



HP Color LaserJet Enterprise M552, M553

“Load labels in Tray 2” message ~ unable to print labels to Tray 1

When trying to print labels from Tray 1 on an **HP LaserJet Enterprise M552 or M553**, both of the following issue will be seen at the control panel:

- A message prompt to load Labels in Tray 2

NOTE: Tray 1 does not support labels.

Load labels in Tray 2 or Optional Tray 3 (1 x 500 sheet).

Tray 1 does not support printing using Labels. This is not a firmware or printer defect but rather is an intentional design change to prevent and reduce damage to the Internal Transfer Belt (ITB) during label use.

The M552 and M553 models are designed with size in mind to reduce the overall printer footprint and the amount of desktop space required in the office environment. This design change increased the angles that the paper must navigate when printing to Tray 1, which might increase the likelihood of a label becoming dislodged from the label backing. Due to these tighter angles, labels are only supported through Tray 2 and the Optional Tray 3.


Affected printers

- HP Color LaserJet Enterprise M552 series
- HP Color LaserJet Enterprise M553 series

The table below identifies the paper types that are supported by each tray. To achieve the best results, select a supported paper size and type appropriate for the Tray in the print driver before printing.

Supported paper types by tray

Paper type	Tray 1	Tray 2	1 x 550–sheet trays	Automatic duplex printing
Plain	X	X	X	X
HP Eco SMART Lite	X	X	X	X
HP Matte 105 g	X	X	X	X
HP Matte 120 g	X	X	X	X
HP Matte 150 g	X	X	X	
HP Matte 200 g	X	X	X	
HP Soft Gloss 120 g	X	X	X	X
HP Glossy 120 g	X	X	X	X
HP Glossy 150 g	X	X	X	X
HP Glossy 200 g	X	X	X	X
Light 60–74 g	X	X	X	X
Mid-weight 96–110 g	X	X	X	X
Heavy 111–130 g	X	X	X	X
Extra Heavy 131–175 g	X	X	X	
Cardstock 176–220 g	X	X	X	
Mid-weight glossy 96–110 g	X	X	X	X



Heavy glossy 111–130 g	X	X	X	X
Extra Heavy glossy 131–175 g	X	X	X	X
Card glossy 176–220 g	X	X	X	X
Color laser transparency	X	X	X	
Labels		X	X	
Letterhead	X	X	X	X
Envelope	X			
Preprinted	X	X	X	X
Pre-punched	X	X	X	X
Colored	X	X	X	X
Bond	X	X	X	X
Recycled	X	X	X	X
Rough	X	X	X	X
Opaque Film	X	X	X	X