Media guide

# HP PageWide Enterprise Color 556 printer series
# HP PageWide Enterprise Color MFP 586 series

HP PageWide Enterprise Color MFP 586 series                    HP PageWide Enterprise Color 556 printer series

The HP PageWide Enterprise Color 556 printer series and the HP PageWide Enterprise Color MFP 586 series are designed to work across a broad range of plain papers used in general office printing. Simply load paper and print for fast, professional looking results for the vast majority of office documents. Or, choose from a wide variety of special media to create impressive marketing documents. This media guide was created to help you achieve optimum results for all of your printing needs.

To avoid problems that could require repair, only use paper within the specifications listed in the table below. This repair is not covered by HP warranty or service agreements.

**Supported media for the HP PageWide Enterprise Color 556/586 series**

|  | Tray 1 (multipurpose tray) | Tray 2 (main cassette) | Tray 3 (optional) | Output bin |
|---|---|---|---|---|
| **Capacity** (for 20 lb/75 g paper) | 50 sheets | 500 sheets | 500 sheets | 300 sheets |
| **Size limits** | 3 x 5 to 8.5 to 14 in (76 x 127 to 216 x 356 mm) | 4 x 8.27 to 8.5 x 11.7 in (102 x 210 to 216 x 297 mm) | 4 x 8.27 to 8.5 x 14 in (102 x 210 to 216 x 356 mm) |  |
| **Weight limits** (Light to cardstock) | 60 to 200 g/m2 (16 to 53 lb) | 60 to 200 g/m2 (16 to 53 lb) | 60 to 200 g/m2 (16 to 53 lb) |  |
| **Weight limits** (Photo paper) | 125 to 300 g/m2 (33 to 80 lb) | 125 to 250 g/m2 (33 to 66 lb) | 125 to 250 g/m2 (33 to 66 lb) |  |

## Optimising your printed output

The HP PageWide Color 556/586 series delivers high-speed, low-cost, high-quality results page after page. The product monitors temperature, humidity, ink coverage, and other paraMetres to optimise performance and printed output. Most manufactured plain papers 16 to 32 lbs (60 to 120 g/m2) produce high quality results without you having to specify the paper type. This makes printing simple for everyone in the office.

The 556/586 series also supports settings that can enhance print results if desired. Print quality can be impacted by ink coverage, paper weight/thickness, smoothness, moisture content, ColorLok versus non-ColorLok paper, and simplex versus duplex. For optimal print quality on plain paper, consider using ColorLok media for even more vivid colours, bolder blacks, faster drying and controlled manufacturing specifications. ColorLok media can be used just like any other plain media. No special settings are required—just load the tray and hit print from your computer.

For printed output that makes a stunning impression, consider using heavier or glossy paper. The 556/586 series supports a wide variety of paper sizes and types. Some papers, most notably LaserJet Glossy papers, have special coatings that don't allow ink to absorb into the paper and are not supported by the 556/586 series. HP recommends Inkjet Glossy papers such as HP Brochure Glossy 180g or HP Advanced Photo papers.

When using special papers, you can achieve optimal print quality by selecting the specific paper type in both the device control panel and in the software driver when printing. After loading paper into an input tray, a pop-up will appear on the control panel asking if you want to modify the paper size and/ or paper type. Select the correct paper type from the list provided on the control panel, based primarily on paper weight. The control panel lists paper weight in grams per square metre (g/m2) or simply "g." Paper packages often list paper weight in pounds (lbs). Below is a list of common paper weights in grams and lbs to help guide you in choosing the correct paper type setting from the control panel pop-up.

When printing, you will also need to select the correct paper type from the driver, to match the setting you made on the control panel. When the print driver pops up, click on the "Properties" button, then select the "Printing Shortcuts" tab and choose the correct paper type in the pull-down menu.

**Common paper weights in grams (g) and pounds (lbs) by 556/586 control panel category**

|  | Light | Plain | Inter-mediate | Mid-Weight | Heavy or HP Inkjet Matte 120g | Extra Heavy | HP Inkjet Matte or Glossy 180g | Cardstock | Advanced Photo | Advanced Photo |
|---|---|---|---|---|---|---|---|---|---|---|
| **Grams (g)** | 60 g | 75 g | 90 g | 105 g | 120 g | 150 g | 180 g | 200 g | 250 g | 300 g |
| **Pounds (lbs)** | 16 lbs | 20 lbs | 24 lbs | 28 lbs | 32 lbs | 40 lbs | 48 lbs | 53 lbs | 66 lbs | 80 lbs |

**In summary:** Most office paper types from 60 to 120 g/m2 (16 to 32 lbs) can be printed as "Plain" without specifying the paper type. If print quality or jam performance does not meet expectations, select the correct paper type setting (see "Supported paper types" table on page 19 for a detailed list). Follow these steps: **1)** Load paper into one of the trays, **2)** Select the paper size and paper type for that tray on the control panel, **3)** When printing, choose the correct paper size and paper type in your software driver from your computer, **4)** Print the job.

# Choose the right paper size for the job

Most general office printing is done on A4 or letter size paper. However, the HP PageWide Enterprise Color 556/586 series supports many additional standard paper sizes, as shown in the table below. In addition, custom size can be used to set a unique size within the limits specified for each tray.

**Supported paper sizes**

| | Tray 1 (left side) | Tray 2 (main cassette) | Tray 3/4/5 (optional) | Automatic duplex |
|---|---|---|---|---|
| Any Size | ✓ | | | |
| Letter (8.5x11) | ✓ | ✓ | ✓ | ✓ |
| Legal (8.5x14) | ✓ | | ✓ | ✓ |
| Executive (7.25x10.5) | ✓ | ✓ | ✓ | ✓ |
| Statement (5.5x8.5) | ✓ | ✓ | ✓ | |
| Oficio (8.5x13) | ✓ | | ✓ | ✓ |
| 3x5 | ✓ | | | |
| 4x6 | ✓ | | | |
| 5x7 | ✓ | | | |
| 5x8 | ✓ | | | |
| A4 (210x297 mm) | ✓ | ✓ | ✓ | ✓ |
| A5 (149x210 mm) | ✓ | ✓ | ✓ | |
| A6 (105x148 mm) | ✓ | | | |
| RA4 (215x305 mm) | ✓ | | ✓ | ✓ |
| B5 (182x257 mm) | ✓ | ✓ | ✓ | ✓ |
| B6 (128x182 mm) | ✓ | | | |
| 10x15 cm | ✓ | | | |
| 16K (195x270 mm) | ✓ | ✓ | ✓ | ✓ |
| 16K (184x260 mm) | ✓ | ✓ | ✓ | ✓ |
| 16K (197x273 mm) | ✓ | ✓ | ✓ | ✓ |
| Postcard JIS (100x148 mm) | ✓ | | | |
| DPostcard JIS (148x200 mm) | ✓ | | | |
| Envelope #9 | ✓ | | | |
| Envelope #10 | ✓ | ✓ | | |
| Envelope Monarch | ✓ | | | |
| Envelope B5 | ✓ | ✓ | | |
| Envelope C5 | ✓ | ✓ | | |
| Envelope C6 | ✓ | | | |
| Envelope DL | ✓ | ✓ | | |
| Custom | 3 x 5 to 8.5 to 5 x 14 in | 4 x 8.27 to 8.5 x 11.7 in | 4 x 8.27 to 8.5 x 14 in | |
| Any Custom | ✓ | ✓ | ✓ | |
| Oficio (216x340 mm) | ✓ | | ✓ | ✓ |
| L (9x13 cm) | ✓ | | | |
| Envelope Chou #3 | ✓ | ✓ | | |
| Envelope Chou #4 | ✓ | | | |

## Choose the right paper type for the job

General guidelines for selecting paper:

• Use paper that is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges

• Use paper that has not been previously printed on

• Use paper that is designed for use in inkjet printers or multipurpose paper

• Use paper that is not too rough. Using smoother paper generally results in better print quality

**Note**
Based on independent third-party testing using a range of plain papers, HP recommends using papers with ColorLok Technology with this product for best printing results. ColorLok is now an industry standard and paper with this technology is available from a wide variety of paper manufacturers worldwide. Just look for the ColorLok logo on the packaging. For information on HP-branded papers with ColorLok, go to hp.com/sbso/product/supplies/paper_colorlok.

Most general office printing is done on 20 lb (75 g/m2) multipurpose paper in North America and 80 g/m2 multipurpose paper in Europe and other parts of the world, which produces excellent results. When printing on multipurpose paper, you can use the default "Plain" or "Any Type" selection on the *control panel* and the default "Unspecified" type selection in the *software driver.*

For exceptional results you may want to choose paper carefully. For example, in most cases 20 lb ColorLok branded paper costs about the same as non-ColorLok media but produces bolder blacks and more vivid colours, and dries up to three times faster—and there's no need to specify the paper type.

If you print pages with heavy ink coverage—such as dark PowerPoint backgrounds, vivid graphics, or photographs—consider using paper with ColorLok Technology, heavier paper, glossy paper, or photo paper. These papers can deliver stunning print output. Be sure to select the proper paper type when using special papers. (See "Optimising your printed output" on page 16 for instructions).

It is also important to know what paper to avoid. LaserJet papers are designed for fusing dry toner onto the paper. This design keeps wet ink on top of the surface of the LaserJet paper and can create a wet, smeared output when used in the 556/586 series. Avoid using all LaserJet Glossy Paper in this product. If you're unsure whether the glossy paper is LaserJet or Inkjet, print a test page with a few words of text and see if it smears. If it does, then do not use that paper. Likewise, some photo paper can only be printed on one side. If printing from tray 2 or tray 3, load the paper with the glossy side facing up. If printing from tray 1, load the paper with the glossy side facing down.

If wet, smeared output does get printed, simply discard the printed pages, clean the output bin with a damp cloth, and run the "Resolve Ink Smear" maintenance routine to clean the inside of the printer (from the control panel home menu, choose: Device Maintenance → Calibration/Cleaning → Resolve Ink Smear).

Below is a simple table to guide your paper selection and printing choices for the 556/586 series.

**General print job and paper type**

| | Multipurpose paper | Multipurpose paper (ColorLok) | Inkjet paper (Matte/Glossy) | LaserJet paper (Matte) | LaserJet paper (Glossy) | Photo and other media |
|---|---|---|---|---|---|---|
| **Everyday**—copy jobs, memos, emails, proposals, internet printouts | **Great results** | **Excellent results:** bolder blacks, vivid colours, faster drying | **Superior results:** heavier and glossy papers have higher quality feel | **Results vary:** Plain LaserJet paper generally works fine | **Unsupported:** can cause wet, smeared output | n/a |
| **Professional**— brochures, flyers, presentations, business reports | **Good results** | **Excellent results:** bolder blacks, vivid colours, faster drying | **Superior results:** heavier papers best for high coverage prints | **Results vary:** Plain LaserJet paper generally works fine | **Unsupported:** can cause wet, smeared output | n/a |
| **Specialty**—tri-fold brochures, labels, envelopes | n/a | n/a | **Superior results:** for tri-fold brochures | **Results vary:** Plain LaserJet paper generally works fine | **Unsupported:** can cause wet, smeared output | Labels should be multipurpose or Inkjet, envelopes should be multipurpose |
| **Photos**—full page photos, photos as part of business plan | **Good results** | **Excellent results:** bolder blacks, vivid colours, faster drying | **Superior results:** heavier and glossy paper create better output for photos | **Results vary:** Plain LaserJet paper generally works fine | **Unsupported:** can cause wet, smeared output | **Best results:** stunning photos on matte and glossy photo paper |

**General print job and paper type**

The table below lists all supported paper types for the HP PageWide Enterprise Color 556/586 series, by control panel name and print driver name.

| Paper type (control panel) Under Trays menu or upon loading | Paper type (driver) Under Shortcuts and Paper/Quality tabs | Tray 1 (left side) | Tray 2 (main cassette) | Tray 3/4/5 (optional) | Automatic duplex |
|---|---|---|---|---|---|
| n/a | Unspecified | | | | |
| Any Type | n/a | ✓ | | | |
| Plain | Plain | ✓ | ✓ | ✓ | ✓ |
| HP Inkjet Matte 120g | HP Premium Presentation Matte 120g | ✓ | ✓ | ✓ | ✓ |
| Light 60-74g | Light 60-74g | ✓ | ✓ | ✓ | ✓ |
| Intermediate 85-95g | Intermediate 85-95g | ✓ | ✓ | ✓ | ✓ |
| Mid-Weight 96-110g | Mid-Weight 96-110g | ✓ | ✓ | ✓ | ✓ |
| Heavy 111-130g | Heavy 111-130g | ✓ | ✓ | ✓ | ✓ |
| Extra Heavy 131-175g | Extra Heavy 131-175g | ✓ | ✓ | ✓ | ✓ |
| Cardstock 176-220g | Cardstock 176-220g | ✓ | ✓ | ✓ | |
| Labels | Labels | ✓ | ✓ | ✓ | |
| Letterhead | Letterhead | ✓ | ✓ | ✓ | ✓ |
| Envelope | Envelope | ✓ | ✓ | | |
| Heavy Envelope | Heavy Envelope | ✓ | ✓ | | |
| Preprinted | Preprinted | ✓ | ✓ | ✓ | ✓ |
| Prepunched | Prepunched | ✓ | ✓ | ✓ | ✓ |
| Coloured | Coloured | ✓ | ✓ | ✓ | ✓ |
| Bond | Bond | ✓ | ✓ | ✓ | ✓ |
| Recycled | Recycled | ✓ | ✓ | ✓ | ✓ |
| Rough | Rough | ✓ | ✓ | ✓ | ✓ |
| HP EcoSMART Lite | HP EcoSMART Lite | ✓ | ✓ | ✓ | ✓ |
| HP Inkjet Matte 180g | HP Brochure Matte 180g | ✓ | ✓ | ✓ | ✓ |
| HP Inkjet Gloss 180g | HP Brochure Gloss 180g | ✓ | ✓ | ✓ | ✓ |
| HP Advanced Photo | HP Advanced Photo Papers | Up to 300g | Up to 250g | Up to 250g | |

**Recommended HP paper types**
The table below and on the next page lists the paper types HP recommends for use in the 556/586 series.

| | Recommended HP Paper* | Paper type (control panel) Under Trays Menu or upon loading | ColorLok | Weight | Cost per page** | Two-sided |
|---|---|---|---|---|---|---|
| **Everyday** | HP Multipurpose Paper | Plain (or "Any Type") | ✔ | 20 lb (75 g) | $0.012 | ✔ |
| | HP Recycled Paper | Plain (or "Any Type") | ✔ | 20 lb (75 g) | $0.012 | ✔ |
| | HP Office Paper | Plain (or "Any Type") | ✔ | 20 lb (75 g) | $0.010 | ✔ |
| | HP Everyday Paper Copy/Print | Plain (or "Any Type") | ✔ | 20 lb (75 g) | $.0.013 | ✔ |
| | HP Business Copy Paper | Plain (or "Any Type") | ✔ | 20 lb (75 g) | $0.012 | ✔ |
| | HP Color Inkjet Paper | Plain (or Intermediate 85-95g) | ✔ | 24 lb (90 g) | $0.024 | ✔ |
| | HP Bright White Inkjet Paper | Plain (or Intermediate 85-95g) | ✔ | 24 lb (90 g) | $0.025 | ✔ |
| **Professional** | HP Premium Presentation Matte | HP Inkjet Matte 120g | | 32 lb (120 g) | $0.133 | ✔ |
| | HP Brochure Paper Matte | HP Inkjet Matte 180g | | 48 lb (180 g) | $0.233 | ✔ |
| | HP Brochure Paper Glossy | HP Inkjet Gloss 180g | | 48 lb (180 g) | $0.233 | ✔ |
| **Specialty** | HP Tri-fold Brochure Paper Matte | HP Inkjet Matte 180g | | 48 lb (180 g) | $0.280 | ✔ |
| | HP Tri-fold Brochure Paper Glossy | HP Inkjet Gloss 180g | | 48 lb (180 g) | $0.280 | ✔ |
| **Photo** | HP Brochure Paper Matte | HP Inkjet Matte 180g | | 48 lb (180 g) | $0.233 | ✔ |
| | HP Brochure Paper Glossy | HP Inkjet Gloss 180g | | 48lb (180g) | $0.233 | ✔ |
| | HP Advanced Photo Paper Glossy | HP Advanced Photo | | 66lb (250g) | $0.350 | |
| | HP Everyday Photo Paper Glossy | HP Advanced Photo | | 53lb (200g) | $0.200 | |
| | HP Everyday Photo Paper Matte | HP Advanced Photo | | 33lb (125g) | $0.200 | ✔ |

\* HP doesn't recommend paper from other manufacturers, as we can't control their manufacturing quality.

\*\* Costs per page are estimated street prices for letter size calculated from ream and package prices from HP's Paper Selector Guide, U.S. Version Feb 2013: hp.com/sbso/special/hp-paper-selectorguide.pdf.

# Choose the right print quality level for the job

The HP 556/586 series provides three Quality Levels for printing. From the control panel touch Administration →General Print Settings →Default Print Options →Quality Level. Select General Office for fastest print speeds and lower ink usage. Select Professional, which is the default mode, for normal print speed and ink usage. Select Presentation mode for slowest print and highest ink usage. More ink tends to produce more vivid colours but is often best suited to papers with ColorLok Technololgy and specialty media such as HP Brochure 180g Matte or Glossy.

# Issues and recommended actions

The following table shows a list of possible issues that may be related to paper quality, how you load paper into the tray, or how you set the paper type on the control panel or in the software driver. Some issues may simply be the result of expectations. For example, 16 lb (60 g/m2) papers tend to have much more strike-through and may not be suited to duplex printing.

| Issue | Recommended action |
|---|---|
| **Colours seem dull or washed out** | Use ColorLok media for vivid colours, bolder blacks, and faster drying time. ColorLok media also works in LaserJet printers and helps increase product life. Consider using Professional HP Inkjet papers listed in "Recommended HP paper types" table above. |
| **Printed page is excessively curled** | Excessive curl is caused by a bad combination of printed areas of high ink concentration, paper, and low-humidity environments. <br>• Curl is highly dependent on paper characteristics. Try using a different paper, especially if you are using 16 lb (60 g/m2) paper <br>• Papers with ColorLok Technology tend to curl less. You may need to use heavier papers such as 24 lb (90 g/m2) or 32 lb (120 g/m2) |

| Issue | Recommended action |
|---|---|
| **Output is wet to touch** | Longer drying times can be caused by certain papers, high concentrations of ink in printed areas, and high-humidity environments. |
| | • Papers with ColorLok Technology dry faster. You may need to use heavier papers such as 24 lb (90 g/m2) or 32 lb (120 g/m2) which can absorb more ink and hence dry faster |
| **Wrinkles in printed areas (called cockle)** | Excessive cockle is caused by a bad combination of printed areas of high ink concentration, paper, and low-humidity environments. |
| | • Lighter weight papers cockle more, so consider using heavier weight papers |
| | • Papers with ColorLok Technology tend to cockle less than non-ColorLok papers |
| **Strike-through** | Excessive visibility of the printed image from the back side of the sheet is due to paper that has low opaqueness or is too thin. |
| | • Consider using a heavier paper |
| | • Consider using paper with ColorLok Technology as it is specially formulated to keep ink pigments on the surface of the paper instead of bleeding into the paper itself |
| **Smeared ink on glossy paper** | There are many coated (glossy) papers such as LaserJet Glossy Papers that do not work in this device. The ink cannot absorb into the media and creates a wet, messy output. Fortunately this condition can be avoided: |
| | • Never use LaserJet Glossy paper |
| | • Never use coated paper developed for offset printing |
| | • HP Recommends HP Brochure Paper Glossy, 180g (48 lb) which can be printed on both sides and is reasonably priced |
| | • If you do print on LaserJet glossy paper or other paper which does not let ink absorb into the paper use the following steps to recover: |
| |    – Remove and discard smeared paper, then clean ink off the surface of the output bin using a clean, moist cloth |
| |    – Run a cleaning diagnostic: Load plain paper in tray 2 and set to Plain (A4 or Letter size). From the control panel touch Device Maintenance → Calibration/Cleaning → Resolve Ink Smear → Start |
| **Highlighter smears ink on printed page** | Good highlighters will not smear ink on the printed page when using one pass of the highlighter. |
| | • Use a single pass when highlighting your printed documents |
| **Vertical white lines (streaks)** | • White streaks (vertical for portrait prints, horizontal for landscape prints) can occur for a variety of reasons but can almost always be corrected |
| | • Paper dust can block nozzles and create vertical white lines called streaks. The 556/586 series monitors nozzle health and cleans the print head accordingly. However, streaks may occur, especially if low quality paper is used |
| |    – Use quality paper |
| |    – From the control panel, touch Device Maintenance → Calibration/Cleaning → Printhead Cleaning and touch "Continue" to begin the cleaning process. This normally takes about 15 minutes. The printer will produce a Print Quality Report. If streaks appear in any of the colour bars, continue with the troubleshooting steps presented on the control panel |
| |    – Printing solid colour patterns of cyan, magenta, yellow, or black may be needed in some cases to restore full nozzle health and eliminate streaks. To get further assistance in print-quality troubleshooting, go to hp.com/support/ojcolorX555 or hp.com/support/ojcolorMFPX585 and select PQ Troubleshooting Tools |
| | • Cold temperature: Ink will freeze. If the printer has been in a below freezing environment then it may need 24 to 48 hours to completely acclimate after being brought into an operating environment (15 to 30 degrees Celsius, 59 to 86 degrees Fahrenheit) |
| |    – Allow at least 24 hours for the 556/586 series to acclimate to room temperature for initial setup if the device has been exposed to temperatures below 5 degrees Celsius (41 degrees Fahrenheit) |
| **Ragged or missing colours in vertical bands from top to bottom of page (blocked nozzles)** | • Dirty Power Off: The 556/586 series should always be powered off using the front panel power button located on the front lower left of the unit. This ensures the print bar is properly capped and protected. If the power cord is pulled or power to the unit is lost, the print bar may be uncapped and the ink in the nozzles could dry, creating streaks. The longer the unit is left in this condition, the more difficult it is to recover |
| |    – Never remove power from the 556/586 series without first powering off the device using the power button |
| |    – Follow the same printhead cleaning instructions given above for streaking caused by paper dust |
| **Wrong colours or colour variation in bands from top to bottom of page (ink mixing)** | • Transportation of unit: If the 556/586 series is transported to a new location, ink mixing across the nozzles may occur. This will result in bands of colours being mixed from top to bottom of page |
| |    – When transporting the 556/586 series after initial setup, power-off the unit correctly and carefully move it on a cart, keeping it in the correct orientation. Turn the unit on and print a test page as soon as possible (from the control panel, go to Administration→ Troubleshooting→ Print Quality Pages→ Print Quality Report→ Print). If it's necessary to clean the print head, use the same instructions given above for streaking caused by paper dust |
| |    – Printing solid colour patterns of cyan, magenta, yellow, or black may be needed in some cases to restore clear ink mixing. To get further assistance in print-quality troubleshooting, go to hp.com/support/pagewidecolor556 or hp.com/support/pagewidecolor586MFP and select PQ Troubleshooting Tools |

| Issue | Recommended action |
|---|---|
| **I want to print photos** | Stunning results can be achieved when using the correct media. |
| | • HP recommends HP Brochure Paper, Matte 180 g or HP Brochure Paper, Glossy 180 g for excellent results for letter sized photos or graphics. These papers can be printed on both sides |
| | • HP also recommends HP Advanced Photo papers that come in a variety of photo sizes. These papers can only be printed on one side |
| **Multi-feeds** | Sheets can occasionally stick to each other or be damaged such that two or more sheets are held together when picked. Most often these pages will travel together through the printer and a blank page will be seen in the printed stack of pages. |
| | • Discard dog-eared sheets or wrinkled sheets |
| | • Do not mix different paper types in the same tray |
| | • Load paper one half to one full ream at a time |
| | • Occasionally, a multi-pick will result in the second sheet shifting from the leading (top) sheet. In these cases a sensor will detect that the page is longer than expected and post a message to the control panel. If this occurs you can discard the blank sheet(s), check the paper size loaded in the tray, and check that the length and width settings are adjusted correctly |
| **Paper jams** | • Paper jams occasionally occur. A high rate of paper jams could be due to several issues |
| | • Paper loaded in the tray is not "Typed" correctly. For example, if you load Cardstock paper into a tray, the control panel will prompt you to pick the correct type from a list. You must select Cardstock or the device will think that a different paper, such as Plain, is loaded. Since the device adjusts its picking method based on paper type, miss-pick jams may result when the wrong type is selected |
| | • Discard dog-eared sheets or wrinkled sheets |
| | • When jams do occur, follow the illustrated steps on the control panel to find and remove the jam |
| | • If a sheet has to be removed from tray 2, carefully remove the tray, grab the paper at both corners and gently pull to remove, being careful not to tear the page |
| **Full ream of paper doesn't quite fit in tray** | Occasionally you may not be able to fit a full ream of paper into tray 2 or tray 3. This could be due to variation in paper weights and can occur more often in high humidity environments because the paper absorbs the moisture and expands slightly. |
| | • When loading paper, make sure no pages are pushed toward you while closing the tray. These pages may get damaged and have to be discarded. Otherwise, simply set them aside and load them later, after printing a sufficient number of pages to make room in the tray |

By following the instructions in this media guide, you can enjoy high-speed, low-cost, high-quality results page after page with your HP PageWide Enterprise Color 556/586 series.

**Notes**
[1] For more information, see the Spencer Labs report at spencerlab.com/reports/recent.asp.

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