HP Support Center

HP
LaserJet Enterprise 500 color M551 - Load paper trays

Load Tray 1

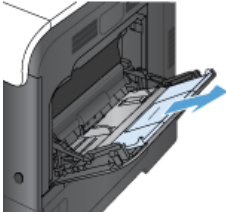**To avoid jams, never add or remove paper from Tray 1 during printing.**
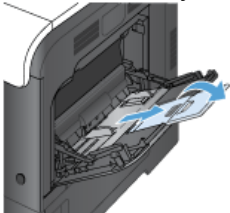
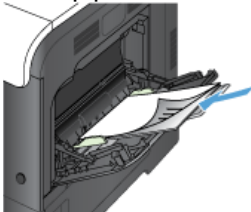1. Open Tray 1.
   1: Location of Tray 1
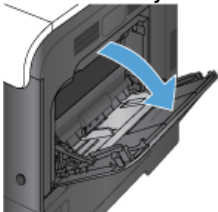
2. Slide out the tray extension.
   **2: Location of the tray extension**

3. Fold out the tray extension to support the paper and set the side guides to the correct width.
   3: Location of the tray extension

4. Load paper in the tray face down and the short, top edge going into the product first.
   4: Load paper

5. Make sure the stack fits under the tabs on the guides and does not exceed the tray-full indicators.
   5: Load-level indicators
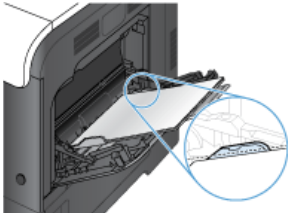
6. Adjust the side guides so that they lightly touch the paper stack but do not bend it.

6: Load paper

Print envelopes

If your software does not automatically format an envelope, specify **Landscape** for page orientation in your software program or printer driver. Use the following guidelines to set margins for return and destination addresses on Commercial #10 or DL envelopes:

Address type	Left margin	Top margin
Return	15 mm	15 mm
Destination	102 mm	51 mm

For envelopes of other sizes, adjust the margin settings accordingly.

Load Tray 2

This tray holds up to 500 sheets of 75 g/m2 paper. If the paper is heavier, the tray does not hold as many sheets. Do not overfill the tray.
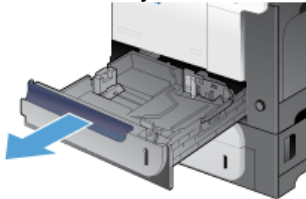
The stack height for Tray 2 is 30 mm (1.18 in) for glossy paper and 40 mm (1.57 in) for short paper (A5, A6, 4x6, and landscape).

Do not print envelopes, labels, postcards, or unsupported sizes of paper from the Tray 2. Print these types of paper only from Tray 1.
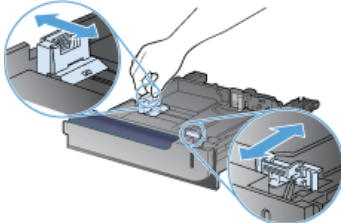
1. Slide open the tray.

   Do not open the tray while it is in use.

   7: Location of Tray 2

2. Adjust the paper-length and paper-width guides by squeezing the adjustment latch and sliding the guides to the size of the paper being used.
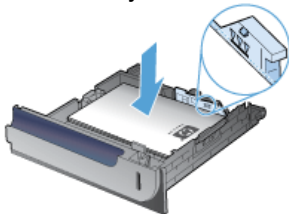
   8: Location of the paper size adjustment

3. Load paper into the tray face up. Check the paper to verify the guides lightly touch the stack, but do not bend it.

   To prevent jams, do not overfill the tray. Be sure the top of the stack is below the tray full indicator.
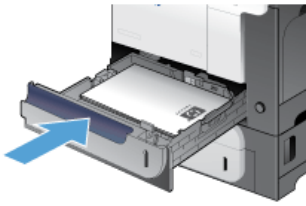
   9: Load the tray

   If the tray is not adjusted correctly, an error message might appear during printing or the paper might jam.

4. Slide the tray into the product.

   10: Location of Tray 2

5. The control panel shows the tray's paper type and size. If the configuration is not correct, follow the instructions on the control panel to change the size or type.

11: Control panel

Load the optional 500-sheet paper and heavy media tray (Tray 3)

Tray 3 holds up to 500 sheets of standard paper.

The product automatically detects the following standard sizes of paper in Tray 3: Letter, Legal, Executive, A4, A5, and B5 (JIS).
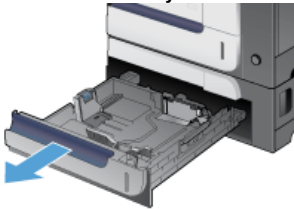
Do not print envelopes or unsupported sizes of paper from Tray 3. Print these types of paper only from Tray 1.

Load standard-sized paper into Tray 3
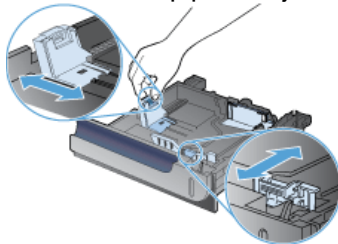
1. Slide open the tray.

   Do not open the tray while it is in use.

   12: Location of the tray

2. Adjust the paper-length and paper-width guides by squeezing the adjustment latches and sliding the guides to the size of the paper being used.
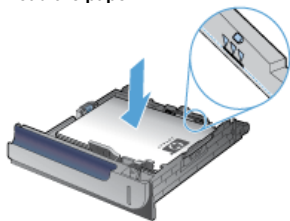
   13: Location of the paper size adjustment

3. Load paper into the tray face up. Check the paper to verify the guides lightly touch the stack, but do not bend it.
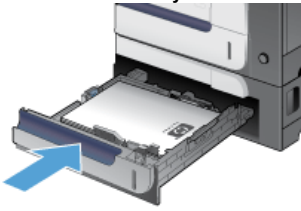
   To prevent jams, do not overfill the tray. Be sure the top of the stack is below the tray full indicator.

   14: Load the paper

   If the tray is not adjusted correctly, an error message might appear during printing or the paper might jam.

4. Slide the tray into the product.

15: Location of the tray

5. The control panel shows the tray's paper type and size. If the configuration is not correct, follow the instructions on the control panel to change the size or type.
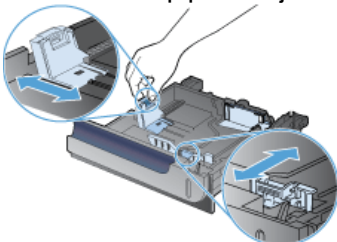
16: Control panel

Load custom-size paper into Tray 3

To use custom media, change the size setting on the control panel to `Custom` and set the unit of measure, `X Dimension` and `Y Dimension`.
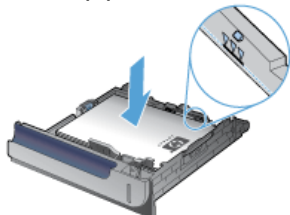
1. Slide open the tray.

17: Location of the tray
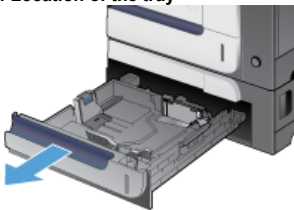
2. Adjust the paper-length and paper-width guides by squeezing the adjustment latches and sliding the guides to the size of the paper being used.

18: Location of the paper size adjustment

3. Load paper into the tray face up. Check the paper to verify the guides lightly touch the stack, but do not bend it.

19: Load the paper

4. Slide the tray into the product. The control panel shows the paper type and size.
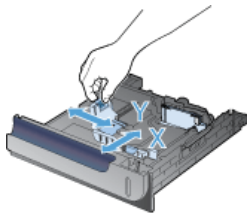
20: Location of Tray 3
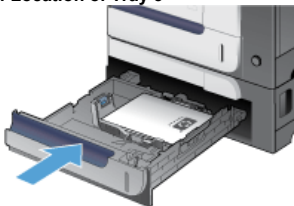
5. The control panel prompts you to set the paper size and type. Select the `Custom` setting, and then configure the X and Y dimensions of the custom paper size.

21: Control panel

See the label in the paper tray, or the following illustration, to determine the X and Y dimensions.

22: Location of Tray 3

Paper orientation for loading trays

If you are using paper that requires a specific orientation, load it according to the information in the following tables.

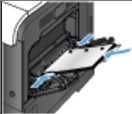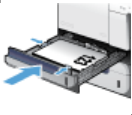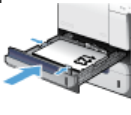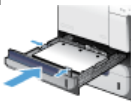The `Alternative Letterhead Mode` setting affects the way you load letterhead or preprinted paper. This setting is disabled by default.

Tray 1

Paper type	Image orientation	Duplex mode	How to load paper Alternative Letterhead Mode = Disabled	How to load paper Alternative Letterhead Mode = Enabled
Preprinted or letterhead	Portrait	1-sided printing	Face down Top edge leading into the product **23: Paper orientation**	Face up Bottom edge leading into the product **24: Paper orientation**
		2-sided printing	Face up Bottom edge leading into the product **25: Paper orientation**	Face up Bottom edge leading into the product **26: Paper orientation**
	Landscape	1-sided printing	Face up Top edge toward the front of the product **27: Paper orientation**	Face up Top edge toward the front of the product **28: Paper orientation**
		2-sided printing	Face up Top edge toward the front of the product **29: Paper orientation**	Face up Top edge toward the front of the product **30: Paper orientation**
Prepunched	Portrait or landscape	1- or 2-sided printing	Holes toward the back of the product **31: Paper orientation**	Not applicable

Paper type	Image orientation	Duplex mode	How to load paper Alternative Letterhead Mode = Disabled	How to load paper Alternative Letterhead Mode = Enabled
Envelopes	Long edge of the envelope feeding into the product	1-sided printing	Face down Top edge leading into the product **32: Paper orientation** 	Not applicable
	Short edge of the envelope feeding into the product	1-sided printing	Face down Top edge toward the back of the product **33: Paper orientation** 	Not applicable

Tray 2 or optional Tray 3

Paper type	Image orientation	Duplex mode	How to load paper Alternative Letterhead Mode = Disabled	How to load paper Alternative Letterhead Mode = Enabled
Preprinted or letterhead	Portrait	1-sided printing	Face up Top edge at the right side of the tray **34: Paper orientation** 	Face up Top edge at the right side of the tray **35: Paper orientation**
		2-sided printing	Face down Top edge at the left side of the tray **36: Paper orientation** 	Face down Top edge at the left side of the tray **37: Paper orientation**
	Landscape	1-sided printing	Face up Top edge toward the back of the product **38: Paper orientation** 	Face up Top edge toward the back of the product **39: Paper orientation**
		2-sided printing	Face down Top edge toward the front of the product **40: Paper orientation** 	Face down Top edge toward the front of the product **41: Paper orientation**
Prepunched	Portrait or landscape	1- or 2-sided printing	Holes toward the back of the product **42: Paper orientation** 	Not applicable