

Technical white paper



HP Smart Device Services v1.0 Supported Devices

Table of contents

Overview	2
Limitations	2
Supported Products	2

Revision August 21, 2018

Overview

This document lists the devices that are supported by HP Smart Device Services (SDS) version 1.0 and minimum firmware version. Not all devices support all use cases; information is provided in the table to communicate the use cases that are supported on each device and required minimum device firmware.

Limitations

Support for direct connected devices (USB) requires HP Smart Device Agent (SDA) be installed and running on the workstation attached to the device. Some Windows 8 and higher workstations may also require installation of HP's bidirectional USB driver port packaged as either DOT4x64.MSI or DOT4x32.MSI. See technotes for instructions.

[HP Smart Device Agent for USB Connected Printers \(c05493761\)](#)

[Pre-Install using SDA Base for USB Plug & Play \(c05431930\)](#)

Supported Products

The table on the following pages lists the supported products, minimum device firmware version, and SDS v1.0 use cases. HP USB supported printers using the HP SDA are shown in column "Enable billing for direct connected printers" and may require a different minimum firmware version when compared to "Networked Connected TCPIP" device.

	SDS 1.0 Use Cases										
	Firmware	Diagnose Before Dispatch		Remote Remediation			TOD	Supplies Management		Bill for Missing Printers & Firmware	
Device Model Series	Network connected TCP/IP	Device Status Read & History	HP Diagnosis with Parts and Instructions	Reboot	Firmware Update	Configure	Training on Demand	Notify User only when Supplies must be replaced	Early Cartridge Replacement Notification	Locate Missing Printers	Enable billing for direct connected printers
HP Color LaserJet CM3530 Multifunction Printer series	53.330.1	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	53.330.1 ¹
HP Color LaserJet CM6030 Multifunction Printer series	52.390.1	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	53.330.1 ¹
HP Color LaserJet CM6040 Multifunction Printer series	52.390.1	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	53.330.1 ¹
HP Color LaserJet CP3505 Printer series	3.160.2	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	3.160.2 ¹
HP Color LaserJet CP3525 Printer Series	06.250.3	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	06.250.3 ¹
HP Color LaserJet CP6015 Printer series	04.260.2	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	04.260.2
HP Color LaserJet Enterprise CM4540 MFP series	3.7.1	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	3.7.1 ¹
HP Color LaserJet Enterprise CP4025 Printer series	07.250.2	Yes	No	Yes	No	Yes	No	Yes	Yes	No	07.250.2
HP Color LaserJet Enterprise CP4525 Printer series	07.250.2	Yes	No	Yes	No	Yes	No	Yes	Yes	No	07.250.2
HP Color LaserJet Enterprise CP5525 Printer series	3.7.1	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	3.7.1
HP Color LaserJet Enterprise flow MFP M880 series	3.7.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP Color LaserJet Enterprise M552 series	3.7.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP Color LaserJet Enterprise M553 series	3.7.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP Color LaserJet Enterprise M651 series	3.7.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP Color LaserJet Enterprise M652 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP Color LaserJet Enterprise M653 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5

HP Color LaserJet Enterprise M750 Printer series	3.7.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	3.7.1
HP Color LaserJet Enterprise M855 Printer series	3.7.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP Color LaserJet Enterprise MFP M577 series	3.7.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP Color LaserJet Enterprise MFP M680 series	3.7.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP Color LaserJet Enterprise MFP M681 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP Color LaserJet Enterprise MFP M682 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP Color LaserJet Managed E65050 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP Color LaserJet Managed E65060 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP Color LaserJet Managed Flow MFP M880 series	3.7.01	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP Color LaserJet Managed M553 series	3.7.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP Color LaserJet Managed M651 series	3.7.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP Color LaserJet Managed MFP E67550 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP Color LaserJet Managed MFP E67560 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP Color LaserJet Managed MFP E77820 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP Color LaserJet Managed MFP E77830 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP Color LaserJet Managed MFP E87640 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP Color LaserJet Managed MFP E87650 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP Color LaserJet Managed MFP E87660 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP Color LaserJet Managed MFP M575 series	3.7.01	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	3.7.01 ¹
HP Color LaserJet Managed MFP M577 series	3.7	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5

HP Color LaserJet Managed MFP M680 series	3.7.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP Color LaserJet Managed MFP M775 series	3.7.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	3.7.1 ¹
HP Color LaserJet MFP M277 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	No	Any
HP Color LaserJet Pro M252 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	No	Any
HP Color LaserJet Pro M452 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	No	Any
HP Color LaserJet Pro MFP M377 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	No	Any
HP Color LaserJet Pro MFP M476 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	No	Any
HP Color LaserJet Pro MFP M477 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	No	Any
HP LaserJet Enterprise 500 color MFP M575 series	3.7.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	3.7.1 ¹
HP LaserJet Enterprise 500 color Printer M551 series	3.7.1	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	3.7.1 ¹
HP LaserJet Enterprise 500 MFP M525 series	3.7.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	3.7.1 ¹
HP LaserJet Enterprise 600 Printer M601 series	3.7.1	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	3.7.1 ¹
HP LaserJet Enterprise 600 Printer M602 series	3.7.1	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	3.7.1 ¹
HP LaserJet Enterprise 600 Printer M603 series	3.7.1	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	3.7.1 ¹
HP LaserJet Enterprise 700 color MFP M775 series	3.7.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Enterprise 700 Printer M712 series	3.7.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	3.7.1 ¹
HP LaserJet Enterprise flow MFP M830 series	3.7.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Enterprise M4555 MFP series	3.7.1	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	3.7.1 ¹
HP LaserJet Enterprise M506 series	3.7.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Enterprise M604 series	3.7.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Enterprise M605 series	3.7.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Enterprise M606 series	3.7.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Enterprise M607 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Enterprise M608 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5

HP LaserJet Enterprise M609 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Enterprise M806 Printer series	3.7.01	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Enterprise MFP M527 series	3.8	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Enterprise MFP M630 series	3.7.01	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Enterprise MFP M631 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Enterprise MFP M632 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Enterprise MFP M633 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Enterprise MFP M725 series	3.7.01	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	3.7.01 ¹
HP LaserJet Enterprise P3015 Printer series	07.250.2	Yes	No	Yes	No	Yes	No	No	Yes	No	No	07.250.2 ¹
HP LaserJet M9040 Multifunction Printer series	08.320.8	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes	08.320.8 ¹
HP LaserJet M9050 Multifunction Printer series	08.320.8	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes	08.320.8 ¹
HP LaserJet Managed E60055 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Managed E60065 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Managed E60075 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Managed Flow MFP M830 series	3.7.01	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Managed M506 series	3.7.1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Managed M605 series	3.7	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Managed MFP E62555 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Managed MFP E62565 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Managed MFP E62575 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Managed MFP E72520 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Managed MFP E72530 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Managed MFP E72540 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Managed MFP E82540 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Managed MFP E82550 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Managed MFP E82560 series	4.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Managed MFP M525 series	3.7.01	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5

HP LaserJet Managed MFP M527 series	3.7*	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Managed MFP M630 series	3.7. 01	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet Managed MFP M725 series	3.7. 01	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP LaserJet P2055 Printer series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	No	No
HP LaserJet P4014 Printer series	Any	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Any ¹	
HP LaserJet P4015 Printer series	Any	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Any ¹	
HP LaserJet P4515 Printer series	Any	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Any ¹	
HP LaserJet Pro 200 color MFP M276 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	Any	
HP LaserJet Pro 200 color Printer M251 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	Any	
HP LaserJet Pro 300 Color MFP M375 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	Any	
HP LaserJet Pro 400 Color MFP M475 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	Any	
HP LaserJet Pro 400 color Printer M451 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	Any	
HP LaserJet Pro 400 MFP M425 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	Any	
HP LaserJet Pro 400 Printer M401 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	Any	
HP LaserJet Pro 500 Color MFP M570 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	Any	
HP LaserJet Pro M201 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	Any	
HP LaserJet Pro M202 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	Any	
HP LaserJet Pro M402 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	Any	
HP LaserJet Pro M403 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	Any	
HP LaserJet Pro M435 Multifunction Printer series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	Any	
HP LaserJet Pro M501 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	Any	
HP LaserJet Pro M701 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	Any	
HP LaserJet Pro M706 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	Any	
HP LaserJet Pro MFP M225 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	Any	
HP LaserJet Pro MFP M226 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	Any	
HP LaserJet Pro MFP M426 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	Any	

HP LaserJet Pro MFP M427 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	Any
HP LaserJet Pro MFP M521 series	Any	No	No	Yes	Yes	Yes	No	No	Yes	No	Any
HP OfficeJet Enterprise Color MFP X585 series	3.7.01	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP OfficeJet Enterprise Color X555 series	3.7.01	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP OfficeJet Managed Color MFP X585 series	3.7.01	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP PageWide 352 Printer series	Any	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Any
HP PageWide Enterprise Color 556 series	3.7	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP PageWide Enterprise Color 765 Printer series	4.5	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP PageWide Enterprise Color MFP 586 series	3.7	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP PageWide Enterprise Color MFP 780 Printer series	4.5	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP PageWide Enterprise Color MFP 785 Printer series	4.5	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP PageWide Managed Color E55650 series	3.7	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP PageWide Managed Color E75160 Printer series	4.5	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP PageWide Managed Color MFP E58650 series	3.7	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP PageWide Managed Color MFP E77650 Printer series	4.5	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP PageWide Managed Color MFP E77660 Printer series	4.5	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5
HP PageWide Managed MFP P77740 series	Any	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Any
HP PageWide Managed MFP P77750 series	Any	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Any
HP PageWide Managed MFP P77760 series	Any	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Any
HP PageWide Managed P55250	Any	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Any
HP PageWide Managed P57750	Any	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Any
HP PageWide Managed P75040 series	Any	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Any
HP PageWide Managed P75050 series	Any	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Any

HP PageWide Managed P75060 series	Any	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Any
HP PageWide Pro 477 series	Any	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Any
HP PageWide Pro 552 Printer series	Any	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Any
HP PageWide Pro 577 series	Any	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Any
HP PageWide Pro 750 series	Any	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Any
HP PageWide Pro MFP 772 series	Any	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Any
HP PageWide Pro MFP 777 series	Any	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Any

1- The HP device USB connected to Windows 8 or higher workstation requires the device printer object be assigned to the HP developed USB port driver “DOT4_001”; this may require a separate install of package DOT4x32.msi or DOT4x64.msi. See technote Pre-Install using SDA Base for USB Plug & Play (c05431930).

hp.com/go/support

Current HP driver, support, and security alerts delivered directly to your desktop

© Copyright 2018 HP Inc. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

August 2018 v3

Public

4AA4-xxxxENW, Created August 2018

