# LASERJET PROFESSIONAL CP1020
## COLOR PRINTER SERIES

# User Guide

# HP LaserJet Pro CP1020 Color Printer Series

User Guide

# Conventions used in this guide

☀ **TIP:** Tips provide helpful hints or shortcuts.

▥ **NOTE:** Notes provide important information to explain a concept or to complete a task.

⚠ **CAUTION:** Cautions indicate procedures that you should follow to avoid losing data or damaging the product.

⚠ **WARNING!** Warnings alert you to specific procedures that you should follow to avoid personal injury, catastrophic loss of data, or extensive damage to the product.

# Table of contents

# 1 Product basics

-
-
-
-

# Product comparison

| HP LaserJet Pro CP1025 | HP LaserJet Pro CP1025nw |
|---|---|
| **CE913A** | **CE914A** |

- **Speed**: Prints up to 16 A4-size pages per minute (ppm) or 17 letter-size ppm monochrome and 4 ppm color

- **Tray**: 150 sheets of 75 g/m² (20 lb)

- **Output bin**: 50 sheets of 75 g/m² (20 lb)

- **Connectivity**: Hi-Speed USB 2.0 port

- **Two-sided printing (duplexing)**: Manual duplexing (using the printer driver)

- **Introductory print cartridge**: Supplied with product

HP LaserJet Pro CP1025 plus:

- **Connectivity**: 802.11b/g/n wireless networking, built-in networking to connect to 10Base-T/100Base-TX networks

- **Internal networking**: HP internal networking port

# Environmental features

| | |
|---|---|
| Recycling | Reduce waste by using recycled paper. |
| | Recycle print cartridges by using the HP return process. |
| Energy savings | Save energy with HP Auto-On/Auto-Off Technology. |
| Manual duplex printing | Save paper by using the manual duplex printing setting. |
| Print multiple pages per sheet | Save paper by printing two or more pages of a document side-by-side on one sheet of paper. Access this feature through the printer driver. |

# Accessibility features

The product includes several features that aid users with accessibility issues.

- Online user guide that is compatible with text screen-readers.
- Print cartridges and the imaging drum can be installed and removed by using one hand.
- All doors and covers can be opened by using one hand.

# Product views

## Product front view
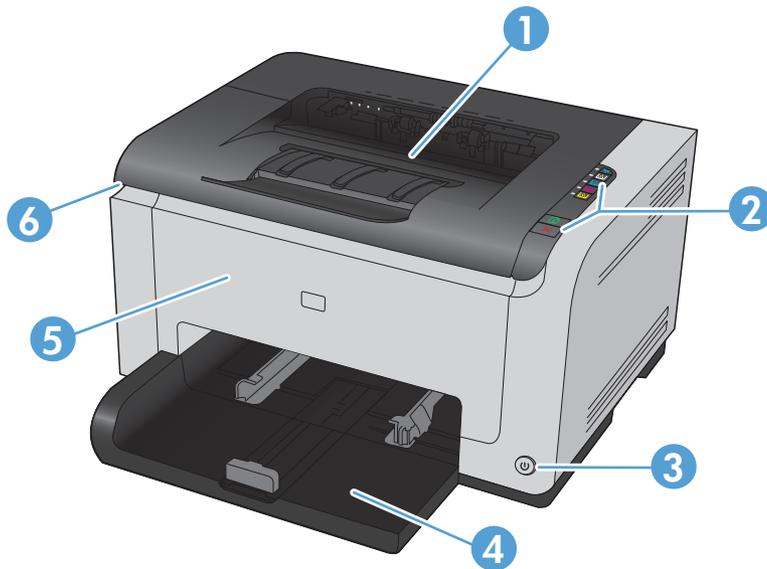


| | |
|---|---|
| **1** | Output bin |
| **2** | Control panel |
| **3** | Power button |
| **4** | Main-input tray |
| **5** | Front cover (provides access to the imaging drum) |
| **6** | Print cartridge door (provides access to the cyan, magenta, yellow, and black print cartridges) |

## Product back view
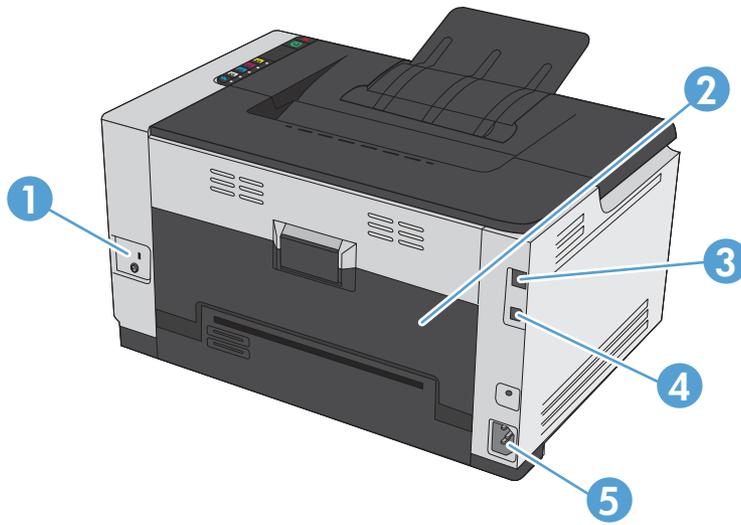


| 1 | Kensington lock |
|---|---|
| 2 | Rear jam-access door |
| 3 | HP internal network port (network models only) |
| 4 | USB port |
| 5 | Power receptacle |

## Serial number and model number location

The label that contains the product and serial numbers is on the inside of the front cover.
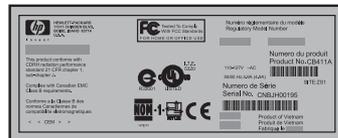
# Control panel layout
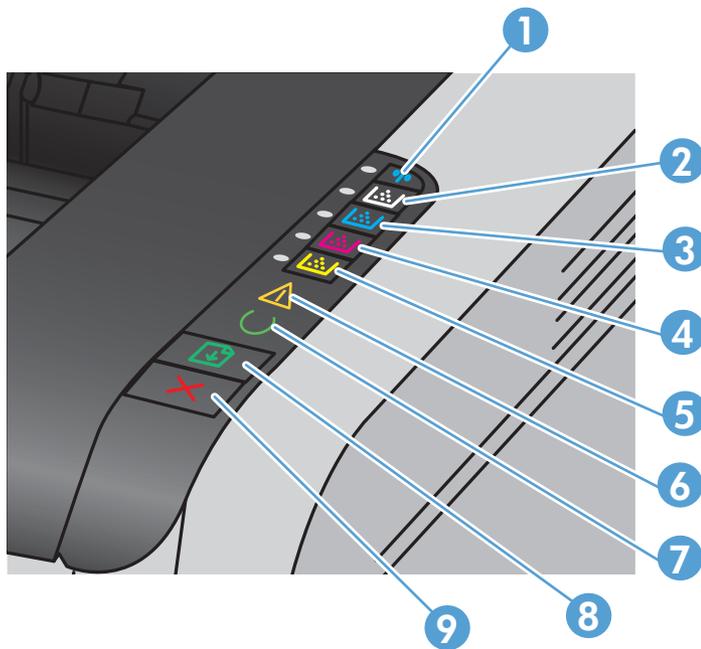


| 1 | ![wireless icon] Wireless button and light | Press and hold the button to enable Wi-Fi Protected Setup (WPS) (network models only). The light indicates the state of the wireless connection. |
|---|---|---|
| 2-5 | ![cartridge icon] Cartridge buttons and lights | When the print cartridge door is closed, press the button to access the print cartridge of the corresponding color. The light indicates the state of the print cartridge. |
| 6 | ![attention icon] Attention light | Indicates that the print-cartridge door is open or other errors exist. |
| 7 | ![ready icon] Ready light | When the light is on, the product is ready to print, When the light is blinking, the product is processing data. |
| 8 | ![resume icon] Resume button | Press to resume a print job. |
| 9 | ![cancel icon] Cancel button | Press to cancel a print job. |

# 2 Software for Windows

-

# Supported operating systems for Windows

The product comes with software for the following Windows® operating systems:

- Windows 7 (32-bit and 64-bit)

- Windows Vista (32-bit and 64-bit)

- Windows XP (32-bit, Service Pack 2)

- Windows Server 2003 (32-bit, Service Pack 3)

- Windows Server 2008 (32-bit and 64-bit)

# Supported printer drivers for Windows

The product comes with software for Windows that allows the computer to communicate with the product. This software is called a printer driver. Printer drivers provide access to product features, such as printing on custom-sized paper, resizing documents, and inserting watermarks.

**NOTE:** The most recent drivers are available at www.hp.com/support/ljcp1020series.

# Change print job settings for Windows

| Tool for changing the settings | Method for changing the settings | Duration of changes | Hierarchy of changes |
|---|---|---|---|
| Software program settings | On the File menu in the software program, click Page Setup or a similar command. | These settings are in effect for the current print job only. | Settings changed here override settings changed anywhere else. |
| Printer Properties in the software program | The steps vary for each software program. This procedure is most common.<br><br>1. On the **File** menu in the software program, click **Print**.<br><br>2. Select the product, and then click **Properties** or **Preferences**.<br><br>3. Change the settings on any of the tabs. | These settings are in effect for the current session of the software program. | Settings changed here override default printer driver settings and default product settings. |
| Default printer driver settings | 1. Open the list of printers on your computer, and select this product.<br><br>**NOTE:** This step varies for each operating system.<br><br>2. Click **Printer**, and then click **Printing Preferences**.<br><br>3. Change the settings on any of the tabs. | These settings remain in effect until you change them again.<br><br>**NOTE:** This method changes the default settings for the printer driver for all software programs. | You can override these settings by changing settings in the software program. |

# Change printer-driver settings for Windows

## Change the settings for all print jobs until the software program is closed

1. On the **File** menu in the software program, click **Print**.

2. Select the driver, and then click **Properties** or **Preferences**.

The steps can vary; this procedure is most common.

## Change the default settings for all print jobs

1. **Windows XP, Windows Server 2003, and Windows Server 2008 (using the default Start menu view)**: Click **Start**, and then click **Printers and Faxes**.

   **Windows XP, Windows Server 2003, and Windows Server 2008 (using the Classic Start menu view)**: Click **Start**, click **Settings**, and then click **Printers**.

   **Windows Vista**: Click **Start**, click **Control Panel**, and then in the category for **Hardware and Sound** click **Printer**.

   **Windows 7**: Click **Start**, and then click **Devices and Printers**.

2. Right-click the driver icon, and then select **Printing Preferences**.

## Change the product configuration settings

1. **Windows XP, Windows Server 2003, and Windows Server 2008 (using the default Start menu view)**: Click **Start**, and then click **Printers and Faxes**.

   **Windows XP, Windows Server 2003, and Windows Server 2008 (using the Classic Start menu view)**: Click **Start**, click **Settings**, and then click **Printers**.

   **Windows Vista**: Click **Start**, click **Control Panel**, and then in the category for **Hardware and Sound** click **Printer**.

   **Windows 7**: Click **Start**, and then click **Devices and Printers**.

2. Right-click the driver icon, and then select **Properties** or **Printer properties**.

3. Click the **Configure** tab.

# Remove software for Windows

## Windows XP

1. Click **Start**, and then click **Programs**.

2. Click **HP**, and then click the product name.

3. Click **Uninstall**, and then follow the onscreen instructions to remove the software.

## Windows Vista and Windows 7

1. Click **Start**, and then click **All Programs**.

2. Click **HP**, and then click the product name.

3. Click **Uninstall**, and then follow the onscreen instructions to remove the software.

# Supported utilities for Windows (network models only)

- HP Embedded Web Server (The HP EWS is only accessible when the product is network connected, not when the product is connected via USB.)

# 3 Use the product with Mac

- Software for Mac
- Print with Mac

# Software for Mac

## Supported operating systems for Mac

The product supports the following Mac operating systems:

- Mac OS X 10.5, 10.6, and later

**NOTE:** For Mac OS X 10.5 and later, PPC and Intel® Core™ Processor Macs are supported. For Mac OS X 10.6, Intel Core Processor Macs are supported.

## Supported printer drivers for Mac

The HP LaserJet software installer provides PostScript® Printer Description (PPD) files, and Printer Dialog Extensions (PDEs) for use with Mac OS X computers. The HP printer PPD and PDE files, in combination with the product printer driver, provide full printing functionality and access to specific HP printer features.

## Install software for Mac operating systems

### Install software for Mac computers connected directly to the product

This product supports a USB 2.0 connection. Use an A-to-B type USB cable. HP recommends using a cable that is no longer than 2 m (6.5 ft).

1. Connect the USB cable to the product and the computer.
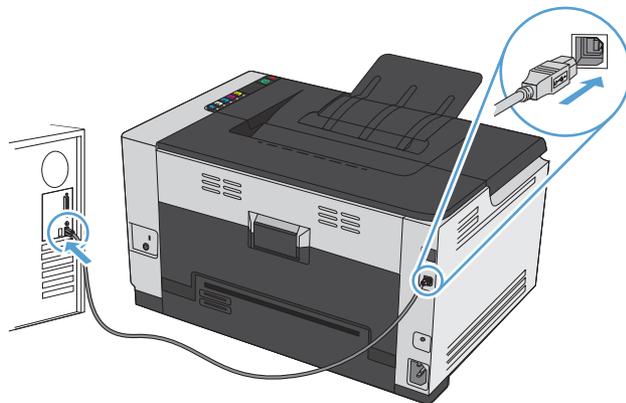


2. Install the software from the CD.

3. Click HP Installer icon, and follow the onscreen instructions.

4. On the Congratulations screen, click the **OK** button.

5. Print a page from any program to make sure that the printing software is correctly installed.

## Install software for Mac computers on a wired network

### Configure the IP address

1. Connect the network cable to the product and to the network.



2. Wait for 60 seconds before continuing. During this time, the network recognizes the product and assigns an IP address or host name for the product.

3. Press and hold the Resume ⏬ button for two to three seconds to print a configuration page and a supplies status page.

4. Find the IP address on the configuration report.



### Install the software

1. Quit all programs on the computer.

2. Install the software from the CD.

3. Click the HP Installer icon, and follow the onscreen instructions.

4. On the Congratulations screen, click the **OK** button.

5. Print a page from any program to make sure that the printing software is correctly installed.

## Install software for Mac computers on a wireless network

Before installing the product software, make sure the product is not connected to the network using a network cable.

If your wireless router does not support Wi-Fi Protected Setup (WPS), obtain the wireless router network settings from your system administrator, or complete the following tasks:

- Obtain the wireless network name or service set identifier (SSID).

- Determine the security password or encryption key for the wireless network.

### Connect the product to a wireless network using WPS

If your wireless router supports Wi-Fi Protected Setup (WPS), this is the simplest way to set up the product on a wireless network.

1. Press the WPS button on your wireless router.

2. Press and hold the Wireless 🛜 button on the product control panel for two seconds. Release the button when the wireless light starts blinking.

3. Wait up to two minutes while the product establishes a network connection with the wireless router.

📝 **NOTE:** If this method is not successful, try using the wireless network using USB cable method.

### Connect the product to a wireless network using a USB cable

If your wireless router does not support WiFi-Protected Setup (WPS), use this method to set up the product on a wireless network. Using a USB cable to transfer settings makes setting up a wireless connection easier. After the setup is complete, you can disconnect the USB cable and use the wireless connection.

1. Insert the software CD into the computer CD tray.

2. Follow the on-screen instructions. When prompted, select the **Connect through a wireless network** option. Connect the USB cable to the product when prompted.

⚠ **CAUTION:** Do not connect the USB cable until the installation program prompts you.

3. When the installation is complete, print a configuration page to make sure that the product has a SSID name.

4. When installation is complete, disconnect the USB cable.

## Remove software from Mac operating systems

You must have administrator rights to remove the software.

1. Disconnect the product from the computer.

2. Open **Applications**.

3. Select **HP**.

4. Select **HP Uninstaller**.

5. Select the product from the list of devices, and then click the **Uninstall** button.

6. After the software is uninstalled, restart the computer and empty the Trash.

# Change printer-driver settings for Mac

| Change the settings for all print jobs until the software program is closed | Change the default settings for all print jobs | Change the product configuration settings |
|---|---|---|
| 1. On the **File** menu, click the **Print** button. | 1. On the **File** menu, click the **Print** button. | **Mac OS X 10.5 and 10.6** |
| 2. Change the settings that you want on the various menus. | 2. Change the settings that you want on the various menus. | 1. From the Apple menu 🍎, click the **System Preferences** menu and then click the **Print & Fax** icon. |
|  | 3. On the **Presets** menu, click the **Save As...** option and type a name for the preset. | 2. Select the product in the left side of the window. |
|  | These settings are saved in the **Presets** menu. To use the new settings, you must select the saved preset option every time you open a program and print. | 3. Click the **Options & Supplies** button. |
|  |  | 4. Click the **Driver** tab. |
|  |  | 5. Configure the installed options. |

# Software for Mac computers

## Supported utilities for Mac (network models only)

### HP Utility for Mac

Use the HP Utility to set up product features that are not available in the printer driver.

You can use the HP Utility when the product uses a universal serial bus (USB) cable or is connected to a TCP/IP-based network.

### Open the HP Utility

▲   From the dock, click **HP Utility**.

   **-or-**

   From **Applications**, click **HP**, and then click **HP Utility**.

### HP Utility features

Use the HP Utility software to perform the following tasks:

- Obtain information about supplies status.

- Obtain information about the product, such as the firmware version and the serial number.

- Print a configuration page.

- For products connected to an IP-based network, obtain network information and open the HP Embedded Web Server.

- Configure the paper type and size for the tray.

- Transfer files and fonts from the computer to the product.

- Update the product firmware.

- Display the color usage page.

### Supported utilities for Mac

### HP Embedded Web Server

The product is equipped with an embedded Web server, which provides access to information about product and network activities.

# Print with Mac

## Cancel a print job with Mac

1.  If the print job is currently printing, cancel it by pressing the Cancel ✕ button on the product control panel.

    **NOTE:** Pressing the Cancel ✕ button clears the job that the product is currently processing. If more than one process is running, pressing the Cancel ✕ button clears the process that currently appears on the product control panel.

2.  You can also cancel a print job from a software program or a print queue.

    *   **Software program:** Typically, a dialog box appears briefly on the computer screen, allowing you to cancel the print job.

    *   **Mac print queue:** Open the print queue by double-clicking the product icon in the dock. Highlight the print job, and then click **Delete**.

## Change the paper size and type with Mac

1.  On the **File** menu in the software program, click the **Print** option.

2.  In the **Copies & Pages** menu, click the **Page Setup** button.

3.  Select a size from the **Paper Size** drop-down list, and then click the OK button.

4.  Open the **Finishing** menu.

5.  Select a type from the **Media-type** drop-down list.

6.  Click the **Print** button.

## Resize documents or print on a custom paper size with Mac

| Mac OS X 10.5 and 10.6 | | |
|---|---|---|
| Use one of these methods. | 1. | On the **File** menu, click the **Print** option. |
| | 2. | Click the **Page Setup** button. |
| | 3. | Select the product, and then select the correct settings for the **Paper Size** and **Orientation** options. |
| | 1. | On the **File** menu, click the **Print** option. |
| | 2. | Open the **Paper Handling** menu. |
| | 3. | In the **Destination Paper Size** area, click the **Scale to fit paper size** box, and then select the size from the drop-down list. |

## Create and use printing presets with Mac

Use printing presets to save the current printer driver settings for reuse.

### Create a printing preset

1. On the **File** menu, click the **Print** option.

2. Select the driver.

3. Select the print settings that you want to save for reuse.

4. In the **Presets** menu, click the **Save As...** option, and type a name for the preset.

5. Click the **OK** button.

### Use printing presets

1. On the **File** menu, click the **Print** option.

2. Select the driver.

3. In the **Presets** menu, select the printing preset.

📝 **NOTE:** To use printer-driver default settings, select the **standard** option.

## Print a cover page with Mac

1. On the **File** menu, click the **Print** option.

2. Select the driver.

3. Open the **Cover Page** menu, and then select where to print the cover page. Click either the **Before Document** button or the **After Document** button.

4. In the **Cover Page Type** menu, select the message that you want to print on the cover page.

📝 **NOTE:** To print a blank cover page, select the **standard** option from the **Cover Page Type** menu.

## Print multiple pages on one sheet of paper with Mac
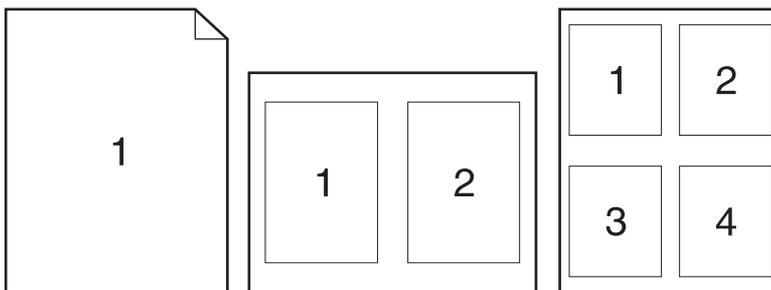
1. On the **File** menu, click the **Print** option.

2. Select the driver.

3. Open the **Layout** menu.

4.  From the **Pages per Sheet** menu, select the number of pages that you want to print on each sheet (1, 2, 4, 6, 9, or 16).

5.  In the **Layout Direction** area, select the order and placement of the pages on the sheet.

6.  From the **Borders** menu, select the type of border to print around each page on the sheet.

## Print on both sides of the page (duplex) with Mac

1.  Insert enough paper into one of the trays to accommodate the print job.

2.  On the **File** menu, click the **Print** option.

3.  Open the **Layout** menu, and click the **Manual Duplex** tab or open the **Manual Duplex** menu.

4.  Click the **Manual Duplex** box, and select a binding option.

5.  Click the **Print** button. Follow the instructions in the pop-up window that appears on the computer screen before replacing the output stack in Tray 1 for printing the second half.

6.  Go to the product, and remove any blank paper that is in Tray 1.

7.  Retrieve the printed stack from the output bin, and, maintaining the paper orientation, place it with the printed-side facing down in the input tray.

8.  At the computer, click the **Continue** button to print the second side of the job. If at the product, press the Resume ⬇ button.

## Set the color options with Mac

Use the **Color Options** menu or the **Color/Quality Options** menu to control how colors are interpreted and printed from software programs.

1.  On the **File** menu, click the **Print** option.

2.  Select the driver.

3.  Open the **Color Options** menu or the **Color/Quality Options** menu.

4.  Open the **Advanced** menu, or select the appropriate tab.

5.  Adjust the individual settings for text, graphics, and photographs.

# 4 Connect the product

- Supported network operating systems (network models only)
- Connect with USB
- Connect to a network (network models only)

# Supported network operating systems (network models only)

The product supports the following operating systems for wireless printing:

● Windows 7 (32-bit and 64-bit)

● Windows Vista (32-bit and 64-bit)

● Windows XP (32-bit, Service Pack 2)

● Windows Server 2003 (32-bit, Service Pack 3)

● Windows Server 2008 (32-bit and 64-bit)

● Mac OS X v10.5 and v10.6

# Printer sharing disclaimer

HP does not support peer-to-peer networking, as the feature is a function of Microsoft operating systems and not of the HP printer drivers. Go to Microsoft at www.microsoft.com.

# Connect with USB

This product supports a USB 2.0 connection. Use an A-to-B type USB cable. HP recommends using a cable that is no longer than 2 m (6.5 ft).

⚠ **CAUTION:** Do not connect the USB cable until the installation software prompts you to connect it.

## CD installation

1. Quit all open programs on the computer.

2. Install the software from the CD, and follow the onscreen instructions.

3. When prompted, select the **Directly connect to this computer using a USB cable** option, and then click the **Next** button.

4. When the software prompts you, connect the USB cable to the product and the computer.
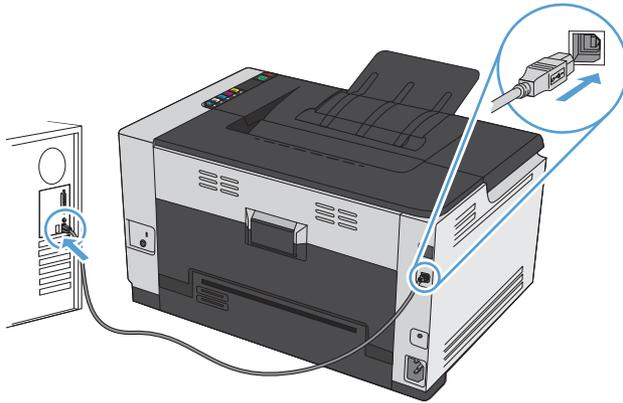
5. At the end of the installation, click the **Finish** button.

6. On the **More Options** screen, you can install more software, or click the **Finish** button.

7. Print a page from any program to make sure that the printing software is correctly installed.

# Connect to a network (network models only)

The product can connect to wired or wireless networks.

**NOTE:** You cannot connect to a wired and wireless network simultaneously. Wired connections take precedence.

## Supported network protocols

To connect a networking-equipped product to a network, you need a network that uses one of the following protocols.

- TCP/IP (IPv4 or IPv6)
- Port 9100
- LPR
- DHCP
- AutoIP
- SNMP
- Bonjour
- SLP
- WSD
- NBNS

## Install the product on a wired network

### Configure the IP address

1. Connect the network cable to the product and to the network.



2. Wait for 60 seconds before continuing. During this time, the network recognizes the product and assigns an IP address or host name for the product.

3. Press and hold the Resume ⤓ button for two to three seconds to print a configuration page and a supplies status page.

4. Find the IP address on the configuration report.



## Install the software

1. Quit all programs on the computer.

2. Install the software from the CD.

3. Follow the onscreen instructions.

4. When prompted, select the **Connect through a wired network** option, and then click the **Next** button.

5. From the list of available printers, select the printer that has the correct IP address.

6. Click the **Finish** button.

7. On the **More Options** screen, you can install more software, or click the **Finish** button.

8. Print a page from any program to make sure that the printing software is correctly installed.

# Install the product on a wireless network

Before installing the product software, make sure the product is not connected to the network using a network cable.

If your wireless router does not support Wi-Fi Protected Setup (WPS), obtain the wireless router network settings from your system administrator, or complete the following tasks:

● Obtain the wireless network name or service set identifier (SSID).

● Determine the security password or encryption key for the wireless network.

## Connect the product to a wireless network using WPS

If your wireless router supports Wi-Fi Protected Setup (WPS), this is the simplest way to set up the product on a wireless network.

1. Press the WPS button on your wireless router.

2. Press and hold the Wireless ⑈ button on the product control panel for two seconds. Release the button when the wireless light starts blinking.

3. Wait up to two minutes while the product establishes a network connection with the wireless router.

**NOTE:** If this method is not successful, try using the wireless network setup using the USB cable method.

## Connect the product to a wireless network using a USB cable

If your wireless router does not support WiFi-Protected Setup (WPS), use this method to set up the product on a wireless network. Using a USB cable to transfer settings makes setting up a wireless connection easier. After the setup is complete, you can disconnect the USB cable and use the wireless connection.

1. Insert the software CD into the computer CD tray.

2. Follow the on-screen instructions. When prompted, select the **Connect through a wireless network** option. Connect the USB cable to the product when prompted.

   **CAUTION:** Do not connect the USB cable until the installation program prompts you.

3. When the installation is complete, print a configuration page to make sure that the product has a SSID name.

4. When installation is complete, disconnect the USB cable.

## Install the software for a wireless product currently on the network

If the product already has an IP address on a wireless network and you want to install product software on a computer, complete the following steps.

1. From the product control panel, print a configuration page to obtain the product IP address.

2. Install the software from the CD.

3. Follow the on-screen instructions.

4. When prompted, select the **Connect through a wireless network** option, and then click the **Next** button.

5. From the list of available printers, select the printer that has the correct IP address.

## Disconnect from the wireless network

If you want to disconnect the product from a wireless network, you can turn off the wireless unit in the product.

1. At the product control panel, press and release the Wireless button.

2. To confirm that the wireless unit is turned off, print a configuration page and then verify that the status is specified as disabled on the configuration page.

## Reduce interference on a wireless network

The following tips can reduce interference in a wireless network:

- Keep the wireless devices away from large metal objects, such as filing cabinets, and other electromagnetic devices, such as microwaves and cordless telephones. These objects can disrupt radio signals.

- Keep the wireless devices away from large masonry structures and other building structures. These objects can absorb radio waves and lower signal strength.

- Position the wireless router in a central location in line of sight with the wireless products on the network.

## Advanced wireless setup

### Wireless communication modes

You can use one of two wireless communication modes: infrastructure or ad-hoc.

| | |
|---|---|
| Infrastructure wireless network (recommended) | The product communicates with other devices on the network through a wireless router. |



| | |
|---|---|
| Ad-hoc wireless network | The product communicates directly with other wireless devices without using a wireless router. |
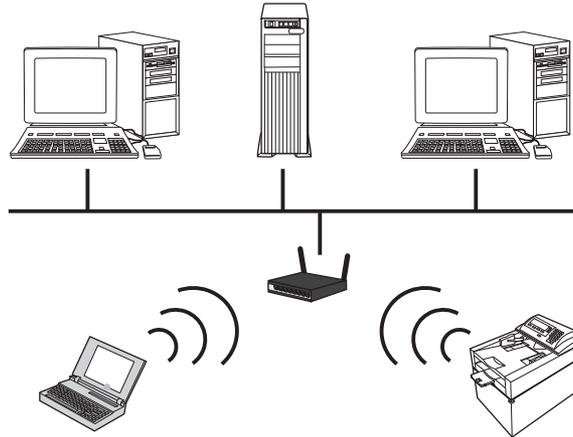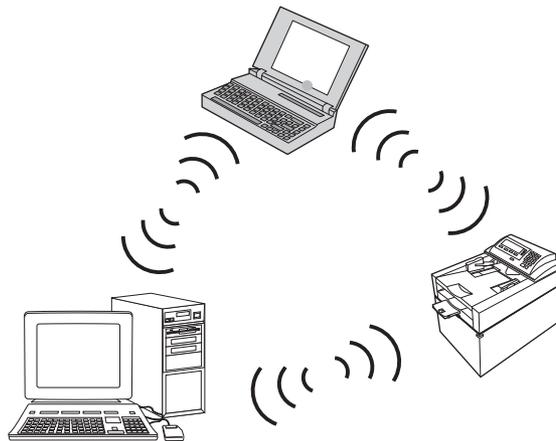


All devices on the ad hoc network must have the following:

- 802.11b/g compatibility
- The same SSID
- The same subnet and channel
- The same 802.11b/g security settings

### Wireless security

To make your wireless network easy to distinguish from other wireless networks, use a unique network name (SSID) for your wireless router. Your wireless router might have a default network name, which is typically the manufacturer's name. For information on how to change the network name, see the documentation that came with the wireless router.

To prevent other users from accessing your network, turn on WPA or WEP data encryption.

- Wired Equivalent Privacy (WEP): WEP is the original native security mechanism in the 802.11 standard. You create a unique key containing hexadecimal or alphanumeric characters, which other users must provide before they can access your network.

- Wi-Fi Protected Access (WPA): WPA uses the temporal key integrity protocol (TKIP) for encryption and employs 802.1X authentication. It addresses all known weaknesses of WEP. You create a unique passphrase containing a combination of letters and numbers, which other users must provide before they can access your network.

- WPA2 provides the advanced encryption standard (AES), and is an improvement over WPA.

### Install the product on an ad-hoc wireless network

You can connect the product wirelessly to a computer through a peer-to-peer (ad-hoc) installation.

**NOTE:** To accomplish this task, you must *temporarily* connect the product to the network by using a network cable.

1. Connect the network cable to the product and to the network.

2. Wait for 60 seconds before continuing. During this time, the network recognizes the product and assigns an IP address or host name for the product.

3. Press and hold the Resume ⬇ button for two to three seconds to print a configuration page and a supplies status page.

4. Find the IP address on the configuration page.

5. Open a Web browser, and type the IP address into the address line. The HP Embedded Web Server opens.

6. Click the **Networking** tab, and select the **Wireless Configuration** link from the left pane.

7. Select the option to enable wireless networking, and then disconnect the network cable.

8. In the **Configuration Method** area, select the **Create a new Ad hoc wireless network (peer-to-peer)** option.

9. Provide a unique network name, select a channel, and select the type of security to use.

10. Click the **Apply** button.

## Configure network settings

### View or change network settings

Use the embedded Web server to view or change IP configuration settings.

1. Print a configuration page, and locate the IP address.

   - If you are using IPv4, the IP address contains only digits. It has this format:

     xxx.xxx.xxx.xxx

   - If you are using IPv6, the IP address is a hexadecimal combination of characters and digits. It has a format similar to this:

```
xxxx::xxxx:xxxx:xxxx:xxxx
```

2.  To open the HP Embedded Web Server, type the IP address (IPv4) into the address line of a Web browser. For IPv6, use the protocol established by the Web browser for entering IPv6 addresses.

3.  Click the **Networking** tab to obtain network information. You can change settings as needed.

# 5    Paper and print media

- [Understand paper use](#)
- [Change the printer driver to match the paper type and size](#)
- [Supported paper sizes](#)
- [Supported paper types](#)
- [Load paper trays](#)

# Understand paper use

This product supports a variety of paper and other print media in accordance with the guidelines in this user guide. Paper or print media that does not meet these guidelines might cause poor print quality, increased jams, and premature wear on the product.

For best results, use only HP-brand paper and print media designed for laser printers or multiuse. Do not use paper or print media made for inkjet printers. HP Company cannot recommend the use of other brands of media because HP cannot control their quality.

It is possible for paper to meet all of the guidelines in this user guide and still not produce satisfactory results. This might be the result of improper handling, unacceptable temperature and/or humidity levels, or other variables over which HP has no control.

⚠ **CAUTION:** Using paper or print media that does not meet HP's specifications might cause problems for the product, requiring repair. This repair is not covered by the HP warranty or service agreements.

# Special paper guidelines

This product supports printing on special media. Use the following guidelines to obtain satisfactory results. When using special paper or print media, be sure to set the type and size in the printer driver to obtain the best results.

⚠ **CAUTION:** HP LaserJet products use fusers to bond dry toner particles to the paper in very precise dots. HP laser paper is designed to withstand this extreme heat. Using inkjet paper could damage the product.

| Media type | Do | Do not |
|---|---|---|
| Envelopes | <ul><li>Store envelopes flat.</li><li>Use envelopes where the seam extends all the way to the corner of the envelope.</li><li>Use peel-off adhesive strips that are approved for use in laser printers.</li></ul> | <ul><li>Do not use envelopes that are wrinkled, nicked, stuck together, or otherwise damaged.</li><li>Do not use envelopes that have clasps, snaps, windows, or coated linings.</li><li>Do not use self-stick adhesives or other synthetic materials.</li></ul> |
| Labels | <ul><li>Use only labels that have no exposed backing between them.</li><li>Use labels that lie flat.</li><li>Use only full sheets of labels.</li></ul> | <ul><li>Do not use labels that have wrinkles or bubbles, or are damaged.</li><li>Do not print partial sheets of labels.</li></ul> |
| Transparencies | <ul><li>Use only transparencies that are approved for use in color laser printers.</li><li>Place transparencies on a flat surface after removing them from the product.</li></ul> | <ul><li>Do not use transparent print media not approved for laser printers.</li></ul> |
| Letterhead or preprinted forms | <ul><li>Use only letterhead or forms approved for use in laser printers.</li></ul> | <ul><li>Do not use raised or metallic letterhead.</li></ul> |

| Media type | Do | | Do not | |
|---|---|---|---|---|
| Heavy paper | • | Use only heavy paper that is approved for use in laser printers and meets the weight specifications for this product. | • | Do not use paper that is heavier than the recommended media specification for this product unless it is HP paper that has been approved for use in this product. |
| Glossy or coated paper | • | Use only glossy or coated paper that is approved for use in laser printers. | • | Do not use glossy or coated paper designed for use in inkjet products. |

# Change the printer driver to match the paper type and size

**NOTE:** If you change the page settings in the software program, those settings override any settings in the printer driver.

1. On the **File** menu in the software program, click **Print**.

2. Select the product, and then click the **Properties** or **Preferences** button.

3. Click the **Paper/Quality** tab.

4. Select a size from the **Size is** drop-down list.

5. Select a paper type from the **Type is** drop-down list.

6. Click the **OK** button.

# Supported paper sizes

This product supports various paper sizes, and it adapts to various media.

📝 **NOTE:** To obtain best print results, select the appropriate paper size and type in your print driver before printing.

**Table 5-1 Supported paper and print media sizes**

| Size | Dimensions |
|------|------------|
| Letter | 216 x 279 mm (8.5 x 11 in) |
| Legal | 216 x 356 mm (8.5 x 14 in) |
| A4 | 210 x 297 mm (8.27 x 11.69 in) |
| Executive | 184 x 267 mm (7.25 x 10.5 in) |
| 8.5 x 13 | 216 x 330 mm (8.5 x 13 in) |
| 4 x 6 | 101.6 x 152.4 mm (4 x 6 in) |
| 10 x 15 cm | 101.6 x 152.4 mm (4 x 6 in) |
| 5 x 8 | 127 x 203 mm (5 x 8 in) |
| RA4 | 215 x 305 mm (8.46 x 12.01 in) |
| A5 | 148 x 210 mm (5.83 x 8.27 in) |
| A6 | 105 x 148 mm (4.13 x 5.83 in) |
| B5 (JIS) | 182 x 257 mm (7.17 x 10.12 in) |
| 16k | 184 x 260 mm (7.24 x 10.23 in) |
| | 195 x 270 mm (7.68 x 10.62 in) |
| | 197 x 273 mm (7.75 x 10.75 in) |
| Custom | **Minimum**: 76 x 127 mm (3 x 5 in) |
| | **Maximum**: 216 x 356 mm (8.5 x 14.0 in) |
| | **NOTE:** When defining custom sizes using the printer driver, always specify the short edge of the page as the width and the long edge as the length. |

**Table 5-2 Supported envelopes and postcards**

| Size | Dimensions |
|------|------------|
| Envelope #10 | 105 x 241 mm (4.13 x 9.49 in) |
| Envelope DL | 110 x 220 mm (4.33 x 8.66 in) |
| Envelope C5 | 162 x 229 mm (6.93 x 9.84 in) |
| Envelope B5 | 176 x 250 mm (6.7 x 9.8 in) |
| Envelope Monarch | 98 x 191 mm (3.9 x 7.5 in) |
| Japanese Postcard | 100 x 148 mm (3.93 x 5.82 in) |
| Postcard (JIS) | |

**Table 5-2 Supported envelopes and postcards (continued)**

| Size | Dimensions |
|---|---|
| Double Japan Postcard Rotated<br>Double Postcard (JIS) | 148 x 200 mm (5.83 x 7.87 in) |
| Custom | **Minimum**: 76 x 127 mm (3 x 5 in) |
| | **Maximum**: 216 x 356 mm (8.5 x 14.0 in) |
| | **NOTE:** When defining custom sizes using the printer driver, always specify the short edge of the page as the width and the long edge as the length. |

# Supported paper types

For a complete list of specific HP-brand paper that this product supports, go to [www.hp.com/support/ljcp1020series](www.hp.com/support/ljcp1020series).

- Everyday
  - Plain
  - Light
  - Bond
  - Recycled
- Presentation
  - Matte paper
  - Glossy paper
  - Heavy paper
  - Heavy glossy paper
- Brochure
  - Matte paper
  - Glossy paper
  - Tri-fold paper
  - Extra heavy paper
  - Extra heavy glossy paper
- Photo/Cover
  - Matte cover paper
  - Matte photo paper
  - Photo glossy paper
  - Glossy cards
- Other
  - Color laser transparency
  - Labels
  - Letterhead
  - Envelope
  - Heavy envelope
  - Preprinted
  - Prepunched

◦ Colored

◦ Rough

◦ Heavy rough

◦ HP Tough paper

# Load paper trays

## Load the input tray

> **NOTE:** When you add new paper make sure that you remove all of the paper from the input tray and straighten the stack of new paper. Do not fan the paper. This reduces jams by preventing multiple sheets of paper from feeding through the product at one time.

> **NOTE:** When printing on small sizes or custom paper, load the short edge (width) into the product first.

1. Load the paper face-up, top forward in the input tray.

2. Adjust the guides until they are snug against the paper.

## Tray capacity

| Tray or bin | Paper type | Specifications | Capacity |
|---|---|---|---|
| Input tray | Paper | 60-220 g/m² (16-59 lb) | 150 sheets of 75 g/m² (20 lb) |
| | | Print quality is assured for HP media. | |

| Tray or bin | Paper type | Specifications | Capacity |
|---|---|---|---|
| | Envelopes | 60-90 g/m² (16-24 lb) | Up to 10 envelopes |
| | Transparencies | 0.12-0.13 mm (0.0047-.0.0051 in) | Up to 50 transparencies |
| | Postcards | 135-176 g/m² (36-47 lb) | |
| | Glossy | 130-220 g/m² () | |

# Paper orientation for loading trays

If you are using paper that requires a specific orientation, load it according to the information in the following table.

| Paper type | How to load paper |
|---|---|
| Preprinted or letterhead | • Face up<br>• Top edge leading into the product |
| Prepunched | • Face up<br>• Holes toward the left side of the product |
| Envelope | • Face up<br>• Right short edge leading into the product |

# 6 Print tasks

-
-
-

# Cancel a print job with Windows

1.  If the print job is currently printing, cancel it by pressing the Cancel ✕ button on the product control panel.

    📝 **NOTE:** Pressing the Cancel ✕ button clears the job that the product is currently processing. If more than one process is running, pressing the Cancel ✕ button clears the process that currently appears on the product control panel.

2.  You can also cancel a print job from a software program or a print queue.

    *   **Software program:** Typically, a dialog box appears briefly on the computer screen, allowing you to cancel the print job.

    *   **Windows print queue:** If a print job is waiting in a print queue (computer memory) or print spooler, delete the job there.

        ◦   **Windows XP, Server 2003, or Server 2008:** Click **Start**, click **Settings**, and then click **Printers and Faxes**. Double-click the product icon to open the window, right-click the print job that you want to cancel, and then click **Cancel**.

        ◦   **Windows Vista:** Click **Start**, click **Control Panel**, and then, under **Hardware and Sound**, click **Printer**. Double-click the product icon to open the window, right-click the print job that you want to cancel, and then click **Cancel**.

        ◦   **Windows 7:** Click **Start**, and then click **Devices and Printers**. Double-click the product icon to open the window, right-click the print job that you want to cancel, and then click **Cancel**.

# Basic print tasks with Windows

The methods to open the print dialog from software programs can vary. The procedures that follow include a typical method. Some software programs do not have a **File** menu. See the documentation for your software program to learn how to open the print dialog.

## Open the printer driver with Windows

1.  On the **File** menu in the software program, click **Print**.

2.  Select the product, and then click the **Properties** or **Preferences** button.
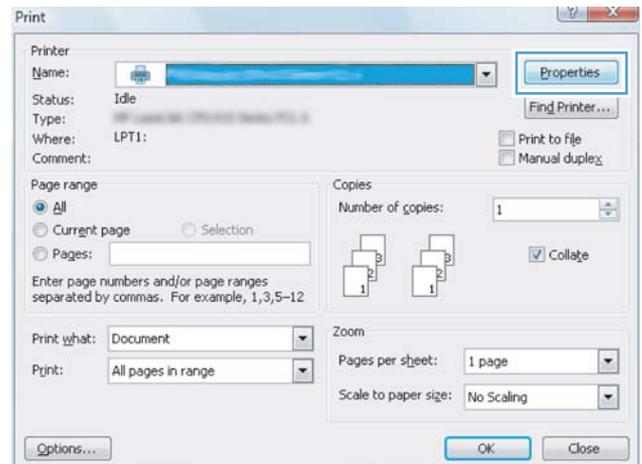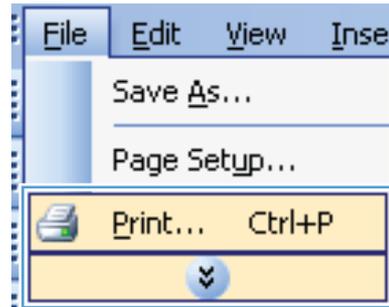
# Get help for any printing option with Windows

**1.** Click the **Help** button to open the online Help.

# Change the number of print copies with Windows

1. On the **File** menu in the software program, click **Print**.

2. Select the product, and then select the number of copies.

# Save custom print settings for reuse with Windows

## Use a printing shortcut with Windows

1. On the **File** menu in the software program, click **Print**.

2. Select the product, and then click the **Properties** or **Preferences** button.

**3.** Click the **Printing Shortcuts** tab.

**4.** Select one of the shortcuts, and then click the **OK** button.

**NOTE:** When you select a shortcut, the corresponding settings change on the other tabs in the printer driver.
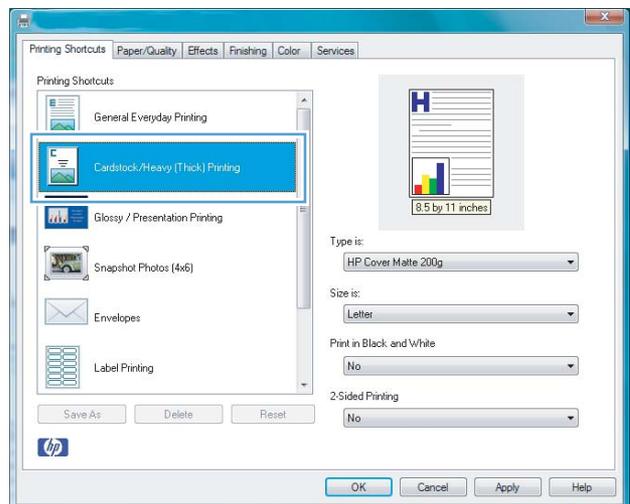
## Create printing shortcuts

**1.** On the **File** menu in the software program, click **Print**.
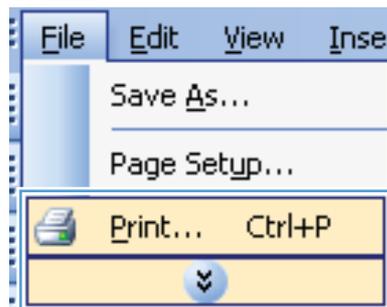
**2.** Select the product, and then click the **Properties** or **Preferences** button.
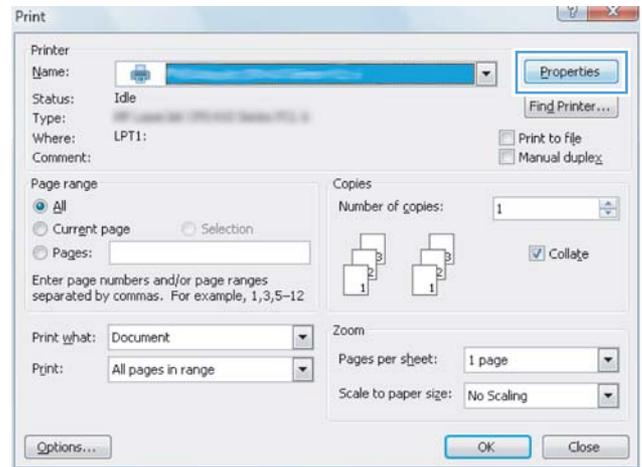
**3.** Click the **Printing Shortcuts** tab.
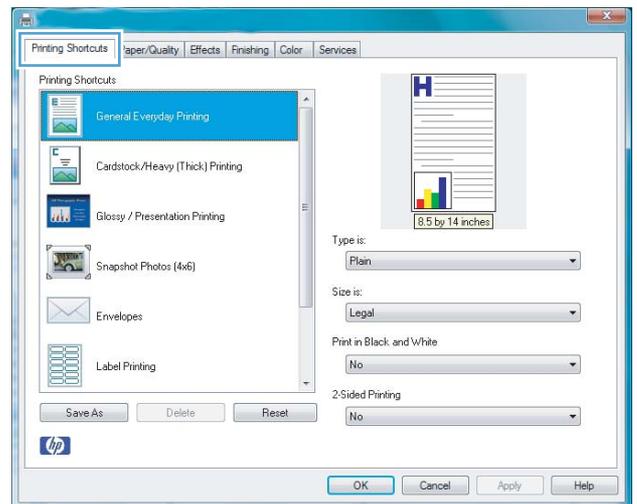
**4.** Select an existing shortcut as a base.

**NOTE:** Always select a shortcut before adjusting any of the settings on the right side of the screen. If you adjust the settings and then select a shortcut, or if you select a different shortcut, all your adjustments are lost.

**5.** Select the print options for the new shortcut.

> **NOTE:** You can select the print options on this tab or on any other tab in the printer driver. After selecting options on other tabs, return to the **Printing Shortcuts** tab before continuing with the next step.
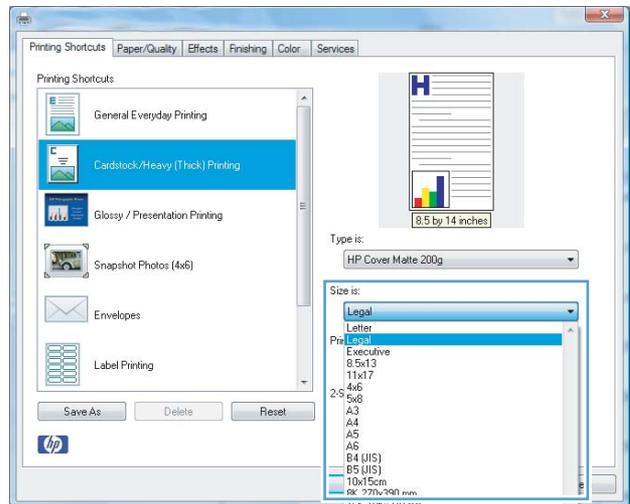


**6.** Click the **Save As** button.
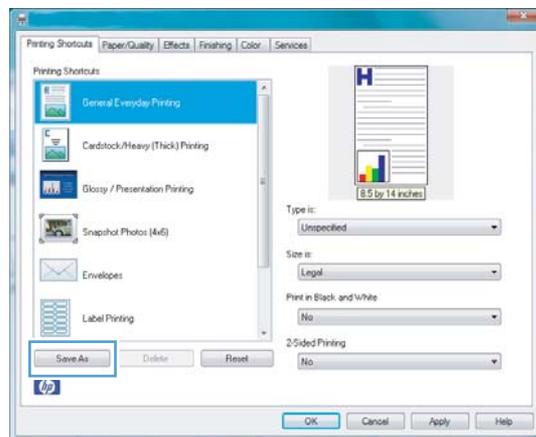


**7.** Type a name for the shortcut, and click the **OK** button.
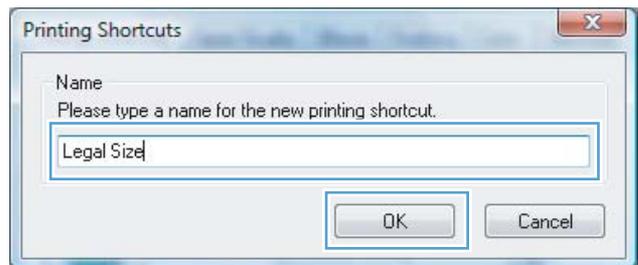


# Improve print quality with Windows

## Select the page size with Windows

**1.** On the **File** menu in the software program, click **Print**.

**2.** Select the product, and then click the **Properties** or **Preferences** button.

**3.** Click the **Paper/Quality** tab.

**4.** Select a size from the **Size is** drop-down list.

### Select a custom page size with Windows

1. On the **File** menu in the software program, click **Print**.

2. Select the product, and then click the **Properties** or **Preferences** button.

3. Click the **Paper/Quality** tab.

4. Click the **Custom** button.

5. Type a name for the custom size and specify the dimensions.

   - The width is the short edge of the paper.

   - The length is the long edge of the paper.

   **NOTE:** Always load paper into the trays short edge first.

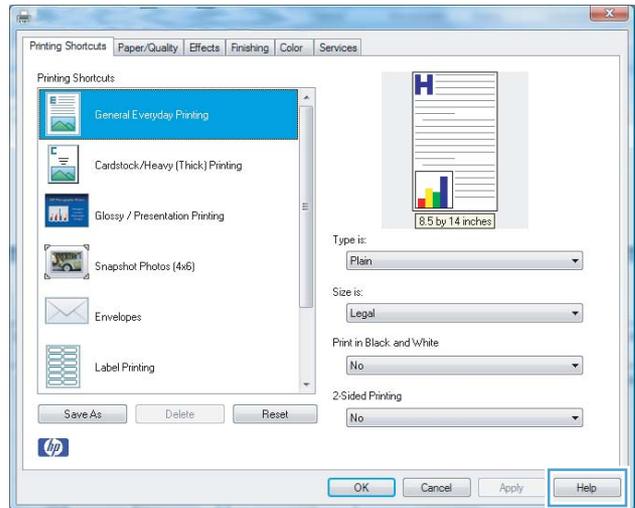6. Click the **Save** button, and then click the **Close** button.

### Select the paper type with Windows

1. On the **File** menu in the software program, click **Print**.

2. Select the product, and then click the **Properties** or **Preferences** button.

3. Click the **Paper/Quality** tab.

4. From the **Type is** drop-down list, click the **More...** option.

5. Select the category of paper types that best describes your paper, and then click the paper type that you are using.

## Print on both sides (duplex) with Windows

### Print on both sides manually

1. Load paper face-up in the input tray.

**2.** On the **File** menu in the software program, click **Print**.
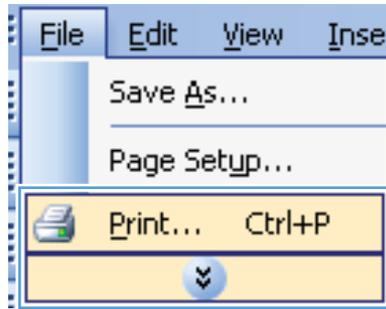
**3.** Select the product, and then click the **Properties** or **Preferences** button.
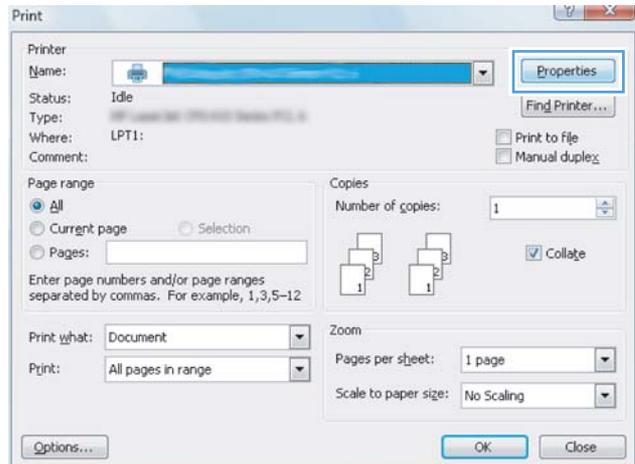
**4.** Click the **Finishing** tab.

**5.** Select the **Print on Both Sides (Manually)** check box. Click the **OK** button to print the first side of the job.

**6.** Retrieve the printed stack from the output bin, and, maintaining the paper orientation, place it with the printed-side facing down in the input tray.

**7.** At the computer, click the **Continue** button to print the second side of the job. If at the product, press the Resume ⏬ button.

## Print multiple pages per sheet with Windows
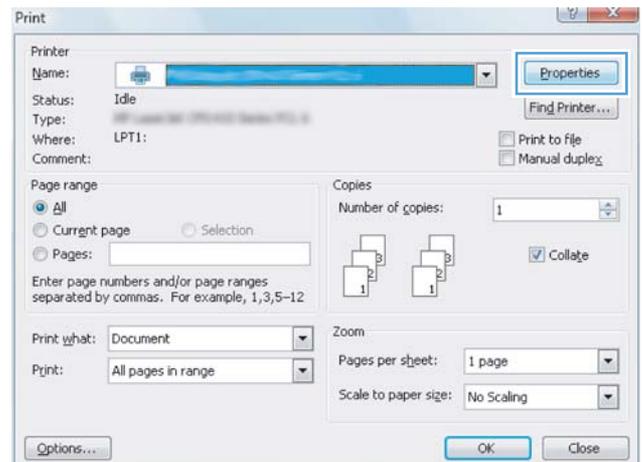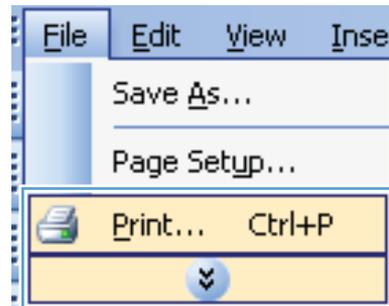
**1.** On the **File** menu in the software program, click **Print**.
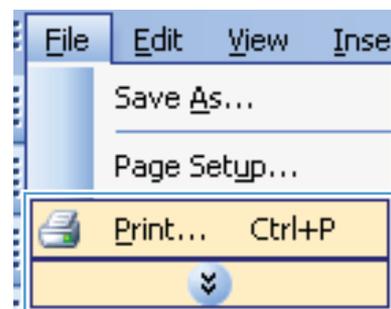
**2.** Select the product, and then click the **Properties** or **Preferences** button.
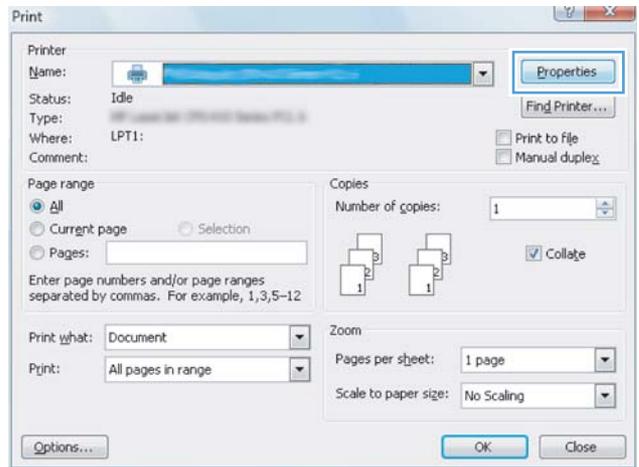
**3.** Click the **Finishing** tab.
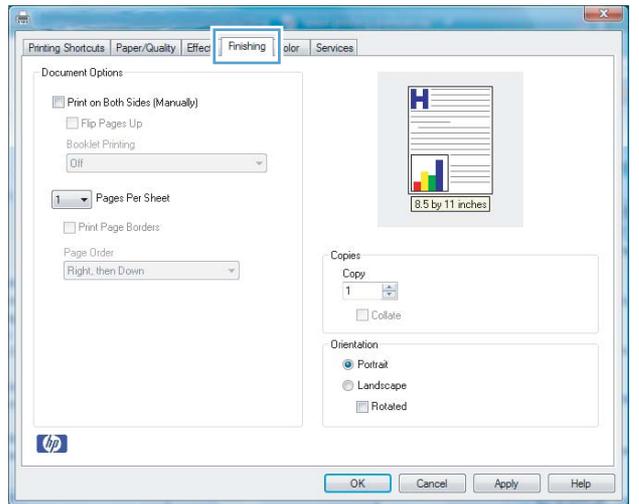
4. Select the number of pages per sheet from the **Pages Per Sheet** drop-down list.
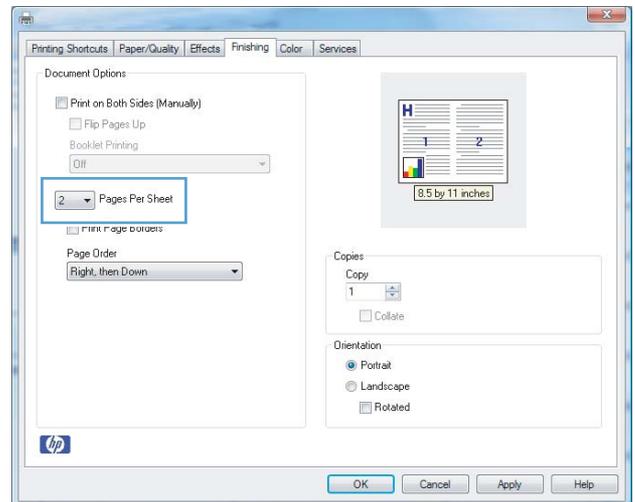
5. Select the correct **Print Page Borders**, **Page Order**, and **Orientation** options.
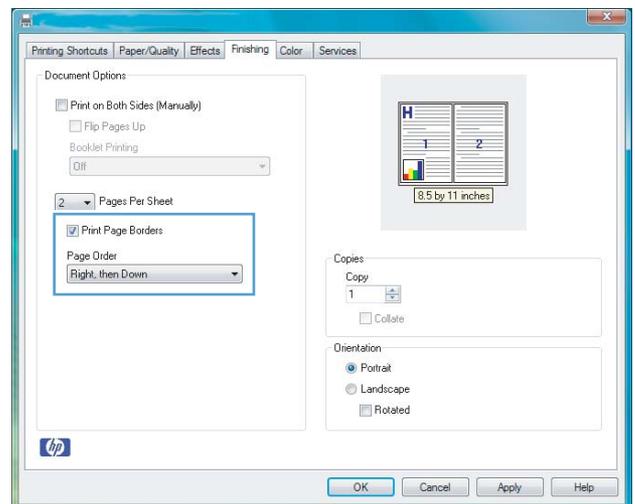
## Select page orientation with Windows

1. On the **File** menu in the software program, click **Print**.
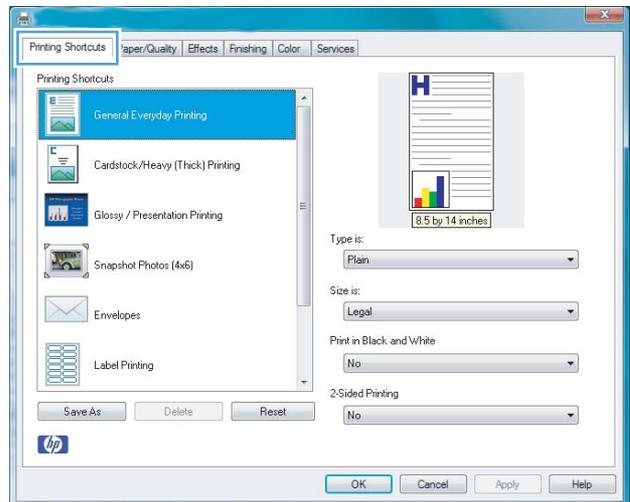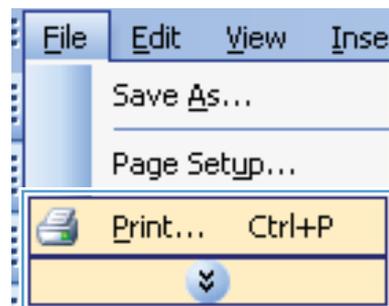
**2.** Select the product, and then click the **Properties** or **Preferences** button.
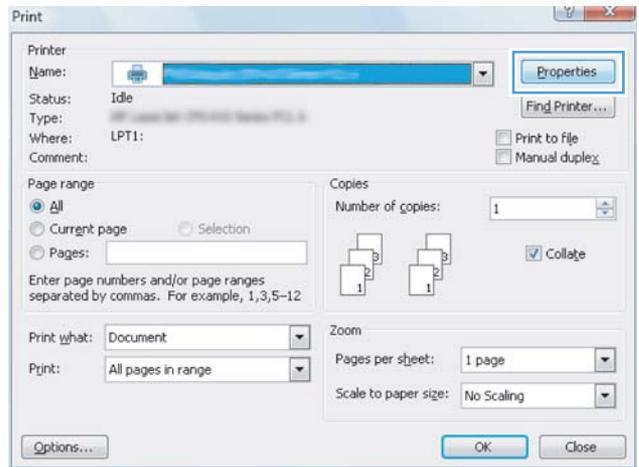
**3.** Click the **Finishing** tab.
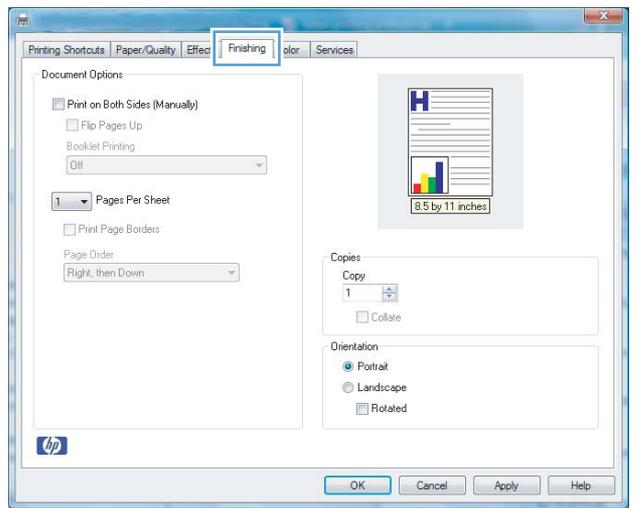
**4.** In the **Orientation** area, select the **Portrait** or **Landscape** option.

To print the page image upside down, select the **Rotated** option.
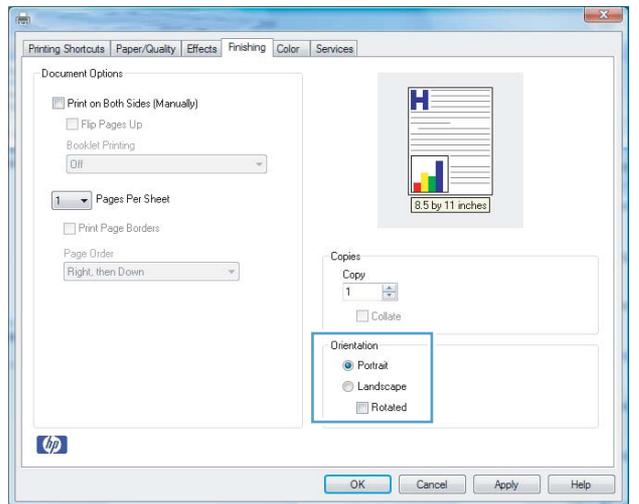
# Set color options with Windows

1.  On the **File** menu in the software program, click **Print**.

2.  Select the product, and then click the **Properties** or **Preferences** button.

3.  Click the **Color** tab.

4.  In the **Color Options** area, click the **Manual** option, and then click the **Settings** button.

5.  Adjust the general settings for Edge Control, and settings for text, graphics, and photographs.

# Additional print tasks with Windows

## Print colored text as black (grayscale) with Windows

1.  On the **File** menu in the software program, click **Print**.

2.  Select the product, and then click the **Properties** or **Preferences** button.

3.  Click the **Paper/Quality** tab.

4.  Click the **Print all Text as Black** check box. Click the **OK** button.

## Print on preprinted letterhead or forms with Windows

**1.** On the **File** menu in the software program, click **Print**.
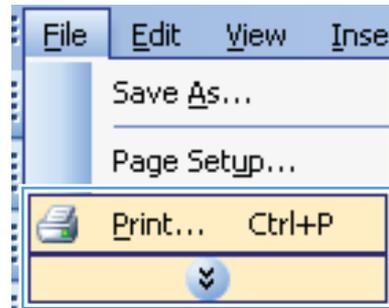
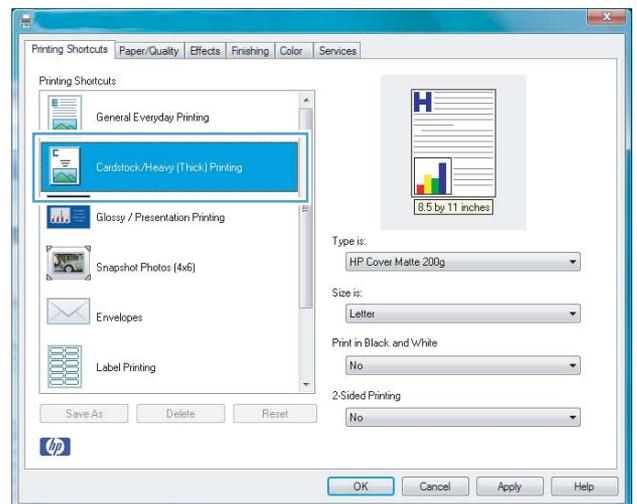**2.** Select the product, and then click the **Properties** or **Preferences** button.
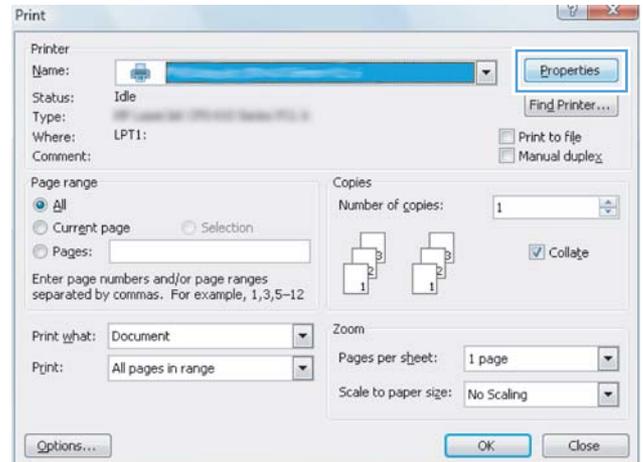
**3.** Click the **Paper/Quality** tab.
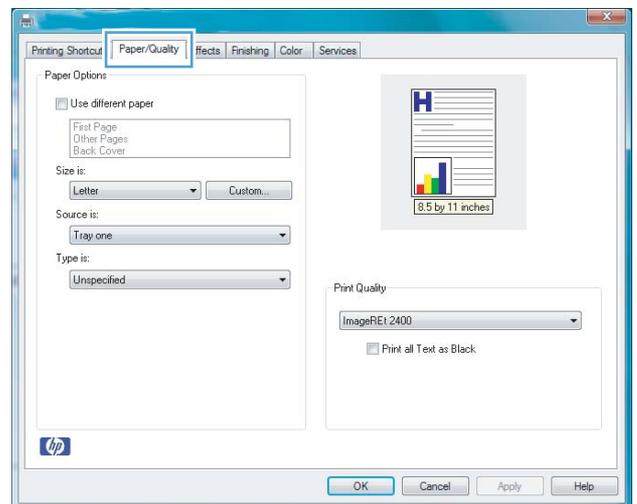
**4.** From the **Type is** drop-down list, click the **More...** option.
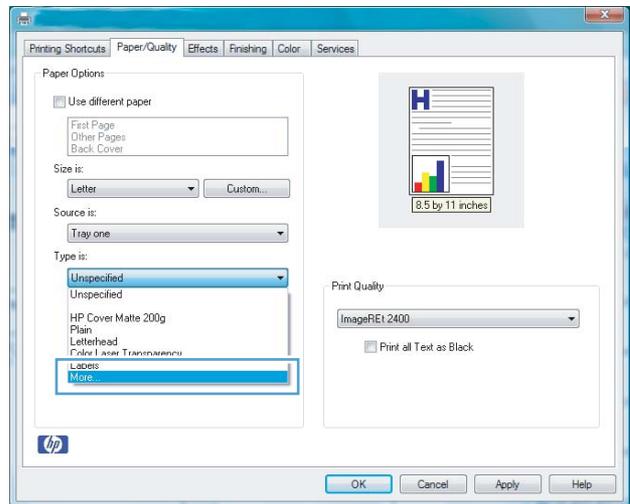


**5.** Select the **Other** option.
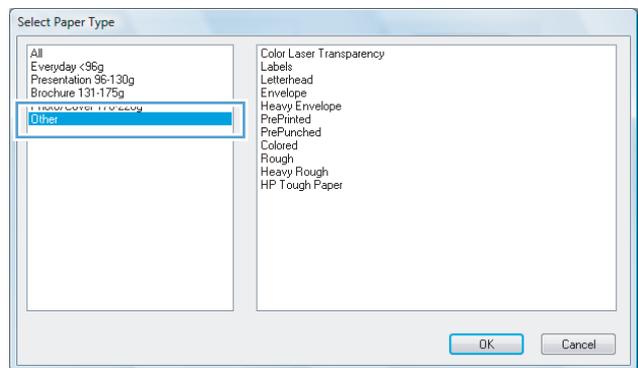


**6.** Select the option for the type of paper you are using, and click the **OK** button.
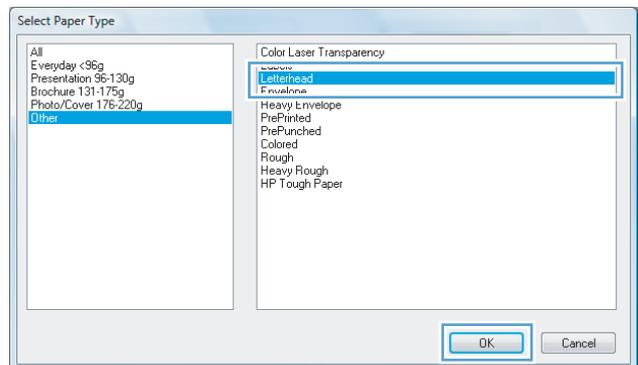
## Print on special paper, labels, or transparencies with Windows

1. On the **File** menu in the software program, click **Print**.
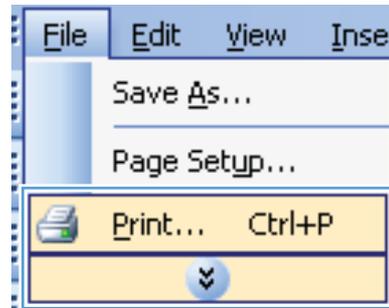
2. Select the product, and then click the **Properties** or **Preferences** button.
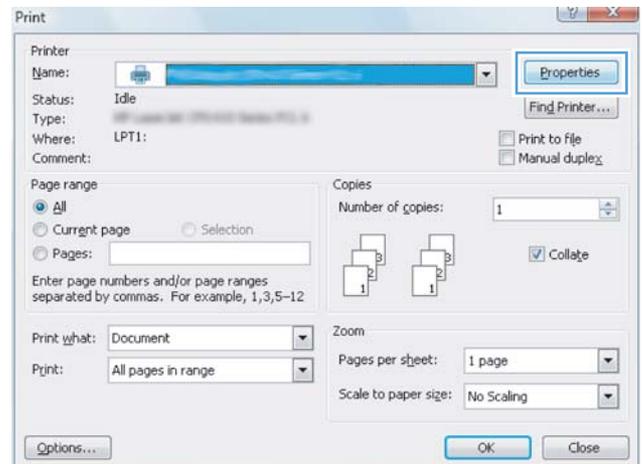
3. Click the **Paper/Quality** tab.
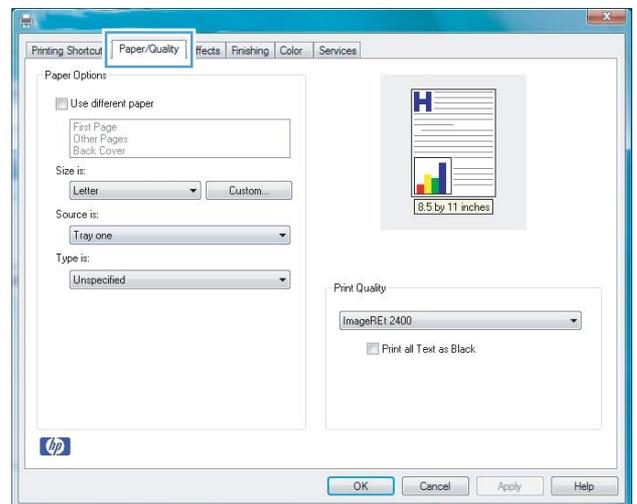
**4.** From the **Type is** drop-down list, click the **More...** option.
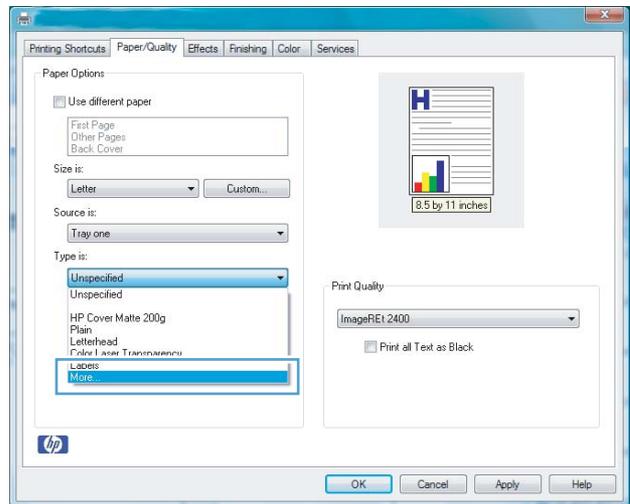
**5.** Select the category of paper types that best describes your paper.

> **NOTE:** Labels and transparencies are in the list of **Other** options.
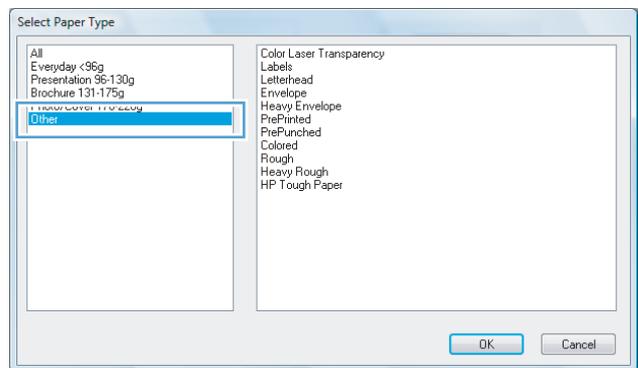
**6.** Select the option for the type of paper you are using, and click the **OK** button.
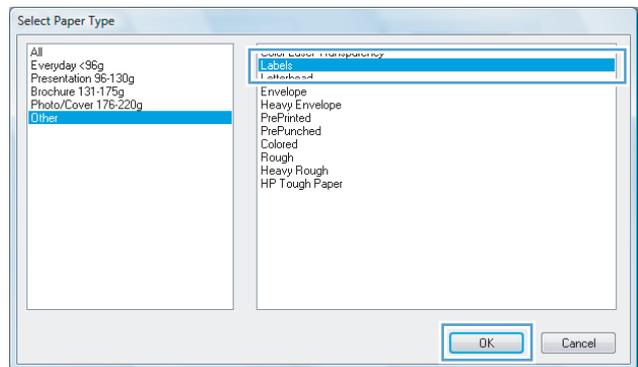
# Print the first or last page on different paper with Windows

1.  On the **File** menu in the software program, click **Print**.
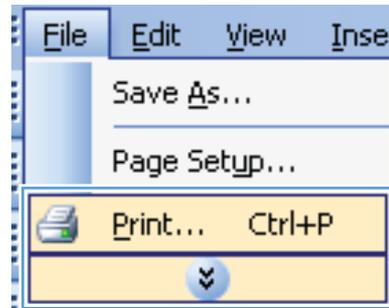
2.  Select the product, and then click the **Properties** or **Preferences** button.
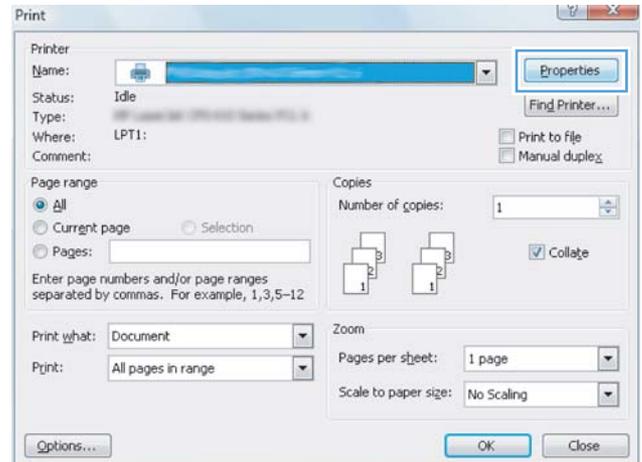
**3.** Click the **Paper/Quality** tab.
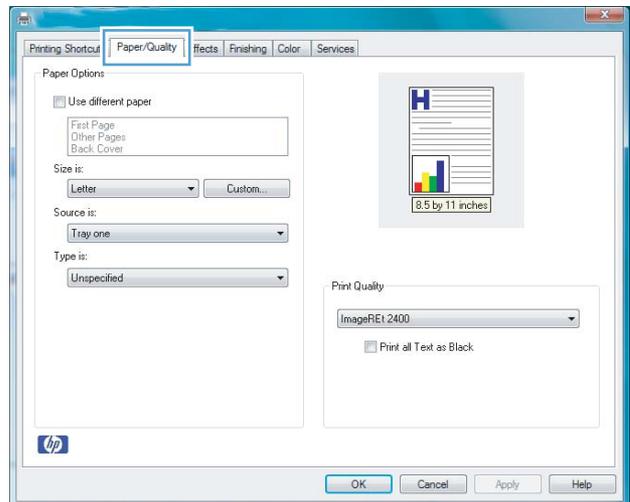
**4.** Click the **Use different paper** check box, and then select the necessary settings for the front cover, other pages, and back cover.
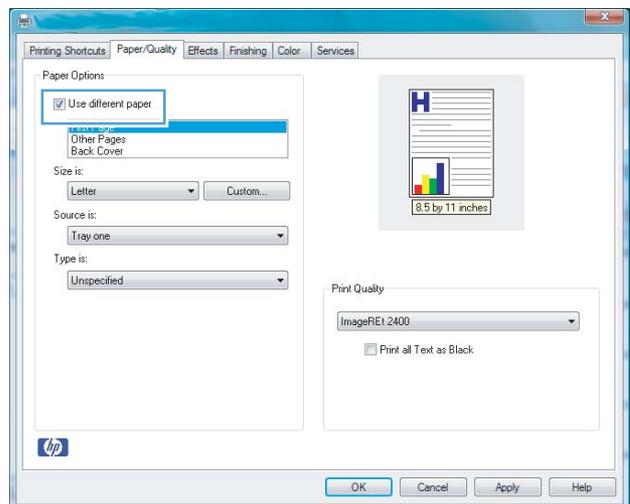
## Scale a document to fit page size with Windows
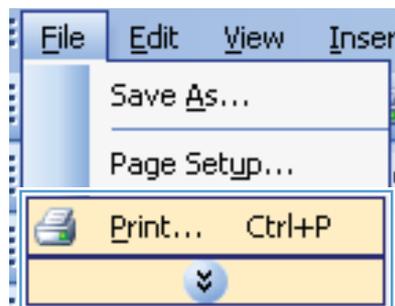
**1.** On the **File** menu in the software program, click **Print**.

**2.** Select the product, and then click the **Properties** or **Preferences** button.
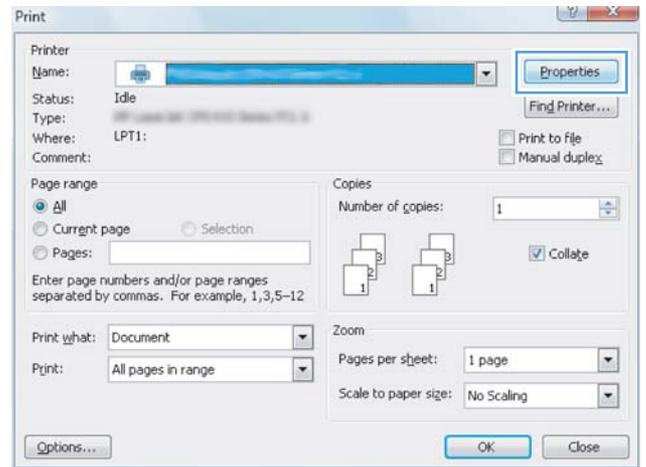
**3.** Click the **Effects** tab.
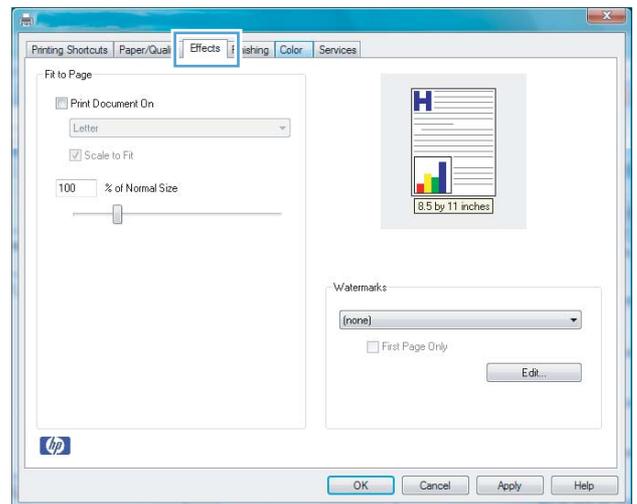
**4.** Select the **Print Document On** option, and then select a size from the drop-down list.
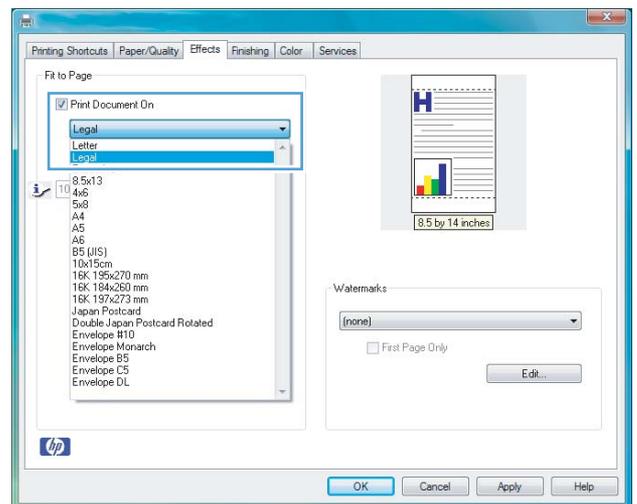
## Add a watermark to a document with Windows

1. On the **File** menu in the software program, click **Print**.

2. Select the product, and then click the **Properties** or **Preferences** button.

3. Click the **Effects** tab.

4. Select a watermark from the **Watermarks** drop-down list.

   Or, to add a new watermark to the list, click the **Edit** button. Specify the settings for the watermark, and then click the **OK** button.

5. To print the watermark on the first page only, select the **First Page Only** check box. Otherwise, the watermark is printed on each page.

## Create a booklet with Windows
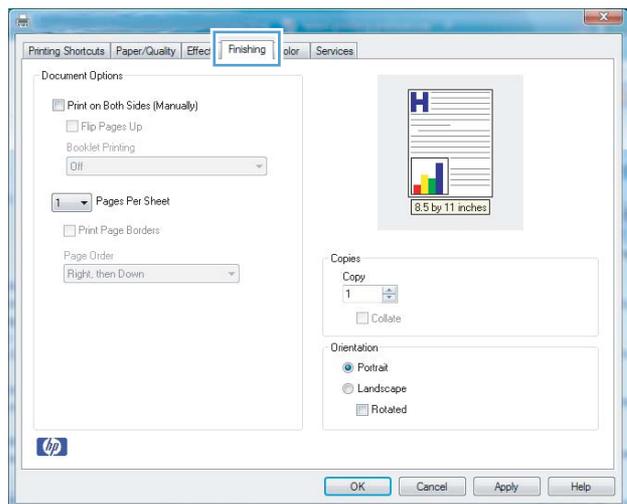
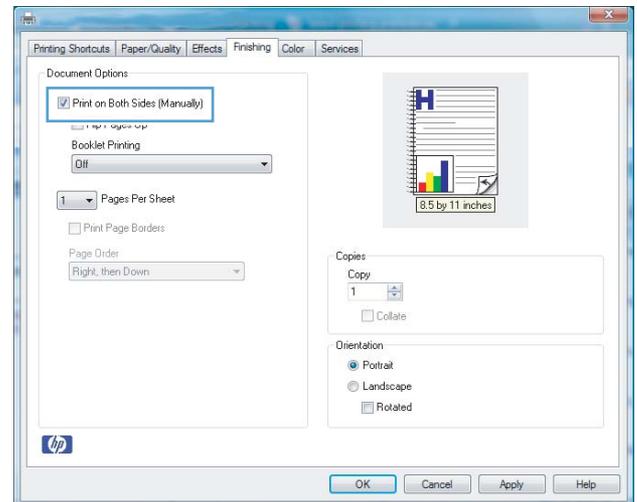1. On the **File** menu in the software program, click **Print**.

2. Select the product, and then click the **Properties** or **Preferences** button.
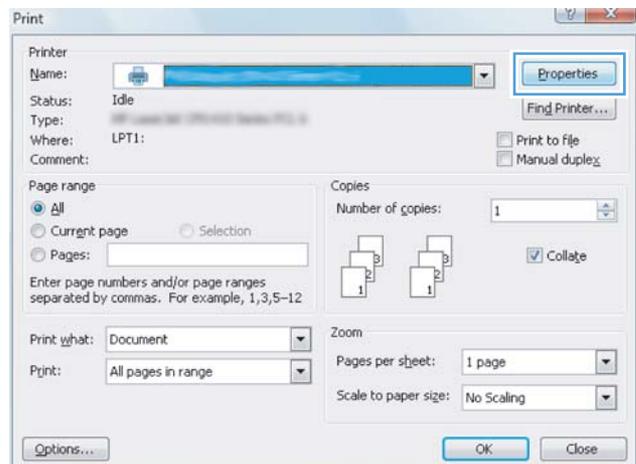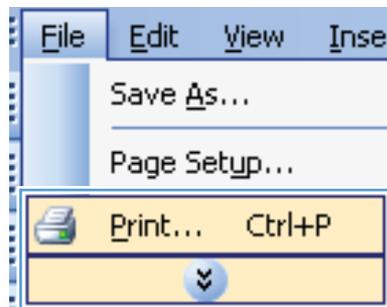
**3.** Click the **Finishing** tab.
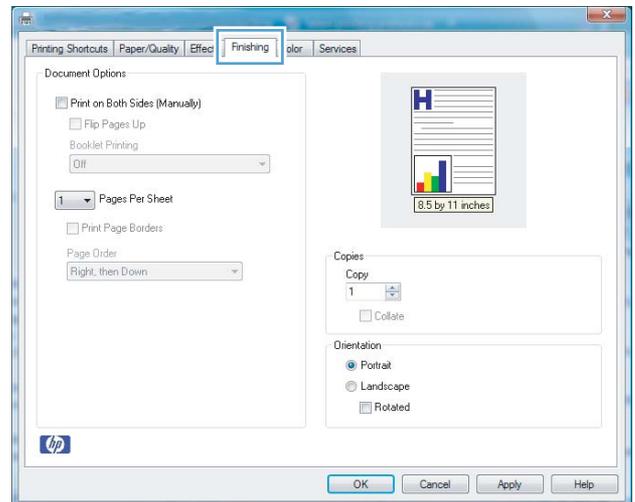
**4.** Click the **Print on Both Sides (Manually)** check box.
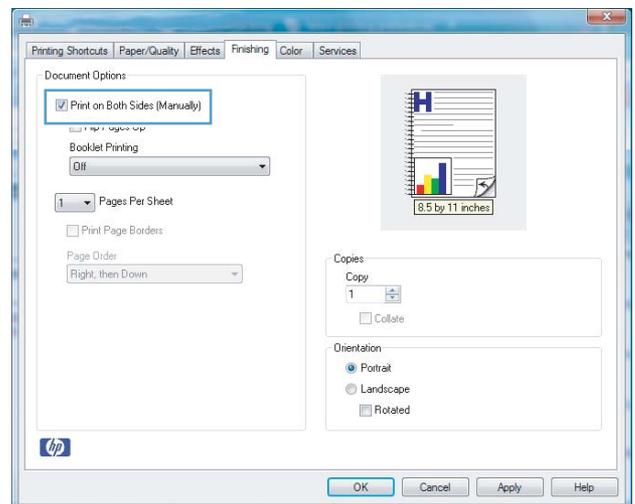
**5.** In the **Booklet Printing** drop-down list, select a binding option. The **Pages Per Sheet** option automatically changes to **2 Pages Per Sheet**.
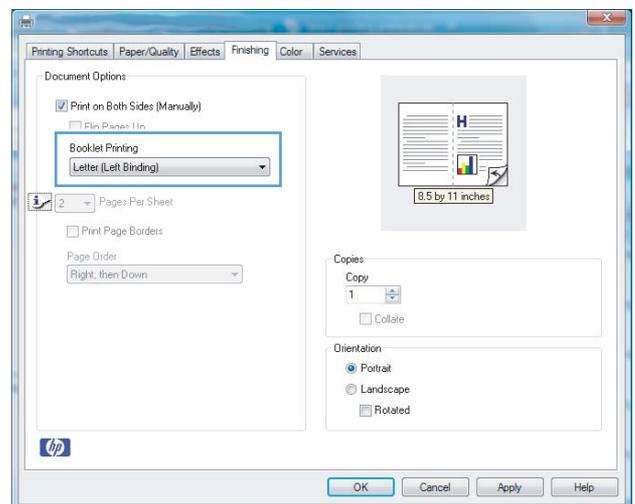
# 7 Color

- [Adjust color](#)
- [Match colors](#)

# Adjust color

Manage color by changing the settings on the **Color** tab in the printer driver.

## Change the color theme for a print job

1.  On the **File** menu in the software program, click **Print**.

2.  Click **Properties** or **Preferences**.

3.  Click the **Color** tab.

4.  Select a color theme from the **Color Themes** drop-down list.



- **Default (sRGB)**: This theme sets the product to print RGB data in raw device mode. When using this theme, manage color in the software program or in the operating system for correct rendering.

- **Vivid**: The product increases the color saturation in the midtones. Use this theme when printing business graphics.

- **Photo**: The product interprets RGB color as if it were printed as a photograph using a digital mini lab. The product renders deeper, more saturated colors differently than with the Default (sRBG) theme. Use this theme when printing photos.

- **Photo (Adobe RGB 1998)**: Use this theme with printing digital photos that use the AdobeRGB color space rather than sRGB. Turn off color management in the software program when using this theme.

- **None**: No color theme is used.

## Change the color options

Change the color options settings for the current print job from the color tab of the printer driver.

1.  On the **File** menu in the software program, click **Print**.

2.  Click **Properties** or **Preferences**.

3.  Click the **Color** tab.

4.  Click the **Automatic** or **Manual** setting.

- **Automatic** setting: Select this setting for most color print jobs

- **Manual** setting: Select this setting to adjust the color settings independent from other settings.

  📝 **NOTE:** Changing color settings manually can impact output. HP recommends that only color graphics experts change these settings.
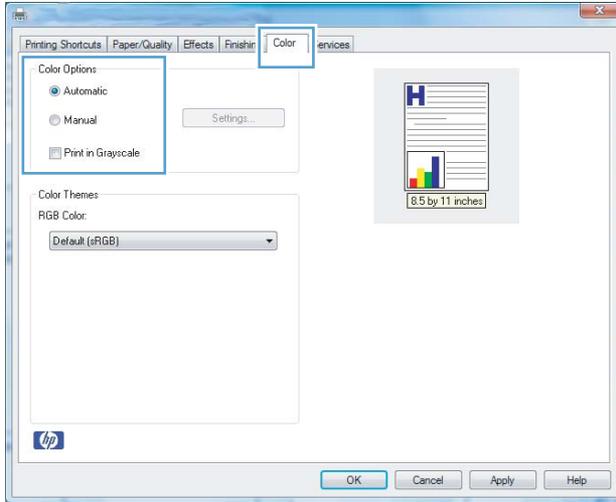


**5.** Click the **Print in Grayscale** option to print a color document in black and shades of gray. Use this option to print color documents for photocopying or faxing. You can also use this option to print draft copies or to save color toner.

**6.** Click the **OK** button.

# Manual color options

Use manual color options to adjust the **Neutral Grays**, **Halftone**, and **Edge Control** options for text, graphics, and photographs.

**Table 7-1  Manual color options**

| Setting description | Setting options |
|---|---|
| **Edge Control** <br><br> The **Edge Control** setting determines the rendering of edges. Edge control has two components: adaptive halftoning and trapping. Adaptive halftoning increases edge sharpness. Trapping reduces the effect of color-plane misregistration by overlapping the edges of adjacent objects slightly. | • **Off** turns off both trapping and adaptive halftoning. <br><br> • **Light** sets trapping at a minimal level. Adaptive halftoning is on. <br><br> • **Normal** sets trapping at a medium level. Adaptive halftoning is on. <br><br> • **Maximum** is the most aggressive trapping setting. Adaptive halftoning is on. |

**Table 7-1  Manual color options (continued)**

| Setting description | Setting options |
|---|---|
| **Halftone**<br><br>**Halftone** options affect color output clarity and resolution. | • **Smooth** provides better results for large, solid-filled print areas and enhances photographs by smoothing color gradations. Select this option when uniform and smooth area fills are important.<br><br>• **Detail** is useful for text and graphics that require sharp distinctions among lines or colors, or images that contain a pattern or a high level of detail. Select this option when sharp edges and small details are important. |
| **Neutral Grays**<br><br>The **Neutral Grays** setting determines the method for creating gray colors used in text, graphics, and photographs. | • **Black Only** generates neutral colors (grays and black) by using only black toner. This guarantees neutral colors without a color cast. This setting is best for documents and grayscale viewgraphs.<br><br>• **4-Color** generates neutral colors (grays and black) by combining all four toner colors. This method produces smoother gradients and transitions to other colors, and it produces the darkest black. |

# Match colors

For most users, the best method for matching colors is to print sRGB colors.

The process of matching printer output color to your computer screen is complex, because printers and computer monitors use different methods of producing color. Monitors *display* colors by using light pixels that use an RGB (red, green, blue) color process, but printers *print* colors by using a CMYK (cyan, magenta, yellow, and black) process.

Several factors can influence your ability to match printed colors to those on your monitor:

- Print media
- Printer colorants (inks or toners, for example)
- Printing process (inkjet, press, or laser technology, for example)
- Overhead lighting
- Personal differences in perception of color
- Software programs
- Printer drivers
- Computer operating systems
- Monitors
- Video cards and drivers
- Operating environment (humidity, for example)

Keep these factors in mind when colors on your screen do not perfectly match your printed colors.

# 8 Manage and maintain the product

# Print information pages

You can print the following information pages.

| Page | Description |
|---|---|
| Configuration page | Prints a list of the product settings |
| Supplies Status page | The supplies status page includes the following information: |
| | • Approximate percentage of print cartridge life remaining |
| | • Warranty status of print cartridges and imaging drum |
| | • Part numbers for HP print cartridges |
| | • Number of pages printed |
| | • Information about ordering new HP print cartridges and recycling used HP print cartridges |
| | • The imaging drum's estimated life remaining and installation date display if less than 30% of its estimated life remains. |

## Print the configuration page

The configuration page lists current product settings and properties. This page also contains a status log report. To print a configuration page, do one of the following:

- Select **Print configuration page** on the **Services** tab in the Printer Preferences.

- Press and hold the Resume ⤓ button for two to three seconds to print a configuration page and a supplies status page (English only).

## Print the supplies status page

To print a supplies status page, do one of the following:

- Select **Print supplies status page** on the **Services** tab in the Printer Preferences.

- Press and hold the Resume ⤓ button for two to three seconds to print a configuration page and a supplies status page (English only).

# Use the HP Embedded Web Server (network models only)

This product is equipped with an embedded Web server (EWS), which provides access to information about product and network activities. A Web server provides an environment in which web programs may run, much in the same way that an operating system, such as Windows, provides an environment for programs to run on a computer. The output from these programs can then be displayed by a Web browser, such as Microsoft Internet Explorer, Safari, or Netscape Navigator.

An "embedded" Web server resides on a hardware device (such as an HP LaserJet product) or in firmware, rather than as software that is loaded on a network server.

The advantage of an EWS is that it provides an interface to the product that anyone with a network-connected product and computer can use. There is no special software to install or configure, but you must have a supported Web browser on the computer. To gain access to the EWS, type the IP address for the product in the address line of the browser. To find the IP address, print a configuration page.

📝 **NOTE:** For Mac operating systems, you can use the EWS over a USB connection after installing the Mac software included with the product.

## Open the HP Embedded Web Server

To open the HP Embedded Web Server, type the IP address or host name of the product in the address field of a supported Web browser. To find the IP address, print a configuration page. Select **Print configuration page** on the **Services** tab in the Printer Preferences.

💡 **TIP:** After you open the URL, bookmark it so that you can return to it quickly in the future.

## HP Embedded Web Server features

The table below describes the basic screens of the embedded Web server.

| Tab or section | Description |
|---|---|
| **Status** tab<br><br>Provides product, status, and configuration information. | • **Device Status**: Shows the product status and shows the life remaining of HP supplies, with 0% indicating that a supply is empty.<br><br>• **Supplies Status**: Shows the approximate percent life remaining of HP supplies. When the estimated life remaining is less than 10% but has not reached the estimated end of life, **Less Than 10%** displays. When a supply reaches its estimated end of life **–%** displays. Actual supply life remaining can vary. Consider having a replacement supply available to install when print quality is no longer acceptable. The supply does not need to be replaced unless the print quality is no longer acceptable. When an HP supply has reached "Very Low", HP's Premium Protection Warranty on that supply ends.<br><br>The imaging drum's estimated remaining life and installation date displays when less than approximately 30% of its estimated life remains.<br><br>• **Device Configuration**: Shows the information found on the product Configuration page.<br><br>• **Network Summary**: Shows the information found on the product Network Configuration page.<br><br>• **Reports**: Allows you to print the configuration and supplies status pages that the product generates.<br><br>• **Event Log**: Shows a list of all product events and errors.<br><br>• **Support** button: Provides a link to the product support page. The **Support** button can be password-protected.<br><br>• **Shop for Supplies** button: Provides a link to a page where you can order supplies for the product. The **Shop for Supplies** button can be password-protected. |
| **System** tab<br><br>Provides the ability to configure the product from your computer. | • **Paper Setup**: Allows you to change the paper-handling defaults for the product.<br><br>• **Print Quality**: Allows you to change the print quality defaults for the product, including calibration settings.<br><br>• **Print Density**: Allows you to change the contrasts, highlights, midtones, and shadows values for each supply.<br><br>• **Paper Types**: Allows you to configure print modes that correspond to the media types that the product accepts.<br><br>• **System Setup**: Allows you to change the system defaults for the product.<br><br>• **Service**: Allows you to start the cleaning procedure on the product.<br><br>• **Product Security**: Allows you to set or change the Administrator password.<br><br>• **Support** button: Provides a link to the product support page. The **Support** button can be password-protected.<br><br>• **Shop for Supplies** button: Provides a link to a page where you can order supplies for the product. The **Shop for Supplies** button can be password-protected.<br><br>**NOTE:** The **System** tab can be password-protected. If this product is on a network, always consult with the printer administrator before changing settings on this tab. |
| **Networking** tab<br><br>Provides the ability to change network settings from your computer. | Network administrators can use this tab to control network-related settings for the product when it is connected to an IP-based network. This tab does not appear if the product is directly connected to a computer. |

# Product security features

The product supports security standards and recommended protocols that help you keep the product secure, protect critical information on your network, and simplify the way you monitor and maintain the product.

For in-depth information about HP's secure imaging and printing solutions, visit www.hp.com/go/secureprinting. The site provides links to white papers and FAQ documents about security features.

## Lock the product

1.  You can attach a security cable to the slot on the back of the product.
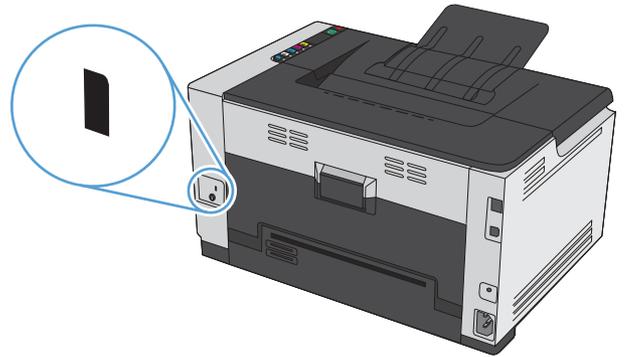


## Assign a system password

Assign a password for the product so that unauthorized users cannot change the product settings.

1.  Open the HP Embedded Web Server by entering the product IP address into the address line of a Web browser.

2.  Click the **System** tab.

3.  On the left side of the window, click the **Product Security** menu.

4.  Type the password in the **Password** box, and type it again in the **Confirm Password** box.

5.  Click the **Apply** button. Make note of the password and store it in a safe place.

# Economy settings

## Set Auto-On/Auto-Off mode

Auto-On\Auto-Off is an energy-saving feature of this product. After a user-specified time period, the product automatically reduces its power consumption. The product returns to the ready state when a button is pressed or a print job is received.

**NOTE:** Although the product lights are off in Auto-Off mode, the product will work normally when it receives a print job.

### Change the Auto-On\Auto-Off setting

You can change how long the product remains idle (Auto-Off delay) before it enters Auto-Off mode. You can also select which events cause the product to turn on.

1. In the Windows system tray, right-click the Device Settings 🖳 icon and then click the product name.

2. Click the **Device Settings** button.

3. Click the **AutoOFF after delay** button, and then select the Auto-Off delay from the drop-down list.

4. Under **AutoON to these events** click the desired events (optional).

# Manage supplies and accessories

Correctly using, storing, and monitoring the print cartridge and imaging drum can help ensure high-quality print output.

## Print when a print cartridge or imaging drum is at estimated end of life

### Supplies messages

**<Supply> Low** message—where <Supply> is the color print cartridge: The product indicates when a supply level is low. Actual print cartridge life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The supply does not need to be replaced now. This alert appears only when **<Supply> Very Low** is set to **Stop**.

**<Supply> Very Low** message—where <Supply> is either the color print cartridge or imaging drum or a combination of multiple print cartridges and/or the imaging drum: The product indicates when a supply level is very low. Actual print cartridge life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. Print-quality problems may occur when using a supply that is at its estimated end of life. The supply does not need to be replaced now unless the print quality is no longer acceptable.

Once an HP print cartridge has reached "Very Low", HP's Premium Protection Warranty on that print cartridge has ended. HP's Premium Protection Warranty applies only to the print cartridge for this product.

The imaging drum installed in this product is covered by the product warranty. Replacement imaging drums have a one year limited warranty from the date of installation. The imaging drum installation date displays on both the configuration page and on the supplies status page when the imaging drum reaches approximately 30% of its estimated remaining life.

### Enable or disable the At Very Low settings

You can change the default settings at any time and do not need to re-enable the settings when a new print cartridge is installed. The **<Supply> Very Low** alert message displays when a print cartridge is set to **Continue At Very Low**. Once an HP print cartridge has reached "Very Low", HP's Premium Protection Warranty on that cartridge has ended.

1. In the Windows system tray, right-click the Device Settings ▣ icon and then click the product name.

2. Click the **System Setup** tab.

3. From the At Very Low drop-down list, select one of the following options:

   - Select the **Continue** option set the product to alert you that the print cartridge is very low, but to continue printing.

   - Select the **Stop** option to set the product to alert you and stop printing until you replace the print cartridge.

   - Select the **Prompt** (the default) option to set the product to stop printing and prompt you to replace the print cartridge. You can acknowledge the prompt and continue printing.

## Manage print cartridges and imaging drums

### Print-cartridge and imaging drum storage

Do not remove the print cartridge or imaging drum from their packages until you are ready to use them.

## HP policy on non-HP supplies

HP Company cannot recommend the use of non-HP print cartridges and imaging drums, either new or remanufactured.

**NOTE:** **Non-HP Laser Print Cartridge Use**

For HP printer products, the use of a non-HP toner cartridge or imaging drum, or a refilled toner cartridge, does not affect either the warranty to the customer or any HP support contract with the customer. However, if product failure or damage is attributable to the use of a non-HP or refilled toner cartridge, HP will charge its standard time and materials charges to service the product for the particular failure or damage.

## HP fraud hotline and Web site

Call the HP fraud hotline (1-877-219-3183, toll-free in North America) or go to www.hp.com/go/anticounterfeit when you install an HP print cartridge and the supplies status page message says the cartridge is non-HP or used. HP will help determine if the cartridge is genuine and take steps to resolve the problem.

Your print cartridge might not be a genuine HP print cartridge if you notice the following:

● The supplies status page indicates that a non-HP supply is installed.

● You are experiencing a high number of problems with the print cartridge.

● The cartridge does not look like it usually does (for example, the packaging differs from HP packaging).

## Recycle supplies

To recycle a genuine HP print cartridge or imaging drum, place the used supply in the box in which the supply arrived. Use the enclosed return label to send the used supply to HP for recycling. For complete information, see the recycling guide that is included with each new HP supply item.

## Print cartridge layout
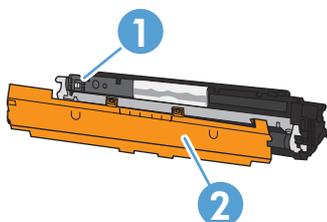


| 1 | Print cartridge E-label |
|---|---|
| 2 | Plastic shield |

## Imaging drum layout
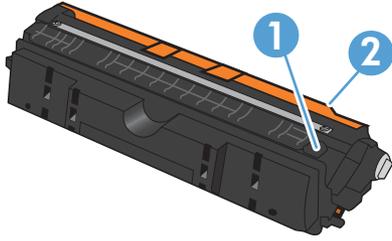


| | |
|---|---|
| **1** | Imaging drum E-label |
| **2** | Plastic shield |

# Replacement instructions

## Replace the print cartridges

When a print cartridge approaches the end of its useful life, you can continue printing with the current print cartridge until it no longer yields acceptable print quality.

Once an HP print cartridge has reached "very low", HP's Premium Protection Warranty on that supply has ended. All print defects or print cartridge failures incurred when an HP supply is used in continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Print Cartridge Warranty Statement.

**NOTE:** Once an HP print cartridge has reached "very low", the corresponding cartridge light on the control panel turns on.

1. Press the Cartridge ⬚ button of the print cartridge that requires replacement to rotate the print cartridge carousel for removal.

   **NOTE:** All doors must be closed when pressing the Cartridge ⬚ button.

   **NOTE:** Wait until the Cartridge ⬚ light is not flashing and the rotation sounds stops before opening the print cartridge door.

2. Open the print cartridge door.

**3.** Grasp the old print cartridge by the center handle and remove.
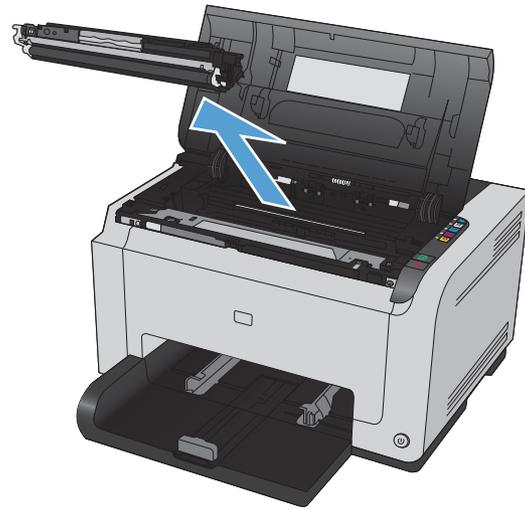
**4.** Remove the new print cartridge from the packaging. Place the used print cartridge in the bag and box for recycling.

> **CAUTION:**   To prevent damage to the print cartridge, hold the print cartridge at each end. Do not touch the roller on the print cartridge.
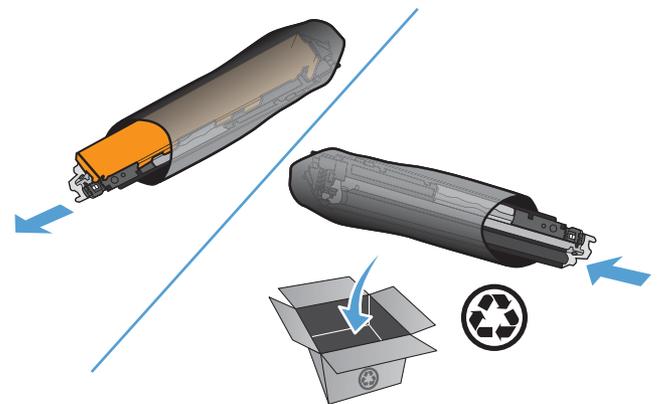
**5.** Grasp both sides of the print cartridge and gently rock the print cartridge to distribute the toner evenly inside the print cartridge.
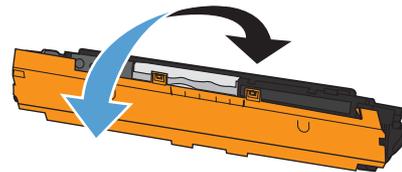
**6.** Remove the tape from the print cartridge. Place the tape in the print-cartridge box to return for recycling.
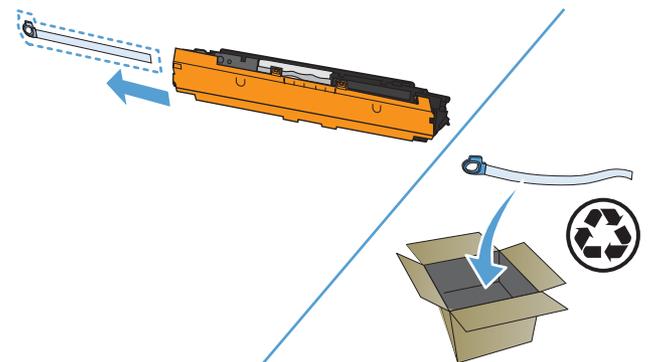
**7.** Remove the protective shielding from the new print cartridge.
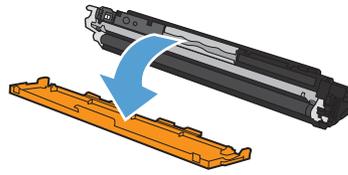
**8.** Grasp the print cartridge by the center handle and insert into the product.

> **NOTE:** Compare the color label on the print cartridge to the color label in the carousel slot to make sure the print cartridge color matches the carousel position.

> **CAUTION:** If toner gets on your clothing, wipe it off with a dry cloth and wash the clothing in cold water. *Hot water sets toner into the fabric.*
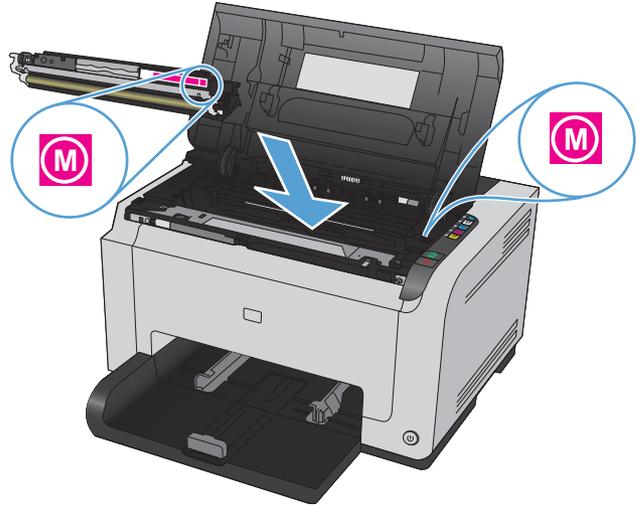
**9.** Close the print cartridge door.

**NOTE:** After closing the print cartridge door, the Ready ⏻ light and Attention ⚠ light will flash. Allow up to three minutes for the product to calibrate.

**NOTE:** If replacing another print cartridge, you must close the print cartridge door before pressing the Cartridge ⬚ button of the next print cartridge.

You do not need to wait for the product to calibrate when replacing the second print cartridge. Instead, press the Cartridge ⬚ button for the next color to rotate the carousel into position. After you have replaced the print cartridges, the product calibrates.

**NOTE:** After every other black cartridge change, a cleaning page prints automatically to clean the fuser. This cleaning page process takes two minutes to complete.

**10.** When printing, if you receive the status alert message **Wrong Cartridge in <Color> Slot**, remove the print cartridge from the specified slot and compare the color label on the print cartridge to the color label in the slot to determine the correct print cartridge for the slot.
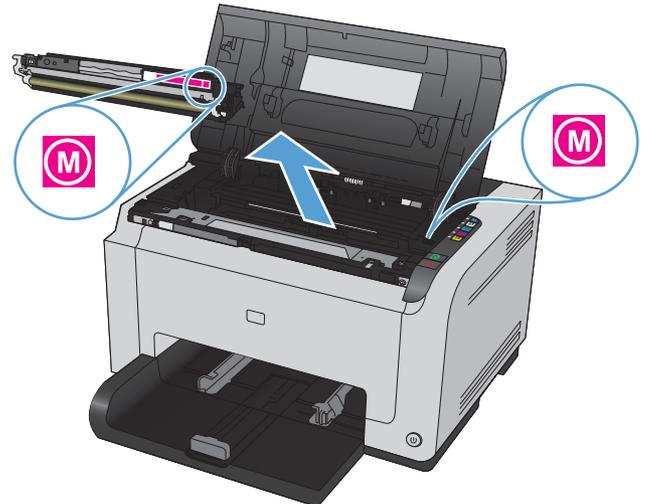
## Replace the imaging drum

1.  Open the print cartridge door.

2.  Open the front cover.

**3.** Lift the two levers that hold the imaging drum.
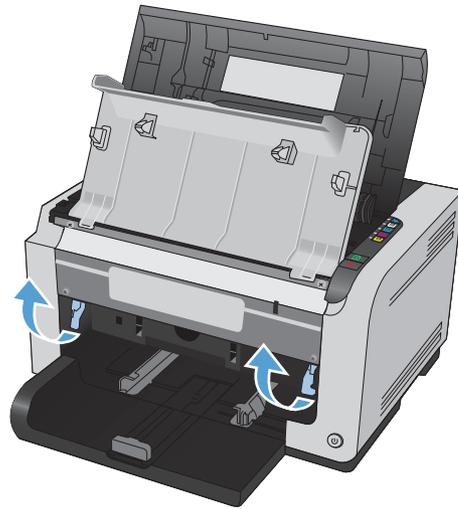
**4.** Remove the old imaging drum.
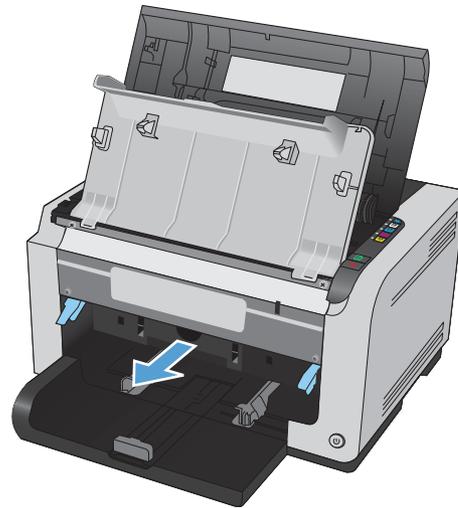
**5.** Remove the new imaging drum from the packaging. Place the used imaging drum in the bag and box for recycling.
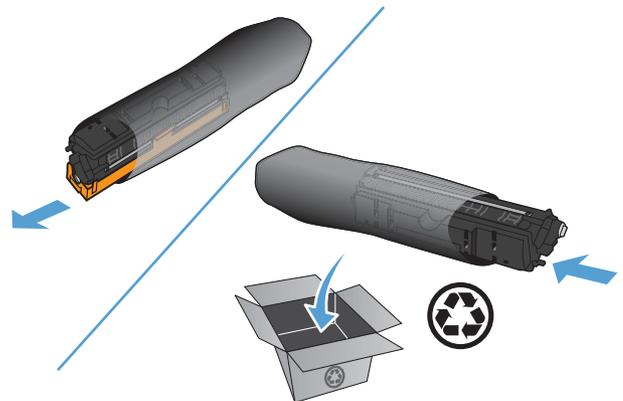
**6.** Remove the protective shielding from the new imaging drum.

> **CAUTION:** To prevent damage, do not expose the imaging drum to light. Cover it with a piece of paper.

> **CAUTION:** Do not touch the green roller. Fingerprints on the imaging drum can cause print-quality problems.
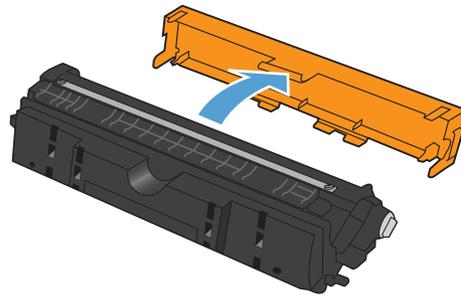
**7.** Insert the new imaging drum in the product.
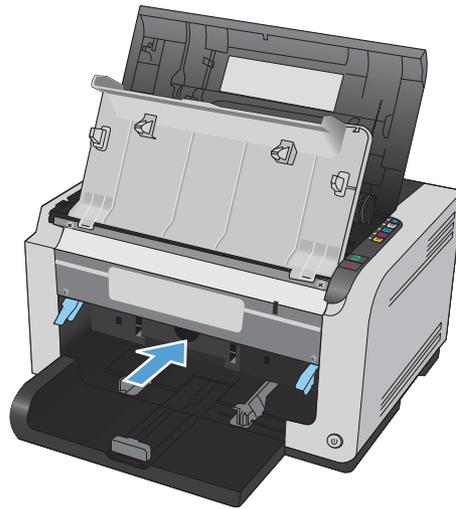
**8.** Lower the two levers that hold the imaging drum.
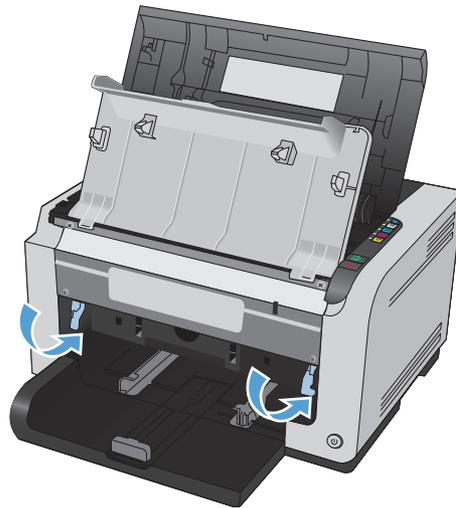
**9.** Close the front cover.

**10.** Close the print cartridge door.

> **NOTE:** After closing the print cartridge door, the Ready ⏻ light and Attention ⚠ light will flash. Allow up to three minutes for the product to calibrate.

# Clean the product

## Clean the paper path

If you are experiencing toner specks or dots on the printouts, clean the paper path. This process uses a transparency to remove dust and toner from the paper path. Do not use bond or rough paper.

AaBbCc
AaBbCc
AaBbCc
AaBbCc
AaBbCc
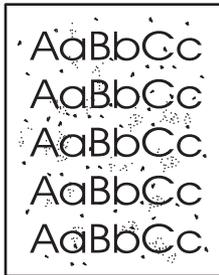
📝 **NOTE:** For best results use a sheet of LaserJet transparency. If you do not have any transparencies, you can use copier-grade media (60 to 163 g/m² (16 to 43 lb)) that has a smooth surface.

1. Make sure that the product is idle and the Ready ⏾ light is on.

2. Load paper in the input tray.

3. In the Windows system tray, right-click the Device Settings 🖥 icon and then click the product name.

4. Click the **Device Settings** tab.

5. Click the **Print Cleaning Page** button.

📝 **NOTE:** The cleaning process takes about 2 minutes. The cleaning page stops periodically during the cleaning process. Do not turn the product off until the cleaning process has finished. You might need to repeat the cleaning process several times to thoroughly clean the product.

## Clean the exterior

Use a soft, damp, lint-free cloth to wipe dust, smudges, and stains off of the exterior of the device.

# Product updates

Software and firmware updates and installation instructions for this product are available at www.hp.com/support/ljcp1020series. Click **Support & Drivers**, click the operating system, and then select the download for the product.

# 9 Solve problems

# Self help

In addition to the information in this guide, other sources are available that provide helpful information.

| | |
|---|---|
| HP Help and Learn Center | The HP Help and Learn Center and other documentation are on the CD that came with the product or in the HP Program folder on your computer. The HP Help and Learn Center is a product help tool that provides easy access to product information, HP product Web support, troubleshooting, and regulatory and safety information. |
| Quick Reference Topics | Several Quick Reference Topics for this product are available at this Web site: www.hp.com/support/ljcp1020series |
| | You can print these topics and keep them near the product. They are a handy reference for procedures that you perform frequently. |

# Solve problems checklist

Follow these steps when trying to solve a problem with the product.

- Step 1: Make sure that the product is set up correctly
- Step 2: Check the cabling or wireless connection (network models only)
- Step 3: Check to see if any control-panel lights are lit
- Step 4: Check the paper
- Step 5: Check the software
- Step 6: Test print functionality
- Step 7: Check the supplies
- Step 8: Try sending a print job from a computer

## Step 1: Make sure that the product is set up correctly

Make sure that the product is set up correctly.

1. Press the power button to turn on the product or to deactivate the Auto-On\Auto-Off mode.

2. Check the power-cable connections.

3. Make sure that the line voltage is correct for the product power configuration. (See the label that is on the back of the product for voltage requirements.) If you are using a power strip and its voltage is not within specifications, plug the product directly into the wall. If it is already plugged into the wall, try a different outlet.

4. Make sure that the print cartridge is installed correctly.

5. If none of these measures restores power, contact HP Customer Care.

## Step 2: Check the cabling or wireless connection (network models only)

1. Check the cable connection between the product and the computer. Make sure that the connection is secure.

2. Make sure that the cable itself is not faulty by using a different cable, if possible.

## Step 3: Check to see if any control-panel lights are lit

The control panel should indicate ready status. If an error message appears, resolve the error.

## Step 4: Check the paper

1. Make sure that the paper that you are using meets specifications.

2. Make sure that the paper is loaded correctly in the input tray.

## Step 5: Check the software

1. Make sure that the product software is installed correctly.

2. Verify that you have installed the printer driver for this product. Check the program to make sure that you are using the printer driver for this product.

## Step 6: Test print functionality

1. Print a configuration page. Select **Print configuration page** on the **Services** tab in the Printer Preferences.

2. If the page does not print, verify that the input tray contains paper.

3. If the page jams in the product, clear the jam.

## Step 7: Check the supplies

Print a supplies status page and check the estimated remaining life of the print cartridges and imaging drum.

## Step 8: Try sending a print job from a computer

1. Try printing the job from another computer that has the product software installed.

2. Check the USB cable connection. Direct the product to the correct port, or reinstall the software, selecting the connection type that you are using.

3. If the print quality is unacceptable, complete the following steps:

   - Verify that the print settings are correct for the media that you are using.

# Factors that affect product performance

Several factors affect the time it takes to print a job:

- The use of special paper (such as transparencies, heavy paper, and custom-size paper)
- Product processing and download time
- The complexity and size of graphics
- The speed of the computer you are using
- The USB or network connection
- The product I/O configuration

# Restore factory settings

Restoring the factory-set defaults returns most of the settings to the factory defaults. It will not reset the page count, tray size, or language. To restore the product to the factory-default settings, follow these steps.

1. Turn the product off. Disconnect the power cable from the product for 30 seconds and then reconnect.

2. Turn the product on while you press and hold the Resume ⬇ button for 10-20 seconds. The Attention ⚠ light turns on.

3. Release the Resume ⬇ button. The Attention ⚠ and Ready ◯ lights cycle while the product restores factory defaults.

# Interpret control panel light patterns

**Table 9-1  Status light legend**

| | |
|---|---|
| ⬤ | Symbol for "light off" |
| 🟡 | Symbol for "light on" |
| ☀ | Symbol for "light blinking" |

**Table 9-2  Control-panel light patterns**

| Light status | State of the product | Action |
|---|---|---|
| All lights are off. | The product is turned off. | Press the power button to turn on the product. |
| | The Auto-On/Auto-Off feature has turned off the product. | No action is required. |
| The attention and ready lights are cycling. | The lights cycle during the formatter initialization period or when the product is processing a cleaning page. | No action is required. Wait for the initialization period to end. The product should enter the ready state when the initialization period is finished. |
| Ready light is on. | The product is in the ready state. | No action is required. The product is ready to receive a print job. |
| Ready light blinks. | The product is receiving or processing data. | No action is required. The product is receiving or processing a print job. |

Table 9-2 Control-panel light patterns (continued)

| Light status | State of the product | Action |
|---|---|---|
| Attention light blinks. Ready light is on. | The product is in manual-feed mode. | Load the correct paper type and size into the input tray. |
| | The product is waiting to print the second side of a manual duplex print job. | Load the input tray with the paper from the output bin. |
| Attention light blinks. | The input tray is empty. | Load the tray. |
| | Paper is jammed in the product. | Clear the jam. |
| Attention and ready lights are on. | The product has experienced a fatal error from which it cannot recover. | 1. Turn off the product and disconnect the power cable from the product. 2. Wait 30 seconds and then reconnect the power cord and turn on the product. 3. Wait for the product to initialize. If the error persists, contact HP customer support. |
| Attention and ready lights blink. | Paper is jammed in the product. | Clear the jam. |
| Cartridge light blinks. | The print cartridge has rotated and is now accessible. | Access the print cartridge. |
| | The print cartridge is missing or is not installed correctly. | Install the print cartridge. |

**Table 9-2 Control-panel light patterns (continued)**

| Light status | State of the product | Action |
|---|---|---|
| Cartridge and attention lights blink. | The print cartridge is very low and has reached the end of its estimated useful life. When the supply has reached this condition, the HP Premium Protection warranty for that supply has ended. | You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. Press the Resume ⬇️ button to continue. |
| | A non-HP print cartridge in use. | You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. Press the Resume ⬇️ button to continue. |
| | Print cartridge is rotating. | No action is required. Wait for the rotation period to end. The product should enter the previous state when the rotation period is finished. |
| Cartridge and ready lights are on. | The print cartridge has reached the end of its estimated useful life. When the supply has reached this condition, the HP Premium Protection warranty for that supply has ended. | You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. |
| | Non-HP print cartridge in use and is very low. | No action is required. |

**Table 9-3 Wireless light patterns**

| Light status | State of the product | Action |
|---|---|---|
| Wireless light is off. | The wireless connection is turned off. | Press and hold the Wireless ((ᴛ)) button for 2 seconds to turn on the WPS. |
| | The Ethernet is connected. | No action is required. |
| Wireless light blinks. | The product is trying to establish a wireless connection. | No action is required. |
| | There is a WPS error. | Attempt to connect again. |
| Wireless light is on. | The product has established a wireless connection. | No action is required. |

# Status alert messages

Status alert messages appear on the computer screen when the product has certain problems. Use the information in the following table to solve these problems.

| Alert message | Description | Recommended action |
|---|---|---|
| **Black Cartridge Low** | The print cartridge is nearing the estimated end of its useful life. | The product indicates when a print cartridge level is low. Actual cartridge life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The print cartridge does not need to be replaced now.<br><br>This alert displays only if the product is customer configured to stop when the print cartridge reaches the "very low" threshold. |
| **Black Cartridge Very Low** | The print cartridge is at the estimated end of its useful life.<br><br>Print quality may decrease. Choose a reminder option or replace print cartridge when quality becomes unacceptable. | To ensure optimal print quality, HP recommends replacing the print cartridge at this point. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. Actual print cartridge life may vary.<br><br>Once an HP print cartridge has reached "very low", HP's Premium Protection Warranty on that print cartridge has ended. All print defects or cartridge failures incurred when an HP supply is used in continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Print Cartridge Warranty Statement. |
| **Calibrating** | The product is performing the internal calibration process to ensure the best possible print quality. | Wait for the process to complete. |
| **Cartridge Memory Error on <Color>** | The e-label for one of the print cartridges cannot be read or is missing. | • Reinstall the print cartridge.<br><br>• Turn off the product and disconnect the power cable from the product. Wait 30 seconds and then reconnect the power cord and turn on the product.<br><br>• If the problem is not solved, replace the cartridge. |
| **Cool Down Mode** | After prolonged, continuous operation, or after printing on narrow paper, the product must pause to cool. | Printing will continue when the product has cooled. |
| **Cyan Cartridge Low** | The print cartridge is nearing the estimated end of its useful life. | The product indicates when a print cartridge level is low. Actual cartridge life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The print cartridge does not need to be replaced now.<br><br>This alert displays only if the product is customer configured to stop when the print cartridge reaches the "very low" threshold. |

| Alert message | Description | Recommended action |
|---|---|---|
| **Cyan Cartridge Very Low** | The print cartridge is at the estimated end of its useful life.<br><br>Print quality may decrease. Choose a reminder option or replace print cartridge when quality becomes unacceptable. | To ensure optimal print quality, HP recommends replacing the print cartridge at this point. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. Actual print cartridge life may vary.<br><br>Once an HP print cartridge has reached "very low", HP's Premium Protection Warranty on that print cartridge has ended. All print defects or cartridge failures incurred when an HP supply is used in continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Print Cartridge Warranty Statement. |
| **DC Controller Error** | The product has experienced an internal error. | Turn off the product and disconnect the power cable from the product. Wait 30 seconds and then reconnect the power cord and turn on the product. Wait for the product to initialize.<br><br>If you are using a surge protector, remove it. Plug the product directly into the wall socket. Use the power switch to turn on the product.<br><br>If the message persists, contact HP support. |
| **Engine Communication Error** | The product experienced an internal communication error. | Turn off the product and disconnect the power cable from the product. Wait 30 seconds and then reconnect the power cord and turn on the product. Wait for the product to initialize.<br><br>If you are using a surge protector, remove it. Plug the product directly into the wall socket. Use the power switch to turn on the product.<br><br>If the message persists, contact HP support. |
| **Front Access Door Open** | The door is open. | Close the door. |
| **Fuser Error** | The product has experienced an error with the fuser. | Turn off the product and disconnect the power cable from the product. Wait 30 seconds and then reconnect the power cord and turn on the product. Wait for the product to initialize.<br><br>If the error continues, turn off the product, disconnect the power cable, wait at least 25 minutes, and then reconnect the power cable and turn on the product.<br><br>If you are using a surge protector, remove it. Plug the product directly into the wall socket. Use the power switch to turn on the product.<br><br>If the message persists, contact HP support. |

| Alert message | Description | Recommended action |
|---|---|---|
| **Imaging Drum Very Low** | The imaging drum is at the end of its useful life. | To ensure optimal print quality, HP recommends replacing the imaging drum at this point. You do not need to replace the imaging drum at this time unless print quality is no longer acceptable. Actual imaging drum life may vary.<br><br>The imaging drum installed in this product is covered by the product warranty. Replacement imaging drums have a one-year limited warranty from the date of installation. HP's Premium Protection Warranty applies only to the print cartridge for this product. The imaging drum installation date displays on both the configuration page and on the supplies status page when the imaging drum reaches approximately 30% of its estimated remaining life. |
| **Install <Color> Cartridge** | The cartridge is either not installed or not correctly installed in the product. | Install the print cartridge. |
| **Jam in <location>**<br><br>(<location> indicates the area where the jam has occurred) | The product has detected a jam. | Clear the jam from the area indicated in the message. The job should continue to print. If it does not, try reprinting the job.<br><br>If the message persists, contact HP support. |
| **Load Paper <Type>** | The tray is empty. | Load print media into the tray. |
| **Magenta Cartridge Low** | The print cartridge is nearing the estimated end of its useful life. | The product indicates when a print cartridge level is low. Actual cartridge life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The print cartridge does not need to be replaced now.<br><br>This alert displays only if the product is customer configured to stop when the print cartridge reaches the "very low" threshold. |
| **Magenta Cartridge Very Low** | The print cartridge is at the estimated end of its useful life.<br><br>Print quality may decrease. Choose a reminder option or replace print cartridge when quality becomes unacceptable. | To ensure optimal print quality, HP recommends replacing the print cartridge at this point. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. Actual print cartridge life may vary.<br><br>Once an HP print cartridge has reached "very low", HP's Premium Protection Warranty on that print cartridge has ended. All print defects or cartridge failures incurred when an HP supply is used in continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Print Cartridge Warranty Statement. |
| **Manual feed** | The product is set for manual feed mode. | Load the correct media into the tray, and then press the Resume ⬇ button to print the job. |

| Alert message | Description | Recommended action |
|---|---|---|
| **Non-HP <Color> Cartridge** | A non-HP supply has been installed. This message appears until an HP supply is installed or you press the Resume ⬇ button. | If you believe you purchased an HP supply, go to www.hp.com/go/anticounterfeit. Any product repair required as a result of using used supplies is not covered under warranty. Supply status and features depending on supply status will not be available<br><br>Service or repairs that are required as a result of using non-HP supplies are not covered under HP warranty.<br><br>To continue printing, press the Resume ⬇ button. |
| **Not Connected** | The product software cannot communicate with the product. | 1. Make sure the product is turned on.<br><br>2. Make sure the USB cable is connected securely to the product and the computer. |
| **Page Too Complex** | The product cannot process the page. | Press the Resume ⬇ button to continue printing the job, but output might be affected. |
| **Printer Mispick** | The print engine has failed to pick up a piece of media. | Reload the media in the input tray and press the Resume ⬇ button to continue the job.<br><br>If the message persists, contact HP support. |
| **Printing** | The product is printing a document. | Wait for printing to finish. |
| **Rear Access Door Open** | The door is open. | Close the door. |
| **Replace <Color> cartridge** | The product has been customer configured to stop when the supply level is very low. | The product indicates when a supply level is very low. Actual cartridge life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The supply does not need to be replaced now unless the print quality is no longer acceptable. Once an HP supply has reached "Very Low", HP's warranty on that supply has ended. |
| **Scanner Error** | An internal error has occurred. | Turn off the product and disconnect the power cable from the product. Wait 30 seconds and then reconnect the power cord and turn on the product. Wait for the product to initialize.<br><br>If you are using a surge protector, remove it. Plug the product directly into the wall socket. Use the power switch to turn on the product.<br><br>If the message persists, contact HP support. |
| **Supplies Very Low** | More than one print cartridge is at the end of its useful life.<br><br>The corresponding cartridge lights on the control panel remain on. | The product indicates when a supply level is very low. Actual cartridge life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The supply does not need to be replaced now unless the print quality is no longer acceptable. Once an HP supply has reached "Very Low", HP's warranty on that supply has ended. |
| **Tray 1 Jam** | The product has detected a jam in the tray. | Clear the jam. |

| Alert message | Description | Recommended action |
|---|---|---|
| **Unexpected Paper Size** | The paper in the tray is not the size specified by the print job. | Load the correct paper size in the input tray and then press the Resume ⏎ button to print the job. |
| **Used <Color> cartridge** | A used supply has been installed. This message appears until an HP supply is installed or you press the Resume ⏎ button. | If you believe you purchased an HP supply, go to www.hp.com/go/anticounterfeit. Any product repair required as a result of using used supplies is not covered under warranty. Supply status and features depending on supply status will not be available

Service or repairs that are required as a result of using non-HP supplies are not covered under HP warranty.

To continue printing, press the Resume ⏎ button. |
| **Wrong Cartridge in <Color> Slot** | A print cartridge is installed in the incorrect slot. | Be sure that each print cartridge is in the correct slot. Compare the color label on the print cartridge with the color label in the slot. |
| **Yellow Cartridge Low** | The print cartridge is nearing the estimated end of its useful life. | The product indicates when a print cartridge level is low. Actual cartridge life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The print cartridge does not need to be replaced now.

This alert displays only if the product is customer configured to stop when the print cartridge reaches the "very low" threshold. |
| **Yellow Cartridge Very Low** | The print cartridge is at the estimated end of its useful life.

Print quality may decrease. Choose a reminder option or replace print cartridge when quality becomes unacceptable. | To ensure optimal print quality, HP recommends replacing the print cartridge at this point. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. Actual print cartridge life may vary.

Once an HP print cartridge has reached "very low", HP's Premium Protection Warranty on that print cartridge has ended. All print defects or cartridge failures incurred when an HP supply is used in continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Print Cartridge Warranty Statement. |

# Paper feeds incorrectly or becomes jammed

## The product does not pick up paper

If the product does not pick up paper from the tray, try these solutions.

1. Open the product and remove any jammed sheets of paper.

2. Load the tray with the correct size of paper for your job.

   **NOTE:** Always load paper so the short edge (width) enters the product first.

3. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.

4. Check the product control panel to see if the product is waiting for you to acknowledge a prompt to feed the paper manually. Load paper, and continue.

## The product picks up multiple sheets of paper

If the product picks up multiple sheets of paper from the tray, try these solutions.

1. Remove the stack of paper from the tray and flex it, rotate it 180 degrees, and flip it over. *Do not fan the paper.* Return the stack of paper to the tray.

2. Use only paper that meets HP specifications for this product.

3. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.

4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.

5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.

## Prevent paper jams

To reduce the number of paper jams, try these solutions.

1. Use only paper that meets HP specifications for this product.

2. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.

3. Use paper that has not previously been printed or copied on.

4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.

5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.

   **NOTE:** Always load paper so the short edge (width) enters the product first.

6. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.

## Clear jams

## Jam locations

Jams can occur in these locations:
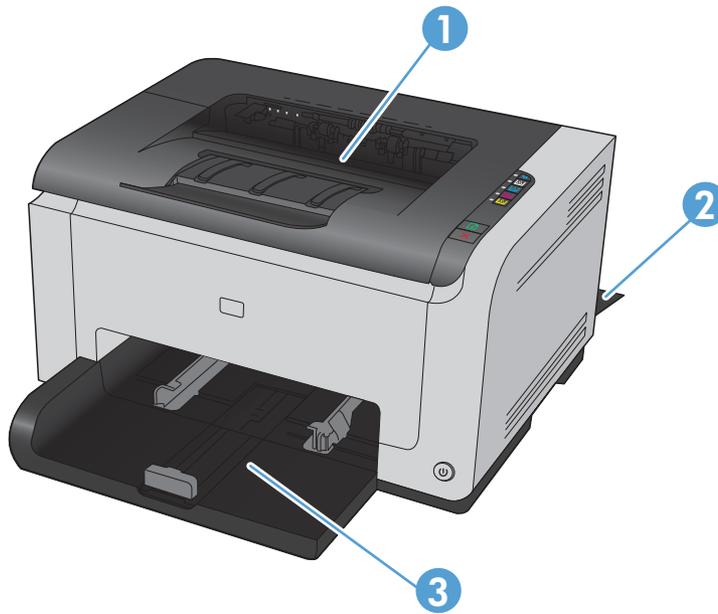
| | |
|---|---|
| 1 | Output bin |
| 2 | Rear door |
| 3 | Input tray |

Loose toner might remain in the product after a jam. This problem typically resolves itself after a few sheets have been printed.

## Clear jams from the output bin

⚠ **CAUTION:** Do not use sharp objects, such as tweezers or needle-nose pliers, to remove jams. Damage caused by sharp objects will not be covered by the warranty.

**1.** With both hands, grasp the paper, and carefully pull it free from the product.

**2.** Open and close the print cartridge door to reset the product.

## Clear jams from the rear door

**1.** Open the rear door.
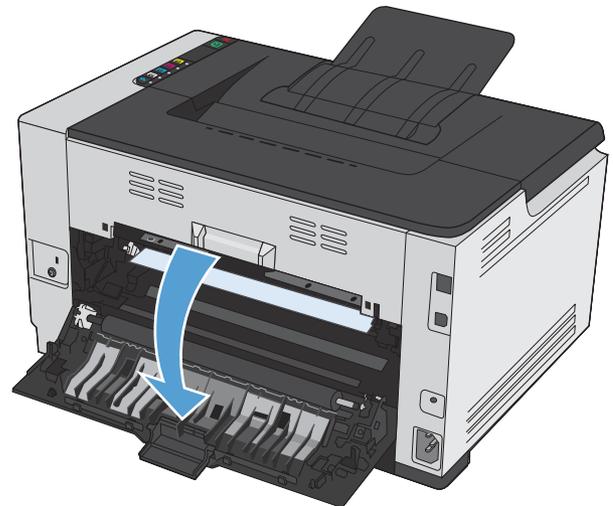
**2.** With both hands, grasp the paper, and carefully pull it free from the product.
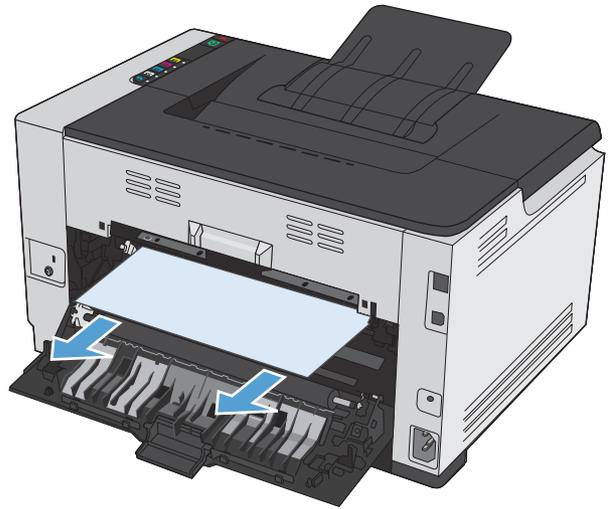
**3.** Close the rear door.
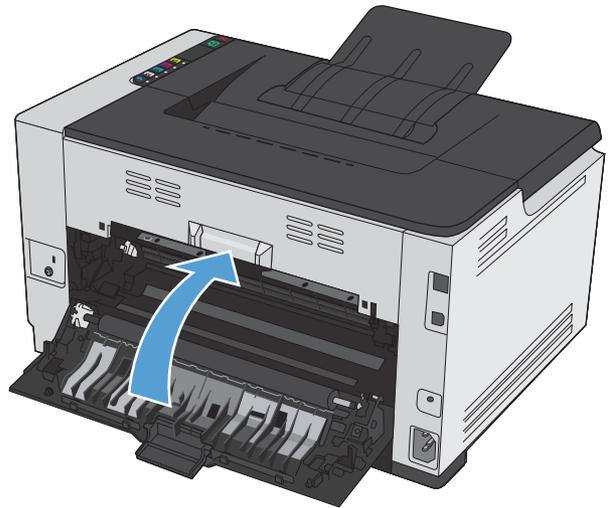
## Clear jams from the input tray

**1.** Remove the paper from the input tray.

**2.** With both hands, grasp the paper, and carefully pull it free from the product.

**3.** Open and close the print cartridge door to reset the product.

# Improve print quality

You can prevent most print-quality problems by following these guidelines.

- Use the correct paper type setting in the printer driver

- Adjust color settings in the printer driver

- Use paper that meets HP specifications

- Print a cleaning page

- Calibrate the product to align colors

- Check the print cartridges

## Use the correct paper type setting in the printer driver

Check the paper type setting if you are having any of the following problems:

- Toner is smearing on the printed pages.

- Repeated marks occur on the printed pages.

- Printed pages are curled.

- Toner flakes off the printed pages.

- Printed pages have small unprinted areas.

### Change the paper type setting for Windows

1. On the **File** menu in the software program, click **Print**.

2. Select the product, and then click the **Properties** or **Preferences** button.

3. Click the **Paper/Quality** tab.

4. From the **Type is** drop-down list, select the type of paper you are using, and click the **OK** button.

### Change the paper type setting for Mac

1. On the **File** menu in the software program, click the **Print** option.

2. In the **Copies & Pages** menu, click the **Page Setup** button.

3. Select a size from the **Paper Size** drop-down list, and then click the **OK** button.

4. Open the **Finishing** menu.

5. Select a type from the **Media-type** drop-down list.

6. Click the **Print** button.

# Adjust color settings in the printer driver

## Change the color theme for a print job

1. On the **File** menu in the software program, click **Print**.

2. Click **Properties** or **Preferences**.

3. Click the **Color** tab.

4. Select a color theme from the **Color Themes** drop-down list.



- **Default (sRGB)**: This theme sets the product to print RGB data in raw device mode. When using this theme, manage color in the software program or in the operating system for correct rendering.

- **Vivid**: The product increases the color saturation in the midtones. Use this theme when printing business graphics.

- **Photo**: The product interprets RGB color as if it were printed as a photograph using a digital mini lab. The product renders deeper, more saturated colors differently than with the Default (sRBG) theme. Use this theme when printing photos.

- **Photo (Adobe RGB 1998)**: Use this theme with printing digital photos that use the AdobeRGB color space rather than sRGB. Turn off color management in the software program when using this theme.

- **None**

## Change the color options

Change the color options settings for the current print job from the color tab of the printer driver.

1. On the **File** menu in the software program, click **Print**.

2. Click **Properties** or **Preferences**.

3. Click the **Color** tab.

4. Click the **Automatic** or **Manual** setting.

- **Automatic** setting: Select this setting for most color print jobs

- **Manual** setting: Select this setting to adjust the color settings independent from other settings.

  **NOTE:** Changing color settings manually can impact output. HP recommends that only color graphics experts change these settings.
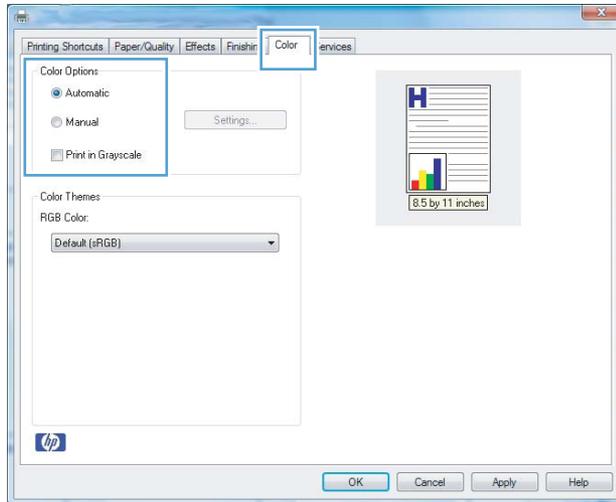


5. Click the **Print in Grayscale** option to print a color document in black and white. Use this option to print color documents for photocopying or faxing.

6. Click the **OK** button.

# Use paper that meets HP specifications

Use different paper if you are having any of the following problems:

- The printing is too light or seems faded in areas.

- Specks of toner are on the printed pages.

- Toner is smearing on the printed pages.

- Printed characters seem misformed.

- Printed pages are curled.

Always use a paper type and weight that this product supports. In addition, follow these guidelines when selecting paper:

- Use paper that is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges.

- Use paper that has not been previously printed on.

- Use paper that is designed for use in laser printers. Do not use paper that is designed only for use in Inkjet printers.

- Use paper that is not too rough. Using smoother paper generally results in better print quality.

# Print a cleaning page

Print a cleaning page to remove dust and excess toner from the paper path if you are having any of the following problems:

- Specks of toner are on the printed pages.

- Toner is smearing on the printed pages.

- Repeated marks occur on the printed pages.

Use the following procedure to print a cleaning page.

1. Make sure that the product is idle and the Ready ○ light is on.

2. Load paper in the input tray.

3. In the Windows system tray, right-click the Device Settings 🖨 icon and then click the product name.

4. Click the **Device Settings** button.

5. Click the **Print Cleaning Page** button.

📝 **NOTE:** The cleaning process takes about 2 minutes. The cleaning page stops periodically during the cleaning process. Do not turn the product off until the cleaning process has finished. You might need to repeat the cleaning process several times to thoroughly clean the product.

# Calibrate the product to align colors

If you experience any print-quality problems, calibrate the product.

1. Make sure that the product is idle and the Ready ○ light is on.

2. Load paper in the input tray.

3. In the Windows system tray, right-click the Device Settings 🖨 icon and then click the product name.

4. Click the **Device Settings** button.

5. Click the **Calibrate Now** button.

# Check the print cartridges

Check each print cartridge, and replace it if necessary, if you are having any of the following problems:

- The printing is too light or seems faded in areas.

- Printed pages have small unprinted areas.

- Printed pages have streaks or bands.

If you determine that you need to replace a print cartridge, print the Supplies Status Page to find the part number for the correct genuine HP print cartridge.

| Type of print cartridge | Steps to resolve the problem |
|---|---|
| Refilled or remanufactured print cartridge | HP cannot recommend the use of non-HP supplies, either new or remanufactured. Because they are not HP products, HP cannot influence their design or control their quality. If you are using a refilled or remanufactured print cartridge and are not satisfied with the print quality, replace the cartridge with a genuine HP cartridge that has the word "HP" on it, or has the HP logo on it. |
| Genuine HP print cartridge | 1. The status alert message **<Color> cartridge Very Low** (or **Replace Color Cartridge**, if the printer has been customer configured to stop at Very Low) appears on the computer screen when the cartridge has reached the end of its designated life. The product indicates when a supply level is very low. Actual cartridge life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The supply does not need to be replaced now unless the print quality is no longer acceptable. Once an HP supply has reached "Very Low", HP's warranty on that supply has ended.<br><br>2. Visually inspect the print cartridges and imaging drum for debris and damage. See the instructions that follow. Replace the print cartridge or imaging drum if necessary.<br><br>3. If printed pages have marks that repeat several times at the same distance apart, print a cleaning page. If this does not solve the problem, use the repetitive defects ruler in this document to identify the cause of the problem. |

# Print the Supplies Status page

Use the control panel to print configuration and supplies status pages that give details about the product and its current settings.

▲ Print a supplies status page. Select **Print supplies status page** on the **Services** tab in the Printer Preferences.

| Page | Description |
|---|---|
| Configuration page | Prints a list of the product settings |
| Supplies Status page | The supplies status page includes the following information: |
| | ● Approximate percentage of print cartridge life remaining |
| | ● Warranty for print cartridges and imaging drum |
| | ● Part numbers for HP print cartridges |
| | ● Number of pages printed |
| | ● Information about ordering new HP print cartridges and recycling used HP print cartridges |
| | ● The imaging drum's estimated life remaining and installation date display if less than 30% of its estimated life remains. |

## Interpret the Print Quality Page

1. Make sure that the product is idle and the Ready ⏻ light is on.

2. Load paper in the input tray.

3. In the Windows system tray, right-click the Device Settings 🖨 icon and then click the product name.

4. Click the **Device Settings** button.

5. Click the **Print PQ Troubleshooting Page** button.

This page contains five bands of color, which are divided into four groups as indicated in the following illustration. By examining each group, you can isolate the problem to a particular print cartridge.
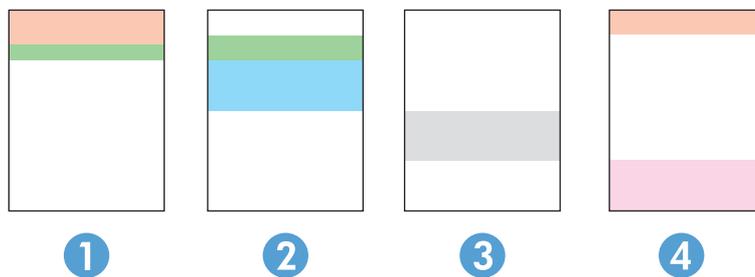


| Section | Print-cartridge |
|---------|-----------------|
| 1 | Yellow |
| 2 | Cyan |
| 3 | Black |
| 4 | Magenta |

● If dots or streaks appear in only one of the groups, replace the print cartridge that correlates with that group.

● If dots appear in more than one group, print a cleaning page. If this does not solve the problem, determine if the dots are always the same color; for example, if magenta dots appear in all five color bands. If the dots are all the same color, replace that print cartridge.

● If streaks appear in multiple color bands, print a supplies status page to determine if the imaging drum has reached its estimated end of life. If imaging drum has not reached its estimated end of life, inspect the imaging drum for damage. If the imaging drum is not damaged, contact HP.

## Inspect the print cartridge and imaging drum for damage

1. Remove the print cartridge from the product, and examine for damage.



2. If the print cartridge does not appear to be damaged, rock the print cartridge gently several times and reinstall it. Print a few pages to see if the problem is resolved.

**3.** If the problem is not resolved, remove the imaging drum from the product, and examine the surface.

> ⚠ **CAUTION:** Do not touch the green roller. Fingerprints on the imaging drum can cause print-quality problems.
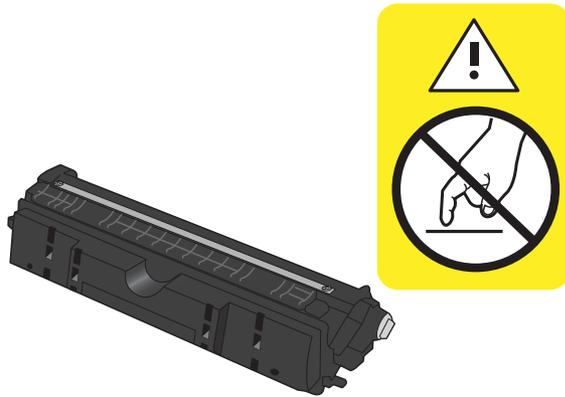


**4.** If you see any scratches, fingerprints, or other damage on the imaging drum, replace the imaging drum.

## Repeating defects

If defects repeat at any of the following intervals on the page, a print cartridge or the imaging drum might be damaged.

- 22 mm (print cartridge)
- 26 mm (imaging drum)
- 29 mm (print cartridge)
- 94 mm (imaging drum)

# The product does not print or it prints slowly

## The product does not print

If the product does not print at all, try the following solutions.

1. Make sure the product is turned on and that the control panel indicates it is ready.

   ● If the control panel does not indicate the product is ready, turn off the product and disconnect the power cable from the product. Wait 30 seconds and then reconnect the power cord and turn on the product. Wait for the product to initialize.

   ● If the control panel indicates the product is ready, press and hold the Resume ⏯ button for two to three seconds to print a configuration page. If successful, try sending the job again.

2. If the control panel indicates the product has an error, resolve the error and then try sending the job again.

3. Make sure the cables are all connected correctly. If the product is connected to a network, check the following items:

   ● Check the light next to the network connection on the product. If the network is active, the light is green.

   ● Make sure that you are using a network cable and not a phone cord to connect to the network.

   ● Make sure the network router, hub, or switch is turned on and that it is working correctly.

4. Install the HP software from the CD that came with the product. Using generic printer drivers can cause delays clearing jobs from the print queue.

5. If you are using a personal firewall system on the computer, it might be blocking communication with the product. Try temporarily disabling the firewall to see if it is the source of the problem.

6. If your computer or the product is connected to a wireless network, low signal quality or interference might be delaying print jobs.

## The product prints slowly

If the product prints, but it seems slow, try the following solutions.

1. Make sure the computer meets the minimum specifications for this product. For a list of specifications, go to this Web site: www.hp.com/support/ljcp1020series.

2. When you configure the product to print on some paper types, such as heavy paper, the product prints more slowly so it can correctly fuse the toner to the paper. If the paper type setting is not correct for the type of paper you are using, change the setting to the correct paper type.

3. If your computer or the product is connected to a wireless network, low signal quality or interference might be delaying print jobs.

4. The product might be in cool down mode.

# Solve connectivity problems

## Solve direct-connect problems

If you have connected the product directly to a computer, check the cable.

- Verify that the cable is connected to the computer and to the product.

- Verify that the cable is not longer than 5 m (16.4 ft). Try using a shorter cable.

- Verify that the cable is working correctly by connecting it to another product. Replace the cable if necessary.

## Solve network problems

Check the following items to verify that the product is communicating with the network. Before beginning, print a configuration page from the product control panel and locate the product IP address that is listed on this page.

- Poor physical connection

- The computer is using the incorrect IP address for the product

- The computer is unable to communicate with the product

- The product is using incorrect link and duplex settings for the network

- New software programs might be causing compatibility problems

- The computer or workstation might be set up incorrectly

- The product is disabled, or other network settings are incorrect

### Poor physical connection

1. Verify that the product is attached to the correct network port using a cable of the correct length.

2. Verify that cable connections are secure.

3. Look at the network port connection on the back of the product, and verify that the amber activity light and the green link-status light are lit.

4. If the problem continues, try a different cable or port on the hub.

### The computer is using the incorrect IP address for the product

1. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the product is selected. The product IP address is listed on the product configuration page.

2. If you installed the product using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes.**

3. If you installed the product using a Microsoft standard TCP/IP port, use the hostname instead of the IP address.

4. If the IP address is correct, delete the product and then add it again.

## The computer is unable to communicate with the product

1. Test network communication by pinging the network.

   a. Open a command-line prompt on your computer. For Windows, click **Start**, click **Run**, and then type `cmd`.

   b. Type `ping` followed by the IP address for your product.

   c. If the window displays round-trip times, the network is working.

2. If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the product, and the computer are all configured for the same network.

## The product is using incorrect link and duplex settings for the network

HP recommends leaving this setting in automatic mode (the default setting). If you change these settings, you must also change them for your network.

## New software programs might be causing compatibility problems

Verify that any new software programs are correctly installed and that they use the correct printer driver.

## The computer or workstation might be set up incorrectly

1. Check the network drivers, printer drivers, and the network redirection.

2. Verify that the operating system is configured correctly.

## The product is disabled, or other network settings are incorrect

1. Review the configuration page to check the status of the network protocol. Enable it if necessary.

2. Reconfigure the network settings if necessary.

# Solve wireless network problems

## Wireless connectivity checklist

- Make sure the network cable is not connected.

- The product and the wireless router are turned on and have power. Also make sure the wireless radio in the product is turned on.

- The service set identifier (SSID) is correct. Print a configuration page to determine the SSID. If you are not sure the SSID is correct, run the wireless setup again.

- With secured networks, make sure the security information is correct. If the security information is incorrect, run the wireless setup again.

- If the wireless network is working correctly, try accessing other computers on the wireless network. If the network has Internet access, try connecting to the Internet over a wireless connection.

- The encryption method (AES or TKIP) is the same for the product as it is for the wireless access point (on networks using WPA security).

- The product is within the range of the wireless network. For most networks, the product must be within 30 m (100 ft) of the wireless access point (wireless router).

- Obstacles do not block the wireless signal. Remove any large metal objects between the access point and the product. Make sure poles, walls, or support columns containing metal or concrete do not separate the product and wireless access point.

- The product is located away from electronic devices that might interfere with the wireless signal. Many devices can interfere with the wireless signal including motors, cordless phones, security system cameras, other wireless networks, and some Bluetooth devices.

- The printer driver is installed on the computer.

- You have selected the correct printer port.

- The computer and product connect to the same wireless network.

## The product does not print after the wireless configuration completes

1. Make sure the product is turned on and in the ready state.

2. Turn off any third-party firewalls on your computer.

3. Make sure that the wireless network is working correctly.

4. Make sure that your computer is working correctly. If necessary, restart your computer.

## The product does not print, and the computer has a third-party firewall installed

1. Update the firewall with the most recent update available from the manufacturer.

2. If programs request firewall access when you install the product or try to print, make sure you allow the programs to run.

3. Temporarily turn off the firewall, and then install the wireless product on the computer. Enable the firewall when you have completed the wireless installation.

# The wireless connection does not work after moving the wireless router or product

Make sure that the router or product connects to the same network that your computer connects to.

1. Print a configuration page.

2. Compare the service set identifier (SSID) on the configuration page to the SSID in the printer configuration for your computer.

3. If the numbers are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for your product.

# Cannot connect more computers to the wireless product

1. Make sure that the other computers are within the wireless range and that no obstacles block the signal. For most networks, the wireless range is within 30 m (100 ft) of the wireless access point.

2. Make sure the product is turned on and in the ready state.

3. Turn off any third-party firewalls on your computer.

4. Make sure that the wireless network is working correctly.

5. Make sure that your computer is working correctly. If necessary, restart your computer.

# The wireless product loses communication when connected to a VPN

- Typically, you cannot connect to a VPN and other networks at the same time.

# The network does not appear in the wireless networks list

- Make sure the wireless router is turned on and has power.

- The network might be hidden. However, you can still connect to a hidden network.

# The wireless network is not functioning

1. Make sure the network cable is not connected.

2. To verify if the network has lost communication, try connecting other devices to the network.

3. Test network communication by pinging the network.

    a. Open a command-line prompt on your computer. For Windows, click **Start**, click **Run**, and then type `cmd`.

    b. Type `ping` followed by the service set identifier (SSID) for your network.

    c. If the window displays round-trip times, the network is working.

4. Make sure that the router or product connects to the same network that your computer connects to.

**a.** Print a configuration page.

**b.** Compare the service set identifier (SSID) on the configuration report to the SSID in the printer configuration for your computer.

**c.** If the numbers are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for your product.

# Solve product software problems

| Problem | Solution |
|---|---|
| A printer driver for the product is not visible in the **Printer** folder | <ul><li>Restart the computer to restart the spooler process. If the spooler has crashed, no printer drivers will appear in the **Printers** folder.</li><li>Reinstall the product software.<br><br>**NOTE:** Close any applications that are running. To close an application that has an icon in the system tray, right-click the icon, and select **Close** or **Disable**.</li><li>Try plugging the USB cable into a different USB port on the computer.</li></ul> |
| An error message was displayed during the software installation | <ul><li>Reinstall the product software.<br><br>**NOTE:** Close any applications that are running. To close an application that has an icon in the task bar, right-click the icon, and select **Close** or **Disable**.</li><li>Check the amount of free space on the drive where you are installing the product software. If necessary, free up as much space as you can, and reinstall the product software.</li><li>If necessary, run the Disk Defragmenter, and reinstall the product software.</li></ul> |
| The product is in Ready mode, but nothing prints | <ul><li>Print a Configuration page, and verify the product functionality.</li><li>Verify that all of the cables are correctly seated and within specifications. This includes the USB and power cables. Try a new cable.</li><li>If trying to connect through a wireless connection, make sure the network cable is not connected.</li></ul> |

# Solve common Mac problems

- The printer driver is not listed in the Print & Fax list

- The product name does not appear in the product list in the Print & Fax list

- The printer driver does not automatically set up the selected product in the Print & Fax list

- A print job was not sent to the product that you wanted

- When connected with a USB cable, the product does not appear in the Print & Fax list after the driver is selected.

- You are using a generic printer driver when using a USB connection

## The printer driver is not listed in the Print & Fax list

1. Make sure that the product .GZ file is in the following hard-drive folder: `Library/Printers/PPDs/Contents/Resources`. If necessary, reinstall the software.

2. If the GZ file is in the folder, the PPD file might be corrupt. Delete the file and then reinstall the software.

## The product name does not appear in the product list in the Print & Fax list

1. Make sure that the cables are connected correctly and the product is on.

2. Print a configuration page to check the product name. Verify that the name on the configuration page matches the product name in the Print & Fax list.

3. Replace the USB or network cable with a high-quality cable.

## The printer driver does not automatically set up the selected product in the Print & Fax list

1. Make sure that the cables are connected correctly and the product is on.

2. Make sure that the product .GZ file is in the following hard-drive folder: `Library/Printers/PPDs/Contents/Resources`. If necessary, reinstall the software.

3. If the GZ file is in the folder, the PPD file might be corrupt. Delete the file and then reinstall the software.

4. Replace the USB or network cable with a high-quality cable.

## A print job was not sent to the product that you wanted

1. Open the print queue and restart the print job.

2. Another product with the same or similar name might have received your print job. Print a configuration page to check the product name. Verify that the name on the configuration page matches the product name in the Print & Fax list.

# When connected with a USB cable, the product does not appear in the Print & Fax list after the driver is selected.

### Software troubleshooting

▲ Make sure that your Mac operating system is Mac OS X 10.5 or later.

### Hardware troubleshooting

1. Make sure that the product is turned on.

2. Make sure that the USB cable is connected correctly.

3. Make sure that you are using the appropriate high-speed USB cable.

4. Make sure that you do not have too many USB devices drawing power from the chain. Disconnect all of the devices from the chain, and connect the cable directly to the USB port on the computer

5. Check to see if more than two non-powered USB hubs are connected in a row on the chain. Disconnect all of the devices from the chain, and then connect the cable directly to the USB port on the computer.

   📝 **NOTE:** The iMac keyboard is a non-powered USB hub.

## You are using a generic printer driver when using a USB connection

If you connected the USB cable before you installed the software, you might be using a generic printer driver instead of the driver for this product.

1. Delete the generic printer driver.

2. Reinstall the software from the product CD. Do not connect the USB cable until the software installation program prompts you.

3. If multiple printers are installed, make sure that you have selected the correct printer in the **Format For** drop-down menu in the **Print** dialog box.

# A    Specifications

-

-

-

# Physical specifications

**Table A-1  Physical specifications[1]**

| Specification | HP LaserJet Pro CP1020 Color Printer Series |
|---|---|
| Product weight | 11.6 kg (25.6 lb) |
| Product height | 222.8 mm (8.77 in) |
| Product depth | 410.2 mm (16.15 in) |
| Product width | 399.6 mm (15.73 in) |

[1]  Values are based on preliminary data. See www.hp.com/support/ljcp1020series.

# Power consumption, electrical specifications, and acoustic emissions

See www.hp.com/support/ljcp1020series for current information.

⚠ **CAUTION:**   Power requirements are based on the country/region where the product is sold. Do not convert operating voltages. This will damage the product and void the product warranty.

# Environmental specifications

**Table A-2  Environmental specifications**

| | Operating[1] | Storage[1] |
|---|---|---|
| Temperature | 10° to 32.5°C (50° to 91°F) | 0° to 35°C (32° to 95°F) |
| Relative Humidity | 10% to 80% | 10% to 80% |

[1]  Values are based on preliminary data. See www.hp.com/support/ljcp1020series.

# B Service and support

-
-
-
-
-
-
-
-

# HP limited warranty statement

| HP PRODUCT | DURATION OF LIMITED WARRANTY |
|---|---|
| HP LaserJet Professional CP1025, CP1025nw | One-year product exchange |

HP warrants to you, the end-user customer, that HP hardware and accessories will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or equivalent in performance to new.

HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software which does not execute its programming instructions due to such defects.

HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE. Some countries/regions, states or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights and you might also have other rights that vary from country/region to country/region, state to state, or province to province.

HP's limited warranty is valid in any country/region or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter form, fit or function of the product to make it operate in a country/region for which it was never intended to function for legal or regulatory reasons.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some countries/regions, states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

## UK, Ireland, and Malta

The HP Limited Warranty is a commercial guarantee voluntarily provided by HP. The name and address of the HP entity responsible for the performance of the HP Limited Warranty in your country/region is as follows:

**UK**: HP Inc UK Limited, Cain Road, Amen Corner, Bracknell, Berkshire, RG12 1HN

**Ireland**: Hewlett-Packard Ireland Limited, Liffey Park Technology Campus, Barnhall Road, Leixlip, Co.Kildare

**Malta**: Hewlett-Packard Europe B.V., Amsterdam, Meyrin Branch, Route du Nant-d'Avril 150, 1217 Meyrin, Switzerland

**United Kingdom**: The HP Limited Warranty benefits apply in addition to any legal rights to a guarantee from seller of nonconformity of goods with the contract of sale. These rights expire six years from delivery of goods for products purchased in England or Wales and five years from delivery of goods for products purchased in Scotland. However various factors may impact your eligibility to receive these rights. Consumer statutory rights are not limited or affected in any manner by HP Care Pack. For further information, please consult the following link: Consumer Legal Guarantee (www.hp.com/go/eu-legal) or you may visit the European Consumer Centers website (http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm). Consumers have the right to choose whether to claim service under the HP Limited Warranty or against the seller under the legal guarantee.

**Ireland**: The HP Limited Warranty benefits apply in addition to any statutory rights from seller in relation to nonconformity of goods with the contract of sale. However various factors may impact your eligibility to receive these rights. Consumer statutory rights are not limited or affected in any manner by HP Care Pack. For further information, please consult the following link: Consumer Legal Guarantee (www.hp.com/go/eu-legal) or you may visit the European Consumer Centers website (http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm). Consumers have the right to choose whether to claim service under the HP Limited Warranty or against the seller under the legal guarantee.

**Malta**: The HP Limited Warranty benefits apply in addition to any legal rights to a two-year guarantee from seller of nonconformity of goods with the contract of sale; however various factors may impact your eligibility to receive these rights. Consumer statutory rights are not limited or affected in any manner by the HP Limited Warranty. For further information, please consult the following link: Consumer Legal Guarantee (www.hp.com/go/eu-legal) or you may visit the European Consumer Centers website (http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm). Consumers have the right to choose whether to claim service under the HP Limited Warranty or against the seller under two-year legal guarantee.

## Austria, Belgium, Germany, and Luxemburg

Die beschränkte HP Herstellergarantie ist eine von HP auf freiwilliger Basis angebotene kommerzielle Garantie. Der Name und die Adresse der HP Gesellschaft, die in Ihrem Land für die Gewährung der beschränkten HP Herstellergarantie verantwortlich ist, sind wie folgt:

**Deutschland**: HP Deutschland GmbH, Schickardstr. 32, D-71034 Böblingen

**Österreich**: HP PPS Austria GmbH., Wienerbergstrasse 41, A-1120 Wien

**Luxemburg**: Hewlett-Packard Luxembourg S.C.A., 75, Parc d'Activités Capellen, Rue Pafebruc, L-8308 Capellen

**Belgien**: HP Belgium BVBA, Hermeslaan 1A, B-1831 Diegem

Die Rechte aus der beschränkten HP Herstellergarantie gelten zusätzlich zu den gesetzlichen Ansprüchen wegen Sachmängeln auf eine zweijährige Gewährleistung ab dem Lieferdatum. Ob Sie Anspruch auf diese

Rechte haben, hängt von zahlreichen Faktoren ab. Die Rechte des Kunden sind in keiner Weise durch die beschränkte HP Herstellergarantie eingeschränkt bzw. betroffen. Weitere Hinweise finden Sie auf der folgenden Website: Gewährleistungsansprüche für Verbraucher oder Sie können die Website des Europäischen Verbraucherzentrums besuchen. Verbraucher haben das Recht zu wählen, ob sie eine Leistung von HP gemäß der beschränkten HP Herstellergarantie in Anspruch nehmen oder ob sie sich gemäß der gesetzlichen zweijährigen Haftung für Sachmängel (Gewährleistung) sich an den jeweiligen Verkäufer wenden.

## Belgium, France, and Luxemburg

La garantie limitée HP est une garantie commerciale fournie volontairement par HP. Voici les coordonnées de l'entité HP responsable de l'exécution de la garantie limitée HP dans votre pays:

**France**: HP France SAS, 1 Avenue du Canada, 91947, Les Ulis

**G.D. Luxembourg**: Hewlett-Packard Luxembourg S.C.A., 75, Parc d'Activités Capellen, Rue Pafebruc, L-8308 Capellen

**Belgique**: HP Belgium BVBA, Hermeslaan 1A, B-1831 Diegem

Les avantages de la garantie limitée HP s'appliquent en complément des droits dont vous disposez au titre de la garantie de non-conformité des biens avec le contrat de vente. Cependant, de nombreux facteurs peuvent avoir un impact sur le bénéfice de ces droits. Vos droits en tant que consommateur au titre de ces garanties ne sont en aucune façon limités ou affectés par la garantie limitée HP. Pour de plus amples informations, veuillez consulter le lien suivant : Garanties légales accordées au consommateur ou vous pouvez également consulter le site Web des Centres européens des consommateurs. Les consommateurs ont le droit de choisir de réclamer un service sous la garantie limitée HP ou auprès du vendeur au cours d'une garantie légale de deux ans.

## Italy

La Garanzia limitata HP è una garanzia commerciale fornita volontariamente da HP. Di seguito sono indicati nome e indirizzo della società HP responsabile della fornitura dei servizi coperti dalla Garanzia limitata HP nel vostro Paese:

**Italia**: HP Italy S.r.l., Via G. Di Vittorio 9, 20063 Cernusco S/Naviglio

I vantaggi della Garanzia limitata HP vengono concessi ai consumatori in aggiunta ai diritti derivanti dalla garanzia di due anni fornita dal venditore in caso di non conformità dei beni rispetto al contratto di vendita. Tuttavia, diversi fattori possono avere un impatto sulla possibilita' di beneficiare di tali diritti. I diritti spettanti ai consumatori in forza della garanzia legale non sono in alcun modo limitati, né modificati dalla Garanzia limitata HP. Per ulteriori informazioni, si prega di consultare il seguente link: Garanzia legale per i clienti, oppure visitare il sito Web dei Centri europei per i consumatori. I consumatori hanno il diritto di scegliere se richiedere un servizio usufruendo della Garanzia limitata HP oppure rivolgendosi al venditore per far valere la garanzia legale di due anni.

## Spain

Su Garantía limitada de HP es una garantía comercial voluntariamente proporcionada por HP. El nombre y dirección de las entidades HP que proporcionan la Garantía limitada de HP (garantía comercial adicional del fabricante) en su país es:

**España**: Hewlett-Packard Española S.L. Calle Vicente Aleixandre, 1 Parque Empresarial Madrid - Las Rozas, E-28232 Madrid

Los beneficios de la Garantía limitada de HP son adicionales a la garantía legal de 2 años a la que los consumidores tienen derecho a recibir del vendedor en virtud del contrato de compraventa; sin embargo, varios factores pueden afectar su derecho a recibir los beneficios bajo dicha garantía legal. A este respecto, la Garantía limitada de HP no limita o afecta en modo alguno los derechos legales del consumidor. Para más información, consulte el siguiente enlace: Garantía legal del consumidor o puede visitar el sitio web de los Centros europeos de los consumidores. Los clientes tienen derecho a elegir si reclaman un servicio acogiéndose a la Garantía limitada de HP o al vendedor de conformidad con la garantía legal de dos años.

## Denmark

Den begrænsede HP-garanti er en garanti, der ydes frivilligt af HP. Navn og adresse på det HP-selskab, der er ansvarligt for HP's begrænsede garanti i dit land, er som følger:

**Danmark**: HP Inc Danmark ApS, Engholm Parkvej 8, 3450, Allerød

Den begrænsede HP-garanti gælder i tillæg til eventuelle juridiske rettigheder, for en toårig garanti fra sælgeren af varer, der ikke er i overensstemmelse med salgsaftalen, men forskellige faktorer kan dog påvirke din ret til at opnå disse rettigheder. Forbrugerens lovbestemte rettigheder begrænses eller påvirkes ikke på nogen måde af den begrænsede HP-garanti. Se nedenstående link for at få yderligere oplysninger: Forbrugerens juridiske garanti eller du kan besøge De Europæiske Forbrugercentres websted. Forbrugere har ret til at vælge, om de vil gøre krav på service i henhold til HP's begrænsede garanti eller hos sælger i henhold til en toårig juridisk garanti.

## Norway

HPs garanti er en begrenset og kommersiell garanti som HP selv har valgt å tilby. Følgende lokale selskap innestår for garantien:

**Norge**: HP Norge AS, Rolfbuktveien 4b, 1364 Fornebu

HPs garanti kommer i tillegg til det mangelsansvar HP har i henhold til norsk forbrukerkjøpslovgivning, hvor reklamasjonsperioden kan være to eller fem år, avhengig av hvor lenge salgsgjenstanden var ment å vare. Ulike faktorer kan imidlertid ha betydning for om du kvalifiserer til å kreve avhjelp iht slikt mangelsansvar. Forbrukerens lovmessige rettigheter begrenses ikke av HPs garanti. Hvis du vil ha mer informasjon, kan du klikke på følgende kobling: Juridisk garanti for forbruker eller du kan besøke nettstedet til de europeiske forbrukersentrene. Forbrukere har retten til å velge å kreve service under HPs garanti eller iht selgerens lovpålagte mangelsansvaret.

## Sweden

HP:s begränsade garanti är en kommersiell garanti som tillhandahålls frivilligt av HP. Namn och adress till det HP-företag som ansvarar för HP:s begränsade garanti i ditt land är som följer:

**Sverige**: HP PPS Sverige AB, SE-169 73 Stockholm

Fördelarna som ingår i HP:s begränsade garanti gäller utöver de lagstadgade rättigheterna till tre års garanti från säljaren angående varans bristande överensstämmelse gentemot köpeavtalet, men olika faktorer kan påverka din rätt att utnyttja dessa rättigheter. Konsumentens lagstadgade rättigheter varken begränsas eller påverkas på något sätt av HP:s begränsade garanti. Mer information får du om du följer denna länk: Lagstadgad garanti för konsumenter eller så kan du gå till European Consumer Centers webbplats. Konsumenter har rätt att välja om de vill ställa krav enligt HP:s begränsade garanti eller på säljaren enligt den lagstadgade treåriga garantin.

## Portugal

A Garantia Limitada HP é uma garantia comercial fornecida voluntariamente pela HP. O nome e a morada da entidade HP responsável pela prestação da Garantia Limitada HP no seu país são os seguintes:

**Portugal**: HPCP – Computing and Printing Portugal, Unipessoal, Lda., Edificio D. Sancho I, Quinta da Fonte, Porto Salvo, Lisboa, Oeiras, 2740 244

As vantagens da Garantia Limitada HP aplicam-se cumulativamente com quaisquer direitos decorrentes da legislação aplicável à garantia de dois anos do vendedor, relativa a defeitos do produto e constante do contrato de venda. Existem, contudo, vários fatores que poderão afetar a sua elegibilidade para beneficiar de tais direitos. Os direitos legalmente atribuídos aos consumidores não são limitados ou afetados de forma alguma pela Garantia Limitada HP. Para mais informações, consulte a ligação seguinte: Garantia legal do consumidor ou visite o Web site da Rede dos Centros Europeus do Consumidor. Os consumidores têm o direito de escolher se pretendem reclamar assistência ao abrigo da Garantia Limitada HP ou contra o vendedor ao abrigo de uma garantia jurídica de dois anos.

## Greece and Cyprus

Η Περιορισμένη εγγύηση HP είναι μια εμπορική εγγύηση η οποία παρέχεται εθελοντικά από την HP. Η επωνυμία και η διεύθυνση του νομικού προσώπου HP που παρέχει την Περιορισμένη εγγύηση HP στη χώρα σας είναι η εξής:

**Ελλάδα /Κύπρος**: HP Printing and Personal Systems Hellas EPE, Tzavella 1-3, 15232 Chalandri, Attiki

**Ελλάδα /Κύπρος**: HP Συστήματα Εκτύπωσης και Προσωπικών Υπολογιστών Ελλάς Εταιρεία Περιορισμένης Ευθύνης, Tzavella 1-3, 15232 Chalandri, Attiki

Τα προνόμια της Περιορισμένης εγγύησης HP ισχύουν επιπλέον των νόμιμων δικαιωμάτων για διετή εγγύηση έναντι του Πωλητή για τη μη συμμόρφωση των προϊόντων με τις συνομολογημένες συμβατικά ιδιότητες, ωστόσο η άσκηση των δικαιωμάτων σας αυτών μπορεί να εξαρτάται από διάφορους παράγοντες. Τα νόμιμα δικαιώματα των καταναλωτών δεν περιορίζονται ούτε επηρεάζονται καθ' οιονδήποτε τρόπο από την Περιορισμένη εγγύηση HP. Για περισσότερες πληροφορίες, συμβουλευτείτε την ακόλουθη τοποθεσία web: Νόμιμη εγγύηση καταναλωτή ή μπορείτε να επισκεφτείτε την τοποθεσία web των Ευρωπαϊκών Κέντρων Καταναλωτή. Οι καταναλωτές έχουν το δικαίωμα να επιλέξουν αν θα αξιώσουν την υπηρεσία στα πλαίσια της Περιορισμένης εγγύησης HP ή από τον πωλητή στα πλαίσια της νόμιμης εγγύησης δύο ετών.

## Hungary

A HP korlátozott jótállás egy olyan kereskedelmi jótállás, amelyet a HP a saját elhatározásából biztosít. Az egyes országokban a HP mint gyártó által vállalt korlátozott jótállást biztosító HP vállalatok neve és címe:

**Magyarország**: HP Inc Magyarország Kft., H-1117 Budapest, Alíz utca 1.

A HP korlátozott jótállásban biztosított jogok azokon a jogokon felül illetik meg Önt, amelyek a termékeknek az adásvételi szerződés szerinti minőségére vonatkozó kétéves, jogszabályban foglalt eladói szavatosságból, továbbá ha az Ön által vásárolt termékre alkalmazandó, a jogszabályban foglalt kötelező eladói jótállásból erednek, azonban számos körülmény hatással lehet arra, hogy ezek a jogok Önt megilletik-e. További információért kérjük, keresse fel a következő webhelyet: Jogi Tájékoztató Fogyasztóknak vagy látogassa meg az Európai Fogyasztói Központok webhelyét. A fogyasztóknak jogában áll, hogy megválasszák, hogy a jótállással kapcsolatos igényüket a HP korlátozott jótállás alapján vagy a kétéves, jogszabályban foglalt eladói szavatosság, illetve, ha alkalmazandó, a jogszabályban foglalt kötelező eladói jótállás alapján érvényesítik.

# Czech Republic

Omezená záruka HP je obchodní zárukou dobrovolně poskytovanou společností HP. Názvy a adresy společností skupiny HP, které odpovídají za plnění omezené záruky HP ve vaší zemi, jsou následující:

**Česká republika**: HP Inc Czech Republic s. r. o., Za Brumlovkou 5/1559, 140 00 Praha 4

Výhody, poskytované omezenou zárukou HP, se uplatňuji jako doplněk k jakýmkoli právním nárokům na dvouletou záruku poskytnutou prodejcem v případě nesouladu zboží s kupní smlouvou. Váš nárok na uznání těchto práv však může záviset na mnohých faktorech. Omezená záruka HP žádným způsobem neomezuje ani neovlivňuje zákonná práva zákazníka. Další informace získáte kliknutím na následující odkaz: Zákonná záruka spotřebitele případně můžete navštívit webové stránky Evropského spotřebitelského centra. Spotřebitelé mají právo se rozhodnout, zda chtějí službu reklamovat v rámci omezené záruky HP nebo v rámci zákonem stanovené dvouleté záruky u prodejce.

# Slovakia

Obmedzená záruka HP je obchodná záruka, ktorú spoločnosť HP poskytuje dobrovoľne. Meno a adresa subjektu HP, ktorý zabezpečuje plnenie vyplývajúce z Obmedzenej záruky HP vo vašej krajine:

**Slovenská republika**: HP Inc Slovakia, s.r.o., Galvaniho 7, 821 04 Bratislava

Výhody Obmedzenej záruky HP sa uplatnia vedľa prípadných zákazníkových zákonných nárokov voči predávajúcemu z vád, ktoré spočívajú v nesúlade vlastností tovaru s jeho popisom podľa predmetnej zmluvy. Možnosť uplatnenia takých prípadných nárokov však môže závisieť od rôznych faktorov. Služby Obmedzenej záruky HP žiadnym spôsobom neobmedzujú ani neovplyvňujú zákonné práva zákazníka, ktorý je spotrebiteľom. Ďalšie informácie nájdete na nasledujúcom prepojení: Zákonná záruka spotrebiteľa, prípadne môžete navštíviť webovú lokalitu európskych zákazníckych stredísk. Spotrebitelia majú právo zvoliť si, či chcú uplatniť servis v rámci Obmedzenej záruky HP alebo počas zákonnej dvojročnej záručnej lehoty u predajcu.

# Poland

Ograniczona gwarancja HP to komercyjna gwarancja udzielona dobrowolnie przez HP. Nazwa i adres podmiotu HP odpowiedzialnego za realizację Ograniczonej gwarancji HP w Polsce:

**Polska**: HP Inc Polska sp. z o.o., Szturmowa 2a, 02-678 Warszawa, wpisana do rejestru przedsiębiorców prowadzonego przez Sąd Rejonowy dla m.st. Warszawy w Warszawie, XIII Wydział Gospodarczy Krajowego Rejestru Sądowego, pod numerem KRS 0000546115, NIP 5213690563, REGON 360916326, GIOŚ E0020757WZBW, kapitał zakładowy 480.000 PLN.

Świadczenia wynikające z Ograniczonej gwarancji HP stanowią dodatek do praw przysługujących nabywcy w związku z dwuletnią odpowiedzialnością sprzedawcy z tytułu niezgodności towaru z umową (rękojmia). Niemniej, na możliwość korzystania z tych praw mają wpływ różne czynniki. Ograniczona gwarancja HP w żaden sposób nie ogranicza praw konsumenta ani na nie nie wpływa. Więcej informacji można znaleźć pod następującym łączem: Gwarancja prawna konsumenta, można także odwiedzić stronę internetową Europejskiego Centrum Konsumenckiego. Konsumenci mają prawo wyboru co do możliwości skorzystania albo z usług gwarancyjnych przysługujących w ramach Ograniczonej gwarancji HP albo z uprawnień wynikających z dwuletniej rękojmi w stosunku do sprzedawcy.

# Bulgaria

Ограничената гаранция на HP представлява търговска гаранция, доброволно предоставяна от HP. Името и адресът на дружеството на HP за вашата страна, отговорно за предоставянето на гаранционната поддръжка в рамките на Ограничената гаранция на HP, са както следва:

HP Inc Bulgaria EOOD (Ейч Пи Инк България ЕООД), гр. София 1766, район р-н Младост, бул. Околовръстен Път No 258, Бизнес Център Камбаните

Предимствата на Ограничената гаранция на HP се прилагат в допълнение към всички законови права за двугодишна гаранция от продавача при несъответствие на стоката с договора за продажба. Въпреки това, различни фактори могат да окажат влияние върху условията за получаване на тези права. Законовите права на потребителите не са ограничени или засегнати по никакъв начин от Ограничената гаранция на HP. За допълнителна информация, моля вижте Правната гаранция на потребителя или посетете уебсайта на Европейския потребителски център. Потребителите имат правото да избират дали да претендират за извършване на услуга в рамките на Ограничената гаранция на HP или да потърсят такава от търговеца в рамките на двугодишната правна гаранция.

## Romania

Garanția limitată HP este o garanție comercială furnizată în mod voluntar de către HP. Numele și adresa entității HP răspunzătoare de punerea în aplicare a Garanției limitate HP în țara dumneavoastră sunt următoarele:

**România**: HP Inc Romania SRL, 6 Dimitrie Pompeiu Boulevard, Building E, 2nd floor, 2nd District, București

Beneficiile Garanției limitate HP se aplică suplimentar față de orice drepturi privind garanția de doi ani oferită de vânzător pentru neconformitatea bunurilor cu contractul de vânzare; cu toate acestea, diverși factori pot avea impact asupra eligibilității dvs. de a beneficia de aceste drepturi. Drepturile legale ale consumatorului nu sunt limitate sau afectate în vreun fel de Garanția limitată HP. Pentru informații suplimentare consultați următorul link: garanția acordată consumatorului prin lege sau puteți accesa site-ul Centrul European al Consumatorilor. Consumatorii au dreptul să aleagă dacă să pretindă despăgubiri în cadrul Garanței limitate HP sau de la vânzător, în cadrul garanției legale de doi ani.

## Belgium and the Netherlands

De Beperkte Garantie van HP is een commerciële garantie vrijwillig verstrekt door HP. De naam en het adres van de HP-entiteit die verantwoordelijk is voor het uitvoeren van de Beperkte Garantie van HP in uw land is als volgt:

**Nederland**: HP Nederland B.V., Startbaan 16, 1187 XR Amstelveen

**België**: HP Belgium BVBA, Hermeslaan 1A, B-1831 Diegem

De voordelen van de Beperkte Garantie van HP vormen een aanvulling op de wettelijke garantie voor consumenten gedurende twee jaren na de levering te verlenen door de verkoper bij een gebrek aan conformiteit van de goederen met de relevante verkoopsovereenkomst. Niettemin kunnen diverse factoren een impact hebben op uw eventuele aanspraak op deze wettelijke rechten. De wettelijke rechten van de consument worden op geen enkele wijze beperkt of beïnvloed door de Beperkte Garantie van HP. Raadpleeg voor meer informatie de volgende webpagina: Wettelijke garantie van de consument of u kan de website van het Europees Consumenten Centrum bezoeken. Consumenten hebben het recht om te kiezen tussen enerzijds de Beperkte Garantie van HP of anderzijds het aanspreken van de verkoper in toepassing van de wettelijke garantie.

## Finland

HP:n rajoitettu takuu on HP:n vapaaehtoisesti antama kaupallinen takuu. HP:n myöntämästä takuusta maassanne vastaavan HP:n edustajan yhteystiedot ovat:

**Suomi**: HP Finland Oy, Piispankalliontie, FIN - 02200 Espoo

HP:n takuun edut ovat voimassa mahdollisten kuluttajansuojalakiin perustuvien oikeuksien lisäksi sen varalta, että tuote ei vastaa myyntisopimusta. Saat lisätietoja seuraavasta linkistä: Kuluttajansuoja tai voit käydä Euroopan kuluttajakeskuksen sivustolla. Kuluttajilla on oikeus vaatia virheen korjausta HP:n takuun ja kuluttajansuojan perusteella HP:lta tai myyjältä.

## Slovenia

Omejena garancija HP je prostovoljna trgovska garancija, ki jo zagotavlja podjetje HP. Ime in naslov poslovne enote HP, ki je odgovorna za omejeno garancijo HP v vaši državi, sta naslednja:

**Slovenija**: Hewlett-Packard Europe B.V., Amsterdam, Meyrin Branch, Route du Nant-d'Avril 150, 1217 Meyrin, Switzerland

Ugodnosti omejene garancije HP veljajo poleg zakonskih pravic, ki ob sklenitvi kupoprodajne pogodbe izhajajo iz dveletne garancije prodajalca v primeru neskladnosti blaga, vendar lahko na izpolnjevanje pogojev za uveljavitev pravic vplivajo različni dejavniki. Omejena garancija HP nikakor ne omejuje strankinih z zakonom predpisanih pravic in ne vpliva nanje. Za dodatne informacije glejte naslednjo povezavo: Strankino pravno jamstvo; ali pa obiščite spletno mesto evropskih središč za potrošnike. Potrošniki imajo pravico izbrati, ali bodo uveljavljali pravice do storitev v skladu z omejeno garancijo HP ali proti prodajalcu v skladu z dvoletno zakonsko garancijo.

## Croatia

HP ograničeno jamstvo komercijalno je dobrovoljno jamstvo koje pruža HP. Ime i adresa HP subjekta odgovornog za HP ograničeno jamstvo u vašoj državi:

**Hrvatska**: HP Computing and Printing d.o.o. za računalne i srodne aktivnosti, Radnička cesta 41, 10000 Zagreb

Pogodnosti HP ograničenog jamstva vrijede zajedno uz sva zakonska prava na dvogodišnje jamstvo kod bilo kojeg prodavača s obzirom na nepodudaranje robe s ugovorom o kupnji. Međutim, razni faktori mogu utjecati na vašu mogućnost ostvarivanja tih prava. HP ograničeno jamstvo ni na koji način ne utječe niti ne ograničava zakonska prava potrošača. Dodatne informacije potražite na ovoj adresi: Zakonsko jamstvo za potrošače ili možete posjetiti web-mjesto Europskih potrošačkih centara. Potrošači imaju pravo odabrati žele li ostvariti svoja potraživanja u sklopu HP ograničenog jamstva ili pravnog jamstva prodavača u trajanju ispod dvije godine.

## Latvia

HP ierobežotā garantija ir komercgarantija, kuru brīvprātīgi nodrošina HP. HP uzņēmums, kas sniedz HP ierobežotās garantijas servisa nodrošinājumu jūsu valstī:

**Latvija**: HP Finland Oy, PO Box 515, 02201 Espoo, Finland

HP ierobežotās garantijas priekšrocības tiek piedāvātas papildus jebkurām likumīgajām tiesībām uz pārdevēja un/vai ražotāju nodrošinātu divu gadu garantiju gadījumā, ja preces neatbilst pirkuma līgumam, tomēr šo tiesību saņemšanu var ietekmēt vairāki faktori. HP ierobežotā garantija nekādā veidā neierobežo un neietekmē patērētāju likumīgās tiesības. Lai iegūtu plašāku informāciju, izmantojiet šo saiti: Patērētāju likumīgā garantija vai arī Eiropas Patērētāju tiesību aizsardzības centra tīmekļa vietni. Patērētājiem ir tiesības izvēlēties, vai pieprasīt servisa nodrošinājumu saskaņā ar HP ierobežoto garantiju, vai arī pārdevēja sniegto divu gadu garantiju.

## Lithuania

HP ribotoji garantija yra HP savanoriškai teikiama komercinė garantija. Toliau pateikiami HP bendrovių, teikiančių HP garantiją (gamintojo garantiją) jūsų šalyje, pavadinimai ir adresai:

**Lietuva**: HP Finland Oy, PO Box 515, 02201 Espoo, Finland

HP ribotoji garantija papildomai taikoma kartu su bet kokiomis kitomis įstatymais nustatytomis teisėmis į pardavėjo suteikiamą dviejų metų laikotarpio garantiją dėl prekių atitikties pardavimo sutarčiai, tačiau tai, ar jums ši teisė bus suteikiama, gali priklausyti nuo įvairių aplinkybių. HP ribotoji garantija niekaip neapriboja ir neįtakoja įstatymais nustatytų vartotojo teisių. Daugiau informacijos rasite paspaudę šią nuorodą: Teisinė vartotojo garantija arba apsilankę Europos vartotojų centro internetinėje svetainėje. Vartotojai turi teisę prašyti atlikti techninį aptarnavimą pagal HP ribotąją garantiją arba pardavėjo teikiamą dviejų metų įstatymais nustatytą garantiją.

## Estonia

HP piiratud garantii on HP poolt vabatahtlikult pakutav kaubanduslik garantii. HP piiratud garantii eest vastutab HP üksus aadressil:

**Eesti**: HP Finland Oy, PO Box 515, 02201 Espoo, Finland

HP piiratud garantii rakendub lisaks seaduses ettenähtud müüjapoolsele kaheaastasele garantiile, juhul kui toode ei vasta müügilepingu tingimustele. Siiski võib esineda asjaolusid, mille puhul teie jaoks need õigused ei pruugi kehtida. HP piiratud garantii ei piira ega mõjuta mingil moel tarbija seadusjärgseid õigusi. Lisateavet leiate järgmiselt lingilt: tarbija õiguslik garantii või võite külastada Euroopa tarbijakeskuste veebisaiti. Tarbijal on õigus valida, kas ta soovib kasutada HP piiratud garantiid või seadusega ette nähtud müüjapoolset kaheaastast garantiid.

## Russia

**Срок службы принтера для России**

Срок службы данного принтера HP составляет пять лет в нормальных условиях эксплуатации. Срок службы отсчитывается с момента ввода принтера в эксплуатацию. В конце срока службы HP рекомендует посетить веб-сайт нашей службы поддержки по адресу http://www.hp.com/support и/или связаться с авторизованным поставщиком услуг HP для получения рекомендаций в отношении дальнейшего безопасного использования принтера.

# HP's Premium Protection Warranty: LaserJet toner cartridge limited warranty statement

This HP product is warranted to be free from defects in materials and workmanship.

This warranty does not apply to products that (a) have been refilled, refurbished, remanufactured or tampered with in any way, (b) experience problems resulting from misuse, improper storage, or operation outside of the published environmental specifications for the printer product or (c) exhibit wear from ordinary use.

To obtain warranty service, please return the product to place of purchase (with a written description of the problem and print samples) or contact HP customer support. At HP's option, HP will either replace products that prove to be defective or refund your purchase price.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTY IS EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

TO THE EXTENT ALLOWED BY LOCAL LAW, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

# HP policy on non-HP supplies

HP cannot recommend the use of non-HP toner cartridges, either new or remanufactured.

**NOTE:** For HP printer products, the use of a non-HP toner cartridge or a refilled toner cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if product failure or damage is attributable to the use of a non-HP toner cartridge or refilled toner cartridge, HP will charge its standard time and materials charges to service the product for the particular failure or damage.

# HP anticounterfeit Web site

Go to www.hp.com/go/anticounterfeit when you install an HP toner cartridge and the control-panel message indicates the cartridge is non-HP. HP will help determine if the cartridge is genuine and take steps to resolve the problem.

Your toner cartridge might not be a genuine HP toner cartridge if you notice the following:

- The supplies status page indicates that a non-HP supply is installed.

- You are experiencing a high number of problems with the cartridge.

- The cartridge does not look like it usually does (for example, the packaging differs from HP packaging).

# Data stored on the toner cartridge

The HP toner cartridges used with this product contain a memory chip that assists in the operation of the product.

In addition, this memory chip collects a limited set of information about the usage of the product, which might include the following: the date when the toner cartridge was first installed, the date when the toner cartridge was last used, the number of pages printed using the toner cartridge, the page coverage, the printing modes used, any printing errors that might have occurred, and the product model. This information helps HP design future products to meet our customers' printing needs.

The data collected from the toner cartridge memory chip does not contain information that can be used to identify a customer or user of the toner cartridge or their product.

HP collects a sampling of the memory chips from toner cartridges returned to HP's free return and recycling program (HP Planet Partners: www.hp.com/recycle). The memory chips from this sampling are read and studied in order to improve future HP products. HP partners who assist in recycling this toner cartridge might have access to this data, as well.

Any third party possessing the toner cartridge might have access to the anonymous information on the memory chip.

# End User License Agreement

READ CAREFULLY BEFORE USING THIS SOFTWARE EQUIPMENT: This End-User license Agreement ("EULA") is a legal agreement between (a) you (either an individual or a single entity) and (b) HP Inc. ("HP") that governs your use of any Software Product, installed on or made available by HP for use with your HP product ("HP Product"), that is not otherwise subject to a separate license agreement between you and HP or its suppliers. Other software may contain a EULA in its online documentation. The term "Software Product" means computer software and may include associated media, printed materials and "online" or electronic documentation.

An amendment or addendum to this EULA may accompany the HP Product.

RIGHTS IN THE SOFTWARE PRODUCT ARE OFFERED ONLY ON THE CONDITION THAT YOU AGREE TO ALL TERMS AND CONDITIONS OF THIS EULA. BY INSTALLING, COPYING, DOWNLOADING, OR OTHERWISE USING THE SOFTWARE PRODUCT, YOU AGREE TO BE BOUND BY THE TERMS OF THIS EULA. IF YOU DO NOT ACCEPT THESE LICENSE TERMS, YOUR SOLE REMEDY IS TO RETURN THE ENTIRE UNUSED PRODUCT (HARDWARE AND SOFTWARE) WITHIN 14 DAYS FOR A REFUND SUBJECT TO THE REFUND POLICY OF YOUR PLACE OF PURCHASE.

1. **GRANT OF LICENSE**. HP grants you the following rights provided you comply with all terms and conditions of this EULA:

    a. Use. You may use the Software Product on a single computer ("Your Computer"). If the Software Product is provided to you via the internet and was originally licensed for use on more than one computer, you may install and use the Software Product only on those computers. You may not separate component parts of the Software Product for use on more than one computer. You do not have the right to distribute the Software Product. You may load the Software Product into Your Computer's temporary memory (RAM) for purposes of using the Software Product.

    b. Storage. You may copy the Software Product into the local memory or storage device of the HP Product.

    c. Copying. You may make archival or back-up copies of the Software Product, provided the copy contains all of the original Software Product's proprietary notices and that it is used only for back-up purposes.

    d. Reservation of Rights. HP and its suppliers reserve all rights not expressly granted to you in this EULA.

    e. Freeware. Notwithstanding the terms and conditions of this EULA, all or any portion of the Software Product which constitutes non-proprietary HP software or software provided under public license by third parties ("Freeware"), is licensed to you subject to the terms and conditions of the software license agreement accompanying such Freeware whether in the form of a discrete agreement, shrink wrap license or electronic license terms accepted at time of download. Use of the Freeware by you shall be governed entirely by the terms and conditions of such license.

    f. Recovery Solution. Any software recovery solution provided with/for your HP Product, whether in the form of a hard disk drive-based solution, an external media-based recovery solution (e.g. floppy disk, CD or DVD) or an equivalent solution delivered in any other form, may only be used for restoring the hard disk of the HP Product with/for which the recovery solution was originally

purchased. The use of any Microsoft operating system software contained in such recovery solution shall be governed by the Microsoft License Agreement.

2. **UPGRADES**. To use a Software Product identified as an upgrade, you must first be licensed for the original Software Product identified by HP as eligible for the upgrade. After upgrading, you may no longer use the original Software Product that formed the basis for your upgrade eligibility. By using the Software Product, you also agree that HP may automatically access your HP Product when connected to the internet to check the version or status of certain Software Products and may automatically download and install upgrades or updates to such Software Products on to your HP Product to provide new versions or updates required to maintain the functionality, performance, or security of the HP Software and your HP Product and facilitate the provision of support or other services provided to you. In certain cases, and depending on the type of upgrade or update, notifications will be provided to you (via pop-up or other means), which may require you to initiate the upgrade or update.

3. **ADDITIONAL SOFTWARE**. This EULA applies to updates or supplements to the original Software Product provided by HP unless HP provides other terms along with the update or supplement. In case of a conflict between such terms, the other terms will prevail.

4. **TRANSFER**.

   a. Third Party. The initial user of the Software Product may make a one-time transfer of the Software Product to another end user. Any transfer must include all component parts, media, printed materials, this EULA, and if applicable, the Certificate of Authenticity. The transfer may not be an indirect transfer, such as a consignment. Prior to the transfer, the end user receiving the transferred product must agree to all the EULA terms. Upon transfer of the Software Product, your license is automatically terminated.

   b. Restrictions. You may not rent, lease or lend the Software Product or use the Software Product for commercial timesharing or bureau use. You may not sublicense, assign or transfer the license or Software Product except as expressly provided in this EULA.

5. **PROPRIETARY RIGHTS**. All intellectual property rights in the Software Product and user documentation are owned by HP or its suppliers and are protected by law, including but not limited to United States copyright, trade secret, and trademark law, as well as other applicable laws and international treaty provisions. You shall not remove any product identification, copyright notices or proprietary restrictions from the Software Product.

6. **LIMITATION ON REVERSE ENGINEERING**. You may not reverse engineer, decompile, or disassemble the Software Product, except and only to the extent that the right to do so is mandated under applicable law notwithstanding this limitation or it is expressly provided for in this EULA.

7. **TERM**. This EULA is effective unless terminated or rejected. This EULA will also terminate upon conditions set forth elsewhere in this EULA or if you fail to comply with any term or condition of this EULA.

8. **CONSENT TO COLLECTION/USE OF DATA**.

   a. HP will use cookies and other web technology tools to collect anonymous technical information related to HP Software and your HP Product. This data will be used to provide the upgrades and related support or other services described in Section 2. HP will also collect personal information including your Internet Protocol address or other unique identifier information associated with your HP Product and data provided by you on registration of your HP Product. As well as providing the upgrades and related support or other services, this data will be used for sending marketing communications to you (in each case with your express consent where required by applicable law).

   To the extent permitted by applicable law, by accepting these terms and conditions you consent to the collection and use of anonymous and personal data by HP, its subsidiaries, and affiliates as

described in this EULA and as further described in HP's privacy policy: www8.hp.com/us/en/privacy/privacy.html?jumpid=reg_r1002_usen_c-001_title_r0001

**b.** Collection/Use by Third Parties. Certain software programs included in your HP Product are provided and separately licensed to you by third party providers ("Third Party Software"). Third Party Software may be installed and operational on your HP Product even if you choose not to activate/purchase such software. Third Party Software may collect and transmit technical information about your system (i.e., IP address, unique device identifier, software version installed, etc.) and other system data. This information is used by the third party to identify technical system attributes and ensure that the most current version of the software has been installed on your system. If you do not want the Third Party Software to collect this technical information or automatically send you version updates, you should uninstall the software prior to connecting to the Internet.

**9.** **DISCLAIMER OF WARRANTIES**. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, HP AND ITS SUPPLIERS PROVIDE THE SOFTWARE PRODUCT "AS IS" AND WITH ALL FAULTS, AND HEREBY DISCLAIM ALL OTHER WARRANTIES, GUARANTEES, AND CONDITIONS, EITHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF TITLE AND NON-INFRINGEMENT, ANY IMPLIED WARRANTIES, DUTIES, GUARANTEES, OR CONDITIONS OF MERCHANTABILITY, OF SATISFACTORY QUALITY, OF FITNESS FOR A PARTICULAR PURPOSE, AND OF LACK OF VIRUSES ALL WITH REGARD TO THE SOFTWARE PRODUCT. Some states/jurisdictions do not allow exclusion of implied warranties or limitations on the duration of implied warranties, so the above disclaimer may not apply to you in its entirety.

IN AUSTRALIA AND NEW ZEALAND, THE SOFTWARE COMES WITH GUARANTEES THAT CANNOT BE EXCLUDED UNDER AUSTRALIAN AND NEW ZEALAND CONSUMER LAWS. AUSTRALIAN CONSUMERS ARE ENTITLED TO A REPLACEMENT OR A REFUND FOR A MAJOR FAILURE AND COMPENSATION FOR OTHER REASONABLY FORESEEABLE LOSS OR DAMAGE. AUSTRALIAN CONSUMERS ARE ALSO ENTITLED TO HAVE THE SOFTWARE REPAIRED OR REPLACED IF IT FAILS TO BE OF ACCEPTABLE QUALITY AND THE FAILURE DOES NOT AMOUNT TO A MAJOR FAILURE. NEW ZEALAND CONSUMERS WHO ARE PURCHASING GOODS FOR PERSONAL, DOMESTIC OR HOUSEHOLD USE OR CONSUMPTION AND NOT FOR THE PURPOSE OF A BUSINESS ("NEW ZEALAND CONSUMERS") ARE ENTITLED TO REPAIR, REPLACEMENT OR REFUND FOR A FAILURE AND COMPENSATION FOR OTHER REASONABLY FORESEEABLE LOSS OR DAMAGE.

**10.** **LIMITATION OF LIABILITY**. Subject to local law, notwithstanding any damages that you might incur, the entire liability of HP and any of its suppliers under any provision of this EULA and your exclusive remedy for all of the foregoing shall be limited to the greater of the amount actually paid by you separately for the Software Product or U.S. $5.00. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL HP OR ITS SUPPLIERS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS OR CONFIDENTIAL OR OTHER INFORMATION, FOR BUSINESS INTERRUPTION, FOR PERSONAL INJURY, FOR LOSS OF PRIVACY ARISING OUT OF OR IN ANY WAY RELATED TO THE USE OF OR INABILITY TO USE THE SOFTWARE PRODUCT, OR OTHERWISE IN CONNECTION WITH ANY PROVISION OF THIS EULA, EVEN IF HP OR ANY SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND EVEN IF THE REMEDY FAILS OF ITS ESSENTIAL PURPOSE. Some states/jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

**11.** **U.S. GOVERNMENT CUSTOMERS**. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under HP's standard commercial license.

**12.** **COMPLIANCE WITH EXPORT LAWS**. You shall comply with all laws and regulations of the United States and other countries ("Export Laws") to assure that the Software Product is not (1) exported, directly or indirectly, in violation of Export Laws, or (2) used for any purpose prohibited by Export Laws, including, without limitation, nuclear, chemical, or biological weapons proliferation.

13. **CAPACITY AND AUTHORITY TO CONTRACT**. You represent that you are of the legal age of majority in your state of residence and, if applicable, you are duly authorized by your employer to enter into this contract.

14. **APPLICABLE LAW**. This EULA is governed by the laws of the country in which the equipment was purchased.

15. **ENTIRE AGREEMENT**. This EULA (including any addendum or amendment to this EULA which is included with the HP Product) is the entire agreement between you and HP relating to the Software Product and it supersedes all prior or contemporaneous oral or written communications, proposals and representations with respect to the Software Product or any other subject matter covered by this EULA. To the extent the terms of any HP policies or programs for support services conflict with the terms of this EULA, the terms of this EULA shall control.

# Customer self-repair warranty service

HP products are designed with many Customer Self Repair (CSR) parts to minimize repair time and allow for greater flexibility in performing defective parts replacement. If during the diagnosis period, HP identifies that the repair can be accomplished by the use of a CSR part, HP will ship that part directly to you for replacement. There are two categories of CSR parts: 1) Parts for which customer self repair is mandatory. If you request HP to replace these parts, you will be charged for the travel and labor costs of this service. 2) Parts for which customer self repair is optional. These parts are also designed for Customer Self Repair. If, however, you require that HP replace them for you, this may be done at no additional charge under the type of warranty service designated for your product.

Based on availability and where geography permits, CSR parts will be shipped for next business day delivery. Same-day or four-hour delivery may be offered at an additional charge where geography permits. If assistance is required, you can call the HP Technical Support Center and a technician will help you over the phone. HP specifies in the materials shipped with a replacement CSR part whether a defective part must be returned to HP. In cases where it is required to return the defective part to HP, you must ship the defective part back to HP within a defined period of time, normally five (5) business days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective part may result in HP billing you for the replacement. With a customer self repair, HP will pay all shipping and part return costs and determine the courier/carrier to be used.

# Customer support

| | |
|---|---|
| Get telephone support for your country/region<br><br>Have the product name, serial number, date of purchase, and problem description ready. | Country/region phone numbers are on the flyer that was in the box with your product or at www.hp.com/support/. |
| Get 24-hour Internet support, and download software utilities and drivers | www.hp.com/support/ljcp1020series |
| Order additional HP service or maintenance agreements | www.hp.com/go/carepack |
| Register your product | www.register.hp.com |

# C Environmental product stewardship program

# Protecting the environment

HP is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment.

# Ozone production

The airborne emissions of ozone for this product has been measured according to a generally recognized method* and when these emissions data are applied to a "generic office model exposure scenario"**, HP is able to determine there is no appreciable amount of ozone generated during printing that exceeds any current indoor air quality standards or guidelines.

* Test method for the determination of emissions from hardcopy devices with respect to awarding the environmental label for office devices with printing function; RAL-UZ 171 – BAM July, 2012

** Based on ozone concentration when printing 2 hours per day in a 32 cubic meter room with a ventilation rate of 0.72 air changes per hour with HP printing supplies

# Power consumption

Power usage drops significantly while in Ready, Sleep, or Off mode, which saves natural resources and saves money without affecting the high performance of this product. HP printing and imaging equipment marked with the ENERGY STAR® logo is qualified to the U.S. Environmental Protection Agency's ENERGY STAR specifications for imaging equipment. The following mark will appear on ENERGY STAR qualified imaging products:



Additional ENERGY STAR qualified imaging product model information is listed at:

www.hp.com/go/energystar

# Toner consumption

EconoMode uses less toner, which might extend the life of the print cartridge. HP does not recommend the full-time use of EconoMode. If EconoMode is used full-time, the toner supply might outlast the mechanical parts in the print cartridge. If print quality begins to degrade and is no longer acceptable, consider replacing the print cartridge.

# Paper use

This product's duplex feature (manual or automatic) and N-up printing (multiple pages printed on one page) capability can reduce paper usage and the resulting demands on natural resources.

# Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product's life.

# HP LaserJet print supplies

Original HP Supplies were designed with the environment in mind. HP makes it easy to conserve resources and paper when printing. And when you are done, we make it easy and free to recycle.[1]

All HP cartridges returned to HP Planet Partners go through a multiphase recycling process where materials are separated and refined for use as raw material in new Original HP cartridges and everyday products. No Original HP cartridges returned through HP Planet Partners are ever sent to a landfill, and HP never refills or resells Original HP cartridges.

**To participate in HP Planet Partners return and recycling program, visit** www.hp.com/recycle**. Select your country/region for information on how to return HP printing supplies. Multi-lingual program information and instructions are also included in every new HP LaserJet print cartridge package.**

[1] Program availability varies. For more information, visit www.hp.com/recycle.

# Paper

This product is capable of using recycled paper and lightweight paper (EcoFFICIENT™) when the paper meets the guidelines outlined in the *HP LaserJet Printer Family Print Media Guide*. This product is suitable for the use of recycled paper and lightweight paper (EcoFFICIENT™) according to EN12281:2002.

# Material restrictions

This HP product does not contain added mercury.

This HP product does not contain a battery.

# Disposal of waste equipment by users (EU and India)



This symbol means do not dispose of your product with your other household waste. Instead, you should protect human health and the environment by handing over your waste equipment to a designated collection point for the recycling of waste electrical and electronic equipment. For more information, please contact your household waste disposal service, or go to: www.hp.com/recycle.

# Electronic hardware recycling

HP encourages customers to recycle used electronic hardware. For more information about recycling programs go to: www.hp.com/recycle.

# Brazil hardware recycling information

Este produto eletrônico e seus componentes não devem ser descartados no lixo comum, pois embora estejam em conformidade com padrões mundiais de restrição a substâncias nocivas, podem conter, ainda que em quantidades mínimas, substâncias impactantes ao meio ambiente. Ao final da vida útil deste produto, o usuário deverá entregá-lo à HP. A não observância dessa orientação sujeitará o infrator às sanções previstas em lei.

Após o uso, as pilhas e/ou baterias dos produtos HP deverão ser entregues ao estabelecimento comercial ou rede de assistência técnica autorizada pela HP.

**Não descarte o produto eletrônico em lixo comum**

Para maiores informações, inclusive sobre os pontos de recebimento, acesse:

www.hp.com.br/reciclar

# Chemical substances

HP is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at: www.hp.com/go/reach.

# Product Power Data per European Union Commission Regulation 1275/2008

For product power data, including the power consumption of the product in networked standby if all wired network ports are connected and all wireless network ports are activated, please refer to section P14 'Additional Information' of the product IT ECO Declaration at www.hp.com/hpinfo/globalcitizenship/environment/productdata/itecodesktop-pc.html.

# Restriction on Hazardous Substances statement (India)

This product, as well as its related consumables and spares, complies with the reduction in hazardous substances provisions of the "India E-waste Rule 2016." It does not contain lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1 weight % and 0.01 weight % for cadmium, except where allowed pursuant to the exemptions set in Schedule 2 of the Rule.

# Restriction on Hazardous Substances statement (Turkey)

Türkiye Cumhuriyeti: EEE Yönetmeliğine Uygundur

# Restriction on Hazardous Substances statement (Ukraine)

Обладнання відповідає вимогам Технічного регламенту щодо обмеження використання деяких небезпечних речовин в електричному та електронному обладнанні, затвердженого постановою Кабінету Міністрів України від 3 грудня 2008 № 1057

# Substances Table (China)

## 产品中有害物质或元素的名称及含量
根据中国《电器电子产品有害物质限制使用管理办法》

| | 有害物质 | | | | | |
|---|---|---|---|---|---|---|
| 部件名称 | 铅 (Pb) | 汞 (Hg) | 镉 (Cd) | 六价铬 (Cr(VI)) | 多溴联苯 (PBB) | 多溴二苯醚 (PBDE) |
| 打印引擎 | X | O | O | O | O | O |
| 控制面板 | X | O | O | O | O | O |
| 塑料外壳 | O | O | O | O | O | O |
| 格式化板组件 | X | O | O | O | O | O |
| 碳粉盒 | X | O | O | O | O | O |
| | | | | | | |

0609-17

本表格依据 SJ/T 11364 的规定编制。

O：表示该有害物质在该部件所有均质材料中的含量均在 GB/T 26572 规定的限量要求以下。

X：表示该有害物质至少在该部件的某一均质材料中的含量超出 GB/T 26572 规定的限量要求。

此表中所有名称中含 "X" 的部件均符合欧盟 RoHS 立法。

注：环保使用期限的参考标识取决于产品正常工作的温度和湿度等条件

# SEPA Ecolabel User Information (China)

中国环境标识认证产品用户说明

噪声大于 63.0 dB(A)的办公设备不宜放置于办公室内，请在独立的隔离区域使用。

如需长时间使用本产品或打印大量文件，请确保在通风良好的房间内使用。

如您需要确认本产品处于零能耗状态，请按下电源关闭按钮，并将插头从电源插座断开。

您可以使用再生纸，以减少资源耗费。

# The regulation of the implementation on China energy label for printer, fax, and copier

依据"复印机、打印机和传真机能源效率标识实施规则",本打印机具有中国能效标签。根据"复印机、打印机和传真机能效限定值及 能效等级"("GB21521")决定并计算得出该标签上所示的能效等 级和 TEC (典型能耗) 值。

1. 能效等级

能效等级分为三个等级,等级 1 级能效最高。根据产品类型和打印速度标准决定能效限定值。

2. 能效信息

2.1 LaserJet 打印机和高性能喷墨打印机

● 典型能耗

典型能耗是正常运行 GB21521 测试方法中指定的时间后的耗电量。此数据表示为每周千瓦时 (kWh)。

标签上所示的能效数字按涵盖根据"复印机、打印机和传真机能源效率标识实施规则"选择的登记装置中所有配置的代表性配置测定而得。 因此,本特定产品型号的实际能耗可能与标签上所示的数据不同。

有关规格的详细信息, 请参阅 GB21521 标准的当前版本。

# Material Safety Data Sheet (MSDS)

Material Safety Data Sheets (MSDS) for supplies containing chemical substances (for example, toner) can be obtained by accessing the HP Web site at www.hp.com/go/msds.

# EPEAT

Many HP products are designed to meet EPEAT. EPEAT is a comprehensive environmental rating that helps identify greener electronics equipment. For more information on EPEAT go to www.epeat.net. For information on HP's EPEAT registered products go to www.hp.com/hpinfo/globalcitizenship/environment/pdf/epeat_printers.pdf.

# For more information

To obtain information about these environmental topics:

● Product environmental profile sheet for this and many related HP products

● HP's commitment to the environment

● HP's environmental management system

● HP's end-of-life product return and recycling program

● Material Safety Data Sheets

Visit www.hp.com/go/environment.

Also, visit www.hp.com/recycle.

# 限用物質含有情況標示聲明書

Declaration of the Presence Condition of the Restricted Substances Marking

若要存取產品的最新使用指南或手冊，請前往 http://www.hp.com/support 。**選取搜尋您的產品**，然後依照畫面上的指示繼續執行。

To access the latest user guides or manuals for your product. Go to http://www.support.hp.com. Select **Find your product**, and then follow the on-screen instructions.

| 單元 Unit | 限用物質及其化學符號<br>Restricted substances and its chemical symbols | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| | 鉛 Lead<br>(Pb) | 汞 Mercury<br>(Hg) | 鎘<br>Cadmium<br>(Cd) | 六價鉻<br>Hexavalent<br>chromium<br>(Cr$^{+6}$) | 多溴聯苯<br>Polybrominated<br>biphenyls<br>(PBB) | 多溴二苯醚<br>Polybrominated<br>diphenyl ethers<br>(PBDE) |
| 列印引擎<br>Print engine | － | ◯ | ◯ | ◯ | ◯ | ◯ |
| 控制面板<br>Control panel | － | ◯ | ◯ | ◯ | ◯ | ◯ |
| 塑膠外殼<br>Plastic housing<br>parts | ◯ | ◯ | ◯ | ◯ | ◯ | ◯ |
| 格式化組件<br>Formatter | － | ◯ | ◯ | ◯ | ◯ | ◯ |

備考1.〝超出0.1 wt %〞及〝超出0.01 wt %〞係指限用物質之百分比含量超出百分比含量基準值。

　Note 1："Exceeding 0.1 wt %" and "exceeding 0.01 wt %" indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.

備考2.〝◯〞係指該項限用物質之百分比含量未超出百分比含量基準值。

　Note 2："◯" indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.

備考3.〝－〞係指該項限用物質為排除項目。

　Note 3：The "–" indicates that the restricted substance corresponds to the exemption.

# D   Regulatory information

- Declaration of conformity (base models)
- Declaration of conformity (wireless models)
- Regulatory statements
- Additional statements for wireless products

# Declaration of conformity (base models)

**Declaration of Conformity**

according to ISO/IEC 17050-1 and EN 17050-1

| | | |
|---|---|---|
| **Manufacturer's Name:** | HP Inc. | DoC#: BOISB-1001-00 rel.8.0 |
| **Manufacturer's Address:** | 11311 Chinden Boulevard | |
| | Boise, Idaho 83714-1021, USA | |

**declares, that the product**

| | |
|---|---|
| **Product Name:** | HP LaserJet Professional CP1025 Color |
| **Regulatory Model Number**[2] | BOISB-1001-00 |
| **Product Options:** | ALL |
| **Print Cartridges:** | CE310A, CE311A, CE312A, CE313A |

**conforms to the following Product Specifications:**

| | |
|---|---|
| **SAFETY:** | IEC 60950-1:2005 +A1:2009 / EN60950-1: 2006 +A11:2009+A1:2010+A12:2011 |
| | IEC 60825-1:2007 / EN 60825-1:2007 (Class 1 Laser/LED Product) |
| | IEC 62479:2010 / EN62479:2010 |
| | GB4943.1-2011 |
| **EMC:** | CISPR 22: 2008/ EN 55022:2010 - Class B[1] |
| | EN 61000-3-2 :2006 +A1:2009 +A2:2009 |
| | EN 61000-3-3 :2008 |
| | EN 55024: 2008 |
| | FCC Title 47 CFR, Part 15 Class B / ICES-003, Issue 4 |
| | GB9254-2008, GB17625.1-2003 |
| **ENERGY USE:** | Regulation (EC) No. 1275/2008 |
| | EN50564:2011, IEC 62301:2011 |
| **RoHS:** | EN 50581:2012 |

**Supplementary Information:**

The product herewith complies with the requirements of the EMC Directive 2004/108/EC and the Low Voltage Directive 2006/95/EC, the RoHS Directive 2011/65/EU and the Ecodesign Directive 2009/125/EC, and carries the CE-Marking CE accordingly.

This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

1. The product was tested in a typical configuration with HP Personal Computer Systems.

2. For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).

**Shanghai, China**

**November 1, 2015**

**For regulatory topics only:**

| European Contact: | HP Deutschland GmbH, HP HQ-TRE, 71025 Boeblingen, Germany |
| USA Contact: | HP Inc., 1501 Page Mill Road, Palo Alto 94304, U.S.A. 650-857-1501 [www.hp.eu/certificates](www.hp.eu/certificates) |

# Declaration of conformity (wireless models)

**Declaration of Conformity**

according to ISO/IEC 17050-1 and EN 17050-1

| | | |
|---|---|---|
| **Manufacturer's Name:** | HP Inc. | DoC#: BOISB-1001-01 rel.9.0 |
| **Manufacturer's Address:** | 11311 Chinden Boulevard | |
| | Boise, Idaho 83714-1021, USA | |

**declares, that the product**

| | |
|---|---|
| **Product Name:** | HP LaserJet Professional CP1025nw Color |
| **Regulatory Model Number**[2] | BOISB-1001-01 |
| **Product Options:** | ALL |
| **Print Cartridges:** | CE310A, CE311A, CE312A, CE313A |

**conforms to the following Product Specifications:**

| | |
|---|---|
| **SAFETY:** | IEC 60950-1:2005 +A1:2009 / EN60950-1: 2006 +A11:2009 +A1:2010 +A12:2011 |
| | IEC 60825-1:2007 / EN 60825-1:2007 (Class 1 Laser/LED Product) |
| | IEC 62479:2010 / EN62479:2010 |
| | GB4943.1-2011 |
| **EMC:** | CISPR 22: 2008/ EN 55022:2010 - Class B[1] |
| | EN 61000-3-2 :2006 +A1:2009 +A2:2009 |
| | EN 61000-3-3 :2008 |
| | EN 55024:2010 |
| | FCC Title 47 CFR, Part 15 Class B / ICES-003, Issue 4 |
| | GB9254-2008, GB17625.1-2003 |
| **ENERGY USE:** | Regulation (EC) No. 1275/2008 |
| | EN50564:2011, IEC 62301:2011 |
| **RoHS:** | EN 50581:2012 |

**Supplementary Information:**

The product herewith complies with the requirements of the EMC Directive 2004/108/EC, the Low Voltage Directive 2006/95/EC, the RoHS Directive 2011/65/EU and the Ecodesign Directive 2009/125/EC, and carries the CE-Marking $C \epsilon \textcircled{!}$ accordingly.

This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

1. The product was tested in a typical configuration with HP Personal Computer Systems.

2. For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).

**Shanghai, China**

**November 1, 2015**

**For regulatory topics only:**

| European Contact: | HP Deutschland GmbH, HP HQ-TRE, 71025 Boeblingen, Germany |
| USA Contact: | HP Inc., 1501 Page Mill Road, Palo Alto 94304, U.S.A. 650-857-1501 [www.hp.eu/certificates](www.hp.eu/certificates) |

# Regulatory statements

## FCC regulations

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy. If this equipment is not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase separation between equipment and receiver.

- Connect equipment to an outlet on a circuit different from that to which the receiver is located.

- Consult your dealer or an experienced radio/TV technician.

**NOTE:** Any changes or modifications to the printer that are not expressly approved by HP could void the user's authority to operate this equipment.

Use of a shielded interface cable is required to comply with the Class B limits of Part 15 of FCC rules.

## Canada – Industry Canada ICES-003 Compliance Statement

CAN ICES-3(B)/NMB-3(B)

## EMC statement (Korea)

| B급 기기 | 이 기기는 가정용(B급)으로 전자파적합등록을 한 기 |
|---|---|
| (가정용 방송통신기기) | 기로서 주로 가정에서 사용하는 것을 목적으로 하 |
| | 며, 모든 지역에서 사용할 수 있습니다. |

## Power cord instructions

Make sure your power source is adequate for the product voltage rating. The voltage rating is on the product label. The product uses either 110-127 Vac or 220-240 Vac and 50/60 Hz.

Connect the power cord between the product and a grounded AC outlet.

**CAUTION:** To prevent damage to the product, use only the power cord that is provided with the product.

## Laser safety

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. The device is certified as a "Class 1" laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. Since radiation emitted inside the device is completely

confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

⚠ **WARNING!** Using controls, making adjustments, or performing procedures other than those specified in this user guide may result in exposure to hazardous radiation.

# Laser statement for Finland

**Luokan 1 laserlaite**

Klass 1 Laser Apparat

HP LaserJet Professional CP1025, CP1025nw, laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalissa käytössä kirjoittimen suojakotelointi estää lasersäteen pääsyn laitteen ulkopuolelle. Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (2007) mukaisesti.

**VAROITUS !**

Laitteen käyttäminen muulla kuin käyttöohjeessa mainitulla tavalla saattaa altistaa käyttäjän turvallisuusluokan 1 ylittävälle näkymättömälle lasersäteilylle.

**VARNING !**

Om apparaten används på annat sätt än i bruksanvisning specificerats, kan användaren utsättas för osynlig laserstrålning, som överskrider gränsen för laserklass 1.

**HUOLTO**

HP LaserJet Professional CP1025, CP1025nw - kirjoittimen sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyökaluja.

**VARO !**

Mikäli kirjoittimen suojakotelo avataan, olet alttiina näkymättömällelasersäteilylle laitteen ollessa toiminnassa. Älä katso säteeseen.

**VARNING !**

Om laserprinterns skyddshölje öppnas då apparaten är i funktion, utsättas användaren för osynlig laserstrålning. Betrakta ej strålen.

Tiedot laitteessa käytettävän laserdiodin säteilyominaisuuksista: Aallonpituus 775-795 nm Teho 5 m W Luokan 3B laser.

## GS statement (Germany)

Das Gerät ist nicht für die Benutzung im unmittelbaren Gesichtsfeld am Bildschirmarbeitsplatz vorgesehen. Um störende Reflexionen am Bildschirmarbeitsplatz zu vermeiden, darf dieses Produkt nicht im unmittelbaren Gesichtsfeld platziert werden.

Das Gerät ist kein Bildschirmarbeitsplatz gemäß BildscharbV. Bei ungünstigen Lichtverhältnissen (z. B. direkte Sonneneinstrahlung) kann es zu Reflexionen auf dem Display und damit zu Einschränkungen der Lesbarkeit der dargestellten Zeichen kommen.

## Eurasian Conformity (Belarus, Kazakhstan, Russia)

EAC

# Additional statements for wireless products

## FCC compliance statement—United States

### Exposure to radio frequency radiation

⚠ **CAUTION:** The radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized.

In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20 cm (8 in) during normal operation.

This device complies with Part 15 of FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

⚠ **CAUTION:** Based on Section 15.21 of the FCC rules, changes of modifications to the operation of this product without the express approval by HP may invalidate its authorized use.

## Australia statement

This device incorporates a radio-transmitting (wireless) device. For protection against radio transmission exposure, it is recommended that this device be operated no less than 20 cm from the head, neck, or body.

## Brazil ANATEL statement

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.

## Canadian statements

**For Indoor Use**. This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of the Canadian Department of Communications. The internal wireless radio complies with RSS 210 of Industry Canada.

**Pour l´usage d´intérieur**. Le présent appareil numérique n´émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescribes dans le règlement sur le brouillage radioélectrique édicté par le Ministère des Communications du Canada. Le composant RF interne est conforme à la norme CNR-210 d´Industrie Canada.

## Exposure to Radio Frequency Radiation (Canada)

⚠ **WARNING!** Exposure to Radio Frequency Radiation. The radiated output power of this device is below the Industry Canada radio frequency exposure limits. Nevertheless, the device should be used in such a manner that the potential for human contact is minimized during normal operation.

To avoid the possibility of exceeding the Industry Canada radio frequency exposure limits, human proximity to the antennas should not be less than 20 cm (8 inches).

## European Union regulatory notice

The telecommunications functionality of this product may be used in the following EU and EFTA countries/regions:

Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and United Kingdom.

## Notice for use in Russia

Существуют определенные ограничения по использованию беспроводных сетей (стандарта 802.11 b/g) с рабочей частотой 2,4 ГГц: Данное оборудование может использоваться внутри помещений с использованием диапазона частот 2400-2483,5 МГц (каналы 1-13). При использовании внутри помещений максимальная эффективная изотропно–излучаемая мощность (ЭИИМ) должна составлять не более 100мВт.

## Mexico statement

Aviso para los usuarios de México

"La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada."

Para saber el modelo de la tarjeta inalámbrica utilizada, revise la etiqueta regulatoria de la impresora.

## Taiwan statement

<div align="center">低功率電波輻射性電機管理辦法</div>

第十二條　經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

第十四條　低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。
前項合法通信，指依電信法規定作業之無線電通信。
低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

## Korean statement

<div align="center">당해 무선설비는 운용 중 전파혼선 가능성이 있음</div>

# Vietnam Telecom wired/wireless marking for ICTQC Type approved products

# E Supplies and accessories

-
-

# Order parts, accessories, and supplies

| | |
|---|---|
| HP original print cartridge, imaging drum, and paper | www.hp.com/go/suresupply |
| Order genuine HP parts or accessories | www.hp.com/buy/parts |
| Order through service or support providers | Contact an HP-authorized service or support provider. |

# Part numbers

The following list of accessories was current at the time of printing. Ordering information and availability of the accessories might change during the life of the product.

## Print cartridges

| Item | Cartridge number | Color | Part number |
|---|---|---|---|
| HP LaserJet print cartridge | 126A | Black | CE310A |
| | | Cyan | CE311A |
| | | Yellow | CE312A |
| | | Magenta | CE313A |

## Imaging drums

| Item | Description | Part number |
|---|---|---|
| Imaging drum | Imaging drum | CE314A |

> **NOTE:** The imaging drum installed in this product is covered by the product warranty. Replacement imaging drums have a one-year limited warranty from the date of installation. The imaging drum installation date displays on both the configuration page and on the supplies status page when the imaging drum reaches approximately 30% of its estimated remaining life. HP's Premium Protection Warranty applies only to the print cartridges for the product.

## Cables and interfaces

| Item | Description | Part number |
|---|---|---|
| USB 2.0 printer cable | (2-meter standard) A-to-B cable | C6518A |

# Index