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› [HP](#) /

› HP Color LaserJet Pro M255dw Wireless Laser Printer User Manual

HP M255dw

HP Color LaserJet Pro M255dw Wireless Laser Printer User Manual

Model: M255dw

1. INTRODUCTION

This manual provides detailed instructions for the setup, operation, maintenance, and troubleshooting of your HP Color LaserJet Pro M255dw Wireless Laser Printer. Please read this manual thoroughly to ensure proper use and optimal performance of your device.



Image 1.1: Front view of the HP Color LaserJet Pro M255dw Wireless Laser Printer, showing its compact design and control panel.

2. PRODUCT OVERVIEW

2.1 Key Features

- **Color Laser Printing:** Produces professional-quality color documents.
- **Wireless Connectivity:** Supports dual-band Wi-Fi for flexible placement and mobile printing.
- **Fast Print Speeds:** Up to 22 pages per minute (ppm) for both black and white and color.
- **Automatic Two-Sided Printing (Duplex):** Saves paper by printing on both sides automatically.
- **2.7" Color Touchscreen:** Intuitive control panel for easy navigation and printer management.
- **HP Smart App Compatibility:** Enables remote printing, scanning, and printer management from mobile devices.
- **Strong Security:** Built-in security features to help protect data and the printer.
- **Versatile Paper Handling:** Supports various paper sizes from 4x6 inches to 8.5x14 inches.
- **Ethernet Connectivity:** For wired network connections.
- **Front USB Port:** For direct printing from USB drives.

New!

Dual-band Wi-Fi
and Ethernet
networking

Front
USB port

Automatic
two-sided printing

2.7" color
touchscreen

Strong
security

Smart Tasks with
HP Smart app

250-sheet
input tray



Image 2.1: Diagram highlighting key features of the HP Color LaserJet Pro M255dw, including dual-band Wi-Fi, Ethernet, front USB port, automatic two-sided printing, 2.7" color touchscreen, strong security, HP Smart app integration, and a 250-sheet input tray.

2.2 What's in the Box

Upon unpacking, verify that all components are present:

- HP Color LaserJet Pro M255dw Printer
- HP 206A LaserJet Toner Cartridges (Black, Cyan, Magenta, Yellow)
- Installation Guide
- Power Cord
- USB Cable

In the box



HP Color LaserJet Pro M255dw



Installation guide



HP 206A LaserJet Toner Cartridges
Black, Cyan, Magenta, Yellow



Power cord



USB cable

Image 2.2: Contents of the printer box, showing the HP Color LaserJet Pro M255dw printer, toner cartridges, installation guide, power cord, and USB cable.

3. SETUP

1. **Unpack the Printer:** Remove all packaging materials, tapes, and protective films from the printer.
2. **Install Toner Cartridges:** Open the toner access door and insert the four HP 206A LaserJet toner cartridges (Black, Cyan, Magenta, Yellow) into their corresponding slots. Ensure they click into place.
3. **Load Paper:** Open the input tray and load the desired paper size and type. Adjust the paper guides to fit the paper stack.
4. **Connect Power:** Connect the power cord to the printer and then to a grounded electrical outlet.
5. **Power On:** Press the power button to turn on the printer.
6. **Initial Setup on Touchscreen:** Follow the on-screen instructions on the 2.7" color touchscreen to select language, country/region, and date/time settings.
7. **Connect to Network:**
 - **Wireless Connection:** On the touchscreen, navigate to the wireless setup menu. Select your Wi-Fi network from the list and enter the password.

- **Wired (Ethernet) Connection:** Connect an Ethernet cable from your router or network switch to the Ethernet port on the back of the printer.
- **USB Connection:** Connect a USB cable from the printer to your computer.

8. Install Software/Drivers:

- For Windows/macOS: Visit the HP support website for your printer model to download and install the latest drivers and software (e.g., HP Smart app).
- For Mobile Devices: Download the HP Smart app from your device's app store (Apple App Store or Google Play Store).

9. **Print a Test Page:** After driver installation, print a test page to confirm successful setup.

4. OPERATING INSTRUCTIONS

4.1 Basic Printing

1. Ensure the printer is powered on and connected to your computer or network.
2. Open the document or image you wish to print on your computer.
3. Select "Print" from the application's File menu.
4. Choose "HP Color LaserJet Pro M255dw" from the list of available printers.
5. Adjust print settings such as number of copies, paper size, and print quality as needed.
6. Click "Print".



Speed through document tasks with fast print speeds

Image 4.1: The HP Color LaserJet Pro M255dw actively printing documents, demonstrating its speed in handling tasks.

4.2 Mobile Printing with HP Smart App

The HP Smart app allows you to print, scan, and manage your printer from your smartphone or tablet.

1. Download and install the HP Smart app on your mobile device.
2. Open the app and follow the on-screen instructions to add your HP Color LaserJet Pro M255dw printer.
3. From the app, you can:
 - **Print Documents/Photos:** Select files from your device or cloud storage to print.
 - **Scan:** Use your printer's scanner or your phone's camera to scan documents.
 - **Monitor Toner Levels:** Check the status of your toner cartridges.
 - **Smart Tasks:** Create customizable shortcuts for repetitive tasks like scanning to email or cloud.
 - **Order Supplies:** Easily reorder toner cartridges.

Remote printing and more with HP Smart app

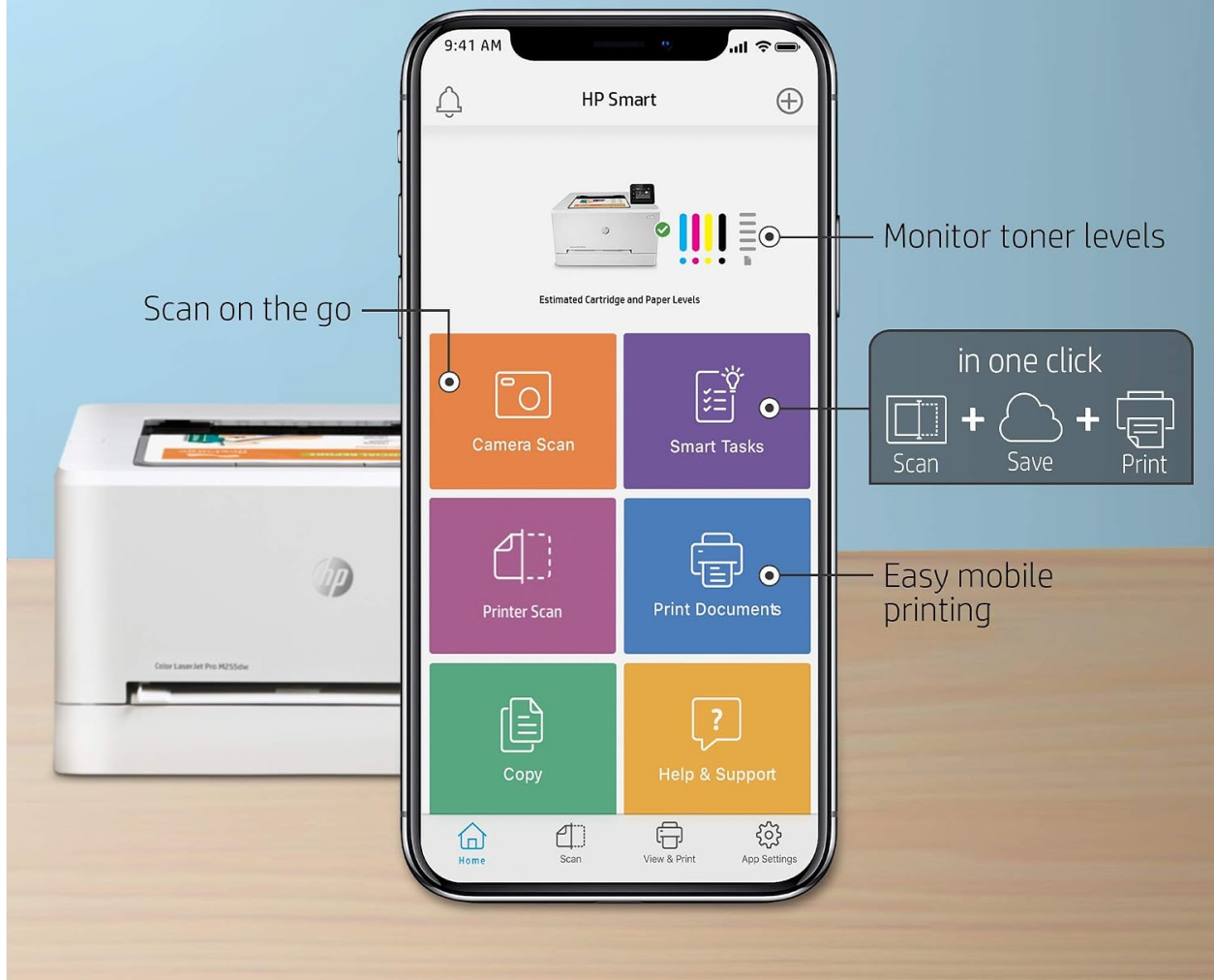


Image 4.2: Screenshot of the HP Smart app interface on a mobile device, illustrating options for monitoring toner levels, scanning, smart tasks, and mobile printing.

4.3 Automatic Two-Sided (Duplex) Printing

The printer supports automatic duplex printing to save paper.

1. When sending a print job from your computer, open the print dialog box.
2. Look for an option like "Print on Both Sides," "Duplex Printing," or "Two-Sided Printing."
3. Select the desired binding option (e.g., Long-edge binding for portrait, Short-edge binding for landscape).
4. Confirm your settings and click "Print".



Print at the pace of business
with fast, two-sided printing

Image 4.3: A stack of documents being printed, highlighting the efficiency of fast, two-sided printing.

5. MAINTENANCE

5.1 Toner Cartridge Replacement

When a toner cartridge is low or empty, the printer's touchscreen will display a message. Replace cartridges as follows:

1. Open the toner access door on the front of the printer.
2. Grasp the handle of the empty toner cartridge and pull it straight out.
3. Unpack the new HP 206A LaserJet toner cartridge. Gently shake it to distribute the toner.
4. Insert the new cartridge into the corresponding slot until it clicks into place.
5. Close the toner access door.

5.2 Paper Handling

Proper paper loading is essential for print quality and to prevent jams.

- **Supported Paper Types:** Envelopes, plain paper, photo paper, labels, cardstock, transparencies.
- **Supported Paper Sizes:** Letter, Legal, Executive, Oficio, 4x6 in, 5x8 in, A4, A5, A5-R, A6, B5, B6, 16K,

Postcard, Double Postcard, Envelopes (No. 10, B5, C5, DL, Monarch).

- **Input Tray Capacity:** The main input tray holds up to 250 sheets.
- **Loading Paper:** Fan the paper stack before loading. Do not overfill the tray. Adjust the paper guides to lightly touch the edges of the paper stack.

6. TROUBLESHOOTING

This section addresses common issues you might encounter with your printer. For more detailed troubleshooting, refer to the HP support website.

6.1 Printer Not Responding

- **Check power connections:** Ensure the printer is plugged in and powered on.
- **Verify network connection:** For wireless, check Wi-Fi signal and ensure the printer is connected to the correct network. For wired, check Ethernet cable connection.
- **Restart printer and computer/router:** Sometimes a simple restart can resolve connectivity issues.
- **Check print queue:** Clear any stuck print jobs from your computer's print queue.

6.2 Print Quality Issues

- **Check toner levels:** Replace any low or empty toner cartridges.
- **Use genuine HP toner:** Non-HP cartridges may cause print quality problems.
- **Verify paper type:** Ensure you are using the correct paper type for your print settings.
- **Clean the printer:** Refer to the HP support website for instructions on cleaning specific printer components if print quality degrades.



Professional-quality color prints you can count on

Image 6.1: Example of professional-quality color prints produced by the HP Color LaserJet Pro M255dw, demonstrating clear text and vibrant images.

6.3 Paper Jams

- Follow on-screen instructions: The printer's touchscreen will often guide you through clearing a jam.
- Open all access doors: Carefully open the front door, output tray, and any other access points to locate and gently remove jammed paper.
- Do not tear paper: Remove jammed paper slowly and carefully to avoid leaving torn pieces inside the printer.
- Ensure paper is loaded correctly: Make sure paper guides are adjusted properly and the tray is not overfilled.

7. SPECIFICATIONS

Feature	Specification
Brand	HP
Model Name	M255dw

Feature	Specification
Printing Technology	Laser
Printer Output	Color
Connectivity Technology	Ethernet, USB, Wi-Fi
Maximum Print Speed (Color)	22 ppm
Max Printspeed Monochrome	22 ppm
Maximum Color Print Resolution	600 dpi
Maximum Black and White Print Resolution	600 dpi
Duplex Printing	Automatic
Max Input Sheet Capacity	250 sheets
Output Sheet Capacity	250 sheets
Supported Media Sizes	4 x 6 to 8.5 x 14 inches (Letter, Legal, Executive, Oficio, A4, A5, A5-R, A6, B5, B6, 16K, Postcard, Double Postcard, Envelopes)
Printer Ink Type	Toner (HP 206A)
Product Dimensions	15"D x 17"W x 10"H (38.1 cm D x 43.2 cm W x 25.4 cm H)
Item Weight	35 pounds (15.88 kg)
Control Method	Remote, Touchscreen
Scanner Type	Flatbed
Additional Printer Functions	Scan

8. WARRANTY AND SUPPORT

8.1 Warranty Information

This product typically comes with a one-year limited hardware warranty. For renewed products, a 90-day limited warranty is often provided. Please refer to your purchase documentation for specific warranty terms applicable to your device.

8.2 Customer Support

For technical assistance, driver downloads, and further troubleshooting, please visit the official HP support website for your printer model. HP also offers 24-hour, 7 days a week web support.

HP Support Website: support.hp.com

