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Support



## Welcome to HP Customer Support

### HP PageWide Enterprise Color 556, MFP 586 - Replace the cartridges

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## Introduction

The following information provides details about the cartridges for the printer, and it includes instructions to replace them.

## Cartridge information

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This printer indicates when the cartridge level is low and very low. The actual cartridge life remaining can vary. Consider having a replacement cartridge available to install when print quality is no longer acceptable.

To purchase cartridges or check cartridge compatibility for the printer, go to HP SureSupply at [www.hp.com/go/suresupply](http://www.hp.com/go/suresupply). Scroll to the bottom of the page and verify that the country/region is correct.

The printer uses four colors and has a different cartridge for each color: yellow (Y), cyan (C), magenta (M), and black (K).

Country:  **United States** ▲

Item	Description	Cartridge number	Part number
<b>Supplies</b>			
HP 981A Black Original PageWide Cartridge	Standard-capacity replacement black cartridge	981A	J3M71A
HP 981X High Yield Black Original PageWide Cartridge	High-capacity replacement black cartridge	981X	L0R12A
HP 981Y Extra High Yield Black Original PageWide Cartridge	Extra high-capacity replacement black cartridge	981Y	L0R16A
HP 981A Cyan Original PageWide Cartridge	Standard-capacity replacement cyan cartridge	981A	J3M68A
HP 981X High Yield Cyan Original PageWide Cartridge	High-capacity replacement cyan cartridge	981X	L0R09A
HP 981Y Extra High Yield Cyan Original PageWide Cartridge	Extra high-capacity replacement cyan cartridge	981Y	L0R13A
HP 981A Yellow Original PageWide Cartridge	Standard-capacity replacement yellow cartridge	981A	J3M70A
HP 981X High Yield Yellow Original PageWide Cartridge	High-capacity replacement yellow cartridge	981X	L0R11A

Item	Description	Cartridge number	Part number
HP 981Y Extra High Yield Yellow Original PageWide Cartridge	Extra high-capacity replacement yellow cartridge	981Y	L0R15A
HP 981A Magenta Original PageWide Cartridge	Standard-capacity replacement magenta cartridge	981A	J3M69A
HP 981X High Yield Magenta Original PageWide Cartridge	High-capacity replacement magenta cartridge	981X	L0R10A
HP 981Y Extra High Yield Magenta Original PageWide Cartridge	Extra high-capacity replacement magenta cartridge	981Y	L0R14A

**NOTE:**

High-yield cartridges contain more pigment than standard cartridges for increased page yield. For more information, go to [www.hp.com/go/learnaboutsupplies](http://www.hp.com/go/learnaboutsupplies).

Do not remove the cartridge from its package until it is time to replace it.

**CAUTION:**

To prevent damage to the cartridge do not touch the gold-colored metal contacts of the cartridge.

The following illustration shows the cartridge components.

**Figure 1: Cartridge components**



1. **Metal connector. Do not touch. Fingerprints may cause supply error messages. Dust may also cause supply error messages; do not leave cartridges outside the printer for prolonged periods of time.**

 **NOTE:**

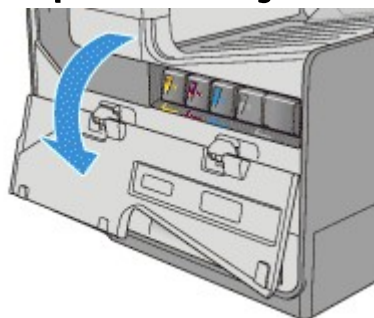
Information about recycling used cartridges is in the cartridge box.

## Remove and replace the cartridge

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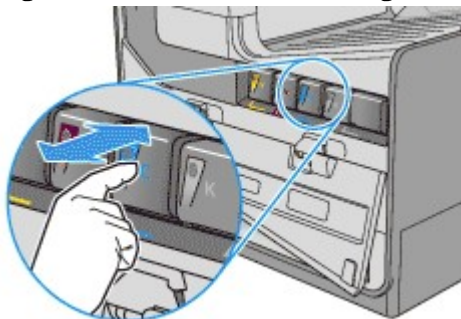
1. Open the cartridge door.

**Figure 2: Open the cartridge door**



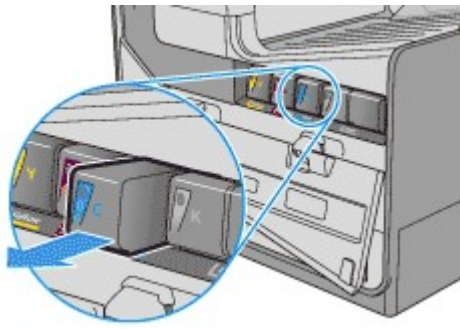
2. Push the old cartridge inward to unlock it.

**Figure 3: Release the cartridge**



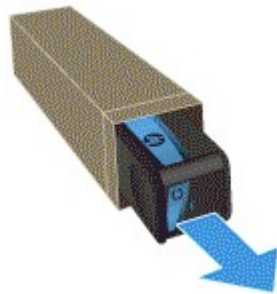
3. Grasp the edge of the old cartridge and then pull the cartridge straight out to remove it.

**Figure 4: Remove the cartridge**



4. Remove the new cartridge from the packaging.

**Figure 5: Unpack the cartridge**



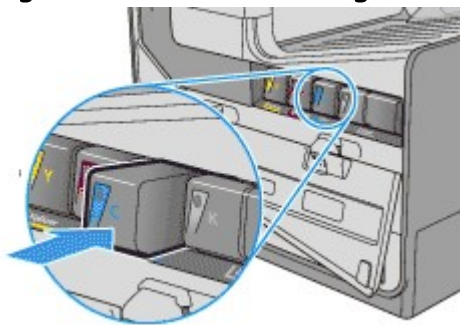
5. Do not touch the gold-colored metal contacts of the cartridge. Fingerprints on the contacts can cause print-quality problems.

**Figure 6: Do not touch the contact**



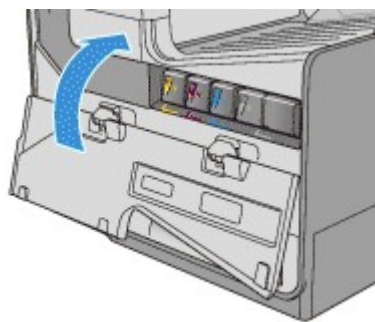
6. Insert the new cartridge into the product. Make sure the cartridge is firmly in place.

**Figure 7: Insert the cartridge**



7. Close the cartridge door.

**Figure 8: Close the cartridge door**



8. Pack the used cartridge in the box that the new cartridge came in. See the enclosed recycling guide for information about recycling.

HP helps you recycle your Original HP cartridges—it's easy and free with the HP Planet Partners program, available in more than 50 countries/regions around the world<sup>1)</sup>.

To find information about how to recycle used HP cartridges, please go to [www.hp.com/recycle](http://www.hp.com/recycle).

<sup>1)</sup> Program availability varies. For more information, visit [www.hp.com/recycle](http://www.hp.com/recycle).

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