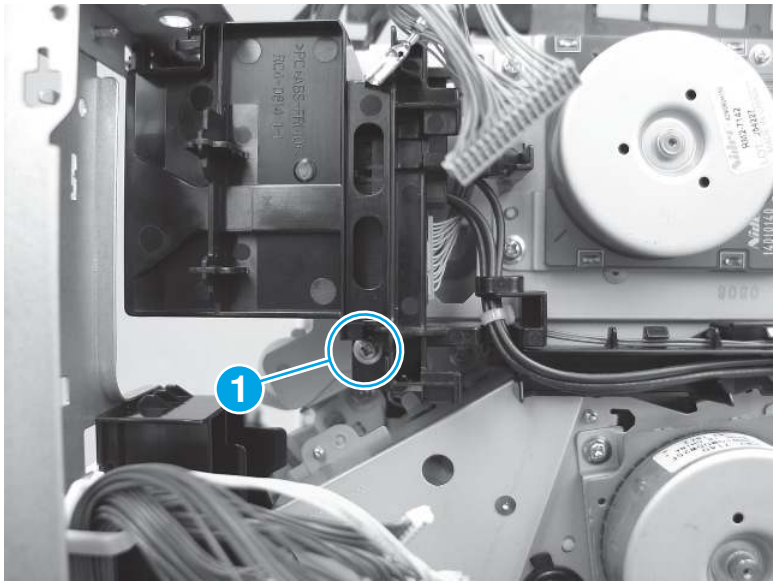
2. Disconnect one connector (callout 1).

Figure 4-2626 Disconnect one connector



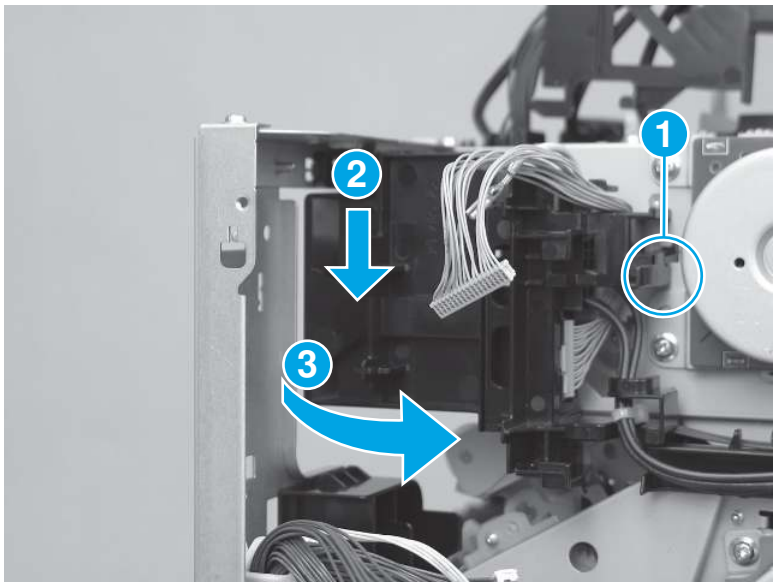
3. Remove one screw (callout 1).

Figure 4-2627 Remove one screw



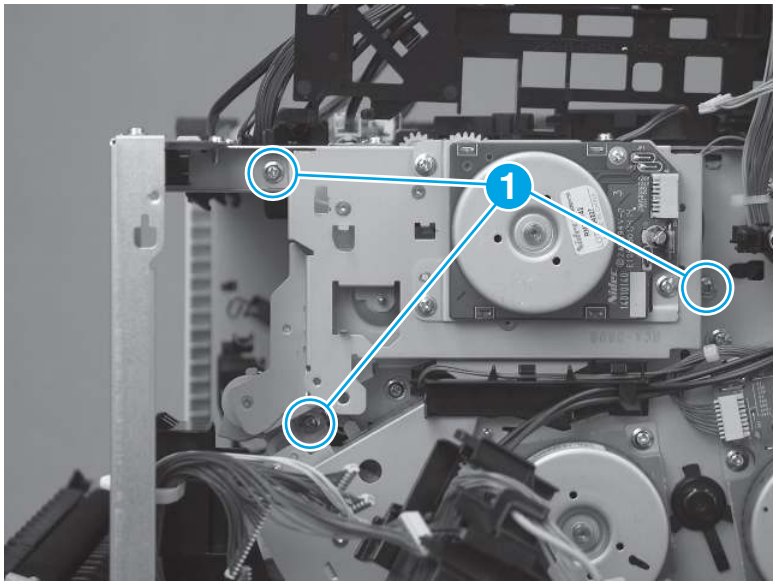
4. Release one tab (callout 1), slide the guide down to release it (callout 2), and then rotate the guide away from the chassis to remove it (callout 3).

Figure 4-2628 Remove the guide



5. Remove three screws (callout 1).

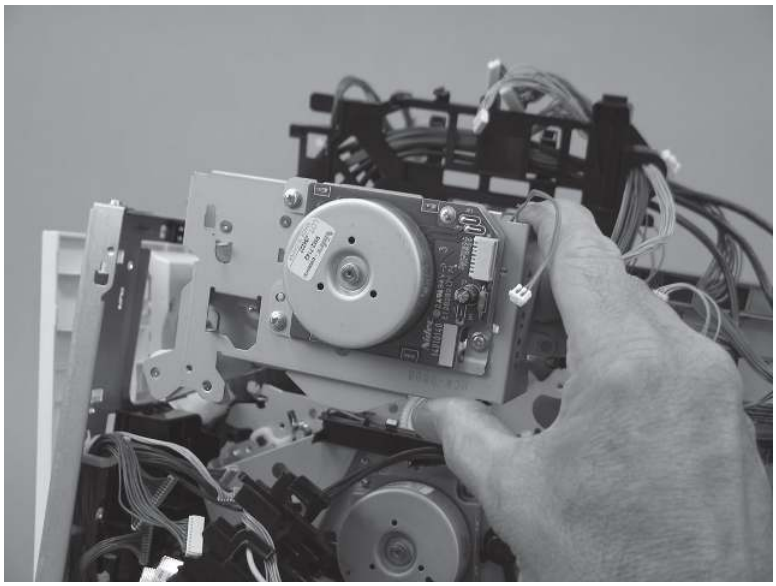
Figure 4-2629 Remove three screws



6. Remove the assembly.

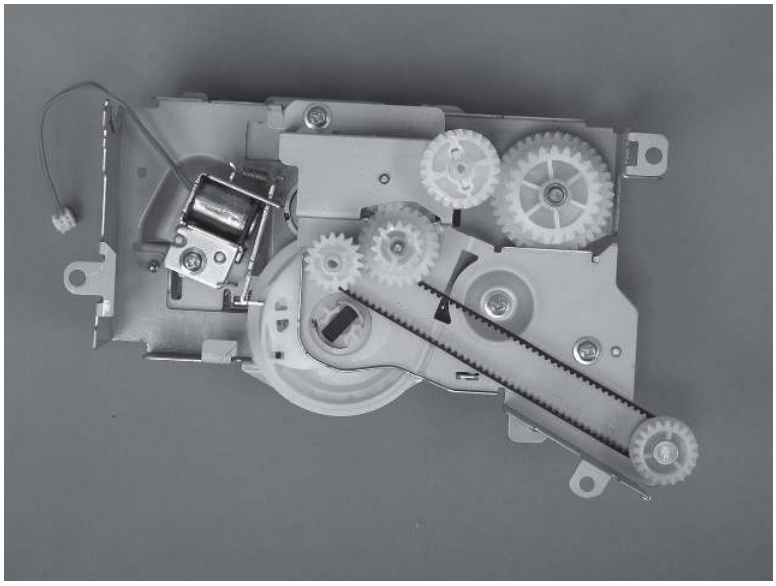
⚠ CAUTION: Two gears on the back side of the assembly are not captive. Handle the assembly carefully.

Figure 4-2630 Remove the assembly



7. **Optional step:** Two gears (callout 1) on the back side of the assembly are not captive. If the gears are dislodged, install them as shown.

Figure 4-2631 **Remove the assembly**



Remove the main-drive assembly

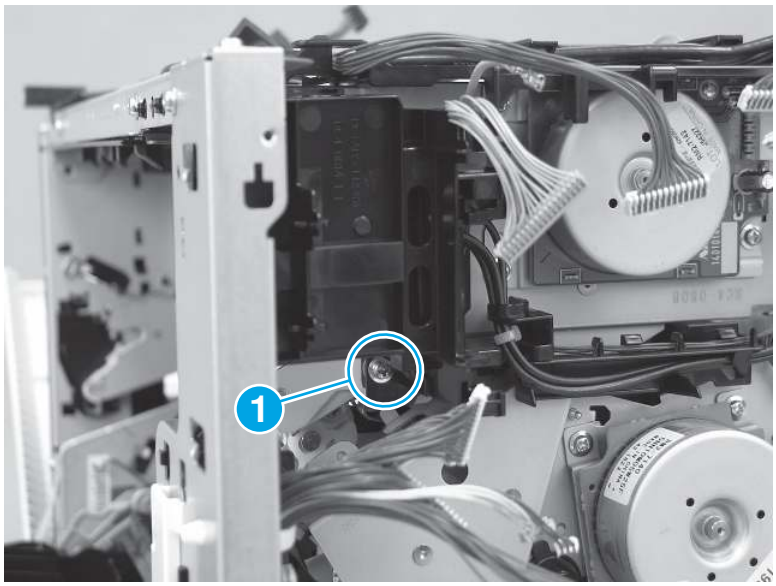
Follow these steps to remove the main-drive assembly.

IMPORTANT: If the toner cartridges have not already been removed prior to servicing the product, remove them now.

The toner cartridges are sensitive to strong light. Set them aside and cover them with paper to protect them.

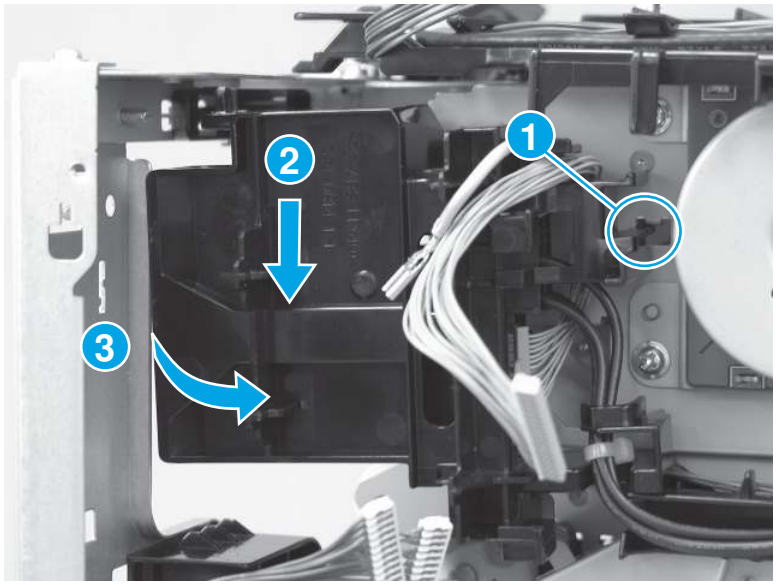
1. At the rear side of the printer, remove one screw (callout 1).

Figure 4-2632 **Remove one screw**



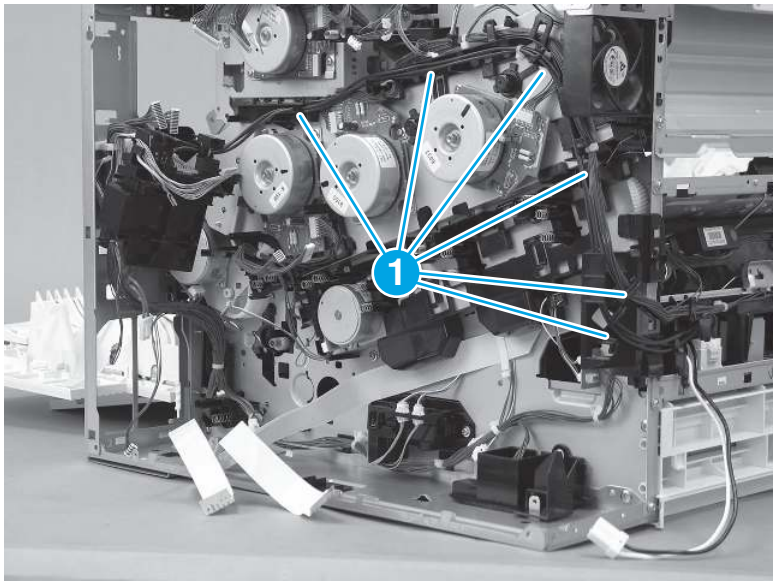
2. Release one tab (callout 1), push down on the cover (callout 2), and then rotate the cover away (callout 3) from the printer to remove it.

Figure 4-2633 Remove the cover



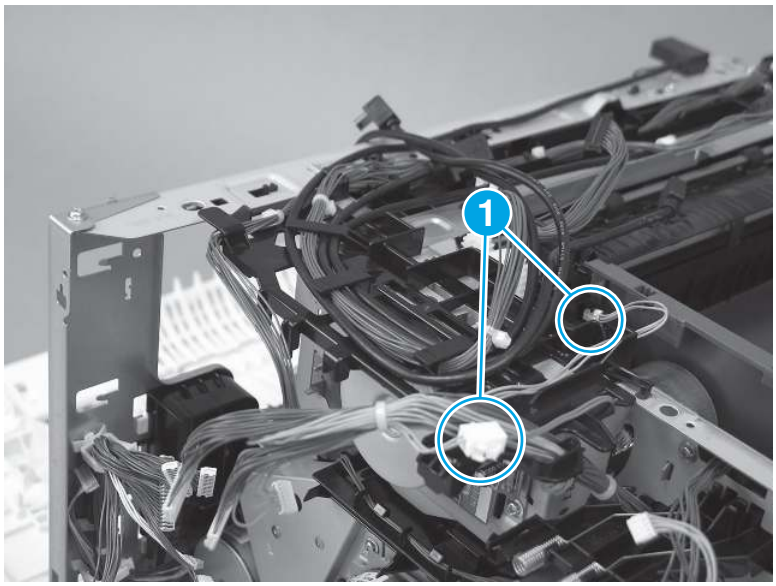
3. Release the wire harnesses from the guides (callout 1).

Figure 4-2634 Release the wire harnesses



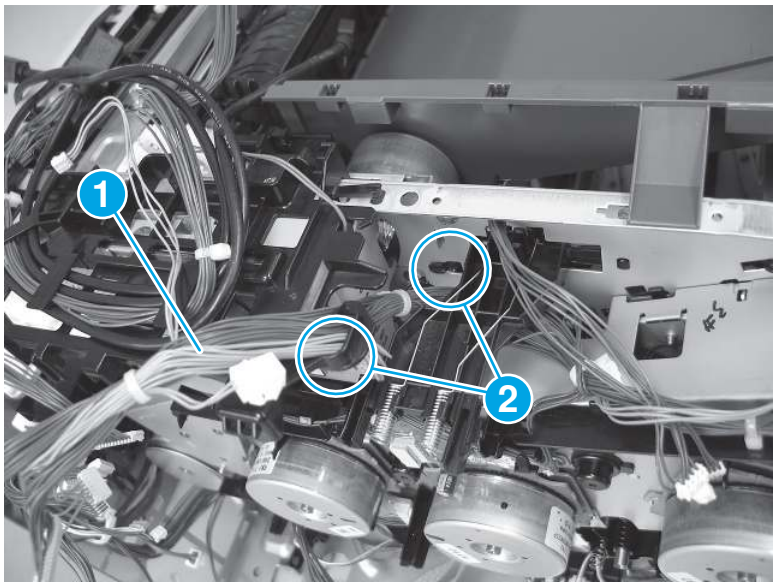
4. At the top of the printer, disconnect two connectors (callout 1).

Figure 4-2635 Disconnect two connectors



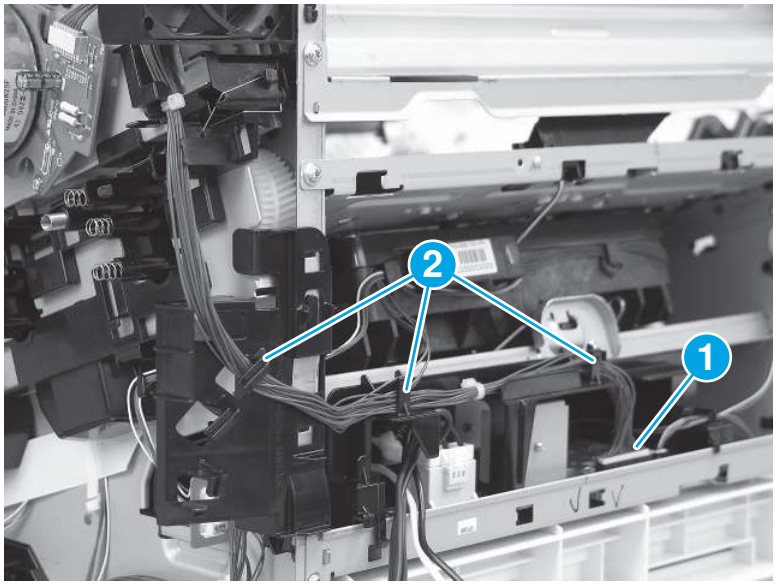
5. Release the wire harnesses (callout 1) from the retainers (callout 2).

Figure 4-2636 Release the wire harnesses



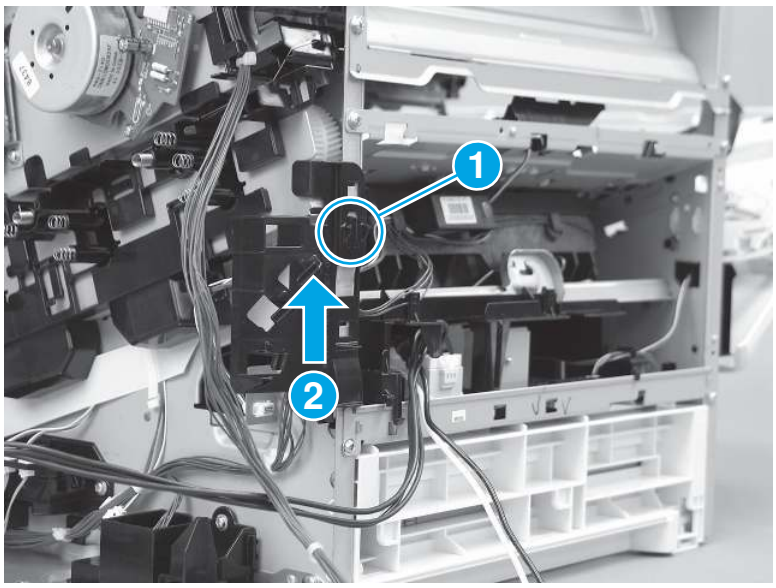
6. At the left side of the printer, disconnect one connector (callout 1), and then release the wire harnesses from the retainers (callout 2).

Figure 4-2637 Disconnect one connector



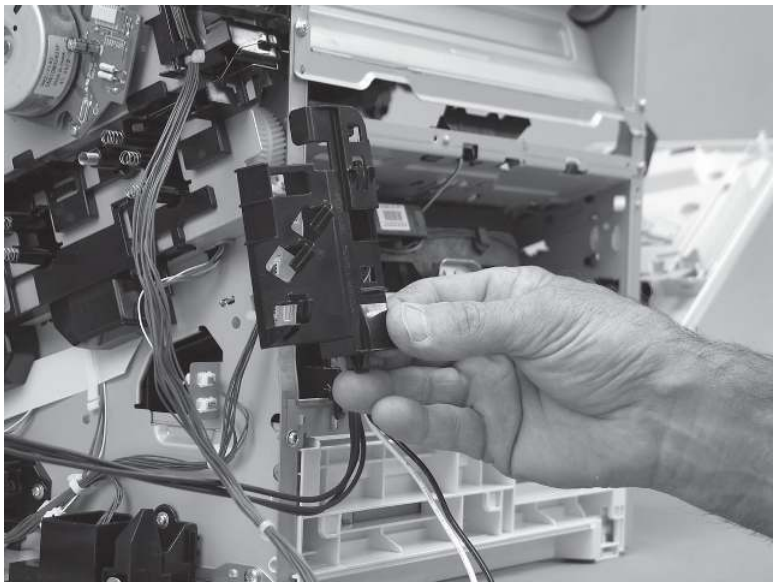
7. Release one tab (callout 1), and then push up on the guide (callout 2) to release it.

Figure 4-2638 Release the guide



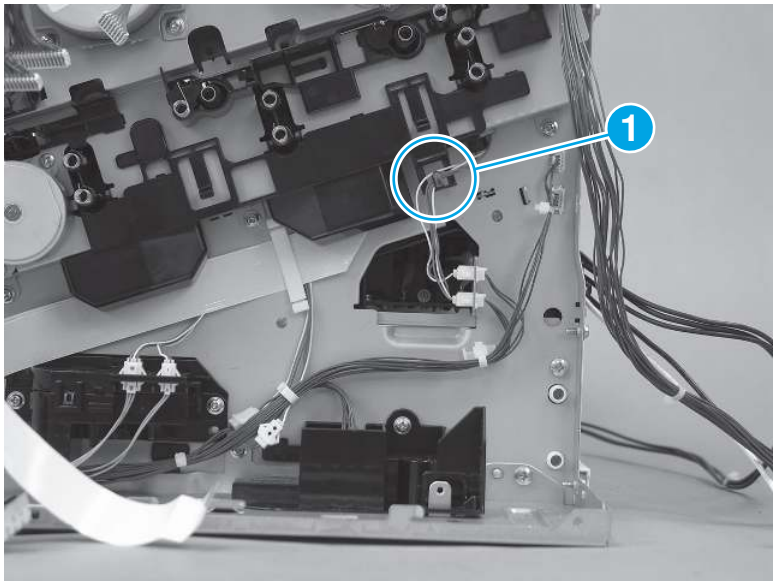
8. Remove the guide.

Figure 4-2639 Remove the guide



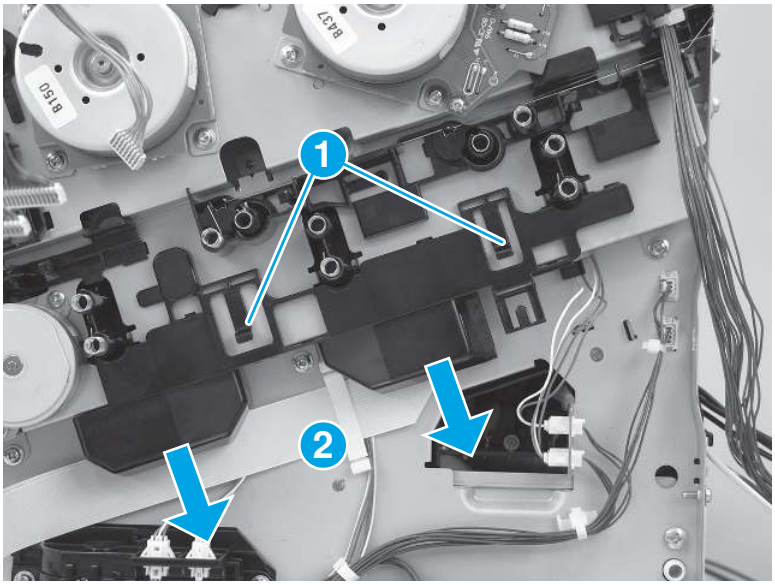
9. Release one wire harness (callout 1) from the retainer.

Figure 4-2640 Release one wire harness



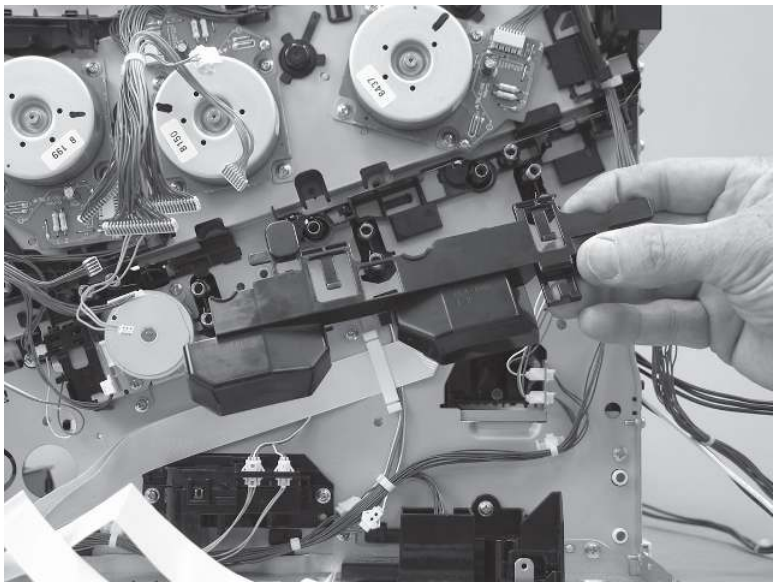
10. Release two tabs (callout 1), and then pull down on the guide (callout 2) to release it.

Figure 4-2641 **Release the guide**



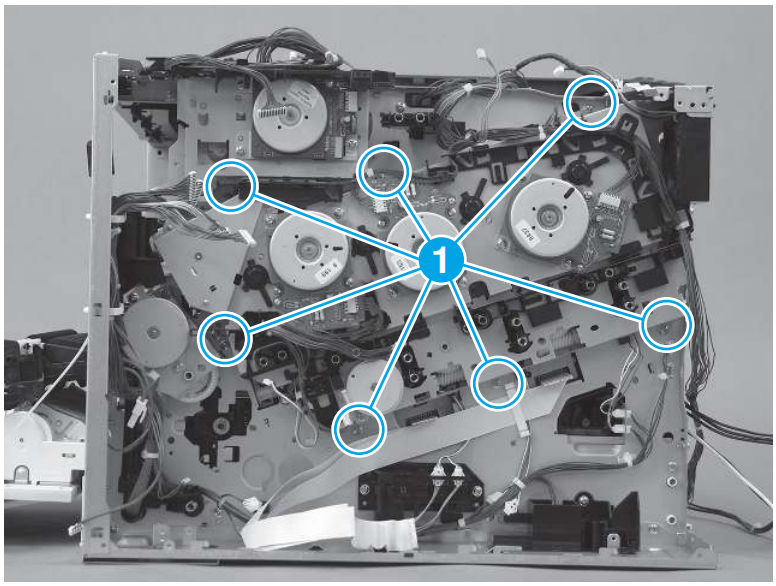
11. Remove the guide.

Figure 4-2642 **Remove the guide**



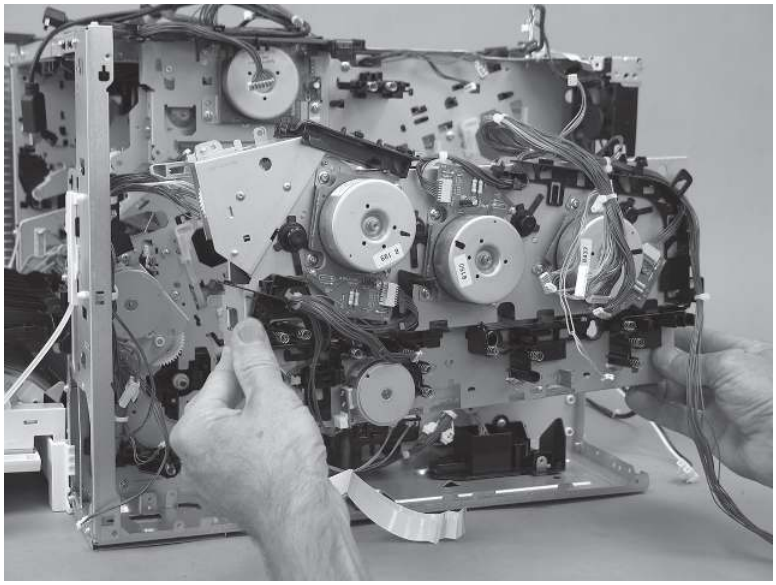
12. Remove seven screws (callout 1).

Figure 4-2643 **Remove seven screws**



13. Carefully remove the main-drive assembly.

Figure 4-2644 **Remove the main-drive assembly**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the main-drive assembly

Follow these steps to install the main-drive assembly.

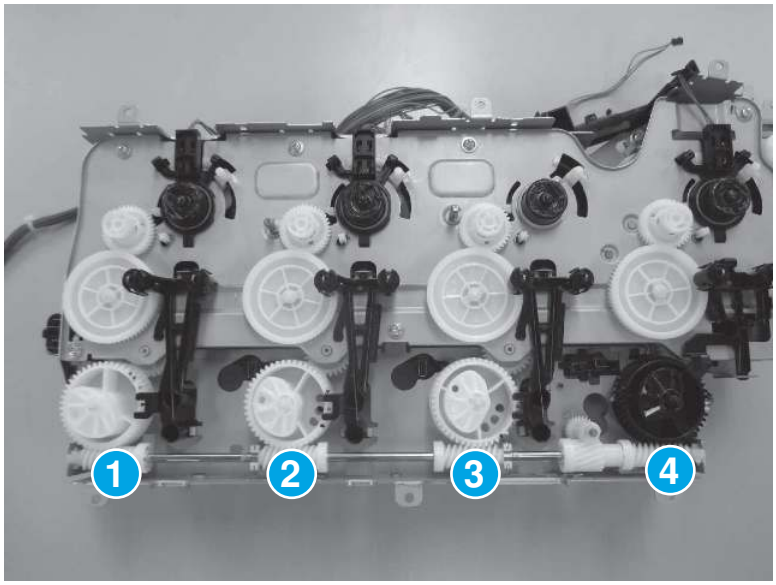
CAUTION: When handling the drive assembly, take care not to wipe any of the grease off of the gears on the back side of the assembly.

1. Check the main drive cam alignment.

   The cams on the back side of the assembly must be correctly aligned before the replacement assembly is installed.

a. Locate the 4 gears and cams (callouts 1-4) on the back side of the assembly.

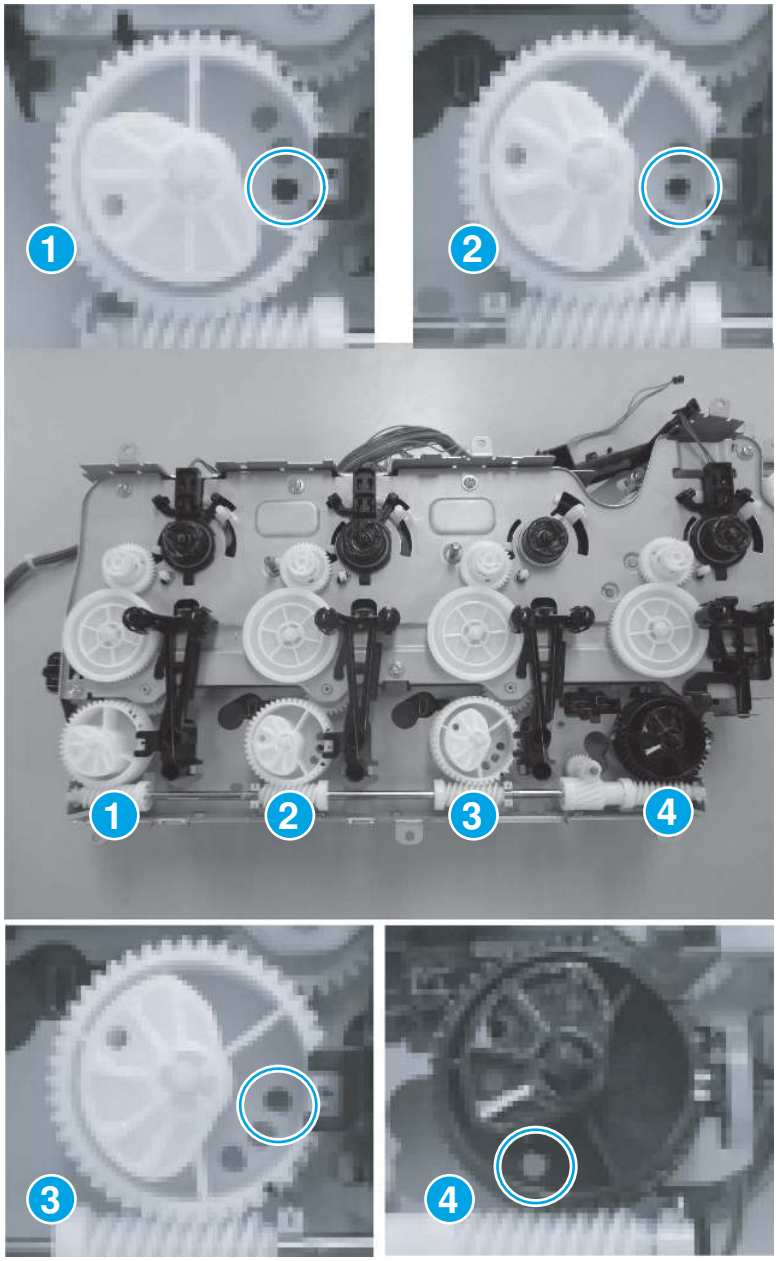
Figure 4-2645 **Main drive gear and cam locations**



b. Verify the alignment of the holes in the 4 gears with the holes in the assembly chassis as shown.

TIP: Rotate the shaft under the gears to change the alignment if necessary.

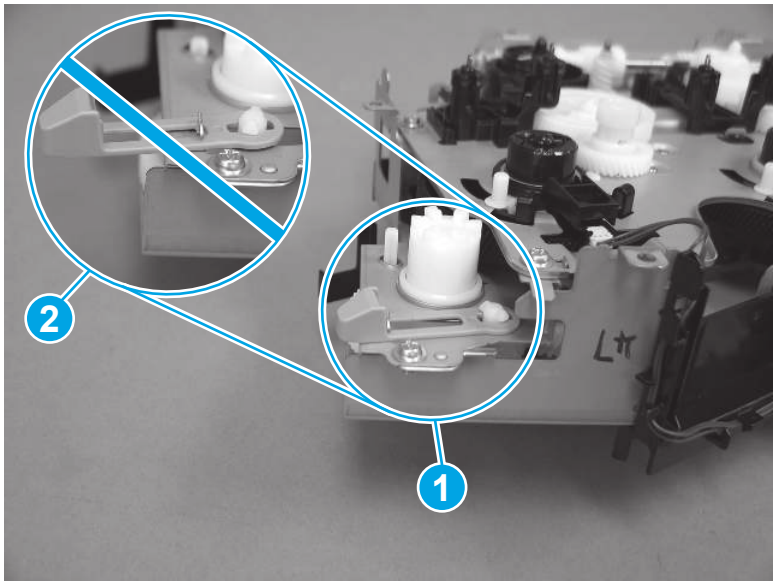
Figure 4-2646 Main drive gear and cam locations



2. Before proceeding, make sure that the blue ITB drive handle is in the locked (callout 1; pushed in) position on the replacement main-drive assembly.

NOTE: If the drive handle is in the unlocked (callout 2; pulled out) position it will be difficult to install assembly.

Figure 4-2647 Check the blue ITB drive handle



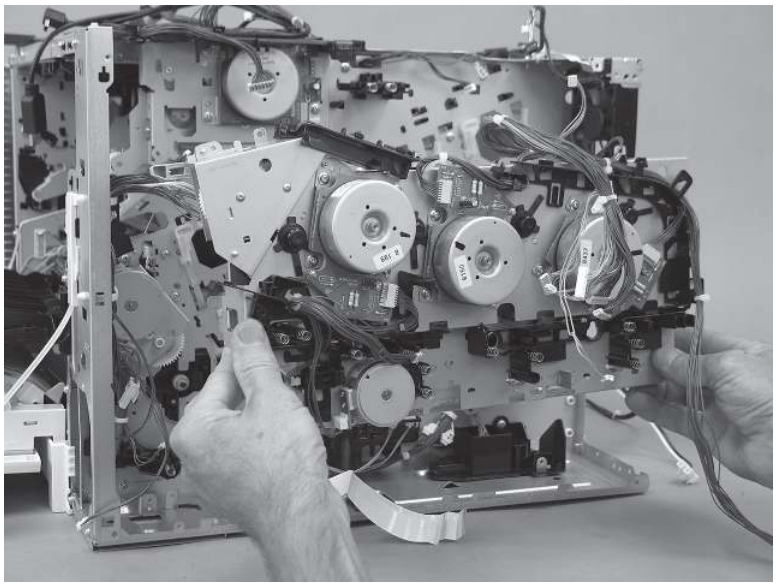
3. With the **front door closed**, carefully position the replacement main-drive assembly on the printer.

CAUTION: When handling the assembly, take care not to wipe any of the grease off of the gears on the back side of the assembly.

TIP: Place the bottom of the assembly on the printer first, and then rotate the top of the assembly onto the printer.

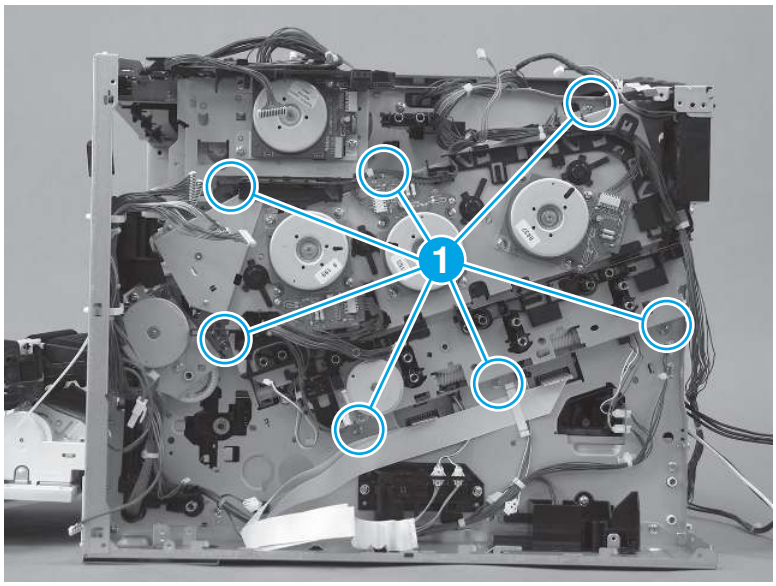
Make sure that the entire assembly fits flush up against the chassis.

Figure 4-2648 Install the main-drive assembly



4. Install seven screws (callout 1).

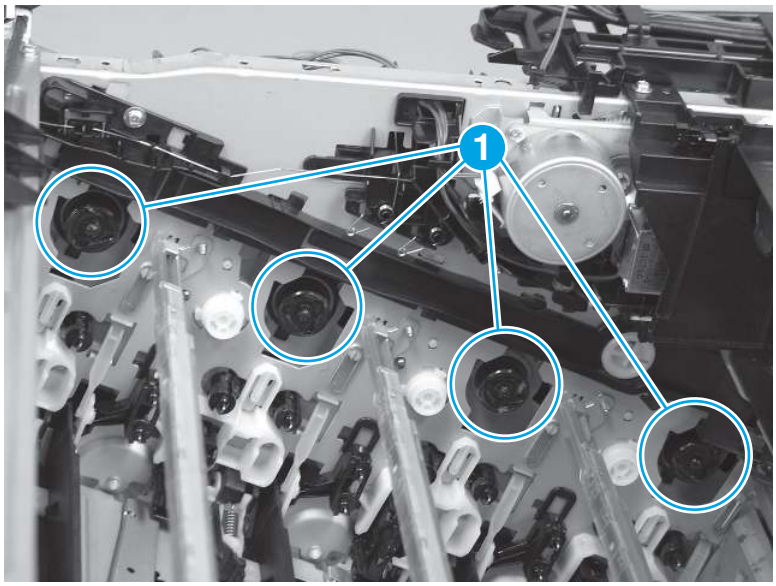
Figure 4-2649 **Install seven screws**



5. To verify that the assembly is correctly fastened to the chassis, open and close the front door while observing the cartridge drive gears (callout 1). The gears must freely move in and out when the door is opened and closed.

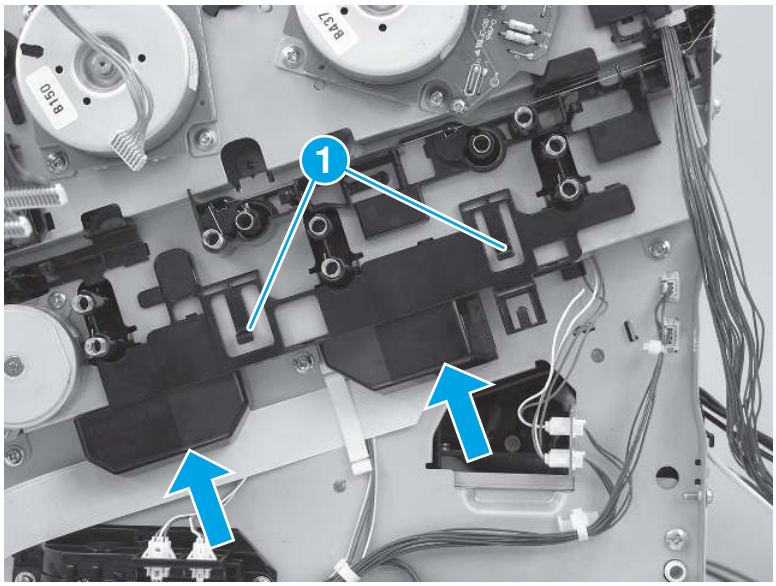
NOTE: If the gears do not move freely, remove the assembly, reposition it on the chassis, and then verify that the gears move freely.

Figure 4-2650 **Verify that the assembly is correctly fastened to the chassis**



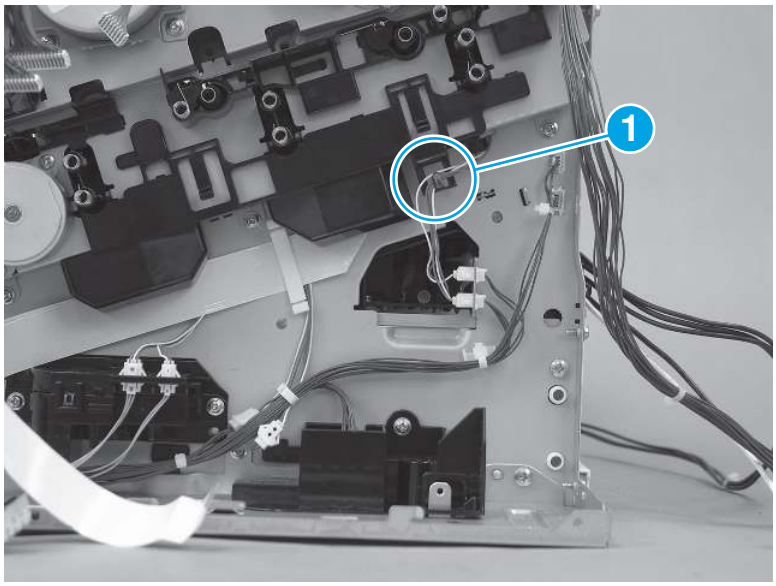
6. Position the guide on the assembly, push up to install it, and then make sure that the two tabs (callout 1) snap into place

Figure 4-2651 Install the guide



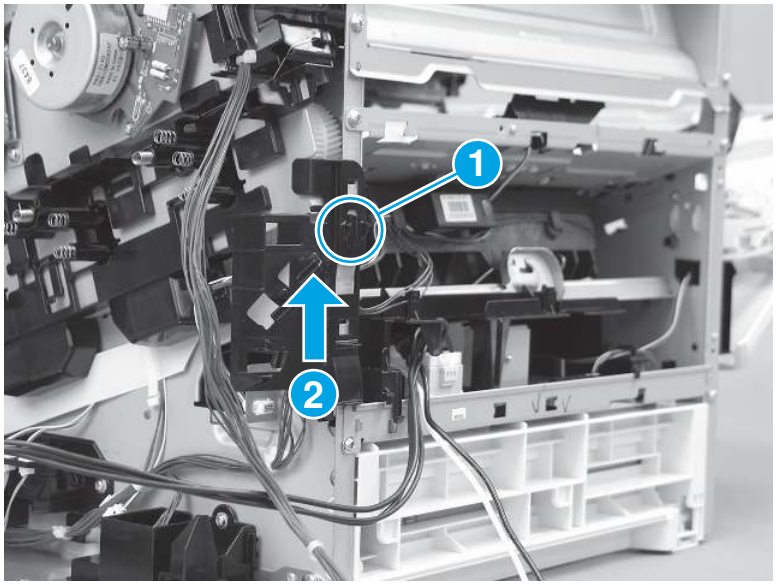
7. Install one wire harness (callout 1) on the retainer.

Figure 4-2652 Install one wire harness



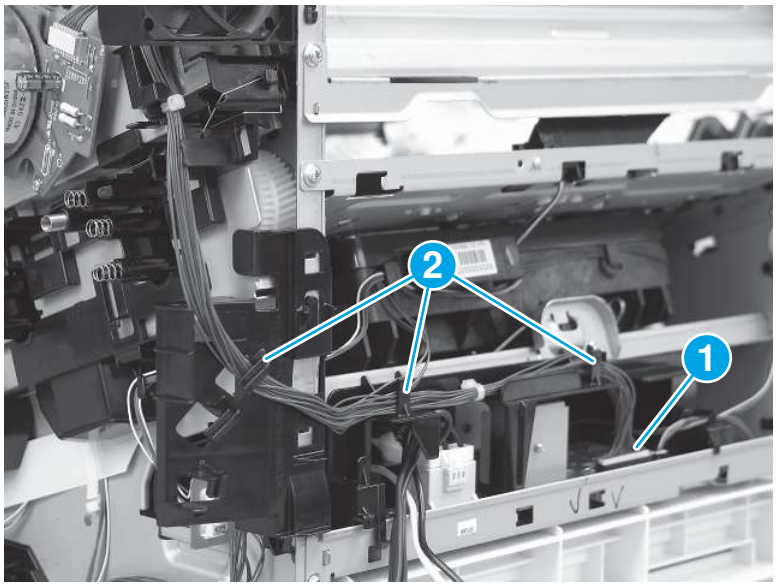
8. Position the guide on the assembly, push up to install it, and then make sure that the two tabs (callout 1) snap into place.

Figure 4-2653 Install the guide



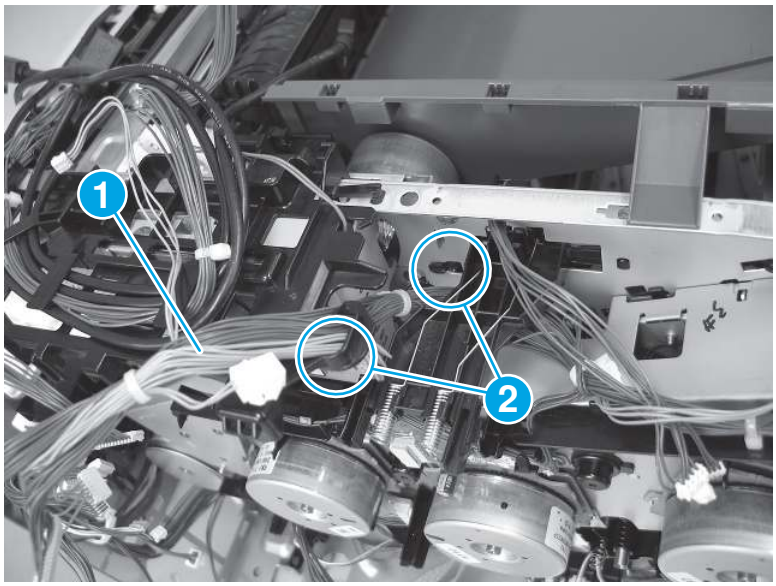
9. At the left side of the printer, connect one connector (callout 1), and then release the wire harnesses from the retainers (callout 2).

Figure 4-2654 Connect one connector



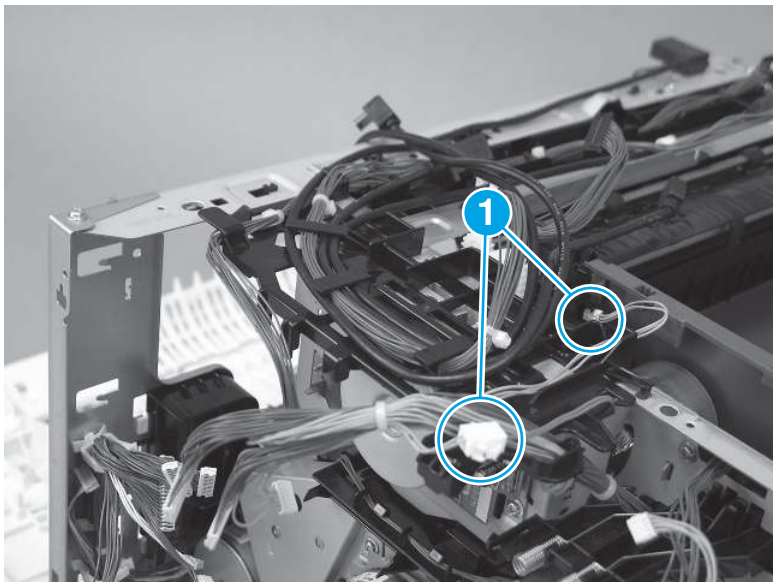
10. At the top of the printer, install the wire harnesses (callout 1) in the retainers (callout 2).

Figure 4-2655 Install the wire harnesses



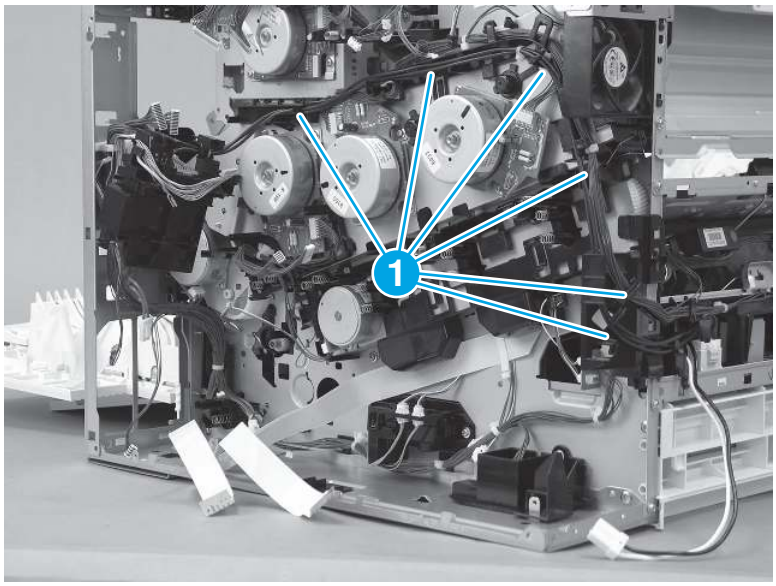
11. Connect two connectors (callout 1).

Figure 4-2656 Connect two connectors



12. Install the wire harnesses in the guides (callout 1).

Figure 4-2657 **Install the wire harnesses**



13. At the rear side of the printer do the following:

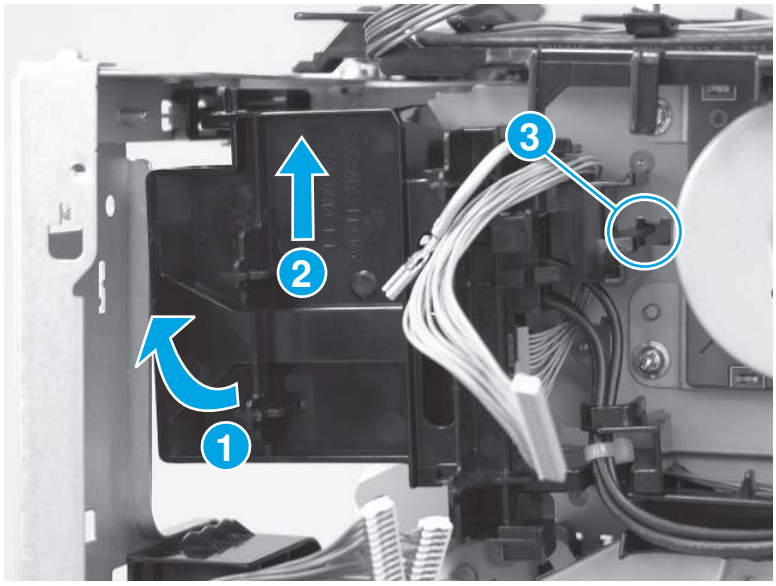
    a. Position the right edge of the cover on the printer.

    b. Rotate the left edge of the cover toward (callout 1) the printer to install it.

    c. Push up on the cover (callout 2) to engage it.

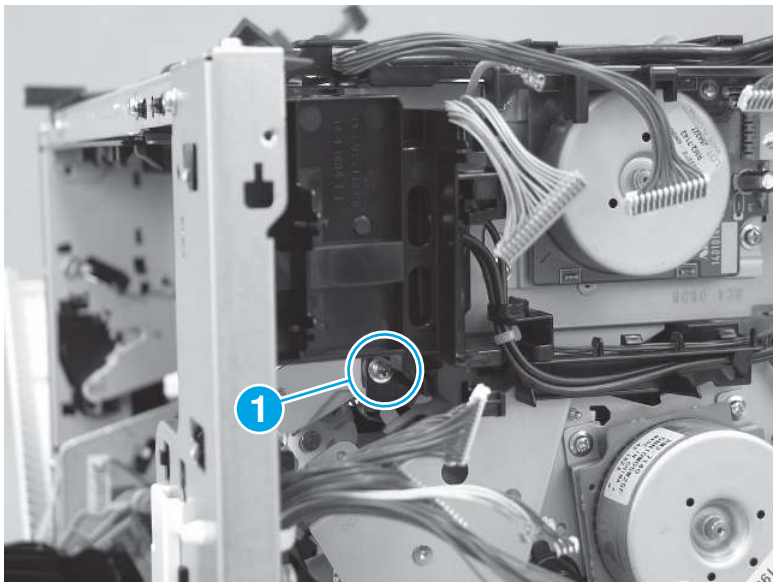
    d. Make sure that one tab (callout 3) snaps into place.

Figure 4-2658 **Install the cover**



14. Install one screw (callout 1).

Figure 4-2659 **Install one screw**



Input device - 550-sheet paper feeder

Learn how to remove and replace the 550-sheet paper feeder parts and assemblies.

Removal and replacement: Tray 3, Tray 4, or Tray 5

Learn about removing and replacing Tray 3, Tray 4, or Tray 5.

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

⚠ **CAUTION:** To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-85 Part information

Part number	Part description
RM2-5150-020CN	Tray 3, Tray 4, or Tray 5

Required tools

- Small flat-blade screwdriver
- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

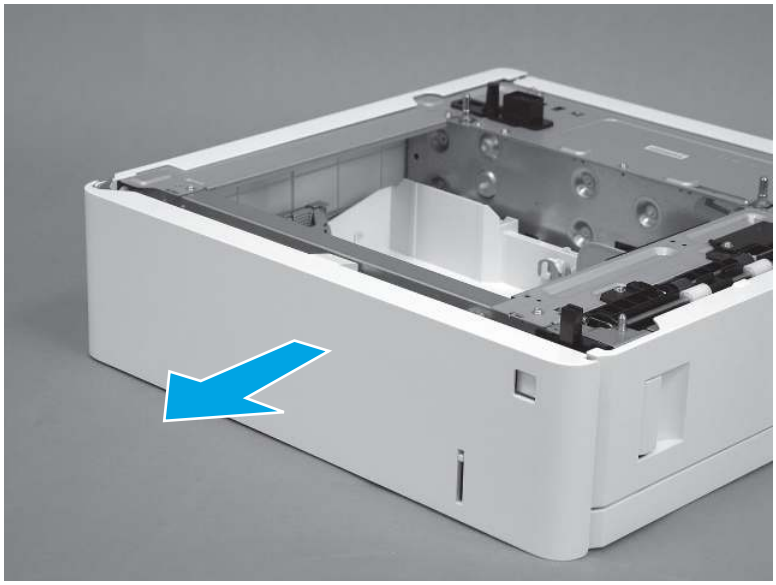
No post service test is available for this assembly.

Remove the tray

Follow these steps to remove Tray 3, Tray 4, or Tray 5.

1. Pull the tray out until it stops.

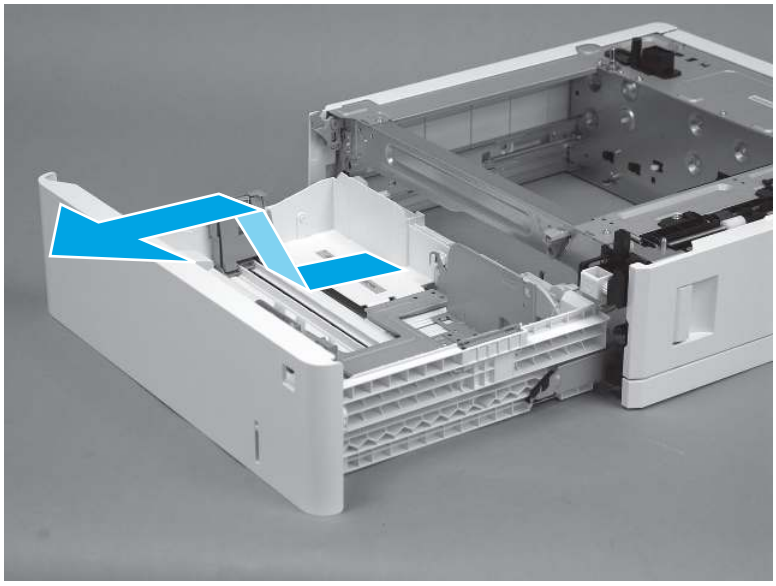
Figure 4-2660 **Pull the tray out**



2. Lift the front of the tray, and then pull it out of the printer to remove it.

NOTE: **For a replacement tray:** If the tray has Fixed Tray Guides installed and are still required, move hardware to new tray. If necessary, order new kit: 3GY25-67901 Kit - Fixed Tray Guide. Only one kit required per engine.

Figure 4-2661 **Remove the tray**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Rear cover (1x550-sheet paper feeder)

Learn about removing and replacing the rear cover (1x550-sheet paper feeder).

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-86 Part information

Part number	Part description
RC4-1792-000CN	Rear cover (1x550-sheet paper feeder)

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

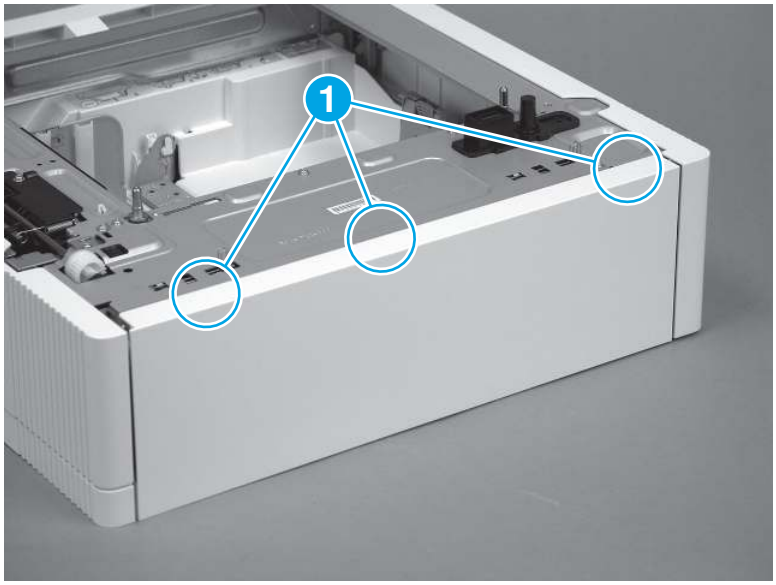
No post service test is available for this assembly.

Remove the rear cover

Follow these steps to remove the rear cover.

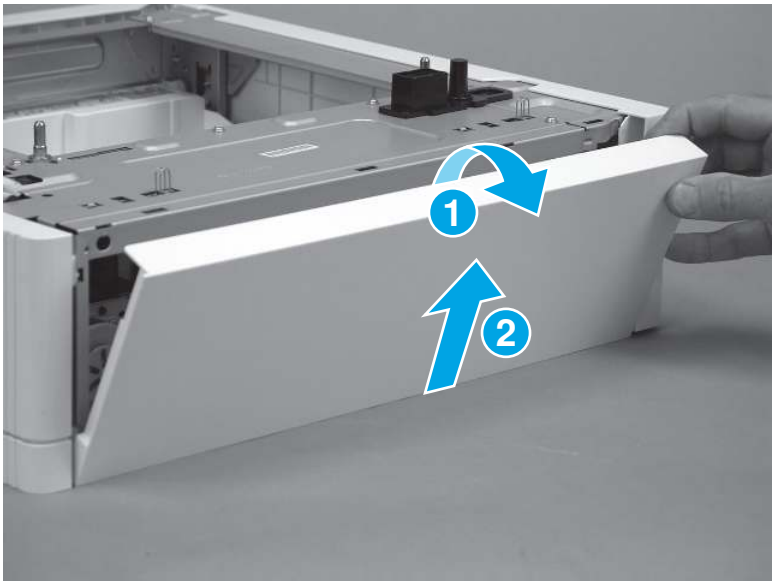
1. Release three tabs (callout 1).

Figure 4-2662 Release three tabs



2. Rotate the top of the cover away from the accessory (callout 1), and then lift it up to remove it (callout 2).

Figure 4-2663 Remove the cover



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Right door (1x550-sheet paper feeder)

Learn about removing and replacing the right door (1x550-sheet paper feeder).

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-87 Part information

Part number	Part description
RM2-5146-000CN	Right door (1x550-sheet paper feeder)

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

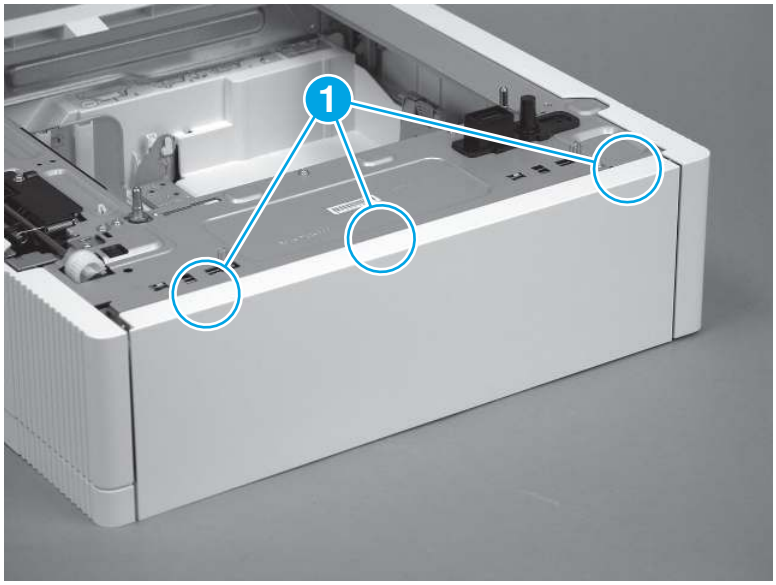
No post service test is available for this assembly.

Remove the rear cover

Follow these steps to remove the rear cover.

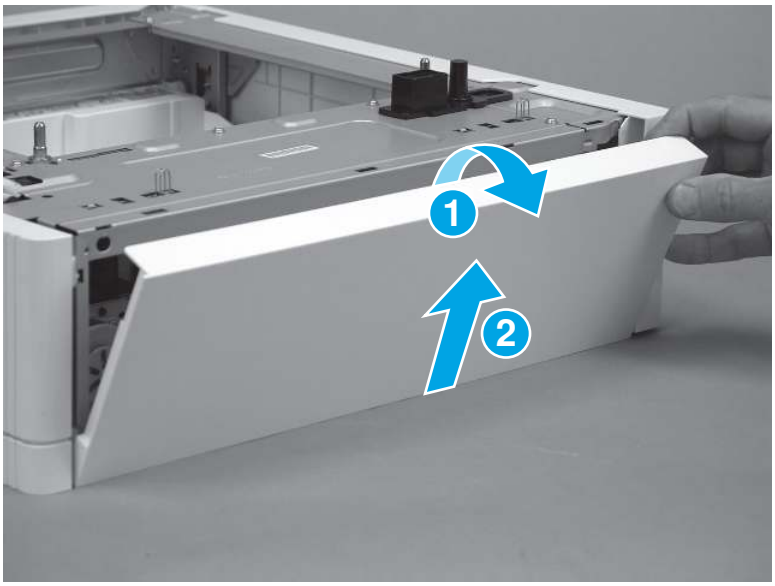
1. Release three tabs (callout 1).

Figure 4-2664 **Release three tabs**



2. Rotate the top of the cover away from the accessory (callout 1), and then lift it up to remove it (callout 2).

Figure 4-2665 **Remove the cover**

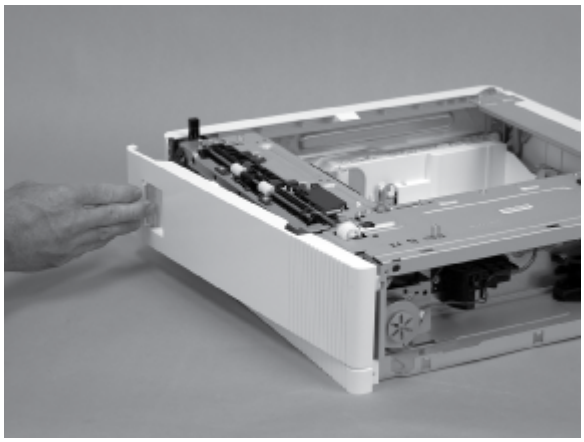


Remove the right door

Follow these steps to remove the right door.

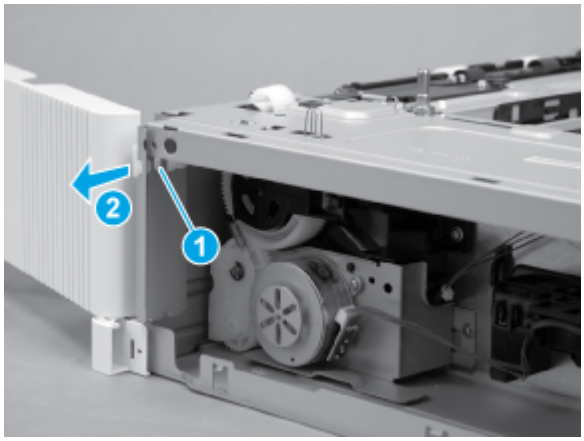
1. Open the door.

Figure 4-2666 **Open the door**



2. Release one tab (callout 1), and then slide the door-hinge bracket away from the chassis (callout 2) to release it.

Figure 4-2667 **Release the hinge bracket**

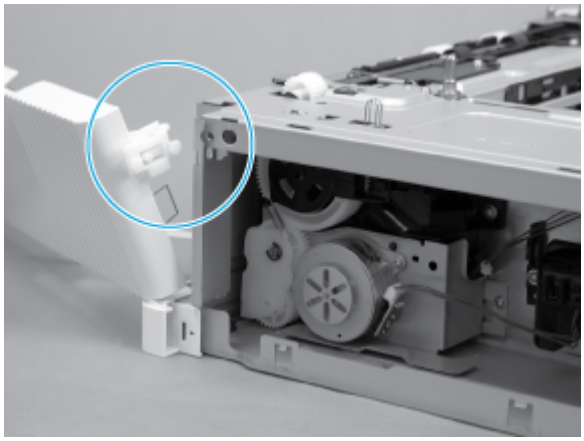


3. Remove the door-hinge bracket from the chassis.

⚠ CAUTION: The door is still attached to the accessory by the door link. Do not attempt to completely remove the door.

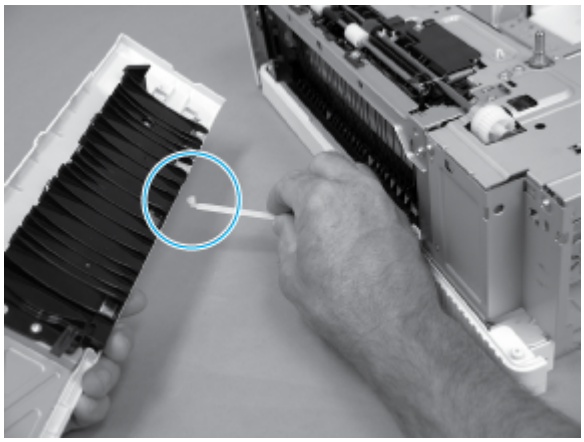
The door hinge bracket is not captive. Do not lose it when handling the door.

Figure 4-2668 Remove the hinge bracket



4. Release the door link from the slot in the door to remove the right door.

Figure 4-2669 Release the hinge bracket



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Right door hinge bracket (1x550-sheet paper feeder)

Learn about removing and replacing the right door hinge bracket (1x550-sheet paper feeder).

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-88 Part information

Part number	Part description
RC4-1781-000CN	Right door hinge bracket (1x550-sheet paper feeder)

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

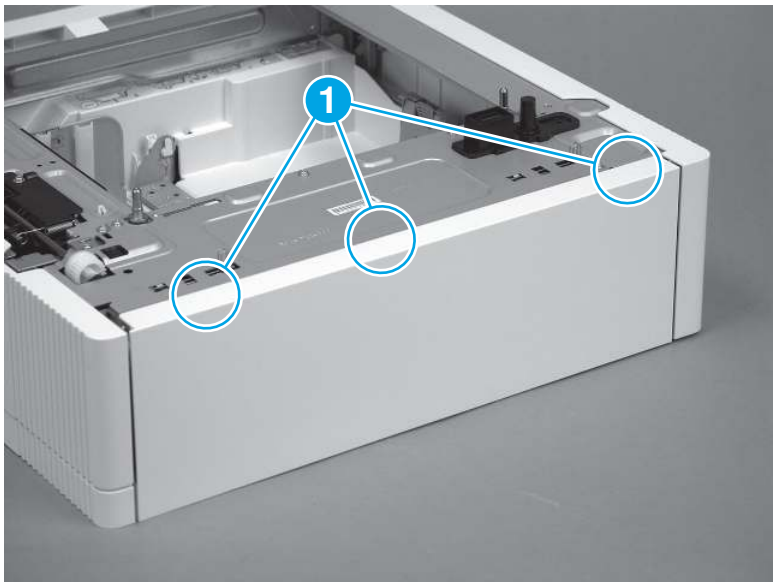
No post service test is available for this assembly.

Remove the rear cover

Follow these steps to remove the rear cover.

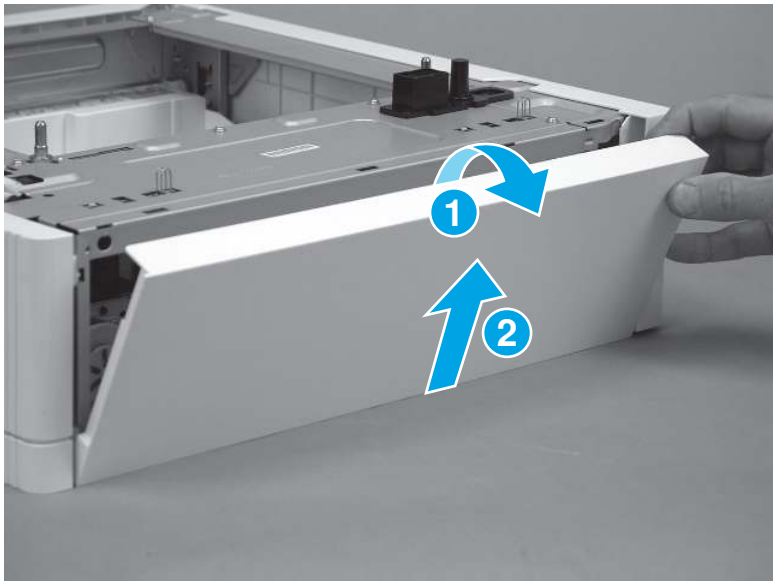
1. Release three tabs (callout 1).

Figure 4-2670 **Release three tabs**



2. Rotate the top of the cover away from the accessory (callout 1), and then lift it up to remove it (callout 2).

Figure 4-2671 Remove the cover

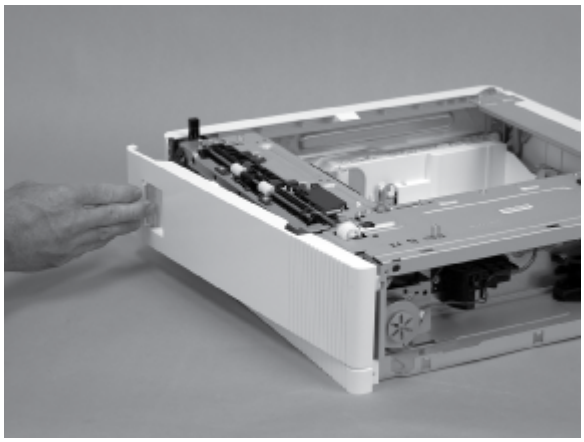


Remove the right door

Follow these steps to remove the right door.

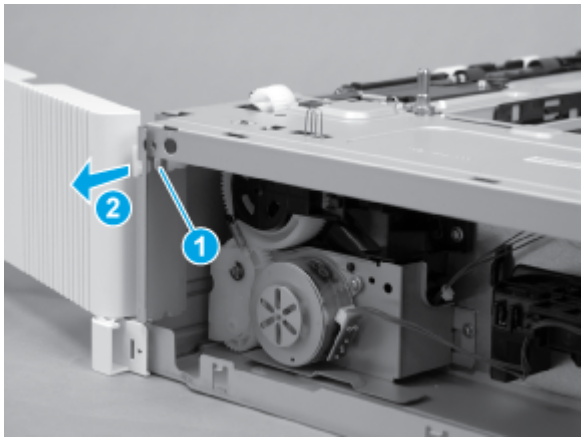
1. Open the door.

Figure 4-2672 Open the door



2. Release one tab (callout 1), and then slide the door-hinge bracket away from the chassis (callout 2) to release it.

Figure 4-2673 **Release the hinge bracket**

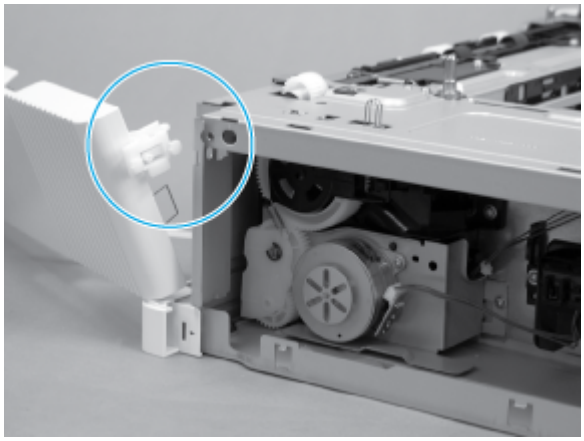


3. Remove the door-hinge bracket from the chassis.

⚠ CAUTION: The door is still attached to the accessory by the door link. Do not attempt to completely remove the door.

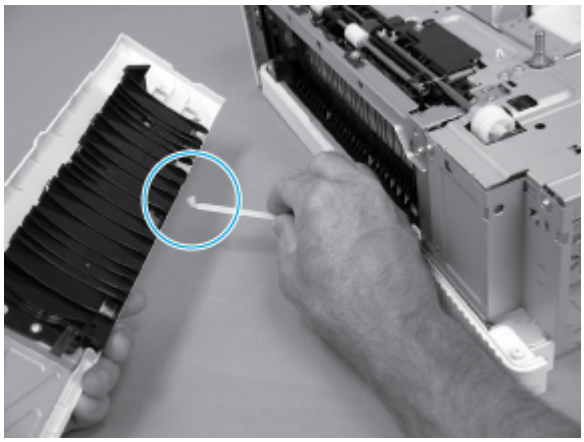
The door hinge bracket is not captive. Do not lose it when handling the door.

Figure 4-2674 **Remove the hinge bracket**



4. Release the door link from the slot in the door to remove the right door.

Figure 4-2675 **Release the hinge bracket**

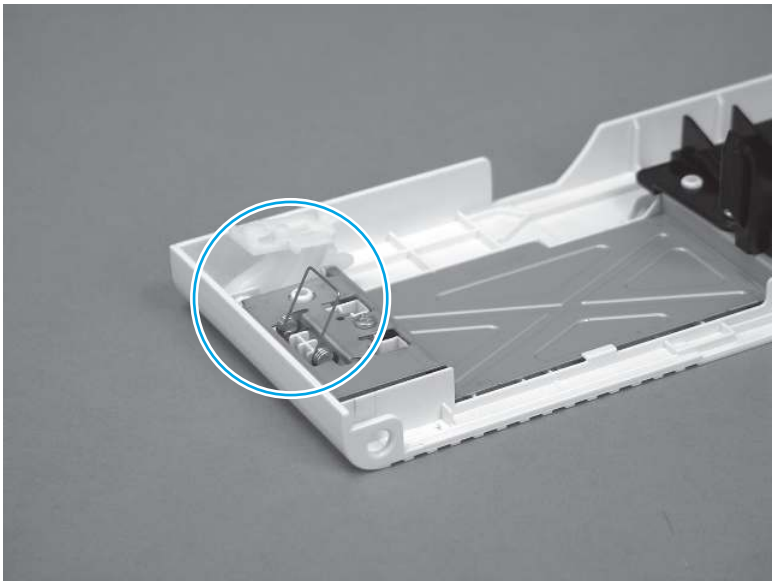


Remove the right door hinge bracket

Follow these steps to remove the right door hinge bracket.

- Separate the right door hinge bracket form the door to remove it.

Figure 4-2676 **Remove the hinge bracket**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Right-lower cover (1x550-sheet paper feeder)

Learn about removing and replacing the right-lower cover (1x550-sheet paper feeder).

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-89 Part information

Part number	Part description
RC4-1793-000CN	Right-lower cover (1x550-sheet paper feeder)

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

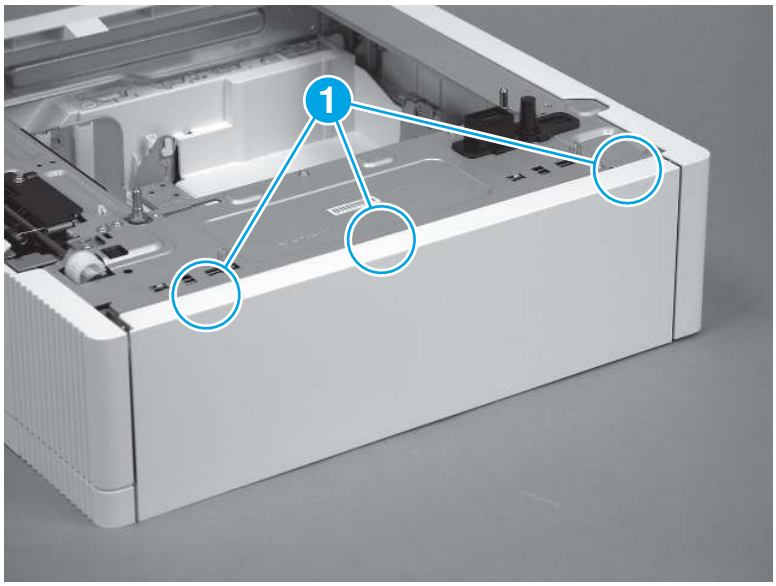
No post service test is available for this assembly.

Remove the rear cover

Follow these steps to remove the rear cover.

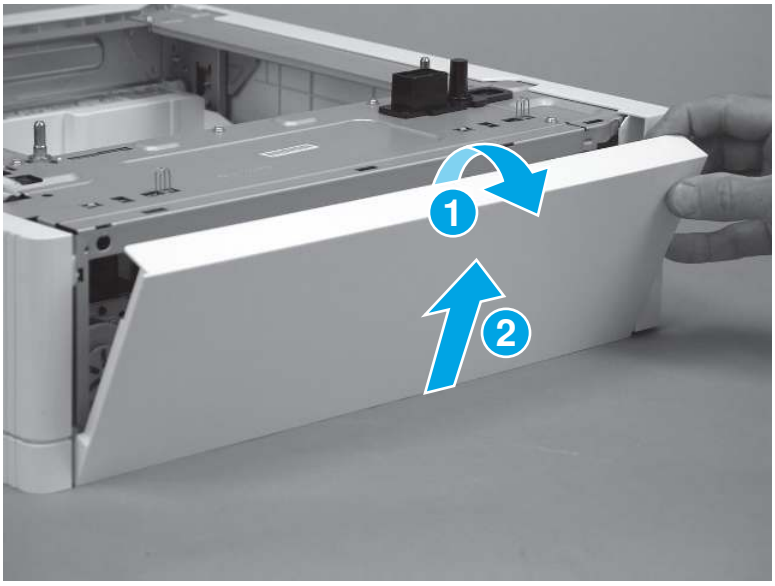
1. Release three tabs (callout 1).

Figure 4-2677 **Release three tabs**



2. Rotate the top of the cover away from the accessory (callout 1), and then lift it up to remove it (callout 2).

Figure 4-2678 Remove the cover

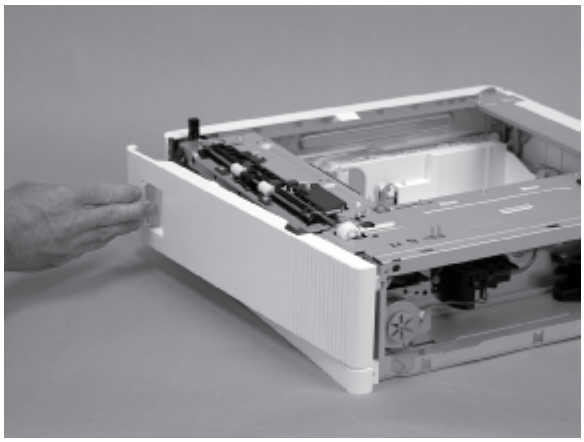


Remove the right door

Follow these steps to remove the right door.

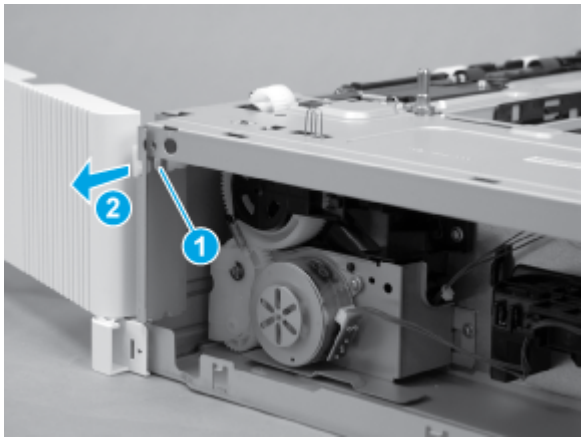
1. Open the door.

Figure 4-2679 Open the door



2. Release one tab (callout 1), and then slide the door-hinge bracket away from the chassis (callout 2) to release it.

Figure 4-2680 Release the hinge bracket

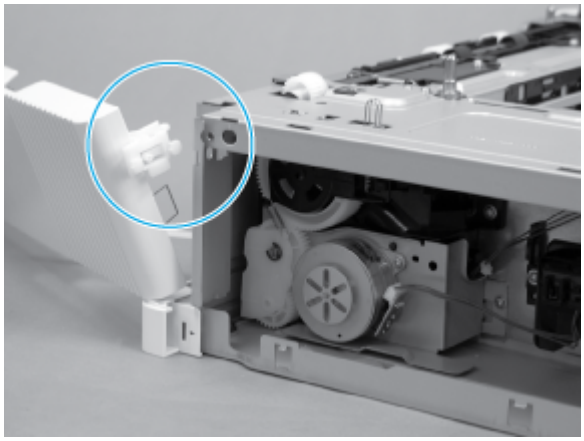


3. Remove the door-hinge bracket from the chassis.

⚠ CAUTION: The door is still attached to the accessory by the door link. Do not attempt to completely remove the door.

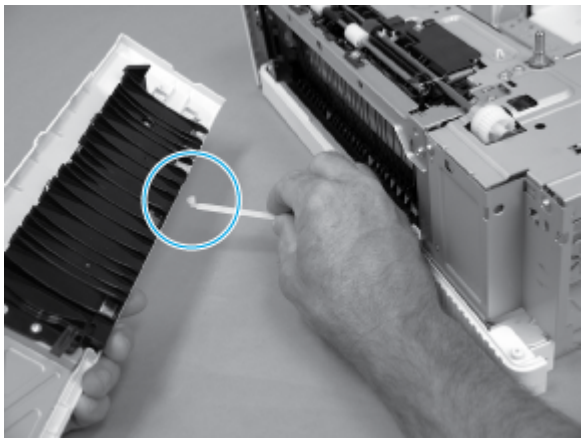
The door hinge bracket is not captive. Do not lose it when handling the door.

Figure 4-2681 Remove the hinge bracket



4. Release the door link from the slot in the door to remove the right door.

Figure 4-2682 **Release the hinge bracket**

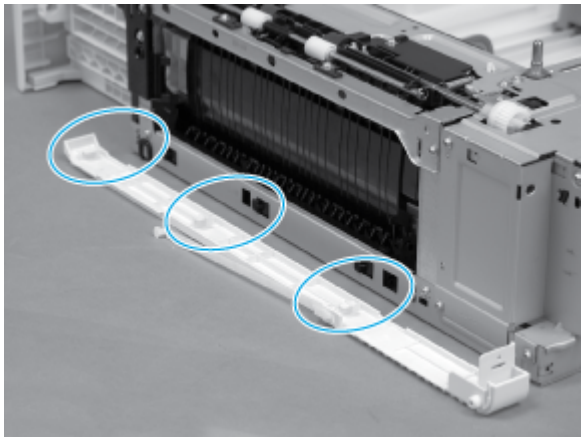


Remove the right-lower cover

Follow these steps to remove the right-lower cover.

1. Before proceeding, take note of the location of the three mounting tabs on the back side of the cover.

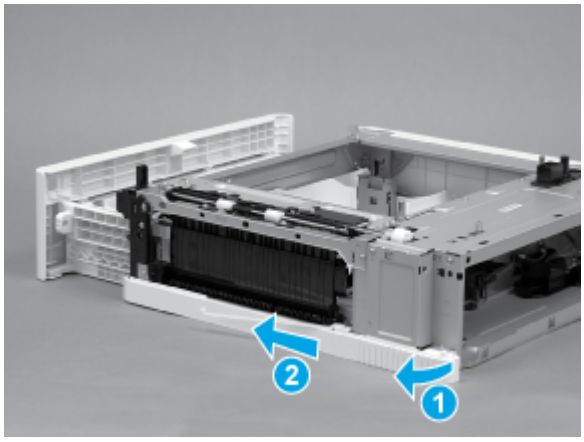
Figure 4-2683 **Cover mounting tabs**



2. Partially open the tray, slightly flex the end of the cover away from the accessory (callout 1), and then slide it towards the front of the accessory (callout 2) to release it.

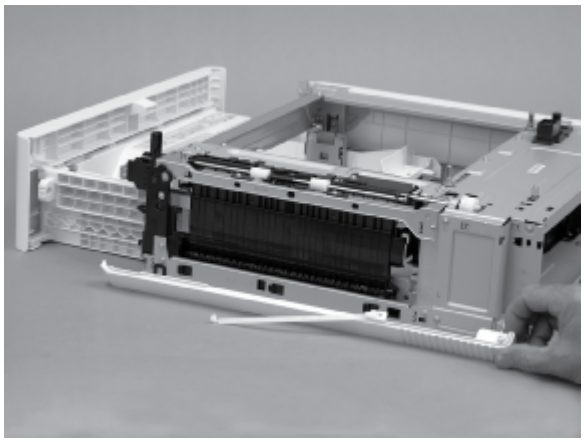
⚠ CAUTION: The three mounting tabs on the back side of the cover are easily damaged. Do not over flex the end of the cover when it is released. Push in on the middle tab to protect it when removing the cover.

Figure 4-2684 Release the cover



3. Remove the right-lower cover.

Figure 4-2685 Remove the cover

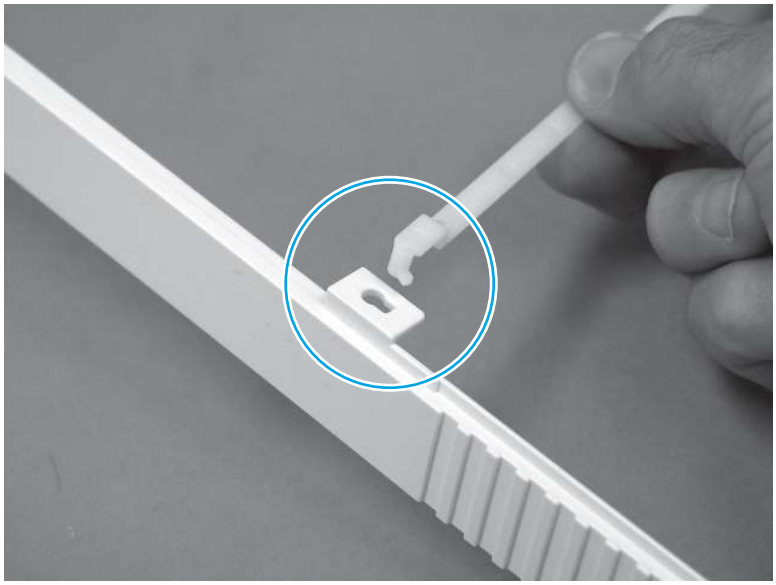


Remove the right-door link

Follow these steps to remove the right-door link.

- Rotate the door link to align the keyed end of the link to pass through the keyed potion of the right-lower cover to remove it.

Figure 4-2686 **Remove the right-door link**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Right-door link (1x550-sheet paper feeder)

Learn about removing and replacing the right-door link (1x550-sheet paper feeder).

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-90 Part information

Part number	Part description
RC4-1778-000CN	Right-door link (1x550-sheet paper feeder)

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

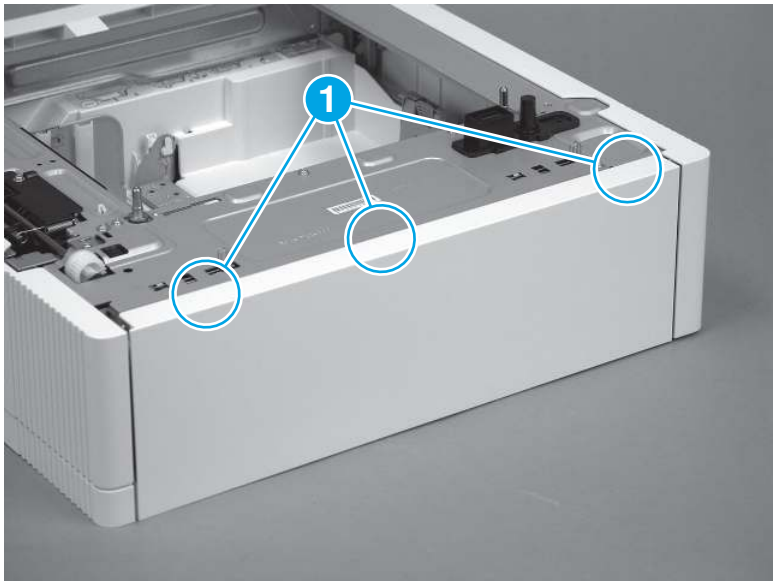
No post service test is available for this assembly.

Remove the rear cover

Follow these steps to remove the rear cover.

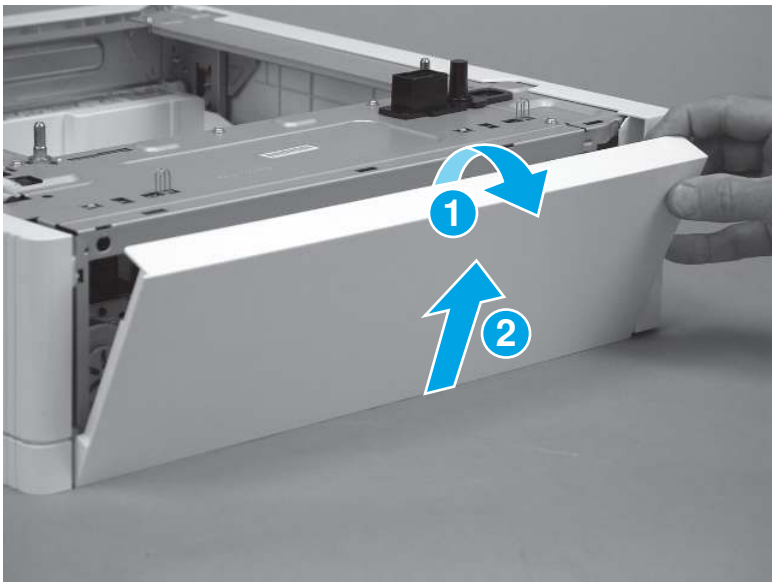
1. Release three tabs (callout 1).

Figure 4-2687 **Release three tabs**



2. Rotate the top of the cover away from the accessory (callout 1), and then lift it up to remove it (callout 2).

Figure 4-2688 **Remove the cover**

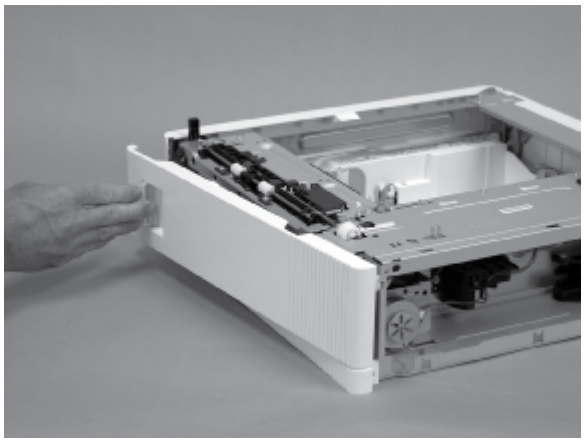


Remove the right door

Follow these steps to remove the right door.

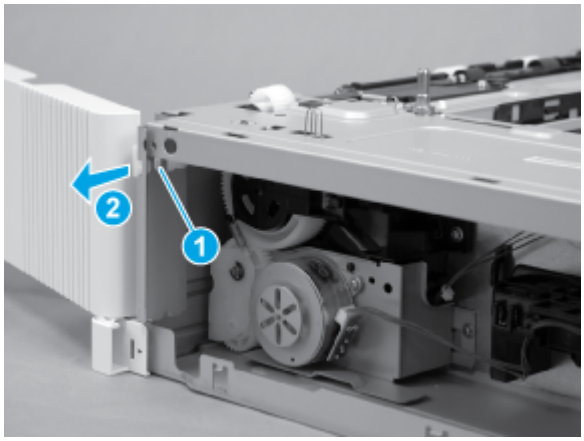
1. Open the door.

Figure 4-2689 **Open the door**



2. Release one tab (callout 1), and then slide the door-hinge bracket away from the chassis (callout 2) to release it.

Figure 4-2690 **Release the hinge bracket**

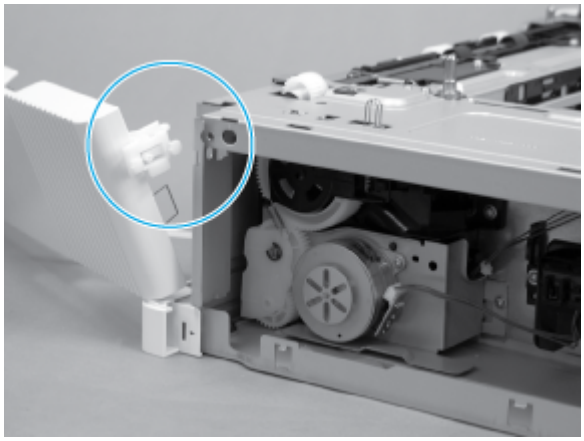


3. Remove the door-hinge bracket from the chassis.

⚠ CAUTION: The door is still attached to the accessory by the door link. Do not attempt to completely remove the door.

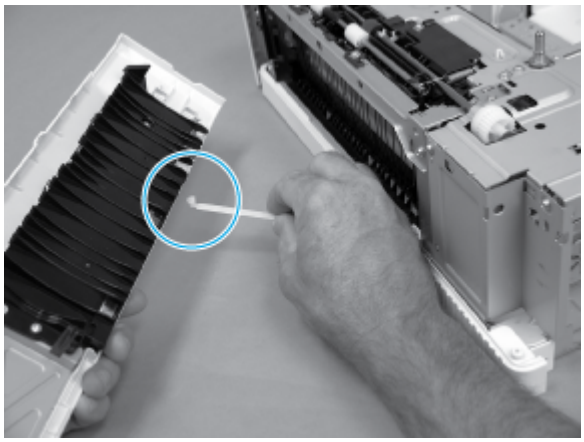
The door hinge bracket is not captive. Do not lose it when handling the door.

Figure 4-2691 Remove the hinge bracket



4. Release the door link from the slot in the door to remove the right door.

Figure 4-2692 Release the hinge bracket

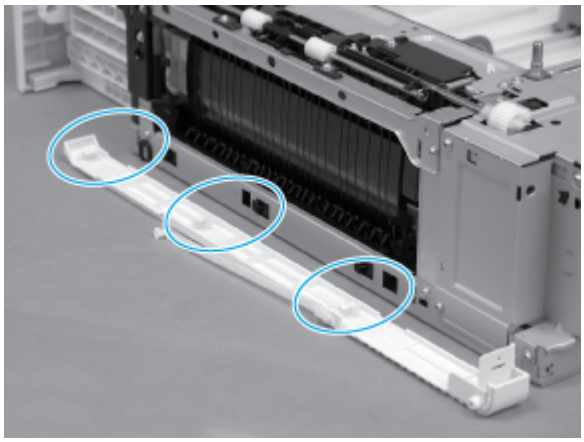


Remove the right-lower cover

Follow these steps to remove the right-lower cover.

1. Before proceeding, take note of the location of the three mounting tabs on the back side of the cover.

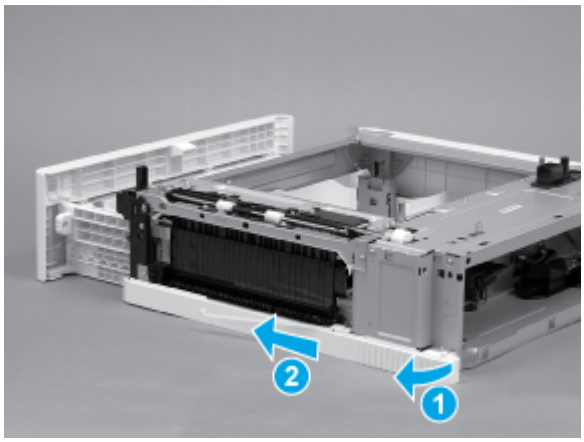
Figure 4-2693 Cover mounting tabs



2. Partially open the tray, slightly flex the end of the cover away from the accessory (callout 1), and then slide it towards the front of the accessory (callout 2) to release it.

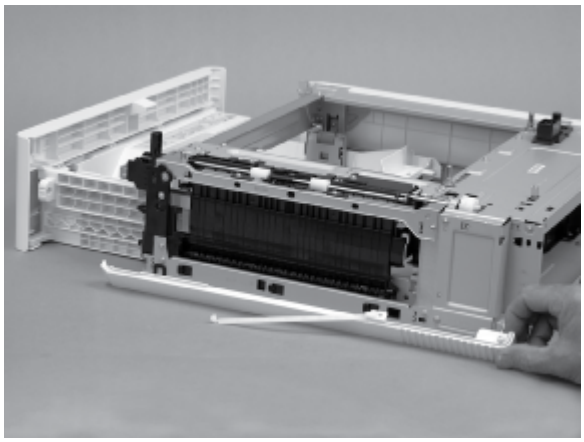
⚠ CAUTION: The three mounting tabs on the back side of the cover are easily damaged. Do not over flex the end of the cover when it is released. Push in on the middle tab to protect it when removing the cover.

Figure 4-2694 Release the cover



3. Remove the right-lower cover.

Figure 4-2695 Remove the cover

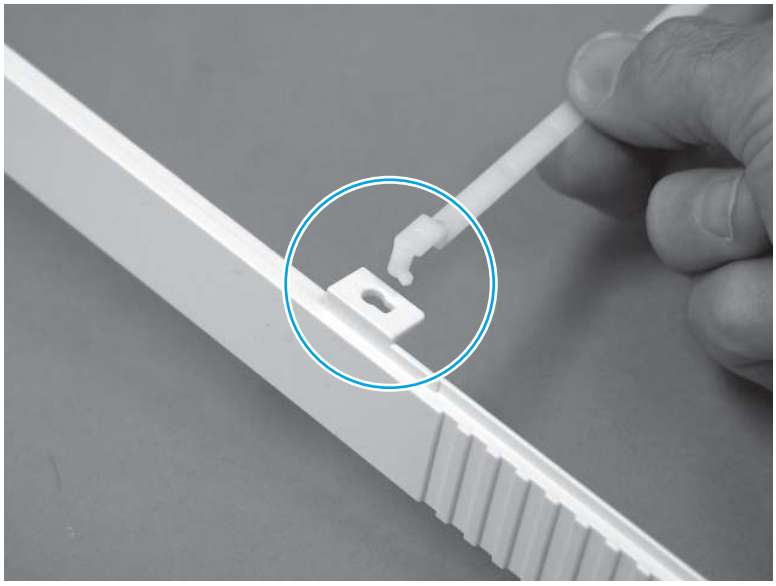


Remove the right-door link

Follow these steps to remove the right-door link.

- Rotate the door link to align the keyed end of the link to pass through the keyed potion of the right-lower cover to remove it.

Figure 4-2696 **Remove the right-door link**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Left cover (1x550-sheet paper feeder)

Learn about removing and replacing the left cover (1x550-sheet paper feeder).

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-91 Part information

Part number	Part description
RC4-1791-000CN	Left cover (1x550-sheet paper feeder)

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

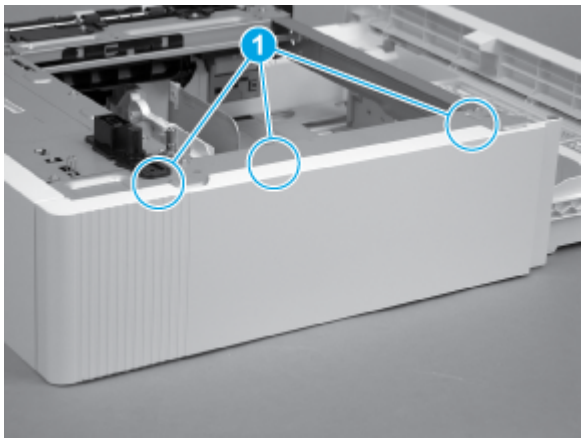
No post service test is available for this assembly.

Remove the left cover

Follow these steps to remove the left cover.

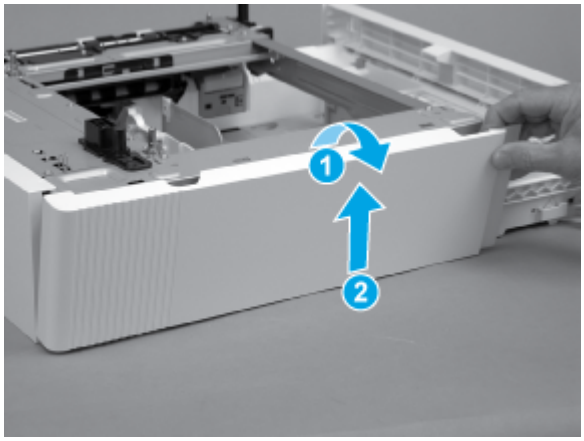
1. Partially pull the tray out of the accessory, and then release three tabs (callout 1).

Figure 4-2697 **Release three tabs**



2. Rotate the top of the cover away from the accessory (callout 1), and then lift it up to remove it (callout 2).

Figure 4-2698 **Remove the cover**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: OP drawer holder (1x550-sheet paper feeder)

Learn about removing and replacing the drawer holder (1x550-sheet paper feeder).

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-92 Part information

Part number	Part description
RC4-0445-000CN	OP drawer holder (1x550-sheet paper feeder)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

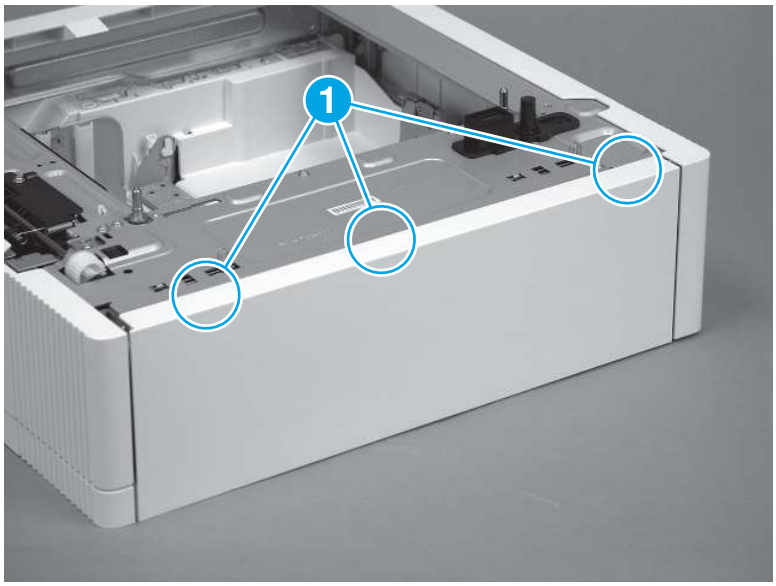
No post service test is available for this assembly.

Remove the rear cover

Follow these steps to remove the rear cover.

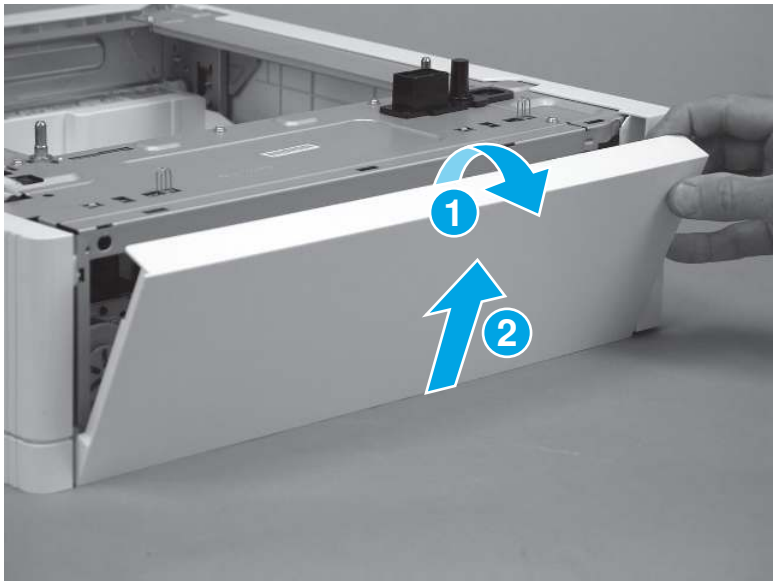
1. Release three tabs (callout 1).

Figure 4-2699 **Release three tabs**



2. Rotate the top of the cover away from the accessory (callout 1), and then lift it up to remove it (callout 2).

Figure 4-2700 Remove the cover

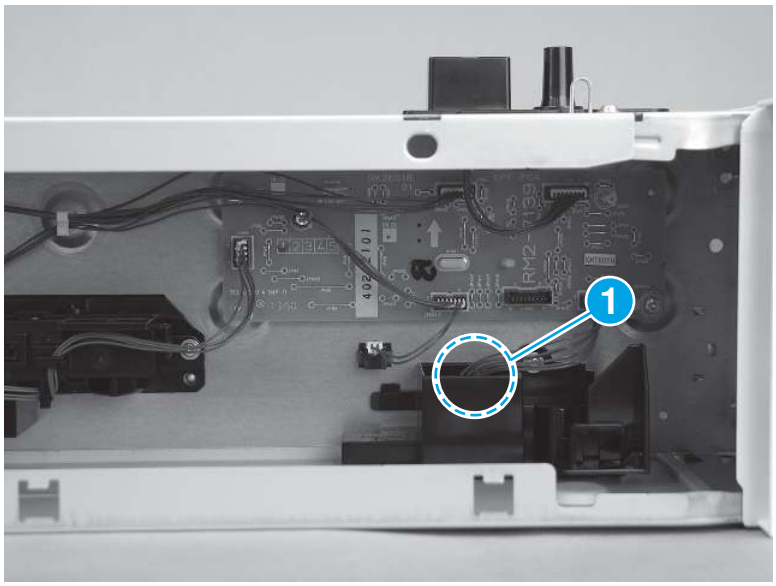


Remove the OP drawer holder

Follow these steps to remove the OP drawer holder.

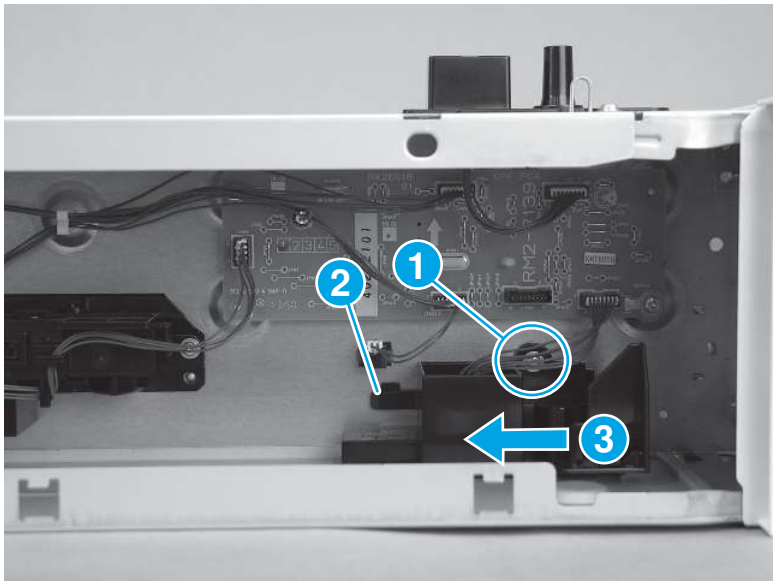
1. Disconnect one connector (callout 1).

Figure 4-2701 Disconnect one connector



2. Remove one screw (callout 1), release one tab (callout 2), and then slide the OP drawer holder as shown (callout 3) to remove it.

Figure 4-2702 **Remove the drawer holder**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Auto close assembly (1x550-sheet paper feeder)

Learn about removing and replacing the auto close assembly (1x550-sheet paper feeder).

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-93 Part information

Part number	Part description
RM2-5147-000CN	Auto close assembly (1x550-sheet paper feeder)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

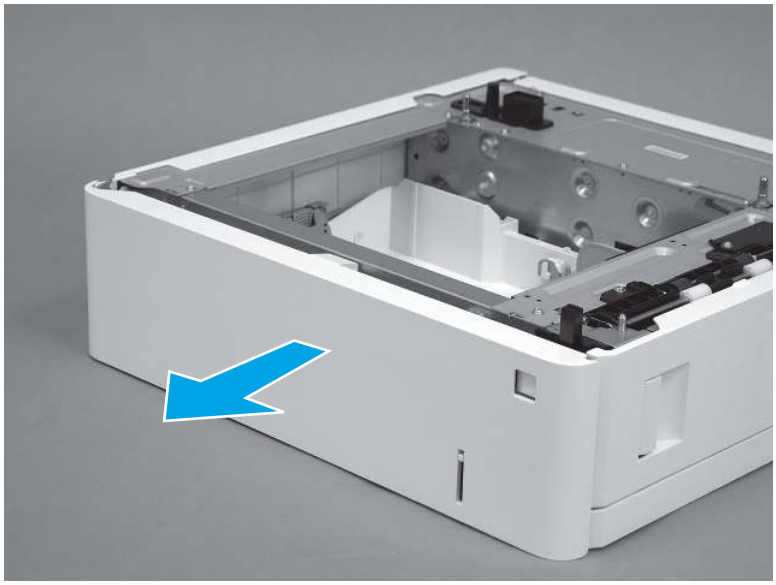
No post service test is available for this assembly.

Remove the tray

Follow these steps to remove Tray 3, Tray 4, or Tray 5.

1. Pull the tray out until it stops.

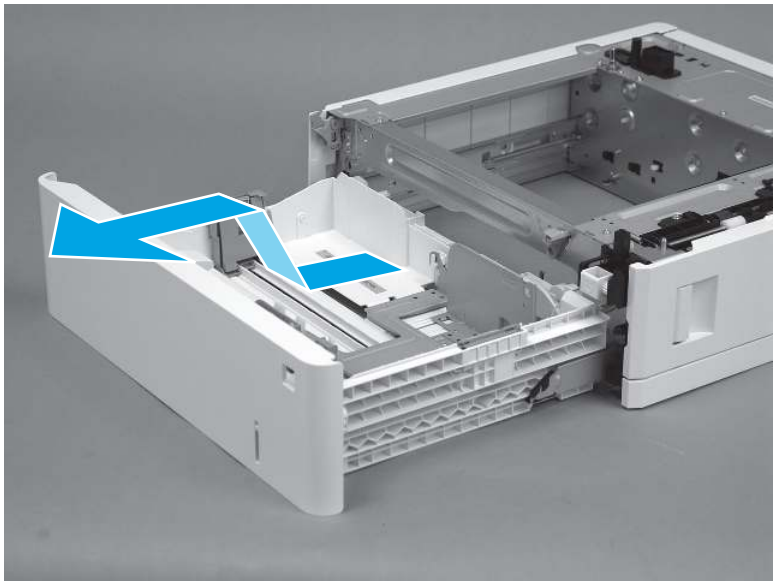
Figure 4-2703 **Pull the tray out**



2. Lift the front of the tray, and then pull it out of the printer to remove it.

NOTE: **For a replacement tray:** If the tray has Fixed Tray Guides installed and are still required, move hardware to new tray. If necessary, order new kit: 3GY25-67901 Kit - Fixed Tray Guide. Only one kit required per engine.

Figure 4-2704 **Remove the tray**



Removal and replacement: Rear cover (1x550-sheet paper feeder)

Learn about removing and replacing the rear cover (1x550-sheet paper feeder).

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-94 Part information

Part number	Part description
RC4-1792-000CN	Rear cover (1x550-sheet paper feeder)

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

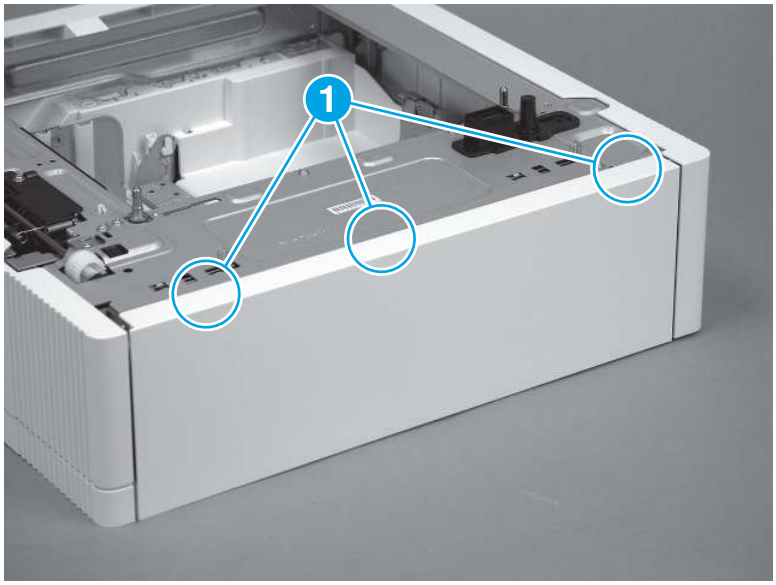
No post service test is available for this assembly.

Remove the rear cover

Follow these steps to remove the rear cover.

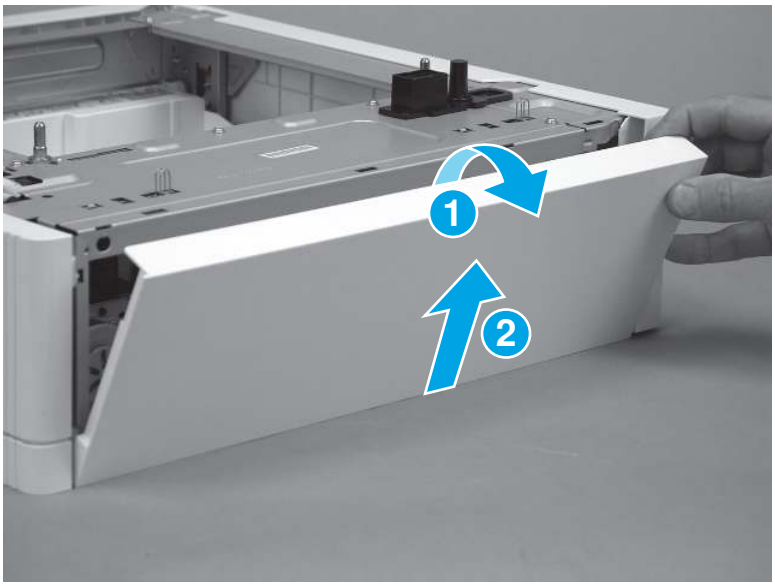
1. Release three tabs (callout 1).

Figure 4-2705 **Release three tabs**



2. Rotate the top of the cover away from the accessory (callout 1), and then lift it up to remove it (callout 2).

Figure 4-2706 **Remove the cover**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

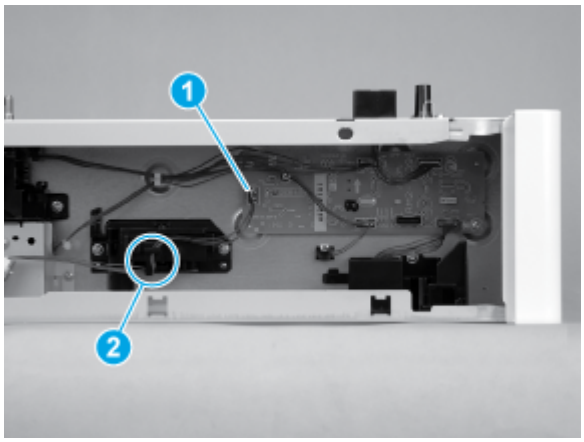
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Remove the auto close assembly

Follow these steps to remove the auto close assembly.

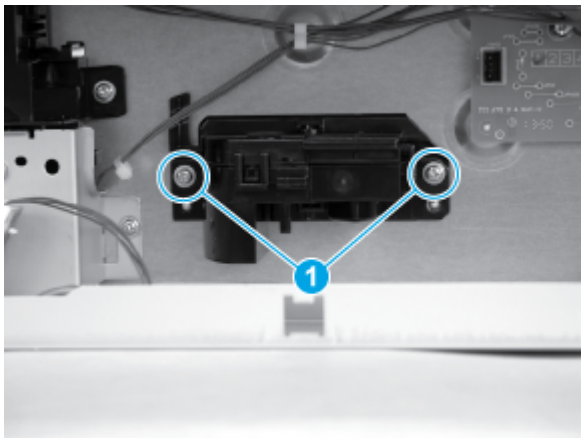
1. Disconnect one connector (callout 1; J903), and then release the wire harness from the retainer (callout 2).

Figure 4-2707 **Disconnect one connector**



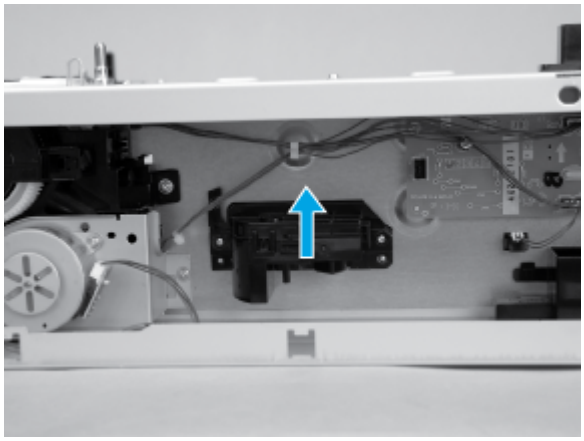
2. Remove two screws (callout 1).

Figure 4-2708 **Remove two screws**



3. Lift up on the assembly to release it.

Figure 4-2709 **Release the assembly**



4. Remove the auto close assembly.

Figure 4-2710 **Remove the assembly**

Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Switch button (SW12) (1x550-sheet paper feeder)

Learn about removing and replacing the switch button (1x550-sheet paper feeder).

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-95 Part information

Part number	Part description
WC2-5806-000CN	Switch button (SW12) (1x550-sheet paper feeder)

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

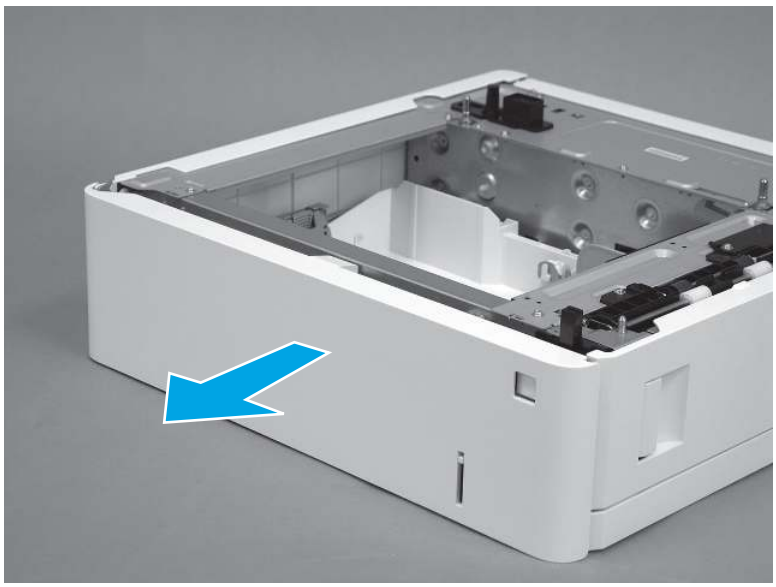
No post service test is available for this assembly.

Remove the tray

Follow these steps to remove Tray 3, Tray 4, or Tray 5.

1. Pull the tray out until it stops.

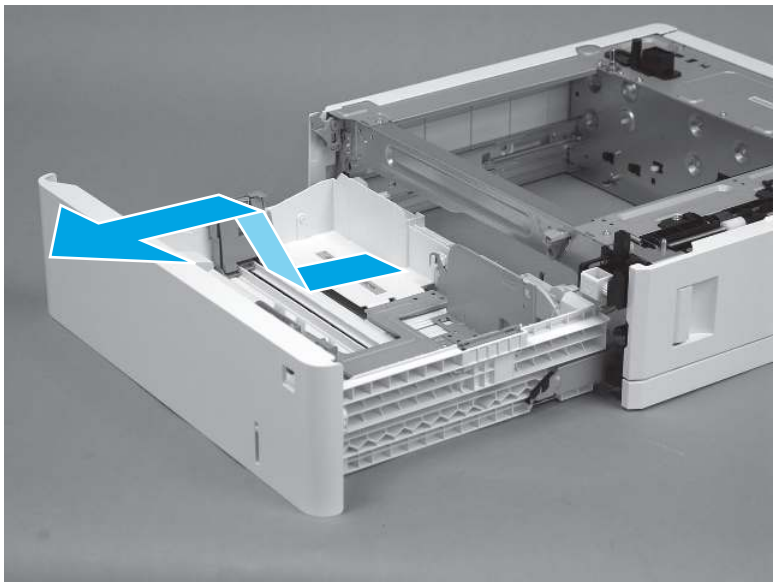
   Figure 4-2711 Pull the tray out

2. Lift the front of the tray, and then pull it out of the printer to remove it.

NOTE: **For a replacement tray:** If the tray has Fixed Tray Guides installed and are still required, move hardware to new tray. If necessary, order new kit: 3GY25-67901 Kit - Fixed Tray Guide. Only one kit required per engine.

Figure 4-2712 Remove the tray



Removal and replacement: Rear cover (1x550-sheet paper feeder)

Learn about removing and replacing the rear cover (1x550-sheet paper feeder).

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

⚠ **CAUTION:** To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-96 Part information

Part number	Part description
RC4-1792-000CN	Rear cover (1x550-sheet paper feeder)

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

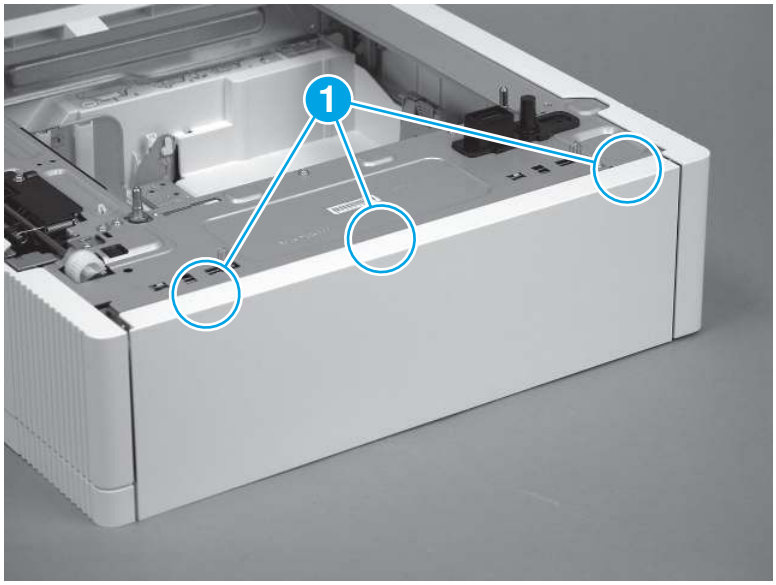
No post service test is available for this assembly.

Remove the rear cover

Follow these steps to remove the rear cover.

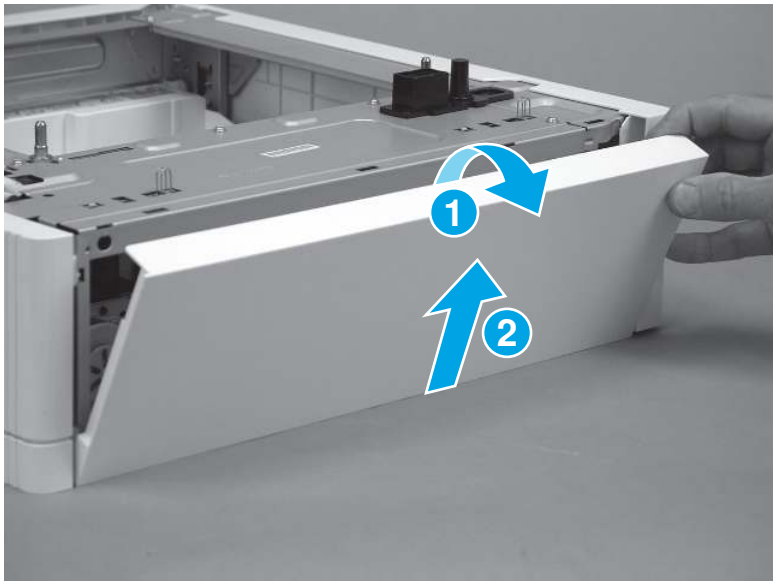
1. Release three tabs (callout 1).

Figure 4-2713 **Release three tabs**



2. Rotate the top of the cover away from the accessory (callout 1), and then lift it up to remove it (callout 2).

Figure 4-2714 Remove the cover



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

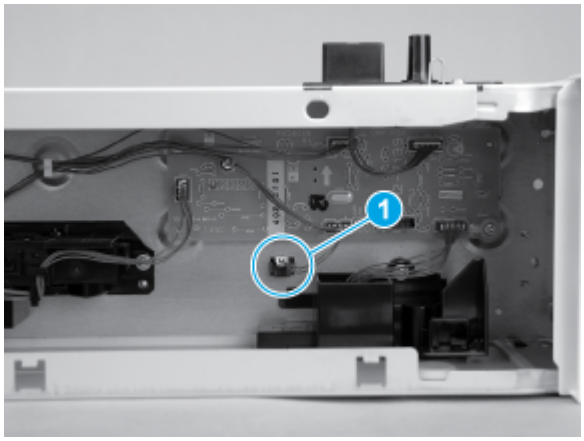
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Remove the switch button (SW12)

Follow these steps to remove the switch button.

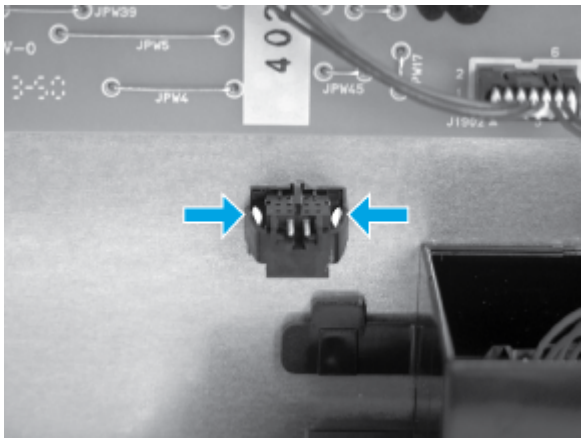
1. Disconnect one connector (callout 1).

Figure 4-2715 Disconnect one connector



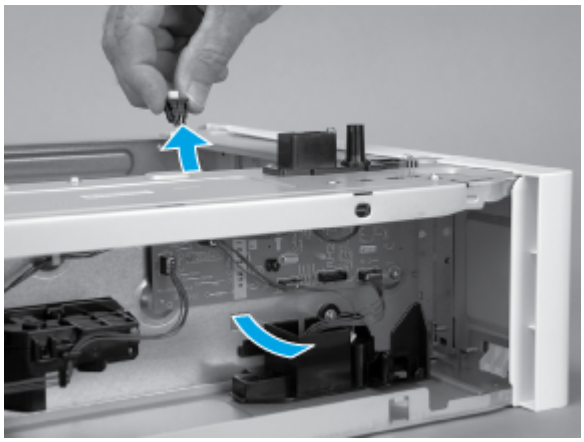
2. Squeeze two tabs to release them, and then push the switch through the opening in the chassis into the tray cavity.

Figure 4-2716 Squeeze two tabs



3. Remove the switch button (SW12).

Figure 4-2717 **Remove the switch button (SW12)**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Drawer connector holder (1x550-sheet paper feeder)

Learn about removing and replacing the drawer connector holder (1x550-sheet paper feeder).

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

> ⚠ **CAUTION:** To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.
>
> If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-97 Part information

Part number	Part description
RC4-1741-000CN	Drawer connector holder (1x550-sheet paper feeder)

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

Removal and replacement: Rear cover (1x550-sheet paper feeder)

Learn about removing and replacing the rear cover (1x550-sheet paper feeder).

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-98 Part information

Part number	Part description
RC4-1792-000CN	Rear cover (1x550-sheet paper feeder)

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

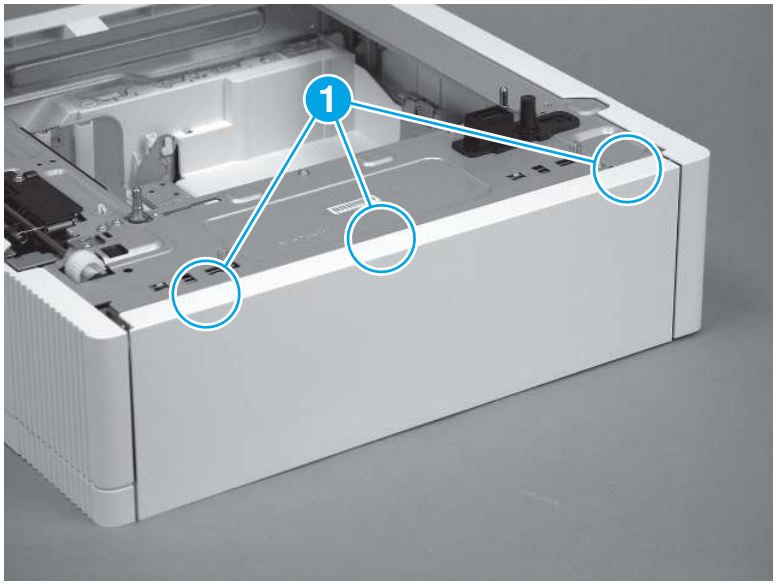
No post service test is available for this assembly.

Remove the rear cover

Follow these steps to remove the rear cover.

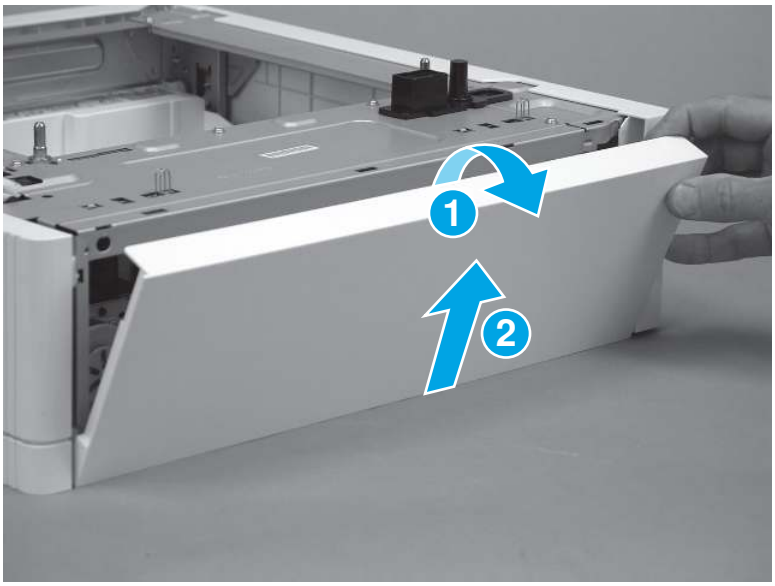
1. Release three tabs (callout 1).

Figure 4-2718 **Release three tabs**



2. Rotate the top of the cover away from the accessory (callout 1), and then lift it up to remove it (callout 2).

Figure 4-2719 **Remove the cover**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

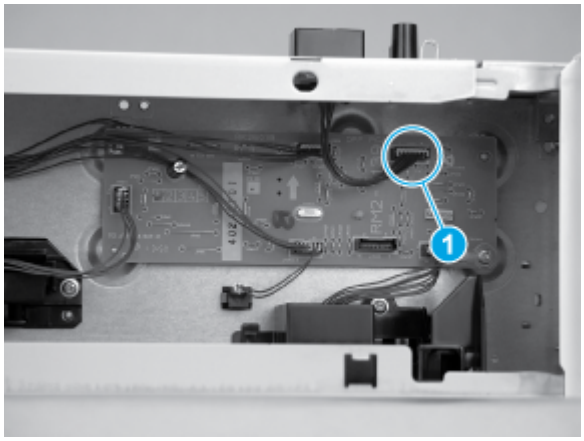
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Remove the drawer connector holder

Follow these steps to remove the drawer connector holder.

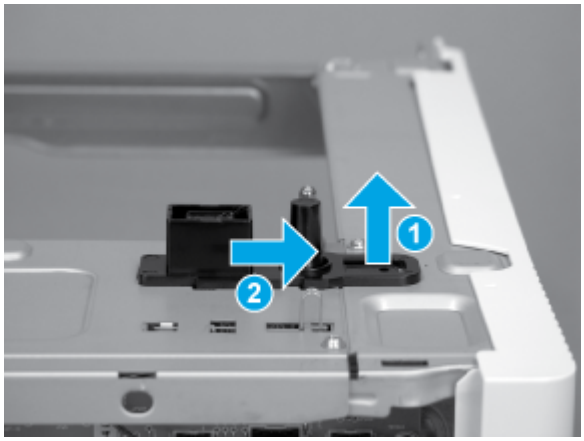
1. Disconnect one connector (callout 1; J901).

Figure 4-2720 **Disconnect one connector**



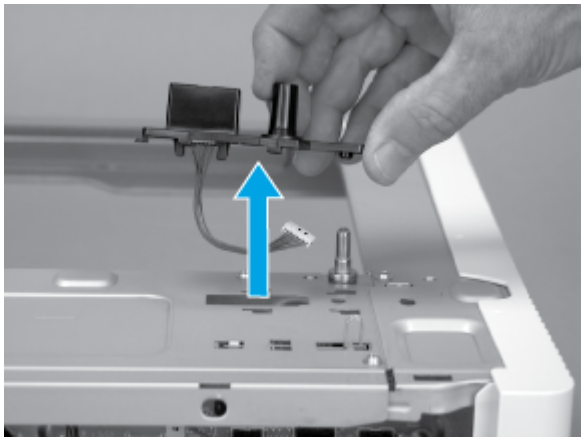
2. Release one tab (callout 1), and then slide the drawer connector holder as shown (callout 2) to release it.

Figure 4-2721 Release one tab



3. Remove the drawer connector holder.

Figure 4-2722 Remove the tray connector



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paper-feeder drive PCA (1x550-sheet paper feeder)

Learn about removing and replacing the paper-feeder drive PCA (1x550-sheet paper feeder).

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-99 Part information

Part number	Part description
RM2-7139-000CN	Paper-feeder drive PCA (1x550-sheet paper feeder)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Removal and replacement: Rear cover (1x550-sheet paper feeder)

Learn about removing and replacing the rear cover (1x550-sheet paper feeder).

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

> ⚠ **CAUTION:** To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.
>
> If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-100 Part information

Part number	Part description
RC4-1792-000CN	Rear cover (1x550-sheet paper feeder)

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

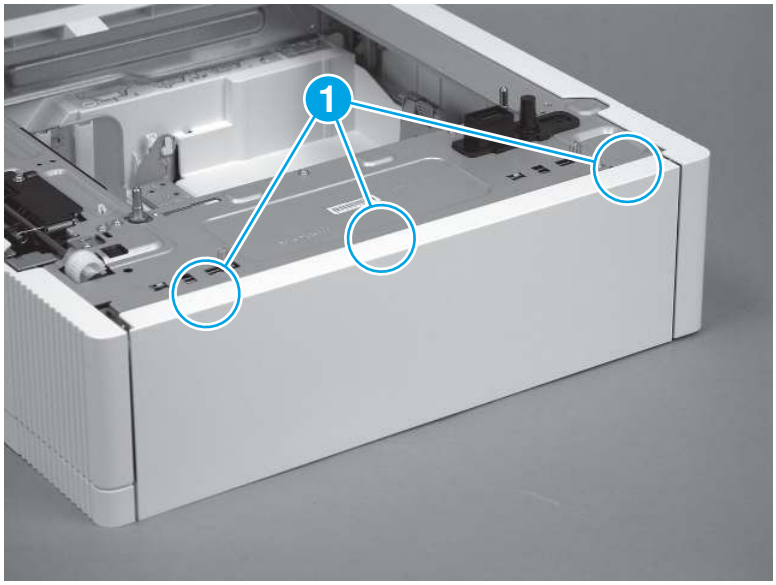
No post service test is available for this assembly.

Remove the rear cover

Follow these steps to remove the rear cover.

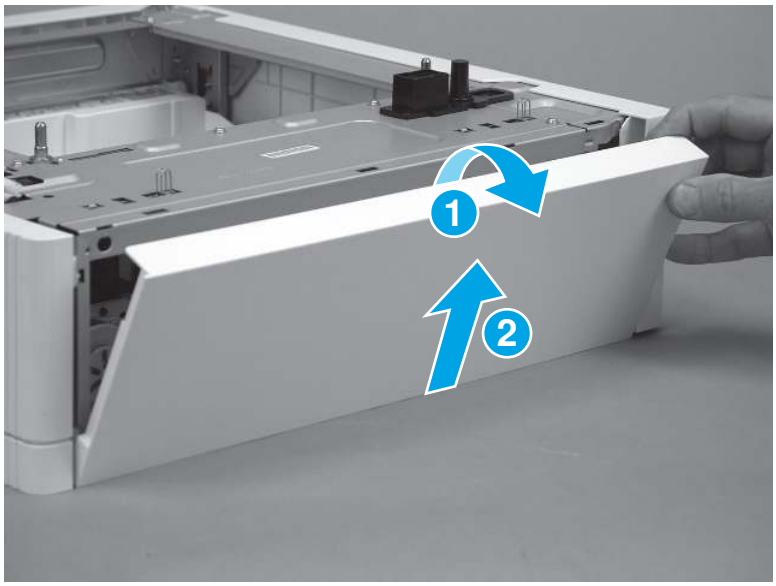
1. Release three tabs (callout 1).

Figure 4-2723 **Release three tabs**



2. Rotate the top of the cover away from the accessory (callout 1), and then lift it up to remove it (callout 2).

Figure 4-2724 **Remove the cover**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

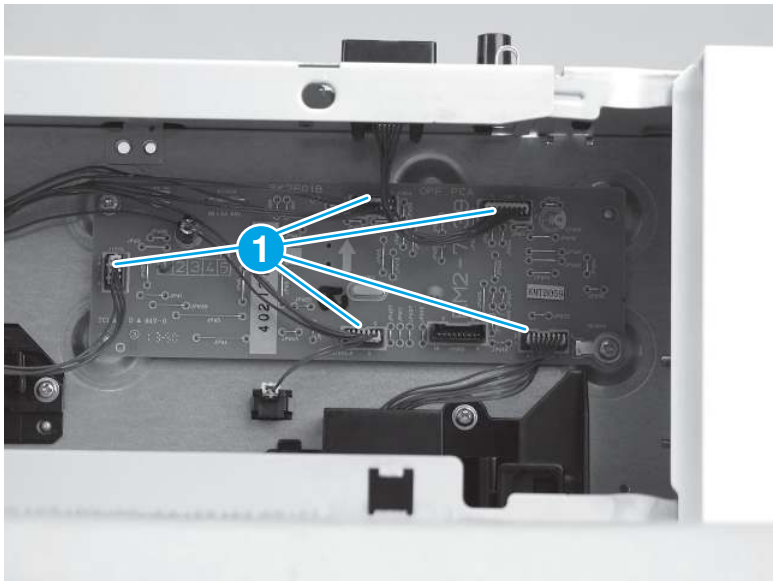
Remove the paper-feeder drive PCA

Follow these steps to remove the paper-feeder drive PCA.

1. Disconnect 5 connectors (callout 1).

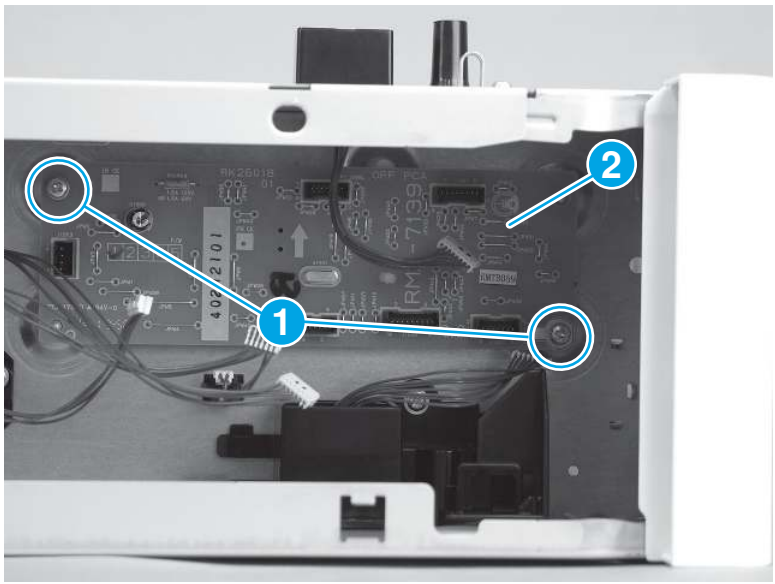
NOTE: The J908 connector is empty.

Figure 4-2725 Disconnect all of the connectors



2. Remove two screws (callout 1), and then remove the paper-feeder drive PCA (callout 2).

Figure 4-2726 Remove the PCA



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paper-feed assembly (1x550-sheet paper feeder)

Learn about removing and replacing the paper-feed assembly (1x550-sheet paper feeder).

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-101 Part information

Part number	Part description
RM2-5145-000CN	Paper-feed assembly (1x550-sheet paper feeder)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length
- Small flat-blade screwdriver

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

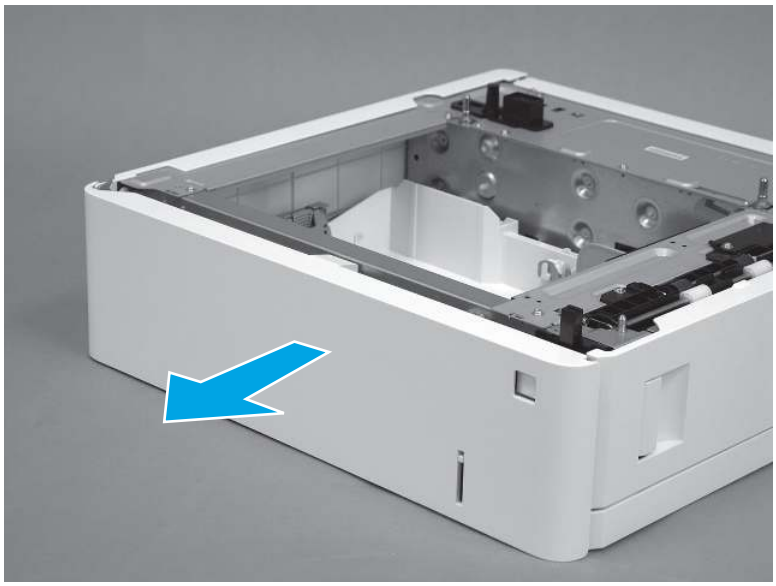
Print any pages necessary to make sure the printer is functioning correctly.

Remove the tray

Follow these steps to remove Tray 3, Tray 4, or Tray 5.

1. Pull the tray out until it stops.

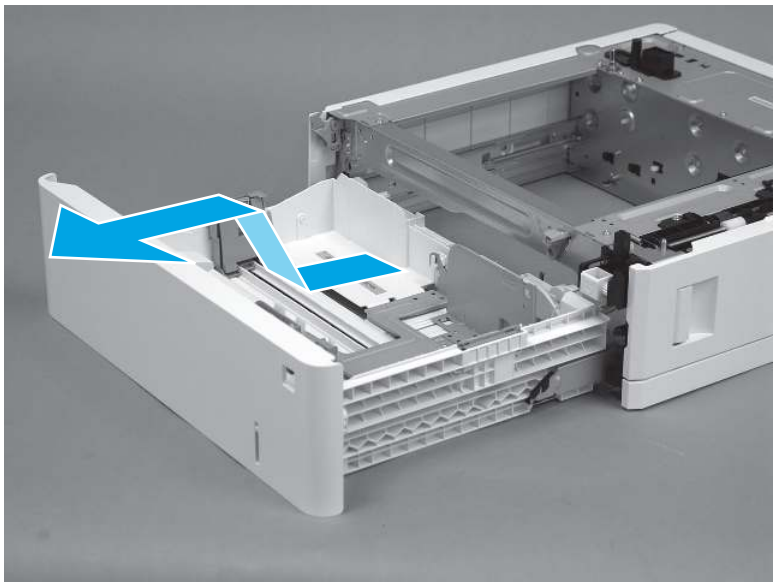
   Figure 4-2727 **Pull the tray out**

2. Lift the front of the tray, and then pull it out of the printer to remove it.

NOTE: **For a replacement tray:** If the tray has Fixed Tray Guides installed and are still required, move hardware to new tray. If necessary, order new kit: 3GY25-67901 Kit - Fixed Tray Guide. Only one kit required per engine.

Figure 4-2728 Remove the tray



Removal and replacement: Rear cover (1x550-sheet paper feeder)

Learn about removing and replacing the rear cover (1x550-sheet paper feeder).

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

⚠ CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-102 Part information

Part number	Part description
RC4-1792-000CN	Rear cover (1x550-sheet paper feeder)

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

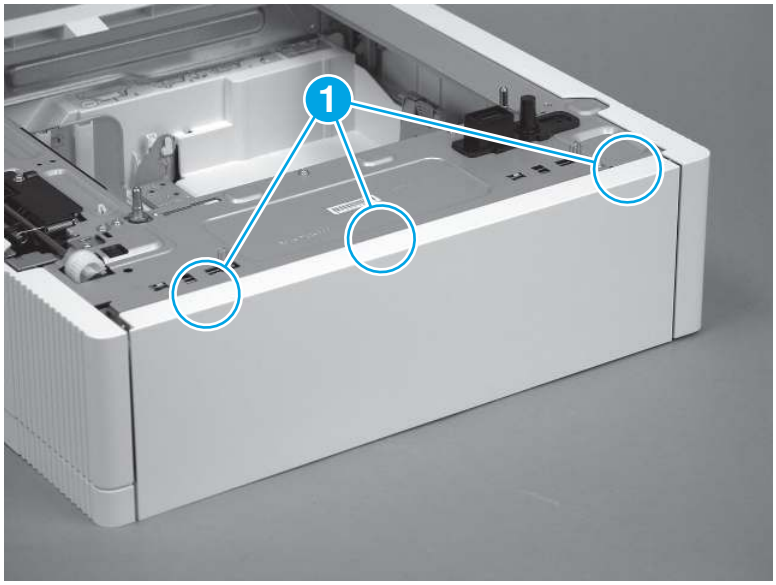
No post service test is available for this assembly.

Remove the rear cover

Follow these steps to remove the rear cover.

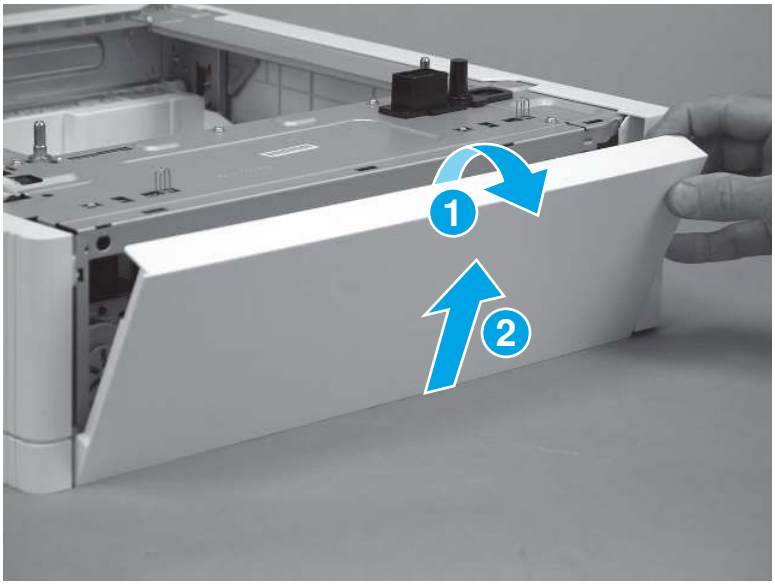
1. Release three tabs (callout 1).

Figure 4-2729 **Release three tabs**



2. Rotate the top of the cover away from the accessory (callout 1), and then lift it up to remove it (callout 2).

Figure 4-2730 Remove the cover



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

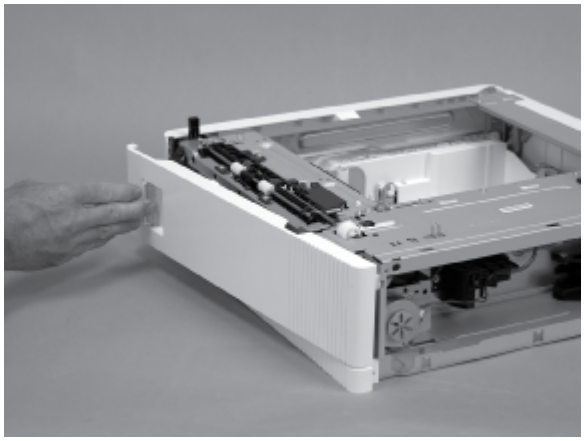
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Remove the right door

Follow these steps to remove the right door.

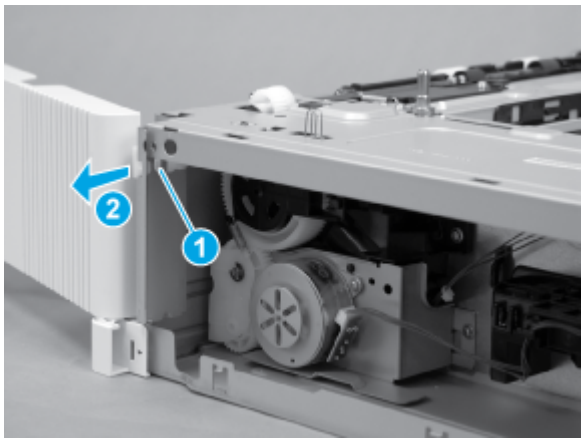
1. Open the door.

Figure 4-2731 Open the door



2. Release one tab (callout 1), and then slide the door-hinge bracket away from the chassis (callout 2) to release it.

Figure 4-2732 Release the hinge bracket

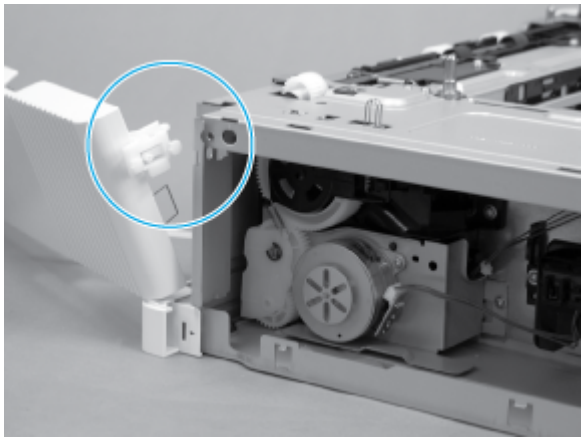


3. Remove the door-hinge bracket from the chassis.

CAUTION: The door is still attached to the accessory by the door link. Do not attempt to completely remove the door.

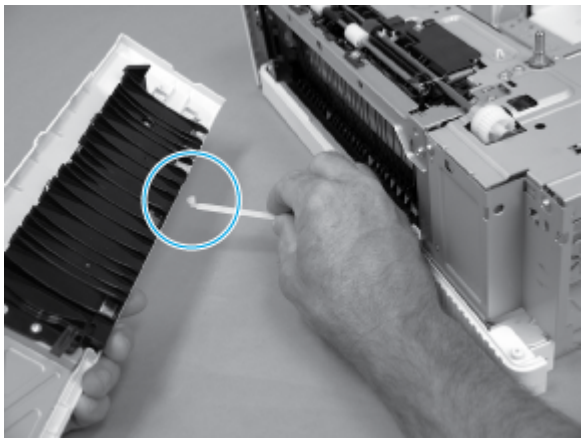
The door hinge bracket is not captive. Do not lose it when handling the door.

Figure 4-2733 Remove the hinge bracket



4. Release the door link from the slot in the door to remove the right door.

Figure 4-2734 Release the hinge bracket

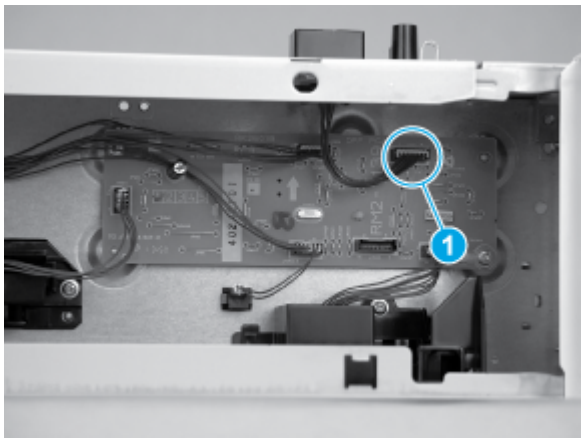


Remove the drawer connector holder

Follow these steps to remove the drawer connector holder.

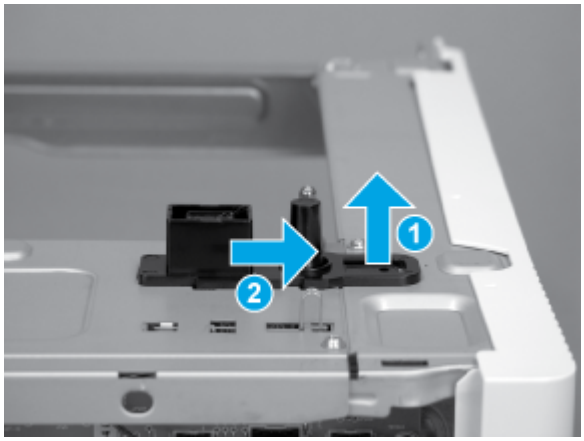
1. Disconnect one connector (callout 1; J901).

Figure 4-2735 Disconnect one connector



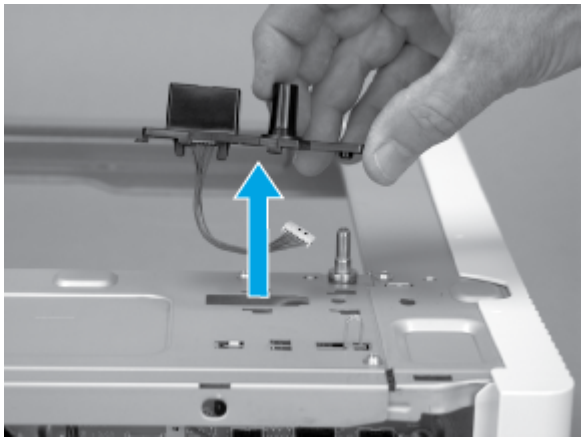
2. Release one tab (callout 1), and then slide the drawer connector holder as shown (callout 2) to release it.

Figure 4-2736 Release one tab



3. Remove the drawer connector holder.

Figure 4-2737 Remove the tray connector

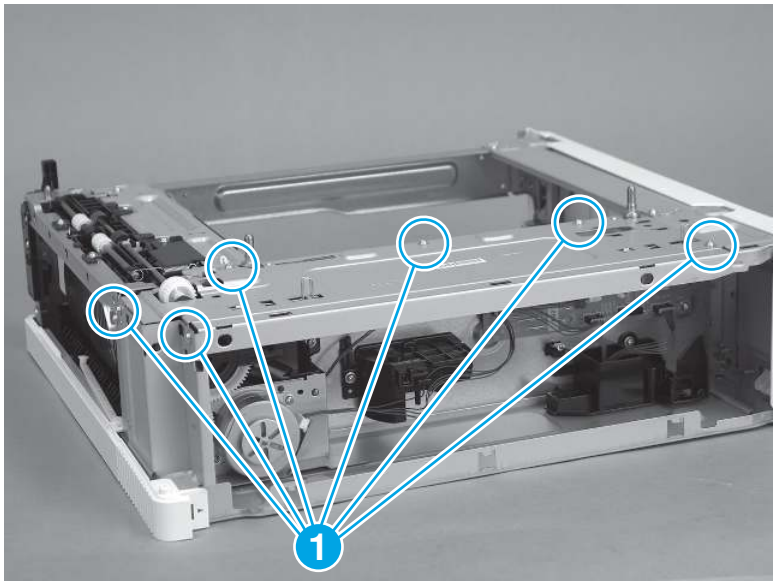


Remove the paper feed assembly

Follow these steps to remove the paper feed assembly.

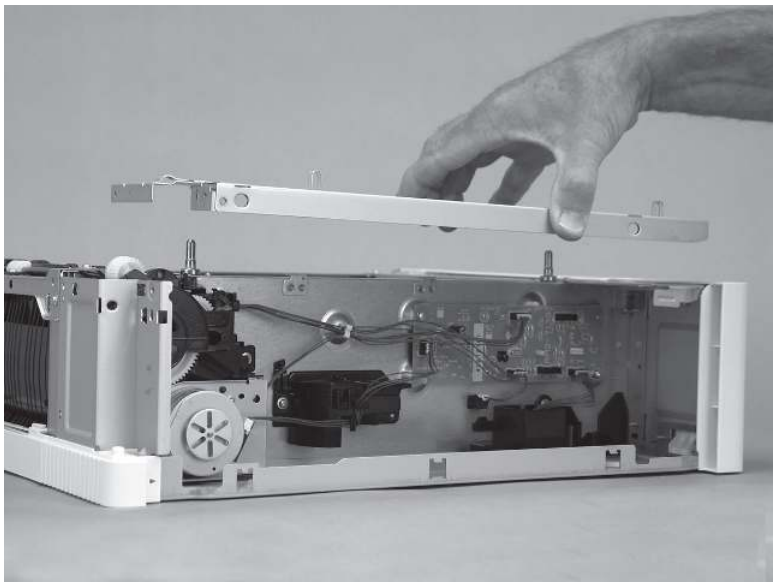
1. Remove six screws (callout 1).

Figure 4-2738 **Remove six screws**



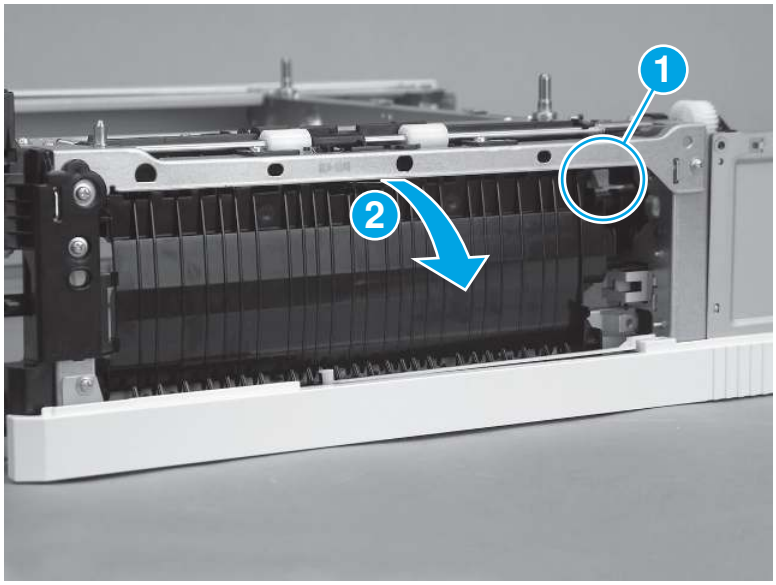
2. Remove the sheet-metal plate.

Figure 4-2739 **Remove the sheet-metal plate**



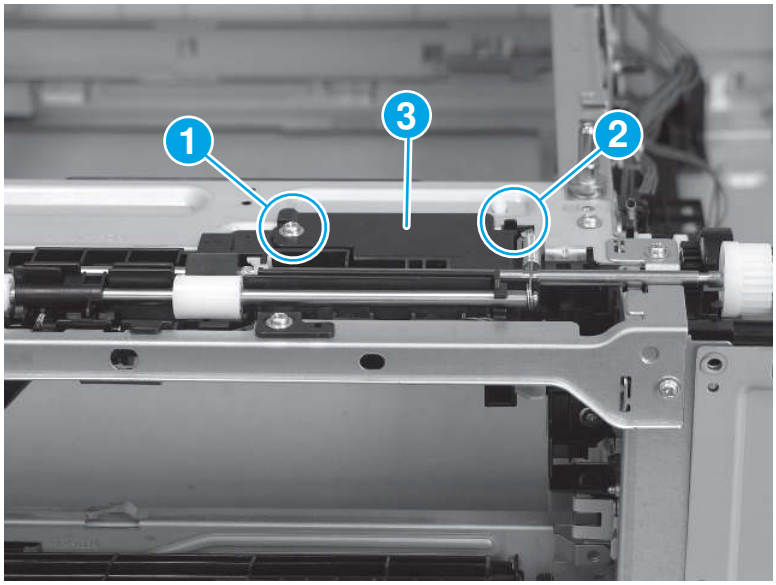
3. Release the green jam handle (callout 1), and then rotate the paper feed guide down (callout 2) and out of the way.

Figure 4-2740 Release the paper feed guide



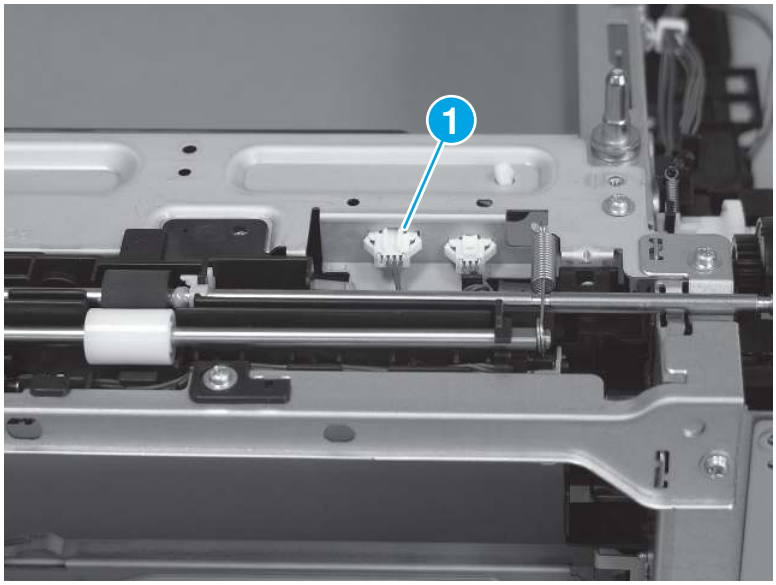
4. Remove one screw (callout 1), release one tab (callout 2), and then remove the cover (callout 3).

Figure 4-2741 Remove the cover



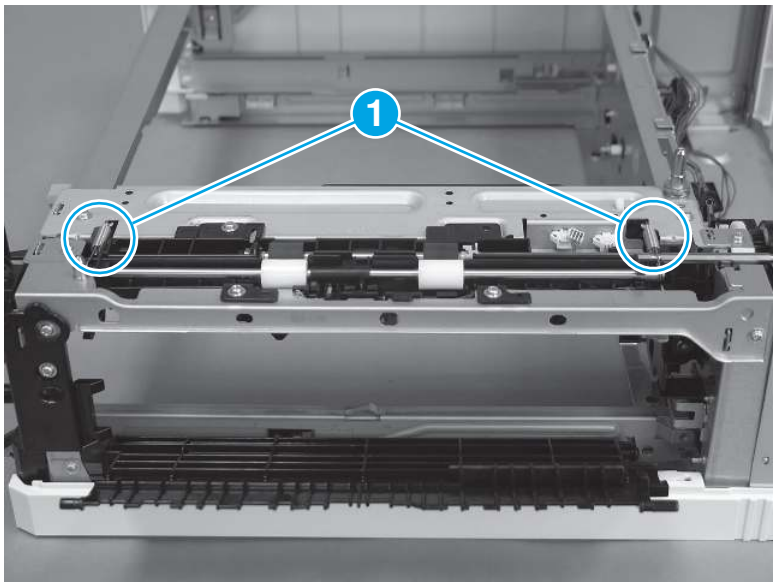
5. Disconnect one connector (callout 1).

Figure 4-2742 **Disconnect one connector**



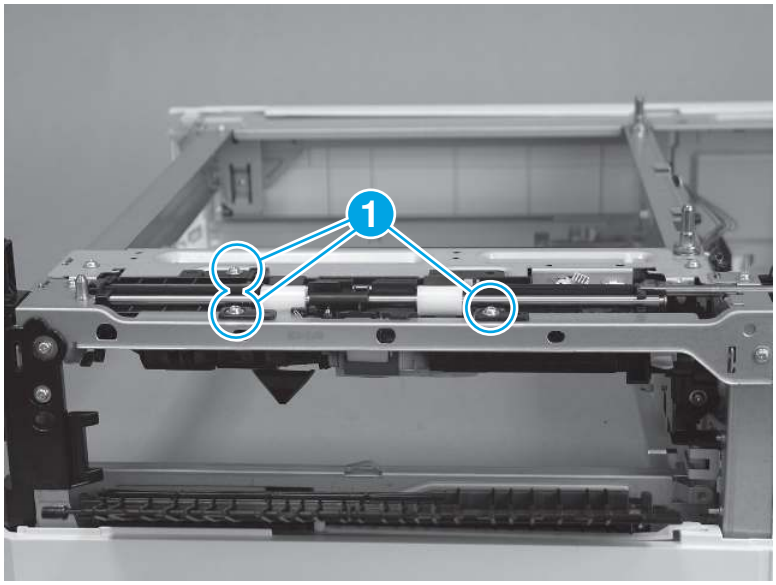
6. Remove two springs (callout 1).

Figure 4-2743 **Remove two springs**



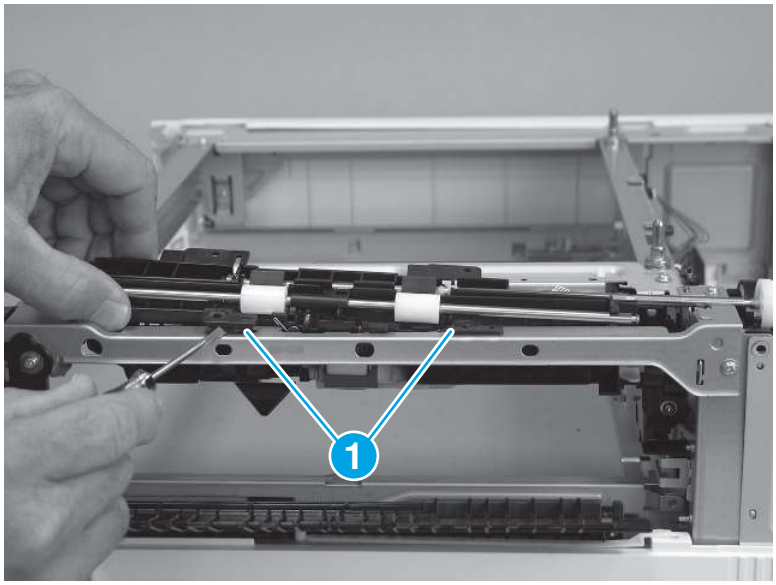
7. Remove three screws (callout 1).

Figure 4-2744 Remove three screws



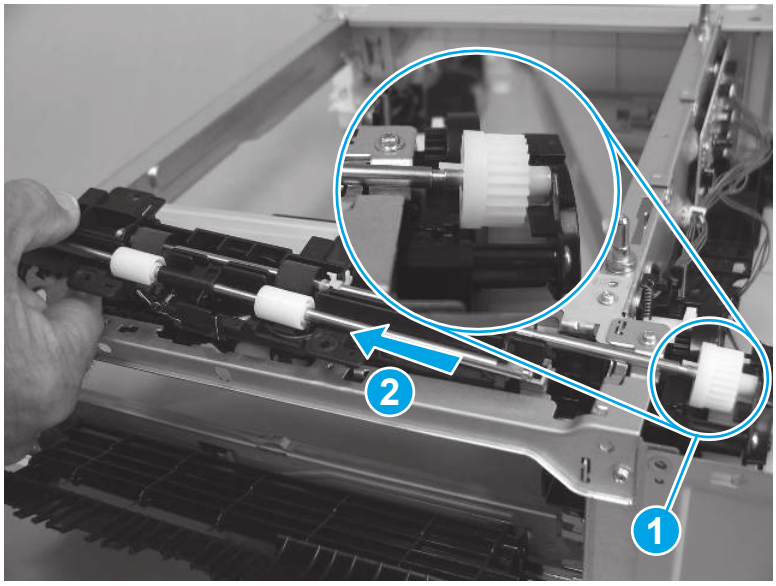
8. Slightly raise the tray end of the assembly, and then release two alignment pins (callout 1).

Figure 4-2745 Release two alignment pins



9. Release one tab on the gear (callout 1), slide the assembly away (callout 2) from the lifter drive assembly to release the shaft from the gear, and then remove the paper feed assembly.

Figure 4-2746 **Remove the paper feed assembly**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paper pickup assembly (1x550-sheet paper feeder)

Learn about removing and replacing the paper pickup assembly (1x550-sheet paper feeder).

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-103 Part information

Part number	Part description
RM2-5154-000CN	Paper pickup assembly (1x550-sheet paper feeder) NOTE: The tray pickup and separation roller assembly is included with the paper pickup assembly.

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length
- Small flat-blade screwdriver

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

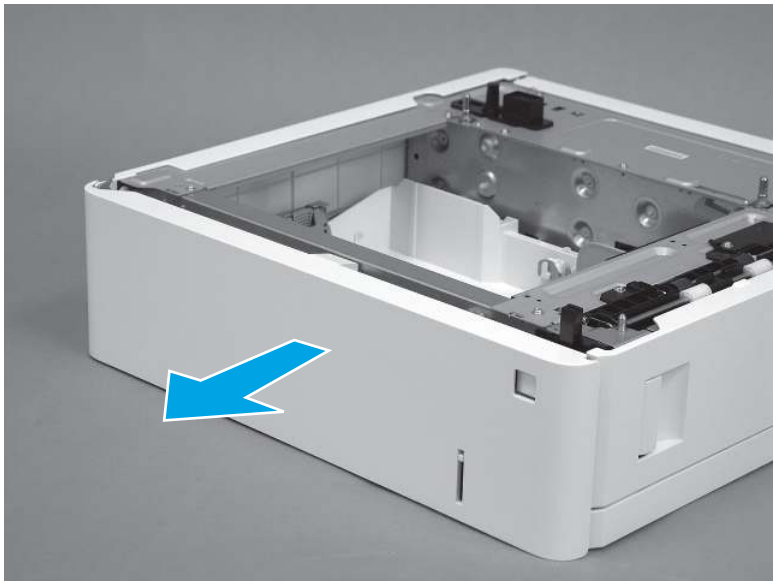
Print any pages necessary to make sure the printer is functioning correctly.

Remove the tray

Follow these steps to remove Tray 3, Tray 4, or Tray 5.

1. Pull the tray out until it stops.

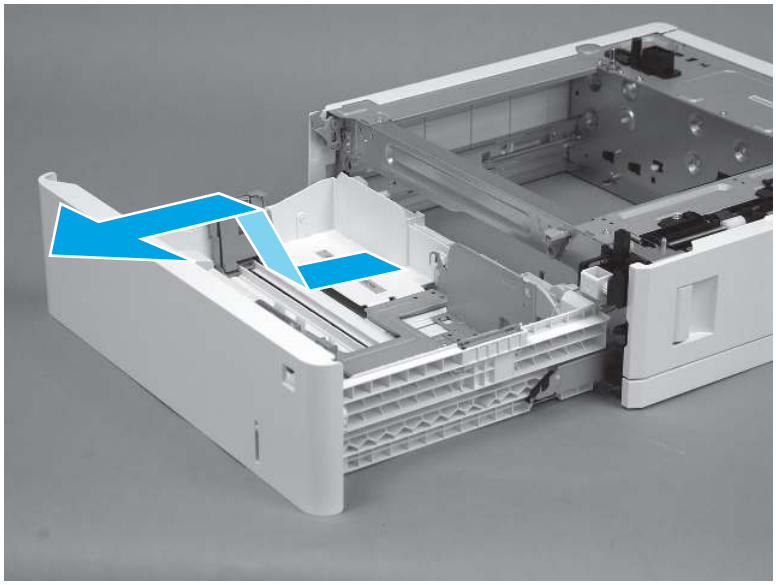
Figure 4-2747 **Pull the tray out**



2. Lift the front of the tray, and then pull it out of the printer to remove it.

NOTE: **For a replacement tray:** If the tray has Fixed Tray Guides installed and are still required, move hardware to new tray. If necessary, order new kit: 3GY25-67901 Kit - Fixed Tray Guide. Only one kit required per engine.

Figure 4-2748 **Remove the tray**



Removal and replacement: Rear cover (1x550-sheet paper feeder)

Learn about removing and replacing the rear cover (1x550-sheet paper feeder).

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

⚠ **CAUTION:** To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-104 Part information

Part number	Part description
RC4-1792-000CN	Rear cover (1x550-sheet paper feeder)

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

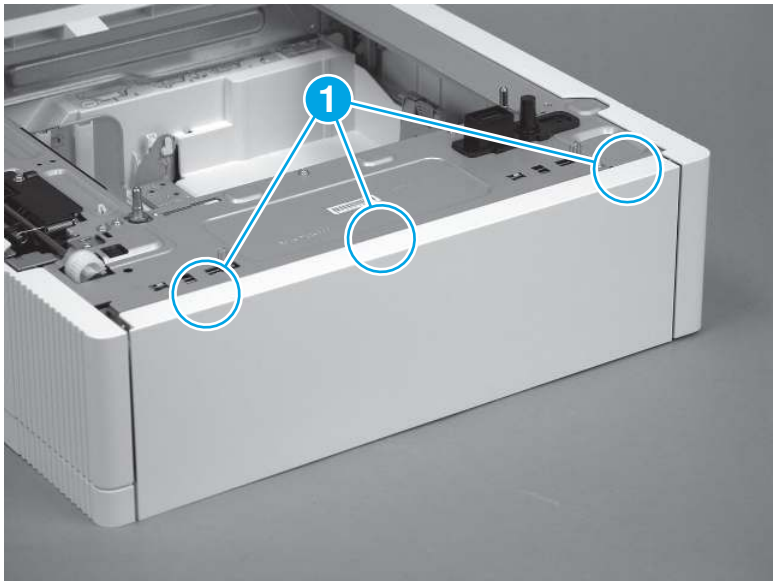
No post service test is available for this assembly.

Remove the rear cover

Follow these steps to remove the rear cover.

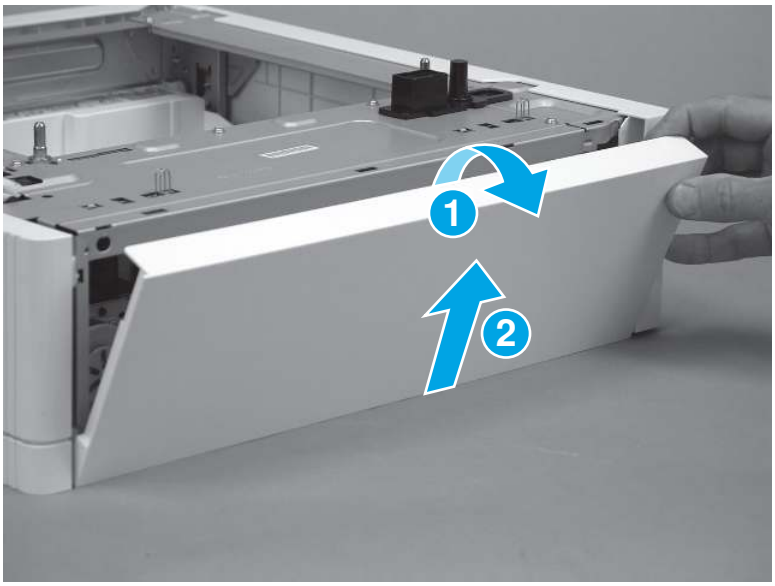
1. Release three tabs (callout 1).

Figure 4-2749 **Release three tabs**



2. Rotate the top of the cover away from the accessory (callout 1), and then lift it up to remove it (callout 2).

Figure 4-2750 **Remove the cover**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

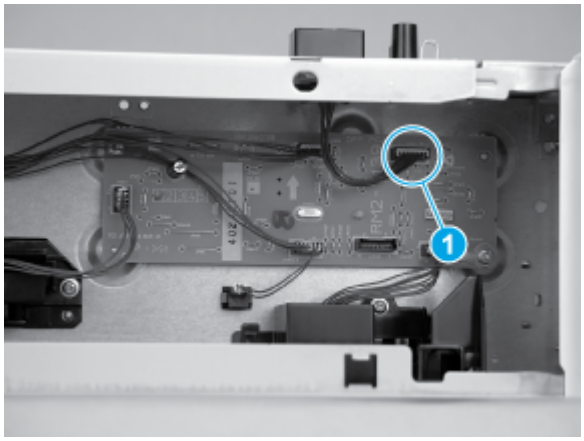
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Remove the drawer connector holder

Follow these steps to remove the drawer connector holder.

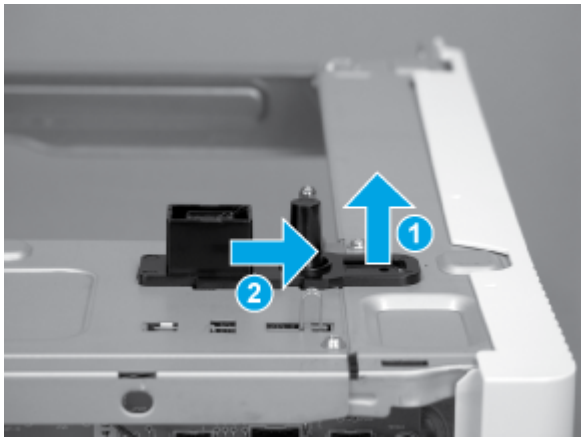
1. Disconnect one connector (callout 1; J901).

Figure 4-2751 Disconnect one connector



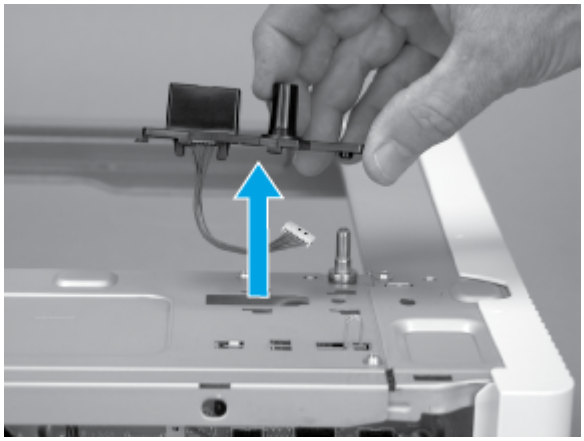
2. Release one tab (callout 1), and then slide the drawer connector holder as shown (callout 2) to release it.

Figure 4-2752 Release one tab



3. Remove the drawer connector holder.

Figure 4-2753 Remove the tray connector

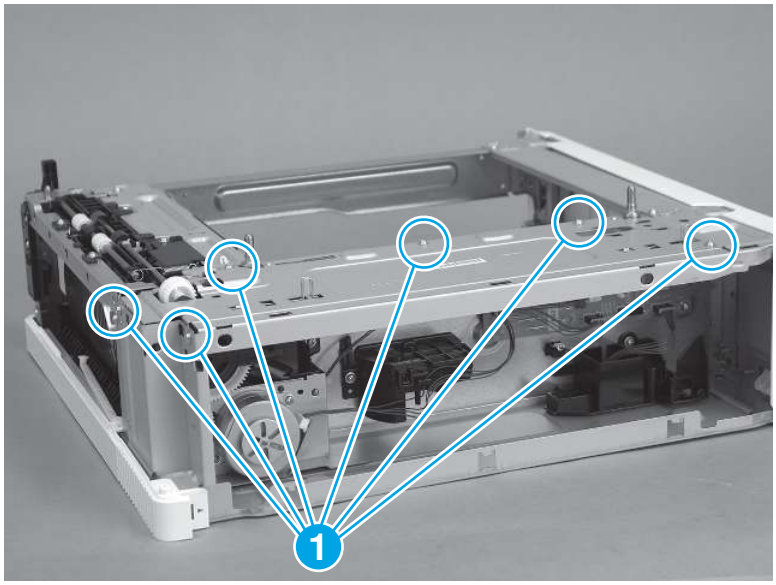


Remove the paper feed assembly

Follow these steps to remove the paper feed assembly.

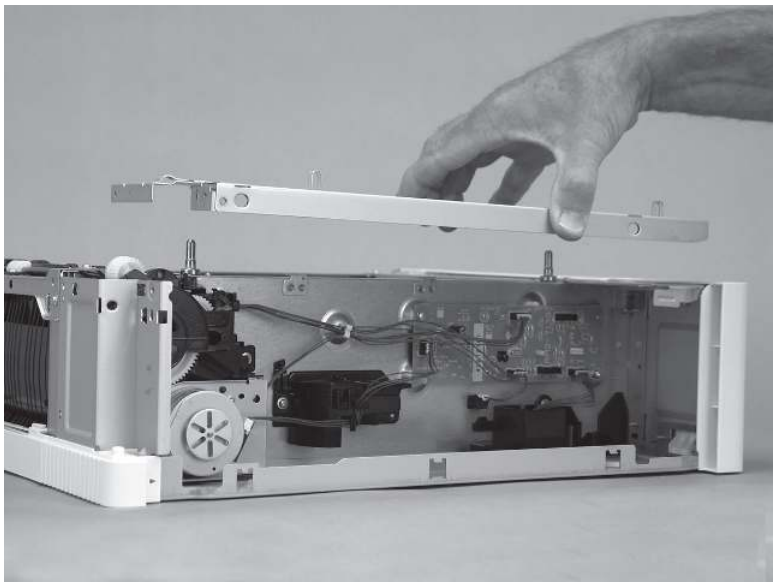
1. Remove six screws (callout 1).

Figure 4-2754 Remove six screws



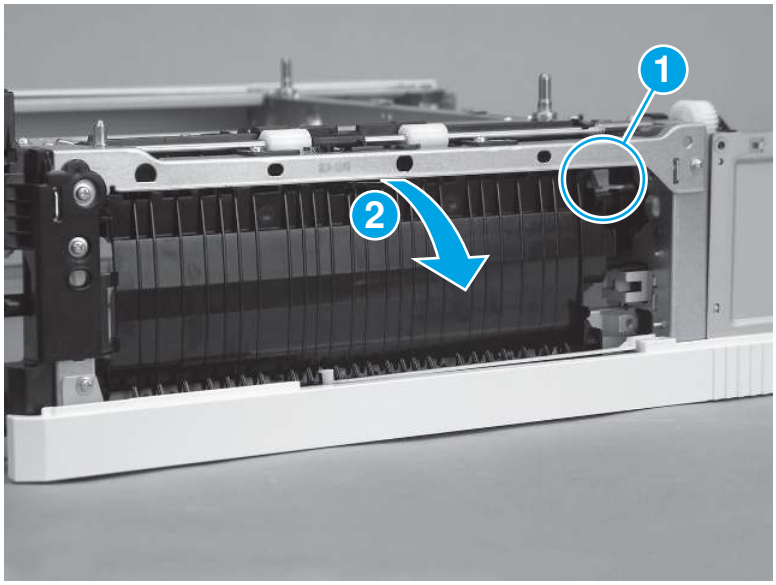
2. Remove the sheet-metal plate.

Figure 4-2755 Remove the sheet-metal plate



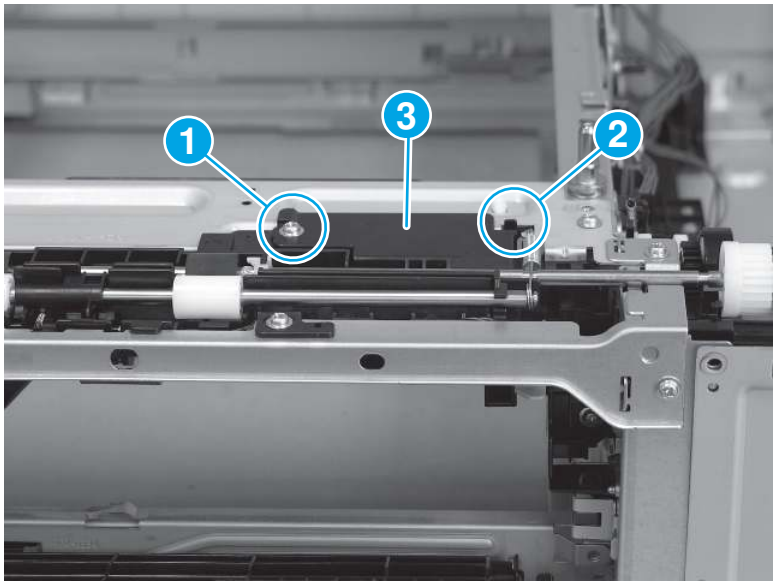
3. Release the green jam handle (callout 1), and then rotate the paper feed guide down (callout 2) and out of the way.

Figure 4-2756 **Release the paper feed guide**



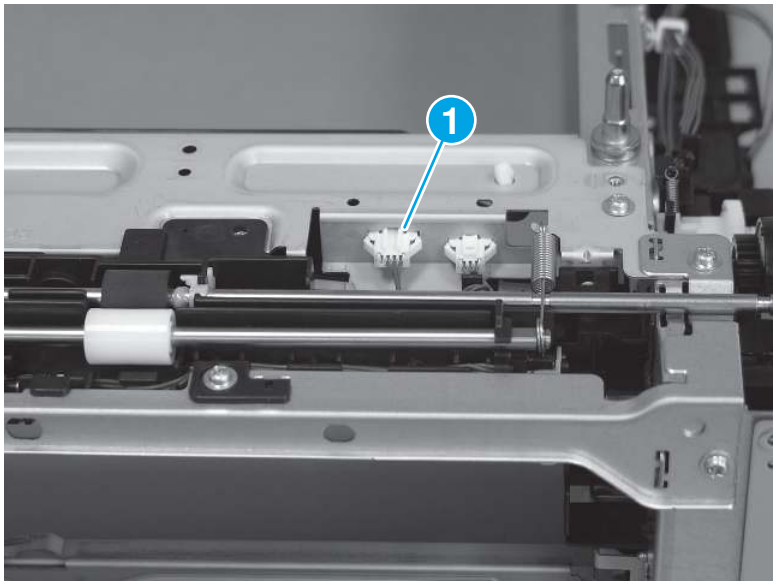
4. Remove one screw (callout 1), release one tab (callout 2), and then remove the cover (callout 3).

Figure 4-2757 **Remove the cover**



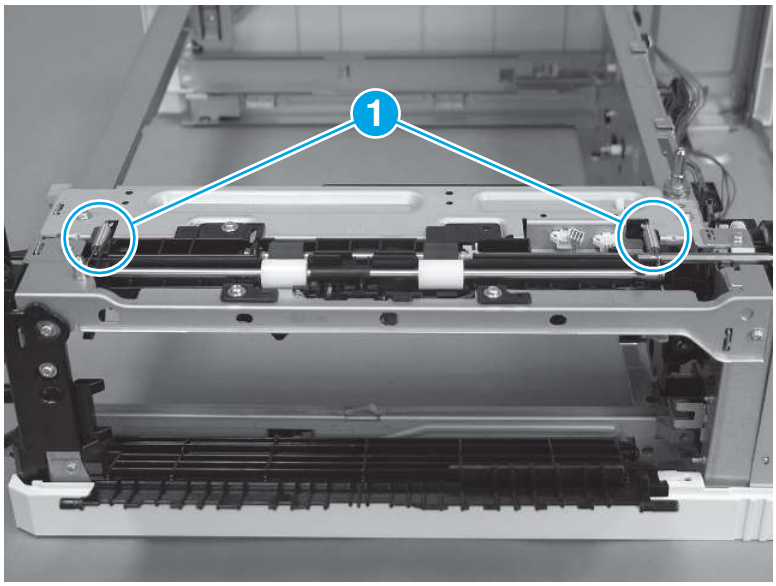
5. Disconnect one connector (callout 1).

Figure 4-2758 Disconnect one connector



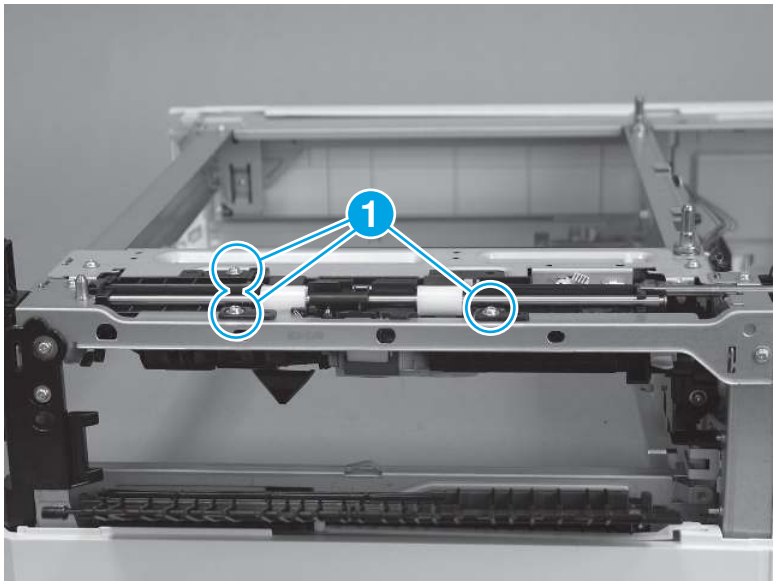
6. Remove two springs (callout 1).

Figure 4-2759 Remove two springs



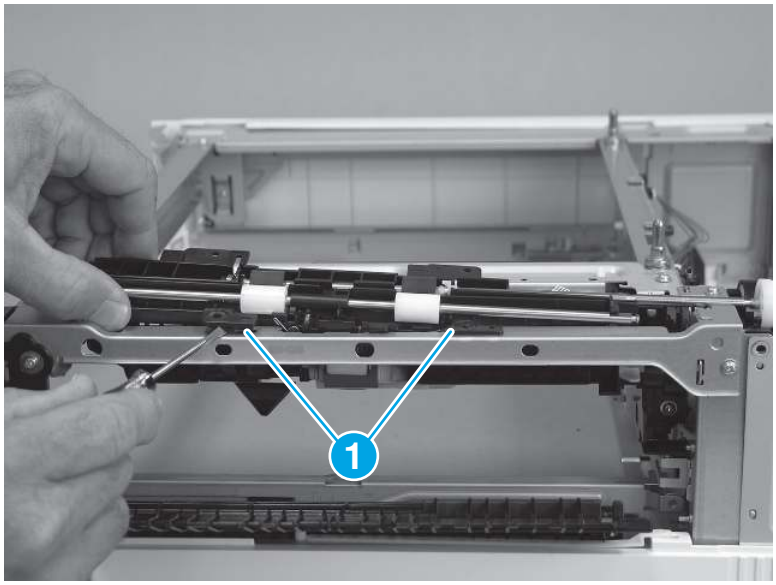
7. Remove three screws (callout 1).

Figure 4-2760 Remove three screws



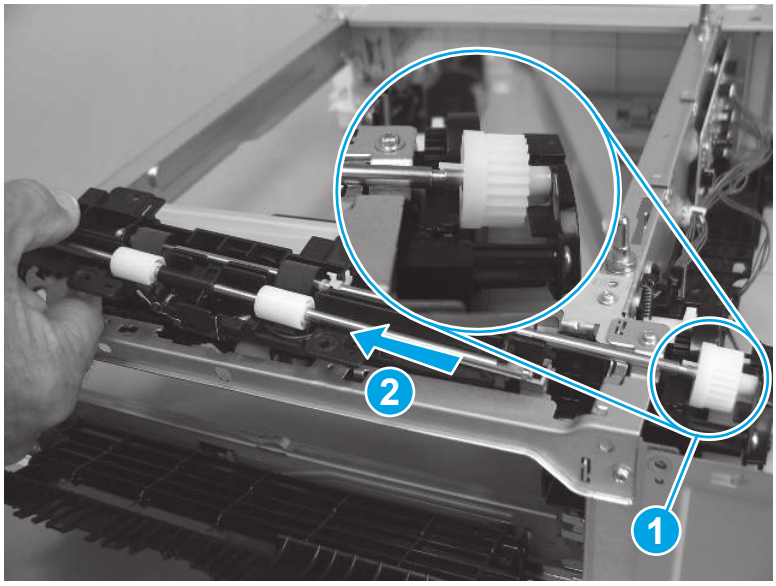
8. Slightly raise the tray end of the assembly, and then release two alignment pins (callout 1).

Figure 4-2761 Release two alignment pins



9. Release one tab on the gear (callout 1), slide the assembly away (callout 2) from the lifter drive assembly to release the shaft from the gear, and then remove the paper feed assembly.

Figure 4-2762 Remove the paper feed assembly

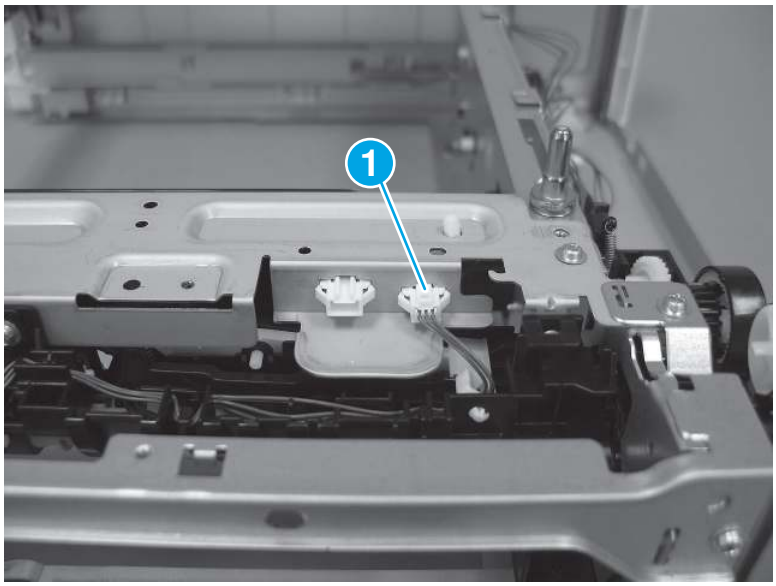


Remove the paper pickup assembly

Follow these steps to remove the paper pickup assembly.

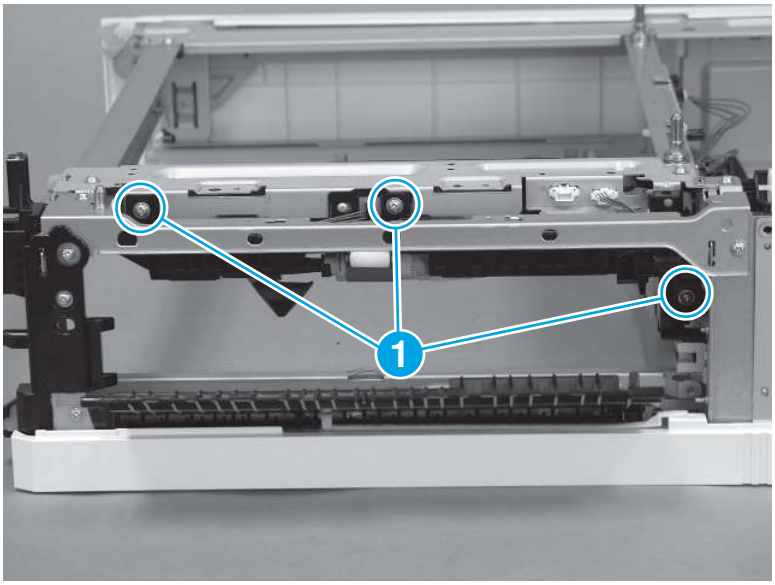
1. Disconnect one connector (callout 1).

Figure 4-2763 Disconnect one connector



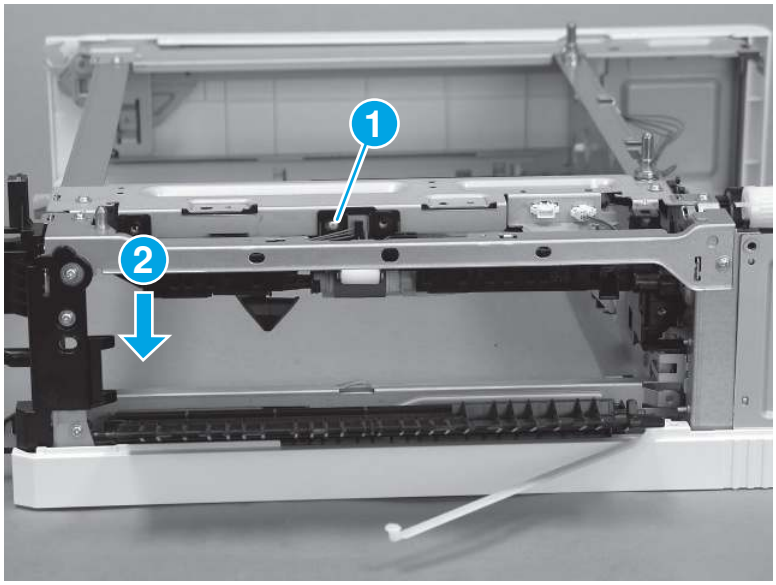
2. Remove three screws (callout 1).

Figure 4-2764 Remove three screws



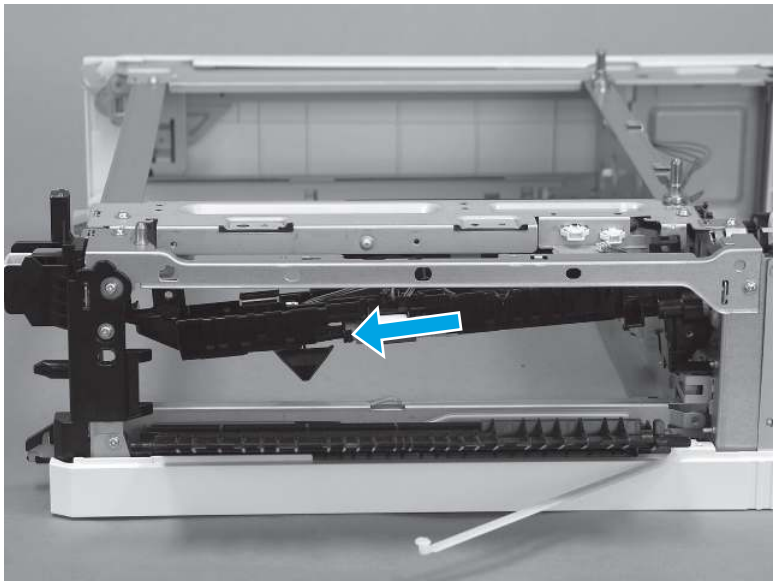
3. Release one alignment pins (callout 1), and then lower the left end of the assembly (callout 2)—the end near the tray cavity.

Figure 4-2765 Lower the end of the assembly



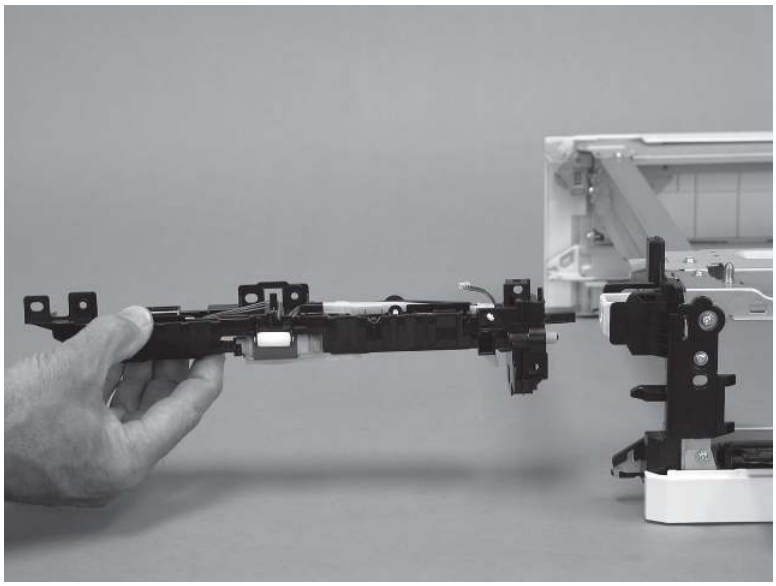
4. Slide the paper pickup assembly to the left to release it from the drive gear on the lifter drive assembly.

Figure 4-2766 **Release the assembly from the drive gear**



5. Remove the paper pickup assembly through the tray cavity.

Figure 4-2767 **Remove the assembly**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Feeder drive assembly (1x550-sheet paper feeder)

Learn about removing and replacing the feeder drive assembly (1x550-sheet paper feeder).

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-105 Part information

Part number	Part description
RM2-5148-000CN	Feeder drive assembly (1x550-sheet paper feeder)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length
- Small flat-blade screwdriver

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

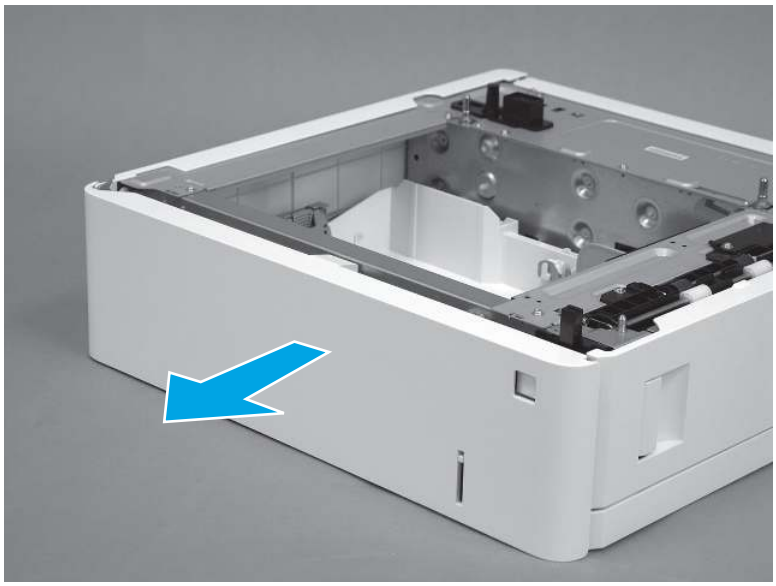
Print any pages necessary to make sure the printer is functioning correctly.

Remove the tray

Follow these steps to remove Tray 3, Tray 4, or Tray 5.

1. Pull the tray out until it stops.

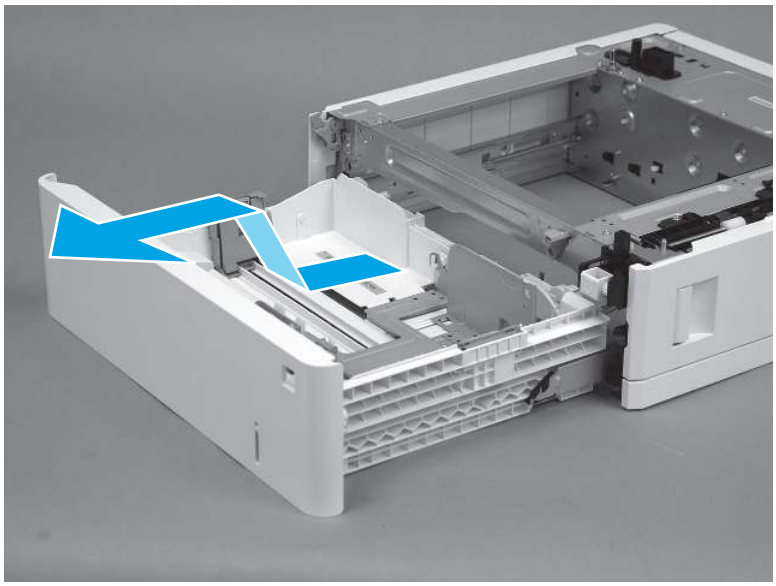
   Figure 4-2768 **Pull the tray out**

2. Lift the front of the tray, and then pull it out of the printer to remove it.

NOTE: **For a replacement tray:** If the tray has Fixed Tray Guides installed and are still required, move hardware to new tray. If necessary, order new kit: 3GY25-67901 Kit - Fixed Tray Guide. Only one kit required per engine.

Figure 4-2769 Remove the tray



Removal and replacement: Rear cover (1x550-sheet paper feeder)

Learn about removing and replacing the rear cover (1x550-sheet paper feeder).

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

⚠ CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-106 Part information

Part number	Part description
RC4-1792-000CN	Rear cover (1x550-sheet paper feeder)

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

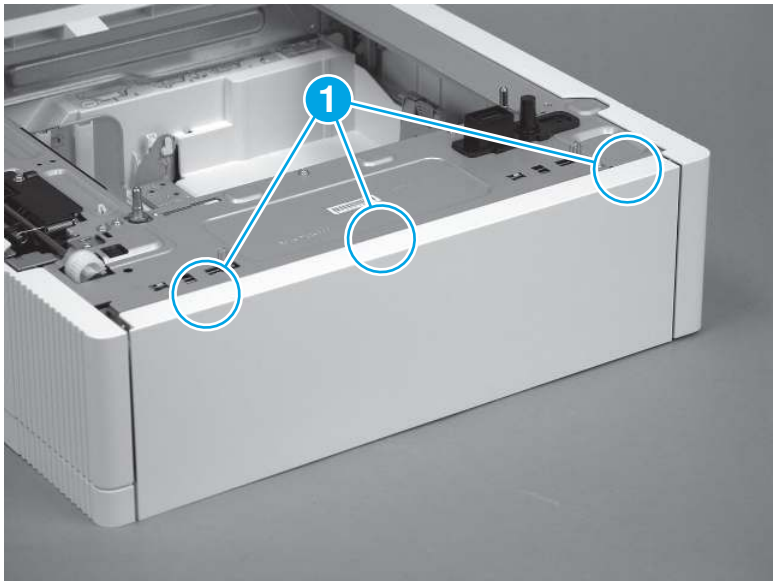
No post service test is available for this assembly.

Remove the rear cover

Follow these steps to remove the rear cover.

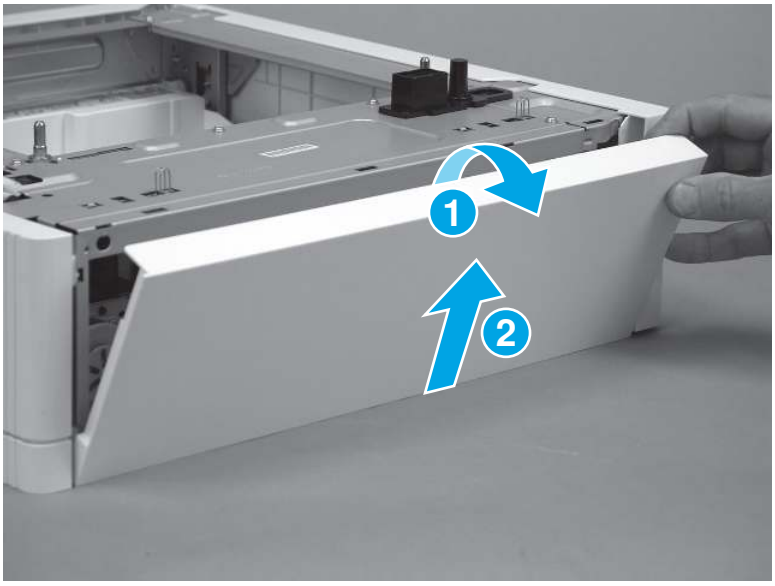
1. Release three tabs (callout 1).

Figure 4-2770 **Release three tabs**



2. Rotate the top of the cover away from the accessory (callout 1), and then lift it up to remove it (callout 2).

Figure 4-2771 Remove the cover



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

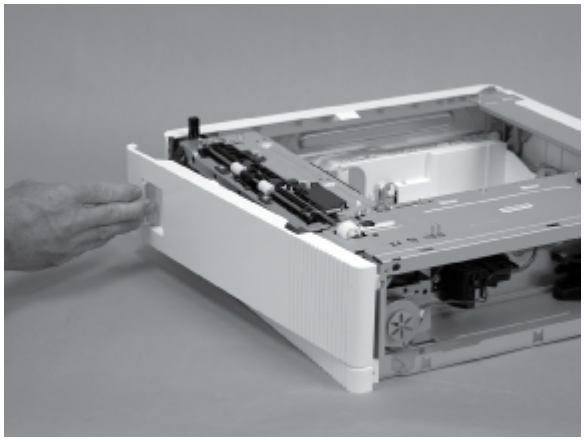
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Remove the right door

Follow these steps to remove the right door.

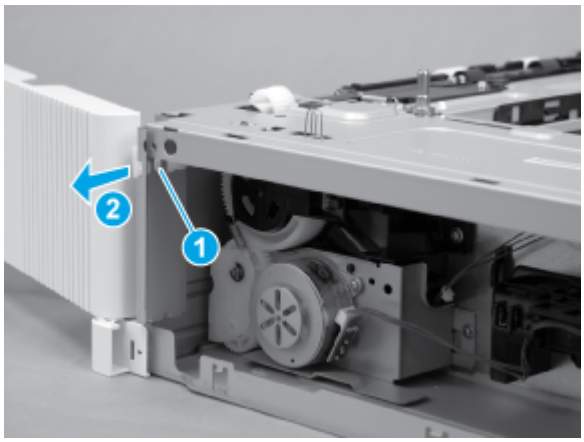
1. Open the door.

Figure 4-2772 Open the door



2. Release one tab (callout 1), and then slide the door-hinge bracket away from the chassis (callout 2) to release it.

Figure 4-2773 Release the hinge bracket

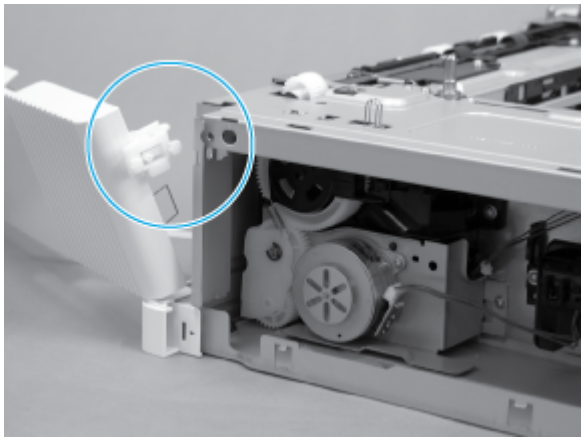


3. Remove the door-hinge bracket from the chassis.

CAUTION: The door is still attached to the accessory by the door link. Do not attempt to completely remove the door.

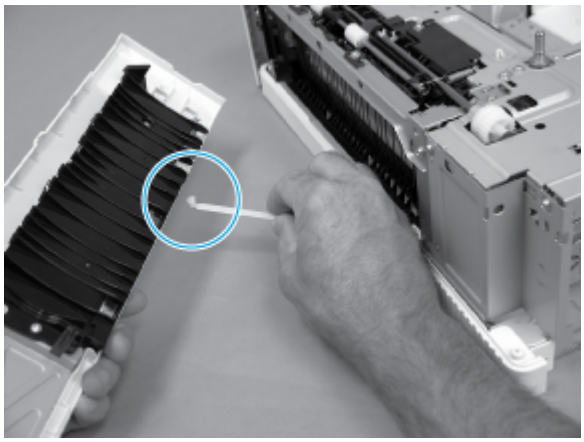
The door hinge bracket is not captive. Do not lose it when handling the door.

Figure 4-2774 Remove the hinge bracket



4. Release the door link from the slot in the door to remove the right door.

Figure 4-2775 Release the hinge bracket

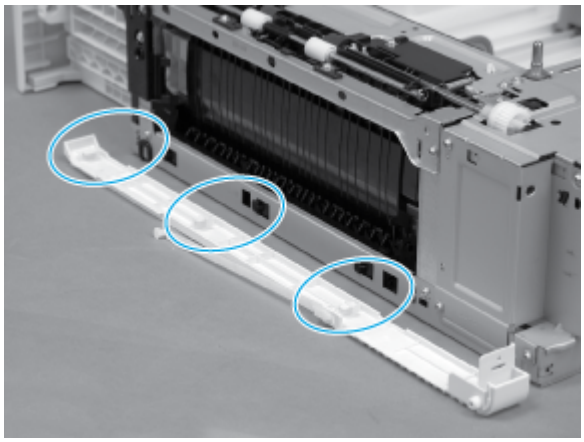


Remove the right-lower cover

Follow these steps to remove the right-lower cover.

1. Before proceeding, take note of the location of the three mounting tabs on the back side of the cover.

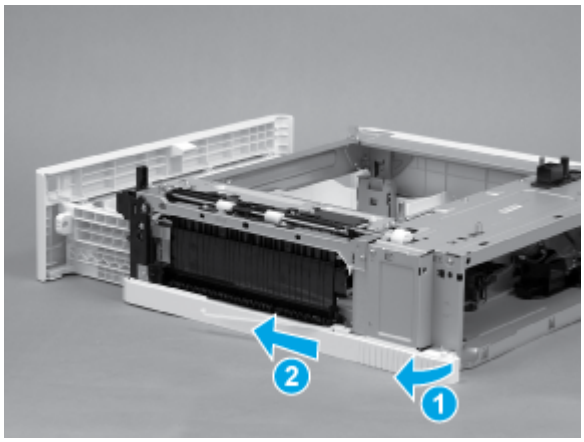
Figure 4-2776 Cover mounting tabs



2. Partially open the tray, slightly flex the end of the cover away from the accessory (callout 1), and then slide it towards the front of the accessory (callout 2) to release it.

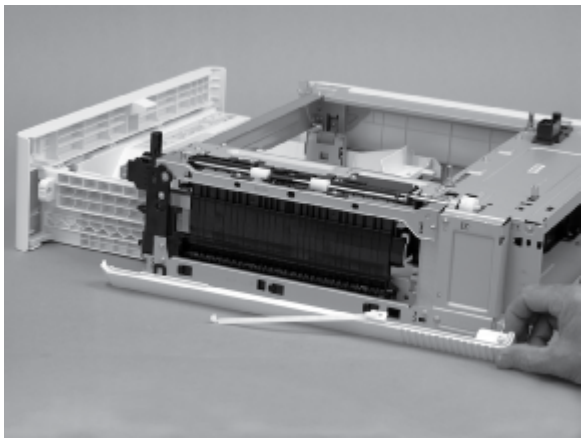
⚠ CAUTION: The three mounting tabs on the back side of the cover are easily damaged. Do not over flex the end of the cover when it is released. Push in on the middle tab to protect it when removing the cover.

Figure 4-2777 Release the cover



3. Remove the right-lower cover.

Figure 4-2778 Remove the cover

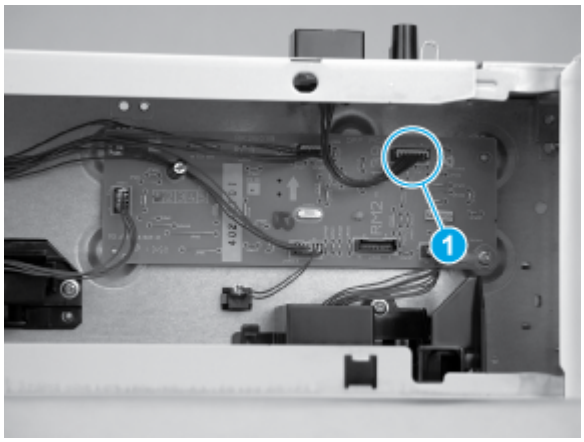


Remove the drawer connector holder

Follow these steps to remove the drawer connector holder.

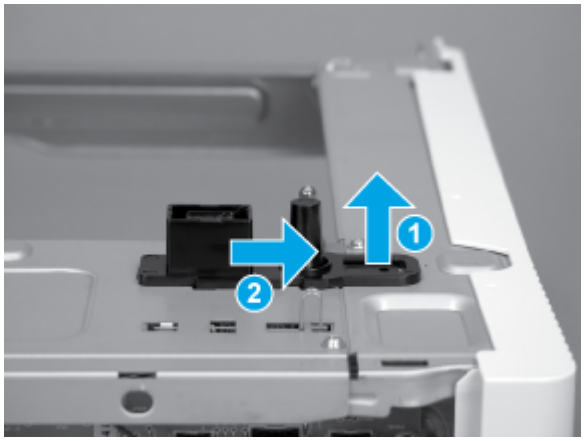
1. Disconnect one connector (callout 1; J901).

Figure 4-2779 Disconnect one connector



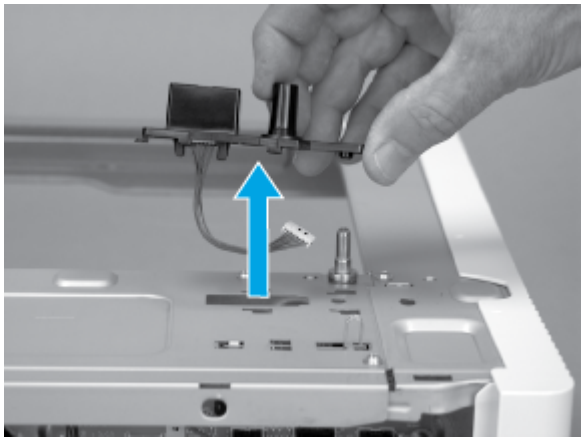
2. Release one tab (callout 1), and then slide the drawer connector holder as shown (callout 2) to release it.

Figure 4-2780 Release one tab



3. Remove the drawer connector holder.

Figure 4-2781 Remove the tray connector

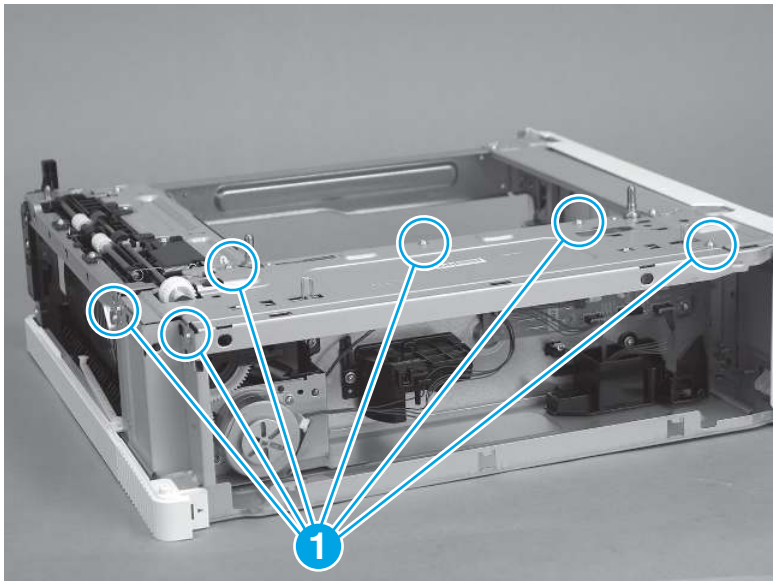


Remove the feeder drive assembly

Follow these steps to remove the feeder drive assembly.

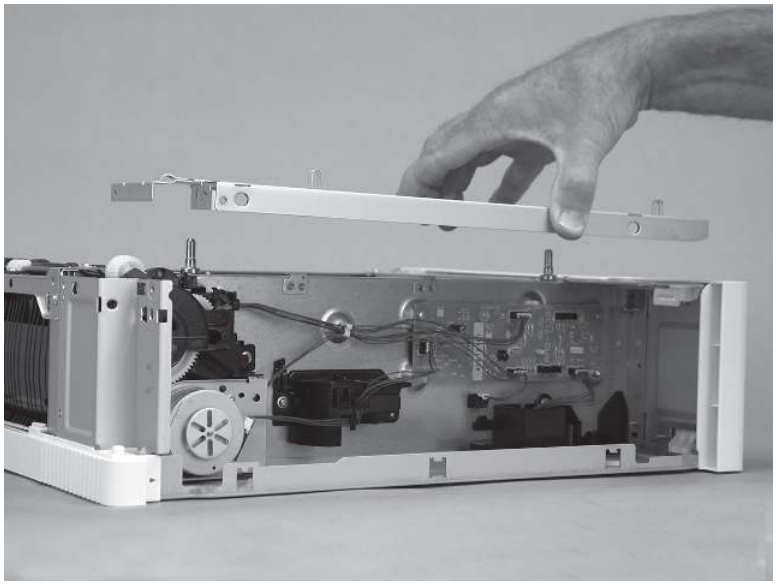
1. Remove six screws (callout 1).

Figure 4-2782 **Remove six screws**



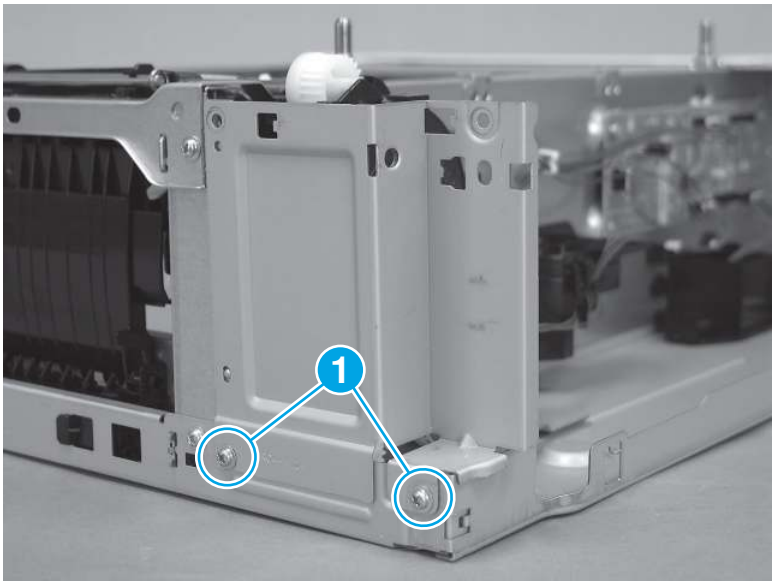
2. Remove the sheet-metal plate.

Figure 4-2783 **Remove the sheet-metal plate**



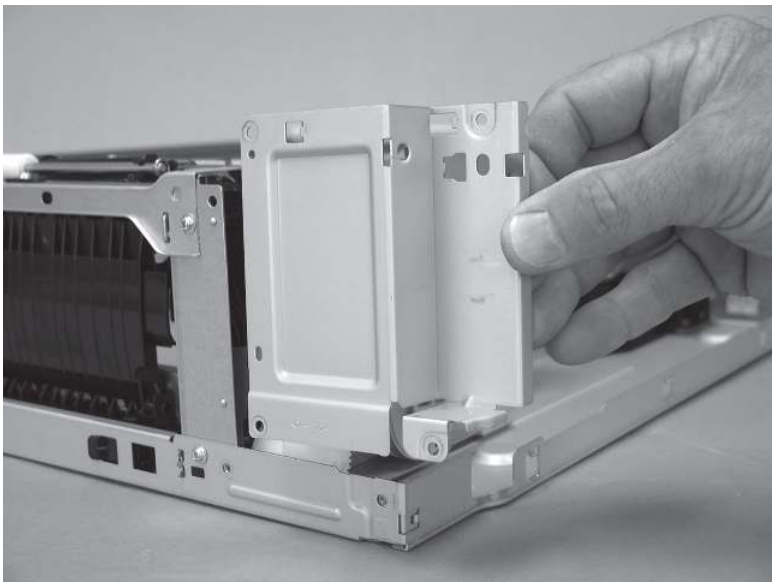
3. Remove two screws (callout 1).

Figure 4-2784 **Remove two screws**



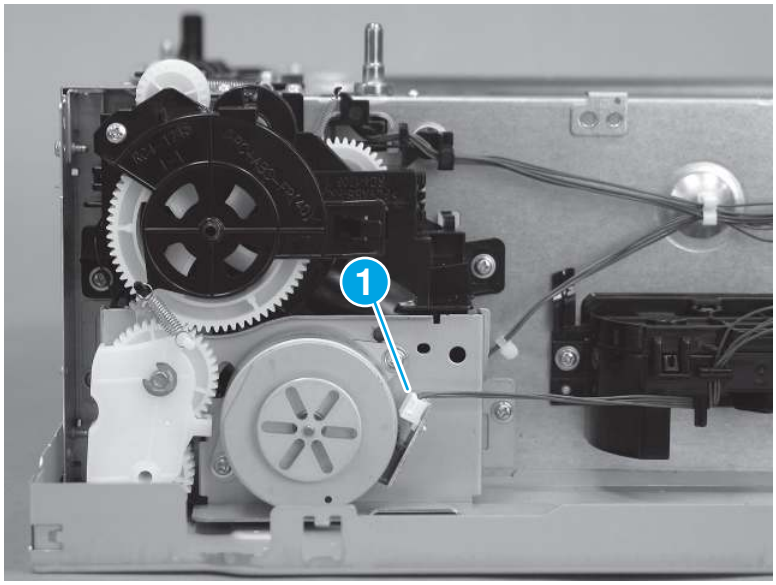
4. Remove the sheet-metal plate.

Figure 4-2785 **Remove the sheet-metal plate**



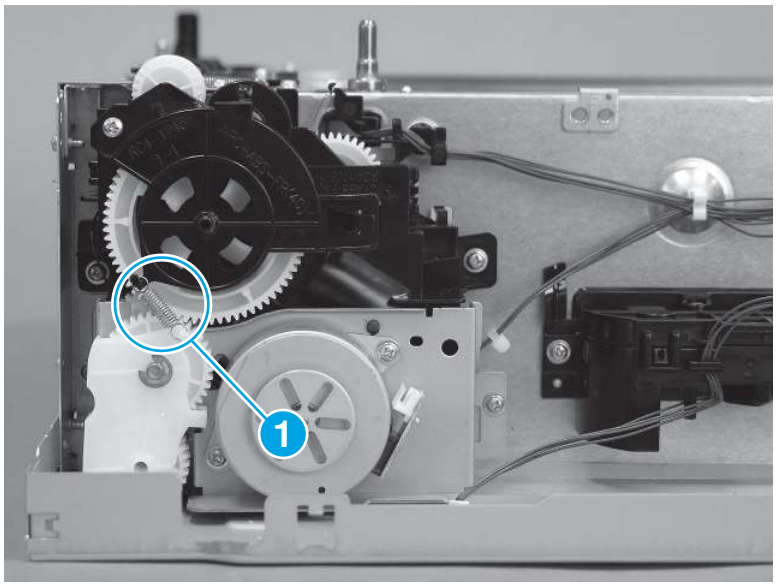
5. Disconnect one connector (callout 1).

Figure 4-2786 Disconnect one connector



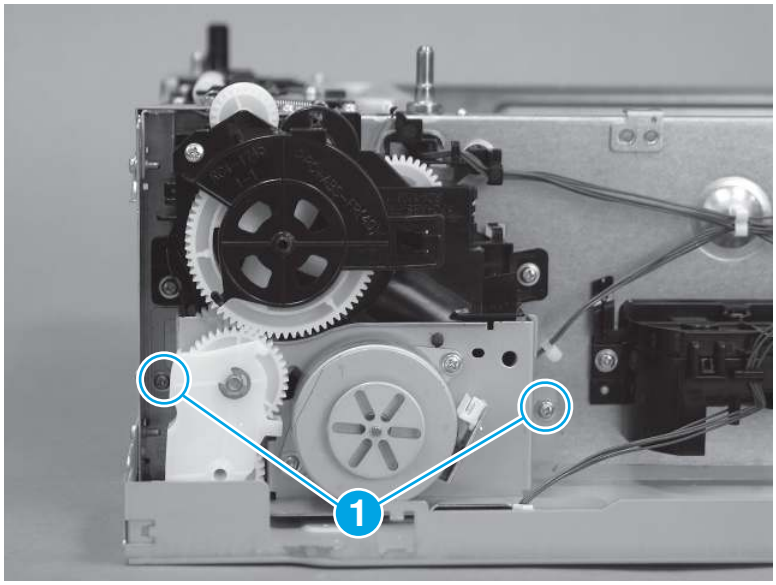
6. Remove one spring (callout 1).

Figure 4-2787 Remove one spring



7. Remove two screws (callout 1).

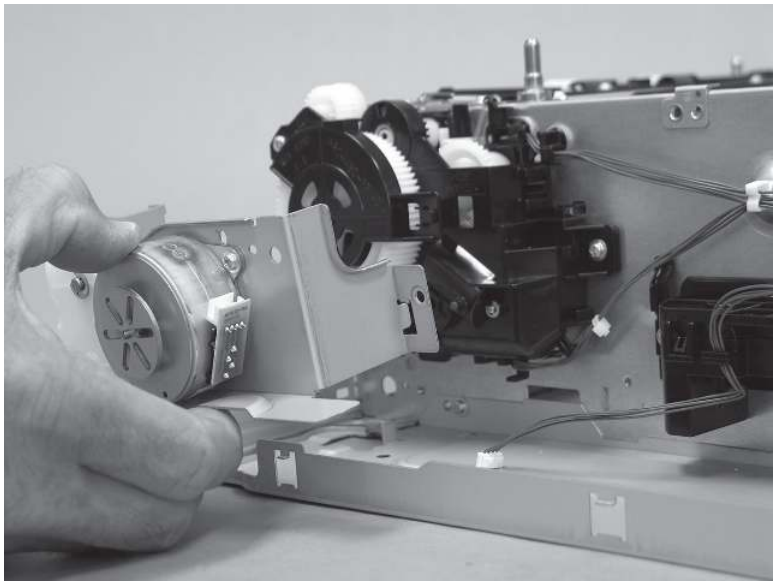
Figure 4-2788 **Remove two screws**



8. Remove the feeder drive assembly.

⚠ CAUTION: If the assembly is being removed to access another part, take care not to wipe any of the grease off of the gears.

Figure 4-2789 **Remove the assembly**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Lifter drive assembly (1x550-sheet paper feeder)

Learn about removing and replacing the lifter drive assembly (1x550-sheet paper feeder).

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

CAUTION: To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-107 **Part information**

Part number	Part description
RM2-5149-000CN	Lifter drive assembly (1x550-sheet paper feeder)

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length
- Small flat-blade screwdriver

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

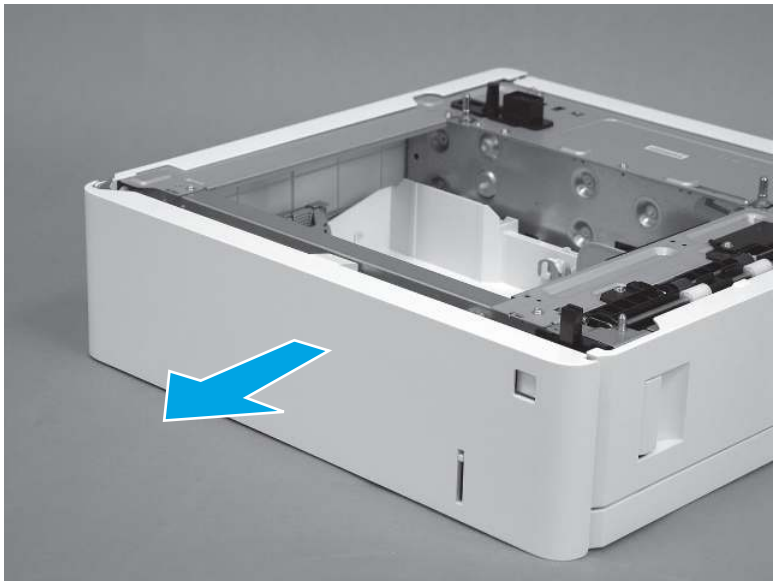
Print any pages necessary to make sure the printer is functioning correctly.

Remove the tray

Follow these steps to remove Tray 3, Tray 4, or Tray 5.

1. Pull the tray out until it stops.

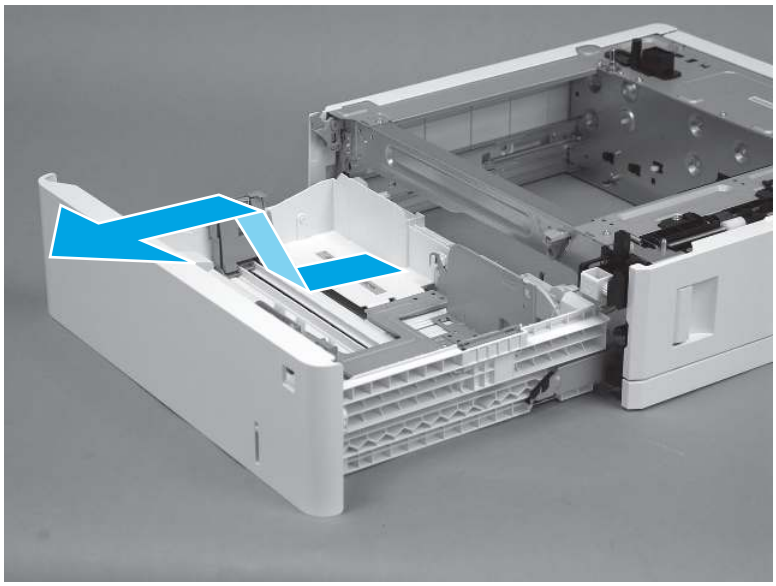
   Figure 4-2790 **Pull the tray out**

2. Lift the front of the tray, and then pull it out of the printer to remove it.

NOTE: **For a replacement tray:** If the tray has Fixed Tray Guides installed and are still required, move hardware to new tray. If necessary, order new kit: 3GY25-67901 Kit - Fixed Tray Guide. Only one kit required per engine.

Figure 4-2791 Remove the tray



Removal and replacement: Rear cover (1x550-sheet paper feeder)

Learn about removing and replacing the rear cover (1x550-sheet paper feeder).

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

⚠ **CAUTION:** To prevent damage to a toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

Table 4-108 Part information

Part number	Part description
RC4-1792-000CN	Rear cover (1x550-sheet paper feeder)

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

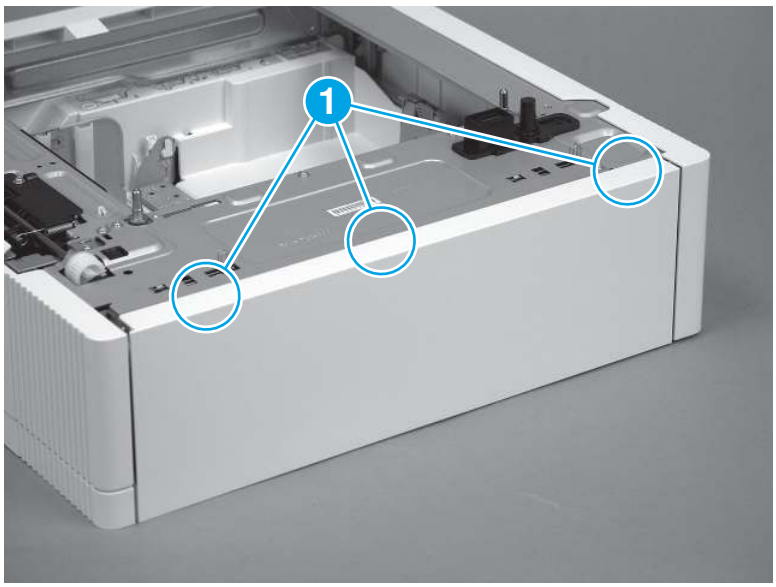
No post service test is available for this assembly.

Remove the rear cover

Follow these steps to remove the rear cover.

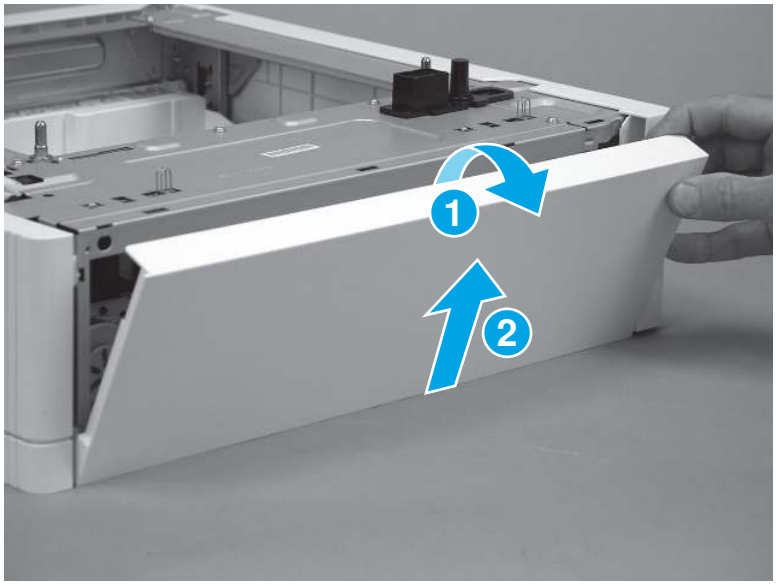
1. Release three tabs (callout 1).

Figure 4-2792 **Release three tabs**



2. Rotate the top of the cover away from the accessory (callout 1), and then lift it up to remove it (callout 2).

Figure 4-2793 Remove the cover



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

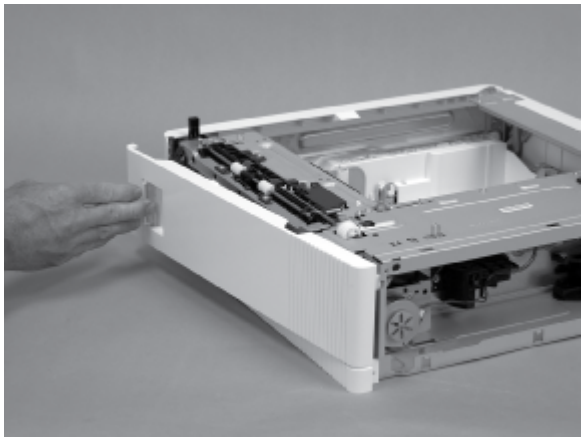
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Remove the right door

Follow these steps to remove the right door.

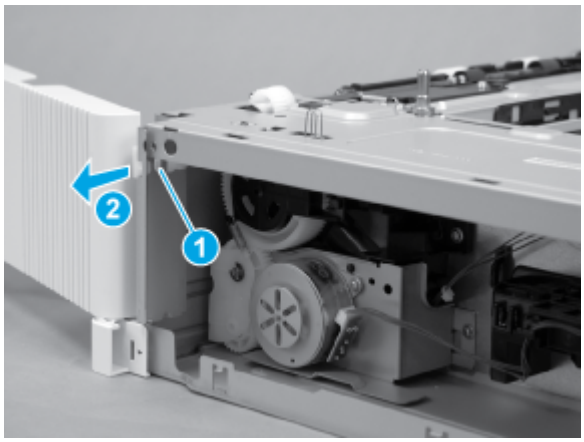
1. Open the door.

Figure 4-2794 **Open the door**



2. Release one tab (callout 1), and then slide the door-hinge bracket away from the chassis (callout 2) to release it.

Figure 4-2795 **Release the hinge bracket**

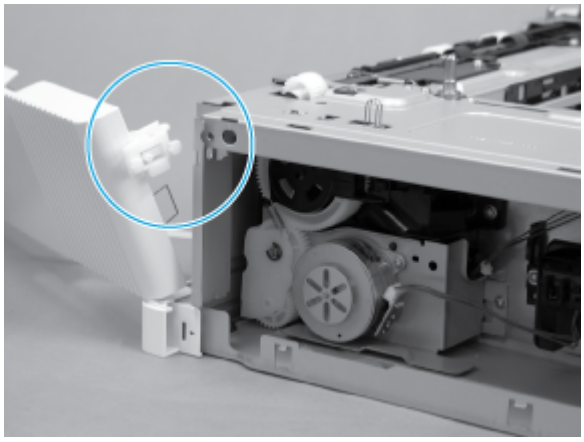


3. Remove the door-hinge bracket from the chassis.

CAUTION: The door is still attached to the accessory by the door link. Do not attempt to completely remove the door.

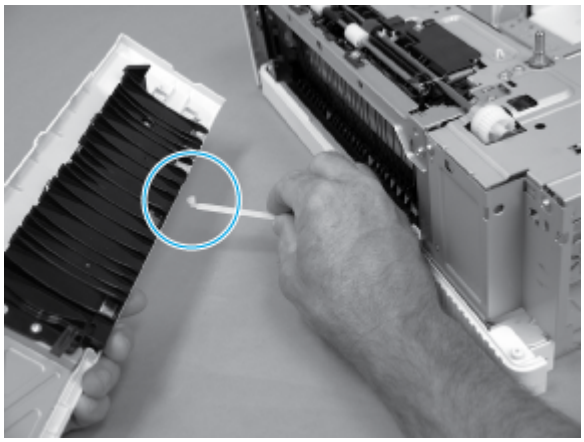
The door hinge bracket is not captive. Do not lose it when handling the door.

Figure 4-2796 Remove the hinge bracket



4. Release the door link from the slot in the door to remove the right door.

Figure 4-2797 Release the hinge bracket

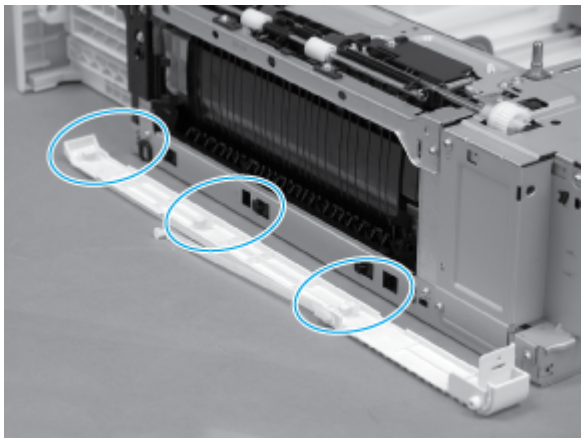


Remove the right-lower cover

Follow these steps to remove the right-lower cover.

1. Before proceeding, take note of the location of the three mounting tabs on the back side of the cover.

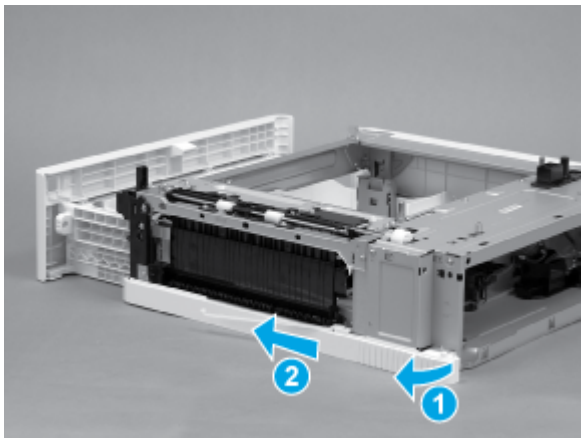
Figure 4-2798 Cover mounting tabs



2. Partially open the tray, slightly flex the end of the cover away from the accessory (callout 1), and then slide it towards the front of the accessory (callout 2) to release it.

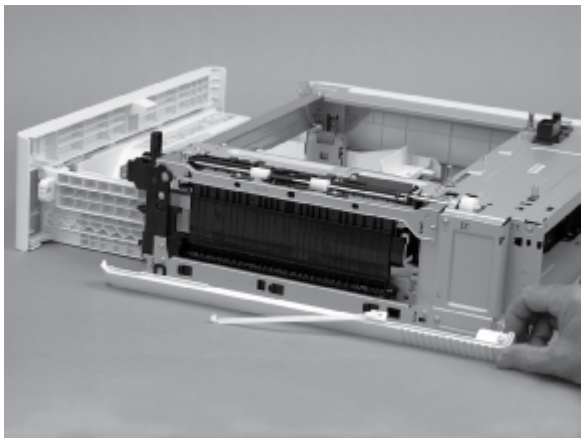
⚠ CAUTION: The three mounting tabs on the back side of the cover are easily damaged. Do not over flex the end of the cover when it is released. Push in on the middle tab to protect it when removing the cover.

Figure 4-2799 Release the cover



3. Remove the right-lower cover.

Figure 4-2800 Remove the cover

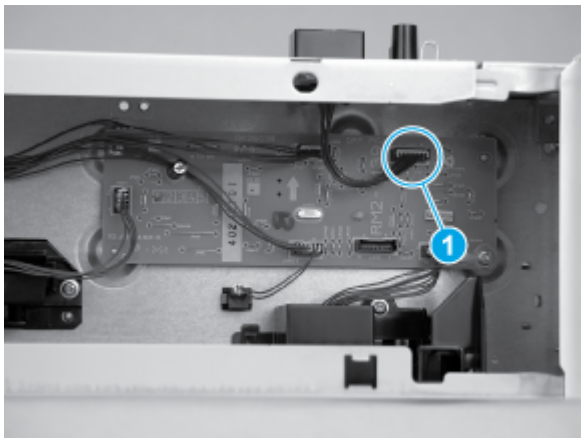


Remove the drawer connector holder

Follow these steps to remove the drawer connector holder.

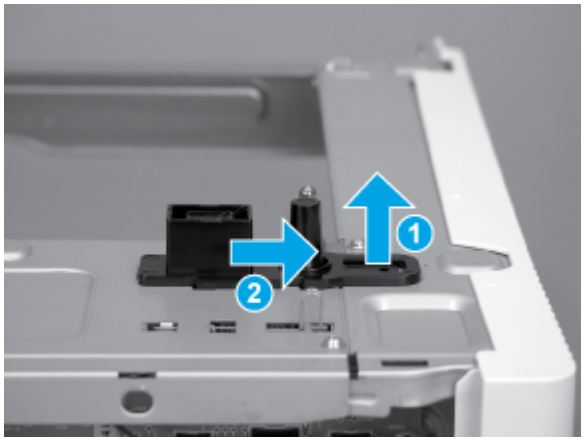
1. Disconnect one connector (callout 1; J901).

Figure 4-2801 Disconnect one connector



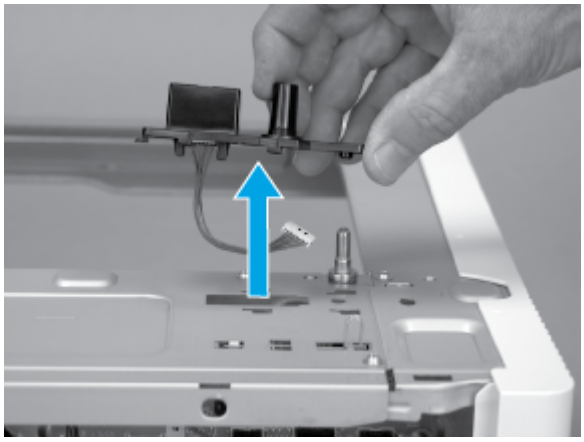
2. Release one tab (callout 1), and then slide the drawer connector holder as shown (callout 2) to release it.

Figure 4-2802 Release one tab



3. Remove the drawer connector holder.

Figure 4-2803 Remove the tray connector

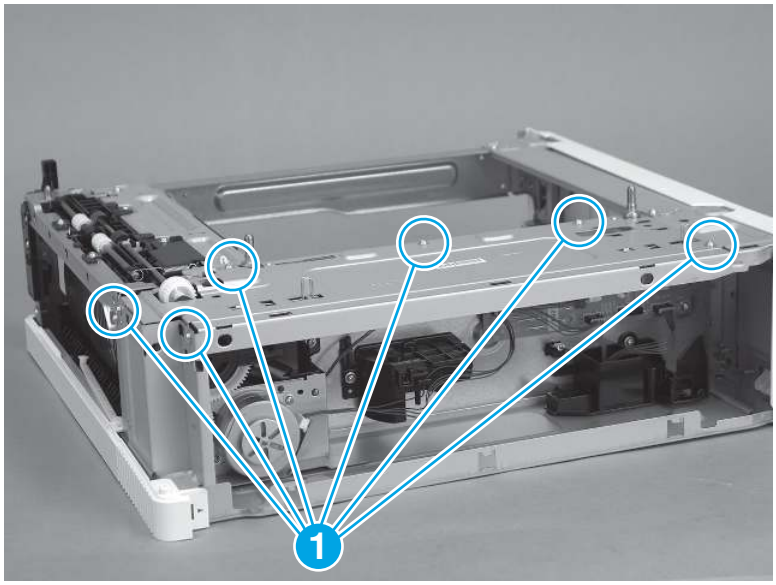


Remove the feeder drive assembly

Follow these steps to remove the feeder drive assembly.

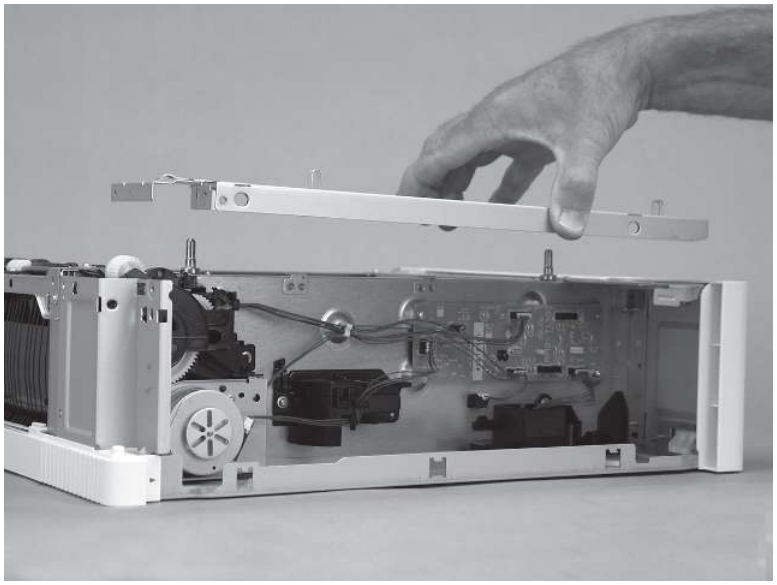
1. Remove six screws (callout 1).

Figure 4-2804 **Remove six screws**



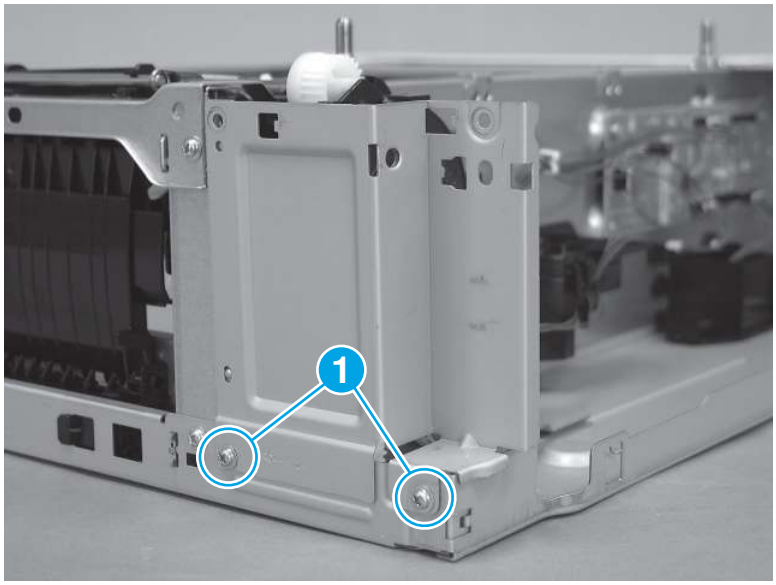
2. Remove the sheet-metal plate.

Figure 4-2805 **Remove the sheet-metal plate**



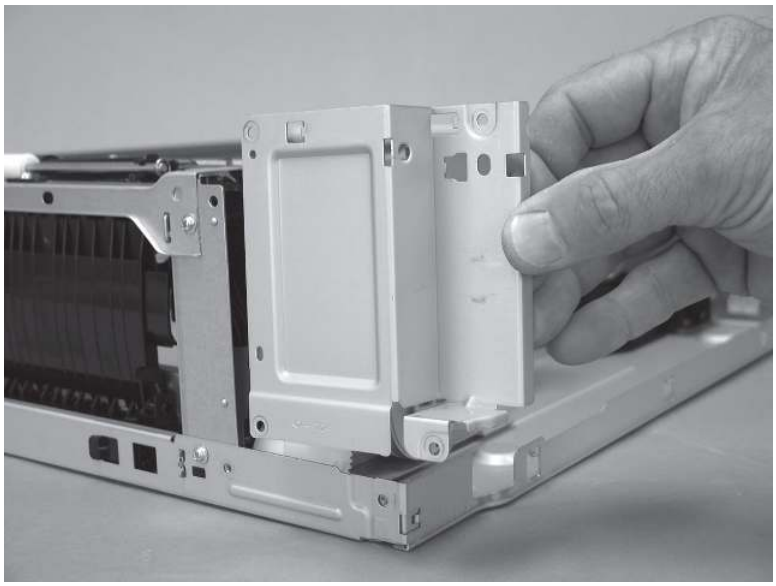
3. Remove two screws (callout 1).

Figure 4-2806 Remove two screws



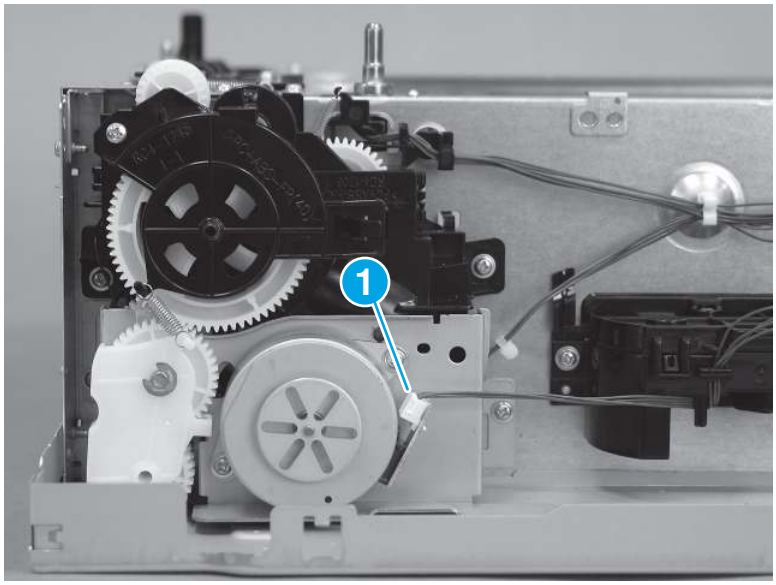
4. Remove the sheet-metal plate.

Figure 4-2807 Remove the sheet-metal plate



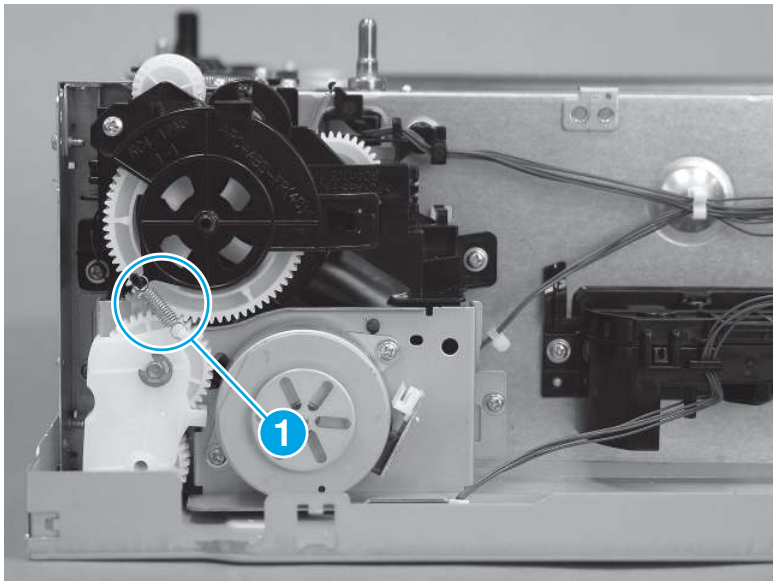
5. Disconnect one connector (callout 1).

Figure 4-2808 **Disconnect one connector**



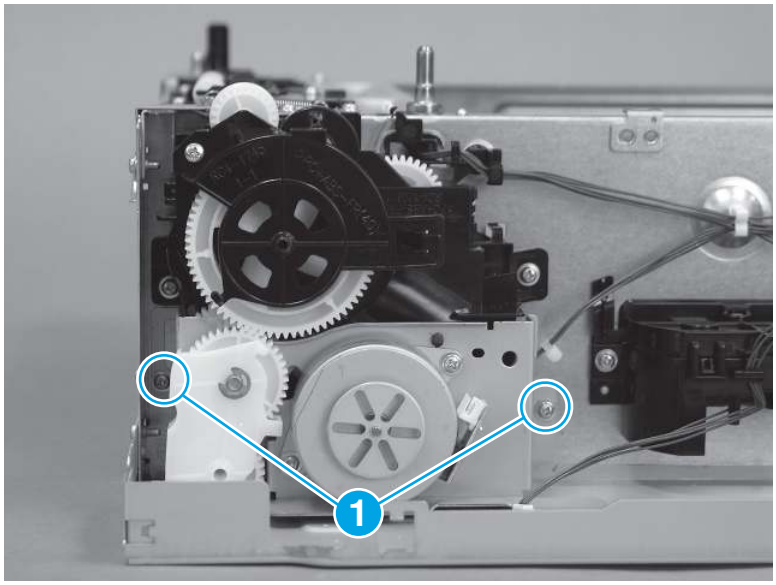
6. Remove one spring (callout 1).

Figure 4-2809 **Remove one spring**



7. Remove two screws (callout 1).

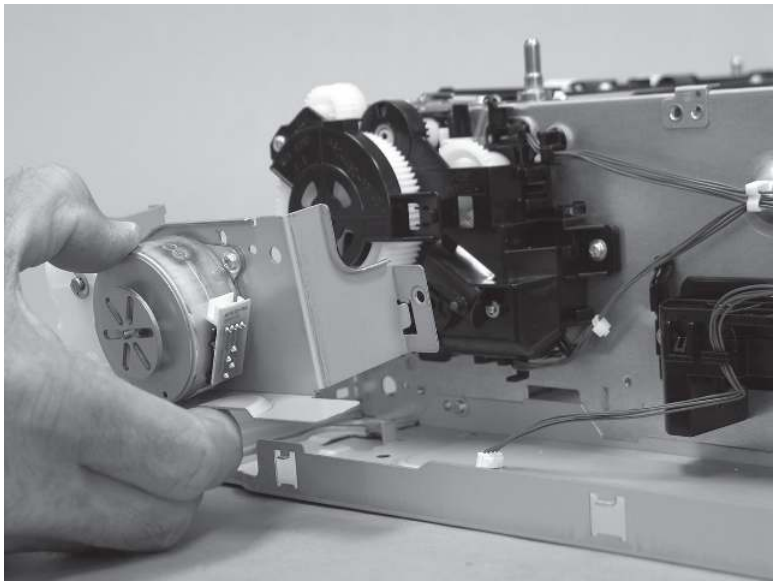
Figure 4-2810 **Remove two screws**



8. Remove the feeder drive assembly.

⚠ CAUTION: If the assembly is being removed to access another part, take care not to wipe any of the grease off of the gears.

Figure 4-2811 **Remove the assembly**

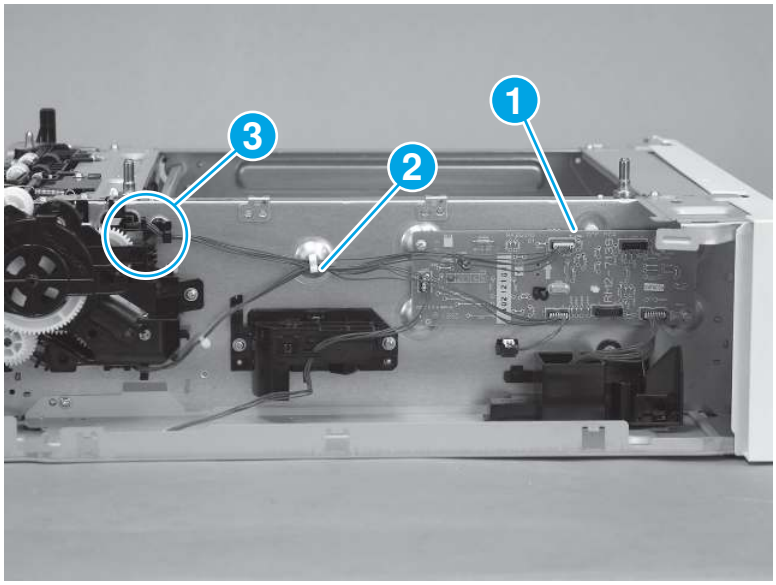


Remove the lifter drive assembly

Follow these steps to remove the lifter drive assembly.

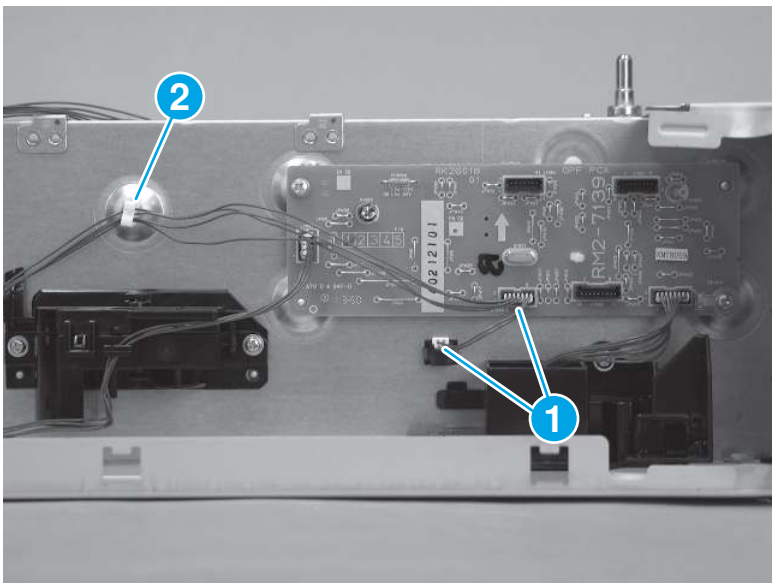
1. Disconnect one connector (callout 1; J904), and then release the wire harness from the retainer (callout 2) and the guide (callout 3).

Figure 4-2812 **Disconnect one connector**



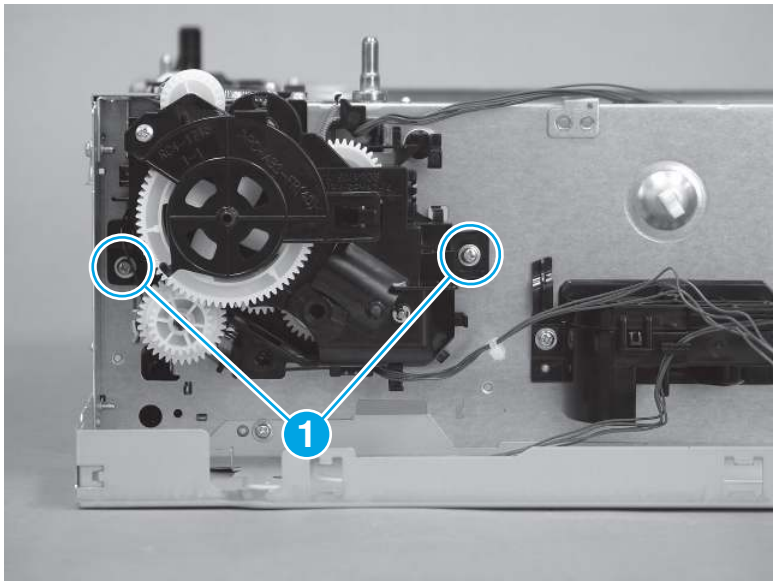
2. Disconnect two connectors (callout 1; J902 and the switch button), and then release the wire harness from the retainer (callout 2).

Figure 4-2813 **Remove the sheet-metal plate**



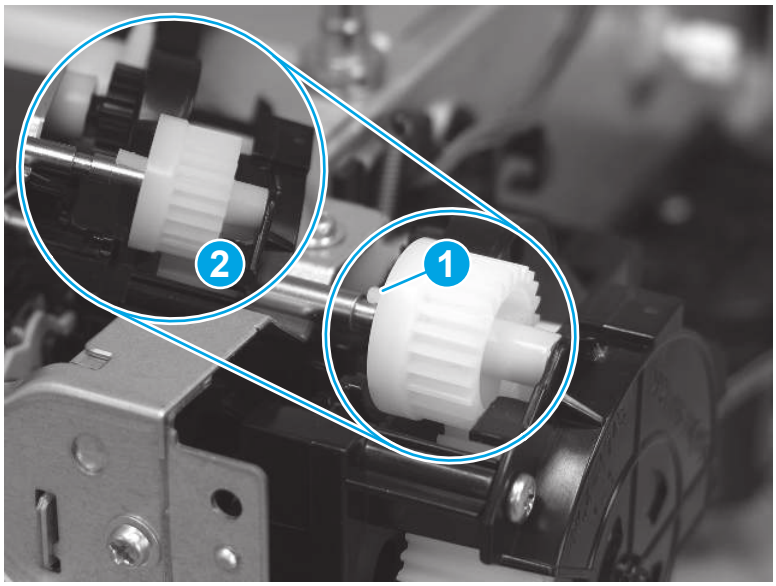
3. Remove two screws (callout 1).

Figure 4-2814 Remove two screws



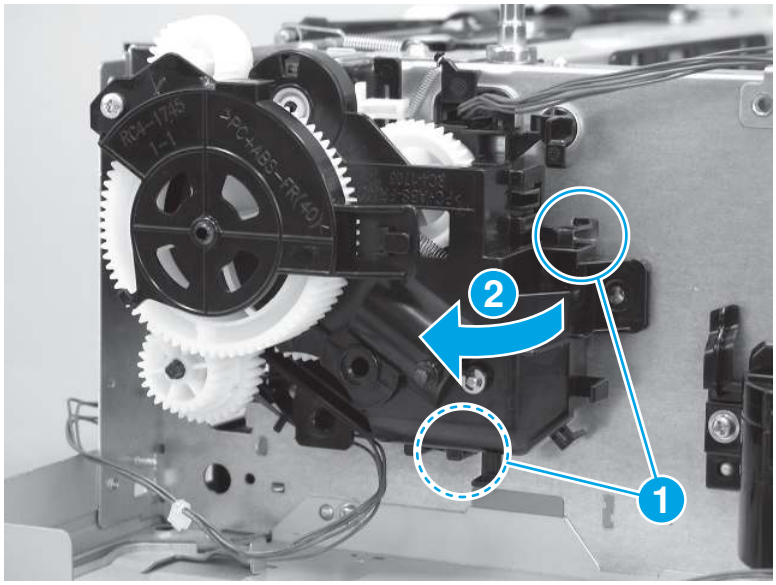
4. Release one tab (callout 1), and then slightly pull the lifter drive assembly away from the chassis to release one gear (callout 2).

Figure 4-2815 Release one tab



5. Release two tabs (callout 1), and then rotate the assembly—as shown—away from the chassis (callout 2) to release it.

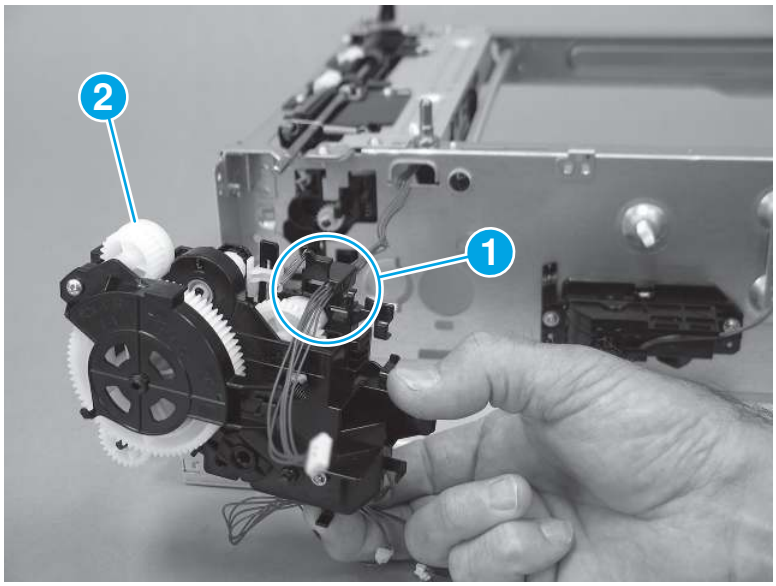
Figure 4-2816 Release two tabs



6. To remove the lifter drive assembly, feed the wire harness thorough the opening (callout 1) in the assembly.

Reinstallation tip: If a replacement assembly is installed, transfer the gear (callout 2) to the replacement assembly.

Figure 4-2817 Remove the assembly



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Remove and replacement: Accessories

Learn how to remove and replace the accessories.

Removal and replacement: Fixed tray guide kit

Learn about removing and replacing the fixed tray guide kit.

NOTE: The procedure in this section shows Tray 2 in the figures. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-109 Part information

Part number	Part description
5851-7708	Fixed tray guide kit with instruction guide NOTE: The kit includes four length guide locks, four width guide locks, and eight screws. Only one kit is required per printer.

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove Tray 2

Learn about removing Tray 2.

NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

The figures in this section show Tray 2. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5. Always carefully read the instructions that accompany the figures.

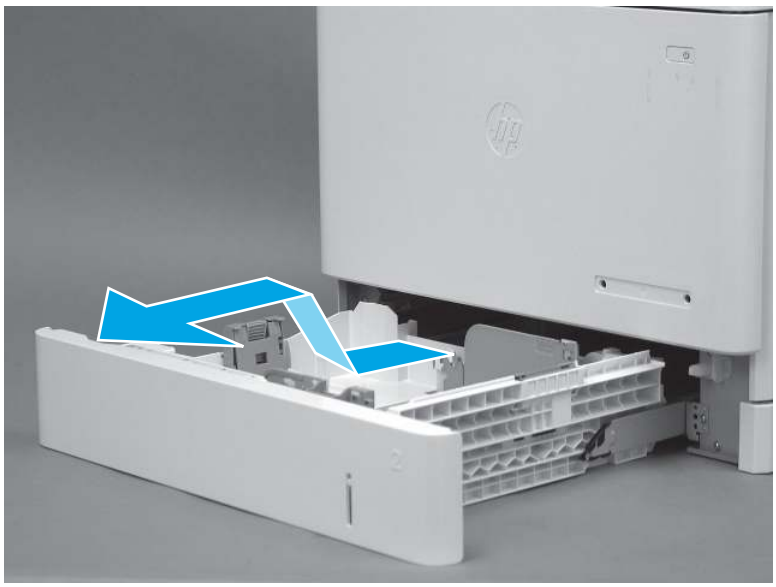
1. Pull the tray out until it stops.

Figure 4-2818 **Pull the tray out**

2. Lift the front of the tray, and then pull it out of the printer to remove it.

NOTE: **For a replacement tray:** If the tray has Fixed Tray Guides installed and are still required, move hardware to new tray. If necessary, order new kit: 3GY25-67901 Kit - Fixed Tray Guide. Only one kit required per engine.

Figure 4-2819 **Remove the tray**



Install the fixed tray guide

Learn about installing the fixed tray guide.

1. Identify the kit components.

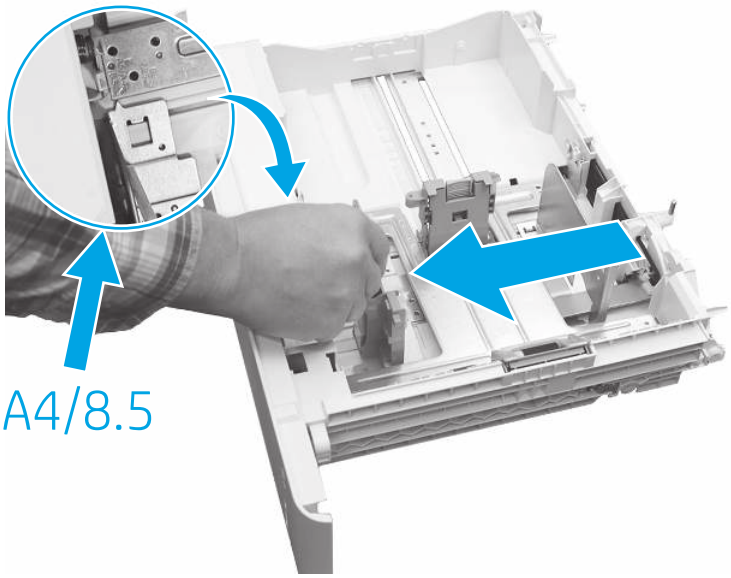
   - **Callout 1**: Width guide lock

- **Callout 2**: Length guide lock
- **Callout 3**: Screws (self tapping)

Figure 4-2820 **Identify kit components**

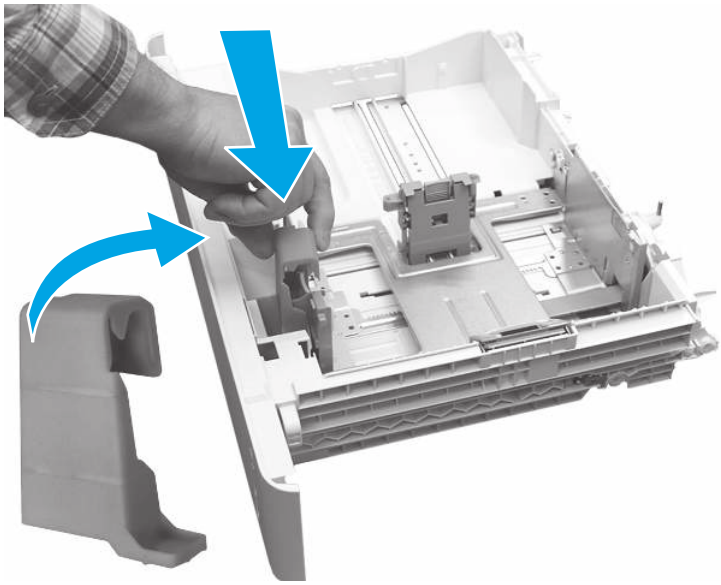
2. Adjust the sliding tray paper width guide to the **A4/8.5** setting.

Figure 4-2821 **Adjust the tray paper width guide**



3. Install the width guide lock over the width guide in the tray.

Figure 4-2822 **Install the width guide lock**

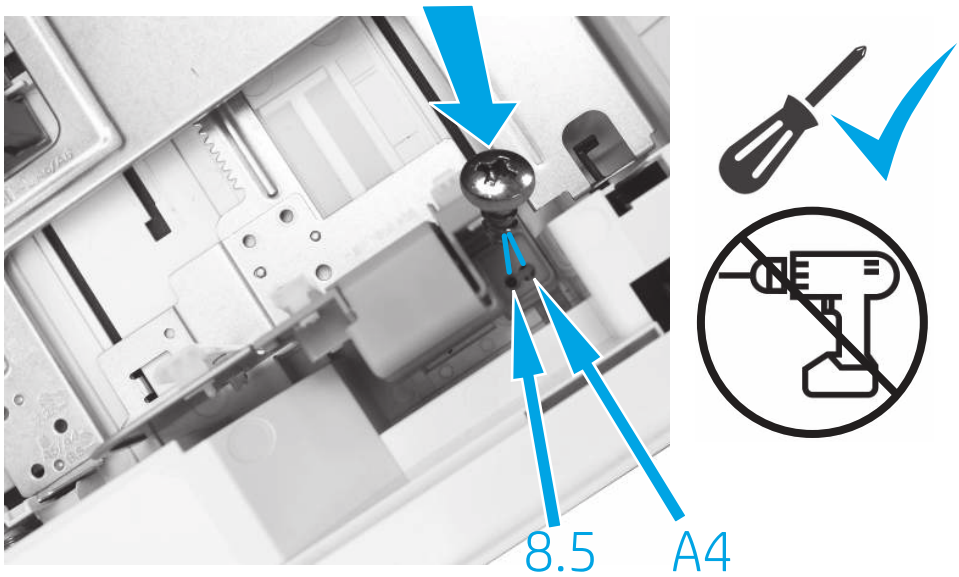


4. Install one screw to secure the lock in place.

⚠ CAUTION: Do not use a power screwdriver to install the screw.

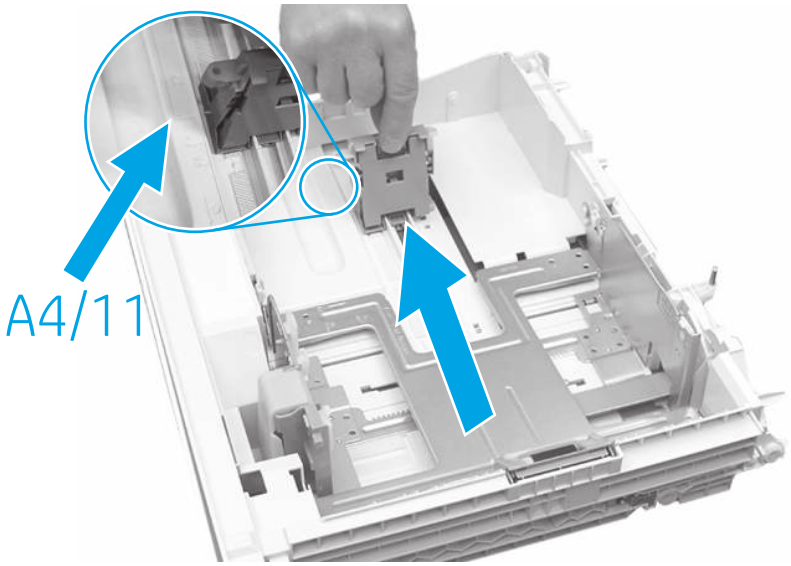
NOTE: Verify that the tray paper width guide is set to the **A4/8.5** setting.

Figure 4-2823 **Install one screw**



5. Adjust the sliding tray paper length guide to the **A4/11** setting.

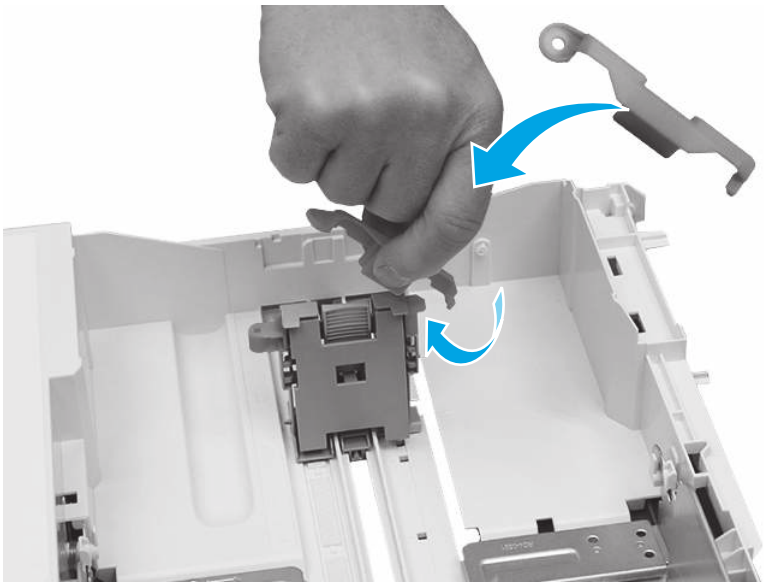
Figure 4-2824 **Adjust the tray paper length guide**



6. To install the length guide lock on the length guide in the tray, do the following:

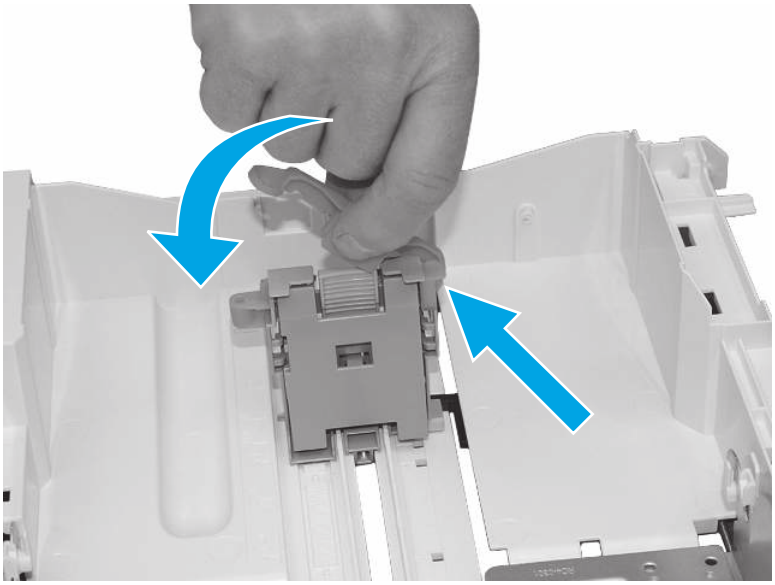
   a. Position the hooked end of the lock under the rear edge of the length guide (as shown).

   Figure 4-2825 **Install the length guide lock (1 of 2)**



   b. Rotate the lock down and onto the length guide.

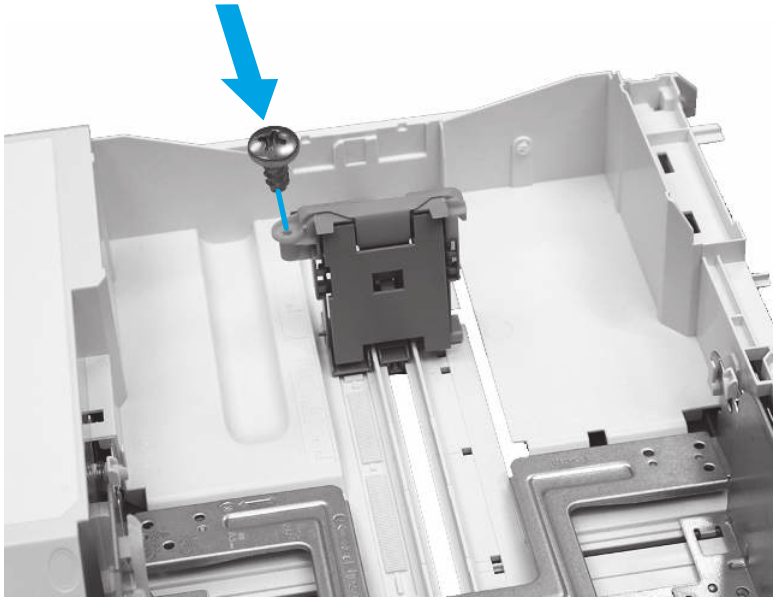
Figure 4-2826 Install the length guide lock (2 of 2)



7. Verify that the lock is correctly installed on the length guide. The lock mounting screw hole must align with the hole in the guide.

IMPORTANT: If the hole in the lock and the guide are not aligned, remove the lock and reinstall it.

Figure 4-2827 Check length guide installation

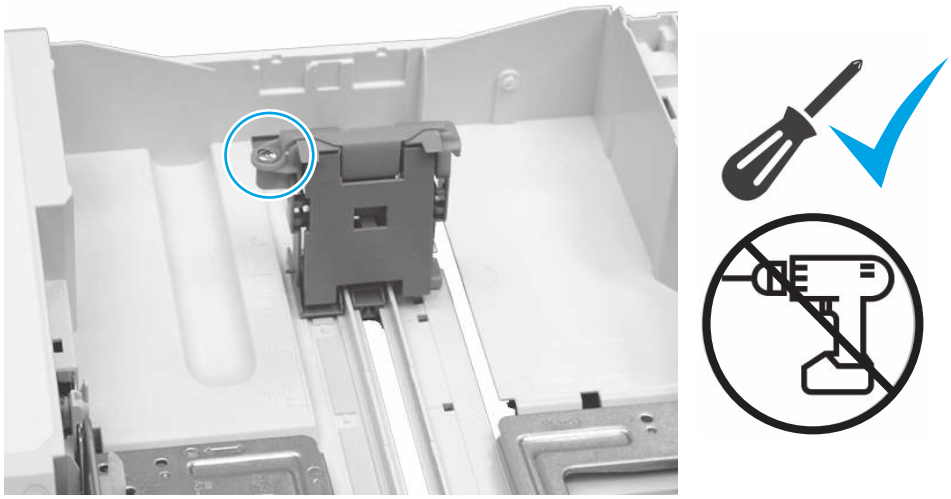


8. Install one screw to secure the lock in place.

CAUTION: Do not use a power screwdriver to install the screw.

NOTE: Reinstall the tray.

Figure 4-2828 Install one screw



Removal and replacement: Trusted platform module (M552/M553)

Learn about removing and replacing the trusted platform module (TPM).

IMPORTANT: M554 and M555: The TPM is a factory installed component and not a service part.

Contact HP Support for assistance.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-110 Part information

Part number	Part description
F5S62-61001	Trusted platform module (TPM) with instruction guide

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.

- Use the power switch to turn the power on.

Post service test

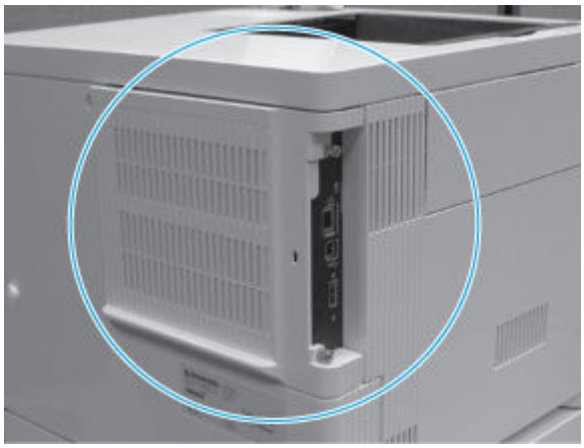
Print any pages necessary to make sure the printer is functioning correctly.

Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

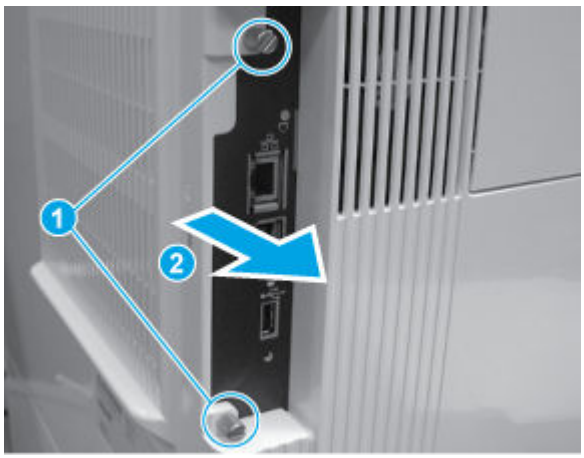
Figure 4-2829 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-2830 **Loosen the thumbscrews**



Remove the hard-disk drive (HDD)

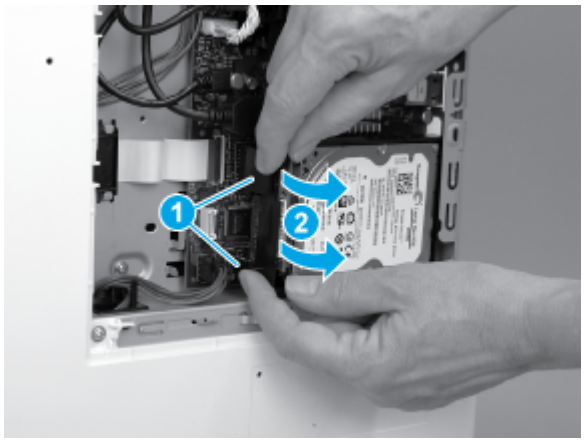
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-2831 **Release the HDD**



2. Slide the HDD away from the printer to remove it.

Figure 4-2832 **Remove the HDD**

Remove the trusted platform module (TPM)

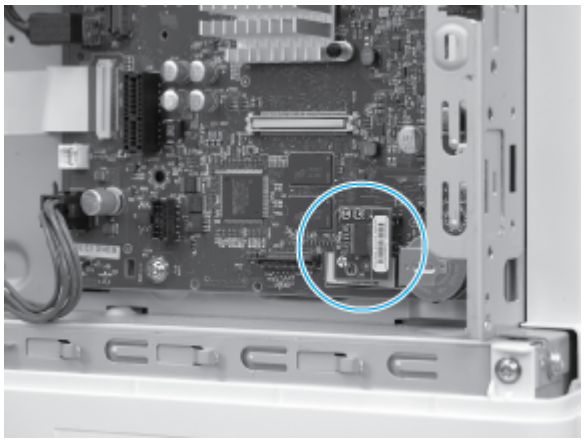
Follow these steps to remove the trusted platform module (TPM).

CAUTION: ESD sensitive part.

NOTE: Removing the TPM is only necessary for formatter or TPM accessory replacement.

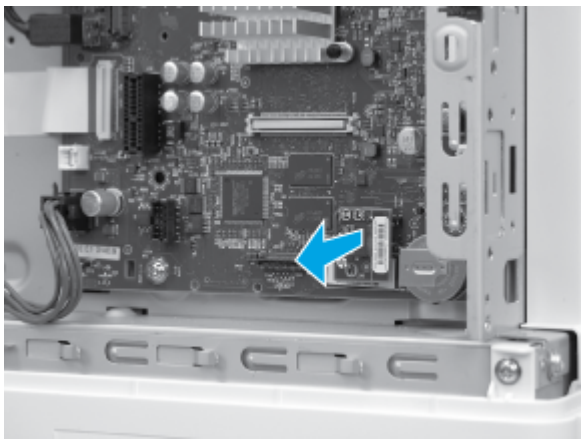
1. Locate the TPM component on the formatter.

Figure 4-2833 Locate the TPM



2. Pull the TPM straight off of the formatter to remove it.

Figure 4-2834 Remove the TPM



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the trusted platform module (TPM)

Follow these steps to install the trusted platform module (TPM).

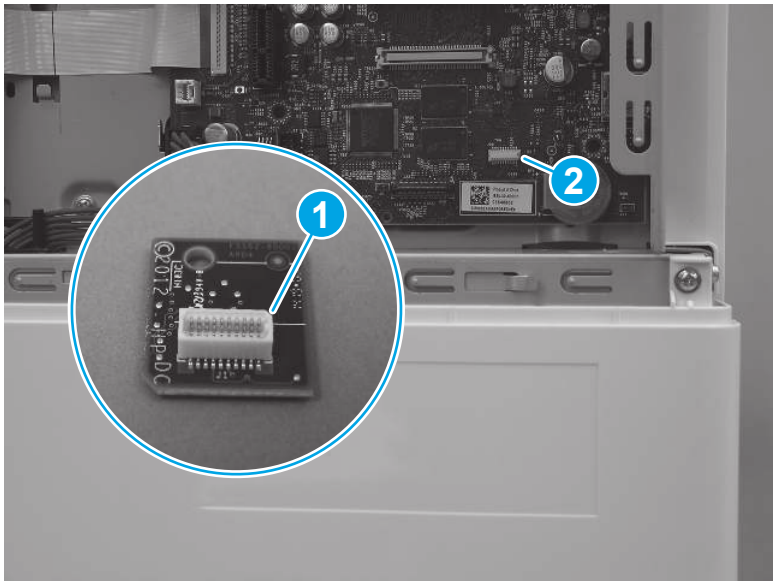
CAUTION:

ESD sensitive part.

1. Align the connector on the TPM (callout 1) with the connector on the formatter (callout 2), and then push the TPM onto the formatter to install it.

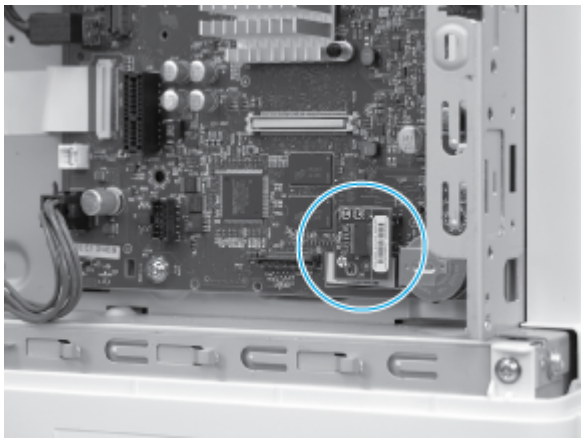
NOTE: The TPM can only be install in one direction on the formatter.

Figure 4-2835 Install the TPM



2. Verify that the TPM is fully seated in the connector.

Figure 4-2836 Verify that the TPM is fully seated



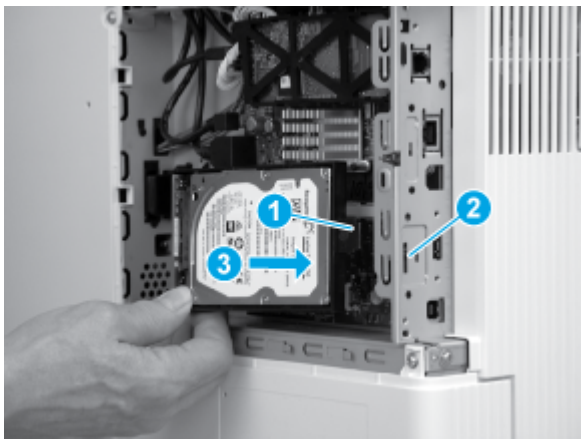
Install the HDD

Follow these steps to install the HD).

An MFP printer is shown in this section. However, the procedure is correct for all printer models.

1. Align the end of the bracket (callout 1) with the slot in the chassis (callout 2), and then slide the HDD into the printer (callout 3) to engage the bracket with the chassis.

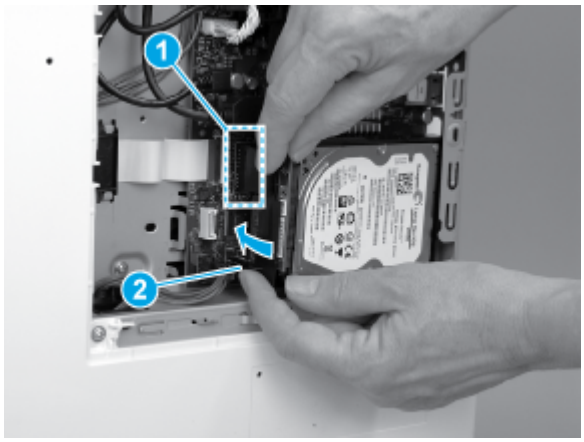
Figure 4-2837 Install the holder



2. Hold the HDD connector latch (callout 1) in the released position, and then rotate the HDD down and into the connector on the formatter to install it.

NOTE: Make sure that the tab (callout 2) snaps into place, and that the HDD is securely installed.

Figure 4-2838 Release the HDD



Install the formatter cover

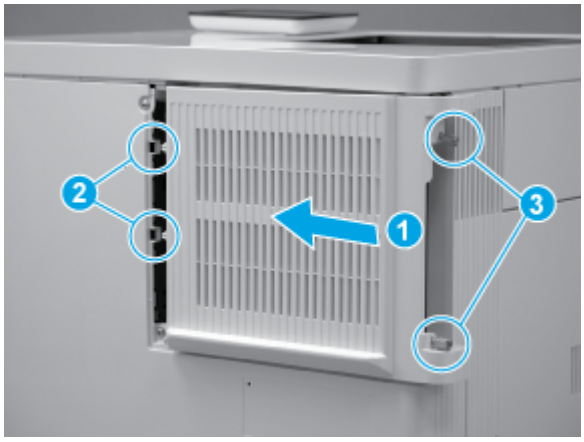
Follow these steps to install the formatter cover.

- Slide the cover onto the printer (callout 1) to install it.

NOTE: Make sure that the tabs on the formatter cover align with the slots provided in the printer (callout 2). Tighten the two thumbscrews (callout 3).

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-2839 Install the cover

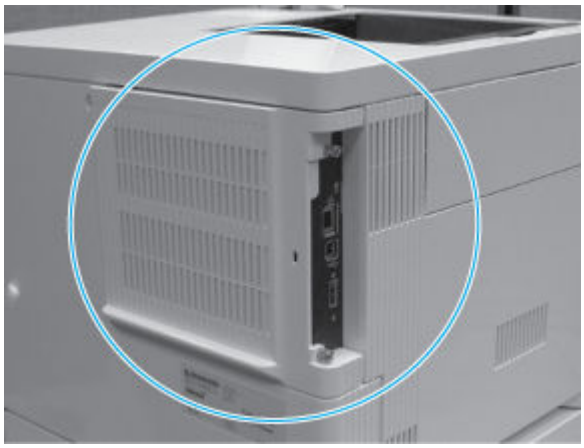


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

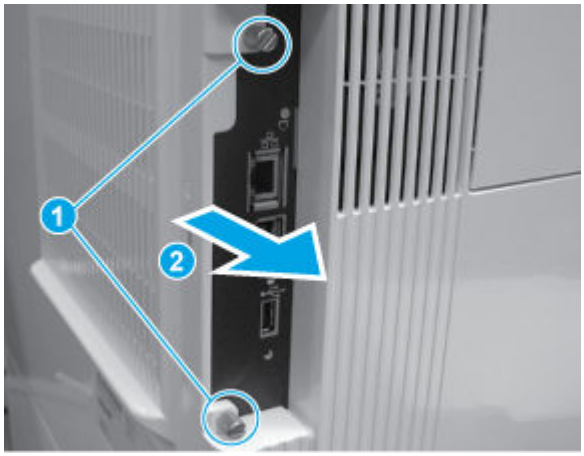
Figure 4-2840 Locate the formatter cover



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-2841 Loosen the thumbscrews



Removal and replacement: Trusted platform module (M577/E57540)

Learn about removing and replacing the trusted platform module (TPM).

IMPORTANT: M578: The TPM is a factory installed component and not a service part.

Contact HP support for assistance.

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-111 Part information

Part number	Part description
F5S62-61001	Trusted platform module (TPM) with instruction guide

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

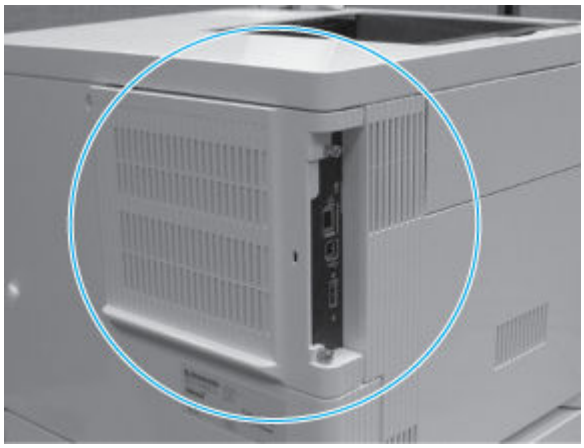
Print any pages necessary to make sure the printer is functioning correctly.

Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

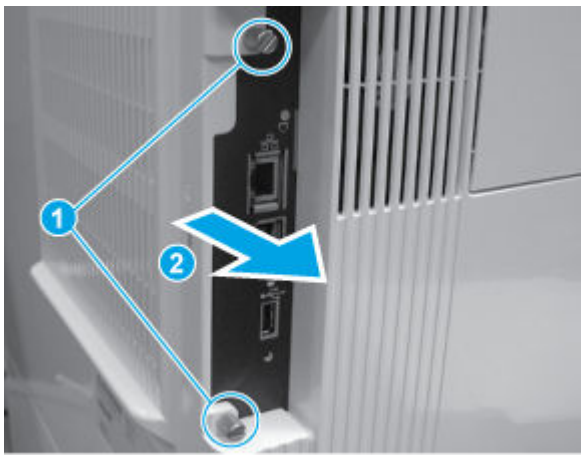
Figure 4-2842 Locate the formatter cover



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-2843 Loosen the thumbscrews



Remove the hard-disk drive (HDD)

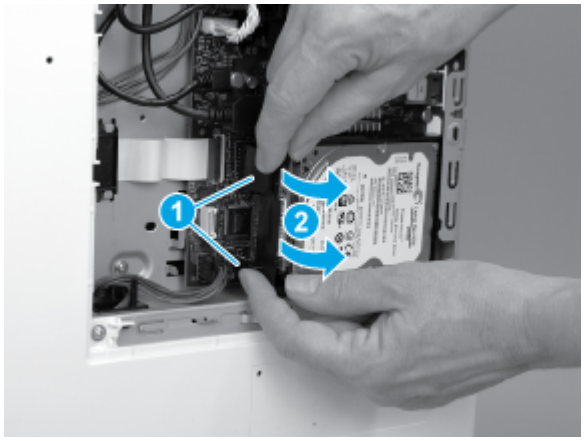
Follow these steps to remove the hard-disk drive (HDD).

NOTE: This procedure is for HDD (or optionally installed HDD) models only.
An MFP printer is shown in this section. However, the procedure is correct for all printer models.

NOTE: If a HDD is not installed, skip this step.

1. Release two tabs (callout 1). Hold the tabs in the released position, and then rotate the hard disk drive (HDD) up (callout 2) to release the connector from the formatter

Figure 4-2844 Release the HDD



2. Slide the HDD away from the printer to remove it.

Figure 4-2845 Remove the HDD

Remove the trusted platform module (TPM)

Follow these steps to remove the trusted platform module (TPM).

CAUTION: ESD sensitive part.

NOTE: Removing the TPM is only necessary for formatter or TPM accessory replacement.

1. Locate the TPM component on the formatter.

Figure 4-2846 Locate the TPM

2. Pull the TPM straight off of the formatter to remove it.

Figure 4-2847 Remove the TPM

Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the trusted platform module (TPM)

Follow these steps to install the trusted platform module (TPM).

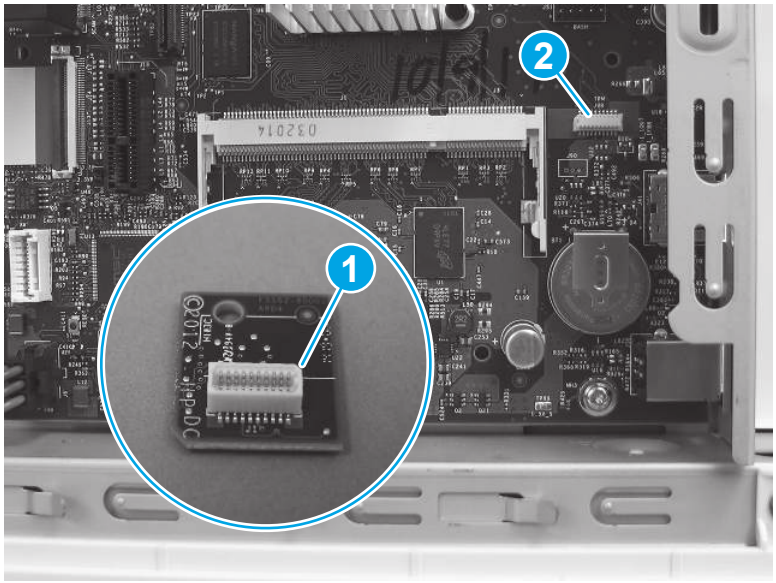
CAUTION:

ESD sensitive part.

1. Align the connector on the TPM (callout 1) with the connector on the formatter (callout 2), and then push the TPM onto the formatter to install it.

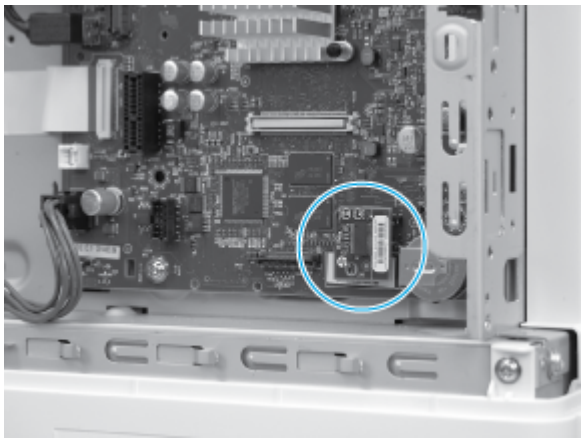
NOTE: The TPM can only be install in one direction on the formatter.

Figure 4-2848 Install the TPM



2. Verify that the TPM is fully seated in the connector.

Figure 4-2849 Verify that the TPM is fully seated



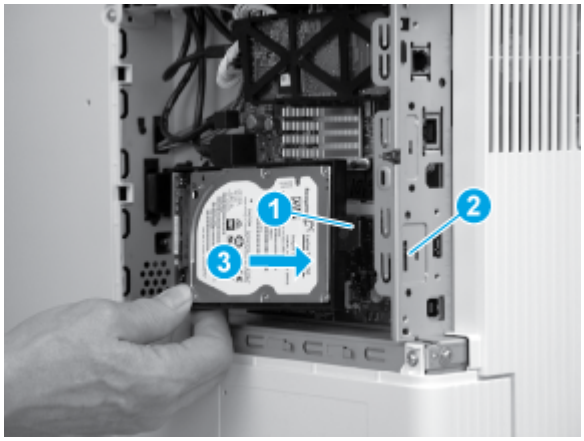
Install the HDD

Follow these steps to install the HD).

An MFP printer is shown in this section. However, the procedure is correct for all printer models.

1. Align the end of the bracket (callout 1) with the slot in the chassis (callout 2), and then slide the HDD into the printer (callout 3) to engage the bracket with the chassis.

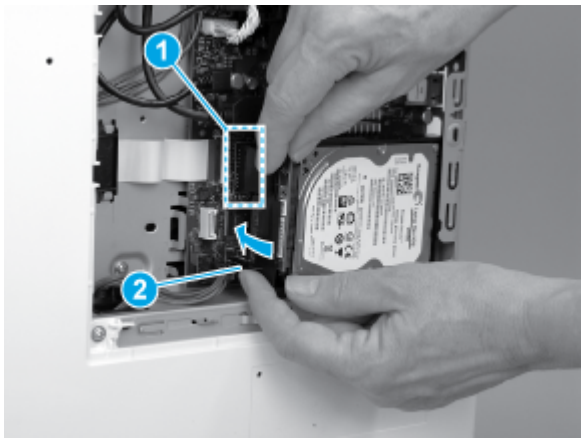
Figure 4-2850 Install the holder



2. Hold the HDD connector latch (callout 1) in the released position, and then rotate the HDD down and into the connector on the formatter to install it.

NOTE: Make sure that the tab (callout 2) snaps into place, and that the HDD is securely installed.

Figure 4-2851 Release the HDD



Install the formatter cover

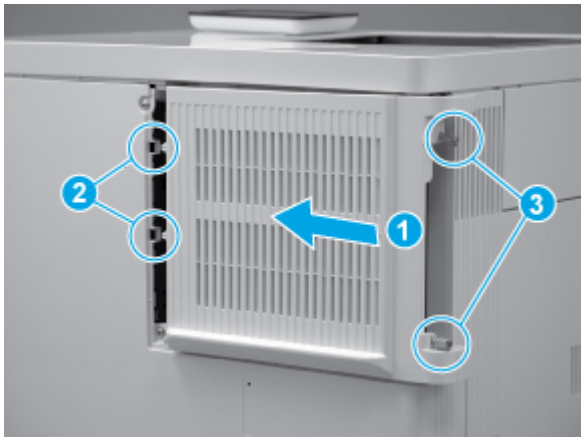
Follow these steps to install the formatter cover.

- Slide the cover onto the printer (callout 1) to install it.

NOTE: Make sure that the tabs on the formatter cover align with the slots provided in the printer (callout 2). Tighten the two thumbscrews (callout 3).

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-2852 Install the cover

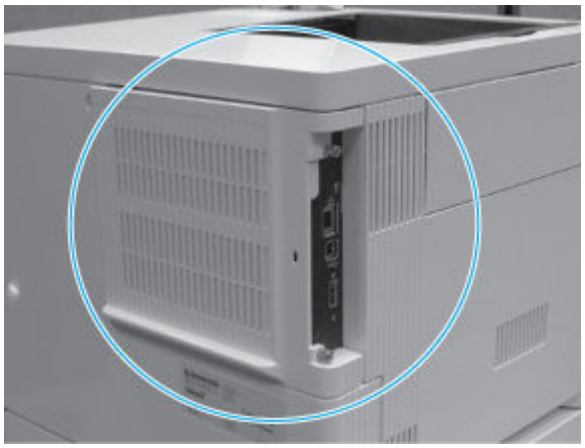


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

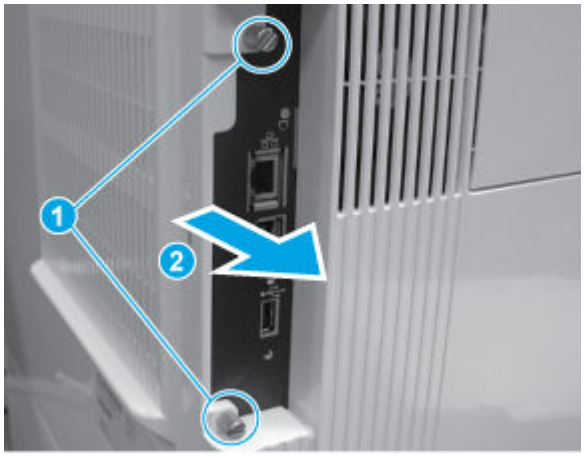
Figure 4-2853 Locate the formatter cover



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-2854 Loosen the thumbscrews



Removal and replacement: Internal USB ports (M552/M553/M554/M555/E55040)

Learn about removing and replacing the internal USB ports.

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-112 Part information

Part number	Part description
B5L28-67902	Internal USB ports

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

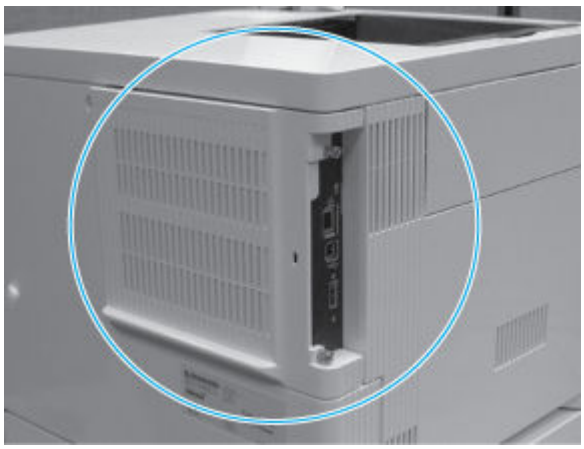
Print any pages necessary to make sure the printer is functioning correctly.

Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

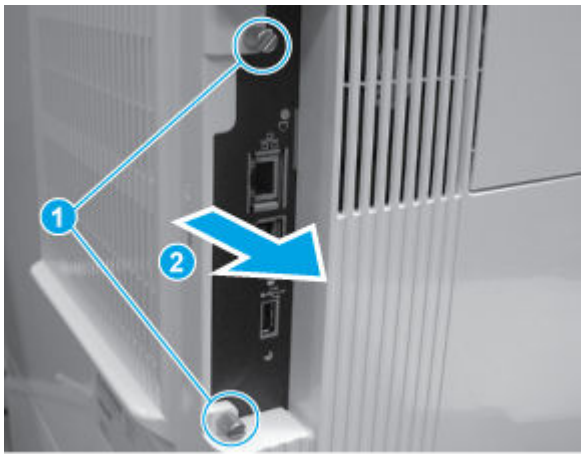
Figure 4-2855 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-2856 **Loosen the thumbscrews**



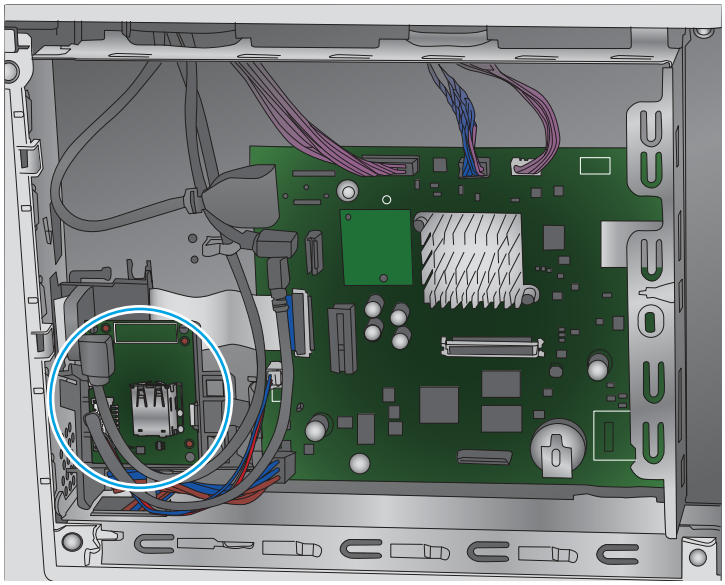
Remove the trusted platform module (TPM)

Follow these steps to remove the trusted platform module (TPM).

CAUTION: ESD sensitive part.

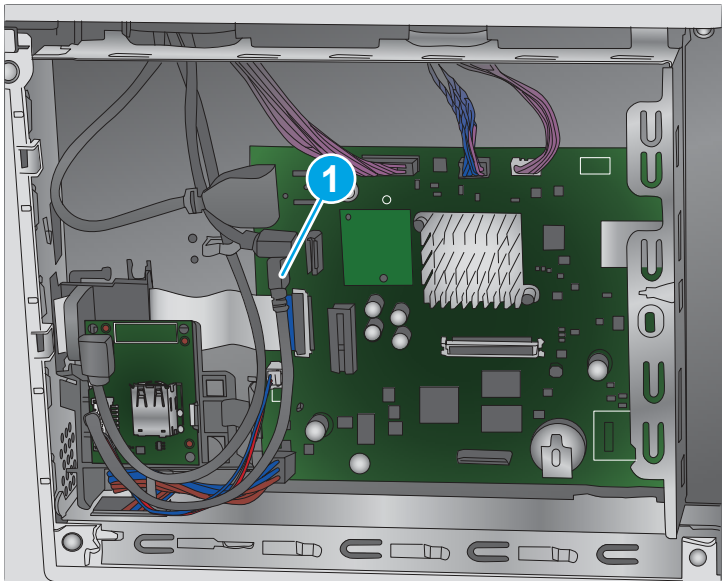
1. Locate the internal USB ports module on the formatter.

Figure 4-2857 **Locate the USB ports module**



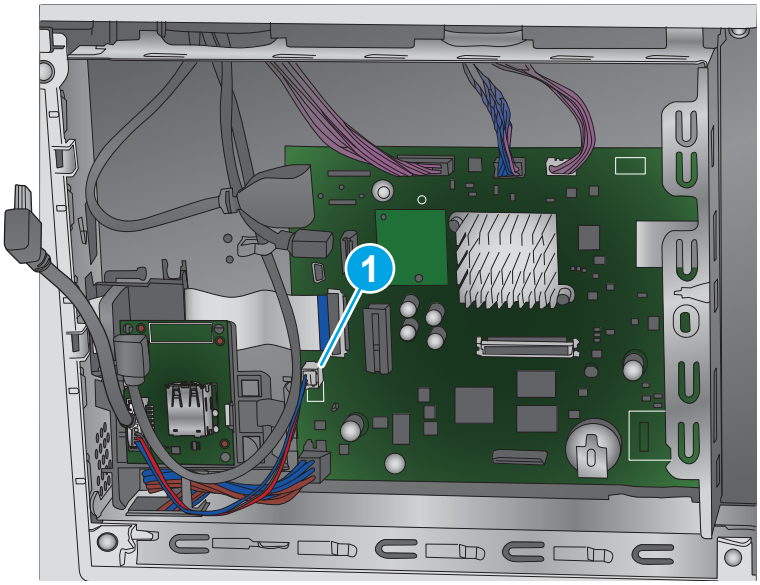
2. Disconnect one connector (callout 1).

Figure 4-2858 **Disconnect one connector**



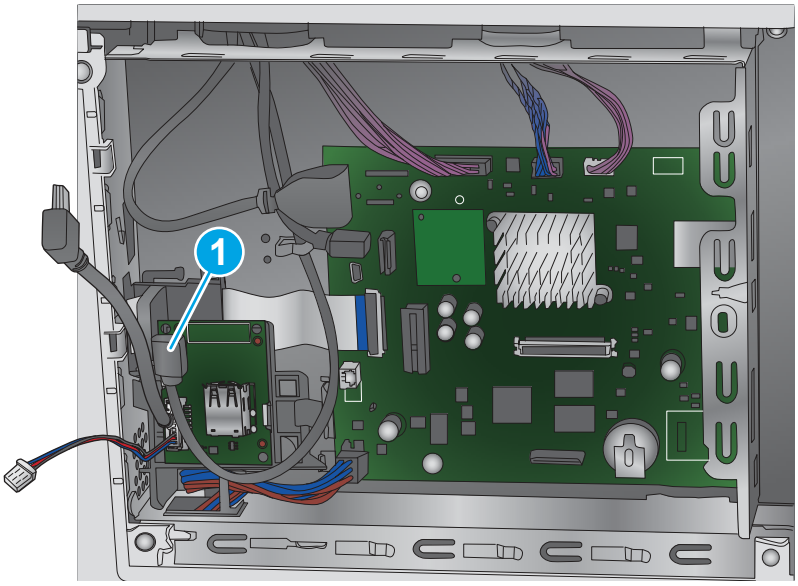
3. Disconnect one connector (callout 1).

Figure 4-2859 Disconnect one connector



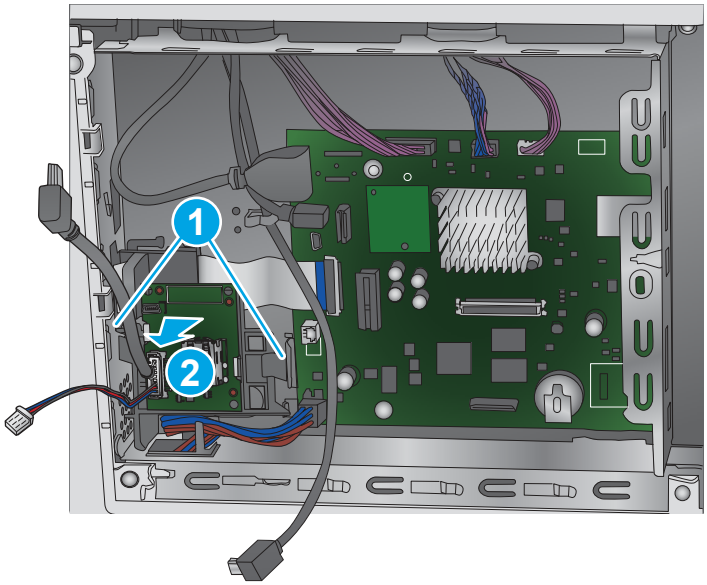
4. Disconnect one connector (callout 1).

Figure 4-2860 Disconnect one connector



5. Release two tabs (callout 1), and then remove the internal USB ports module (callout 2).

Figure 4-2861 **Remove the module**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

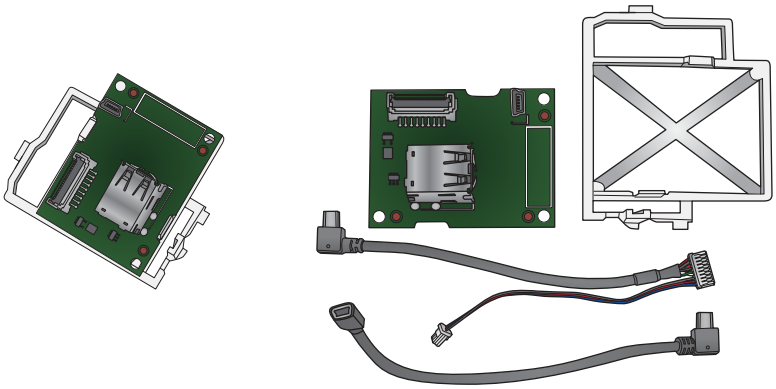
Install the internal USB ports module

Follow these steps to install the internal USB ports module.

CAUTION: ESD sensitive part.

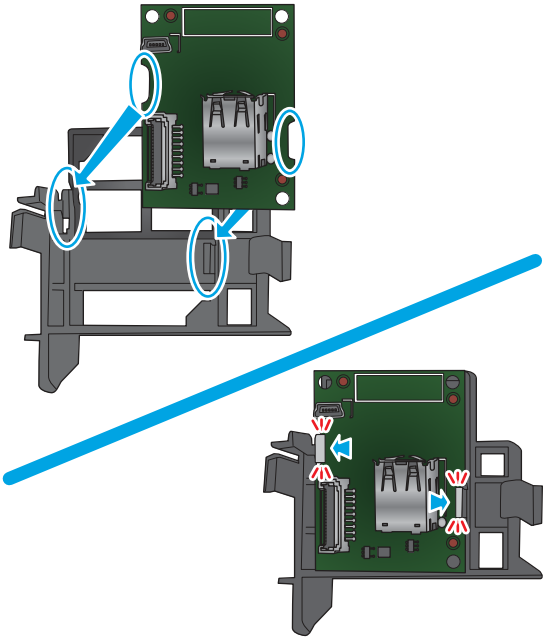
1. Use the figure below to identify the correct internal USB ports components for the SFP model.

Figure 4-2862 **Identify the USB ports components**



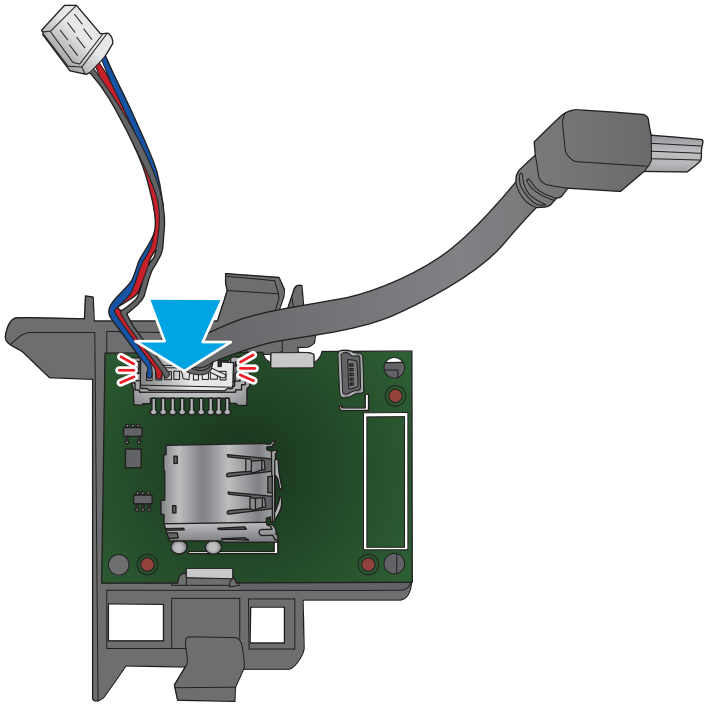
2. Position the notches on the internal USB ports PCA over the clips on the PCA holder and press down to attach the PCA to the holder. Make sure that the clips snap into place.

Figure 4-2863 **Install the PCA in the holder**



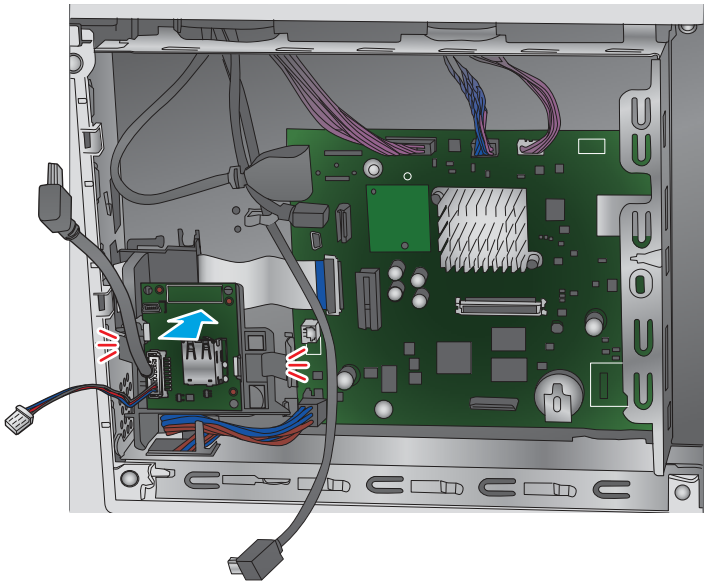
3. Connect the cable harness to the PCA.

Figure 4-2864 **Connect the cable harness**



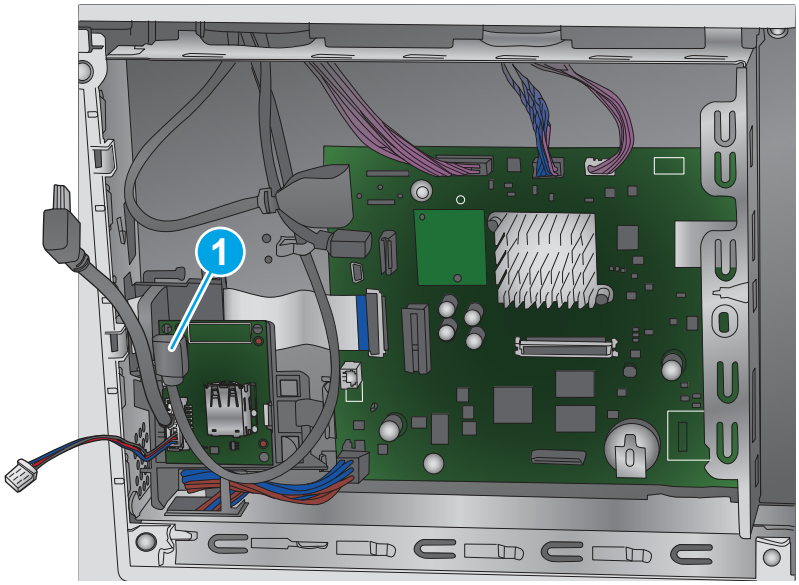
4. Press the internal USB ports module toward the formatter case until the clips snap into place.

Figure 4-2865 **Install the module**



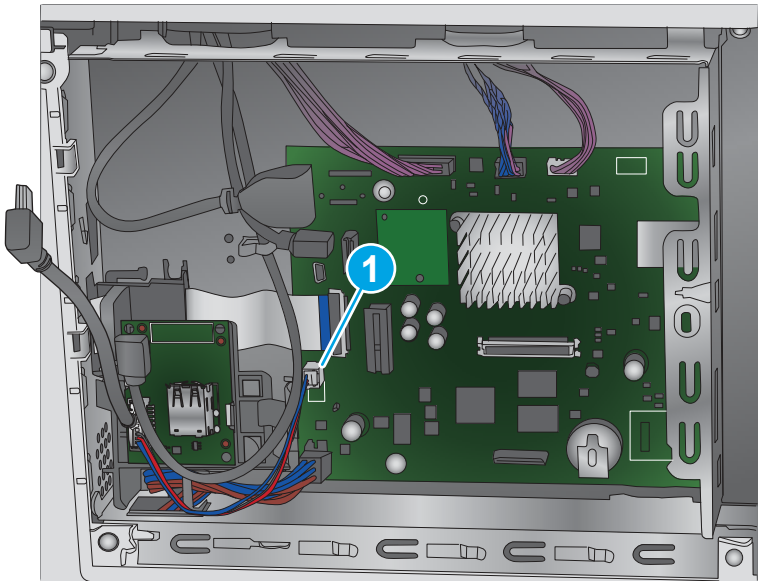
5. Connect one connector (callout 1).

Figure 4-2866 Connect one connector



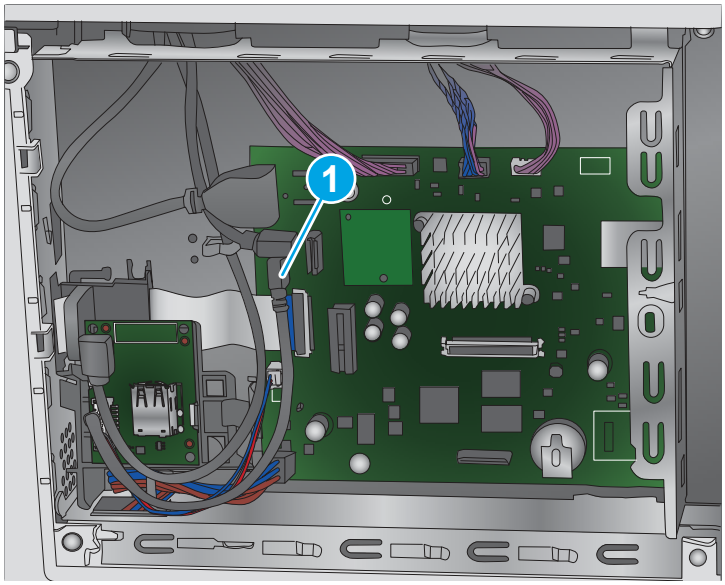
6. Connect one connector (callout 1).

Figure 4-2867 Connect one connector



7. Connect one connector (callout 1).

Figure 4-2868 Connect one connector



Install the formatter cover

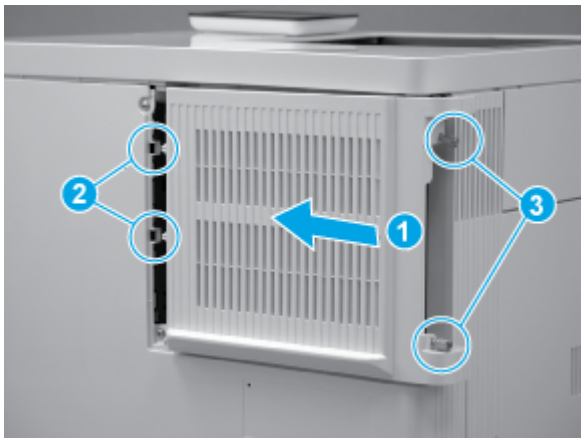
Follow these steps to install the formatter cover.

- Slide the cover onto the printer (callout 1) to install it.

NOTE: Make sure that the tabs on the formatter cover align with the slots provided in the printer (callout 2). Tighten the two thumbscrews (callout 3).

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-2869 Install the cover

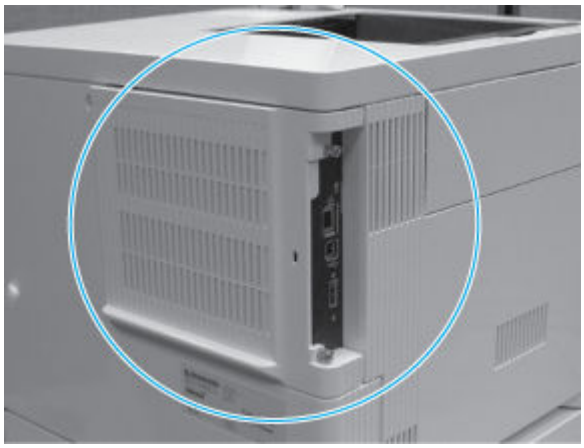


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

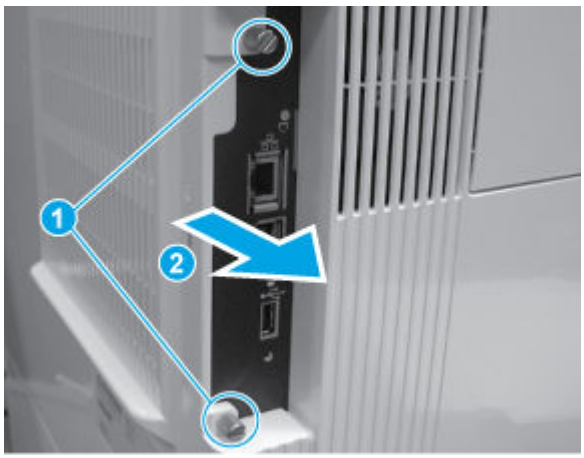
Figure 4-2870 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-2871 **Loosen the thumbscrews**



Removal and replacement: Internal USB ports (M577/M578/E57540)

Learn about removing and replacing the internal USB ports.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-113 Part information

Part number	Part description
B5L28-67902	Internal USB ports

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

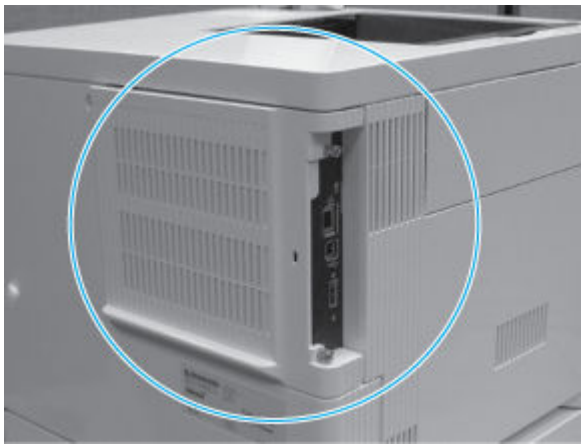
Print any pages necessary to make sure the printer is functioning correctly.

Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

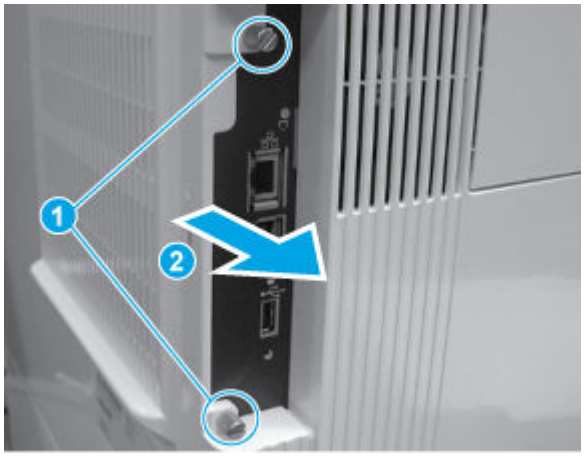
   Figure 4-2872 Locate the formatter cover

2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-2873 Loosen the thumbscrews



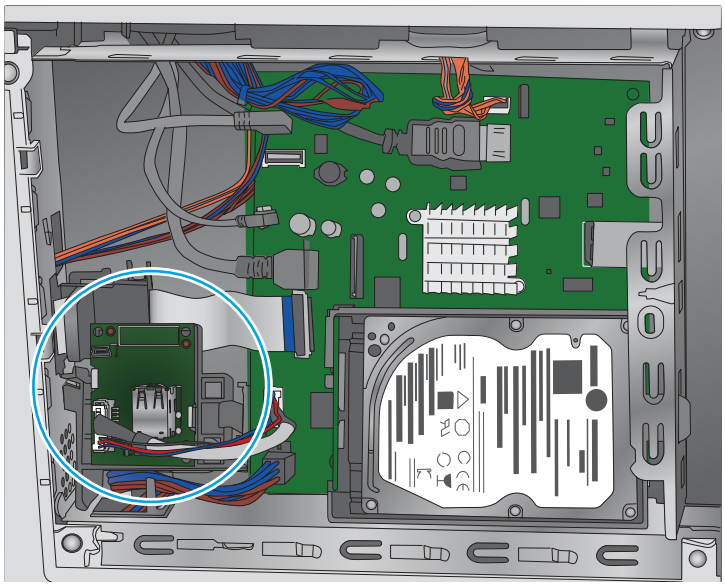
Remove the trusted platform module (TPM)

Follow these steps to remove the trusted platform module (TPM).

⚠ CAUTION: ESD sensitive part.

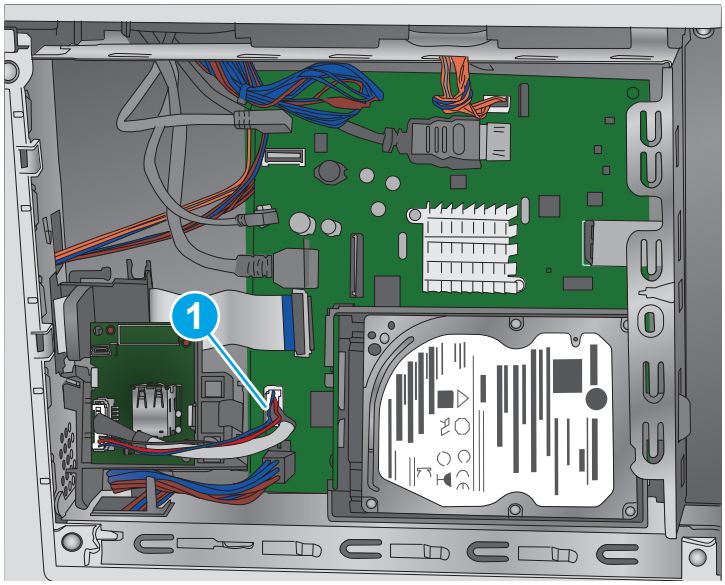
1. Locate the internal USB ports module on the formatter.

Figure 4-2874 Locate the USB ports module



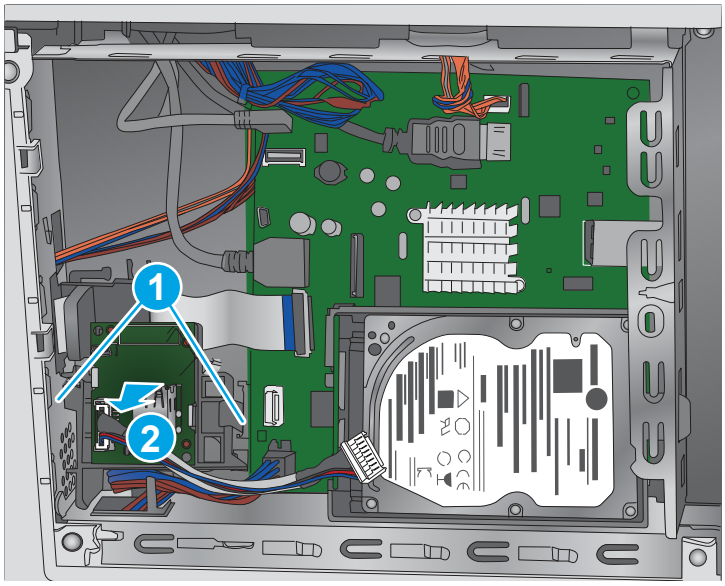
2. Disconnect one connector (callout 1).

Figure 4-2875 **Disconnect one connector**



3. Release two tabs (callout 1), and then remove the internal USB ports module (callout 2).

Figure 4-2876 **Remove the module**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

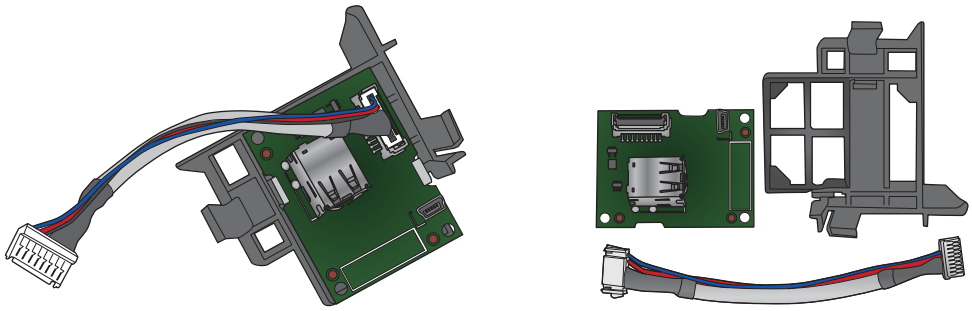
Install the internal USB ports module

Follow these steps to install the internal USB ports module.

CAUTION: ESD sensitive part.

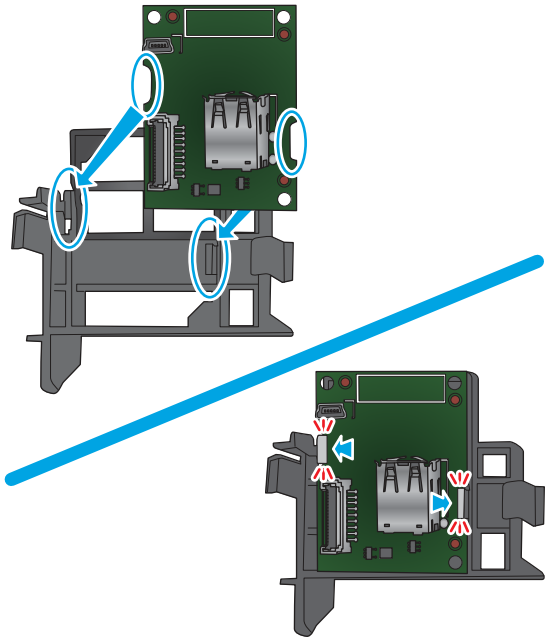
1. Use the figure below to identify the correct internal USB ports components for the SFP model.

Figure 4-2877 **Identify the USB ports components**



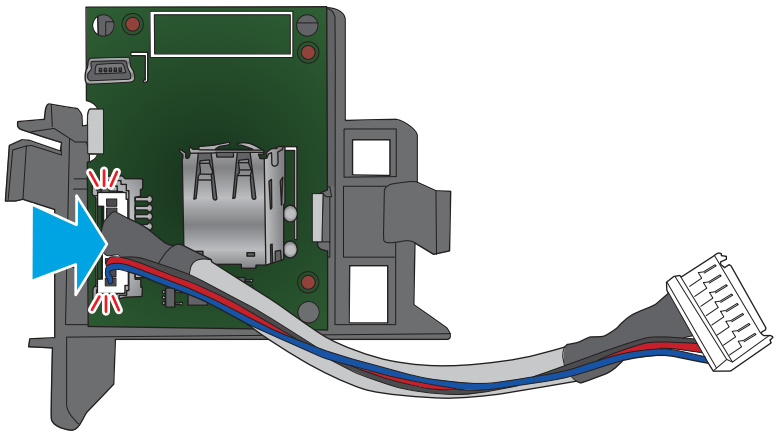
2. Position the notches on the internal USB ports PCA over the clips on the PCA holder and press down to attach the PCA to the holder. Make sure that the clips snap into place.

Figure 4-2878 **Install the PCA in the holder**



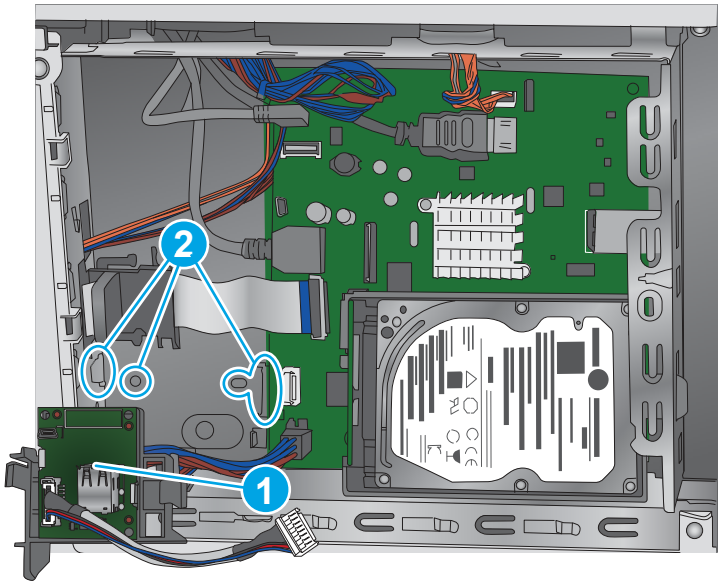
3. Connect the cable harness to the PCA.

Figure 4-2879 **Connect the cable harness**



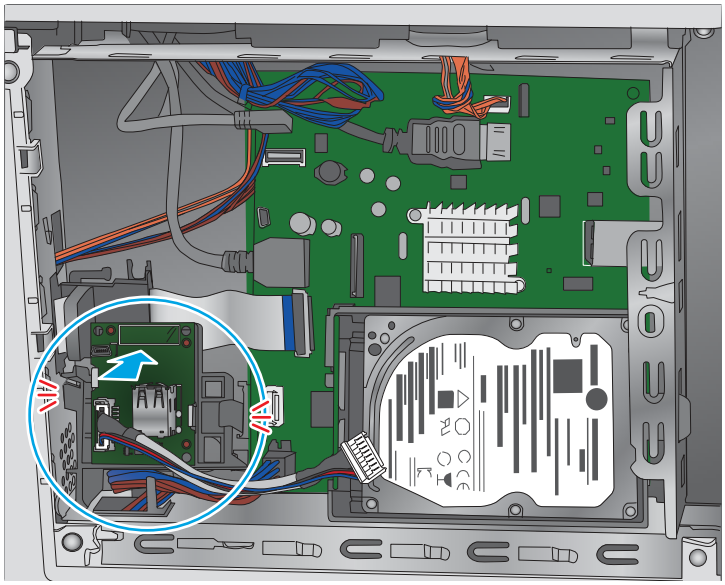
4. Position the clips and locator pins on the internal USB ports module holder (callout 1) in the holes (callout 2) in the formatter case.

Figure 4-2880 Connect one connector



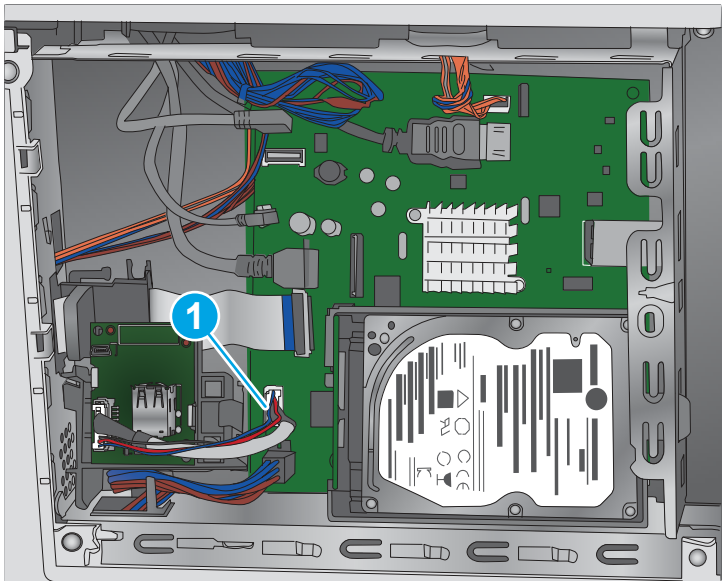
5. Press the internal USB ports module toward the formatter case until the clips snap into place.

Figure 4-2881 Install the module



6. Connect one connector (callout 1).

Figure 4-2882 **Connect one connector**



Install the formatter cover

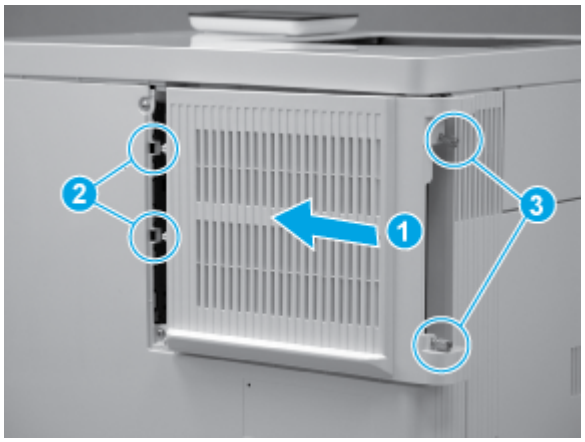
Follow these steps to install the formatter cover.

- Slide the cover onto the printer (callout 1) to install it.

NOTE: Make sure that the tabs on the formatter cover align with the slots provided in the printer (callout 2). Tighten the two thumbscrews (callout 3).

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-2883 **Install the cover**

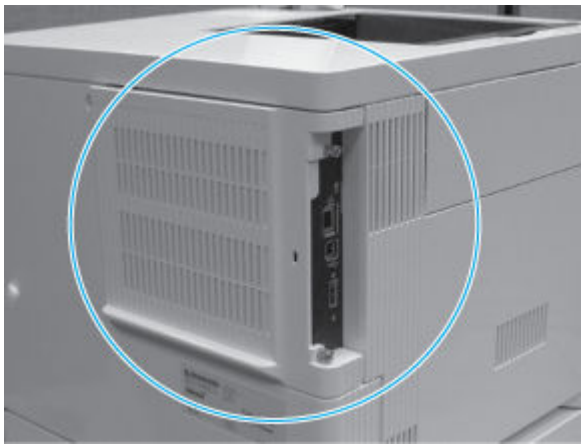


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

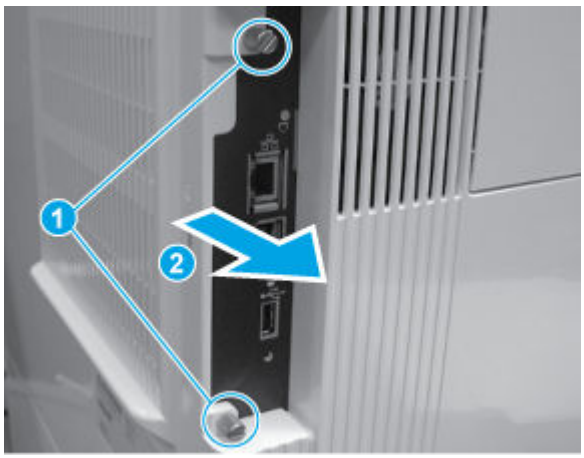
Figure 4-2884 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-2885 **Loosen the thumbscrews**



Removal and replacement: Fax PCA (M577/M578/E57540)

Learn about removing and replacing the fax PCA.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 4-114 Part information

Part number	Part description
B5L53-67901	Analog FAX 600 kit

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

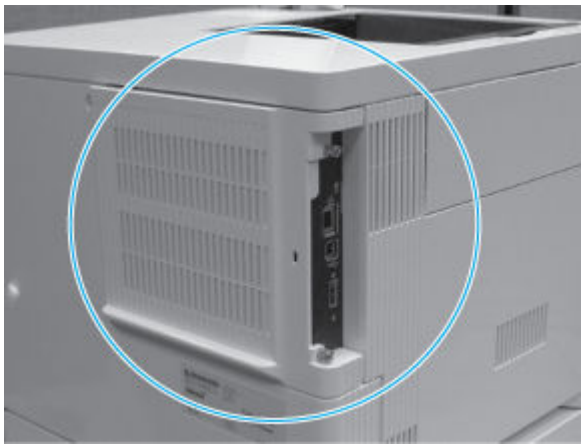
If possible, send and receive a fax from the printer.

Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

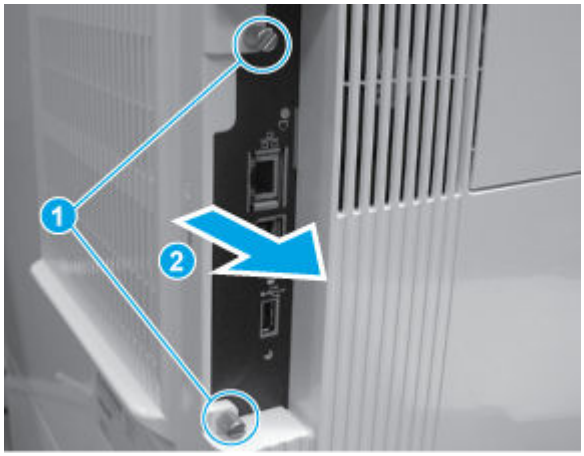
   Figure 4-2886 Locate the formatter cover

2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-2887 Loosen the thumbscrews



Remove the fax PCA (fax models)

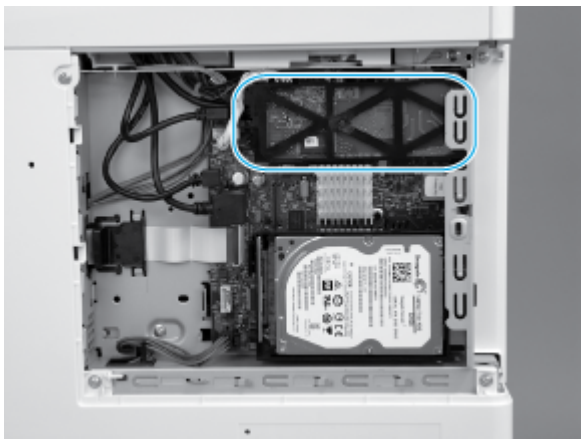
Follow these steps to remove the fax PCA (fax models).

CAUTION: ESD sensitive part.

NOTE: This procedure is for fax (or optionally installed fax) models only.

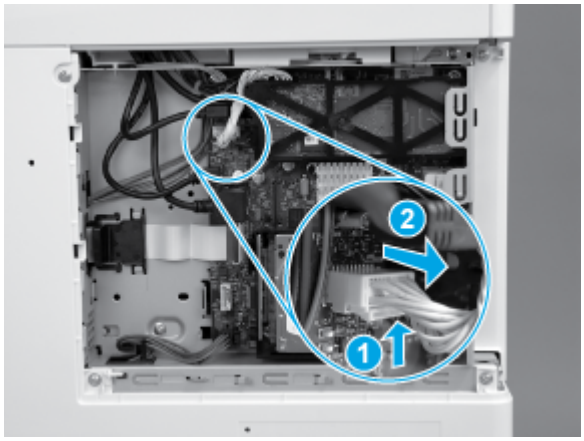
1. Locate the fax PCA component on the formatter.

Figure 4-2888 Locate the fax PCA



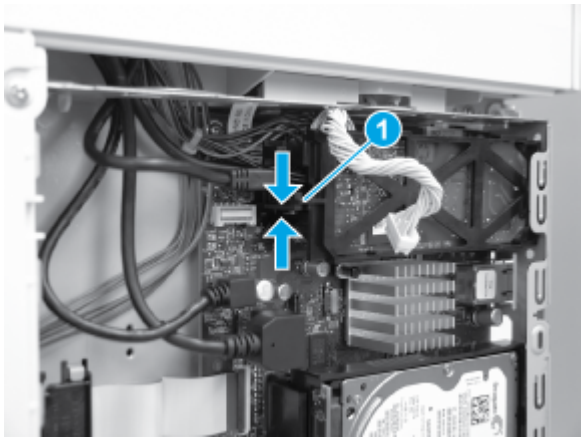
2. Release the connector latch (callout 1), and then pull the connector away from the formatter (callout 2) to disconnect it.

Figure 4-2889 Disconnect one connector



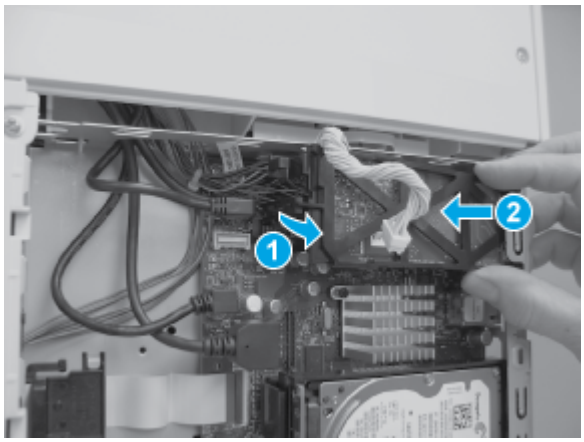
3. Release one retainer (callout 1) by pressing the bracket arms together.

Figure 4-2890 Release one latch



4. Rotate the end of the fax PCA (callout 1) away from the formatter, and then slide the PCA left (callout 2) to remove it.

Figure 4-2891 Remove the fax PCA



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION:

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Install the fax PCA (fax models)

Follow these steps to install the fax PCA (fax models).

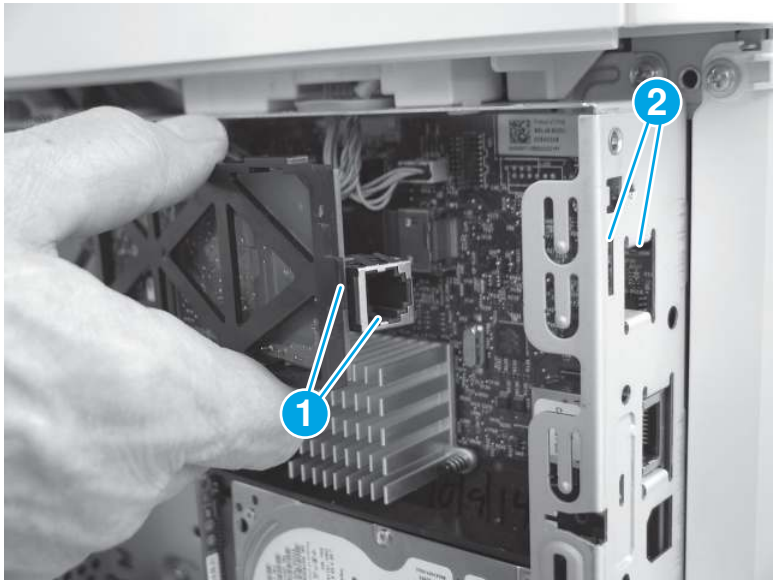
CAUTION:

ESD sensitive part.

NOTE: This procedure is for fax (or optionally installed fax) models only.

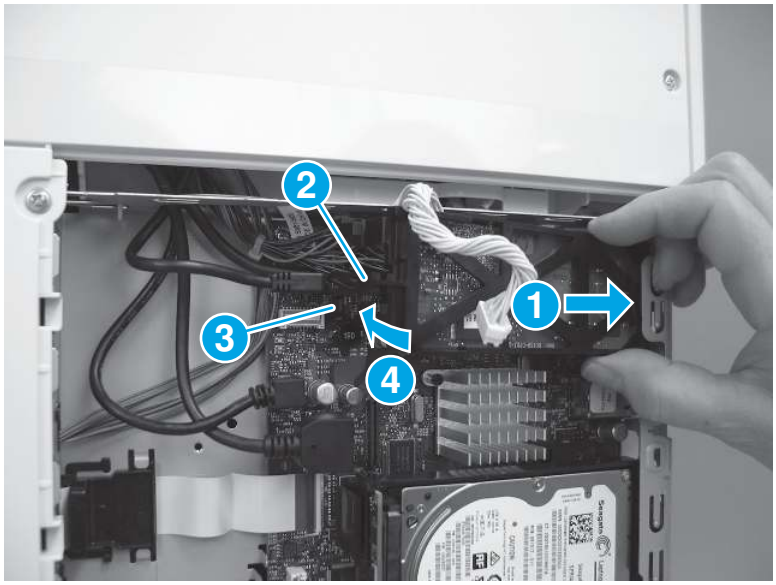
1. Position the tab and telephone port (callout 1) on the fax PCA in the slots (callout 2) in the formatter case.

Figure 4-2892 Position the fax PCA



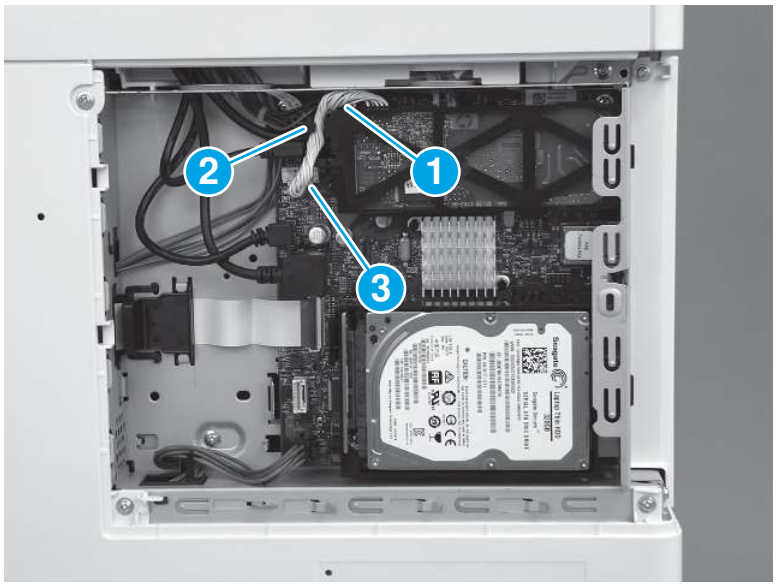
2. Slide the fax PCA to the right (callout 1) until the tab and telephone port described in the previous step and seated in the formatter case. Position the retainer (callout 2) in the slot (callout 3) in the formatter. Rotate the end of the fax PCA toward the formatter (callout 4) until the retainer snaps into place.

Figure 4-2893 Install the fax PCA



3. Position the cable (callout 1) in the guide (callout 2), and then connect one connector (callout 3).

Figure 4-2894 **Connect the connector**



Install the formatter cover

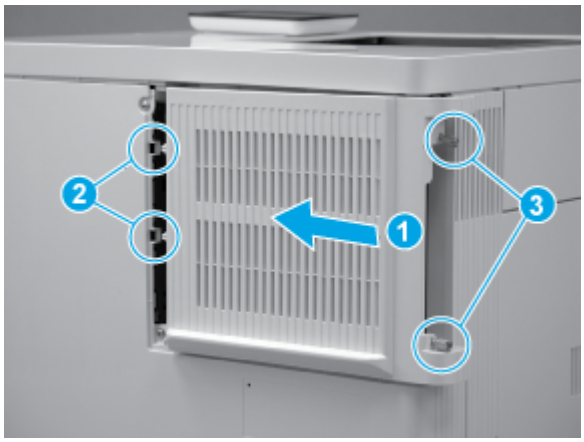
Follow these steps to install the formatter cover.

- Slide the cover onto the printer (callout 1) to install it.

NOTE: Make sure that the tabs on the formatter cover align with the slots provided in the printer (callout 2). Tighten the two thumbscrews (callout 3).

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-2895 **Install the cover**

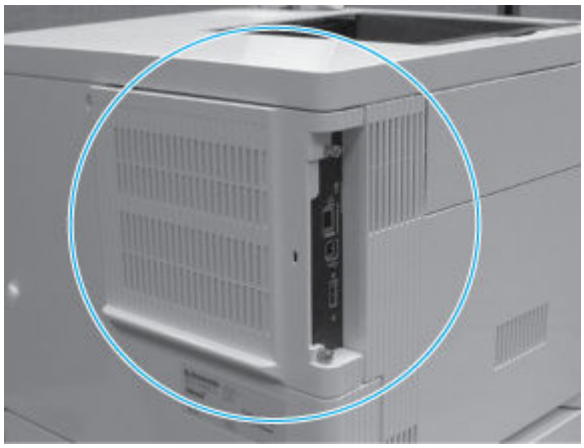


Remove the formatter cover

Follow these steps to remove the formatter cover.

1. Locate the formatter cover.

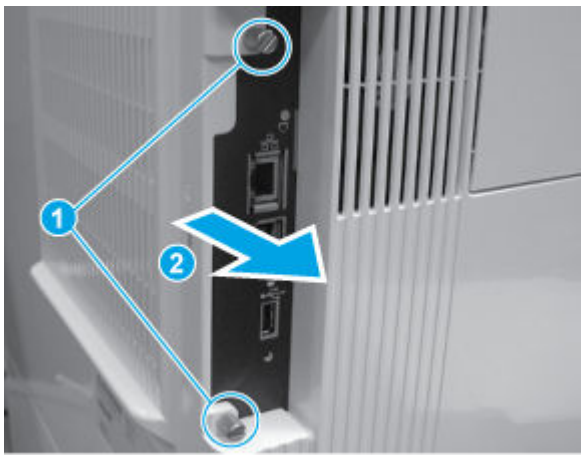
Figure 4-2896 **Locate the formatter cover**



2. Loosen the two thumbscrews (callout 1). Grasp the two thumbscrews, and then slide the cover away from the printer (callout 2) to remove it.

TIP: If needed, use the edge of a coin to turn the thumbscrews.

Figure 4-2897 **Loosen the thumbscrews**



5 Parts and diagrams

Printer parts information including exploded assembly diagrams and part number lists.

Order parts by authorized service providers

Find information about ordering parts and supplies for the printer.

Ordering

Order parts by authorized service providers.

Table 5-1 Ordering

Item or provider	Description
Order supplies and paper	www.hp.com/go/suresupply
Order parts from authorized service providers	www.hp.com/buy/parts or partsurfer.hp.com
Order through service or support providers	Contact an HP-authorized service or support provider.
Order using the HP Embedded Web Server (EWS)	To access, in a supported web browser on your computer, enter the printer IP address or host name in the address/URL field. The EWS contains a link to the HP SureSupply web site, which provides options for purchasing Original HP supplies.

Orderable parts

Not all of the parts shown in the exploded assembly diagrams are orderable parts.

Refer to the tables following the diagrams or the alphabetical/numerical parts lists to determine if a part is orderable.

Supplies and accessories

Learn about the supplies and accessories that are available for the printer.

To order cartridges, visit http://www.hp.com (some portions of the HP Web site are available in English only). Ordering cartridges online is not supported in all countries/regions. However, many countries/regions have information about ordering by telephone, locating a local store, and printing a shopping list. In addition, go to hp.com/supplies to obtain information about purchasing HP products in your country/region.

Use only the replacement cartridges that have the same cartridge number as the cartridge that is being replaced. Find the cartridge number in the following places:

- On the label of the cartridge that is being replaced.
- On a sticker inside the printer. Open the cartridge door to locate the sticker.
- Open the printer software (**HP Printer Assistant**), and then click **Shop** > **Shop For Supplies Online**.
- Open the HP Embedded Web Server (EWS), and then click **Tools** > **Supply Status** (under the **Product Information** item).

Table 5-2 Supplies part numbers

Item	Description	Part number (service)	Product number (new)
Toner cartridge (M552/M553/M577/E55040/E57540)	HP 508A Black Original LaserJet Toner Cartridge	CF360-67901	CF360A

Table 5-2 Supplies part numbers (continued)

Item	Description	Part number (service)	Product number (new)
Toner cartridge (M552/M553/M577/E55040/E57540)	HP 508X High Yield Black Original LaserJet Toner Cartridge	CF360-67902	CF360X
Toner cartridge (M552/M553/M577/E55040/E57540)	HP 508A Cyan Original LaserJet Toner Cartridge	CF361-67901	CF361A
Toner cartridge (M552/M553/M577/E55040/E57540)	HP 508X High Yield Cyan Original LaserJet Toner Cartridge	CF361-67902	CF361X
Toner cartridge (M552/M553/M577/E55040/E57540)	HP 508A Yellow Original LaserJet Toner Cartridge	CF362-67901	CF362A
Toner cartridge (M552/M553/M577/E55040/E57540)	HP 508X High Yield Yellow Original LaserJet Toner Cartridge	CF362-67902	CF362X
Toner cartridge (M552/M553/M577/E55040/E57540)	HP 508A Magenta Original LaserJet Toner Cartridge	CF363-67901	CF363A
Toner cartridge (M552/M553/M577/E55040/E57540)	HP 508X High Yield Magenta Original LaserJet Toner Cartridge	CF363-67902	CF363X
Toner cartridge (E55040/E57540)	HP Cartridge LJ Black Managed Toner	W9060-67901	W9060MC (~ 15,000 pages)
Toner cartridge (E55040/E57540)	HP Cartridge LJ Cyan Managed Toner	W9061-67901	W9061MC (~ 12,000 pages)
Toner cartridge (E55040/E57540)	HP Cartridge LJ Yellow Managed Toner	W9062-67901	W9062MC (~ 12,000 pages)
Toner cartridge (E55040/E57540)	HP Cartridge LJ Magenta Managed Toner	W9063-67901	W9063MC (~ 12,000 pages)
Toner cartridge (M554/M555/M578)	HP Cartridge-212A Black LaserJet Toner	7ZU81-67905	W2120A (5,500 pages)
Toner cartridge (M554/M555/M578)	HP Cartridge-212X High Yield Black LaserJet Toner	7ZU81-67909	W2120X (13,000 pages)
Toner cartridge (M554/M555/M578)	HP Cartridge-212A Cyan LaserJet Toner	7ZU81-67906	W2121A (4,500 pages)
Toner cartridge (M554/M555/M578)	HP Cartridge-212X High Yield Cyan LaserJet Toner	7ZU81-67910	W2121X (10,000 pages)
Toner cartridge (M554/M555/M578)	HP Cartridge-212A Yellow LaserJet Toner	7ZU81-67907	W2122A (4,500 pages)
Toner cartridge (M554/M555/M578)	HP Cartridge-212X High Yield Yellow LaserJet Toner	7ZU81-67911	W2122X (10,000 pages)

Table 5-2 Supplies part numbers (continued)

Item	Description	Part number (service)	Product number (new)
Toner cartridge (M554/M555/M578)	HP Cartridge-212A Magenta LaserJet Toner	7ZU81-67908	W2123A (4,500 pages)
Toner cartridge (M554/M555/M578)	HP Cartridge-212X High Yield Magenta LaserJet Toner	7ZU81-67912	W2123AX (10,000 pages)
HP toner-collection unit	Replacement toner-collection unit with attached door.	B5L37-67901	B5L37A
HP Staple Cartridge Pack (stapler models only)	Replacement staple cartridges. Contains two staple cartridges of 1500 staples each.	Q7432-67001	Q7432A
HP LaserJet 200 ADF Roller Replacement Kit (M577/M578/E57540)	Replacement feed rollers for the document feeder.	W5U23-67901	B5L52A
Fuser kit (110V)	Fuser	B5L35-67902	B5L35A
Fuser kit (220V)	Fuser	B5L36-67902	B5L36A

Table 5-3 Accessories (M552, M553, M554, M555, and E55040)

Item	Description	Part number (service)	Product number
550-sheet paper feeder NOTE: The M552 model accepts one 550-sheet paper feeder. The M553 and E55040 models accept up to three 550-sheet paper feeders.	Optional 550-sheet paper feeder (included with the x model)	B5L34-67901	B5L34A
Printer stand and storage	Optional stand with storage to support the printer Recommended when using multiple optional paper feeders.	B5L51-67901	B5L51A
Self-Encrypting Drive, SED (HDD)	500 GB secure encrypted drive	L41606-011 or 933853-011	
Federal Information Processing Standards Drive, FIPS (HDD) NOTE: Most customers have the self-encrypting drive (SED) and should not have a Federal Information Processing Standards (FIPS) drive. Only send the FIPS drive for federal government printers, customers that require FIPS per HP agreement, or customers that have bought the FIPS drive as an accessory.	500 GB, higher level of security	L42243-021	

Table 5-3 Accessories (M552, M553, M554, M555, and E55040) (continued)

Item	Description	Part number (service)	Product number
500 GB HP secure high-performance hard disk drive NOTE: Not supported for the M552dn.	Accessory hard drive	B5L29A	
1GB DDR3 Slim DIMM (SFP) NOTE: M553/M554/M555/E55040 only.	Optional DIMM for expanding the memory	5851-6422	G6W84A
HP internal USB ports	Two optional USB ports for connecting third-party devices	B5L28-67902	B5L28A
HP Trusted Platform Module (TPM) (M552/M553/E55040) NOTE: M554 and M555: The TPM is a factory installed component and not an accessory.	Automatically encrypts all data that passes through the product	F5S62-61001	F5S62A

Table 5-4 Accessories (M577, M578, and E57540)

Item	Description	Part number (service)	Product number
550-sheet paper feeder NOTE: The printer supports up to three 550-sheet paper feeders.	Optional 550-sheet paper feeder (included with the x model)	B5L34-67901	B5L34A
Fixed tray guide kit	Fixed tray guide kit for cassette trays	5851-7708	
Printer stand and storage	Optional stand with storage to support the printer Recommended when using multiple optional paper feeders.	B5L51-67901	B5L51A
Self-Encrypting Drive, SED (HDD)	500 GB secure encrypted drive	L41606-011 or 933853-011	
Federal Information Processing Standards Drive, FIPS (HDD) NOTE: Most customers have the self-encrypting drive (SED) and should not have a Federal Information Processing Standards (FIPS) drive. Only send the FIPS drive for federal government printers, customers that require FIPS per HP agreement, or customers that have bought the FIPS drive as an accessory.	500 GB, higher level of security	L42243-021	
500 GB HP secure high-performance hard disk drive	Accessory hard drive	B5L29-67903	B5L29A

Table 5-4 Accessories (M577, M578, and E57540) (continued)

Item	Description	Part number (service)	Product number
1GB DDR3 x32 144-Pin 800MHz SODIMM (MFP)	Optional DIMM for expanding the memory	E5K48-67902	E5K48A
HP internal USB ports	Two optional USB ports for connecting third-party devices	B5L29A	
HP Trusted Platform Module (TPM) (M577/E57540) NOTE: M578: The TPM is a factory installed component and not an accessory.	Automatically encrypts all data that passes through the product	F5S62-61001	F5S62A
HP LaserJet Keyboard Overlay Kit for Simplified Chinese & Traditional Chinese	Language-specific, adhesive overlay for the physical keyboard	5851-6002	A7W12A
HP LaserJet Keyboard Overlay Kit for Swedish	Language-specific, adhesive overlay for the physical keyboard	A7W14-67901	A7W14A
HP Smartcard NIPRNet Solution for US Government NOTE: Requires installing the HP Internal USB ports accessory (B5L28A).	Non-secure Internet Protocol (IP) Router Network for transmitting non-classified information		CC543B
HP Smartcard NIPRNet Solution for US Government NOTE: Requires installing the HP Internal USB ports accessory (B5L28A).	Secret Internet Protocol (IP) Router Network for transmitting classified information		F8B30A
HP Foreign Interface Harness	Optional port for connecting third-party devices	B5L31-67902	B5L31A
HP LaserJet MFP Analog Fax Accessory 600	Optional fax accessory for the dn model	B5L53-67901	B5L53A
HP Jetdirect 2900nw Print Server	USB wireless print server accessory		J8031A
HP Jetdirect 3000w NFC/Wireless Accessory	Wi-Fi direct accessory for "touch" printing from mobile devices		J8030A

Customer self-repair parts

Learn about printer customer self-repair parts.

Customer self-repair (CSR) parts are available for many HP LaserJet printers to reduce repair time.

NOTE: More information about the CSR program and benefits can be found at www.hp.com/go/csr-support and www.hp.com/go/csr-faq.

Genuine HP replacement parts can be ordered at www.hp.com/buy/parts or by contacting an HP-authorized service or support provider. When ordering, one of the following will be needed: part number, serial number (found on back of printer), product number, or printer name.

- Parts listed as **A**: Easy
- Parts listed as **B**: Difficult and/or requires tools

Table 5-5 Customer self-repair (CSR) parts

Kit name	Description	CSR level	Part number
Control panel kit (M553x/M555/ E55040dw/E55040dn)	Control panel	A	RK2-6064-000CN
Control panel kit (MFP)	Control panel	A	B5L47-67018
Secondary transfer roller kit	Secondary transfer roller	A	RM2-6575-000CN
Intermediate transfer belt (ITB)	ITB	B	RM2-6576-000CN
Tray 2-5 roller kit	Rollers for Tray 2 and the optional 550-sheet paper feeders	A	RM2-6577-000CN
ADF roller replacement Kit	Replacement feed rollers for the document feeder	A	W5U23-67901
Fuser kit (110V)	Fuser	A	B5L35-67902
Fuser kit (220V)	Fuser	A	B5L36-67902
embedded MultiMedia Card (eMMC) kit (SFP)	eMMC module	A	5851-6436
Self-Encrypting Drive, SED (HDD)	500 GB secure replacement hard disk drive	A	L41606-011 or 933853-011
Federal Information Processing Standards Drive, FIPS (HDD) NOTE: Most customers have the self-encrypting drive (SED) and should not have a Federal Information Processing Standards (FIPS) drive. Only send the FIPS drive for federal government printers, customers that require FIPS per HP agreement, or customers that have bought the FIPS drive as an accessory.	500 GB, higher level of security	A	L42243-021
White backing kit A4 (MFP)	White backing for the document feeder (with retention clips)	A	5851-7740
Retention clip kit (MFP)	Retention clips for the document feeder white backing	A	5851-6573
Keyboard kit (flow models)	Keyboard (US)	A	B5L47-67019
Keyboard kit (flow models)	Keyboard (UK)	A	B5L47-67020
Keyboard overlay kit (FR, IT, RU, DE, ES: UK Kybd) (flow models)	Keyboard overlay	A	5851-6019
Keyboard overlay kit (FR-CN, ES-LA, ES: US Kybd) (flow models)	Keyboard overlay	A	5851-6020
Keyboard overlay kit (FR-SW, DE-SW, DA: UK Kybd) (flow models)	Keyboard overlay	A	5851-6021

Table 5-5 Customer self-repair (CSR) parts (continued)

Kit name	Description	CSR level	Part number
Keyboard overlay kit (ZHTW, ZHCN) (flow models)	Keyboard overlay	A	5851-6022
Keyboard overlay kit (ES, PT) (flow models)	Keyboard overlay	A	5851-6023
Keyboard overlay kit (JA-KG, JA-KT) (flow models)	Keyboard overlay	A	5851-6024

How to use parts lists and diagrams

Learn how to use the parts lists and diagrams.

The figures in this chapter show the major sub-assemblies in the printer and their component parts. A parts list table follows each exploded view assembly diagram. The table lists the item number, the associated part number, and the description of each part. If a part is not listed in the table, then it is not a field replacement unit (FRU).

NOTE: Be sure to order the correct part. When looking for part numbers for electrical parts, pay careful attention to the voltage that is listed in the part description. Doing so will make sure that the selected part number is for the correct printer model.

NOTE: The abbreviation “PCA” stands for “printed circuit-board assembly.” Components described as a PCA might consist of a single circuit board or a circuit board plus other parts, such as cables and sensors.

Document feeder and image scanner (M577/M578/E57540)

Parts diagram and part list for the document feeder and image scanner.

Figure 5-1 Document feeder and image scanner (M577/M578/E57540)

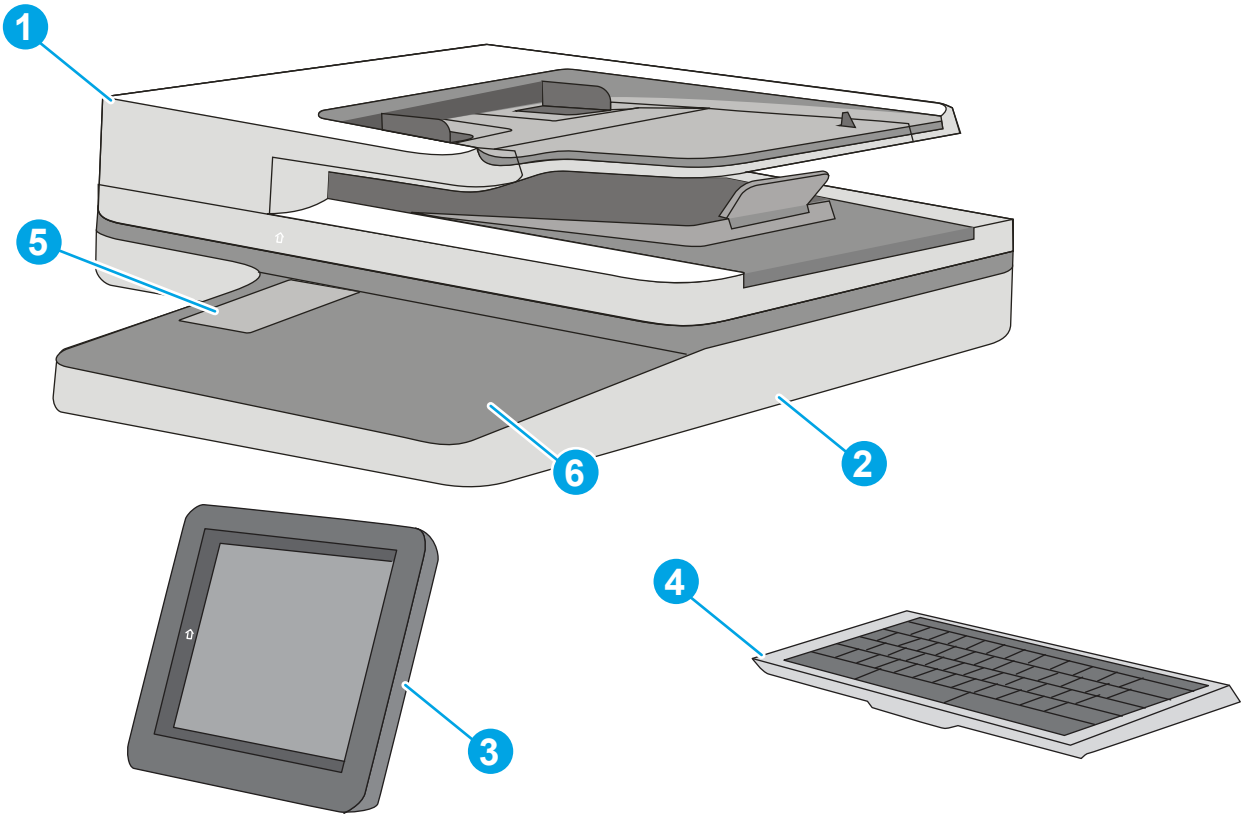


Table 5-6 Document feeder and image scanner (M577/M578/E57540)

Ref No	Part number	Description	Qty
1	B5L47-67906	Kit - ADF whole unit Enterprise	1
1	B5L47-67907	Kit - ADF whole unit Workflow	1
2	B5L46-67904	Image scanner (M577/M578/E57540) kit	1
3	B5L47-67018	Control panel (M577/M578/E57540) kit	1
4	B5L47-67019	Keyboard US (M577/M578/E57540 flow models)	1
4	B5L47-67020	Keyboard UK (M577/M578/E57540 flow models)	1
5	B5L46-40021	Cover, HIP (M577/M578/E57540)	1
6	B5L46-40026	Bezel, control panel with NFC icon (M577)	1
6	B5L46-40020	Bezel, control panel without NFC icon (M577/M578/E57540)	1
Not shown	B5L47-67903	Scan control board (M577/M578/E57540)	1

Table 5-6 Document feeder and image scanner (M577/M578/E57540) (continued)

Ref No	Part number	Description	Qty
Not shown	B5L46-40002	Cover, keyboard (M577/M578/E57540 flow models)	1
Not shown	B5L46-40011	Cover, rear (image scanner; M577/M578/E57540)	1
Not shown	B5L46-40028	Cover, USB (M577/M578/E57540)	1
Not shown	B5L46-40024	Cover, right front upper (M577/M578/E57540)	1
Not shown	B5L46-60121	Cover assembly, stapler (M577/M578/E57540 stapler models)	1
Not shown	B5L46-60102	Stapler (M577/M578/E57540 stapler models)	1
Not shown	B5L46-60102	Hinge, left document feeder (M577/M578/E57540)	1
Not shown	COM39-60065	Hinge, right document feeder (M577/M578/E57540)	1
Not shown	B5L46-60121	Cable, stapler (M577/M578/E57540 stapler models)	1
Not shown	5851-5939	Cable, WU USB control panel (M577/M578/E57540)	1
Not shown	5851-5938	Cable, HIP USB control panel (M577/M578/E57540)	1
Not shown	5851-5936	Cable, HDMI control panel (M577/M578/E57540)	1
Not shown	5851-5935	Cable, 18-pin control panel (M577/M578/E57540)	1
Not shown	B5L46-60114	Cable, HDMI PAB to SCAM (M577/M578/E57540)	1
Not shown	5851-6019	Keyboard overlay kit (FR, IT, RU, DE, ES: UK Kybd)	1
Not shown	5851-6020	Keyboard overlay kit (FR-CN, ES-LA, ES: US Kybd)	1
Not shown	5851-6021	Keyboard overlay kit (FR-SW, DE-SW, DA: UK Kybd)	1
Not shown	5851-6022	Keyboard overlay kit (ZHTW, ZHCN)	1
Not shown	5851-6023	Keyboard overlay kit (ES/PT)	1
Not shown	5851-6024	Keyboard overlay kit (JA-KG, JA-KT)	1

Parts and diagrams: Covers (M552/M553/M554/M555/E55040)

Parts diagram and parts list for the SFP printer covers.

Figure 5-2 Covers (M552/M553/M554/M555/E55040)

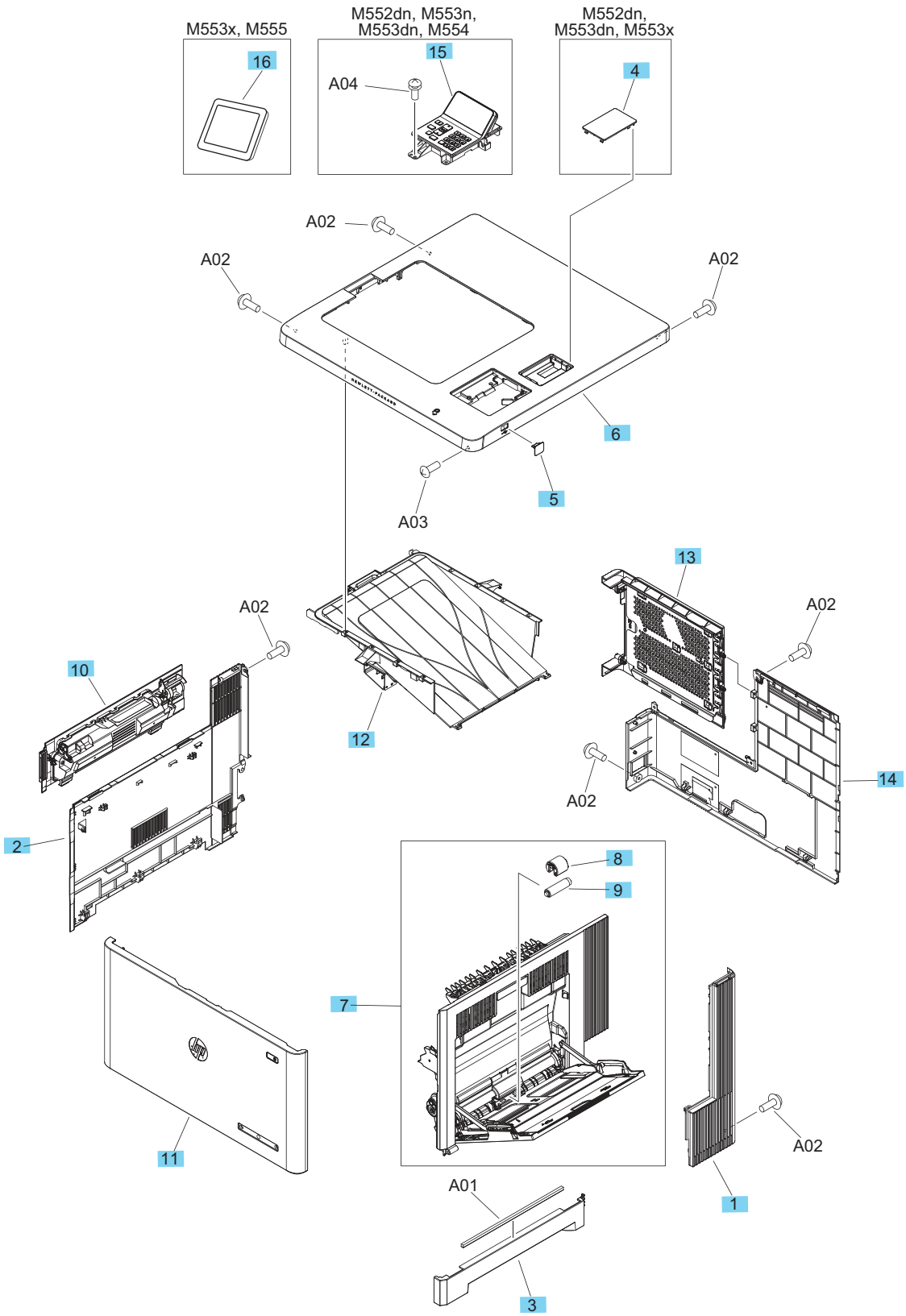


Table 5-7 Covers (M552/M553/M554/M555/E55040)

Ref No	Part number	Description	Qty
1	RC4-0178-000CN	Cover, right rear	1
2	RC4-0179-000CN	Cover, left	1
3	RC4-0183-000CN	Handle, right	1
4	RC4-0213-000CN	Cover, HIP (M552dn, M553dn, M553x/E55040)	1
5	RC4-0213-000CN	Cover, USB	1
6	RL2-0096-000CN	Cover, upper (M553n)	1
6	RL2-0097-000CN	Cover, upper (M553x/E55040)	1
6	RL2-0098-000CN	Cover, upper (M552dn, M553dn)	1
7	RM2-0019-000CN	Door assembly, right	1
8	B5L24-67905	Roller, pickup, Tray 1 (part of Tray 1 roller kit)	1
9	B5L24-67905	Roller, separation, Tray 1 (part of Tray 1 roller kit)	1
10	B5L37-67901	Toner collection unit	1
11	B5L25-67901	Cover, front (M552, M553/E55040)	1
12	RM2-0044-000CN	Output bin	1
13	RM2-0084-000CN	Cover, formatter	1
14	RM2-0085-000CN	Cover, rear	1
15	RM2-7180-000CN	Control panel (M552dn, M553n, M553dn)	1
15	RM2-6582-000CN	Control panel (M554)	1
16	K0Q15-67904	Kit - control panel 4.3 inch CLJ M555	1
Not shown	RK2-6064-000CN	HDMI cable for the 4.3 on control panel (M553x/E55040)	1
Not shown	RK3-1532-000CN	Cable, control panel (M554)	1
Not shown	RK3-1534-000CN	Cable, control panel (M555)	1

Parts and diagrams: Covers (M577/M578/E57540)

Parts diagram and parts list for the MFP printer covers.

Figure 5-3 Covers (M577/M578/E57540)

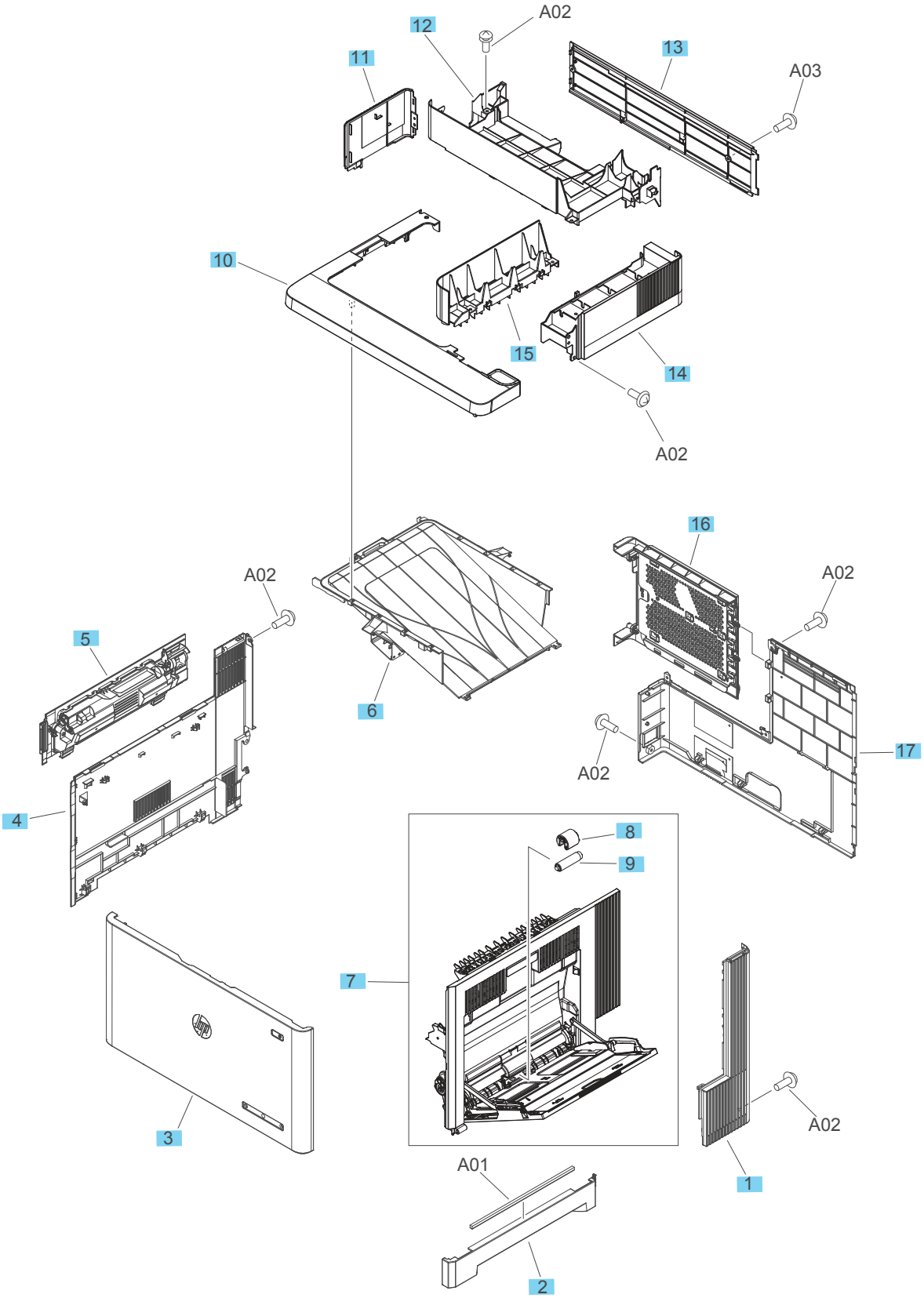


Table 5-8 Covers (M577/M578/E57540)

Ref No	Part number	Description	Qty
1	RC4-0178-000CN	Cover, right rear	1
2	RC4-0183-000CN	Handle, right	1
3	B5L46-67906	Cover, front (MFP)	1
4	RC4-0179-000CN	Cover, left	1
5	B5L37-67901	Toner collection unit	1
6	RM2-0044-000CN	Output bin	1
7	RM2-0019-000CN	Right door assembly	1
8	B5L24-67905	Roller, pickup, Tray 1 (part of Tray 1 roller kit)	1
9	B5L24-67905	Roller, separation, Tray 1 (part of Tray 1 roller kit)	1
10	RL2-0769-000CN	Cover, top (M577/M578/E57540)	1
11	RL2-0770-000CN	Cover, left upper (M577/M578/E57540)	1
12	RC4-3383-000CN	Cover, top rear (M577/M578/E57540)	1
13	RL2-0771-000CN	Cover, rear upper (M577/M578/E57540)	1
14	RL2-0772-000CN	Cover, right upper (M577/M578/E57540)	1
15	RC4-3382-000CN	Cover, paper feed (M577/M578/E57540)	1
16	RM2-0084-000CN	Cover, formatter	1
17	RM2-0085-000CN	Cover, rear	1

Parts and diagrams: Internal assemblies (1 of 5)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-4 Internal assemblies (1 of 5)

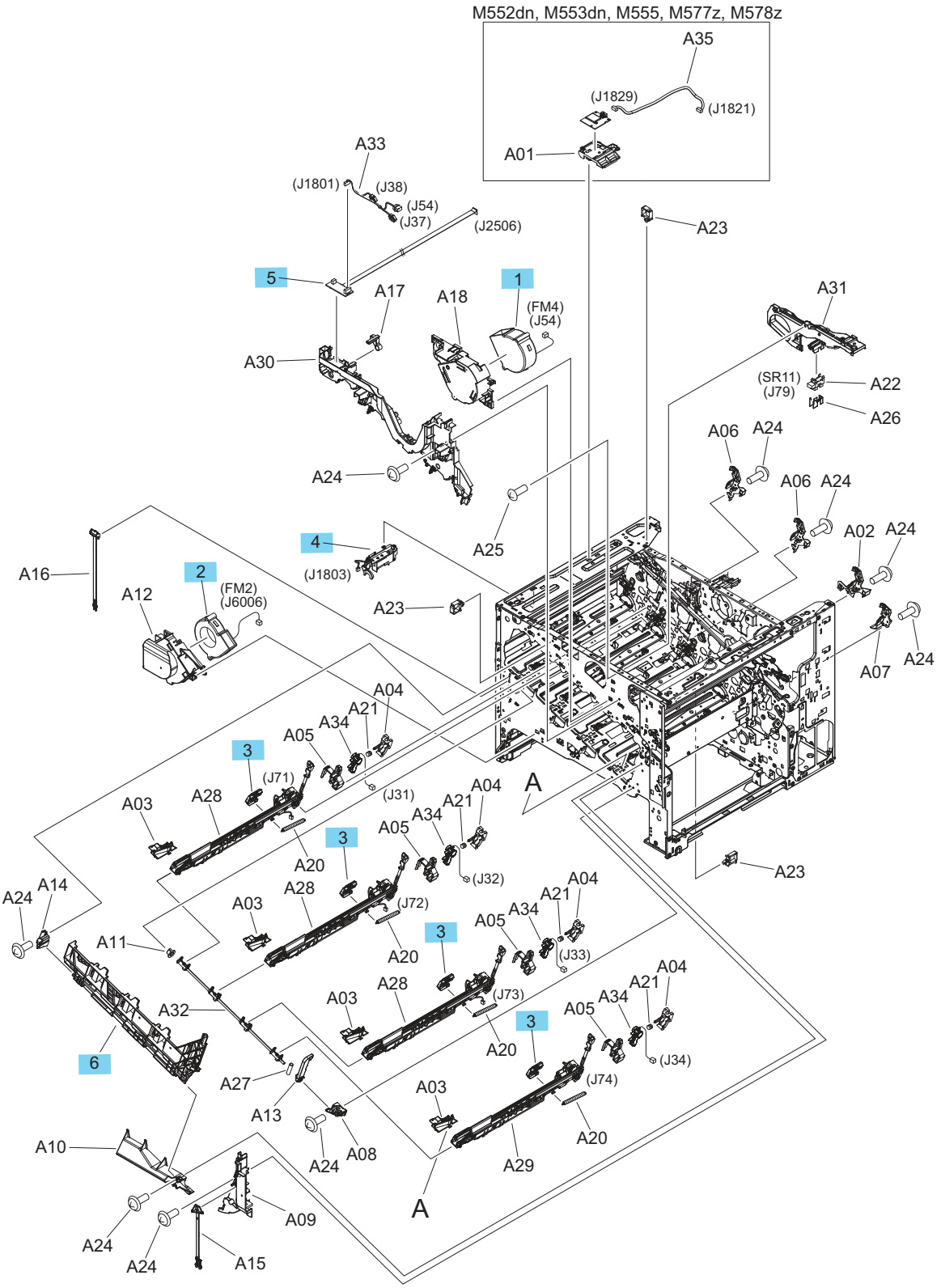


Table 5-9 Internal assemblies (1 of 5)

Ref No	Part number	Description	Qty
1	RK2-2418-000CN	Fan, fuser (FM4)	1
2	RK2-6124-000CN	Fan, cartridge (FM2)	1
3	RM2-0086-000CN	Glass cleaner assembly, dust-proof	4
4	RM2-7130-000CN	Waste toner detect PCA assembly	1
5	RM2-7156-000CN	Connecting PCA assembly	1
6	RL2-0013-010CN	Inner door	1
Not shown	1150-7968	Wireless PCA, embedded	1
Not shown	B5L24-60002	Near field communication (NFC) PCA, embedded (M553x/M555/E55040)	1
Not shown	B5L24-60001	Near field communication (NFC) PCA, embedded (M577z\E57540)	1

Parts and diagrams: Internal assemblies (2 of 5)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-5 Internal assemblies (2 of 5)

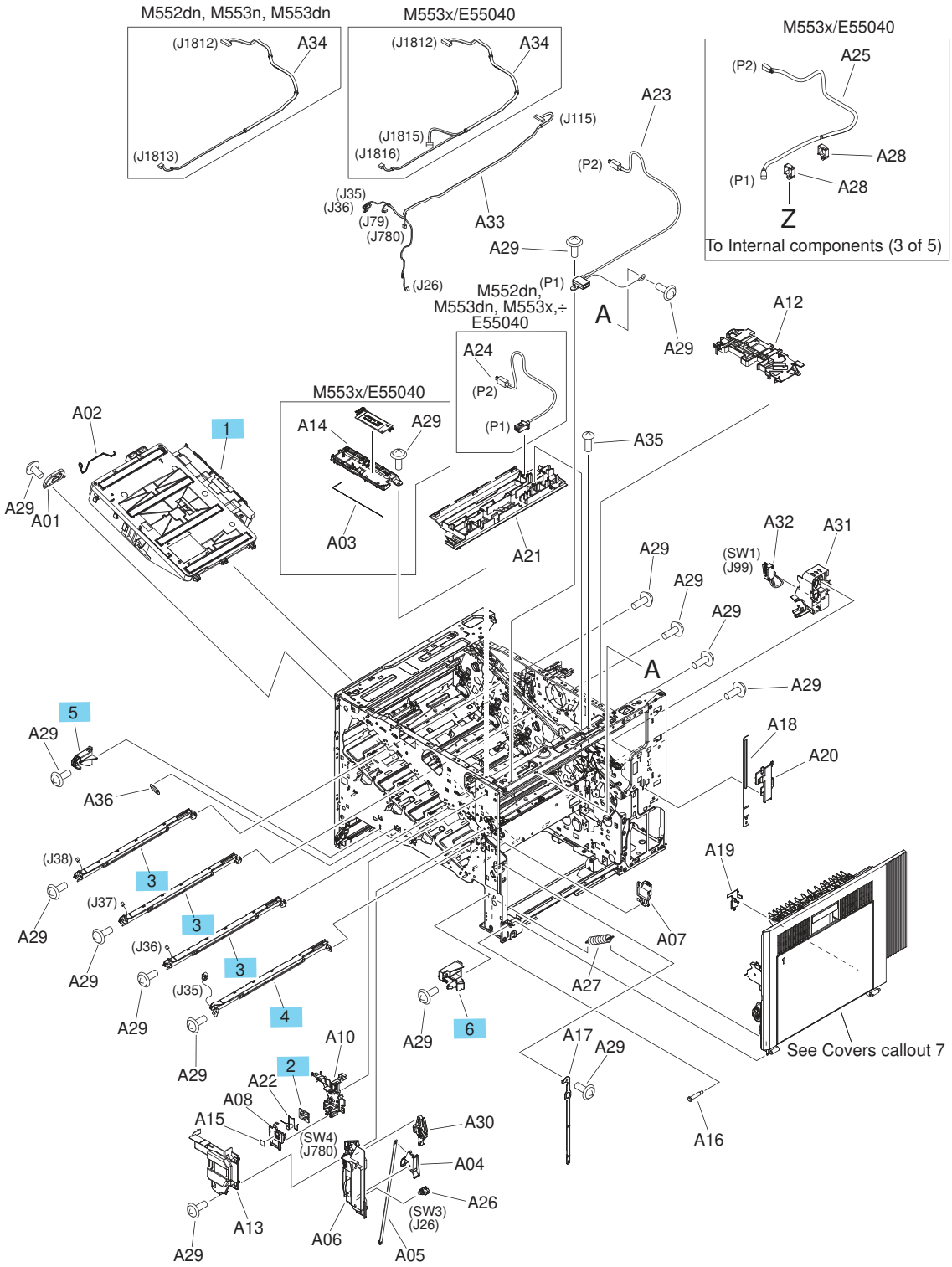


Table 5-10 Internal assemblies (2 of 5)

Ref No	Part number	Description	Qty
1	RM2-6545-000CN	Laser/scanner assembly	1
2	RM2-7133-000CN	Switch PCA assembly (SW4)	1
3	RM2-7168-000CN	Pre-exposure PCA assembly	3
4	RM2-7169-000CN	Pre-exposure PCA assembly	1
5	RC4-0132-000CN	Hinge, cover, front	1
6	RC4-0159-000CN	Hinge, cover, front	1

Parts and diagrams: Internal assemblies (3 of 5)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-6 Internal assemblies (3 of 5)

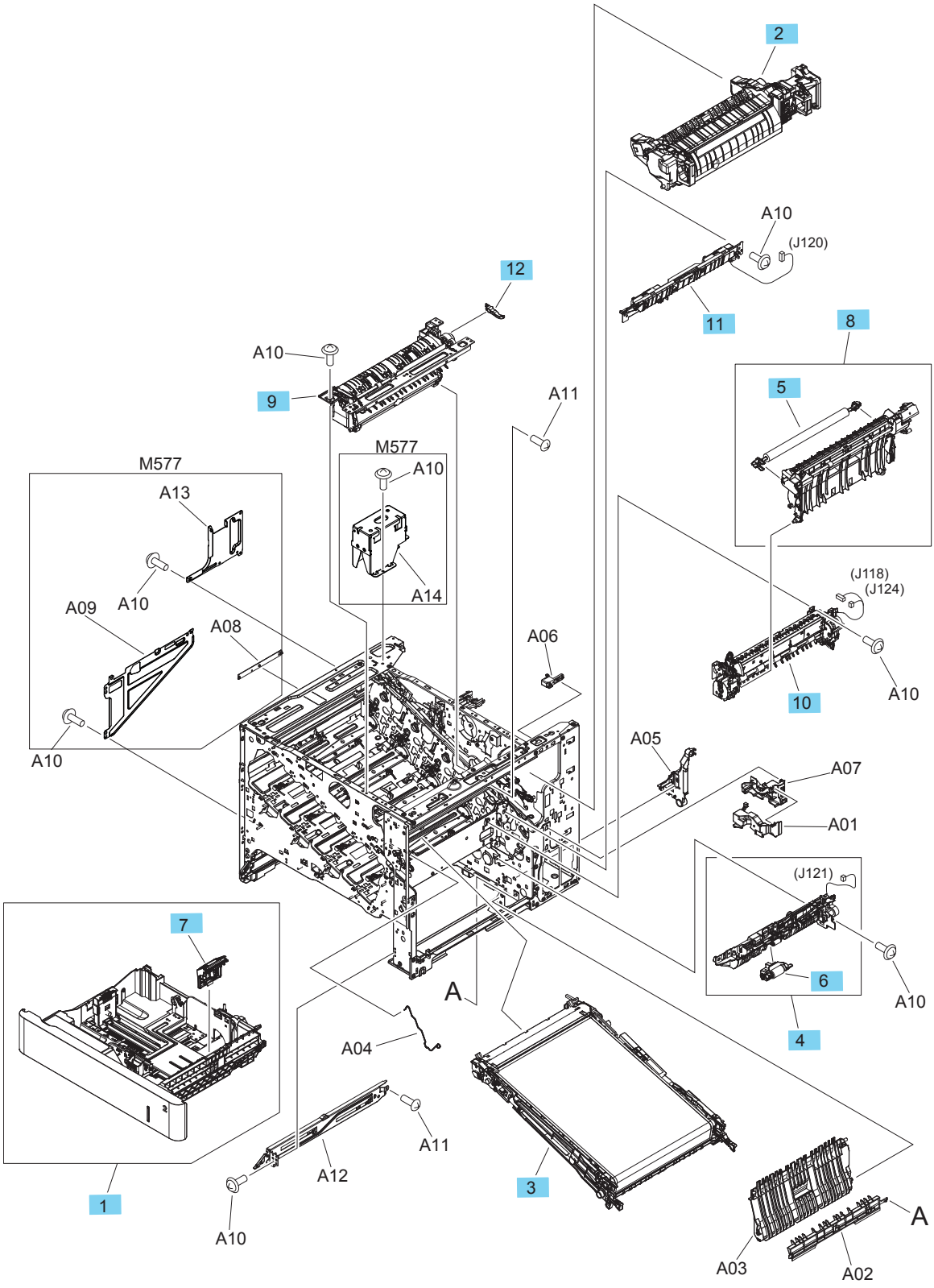


Table 5-11 Internal assemblies (3 of 5)

Ref No	Part number	Description	Qty
1	RM2-0007-000CN	Cassette (Tray 2)	1
2	B5L35-67902	Fuser kit (110V)	1
2	B5L36-67902	Fuser kit (220V)	3
3	RM2-6576-000CN	Intermediate transfer belt (ITB)	1
3	B5L24-69001	Intermediate transfer belt (ITB) (Refurbished)	1
4	RM2-0017-000CN	Paper pickup assembly	1
5	RM2-6576-000CN	Roller, secondary transfer (includes ITB)	1
6	RM2-6577-000CN	Roller, paper pickup (part of Tray 2-5 roller kit)	1
7	RM2-6577-000CN	Roller, separation (part of Tray 2-5 roller kit)	1
8	RM2-0090-000CN	Secondary transfer assembly (M553n)	1
8	RM2-0022-000CN	Secondary transfer assembly (M552, M553dn, M553x, M554, M555, E55040, M577, M578, E57540)	1
9	RM2-0092-000CN	Paper delivery assembly (M553n)	1
9	RM2-0016-000CN	Paper delivery assembly (M552, M553dn, M553x, M554, M555, E55040, M577, M578, E57540)	1
10	RM2-0093-000CN	Registration assembly (M553n)	1
10	RM2-0018-000CN	Registration assembly (M552, M553dn, M553x, M554, M555, E55040, M577, M578, E57540)	1
11	RM2-7160-000CN	Density detect assembly	1
12	RC4-0830-000CN	Arm, solenoid	1

Parts and diagrams: Internal assemblies (4 of 5)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-7 Internal assemblies (4 of 5)

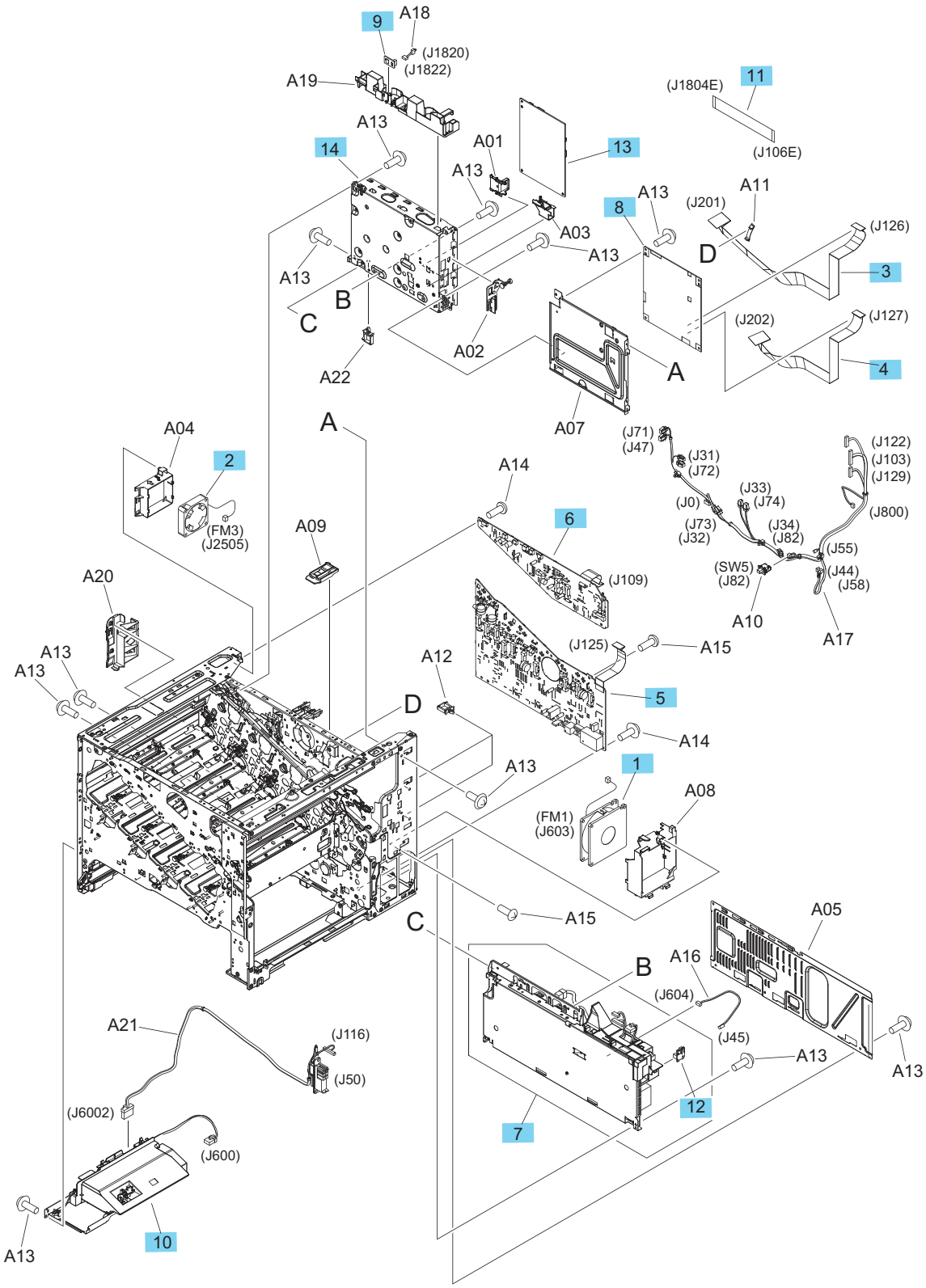


Table 5-12 Internal assemblies (4 of 5)

Ref No	Part number	Description	Qty
1	RK2-2416-000CN	Fan, power-supply (FM1)	1
2	RK2-2728-000CN	Fan, delivery (FM3)	1
3	RK2-6101-000CN	Cable, flexible flat	1
4	RK2-6103-000CN	Cable, flexible flat	1
5	RM2-7122-000CN	HVPS (D) PCA assembly	1
6	RM2-7134-000CN	HVPS (T) PCA assembly (M553n)	1
6	RM2-7123-000CN	HVPS (T) PCA assembly (M552, M553dn, M553x, M554, M555, E55040, M577, M578, E57540)	1
7	RM3-7157-000CN	Low-voltage power supply (110V)	1
7	RM3-7158-000CN	Low-voltage power supply (220V)	1
8	RM3-7450-000CN	DC controller PCA assembly (M552, M553, M555, E55040)	1
8	RM3-7451-000CN	DC controller PCA assembly (M577, E57540)	1
8	RM3-8465-000CN	DC controller PCA assembly (M554, M555)	1
8	RM3-8468-000CN	DC controller PCA assembly (M554, M555)	1
9	RM2-7138-000CN	Memory PCA assembly	1
10	RM3-7159-000CN	Fuser power supply PCA (110)	1
10	RM3-7160-000CN	Fuser power supply PCA (220V)	1
11	RK2-6111-000CN	Cable, flexible flat	1
12	RM2-7154-000CN	Environmental sensor PCA assembly	1
13	B5L23-67903	Formatter (M552)	1
13	B5L23-67904	Formatter (M552 India and China only)	1
13	B5L24-67909	Formatter (M553n, M553dn, M553dh)	1
13	B5L24-67908	Formatter (M553n, M553dn, M553dh India and China only)	1
13	B5L26-67901	Formatter (M553x, E55040)	1
13	B5L26-67902	Formatter (M553x, E55040 India and China only)	1
13	B5L46-67909	Formatter (M577, E57540)	1
13	B5L46-67911	Formatter (M577, E57540)	1
13	7ZU81-67904	Formatter (M554dn China/India)	1
13	7ZU81-67903	Formatter (M554dn)	1
13	7ZU78-67904	Formatter (M555dn China/India)	1
13	7ZU78-67903	Formatter (M555dn)	1

Table 5-12 Internal assemblies (4 of 5) (continued)

Ref No	Part number	Description	Qty
13	7ZU79-67904	Formatter (M555x China/India)	1
13	7ZU79-67903	Formatter (M555x)	1
13	7ZU85-67904	Formatter (M578 China/India)	1
13	7ZU85-67903	Formatter (M578)	1
14	RC4-0152-000CN	Formatter case	1
Not shown	B5L53-67901	Fax PCA (M577/M578/E57540 fax models)	1

Parts and diagrams: Internal assemblies (5 of 5)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-8 **Internal assemblies (5 of 5)**

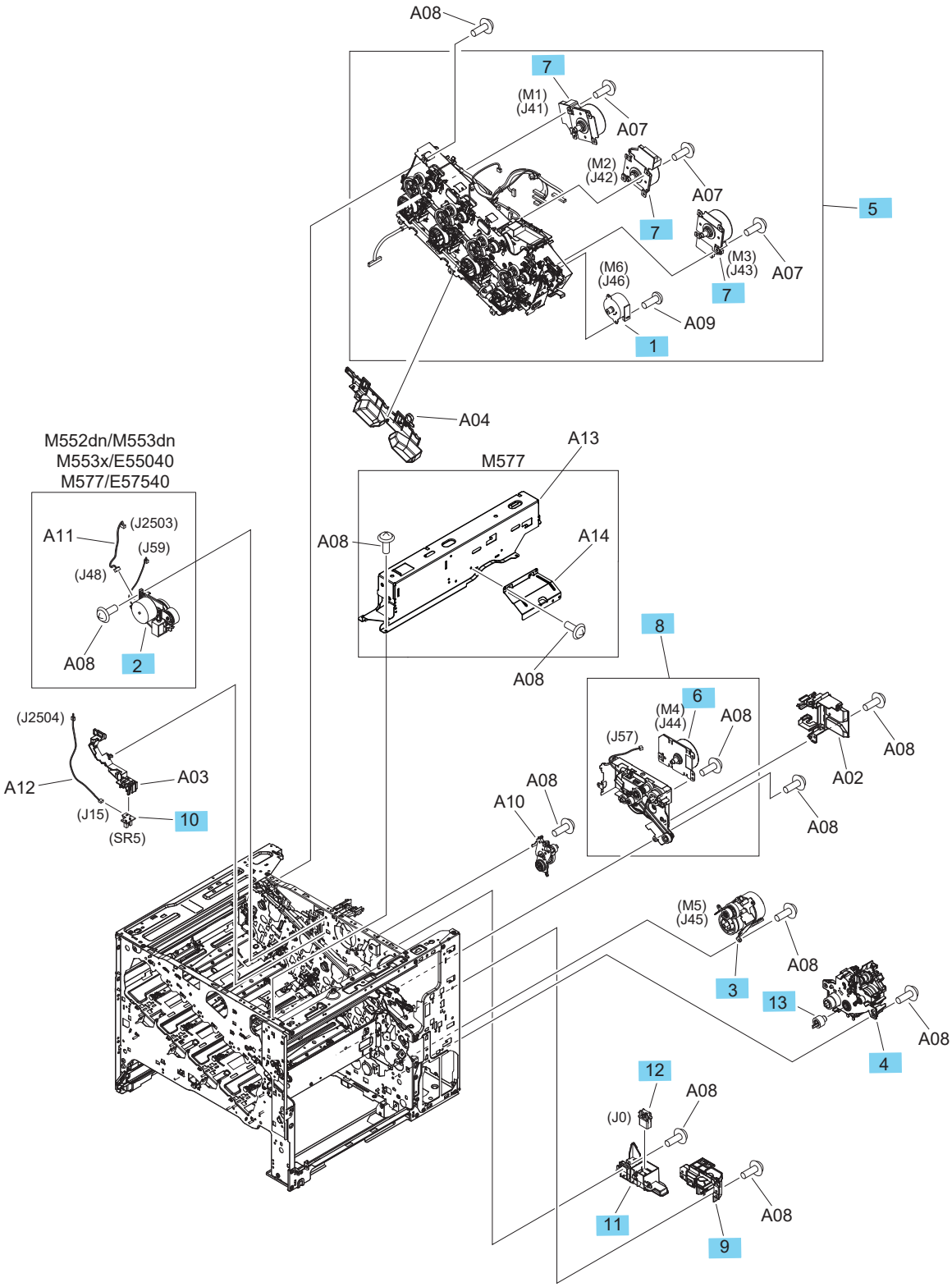


Table 5-13 Internal assemblies (5 of 5)

Ref No	Part number	Description	Qty
1	RK2-6027-000CN	Motor, stepping (M6)	1
2	RM2-0006-000CN	Duplexing drive assembly (M7, CL2; duplex models)	1
3	RM2-0008-000CN	Paper pickup drive assembly (M5)	1
4	RM2-0010-000CN	Lifter drive assembly (CL1)	1
5	B5L25-67902	Main motor drive assembly	1
6	RM2-0077-000CN	Motor assembly, fuser (M4)	1
7	RM2-0078-000CN	Motor assembly, drum (M1, M2, M3)	3
8	RM2-0091-010CN	Fuser drive assembly (M553n)	1
8	RM2-0009-010CN	Fuser drive assembly (M552, M553dn, M553x, M554, M555, E55040, M577, M578, E57540)	1
9	RM2-5147-000CN	Auto close assembly	1
10	RM2-7157-000CN	Estrangement detect PCA assembly (SR5)	1
11	RC4-0445-000CN	Holder, OP Drawer	1
12	VS1-7258-000CN	Connector, drawer	1
13	RU8-0577-000CN	Gear 18T	1

Parts and diagrams: 550-sheet paper feeder covers

Parts diagram and part list for the 550-sheet paper feeder covers.

Figure 5-9 550-sheet paper feeder covers

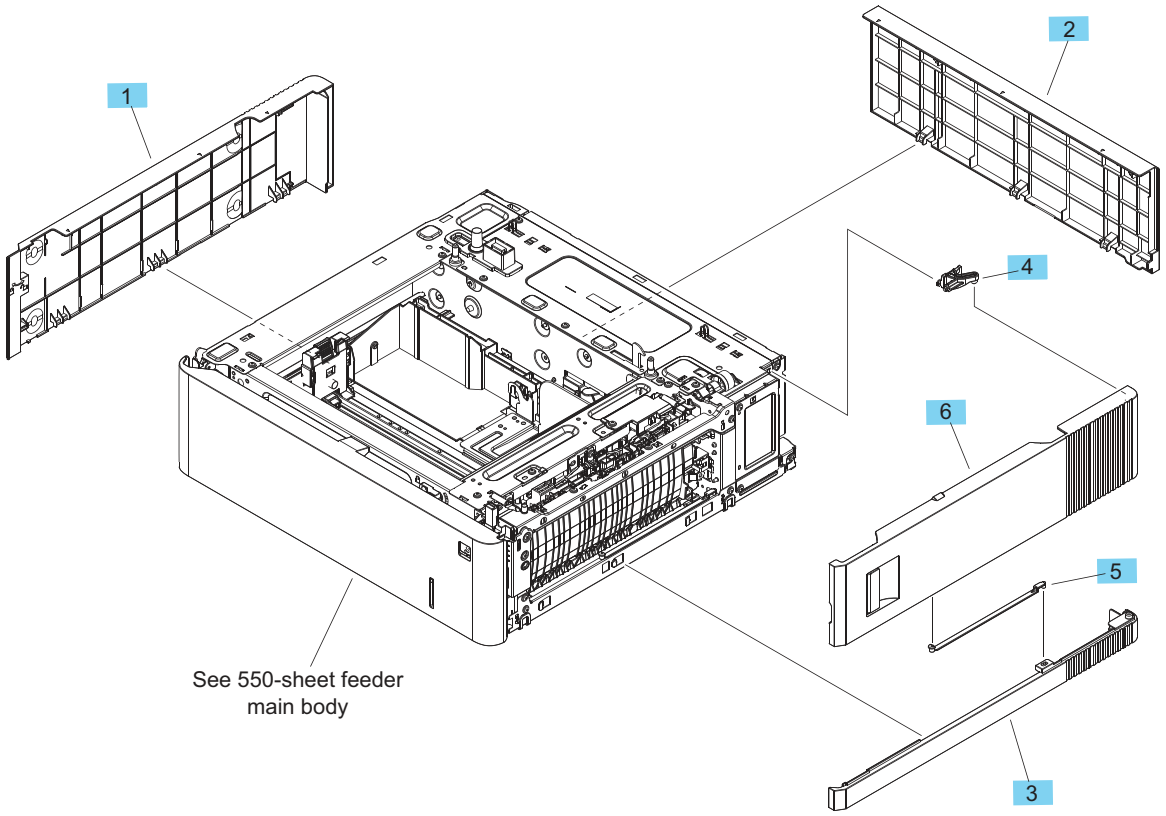


Table 5-14 550-sheet paper feeder covers

Ref No	Part number	Description	Qty
1	RC4-1791-000CN	Cover, left (550-sheet feeder)	1
2	RC4-1792-000CN	Cover, rear (550-sheet feeder)	1
3	RC4-1793-000CN	Cover, right lower (550-sheet feeder)	1
4	RC4-1781-000CN	Hinge, door, right (550-sheet feeder)	1
5	RC4-1778-000CN	Link, door, right (550-sheet feeder)	1
6	RM2-5146-000CN	Door assembly, right (550-sheet feeder)	1

Parts and diagrams: 550-sheet paper feeder main body

Parts diagram and part list for the 550-sheet paper feeder main body.

Figure 5-10 **550-sheet paper feeder main body**

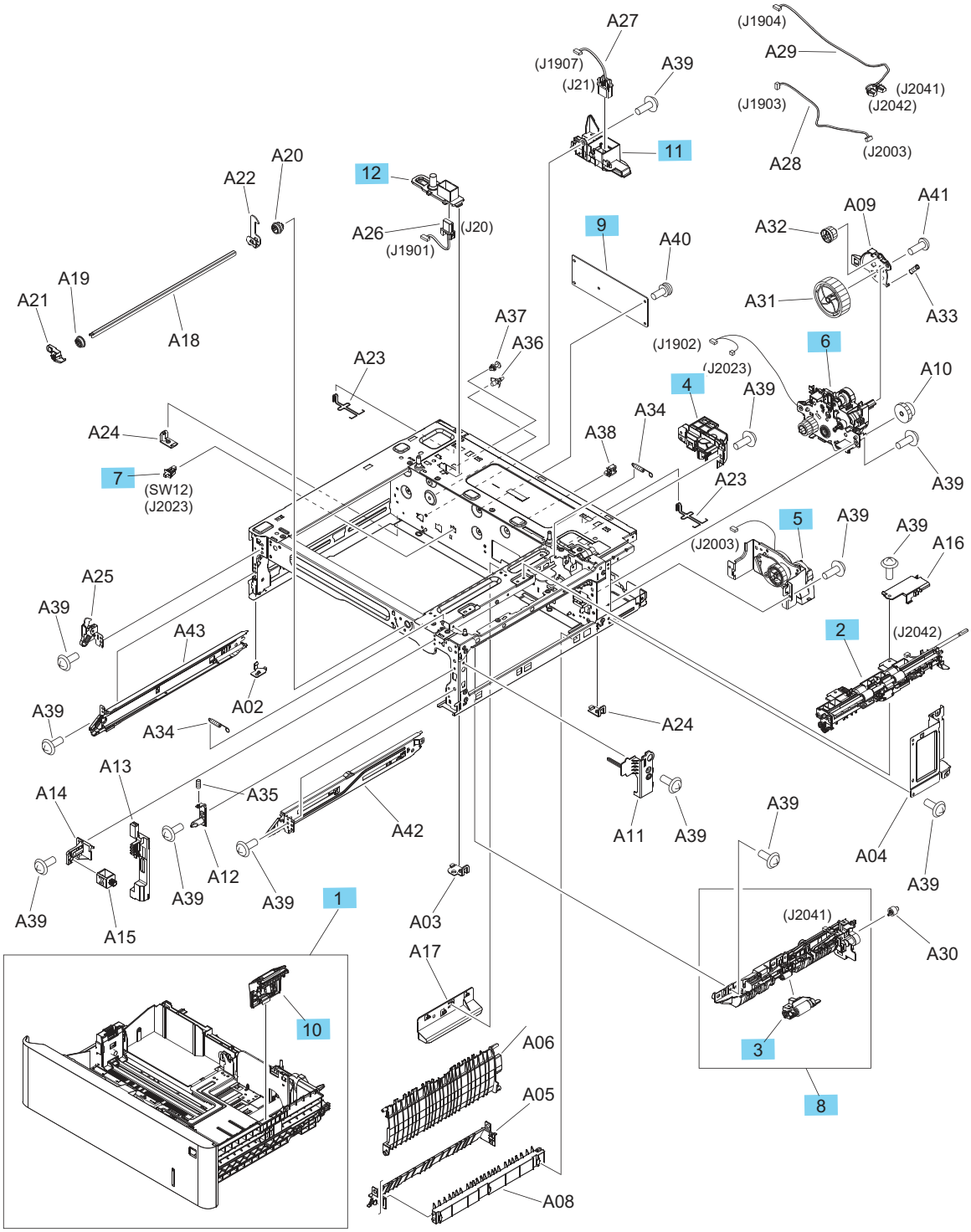


Table 5-15 550-sheet paper feeder main body

Ref No	Part number	Description	Qty
1	RM2-5150-000CN	Cassette (tray; 550-sheet feeder)	1
2	RM2-5145-000CN	Paper feed assembly (550-sheet feeder)	1
3	RM2-6577-000CN	Roller, pickup (550-sheet feeder; part of Tray 2-5 roller kit)	1
4	RM2-5147-000CN	Auto close assembly (550-sheet feeder)	1
5	RM2-5148-000CN	Feed drive assembly (550-sheet feeder)	1
6	RM2-5149-000CN	Lifter drive assembly (550-sheet feeder)	1
7	WC2-5806-000CN	Switch button (SW21; 550-sheet feeder)	1
8	RM2-5154-000CN	Paper pickup assembly (550-sheet feeder)	1
9	RM2-7139-000CN	Paper feed drive PCA assembly (550-sheet feeder)	1
10	RM2-6577-000CN	Roller, separation (550-sheet feeder; part of Tray 2-5 roller kit)	1
11	RC4-0445-000CN	Holder, OP drawer (550-sheet feeder)	1
12	RC4-1741-000CN	Holder, drawer connector (550-sheet feeder)	1

Alphabetical parts list

Table 5-16 Alphabetical parts list

Description	Part number	Table and page
Arm, solenoid	RC4-0830-000CN	Internal assemblies (3 of 5) on page 1908
Auto close assembly	RM2-5147-000CN	Internal assemblies (5 of 5) on page 1914
Auto close assembly (550-sheet feeder)	RM2-5147-000CN	550-sheet paper feeder main body on page 1917
Bezel, control panel with NFC icon (M577)	B5L46-40026	Document feeder and image scanner (M577/M578/E57540) on page 1893
Bezel, control panel without NFC icon (M577/M578/E57540)	B5L46-40020	Document feeder and image scanner (M577/M578/E57540) on page 1893
Cable, 18-pin control panel (M577/M578/E57540)	5851-5935	Document feeder and image scanner (M577/M578/E57540) on page 1893
Cable, HDMI PAB to SCAM (M577/M578/E57540)	B5L46-60114	Document feeder and image scanner (M577/M578/E57540) on page 1893
Cable, HDMI control panel (M577/M578/E57540)	5851-5936	Document feeder and image scanner (M577/M578/E57540) on page 1893
Cable, HIP USB control panel (M577/M578/E57540)	5851-5938	Document feeder and image scanner (M577/M578/E57540) on page 1893
Cable, WU USB control panel (M577/M578/E57540)	5851-5939	Document feeder and image scanner (M577/M578/E57540) on page 1893
Cable, control panel (M554)	RK3-1532-000CN	Covers (M552/M553/M554/M555/E55040) on page 1897
Cable, control panel (M555)	RK3-1534-000CN	Covers (M552/M553/M554/M555/E55040) on page 1897
Cable, flexible flat	RK2-6101-000CN	Internal assemblies (4 of 5) on page 1911
Cable, flexible flat	RK2-6103-000CN	Internal assemblies (4 of 5) on page 1911
Cable, flexible flat	RK2-6111-000CN	Internal assemblies (4 of 5) on page 1911
Cable, stapler (M577/M578/E57540 stapler models)	B5L46-60121	Document feeder and image scanner (M577/M578/E57540) on page 1893
Cassette (Tray 2)	RM2-0007-000CN	Internal assemblies (3 of 5) on page 1908
Cassette (tray; 550-sheet feeder)	RM2-5150-000CN	550-sheet paper feeder main body on page 1917

Table 5-16 Alphabetical parts list (continued)

Description	Part number	Table and page
Connecting PCA assembly	RM2-7156-000CN	Internal assemblies (1 of 5) on page 1903
Connector, drawer	VS1-7258-000CN	Internal assemblies (5 of 5) on page 1914
Control panel (M552dn, M553n, M553dn)	RM2-7180-000CN	Covers (M552/M553/M554/M555/E55040) on page 1897
Control panel (M554)	RM2-6582-000CN	Covers (M552/M553/M554/M555/E55040) on page 1897
Control panel (M577/M578/E57540) kit	B5L47-67018	Document feeder and image scanner (M577/M578/E57540) on page 1893
Cover assembly, stapler (M577/M578/E57540 stapler models)	B5L46-60121	Document feeder and image scanner (M577/M578/E57540) on page 1893
Cover, HIP (M552dn, M553dn, M553x/E55040)	RC4-0213-000CN	Covers (M552/M553/M554/M555/E55040) on page 1897
Cover, HIP (M577/M578/E57540)	B5L46-40021	Document feeder and image scanner (M577/M578/E57540) on page 1893
Cover, USB	RC4-0213-000CN	Covers (M552/M553/M554/M555/E55040) on page 1897
Cover, USB (M577/M578/E57540)	B5L46-40028	Document feeder and image scanner (M577/M578/E57540) on page 1893
Cover, formatter	RM2-0084-000CN	Covers (M552/M553/M554/M555/E55040) on page 1897
Cover, formatter	RM2-0084-000CN	Covers (M577/M578/E57540) on page 1900
Cover, front (M552, M553/E55040)	B5L25-67901	Covers (M552/M553/M554/M555/E55040) on page 1897
Cover, front (MFP)	B5L46-67906	Covers (M577/M578/E57540) on page 1900
Cover, keyboard (M577/M578/E57540 flow models)	B5L46-40002	Document feeder and image scanner (M577/M578/E57540) on page 1893
Cover, left	RC4-0179-000CN	Covers (M552/M553/M554/M555/E55040) on page 1897
Cover, left	RC4-0179-000CN	Covers (M577/M578/E57540) on page 1900
Cover, left (550-sheet feeder)	RC4-1791-000CN	550-sheet paper feeder covers on page 1915
Cover, left upper (M577/M578/E57540)	RL2-0770-000CN	Covers (M577/M578/E57540) on page 1900
Cover, paper feed (M577/M578/E57540)	RC4-3382-000CN	Covers (M577/M578/E57540) on page 1900

Table 5-16 Alphabetical parts list (continued)

Description	Part number	Table and page
Cover, rear	RM2-0085-000CN	Covers (M552/M553/M554/M555/E55040) on page 1897
Cover, rear	RM2-0085-000CN	Covers (M577/M578/E57540) on page 1900
Cover, rear (550-sheet feeder)	RC4-1792-000CN	550-sheet paper feeder covers on page 1915
Cover, rear (image scanner; M577/M578/E57540)	B5L46-40011	Document feeder and image scanner (M577/M578/E57540) on page 1893
Cover, rear upper (M577/M578/E57540)	RL2-0771-000CN	Covers (M577/M578/E57540) on page 1900
Cover, right front upper (M577/M578/E57540)	B5L46-40024	Document feeder and image scanner (M577/M578/E57540) on page 1893
Cover, right lower (550-sheet feeder)	RC4-1793-000CN	550-sheet paper feeder covers on page 1915
Cover, right rear	RC4-0178-000CN	Covers (M552/M553/M554/M555/E55040) on page 1897
Cover, right rear	RC4-0178-000CN	Covers (M577/M578/E57540) on page 1900
Cover, right upper (M577/M578/E57540)	RL2-0772-000CN	Covers (M577/M578/E57540) on page 1900
Cover, top (M577/M578/E57540)	RL2-0769-000CN	Covers (M577/M578/E57540) on page 1900
Cover, top rear (M577/M578/E57540)	RC4-3383-000CN	Covers (M577/M578/E57540) on page 1900
Cover, upper (M552dn, M553dn)	RL2-0098-000CN	Covers (M552/M553/M554/M555/E55040) on page 1897
Cover, upper (M553n)	RL2-0096-000CN	Covers (M552/M553/M554/M555/E55040) on page 1897
Cover, upper (M553x/E55040)	RL2-0097-000CN	Covers (M552/M553/M554/M555/E55040) on page 1897
DC controller PCA assembly (M552, M553, M555, E55040)	RM3-7450-000CN	Internal assemblies (4 of 5) on page 1911
DC controller PCA assembly (M554, M555)	RM3-8465-000CN	Internal assemblies (4 of 5) on page 1911
DC controller PCA assembly (M554, M555)	RM3-8468-000CN	Internal assemblies (4 of 5) on page 1911
DC controller PCA assembly (M577, E57540)	RM3-7451-000CN	Internal assemblies (4 of 5) on page 1911
Density detect assembly	RM2-7160-000CN	Internal assemblies (3 of 5) on page 1908
Door assembly, right	RM2-0019-000CN	Covers (M552/M553/M554/M555/E55040) on page 1897

Table 5-16 Alphabetical parts list (continued)

Description	Part number	Table and page
Door assembly, right (550-sheet feeder)	RM2-5146-000CN	550-sheet paper feeder covers on page 1915
Duplexing drive assembly (M7, CL2; duplex models)	RM2-0006-000CN	Internal assemblies (5 of 5) on page 1914
Environmental sensor PCA assembly	RM2-7154-000CN	Internal assemblies (4 of 5) on page 1911
Estrangement detect PCA assembly (SR5)	RM2-7157-000CN	Internal assemblies (5 of 5) on page 1914
Fan, cartridge (FM2)	RK2-6124-000CN	Internal assemblies (1 of 5) on page 1903
Fan, delivery (FM3)	RK2-2728-000CN	Internal assemblies (4 of 5) on page 1911
Fan, fuser (FM4)	RK2-2418-000CN	Internal assemblies (1 of 5) on page 1903
Fan, power-supply (FM1)	RK2-2416-000CN	Internal assemblies (4 of 5) on page 1911
Fax PCA (M577/M578/E57540 fax models)	B5L53-67901	Internal assemblies (4 of 5) on page 1911
Feed drive assembly (550-sheet feeder)	RM2-5148-000CN	550-sheet paper feeder main body on page 1917
Formatter (M552 India and China only)	B5L23-67904	Internal assemblies (4 of 5) on page 1911
Formatter (M552)	B5L23-67903	Internal assemblies (4 of 5) on page 1911
Formatter (M553n, M553dn, M553dh India and China only)	B5L24-67908	Internal assemblies (4 of 5) on page 1911
Formatter (M553n, M553dn, M553dh)	B5L24-67909	Internal assemblies (4 of 5) on page 1911
Formatter (M553x, E55040 India and China only)	B5L26-67902	Internal assemblies (4 of 5) on page 1911
Formatter (M553x, E55040)	B5L26-67901	Internal assemblies (4 of 5) on page 1911
Formatter (M554dn China/India)	7ZU81-67904	Internal assemblies (4 of 5) on page 1911
Formatter (M554dn)	7ZU81-67903	Internal assemblies (4 of 5) on page 1911
Formatter (M555dn)	7ZU78-67903	Internal assemblies (4 of 5) on page 1911
Formatter (M555x China/India)	7ZU79-67904	Internal assemblies (4 of 5) on page 1911
Formatter (M555x)	7ZU79-67903	Internal assemblies (4 of 5) on page 1911
Formatter (M577, E57540)	B5L46-67909	Internal assemblies (4 of 5) on page 1911

Table 5-16 Alphabetical parts list (continued)

Description	Part number	Table and page
Formatter (M577, E57540)	B5L46-67911	Internal assemblies (4 of 5) on page 1911
Formatter (M578 China/India)	7ZU85-67904	Internal assemblies (4 of 5) on page 1911
Formatter (M578)	7ZU85-67903	Internal assemblies (4 of 5) on page 1911
Formatter case	RC4-0152-000CN	Internal assemblies (4 of 5) on page 1911
Fuser drive assembly (M552, M553dn, M553x, M554, M555, E55040, M577, M578, E57540)	RM2-0009-010CN	Internal assemblies (5 of 5) on page 1914
Fuser drive assembly (M553n)	RM2-0091-010CN	Internal assemblies (5 of 5) on page 1914
Fuser kit (110V)	B5L35-67902	Internal assemblies (3 of 5) on page 1908
Fuser kit (220V)	B5L36-67902	Internal assemblies (3 of 5) on page 1908
Fuser power supply PCA (110)	RM3-7159-000CN	Internal assemblies (4 of 5) on page 1911
Fuser power supply PCA (220V)	RM3-7160-000CN	Internal assemblies (4 of 5) on page 1911
Gear 18T	RU8-0577-000CN	Internal assemblies (5 of 5) on page 1914
Glass cleaner assembly, dust-proof	RM2-0086-000CN	Internal assemblies (1 of 5) on page 1903
HDMI cable for the 4.3 on control panel (M553x/E55040)	RK2-6064-000CN	Covers (M552/M553/M554/M555/E55040) on page 1897
HVPS (D) PCA assembly	RM2-7122-000CN	Internal assemblies (4 of 5) on page 1911
HVPS (T) PCA assembly (M552, M553dn, M553x, M554, M555, E55040, M577, M578, E57540)	RM2-7123-000CN	Internal assemblies (4 of 5) on page 1911
HVPS (T) PCA assembly (M553n)	RM2-7134-000CN	Internal assemblies (4 of 5) on page 1911
Handle, right	RC4-0183-000CN	Covers (M552/M553/M554/M555/E55040) on page 1897
Handle, right	RC4-0183-000CN	Covers (M577/M578/E57540) on page 1900
Hinge, cover, front	RC4-0132-000CN	Internal assemblies (2 of 5) on page 1905
Hinge, cover, front	RC4-0159-000CN	Internal assemblies (2 of 5) on page 1905
Hinge, door, right (550-sheet feeder)	RC4-1781-000CN	550-sheet paper feeder covers on page 1915
Hinge, left document feeder (M577/M578/E57540)	B5L46-60102	Document feeder and image scanner (M577/M578/E57540) on page 1893

Table 5-16 Alphabetical parts list (continued)

Description	Part number	Table and page
Hinge, right document feeder (M577/M578/E57540)	COM39-60065	Document feeder and image scanner (M577/M578/E57540) on page 1893
Holder, OP Drawer	RC4-0445-000CN	Internal assemblies (5 of 5) on page 1914
Holder, OP drawer (550-sheet feeder)	RC4-0445-000CN	550-sheet paper feeder main body on page 1917
Holder, drawer connector (550-sheet feeder)	RC4-1741-000CN	550-sheet paper feeder main body on page 1917
Image scanner (M577/M578/E57540) kit	B5L46-67904	Document feeder and image scanner (M577/M578/E57540) on page 1893
Inner door	RL2-0013-010CN	Internal assemblies (1 of 5) on page 1903
Intermediate transfer belt (ITB)	RM2-6576-000CN	Internal assemblies (3 of 5) on page 1908
Intermediate transfer belt (ITB) (Refurbished)	B5L24-69001	Internal assemblies (3 of 5) on page 1908
Keyboard UK (M577/M578/E57540 flow models)	B5L47-67020	Document feeder and image scanner (M577/M578/E57540) on page 1893
Keyboard US (M577/M578/E57540 flow models)	B5L47-67019	Document feeder and image scanner (M577/M578/E57540) on page 1893
Keyboard overlay kit (ES/PT)	5851-6023	Document feeder and image scanner (M577/M578/E57540) on page 1893
Keyboard overlay kit (FR, IT, RU, DE, ES: UK Kybd)	5851-6019	Document feeder and image scanner (M577/M578/E57540) on page 1893
Keyboard overlay kit (FR-CN, ES-LA, ES: US Kybd)	5851-6020	Document feeder and image scanner (M577/M578/E57540) on page 1893
Keyboard overlay kit (JA-KG, JA-KT)	5851-6024	Document feeder and image scanner (M577/M578/E57540) on page 1893
Keyboard overlay kit (ZHTW, ZHCN)	5851-6022	Document feeder and image scanner (M577/M578/E57540) on page 1893
Kit - ADF whole unit Enterprise	B5L47-67906	Document feeder and image scanner (M577/M578/E57540) on page 1893
Kit - ADF whole unit Workflow	B5L47-67907	Document feeder and image scanner (M577/M578/E57540) on page 1893
Kit - control panel 4.3 inch CLJ M555	K0Q15-67904	Covers (M552/M553/M554/M555/E55040) on page 1897

Table 5-16 Alphabetical parts list (continued)

Description	Part number	Table and page
Laser/scanner assembly	RM2-6545-000CN	Internal assemblies (2 of 5) on page 1905
Lifter drive assembly (550-sheet feeder)	RM2-5149-000CN	550-sheet paper feeder main body on page 1917
Lifter drive assembly (CL1)	RM2-0010-000CN	Internal assemblies (5 of 5) on page 1914
Link, door, right (550-sheet feeder)	RC4-1778-000CN	550-sheet paper feeder covers on page 1915
Low-voltage power supply (110V)	RM3-7157-000CN	Internal assemblies (4 of 5) on page 1911
Low-voltage power supply (220V)	RM3-7158-000CN	Internal assemblies (4 of 5) on page 1911
Main motor drive assembly	B5L25-67902	Internal assemblies (5 of 5) on page 1914
Memory PCA assembly	RM2-7138-000CN	Internal assemblies (4 of 5) on page 1911
Motor assembly, drum (M1, M2, M3)	RM2-0078-000CN	Internal assemblies (5 of 5) on page 1914
Motor assembly, fuser (M4)	RM2-0077-000CN	Internal assemblies (5 of 5) on page 1914
Motor, stepping (M6)	RK2-6027-000CN	Internal assemblies (5 of 5) on page 1914
Near field communication (NFC) PCA, embedded (M553x/M555/E55040)	B5L24-60002	Internal assemblies (1 of 5) on page 1903
Near field communication (NFC) PCA, embedded (M577z\E57540)	B5L24-60001	Internal assemblies (1 of 5) on page 1903
Output bin	RM2-0044-000CN	Covers (M552/M553/M554/M555/E55040) on page 1897
Output bin	RM2-0044-000CN	Covers (M577/M578/E57540) on page 1900
Paper delivery assembly (M552, M553dn, M553x, M554, M555, E55040, M577, M578, E57540)	RM2-0016-000CN	Internal assemblies (3 of 5) on page 1908
Paper delivery assembly (M553n)	RM2-0092-000CN	Internal assemblies (3 of 5) on page 1908
Paper feed assembly (550-sheet feeder)	RM2-5145-000CN	550-sheet paper feeder main body on page 1917
Paper feed drive PCA assembly (550-sheet feeder)	RM2-7139-000CN	550-sheet paper feeder main body on page 1917
Paper pickup assembly	RM2-0017-000CN	Internal assemblies (3 of 5) on page 1908
Paper pickup assembly (550-sheet feeder)	RM2-5154-000CN	550-sheet paper feeder main body on page 1917
Paper pickup drive assembly (M5)	RM2-0008-000CN	Internal assemblies (5 of 5) on page 1914

Table 5-16 Alphabetical parts list (continued)

Description	Part number	Table and page
Pre-exposure PCA assembly	RM2-7168-000CN	Internal assemblies (2 of 5) on page 1905
Pre-exposure PCA assembly	RM2-7169-000CN	Internal assemblies (2 of 5) on page 1905
Registration assembly (M552, M553dn, M553x, M554, M555, E55040, M577, M578, E57540)	RM2-0018-000CN	Internal assemblies (3 of 5) on page 1908
Registration assembly (M553n)	RM2-0093-000CN	Internal assemblies (3 of 5) on page 1908
Right door assembly	RM2-0019-000CN	Covers (M577/M578/E57540) on page 1900
Roller, paper pickup (part of Tray 2-5 roller kit)	RM2-6577-000CN	Internal assemblies (3 of 5) on page 1908
Roller, pickup (550-sheet feeder; part of Tray 2-5 roller kit)	RM2-6577-000CN	550-sheet paper feeder main body on page 1917
Roller, pickup, Tray 1 (part of Tray 1 roller kit)	B5L24-67905	Covers (M577/M578/E57540) on page 1900
Roller, secondary transfer (includes ITB)	RM2-6576-000CN	Internal assemblies (3 of 5) on page 1908
Roller, separation (550-sheet feeder; part of Tray 2-5 roller kit)	RM2-6577-000CN	550-sheet paper feeder main body on page 1917
Roller, separation (part of Tray 2-5 roller kit)	RM2-6577-000CN	Internal assemblies (3 of 5) on page 1908
Roller, separation, Tray 1 (part of Tray 1 roller kit)	B5L24-67905	Covers (M552/M553/M554/M555/E55040) on page 1897
Roller, separation, Tray 1 (part of Tray 1 roller kit)	B5L24-67905	Covers (M577/M578/E57540) on page 1900
Secondary transfer assembly (M552, M553dn, M553x, M554, M555, E55040, M577, M578, E57540)	RM2-0022-000CN	Internal assemblies (3 of 5) on page 1908
Secondary transfer assembly (M553n)	RM2-0090-000CN	Internal assemblies (3 of 5) on page 1908
Switch PCA assembly (SW4)	RM2-7133-000CN	Internal assemblies (2 of 5) on page 1905
Switch button (SW21; 550-sheet feeder)	WC2-5806-000CN	550-sheet paper feeder main body on page 1917
Toner collection unit	B5L37-67901	Covers (M552/M553/M554/M555/E55040) on page 1897
Toner collection unit	B5L37-67901	Covers (M577/M578/E57540) on page 1900
Waste toner detect PCA assembly	RM2-7130-000CN	Internal assemblies (1 of 5) on page 1903
Wireless PCA, embedded	1150-7968	Internal assemblies (1 of 5) on page 1903

Numerical parts list

Table 5-17 Numerical parts list

Part number	Description	Table and page
1150-7968	Wireless PCA, embedded	Internal assemblies (1 of 5) on page 1903
5851-5935	Cable, 18-pin control panel (M577/M578/E57540)	Document feeder and image scanner (M577/M578/E57540) on page 1893
5851-5936	Cable, HDMI control panel (M577/M578/E57540)	Document feeder and image scanner (M577/M578/E57540) on page 1893
5851-5938	Cable, HIP USB control panel (M577/M578/E57540)	Document feeder and image scanner (M577/M578/E57540) on page 1893
5851-5939	Cable, WU USB control panel (M577/M578/E57540)	Document feeder and image scanner (M577/M578/E57540) on page 1893
5851-6019	Keyboard overlay kit (FR, IT, RU, DE, ES: UK Kybd)	Document feeder and image scanner (M577/M578/E57540) on page 1893
5851-6020	Keyboard overlay kit (FR-CN, ES-LA, ES: US Kybd)	Document feeder and image scanner (M577/M578/E57540) on page 1893
5851-6022	Keyboard overlay kit (ZHTW, ZHCN)	Document feeder and image scanner (M577/M578/E57540) on page 1893
5851-6023	Keyboard overlay kit (ES/PT)	Document feeder and image scanner (M577/M578/E57540) on page 1893
5851-6024	Keyboard overlay kit (JA-KG, JA-KT)	Document feeder and image scanner (M577/M578/E57540) on page 1893
7ZU78-67903	Formatter (M555dn)	Internal assemblies (4 of 5) on page 1911
7ZU79-67903	Formatter (M555x)	Internal assemblies (4 of 5) on page 1911
7ZU79-67904	Formatter (M555x China/India)	Internal assemblies (4 of 5) on page 1911
7ZU81-67903	Formatter (M554dn)	Internal assemblies (4 of 5) on page 1911
7ZU81-67904	Formatter (M554dn China/India)	Internal assemblies (4 of 5) on page 1911
7ZU85-67903	Formatter (M578)	Internal assemblies (4 of 5) on page 1911
7ZU85-67904	Formatter (M578 China/India)	Internal assemblies (4 of 5) on page 1911
B5L23-67903	Formatter (M552)	Internal assemblies (4 of 5) on page 1911

Table 5-17 **Numerical parts list (continued)**

Part number	Description	Table and page
B5L23-67904	Formatter (M552 India and China only)	Internal assemblies (4 of 5) on page 1911
B5L24-60001	Near field communication (NFC) PCA, embedded (M577z\E57540)	Internal assemblies (1 of 5) on page 1903
B5L24-60002	Near field communication (NFC) PCA, embedded (M553x/M555/E55040)	Internal assemblies (1 of 5) on page 1903
B5L24-67905	Roller, pickup, Tray 1 (part of Tray 1 roller kit)	Covers (M577/M578/E57540) on page 1900
B5L24-67905	Roller, separation, Tray 1 (part of Tray 1 roller kit)	Covers (M552/M553/M554/M555/E55040) on page 1897
B5L24-67905	Roller, separation, Tray 1 (part of Tray 1 roller kit)	Covers (M577/M578/E57540) on page 1900
B5L24-67908	Formatter (M553n, M553dn, M553dh India and China only)	Internal assemblies (4 of 5) on page 1911
B5L24-67909	Formatter (M553n, M553dn, M553dh)	Internal assemblies (4 of 5) on page 1911
B5L24-69001	Intermediate transfer belt (ITB) (Refurbished)	Internal assemblies (3 of 5) on page 1908
B5L25-67901	Cover, front (M552, M553/E55040)	Covers (M552/M553/M554/M555/E55040) on page 1897
B5L25-67902	Main motor drive assembly	Internal assemblies (5 of 5) on page 1914
B5L26-67901	Formatter (M553x, E55040)	Internal assemblies (4 of 5) on page 1911
B5L26-67902	Formatter (M553x, E55040 India and China only)	Internal assemblies (4 of 5) on page 1911
B5L35-67902	Fuser kit (110V)	Internal assemblies (3 of 5) on page 1908
B5L36-67902	Fuser kit (220V)	Internal assemblies (3 of 5) on page 1908
B5L37-67901	Toner collection unit	Covers (M552/M553/M554/M555/E55040) on page 1897
B5L37-67901	Toner collection unit	Covers (M577/M578/E57540) on page 1900
B5L46-40002	Cover, keyboard (M577/M578/E57540 flow models)	Document feeder and image scanner (M577/M578/E57540) on page 1893
B5L46-40011	Cover, rear (image scanner; M577/M578/E57540)	Document feeder and image scanner (M577/M578/E57540) on page 1893
B5L46-40020	Bezel, control panel without NFC icon (M577/M578/E57540)	Document feeder and image scanner (M577/M578/E57540) on page 1893
B5L46-40021	Cover, HIP (M577/M578/E57540)	Document feeder and image scanner (M577/M578/E57540) on page 1893

Table 5-17 Numerical parts list (continued)

Part number	Description	Table and page
B5L46-40024	Cover, right front upper (M577/M578/E57540)	Document feeder and image scanner (M577/M578/E57540) on page 1893
B5L46-40026	Bezel, control panel with NFC icon (M577)	Document feeder and image scanner (M577/M578/E57540) on page 1893
B5L46-40028	Cover, USB (M577/M578/E57540)	Document feeder and image scanner (M577/M578/E57540) on page 1893
B5L46-60102	Hinge, left document feeder (M577/M578/E57540)	Document feeder and image scanner (M577/M578/E57540) on page 1893
B5L46-60114	Cable, HDMI PAB to SCAM (M577/M578/E57540)	Document feeder and image scanner (M577/M578/E57540) on page 1893
B5L46-60121	Cable, stapler (M577/M578/E57540 stapler models)	Document feeder and image scanner (M577/M578/E57540) on page 1893
B5L46-60121	Cover assembly, stapler (M577/M578/E57540 stapler models)	Document feeder and image scanner (M577/M578/E57540) on page 1893
B5L46-67904	Image scanner (M577/M578/E57540) kit	Document feeder and image scanner (M577/M578/E57540) on page 1893
B5L46-67906	Cover, front (MFP)	Covers (M577/M578/E57540) on page 1900
B5L46-67909	Formatter (M577, E57540)	Internal assemblies (4 of 5) on page 1911
B5L46-67911	Formatter (M577, E57540)	Internal assemblies (4 of 5) on page 1911
B5L47-67018	Control panel (M577/M578/E57540) kit	Document feeder and image scanner (M577/M578/E57540) on page 1893
B5L47-67019	Keyboard US (M577/M578/E57540 flow models)	Document feeder and image scanner (M577/M578/E57540) on page 1893
B5L47-67020	Keyboard UK (M577/M578/E57540 flow models)	Document feeder and image scanner (M577/M578/E57540) on page 1893
B5L47-67906	Kit - ADF whole unit Enterprise	Document feeder and image scanner (M577/M578/E57540) on page 1893
B5L47-67907	Kit - ADF whole unit Workflow	Document feeder and image scanner (M577/M578/E57540) on page 1893
B5L53-67901	Fax PCA (M577/M578/E57540 fax models)	Internal assemblies (4 of 5) on page 1911

Table 5-17 **Numerical parts list (continued)**

Part number	Description	Table and page
COM39-60065	Hinge, right document feeder (M577/M578/E57540)	Document feeder and image scanner (M577/M578/E57540) on page 1893
K0Q15-67904	Kit - control panel 4.3 inch CLJ M555	Covers (M552/M553/M554/M555/E55040) on page 1897
RC4-0132-000CN	Hinge, cover, front	Internal assemblies (2 of 5) on page 1905
RC4-0152-000CN	Formatter case	Internal assemblies (4 of 5) on page 1911
RC4-0159-000CN	Hinge, cover, front	Internal assemblies (2 of 5) on page 1905
RC4-0178-000CN	Cover, right rear	Covers (M552/M553/M554/M555/E55040) on page 1897
RC4-0178-000CN	Cover, right rear	Covers (M577/M578/E57540) on page 1900
RC4-0179-000CN	Cover, left	Covers (M552/M553/M554/M555/E55040) on page 1897
RC4-0179-000CN	Cover, left	Covers (M577/M578/E57540) on page 1900
RC4-0183-000CN	Handle, right	Covers (M552/M553/M554/M555/E55040) on page 1897
RC4-0183-000CN	Handle, right	Covers (M577/M578/E57540) on page 1900
RC4-0213-000CN	Cover, HIP (M552dn, M553dn, M553x/E55040)	Covers (M552/M553/M554/M555/E55040) on page 1897
RC4-0213-000CN	Cover, USB	Covers (M552/M553/M554/M555/E55040) on page 1897
RC4-0445-000CN	Holder, OP Drawer	Internal assemblies (5 of 5) on page 1914
RC4-0445-000CN	Holder, OP drawer (550-sheet feeder)	550-sheet paper feeder main body on page 1917
RC4-0830-000CN	Arm, solenoid	Internal assemblies (3 of 5) on page 1908
RC4-1741-000CN	Holder, drawer connector (550-sheet feeder)	550-sheet paper feeder main body on page 1917
RC4-1778-000CN	Link, door, right (550-sheet feeder)	550-sheet paper feeder covers on page 1915
RC4-1781-000CN	Hinge, door, right (550-sheet feeder)	550-sheet paper feeder covers on page 1915
RC4-1791-000CN	Cover, left (550-sheet feeder)	550-sheet paper feeder covers on page 1915
RC4-1792-000CN	Cover, rear (550-sheet feeder)	550-sheet paper feeder covers on page 1915
RC4-1793-000CN	Cover, right lower (550-sheet feeder)	550-sheet paper feeder covers on page 1915

Table 5-17 Numerical parts list (continued)

Part number	Description	Table and page
RC4-3382-000CN	Cover, paper feed (M577/M578/E57540)	Covers (M577/M578/E57540) on page 1900
RC4-3383-000CN	Cover, top rear (M577/M578/E57540)	Covers (M577/M578/E57540) on page 1900
RK2-2416-000CN	Fan, power-supply (FM1)	Internal assemblies (4 of 5) on page 1911
RK2-2418-000CN	Fan, fuser (FM4)	Internal assemblies (1 of 5) on page 1903
RK2-2728-000CN	Fan, delivery (FM3)	Internal assemblies (4 of 5) on page 1911
RK2-6027-000CN	Motor, stepping (M6)	Internal assemblies (5 of 5) on page 1914
RK2-6064-000CN	HDMI cable for the 4.3 on control panel (M553x/E55040)	Covers (M552/M553/M554/M555/E55040) on page 1897
RK2-6101-000CN	Cable, flexible flat	Internal assemblies (4 of 5) on page 1911
RK2-6103-000CN	Cable, flexible flat	Internal assemblies (4 of 5) on page 1911
RK2-6111-000CN	Cable, flexible flat	Internal assemblies (4 of 5) on page 1911
RK2-6124-000CN	Fan, cartridge (FM2)	Internal assemblies (1 of 5) on page 1903
RK3-1532-000CN	Cable, control panel (M554)	Covers (M552/M553/M554/M555/E55040) on page 1897
RK3-1534-000CN	Cable, control panel (M555)	Covers (M552/M553/M554/M555/E55040) on page 1897
RL2-0013-010CN	Inner door	Internal assemblies (1 of 5) on page 1903
RL2-0096-000CN	Cover, upper (M553n)	Covers (M552/M553/M554/M555/E55040) on page 1897
RL2-0097-000CN	Cover, upper (M553x/E55040)	Covers (M552/M553/M554/M555/E55040) on page 1897
RL2-0098-000CN	Cover, upper (M552dn, M553dn)	Covers (M552/M553/M554/M555/E55040) on page 1897
RL2-0769-000CN	Cover, top (M577/M578/E57540)	Covers (M577/M578/E57540) on page 1900
RL2-0770-000CN	Cover, left upper (M577/M578/E57540)	Covers (M577/M578/E57540) on page 1900
RL2-0771-000CN	Cover, rear upper (M577/M578/E57540)	Covers (M577/M578/E57540) on page 1900
RL2-0772-000CN	Cover, right upper (M577/M578/E57540)	Covers (M577/M578/E57540) on page 1900
RM2-0006-000CN	Duplexing drive assembly (M7, CL2; duplex models)	Internal assemblies (5 of 5) on page 1914

Table 5-17 **Numerical parts list (continued)**

Part number	Description	Table and page
RM2-0007-000CN	Cassette (Tray 2)	Internal assemblies (3 of 5) on page 1908
RM2-0008-000CN	Paper pickup drive assembly (M5)	Internal assemblies (5 of 5) on page 1914
RM2-0009-010CN	Fuser drive assembly (M552, M553dn, M553x, M554, M555, E55040, M577, M578, E57540)	Internal assemblies (5 of 5) on page 1914
RM2-0010-000CN	Lifter drive assembly (CL1)	Internal assemblies (5 of 5) on page 1914
RM2-0016-000CN	Paper delivery assembly (M552, M553dn, M553x, M554, M555, E55040, M577, M578, E57540)	Internal assemblies (3 of 5) on page 1908
RM2-0017-000CN	Paper pickup assembly	Internal assemblies (3 of 5) on page 1908
RM2-0018-000CN	Registration assembly (M552, M553dn, M553x, M554, M555, E55040, M577, M578, E57540)	Internal assemblies (3 of 5) on page 1908
RM2-0019-000CN	Door assembly, right	Covers (M552/M553/M554/M555/E55040) on page 1897
RM2-0019-000CN	Right door assembly	Covers (M577/M578/E57540) on page 1900
RM2-0022-000CN	Secondary transfer assembly (M552, M553dn, M553x, M554, M555, E55040, M577, M578, E57540)	Internal assemblies (3 of 5) on page 1908
RM2-0044-000CN	Output bin	Covers (M552/M553/M554/M555/E55040) on page 1897
RM2-0044-000CN	Output bin	Covers (M577/M578/E57540) on page 1900
RM2-0077-000CN	Motor assembly, fuser (M4)	Internal assemblies (5 of 5) on page 1914
RM2-0078-000CN	Motor assembly, drum (M1, M2, M3)	Internal assemblies (5 of 5) on page 1914
RM2-0084-000CN	Cover, formatter	Covers (M552/M553/M554/M555/E55040) on page 1897
RM2-0084-000CN	Cover, formatter	Covers (M577/M578/E57540) on page 1900
RM2-0085-000CN	Cover, rear	Covers (M552/M553/M554/M555/E55040) on page 1897
RM2-0085-000CN	Cover, rear	Covers (M577/M578/E57540) on page 1900
RM2-0086-000CN	Glass cleaner assembly, dust-proof	Internal assemblies (1 of 5) on page 1903
RM2-0090-000CN	Secondary transfer assembly (M553n)	Internal assemblies (3 of 5) on page 1908
RM2-0091-010CN	Fuser drive assembly (M553n)	Internal assemblies (5 of 5) on page 1914
RM2-0092-000CN	Paper delivery assembly (M553n)	Internal assemblies (3 of 5) on page 1908

Table 5-17 Numerical parts list (continued)

Part number	Description	Table and page
RM2-0093-000CN	Registration assembly (M553n)	Internal assemblies (3 of 5) on page 1908
RM2-5145-000CN	Paper feed assembly (550-sheet feeder)	550-sheet paper feeder main body on page 1917
RM2-5146-000CN	Door assembly, right (550-sheet feeder)	550-sheet paper feeder covers on page 1915
RM2-5147-000CN	Auto close assembly	Internal assemblies (5 of 5) on page 1914
RM2-5147-000CN	Auto close assembly (550-sheet feeder)	550-sheet paper feeder main body on page 1917
RM2-5148-000CN	Feed drive assembly (550-sheet feeder)	550-sheet paper feeder main body on page 1917
RM2-5149-000CN	Lifter drive assembly (550-sheet feeder)	550-sheet paper feeder main body on page 1917
RM2-5150-000CN	Cassette (tray; 550-sheet feeder)	550-sheet paper feeder main body on page 1917
RM2-5154-000CN	Paper pickup assembly (550-sheet feeder)	550-sheet paper feeder main body on page 1917
RM2-6545-000CN	Laser/scanner assembly	Internal assemblies (2 of 5) on page 1905
RM2-6576-000CN	Intermediate transfer belt (ITB)	Internal assemblies (3 of 5) on page 1908
RM2-6576-000CN	Roller, secondary transfer (includes ITB)	Internal assemblies (3 of 5) on page 1908
RM2-6577-000CN	Roller, paper pickup (part of Tray 2-5 roller kit)	Internal assemblies (3 of 5) on page 1908
RM2-6577-000CN	Roller, pickup (550-sheet feeder; part of Tray 2-5 roller kit)	550-sheet paper feeder main body on page 1917
RM2-6577-000CN	Roller, separation (550-sheet feeder; part of Tray 2-5 roller kit)	550-sheet paper feeder main body on page 1917
RM2-6577-000CN	Roller, separation (part of Tray 2-5 roller kit)	Internal assemblies (3 of 5) on page 1908
RM2-6582-000CN	Control panel (M554)	Covers (M552/M553/M554/M555/E55040) on page 1897
RM2-7122-000CN	HVPS (D) PCA assembly	Internal assemblies (4 of 5) on page 1911
RM2-7123-000CN	HVPS (T) PCA assembly (M552, M553dn, M553x, M554, M555, E55040, M577, M578, E57540)	Internal assemblies (4 of 5) on page 1911
RM2-7130-000CN	Waste toner detect PCA assembly	Internal assemblies (1 of 5) on page 1903
RM2-7133-000CN	Switch PCA assembly (SW4)	Internal assemblies (2 of 5) on page 1905
RM2-7134-000CN	HVPS (T) PCA assembly (M553n)	Internal assemblies (4 of 5) on page 1911

Table 5-17 **Numerical parts list (continued)**

Part number	Description	Table and page
RM2-7138-000CN	Memory PCA assembly	Internal assemblies (4 of 5) on page 1911
RM2-7139-000CN	Paper feed drive PCA assembly (550-sheet feeder)	550-sheet paper feeder main body on page 1917
RM2-7154-000CN	Environmental sensor PCA assembly	Internal assemblies (4 of 5) on page 1911
RM2-7156-000CN	Connecting PCA assembly	Internal assemblies (1 of 5) on page 1903
RM2-7157-000CN	Estrangement detect PCA assembly (SR5)	Internal assemblies (5 of 5) on page 1914
RM2-7160-000CN	Density detect assembly	Internal assemblies (3 of 5) on page 1908
RM2-7168-000CN	Pre-exposure PCA assembly	Internal assemblies (2 of 5) on page 1905
RM2-7169-000CN	Pre-exposure PCA assembly	Internal assemblies (2 of 5) on page 1905
RM2-7180-000CN	Control panel (M552dn, M553n, M553dn)	Covers (M552/M553/M554/M555/E55040) on page 1897
RM3-7157-000CN	Low-voltage power supply (110V)	Internal assemblies (4 of 5) on page 1911
RM3-7158-000CN	Low-voltage power supply (220V)	Internal assemblies (4 of 5) on page 1911
RM3-7159-000CN	Fuser power supply PCA (110)	Internal assemblies (4 of 5) on page 1911
RM3-7160-000CN	Fuser power supply PCA (220V)	Internal assemblies (4 of 5) on page 1911
RM3-7450-000CN	DC controller PCA assembly (M552, M553, M555, E55040)	Internal assemblies (4 of 5) on page 1911
RM3-7451-000CN	DC controller PCA assembly (M577, E57540)	Internal assemblies (4 of 5) on page 1911
RM3-8465-000CN	DC controller PCA assembly (M554, M555)	Internal assemblies (4 of 5) on page 1911
RM3-8468-000CN	DC controller PCA assembly (M554, M555)	Internal assemblies (4 of 5) on page 1911
RU8-0577-000CN	Gear 18T	Internal assemblies (5 of 5) on page 1914
VS1-7258-000CN	Connector, drawer	Internal assemblies (5 of 5) on page 1914
WC2-5806-000CN	Switch button (SW21; 550-sheet feeder)	550-sheet paper feeder main body on page 1917

Glossary of terms

802.11

802.11 is a set of standards for wireless local area network (WLAN) communication, developed by the IEEE LAN/MAN Standards Committee (IEEE 802).

802.11b/g/n

802.11b/g/n can share the same hardware and use the 2.4 GHz band. 802.11b supports bandwidth up to 11 Mbps, 802.11n supports bandwidth up to 150 Mbps. 802.11b/g/n devices might occasionally suffer interferences from microwave ovens, cordless telephones, and Bluetooth devices.

AC

An electric current that reverses its direction many times a second at regular intervals. For example, the 110V line current found in a typical US electrical wall receptacle.

AC Control Module (PageWide)

The AC Control Module controls the heating elements in the airflow assembly. Functions include voltage monitoring (ensuring correct operation in a low-quality-power environment), isolation (low voltage heater control signals are isolated from the high voltage AC power for safety), AC switching (power is switched on/off to the heater), and heating element configuration (heating element configuration is changed between series and parallel for temperature predictability).

ADF

An Automatic Document Feeder (ADF) is a device that automatically feeds an original sheet (or multiple sheets) of paper into the image scanner. The document feeder is a component of the integrated scanner assembly (ADF and image scanner).

Airflow System (PageWide)

The airflow system conditions the printed pages to avoid page curling due to the ink on the page. The airflow system functionally consists of a fan and heating elements. The pressurized air is blown on the page through the nozzles that are placed on the paper path of the airflow system between print and eject zone.

BOOTP

Bootstrap Protocol. A network protocol used by a network client to obtain its IP address automatically. This is usually done in the bootstrap process of computers or operating systems running on them. The BOOTP servers assigns an IP address from a pool of addresses to each client. BOOTP enables “diskless workstation” computers to obtain an IP address prior to loading any advanced operating system.

CCD

A Charged Coupled Device (CCD) is the scanner module which enables a scan job. A CCD locking mechanism is used to hold the CCD module to prevent any damage when the printer is moved.

CIS

A Contact Image Sensor (CIS) scanner captures an image using the printer's optical path. Red, green, and blue LEDs sequentially illuminate a small strip of the document (often called a raster line), and the optical system captures each color in a single row of Charged Coupled Device (CCD) sensors that cover the entire page width.

Collation

Collation is a process of printing a multiple-copy job in sets. When collation is selected, the device prints an entire set before printing additional copies.

Control Panel

The control panel is a flat, typically vertical panel or screen where the user can control and/or monitor the printer. The control panel is found on the front of the printer.

Coverage

Coverage is the printing term used for a toner usage measurement on printing. For example, 5% coverage means that an A4 sided paper has about 5% image or text on it. If the paper or original has complicated images or a large amount of text, the coverage will be higher and at the same time, a toner usage will be as much as the coverage.

DC

An electric current flowing in one direction only. Typically, a low voltage load current supplied to an electrical assembly.

DCC

The DC controller (DCC) controls the operation of the printer sub-systems and electrical components. the DCC sends out various signals to operate motors, solenoids, and other printer components based on the print command and image data that the host computer sends the formatter.

Default

The value or setting that is in effect when a printer is unboxed, reset, or initialized.

DHCP

Dynamic Host Configuration Protocol (DHCP) is a client-server networking protocol. A DHCP server provides configuration parameters specific to the DHCP client host requesting, generally, information required by the client host to participate on an IP network. The DHCP also provides a mechanism for allocation of IP addresses to client hosts.

Digital Send Software

Digital send software allows a mufti-function printer (MFP) to scan and send information quickly and securely to email, network folders, other printers, and fax services.

DIMM

A Dual Inline Memory Module (DIMM) is a small circuit board that holds memory. The DIMM stores all data within the printer, such as printing data and received fax data.

DPI

Dots Per Inch (DPI) is a measurement of resolution that is used for scanning and printing. Generally, higher DPI results in a higher resolution (more visible detail in the image and a larger file size).

Duplex

A mechanism that automatically turns over a sheet of paper so that the printer can print (or scan) on both sides of the paper. A printer equipped with a duplex unit can print on both sides of the paper during one print cycle.

Duty Cycle

Duty cycle is the page quantity which does not affect printer performance for a month. Generally, the printer has the lifespan limitation such as pages per year. The lifespan means the average capacity of print-outs, usually within the warranty period. For example, if the duty cycle is 48,000 pages per month the printer limit is 2,400 pages a day (assuming 20 working days/month).

Dynamic Security

Dynamic Security is a toner cartridge design and process for authenticating genuine HP supplies. HP printers use toner cartridges that have security chips or electronic circuitry. Cartridges using a non-HP chip, or modified chip, or non-HP circuitry might not work (now or in the future).

e-Duplex

Single-pass electronic duplex (e-Duplex) printer use two separate scan modules to scan the front-side and back-side of an e-duplex copy job page in a single pass through the document feeder.

EMC

EMC is a measure of a device's ability to operate as intended in its shared operating environment while, at the same time, not affecting the ability of other equipment within the same environment to operate as intended.

EMI

EMI is the electromagnetic energy which affects the functioning of an electronic device. Electronic devices (like printers) are a source of EMI. Because it is rare for electronics to operate in isolation, products are generally engineered to function in the presence of some amount of EMI.

eMMC

An embedded Multi-Media Card is a compact memory device consisting of NAND flash memory and a simple storage controller.

Emulation

Emulation is a technique of one machine obtaining the same results as another. An emulator duplicates the functions of one system with a different system, so that the second system behaves like the first system. Emulation focuses on exact reproduction of external behavior. This is different from simulation, which concerns an abstract model of the system being simulated, often considering its internal state.

EPS

Encapsulated PostScript (EPS) is a PostScript (PS) code file which is used for storing font and vector graphic image information.

ESD

An electrostatic discharge (ESD) is a sudden flow of electricity between two electrically charged objects caused by contact, an electrical short, or dielectric breakdown. Discharge of built up static electricity.

Ethernet

Ethernet is a frame-based computer networking technology for local area networks (LANs). It defines wiring and signaling for the physical layer, and frame formats and protocols for the media access control (MAC)/data link layer of the OSI model. Ethernet is mostly standardized as IEEE 802.3. Ethernet has become the most widespread LAN technology in use during the 1990s to present.

Ferrite

A ferrite is used to reduce the amount of radio frequency noise (or interference) in a wire or cable. A ferrite enables proper EMC/EMI performance for regulatory purposes.

FFC

Flat Flexible Cables (FFCs) are designed for Printed Circuit Assembly (PCA) to PCA connections (for example, connecting a fax PCA to the formatter).

FIH

A Foreign Interface Harness (FIH) is a port that enables HP multifunction printers (MFPs) to use third-party devices to extend the capabilities of the MFP.

Firmware

The formatter stores the printer firmware. A remote firmware upgrade process is used to overwrite and upgrade the firmware.

Flash memory

Flash memory is non-volatile, meaning it retains stored data even when the power is turned off.

Flow integrated scanner assembly

A printer scanner assembly that includes a slide-out external physical keyboard.

Formatter (LaserJet)

The formatter controls printer functions like receiving and processes print data, developing and coordinating data placement and timing with the DC controller PCA, storing font and customer configuration information, communicating with the host computer, and monitoring control panel functions and relaying printer status information through the control panel.

FTP

FTP stands for File Transfer Protocol. FTP is a protocol designed for transferring files over the Internet. Files stored on an FTP server can be accessed using an FTP client, such as a web browser, FTP software program, or a command line interface.

Fuser Unit

The fuser unit is part of a laser printer that adheres the toner onto the printed page. It consists of a heat roller and a pressure roller. After toner is transferred onto the paper, the fuser unit applies heat and pressure to make sure that the toner stays on the paper permanently (which is why paper is warm when it comes out of a laser printer).

Gateway

A connection between computer networks, or between a computer network and a telephone line. A gateway is used to connect two different computer networks, especially a connection to the Internet.

Grayscale

Shades of gray that represent light and dark portions of a color image printed in monochrome. Colors are represented by a range of gray shades from white to black.

Halftone

Halftone is a way of reproducing a photograph or other image in which the various tones of gray or color are produced by variously sized dots of ink or toner. Halftone simulates grayscale by varying the number of dots. Highly colored areas consist of a large number of dots, while lighter areas consist of a smaller number of dots.

HDD

A Hard-Disk Drive (HDD) (commonly referred to as a hard drive or hard disk) is a non-volatile storage device which stores digitally-encoded data on rapidly rotating platters with magnetic surfaces.

IEEE

The Institute of Electrical and Electronics Engineers (IEEE) is an international non-profit, professional organization for the advancement of technology related to electricity.

Image scanner

The image scanner (or Sub Scanner Assembly) contains the components to digitally scan an original source document. The image scanner is a component of the integrated scanner assembly (ADF and image scanner).

IP address

An Internet Protocol (IP) address is a unique number that a device uses in order to identify and communicate with other devices on a network utilizing the Internet Protocol standard.

IPM

The Images Per Minute (IPM) is a method of measuring the speed of a printer. An IPM rate indicates the number of single-sided sheets a printer can complete in one minute.

IPP

The Internet Printing Protocol (IPP) defines a standard protocol for printing and managing print jobs, media size, resolution, etc. IPP can be used locally, or over the internet to reach hundreds of printers. IPP also supports access control, authentication, and encryption, making it a capable and secure printing solution.

ISA

The Integrated Scanner Assembly (ISA) includes the document feeder and image scanner.

ISO

The International Organization for Standardization (ISO) is an international standard-setting body composed of representatives from national standards bodies. In produces world-wide industrial and commercial standards.

JBIG

Joint Bi-level Image Experts Group (JBIG) is an image compression standard with no loss of accuracy or quality. It was designed for compression of binary images, particularly for faxes, but can also be used for other images.

JPEG

Joint Photographic Experts Group (JPEG) is a commonly used standard method of loss compression for photographic images. It is the format used for storing and transmitting photographs on the World Wide Web.

LDAP

The Lightweight Directory Access Protocol (LDAP) is a networking protocol for querying and modifying directory services running over TCP/IP.

LED

A Light-Emitting Diode (LED) is a semiconductor device that can indicate the status of a printer (formatter LEDs) or a component in a contact image sensor (CIS) scanner that helps capture an image.

LEDM

Low end data model (LEDM) provides one consistent data representation method and defines the dynamic and capabilities tickets shared between clients and devices, as well as the access protocol, event, security, and discovery methods.

LPDC

Late point differentiation configuration (LPDC) allows the channel partner to configure the speed to the printer depending on the customer's order. LPDC configuration is stored on the Trusted Platform Module (TPM).

LVPS - SMPS

Low Voltage Power Supplies (LVPS) and Switching Mode Power Supplies (SMPS) supply direct current (DC) voltages to various printer components and assemblies.

MAC address

Media Access Control (MAC) address is a unique identifier associated with a network adapter. MAC address is a unique 48-bit identifier usually written as 12 hexadecimal characters grouped in pairs (for example, 00-00-0c-34-11-4e). This address is usually hard-coded into a Network Interface Card (NIC) by the manufacturer and used as an aid for routers trying to locate machines on a large network.

MEt

HP Memory Enhancement technology (MEt) effectively doubles the standard memory through a variety of font- and data-compression methods. MEt is available only in Printer Command Language (PCL) mode; it is not functional when printing in PostScript (PS) mode.

MFP

A Multi Function Printer (MFP) is a printer that incorporates multiple functionalities in a single physical body. For example, an MFP printer can scan, digitally send, fax, copy, and print.

MHV

Miniature High Voltage (MHV) is designed for high voltage applications of BNC connectors (DC voltage between 500 V and 5 kV).

Modem

A device that modulates a carrier signal to encode digital information, and also demodulates such a carrier signal to decode transmitted information.

MPCA (PageWide)

The MPCA integrates both formatter (LaserJet) and engine control electronics (DC controller) into a single assembly. The Main PCA (MPCA) controls printer functions like receiving and processes print data, developing and coordinating data placement, storing font and customer configuration information, communicating with the host computer, and monitoring control panel functions and relaying printer status information through the control panel.

NAND

NAND is not an acronym (the term is short for **NOT AND** a Boolean operator and logic gate). NAND (flash) memory is non-volatile, meaning it retains stored data even when the power is turned off.

NVRAM

Nonvolatile random access memory (NVRAM) is used to store I/O and information about the print environment configuration (stored data even when the power is turned off).

OPC

Organic Photo Conductor (OPC) is a mechanism that makes a virtual image for print using a laser beam emitted from a laser printer. It is usually green or rust colored and has a cylinder shape. An imaging unit containing a drum slowly wears the drum surface during its usage in the printer, and it should be replaced appropriately due to wear from contact with the cartridge development brush, cleaning mechanism, and paper.

Originals

The first example of something, such as a document, photograph, or text which is copied, reproduced, or translated to produce additional copies. The original itself is not copied or derived from something else.

PCA

Printed Circuit Assembly (PCA). Once the printed circuit board (PCB) is complete, electronic components must be assembled to form a functional printed circuit assembly or PCA.

PCL

Printer Command Language (PCL) is a Page Description Language (PDL) developed by HP as a printer protocol. PCL has become an industry standard. Originally developed for early Inkjet printers, PCL has been released in varying levels for thermal, dot matrix printers and laser printers.

PDF

Portable Document Format (PDF) is a proprietary file format developed by Adobe Systems. A PDF represents two dimension documents in a device independent and resolution independent format.

PJL

Printer job language (PJL) is an integral part of printer configuration, in addition to the standard PCL and PostScript (PS). With standard cabling, the printer can use PJL to perform a variety of functions like dynamic I/O switching, context-sensitive switching, and isolation of print environment settings from one print job to the next.

PML

Printer management language (PML) allows remote configuration of the printer and status read-back from the printer through the I/O ports.

PostScript (PS)

PostScript (PS) is a Page Description Language (PDL) and programming language used primarily in electronic and desktop publishing. PostScript is run in an interpreter to generate an image.

PPM

Pages Per Minute (PPM) is a method of measurement for determining how fast a printer works, meaning the number of pages a printer can produce in one minute.

Print Media

Media like paper, envelopes, labels, and transparencies which can be used in a printer, scanner, fax, or copier.

Printer Driver

A program used to send commands and transfer data from the computer to the printer.

Printhead (PageWide)

The printhead converts the digital firing instructions from the printer electronics into properly formed and timed microscopic drops of the four ink colors.

Printhead Wiper (PageWide)

The printhead wiper system keeps the printhead nozzles firing correctly throughout the life of the printer as it performs the wiping and capping functions. The wiping function cleans the nozzles of ink residue and particulates. The capping function keeps the nozzles moist during storage and when the printer is idle.

Protocol

A convention or standard that controls or enables the connection, communication, and data transfer between two computing endpoints.

RAM

Random Access Memory (RAM) is the printer memory device where the data in current use is kept so it can be quickly retrieved by the device's processor. This memory is an important factor in avoiding errors and printing documents properly. Printer memory is used to store, and process print jobs as they are sent to the printer from a computer. After printing, the job is cleared from the memory to make room for more print jobs. Printer memory is directly linked to two print characteristics: speed and print quality. More memory allows you to print faster and print larger, high-quality graphics.

REDI sensor

An optical reflective edge detection interrupter (REDI) sensor. Usually used in conjunction with mirrors to sense the presence or absence of paper in the paper path. These sensors are carefully aligned and calibrated at the factory, so care must be taken when servicing these sensors.

Resolution

The sharpness of an image is measured in Dots Per Inch (DPI). The higher the DPI, the greater the resolution.

SCB

The Scanner Control Board (SCB) controls the functions of the image scanner components in the Sub Scanner Assembly (SSA).

Service fluid and aerosol management systems (PageWide)

There are two types of service fluid, shipping fluid and ink. The service fluid management system is contained entirely within the duplex module. Service fluid is discharged as droplets from the printhead, and then collected in a container inside the duplex module. Some of the droplets are called aerosol because they are lighter than air. Aerosol can float inside the printer and collect on the lens of optical sensors, producing false failures. The aerosol management system transports the aerosol and collects it in a safe place. Aerosol management consists of an aerosol fan, mounted on the rear wall of the air flow assembly, which creates air flow that pulls the aerosol through the holes in the platen and into the aerosol filter inside the duplex module.

SFP

A single-function printer only processes print jobs sent from a host computer or from an USB port on the printer.

SMB

Server Message Block (SMB) is a network protocol mainly applied to share files, printers, serial ports, and miscellaneous communications between nodes on a network. SMB also provides an authenticated inter-process communication mechanism.

SMTP

Simple Mail Transfer Protocol (SMTP) is the standard for email transmissions across the internet. SMTP is a relatively simple, text-based protocol, where one or more recipient of a message is specified, and the message text is transferred. It is a client server protocol where the client transmits an email message to the server.

SODIMM

Small outline dual in-line memory module (SODIMM) is a thin profile memory storage device (a smaller alternative to a standard DIMM device).

SSA

The Sub-Scanner Assembly is the image scanner component of the Integrated Scanner Assembly (ISA, which includes the document feeder and the image scanner).

Subnet Mask

The subnet mask is used in conjunction with the network address to determine which part of the address is the network address and which part is the host address.

TCP/IP

The Transmission Control Protocol (TCP) and the Internet Protocol (IP) are the set of communications protocols that implement the protocol stack on which the internet and most commercial networks run.

TIFF

Tagged Image File Format (TIFF) is a variable-resolution bit mapped image format. TIFF describes image data that typically come from scanners. TIFF images use tags, keywords defining the characteristics of the image that is included in the file. This flexible and platform-independent format can be used for pictures that have been made by various image processing applications.

Toner Cartridge

A bottle or container that holds toner, which is used in a machine like a printer. Toner is a powder used in laser printers and photocopiers. The toner forms the text and images on printed paper. Toner can be fused by a combination of heat/pressure from the fuser, causing it to bind the fibers in the paper.

TPM

The HP Trusted Platform Module (TPM) is a security accessory for printers. The TPM strengthens protection of encrypted credentials and data stored on your printer. Certificate private keys are both generated by and protected by the TPM. Once installed, the printer and the TPM are sealed, and the printer owns the TPM. The TPM may not be moved to another device without losing its ownership from the original printer. Installing a TPM accessory might necessitate a firmware upgrade. The TPM prevents the printer from starting if the TPM is missing. If the TPM is removed from the printer, a control-panel error message appears indicating that the TPM is missing.

NOTE: The TPM is not a service part for some printer models. Check the printer service manual to determine if the TPM is a replaceable service part.

TWAIN

An industry standard for scanners and software. By using a TWAIN compliant scanner with TWAIN-compliant software, a scan can be initiated from the program. TWAIN is an image capture API for Microsoft Windows and Apple Macintosh operating systems.

URL

Uniform Resource Locator (URL) is the global address of documents and resources on the internet. The first part of the address indicates what protocol to use. The second part specifies the IP address or the domain name where the resource is located.

USB

Universal Serial Bus (USB) is a standard that was developed by the USB Implementers Forum, Inc., to connect computers and peripherals. Unlike the parallel port, USB is designed to concurrently connect a single computer USB port to multiple peripherals.

Walk-up USB

Some printers support direct printing from a USB flash drive (the walk-up USB port is usually near the control panel).

Watermark

A watermark is a recognizable image or pattern in paper that appears lighter when viewed by transmitted light. Watermarks were first introduced in Bologna, Italy in 1282. Watermarks have been used by paper makers to identify their product, and also on postage stamps, currency, and other government documents to discourage counterfeiting.

XPS

XML Paper Specification (XPS) is a specification for a Page Description Language (PDL) and a new document format developed by Microsoft. This has benefits for portable document and electronic documents. It is an XML-based specification based on a new print path and vector-based, device-independent document format.

ZIF Connector

Zero insertion force (ZIF) connectors use a mechanical locking method to secure Flat Flexible Cables (FFCs) to a Printed Circuit Assembly (PCA).

Index

Symbols/Numerics

550-sheet paper feeder covers
  parts 1915
550-sheet paper feeder main body
  parts 1916
550-sheet trays
  jams 235, 253
  jams MFP 243
  jams SFP 229
76.00.24 227

A

accessories 311, 1886
  formatter 37
accessories, toner part
  numbers 311, 1886
accessories)
  remove and replace 1837
accessory
  dual inline memory module 37
  embedded Multi-Media
    Controller 37
  hard-disk drive 37
  HP Internal USB Ports 37
  HP Trusted Platform
    Module 37
  part numbers 37
acoustic specifications 29
assemblies 550-sheet paper
  feeder
  remove and replace 1725
assemblies base printer, remove
  and replace 722
assembly locations 317
authorized service providers,
  parts 311, 1886
automatic cleaning page intervals
  set up 47

B

backup error
  32.WX.YZ error 226
  reset error 226
  restore error 226
Backup/Restore (Maintenance)
  menu
  control-panel menu 187
base printer
  configuration 10
  information 6
  specifications 13
bin, output
  locating MFP 7, 318
  locating SFP 6, 317
blank pages
  troubleshooting 300
Bonjour
  identifying 100
browser requirements
  HP Embedded Web
    Server 100

C

cables
  USB, troubleshooting 300
calibrate the printer
  print quality 275
Calibrate/Cleaning menu, control
  panel 187
Calibrate/Cleaning menu, control-
  panel menu 188
cartridge
  remove 323, 1079
  replacing 324
  unpack 323
cartridges, toner part
  numbers 311, 1886
caution ix
checklists
  pre-troubleshooting 73
clean the paper path
  maintenance 46
cleaning
  page 46
  page automatic 46
  rollers 46
  tray 1 rollers 48
  tray 2-X rollers and separation
    pad 54, 63
cleaning page 187, 188
  automatic 46, 47
  maintenance 46
  print 47, 280
cleaning, base printer 46
cold rest
  reset 192
component diagnostics
  solve problems 133
component test
  solve problems 140
configuration
  base printer 10
  printer 1
configuration page
  determine installed
    firmware 77
  find information 157
  solve problems 157
configurations, M552, M553, M554,
  M555, and E55040 printers 10
configurations, M577, M578, and
  E57540 printers 11
connectivity and performance
  troubleshooting 300
connector error
  65.WX.YZ error 227
connector locations
  external plug and port
    diagrams 152
  printed circuit assembly
    diagrams 146
control panel
  locating MFP 7, 318
  locating SFP 6, 317
  solve problems 205

control panel diagnostic
flowcharts (M856/E85055/
M776) 208
control panel messages 226
control panel, MFP system
diagnostics
solve problems 205
control-panel menu
Maintenance 187
control-panel menu)
Service (Maintenance) 190
USB Firmware Upgrade
(Maintenance) 190
conventions used ix
copy settings
HP Embedded Web
Server 100, 101, 104
copy-quality problems
light or faint copies 297
modify printer settings to
improve scan or copy
quality 296
vertical lines, bands, or
streaks 292
copy-quality troubleshooting 290
covers
remove and replace 522
covers MFP
parts 1898
covers SFP
parts 1895
covers, locating SFP 7, 318
CPMD 226
cross section diagrams
550-sheet paper feeder 144
base printer 144
CSR parts
part numbers 315, 1890
customer self-repair (CSR) A parts
and accessories 321
customer self-repair (CSR) B parts
and accessories 450
customer self-repair parts
part numbers 315, 1890

D

DC controller communication error
55.WX.YZ error 227
DC controller firmware error
70.WX.YZ error 227
defeating
interlocks 202
defeating interlocks
solve problems 123, 202
definitions and terms
glossary 1934
determine problem source 73
devices, input
information 31
diagnostics
component, solve
problems 133
engine 202
diagrams
solve problems 142
use parts lists and
diagrams 1892
diagrams, block
solve problems 142
diagrams, cross section 144
diagrams, external plug and port
locations 152
diagrams, major component
locations 153
diagrams, printed circuit assembly
connector locations 146
diagrams, sensors and
switches 142
digital send settings
HP Embedded Web
Server 100, 101, 105
digital sending error (firmware)
44.WX.YZ error 227
dimensions, MFP printers 27
dimensions, SFP printers 24
disable cartridge check
solve problems 131
document feeder
jams 244
paper-feeding problems
(MFP) 265
remove and replace parts 482
whole unit replacement 1893
document feeder and scanner
information 2
specifications 3
document feeder error
31.WX.YZ error 226
doors
remove and replace 522
duplexer
jams MFP 243
jams SFP 229
duplexer error
69.WX.YZ error 227

E

electrical specifications 29
Embedded Jetdirect error
80.WX.YZ error 227
Embedded Web Server (EWS)
assigning passwords 45
features 100
features, security 41
network connection 100
engine
diagnostics 202
test page 202
engine error (LaserJet)
46.WX.YZ error 227
63.WX.YZ error 227
engine error (PageWide)
61.WX.YZ error 227
engine test
solve problems 82, 202
event log error (firmware)
42.WX.YZ error 227
exploded parts views, use parts
lists and diagrams 1892
Explorer, versions supported
HP Embedded Web
Server 100
external panels
remove and replace 522
external plug and port diagrams
locations 152

F

factory settings
reset 192, 194
faint copies
copy-quality problems 297
fan error
58.WX.YZ error 227
fax settings
HP Embedded Web
Server 100, 101, 106
firmware
determine the installed
version 77
firmware communication error
49.WX.YZ error 227
firmware install error
99.WX.YZ error 228
hard disk error 228
remote firmware upgrade
error 228
firmware locations
active and repository 194
firmware upgrade
firmware version
determine 77

firmware upgrade)
embedded web server 76
USB flash drive, control panel 76
USB flash drive, pre-boot menu 76
firmware, upgrade
downloading 76
firmware, version determine
find information 77
firmware, version determining 76
flowcharts
troubleshooting 73, 74
format disk
solve problems 194
formatter
locating MFP 8, 319
locating SFP 7, 318
formatter accessories 37
fuser
jams 237, 256
fuser error
41.WX.YZ error 227
laser scanner error 227
paper path error 227
fuser error (LaserJet)
50.WX.YZ error 227

G

general configuration
HP Embedded Web Server 100, 101, 103
glossary
terms and definitions 1934

H

hard disk partition error
98.WX.YZ error 228
hard disks
encrypted 45, 46
hardware integration pocket (HIP)
is not functioning 208, 212
home button is
unresponsive 208, 211
HP Embedded Web Server
copy settings 100, 101, 104
digital send settings 100, 101, 105
fax settings 100, 101, 106
general configuration 100, 101, 103
HP Web Services 100, 101, 109
information pages 100-102
network settings 100, 101, 110
other links list 100, 101, 104
print settings 100, 101, 104
scan settings 100, 101, 105
security settings 41, 42, 100, 101, 108
supplies 107
troubleshooting tools 100, 101, 107
HP Embedded Web Server (EWS)
features 100
features, security 41
network connection 100
HP Support vii, 309
HP Web Services
enabling 100, 101, 109

I

image defects, repetitive
ruler 268
image quality
check toner-cartridge status 279
tray 1 rollers, clean 48
tray 2-X rollers and separation pad, clean 54, 63
image-quality
troubleshooting 267
print-quality assessment page, print 272
print-quality troubleshooting pages, print 269
information
document feeder and scanner 2
input devices 31
printer 1
printer base 6
information pages
configuration page 157
HP Embedded Web Server 100-102
Jetdirect page 157
input accessory error
67.WX.YZ error 227
input devices
information 31
remove and replace, 550-sheet paper feeder 1725
input/output error
40.WX.YZ error 226
installation
printer 32
installation, base printer 37
installation, document feeder / scanner 33
installation, input devices 63
interface ports
locating MFP 8, 319
locating SFP 7, 318
interlocks
defeating 202
internal assemblies (1 of 5), parts 1901
internal assemblies (2 of 5), parts 1904
internal assemblies (3 of 5), parts 1906
internal assemblies (4 of 5), parts 1909
internal assemblies (5 of 5), parts 1913
internal assemblies 550-sheet paper feeder 1725
internal assemblies base printer 722
internal diagnostics error
90.WX.YZ error 228
video display error 228
internal parts 550-sheet paper feeder
remove and replace 1725
internal parts base printer, remove and replace 722
internal test and information pages
solve problems 157
Internet Explorer, versions supported
HP Embedded Web Server 100
IP Security 45, 46
IPsec 45, 46

J

jam error (LaserJet)
13.WX.YZ error 226
jam error (PageWide)
13.WX.YZ error 226
jams
550-sheet trays 235, 253
550-sheet trays MFP 243
550-sheet trays SFP 229
auto-navigation 229, 244
auto-navigation MFP 243
auto-navigation SFP 229
causes of 230, 244
causes of MFP 243

causes of SFP 229
document feeder 244
duplexer MFP 243
duplexer SFP 229
fuser 237, 256
locations (MFP) 243
locations (SFP) 229
locations MFP 243
locations SFP 229
lower-right door 235, 253
output bin 242, 261
output bin MFP 243
output bin SFP 229
right door 237, 256
Tray 1 230, 247
Tray 1 MFP 243
Tray 1 SFP 229
Tray 2 232, 249
Tray 2 MFP 243
Tray 2 SFP 229
Jetdirect page
solve problems 157
JetIntelligence
toner cartridge 43
job accounting error (firmware)
48.WX.YZ error 227
job management error (firmware) 227
job pipeline error (firmware) 227
job parser error (firmware)
47.WX.YZ error 227
printer calibration error 227

K

keypad
locating SFP 6, 317

L

laser scanner error (LaserJet)
51.WX.YZ error 227
52.WX.YZ error 227
light copies
copy-quality problems 297
lines, bands, streaks
copy-quality problems 292
local area network (LAN)
locating MFP 8, 319
lock
formatter 45, 46
lower-right door
jams 235, 253

M

maintenance
clean the paper path 46
cleaning page 46
printer 32
maintenance, base printer 37
maintenance, document feeder / scanner 33
maintenance, input devices 63
major component diagrams
locations 153
major component locations
diagrams 153
manual print modes
print quality 276
manual sensor test
solve problems 137
memory error
82.WX.YZ error 228
EMMC error 228
hard disk error 228
memory, E55040
included 16
memory, E57540
included 22
memory, M552/M553
included 13
memory, M554/M555
included 14
memory, M577
included 17
memory, M578
included 19
menu
General menu 163
Manage Supplies menu 180
Networking menu 182
Print menu 111, 168
Settings menu
Print menu 111, 168
General menu 163
Print menu 111, 168
Manage Supplies menu 180
Networking menu 182
Supplies menu 186
Support Tools menu
Maintenance menu
Troubleshooting menu 190
Trays menu 187
Troubleshooting menu 190
menu, control panel
Backup/Restore (Maintenance) menu 187
Backup/Restore menu 187
Calibrate/Cleaning menu 187, 188
Reports menu 161
Service (Maintenance) menu 190
Service menu 187
Settings menu 162
Support Tools menu 187
USB Firmware Upgrade (Maintenance) menu 190
USB Firmware Upgrade menu 187
menus control panel, control panel
Calibrate/Cleaning) 187
menus, control panel
Calibrate/Cleaning 188
motor error (LaserJet)
59.WX.YZ error 227

N

Near Field Communication error
81.WX.YZ error 228
Bluetooth error 228
external I/O card error 228
internal EIO error 228
wireless error 228
Netscape Navigator, versions supported
HP Embedded Web Server 100
network port
locating SFP 7, 318
network settings
HP Embedded Web Server 100, 101, 110
networks, E55040
supported 16
networks, E57540
supported 22
networks, M552/M553
supported 13
networks, M554/M555
supported 14
networks, M577
supported 17
networks, M578
supported 19
no control panel sound 208, 210
note ix

O

on/off button
locating MFP 7, 318
locating SFP 6, 317
operating-environment range
printer 30
orderable parts 311, 1886
other links list
HP Embedded Web Server 100, 101, 104
output accessory error
66.WX.YZ error 227
output bin
clear jams 242, 261
clear jams MFP 243
clear jams SFP 229
locating MFP 7, 318
locating SFP 6, 317
OXPd/Web kit error
45.WX.YZ error 227

P

page error
21.WX.YZ error 226
pages
blank 300
not printing 300
printing slowly 300
pages per minute, E55040 16
pages per minute, E57540 22
pages per minute, M552/M553 13
pages per minute, M554/M555 14
pages per minute, M577 17
pages per minute, M578 19
panels, external
remove and replace 522
paper
jams 230, 244
jams MFP 243
jams SFP 229
selecting 281
paper handling
solve problems 229
paper handling error (LaserJet)
56.WX.YZ error 227
paper jams
550-sheet trays 235, 253
550-sheet trays MFP 243
550-sheet trays SFP 229
document feeder 244
duplexer MFP 243
duplexer SFP 229
fuser 237, 256
locations (MFP 243
locations (SFP) 229
locations MFP 243
locations SFP 229
lower-right door 235, 253
output bin 242, 261
output bin MFP 243
output bin SFP 229
right door 237, 256
Tray 1 230, 247
Tray 1 MFP 243
Tray 1 SFP 229
Tray 2 232, 249
Tray 2 MFP 243
Tray 2 SFP 229
paper path sensor test
solve problems 135
paper path test
solve problems 133
part numbers
customer self-repair parts 315, 1890
formatter accessories 37
supplies 38
partial clean (disk)
solve problems 194
parts 311, 1886
550-sheet paper feeder covers 1915
550-sheet paper feeder main body 1916
covers MFP 1898
covers SFP 1895
document feeder and scanner whole units 1893
use parts lists and diagrams 1892
parts and diagrams, using 1892
parts internal 550-sheet paper feeder
remove and replace 1725
parts internal base printer, remove and replace 722
parts list and diagrams, how to use 1892
parts, internal assemblies (1 of 5) 1901
parts, internal assemblies (2 of 5) 1904
parts, internal assemblies (3 of 5) 1906
parts, internal assemblies (4 of 5) 1909
parts, internal assemblies (5 of 5) 1913
parts, order by authorized service providers 311, 1886
parts, orderable 311, 1886
parts, ordering 311, 1886
performance and connectivity troubleshooting 300
ports
locating MFP 8, 319
power
consumption 29
power connection
locating MFP 8, 319
locating SFP 7, 318
power switch
locating MFP 7, 318
locating SFP 6, 317
pre-boot menu options 82
pre-troubleshooting checklist 73
precautions
disassemble or reassemble iii, 306
electrical iii, 306
ingestion hazard iii, 306
laser radiation hazard iii, 306
mechanical hazard iii, 306
thermal hazard iii, 306
print a cleaning page 47, 280
print a print-quality assessment page 272
print a print-quality troubleshooting pages 269
print bar error (PageWide)
62.WX.YZ error 227
print quality
manual print modes 276
print settings
HP Embedded Web Server 100, 101, 104
print-quality assessment page
print 272
print-quality troubleshooting 268
print-quality troubleshooting pages
print 269
print/stop test
solve problems 132, 134
printed circuit assembly diagrams
connector locations 146
printer
information, configuration, and specifications 1
installation and maintenance 32
operating-environment range 30

resets 192
space requirements 29
printer information, configuration, and specifications
document feeder and scanner specifications 3
document feeder and scanner views 2
printer installation and maintenance
base printer 37
cleaning 46
document feeder / scanner 33
input devices 63
security 39
printer memory error
20.WX.YZ error 226
printer resets
solve problems 192
printer settings
copy-quality problems 296
printer, base
configuration 10
information 6
specifications 13
printing
troubleshooting 300
Process Cleaning Page 187, 188
product number
locating SFP 7, 318
location MFP 8, 319

R

real-time clock error
11.WX.YZ error 226
rear door
locating MFP 8, 319
removal and replacement 306
remove
toner cartridges 323, 1079
tray 1 pickup roller 49, 722
remove and replace
550-sheet paper feeder, internal parts and assemblies 1725
accessories 1837
external panels, covers, and doors 522
remove and replace parts
document feeder / scanner 482
remove and replace, internal parts and assemblies base printer 722
repetitive image defect ruler 268
replacement parts
customer self-repair parts 315, 1890
replacing
toner cartridges 324
Reports menu
control-panel menu 161
resets
printer 192
right door
jams 237, 256
roller, tray 1 pickup
remove 49, 722
rollers
cleaning 46

S

safety precautions iii, 306
scan or copy quality improvement
copy-quality problems 296
scan settings
HP Embedded Web Server 100, 101, 105
scanner
remove and replace parts 482
scanner and document feeder
information 2
specifications 3
scanner error
30.WX.YZ error 226
scanner tests (MFP)
solve problems 130
troubleshooting 130
scanner, image
whole unit replacement part 1893
security
dynamic security 44
Embedded Web Server (EWS) 41
encrypted hard disk 45, 46
HP Embedded Web Server (EWS) 41
security error
33.WX.YZ error 226
security settings
HP Embedded Web Server 41, 42, 100, 101, 108
security, base printer 39
sensor error
54.WX.YZ error 227
58.WX.YZ error 227
sensor test, manual
solve problems 137
sensor test, paper path
solve problems 135
sensor test, tray/bin manual
solve problems 138
sensors and switches diagrams
550-sheet paper feeder 142
base printer 142
document feeder 142
serial number
locating MFP 8, 319
locating SFP 7, 318
Service (Maintenance) menu
control-panel menu 190
service ID
restore 192
Settings menu
control-panel menu 162
solve connectivity problems 303
solve performance
problems 300
factors affecting print performance 300
print speeds 301
printer does not print 302
printer prints slowly 302
solve problems
component test 140
configuration page 157
control panel 205
control panel messages 226
copy-quality troubleshooting 290
CPMD 226
cross section diagrams 144
defeating interlocks 123, 202
diagrams 142
diagrams, block 142
disable cartridge check 131
engine test 82, 202
external plug and port location diagrams 152
firmware upgrade 76
firmware, determine version 77
format disk and partial clean functions 194
image-quality troubleshooting 267
individual component diagnostics 133

internal test and information pages 157
LED diagnostics 125
major component locations diagrams 153
manual sensor test 137
output is curled or wrinkled 229, 263
paper does not feed automatically 229, 266
paper does not feed from Tray 2-X 229, 263
paper handling 229
paper path sensor test 135
paper path test 133
performance and connectivity troubleshooting 300
print-quality troubleshooting 268
print/stop test 132, 134
printed circuit assembly connector location diagrams 146
printer does not pick up paper 229
printer does not pick up paper or misfeeds 229
printer feeds incorrect page size 229, 262
printer picks up multiple sheets of paper 229
printer pulls from incorrect tray 229, 262
printer resets 192
printer will not duplex or duplexes incorrectly 229, 263
scanner tests (MFP) 130
sensors and switches diagrams 142
system diagnostics, MFP control panel 205
tray/bin manual sensor test 138
troubleshooting tools 82
solving
direct-connect problems 303
space requirements
printer 29
specifications
base printer 13
document feeder and scanner 3
electrical and acoustic 29
printer 1
specifications, document feeder and scanner
printer information, configuration, and specifications 3
supplies 311, 1886
HP Embedded Web Server 107
remove toner cartridges 323, 1079
replacing toner cartridges 324
toner cartridges 38
unpack toner cartridges 323
supplies error (LaserJet)
10.WX.YZ error 226
supplies error (PageWide)
17.WX.YZ error 226
Support Tools menu
control-panel menu 187
system error (LaserJet)
62.WX.YZ error 227
system requirements
HP Embedded Web Server 100

T

terms and definitions
glossary 1934
tests
disable cartridge check 202
engine 202
theory of operation
JetIntelligence, toner cartridge 43
tip ix
toner cartridge
diagnostic test 202
JetIntelligence 43
toner cartridges
remove 323, 1079
replacing 324
supplies 38
unpack 323
toner cartridges, part numbers 311, 1886
toner-collection-unit door
locating MFP 8, 319
locating SFP 7, 318
touchscreen blank, white, or dim (no image) 208
touchscreen has an unresponsive zone 208, 209
tray
location assemblies, 550-sheet paper feeder 31
Tray 1
jams 230, 247
jams MFP 243
jams SFP 229
tray 1 pickup roller
remove 49, 722
tray 1 rollers
cleaning 48
Tray 2
jams 232, 249
jams MFP 243
jams SFP 229
tray 2-X rollers and separation pad
cleaning 54, 63
tray motor error (LaserJet)
60.WX.YZ error 227
tray/bin manual sensor test
solve problems 138
trays
locating MFP 7, 318
locating SFP 6, 317
trays, E55040
capacity 16
included 16
trays, E57540
capacity 22
included 22
trays, M552/M553
capacity 13
included 13
trays, M554/M555
capacity 14
included 14
trays, M577
capacity 17
included 17
trays, M578
capacity 19
included 19
troubleshooting
blank pages 300
check toner-cartridge status 279
checklist 73
component test 140
control panel 205
defeating interlocks 123, 202
direct-connect problems 303
disable cartridge check 131
engine test 82, 202
flowchart 73, 74

format disk and partial clean functions 194
jams 230, 244
jams MFP 243
jams SFP 229
LED diagnostics 125
manual sensor test 137
network problems 303
pages not printing 300
pages printing slowly 300
paper path sensor test 135
paper path test 133
print/stop test 132, 134
printer resets 192
scanner tests (MFP) 130
system diagnostics, MFP control panel 205
tray/bin manual sensor test 138
USB cables 300
wired network 303
troubleshooting tools
control panel messages 226
copy-quality troubleshooting 290
CPMD 226
determine the problem source 73
diagrams 142
diagrams, block 142
firmware upgrade 76
HP Embedded Web Server 100, 101, 107
image-quality troubleshooting 267
individual component diagnostics 133
performance and connectivity troubleshooting 300
print-quality troubleshooting 268
solve problems 82

U

unpack
toner cartridges 323
upgrade, product firmware 76
USB Firmware Upgrade (Maintenance) menu
control-panel menu 190
USB port
troubleshooting 300

V

vertical lines, bands, or streaks copy-quality problems 292
views, document feeder and scanner
printer information, configuration, and specifications 2

W

warning ix
web browser requirements
HP Embedded Web Server 100
weight, MFP printers 27
weight, SFP printers 24