

Est. 1991

DESIGNSUPPLY

supporting creativity

HP DesignJet T500 Printer Series. Frequently Asked Questions

This document addresses the most frequently asked questions regarding the HP DesignJet T500 Printer Series. It complements information provided in sales training material



Table of contents

1 . Installation	5
1.1 Who performs the installation of the HP DesignJet T500 Printer Series?	5
1.2 How long does it take to install and setup a HP DesignJet T500 Printer Series?	5
1.3 Does it matter where the printer is located? Are there any special locational/site needs?	5
1.4 How to install the drivers?	5
1.5 How can I add the HP DesignJet T500 Printer Series to my HP fleet?	5
2 . Connectivity.....	6
2.1 Does the HP DesignJet T500 Printer Series support USB?	6
2.2 Do we offer Wi-Fi connectivity with the HP DesignJet T500 Printer Series?	6
2.3 Will I be able to access all the printer information from my PC or laptop?	6
2.4 What are the different options to access the printer remotely through Ethernet or WI-FI?.....	6
2.5 What are the supported connectivity interfaces?	6
3 . Printing.....	7
3.1 What are the average recommended volumes for this platform?	7
3.2 Does the HP DesignJet T500 Printer Series support printing from USB stick?	7
3.3 Can the HP DesignJet T500 Printer Series print PDF documents?	7
3.4 Can I check the status of jobs that are printing?	7
3.5 What is the maximum printing speed for the HP DesignJet T500 Printer Series?	7
3.6 How can I check what jobs are next / in the printing queue?	7
3.7 What is the minimum achievable line width?	7
3.8 What is the maximum dpi rendering resolution? 1200 dpi (Glossy / Best / Max detail mode).....	8
3.9 From what location is it possible to print?	8
3.10 Is borderless printing (full bleed) supported?	8
3.11 What is Mobile Printing?	8
3.12 How to print from in-OS?	8
3.13 Can the HP DesignJet T500 Printer Series print files from smartphones or tablets?	8
3.14 How many printing paths and file formats are supported by HP DesignJet T500 Printer Series?..	8
3.15 Does the HP DesignJet T500 Printer Series support nest job printing?	9
3.16 What printing languages does the HP DesignJet T500 Printer Series support?	9
3.17 Does the HP DesignJet T500 Printer Series support nest job printing?	9

4 . Media loading and handling	10
4.1 What types of paper are compatible with this device?	10
4.2 What are the media loading options?.....	10
4.3 What is the maximum media thickness that can be loaded and printed?	10
4.4 What is the minimum roll width that is supported?.....	10
4.5 What is the maximum media weight that can be loaded and printed?	10
4.6 What are the sizes supported by the input tray?	10
4.7 Does the HP DesignJet T500 Printer Series support two rolls? No, the HP DesignJet T500 Printer Series support one roll only.	10
4.8 Does the HP DesignJet T500 Printer Series come with an integrated cutter?.....	11
5 . Ink and Printheads.....	12
5.1 Which is the ink capacity of the cartridges?.....	12
5.2 Can I use third-party or non-HP inks?.....	12
5.3 What printing supplies does the HP DesignJet T500 Printer Series use?	12
5.4 What is the printhead warranty?	12
5.5 What is the drop size?.....	12
6 . Drivers and Software.....	13
6.1 Does the HP DesignJet T500 Printer Series include any vectorization software?	13
6.2 From what applications can I print?	13
6.3 Is there an HP DesignJet Universal Print Driver?	13
6.4 What is HP DesignJet Utility?	13
6.5 What drivers are available for the HP DesignJet T500 Printer Series?.....	13
7 . HP Smart App	14
7.1 What is the HP Smart app and what data does it make available?	14
7.2 On which mobile devices can I use the HP Smart App?.....	14
7.3 Is a plugin required for iOS to install the HP Smart App as with Android?	14
7.4 How do I install the required plugin for the Android version of the HP Smart App?	14
7.5 What Cloud repositories are supported?	14
7.6 How do I configure the supported Cloud repositories?.....	14
8 . HP Click.....	15
8.1 What is HP Click?	15
8.2 How is HP Click different from HP Instant Printing?	15

9 . Maintenance, service and support	16
9.1 What kind of support will be available? 24/hr 7 days a week, same day, etc.?	16
9.2 How do I dispose of ink cartridges, printheads and spare parts?	16
9.3 Can I buy service packs or extended warranty support for my printer?	16
9.4 Is there any specific maintenance required for the cartridges?	16
9.5 What different upgrade firmware options are available?	16
9.6 What different update software options are available?	16
10 . Value accessories for the HP DesignJet T500 Printer Series.....	17
10.1 Do you offer an HP Jetdirect accessory?	17
10.2 What accessories are available for purchase?	17
10.3 Can the HP DesignJet T500 Printer Series be upgraded to PostScript?	17
11 . Security / Manageability	18
11.1 Is PIN printing possible with the HP DesignJet T500 Printer Series?	18
11.2 Which are the security settings provided on the front-panel?	18
11.3 What HP solutions regarding manageability are supported by the HP DesignJet T500 Printer Series?	18
12 . Other	19
12.1 What is the target market for the new HP DesignJet T500 Printer Series?	19
12.2 Is the front panel translated into different languages besides English?	19
12.3 What are the main differences between the different HP DesignJet T500 Printer Series?	19

1 . Installation

1.1 Who performs the installation of the HP DesignJet T500 Printer Series?

The printer comes in a crate with assembly instructions and introductory information to explain how to assemble the printer. This means it can be self-installed by the customer (2 people).

Customers can also contract the Installation Support and Network Setup services (<http://www8.hp.com/us/en/large-format-printers/designjet-printers/support-services.html>).

1.2 How long does it take to install and setup a HP DesignJet T500 Printer Series?

On average, it can take about 100 min to assembly and setup the printer.

1.3 Does it matter where the printer is located? Are there any special locational/site needs?

Please, refer to the data sheets guidelines. There are some recommended climatic conditions that will guarantee the best quality when using the HP DesignJet T500 Printer Series.

Before starting the printer up, allow it to acclimate to the "Recommended Operating Temperature Range" (5-40°C / 41° -104°F).

1.4 How to install the drivers?

You can find the latest driver version for the HP DesignJet T500 Printer Series at <http://www.hp.com/go/T100-T500/drivers>.

1.5 How can I add the HP DesignJet T500 Printer Series to my HP fleet?

- Using HP Universal Print Driver.
- Using HP DesignJet Utility

2 . Connectivity

2.1 Does the HP DesignJet T500 Printer Series support USB?

The HP DesignJet T500 Printer Series has a USB 2.0 to connect a computer directly with a USB cable.

If a direct connection from a computer is required without LAN, a standard Ethernet cable can be used directly from the computer to the device. No need for network switches/hubs crossed Ethernet cables, or DHCP servers: just an Ethernet cable. Everything will configure automatically, and both the computer and the device will automatically adopt a link-local IP address in the range 169.254.0.0/16. Then, just add the printer as if it were a network printer.

2.2 Do we offer Wi-Fi connectivity with the HP DesignJet T500 Printer Series?

Yes. The HP DesignJet T500 Printer Series can connect to a Wi-Fi network.

2.3 Will I be able to access all the printer information from my PC or laptop?

Yes. If your printer is using an Ethernet connection, you will be able to access to your printer information and also to an advanced printer configuration using the Embedded Web Server typing the printing IP address in a supported browser (Chrome, Firefox, Safari, Mozilla Firefox).

Also, you can monitor the printer or printers of your fleet from the HP DesignJet Utility.

2.4 What are the different options to access the printer remotely through Ethernet or WI-FI?

Embedded Web Server (EWS), HP DesignJet Utility, HP Click Printing Software and HP Smart app. For a remote access using HP Click and HP Smart app, is needed to be connected on the same network as the printer though ethernet or WI-FI.

2.5 What are the supported connectivity interfaces?

Fast Ethernet (100Base-T), Hi-Speed USB 2.0 certified and Wi-Fi.

3 . Printing

3.1 What are the average recommended volumes for this platform?

The T500 Printer Series is recommended for printing volumes around 110 A1/D-size prints per month.

3.2 Does the HP DesignJet T500 Printer Series support printing from USB stick?

No, the HP DesignJet T500 Printer Series does not support this feature. Note that USB printing with the direct cable is supported.

3.3 Can the HP DesignJet T500 Printer Series print PDF documents?

PDF documents can be printed from both PCs (through the driver and HP Click), and mobile devices (iOS or Android, through HP Smart app), but cannot be printed directly from a USB pen drive.

3.4 Can I check the status of jobs that are printing?

Yes, you can check it in the printer's status of your computer.

3.5 What is the maximum printing speed for the HP DesignJet T500 Printer Series?

The printing speed is different depending on the HP DesignJet T500 Printer Series:

HP DesignJet T525 24-in Printer: As fast 35 sec/page on A1; 70 A1 prints per hour / 35 sec/page on D; 70 D prints per hour

HP DesignJet T525 36-in Printer: As fast 35 sec/page on A1; 70 A1 prints per hour / 35 sec/page on D; 70 D prints per hour

HP DesignJet T530 24-in Printer: As fast 30 sec/page on A1; 76 A1 prints per hour / 30 sec/page on D; 76 D prints per hour

HP DesignJet T530 36-in Printer: As fast 27 sec/page on A1; 79 A1 prints per hour / 27 sec/page on D; 79 D prints per hour

3.6 How can I check what jobs are next / in the printing queue?

There's no queue in the HP DesignJet T500 Printer Series.

3.7 What is the minimum achievable line width?

The minimum achievable line width is 0.02 mm (0.0008 in).

3.8 What is the maximum dpi rendering resolution?

1200 dpi (Glossy / Best / Max detail mode).

3.9 From what location is it possible to print?

The HP DesignJet T500 Printer Series can print from the following locations:

- From a computer through HP Click and printer drivers (only windows environments)
- From Smartphone and mobile devices with HP Smart App (iOS and Android) and Direct Printing (only Android installing HP **Print Service Plugin**)

3.10 Is borderless printing (full bleed) supported?

No. Borderless printing (full bleed) is not available with this printer.

3.11 What is Mobile Printing?

With HP Mobile Printing Solutions, you can print straight from your smartphone or tablet in just a few simple steps wherever you are: using your mobile device OS, using HP Smart App.

There are three main methods of mobile printing:

- Direct print from mobile apps on Android and Chrome OS
- Using HP Smart app for iOS and Android

3.12 How to print from in-OS?

- From Android: with HP Print Service Plugin.
- Chromebook with HP Print for Chrome.

3.13 Can the HP DesignJet T500 Printer Series print files from smartphones or tablets?

Yes:

- With the HP Smart app.
- Direct print from mobile apps on Android and Chrome OS

3.14 How many printing paths and file formats are supported by HP DesignJet T500 Printer Series?

- Print any kind of file from a computer connected to the printer by using a software application that can open the file, and a printer driver supplied with your printer.

- Print JPEG, PDF, TIFF, HP-GL2 and DWF (DWF only windows environments) files directly from a computer connected to the printer (Ethernet, Wi-Fi and USB connectivity), using HP Click.
- Print from a smartphone or tablet through the HP Smart app.

3.15 Does the HP DesignJet T500 Printer Series support nest job printing?

Yes, using the HP Click software.

3.16 What printing languages does the HP DesignJet T500 Printer Series support?

The following printing languages are supported:

- JPEG
- CALS
- HP-GL/2

3.17 Does the HP DesignJet T500 Printer Series support nest job printing?

Yes, using the HP Click software.

4 . Media loading and handling

4.1 What types of paper are compatible with this device?

- Q1396A HP Universal Bond Paper (FSC® certified) 610 mm x 45.7 m (24 in x 150 ft)
- C6019B HP Coated Paper (FSC® certified) 610 mm x 45.7 m (24 in x 150 ft)
- C6029C HP Heavyweight Coated Paper (FSC® certified) 610 mm x 30.5 m (24 in x 100 ft)
- COF18A HP Everyday Adhesive Matte Polypropylene, 2 Pack 610 mm x 22.9 m (24 in x 75 ft)

For the entire HP Large Format Printing Materials portfolio, please browse globalBMG.com/hp.

4.2 What are the media loading options?

Media can be loaded on the HP DesignJet T500 Printer Series via sheet feed, roll feed, or the input tray. Only one of these methods can be used at a time and switching from one to another is manual: it is not done automatically.

4.3 What is the maximum media thickness that can be loaded and printed?

The maximum supported paper thickness is 0.3 mm (0.01 in).

4.4 What is the minimum roll width that is supported?

The minimum supported roll width is 279 mm (11 inches).

4.5 What is the maximum media weight that can be loaded and printed?

The maximum supported roll weight for the different HP DesignJet T500 Printer Series are:

- HP DesignJet T525 24-in Printer 4.1 kg (9.1 lb.)
- HP DesignJet T525 36-in Printer 6.2 kg (13.6 lb.)
- HP DesignJet T530 24-in Printer 4.1 kg (9.1 lb.)
- HP DesignJet T530 36-in Printer 6.2 kg (13.6 lb.)

4.6 What are the sizes supported by the input tray?

The following media sizes are supported when using the input tray method:

- Input tray: 210 x 279 to 330 x 482 mm (8.3 x 11 to 13 x 19 in)

4.7 Does the HP DesignJet T500 Printer Series support two rolls?

No, the HP DesignJet T500 Printer Series support one roll only.

4.8 Does the HP DesignJet T500 Printer Series come with an integrated cutter?

Yes. When enabled, the cutter cuts the paper automatically between jobs. The cutter can also be disabled from the settings in the printer front panel.

5 . Ink and Printheads

5.1 Which is the ink capacity of the cartridges?

The ink capacity of the cartridges is available as follows:

- Cyan, magenta, yellow: 29-ml
- Black: 38-ml and 80-ml

5.2 Can I use third-party or non-HP inks?

You never really know what's going to happen when you use non-HP inks in your HP printer.

Customers and extensive test comparisons have seen various levels of what this means. Some examples:

- Ink leaking from the re-used cartridge
- Printer not recognizing the cartridge due to physical or electronic damage or failures
- Reduced printhead life; up to 2.5X reduction of life
- Print nozzle clogs / damage / reliability:
 - Leads to print quality defects (and reprinting)
 - Causes extra printer servicing (this wastes ink)
 - Causes extra time for user to troubleshoot and try to fix the issue
 - Fewer printed pages out of the same volume of ink (ink is used for fixing the issue instead of on the paper)
- Reduced image quality:
 - Un-sharp lines
 - Fuzzy images
 - Bleeding of colors
 - Color accuracy
- Reduced image durability:
 - Longer dry times
 - Weaker ink adhesion to paper
 - Reduced fade resistance and water resistance

5.3 What printing supplies does the HP DesignJet T500 Printer Series use?

They use the HP 711 DesignJet Printhead and HP 711 ink cartridges.

5.4 What is the printhead warranty?

The HP 711 DesignJet Printhead warranty is one year or 4 liters after installation, whichever occurs first.

5.5 What is the drop size?

The drop size is different for the different colors:

- 5.5 pl (C, M, Y)
- 12 pl (K)

6 . Drivers and Software

6.1 Does the HP DesignJet T500 Printer Series include any vectorization software?

No, any vectorization software is included with the HP DesignJet T500 Printer Series.

6.2 From what applications can I print?

You can print from a lot of applications, including but not limited to: AutoCAD, Adobe Acrobat Reader & Pro, Foxit Reader, Microsoft Office, Adobe Creative Suite, PlanGrid, AutoCAD 360, Dropbox, Documents 5 by Readle, Bluebeam Revu, ArcGIS, Dassault –Catia, Microstation, VectorWorks, CoreDraw, Dassault-SolidWorks, Revit, ArchiCAD, MapInfo, AutoDesk Design Review, PTC Pro/Engineer, Sketch Up or AutoCAD MAP 3D.

6.3 Is there an HP DesignJet Universal Print Driver?

Yes, the HP DesignJet T500 Printer Series is supported by the HP DesignJet Universal Print Driver (UPD), also supported by other DesignJet printers at the time of their release.

The HP DesignJet UPD has one package for PCL3.

The HP DesignJet UPD provides users and administrators with a standardized, one-driver solution for their printing needs.

Instead of installing and managing individual drivers for each printer model, administrators can install the HP DesignJet UPD to use with a variety of HP large format printers. With only one package to manage, testing and internal certification of print drivers is simplified by the use of the HP DesignJet UPD packages. Time spent on installation both on servers and workstations is greatly reduced, and hard drive space formerly occupied by many product-specific drivers is now diminished significantly.

6.4 What is HP DesignJet Utility?

The HP DesignJet Utility enables you to manage your printer or printers from a computer with a TCP/IP connection.

6.5 What drivers are available for the HP DesignJet T500 Printer Series?

The PCL3GUI raster driver for both Windows and Mac OS. For more details, refer to the User Guide

7 . HP Smart App

7.1 What is the HP Smart app and what data does it make available?

The HP Smart app helps you print, share and manage your HP DesignJet T500 Printer Series. Use the screen on your mobile device to:

- Print functions
- Print PDF, photos, email attachments, and more from virtually anywhere

7.2 On which mobile devices can I use the HP Smart App?

Smartphones and tablets (iOS from 7.0 and Android from 4.4) and PC.

7.3 Is a plugin required for iOS to install the HP Smart App as with Android?

No, there is no plugin needed to be able to print from the HP Smart App with iOS.

7.4 How do I install the required plugin for the Android version of the HP Smart App?

All you need to do is download the HP Print Service Plugin from the Google Play Store to get started:

<https://play.google.com/store/apps/details?id=com.hp.android.printservice>

In case HP Print Service Plugin is not installed, the HP Smart App will prompt a message redirecting you to the Google Play Store to install it during your first print.

7.5 What Cloud repositories are supported?

- To print documents, Google Drive, Box, Dropbox and Evernote
- To print photos: Facebook, Instagram, Google Drive, Box, Dropbox and Evernote

7.6 How do I configure the supported Cloud repositories?

The HP Smart app will detect the Cloud repositories that have been already installed in your tablet or phone. You only need to enter your credentials to allow the app to access the content.

8 . HP Click

8.1 What is HP Click?

HP Click is an easy-to-use job-submittal tool designed for people with low-volume printing needs, who want to print reliably. Ideal for a broad range of graphics and technical applications including posters, roll-up banners, info-graphic presentations, maps, and CAD documents.

8.2 How is HP Click different from HP Instant Printing?

	HP Click	HP Instant Printing
Automatic nesting	Yes	No nesting
Individual page copies	Yes	No
Printing Queue & Accounting	Link to EWS	Ability to generate account ID
Pre-added page sizes	Yes	Manually add
PDF error check	Yes	No
Drag & Drop files in app directly	Yes	Manually add
Cutting lines	Yes	No

9 . Maintenance, service and support

9.1 What kind of support will be available? 24/hr 7 days a week, same day, etc.?

The support of this model will be NBD (next business day).

9.2 How do I dispose of ink cartridges, printheads and spare parts?

Please contact your reseller.

9.3 Can I buy service packs or extended warranty support for my printer?

Yes. There are different care packs and subscription models: monthly, quarterly or yearly payment.

9.4 Is there any specific maintenance required for the cartridges?

During the normal lifetime of a cartridge, no specific maintenance is required. However, in order to maintain the best print quality, replace a cartridge when it reaches its expiration date. The printer's front panel notifies you when any cartridge reaches its expiration date.

9.5 What different upgrade firmware options are available?

There are various ways of downloading and installing firmware updates. You can choose whichever you find most convenient. They can be divided into two categories: automatic and manual updates. Instructions for how to upgrade are available in the User Guide

9.6 What different update software options are available?

- To update printer drivers and other software for your printer, go to <http://www.hp.com/go/T100-T500/drivers>.
- Under Windows, HP Software Update regularly offers to update your software automatically
- To enjoy all printing features, download the Mac OS X drivers from <http://www.hp.com/go/T100-T500/drivers>.

10 . Value accessories for the HP DesignJet T500 Printer Series

10.1 Do you offer an HP Jetdirect accessory?

No, the HP Jetdirect accessory is not available for the HP DesignJet T500 Printer Series.

10.2 What accessories are available for purchase?

The following accessories can be ordered for this printer:

- B3Q37A HP DesignJet 36-in Spindle (only T530 36-in SKUS)
- B3Q36A HP DesignJet 24-in Spindle (only T525/T530 24-in SKUS)

10.3 Can the HP DesignJet T500 Printer Series be upgraded to PostScript?

No, there is no Postscript accessory for this device.

11 . Security / Manageability

11.1 Is PIN printing possible with the HP DesignJet T500 Printer Series?

No. This is a security feature for enterprise-class devices starting from the T830 and up.

11.2 Which are the security settings provided on the front-panel?

Disable the wireless.

11.3 What HP solutions regarding manageability are supported by the HP DesignJet T500 Printer Series?

- HP Embedded Web Server.
- HP Partner Link.

12 . Other

12.1 What is the target market for the new HP DesignJet T500 Printer Series?

The HP DesignJet T500 Printer Series is designed for architecture studios and students, construction offices and SMBs.

12.2 Is the front panel translated into different languages besides English?

Yes: English, French, German, Portuguese, Spanish, Italian, Russian, Korean, Japanese, Traditional Chinese, Simplified Chinese, Catalan and Polish.

12.3 What are the main differences between the different HP DesignJet T500 Printer Series?

With the HP DesignJet T500 Printer Series there are available 3 different SKUs with the following differences between them:

HP DesignJet T525 24-in Printer: As fast 35 sec/page on A1; 70 A1 prints per hour / 35 sec/page on D; 70 D prints per hour

HP DesignJet T525 36-in Printer: As fast 35 sec/page on A1; 70 A1 prints per hour / 35 sec/page on D; 70 D prints per hour

HP DesignJet T530 24-in Printer: As fast 30 sec/page on A1; 76 A1 prints per hour / 30 sec/page on D; 76 D prints per hour

HP DesignJet T530 36-in Printer: As fast 27 sec/page on A1; 79 A1 prints per hour / 27 sec/page on D; 39 D prints per hour



Learn more at hp.com/go/DesignJetT500

© Copyright 2017 Hewlett-Packard Development Company, L.P. 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. May 2019 4AA7-5552ENW