Datasheet

HP LaserJet Pro MFP M28 Series

The perfect fit for virtually any space and budget – the world's smallest laser in its class.[1]

Get productive MFP performance that fits your space and your budget. Print, scan, and copy, and produce professional-quality results. Easily print and scan from your smartphone.[2,3]

Dynamic security enabled printer. Only intended to be used with cartridges using an HP original chip. Cartridges using a non-HP chip may not work, and those that work today may not work in the future. Learn more at hp.com/go/learnaboutsupplies

HP LaserJet Pro MFP M28a

HP LaserJet Pro MFP M28w

Productivity that fits anywhere
- Easily handle tasks and get a lot from one device – print, scan, and copy.
- Maximize your uptime with print speeds up to 18/19 ppm.[4]
- Easily scan files directly to PDF and email with preloaded business apps.[5]
- Easily copy both sides of identification cards onto one side of paper.

Uncompromising quality
- This surprisingly small laser delivers exceptional quality, page after page.
- Help save energy with HP Auto-On/Auto-Off Technology.[6]
- Speed through print jobs, using pre-installed Original HP Toner cartridges.

Easy mobile printing and scanning with HP Smart app[2]
- Print from the cloud, scan from your smartphone, and easily order toner, with the HP Smart app.[3]
- Easily print from a variety of smartphones and tablets.[7]
- Easily share resources – access and print with wireless networking.[8]
- Connect your smartphone directly to your printer – and easily print without accessing a network.[9]

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[1] World's smallest in-class footprint compared only to dimensions of majority of worldwide personal laser printers (defined as monochrome laser printers < $100 USD and monochrome laser MFPs < $150 USD); HP internal research of printer manufacturers' published specifications as of October 9, 2017 and Keypoint Intelligence-Buyers Lab 2017 study commissioned by HP. Market share as reported by IDC CYQ2 2017 Hardcopy Peripherals Tracker. Measured footprint for HP LaserJet Pro M15 printer series is 100.64 square inches and for HP LaserJet Pro MFP M28 series is 148.2 square inches. For details, see keypointintelligence.com/products/samples/new-hp-laserjet-series
[2] Available only on the HP LaserJet Pro MFP M28w only.
[3] Requires the HP Smart app download. Features controlled may vary by mobile device operating system. Full list of supported operating systems and details at support.hp.com/us-en/document/c03561640. For details on local printing requirements see hp.com/go/mobileprinting
[4] Measured using ISO/IEC 24734, excludes first set of test documents. For more information, see hp.com/go/printerclaims. Exact speed varies depending on the system configuration, software application, driver, and document complexity.
[5] Requires an Internet connection to the printer. Services may require registration. App availability varies by country, language, and agreements. For details, see hpconnected.com
[6] HP Auto-On/Auto-Off Technology capabilities subject to printer and settings; may require a firmware upgrade.
[7] For details on local printing requirements see hp.com/go/mobileprinting
[8] Wireless operations are compatible with 2.4 GHz and 5.0 GHz operations only. Learn more at hp.com/go/mobileprinting. Wi-Fi is a registered trademark of Wi-Fi Alliance®.
[9] Mobile device needs to be connected to Wi-Fi Direct® signal of a Wi-Fi Direct-supported AiO or printer prior to printing. Details at hp.com/go/mobileprinting. Wi-Fi Direct® is a registered trademark of Wi-Fi Alliance®.

Product walkaround

HP LaserJet Pro MFP M28w shown

Elegant, streamlined design, compact size

Intuitive control panel with icon LCD

100-sheet output bin

Pre-installed Original HP Toner cartridge

150-sheet input tray (shown closed)

Flatbed scanner handles up to 21.6 x 29.7 cm paper

Wireless networking (802.11b/g/n)[3]

Wi-Fi Direct® printing[4]

Easy mobile printing with the HP Smart App[1]

Hi-Speed USB 2.0 port

Series at a glance

	HP LaserJet Pro MFP M28a	HP LaserJet Pro MFP M28w
Part number	W2G54A	W2G55A
Functions	Print, copy, scan	Wireless, print, copy, scan
Print speed (A4)[7]	Up to 18 ppm	Up to 18 ppm
Connectivity	USB	USB, wireless[3]
Mobile printing capability[2]	Not available	HP Smart App,[1] Wi-Fi Direct,[4] Google Cloud Print,[5] Apple AirPrint,[6] Mopria-certified
Control panel	LED	Icon LCD
ID Copy	✓	✓
Dimensions (W x D x H)	360 x 264 x 198 mm	360 x 264 x 198 mm

[1] The HP Smart App is supported on the HP LaserJet Pro MFP M28w only. Requires the HP Smart App download. Features controlled may vary by mobile device operating system. Full list of supported operating systems and details at support.hp.com/us-en/document/c03561640. For details on local printing requirements see hp.com/go/mobileprinting.
[2] Mobile printing is supported on the HP LaserJet Pro MFP M28w only. For details on local printing requirements, see hp.com/go/mobileprinting.
[3] Wireless capabilities are available with the HP LaserJet Pro MFP M28w only. Wireless operations are compatible with 2.4 GHz and 5.0 GHz operations only. Learn more at hp.com/go/mobileprinting. Wi-Fi is a registered trademark of Wi-Fi Alliance®.
[4] Wi-Fi Direct® printing is supported on the HP LaserJet Pro MFP M28w only. Mobile device needs to be connected to Wi-Fi Direct signal of a Wi-Fi Direct-supported AiO or printer prior to printing. Details at hp.com/go/mobileprinting. Wi Fi Direct is a registered trademark of Wi-Fi Alliance®.
[5] Google Cloud Print™ is supported on the HP LaserJet Pro MFP M28w only. Requires Google Cloud Print registration and Google™ account. Learn more at hp.com/go/mobileprinting.
[6] Apple AirPrint is supported on the HP LaserJet Pro MFP M28w only. Mobile device must have iOS v7.0 or higher. Learn more at hp.com/go/mobileprinting.
[7] Measured using ISO/IEC 24734, excludes first set of test documents. For more information, see hp.com/go/printerclaims. Exact speed varies depending on the system configuration, software application, driver, and document complexity. For details, see hpconnected.com.

HP Services

Downtime can have serious consequences, so HP provides support beyond the standard warranty. You benefit from reduced risk, maximized uptime, predictable service delivery and no unbudgeted repair costs. Choose from:

Standard Care (high level of uptime): Next Business Day Exchange Service Installation with Network Configuration Service

Basic Care (minimum recommended support): Standard Exchange Service

Standard Exchange Service: Send your faulty equipment back to HP and receive a replacement within 4 - 7 days

Next Business Day Exchange Service: Receive a replacement unit within the next business day after HP receives the faulty unit

Installation with Network Configuration Service: Assembly, network configuration, and basic administrator familiarization

For more information about HP Care Pack, HP Contractual, or HP Managed Print Services, visit hp.com/go/printservices

Top Features

Productive performance from the world's smallest laser in its class.[1] Quickly print, scan, and copy, and easily tackle projects with intuitive scan-to and copy solutions.

Affordable, reliable performance from the start. Produce the professional quality you expect from an HP LaserJet, right out of the box.

Stay connected to business. Print and scan from your smartphone, and easily order toner, with the HP Smart app.[2]

Product

W2G54A	HP LaserJet Pro MFP M28a
W2G55A	HP LaserJet Pro MFP M28w

Replacement Cartridges[3]

CF248A	HP 48A Original Black LaserJet Toner Cartridge (~ 1,000 pages)

HP Care Packs

UH757E	HP 3-year Next Business Day Exchange Consumer LaserJet MFP - E SVC
UH773E	HP 3-year Onsite Exchange Consumer LaserJet MFP - E SVC
UH769E	HP 3-year Pickup Return Consumer LaserJet MFP - E SVC
UH764E	HP 3-year Return Consumer LaserJet MFP - E SVC

Protect your investment with HP Care Pack. Let HP certified engineers resolve your technical issues. For more details on HP Care Pack, go to hp.com/go/cpc

Recommended Papers[4]

CG964A	HP Professional Glossy Laser Paper, A4, 250 sheets, 120 gsm
CG965A	HP Professional Glossy Laser Paper, A4, 150 sheets, 150 gsm
CG966A	HP Professional Glossy Laser Photo Paper, A4, 100 sheets, 200 gsm
Q6550A	HP Professional Matt Laser Photo Paper, A4, 100 sheets, 200 gsm

Please visit hp.com/apac/paper for more details.

HP SureSupply[4]

Discover how HP SureSupply redefines convenience in purchasing printer cartridge supplies online. To order online, please visit hp.com/apac/oac for more details.[4]

HP Order-a-Cartridge[4]

Call HP's Order-a-Cartridge[4] service and have them conveniently delivered to your doorstep.

China	800 820 0851/400 820 0851
India	1800 3003 3003
Korea	080 703 0700

Solutions

HP Web Jetadmin: hp.com/go/wja
HP Universal Print Driver: hp.com/go/upd
HP JetAdvantage Security Manager: hp.com/go/securitymanager
To learn more about available infrastructure, management, and workflow solutions, visit hp.com/go/gsc

[1] World's smallest in-class footprint compared only to dimensions of majority of worldwide personal laser printers (defined as monochrome laser printers < $100 USD and monochrome laser MFPs < $150 USD); HP internal research of printer manufacturers' published specifications as of October 9, 2017 and Keypoint Intelligence-Buyers Lab 2017 study commissioned by HP. Market share as reported by IDC CYQ2 2017 Hardcopy Peripherals Tracker. Measured footprint for HP LaserJet Pro M15 printer series is 100.64 square inches. For details, see keypointintelligence.com/products/samples/new-hp-laserjet-series
[2] Requires the HP Smart app download. Features controlled may vary by mobile device operating system. Full list of supported operating systems and details at support.hp.com/us-en/document/c03561640. For details on local printing requirements see hp.com/go/mobileprinting
[3] Declared yield value in accordance with ISO/IEC 19752 and continuous printing. Actual yields vary considerably based on images printed and other factors. For details see hp.com/go/learnaboutsupplies
[4] Available in selected countries only.

HP LaserJet Pro MFP M28 Series

Technical specifications	HP LaserJet Pro MFP M28a (W2G54A)	HP LaserJet Pro MFP M28w (W2G55A)
Number of user	1-3 Users	
Functions	Print, copy, scan	Wireless, print, copy, scan
Print		
Technology	Laser	
Speed[1]	**Black (normal, A4):** Up to 18 ppm	
First page out[2]	**Black (A4, ready):** As fast as 8.2 seconds; **Black (A4, sleep):** As fast as 8.2 seconds	
Resolution	**Black (best):** Up to 600 x 600 x 1 dpi; **Black (normal):** Up to 600 x 400 x 2 dpi	
Languages	PCLmS; URF; PWG	
Print cartridges	1 Black	
Printer management	HP Printer Assistant (UDC); HP Device Toolbox; HP Utility (Mac)	
Printer smart software features	HP Auto-On/Auto-Off	Apple AirPrint™, Mopria-certified, HP Auto-On/Auto-Off, Wi-Fi Direct, HP Smart App
Scan		
Type	Flatbed	
Technology	Contact Image Sensor (CIS)	
Resolution	**Hardware:** Up to 1200 x 1200 dpi; **Optical:** Up to 1200 dpi	
Recommended monthly scan volume[3]	250 to 2,000 pages	
Max scanning size	**Flatbed:** Up to 216 x 297 mm	
Input modes	Scanning via HP LaserJet Software Scan or TWAIN-compliant or WIA-compliant software	
Grayscale levels	256	
File format	JPG, RAW (BMP), PNG, TIFF, PDF	
Copy		
Speed[4]	**Black (normal, A4):** Up to 18 cpm	
First copy out[4]	**Black (A4):** As fast as 12.3 seconds; **Black (A4, sleep):** As fast as 12.5 seconds	**Black (A4):** As fast as 10.2 seconds; **Black (A4, sleep):** As fast as 10.5 seconds
Resolution	**Black (text and Graphics):** 600 x 400 dpi	
Max copies	Up to 99 copies	
Copier reduce/enlarge	25 to 400%	
Copier setting	Number of Copies; Lighter/Darker; Optimize; Paper	
Display	LED	ICON LCD
Duty cycle (monthly, A4)[5]	Up to 8,000 pages	
Recommended monthly page volume[6]	100 to 1,000 pages	
Media		
Standard sizes	A4; A5; A6; envelopes (C5, DL); custom	
Recommended Weights	65 to 120 g/m²	
Types	Plain paper, envelope, postcard, Label	
Paper handling	**Input (standard):** 150-sheet input tray; **Output (standard):** 100-sheet output bin	
Memory	**Standard/Maximum:** 32 MB	
Processor speed	500 MHz	
Operating system compatibility[5]	Windows® 10, 8.1, 8, 7: 32-bit or 64-bit, 2 GB available hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Internet Explorer. Apple®OS X El Capitan (v10.11) macOS Sierra (v10.12) macOS High Sierra, (v10.13); 1.5 GB HD; Internet required; USB Linux (For more information, see developers.hp.com/hp-linux-imaging-and-printing)	
Minimum system requirements	**PC:** Windows® 10, 8.1, 8, 7: 32-bit or 64-bit, 2 GB available hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Internet Explorer; **Mac:** Apple®OS X El Capitan (v10.11) macOS Sierra (v10.12) macOS High Sierra, (v10.13); 1.5 GB HD; Internet required; USB	
Connectivity		
Connectivity (standard)	Hi-Speed USB 2.0 port	Hi-Speed USB 2.0 port; built-in Wifi 802.11b/g/n
Wireless capability	No	Yes
Mobile printing capability[8]	No	Apple AirPrint™; Google Cloud Print 2.0; Mopria-certified; Wi-Fi Direct, HP Smart App
Supported network protocols	No	TCP/IP: IPv4; IPv6; IP Direct Mode; LPD; SLP; Bonjour; WS-Discovery; BOOTP/DHCP/AutoIP; SNMP v 1/2/3; HTTP/HTTPS
Dimensions (W x D x H)	360 x 264 x 197 mm	
Weight	5.4 kg	
Environmental		
Operating environment	**Operating humidity range:** 10 to 80% RH; **Recommended operating humidity range:** 30 to 70% RH; **Operating temperature range:** 15 to 32.5° C; **Recommended operating temperature** range: 17.5 to 25° C; **Non-operating humidity range:** 10 to 90% RH; **Storage temperature range:** -20 to 60° C	
Acoustics	**Acoustic power emissions:** 6.5 B(A); **Acoustic Power Emissions (active, copy):** 6.7 B(A); **Acoustic power emissions (ready):** 2.6 B(A); **Acoustic Pressure Emissions Bystander (active, copy):** 47 dB(A); **Acoustic pressure emissions bystander (active, printing):** 52 dB(A); **Acoustic pressure emissions bystander (ready):** 16 dB(A)	
Power specifications	**Power supply required:** 110V - 127V nominal @ +/-10% (min 99V, max 140V), 50 - 60Hz nominal +/- 3Hz (min 47Hz, max 63Hz), 220V - 240V nominal @ +/-10% (min 198V, Max 264V), 50 - 60Hz nominal +/- 3Hz (min 47Hz, max 63Hz); **Power consumption:** 365 watts (active printing), 2.9 (ready), 0.6 watts (sleep), 0.1 watts (Auto-off /Manual on) , 0.1 watts (manual off), 0.6 watts (Auto-off/Wake on USB); **Typical Electricity Consumption (TEC):**[10]BA: 0.456 kWh/Week; ES: 0.417 kWh/Week; **Energy-saving features:** HP Auto-On/Auto-Off Technology; **Blue Angel (Sleep mode):** 0.46 watts (M26a); 1.0 watts (M26w)	
Software included	For Windows OS: HP Software Installer, HP Software Uninstaller (exclude Win8+), HP PCLmS Printer Driver, HP Device Experience (DXP), HP Web Services Assist (HP Connected), Device Setup & Software, Online user manuals, HP Printer Assistant, HP Scan Driver, HP Scan Application, HP Product Improvement Study. For Mac OS: Welcome Screen, (Directs users to HP.com or OS App Source for LaserJet Software)	
Warranty	1 Year Limited Warranty (Return to HP/Dealer - Standard Bench Repair)	
What's in the box[9]	HP LaserJet Pro M28a Printer; Preinstalled HP Original Introductory Black LaserJet Toner Cartridge (~500 pages); Getting Started Guide; Setup Poster; Support flyer; Warranty guide; Software drivers and documentation on CD-ROM; Power cord; USB cable	HP LaserJet Pro M28w Printer; Preinstalled HP Original Introductory Black LaserJet Toner Cartridge (~500 pages); Getting Started Guide; Setup Poster; Support flyer; Warranty guide; Software drivers and documentation on CD-ROM; Power cord; USB cable
Safety and regulatory compliance	IEC 60950-1:2005 +A1:2009+A2:2013/EN60950-1:2006 +A11:2009 +A1:2010+A12:2011+A2:2013; IEC 60825-1:2014 / EN 60825-1:2014 (Class 1 Laser/LED Product); IEC 62479:2010 / EN 62479:2010; IEC 62471:2006/ EN62471:2008; GB4943-2011	
Electromagnetic emission standard	CISPR 22:2008 & CISPR 32: 2012/ EN 55032:2012 - Class B, EN 61000-3-2: 2014, EN 61000-3-3: 2013, EN 55024: 2010, FCC Title 47 CFR, Part 15 Class B / ICES-003, Issue 6, GB9254-2008, GB17625.1-2012	

[1] Measured using ISO/IEC 24734, excludes first set of test documents. For more information see hp.com/go/printerclaims. Exact speed varies depending on the system configuration, software application, driver, and document complexity.
[2] Measured using ISO/IEC 17629. For more information see hp.com/go/printerclaims. Exact speed varies depending on the system configuration, software application, driver, and document complexity.
[3] HP recommends that the number of pages per month of imaged output be within the stated range for optimum device performance, based on factors including supplies replacement intervals and device life over an extended warranty period.
[4] First Copy Out and Copy Speed measured using ISO/IEC 29183, excludes first set of test documents. For more information see hp.com/go/printerclaims. Exact speed varies depending on the system configuration, software application, driver, and document complexity.
[5] Duty cycle is defined as the maximum number of pages per month of imaged output. This value provides a comparison of product robustness in relation to other HP LaserJet or HP Colour LaserJet devices, and enables appropriate deployment of printers and MFPs to satisfy the demands of connected individuals or groups.
[6] HP recommends that the number of printed pages per month be within the stated range for optimum device performance, based on factors including supplies replacement intervals and device life over an extended warranty period.
[7] Not supporting Windows® XP (64-bit) and Windows Vista® (64-bit). Not all "Compatible Operating Systems" are supported with INBOX software; Full solution software available only for Windows 7 and newer; For Windows Server 2008 R2 64-bit, 2012 64-bit, 2012 R2 64-bit, 2016 64-bit only print driver is installed. Windows RT OS for Tablets (32 & 64-bit) uses a simplified HP print driver built into the RT OS; Linux systems use in-OS HPLIP software.
[8] Apple AirPrint –Mobile device must have AirPrint®. Wireless operations are compatible with 2.4 GHz operations only. Learn more at hp.com/go/mobileprinting. Google Cloud Print™ 2.0- Requires Google Cloud Print™ registration and Google account. Wireless operations are compatible with 2.4 GHz operations only. Learn more at hp.com/go/mobileprinting.
[9] HP Original Introductory Black LaserJet Toner Cartridge (~500 page yield). Actual yields vary considerably based on images printed and other factors. For details see hp.com/go/learnaboutsupplies
[10] Based on the BA TEC method with the following possible exceptions: 1 minute or less sleep delay setting, Wi-Fi disabled

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