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> HP PageWide Pro 577dw Color Multifunction Business Printer with Wireless & Duplex Printing (D3Q21A) User Manual

## HP D3Q21A#B1H

# HP PageWide Pro 577dw Multifunction Business Printer User Manual

MODEL: D3Q21A#B1H

Brand: HP

## PRODUCT OVERVIEW

The HP PageWide Pro 577dw Multifunction Printer is engineered for businesses seeking exceptional value and speed. This color printer offers low color costs per page and rapid print speeds, making it ideal for demanding office environments. It integrates advanced features such as 2-sided scanning and versatile mobile printing capabilities.

Utilizing energy-efficient HP PageWide Technology, this printer delivers reliable performance and boosts office productivity with professional-quality color documents. It also incorporates best-in-class security and management features, including PIN printing and secure boot validation, to help protect sensitive information.



Figure 1: Front view of the HP PageWide Pro 577dw Multifunction Business Printer, showcasing its compact design and integrated touchscreen.

### Key Features:

- **Low Color Cost:** Efficiently print, copy, scan, and fax professional documents and vibrant graphics with a low cost per color page.
- **Easy Mobile Printing:** Connect directly from your smartphone using built-in Wi-Fi Direct or NFC touch-to-print technology, even without a local network.
- **Fast Print Speeds:** Achieve productivity with print speeds up to 70 ppm and the fastest first-page printing in its class.
- **Quick Task Management:** Manage tasks easily via the intuitive 4.3-inch touchscreen and scan digital files directly to email, network folders, or the cloud.
- **Unparalleled Security:** Secure confidential information with built-in security essentials like PIN printing and secure code integrity validation. HP Color Access Control helps reduce printing costs.
- **Reliable Wireless Connectivity:** Benefit from a stable, reliable wireless connection with dual-band Wi-Fi, enabling printing without a network via Wireless Direct.
- **Trusted Print Cartridges:** Use Original HP 972A/972X cartridges to avoid reprints, wasted supplies, and service

calls.

- **One-Year Onsite Warranty:** Includes 24-hour, 7 days a week FREE HP Web support.

## SETUP GUIDE

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Before initial use, ensure all packaging materials are removed from the printer. Place the printer on a stable, level surface with adequate space for paper trays and cable connections. The setup process is designed to be straightforward, guiding you through the installation of cartridges and software.

### What's in the Box:

- HP PageWide Pro 577dw Multifunction Printer
- HP 972A Setup Black PageWide Cartridge
- HP 972A Setup Cyan PageWide Cartridge
- HP 972A Setup Magenta PageWide Cartridge
- HP 972A Setup Yellow PageWide Cartridge
- Power Cord
- Phone Cord (for fax functionality)
- Installation Guide
- CD-ROMs (for software, Windows and Mac printer drivers, and User's Guide)

### Initial Setup Steps:

1. **Unpack the Printer:** Carefully remove the printer from its packaging and remove all protective tapes and packing materials.
2. **Connect Power:** Plug the power cord into the printer and then into a grounded electrical outlet.
3. **Install Ink Cartridges:** Open the ink cartridge access door and insert the included HP 972A setup cartridges into their corresponding slots.
4. **Load Paper:** Open the paper tray and load appropriate paper. The printer supports up to 500 sheets in its main input tray.
5. **Software Installation:** Insert the provided CD-ROM or visit the HP support website to download the latest drivers and software for your operating system (Windows or Mac). Follow the on-screen instructions for installation.
6. **Network Connection:** During software setup, you will be prompted to connect the printer to your network via Wi-Fi or Ethernet. For wireless setup, select your network and enter the password.
7. **Fax Setup (Optional):** If you plan to use the fax function, connect the phone cord to the printer and your telephone line.

For detailed visual instructions, refer to the official HP installation manual provided with your product or available online.

## OPERATING INSTRUCTIONS

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The HP PageWide Pro 577dw features a user-friendly 4.3-inch color touchscreen for easy navigation and task management. Below are instructions for common operations.

### Printing:

- **From a Computer:** Ensure the printer drivers are installed. Select "Print" from your application, choose the HP PageWide Pro 577dw, and adjust settings as needed (e.g., paper type, color, duplex).
- **From USB Drive:** Insert a USB drive into the designated port on the printer. Use the touchscreen to navigate to "Print from USB" and select the desired document (supports Microsoft Word and PowerPoint files).

- **Mobile Printing:**

- **Wi-Fi Direct:** Enable Wi-Fi Direct on the printer and connect your mobile device directly to the printer's Wi-Fi network.
  - **NFC Touch-to-Print:** For NFC-enabled devices, simply tap your device to the NFC icon on the printer to initiate printing.
  - **HP Smart App:** Download the HP Smart app on your mobile device for seamless printing, scanning, and monitoring.
- **Duplex Printing:** The printer supports automatic two-sided (duplex) printing. Select this option in your print settings to save paper.

## Scanning:

- **Using the Automatic Document Feeder (ADF):** Place documents face up in the ADF. Select "Scan" on the touchscreen and choose your destination (e.g., Email, Network Folder, Cloud, USB). The printer supports one-pass, two-sided scanning.
- **Using the Flatbed Scanner:** Lift the scanner lid and place the document face down on the glass. Close the lid and follow the touchscreen prompts to scan.
- **Scan to Email/Cloud:** Configure email and cloud accounts through the printer's settings or the HP Smart app to directly send scanned documents.

## Copying:

- Place the document on the scanner glass or in the ADF.
- On the touchscreen, select "Copy".
- Adjust settings such as number of copies, color/black & white, and paper size.
- Press "Start" to begin copying.

## Faxing:

- Ensure the phone line is connected to the printer.
- Place the document to be faxed on the scanner glass or in the ADF.
- Select "Fax" on the touchscreen.
- Enter the recipient's fax number and press "Send".

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Video 1: Official HP overview of the PageWide Pro 577dw, demonstrating its key features including fast printing, scanning, and mobile connectivity.

## MAINTENANCE

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Regular maintenance ensures optimal performance and longevity of your HP PageWide Pro 577dw printer.

### Ink Cartridge Replacement:

- The printer uses HP 972A/972X PageWide cartridges.
- When a cartridge is low or empty, a message will appear on the touchscreen.
- Open the front access door to reveal the ink cartridges.
- Press the tab on the old cartridge to release it and pull it out.
- Unpack the new Original HP cartridge and insert it into the corresponding slot until it clicks into place.

- Close the access door.

## Cleaning:

- **Exterior:** Wipe the exterior surfaces with a soft, damp, lint-free cloth.
- **Scanner Glass:** Use a soft cloth lightly dampened with glass cleaner (non-abrasive) to clean the scanner glass. Avoid spraying cleaner directly onto the glass.
- **ADF Rollers:** Periodically clean the ADF rollers to prevent paper jams and ensure clear scans. Refer to the full user manual for detailed instructions on cleaning internal components.

## TROUBLESHOOTING

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This section addresses common issues you might encounter with your HP PageWide Pro 577dw printer.

### Connectivity Issues:

- **Printer Offline:** Check network cables (if wired) or Wi-Fi connection. Ensure the printer is connected to the correct network.
- **IP Address Changes:** If the printer loses connection after a power outage, its IP address might have changed. Access the printer's network settings via the touchscreen to verify or set a static IP address.
- **Wireless Connection Drops:** Ensure your router supports dual-band Wi-Fi and that the printer is connected to the 2.4GHz band if necessary, as some devices may not support 5GHz.

### Print Quality Problems:

- **Streaks or Faded Prints:** Perform a printhead cleaning cycle from the printer's maintenance menu. Ensure you are using Original HP ink cartridges.
- **Paper Jams:** Follow the on-screen instructions or refer to the printer's internal diagrams to clear any jammed paper. Ensure paper is loaded correctly and not overfilled.

### General Performance:

- **Slow Performance:** Ensure printer firmware and drivers are up to date. Restarting the printer and the connected computer can often resolve temporary slowdowns.

For persistent issues, consult the comprehensive User's Guide on the provided CD-ROM or HP's official support website. You may also contact HP Printer Tech Support for assistance.

## SPECIFICATIONS

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Feature	Detail
Product Dimensions	16"D x 20.9"W x 18.4"H
Item Weight	58.2 pounds
Printing Technology	Inkjet (PageWide Technology)
Printer Output	Color
Maximum Print Speed (Color)	26 ppm
Max Printspeed Monochrome	40 ppm (up to 70 ppm in General Office Mode)

Maximum Color Print Resolution	1200 dpi
Maximum Black and White Print Resolution	1200 dpi
Additional Printer Functions	Copy, Scan, Fax
Duplex Printing	Automatic
Display Type	4.3" Color Touchscreen
Max Input Sheet Capacity	500 sheets (standard)
Connectivity Technology	USB, Ethernet, Wi-Fi (Dual-band), Wi-Fi Direct, NFC
Compatible Devices	Smartphones, PC, Laptops
Power Consumption	100 Watts (On-mode)
Memory Storage Capacity	256 MB
Model Number	D3Q21A#B1H
UPC	889296726234

## WARRANTY AND SUPPORT

Your HP PageWide Pro 577dw Multifunction Business Printer comes with a comprehensive warranty and access to dedicated support services.

### Warranty Information:

- **One-Year Onsite Warranty:** This product is covered by a one-year onsite warranty. Please refer to the specification sheet for full terms and conditions.

### Customer Support:

- **HP Web Support:** Access 24-hour, 7 days a week FREE HP Web support for troubleshooting, drivers, and product information.
- **HP Printer Tech Support:** For direct assistance, you can contact HP Printer Tech Support at **1-800-334-5144**. Be prepared to provide your printer's model (PageWide 577) and serial number (found on the back of the printer).
- **Online Resources:** Additional support documents, FAQs, and software updates are available on the official HP support website.

This printer uses dynamic security, which may be updated periodically by firmware updates. The printer is intended to be used solely with cartridges using an original HP chip. Cartridges using a non-HP chip may not function or may cease to function. More information can be found at [www.hp.com/learn/ds](http://www.hp.com/learn/ds).

