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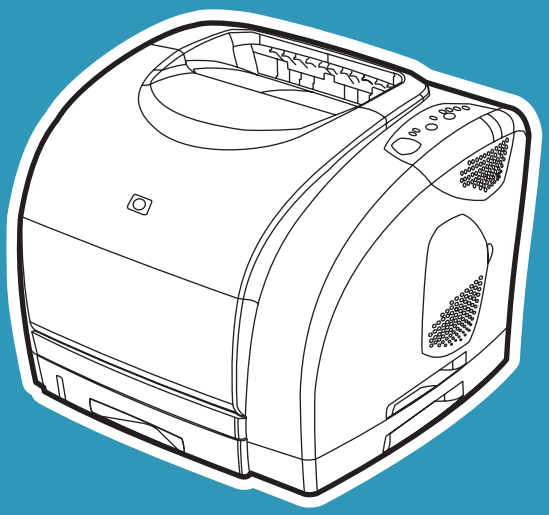

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hp color LaserJet 2550 series printer

Service Manual

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Part number Q3702-90923

Edition 1, 5/2004

Safety information

WARNING!

Potential Shock Hazard

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

Read and understand all instructions in the user guide.

Observe all warnings and instructions marked on the product.

Use only a grounded electrical outlet when connecting the printer to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.

Do not touch the contacts on the end of any of the sockets on the printer. Replace damaged cords immediately.

Unplug this product from wall outlets before cleaning.

Do not install or use this product near water or when you are wet.

Install the product securely on a stable surface.

Install the product in a protected location where no one can step on or trip over the power cord and where the power cord will not be damaged.

If the product does not operate normally, see the online user guide.

Refer all servicing questions to qualified personnel.

Information regarding FCC Class B, Parts 15 and 68 requirements can be found in the user guide.

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Printer configurations

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

HP color LaserJet 2550L

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

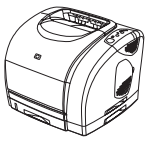
- **Trays.** The printer comes with a multipurpose tray (tray 1) that holds up to 125 sheets of various print media or 10 envelopes. The printer can also accept an optional 250-sheet tray (tray 2) for standard sizes and optional 500-sheet tray (tray 3) for A4 and letter sizes. (Optional tray 2 must be installed in order to install optional tray 3.) See Supported media weights and sizes for more information.
- **Print cartridges.** This model comes standard with color print cartridges (cyan, yellow, and magenta) that can print up to 2,000 pages at 5 percent coverage. It comes with a black print cartridge that can print up to 5,000 pages at 5 percent coverage. (A typical business letter has 5 percent coverage.)
- **Connectivity.** The printer provides parallel and universal serial bus (USB) ports for connectivity. The printer also accepts an optional HP Jetdirect external print server for connecting to a network.
- **Memory.** The printer comes standard with 64 MB RAM.
- **Expandability.** The printer has one available DIMM slot for memory expansion and additional font support. The memory is expandable to 192 MB by adding a 128-MB DIMM.

HP color LaserJet 2550Ln

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

HP color LaserJet 2550n

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



Printer features

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

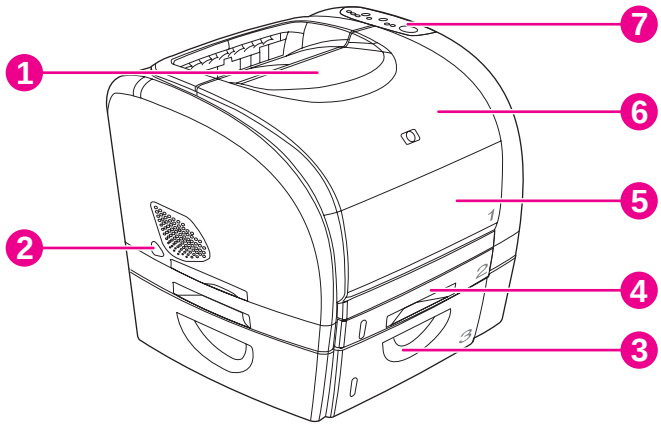
Feature	HP color LaserJet 2550 series printer
Flexible paper handling	• Adjustable tray 1 (multipurpose tray) for letterhead, envelopes, labels, transparencies, custom-sized media, postcards, glossy paper, HP LaserJet Tough paper, and heavy paper. • Optional tray 2 (250-sheet tray) that is adjustable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

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

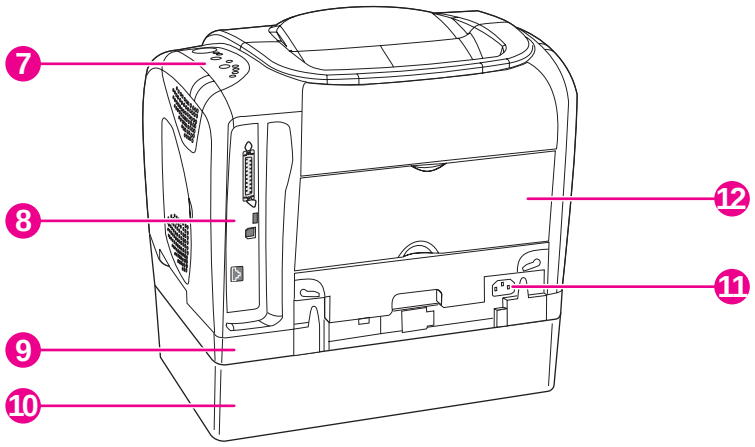
Printer overview

Hardware components

Before using the printer, familiarize yourself with the parts of the printer.



1 Top (face-down) output bin
2 Power switch
3 Optional tray 3
4 Optional tray 2 (included with HP color LaserJet 2550n model)
5 Tray 1
6 Top cover
7 Control panel



7 Control panel
8 Interface ports *
9 Optional tray 2
10 Optional tray 3
11 Power connector
12 Rear (face-up) output door

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

Model and serial numbers

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

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

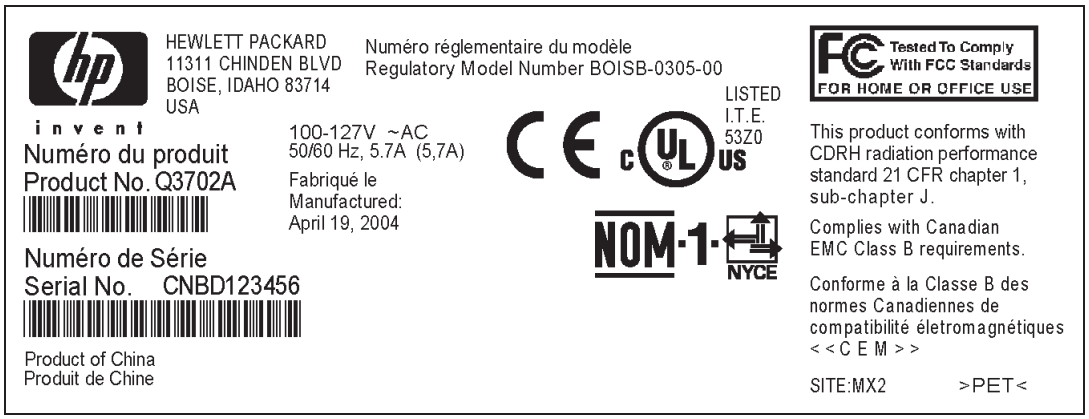


Figure 1-1. **HP color LaserJet 2550 series printer identification label**

Software components

Software and supported operating systems

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

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

The printer supports the following operating systems:

- Microsoft® Windows® 98, Windows 2000, Windows Millennium Edition (Me), and Windows XP
- Windows NT® 4.0 (driver only, other printer software is not available)
- Macintosh OS 9.1, 9.2, 9.3, and OS X v.10.1 and later
- UNIX®, Linux, and OS/2 (limited functionality)

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

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

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

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

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

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

Software tips

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

Gaining access to the printer features

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

Obtaining the latest printing software

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

To download drivers

1. Go to www.hp.com. Click the **support & drivers** block.
2. Type `color laserjet 2550` as the product name. The Web page for the drivers might be in English, but you can download the drivers themselves in several languages.

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

Other print system software

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

Software for Windows

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

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

Printer drivers

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

- Use the PCL 6 printer driver to take full advantage of the printer features. Unless complete backward compatibility with previous PCL drivers or older printers is necessary, the PCL 6 driver is recommended.
- Use the PS printer driver for compatibility with PS needs. Certain printer features are not available in this printer driver.

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

Using Help

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

HP LaserJet Toolbox

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

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

Software for network installations only

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

HP Web Jetadmin

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

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

- Microsoft Windows 2000 or XP
- Red Hat Linux
- SuSE Linux

Starting HP Web Jetadmin

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

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

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

- `http://ipaddress:port/`

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

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

Software for Macintosh

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

The printer includes the following software for Macintosh computers.

PPDs (Mac OS 9.1 and Mac OS X classic)

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

PDEs (Mac OS X)

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

HP LaserJet Toolbox

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

Uninstalling the printing software

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

Uninstalling software for Windows

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

To uninstall software for Windows 98 and later

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

1. Close all of the open programs.

   For Windows 98 and Me

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

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

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

   For Windows 2000 and XP

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

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

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

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

2. On the **Start** menu, point to **Programs**, point to **Hewlett-Packard**, point to HP color LaserJet 2550 series, and then click **Add or Remove**.
3. On the Setup screen, click **Next**.
4. To remove specific software components, click **Modify the existing installation**. To remove all the printer software, click **Remove All**.

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

5. Click the drop-down icon next to each feature that you want to remove. From the drop-down list, click **This feature will not be available**.
6. Click **Next**, and follow the directions on the screen. If the message "The following file is a shared file but is not used by any other programs. Would you like to delete it?" appears, click **Yes to All**. The system finishes removing files.
7. If prompted to restart the computer, click **OK**.

Uninstalling software for Windows by using Add or Remove Programs

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

1. Click **Start**, point to **Settings**, and then click **Control Panel**.
2. Click **Add or Remove Programs**.

Product: 2005 HP Color LaserJet 2600n Printer Service Repair Workshop Manual
Full Download: https://www.arepairmanual.com/downloads/2005-hp-color-laserjet-2600n-printer-service-repair-workshop-manual/

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

Uninstalling software for Macintosh

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

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

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

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

Sample of manual. Download All 312 pages at:
https://www.arepairmanual.com/downloads/2005-hp-color-laserjet-2600n-printer-service-repair-workshop-manual/