



i n v e n t

user guide

hp color LaserJet 9500n
hp color LaserJet 9500hdn

hp color LaserJet 9500n and 9500hdn

user guide

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Finding information

Introduction

Hewlett-Packard offers a variety of ways to obtain information about this printer.

This guide (user guide)	This guide is a quick-reference document that provides information that is useful when you are at the printer. It also includes information about some useful things that you can do with the printer.
Online user reference guide	The online user reference guide is located on the CD-ROM that came with the printer. It contains more detailed information about the printer. See "Obtaining a user reference guide" on page 13.
Printer driver Help	The printer driver Help provides detailed information about using the printer from your computer. See "Where to find Help" on page 13.
Control panel Help	The control panel Help provides help for, or additional information about, the current task. Open the Help at the control panel by pressing ? (HELP button). The type of information that appears depends on the status of the printer. See "Where to find Help" on page 13.
HP's website	See HP's website for more up-to-date information about the printer: http://www.hp.com/support/lj9500



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Which guide to use

The following table shows which guide you should use when searching for different kinds of information.

Topic	User guide (this guide)	User reference guide
Color printing	X	X
Control panel	X	X
Customer support information	X	X
Fonts		X
Paper and other print media	some	X
Print quality	X	X
Printer configuration	X	X
Printer drivers and software		X
Printing tasks	some	X
Relocating the printer		X
Supplies	X	X
Support	X	X
Troubleshooting	jams	X

Obtaining a user reference guide

You can obtain a copy of the online user reference guide from the following sources:

- The online user reference guide is on the CD-ROM that came with the printer. Contact your company's administrator for information about how to acquire it.
- The online reference guide can be ordered from HP's website: <http://www.hp.com/support/lj9500>.

Where to find Help

At the control panel

The **?** button on the control panel provides help for, or additional information about, the current task. The type of information that appears depends on the status of the printer. See "Gaining access to Help" on page 20 for more information.

At the computer

Microsoft® Windows®

Each printer driver has context-sensitive help screens that can be activated from the **Help** button, the **F1** key, or the question mark symbol in the upper-right corner in the printer driver (depending on the Windows operating system that is used). These help screens give detailed information about the specific printer driver and the task you are performing. Printer-driver help is separate from the software-application help.

Macintosh

- 1 Open the **Help** menu.
- 2 Select **Help Center**.
- 3 Click **HP LaserJet Printer Help**.

These help screens give detailed information about using the printer. Printer-driver help is separate from the software-application help.

Using the control panel

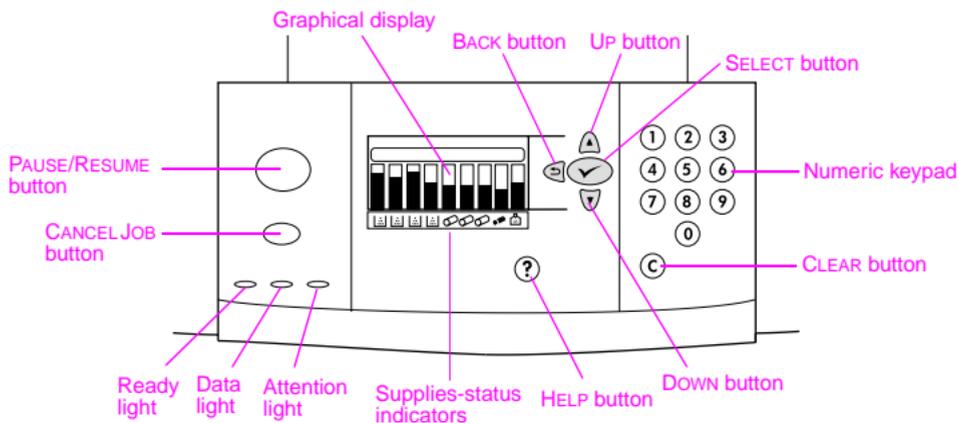
This chapter contains the following information:

- “Control panel features” on page 16
- “Interpreting control panel lights” on page 17
- “Using control panel menus” on page 18
- “Gaining access to Help” on page 20

Control panel features

The control panel includes three light-emitting diode (LED) indicator lights; four navigation buttons; a ? (HELP) button; a PAUSE/RESUME button; a CANCEL JOB button; a numeric keypad; and a graphical display that shows up to four lines of text, supplies-status indicators, and printer animations.

Note To find information about control panel messages, see “Interpreting control panel messages” on page 143.



Interpreting control panel lights

Light	State	Indication
Ready	Off	The printer is off or offline, or has experienced an error.
	On	The printer is ready to print.
	Blinking	The printer is going offline; please wait.
Data	Off	The printer has no data to print.
	On	The printer has data to print, but is not ready or is offline.
	Blinking	The printer is processing or is printing the data.
Attention	Off	The printer is functioning without error.
	On	The printer has experienced a critical error. Note the error message, and then turn the printer off and then on again.
	Blinking	Action is required. See the control panel display.



Using control panel menus

The control panel menu map shows the menus that all users use while protecting the menus that only administrators use. Users typically use the first three menus on the list: **RETRIEVE JOB**, **INFORMATION**, and **PAPER HANDLING**. Administrators and service technicians use the other menus, which can be protected with a personal identification number (PIN): **CONFIGURE DEVICE**, **DIAGNOSTICS**, and **SERVICE**. A brief description of each main menu follows here.

- Use the **Retrieve Job** menu to see jobs that are stored on the device. Jobs are listed by user and job name. See “Store print jobs that you can print later” on page 25 for information about how to store jobs.
- Use the **Information** menu to see the printable menu map and other information pages.
- Use the **Paper Handling** menu to set media type (and size if not detected) for each printer tray.
- Administrators use the **Configure Device** menu to set defaults, I/O ports, diagnostics, and resets. The **Configure Device** menu contains the following submenus:
 - Printing submenu
 - Print Quality submenu
 - System Setup submenu
 - I/O submenu
 - Resets submenu
- Administrators use the **Diagnostics** menu to perform tests that are grouped by print quality, jam clearance, and isolation of field-replaceable parts.
- Service technicians use the **Service** menu to monitor printer status and to provide appropriate assistance during a service call.

From the control panel, you can print a menu map that shows the layout and current settings of the control panel menu items. Additional menu items can appear in the control panel, depending on the options that are currently installed in the printer.

Note

You can perform most routine printing tasks from the computer through the printer driver or in the software application. This is the most convenient method to control the printer, and it overrides the printer control panel settings. For more information about how to gain access to the printer driver, see “Open the printer driver” on page 22.

2

To print a menu map

- 1 Press ✓ (SELECT button) to open the menus.
- 2 Use ▲ (UP button) or ▼ (DOWN button) to scroll to INFORMATION, and then press ✓.
- 3 Use ▲ or ▼ to scroll to PRINT MENU MAP, and then press ✓. The menu map prints.

To navigate the control panel menus

- 1 Press ✓ to open the menus.
- 2 Use ▲ or ▼ to scroll to the menu you want, and then press ✓ to select it. Depending on the menu, you might have to repeat this step to select a submenu.
- 3 Use ▲ or ▼ to scroll to the item you want, and then press ✓ to select it.
- 4 Use ▲ or ▼ to scroll to the value you want, and then press ✓ to select it. An asterisk (*) appears next to the



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selection on the display, indicating that it is now the default.

- 5 At any time, use ↶ (BACK button) to back up one level in the menu tree or to clear a numeric value.
- 6 Press PAUSE/RESUME to close the menu.

Gaining access to Help

The ? (HELP button) on the control panel provides help for, or additional information about, the current task. The type of information that appears depends on the status of the printer.

- Press ? to open the Help. Use ▲ or ▼ to scroll through the Help messages.
- Press ? again at any time to exit Help.

Printer status	Help available
Ready Idle Paused	Description of what kind of Help is available and how to use the Help
Warning Error Other control panel message	Additional information about the message that appears and the actions necessary to resolve the issue
In the menus	Description of the highlighted menu or value

What you can do

Features for users

You can use your printer to do some interesting things. This section describes the ways that you can use the printer features:

Note If you are an administrator, some useful features are available to you. See “Features for administrators” on page 44.

Feature	Location of procedure	Where to perform the feature
• Open the printer driver	page 22	Computer
• Print on both sides of paper (duplexing)	page 24	Computer
• Store print jobs that you can print later	page 25	Store print job at computer; initiate printing at the printer
• Create booklets	page 27	Computer
• Staple your documents	page 29	Computer
• Use the HP Fast Infrared Receiver to print	page 30	Printer
• Print covers or a different first page	page 34	Computer



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Feature	Location of procedure	Where to perform the feature
<ul style="list-style-type: none">• Create the effect of a full-bleed image	page 36	Computer
<ul style="list-style-type: none">• Print special documents	page 37	Computer

Open the printer driver

Note

Printer-driver settings override control panel settings. Software application settings override both printer-driver settings and control panel settings.

Changing the settings for a print job

If you want print settings to be used only in the software application that you are using, change the settings from the software application. After you quit the software application, the printer settings return to the defaults that are configured in the printer driver.

To change print settings for a print job

- 1 In the software application, click the **File** menu, and then click **Print**.
- 2 Click **Setup** or **Properties**. (The options might be different for your application.)
- 3 Change the print settings that you want to change, and then click **OK**.

Changing default settings

Note

Printer-driver settings override control panel settings. Software application settings override both printer-driver settings and control panel settings.

If you want printing settings to be used in all of the software applications that you use on the computer, change the default settings in the printer driver.

To change default settings in Windows 95, Windows 98, and Windows Millennium Edition (Me)

- 1 Click the **Start** button, point to **Settings**, and then click **Printers**.
- 2 Right-click the HP color LaserJet 9500 series printer icon, and then click **Properties**.
- 3 Change any of the settings on the **Finishing**, **Effects**, **Paper**, **Destination**, **Basics**, and **Color** tabs (the PostScript® [PS] driver also includes a **PS** tab). These settings are now the defaults for the printer.
- 4 Click **OK** to save your settings, and to close the printer driver.

To change default settings in Windows NT® 4.0

- 1 Click the **Start** button, point to **Settings**, and then click **Printers**.
- 2 Right-click the HP color LaserJet 9500 series printer icon, and then click **Document Defaults**.
- 3 Change any of the settings on the **Finishing**, **Effects**, **Paper**, **Destination**, **Basics**, and **Color** tabs (the PostScript [PS] driver also includes **PS** and **Status** tabs). These settings are now the defaults for the printer.
- 4 Click **OK** to save your settings and configuration, and to close the printer driver.



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To change default settings in Windows 2000 and Windows XP

- 1 Click the **Start** button, point to **Settings**, and then click **Printers** (Windows 2000) or **Printers and Faxes** (Windows XP).
- 2 Right-click the HP color LaserJet 9500 series printer icon, and then click **Printing Preferences**.
- 3 Change any of the settings on the **Advanced**, **Paper/Quality**, **Finishing**, **Effects**, **Destination**, and **Color** tabs. These settings are now the defaults for the printer.
- 4 Click **OK** to save your settings and configuration, and to close the printer driver.

Print on both sides of paper (duplexing)

The printer can automatically print on both sides of paper when a duplexer is installed and configured. (A duplexer is optional on the HP color LaserJet 9500n model and is standard on the HP color LaserJet 9500hdn model.) See the documentation that is included with the duplexer for installation instructions.

Caution

Never try to print on both sides of labels, transparencies, on envelopes, or on paper that is heavier than 216 g/m² (58-lb bond). Damage to the printer or a jam can result.

Note

Printer-driver settings override control panel settings. Software application settings override both printer-driver settings and control panel settings.

To duplex in Windows (all versions)

- 1 Open the printer driver. (See “Open the printer driver” on page 22.)
- 2 On the **Finishing** tab, select **Print on Both Sides**.
- 3 Click **OK**.

Note

The preceding procedures change the printer's settings for a print job. To change the printer's default settings, see “Changing default settings” on page 23.

Store print jobs that you can print later

You can download a print job to the printer hard-disk accessory with or without printing it. You can then print the job when you want to at the printer control panel. For example, you might want to download a brochure or instruction manual that other users can gain access to and print.

To store a print job on the hard-disk accessory, select the **Stored Job** option in the printer driver when you are printing from the printer control panel.

Note

To protect a stored job, assign a personal identification number (PIN) to the job.



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To create a stored job

- 1 Open the printer driver. (See “Open the printer driver” on page 22.)
- 2 Click the **Destination** tab.
- 3 Under **Destination Features**, click **Settings** or **Options**.
- 4 Select **Stored Job**.
- 5 Type the user name and job name.

The job does not print until someone requests it at the printer.

To print a stored job

You can print a job that is stored on the printer hard-disk accessory at the control panel.

- 1 Press ✓ (**SELECT** button) to open the menus.
- 2 Use ▲ (**UP** button) or ▼ (**DOWN** button) to scroll to **RETRIEVE JOB**, and then press ✓.
- 3 Use ▲ or ▼ to scroll to the user name, and then press ✓.
- 4 Use ▲ or ▼ to scroll to your job name, and then press ✓.
- 5 Use ▲ or ▼ to scroll to **PRINT**, and then press ✓.
- 6 Use ▲ or ▼ or the numeric keypad to specify the number of copies, and then press ✓.
- 7 Press **PAUSE/RESUME** to close the menus.

If **PRINT** has **🔒** (**PADLOCK** symbol) next to it, the job requires a PIN to begin printing.

To delete a stored job

Jobs that are stored on the printer hard-disk accessory can be deleted at the control panel.

- 1 Press ✓ to open the menus.
- 2 Use ▲ or ▼ to scroll to `RETRIEVE JOB`, and then press ✓.
- 3 Use ▲ or ▼ to scroll to the user name, and then press ✓.
- 4 Use ▲ or ▼ to scroll to your job name, and then press ✓.
- 5 Use ▲ or ▼ to scroll to `DELETE`, and then press ✓.
- 6 Press **PAUSE/RESUME** to close the menus.

If `DELETE` has **Ⓚ** next to it, the job requires a PIN to be deleted.

Create booklets

Note

Automatic folding and stapling of a booklet requires the multifunction-finisher accessory (C8088A). If the printer does not have a multifunction-finisher accessory, the printer can print the pages in the correct order, and the pages can then be folded and stapled or bound manually.

Note

HP recommends that you use your software application to prepare and preview your document for printing, and then use your printer driver to print and saddle stitch your booklet.



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To print a booklet in Windows

- 1 Open the printer driver. (See “Open the printer driver” on page 22.)
- 2 On the **Finishing** tab, select **Print on Both Sides**.
- 3 Select **Flip Pages Up**, if necessary.
- 4 Select the booklet layout from the **Booklet Printing** drop-down list, and then click **OK**.

To print a booklet in Mac OS

Before printing a booklet for the first time, make sure that you have installed the HP Manual Duplex and Booklet software. This software requires a custom installation and is available for Mac OS 9.2.2 and earlier.

Note

Mac OS X does not have the ability to print a booklet.

- 1 In the software application, click the **File** menu, and then click **Print**.
- 2 Select **Layout** from the pull-down menu, and then click **Print on Both Sides**.
- 3 Select **Plug-In Preferences** from the pull-down menu, **Print-Time Filters**, and **Booklet**.
- 4 Click **Save Settings**.
- 5 Click **Booklet Printing**.
- 6 Click **Format Booklet**.
- 7 Select the **Paper Size** from the pull-down menu, and then click **Print**.

Staple your documents

Note

Stapling a document requires the multifunction finisher accessory (C8088A) or the 3,000-sheet stapler/stacker (C8085A).

To select the stapler in Windows

Note

The following procedure changes the printer's settings for a print job.

- 1 Open the printer driver. (See "Open the printer driver" on page 22.)
- 2 On the **Finishing** tab, click **Staple**, and then click **OK**.

To select the stapler at the control panel

Note

If you select the stapler at the control panel, stapling becomes the default for all print jobs.

- 1 Press **✓** to open the menus.
- 2 Use **▲** or **▼** to scroll to **CONFIGURE DEVICE** menu, and then press **✓**.
- 3 Use **▲** or **▼** to scroll to **PRINTING**, and then press **✓**.



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- 4 Use ▲ or ▼ to scroll to STAPLE, and then press ✓.
- 5 Use ▲ or ▼ to scroll to the output bin or device you want, and then press ✓. An asterisk (*) appears next to your selection.
- 6 Press PAUSE/RESUME to close the menus.

Use the HP Fast Infrared Receiver to print

The optional HP Fast InfraRed (FIR) Receiver enables wireless printing from any IRDA-compliant portable device (such as a laptop computer) to the printer.

The printing connection is maintained by positioning the sending infrared port within operating range. The connection is permanently broken if the sending port is moved out of operation range or if anything passing between the ports blocks transmission for more than 40 seconds. (This block could be a hand, paper, or even direct sunlight.)

Note

For more information, see the user guide that came with the optional HP Fast InfraRed Receiver. If your operating system does not have infrared software installed, contact your computer manufacturer for drivers and installation instructions.

Setting up to print in Windows

Before launching the InfraRed Driver, complete the following steps:

- 1 Click the **Start** button, point to **Settings**, and then click **Printers**.
- 2 Select the **HP LaserJet 9500n** or **9500hdn** as your default printer.
- 3 While in the same **Printers** folder, click **Properties**, and then click **Details**. Make sure that **Virtual Infrared LPT Port** is selected.
- 4 Select the file to print.

Setting up to print with Macintosh computers

Note This feature is not supported in Mac OS X.

The first step for setting up an infrared printer is creating a Desktop Printer icon using the Desktop Printer Utility. By default, the Desktop Printer Utility is located in the **Apple Extras/Apple LaserWriter** folder on the hard drive.

Printer IR will not be an option if the Infrared Control Panel and extension are not active. In addition, the infrared print capability is possible only with the HP LaserWriter version 8.6 driver or later.

- 1 Open the Desktop Utility.
- 2 Select **Printer IR (Infrared)** and click **OK**.
- 3 Change **PostScript Printer Description (PPD) File** to match the printer.
- 4 On the **File** menu, select **Save**.



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- 5 Type a name and location for the desktop printer icon and click **OK**.

Note

Once the icon is on the desktop (or saved elsewhere), printer options need to be manually configured. This step is essentially the same as selecting **Configure** after setting up a printer in the Chooser. To set the options, highlight the Desktop Printer icon and select **Change Setup** from the Printing menu.

Printing a job

- 1 Align your laptop computer (or other portable device equipped with an IRDA-compliant FIR window) within 1 meter (3 feet) maximum of the optional HP Fast InfraRed Receiver. The FIR window must be at an angle of within +/- 15 degrees relative to the printer to ensure an effective connection for printing.
- 2 Print the job. The status indicator on the optional HP Fast InfraRed Receiver lights up, and, after a short delay, the printer control panel displays `PROCESSING JOB`.

If the status indicator does not light up, realign the optional HP Fast InfraRed Receiver with the FIR port on the sending device, resend the print job, and maintain the alignment of all devices. If you have to move the equipment, make sure that all of the devices remain within the range of operation to maintain the connection.

If the connection is interrupted before your print job is complete, the optional HP Fast InfraRed Receiver status indicator turns off. You have up to 40 seconds to correct the interruption and continue the job. If the connection is resumed within this time, the status indicator lights up again.

Note

The connection is permanently broken if the sending port is moved out of operation range or if anything passing between the ports blocks transmission for more than 40 seconds. (This block could be a hand, paper, or even direct sunlight). Depending on the size of the job, printing with the optional HP Fast Infrared Receiver may be slower than printing with a cable connected directly to the parallel port.

Interrupting and resuming printing

The job interrupt and resume feature lets you temporarily stop the job that is currently printing in order to print another job through an FIR connection. When the FIR job is finished printing, the interrupted job resumes printing.

To interrupt the job at the printer, connect to the FIR port on the printer and send a job to the printer. The printer stops printing the current job when it reaches the end of the copy it is printing. The printer then prints the job sent over the FIR connection. When the printer is done printing that job, it resumes printing the original job with multiple copies where it left off.



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Print covers or a different first page

Use the following procedure to print the first page of a document on a media type that is different from the remainder of the document (for example, to print the first page of a document on letterhead paper and the remainder on plain paper, or to print a cover on card stock and the interior pages on plain paper).

To print a cover or different first page in Windows 95, Windows 98, Windows Me, and Windows NT 4.0

- 1 Open the printer driver. (See “Open the printer driver” on page 22.)
- 2 On the **Paper** tab, select **Use different paper for first page**. **First Page**, **Other Pages**, and **Back Cover** tabs appear.

Note

The **Back Cover** tab is not available in the PS driver.

- 3 Select the **Size**, **Source is**, and **Type is** for the first page and other pages. The first page is the cover of the document. The other pages are the interior pages of the document.
- 4 Click **OK**.

To print a cover or different first page in Windows 2000 and Windows XP

- 1 Open the printer driver. (See “Open the printer driver” on page 22.)
- 2 On the **Paper/Quality** tab, select **Use Different Paper**. **First Page**, **Other Pages**, and **Back Cover** become available (are not dimmed).
- 3 Select **First Page**.
- 4 Select the **Source is** and **Type is** for the first page.
- 5 Repeat steps 3 and 4 for **Other Pages** and **Back Cover**. The first page is the cover of the document. The other pages are the interior pages of the document.
- 6 Click **OK**.

Note

The preceding procedures change the printer's settings for a print job. To change the printer's default settings, see “Changing default settings” on page 23.

To print a different first page in Mac OS

- 1 In the software application, click the **File** menu, and then click **Print**.
- 2 Select a tray in the **First from** field.
- 3 Select a tray in the **Remaining from** field.
- 4 Click **Print**.



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Create the effect of a full-bleed image

The printer cannot print to the edge of print media. Use the following procedure to print the image to a larger-size page, and then trim the page to create the effect of a full-bleed image.

To create the effect of a full-bleed image

- 1 Use a paper size at least 25 mm (1.0 inch) wider and longer than the image you want to print. For example, if you want to print a full-bleed image that is 215 mm (8.5 inches) wide and 279 mm (11 inches) long, use a paper size that is at least 240 mm (9.5 inches) wide and 304 mm (12 inches) long.

Note

The printer can print on specially cut paper that is up to 306 by 470 mm (12 by 18.5 inches) in size.

From tray 1, the printer can print images up to 297 by 450 mm (11.7 by 17.7 inches) in size.

- 2 Print the image with crop marks. See your software application's online help to determine how to do this. The option to print an image with crop marks is often found in the **Print** dialog box.
- 3 Use the crop marks as a guide and cut the paper to the image's size.

For more information about setting paper sizes, see "Setting the media size and type" on page 52.

Print special documents

The table below lists a variety of documents and the media suggested for each. The printer supports the media types fully. Note that the list below provides only suggestions; in most cases other supported media can be used.

Note

Set the type at the control panel when you load the trays, and in the printer driver when you print your print job. For more information, see "Printing by type and size of media" on page 59.

Document	Suggested media and product number	Characteristics	Type
Brochure	HP High Gloss Laser Paper letter (Q2419A) 11 by 17 (tabloid) (Q2420A) A4 (Q2421A) A3 (Q2422A)	120 g/m ² (32-lb bond), 200 sheets, high-gloss finish coating on both sides	HP HEAVY GLOSSY
Business plan	HP High Gloss Laser Paper letter (Q2419A) 11 by 17 (tabloid) (Q2420A) A4 (Q2421A) A3 (Q2422A)	120 g/m ² (32-lb bond), 200 sheets, high-gloss finish coating on both sides	HP HEAVY GLOSSY



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Document	Suggested media and product number	Characteristics	Type
Catalog	HP High Gloss Laser Paper letter (Q2419A) 11 by 17 (tabloid) (Q2420A) A4 (Q2421A) A3 (Q2422A)	120 g/m ² (32-lb bond), 200 sheets, high-gloss finish coating on both sides	HP HEAVY GLOSSY
Chart	HP Premium Choice LaserJet Paper letter (HPU1132) 11 by 17 (tabloid) (HPU1732) A4 (CHP410) A4 (Asia) (Q2397A) A3 (Asia) (Q2396A) A4 (Europe) (CHP413) A3 (Europe) (CHP421)	HPU1132, HPU1732, CHP410, Q2397A, and Q2396A: 120 g/m ² (32-lb bond), 500 sheets, matte finish on both sides, 98 bright CHP413 and CHP421: 160 g/m ² (42-lb bond), 250 sheets, matte finish on both sides, 98 bright	HEAVY 106-163 G/M2
Color document	HP Color Laser Paper letter (HPL245R) 11 by 17 (tabloid) (HPL2417) letter (HPL285R) 11 by 17 (tabloid) (HPL2817)	HPL245R and HPL2417: 90 g/m ² (24-lb bond), 500 sheets, matte finish on both sides HPL285R and HPL2817: 105 g/m ² (28-lb bond), 500 sheets, matte finish on both sides	PLAIN

Document	Suggested media and product number	Characteristics	Type
Correspondence	HP LaserJet Paper letter (HPJ1124) 3-hole prepunched (HPJ113H) legal (HPJ1424) 11 by 17 (tabloid) (HPJ1724) A4 (Europe) (CHP310)	90 g/m ² (24-lb bond), 500 sheets, matte finish on both sides	PLAIN
Cover	HP Premium Cover Paper letter (Q2413A) A4 (Q2414A)	Q2413A and Q2414A: 200 g/m ² (75-lb cover), 100 sheets, super-smooth matte finish on both sides	CARDSTOCK >164 G/M2
General office printing	HP Office Recycled Paper letter (HPE1120) 3-hole prepunched (HPE113H) legal (HPE1420)	75 g/m ² (20-lb bond), 500 sheets, matte finish on both sides, contains 30 percent post-consumer content (satisfies U.S. Executive Order 13101)	PLAIN



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Document	Suggested media and product number	Characteristics	Type
Handout, proposal, sales brief, flyer, and color image	HP Soft Gloss Laser Paper letter (C4179A) A4 (C4179B) letter (Q2415A) 11 by 17 (tabloid) (Q2416A) A4 (Q2417A) A3 (Q2418A)	C4179A and C4179B: 120 g/m ² (32-lb bond), 200 sheets, satin finish coating on both sides Q2415A, Q2416A, Q2417A and Q2418A: 105 g/m ² (28-lb bond), 500 sheets, satin finish coating on both sides, 96 bright	HP HEAVY GLOSSY
Letterhead	HP LaserJet Paper letter (HPJ1124) 3-hole prepunched (HPJ113H) legal (HPJ1424) 11 by 17 (tabloid) (HPJ1724) A4 (Europe) (CHP310)	90 g/m ² (24-lb bond), 500 sheets, matte finish on both sides	PLAIN
Map	HP Tough Paper letter (Q1298A) A4 (Q1298B)	0.127 mm (5 mils) thick (approximately 44-lb bond equivalent), 50 sheets, satin finish coating on both sides	TOUGH PAPER

Document	Suggested media and product number	Characteristics	Type
Newsletter	HP Color Laser Paper letter (HPL245R) 11 by 17 (tabloid) (HPL2417) letter (HPL285R) 11 by 17 (tabloid) (HPL2817)	HPL245R and HPL2417: 90 g/m ² (24-lb bond), 500 sheets, matte finish on both sides HPL285R and HPL2817: 105 g/m ² (28-lb bond), 500 sheets, matte finish on both sides	PLAIN
Photograph/ image	HP High Gloss Laser Paper letter (Q2419A) 11 by 17 (tabloid) (Q2420A) A4 (Q2421A) A3 (Q2422A)	120 g/m ² (32-lb bond), 216 by 279 mm (8.5 by 11 inches), 200 sheets, satin finish coating on both sides	HP HEAVY GLOSSY
Postcard	HP Premium Cover Paper letter (Q2413A) A4 (Q2414A)	200 g/m ² (75-lb bond), 100 sheets, matte finish on both sides	CARDSTOCK >164 G/M2
Proposal	HP Premium Choice LaserJet Paper letter (HPU1132) 11 by 17 (tabloid) (HPU1732) A4 (CHP410) A4 (Asia) (Q2397A) A3 (Asia) (Q2396A) A4 (Europe) (CHP413) A3 (Europe) (CHP421)	HPU1132, HPU1732, CHP410, Q2397A, and Q2396A: 120 g/m ² (32-lb bond), 500 sheets, matte finish on both sides, 98 bright CHP413 and CHP421: 160 g/m ² (42-lb bond), 250 sheets, matte finish on both sides, 98 bright	HEAVY 106-163 G/M2



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Document	Suggested media and product number	Characteristics	Type
Report	HP LaserJet Paper letter (HPJ1124) 3-hole prepunched (HPJ113H) legal (HPJ1424) 11 by 17 (tabloid) (HPJ1724) A4 (Europe) (CHP310)	90 g/m ² (24-lb bond), 500 sheets, matte finish on both sides	PLAIN
Restaurant menu	HP Tough Paper letter (Q1298A) A4 (Q1298B)	0.127 mm (5 mils) thick (approximately 44-lb bond equivalent), 50 sheets, satin finish coating on both sides	TOUGH PAPER
Sign	HP Tough Paper letter (Q1298A) A4 (Q1298B)	0.127 mm (5 mils) thick (approximately 44-lb bond equivalent), 50 sheets, satin finish coating on both sides	TOUGH PAPER
Tearproof document	HP Tough Paper letter (Q1298A) A4 (Q1298B)	0.127 mm (5 mils) thick (approximately 44-lb bond equivalent), 50 sheets, satin finish coating on both sides	TOUGH PAPER
Training manual	HP Office Recycled Paper letter (HPE1120) 3-hole prepunched (HPE113H) legal (HPE1420)	75 g/m ² (20-lb bond), 500 sheets, matte finish on both sides, contains 30 percent post-consumer content (satisfies U.S. Executive Order 13101)	PLAIN

Document	Suggested media and product number	Characteristics	Type
Transparency	HP Color LaserJet Transparencies letter (C2934A) A4 (C2936A)	0.127 mm (5 mils) thick, 50 sheets	TRANSPARENCY
User manual	HP LaserJet Paper letter (HPJ1124) 3-hole prepunched (HPJ113H) legal (HPJ1424) 11 by 17 (tabloid) (HPJ1724) A4 (Europe) (CHP310)	90 g/m ² (24-lb bond), 500 sheets, matte finish on both sides	PLAIN
Waterproof document	HP Tough Paper letter (Q1298A) A4 (Q1298B)	0.127 mm (5 mils) thick (approximately 44-lb bond equivalent), 50 sheets, satin finish coating on both sides	TOUGH PAPER



<http://www.hp.com/support/lj9500>

Features for administrators

Manage the printer remotely

Use the embedded Web server (EWS) and HP Web Jetadmin to manage the printer remotely instead of from the printer control panel.

Embedded Web server

To gain access to the embedded Web server

- 1 In a supported Web browser on your computer, type the IP address for the printer. (To find the IP address, print a configuration page. See “To print information pages” on page 141.)

Note

After you open the URL, you can bookmark it so that you can return to it quickly in the future.

- 2 The EWS has three tabs that contain settings and information about the printer: the **Information** tab, the **Settings** tab, and the **Network** tab. Click the tab that you want to view.

The following table list the tabs that are located in the EWS and a short description of what you can do on each tab.

Tab	What you can do
Settings tab	<ul style="list-style-type: none">• Configure the printer.• Set up to receive e-mail alerts.• Set a password for access to the settings and to networking.• Determine the language for the embedded Web server. <p>Tip The Settings tab can be password protected. If this printer is networked, always consult with the printer administrator before changing settings on this tab.</p>
Information tab	<ul style="list-style-type: none">• Check printer and printer supplies status.• Order supplies.• View printer configuration.• View a list of printer events and errors.
Network tab	Control network-related settings for the printer when it is connected to an IP-based network.



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HP Web Jetadmin

A driver management and configuration plug-in is available for the HP Web Jetadmin software. You can use the plug-in to configure the printer drivers before installation and deployment. This method for managing and controlling printer drivers provides a complete, end-to-end solution that you can use to set up and configure the printer, the print path (queue), and the client computers or workstations. The following activities are included in the workflow:

- Discover and configure the printer(s).
- Discover and configure the print path on the server(s). You can have multiple servers configured in a batch, or multiple printers (of the same model type) using a single server.
- Obtain the printer driver(s). You can install multiple drivers for each print queue that is connected to a server in environments that support multiple operating systems.
- Run the configuration editor (the editor is not supported for some older drivers).
- Deploy the configured printer drivers to the server(s).
- Instruct the end-users to connect to the print server. The configured driver for their operating system is automatically deployed to their computer.

Administrators can use the HP Jetadmin software plug-in to deploy configured printer drivers using a silent, batch, or remote process. Obtain the HP Web Jetadmin software plug-in from http://www.hp.com/go/webjetadmin_software.

Obtain firmware updates

The printer can use newer versions of its firmware as they become available. To obtain the latest firmware, go to <http://www.hp.com/support/lj9500> and follow the instructions on the screen. To download firmware updates easily to one or to many printers, use the HP Web Jetadmin software (go to <http://www.hp.com/go/webjetadmin>).

Manage page usage

You can print a Usage Information page from the control panel to monitor page usage by department. This can be used for cost accounting.

Note This item is available only if a hard disk is installed.

To print a Usage page

- 1 Press **✓** to open the menus.
- 2 Use **▲** or **▼** to scroll to the **INFORMATION** menu, and then press **✓**.
- 3 Use **▲** or **▼** to scroll to **PRINT USAGE**, and then press **✓**.

 <http://www.hp.com/support/lj9500>

Improving print quality

This chapter contains the following information:

- “What you can do to improve print quality” on page 50
- “Solving print-quality issues” on page 70

What you can do to improve print quality

Task	More information	
<ul style="list-style-type: none">• Make sure that the supplies are installed correctly.	See the following sections: <ul style="list-style-type: none">• “Replacing the print cartridges” on page 180• “Replacing the image drums” on page 183• “Replacing the image transfer kit” on page 188• “Replacing the image fuser kit” on page 198• “Replacing the image cleaning kit” on page 203	
<ul style="list-style-type: none">• Make sure to use supported media.	See “Recommended media” on page 87. For more information, see the online user reference guide.	
<ul style="list-style-type: none">• For best results, use HP-brand media and print cartridges. HP-brand media and print cartridges have been designed to provide optimal performance with HP printers.	HP print cartridges and part numbers Cyan (C8551A) Magenta (C8553A) Yellow (C8552A) Black (C8650A)	Common HP media product numbers HP Color Laser Paper Letter (HPL245R) 11 by 17 (tabloid) (HPL2417) HP High Gloss Laser Paper Letter (Q2419A) A4 (Q2421A) HP Soft Gloss Laser Paper Letter (C4179A) A4 (C4179B) Note HP Soft Gloss Laser Paper is designed specifically for use with the HP color LaserJet 9500 series.

Task	More information
<ul style="list-style-type: none"> Make sure that the media type and size for the tray are set correctly in the control panel for the media that you are using. 	See "Setting the media size and type" on page 52.
<ul style="list-style-type: none"> Print by media type and size from the printer driver. 	See "Printing by type and size of media" on page 59.
<ul style="list-style-type: none"> Calibrate the printer. 	See "Calibrating the printer" on page 61.
<ul style="list-style-type: none"> Print the Print Quality Troubleshooting Pages and follow the instructions. 	See "Using the Print Quality Troubleshooting Pages" on page 62
<ul style="list-style-type: none"> Clean the post charger. 	See "Cleaning the post charger" on page 63.
<ul style="list-style-type: none"> Make sure that the operation and location requirements of the printer are met. 	See the online user reference guide for more information.
<ul style="list-style-type: none"> Set the registration value. 	See "Setting registration" on page 65.
<ul style="list-style-type: none"> Clean the fuser input area. 	See "Cleaning the fuser input area" on page 66.



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Setting the media size and type

Whenever you open and close an input tray, you have the opportunity to set the type and size for the media in that tray. The printer automatically changes its internal settings to produce the best print quality for the media type you set. Make sure to set the media type and size at the printer's control panel and in the printer driver.

Note

If you have used previous HP LaserJet printers, you might be accustomed to configuring tray 1 to first mode or cassette mode. To duplicate the settings for first mode, configure tray 1 for Size = ANYSIZE and Type = ANY. To duplicate the settings for cassette mode, set either the size or type for tray 1 to a setting other than ANY.

Note

Printer-driver settings override control panel settings. Software application settings override both printer-driver settings and control panel settings.

Configuring the trays for standard-size media

Use the following instructions to configure the trays at the printer control panel.

To set a standard media size and type for tray 1

- 1 Press (SELECT button) to open the menus.
- 2 Use (UP button) or (DOWN button) to scroll to PAPER HANDLING, and then press .
- 3 Use or to scroll to TRAY 1 SIZE, and then press .

- 4 Use ▲ or ▼ to scroll to the media size you want, and then press ✓.
- 5 The media type is set to Plain by default. If you want to change this setting, use ▲ or ▼ to scroll to TRAY 1 TYPE, and then press ✓. Use ▲ or ▼ to scroll to the media type you want, and then press ✓. For more information about media types, see “Supported types of media” on page 86.
- 6 Press PAUSE/RESUME to close the menus.

To set a standard media size and type for tray 2, tray 3, or tray 4

When you open and close tray 2, tray 3, or tray 4, the printer detects the media size for that tray, and the printer control panel prompts you to select the media type for that tray. If the printer cannot detect the media size, the printer control panel will prompt you to select a custom size and type. Follow these instructions to set the media size and type for tray 2, tray 3, or tray 4.

- 1 Open the tray and make sure the paper guides rest against the stack of media in the tray.
- 2 Set the custom/standard switch to Standard if both guides are set to the same Standard marking. Otherwise, set the switch to Custom and use the instructions in section “Configuring the trays for custom-size media” on page 54.

Note If the media size is marked on the tray guide, it is a standard media size. If the media size is not marked on the tray guide, see “Configuring the trays for custom-size media” on page 54.

- 3 Close the tray.
- 4 The printer detects the size of the media in the tray and the message TRAY X [TYPE] [SIZE] appears. The type and size that appear are the last type and size that were set. For example, TRAY 4 GLOSSY 11X17. This message alternates with the message TO CHANGE TYPE PRESS ✓. The printer sets the media type to Plain by default. If you want to change this setting, use ▲ or ▼ to scroll to the media type you want, and then press ✓.
- 5 Press PAUSE/RESUME to close the menus.



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Configuring the trays for custom-size media

Custom media sizes are sizes that do not conform to those marked in the input trays and that are not listed in the control panel menus or in the printer driver.

Note

For tray 1. When using custom-size media, select `CUSTOM` from the **Tray 1 Size** menu.

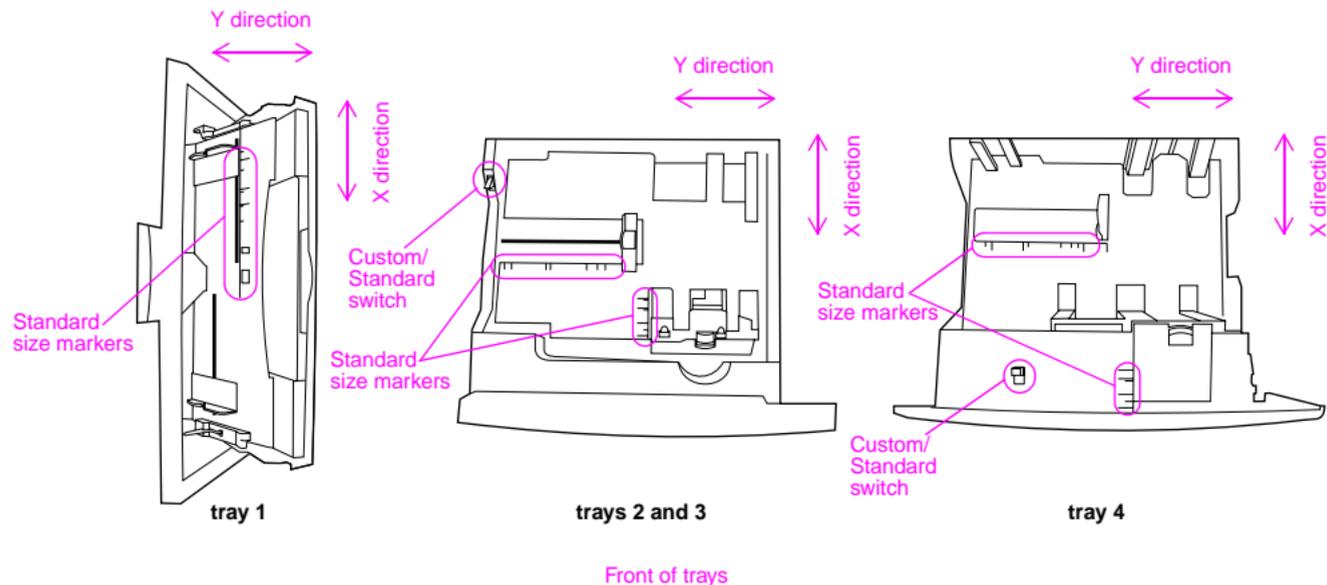
For tray 2, tray 3, and tray 4. When using custom-size media in these trays, make sure that the custom/standard switch in the tray is set to Custom.

Note

Printer-driver settings override control panel settings. Software application settings override both printer-driver settings and control panel settings.

The dimensions of custom-size media must be typed at the control panel. If you are using tray 1, the **Custom** menu appears when you select `CUSTOM` from the **Tray 1 Size** menu. If you are using tray 2, tray 3, or tray 4, the **Custom** menu appears when you set the custom/standard switch to Custom and close the tray.

Make sure to type the X dimension and Y dimension of the media. The following illustration shows the X and Y dimensions relative to each of the input trays. The X dimension is measured from the front of the tray to the back of the tray. The Y dimension is measured from the left of the tray to the right of the tray.



Note

When a custom size is set for a tray, it is retained until the custom/standard switch in the tray is moved back to Standard.



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To set a custom media size and type for tray 1

- 1 Press **✓** to open the menus.
- 2 Use **▲** or **▼** to scroll to `PAPER HANDLING`, and then press **✓**.
- 3 Use **▲** or **▼** to scroll to `TRAY 1 SIZE`, and then press **✓**.
- 4 Use **▲** or **▼** to scroll to `CUSTOM`, and then press **✓**.
- 5 The message `UNIT OF MEASURE =` appears, with the Inches setting selected by default. If you want to change this setting, use **▲** or **▼** to scroll to the Millimeters setting, and then press **✓**.
- 6 The message `X DIMENSION =` appears, with 12 inches (or 306 millimeters) selected by default. Use the numeric keypad to type the X dimension measurement of your media, and then press **✓**.

Note

The X dimension is the length of the page side that is perpendicular to the direction that it feeds into the printer. The X dimension measurement must be between 3.9 and 12 inches (or 98 and 306 millimeters).

- 7 The message `Y DIMENSION =` appears, with 18.50 inches (or 470 millimeters) selected by default. Use the numeric keypad to type the Y dimension measurement of your media, and then press **✓**.

Note

The Y dimension is the length of the page side that is parallel to the direction that it feeds into the printer. The Y dimension measurement must be between 7.5 and 18.50 inches (or 191 and 470 millimeters).

- 8 The message `TRAY 1 SIZE = [X DIMENSION] X [Y DIMENSION] [INCHES OR MILLIMETERS] SETTING SAVED` appears.

- 9 The media type is set to Plain by default. If you want to change this setting, use ▲ or ▼ to scroll to TRAY 1 TYPE, and then press ✓. Use ▲ or ▼ to scroll to the media type you want, and then press ✓. For more information about media types, see “Supported types of media” on page 86.
- 10 Press PAUSE/RESUME to close the menus.

To set a custom media size and type for tray 2, tray 3, or tray 4

- 1 Open the tray.
- 2 Make sure that the paper guides rest against the stack of media in the tray.
- 3 Set the custom/standard switch to Custom.

Note

If the media size is not marked on the tray guide, it is a custom media size. If the media size is marked on the tray guide see “To set a standard media size and type for tray 2, tray 3, or tray 4” on page 53.

- 4 Close the tray.
- 5 The message TRAY X SIZE = appears, with the ANY CUSTOM SIZE selected by default. Use ▲ or ▼ to scroll to the CUSTOM setting, and then press ✓.
- 6 The message UNIT OF MEASURE = appears, with the INCHES setting selected by default. If you want to change this setting, use ▲ or ▼ to scroll to the MILLIMETERS setting, and then press ✓.



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- 7 The message `X DIMENSION =` appears, with 11.7 inches (or 297 millimeters) selected by default. Use the numeric keypad to type the X dimension measurement of your media, and then press **✓**.

Note

The X dimension is the length of the page side that is perpendicular to the direction that the page feeds into the printer. For tray 2 and tray 3, the X dimension measurement must be between 5.8 and 11.7 inches (or 148 and 297 millimeters). For tray 4, the X dimension must be between 7.2 and 11.7 inches (182 and 297 millimeters). You can find the X dimension measurement of your media on the paper guides inside the tray.

- 8 The message `Y DIMENSION =` appears, with 17 inches (or 432 millimeters) selected by default. Use the numeric keypad to type the Y dimension measurement of your media, and then press **✓**.

Note

The Y dimension is the length of the page that is parallel to the direction that the page feeds into the printer. The Y dimension measurement must be between 8.27 and 17 inches (or 210 and 432 millimeters). You can find the Y dimension measurement of your media on the paper guides inside the tray.

- 9 The message `TRAY X [X DIMENSION] X [Y DIMENSION] [INCHES OR MILLIMETERS] SIZE SPECIFIED BY USER` appears. This message alternates with the message `PRESS ✓ TO CHANGE TYPE`. The media type is set to Plain by default. If you want to change this setting, use **▲** or **▼** to scroll to the media type you want, and then press **✓**.
- 10 Press **PAUSE/RESUME** to close the menus.

Printing by type and size of media

You can configure the printer to select media by **Type** (such as plain, glossy, or letterhead) and **Size** (such as letter or A4), rather than by **Source** (a tray).

Benefits of printing by type and size of media

Printing by type or size means that you want the printer to pull paper or print media from the first tray that is loaded with the type or size that you select. Selecting media by type and size results in significantly better print quality for heavy paper and glossy paper. Using the wrong setting can result in unsatisfactory print quality. Always print by type for special print media such as labels or transparencies. Always print by size for envelopes.

If you want to print by type or size and the trays have not been configured for a certain type or size, load the paper or print media into tray 1, and then select the type or size from the **Page Setup** dialog box, the **Print** dialog box, or the **Print Properties** dialog box.

Note

The type and size settings can also be configured from the HP Web Jetadmin software for networked printers. For Macintosh operating systems, these settings can be configured by using the HP LaserJet Utility.

To print by type and size of paper (tray 1)

- 1 Load and adjust the tray.
- 2 At the printer control panel, press ✓ to open the menus.
- 3 Use ▲ or ▼ to scroll to PAPER HANDLING, and then press ✓.



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- 4 Do one of the following:
 - To allow the printer to print automatically from tray 1, if it is loaded: Set TRAY 1 SIZE=ANY SIZE and TRAY 1 TYPE=ANY TYPE (comparable to **First** mode).
 - To print by type and size from tray 1, but to have the printer prompt you to load paper before printing: Set TRAY 1 SIZE to the size that is loaded and set TRAY 1 TYPE to anything *except* ANY TYPE (comparable to **Cassette** mode).
- 5 Press **PAUSE/RESUME** to close the menus.
- 6 In the software application, click the **File** menu, and then click **Print**.
- 7 Click **Properties**.
- 8 In the printer driver, make sure to select the type that you specified at the control panel in step 4.

To print by type and size of paper (tray 2, tray 3, or tray 4)

- 1 Load and adjust the tray.
- 2 At the printer control panel, press ✓ to change the size (if it was not detected) and the type.
- 3 Use ▲ or ▼ to scroll to the size you want and to the type PAPER HANDLING, and then press ✓.

Note To print by type and size from tray 2, tray 3, or tray 4, it might be necessary to unload or close tray 1.

- 4 In the software application, click the **File** menu, and then click **Print**.
- 5 Press **PAUSE/RESUME** to close the menus.
- 6 Click **Properties**.
- 7 In the printer driver, make sure to select a type that you specified at the control panel in step 3.

Calibrating the printer

Calibration of the printer helps to ensure consistently good print quality.

To calibrate the printer

- 1 Press ✓ to open the menus.
- 2 Use ▲ or ▼ to scroll to CONFIGURE DEVICE, and then press ✓.
- 3 Use ▲ or ▼ to scroll to PRINT QUALITY, and then press ✓.
- 4 Press ✓.
- 5 Use ▲ or ▼ to scroll to CALIBRATE NOW, and then press ✓.



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Using the Print Quality Troubleshooting Pages

The Print Quality Troubleshooting Pages help diagnose many print-quality problems that are related to a damaged part or a particular component. Follow the diagnostic procedure on the first page of the Print Quality Troubleshooting Pages. For more information about the Print Quality Troubleshooting Pages, see the online user reference guide.

To print the Print Quality Troubleshooting Pages

- 1 Press to open the menus.
- 2 Use or to scroll to **DIAGNOSTICS**, and then press .
- 3 Press .
- 4 Use or to scroll to **PQ TROUBLESHOOTING**, and then press .

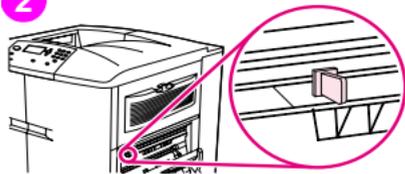
Cleaning the post charger

Clean the post charger on the transfer belt if light streaks appear in halftone areas.

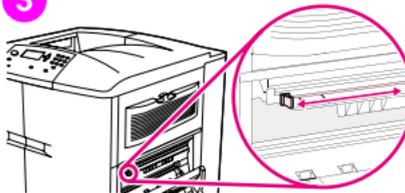
1



2



3



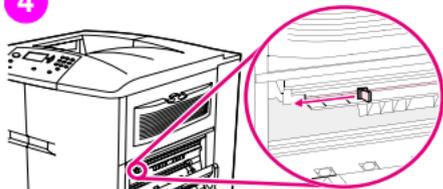
To clean the post charger

- 1 Open the upper-right door.
- 2 Locate the blue handle of the post charger cleaner on the front left of the image transfer belt.
- 3 Gently slide the post charger cleaner to the right until it stops. The spring should be compressed.



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4



6



- 4 Slide the cleaner to the left, back into place.
- 5 Repeat steps 3 and 4 to clean the post charger a second time.
- 6 Close the upper-right door. If the door does not close, make sure that the blue handle of the post charger cleaner is positioned at the far left of the image transfer belt.

Setting registration

Use the registration feature to center the image on a page and to align the front and back images. Because image placement varies slightly for each input tray, the following alignment procedure might need to be performed for each tray.

Note

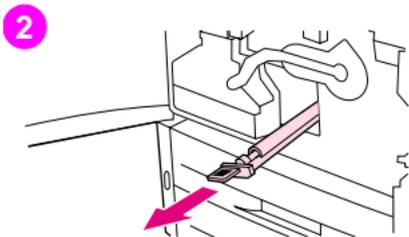
The test page prints on A4- or letter-size paper. You can set registration for any size of paper by printing on that size and following the instructions on the test page.

To set the registration value

- 1 Press **✓** to open the menus.
- 2 Use **▲** and **▼** to scroll to `CONFIGURE DEVICE`, and then press **✓**.
- 3 Use **▲** and **▼** to scroll to `PRINT QUALITY`, and then press **✓**.
- 4 Use **▲** and **▼** to scroll to `SET REGISTRATION`, and then press **✓**.
- 5 Use **▲** and **▼** to scroll to `PRINT TEST PAGE`, and then press **✓**.
- 6 Press **PAUSE/RESUME** to close the menus.
- 7 Follow the instructions on the printed page.

Cleaning the fuser input area

Occasionally, toner and paper dust collects in the fuser input and can affect print quality. Use the following procedure to clean the fuser input.

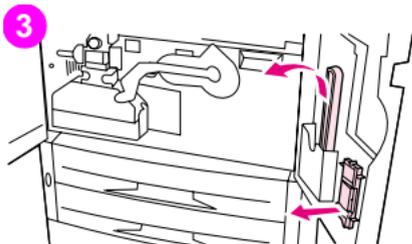


To clean the fuser input area

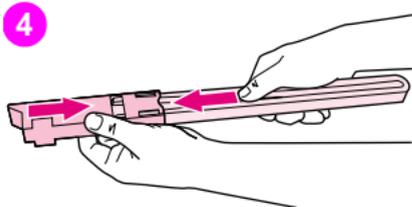
- 1 Open the front doors of the printer, and then swing the large green lever down.
- 2 On the front side of the printer, locate the blue transfer-roller handle beneath the large green lever. Grasp the handle and pull the roller out of the printer. Set the roller on a clean, flat surface.

CAUTION

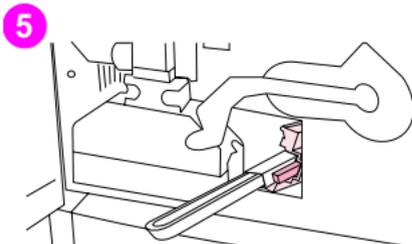
Do not touch the black foam roller, and take care not to scratch the underside of the image transfer belt as you remove the roller from the printer.



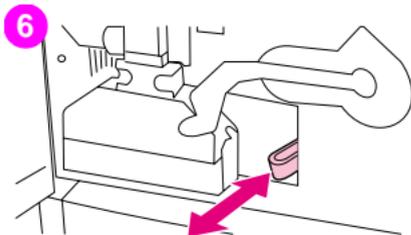
3 Remove the green tongs and blue brush that are mounted on the inside of the right front door.



4 Slide the open end of the brush onto the tongs until it snaps into place.



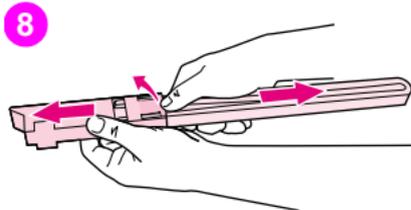
5 Hold the tongs so that the brush is at a 45-degree angle and align the brush with the transfer-roller slot. Insert the brush into the slot.



- 6** Slide the brush into the transfer-roller slot until it stops, and then slide the brush toward you until the brush is almost out of the transfer-roller slot.

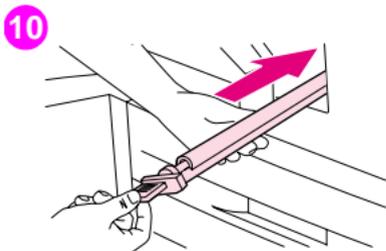
CAUTION

Do not pull up or sideways on the brush. Push and pull the brush straight into and out of the printer.



- 7** Repeat step 6 three times, and then remove the brush from the printer.
- 8** Remove the brush from the tongs by raising the snap on the back of the brush and pulling the brush away from the tongs.

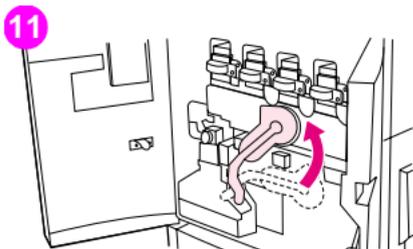
- 9** Replace the tongs and brush on the inside of the right door.



- 10** Using one hand to support the underside of the transfer roller, turn the roller to a 45-degree angle and align the roller with the slot. Slide the roller into the slot until it stops.

CAUTION

Do not touch the black foam roller, and take care not to scratch the underside of the image transfer belt as you insert the roller into the printer.



- 11 Swing the green lever up, and then close the front doors.

Note

If the lever does not move freely, make sure that the transfer roller is pushed into the printer completely.



Solving print-quality issues

Print-quality problems sometimes occur or repeat in a direction parallel to the direction in which the media moves through the printer (feed direction). Letter- or A4-sized media are normally oriented in the trays so that their long edge is the first to feed through the printer; 11-by-17 inch or A3-sized media are normally oriented in the trays so that their short edge is the first to feed through the printer.

Print-quality procedures

For all print-quality problems and defects, perform the following procedures.

- Replace any printer supplies that have run out. When a supply is out, the `REPLACE <SUPPLY>` message appears on the control panel, and the gauge shows an empty bar with a flashing outline for the supply that is out. Printing stops and the `REPLACE <SUPPLY>` message appears on the control panel until the supply is replaced. For more information, see “Interpreting control panel messages” on page 143.

Press **?** (**HELP** button) on the control panel to see step-by-step instructions for replacing the supply. For more information about replacing supplies see “Replacing the print cartridges” on page 180, “Replacing the image drums” on page 183, “Replacing the image transfer kit” on page 188, “Replacing the image cleaning kit” on page 203, or “Replacing the image fuser kit” on page 198. To order supplies, see “Ordering supplies” on page 175.

- Print 10 more pages of your print job, or of another print job. The printer can automatically compensate for a few print-quality problems.

If these procedures do not solve the problem, see “Solving persistent print-quality problems” on page 71.

Solving persistent print-quality problems

If you have completed all of the steps listed under “Print-quality procedures” on page 70 and the print-quality problem persists, follow these steps:

- 1 Use the following print-quality-defect chart to identify your print-quality defect.
- 2 Go to the page that is indicated beneath the defect you identify and use the solutions listed there to solve the print-quality problem.
- 3 If the procedures do not solve the problem, print the Print Quality Troubleshooting Pages (see “To print the Print Quality Troubleshooting Pages” on page 62), and then follow the diagnostic procedure that is listed on the first page to help isolate the defect to a particular component.
- 4 If the procedures do not solve the problem, or if your print-quality defect is not shown in the print-quality defect chart, contact your local HP-authorized service and support center. See “Customer support options worldwide” on page 214 for more information.

Note

The print-quality-defect chart assumes the use of letter- or A4-size media that has moved through the printer long-edge first.

 <http://www.hp.com/support/lj9500>

Print-quality-defect chart

Use the examples in the print-quality-defect chart to determine which print-quality problem you are experiencing, and then see the corresponding pages to find information that can help you troubleshoot the problem. For the latest information and problem-solving procedures, go to <http://www.hp.com/support/lj9500>.

Note

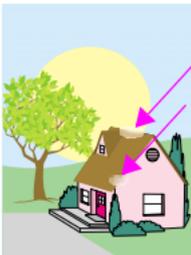
The print-quality-defect chart assumes the use of letter- or A4-size media that has moved through the printer long-edge first. See “Solving print-quality issues” on page 70.



← An image with no defects

	<p>Horizontal lines or streaks</p> <ul style="list-style-type: none"> • Make sure that the operation and location requirements of the printer are met. • Print the Print Quality Troubleshooting Pages (see “To print the Print Quality Troubleshooting Pages” on page 62) and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component. 		<p>Broken horizontal lines</p> <ul style="list-style-type: none"> • Clean the fuser input area. See “Cleaning the fuser input area” on page 66.
	<p>Vertical lines</p> <ul style="list-style-type: none"> • Make sure that the following supplies are seated correctly: <ul style="list-style-type: none"> – image transfer belt – transfer cleaner – transfer roller • Print the Print Quality Troubleshooting Pages (see “To print the Print Quality Troubleshooting Pages” on page 62) and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component. 		<p>Repetitive defects</p> <ul style="list-style-type: none"> • Make sure that the operation and location requirements of the printer are met. • Print the Print Quality Troubleshooting Pages (see “To print the Print Quality Troubleshooting Pages” on page 62) and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component.



	<p>Color fade in all colors</p> <ul style="list-style-type: none">• Make sure that the operation and location requirements of the printer are met.• Clean the post charger.• Calibrate the printer.• Make sure that the following supplies are seated correctly:<ul style="list-style-type: none">– image transfer belt– transfer roller		<p>Color fade in one color</p> <ul style="list-style-type: none">• Make sure that the operation and location requirements of the printer are met.• Calibrate the printer.• Print the Print Quality Troubleshooting Pages (see "To print the Print Quality Troubleshooting Pages" on page 62) and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component.
	<p>Fingerprints and media dents</p> <ul style="list-style-type: none">• Make sure to use supported media.• Make sure that the media you are using does not have any wrinkles or dents from handling, and that the media is not contaminated with visible fingerprints or other foreign substances.• Print the Print Quality Troubleshooting Pages (see "To print the Print Quality Troubleshooting Pages" on page 62) and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component.		<p>Loose toner</p> <ul style="list-style-type: none">• Make sure that the operation and location requirements of the printer are met.• Make sure to use supported media.• Make sure that the media type and size for the tray are set correctly in the control panel for the media that you are using.• Make sure that the media is loaded correctly, the size guides are touching the edges of the stack of media, and the custom-media lever is set appropriately.• Make sure that the media you are using does not have any wrinkles or dents from handling, and that the media is not contaminated with visible fingerprints or other foreign substances.



Smearred toner

- Make sure to use supported media.
- Make sure that the following supplies are seated correctly:
 - image drums
 - image transfer belt
 - transfer cleaner
- Clean the image transfer belt.



White areas (dropouts) on page

- Make sure that the operation and location requirements of the printer are met.
- Make sure to use supported media.
- Make sure that the media you are using does not have any wrinkles or dents from handling, and that the media is not contaminated with visible fingerprints or other foreign substances.
- Make sure that the media type and size for the tray are set correctly in the control panel for the media that you are using.
- Clean the post charger.
- Calibrate the printer.
- Print the Print Quality Troubleshooting Pages (see "To print the Print Quality Troubleshooting Pages" on page 62) and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component.
- Clean the image transfer belt.
- Clean fuser input.



Media damage (wrinkles, curl, creases, tears)

- Make sure that the operation and location requirements of the printer are met.
- Make sure to use supported media.
- Make sure that the media is loaded correctly.
- Make sure that the media type and size for the tray are set correctly in the control panel for the media that you are using.
- Make sure that the media you are using does not have any wrinkles or dents from handling, and that the media is not contaminated with visible fingerprints or other foreign substances.
- For heavy media, print from tray 1 to the left output bin.
- Make sure that the following supplies are seated correctly:
 - fuser
 - image transfer roller
- Inspect the jam areas and remove any undetected jammed or torn media.



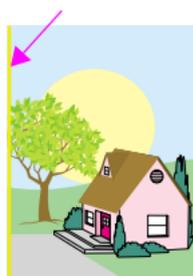
Specks or stray toner

- Make sure that the operation and location requirements of the printer are met.
- Make sure to use supported media.
- Make sure that the media type and size for the tray are set correctly in the control panel for the media that you are using.
- Calibrate the printer.
- Make sure that the transfer roller is seated correctly.
- Print the Print Quality Troubleshooting Pages (see "To print the Print Quality Troubleshooting Pages" on page 62) and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component.



Skewed, stretched, or off-center page

- Make sure that the operation and location requirements of the printer are met.
- Make sure to use supported media.
- Make sure that the media is loaded correctly.
- For problems with page skew, turn over the stack of media and rotate the stack 180 degrees.
- Make sure that the following supplies are seated correctly:
 - fuser
 - image transfer belt
- Inspect the jam areas and remove any undetected jammed or torn media.



Misaligned colors

- Calibrate the printer.

 <http://www.hp.com/support/lj9500>

Using color and media

Managing color

Setting color options to **Automatic** in the printer driver typically produces the best possible print quality for color documents. However, in some cases you might want to print a color document in grayscale (black and white) or change one of the printer's color options.

- Using Windows, print in grayscale or change the color options by using settings found on the **Color** tab in the printer driver.
- Using a Macintosh computer, print in grayscale or change the color options by using the **Color Matching** menu in the **Print** dialog box.

Print in grayscale

Selecting the **Print in Grayscale** option from the printer driver prints a document in black and white. This option is useful for previewing preliminary copies of slides and hardcopy output, or for printing color documents that will be photocopied or faxed.



<http://www.hp.com/support/lj9500>

Automatic or manual color adjustment

The **Automatic** color adjustment option optimizes the neutral-gray color treatment, halftones, and edge enhancements used for each element in a document. For more information, see your printer driver online Help.

Note **Automatic** is the default setting and is recommended for printing all color documents.

The **Manual** color adjustment option allows you to adjust the neutral-gray color treatment, halftones, and edge enhancements for text, graphics and photographs. To gain access to the manual color options, from the **Color** tab, select **Manual**, and then click **Settings**.

Manual color options

Use the manual color adjustment to adjust the Color (or Color Map) and Halftoning options individually for text, graphics, and photographs.

Halftone options

Halftoning is the method by which the printer mixes the four primary colors (cyan, magenta, yellow, and black) in varying proportions to create millions of colors. The Halftone options affect the resolution and clarity of your color output. You can select halftone settings for text, graphics, and photographs independently. The two halftone options are **Text** and **Detail**.

- The **Text** halftone option is optimized for the best reproduction of normal to small text and graphics that require sharp distinctions among lines or colors. Choose this option when the sharp edges of small objects, especially those that contain secondary colors (such as red, green, and blue), are the top priority.

- The **Detail** halftone option is optimized for the best reproduction of images, graphics, and large, solid-filled print areas. It also enhances photographs by smoothing out fine color gradations. Choose this option when the color fidelity of large objects is the top priority.

Note

Some applications convert text or graphics to raster images. In these cases, the **Photographs** settings also control text and graphics.

Neutral Grays

The **Neutral Grays** setting determines the method used for creating gray colors that are used in text, graphics, and photographs.

Two values are available for the **Neutral Grays** setting:

- **Black Only** generates neutral colors (grays and black) by using only black toner. This guarantees that neutral colors are created without a color cast.
- **4-Color** generates neutral colors (grays and black) by combining all four toner colors. This method produces smoother gradients and transitions to non-neutral colors, and it produces the darkest black.

Note

Some applications convert text or graphics to raster images. In these cases, the **Photographs** settings also control text and graphics.



<http://www.hp.com/support/lj9500>

Edge Control

The **Edge Control** setting determines how edges are rendered. Edge control has two components: adaptive halftoning and trapping. Adaptive halftoning increases edge sharpness. Trapping reduces the effect of color-plane misregistration by overlapping the edges of adjacent objects slightly.

Four levels of edge control are available:

- **Maximum** is the most aggressive trapping setting. Adaptive halftoning is on for this setting.
- **Normal** is the default trapping setting. Trapping is at a medium level and adaptive halftoning is on.
- **Light** sets trapping at a minimal level, and adaptive halftoning is on.
- **Off** turns off both trapping and adaptive halftoning.

RGB Color

Three values are available for the **RGB Color** setting:

- **Default** instructs the printer to interpret RGB color as sRGB. sRGB is the accepted standard for Microsoft and the World Wide Web Consortium (www).
- **Device** instructs the printer to print RGB data in raw device mode. To render photographs properly with this selection, you must manage image color in the application or operating system.
- **Vivid** instructs the printer to increase the color saturation in the midtones. Less colorful objects are rendered more colorfully. This value is recommended for printing business graphics.

Matching colors

The process of matching printer output color to your computer screen is quite complex because printers and computer monitors use different methods to produce color. Monitors *display* colors by light pixels using an RGB (red, green, blue) color process, but printers *print* colors using a CMYK (cyan, magenta, yellow, and black) process.

Several factors can influence your ability to match printed colors to those on your monitor. These factors include:

- print media
- printer colorants (inks or toners, for example)
- printing process (inkjet, press, or laser technology, for example)
- overhead lighting
- personal differences in perception of color
- software applications
- printer drivers
- computer operating system
- monitors
- video cards and drivers
- operating environment (humidity, for example)

Keep these factors in mind when colors on your screen do not perfectly match your printed colors. For most users, the best method for matching colors on your screen to your printer is to print sRGB colors. For more information about solving issues related to color output, see “Solving print-quality issues” on page 70.

 <http://www.hp.com/support/lj9500>

PANTONE®* color matching

PANTONE®* has multiple color matching systems. PANTONE®* Matching System is very popular and uses solid inks to generate a wide range of color hues and tints. See <http://www.hp.com> for details about how to use PANTONE®* Matching System with this printer.

Swatch book color matching

The process for matching printer output to preprinted swatch books and standard color references is complex. In general, you can obtain a reasonably good match to a swatch book if the inks that are used to create the swatch book are cyan, magenta, yellow, and black. These are usually referred to as process color swatch books.

Some swatch books are created from spot colors. Spot colors are specially created colorants. Many of these spot colors are outside of the gamut of the printer. Most spot color swatch books have companion process swatch books that provide CMYK approximations to the spot color.

Most process swatch books will have a note on what process standards were used to print the swatch book. In most cases they will be SWOP, EURO, or DIC (see “Four-color (CMYK) printing” on page 85). For optimal color matching to the process swatch book, select the corresponding ink emulation from the printer menu. If you cannot identify the process standard, use SWOP ink emulation.

Four-color (CMYK) printing

Cyan, magenta, yellow, and black (CMYK) are the inks that a printing press uses. The process is often called four-color printing. CMYK data files are typically used by and originate from graphic arts (printing and publishing) environments.

CMYK Ink Set Emulation (PostScript only)

The printer's color rendering of CMYK can be made to emulate several standard offset press ink sets.

- **Default.** This selection is good for general-purpose rendering of CMYK data. It is designed to render photographs well, while at the same time providing rich, saturated colors for text and graphics.
- **SWOP.** A common ink standard in the U.S. and other countries/regions.
- **Euroscale.** A common ink standard in Europe and other countries/regions.
- **DIC** (Dainippon Ink and Chemical). A common ink standard in Japan and other countries/regions.
- **Device.** Emulation is turned off. To render photographs properly with this selection, images require color management in the application or operating system.

Using media

Supported types of media

You can select the following types of media at the control panel and in the printer driver:

- bond
- glossy
- letterhead
- prepunched
- card stock
- heavy
- light
- recycled
- color
- heavy glossy
- plain
- tough
- envelope
- labels
- preprinted
- transparency

The media types listed in the tables in the following sections have met these criteria:

- They have been tested in this printer.
- They have proven to be of good quality.
- They work well with the printer's settings.

Note

The printer uses heat and pressure to fuse toner to the paper. Make sure that any colored paper or preprinted forms use inks that are compatible with the printer fusing temperature (200° C, or 392° F, for 0.1 second). To optimize print quality, it is important to match the media you are using with the media type configuration. See "Recommended media" on page 87.

The product numbers for media are listed in parentheses after the media sizes. Use these product numbers when ordering media. All HP-brand media are available at <http://www.hpshopping.com> or from your local office supplies retailer.

Recommended media

Note

Set the type at the control panel when you load the trays ("Setting the media size and type" on page 52), and in the printer driver when you print your print job ("Printing by type and size of media" on page 59).

Recommended media	Type	Characteristics
HP High Gloss Laser Paper letter (Q2419A) 11 by 17 (tabloid) (Q2420A) A4 (Q2421A) A3 (Q2422A)	HP HEAVY GLOSSY	120 g/m ² (32-lb bond), 200 sheets, high-gloss finish coating on both sides, 95 bright Use for: brochures, catalogs, business plans, photographs, and images
HP Premium Cover Paper letter (Q2413A) A4 (Q2414A)	CARDSTOCK >164 G/M2	200 g/m ² (75-lb cover), 100 sheets, super smooth matte finish on both sides, 96 bright Use for: postcards and document covers
HP Color Laser Paper letter (HPL245R) 11 by 17 (tabloid) (HPL2417)	PLAIN	90 g/m ² (24-lb bond), 500 sheets, smooth matte finish on both sides, 96 bright Use for: newsletters and color documents



Recommended media	Type	Characteristics
HP Color Laser Paper 105 g/m ² (28-lb bond) letter (HPL285R) 11 by 17 (tabloid) (HPL2817)	PLAIN	105 g/m ² (28-lb bond), 500 sheets, smooth matte finish on both sides, 96 bright Use for: newsletters and color documents
HP Soft Gloss Laser Paper letter (C4179A) A4 (C4179B) Note HP Soft Gloss Laser Paper is designed specifically for use with the HP color LaserJet 9500 series.	HP HEAVY GLOSSY	120 g/m ² (32-lb bond), 200 sheets, satin finish coating on both sides, 96 bright Use for: flyers, handouts, sales briefs, proposals, and color images
HP Soft Gloss LaserPaper 105 g/m ² (28-lb bond) letter (Q2415A) 11 by 17 (tabloid) (Q2416A) A4 (Q2417A) A3 (Q2418A)	GLOSSY 75-105 G/M2	105 g/m ² (28-lb bond), 500 sheets, satin finish coating on both sides, 96 bright Use for: flyers, handouts, sales briefs, proposals, and color images

Recommended media	Type	Characteristics
<p>HP Premium Choice LaserJet Paper</p> <p>letter (HPU1132) 11 by 17 (tabloid) (HPU1732) A4 (CHP410) A4 (Asia) (Q2397A) A3 (Asia) (Q2396A)</p>	<p>HEAVY 106-163 G/M2</p>	<p>120 g/m² (32-lb bond), 500 sheets (250 sheets for 11 by 17), matte finish on both sides, 98 bright</p> <p>Use for: proposals and charts</p>
<p>HP Premium Choice LaserJet Paper</p> <p>160 g/m² (42-lb bond)</p> <p>A4 (Europe) (CHP413) A3 (Europe) (CHP421)</p>	<p>HEAVY 106-163 G/M2</p>	<p>160 g/m² (42-lb bond), 250 sheets, matte finish on both sides, 98 bright</p> <p>Use for: proposals and charts</p>
<p>HP LaserJet Paper</p> <p>letter (HPJ1124) 3-hole prepunched (HPJ113H) legal (HPJ1424) 11 by 17 (tabloid) (HPJ1724) A4 (Europe) (CHP310)</p>	<p>PLAIN</p>	<p>90 g/m² (24-lb bond), 500 sheets, matte finish on both sides, 96 bright</p> <p>Use for: reports, user manuals, letterhead, and correspondence</p>
<p>HP Office Recycled Paper</p> <p>letter (HPE1120) 3-hole prepunched (HPE113H) legal (HPE1420)</p>	<p>PLAIN</p>	<p>75 g/m² (20-lb bond), 500 sheets, matte finish on both sides, contains 30 percent post-consumer content (satisfies US Executive Order 13101), 87 bright</p> <p>Use for: training manuals and general office printing</p>



<http://www.hp.com/support/lj9500>

Recommended media	Type	Characteristics
HP Tough Paper letter (Q1298A) A4 (Q1298B)	TOUGH PAPER	0.127 mm (5 mils) thick (approximately 44-lb bond equivalent), 50 sheets, satin finish coating on both sides, waterproof, tearproof Use for: signs, maps, restaurant menus, waterproof documents, and tearproof documents
HP Color LaserJet Transparencies letter (C2934A) A4 (C2936A)	TRANSPARENCY	0.127 mm (5 mils) thick, 50 sheets, Premium coated both sides Use for: transparencies

Supported media sizes for input and output

Note

For more information about one of the optional HP output devices, see the user guide that came with the device.

Tray or Bin	Capacity	Media	Weight
Tray1	up to 100 sheets (10 mm total height, 5 mm total height for media that is 176 g/m ² [47-lb bond] or heavier)	<ul style="list-style-type: none"> standard sizes: letter, legal, executive, ISO A3, ISO A4, ISO A5, 11 by 17, JIS B5, JIS B4, JPostD, 8K, 16K custom sizes minimum: 98 by 191 mm (3.9 by 7.5 inches) maximum: 306 by 470 mm (12 by 18.5 inches) 	<ul style="list-style-type: none"> 64 to 220 g/m² (17- to 58-lb bond) duplex printing: 64 to 200 g/m² (17- to 53-lb bond)
	up to 10 envelopes (10 mm total height)	<ul style="list-style-type: none"> envelope sizes: commercial #10, C5, DL, Monarch, B5 minimum custom size: 98 by 191 mm (3.85 by 7.5 inches) maximum custom size: 254 by 330.20 mm (10.0 by 13 inches) <p>Note Print on envelopes and labels from tray 1 only.</p>	



Tray or Bin	Capacity	Media	Weight
Trays 2 and 3	up to 500 sheets	<ul style="list-style-type: none">• standard sizes: letter, legal, executive, ISO A3, ISO A4, ISO A5, JIS B4, JIS B5, 11 by 17• custom sizes: minimum: 148 by 210 mm (5.8 by 8.2 inches) maximum: 297 by 432 mm (11.7 by 17 inches)	64 to 200 g/m ² (17- to 53-lb bond)
Tray 4	up to 2,000 sheets	<ul style="list-style-type: none">• standard sizes: letter, legal, executive, ISO A3, ISO A4, 11 x 17, JIS B4, JIS B5• custom sizes: minimum: 182 by 210 mm (7.17 by 8.27 inches) maximum: 297 by 432 mm (11.7 by 17 inches)	64 to 200 g/m ² (17- to 53-lb bond)
Top bin	up to 50 transparencies up to 500 sheets of 75 g/m ² (20-lb bond) or the equivalent height of heavier-weight media	<ul style="list-style-type: none">• standard sizes: letter, legal, executive, ISO A3, ISO A4, ISO A5, 11 by 17, JIS B5, JIS B4, JPostD, Monarch, 8K, 16K• custom sizes: all	64 to 200 g/m ² (17- to 53-lb bond)

Tray or Bin	Capacity	Media	Weight
Left bin	<p>up to 10 transparencies</p> <p>up to 100 sheets of 75 g/m² (20-lb bond) or the equivalent height of heavier-weight media</p>	<ul style="list-style-type: none"> standard sizes: letter, legal, executive, ISO A3, ISO A4, ISO A5, 11 x 17, JIS B5, JIS B4, JPostD, Monarch, 8K, 16K custom sizes: all 	64 to 220 g/m ² (17- to 58-lb bond)
Duplexer	not applicable	<ul style="list-style-type: none"> standard sizes: letter, legal, executive, ISO A3, ISO A4, ISO A5, 11 x 17, JIS B4, JIS B5, 8K, 16K custom sizes: all duplexing is <i>not</i> supported for envelopes, labels, or transparencies 	64 to 200 g/m ² (17- to 53-lb bond)
Optional 3,000-sheet stacker	<p>up to 3,000 sheets of letter or A4</p> <p>up to 1,500 sheets of ledger or A3</p>	<ul style="list-style-type: none"> standard sizes for face-down bin: letter, legal, executive, ISO A3, ISO A4, ISO A5, 11 x 17, JIS B5, JIS B4, 8K, 16K standard sizes for face-up bin: letter, legal, executive, ISO A3, ISO A4, ISO A5, 11 x 17, JIS B5, JIS B4, JPostD, Monarch, 8K, 16K custom sizes: all 	<ul style="list-style-type: none"> 64 to 200 g/m² (17- to 53-lb bond) in top output bin 64 to 220 g/m² (17- to 58-lb bond) in left output bin



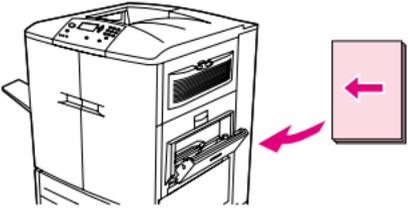
Tray or Bin	Capacity	Media	Weight
Optional 3,000-sheet stapler/stacker	up to 3,000 sheets stacked (up to 50 sheets stapled)	<ul style="list-style-type: none">standard sizes for face-down bin: letter, legal, executive, ISO A3, ISO A4, ISO A5, 11 x 17, JIS B5, JIS B4, 8K, 16Kstandard sizes for face-up bin: letter, legal, executive, ISO A3, ISO A4, ISO A5, 11 x 17, JIS B5, JIS B4, JPostD, Monarch, 8K, 16Kcustom sizes: all	<ul style="list-style-type: none">64 to 200 g/m² (17- to 53-lb bond) in top output bin64 to 220 g/m² (17- to 58-lb bond) in left output bin
Optional multifunction finisher	up to 1,000 sheets stacked (up to 50 sheets stapled)	<ul style="list-style-type: none">standard sizes for face-down bin: letter, legal, executive, ISO A3, ISO A4, ISO A5, 11 x 17, JIS B5, JIS B4, 8K, 16Kstandard sizes for face-up bin: letter, legal, executive, ISO A3, ISO A4, ISO A5, 11 x 17, JIS B5, JIS B4, JPostD, Monarch, 8K, 16Kcustom sizes: all	<ul style="list-style-type: none">64 to 200 g/m² (17- to 53-lb bond) in top output bin64 to 220 g/m² (17- to 58-lb bond) in left output bin

Orienting media

Orient media types and sizes according to the tray from which the media will be printed and according to whether the media will be duplexed (printed on both sides). Knowing whether the media will be duplexed is especially important when printing on letterhead, single-side glossy, or preprinted media.

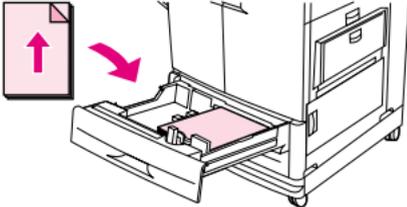
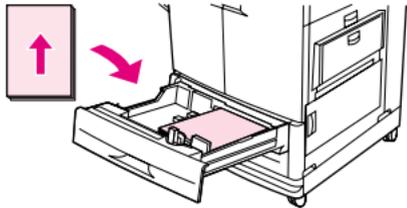
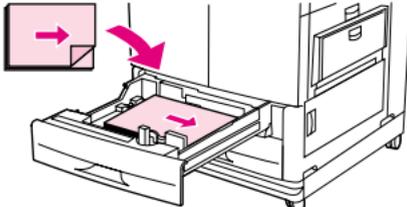
The following table shows the orientation of media. Please note the special consideration given to prepunched paper.

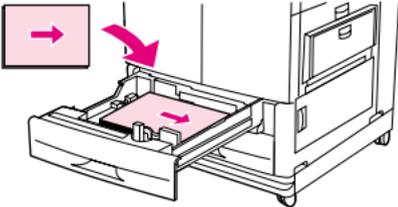
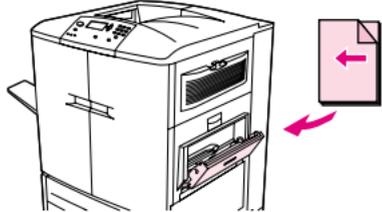
Note Media orientation works in conjunction with media type. Make sure to set the correct type for the media you are using. For more information, see “Supported types of media” on page 86.

Media	Tray	Duplex	Orientation
Standard sizes other than A4 or letter, and custom sizes, long edge to 306 mm (12 inches) (weights to 220 g/m ²) (58-lb bond).	1	No	Long edge toward the printer; top of page toward the rear of the printer; side to be printed facing up. Note The short edge must be at least 191 mm (7.5 inches). 

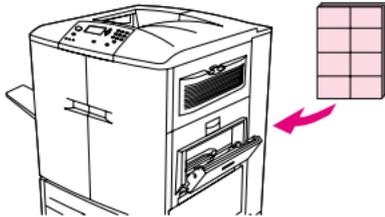
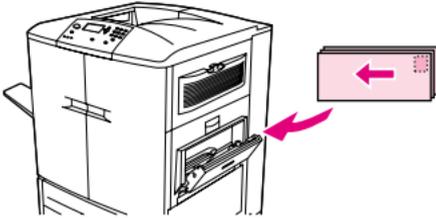


Media	Tray	Duplex	Orientation	
Standard (such as letter and A4) and custom sizes, long edge to 306 mm (12 inches) (weights up to 220 g/m ²) (58-lb bond). Standard sizes that commonly use this orientation are letter and A4.	1	Yes	Long edge toward the printer; top of page toward the rear of the printer; first side to be printed facing down.	
Standard sizes other than A4 or letter, and custom sizes, long edge between 191 mm (7.5 inches) and 470 mm (18.5 inches), short edge between 98 mm (3.9 inches) and 306 mm (12 inches) (weights up to 220 g/m ²) (58-lb bond).	1	No	Top of page toward the printer; side to be printed facing up.	
Standard (such as legal, 11 by 17, and A3) and custom sizes, long edge between 191 mm (7.5 inches) and 470 mm (18.5 inches), short edge between 98 mm (3.9 inches) and 306 mm (12 inches) (weights to 220 g/m ²) (58-lb bond).	1	Yes	Top of page toward the printer; first side to be printed facing down.	

Media	Tray	Duplex	Orientation
<p>Standard (such as letter and A4) and custom sizes, long or short edges between 210 mm (8.2 inches) and 297 mm (11.7 inches) (weights to 200 g/m²) (53-lb bond).</p>	2, 3, or 4	No	<p>Top of page toward the rear of the tray; side to be printed facing down.</p> 
<p>Standard (such as letter and A4) and custom sizes, long or short edges between 210 mm (8.2 inches) and 297 mm (11.7 inches) (weights to 200 g/m²) (53-lb bond).</p>	2, 3, or 4	Yes	<p>Top of page toward the rear of the tray; first side to be printed facing up.</p> 
<p>Standard (such as legal, 11 by 17, and A3) and custom sizes, long edge between 210 mm (8.2 inches) and 432 mm (17 inches), short edge between 148 mm (5.8 inches) and 210 mm (8.2 inches) (weights to 200 g/m²) (53-lb bond).</p>	2, 3, or 4	No	<p>Top of page toward the right side of the tray; side to be printed facing down.</p> 

Media	Tray	Duplex	Orientation
<p>Standard (such as legal and A3) and custom sizes, long edge between 210 mm (8.2 inches) and 432 mm (17 inches), short edge between 148 mm (5.8 inches) and 210 mm (8.2 inches) (weights to 200 g/m²) (53-lb bond). Note: Print in this orientation when printing a booklet on A4 or letter paper and using the optional multifunction finisher.</p>	2, 3, or 4	Yes	<p>Top of page toward the right side of the tray; first side to be printed facing up.</p> 
<p>Prepunched letter or A4 (weights to 220 g/m²) (58-lb bond).</p> <p>Note: If you are using prepunched media that is also preprinted, set the type to PREPRINTED.</p>	1	No	<p>Long edge with holes toward the printer; top of page toward the rear of the printer; side to be printed facing up.</p> 
<p>Prepunched letter or A4 (weights to 220 g/m²) (58-lb bond).</p> <p>Note: If you are using prepunched media that is also preprinted, set the type to PREPRINTED.</p>	1	Yes	<p>Long edge with holes toward the printer; top of page toward the rear of the printer; side to be printed facing down.</p> 

Media	Tray	Duplex	Orientation	
<p>Prepunched letter or A4 (weights to 200 g/m²) (53-lb bond).</p> <p>Note: If you are using prepunched media that is also preprinted, set the type to <code>PREPRINTED</code>.</p>	2, 3, or 4	No	Long edge with holes toward the right side of the tray; top of page toward the front of the tray; side to be printed facing down.	
<p>Prepunched letter or A4 (weights to 200 g/m²) (53-lb bond).</p> <p>Note: If you are using prepunched media that is also preprinted, set the type to <code>PREPRINTED</code>.</p>	2, 3, or 4	Yes	Long edge with holes toward the right side of the tray; top of page toward the front of the tray; side to be printed facing up.	
<p>Prepunched custom size or alternative method for prepunched letter or A4 (weights to 200 g/m²) (53-lb bond).</p> <p>Note: For custom-size prepunched media, or if other orientations for letter and A4 prepunched media are not aligned properly (holes on wrong side), use this orientation.</p>	2, 3, or 4	Yes	Long edge with holes toward the front of the tray; top of page toward the right side of the tray; first side to be printed facing down. Note: The printer prints at half speed in this orientation.	

Media	Tray	Duplex	Orientation
Labels (letter- or A4-size sheets) or transparencies.	Tray 1 only	No (Never duplex)	<p>Long edge toward the printer; top of page toward the rear of the printer; side to be printed facing up.</p> 
Envelopes	Tray 1 only	No (Never duplex)	<p>Short edge toward the printer (stamp edge away from the printer); side to be printed facing up.</p> <p>If the height of the envelope is greater than 191 mm (7.5 inches), feed the envelope with the flap edge toward the printer. Otherwise, feed the envelope with the flap edge toward the rear of printer.</p> 

Solving problems

You can find the following topics in this chapter:

- “Clearing jams” on page 102
- “Interpreting the lights on the accessories” on page 140
- “Solving printer configuration issues” on page 141
- “Interpreting control panel messages” on page 143



Clearing jams

If a jam message appears on the printer control panel, look for media in the locations that are indicated on the control panel display. You might need to look for media in locations other than those that are indicated in the media jam message.

After you have removed the jammed media, the printer warms up and automatically clears all of the remaining pages. If the printer cannot automatically clear one of them, the printer control panel indicates where to clear the remaining pages.

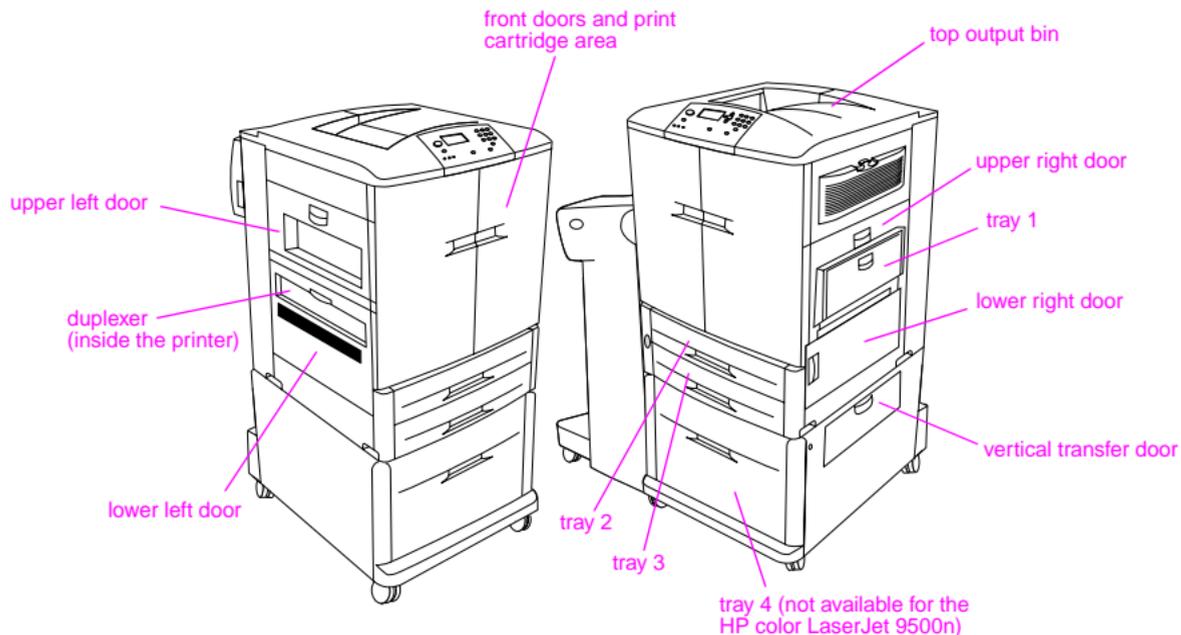
After looking at the graphic, you can go to the procedure for clearing the jam. When clearing jams, be very careful not to tear the media. If a small piece of media is left in the printer, it could cause additional jams. If jams are a recurring problem, see “Solving repeated jams” on page 104.

Note

Any time a jam occurs in the fuser area (including the lower left door area), the printer automatically sends a cleaning page through the paper path to remove loose toner.

Loose toner might remain in the printer after a jam and cause print-quality problems. These problems should clear up after a few pages are printed.

Jam-clearing locations





<http://www.hp.com/support/lj9500>

Solving repeated jams

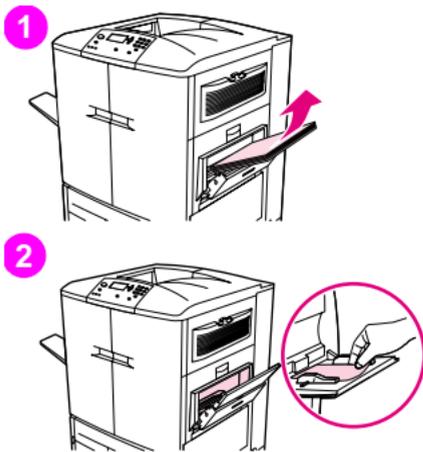
Following these steps if jams are a recurring problem.

- 1 Check the media specifications. If media is outside of the recommended specifications, problems can occur.
- 2 Make sure that media is correctly loaded in the trays and that all of the width guides are correctly set.
- 3 Make sure that the paper tray is set for the size of media installed and that the tray is not overloaded with media.
- 4 Try turning over the stack of media in the tray. If you are using prepunched or letterhead media, try printing from tray 1.
- 5 Do not use torn, worn, or irregular media, or previously printed media. For recommended paper and other media for your printer, see “Recommended media” on page 87.
- 6 Make sure that all of the damaged or jammed media is removed from printer.

Note

If jams persist in tray 1, try feeding the media through trays 2 or 3.

If jams continue, contact HP customer support. (See “Customer support options worldwide” on page 214, or go to <http://www.hp.com/support/lj9500>.)



Clearing jams from the input-tray areas

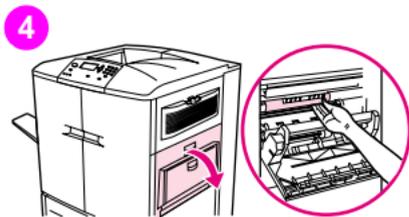
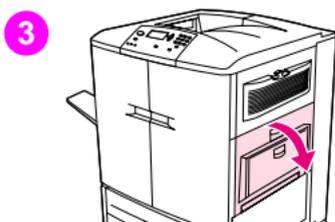
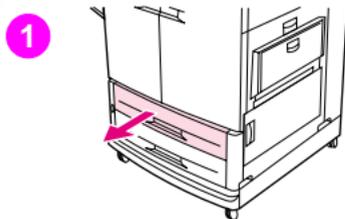
Jam in tray 1

Follow these directions to clear jams in tray 1.

- 1 Remove all of the media loaded in tray 1.
- 2 Pull the media toward you and out of tray 1. Make sure that you have removed any pieces of torn media.
- 3 Open and close the upper right door to reset the printer.
- 4 Load media in tray 1.
- 5 Slide the media width guides to the appropriate size marked on the tray.

Note

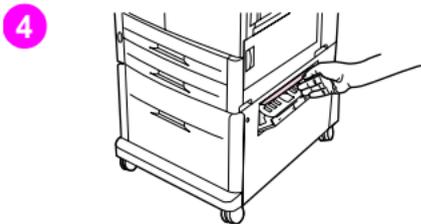
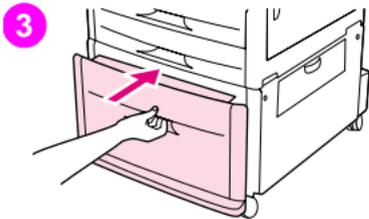
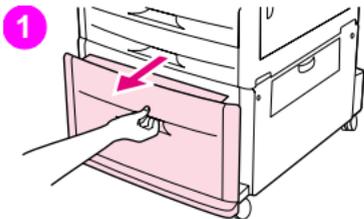
If problems occur while feeding media from tray 1, make sure that the media is within the supported specifications, that the media is in good condition, and that it is loaded correctly in the tray. If the problem persists, try feeding the media from trays 2 or 3.



Jam in tray 2 or tray 3

Follow these directions to clear jams in tray 2 or tray 3.

- 1 Open the tray until it stops. If you hear the sound of media tearing, stop and look for the jammed media. Make sure to check the upper right side of the cavity behind the tray. To minimize tearing, remove the jammed media by pulling it to the left.
- 2 Remove any other jammed media from this area by pulling the media to the left. Make sure that you have removed all of the pieces of torn media.
- 3 Open the upper right door.
- 4 Remove any jammed media from this area. Make sure that you have removed all of the pieces of torn media.
- 5 Close the upper right door.
- 6 Close the tray.



Jam in tray 4

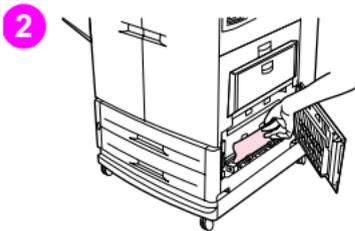
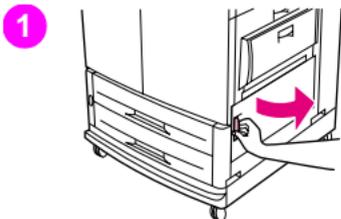
Follow these directions to clear jams in tray 4.

- 1 Open tray 4. If you hear the sound of media tearing, stop and look for the jammed media. Make sure to check the upper right side of the cavity behind the tray. To minimize tearing, remove the jammed media by pulling it to the left.
- 2 Remove any jammed media from this area. Make sure that you have removed all pieces of torn media.
- 3 Close tray 4.
- 4 Open the vertical transfer door and check for jammed media in this area.
- 5 Close the vertical transfer door.

 <http://www.hp.com/support/lj9500>



- 6 Open the lower right door and check for jammed media in this area.
- 7 Close the lower right door.

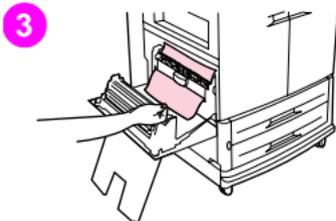
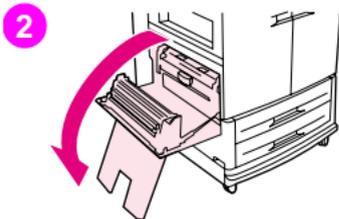
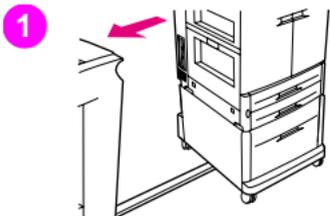


Clearing jams from the door areas

Jam inside the lower right door

Follow these directions to clear jams in lower right door area.

- 1 Open the lower right door.
- 2 Pull the jammed media up and out of the printer. Make sure that you have removed any pieces of torn media.
- 3 Close the lower right door to reset the printer.

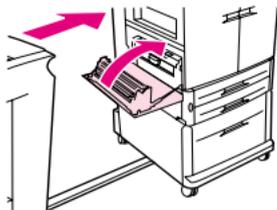


Jam inside the lower left door

Follow these directions to clear jams in lower left door area.

- 1 If an optional output device is installed, move it away from the printer. To do this, stand on the left side of the output device and pull the device straight toward you.
- 2 Open the lower left door.
- 3 Pull the jammed media up and out of the printer. Make sure that you have removed any pieces of torn media.

4



- 4 Close the lower left door. If an optional output device is installed, push it back into place.

Note

Any time a jam occurs in the fuser area (including the lower left door area), the printer automatically sends a cleaning page through the paper path to remove loose toner.

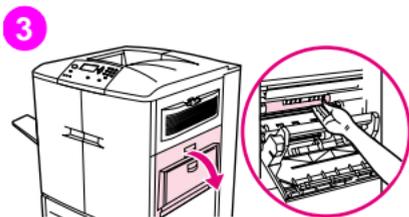
6



Jam inside the upper right door

Follow these directions to clear jams behind the upper right door.

- 1 Remove all of the media that is loaded in tray 1.
- 2 Open the upper right door.
- 3 If the jammed media is visible, pull it up and out of the printer. Make sure that you remove any pieces of torn media.
- 4 Close the upper right door.
- 5 Load media in tray 1.
- 6 Slide the paper guides to the appropriate size that is marked on the tray.



Jam inside the upper right door or inside front doors

Follow these directions to clear jams behind the upper right door or in the front door area.

- 1 Remove all the media that is loaded in tray 1.
- 2 Open the upper right door.
- 3 If the jammed media is visible, pull it up and out of the printer. Make sure that you remove any pieces of torn media, and then go to step 9. If the jammed media is not visible, leave the upper right door open and go to step 4.



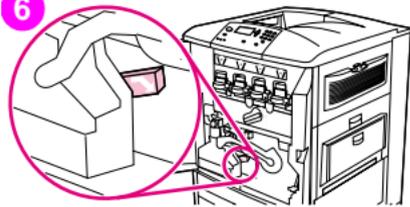
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5



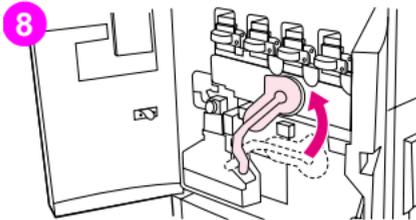
6



- 4 Open the front doors.
- 5 Lower the green lever.
- 6 Press down on the tab that has the white arrow.



7 Hold the tab down and use the tongs (found in the inside pocket of the right front door) to reach into the printer and remove jammed media. Make sure to remove any pieces of torn media.



8 Raise the green lever to its original position.



9 Close all of the doors.

10 Load media in tray 1.

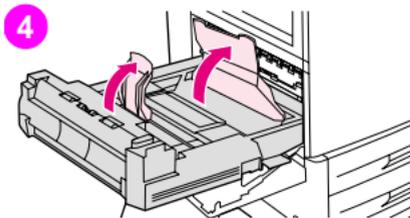
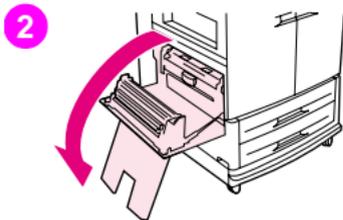
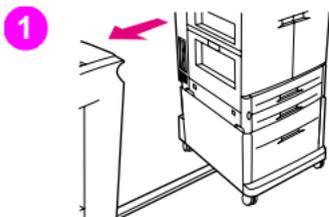


<http://www.hp.com/support/lj9500>

11



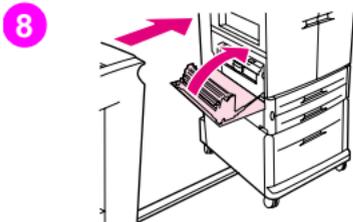
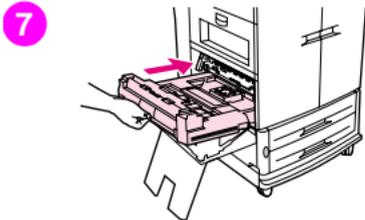
- 11 Slide the paper guides to the appropriate size that is marked on the tray.



Clearing jams from the duplexer

Follow these directions to clear jams from the duplexer.

- 1 If an optional output device is installed, move it away from the printer. To do this, stand on the left side of the output device and pull the device straight toward you.
- 2 Open the lower left door.
- 3 Remove the duplexer by pressing the green lever down and pulling the unit out until it stops.
- 4 Lift the two green levers in the duplexer and remove any media that is underneath.
- 5 Remove the duplexer completely.



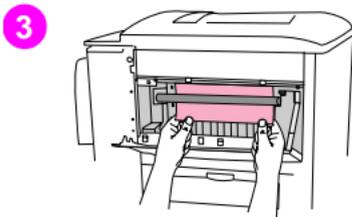
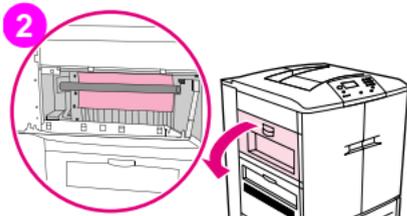
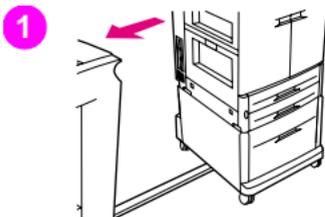
WARNING

Avoid touching the fusing area above the duplexer. It can be *hot*.

- 6 Reach far into the duplexer area and remove any media that you find there.
 - 7 Reinstall the duplexer by sliding it into the printer until it locks into place.
 - 8 Close the lower left door. If an optional output device is installed, push it back into place.
-

Note

Any time a jam occurs in the fuser area (including the lower left door area), the printer automatically sends a cleaning page through the paper path to remove loose toner.

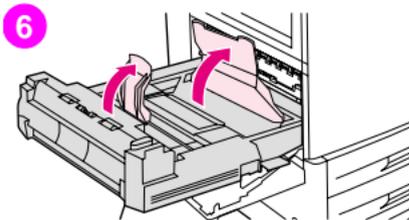
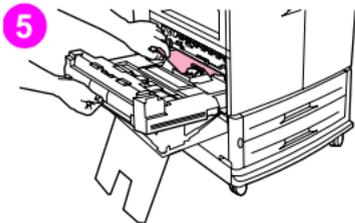
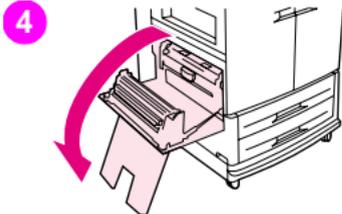


Clearing jams from the output areas

Fuser jam, lower left door

Follow these directions to clear jams in the lower left door (fuser area).

- 1 If an optional output device is installed, move it away from the printer to gain access to the left door. To do this, stand on the left side of the output device and pull the device straight toward you.
- 2 Open the upper left door.
- 3 If the jammed media is visible, remove it from the printer. Then close the upper right door and continue printing. If the jammed media is not visible, go to step 4.

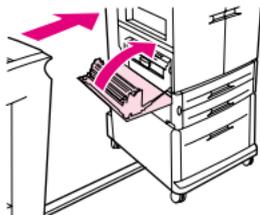


- 4 Open the lower left door.

WARNING

Avoid touching the adjacent fusing area. It can be *hot*.

- 5 If a duplexer is installed, press the green tab and slide it partially out of the printer. Remove any jammed or damaged media from this area by pulling the media out of the printer.
- 6 Lift the green tabs and remove any jammed or damaged media. Make sure to remove all pieces of torn media.

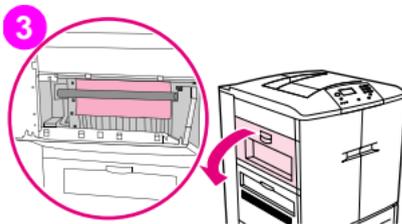
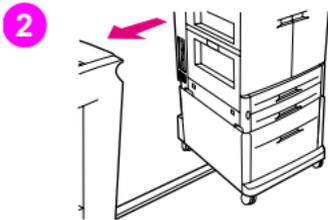
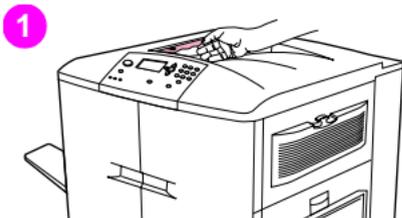
7

- 7** Close the lower left door. If an optional output device is installed, push it back into place.

Note

Any time a jam occurs in the fuser area (including the lower left door area), the printer automatically sends a cleaning page through the paper path to remove loose toner.

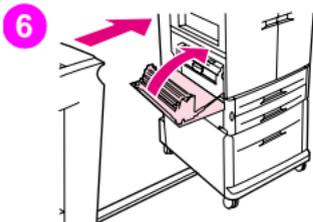
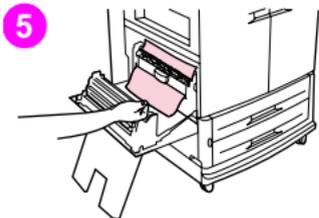
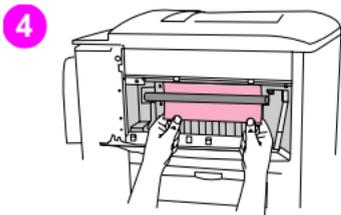
6



Jam in the top output bin

Follow these directions to clear jams in the top output bin.

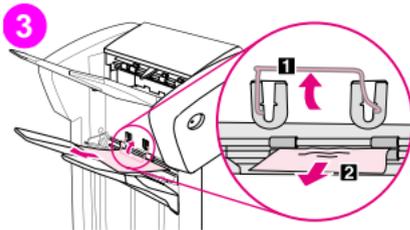
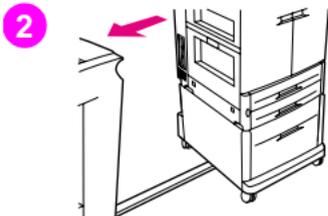
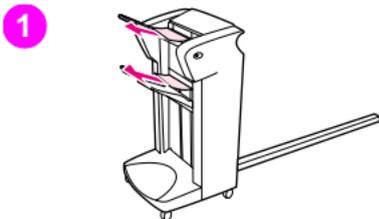
- 1 If the jam extends into the output area, slowly and carefully pull the media out of the printer so that it does not tear. If the jammed media is not visible in the output area, go to step 2.
- 2 If an optional output device is installed, move it away from the printer. To do this, stand on the left side of the output device and pull the device straight toward you.
- 3 Open the upper left door.



- 4 If the jammed media is visible, remove it by slowly and carefully pulling up or down, and then go to step 6. If the jammed media is not visible, go to step 5.
- 5 Open the lower left door, and remove any jammed media from this area.
- 6 Close all of the open doors. If an optional output device is installed, push it back into place.

Note

Any time a jam occurs in the fuser area (including the lower left door area), the printer automatically sends a cleaning page through the paper path to remove loose toner. To cancel this operation, press **CANCEL JOB**.



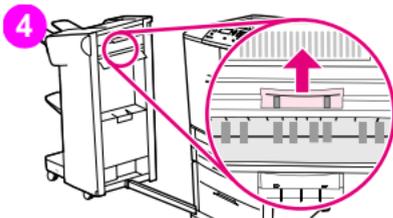
To clear jams in the stacker or stapler/stacker

- 1 If the jam extends into the output bins, slowly and carefully pull the media straight out of the device so that it does not tear.
- 2 To move the output device away from the printer, stand on the left side of the output device and pull the device straight toward you.
- 3 On the stacker, lift the wire on bin 2 of the device, and carefully pull out any media from this area. If you have a stapler/stacker, carefully pull out any media that might be protruding from the accumulator area.

Note

Only the stacker has the wire on bin 2.

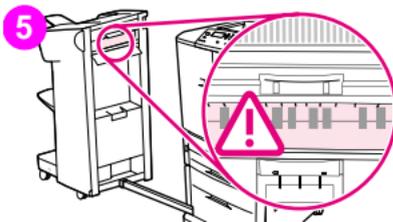
Make sure that you have removed all sheets of media from the paper path; more than one sheet of media might be jammed in the paper path.



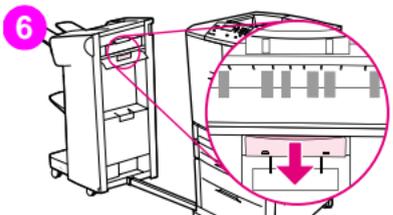
- 4 Locate the green handle in the flipper area and lift the handle.
- 5 Carefully pull out any media from the flipper area.

WARNING

Avoid touching the flipper area. It can be *hot*.



- 6 Locate the green handle in the paper-path module, and then pull down on the handle.
- 7 Carefully pull out any media from the paper-path module. Close all of the open doors. Push the output device back into place.



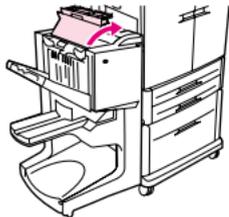
1



2



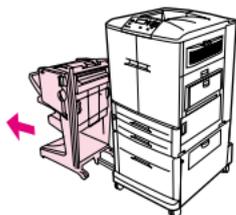
3



To clear jams in the multifunction finisher

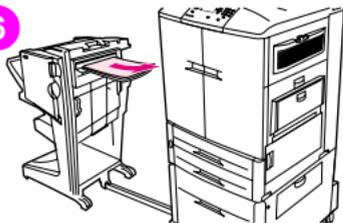
- 1 Open the finisher cover.
- 2 Slowly and carefully pull the media straight out of the finisher so that it does not tear.
- 3 Close the finisher cover.

4



4 Move the optional output device away from the printer. To do this, stand on the left side of the printer and pull the output device straight toward you.

6



5 Carefully remove any media from the printer output area.

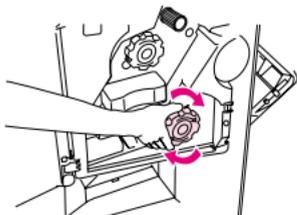
6 Carefully remove any media from the finisher input area.

7



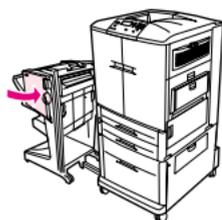
7 Open the stapler-unit door.

8



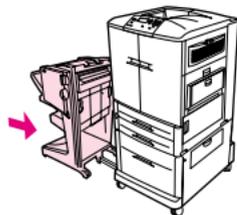
8 To clear a booklet jam, turn the bottom green knob clockwise to remove the booklet.

9



9 Close the stapler-unit door.

10

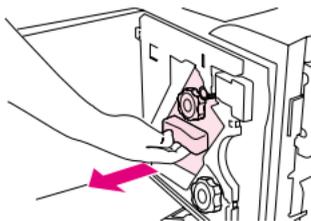


10 Push the output device back into place.

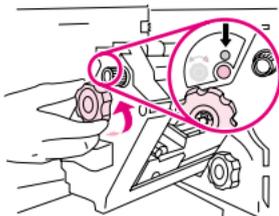
1



2

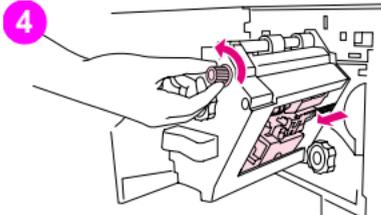


3



To clear a staple jam from the multifunction finisher

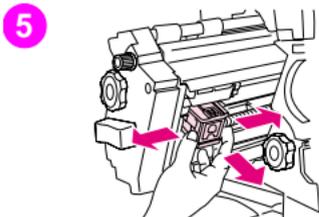
- 1 Open the stapler-unit door.
- 2 Slide the stapler unit toward you.
- 3 Turn the large green knob until you see the blue dot (this indicates that the stapler is fully open).



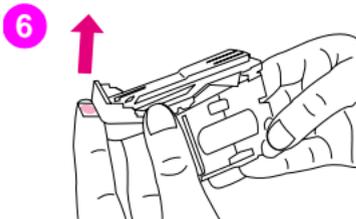
- 4 Turn the small green knob at the top of the stapler unit counterclockwise until the staple cartridge moves to the left of the stapler unit.

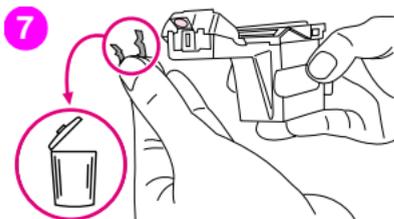
CAUTION

The blue dot must appear in the window of the stapler unit before you remove the staple cartridge. If you try to remove the staple cartridge before the blue dot appears in the window, you can damage the device.

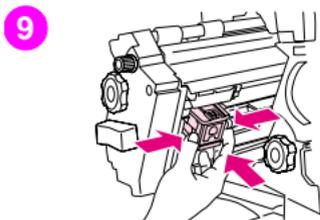
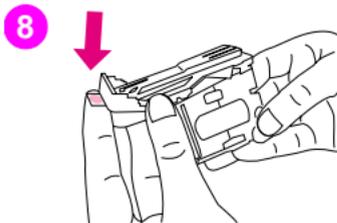


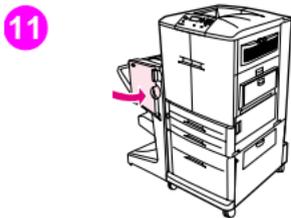
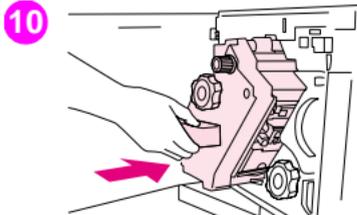
- 5 Remove the staple cartridge.
- 6 Pull up on the lever labeled with a green dot.



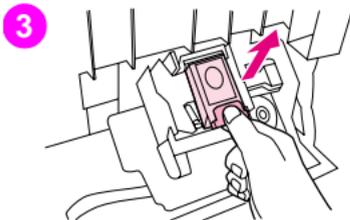
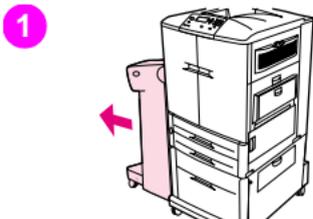


- 7 Remove the damaged staple.
- 8 Press down on the lever labeled with a green dot.
- 9 Reinstall the staple cartridge.





- 10** Slide the stapler unit into the finisher.
- 11** Close the stapler-unit door.

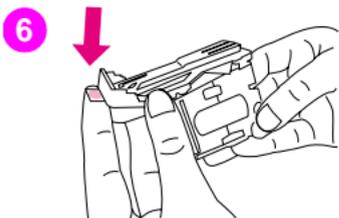
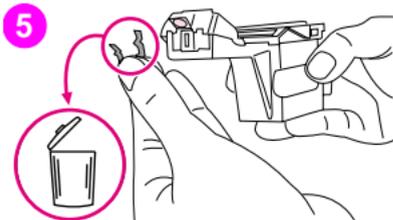
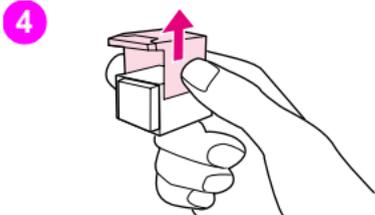


To clear a staple jam from the optional stapler/stacker

Note

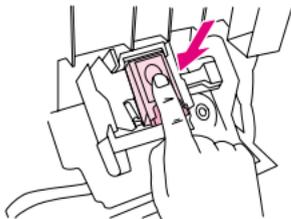
The message `JAM INSIDE STAPLER` appears on the control panel.

- 1 Move the stapler/stacker away from the printer. To do this, stand on the left side of the printer and pull the output device straight toward you.
- 2 Open the stapler-unit door.
- 3 Pull the cartridge out.



- 4 Pull up on the lever labeled with a green dot.
- 5 Remove the damaged staple.
- 6 Press down on the lever labeled with a green dot.

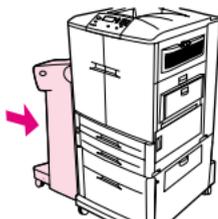
7



8



9



- 7 Reinstall the staple cartridge.
- 8 Close the stapler-unit door.
- 9 Push the output device back into place.

Note

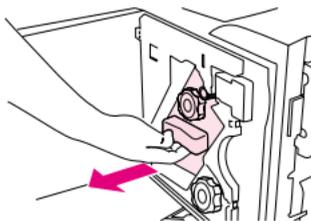
Because the stapler needs to reload after clearing a staple jam, the first few documents (no more than five) might not be stapled. If a print job is sent and the stapler is jammed or is out of staples, the job will continue to print as long as the path to the output bin is not blocked.



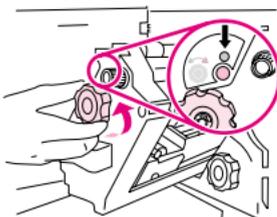
1



2

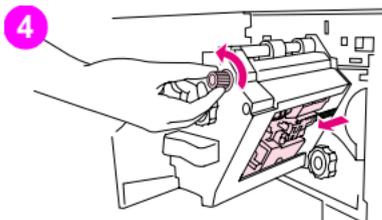


3



To clear a jam in the upper half of the stapler head (multifunction finisher)

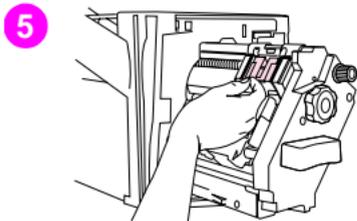
- 1 Open the stapler-unit door.
- 2 Slide the stapler unit toward you.
- 3 Turn the large green knob until you see the blue dot (this indicates that the stapler is fully open).



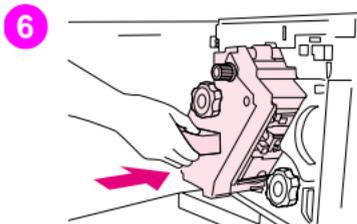
- 4 Turn the small green knob at the top of the stapler unit counterclockwise until the staple cartridge moves to the left of the stapler unit.

CAUTION

The blue dot must appear in the window of the stapler unit before you remove the staple cartridge. If you try to remove the staple cartridge before the blue dot appears in the window, you can damage the device.



- 5 Locate the damaged staple at the back of the stapler head, and remove the staple.
- 6 Slide the stapler unit into the finisher.



 <http://www.hp.com/support/lj9500>

7



7 Close the stapler-unit door.

Printing a paper-path test

The paper path test can be used to verify that various paper paths are working properly or to troubleshoot problems with tray configuration.

To print a paper-path test

- 1 Press ✓ (SELECT button).
- 2 Use ▲ (UP button) or ▼ (DOWN button) to scroll to `DIAGNOSTICS`, and then press ✓.
- 3 Use ▲ or ▼ to scroll to `PAPER PATH TEST`, and then press ✓.
- 4 Use ▲ or ▼ to select the input tray that you want to test, the output bin, the duplexer (if available), and number of copies, pressing ✓ after you set the value for each.
- 5 After selecting the last option, use ▲ or ▼ to scroll to `PRINT TEST PAGE`, and then press ✓.



Interpreting the lights on the accessories

Use the following table to interpret the status light on tray 4, the optional 3,000-sheet stacker, the optional 3,000-sheet stapler/stacker, and the optional multifunction finisher.

Light	Tray 4	3,000-sheet stacker, 3,000-sheet stapler/stacker, or multifunction finisher
Solid green	The accessory is on and ready.	The accessory is on and ready.
Blinking green	<ul style="list-style-type: none">• Tray 4 blinks green while lifting.• The accessory is in service mode.	The accessory is in service mode.
Solid amber	The accessory is experiencing a hardware malfunction.	The accessory is experiencing a hardware malfunction.
Blinking amber	<ul style="list-style-type: none">• The accessory has a jam, or a page needs to be removed from the tray, even if the page is not jammed.• The lower right door might be open.	<ul style="list-style-type: none">• The accessory has a jam, or a page needs to be removed from the unit, even if the page is not jammed.• The accessory is not correctly attached to the printer.
Off	<ul style="list-style-type: none">• The printer might be in PowerSave mode. Press any button.• The accessory is not receiving power.	<ul style="list-style-type: none">• The printer might be in PowerSave mode. Press any button.• The accessory is not receiving power.

Solving printer configuration issues

At the printer control panel, you can print pages that give details about the printer and its current configuration. Use the procedure below to print these information pages. See “Configuration page” on page 142 for information about how the Configuration page can help you troubleshoot configuration issues. For more information about the other pages you can print at the control panel, see the online user reference guide.

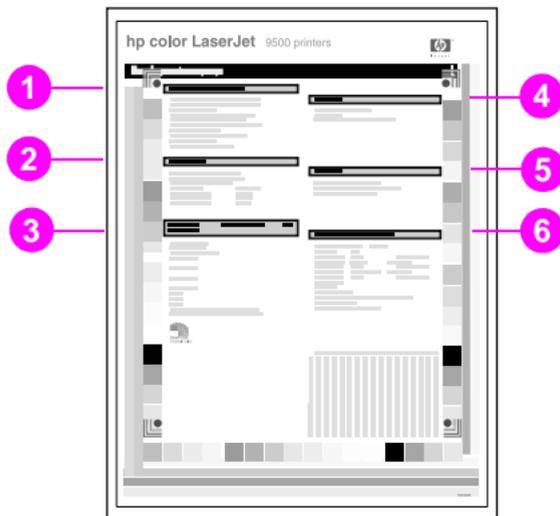
To print information pages

- 1 Press  to open the menus.
- 2 Use  or  to scroll to INFORMATION or DIAGNOSTICS, and then press .
- 3 Use  or  to scroll to the item you want, and then press .

Configuration page

Use the configuration page to view current printer settings, to help troubleshoot printer problems, or to verify installation of optional accessories, such as memory (DIMMs), media trays, and printer languages.

Location		Type of information
1	Printer Information	Lists the serial number, HP Jetset IP addresses, page counts, and other information for the printer.
2	Event Log	Lists the number of entries in the log, and the three most recent entries.
3	Installed Personalities and Options	Lists all of the printer languages that are installed (such as PCL and PS), and lists options that are installed in each DIMM slot and EIO slot.
4	Memory	Lists the printer memory information, PCL Driver Work Space (DWS), and I/O buffering and Resource Saving information.
5	Security	Lists the status of the Control Panel Lock, Control Panel Password, and Write Protect options.
6	Paper Trays and Options	Lists the size and type of media that is specified for each of the trays in the printer, as well as any paper-handling accessories that are installed on the printer.



Interpreting control panel messages

Printer messages appear on the printer control panel display to relay the normal status of the printer (such as `PROCESSING JOB`), or an error condition (such as `CLOSE FRONT DOOR`) that needs attention. The table below lists messages that require attention, or that might raise questions. Not all of the messages are listed, because some (such as `READY`) are self-explanatory and because extensive help is available at the printer control panel by pressing **?** (**HELP** button). The messages in the following table are listed in alphabetical order, with numeric messages starting on page 155.

Message	Description or explanation	Recommended action
<code>ACCESS DENIED</code> <code>MENUS LOCKED</code>	The printer control panel function that you are trying to gain access to has been locked to prevent unauthorized access.	See your network administrator.
<code>BAD DUPLEXER CONNECTION</code>	The duplexer is not connected properly to the printer.	Turn the printer off and reinstall the duplexer. Turn the printer on.
<code><BINNAME> FULL</code>	The standard, left, optional 1, or optional 2 output bin is full.	Empty the bin to continue printing.
<code>CANCELING...</code> <code><JOBNAME></code>	The printer is canceling a job. The message continues while the job is stopped, the paper path is flushed, and any remaining incoming data on the active data channel is received and discarded.	No action necessary.



Message	Description or explanation	Recommended action
CHECKING PAPER PATH	The engine is rotating its rollers to check for possible jams and to clear them automatically.	No action necessary.
CHECKING PRINTER	The engine is performing an internal test.	No action necessary.
CHOSEN PERSONALITY NOT AVAILABLE alternates with READY	A print job requested a printer language (personality) that is not available with this printer. The job will not print and will be cleared from memory.	Print the job using a printer driver for a different printer language, or add the requested language to the printer (if available).
CLEAN POST CHARGER	The post charger requires cleaning.	Clean the post charger. (See "Cleaning the post charger" on page 63.)
CLEARING PAPER PATH	The printer jammed or the printer was turned on and media was detected in a wrong location. The printer is automatically attempting to eject the pages.	No action necessary.
CLOSE FRONT OR LEFT DOOR	The front or left doors are open.	Close the doors to continue printing.
CLOSE LOWER RIGHT DOOR	The lower right door is open.	Close the lower right door to continue printing.
DETECTABLE SIZE IN TRAY X RECOMMEND MOVE SWITCH TO STANDARD	A tray is loaded with standard size media, and the switch in the tray is set to custom.	Move the switch to the "standard" position. Confirm that the media guides are resting against the media.

Message	Description or explanation	Recommended action
DISK DEVICE FAILURE alternates with READY	The EIO hard disk had a critical failure and can no longer be used.	Turn off the printer. Remove and reinstall the device. Turn on the printer. If the message continues, replace the disk with a new EIO hard disk.
DISK FILE OPERATION FAILED alternates with READY	The requested operation could not be performed. You might have attempted an illegal operation, such as trying to download a file to a nonexistent directory.	Check the file name and try again.
DISK FILE SYSTEM IS FULL alternates with READY	The disk file system has reached maximum capacity.	Delete files from the EIO hard disk and then try again. HP Web Jetadmin can be used to delete files and fonts. Use the printer control panel to delete stored jobs that are no longer needed.
DISK IS WRITE PROTECTED alternates with READY	The disk device is protected, and no new files can be written to it.	Fonts and forms cannot be stored on the disk when the disk is write-protected. Use the Windows-based HP Web Jetadmin or the Macintosh-based HP LaserJet Utility to remove the write protection from the disk.



Message	Description or explanation	Recommended action
EIO DISK X NOT FUNCTIONAL	The EIO hard disk is not working correctly.	Turn off the printer. Remove the EIO hard disk from the indicated slot (a slot number will replace the X). Reinstall the EIO hard disk. Turn on the printer. If the message continues, replace the disk with a new EIO hard disk.
EIO DISK X SPINNING UP	The EIO hard disk in slot X is spinning up its platter.	No action necessary.
EVENT LOG EMPTY	The user is attempting to view an empty event log by selecting SHOW EVENT LOG at the control panel.	Perform a different action.
FLASH DEVICE FAILURE alternates with READY	The flash DIMM had a critical failure and can no longer be used.	Remove the flash DIMM and replace it with a new one.
FLASH FILE OPERATION FAILED alternates with READY	The requested operation could not be performed. You might have attempted an illegal operation, such as trying to download a file to a nonexistent directory.	Check the file name and try again.

Message	Description or explanation	Recommended action
FLASH FILE SYSTEM IS FULL alternates with READY	The flash disk or file system has reached maximum capacity.	Delete files from the flash DIMM or the EIO hard disk and then try again. Use HP Web Jetadmin to download or delete files and fonts. (See the download utility help for more information.) At the printer control panel, delete stored jobs that are no longer needed.
FLASH IS WRITE PROTECTED alternates with READY	The flash file is protected, and no new files can be written to it.	Use an unprotected file.
INCORRECT PIN	The wrong personal identification number (PIN) has been used.	Return to the previous screen and retype the PIN.
INSERT OR CLOSE TRAY X	The specified tray is missing or open.	Close or insert the specified tray to continue printing.



Message	Description or explanation	Recommended action
INSTALL CLEANER	The image transfer cleaner is not installed or is not installed correctly.	Verify that the image transfer cleaner is installed. Open the front doors and tap lightly on the waste toner bottle. Close the front doors and check to see if the error message goes away. If the message persists, replace the cleaning kit.
LOAD TRAY X alternates with TO USE ANOTHER TRAY PRESS ✓.	A job is sent that requires a specific type and size of media that is not available.	Load the requested media into the specified tray. Press ✓ to use a type and size that is available in another tray.
MANUALLY FEED [TYPE] [SIZE] alternates with TO CONTINUE PRESS ✓.	The printer is waiting for media to be loaded into tray 1 for a manual feed.	Load the requested media into tray 1. To override the message, press ✓ if the media you want is available in another tray. Press ✓ to use a type and size that is available in another tray.

Message	Description or explanation	Recommended action
NO JOB TO CANCEL	<p>The CANCEL JOB button was pressed, but there is no active job or buffered data to cancel.</p> <p>The message is appears for approximately two seconds before the printer returns to the READY state.</p>	No action necessary.



Message	Description or explanation	Recommended action
NON-HP CARTRIDGE DETECTED	The printer has detected that a print cartridge is not a genuine HP cartridge. Printing stops until the print cartridge is replaced with a genuine HP print cartridge or until you press the CANCEL JOB button to continue. The NON-HP CARTRIDGE IN USE message appears for approximately 30 seconds.	<p>Check to see that a genuine HP print cartridge is installed. If the print cartridge is not an HP print cartridge, replace it with a genuine HP print cartridge or press the CANCEL JOB button to continue.</p> <p>The HP cartridge might have a faulty electronic label. Contact your HP-authorized dealer.</p> <p>If you think you purchased an HP print cartridge, call the HP fraud hotline at (1) (877) 219-3183 (toll-free in North America). Outside North America, contact your local HP-authorized representative. Any printer repair that is required as a result of using a non-HP print cartridge is not covered under the printer warranty.</p>
RAM DISK DEVICE FAILURE alternates with READY	The RAM disk had a critical failure and can no longer be used.	Turn the printer off, and then turn the printer on to clear the message.

Message	Description or explanation	Recommended action
RAM DISK FILE OPERATION FAILED alternates with READY	The requested operation could not be performed. You might have attempted an illegal operation, such as trying to download a file to a nonexistent directory.	Try again with a different file or directory.
RAM DISK FILE SYSTEM IS FULL alternates with READY	The RAM disk has reached maximum capacity.	Delete files and then try again, or turn the printer off and then turn the printer on to delete all files on the disk. (Delete files by using HP Web Jetadmin or another software utility. See the Help for more information.) If the message persists, increase the size of the RAM disk and change the RAM disk size from the Configuration menu at the printer control panel.
RAM DISK IS WRITE PROTECTED alternates with READY	The RAM disk is protected, and no new files can be written to it.	Contact the network administrator.
RESEND UPGRADE	An error exists in the printer firmware flash.	Resend a valid firmware image.
ROM DISK DEVICE FAILURE alternates with READY	The ROM disk had a critical failure and can no longer be used.	Turn the printer off, and then turn the printer on to clear the message.



Message	Description or explanation	Recommended action
ROM DISK FILE OPERATION FAILED alternates with READY	The requested operation could not be performed. You might have attempted an illegal operation, such as trying to download a file to a non-existent directory.	Tray again with a different file or directory.
ROM DISK FILE SYSTEM IS FULL alternates with READY	The ROM disk has reached maximum capacity.	Delete files and then try again, or turn the printer off and then turn the printer on to delete all of the files on the disk. (Delete files by using HP Web Jetadmin or another software utility. See the Help for more information.) If the message persists, increase the size of the ROM disk and change the ROM disk size from the Configuration menu at the printer control panel.
ROM DISK IS WRITE PROTECTED	The ROM disk is protected, and no new files can be written to it.	Try using a new disk that is not write protected.
ROTATE PAPER IN TRAY X alternates with READY	Tray X is loaded with letter or A4 media in the portrait orientation, but the job that used the tray did not specify booklet-making. The media in tray X needs to be rotated.	Rotate the media or select the booklet-making option for the job. The printer will not print until this step is complete. The printer continues to print, but a message appears on the printer control panel that the print job will print more quickly if the media is rotated.

Message	Description or explanation	Recommended action
SIZE MISMATCH TRAY =[SIZE]	Tray X is loaded with media that is longer or shorter in the feed direction than the size that is configured for the tray.	Reconfigure the tray or move the media to a tray configured for that size.
STAPLER LOW ON STAPLES	The stapler device is running out of staples.	Replace the stapler cartridge.
STAPLER OUT OF STAPLES	The stapler device is out of staples and needs to be refilled.	Replace the stapler cartridge.
TRAY X EMPTY alternates with READY	The tray is out of media.	Load the empty tray (X) to clear the message. If you do not load the specified tray, the printer will continue to print from the next available tray, and the message will continue to appear.
TRAY X OPEN alternates with READY	The specified tray is open or is not closed completely.	Close the specified tray.
TRAY X SIZE=*SELECTED SIZE alternates with TO CHANGE; MOVE SWITCH IN TRAY X	The custom switch is in the "standard" position, and a value from the menu is selected.	Move the switch to the "custom" position or reset the menu value to standard.



Message	Description or explanation	Recommended action
TYPE MISMATCH TRAY X=[TYPE]	The system detected a different type of media than the type that is specified for the tray in the paper path for the tray (X).	Verify that the correct media is loaded in the tray. Check the driver settings to make sure that the expected media type is selected. Check the media-type settings at the printer control panel to make sure that the printer is set for the media type that is in the tray. See the printer software online help for more information.
UNABLE TO MOPY JOB	A mopy job cannot be moped because of a memory, disk, or configuration problem. Only one copy will be produced.	The disk might be full. Try saving to a new disk.
UNABLE TO STORE JOB	A job cannot be stored on the printer because of a memory, disk, or configuration problem.	The disk might be full. Try saving to a new disk.
WAIT FOR PRINTER TO REINITIALIZE	The RAM disk setting has been changed before the printer automatically restarts. This change will not take effect until the printer reinitializes.	If you change the mode of the external device, turn the printer off, turn the printer on, and then wait for the printer to reinitialize.

Message	Description or explanation	Recommended action
XX.Y PRINTER ERROR TO CONTINUE PRESS ✓	A printer error has occurred.	Press ✓ at the printer control panel.
10.XX.YY SUPPLIES ERROR	An error has occurred in one or more of the printer's supplies. The following are values of XX and YY: XX 00 = memory is defective 01 = memory is missing YY 00 = black print cartridge 01 = cyan print cartridge 02 = magenta print cartridge 03 = yellow print cartridge 05 = black image drum 06 = cyan image drum 07 = magenta image drum 08 = yellow image drum	Turn the printer off, and then turn the printer on to clear the message. If this message persists, contact an HP-authorized service or support provider. (See "Customer support options worldwide" on page 214, or go to http://www.hp.com/support/lj9500 .)
13.XY.ZZ JAM IN [LOCATION]	A jam has occurred in the specified location.	Remove jammed media from the specified location. (See "Clearing jams" on page 102.)



Message	Description or explanation	Recommended action
20 INSUFFICIENT MEMORY TO CONTINUE PRESS ✓	The printer received more data than can fit in its available memory. You might have tried to transfer too many macros, soft fonts, or complex graphics.	Press ✓ to print the transferred data (some data might be lost), and then simplify the print job or install additional memory.
21 PAGE TOO COMPLEX alternates with TO CONTINUE PRESS ✓	The page-formatting process was not fast enough for the printer.	Press ✓ to print the transferred data. (Some data might be lost.) The page protection item appears in the CONFIGURE DEVICE - DEFAULTS - EVENTS menu, and should be set to ON to print the page. When the page is successfully printed, PAGE PROTECT=ON, should be set back to AUTO. If this message appears often, simplify the print job.
22 EIO X BUFFER OVERFLOW	Too much data was sent to the EIO card in the specified slot (X). An improper communications protocol might be in use.	Press ✓ to print the transferred data. (Some data might be lost.) Check the host configuration. If this message persists, contact an HP-authorized service or support provider. (See "Customer support options worldwide" on page 214, or go to http://www.hp.com/support/lj9500 .)

Message	Description or explanation	Recommended action
<p>22 PARALLEL I/O BUFFER OVERFLOW alternates with TO CONTINUE PRESS ✓</p>	<p>Too much data was sent to the parallel port.</p>	<p>Check for a loose cable connection, and be sure to use a high-quality cable. (Some non-HP parallel cables might be missing pin connections or might otherwise not conform to the IEEE-1284 specification.)</p> <p>This error can occur if the printer driver you are using is not IEEE-1284 compliant. For best results, use the HP printer driver that came with the printer or download the latest HP driver for this printer at http://www.hp.com/support/lj9500.</p> <p>Press ✓ to clear the error message. (Data will be lost.)</p> <p>If this message persists, contact an HP-authorized service or support provider. (See "Customer support options worldwide" on page 214, or go to http://www.hp.com/support/lj9500.)</p>
<p>22 SERIAL I/O BUFFER OVERFLOW</p>	<p>The printer serial buffer has overflowed during a busy state.</p>	<p>Press ✓ to print the transferred data. (Some data might be lost.)</p>



<http://www.hp.com/support/lj9500>

Message	Description or explanation	Recommended action
40 BAD SERIAL TRANSMISSION	A serial data error (parity, framing, or line overrun) occurred while the printer was receiving data from the computer.	Press ✓ to clear the error message and continue printing.
40 EIO X BAD TRANSMISSION	The connection between the printer and the EIO card in the specified slot (X) has been broken.	Press ✓ to clear the error message and continue printing.
41.X PRINTER ERROR alternates with TO CONTINUE PRESS ✓	A temporary printing error occurred.	Turn the printer off, and then turn the printer on. If this message persists, contact an HP-authorized service or support provider. (See "Customer support options worldwide" on page 214, or go to http://www.hp.com/support/lj9500 .)

Message	Description or explanation	Recommended action
<p>41.3 UNEXPECTED SIZE TRAY X alternates with TO CHANGE SIZE PRESS ✓</p>	<p>A tray (X) is loaded with media that is longer or shorter in the feed direction than the size that is configured for the tray.</p>	<p>Press ✓ to get to TRAY X SIZE=. Reconfigure the size in a tray so that the printer will use a tray that contains the size that is required for the print job. If the error does not clear, turn the printer off, and then turn the printer on. If this message persists, contact an HP-authorized service or support provider. (See "Customer support options worldwide" on page 214, or go to http://www.hp.com/support/lj9500.)</p>
<p>41.5 UNEXPECTED TYPE TRAY X alternates with TO CHANGE TYPE PRESS ✓</p>	<p>The tray (X) is loaded with media that is not of the same type that is configured for the tray.</p>	<p>Press ✓ to get to TRAY X TYPE=. Reconfigure the tray so that the printer will use a tray that contains the type that is required for the print job. If the error does not clear, turn the printer off, and then turn the printer on. If this message persists, contact an HP-authorized service or support provider. (See "Customer support options worldwide" on page 214, or go to http://www.hp.com/support/lj9500.)</p>



<http://www.hp.com/support/lj9500>

Message	Description or explanation	Recommended action
49. XXXXX PRINTER ERROR	A firmware error has occurred. The value of XXXXX is a component-level error code ranging from 0501 through 0519.	Turn the printer off, and then on. If this message persists, contact an HP-authorized service or support provider. (See "Customer support options worldwide" on page 214, or go to http://www.hp.com/support/lj9500 .)
50.X FUSER ERROR	A fuser error has occurred.	Turn the printer off and then back on again. Check to see if the message goes away. If you have a 220-V printer and this message appears when you turn the printer on, make sure that the printer is not plugged into a 110-V outlet. If this message persists, contact an HP-authorized service or support provider. (See "Customer support options worldwide" on page 214, or http://www.hp.com/support/lj9500 .)

Message	Description or explanation	Recommended action
51.X PRINTER ERROR alternates with TO CONTINUE CYCLE POWER	A temporary printing error occurred.	Turn the printer off, then turn the printer on. If this message persists, contact an HP-authorized service or support provider. (See "Customer support options worldwide" on page 214, or http://www.hp.com/support/lj9500 .)
52.X PRINTER ERROR alternates with TO CONTINUE CYCLE POWER	A temporary printing error occurred.	Turn the printer off, then turn the printer on. If this message persists, contact an HP-authorized service or support provider. (See "Customer support options worldwide" on page 214, or http://www.hp.com/support/lj9500 .)



Message	Description or explanation	Recommended action
53.XY.ZZ PRINTER ERROR	<p>A problem exists with the printer memory. The DIMM that caused the error will not be used. The following are the values of X, Y, and ZZ:</p> <p>X= DIMM type 0 = ROM 1 = RAM</p> <p>Y= Device location 0 = Internal memory (ROM or RAM) 1 to 4 = DIMM slot 1, 2, 3, or 4</p> <p>ZZ= Error number</p>	<p>You might need to reseal or replace the specified DIMM.</p> <p>Turn the printer off, and then replace the DIMM that caused the error.</p> <p>Try using a different printer driver or printing a smaller file.</p> <p>If this message persists, contact an HP-authorized service or support provider. (See "Customer support options worldwide" on page 214, or go to http://www.hp.com/support/lj9500.)</p>

Message	Description or explanation	Recommended action
<p>55.XX PRINTER ERROR alternates with TO CONTINUE PRESS ✓</p>	<p>A temporary printing error occurred.</p>	<p>Press ✓. If the error does not clear, turn the printer off, and then turn the printer on. Try using a different printer driver or printing a smaller file. If this message persists, contact an HP-authorized service or support provider. (See “Customer support options worldwide” on page 214, or go to http://www.hp.com/support/lj9500.)</p>
<p>56.X PRINTER ERROR alternates with TO CONTINUE CYCLE POWER</p>	<p>A temporary printing error occurred.</p>	<p>Turn the printer off, and then turn the printer on. If this message persists, contact an HP-authorized service or support provider. (See “Customer support options worldwide” on page 214, or go to http://www.hp.com/support/lj9500.)</p>



<http://www.hp.com/support/lj9500>

Message	Description or explanation	Recommended action
57.X PRINTER ERROR	A temporary printing error occurred.	Turn the printer off, and then turn the printer on. If this message persists, contact an HP-authorized service or support provider. (See "Customer support options worldwide" on page 214, or go to http://www.hp.com/support/lj9500 .)
58.X PRINTER ERROR alternates with TO CONTINUE CYCLE POWER	A temporary printing error occurred.	Turn the printer off, and then turn the printer on. If this message persists, contact an HP-authorized service or support provider. (See "Customer support options worldwide" on page 214, or go to http://www.hp.com/support/lj9500 .)

Message	Description or explanation	Recommended action
59.X PRINTER ERROR alternates with TO CONTINUE CYCLE POWER	A temporary printing error occurred.	Turn the printer off, and then turn the printer on. If turning the printer off and on does not resolve the 59.90 or 59.A0 error, remove and reinstall the image transfer cleaner. (See "Replacing the image cleaning kit" on page 203). If this message persists, contact an HP-authorized service or support provider. (See "Customer support options worldwide" on page 214, or go to http://www.hp.com/support/lj9500 .)
60.X PRINTER ERROR	An obstruction prevents the tray specified X from lifting media properly for feeding.	If this message persists, contact an HP-authorized service or support provider. (See "Customer support options worldwide" on page 214, or go to http://www.hp.com/support/lj9500 .)



Message	Description or explanation	Recommended action
64 PRINTER ERROR alternates with TO CONTINUE CYCLE POWER	A scan buffer error occurred.	Turn the printer off, and then turn the printer on. If this message persists, contact an HP-authorized service or support provider. (See "Customer support options worldwide" on page 214, or go to http://www.hp.com/support/lj9500 .)
68.X PERMANENT STORAGE ERROR alternates with TO CONTINUE PRESS ✓	An error occurred in the printer nonvolatile memory (NVRAM), and one or more printer settings have been reset to the factory default. Printing can continue, but some unexpected functions might occur because an error occurred in permanent storage.	Pressing ✓ should clear the message. If this message persists, contact an HP-authorized service or support provider. (See "Customer support options worldwide" on page 214, or go to http://www.hp.com/support/lj9500 .)
68.X PERMANENT STORAGE FULL alternates with TO CONTINUE PRESS ✓	The printer NVRAM is full. Some settings that were saved in the NVRAM might have been reset to the factory defaults. Printing can continue, but some unexpected functions might occur because an error occurred in permanent storage.	Pressing ✓ should clear the message. If this message persists, contact an HP-authorized service or support provider. (See "Customer support options worldwide" on page 214, or go to http://www.hp.com/support/lj9500 .)

Message	Description or explanation	Recommended action
68.X PERMANENT STORAGE WRITE FAIL	The printer NVRAM is failing to write. Printing can continue, but some unexpected functions might occur because an error occurred in permanent storage.	Pressing  should clear the message. If this message persists, contact an HP-authorized service or support provider. (See "Customer support options worldwide" on page 214, or go to http://www.hp.com/support/lj9500 .)
69.X PRINTER ERROR	A temporary printing error occurred.	Turn the printer off, reseal the duplexer, and then turn the printer on. If this message persists, contact an HP-authorized service or support provider. (See "Customer support options worldwide" on page 214, or go to http://www.hp.com/support/lj9500 .)
79.XXXX PRINTER ERROR	A critical hardware error occurred.	Turn the printer off, and then turn the printer on. If the message persists, contact an HP-authorized service or support provider. (See "Customer support options worldwide" on page 214, or go to http://www.hp.com/support/lj9500 .)



<http://www.hp.com/support/lj9500>

Message	Description or explanation	Recommended action
8X.YYYY	The EIO accessory card in slot X has encountered a critical error as specified by YYYY.	Turn the printer off. Remove the EIO accessory card. Reseat the card securely into the specified slot. Turn the printer on. If the message persists, the EIO accessory card might need to be replaced.

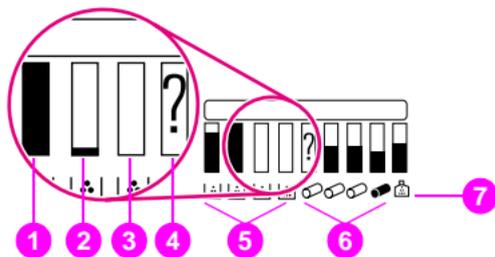
Supplies

Checking supply levels

You can check the supplies levels by using the printer control panel, the embedded Web server, or HP Web Jetadmin.

Using the supplies status indicators on the control panel

When the printer is in the Ready state, or if a supplies replacement error occurs, the control panel shows status indicators for the four print cartridges, the four image drums, and the image-cleaning kit. If you are in the menus, press **PAUSE/RESUME** to return to the Ready state.



The levels of the blue bars in the status indicators drop as the supplies are used. The printer shows a warning message when a supply is low and needs to be ordered. When a supply runs out, the printer shows an error message, and the supply must be replaced to continue printing.

- | | | | |
|---|------------------------|---|--------------------|
| 1 | ok | 5 | print cartridges |
| 2 | order supply | 6 | image drums |
| 3 | replace supply | 7 | image cleaning kit |
| 4 | non-HP supply or error | | |

Using the supplies status pages

The supplies status pages show the percent remaining and estimated number of pages remaining for each of the cartridges and the kit. The pages also contain part numbers for reordering. The following graphics show the kind of information you can find on the supplies status pages.

To print the supplies status pages by using the control panel

- 1 Press  (**SELECT** button) to open the menus.
- 2 Use  (**UP** button) or  (**DOWN** button) to scroll to **INFORMATION**, and then press .
- 3 Use  or  to scroll to **PRINT SUPPLIES STATUS PAGE**, and then press .
- 4 The supplies status pages print and the printer closes the menus.

To use the embedded Web server to view the supplies status page

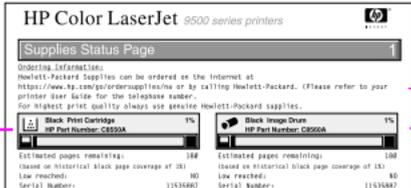
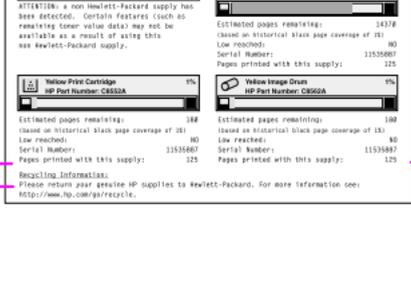
- 1 In your Web browser, enter the IP address for the printer. This takes you to the printer status page. The IP address for the printer appears on the control panel.
- 2 On the left side of the screen, click **Supplies Status**. This takes you to the supplies status page, which provides

supply-level information.

Note

If you want to order supplies, click **Order Supplies**. This opens a browser and connects you to the Internet Enabled Supplies Ordering feature that you can use to purchase supplies online. Select the supplies you want to order and finish the ordering process.

The supplies status page 1 contains the following information:

	<p>1 Cartridge Information shows the amount of toner available in each of the four print cartridges, the control panel icon, the estimated number of pages remaining before the cartridge is empty, the total number of pages that have been processed with each cartridge, the print cartridge serial number and HP part number, and an indication of when the cartridges have reached low status in the cartridge life cycle.</p>
	<p>2 Recycling Information lists the HP website that provides recycling information.</p>
	<p>3 Ordering information lists the HP website for ordering supplies.</p>
	<p>4 Image Drum Information shows the amount of life remaining in each of the four image drums, the control panel icon, the estimated number of pages remaining before the image drum is exhausted, the total number of pages that have been processed with each image drum, the image drum serial number and HP part number, and an indication of when the image drum has reached low status in the image drum life cycle.</p>

The supplies status page 2 contains the following information:

<p>The screenshot shows the 'Supplies Status Page' for an HP Color LaserJet 9500 series printer. It lists three supply kits with their respective remaining percentages and estimated pages remaining. The kits are: Image Transfer Kit (94% remaining, 10075 pages), Image Cleaning Kit (100% remaining, 17932 pages), and Image Fuser Kit (100% remaining, 17932 pages). Below the kits, there is a 'Warranty Note' stating that service or repairs are not covered under printer warranty if a non-HP cartridge is used. At the bottom, there is 'Recycling Information' and 'Ordering Information'.</p>	<ol style="list-style-type: none"> 1 Image Transfer Kit Information shows the amount of life remaining in the image transfer kit, the estimated number of pages remaining before the image transfer kit has to be replaced, the control panel icon, and the HP part number. 2 Image Cleaning Kit Information shows the amount of life remaining in the image cleaning kit, the estimated number of pages remaining before the image cleaning kit has to be replaced, and the HP part number. 3 Image Fuser Kit Information shows the amount of life remaining in the image fuser kit, the estimated number of pages remaining before the image fuser kit has to be replaced, and the HP part number. 4 Ordering Information lists the HP website for ordering supplies. 5 Warranty Note appears if the printer detects a non-HP print cartridge. 6 Recycling Information lists the HP website that provides recycling information.
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 <http://www.hp.com/support/lj9500>

Using HP Web Jetadmin

In HP Web Jetadmin, select the printer, and then click the **Open Device** button. The device status page shows toner-level information.

Ordering supplies

The following table lists the approximate schedule for replacing supplies and kits, and the part number for each supply or kit.

Note

Actual life-expectancy can vary significantly based on print coverage, media type, length of print job, and environmental conditions such as temperature and humidity.

The estimated life-expectancy of each supply and kit is based on the use of letter- or A4-size plain or laser paper.

Item	Part number	Estimated life-expectancy	More information
Print cartridges	Black C8550A	25,000 pages	Print cartridge life is directly proportional to the coverage of toner on the page. Each color print cartridge prints approximately 25,000 pages of letter-size or A4-size media at 5-percent toner coverage (a full page of text), 50,000 pages at 2.5-percent coverage (a page partially covered with text), and 12,500 pages at 10-percent coverage (a page with text and graphics). HP recommends that you place an order for a replacement print cartridge when the ORDER <COLOR> CARTRIDGE message first appears on the control panel display.
	Cyan C8551A	25,000 pages	
	Yellow C8552A	25,000 pages	
	Magenta C8553A	25,000 pages	



<http://www.hp.com/support/lj9500>

Item	Part number	Estimated life-expectancy	More information
Image drums	Black C8560A	40,000 pages*	HP recommends that you place an order for a replacement image drum when the ORDER <COLOR> DRUM message first appears on the control panel display.
	Cyan C8561A	40,000 pages*	
	Yellow C8562A	40,000 pages*	
	Magenta C8563A	40,000 pages*	
Image cleaning kit	C8554A	50,000 pages*	The image cleaning kit contains the following: one image transfer cleaner, one filter, and one toner collection bottle.
Image transfer kit	C8555A	200,000 pages*	The image transfer kit contains the following: one transfer belt, one filter, and nine rollers.
Image fuser kit	C8556A	100,000 pages*	The image fuser kit contains one fuser.
* Usage conditions and print patterns can cause results to vary.			

Factors that can shorten the life-expectancy of supplies

There are several factors that can shorten the life of a supply or kit:

- Print coverage less than 2.5 percent or greater than 5 percent per color.
- A job length of less than three pages.
- The printer is turned off and on several times a day.
- Printing occurs in extremely warm or cool temperature.
- Printing occurs in extremely dry or humid conditions.

You can order supplies online at <http://www.hp.com/go/ljsupplies> or through one of the following options.

Ordering directly through the embedded Web server

In a network environment, use the following steps to order printing supplies directly through the embedded Web server.

- 1 In the Web browser, type the IP address for the printer home page. This takes you to the Device Status page.
- 2 In the **Other Links** section, click **Order Supplies**. A new browser window opens and a privacy agreement appears. If you accept the agreement, the order-supplies website appears.
- 3 Select the part numbers you want to order and follow the instructions on the screen.



<http://www.hp.com/support/lj9500>

Ordering through the Internet-Enabled Supplies Ordering Feature

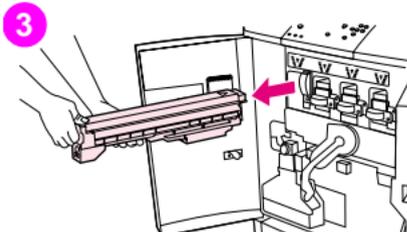
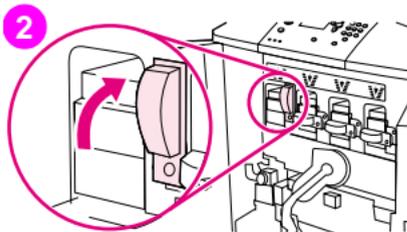
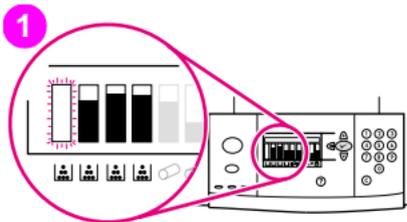
You can order a supplies using the Internet-Enabled Supplies Ordering (IESO) feature. Use the URL for the area closest to the geographic location from which you are placing the order:

- North America: <https://www.hp.com/go/ordersupplies-na>
- Europe and Middle East: <https://www.hp.com/go/ordersupplies-emea>
- Asia Pacific: <https://www.hp.com/go/ordersupplies-ap>
- Latin America: <https://www.hp.com/go/ordersupplies-la>

Installing supplies

You can find instructions about installing the following supplies:

- “Replacing the print cartridges” on page 180
- “Replacing the image drums” on page 183
- “Replacing the image transfer kit” on page 188
- “Replacing the image fuser kit” on page 198
- “Replacing the image cleaning kit” on page 203



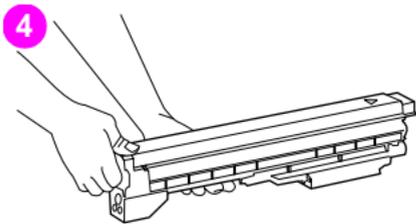
Replacing the print cartridges

The printer uses four color print cartridges: yellow, magenta, cyan, and black. Follow this procedure to install the print cartridges. This example shows the yellow print cartridge being replaced.

- 1 Replace the print cartridge when **REPLACE (COLOR) CARTRIDGE** appears on the control panel display. The gauge that corresponds to the empty cartridge blinks.
- 2 Open the front doors of the printer and locate the blue lever that corresponds to the empty cartridge that you are replacing. Turn the lever to the right.
- 3 Pull the empty print cartridge out of the printer.

Note

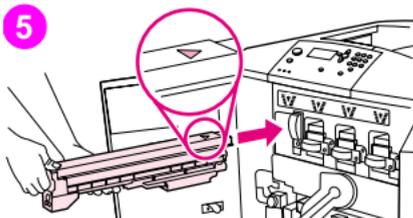
If toner gets on your hands, wash them with cold water. If toner gets on your clothing, wipe the clothing with a dry cloth and wash it in cold water. Hot water sets toner into fabric.



- 4 Remove the new cartridge from its packaging and save the packaging.
-

Note

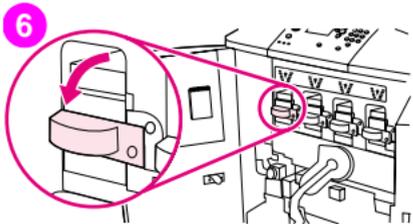
There are no seals to remove.



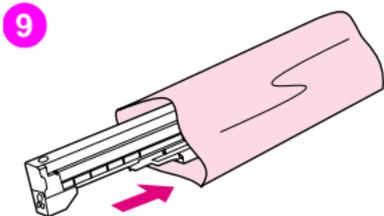
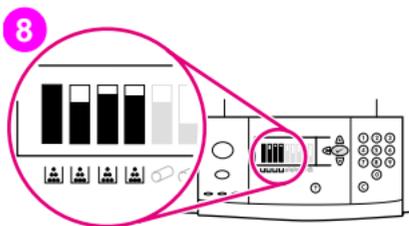
- 5 Align the arrow label on the top of the cartridge with the arrow label above the empty slot. Slide the cartridge in until it clicks.
-

Note

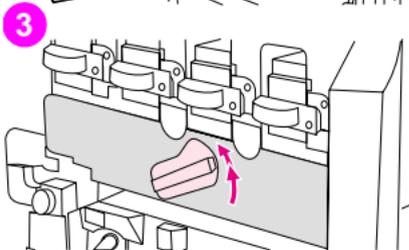
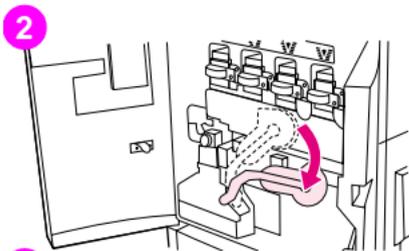
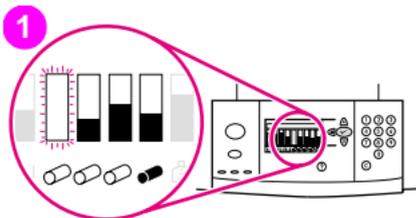
If the cartridge does not fit, make sure that you are installing the correct color in the correct slot.



- 6 Turn the blue lever to the left until it clicks into place.



- 7** Repeat steps 2 through 6 for each cartridge that needs to be replaced, and then close the front doors.
- 8** Make sure that **READY** appears on the control panel display, and the gauge for the replaced cartridge indicates that the cartridge is new.
- 9** Pack and seal the used cartridge in the packaging from the new cartridge. For recycling information, see the recycling guide that is included with the new cartridge.



Replacing the image drums

The printer uses four color image drums: yellow, magenta, cyan, and black. Follow this procedure to install the drums. This example shows the yellow drum being replaced.

Note

Before you begin this procedure, you might want to remove your jewelry, which can snag on parts inside the printer.

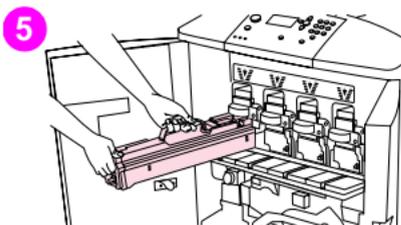
- 1 Replace the image drum when `REPLACE <COLOR> DRUM` appears on the control panel display. The gauge that corresponds to the used drum blinks.
- 2 Open the front doors of the printer and swing the large green lever down.
- 3 Rotate the blue dial up until it clicks, and the image-drum door unlatches.



- 4 Open the door completely.

Note

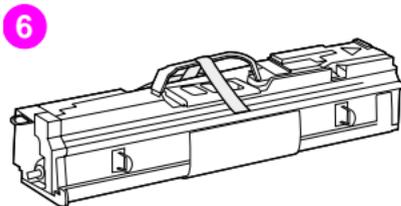
The blue print cartridge latches must be in the horizontal position so that the image drums can be installed.



- 5 Pull the used drum partially out of the printer. Grasp the blue handle on top of the drum, and then remove the drum.

Note

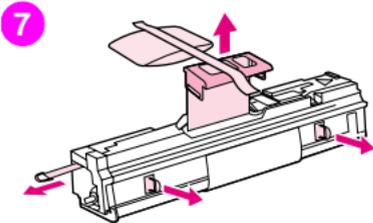
If toner gets on your clothes or your hands, wash them with cold water.



- 6 Remove the new drum from its packaging and save the packaging.

CAUTION

Do *not* remove the protective cover on the underside of the drum unit. Do not touch the green component inside the drum.



- 7 Place the drum on a level surface. Pull the orange ring on the end of the drum all the way out to remove the seal from inside the drum. Pull the orange handle on top to remove the protective sheet. Pull the two orange rings on the side of the drum.

Note

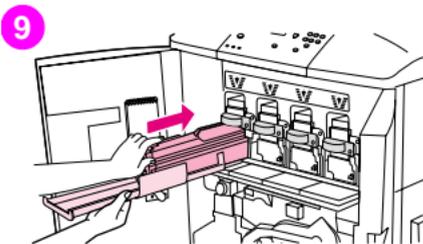
Do not shake the drum.

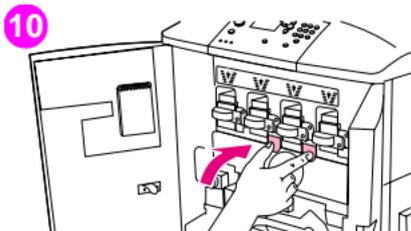


- 8 Make sure that the four blue levers above the door are in the horizontal position. Align the new drum with the empty slot, arrow-end first. Rest the end of the drum flat on the door.
- 9 Hold the gray protective cover in place with one hand and use the palm of your other hand to slide the drum firmly and completely into the printer. Save the gray protective cover.

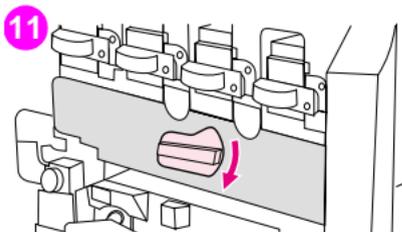
Note

If the drum does not fit into the slot, make sure that you are installing the correct color in the correct slot and that you have the drum aligned correctly.

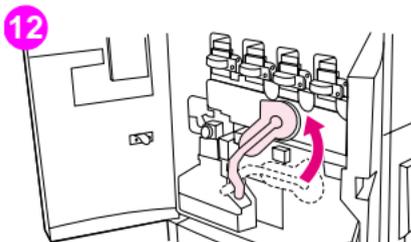




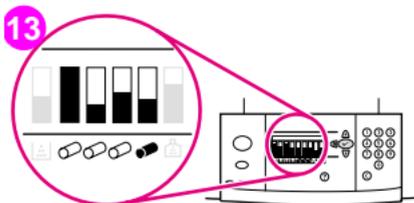
10 Repeat steps 5 through 9 for each cartridge that needs to be replaced. Close the image-drum door, pressing the tabs at the top of the door until they click into place.



11 Rotate the blue dial downward until it stops.

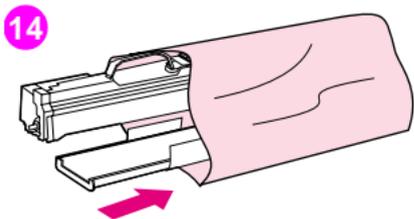


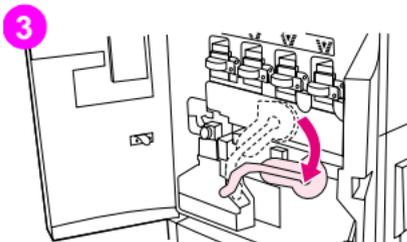
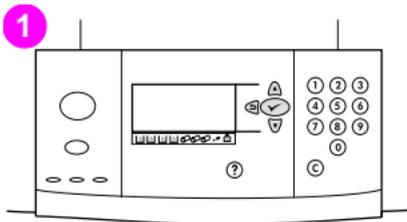
12 Swing the large green lever up. Close the front doors.



13 **READY** appears on the control panel display, and the gauge for the replaced image drum indicates that the drum is new.

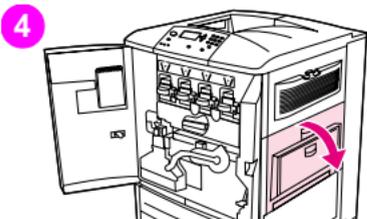
14 Pack and seal the used drum in the packaging from the new drum. For recycling information, see the recycling guide that is included with the new drum. (Retain the protective slide, which you will use if the printer is moved or disassembled.)





Replacing the image transfer kit

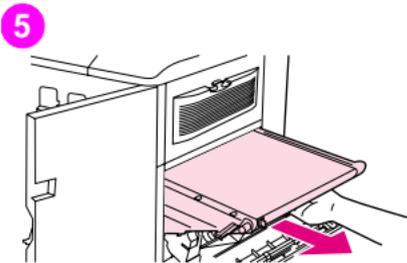
- 1 Replace the transfer kit when **REPLACE TRANSFER KIT** appears on the control panel display.
- 2 If tray 1 is open, remove any media that is loaded in the tray, and then close the tray.
- 3 Open the front doors of the printer, and then swing the large green lever down.



- 4 Open the upper door on the right side of the printer.

Note

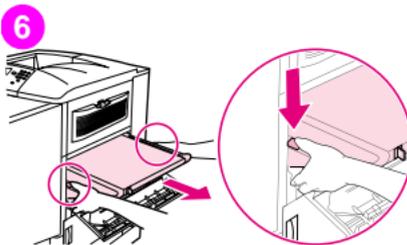
Residual toner might be on the transfer belt; before removing the belt, prepare a paper-covered surface on which to place it. If toner gets on your clothing, wipe it off with a dry cloth and wash the clothing in cold water. Hot water sets toner into fabric.



- 5 Pull the blue handle on the bottom of the belt until the belt stops.

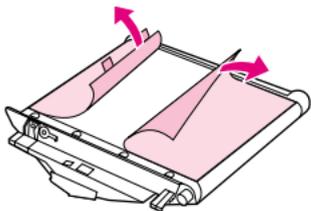
Note

Residual toner might be on the transfer belt; before removing the belt, prepare a paper-covered surface on which to place it.



- 6 Grasp both sides of the belt, press the blue levers on each side, and then pull the belt out of the printer.

7

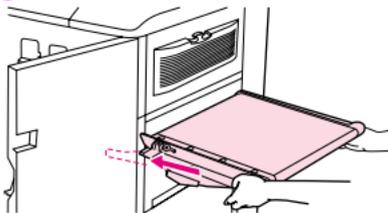


- 7 Remove the new belt from its packaging and save the packaging. Gently remove the wrapping from around the transfer belt.

CAUTION

Do not touch the shiny black surface of the new transfer belt.

8



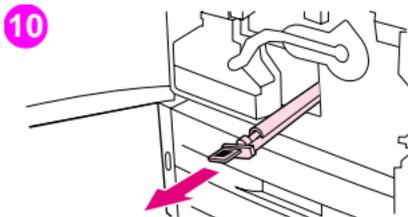
- 8 Grasp both sides of the belt and align the blue arrows on the belt with the blue arrows inside the printer. Insert the belt halfway into the printer.
- 9 Move one hand to the front-center of the belt, and then slide the belt completely into the printer. Close the right door.

Note

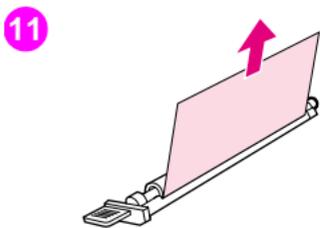
If the right door does not close, make sure that the transfer belt is pushed completely into the printer.

9



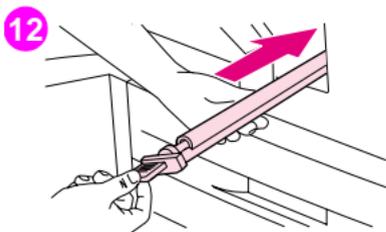


- 10** On the front side of the printer, locate the blue transfer-roller handle beneath the large green lever. Grasp the handle and pull the used roller out of the printer.
- 11** Unpack the new roller and set it on a clean, flat surface. Carefully remove the protective sheet.

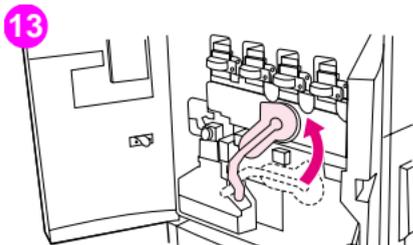


CAUTION

Do not touch the black foam roller, and take care not to scratch the underside of the belt as you insert the roller into the printer.



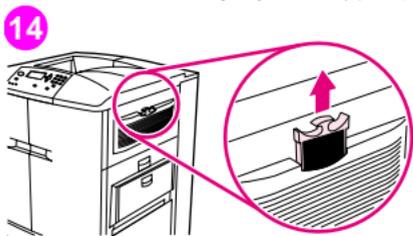
- 12** Using one hand to support the underside of the roller, turn the roller to a 45-degree angle and align the roller with the slot. Slide the roller into the slot until it stops completely.



- 13** Swing the green lever up. Close all of the doors.

Note

If the lever does not move freely, make sure that the transfer roller and the transfer belt are pushed into the printer completely.

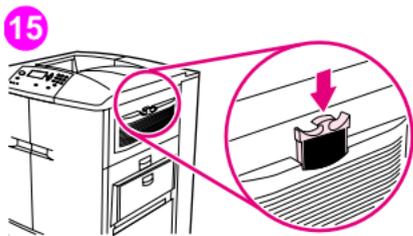


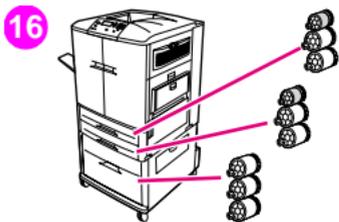
- 14** On the right side of the printer, pull the blue tab to remove the old filter from the slot.

- 15** Remove the new filter from its packaging and insert the filter into the slot.
-

CAUTION

Do not print without a filter installed.

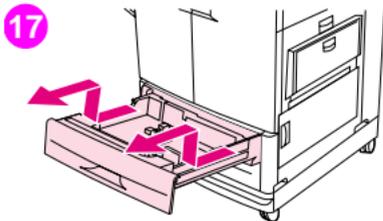




- 16** Remove the new tray rollers from their packaging. Avoid touching the rubber surface of the rollers.

Note

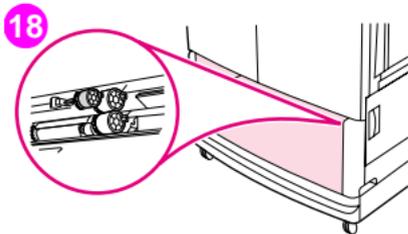
Replace all of the rollers in a tray at the same time.



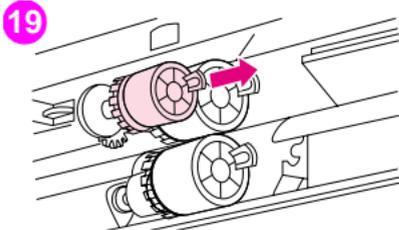
- 17** Pull tray 2 out of the printer until it stops. Lift it up slightly and pull it out. Remove tray 3, noting which tray belongs in which position.

Note

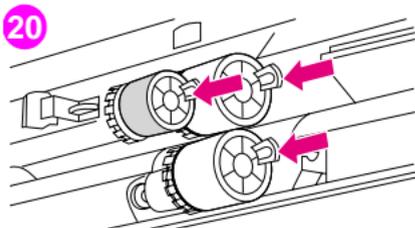
Do not move the blue switch at the left rear of the tray. It is *not* necessary to unload the paper from the tray.



- 18** In tray 3, locate the small roller and two large rollers to the right inside the opening.



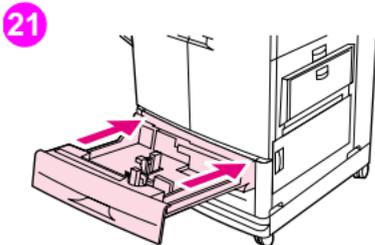
19 Pinch the plastic tab on the end of each roller to remove the roller. Remove all three rollers.



20 Grasp each new roller by both sides and slide it onto the corresponding rod until the roller clicks into place. Replace the tray-2 rollers using steps 18 through 20.

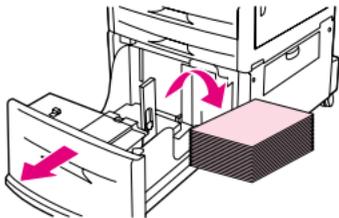
Note

Make sure that the small roller is to the left in both trays.



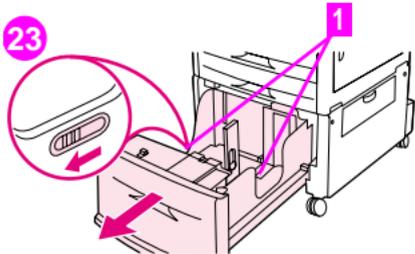
21 Align tray 2 with the rails inside the printer, and then slide the tray into the printer. Align tray 3 with the rails inside the printer, and then slide the tray into the printer.

22



22 If you do not have tray 4, you have three large rollers remaining; go to step 28. If you have tray 4, pull it out of the printer until it stops. Remove all of the media from the tray.

23

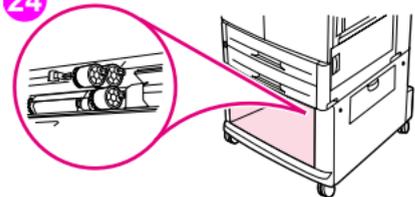


23 Locate the blue switches (1) near the bottom and on the inside of both sides of the tray. Slide the switches toward you. Hold the switches in this position and pull the tray out of the printer.

Note

If you do not see the switch on the right side of the tray, make sure that you have removed the stack of media.

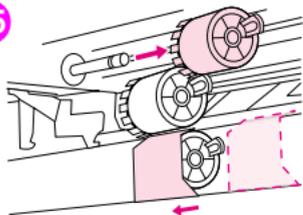
24



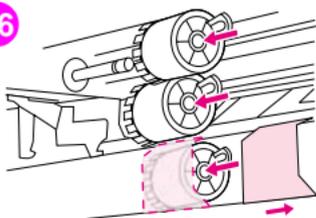
24 Locate the three large rollers inside the opening.



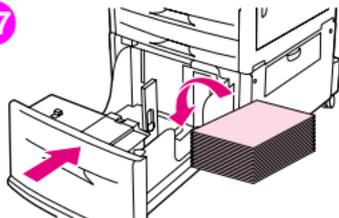
25



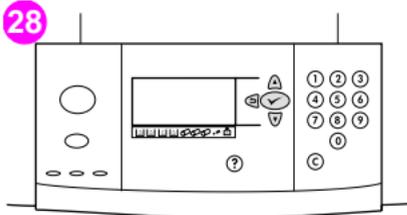
26



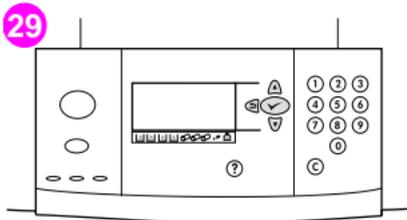
27



- 25 Pinch the release tab on the left roller and pull the roller off of the rod. Remove the roller on the right side. Slide the blue cover to the left, and then remove the bottom roller.
- 26 Grasp both sides of the new bottom roller and slide it onto the rod until it clicks into place. Install the roller on the right side, and then install the left roller. Slide the blue cover to the right.
- 27 Align tray 4 with the rails inside the printer. Lift the tray slightly and slide it partially into the printer. Replace the media, making sure that the guides fit snugly against the media. Slide the tray in completely.

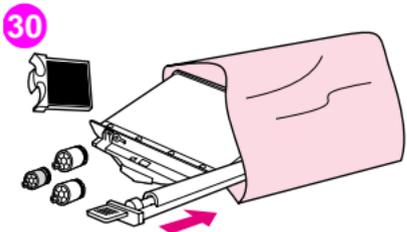


- 28** If **NEW TRANSFER KIT** appears on the control panel display, use ▲ and ▼ to scroll to **YES**, and then press ✓. The kit life-count is automatically reset.
- 29** If **NEW TRANSFER KIT** does not appear, press ✓ to open the menus. Use ▲ and ▼ to scroll to **CONFIGURE DEVICE**, then to **RESETS**, and then to **RESET SUPPLIES**. Scroll to **NEW TRANSFER KIT**, and then select **YES** to reset the count.

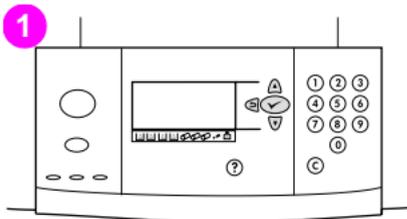


Note

If you select **NO** or do not make a selection, the printer remains offline until you replace the kit and select **YES**.

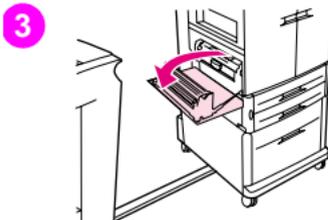
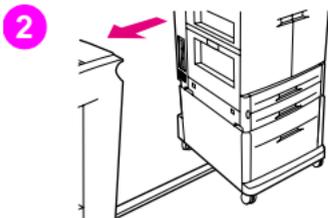


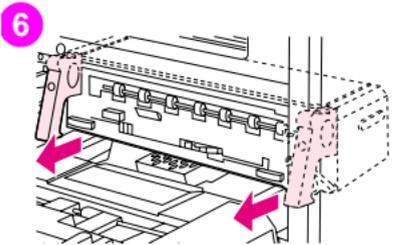
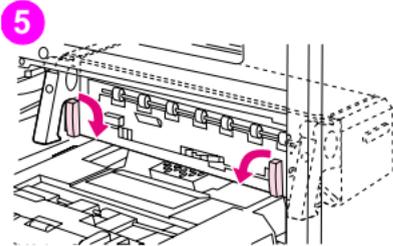
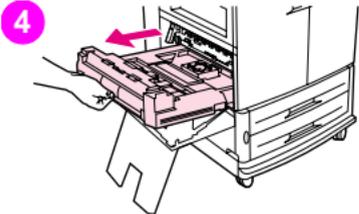
- 30** Place the used parts in the packaging from the new ones. For recycling information, see the recycling guide that is included with the new image transfer kit.



Replacing the image fuser kit

- 1 Replace the image fuser when **REPLACE FUSER KIT** appears on the control panel display.
- 2 If an output device is installed on the left side of the printer, move it away from the printer.
- 3 Open the lower door on the left side of the printer.

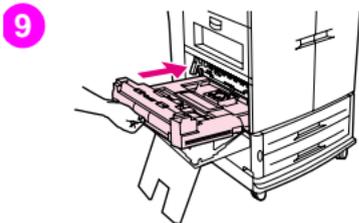
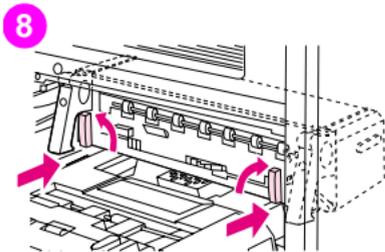
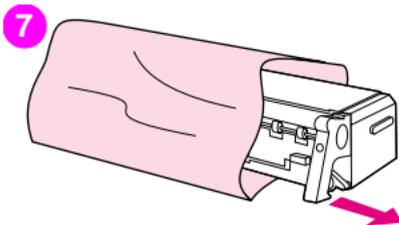




- 4 If the duplexer is installed, push down on the green duplexer-release tab. Grasp the center handle and pull the duplexer out until it stops. It is not necessary to completely remove the duplexer.
- 5 Rotate each blue fuser lever inward until it is in the horizontal position, making sure not to pinch your fingers when the levers are released.
- 6 Using the black fuser handles, pull the fuser partially out of the printer. Grip the handles firmly and pull the fuser out until it stops. Then lift the fuser out of the printer.

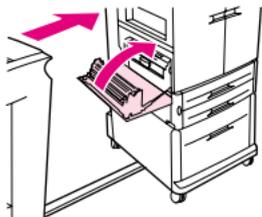
WARNING

The fuser is heavy and might be hot. Be careful not to injure yourself when removing the fuser.



- 7 Remove the new fuser from its packaging.
- 8 Align the fuser with the black guide-rails inside the printer. Pushing against both ends of the fuser, slide it completely into the printer. Rotate the blue levers outward until they click into place.
- 9 If one was previously installed, slide the optional duplexer into the printer until it clicks into place.

10

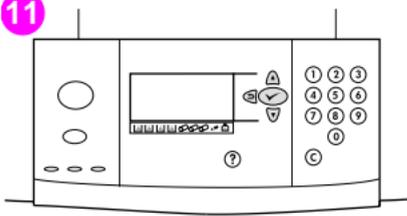


10 Close the left door. Reattach any output device that you removed.

Note

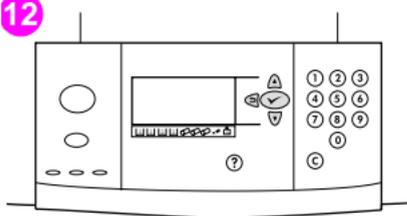
If the door does not close, make sure that the blue fuser levers are in the vertical position.

11



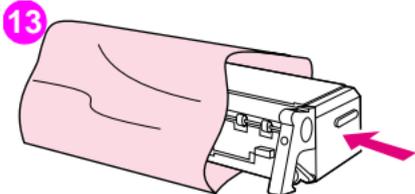
11 If **NEW FUSER KIT** appears on the control panel display, use ▲ and ▼ to scroll to **YES**, and then press ✓. The kit life-count is automatically reset.

12



12 If **NEW FUSER KIT** does not appear, press ✓ to open the menus. Use ▲ and ▼ to select **CONFIGURE DEVICE**, then to select **RESETS**, and then to select **RESET SUPPLIES**. Scroll to **NEW FUSER KIT**, and then select **YES** to reset the count.

 <http://www.hp.com/support/lj9500>

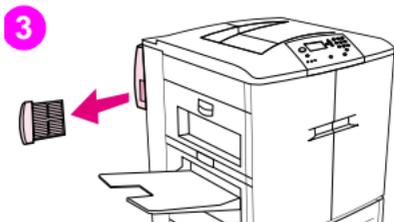
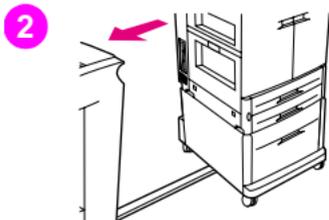
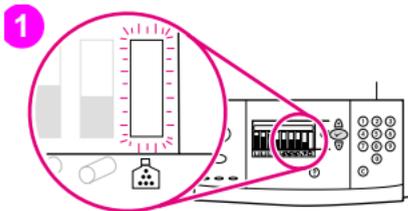


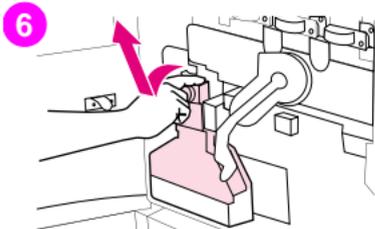
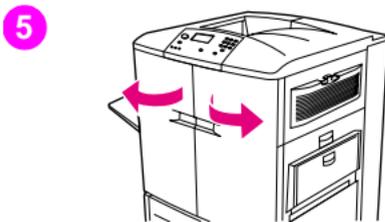
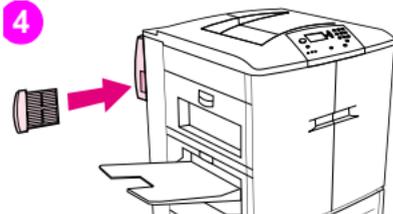
- 13** Place the used fuser in the packaging from the new fuser. For recycling information, see the recycling guide that is included with the new fuser kit.

Replacing the image cleaning kit

Use this procedure to install the image cleaning kit.

- 1 Replace the cleaning kit when **REPLACE CLEANING KIT** appears on the control panel display. The gauge for the used cleaning kit blinks.
- 2 Remove the new parts from the packaging and save the packaging. If an output device is installed on the left side of the printer, pull it away from the printer.
- 3 On the left side of the printer, use the blue tab on the rear edge of the printer to pull the filter out of the slot.





- 4 Remove the new filter from its packaging and insert the filter into the slot.
-

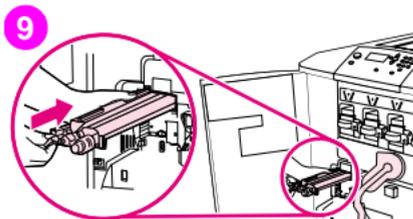
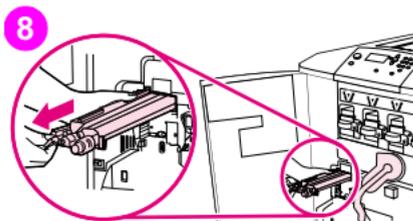
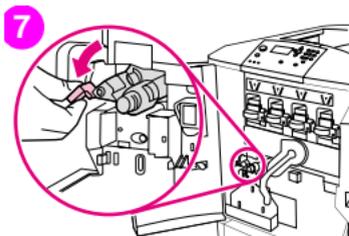
CAUTION

Do not print without a filter installed.

- 5 Open the front doors.
- 6 Grasp the clear top of the toner collection bottle and pull the bottle toward you, up, and out of the holder. Set the bottle aside for recycling.
-

Note

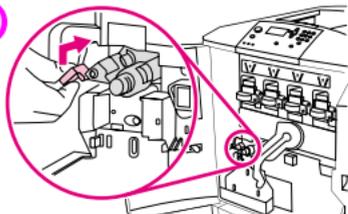
If toner gets on your hands, wash them with cold water. If toner gets on your clothing, wipe the clothing with a dry cloth and wash it in cold water. Hot water sets toner into fabric.



- 7 Rotate the blue transfer cleaner handle to the left and then down.
- 8 Use the blue handle to pull the cleaner out of the printer.
- 9 Align the guide on the top of the new cleaner with the notch in the printer. Make sure that the green lever is in the up position. Firmly insert the cleaner into the printer until it clicks to a stop.



10

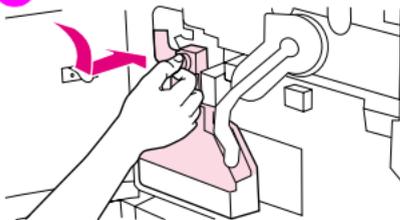


- 10 Rotate the blue cleaner handle up and firmly push it to the right until it snaps into place.

Note

If the handle does not snap into place, make sure that the transfer cleaner is pushed all the way in.

11



- 11 Slide the new toner collection bottle down and snap it into place against the printer.

Note

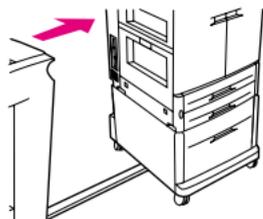
If the bottle does not snap into place, make sure that the blue transfer cleaner handle and the green lever are in the up position.

12



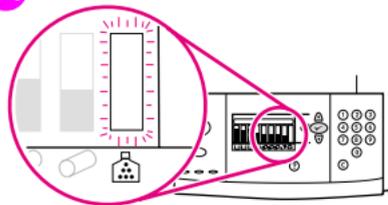
- 12 Close the front doors.

13



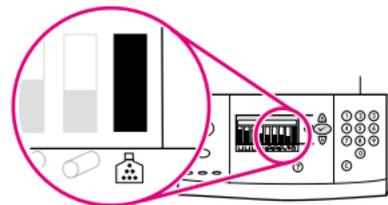
13 Reattach any output device that you removed.

14



14 Do one of the following:

If **NEW CLEANING KIT** appears on the control panel display, use ▲ and ▼ to scroll to **YES**, and then press ✓. The kit life count is automatically reset.

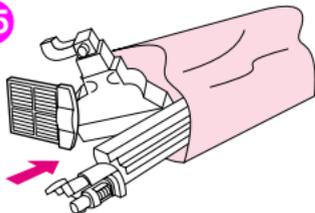


If **NEW CLEANING KIT** does not appear, press ✓ to open the menus. Use ▲ and ▼ to scroll to **CONFIGURE DEVICE**, then **RESETS**, and then **RESET SUPPLIES**. Scroll to **NEW CLEANING KIT**, and then select **YES** to reset the count.

Note

If you select **NO** or do not make a selection, and the cleaning kit is at maximum life, the printer remains offline until you replace the kit and select **YES**.

15



- 15** Pack and seal the used parts in the packaging from the new ones. For recycling information, see the recycling guide that is included with the new image cleaning kit.

Service and support

Warranty information

Service during and after the warranty period

- If printer hardware fails during the warranty period, contact an HP-authorized service or support provider.
- If printer hardware fails after the warranty period, and you have an HP Maintenance Agreement or HP SupportPack, request service as specified in the agreement.
- If you do not have an HP Maintenance Agreement or HP SupportPack, contact an HP-authorized service or support provider.

Extended warranty

HP SupportPack provides coverage for the HP hardware product and all HP-supplied internal components. The hardware maintenance covers a three-year period from date of the HP product purchase. The customer must purchase HP SupportPack within 90 days of the HP product purchase.



<http://www.hp.com/support/lj9500>

Spare parts and supplies availability

Spare parts and supplies for this printer will be available for at least five years after the production has stopped.

Limited warranty for print cartridge and image drum life

This HP product is warranted to be free from defects in materials and workmanship during its useful life (end of life is indicated by a printer control panel low-life message).

This warranty does not cover products that have been modified, refurbished, remanufactured, misused or tampered with in any way.

This limited warranty gives you specific legal rights. You may have other rights which vary from state to state, province to province and country/region to country/region.

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In the event that your product proves to be defective, please return to place of purchase with a written description of the problem.

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<http://www.hp.com/support/lj9500>

Customer support options worldwide

Information from the printer

Before visiting the printer support website or contacting customer support, fill in and print the following information and diagnostic pages. Use the second column to record specific information about the products that you own.

Information	Specific to your products	How to find
Printer model		Upper-right corner of the front doors of the printer
Printer serial number		Inside the front doors, in the lower-right corner
Brand and model of your computer		See the documentation that came with your computer
Operating system of your computer		See the documentation that came with your computer
Version of printer driver		Click Print , click Properties , and then, on the Basics tab, click About .
Configuration page		See "Configuration page" on page 142.
Print quality troubleshooting pages		See "Using the Print Quality Troubleshooting Pages" on page 62.

Customer support and printer repair assistance

World Wide Web

Solutions to most printer issues can be found at <http://www.hp.com/support/lj9500>. The website includes frequently asked questions (FAQ), troubleshooting help, information about printer maintenance and use, manuals, a community forum, and updates for printer drivers and printer software.

E-mail

For the quickest response, visit <http://www.hp.com/support/lj9500>. E-mail support is in English.

 <http://www.hp.com/support/lj9500>

Specifications and regulatory information

9

Printer specifications

Physical specifications

	HP color LaserJet 9500n	HP color LaserJet 9500hdn
Height	887 mm (34.9 inches)	1,212 mm (47.8 inches)
Width	1,505 mm (59.3 inches)	1,505 mm (59.3 inches)
Depth (body)	1,222 mm (48.1 inches)	1,222 mm (48.1 inches)
Weight (without print cartridges and image drums)	100 kg (221 lb)	130 kg (287 lb)



<http://www.hp.com/support/lj9500>

Power requirements and circuit capacity

	110-volt models	220-volt models
Power requirements	100 to 127 volts (+/-10%) 50 to 60 hertz (Hz) (+/-2 Hz)	220 to 240 volts (+/-10%) 50 to 60 Hz (+/-2 Hz)
Minimum recommended circuit capacity	15.0 amps	10.0 amps

Values subject to change: see <http://www.hp.com/support/lj9500> for current information.

Caution

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

Power consumption

Printer state	HP color LaserJet 9500n	HP color LaserJet 9500hdn
Printing (24 pages per minute [ppm])	722 watts	741 watts
Standby	171 watts	173 watts
Low PowerSave (ENERGY STAR®)	69 watts	69 watts
High PowerSave (Blue Angel)	39 watts	41 watts
Off	<2 watts	<2 watts

Values subject to change: see <http://www.hp.com/support/lj9500> for current information.

This printer has been set at the factory to the power consumption settings (ENERGY STAR® or Blue Angel) required by your country/region. When the printer is off, disconnecting the power cord from the electrical source can prevent power consumption.

Caution

The printer must be allowed to cool until the fans stop operating (approximately 30 minutes) before the power cord is disconnected. If the printer's power cord is disconnected while the power is on or while the internal fans are operating, severe damage might occur to the printer's fuser and image transfer belt.

The Low PowerSave (ENERGY STAR®) recovery time is 2.5 minutes. The High PowerSave (Blue Angel) recovery time is 4.5 minutes. The Low PowerSave mode complies with ENERGY STAR® requirements. The High PowerSave mode complies with Blue Angel requirements. (See "To change the PowerSave mode" on page 220.)



<http://www.hp.com/support/lj9500>

To change the PowerSave mode

- 1 At the printer control panel, press ✓ (**SELECT** button).
- 2 Use ▲ (**UP** button) or ▼ (**DOWN** button) to scroll to **CONFIGURE DEVICE**, and then press ✓.
- 3 Use ▲ or ▼ to scroll to **RESETS**, and then press ✓.
- 4 Use ▲ or ▼ to scroll to **POWERSAVE**, and then press ✓.
- 5 Use ▲ or ▼ to scroll to **LOW** or **HIGH**, and then press ✓.
- 6 Press **PAUSE/RESUME** to close the menus.

Acoustical specifications

Acoustics	Printing (24 ppm)	PowerSave
Sound power level	$L_{WA,d} = 67$ dB(A)	essentially inaudible
Sound pressure level, $L_{pA,m}$ (Bystander position)	$L_{pA,m} = 50$ dB(A)	essentially inaudible

Values subject to change: see <http://www.hp.com/support/lj9500> for current information.

To conform with Blue Angel specifications, place printers with a sound power equal to or greater than 63 dB in a separate room or cubicle.

Operating and storage environment

	Allowable condition	Recommended condition
Operating temperature	15° to 30° C (59° to 86° F)	20° to 26° C (68° to 79° F)
Relative humidity	10 to 80 percent	20 to 50 percent
Storage temperature	0° to 35° C (32° to 95° F)	0° to 35° C (32° to 95° F)
Storage humidity	10 to 95 percent	10 to 95 percent

To optimize print quality and media feed performance, operate and store the printer within the recommended condition parameters.

Environmental product stewardship program

Protecting the environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This printer has been designed with several attributes to minimize impacts on our environment.

The HP LaserJet printer eliminates:	
Ozone production	This printer contains an ozone filter to protect indoor air quality. See "Ordering supplies" on page 175 for replacement intervals.
The printer design reduces:	
Power consumption	<p>This printer has been set at the factory to the power consumption settings (ENERGY STAR® or Blue Angel) required by your country/region.</p> <p>Power usage drops significantly while the printer is in PowerSave mode, which saves natural resources and saves money without affecting the high performance of this printer. This printer qualifies for ENERGY STAR®, which is a voluntary program to encourage the development of energy-efficient office products. For specifications, see "Power consumption" on page 219.</p> <p>ENERGY STAR® is a U.S.-registered service mark that is owned by the U.S. government. As an ENERGY STAR® Partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR® Guidelines for energy efficiency.</p> <p>For more information, see http://www.energystar.gov/.</p>



Paper use	This printer's optional automatic duplex feature (two-sided printing, see "Print on both sides of paper (duplexing)" on page 24) and N-up (printing multiple pages per sheet) capabilities can reduce paper usage and the resulting demands on natural resources.
This HP LaserJet printer also contributes to protecting the environment in the following ways:	
Plastics	Plastic parts that weight more than 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the printer's life.
HP LaserJet Printing Supplies	In many countries/regions, this printer's printing supplies (for example, print cartridges, image drums, and the fuser) can be returned to HP through the HP Printing Supplies Returns and Recycling Program. An easy-to-use and free takeback program is available in more than 48 countries/regions. Multilingual program information and instructions are included in every new HP LaserJet print-cartridge and supplies package.
HP LaserJet Printing Supplies Returns and Recycling Program information	Since 1990, the HP Printing Supplies Returns and Recycling Program has collected more than 47 million used LaserJet print cartridges that otherwise might have been discarded in the world's landfills. The HP LaserJet print cartridges and supplies are collected and bulk-shipped to our resource and recovery partners, who disassemble the cartridge. After a thorough quality inspection, selected parts are reclaimed for use in new cartridges. The remaining materials are separated and converted into raw materials for use by other industries to make a variety of useful products.
U.S. returns	For a more environmentally responsible return of used cartridges and supplies, HP encourages the use of bulk returns. Simply bundle two or more cartridges together and use the single, prepaid, pre-addressed UPS label that is supplied in the package. For more information in the U.S., call (1) (800) 340-2445 or visit the HP LaserJet Supplies website at http://www.hp.com/recycle .
Non-U.S. returns	Non-U.S. customers should call the local HP Sales and Service Office or visit the http://www.hp.com/recycle website for further information regarding the availability of the HP Supplies Returns and Recycling Program.



<http://www.hp.com/support/lj9500>

Recycled paper	This printer is capable of using recycled papers when the paper meets the guidelines outlined in the <i>Print Media Guide</i> . See http://www.hp.com/support/lj9500 for ordering information. This printer is suitable for the use of recycled paper according to DIN 19309.
Material restrictions	This HP printer does not contain added mercury. This HP printer contains lead in solder that might require special handling at end-of-life. This HP printer does not contain batteries. For recycling information, visit http://www.hp.com/recycle or contact your local authorities or the Electronic Industries Alliance at http://www.eiae.org .
Material safety data sheet	Material Safety Data Sheets (MSDSs) can be obtained by contacting the HP LaserJet Supplies website at http://www.hp.com/go/msds .
For more information	For more information about HP's environmental programs, go to http://www.hp.com/go/environment or http://www.hp.com/hpinfo/community/environment/ , where you can find the following information: <ul style="list-style-type: none">• Product environmental profile sheet for this and many related HP products• HP's commitment to the environment• HP's environmental management system• HP's end-of-life product return and recycling program• MSDSs

FCC regulations

Note These product models comply with the limits for a Class B digital device as described below.

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

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

Note Any changes or modifications to the HP color LaserJet 9500 Series printer that are not expressly approved by HP could void the authority of the user to operate this equipment.

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



<http://www.hp.com/support/lj9500>

Regulatory statements

Laser safety statement

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. This printer is certified as a "Class 1" laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. Since radiation emitted inside this printer is completely confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

WARNING

Using controls, making adjustments, or performing procedures other than those specified in this manual can result in exposure to hazardous radiation.

Declaration of Conformity

according to ISO/IEC Guide 22 and EN 45014	
Manufacturer's Name:	Hewlett-Packard Company
Manufacturer's Address:	11311 Chinden Boulevard Boise, Idaho 83714-1021, USA
declares, that the product	
Product Name:	HP Color LaserJet 9500N; HP Color LaserJet 9500HDN
Regulatory Model:	BOISB-0205-00
Product Options:	ALL
conforms to the following Product Specifications:	
SAFETY:	IEC 60950:1991+A1 +A2 +A3 +A4 / EN60950:1992+A1 +A2 +A3 +A4 +A11 IEC 60825-1:1993 + A1:1997 / IEC 60825-1:1994 / A11:1996 Class 1 Laser / LED Product GB4943-1995
EMC:	CISPR 22:1993 + A1 + A2 / EN 55022:1994 + A1 + A2 Class B ³ EN 61000-3-2:1995 / A14 EN 61000-3-3:1995 EN 55024:1998 FCC Title 47 CFR, Part 15 Class B ^{2,3} / ICES-003, Issue 3 / GB9254-1998 AS / NZS 3548:1995 + A1 + A2



<http://www.hp.com/support/lj9500>

Supplementary Information:

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

- 1 The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.
- 2 This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
- 3 The product include LAN (local area network) options. When the interface cable is attached to LAN connector, the product meets the requirements of CISPR22 / EN55022 Class A in which case the following applies:

"Warning - This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures."

Boise, Idaho USA
28 June, 2002

For Regulatory Topics Only:

Australia Contact: Product Regulations Manager, Hewlett-Packard Australia Ltd., 31-41 Joseph Street, Blackburn, Victoria 3130, Australia.

European Contact: Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Straße 130, D-71034 Böblingen (FAX: +49-7031-14-3143)

USA Contact: Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, Idaho 83707-0015 (Phone: 208-396-6000)

Canadian DOC regulations

Complies with Canadian EMC Class **B** requirements.

<<Conforme á la classe **B** des normes canadiennes de compatibilit  electromagn tiques. << CEM>>.>>

Laser statement for Finland

Luokan 1 laserlaite

Klass 1 Laser Apparat

HP color LaserJet 9500n, 9500hdn

laserkirjoitin on k ytt j n kannalta turvallinen luokan 1 laserlaite.

Normaalissa k yt ss  kirjoittimen suojakotelointi est  lasers teen p s syn laitteen ulkopuolelle. Laitteen turvallisuusluokka on m aritetty standardin EN 60825-1 (1994) mukaisesti.

Varoitus!

Laitteen k ytt minen muulla kuin k ytt ohjeessa mainitulla tavalla saattaa altistaa k ytt j n turvallisuusluokan 1 ylitt v lle n kym tt m lle lasers teilylle.

Varning!

Om apparaten anv nds p  annat s tt  n i bruksanvisning specificerats, kan anv ndaren uts ttas f r osynlig laserstr lning, som  verskrider gr nsen f r laserklass 1.

HUOLTO

HP color LaserJet 9500n, 9500hdn

-kirjoittimen sis ll  ei ole k ytt j n huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkil . T llaiseksi huoltotoimenpiteeksi ei katsota v riainekasetin vaihtamista, paperiradan puhdistusta tai muita k ytt j n k sikirjassa lueteltuja, k ytt j n teht v ksi tarkoitettuja yll pitoitoimia, jotka voidaan suorittaa ilman erikoisty kaluja.



<http://www.hp.com/support/lj9500>

Varo!

Mikäli kirjoittimen suojakotelo avataan, olet alltiina näkymättömälle lasersäteilylle laitteen ollessa toiminnassa. Älä katso säteeseen.

Varning!

Om laserprinterns skyddshölje öppnas då apparaten är i funktion, utsätts användaren för osynlig laserstrålning. Betrakta ej strålen. Tiedot laitteessa käytettävän laserdiodin säteilyominaisuuksista:

Aallonpituus 775-795 nm

Teho 5 mW

Luokan 3B laser

VCCI statement (Japan)

VCCI class B product

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

Translation

This equipment is in the Class **B** category information technology equipment based on the rules of Voluntary Control Council For Interference by Information Technology Equipment (VCCI). Although aimed for residential area operation, radio interference may be caused when used near a radio or TV receiver. Read the instructions for correct operation.

Korean EMI statement

사용자 안내문 (B급 기기)

이 기기는 비업무용으로 전자파장해 검정을 받은 기기로서, 주거지역에서는 물론 모든지역에서 사용할 수 있습니다.

Regulatory Model Information Number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is BOISB-0205-00. This regulatory number should not be confused with the marketing name (HP Color LaserJet 9500N or 9500HDN) or product numbers (C8546A or C8547A).

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