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HP M570DN

HP LaserJet Pro 500 Color MFP M570DN (CZ271A) User Manual

Comprehensive Instructions for Setup, Operation, and Maintenance

1. INTRODUCTION

This manual provides comprehensive instructions for the HP LaserJet Pro 500 Color MFP M570DN, a versatile multifunction device designed for printing, copying, scanning, and faxing. It covers initial setup, operational procedures, routine maintenance, and troubleshooting common issues to ensure optimal performance. Key features of this device include automatic two-sided printing, a 50-sheet automatic document feeder, and a 3.5-inch color touchscreen for intuitive control.



Figure 1: Front-left view of the HP LaserJet Pro 500 Color MFP M570DN.

2. SETUP

2.1 Unpacking and Placement

Carefully remove the printer from its packaging. Due to its weight (approximately 90 pounds), it is recommended that two people lift and place the device. Ensure the printer is placed on a stable, level surface with adequate space for ventilation and access to all trays and ports. The product dimensions are 19.9 inches (D) x 16.5 inches (W) x 19.7 inches (H).



Figure 2: Front view of the printer, showing the output tray.

2.2 Power Connection

Connect the power cord to the printer and then to a grounded electrical outlet. Avoid connecting the printer to surge protectors or uninterruptible power supplies during initial setup, as this can sometimes interfere with power delivery.

2.3 Network and USB Connectivity

The HP LaserJet Pro 500 Color MFP M570DN supports Ethernet and USB connectivity. It does not have built-in Wi-Fi capability.

- **Ethernet:** Connect an Ethernet cable from the printer's Ethernet port to your network router or switch.
- **USB:** Connect a USB cable from the printer's USB port to your computer. The printer features two USB 2.0 ports.



Figure 3: Rear view of the printer, highlighting connectivity ports.

2.4 Toner Cartridge Installation

Toner cartridges are not included with the printer and must be purchased separately. Refer to the printer's internal guides or the HP support website for specific instructions on installing HP LaserJet 507X Black Toner Cartridges and color cartridges.

3. OPERATING INSTRUCTIONS

3.1 Control Panel

The printer is operated via a 3.5-inch color touchscreen. Navigate through menus and select functions by touching the icons and options displayed on the screen.



Figure 4: Right side view of the printer, featuring the control panel.

3.2 Printing

- **Loading Paper:** The printer supports plain paper. Tray 1 handles media weighing 60 to 216 g/m² and sizes up to A4 (JIS). The maximum input sheet capacity is 850 sheets.
- **Print Speed:** Up to 31 pages per minute (ppm) for both black and color documents.
- **Print Resolution:** Maximum color print resolution is 1200 x 1200 dpi. Maximum black and white print resolution is 600 dpi.
- **Duplex Printing:** The printer supports automatic two-sided (duplex) printing.
- **Compatible Devices:** Print from laptops, PCs, smartphones, and tablets.

3.3 Copying

- **Document Input:** Use the 50-sheet automatic document feeder (ADF) for multi-page documents or the flatbed scanner for single pages or delicate items.

- **Copy Speed:** Up to 30 ppm for black and white copies.
- **Copy Resolution:** Up to 300 x 300 dpi for both color and black and white copies.
- **Maximum Copies:** Up to 99 copies can be made per run.

3.4 Scanning

- **Scanner Type:** Sheetfed scanner with single-pass, dual-head scanning for efficient two-sided document scanning.
- **Scan Resolution:** Up to 300 x 300 dpi.
- **Maximum Scan Size:** Legal size (8.50 x 14 inches).



Figure 5: Top view of the printer, illustrating the ADF.

3.5 Faxing

The HP LaserJet Pro 500 Color MFP M570DN includes fax functionality. Refer to the on-screen menu for detailed fax setup and operation instructions.

4. MAINTENANCE

4.1 Toner Cartridge Replacement

When toner levels are low, the printer will display a notification. Replace cartridges with genuine HP LaserJet 507X series toner cartridges to ensure optimal print quality and device longevity. Follow the instructions provided with the new cartridges for proper installation.

4.2 Cleaning Procedures

- **Exterior:** Wipe the exterior surfaces with a soft, damp, lint-free cloth.
- **Scanner Glass:** Clean the scanner glass and the white backing strip with a soft cloth moistened with glass cleaner.
- **Paper Path:** Periodically clean the paper path rollers to prevent paper feed issues. Refer to the printer's internal maintenance menu for specific cleaning options.

4.3 Firmware Updates

Regularly check the official HP support website for available firmware updates. Keeping the printer's firmware up-to-date can improve performance, add new features, and resolve potential issues.

5. TROUBLESHOOTING

5.1 Device Freezing or Unresponsive

If the printer experiences unexpected freezing or becomes unresponsive, try the following steps:

1. **Reboot:** Power cycle the printer by turning it off, waiting 10-15 seconds, and then turning it back on.
2. **Firmware:** Ensure the printer's firmware is updated to the latest version.
3. **Network Settings:** Review network settings, particularly IPv6 configuration, as some network environments may benefit from specific adjustments.
4. **Power Source:** Ensure the printer is connected directly to a stable wall outlet, avoiding power strips or extension cords if issues persist.

5.2 Print Jobs Not Processing

If print jobs are not printing:

- Verify the printer is online and connected to the network or computer.
- Check for error messages on the printer's control panel.
- Clear the print queue on your computer.
- Ensure there is paper in the trays and toner cartridges are properly installed.

5.3 Paper Jams

Follow the on-screen instructions or refer to the printer's internal documentation for clearing paper jams from various access points (e.g., input trays, output bin, rear access door).

6. SPECIFICATIONS

Feature	Specification
Model Name	M570DN
Product Dimensions (D x W x H)	19.9" x 16.5" x 19.7"

Feature	Specification
Item Weight	90 pounds
Connectivity Technology	Ethernet, USB (2x USB 2.0 ports)
Printing Technology	Laser
Printer Output	Color
Max Print Speed (Color/Monochrome)	31 ppm
Max Print Resolution (Color)	1200 x 1200 dpi
Max Print Resolution (Black & White)	600 x 600 dpi
Duplex Printing	Yes
Scanner Type	Sheetfed (Single-pass, Dual-head)
Max Scan Size	8.5 x 14 inch (Legal)
Max Copy Speed (Black & White)	30 ppm
Max Copy Resolution (Color/B&W)	300 x 300 dpi
Max Input Sheet Capacity	850 sheets
Memory Storage Capacity	256 MB
Processor Count	1
Wattage	605 watts
Control Method	Touch (3.5" Color touchscreen)
Included Components	Printer (Toner not included)

7. WARRANTY AND SUPPORT

The HP LaserJet Pro 500 Color MFP M570DN comes with a Parts warranty from HP. For technical assistance, warranty claims, or to find detailed support documentation, please visit the official HP support website or contact HP customer service directly. Ensure you have your product model number (M570DN) and serial number available when seeking support.