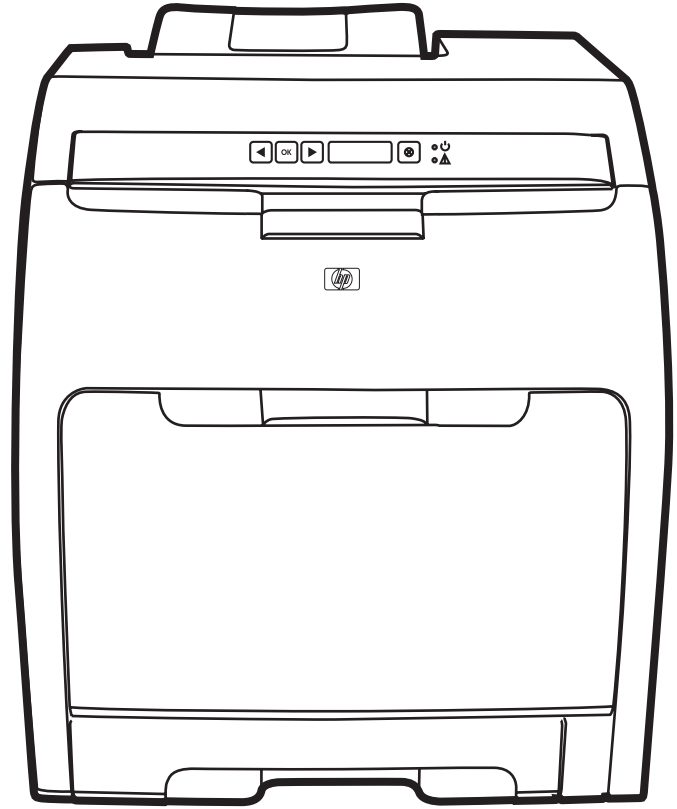# HP Color LaserJet 2700 Series printers
User Guide

HP Color LaserJet 2700 Series printer

User Guide

Table of contents

Appendix A Supplies and accessories

Appendix B Service and support

Appendix C Printer specifications

Appendix D Regulatory information

Appendix E Working with memory

1 Printer basics

This chapter contains basic information about the printer features:

- [Printers at a glance](#)

- [Features at a glance](#)

- [Walkaround](#)

- [Printer software](#)

- [Print-media specifications](#)

- [Selecting print media](#)

- [Printing and storage environment](#)

- [Printing on special media](#)

Printers at a glance

HP Color LaserJet 2700 printer

HP Color LaserJet 2700n printer

- Prints up to 20 pages per minute (ppm) on letter-size media or 20 ppm on A4-size media in monochrome (black and white), and 15 ppm in color

- 100-sheet multipurpose tray (tray 1) and 250-sheet input tray (tray 2)

- Hi-Speed universal serial bus (USB) 2.0 port

- 64 megabytes (MB) of random access memory (RAM)

HP Color LaserJet 2700 printer, plus:

- Built-in networking to connect to 10Base-T/100Base-TX networks

Features at a glance

Feature	HP Color LaserJet 2700 Series printer
Performance	● 300 MHz processor
User interface	● Two-line LCD display
	● The HP ToolboxFX (a status and troubleshooting tool)
	● Windows® and Macintosh printer drivers
	● Embedded Web server to gain access to support and to order supplies (administrator tool for network-connected models only)
Printer drivers	● HP PCL 6
	● HP Postscript level 3 emulation
Fonts	● 80 internal fonts available for both PCL and PostScript 3 emulation
	● 80 printer-matching screen fonts in TrueType format available with the software solution
Accessories	● Optional 500-sheet input tray (tray 3)
	● Dual inline memory module (DIMM)
Connectivity	● Hi-Speed USB 2.0 cable interface
	● Built-in networking (HP Color LaserJet 2700n printer only)
Environmental features	● High content of recyclable components and materials
Supplies	● Supplies status page contains information about toner level, page count, and approximate pages remaining.
	● No-shake cartridge design
	● Printer checks for authentic HP print cartridges at cartridge installation.
	● Internet-enabled supply-ordering capabilities (using the HP ToolboxFX)
Accessibility	● The online user guide is compatible with text screen-readers.
	● Print cartridges can be installed and removed by using one hand.
	● All doors and covers can be opened by using one hand.
	● Media can be loaded in tray 1 by using one hand.

Walkaround
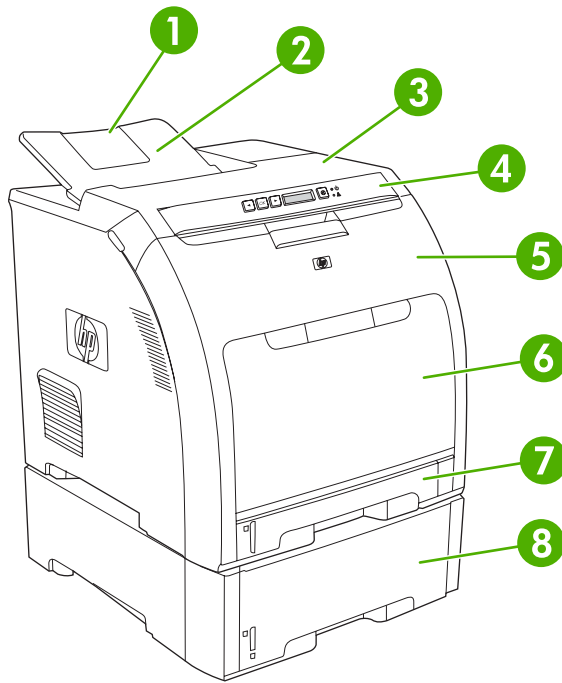
Figure 1-1 Front view (shown with optional 500-sheet input tray)

1	Output bin extender
2	Output bin
3	Top cover
4	Printer control panel
5	Front door
6	Tray 1 (holds 100 sheets of standard paper)
7	Tray 2 (holds 250 sheets of standard paper)
8	Tray 3 (optional; holds 500 sheets of standard paper)
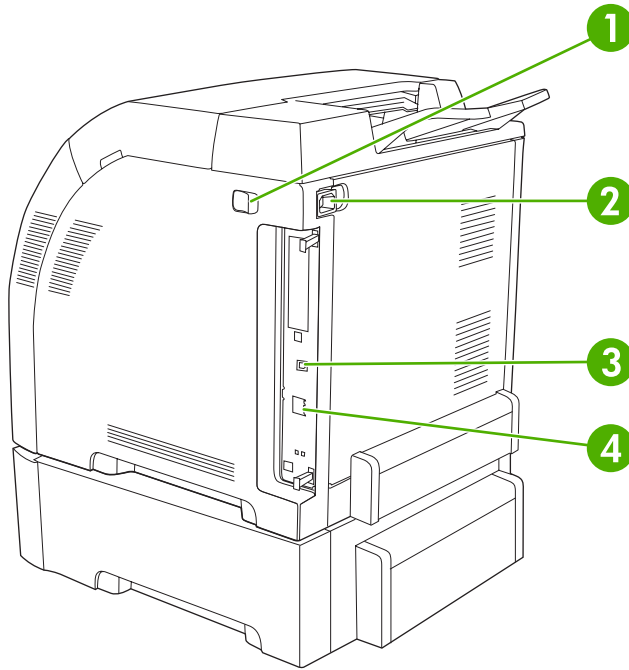
Figure 1-2 Back and side view

1	On/off (power) switch
2	Power connection
3	Hi-Speed USB 2.0 port
4	Network port (available on the HP Color LaserJet 2700n printer only)

Printer software

The printing-system software is included with the printer. See the getting started guide for installation instructions.

The printing system includes software for end users and network administrators, and printer drivers for access to the printer features and communication with the computer.

> **NOTE** For a list of the network environments that the network-administrator software components support, see Network configuration (HP Color LaserJet 2700n only).
>
> For a list of printer drivers and updated HP printer software, go to www.hp.com/go/clj2700_software.

Supported operating systems and printer drivers

The printer uses the PCL 6 and PostScript 3 emulation PDL drivers.

> **NOTE** For Windows 2000, Windows XP, and Windows Server 2003, the printer includes a monochrome PCL 6 driver that can be installed for users who will be printing only black-and-white print jobs.

Operating system[1]	Network support	PCL 6[2]	PS 3 emulation
Windows 2000	✔	✔	✔
Windows XP Home/Professional	✔	✔	✔
Windows Server 2003	✔	✔	✔
Mac OS X V10.2 and later	✔		✔

[1]   Not all printer features are available from all drivers or operating systems.

[2]   The printer includes both a monochrome and color PCL 6 driver for Windows 2000, Windows XP, and Windows Server 2003 users.

Additional drivers

The following drivers are not included on the CD, but are available from www.hp.com/go/clj2700_software.

● UNIX® model scripts

● Linux drivers

Opening the printer drivers

Operating System	To change the settings for all print jobs until the software program is closed	To change the default settings for all print jobs	To change the product configuration settings
Windows 2000, XP, and Server 2003	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.	1. Click **Start**, click **Settings**, and then click **Printers** or **Printers and Faxes**. 2. Right-click the driver icon, and then select **Printing Preferences**.	1. Click **Start**, click **Settings**, and then click **Printers** or **Printers and Faxes**. 2. Right-click the driver icon, and then select **Properties**. 3. Click the **Device Settings** tab.
Mac OS X V10.2 and V10.3	1. On the **File** menu, click **Print**. 2. Change the settings that you want on the various pop-up menus.	1. On the **File** menu, click **Print**. 2. Change the settings that you want on the various pop-up menus. 3. On the **Presets** pop-up menu, click **Save as** and type a name for the preset. 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.	1. In the Finder, on the **Go** menu, click **Applications**. 2. Open **Utilities**, and then open **Print Center** (Mac OS X V10.2) or **Printer Setup Utility** (Mac OS X V10.3). 3. Click on the print queue. 4. On the **Printers** menu, click **Show Info**. 5. Click the **Installable Options** menu. NOTE Configuration settings might not be available in Classic mode.

Software for Windows

The HP ToolboxFX

The HP ToolboxFX is a software program that you can use for the following tasks:

- Checking the printer status

- Checking the supplies status and ordering supplies online

- Setting up alerts

- Setting up e-mail notification for certain printer and supplies events

- Viewing and changing printer settings

- Viewing printer documentation

- Gaining access to troubleshooting and maintenance tools

You can view the HP ToolboxFX when the printer is directly connected to your computer or when it is connected to a network. Perform a complete software installation in order to use the HP ToolboxFX.

Software for Macintosh

The HP installer provides PostScript Printer Description (PPD) files, Printer Dialog Extensions (PDEs), and the Macintosh Configure Device software for use with Macintosh computers.

If both the printer and the Macintosh computer are connected to a network, use the embedded Web server to configure the printer. For more information, see Using the embedded Web server.

PostScript Printer Description (PPD) files

The PPDs, in combination with the Apple PostScript printer drivers, provide access to printer features. An installation program for the PPDs and other software is provided on the CD that comes with the printer. Use the Apple PostScript printer driver that comes with the computer.

Macintosh Configure Device

The Macintosh Configure Device software provides access to features that are not available in the printer driver. Use the illustrated screens to select printer features and complete the following tasks:

- Name the printer.

- Assign the printer to a zone on the network.

- Assign an Internet protocol (IP) address to the printer.

- Configure the printer for network printing.

Macintosh Configure Device is available for USB and network connections.

For more information about using Macintosh Configure Device, see Using Macintosh Configure Device.

Software for networks

HP Web Jetadmin

HP Web Jetadmin is a browser-based management tool for network-connected printers within your intranet. It should be installed only on the network administrator's computer.

To download a current version of HP Web Jetadmin and for the latest list of supported host systems, visit www.hp.com/go/webjetadmin.

When installed on a host server, any client can gain access to HP Web Jetadmin by using a supported Web browser (such as Microsoft® Internet Explorer 6.*x* or Netscape Navigator 7.*x* or later) and navigating to the HP Web Jetadmin host.

UNIX

For HP-UX and Solaris networks, go to www.hp.com/support/net_printing to download the network printer installer for UNIX.

Linux

For information, go to www.hp.com/go/linuxprinting.

Embedded Web server

The HP Color LaserJet 2700n printer is equipped with an embedded Web server, which provices access to information about printer and network activities. This information appears in a Web browser, such as Microsoft Internet Explorer or Netscape Navigator.

The embedded Web server resides on the printer. It is not loaded on a network server. The embedded Web server is available only when the printer is connected to a network. No special software is installed or configured, but you must have a supported Web browser on your computer.

For a complete explanation of the features and functionality of the embedded Web server, see Using the embedded Web server.

Print-media specifications

For optimum results, use conventional 75 g/m² to 90 g/m² (20 to 24 lb) photocopy paper. Verify that the paper is of good quality and is free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, curls, or bent edges.

Tray 1 and tray 2

Media type	Dimensions[1]	Weight	Capacity[2]
Paper (including postcards)	Minimum: 76 x 127 mm (3 x 5 inches) Maximum: 216 x 356 mm (8.5 x 14 inches)	60 to 163 g/m² (16 to 43 lb) Up to 176 g/m² (47 lb) for postcards	Tray 1: up to 100 sheets Tray 2: up to 250 sheets
HP Color Laser Photo Paper, gloss and HP Color Laser Photo Paper, matte[3]	Same as for paper	75 to 220 g/m² (20 to 58 lb)	Tray 1: up to 60 sheets Tray 2: up to 100 sheets
HP Cover Paper[3]	Same as for paper	200 g/m² (53 lb)	Tray 1: up to 60 sheets Tray 2: up to 100 sheets
Transparencies and opaque film	Same as for paper	Thickness: 0.12 to 0.13 mm (4.7 to 5.1 mils)	Tray 1: up to 60 sheets Tray 2: up to 50 sheets
Labels[4]	Same as for paper	Thickness: up to 0.23 mm (9 mils)	Tray 1: up to 60 sheets Tray 2: up to 100 sheets
Envelopes	Same as for paper	Up to 90 g/m² (24 lb)	Tray 1: up to 10 envelopes Tray 2: up to 10 envelopes

[1]   The printer supports a wide range of standard and custom sizes of print media. Check the printer driver for supported sizes.
[2]   Capacity can vary depending on media weight and thickness, and environmental conditions.
[3]   Hewlett-Packard does not guarantee results when printing on other types of heavy paper.
[4]   Smoothness: 100 to 250 (Sheffield)

Optional tray 3

Media type	Size	Weight	Capacity[1]
Paper	Letter Legal Executive A4 A5 B5-JIS 8.5 x 13	60 to 120 g/m^2 (16 to 32 lb)	Up to 500 sheets
HP Color Laser Photo Paper, gloss and HP Color Laser Photo Paper, matte[2]	Same as for paper	106 to 120 g/m^2 (28 to 32 lb)	Up to 200 sheets
Cardstock	Same as for paper	up to 120 g/m^2 (32 lb)	Up to 200 sheets
Letterhead	Same as for paper	60 to 120 g/m^2 (16 to 32 lb)	Up to 500 sheets

[1] Capacity can vary depending on media weight and thickness, and environmental conditions.

[2] Hewlett-Packard does not guarantee results when printing on other types of heavy paper.

Selecting print media

You can use many types of paper and other print media with this printer.

Before purchasing any paper or specialized forms in quantity, verify that your paper supplier has obtained and understands the print-media requirements that are specified in the *HP LaserJet Printer Family Print Media Specification Guide*.

See Supplies and accessories to order the *HP LaserJet Printer Family Print Media Specification Guide*. To download a copy of the guide, go to www.hp.com/support/clj2700. Select **Manuals**.

It is possible that paper could meet all of the guidelines in this chapter or the *HP LaserJet Printer Family Print Media Specification Guide* and still not print satisfactorily. This can result from abnormal characteristics of the printing environment or other variables over which HP has no control (for example, extremes in temperature and humidity).

Hewlett-Packard Company recommends testing any paper before buying it in large quantities.

CAUTION   Using paper that does not conform to the specifications listed here or in the print media guide can cause problems that require service. This service is not covered by the Hewlett-Packard warranty or service agreements.

Paper to avoid

The printer can handle many types of paper. Using paper that does not meet specifications will cause lower print quality and increase the chance of jams.

- Do not use paper that is too rough.

- Do not use paper, other than standard prepunched paper, that contains cutouts or perforations.

- Do not use multipart forms.

- Do not use paper that has already been printed on, or that has been fed through a photocopier.

- Do not use paper that contains a watermark if you are printing solid patterns.

Paper that can damage the printer

In rare circumstances, paper can damage the printer. The following paper must be avoided to prevent possible damage to the printer:

- Do not use paper with staples attached.

- Do not use transparencies that are designed for Inkjet printers or other low temperature printers, or for monochrome printing. Use only transparencies that are specified for use with HP Color LaserJet printers.

- Do not use photo paper that is intended for Inkjet printers.

- Do not use paper that is embossed or coated, or any media that produces hazardous emissions, or that melts, offsets, or discolors when exposed to 190°C (374°F) for 0.1 second. Also, do not use letterhead paper that is made with dyes or inks that cannot withstand that temperature.

Printing and storage environment

Ideally, the printing and media-storage environment should be at or near room temperature, and not too dry or too humid. Remember that paper is hygroscopic; it absorbs and loses moisture rapidly.

Heat causes the moisture in paper to evaporate, while cold causes it to condense on the sheets. Heating systems and air conditioners remove most of the humidity from a room. As paper is opened and used, it loses moisture, causing streaks and smudging. Humid weather or water coolers can cause the humidity to increase in a room. As paper is opened and used it absorbs any excess moisture, causing light print and dropouts. Also, as paper loses and gains moisture it can distort. This issue can cause jams.

As a result, paper storage and handling are as important as the paper-making process itself. Paper storage environmental conditions directly affect the feed operation and print quality.

Evaluate purchasing more paper than can be easily used in a short time, about three months. Paper stored for long periods can experience heat and moisture extremes, which can cause damage. Planning is important to prevent damage to a large supply of paper.

Unopened paper in sealed reams can remain stable for several months before use. Opened packages of paper have more potential for environmental damage, especially if they are not wrapped with a moisture-proof barrier.

The media-storage environment should be properly maintained to ensure optimum printer performance. The recommended condition is 20° to 24°C (68° to 75°F), with a relative humidity of 45% to 55%. The following guidelines should be helpful when evaluating the paper storage environment:

●	Print media should be stored at or near room temperature.

●	The air should not be too dry or too humid to moderate the hygroscopic properties of paper.

●	The best way to store an opened ream of paper is to rewrap it tightly in its moisture-proof wrapping. If the printer environment is subject to extremes, unwrap only the amount of paper to be used during the day's operation to prevent unwanted moisture changes.

●	Avoid storing paper and print media near heating and air conditioning vents or near windows and doors that are frequently open.

Printing on special media

Transparencies

- Handle transparencies by the edges. Oils from your fingers can cause print-quality problems.

- Use only overhead transparencies recommended for use in this printer. Hewlett-Packard recommends using HP Color LaserJet Transparencies with this printer. HP products are designed to work together for optimum printing results.

- In either the software program or the printer driver, select **Transparency** as the media type, or print from a tray that is configured for transparencies.

> ⚠ **CAUTION**   Transparencies that are not designed for laser printing might melt in the printer, causing damage to the printer.

Glossy paper

- In either the software program or the driver, select **GLOSSY** as the media type, or print from a tray that is configured for glossy paper.

- Because this affects all print jobs, it is important to return the printer to its original settings once the job has printed. See Configuring trays for more information.

Colored paper

- Colored paper should be of the same high quality as white xerographic paper.

- Pigments used must be able to withstand the printer's fusing temperature of 190°C (374°F) for 0.1 second without deterioration.

- Do not use paper with a colored coating that was added after the paper was produced.

- The printer creates colors by printing patterns of dots, overlaying and varying their spacing to produce various colors. Varying the shade or color of the paper will affect the shades of the printed colors.

Envelopes

Adhere to the following guidelines to help ensure proper printing on envelopes and to help prevent printer jams:

- In either the software program or the printer driver, select **Envelope** as the media type, or configure tray 1 for envelopes. See Configuring trays.

- The weight rating of envelopes should not exceed 90 g/m^2 (24 lb bond).

- Envelopes should be flat.

- Do not use envelopes with windows or clasps.

- Envelopes must not be wrinkled, nicked, or otherwise damaged.

- Envelopes with peel-off adhesive strips must use adhesives that can withstand the heat and pressures of the printer's fusing process.

If your software does not automatically format an envelope, specify **Landscape** for page orientation in the software program. Use the guidelines in the table that follows to set margins for return and destination addresses on Commercial #10 or DL envelopes.

Address type	Left margin	Top margin
Return	15 mm (0.6 inch)	15 mm (0.6 inch)
Destination	102 mm (4.0 inch)	51 mm (2.0 inch)

Labels

- In either the software program or the printer driver, select **Labels** as the media type, or configure tray 1 or tray 2 for labels. See Configuring trays.

- Verify that the labels' adhesive material can tolerate temperatures of 190°C (374°F) for 0.1 second.

- Verify that there is no exposed adhesive material between the labels. Exposed areas can cause labels to peel off during printing, which can cause paper jams. Exposed adhesive can also cause damage to printer components.

- Do not re-feed a sheet of labels.

- Verify that labels lie flat.

- Do not use labels that are wrinkled, bubbled, or otherwise damaged.

Heavy paper

- For information about which heavy paper is supported in each tray, see Print-media specifications

- In either the software program or the printer driver, select **Heavy** or **Cardstock** as the media type, or print from a tray that is configured for heavy paper. Because this setting affects all print jobs, it is important to return the printer back to its original settings after the job has been printed. See Configuring trays.

⚠ **CAUTION** In general, do not use paper that is heavier than the media specification recommended for this printer. Doing so can cause misfeeds, jams, reduced print quality, and excessive mechanical wear.

Preprinted forms and letterhead

- Forms and letterhead must be printed with heat-resistant inks that will not melt, vaporize, or release hazardous emissions when subjected to the printer's fusing temperature of approximately 190°C (374°F) for 0.1 second.

- Inks must be nonflammable and should not adversely affect any printer rollers.

- Forms and letterhead should be sealed in a moisture-proof wrapping to prevent changes during storage.

- Before loading preprinted paper, verify that the ink on the paper is dry. During the fusing process, wet ink can come off of preprinted paper.

Recycled paper

This printer supports the use of recycled paper. Recycled paper must meet the same specifications as standard paper. See the *HP LaserJet Printer Family Print Media Specification Guide*. Hewlett-Packard recommends that recycled paper contain no more than 5% ground wood.

HP LaserJet media

Hewlett-Packard offers many types of media that are made specifically for use in HP LaserJet printers. HP products are designed to work together for optimum printing results.

For more information about HP LaserJet media, go to www.hp.com.

2 Control panel

This section provides information about the control panel features.

- Understanding control-panel features
- Using the control-panel menus
- Using the printer control panel in shared environments

Understanding control-panel features

The printer has the following lights and buttons on the control panel:

1	**Left arrow button** (<): Press this button to navigate through the menus or to decrease a value that appears on the display.
	NOTE Press the left and right arrow buttons simultaneously to print a demo page.
2	**OK button**: Press the OK button for the following actions: ● Open the control-panel menus. ● Select a menu item. ● Clear some printer errors. ● Continue printing after reloading a tray. ● Acknowledge that a non-HP supply is in use. ● Return the printer to the **Ready** state whenever the ready light is blinking.
3	**Right arrow button** (>): Press this button to navigate through the menus or to increase a value that appears on the display.
4	**Display**: The display provides information about the printer. Use the menus on the display to establish printer settings. See Using the control-panel menus.
5	**Cancel Job button** (X): Press this button to cancel a print job whenever the attention light is blinking. You can also press this button to exit the control-panel menus.
6	**Ready light** (green): The ready light is on when the printer is ready to print. It blinks when the printer is receiving print data.
7	**Attention light** (amber): The attention light blinks when a print cartridge is empty.
	NOTE The attention light does *not* blink if more than one print cartridge is empty.
8	**Print-cartridge-status gauges**: These gauges show the consumption level for each print cartridge (black, yellow, cyan, and magenta). If the consumption level is unknown, a ? symbol appears. This can occur in the following circumstances: ● The print cartridge is missing or installed incorrectly. ● The print cartridge is defective. ● The print cartridge might not be an HP cartridge.

Using the control-panel menus

To use the menus

1. Press OK to open the menus.

2. Press < or > to navigate through the listings.

3. Press OK to select the appropriate option. An asterisk (*) appears next to the active selection.

4. Press X to exit the menu without saving any changes.

The sections that follow describe the options for each of the main menus:

- Reports menu

- System Setup menu

- Network Config. menu (HP Color LaserJet 2700n printer only)

- Service menu

Reports menu

Use the **Reports** menu to print reports that provide information about the printer.

Menu item	Description
Demo page	Prints a color page that demonstrates print quality.
Menu structure	Prints a map of the control-panel-menu layout. The active settings for each menu are listed.
Config report	Prints a list of all the printer settings. Includes network information when the printer is connected to a network.
Supplies status	Prints the status for each print cartridge, including the following information: ● Estimated pages remaining ● Part number ● Number of pages printed
Network report	Prints a list of all printer network settings (HP Color LaserJet 2700n printer only).
Usage page	Lists PCL pages, PCL 6 pages, PS pages, pages that were jammed or mispicked in the printer, monochrome (black and white) or color pages; and reports the page count.
Color usage log	Prints a report that shows the user name, application name, and color usage information on a job-by-job basis.
PCL font list	Prints a list of all the PCL fonts that are installed.
PS font list	Prints a list of all the PostScript (PS) fonts that are installed.
PCL6 font list	Prints a list of all the PCL6 fonts that are installed.
Service page	Prints the service report.

System Setup menu

Use this menu to establish basic printer settings. The **System Setup** menu has several sub-menus. Each is described in the following table.

Menu item	Sub-menu item	Sub-menu item	Description
Language			Select the language for the control-panel display messages and the printer reports.
Paper setup	**Def. paper size**	**Letter** **A4** **Legal**	Select the size for printing internal reports or any print job that does not specify a size.
	Def. paper type	A list of available media types appears.	Select the media type for printing internal reports or any print job that does not specify a type.
	Tray 1	**Paper size** **Paper type**	Select the default size and type for tray 1 from the list of available sizes and types.
	Tray 2	**Paper size** **Paper type**	Select the default size and type for tray 2 from the list of available sizes and types.
	Paper out action	**Wait forever** **Override** **Cancel**	Select how the printer should react when a print job requires a size or type that is not available or when a specified tray is empty. Select **Wait forever** to make the printer wait until you load the correct media and press OK. This is the default setting. Select **Override** to print on a different size or type after a specified delay. Select **Cancel** to automatically cancel the print job after a specified delay. If you select either **Override** or **Cancel**, the control panel prompts you to specify the number of seconds to delay. Press > to increase the time, up to 3600 seconds. Press < to decrease the time.
Print quality	**Calibrate color**	**After power on** **Calibrate now**	**After power on**: Select how soon the printer should calibrate after you turn it on. The default setting is **15 minutes**. **Calibrate now**: Makes the printer perform a calibration immediately. If a job is processing, the printer calibrates after the job is complete. If an error message is on the display, you must clear the error first.
	Color supply out	**Stop** **Continue black**	Select **Stop** to halt printing until the empty cartridge is replaced.

Menu item	Sub-menu item	Sub-menu item	Description
			Select **Continue black** to allow future color jobs to print in monochrome (black and white) mode until the empty cartridge is replaced.
	Replace supplies	Override out Stop at out	**Override out**: If the printer determines that a print cartridge is empty, you can continue printing until you notice a decrease in print quality. **Stop at out**: If the printer determines that a print cartridge is empty, you must replace the cartridge before printing can continue. This is the default setting.
	Cartridge low	(1-20)	The percentage threshold determines when the printer begins reporting low toner. The message is either reported on the control-panel display or using the toner LED, if it exists. The default setting is 10%.
	Restrict color	Enable color Disable color	Select **Enable color** to allow the job to print in either monochrome (black and white) or color depending on the specifications of the job. Select **Disable color** to disable color printing. All jobs will print in monochrome (black and white).
Courier font	Regular Dark		Selects a version of the Courier font. The default is **Regular**.
Display contrast	Medium Darker Darkest Lightest Lighter		Select the level of contrast for the display. The default setting is **Medium**.

Network Config. menu (HP Color LaserJet 2700n printer only)

Use this menu to establish network configuration settings.

Menu item	Sub-menu item	Description
TCP/IP config	Automatic	Select **Automatic** to automatically configure all the TCP/IP settings.
	Manual	Select **Manual** to manually configure the IP address, subnet mask, and default gateway.
Link Speed	Automatic	The printer should automatically detect the correct link speed for the network. Use this menu to set the link speed manually, if necessary.
	10T Full	
	10T Half	After you set the link speed, the printer automatically restarts.
	100TX Full	
	100TX Half	
Restore defaults		Press OK to restore the network configuration settings to the default values.

Service menu

Use this menu to restore default settings, clean the printer, and activate special modes that affect print output.

Menu item	Description
Restore defaults	Sets all customized settings to the factory default values.
Cleaning mode	Use this option to clean the printer if you see toner specks or other marks on the printed output. The cleaning process removes dust and excess toner from the paper path. When you select this item, the printer prompts you to load plain paper in tray 1 and then press OK to start the cleaning process. Wait until the process is complete. Discard the page that prints.
USB speed	Sets the USB speed to high or full. For the printer to actually operate at high speed, it must have high speed enabled and be connected to an EHCI host controller which is also operating at high speed. This menu item also does not reflect the current operating speed of the printer.
Less paper curl	If printed pages are consistently curled, use this option to set the printer to a mode that reduces curl. The default setting is **Off**.
Archive print	If you are printing pages that will be stored for a long time, use this option to set the printer to a mode that reduces toner smearing and dusting. The default setting is **Off**.

Using the printer control panel in shared environments

If your printer is shared with other users, adhere to the following guidelines to ensure successful printer operation:

● Consult your system administrator before making changes to control-panel settings. Changing control-panel settings could affect other print jobs.

● Coordinate with other users before changing the default printer font or downloading soft fonts. Coordinating these operations conserves memory and avoids unexpected printer output.

● Be aware that switching printer personalities, such as switching emulated PostScript to PCL, affects the printed output for other users.

NOTE Your network operating system might automatically protect each user's print job from the effects of other print jobs. Consult your system administrator for more information.

3 I/O configuration

This chapter describes how to connect the printer to a computer or a network.

● USB configuration

● Network configuration (HP Color LaserJet 2700n only)

USB configuration

All printer models support USB connections. The USB port is on the right side of the printer.

Connecting the USB cable

Plug the USB cable into the printer. Plug the other end of the USB cable into the computer.
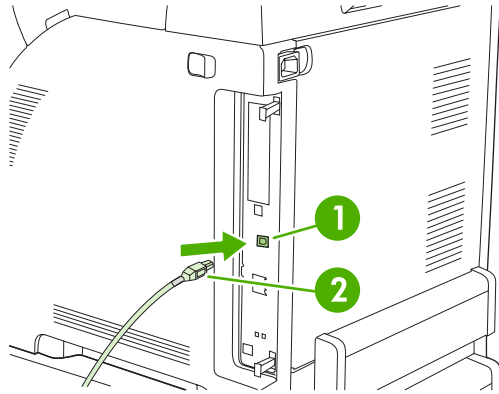
Figure 3-1 USB port connection

1	USB port
2	USB cable

Network configuration (HP Color LaserJet 2700n only)

You might need to configure certain network parameters on the printer. You can configure these parameters from the printer control panel, the embedded Web server, or, for Windows operating systems, from the HP ToolboxFX software.

Set up the printer and use it on the network

Hewlett-Packard recommends that you use the HP software installer on the CD-ROMs that came with the printer to set up printer drivers for networks.

To set up a network port-connected configuration (direct mode or peer-to-peer printing)

In this configuration, the printer is connected directly to the network, and all computers on the network print directly to the printer.

1. Connect the printer directly to the network by inserting a network cable into the printer network port.

2. At the printer, use the control panel to print a Configuration page. See Reports menu.

3. Insert the printer CD-ROM into your computer. If the software installer does not start, navigate to the HPSETUP.EXE file on the CD-ROM and double-click the file.

4. Click **Install**.

5. On the **Welcome** screen, click **Next**.

6. On the **Installer updates** screen, click **Yes** to search for installer updates on the Web.

7. For Windows 2000/XP, on the **Installation Options** screen, choose the installation option. Hewlett-Packard recommends a typical installation, if your system supports it.

8. On the **License Agreement** screen, read the license agreement, indicate that you accept the terms, and then click **Next**.

9. For Windows 2000/XP, on the **HP Extended Capabilities** screen, choose whether you want extended capabilities, and then click **Next**.

10. On the **Destination Folder** screen, choose the destination folder, and then click **Next**.

11. On the **Ready to Install** screen, click **Next** to begin installation.

    > **NOTE** If you want to change your settings, instead of clicking **Next**, click **Back** to return to previous screens, and then change the settings.

12. On the **Connection Type** screen, select **Through the network**, and then click **Next**.

13. On the **Identify Printer** screen, identify the printer either by searching for it or by specifying a hardware or IP address, which is listed on the Configuration page you printed earlier. In most cases an IP address is assigned, but you can change it by clicking **Specify the printer by Address** on the **Identify Printer** screen. Click **Next**.

14. Allow the installation process to complete.

Using the embedded Web server or the HP ToolboxFX

You can use the embedded Web server (EWS) or the HP ToolboxFX to view or change your IP configuration settings. To access the embedded Web server, type the IP address for the printer in the address line of the browser.

For complete information about using the embedded Web server and the HP ToolboxFX software, including instructions about how to open these tools, see Using the embedded Web server and Using the HP ToolboxFX.

From the **Networking** tab (EWS) or the **Network Settings** tab (the HP ToolboxFX), you can change the following configurations:

- Host Name

- Manual IP Address

- Manual Subnet Mask

- Manual Default Gateway

> **NOTE** Changing the network configuration might require you to change the browser URL before you can communicate with the printer again. The printer will be unavailable for a few seconds while the network resets.

Setting a system password

Use the HP ToolboxFX or the embedded Web server to set a system password.

1. In the embedded Web server, click the **Settings** tab.

   In the HP ToolboxFX, click the **Device Settings** tab.

   > **NOTE** If a password has been set for the printer previously, you will be prompted to type the password. Type the password, and then click **Apply**.

2. Click **Password**.

3. In the **Password** box, type the password that you want to set, and then in the **Confirm password** box, type the same password again to confirm your choice.

4. Click **Apply** to save the password.

Using the printer control panel

IP configuration

You can configure the IP address manually or automatically.

Manual configuration

1. On the control panel menu, press OK.

2. Use the < or the > button to select **Network Config.**, and then press OK.

3. Use the < or the > button to select **TCP/IP config**, and then press OK.

4. Use the < or the > button to select **Manual**, and then press OK.

5. Press the > button to increase the value for the first section of the IP address. Press the < button to decrease the value. When the value is correct, press OK to accept the value and move the cursor to the next field.

6. If the address is correct, use the < or the > button to select **Yes**, and then press OK. Repeat step 5 for the subnet mask and default gateway settings.

   -or-

   If the IP address is incorrect, use the < or the > button to select **No**, and then press OK. Repeat step 5 to establish the correct IP address, and then repeat step 5 for the subnet mask and default gateway settings.

Automatic configuration

1. On the control panel menu, press OK.

2. Use the < or the > button to select **Network Config.**, and then press OK.

3. Use the < or the > button to select **TCP/IP config**, and then press OK.

4. Use the < or the > button to select **Automatic**, and then press OK.

   It might take several minutes before the automatic IP address is ready for use.

> **NOTE** If you want to disable or enable specific automatic IP modes (such as BOOTP, DHCP, or AutoIP), these settings can be changed by using the embedded Web server or the HP ToolboxFX only.

Link speed and link duplex settings

> **NOTE** Incorrect changes to the link speed and link duplex settings might prevent the printer from communicating with other network devices. For most situations, use the **Automatic** mode.
>
> Making changes causes the printer to restart. Make changes only while the printer is idle.

1. On the control panel menu, press OK.

2. Use the < or the > button to select **Network Config.**, and then press OK.

3. Use the < or the > button to select **Link Speed**, and then press OK.

4. Use the < or the > button to select one of the following settings.

   ● 10T Full

   ● 10T Half

   ● 100TX Full

   ● 100TX Half

   > **NOTE** The printer setting must be the same as the setting for the network device to which you are connecting (a network hub, switch, gateway, router, or computer).

5. Press OK. The printer restarts.

Supported network protocols

The printer supports the TCP/IP network protocol, the most widely used and accepted networking protocol. Many networking services utilize this protocol. For more information, see TCP/IP. The following table lists the supported networking services and protocols.

Table 3-1 Printing

Service name	Description
port9100 (Direct Mode)	Printing service
Line printer daemon (LPD)	Printing service

Table 3-2 Network device discovery

Service name	Description
SLP (Service Location Protocol)	Device-discovery protocol, used to help find and configure network devices. Used primarily by Microsoft-based programs.
Bonjour	Device-discovery protocol, used to help find and configure network devices. Used primarily by Apple Macintosh-based programs.

Table 3-3 Messaging and management

Service name	Description
HTTP (Hyper Text Transfer Protocol)	Allows Web browsers to communicate with embedded Web server.
EWS (embedded Web server)	Allows a user to manage the device through a Web browser.
SNMP (Simple Network Management Protocol)	Used by network applications for device management. SNMP v1 and standard MIB-II (Management Information Base) objects are supported.

Table 3-4 IP addressing

Service name	Description
DHCP (Dynamic Host Configuration Protocol)	For automatic IP address assignment. The DHCP server provides the printer with an IP address. Generally, no user intervention is required for the printer to obtain an IP address from a DHCP server.
BOOTP (Bootstrap Protocol)	For automatic IP address assignment. The BOOTP server provides the printer with an IP address. Requires the administrator to input a device's MAC hardware address on the BOOTP server for the printer to obtain an IP address from that server.
Auto IP	For automatic IP address assignment. If neither a DHCP server nor a BOOTP server is present, the printer uses this service to generate a unique IP address.

TCP/IP

Similar to a common language that people use to communicate with each other, TCP/IP (Transmission Control Protocol/Internet Protocol) is a suite of protocols designed to define the way computers and other devices communicate with each other over a network.

Internet Protocol (IP)

When information is sent across the network, the data is broken down into small packets. Each packet is sent independently. Each packet is encoded with IP information, such as the IP address of the sender and receiver. IP packets can be routed over routers and gateways: devices that connect a network with other networks.

IP communications require no connection. When IP packets are sent, they might not arrive at their destination in the correct sequence. However, higher-level protocols and programs place the packets in the correct sequence, so IP communications are efficient.

Each node or device that communicates on the network requires an IP address.

Transmission Control Protocol (TCP)

TCP breaks the data into packets and recombines them on the receiving end by providing a connection-oriented, reliable, and guaranteed delivery service to another node on the network. When data packets are received at their destination, TCP calculates a checksum for each packet to verify that the data is not corrupt. If the data in the packet has been corrupted during transmission, TCP discards the packet and requests that the packet be resent.

IP address

Every host (workstation or node) on an IP network requires a unique IP address for each network interface. This address is a software address that is used to identify both the network and specific hosts that are located on that network. It is possible for a host to query a server for a dynamic IP address each time the device boots up (for example, using DHCP and BOOTP).

An IP address contains four bytes of information, divided into sections that each contain one byte. The IP address has the following format:

```
xxx.xxx.xxx.xxx
```

NOTE   When assigning IP addresses, always consult the IP address administrator. Setting the wrong address can disable other equipment operating on the network or interfere with communications.

Configuring IP parameters

TCP/IP configuration parameters can be configured manually, or they can be automatically downloaded by using DHCP or BOOTP each time the printer is turned on.

When turned on, a new printer that is unable to retrieve a valid IP address from the network automatically assigns itself a default IP address. The default IP address depends on the type of network to which the printer is connected. On a small private network, a technique called link-local addressing is used to assign a unique IP address in the range of 169.254.1.0 to 169.254.254.255, which should be valid. On a large or enterprise network, a temporary address of 192.0.0.192 is assigned until the printer is configured for your network. The IP address for the printer is listed on the printer Configuration page.

Dynamic Host Configuration Protocol (DHCP)

DHCP allows a group of devices to use a set of IP addresses that are maintained by a DHCP server. The device or host sends a request to the server, and if an IP address is available, the server assigns it to that device.

BOOTP

BOOTP is a bootstrap protocol used to download configuration parameters and host information from a network server. In order for devices to start and load configuration information into RAM, they must communicate with the server as a client through the bootstrap protocol BOOTP.

The client broadcasts a boot request packet that contains the hardware address of the device (the printer hardware address). The server answers with a boot reply packet that contains the information that the device needs for configuration.

Subnets

When an IP network address for a particular network class is assigned to an organization, no provision is made for more than one network being present at that location. Local network administrators use subnets to partition a network into several different subnetworks. Splitting a network into subnets can result in better performance and improved use of limited network address space.

Subnet mask

The subnet mask is a mechanism used to divide a single IP network into several different subnetworks. For a given network class, a portion of an IP address that would normally be used to identify a node is used, instead, to identify a subnetwork. A subnet mask is applied to each IP address to specify the portion used for subnetworks, and the portion used to identify the node.

Gateways

Gateways (routers) are used to connect networks together. Gateways are devices that act as translators between systems that do not use the same communication protocols, data formatting, structures, languages, or architectures. Gateways repackage the data packets and change the syntax to match that of the destination system. When networks are divided into subnets, gateways are required to connect one subnet to another.

Default gateway

The default gateway is the IP address of the gateway or router that moves packets between networks.

If multiple gateways or routers exist, then the default gateway is typically the address of the first, or nearest, gateway or router. If no gateways or routers exist, then the default gateway will typically assume the IP address of the network node (such as the workstation or printer).

4 Printing tasks

This chapter describes how to perform basic printing tasks:

- [Controlling print jobs](#)
- [Configuring trays](#)
- [Using features in the Windows printer driver](#)
- [Using features in the Macintosh printer driver](#)
- [Using 2-sided (duplex) printing](#)
- [Stopping a print request](#)

Controlling print jobs

In Windows, three settings affect how the printer driver pulls media when you send a print job. The **Source**, **Type**, and **Size** settings appear in the **Page Setup**, **Print**, or **Print Properties** dialog boxes in most software programs. If you do not change these settings, the printer automatically uses the default printer settings to select a tray.

⚠ **CAUTION** Make printer setup changes through the software program or the printer driver whenever possible, because changes that you make at the control panel become default settings for subsequent print jobs. Settings selected in the software or the printer driver override control-panel settings.

Source

Print by **Source** to specify a tray from which the printer will pull media. The printer tries to print from this tray, no matter what type or size is loaded in it.

📝 **NOTE** If you have difficulties printing by **Source**, see Priority for print settings.

Type and Size

Print by **Type** or **Size** when you want to pull media from the first tray that is configured for the type or size that you select. Selecting media by type rather than source is similar to locking out trays and helps protect special media from accidental use. For example, if a tray is configured for letterhead, and you specify that the driver print on plain paper, the printer will not pull media from that tray, but will pull paper from a tray that has plain paper loaded and is configured for plain paper.

Selecting media by type and size results in significantly better print quality for heavy paper, glossy paper, and overhead transparencies. Using the wrong setting can result in unsatisfactory print quality. Always print by **Type** for special print media, such as labels or transparencies. Always print by **Size** for envelopes.

- If you often print on a certain type or size of media, the printer administrator (for a network printer) or you (for a local printer) can configure a tray for that type or size. Then, when you select that type or size as you print a job, the printer pulls from the tray configured for that type or size. See Configuring trays.

- When you close tray 2 or optional tray 3, a message might appear prompting you to select a **Type** or **Size** for the tray. If the tray is already configured correctly, press X to return to the **Ready** state.

Priority for print settings

Changes to print settings are prioritized depending on where the changes are made:

> **NOTE** The names of commands and dialog boxes might vary depending on your software program.

- **Page Setup dialog box**: Click **Page Setup** or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed here override settings changed anywhere else.

- **Print dialog box**: Click **Print**, **Print Setup**, or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed in the **Print** dialog box have a lower priority and do *not* override changes made in the **Page Setup** dialog box.

- **Printer Properties dialog box (printer driver)**: Click **Properties** in the **Print** dialog box to open the printer driver. Settings changed in the **Printer Properties** dialog box do not override settings anywhere else in the printing software.

- **Default printer driver settings**: The default printer driver settings determine the settings used in all print jobs, *unless* settings are changed in the **Page Setup**, **Print**, or **Printer Properties** dialog boxes.

- **Printer control panel settings**: Settings changed at the printer control panel have a lower priority than changes made anywhere else.

Configuring trays

You can configure the printer trays by type and size. Load different media in the printer trays and then request media by type or size in the software program.

The following instructions are for configuring the trays at the printer control panel. You can also configure the trays from your computer through the embedded Web server (see Using the embedded Web server) or through HP ToolboxFX (see Using the HP ToolboxFX).

Configuring size

1. Press OK.

2. Press > to highlight **System Setup**, and then press OK.

3. Press > to highlight **Paper Setup**, and then press OK.

4. Press > to highlight **Tray 1** or **Tray 2**, and then press OK.

5. Press > to highlight **Paper size**, and then press OK.

6. Press > to highlight the appropriate size, and then press OK.

Configuring type

1. Press OK.

2. Press > to highlight **System Setup**, and then press OK.

3. Press > to highlight **Paper Setup**, and then press OK.

4. Press > to highlight **Tray 1** or **Tray 2**, and then press OK.

5. Press > to highlight **Paper type**, and then press OK.

6. Press > to highlight the appropriate type, and then press OK.

Configuring trays for custom paper

Some software programs and printer drivers allow you to specify custom media-size dimensions. Be sure to set the correct media size in both the page setup and print dialog boxes. If your software does not allow this, specify the custom media-size dimensions at the control panel. See System Setup menu for more information.

Use the **Any size** size setting when the selected media does not exactly match the size of the paper specified in the document you are printing. If no source tray is specified, the printer looks first for paper that exactly matches the document, and then it looks for and prints from a tray set to **Any size** or **Any type**.

Printing from tray 1 (100-sheet multipurpose tray)

Tray 1 holds up to 100 sheets of media. It provides a convenient way to print envelopes, transparencies, custom-size paper, or other types of paper without having to unload the other trays.
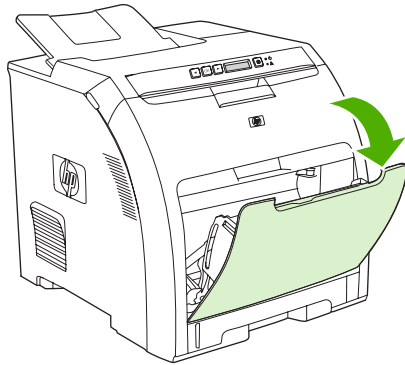
Loading tray 1

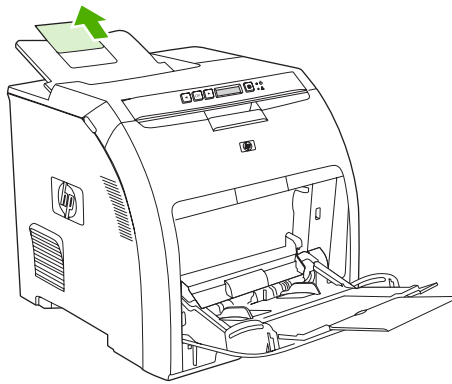See Print-media specifications for a list of media types and sizes that tray 1 supports.

⚠ **CAUTION** Avoid adding print media to tray 1 while the printer is printing, or jams can occur.
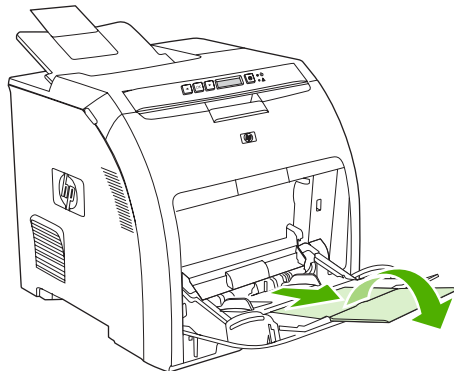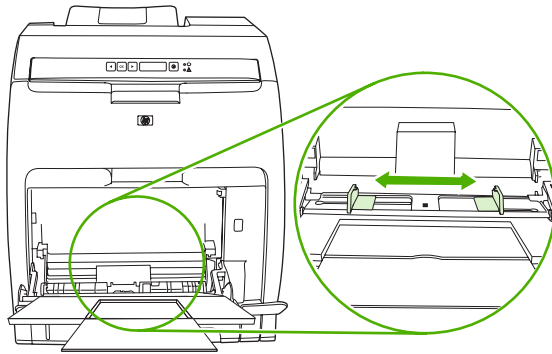
1. Open tray 1.

2. Slide the output bin extension out from the bin.

3. Slide out the tray extender and, if necessary, open the additional tray extender.
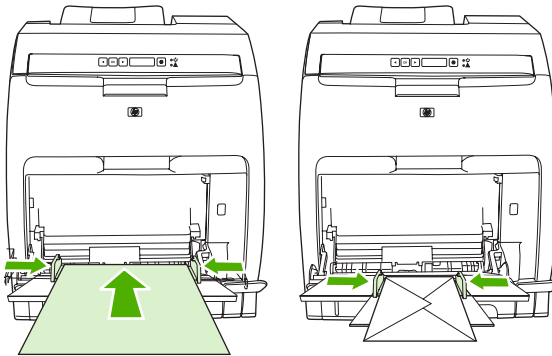
4. Slide the width guides to the size of the print media.

5. Place print media into the tray with the side to be printed down, and the top, short edge in first.

Load an envelope with the side to be printed down, the stamp area farthest from the printer, and the short edge toward the printer.

NOTE See Loading special media for complete information about how to orient the media and configure the printer.

Printing from tray 2 or optional tray 3

Tray 2 holds up to 250 sheets of standard paper, and optional tray 3 holds up to 500 sheets of standard paper. Tray 2 and optional tray 3 adjust for many sizes. Optional tray 3 is installed underneath tray 2. When optional tray 3 is installed, the printer detects it and lists tray 3 as a choice in the control panel **Paper setup** menu.

CAUTION The paper path for optional tray 3 passes through tray 2. If either tray 2 or tray 3 is partially pulled out or removed, media from tray 3 cannot feed into the printer.

Loading tray 2

⚠️ **CAUTION** To avoid jams, never open or remove a tray during printing.

1. Pull tray 2 out of the printer and remove any media.
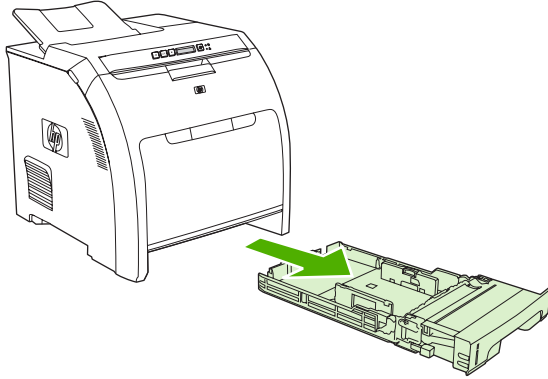
2. Slide the output bin extension out from the bin.

3. Adjust the length guide until the arrow points to the size that you are loading.

4. Adjust the side width guides until the arrow on the right width guide points to the size that you are loading.

5. Load the media into the tray.

    NOTE   If you are printing on special media such as labels, letterhead, or envelopes, see Loading special media for complete information about how to orient the media and configure the printer.

6. Make sure that the stack of media is flat and that the media is below the height tabs.

7. Slide the tray back into the printer.

Loading optional tray 3

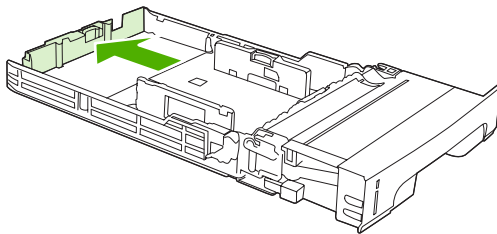**1.** Pull the tray out of the printer and remove any media.
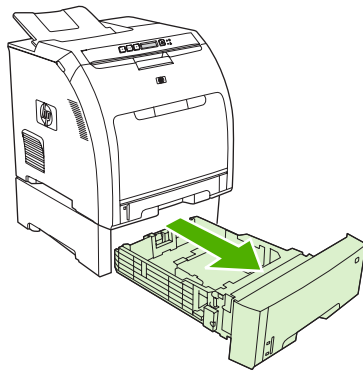
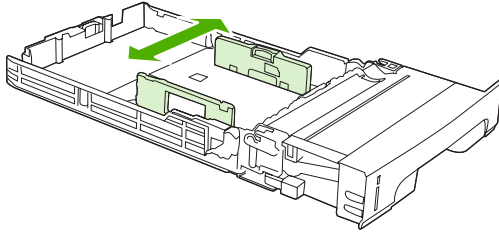**2.** Raise the output bin extension.
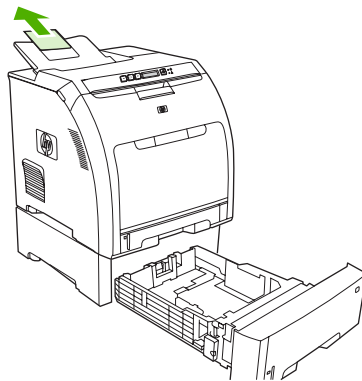
3. Adjust the length guide until the arrow points to the size that you are loading.
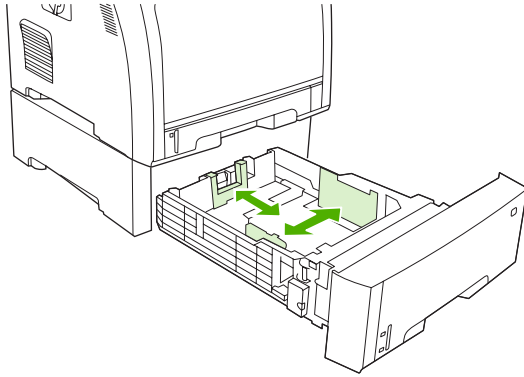
4. Adjust the side width guides until the arrow on the right width guide points to the size that you are loading.
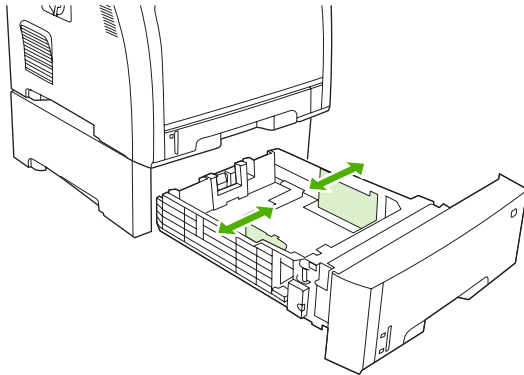
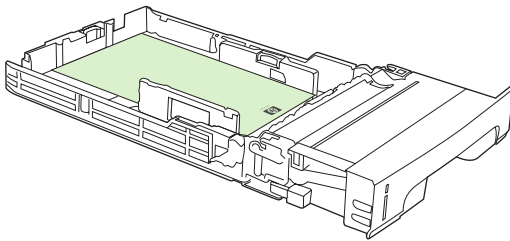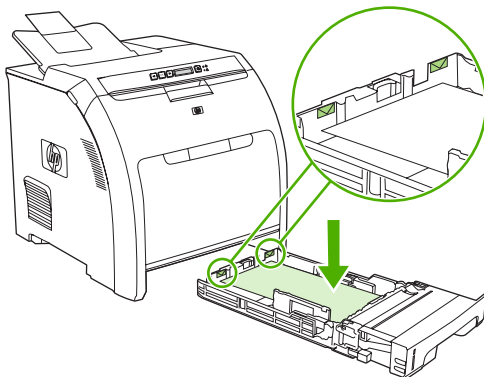**5.** Load the media into the tray. If you are printing on special media such as labels or letterhead, see [Loading special media](#) for complete information about how to orient the media and configure the printer.
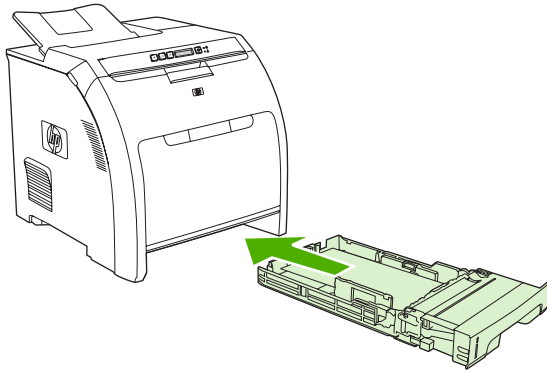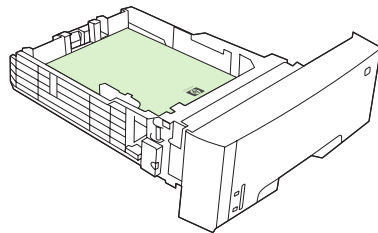
6. Make sure that the stack of media is flat in the tray at all four corners, and keep it below the height tabs.
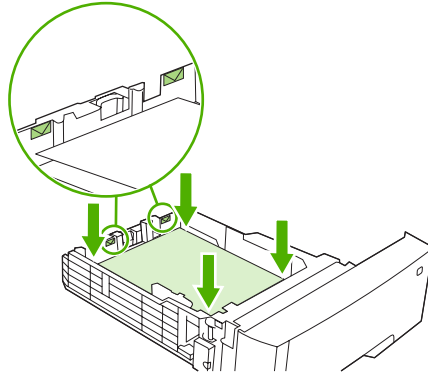
7. Slide the tray back into the printer.

Loading special media

The following table provides guidelines for loading special media and configuring the printer driver. Use the correct media-type setting in the printer driver to obtain the best print quality. For some types of media, the printer reduces the print speed.

NOTE In the Windows printer driver, adjust the media type on the **Paper** tab in the **Type is** drop-down list.

In the Macintosh printer driver, adjust the media type on the **Printer features** pop-up menu in the **Media type** drop-down list.

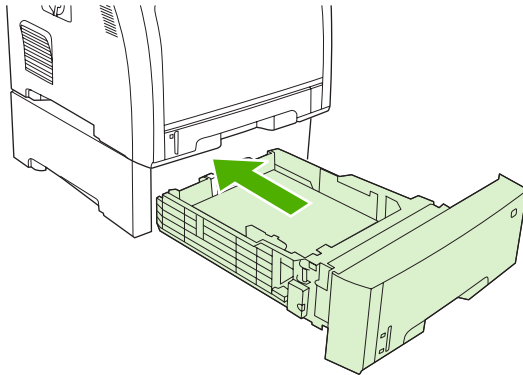| Media type	Printer-driver setting	Tray 1 media orientation	Tray 2 or tray 3 media orientation
Normal	Plain or unspecified	Side to be printed facing down	Side to be printed facing up
Envelopes[1]	Envelope	Side to be printed facing down, stamp area farthest from the printer, short edge toward the printer	Use only tray 1 for printing envelopes
Labels	Labels	Side to be printed facing down	Side to be printed facing up
Transparencies	Transparencies	Side to be printed facing down	Side to be printed facing up
Glossy	Glossy	Side to be printed facing down	Side to be printed facing up
Letterhead	Letterhead	Side to be printed facing down, bottom edge toward the printer	Side to be printed facing up, top edge at the front of the tray
Light	Light	Side to be printed facing down	Side to be printed facing up
Intermediate	Intermediate	Side to be printed facing down	Side to be printed facing up
Heavy	Heavy	Side to be printed facing down	Side to be printed facing up
Extra heavy	Extra heavy	Side to be printed facing down	Side to be printed facing up
Cardstock	Cardstock	Side to be printed facing down	Side to be printed facing up
Rough	Rough	Side to be printed facing down	Side to be printed facing up

[1] Tray 2 and optional tray 3 do not support envelopes.

For more information about print media, go to www.hp.com/support/ljpaperguide

Using features in the Windows printer driver

When you print from a software program, many of the product features are available from the printer driver. For complete information about the features that are available in the printer driver, see the printer-driver Help. The following features are described in this section:

- Creating and using quick sets
- Using watermarks
- Resizing documents
- Setting a custom paper size from the printer driver
- Using different paper and printing covers
- Printing a blank first page
- Printing multiple pages on one sheet of paper
- Setting the color options
- Using the HP Digital Imaging Options dialog box
- Using the Services tab

NOTE Settings in the printer driver and software program generally override control-panel settings. Software-program settings generally override printer-driver settings.

Creating and using quick sets

Use quick sets to save the current driver settings for reuse. Quick sets are available on most printer-driver tabs. You can save up to 25 Print Task Quick Sets.

To create a quick set

1. Open the printer driver (see Opening the printer drivers).
2. Select the print settings that you want to use.
3. In the **Print Task Quick Sets** box, type a name for the quick set.
4. Click **Save**.

To use quick sets

1. Open the printer driver (see Opening the printer drivers).
2. Select the quick set that you want to use from the **Print Task Quick Sets** drop-down list.
3. Click **OK**.

NOTE To use printer-driver default settings, select **Default Print Settings** from the **Print Task Quick Sets** drop-down list.

Using watermarks

A watermark is a notice, such as "Confidential," that is printed in the background of each page of a document.

1. Open the printer driver (see Opening the printer drivers).

2. From the **Effects** tab, click the **Watermarks** drop-down list.

3. Click the watermark that you want to use. To create a new watermark, click **Edit**.

4. If you want the watermark to appear only on the first page of the document, click **First Page Only**.

5. Click **OK**.

To remove the watermark, click **(none)** in the **Watermarks** drop-down list.

Resizing documents

Use the document resizing options to scale a document to a percentage of its normal size. You can also choose to print a document on a different size paper, with or without scaling.

To reduce or enlarge a document

1. Open the printer driver (see Opening the printer drivers).

2. On the **Effects** tab, next to **% of Normal Size**, type the percentage by which you want to reduce or enlarge your document.

    You can also use the scroll bar to adjust the percentage.

3. Click **OK**.

To print a document onto a different paper size

1. Open the printer driver (see Opening the printer drivers).

2. On the **Effects** tab, click **Print Document On**.

3. Select the paper size to print on.

4. To print the document without scaling it to fit, make sure that the **Scale to Fit** option is *not* selected.

5. Click **OK**.

Setting a custom paper size from the printer driver

1. Open the printer driver (see Opening the printer drivers).

2. On the **Paper** or **Paper/Quality** tab, click **Custom**.

3. On the **Custom Paper Size** window, type the name of the custom paper size.

4. Type the paper-size length and width. If you type a size that is too small or too large, the driver adjusts the size to the minimum or maximum size that is allowed.

5. If necessary, click the button to change the unit of measure between millimeters and inches.

6. Click **Save**.

7. Click **Close**. The name that you saved appears in the paper-size list for future use.

Using different paper and printing covers

Follow these instructions for printing a first page that is different from other pages in the print job.

1. Open the printer driver (see Opening the printer drivers).

2. On the **Paper** or **Paper/Quality** tab, select the appropriate paper for the first page of the print job.

3. Click **Use Different Paper/Covers**.

4. In the list box, click the pages or covers that you want to print on different paper.

5. To print front or back covers, you must also select **Add Blank or Preprinted Cover**.

6. Select the appropriate paper type or source for the other pages of the print job.

> **NOTE** The paper size must be the same for all pages of the print job.

Printing a blank first page

1. Open the printer driver (see Opening the printer drivers).

2. On the **Paper** or **Paper/Quality** tab, click **Use Different Paper/Covers**.

3. In the list box, click **Front Cover**.

4. Click **Add Blank or Preprinted Cover**.

Printing multiple pages on one sheet of paper

You can print more than one page on a single sheet of paper.

1. Open the printer driver (see Opening the printer drivers).

2. Click the **Finishing** tab.

3. In the section for **Document Options**, select the number of pages that you want to print on each sheet (1, 2, 4, 6, 9, or 16).

4. If the number of pages is greater than 1, select the correct options for **Print Page Borders** and **Page Order**.

5. Click **OK**. The product is now set to print the number of pages per sheet that you have selected.

Setting the color options

Options on the **Color** tab control how colors are interpreted and printed from software programs. You can choose either **Automatic** or **Manual** color options.

- Select **Automatic** to optimize the color and halftone settings for text, graphics, and photographs. The **Automatic** setting provides additional color options for programs and operating systems that support color-management systems. This setting is recommended for printing all color documents.

- Select **Manual** to adjust the color and halftone settings for text, graphics, and photographs. If you are using a PCL driver, you can adjust the RGB data. If you are using the PS driver, you can adjust RGB or CMYK data.

To set the color options

1. Open the printer driver (see Opening the printer drivers).

2. Click the **Color** tab.

3. In the **Color Options** area, select the option that you want to use.

4. If you selected **Manual**, click **Settings** to open the **Color Settings** dialog box. Adjust the individual settings for text, graphics, and photographs. You can also adjust the general printing settings. Click **OK**.

5. In the **Color Themes** area, select the **RGB Color** option that you want to use.

6. Click **OK**.

Using the HP Digital Imaging Options dialog box

Use **HP Digital Imaging Options** to print better-quality photos and images.

NOTE   **HP Digital Imaging Options** are available for Windows 2000, Windows XP, and Windows Server 2003.

The following options are available on the **HP Digital Imaging Options** dialog box:

- **Contrast Enhancement**: Enhance colors and contrast for washed-out photos. Click **Automatic** to allow the printer software to brighten areas of photos that need adjustment.

- **Digital Flash**: Adjust the exposure in dark areas of photos to bring out detail. Click **Automatic** to allow the printer software to balance lightness and darkness.

- **SmartFocus**: Enhance the image quality and clarity of low resolution images such as those downloaded from the Internet. Click **On** to allow the printer software to sharpen details in the image.

- **Sharpness**: Adjust the image sharpness to your preference. Click **Automatic** to allow the printer software to set the level of sharpening for the image.

- **Smoothing**: Soften an image. Click **Automatic** to allow the printer software to set the level of smoothing for the image.

Opening the HP Digital Imaging Options dialog box

1. Open the **Printer Properties** dialog box.

2. Click the **Paper/Quality** tab, and then click the **HP Digital Imaging** button.

Using the Services tab

If the product is connected to a network, use the **Services** tab to obtain product and supply-status information. Click the **Device and Supplies status icon** to open the **Device Status** page of the HP Embedded Web Server. This page shows the current status of the product, the percentage of life remaining for each supply, and information for ordering supplies.

Using features in the Macintosh printer driver

When you print from a software program, many of the printer features are available from the printer driver. For complete information about the features that are available in the printer driver, see the printer-driver Help. The following features are described in this section:

- Creating and using presets in Mac OS X

- Printing a cover page

- Printing multiple pages on one sheet of paper

- Setting the color options

> **NOTE** Settings in the printer driver and software program generally override control-panel settings. Software-program settings generally override printer-driver settings.

Creating and using presets in Mac OS X

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

To create a preset

1. Open the printer driver (see Opening the printer drivers).

2. Select the print settings.

3. In the **Presets** box, click **Save As...**, and type a name for the preset.

4. Click **OK**.

To use presets

1. Open the printer driver (see Opening the printer drivers).

2. In the **Presets** menu, select the preset that you want to use.

> **NOTE** To use printer-driver default settings, select the **Standard** preset.

Printing a cover page

You can print a separate cover page for your document that includes a message (such as "Confidential").

1. Open the printer driver (see Opening the printer drivers).

2. On the **Cover Page** or **Paper/Quality** pop-up menu, select whether to print the cover page **Before Document** or **After Document**.

3. If you are using Mac OS X, in the **Cover Page Type** pop-up menu, select the message that you want to print on the cover page.

> **NOTE** To print a blank cover page, select **Standard** as the **Cover Page Type**.

Printing multiple pages on one sheet of paper

You can print more than one page on a single sheet of paper. This feature provides a cost-effective way to print draft pages.

1. Open the printer driver (see Opening the printer drivers).

2. Click the **Layout** pop-up menu.

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

4. Next to **Layout Direction**, select the order and placement of the pages on the sheet.

5. Next to **Borders**, select the type of border to print around each page on the sheet.

Setting the color options

Use the **Color Options** pop-up menu to control how colors are interpreted and printed from software programs.

1. Open the printer driver (see Opening the printer drivers).

2. Open the **Color Options** pop-up menu.

3. If you are using Mac OS X, click **Show Advanced Options**.

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

Using 2-sided (duplex) printing

To print a document on both sides, go to the printer and reinsert the paper manually after the first side has printed.

> ✎ **NOTE** Damaged or reused media can cause jams and should not be used. Do not print on both sides of labels or transparencies.

For Windows, you must configure the printer driver for manual 2-sided printing.

To configure the Windows printer driver for 2-sided printing

1. Click **Start**, click **Settings**, and then click **Printers** or **Printers and Faxes**.

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

3. Click the **Device Settings** tab.

4. In the area for **Paper Handling Options**, select **Allow Manual Duplexing**. Click **OK**.

Manual 2-sided printing

1. Load paper into tray 1, tray 2, or optional tray 3.

   If you are using letterhead paper, load it face-down, with the top edge at the back of the tray.

2. Open the printer driver.

3. Select the appropriate size and type.

4. On the **Finishing** tab, select **Print on Both Sides (Manually)**.

   > ✎ **NOTE** The default setting is to bind on the long edge for pages in portrait orientation. To change to short-edge binding, select the **Flip Pages Up** check box.

5. Click **OK** to print the first side.

6. Go to the printer. When the **Load Tray 1** prompt appears, remove any blank paper from tray 1. Remove the printed stack from the output bin and insert the stack into tray 1 with the printed side up, and the top edge toward the printer.
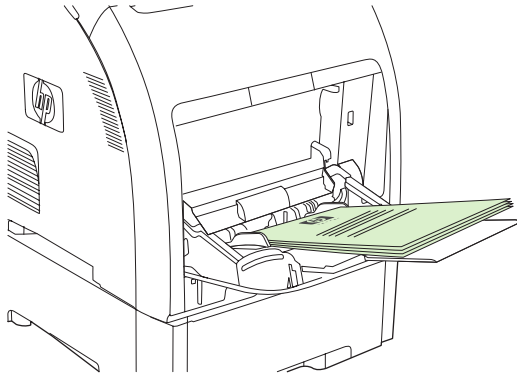
> **NOTE**   Do not discard any blank sheets from the printed stack. If your manual 2-sided print job contains more than 100 pages, insert up to 100 pages into tray 1.

7. Press OK to print the second side.

8. If your manual 2-sided print job contains more than 100 pages, the **Load Tray 1** prompt appears. Insert up to 100 pages into tray 1, and then click **OK** to continue printing the second side.

Stopping a print request

You can stop a print request by using the printer control panel or using your software program. For instructions on how to stop a print request from a computer on a network, see the online Help for the specific network software.

NOTE   It can take some time for all printing to clear after you have canceled a print job.

To stop the current print job from the printer control panel

Press X on the printer control panel.

NOTE   If the print job has proceeded too far, you might not have the option to cancel it.

To stop the current print job from the software program

A dialog box might appear briefly on the screen, giving you the option to cancel the print job.

If several requests have been sent to the printer through your software, they might be waiting in a print queue (for example, in Windows Print Manager). See the software documentation for specific instructions about canceling a print request from the computer.

If a print job is waiting in a print queue (computer memory) or print spooler (Windows 2000 or XP), delete the print job there.

For Windows 2000 and Windows XP, click **Start** and then click **Printers and Faxes**; or click **Start**, click **Control Panel**, and then click **Printers and Faxes**. Double-click the printer icon to open the print spooler. Select the print job that you want to cancel, and then press Cancel or Delete. If the print job is not cancelled, you might need to shut down and restart the computer.

5 Managing the printer

This chapter describes how to manage the printer:

- Using printer information pages
- Using the embedded Web server
- Using the HP ToolboxFX
- Using Macintosh Configure Device

Using printer information pages

From the printer control panel, you can print pages that give details about the printer and its current configuration. The table below provides the procedures for printing the information pages.

Page description	How to print the page
Menu structure Shows the control-panel menus and available settings.	**1.** Press OK. **2.** Press > to highlight **Reports**, and then press OK. **3.** If **Menu structure** is not highlighted, press < or > until it is highlighted, and then press OK. For a complete list of control panel menus and possible values, see Using the control-panel menus.
Configuration page Shows printer settings and installed accessories.	**1.** Press OK. **2.** Press > to highlight **Reports**, and then press OK. **3.** Press > to highlight **Config report**, and then press OK.
Supplies status Shows print-cartridge toner levels.	**1.** Press OK. **2.** Press > to highlight **Reports**, and then press OK. **3.** Press > to highlight **Supplies status**, and then press OK. **NOTE** If you are using non-HP supplies, the supplies status page might not show the remaining life for those supplies. For more information, see Non-HP print cartridges.
Demo page Shows a color page that you can use to check print quality.	**1.** Press OK. **2.** Press > to highlight **Reports**, and then press OK. **3.** Press > to highlight **Demo page**, and then press OK.
Network page (HP Color LaserJet 2700n printer only) Shows the printer network settings.	**1.** Press OK. **2.** Press > to highlight **Reports**, and then press OK. **3.** Press > to highlight **Network report**, and then press OK.
Usage page Lists PCL pages, PCL 6 pages, PS pages, pages that were jammed or mispicked in the printer, monochrome (black and white) or color pages; and reports the page count.	**1.** Press OK. **2.** Press > to highlight **Reports**, and then press OK. **3.** Press > to highlight **Usage page**, and then press OK.
Color usage log Shows color usage information for the printer.	**1.** Press OK. **2.** Press > to highlight **Reports**, and then press OK. **3.** Press > to highlight **Color usage log**, and then press OK.
PCL font list Shows which PCL fonts are currently installed in the printer.	**1.** Press OK. **2.** Press > to highlight **Reports**, and then press OK. **3.** Press > to highlight **PCL font list**, and then press OK.

Page description	How to print the page
PS font list Shows which PS fonts are currently installed in the printer.	1. Press OK. 2. Press > to highlight **Reports**, and then press OK. 3. Press > to highlight **PS font list**, and then press OK. **NOTE** The font lists also show which fonts are resident on an optional flash DIMM.
PCL6 font list Shows which PCL6 fonts are currently installed in the printer.	1. Press OK. 2. Press > to highlight **Reports**, and then press OK. 3. Press > to highlight **PCL6 font list**, and then press OK.
Service page	1. Press OK. 2. Press > to highlight **Reports**, and then press OK. 3. Press > to highlight **Service page**, and then press OK.

Using the embedded Web server

When the printer is connected to the network, the embedded Web server is automatically available. You can open the embedded Web server from Windows 95 and later.

> **NOTE** When the printer is directly connected to a computer, use the HP ToolboxFX to view the printer status.

Use the embedded Web server to view printer and network status and to manage printing functions from your computer instead of from the printer control panel.

- View printer control status information

- Set the type of paper loaded in each tray

- Determine the remaining life on all supplies and order new ones

- View and change tray configurations

- View and change the printer settings

- View and print internal pages

- View and change network configuration

- View support content that is specific to the current state of the printer

- Restrict access to color-printing features

To use the embedded Web server, you must have Microsoft Internet Explorer 6 or later, Netscape Navigator 7 or later, Safari 1.2 or later, Konqueror 3.2 or later, Firefox 1.0 or later, Mozilla 1.6 or later, or Opera 7 or later. The embedded Web server works when the printer is connected to an IP-based network. The embedded Web server does not support IPX-based or AppleTalk printer connections. You do not need Internet access to open and use the embedded Web server.

To access the embedded Web server by using a network connection

1. In a supported Web browser on your computer, type the IP address for the printer in the address/URL field. (To find the IP address, print a configuration page. See Using printer information pages.)

   > **NOTE** After you open the URL, you can bookmark it so that you can return to it quickly in the future.

2. The embedded Web server has three tabs that contain settings and information about the printer: the **Status** tab, the **Settings** tab, and the **Networking** tab. Click the tab that you want to view.

   See the following section for more information about each tab.

Embedded Web server sections

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

Tab or section	Description
Status tab Provides printer, status, and configuration information.	• **Device Status**: Shows the printer status and shows the life remaining of HP supplies, with 0% indicating that a supply is empty.
	• **Supplies Status**: Shows the life remaining of HP supplies, with 0 percent indicating that a supply is empty. This page also provides supplies part numbers.
	• **Device Configuration**: Shows the information found on the printer Configuration page.
	• **Network Summary**: Shows the information found on the printer Network Configuration page.
	• **Print Info Pages**: Allows you to print the PCL, PCL6, PS Font Lists, and the supplies status page that the printer generates.
	• **Color Usage Job Log**: Shows user color print jobs on a job-by-job basis.
	• **Event log**: Shows a list of all printer events and errors.
	• **Support** button: Provides a link to the product support page. The **Support** button can be password-protected.
	• **Shop for Supplies** button: Provides a link to a page where you can order supplies for the printer. The **Shop for Supplies** button can be password-protected.

Tab or section	Description
Settings tab Provides the ability to configure the printer from your computer.	• **Device Information**: Allows you to name the printer and assign an asset number to it. Enter the name for the primary contact who will receive information about the printer. • **Paper Handling**: Allows you to change the paper-handling defaults for the printer. • **Printing**: Allows you to change the printing defaults for the printer. • **PCL 5c**: Allows you to change the PCL 5c defaults for the printer. • **PostScript**: Allows you to change the PostScript defaults for the printer. • **Print Quality**: Allows you to change the print quality defaults for the printer, including calibration settings. • **Print Density**: Allows you to change the contrasts, highlights, midtones, and shadows values for each supply. • **Paper Types**: Allows you to configure print modes that correspond to the media types that the printer accepts. • **System Setup**: Allows you to change the system defaults for the printer • **Service**: allows you to start the cleaning procedure on the printer. • **Support** button: Provides a link to the product support page. The **Support** button can be password-protected. • **Shop for Supplies** button: Provides a link to a page where you can order supplies for the printer. The **Shop for Supplies** button can be password-protected. **NOTE** The **Settings** tab can be password-protected. If this printer is on a network, always consult with the printer administrator before changing settings on this tab.
Networking tab Provides the ability to change network settings from your computer.	Network administrators can use this tab to control network-related settings for the printer when it is connected to an IP-based network. This tab does not appear if the printer is directly connected to a computer. **NOTE** The **Networking** tab can be password-protected.

Using the HP ToolboxFX

The HP ToolboxFX is a program that you can use to complete the following tasks:

- Check the printer status.

- Configure the printer settings.

- Configure pop-up-alert messages.

- View troubleshooting information.

- View online documentation.

You can view the HP ToolboxFX when the printer is directly connected to your computer or when it is connected to the network. You must perform a typical software installation to use the HP ToolboxFX.

> **NOTE** The HP ToolboxFX is not supported for Windows Server 2003 or Macintosh operating systems. To use the HP ToolboxFX, you must have TCP/IP protocol installed on your computer.
>
> **NOTE** You do not have to have Internet access to open and use the HP ToolboxFX.

To view the HP ToolboxFX

Open the HP ToolboxFX in one of these ways:

- In the Windows system tray, double-click the HP ToolboxFX icon.

- On the Windows **Start** menu, click **Programs** (or **All Programs** in Windows XP), click **HP**, click **HP Color LaserJet 2700 Series**, and then click **HP ToolboxFX**.

The HP ToolboxFX software contains the following sections:

- Status

- Alerts

- Help

- Device settings

- Network settings

Status

The **Status** folder contains links to the following main pages:

- **Device status**. View printer status information. This page indicates printer conditions such as a jam or an empty tray. After you correct a printer problem, click **Refresh status** to update the printer status.

- **Supplies status**. View detailed supplies status such as the estimated percent of toner remaining in the print cartridge and the number of pages that have been printed with the current print cartridge. This page also has links to order supplies and to find recycling information.

- **Device configuration**. View a detailed description of the current printer configuration, including the amount of memory installed and whether optional trays are installed.

- **Network summary**. View a detailed description of the current network configuration, including the IP address and network status.

- **Print info pages**. Print the Configuration page and various other information pages that are available for the printer, such as the Supplies Status page and the Demo page.

- **Color usage job log**. View color usage information for the printer.

- **Event log**. View a history of printer errors. The most recent error is at the top of the list.

Event log

The Event log is a four-column table where the printer events are logged for your reference. The log contains codes that correspond to the error messages that appears on the printer control-panel display. The number in the Page Count column specifies the total number of pages that the printer had printed when the error occurred. The Event log also contains a brief description of the error. For more information about error messages, see Control-panel messages.

Alerts

The **Alerts** folder contains links to the following main pages:

- **Set up Status Alerts**. Set up the printer to send you pop-up alerts for certain events, such as low toner levels.

- **Set up E-mail Alerts**. Set up the printer to send you e-mail alert messages for certain events, such as low toner levels.

Set up status alerts

Use the HP ToolboxFX to set up the printer so that it issues pop-up alerts to your computer when certain events occur. Events that trigger alerts include jams, low levels of toner in HP print cartridges, non-HP print cartridge in use, empty input trays, and specific error messages.

Select the pop-up format, the system tray icon format, desktop alert, or any combination for the alerts. The pop-up and desktop alerts only appear when the printer is printing from the computer on which you set up the alerts. Desktop alerts are only visible momentarily, and disappear automatically.

Change the **Cartridge low threshold** setting, which sets the toner level that causes a low toner alert, on the **System setup** page.

> **NOTE** You must click **Apply** before your changes take effect.

Set up e-mail alerts

Use the HP ToolboxFX to configure up to two e-mail addresses to receive alerts when certain events occur. You can specify different events for each e-mail address. Use the information for the e-mail server that will send out the e-mail alert messages for the printer.

> **NOTE** You can only configure e-mail alerts to be sent from a server that does not require user authentication. If your e-mail server requires you to log in with a username and password, you cannot enable e-mail alerts.
>
> **NOTE** You must click **Apply** before your changes take effect.

Help

The **Help** folder contains links to the following main pages:

- **Troubleshooting.** Print troubleshooting pages, clean the printer, and open Microsoft Office Basic Colors. For more information about Microsoft Office Basic Colors, see Matching colors.

- **How do I?** Link to the user-guide index.

- **Animated demonstrations**

- **User Guide**. View information about the printer usage, warranty, specifications, and support. The user guide is available in both HTML and PDF format.

Device settings

The **System Settings** folder contains links to the following main pages:

- **Device information**. View information about the printer, such as the printer description and a contact person.

- **Paper handling**. Configure trays or change the printer paper-handling settings, such as default paper size and default paper type.

- **Printing**. Change the default printer print settings, such as number of copies and paper orientation.

- **PCL**. View and change the PCL settings.

- **PostScript**. View and change the PS settings.

- **Print quality**. Change the printer print-quality settings.

- **Print density**. Change the print-density settings, such as contrast, highlights, midtones, and shadows.

- **Paper types**. Change the printer mode settings for a each media type, such as letterhead, prepunched, or glossy paper.

- **System setup**. Change the printer system settings, such as jam recovery and auto-continue. Change the **Cartridge low threshold** setting, which sets the toner level that causes a low toner alert.

- **Service**. Gain access to various procedures required to maintain the printer.

- **Save/restore settings**. Save the current settings for the printer to a file on your computer. Use this file to load the same settings onto another printer or to restore these settings to this printer at a later time.

- **Password**. Set a password to protect the device settings. Once a password is set, users will be prompted to enter the password before being allowed to change device settings. This password is the same as the embedded Web server password.

Device information

The Device information page stores data about your printer for future reference. The information that you type in these fields appears on the Configuration page. You can type any character in each of these fields.

NOTE You must click **Apply** before your changes take effect.

Paper handling

Use the HP ToolboxFX paper-handling options to configure your default settings. These are the same options that are available on the menus on the control panel. For more information, see Using the control-panel menus.

Three options are available for handling print jobs when the product is out of media:

● Select **Wait for paper to be loaded**.

● Select **Cancel** from the **Paper out action** drop-down list to cancel the print job.

● Select **Override** from the **Paper out time** drop-down list to send the print job to another paper tray.

The **Paper out time** field specifies how long the printer waits before acting on your selections. You can specify from 0 to 3600 seconds.

NOTE You must click **Apply** before your changes take effect.

Printing

Use the HP ToolboxFX printing options to configure the settings for all print functions. These are the same options that are available on the control panel. For more information, see Using the control-panel menus.

NOTE You must click **Apply** before your changes take effect.

PCL

Use the PCL options to configure the settings when you are using the PCL print personality.

NOTE You must click **Apply** before your changes take effect.

PostScript

Use the PostScript option when you are using the PostScript print personality. When the **Print PostScript error** option is turned on, the PostScript error page automatically prints when PostScript errors occur.

NOTE You must click **Apply** before your changes take effect.

Print quality

Use the HP ToolboxFX print-quality options to improve the appearance of your print jobs. These are the same options that are available on the control panel. For more information, see Using the control-panel menus.

The following options are provided for controlling print quality:

Color Calibration

● **Power On Calibration**. Specify whether the printer should calibrate when you turn it on.

● **Calibration Timing**. Specify how frequently the printer should calibrate.

● **Calibrate Now**. Set the printer to calibrate immediately.

NOTE You must click **Apply** before your changes take effect.

Print density

Use the print density settings to make fine adjustments in the amount of each color of toner that is used for your printed documents.

● **Contrasts**. Contrast is the range of difference between light (highlight) and dark (shadow) colors. To increase the overall range between light and dark colors, increase the **Contrasts** setting.

● **Highlights**. Highlights are colors that are nearly white. To darken highlight colors, increase the **Highlights** setting. This adjustment does not affect midtone or shadow colors.

● **Midtones**. Midtones are colors that are halfway between white and solid density. To darken midtone colors, increase the **Midtones** setting. This adjustment does not affect highlight or shadow colors

● **Shadows**. Shadows are colors that are nearly solid density. To darken shadow colors, increase the **Shadows** setting. This adjustment does not affect highlight or midtone colors.

Paper types

Use the HP ToolboxFX **Paper types** options to configure print modes that correspond to the various media types. When you select **Restore modes**, all of the modes are reset to the factory settings.

NOTE You must click **Apply** before your changes take effect.

System setup

Use the HP ToolboxFX system settings options to configure miscellaneous print settings. These settings are not available on the control panel.

> **NOTE** You must click **Apply** before your changes take effect.

Service

During the printing process, paper, toner and dust particles can accumulate inside the printer. Over time, this buildup can cause print-quality problems such as toner specks or smearing. The HP ToolboxFX provides an easy method for cleaning the paper path. For more information, see Cleaning the printer.

Network settings

The network administrator can use the **Network Settings** tab to control the network-related settings for the printer when it is connected to an IP-based network.

Using Macintosh Configure Device

Macintosh Configure Device is a Web-based program that you can use to configure and maintain the printer from a computer running Mac OS X V10.3 or V10.4. You can use Macintosh Configure Device when the printer is directly connected to the computer or when it is connected to the network. You do not need Internet access in order to open and use Macintosh Configure Device.

NOTE You must perform a complete software installation to use Macintosh Configure Device.

Use Macintosh Configure Device for the following tasks:

- Check the printer status and print information pages.

- Check and change printer system settings.

- Check default print settings.

- Check and change network settings, including the following settings:

    IP configuration

    Advanced network settings

    mDNS settings

    SNMP settings

    password

To view Macintosh Configure Device when the printer is directly connected to the computer

1. Open HP Director by clicking the **HP Director** icon in the dock.

2. In HP Director, click **Settings**.

3. Select **Configure device**. The Macintosh Configure Device home page opens.

To view Macintosh Configure Device when the printer is connected to a network

1. Open one of the following supported Web browsers:

    - Safari 1.2 or later

    - Netscape Navigator 7 or later

    - Opera 7 or later

2. Type the IP address of the printer into the Web browser address bar. The Macintosh Configure Device home page opens.

6 Color

This chapter describes how to produce the best possible color printing:

- Using color
- Managing color
- Matching colors

Using color

The printer provides automatic color features that generate excellent color results. Carefully designed and tested color tables provide smooth, accurate color rendition of all printable colors.

The printers also provide sophisticated tools for the experienced professional.

HP ImageREt

HP ImageREt is a technology that provides the best color print quality without having to change printer driver settings or make trade-offs between print quality, performance, and memory. ImageREt produces photorealistic images.

Media selection

For the best color and image quality, select the appropriate media type from the software printer menu or from the printer control panel. See Selecting print media.

Color options

Color options automatically provide optimal color output. These options use object tagging, which provides optimal color and halftone settings for different objects (text, graphics, and photos) on a page. The printer driver determines which objects appear on a page and uses halftone and color settings that provide the best print quality for each object.

In the Windows environment, the **Automatic** and **Manual** color options are on the **Color** tab in the printer driver.

Standard red-green-blue (sRGB)

Standard red-green-blue (sRGB) is a worldwide color standard that HP and Microsoft developed as a common color language for monitors, input devices (scanners and digital cameras), and output devices (printers and plotters). It is the default color space used for HP products, Microsoft operating systems, the World Wide Web, and most office software. The sRGB standard represents the typical Windows monitor and is the convergence standard for high-definition television.

> **NOTE** Factors such as the type of monitor you use and the room lighting can affect the appearance of colors on your screen. For more information, see Matching colors.

The latest versions of Adobe PhotoShop®, CorelDRAW®, Microsoft Office, and many other programs use sRGB to communicate color. Because it is the default color space in Microsoft operating systems, sRGB has been adopted broadly. When programs and devices use sRGB to exchange color information, typical users experience greatly improved color matching.

The sRGB standard improves your ability to match colors between the printer, the computer monitor, and other input devices automatically, and eliminates the need to become a color expert.

Printing in four colors (CMYK)

Cyan, magenta, yellow, and black (CMYK) are the inks that a printing press uses in four-color printing. Graphic arts (printing and publishing) environments typically use CMYK data files to provide rich, saturated colors for text and graphics. The printer uses the PS printer driver to accept CMYK colors.

Managing color

Setting color options to **Automatic** typically produces the best possible print quality for color documents. However, you sometimes might want to print a color document in grayscale (black and white) or change one of the printer color options.

- In Windows, use the settings on the **Color** tab in the printer driver to print in grayscale or change the color options.

- When using a Macintosh computer, use the **Color Matching** pop-up menu in the **Print** dialog box to print in grayscale or change the color options.

Print in Grayscale

Select the **Print in Grayscale** option from the printer driver to print a color document in black and white. This option is useful for printing color documents that will be photocopied or faxed.

When **Print in Grayscale** is selected, the printer uses the monochrome mode, which reduces wear on the color cartridges.

Automatic or manual color adjustment

The **Automatic** color adjustment option optimizes the neutral-gray color treatment, halftones, and edge enhancements for each element in a document. For more information, see your printer driver online Help.

> **NOTE** **Automatic** is the default setting and is recommended for printing all color documents.

Use the **Manual** color adjustment option to adjust the neutral-gray color treatment, halftones, and edge enhancements for text, graphics, and photographs. To gain access to the manual color options, from the **Color** tab, select **Manual**, and then select **Settings**.

Manual color options

Use manual color adjustment to adjust the **Color** (or **Color Map**) and **Halftoning** options individually for text, graphics, and photographs.

> **NOTE** In programs that convert text or graphics to raster images, the **Photographs** settings also control text and graphics.

Table 6-1 Manual color options

Setting description	Setting options
Halftone **Halftone** options affect the color output resolution and clarity.	**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 the top priority. **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 details are the top priority.

Table 6-1 Manual color options (continued)

Setting description	Setting options
Neutral Grays 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. ● **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.
Edge Control The **Edge Control** setting determines how edges are rendered. 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.	● **Maximum** is the most aggressive trapping setting. Adaptive halftoning is on. ● **Normal** is the default trapping setting. Trapping is at a medium level and adaptive halftoning is on. ● **Light** sets trapping at a minimal level, and adaptive halftoning is on. ● **Off** turns off both trapping and adaptive halftoning.
RGB Color	● **Default (sRGB)** instructs the printer to interpret RGB color as sRGB. The sRGB standard is the accepted standard of Microsoft and the World Wide Web Consortium (http://www.w3.org). ● **Vivid** instructs the printer to increase the color saturation in the midtones. Less colorful objects are rendered more colorfully. This setting is recommended for printing business graphics. ● **Device** sets the printer to print RGB data in raw device mode. To render photographs correctly when this option is selected, you must manage color in the program in which you are working or in the operating system. ● **AdobeRGB (1998)** is for documents that use the AdobeRGB color space rather than sRGB. For example, some digital cameras capture images in AdobeRGB, and documents that are produced with Adobe PhotoShop use the AdobeRGB color space. When printing from a professional software program that uses AdobeRGB, it is important that you turn off the color management in the software program and allow the printer to manage the color space. ● **Photo Image** interprets RGB color as if it were printed as a photograph using a digital mini-lab. It renders deeper, more saturated colors differently than Default mode. Use this setting for printing photos.

Restricting color printing

The printer includes a **Restrict color** setting. Administrators can use the setting to restrict user access to the color printing features in order to conserve color toner. If you are unable to print in color, see your network administrator.

1. Press OK to open the menus.

2. Press < or > to highlight System setup, and then press OK.

3. Press < or > to highlight Print quality, and then press OK.

4. Press < or > to highlight Restrict color, and then press OK.

5. Press < or > to select on of the following options

   - Enable color

   - Disable color

6. Press OK to save the setting.

The network administrator can monitor color usage for a specific HP Color LaserJet 2700 printer by printing a color usage job log. See Using printer information pages.

Matching 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.

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

Using the HP ToolboxFX to print the Microsoft Office Basic Colors palette

You can use HP ToolboxFX to print a palette of the Microsoft Office Basic Colors. Use this palette to select the colors that you want to use in printed documents. It shows the actual colors that print when you select these basic colors in a Microsoft Office program.

1. In HP ToolboxFX, select the **Help** folder.

2. In the **Print Quality Troubleshooting** section, select **Print Basic Colors**.

Sample book color matching

The process for matching printer output to preprinted sample books and standard color references is complex. In general, you can obtain a reasonably good match to a sample book if cyan, magenta, yellow, and black inks are used in the sample book. These are usually referred to as process-color sample books.

Some sample books are created from spot colors, which are specially created colorants. Many of these spot colors are outside the printer gamut (color range). Most spot color sample books have companion process sample books that provide CMYK approximations.

Most process sample books have a note about what process standards were used to print the sample book: SWOP, EURO, or DIC. In most cases, for optimal color matching, select the corresponding ink emulation from the printer menu. If you cannot identify the process standard, use SWOP ink emulation.

7 Maintenance

This chapter describes ways to maintain your printer. The following topics are covered:

- Managing supplies
- Replacing supplies and parts
- Cleaning the printer

Managing supplies

Using, storing, and monitoring print cartridges can help ensure quality printer output.

Supplies life

The life of the print cartridge depends on usage patterns and the amount of toner that print jobs require. For example, when printing text at 5% coverage, a black HP print cartridge lasts an average of 5,000 pages. (A typical business letter is about 5% coverage.)

Cartridge life expectancy is reduced by frequently printing many 1- or 2-page jobs or jobs with heavy coverage. At any time, you can verify the life expectancy by checking the print-cartridge life. See Checking the print-cartridge life for more information.

Approximate print-cartridge replacement intervals

The following table lists the estimated replacement intervals for print cartridges.

Page count	Approximate time period[1]
6,500 pages[2] (black)	6 months
3,500 pages (color)	

[1] Approximate life is based on 1,500 pages per month.

[2] Approximate average A4-/letter-size page count based on approximately 5% coverage of individual colors.

To order supplies online, go to www.hp.com/support/clj2700.

Checking the print-cartridge life

You can check the print-cartridge life using the printer control panel, the embedded Web server, printer software, the HP ToolboxFX, or HP Web Jetadmin software. Check the supplies gauge on the printer control panel for approximate supply levels.
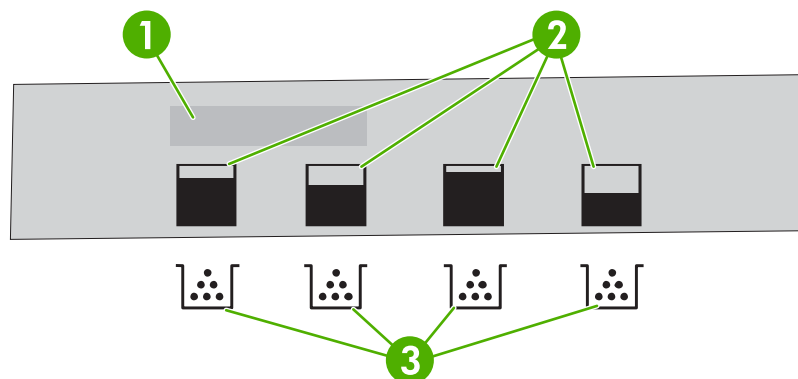
Figure 7-1 Printer display

1	Message/Prompt area
2	Supplies gauge
3	Print cartridge colors from left to right: black, yellow, cyan, and magenta

For more precise levels, follow the instructions in the table below to print a supplies status page.

Device	Procedure
Printer control panel	1. Press OK. 2. Press > to highlight **Reports**, and then press OK. 3. Press > to highlight **Supplies status**, and then press OK.
The HP ToolboxFX	In the **Status** tab, click **Supplies Status** to open the supplies status page.
Embedded Web server	1. In your browser, enter the IP address for the printer home page and press Enter to open the printer status page. See Using the embedded Web server. 2. On the left side of the screen, click **Supplies Status** to open the supplies status page. NOTE The IP address is found on the printer network configuration page. See Using printer information pages.
HP Web Jetadmin	In HP Web Jetadmin, select the printer device. The device status page shows print cartridge information.

Print-cartridge storage

Do not remove the print cartridge from its package until you are ready to use it.

CAUTION To prevent damage to the print cartridge, do not expose it to light for more than a few minutes, and do not touch the surface of the roller.

HP print cartridges

When you use a genuine new HP print cartridge, you can obtain the following supplies information:

- Percentage of supplies remaining

- Approximate pages remaining

- Number of pages printed

Non-HP print cartridges

Hewlett-Packard Company cannot recommend use of non-HP print cartridges, either new or remanufactured. Because they are not genuine HP products, HP cannot influence their design or control their quality. Service or repair that is required as a result of using a non-HP print cartridge *will not* be covered under the printer warranty.

If you use a non-HP print cartridge, HP cannot ensure the accuracy of certain features.

If the non-HP print cartridge was sold to you as a genuine HP product, see HP fraud hotline and Web site.

Print-cartridge authentication

The printer automatically authenticates the print cartridges when the cartridges are inserted into the printer. During authentication, the printer will let you know whether a cartridge is a genuine HP print cartridge.

If the printer control panel message states that this is not a genuine HP print cartridge and you believe you purchased an HP print cartridge, see HP fraud hotline and Web site.

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 printer message says the cartridge is non-HP. HP will help determine if the product 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:

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

●   The cartridge does not look like it usually does (for example, the orange pull tab is missing, or the packaging differs from HP packaging).

Replacing supplies and parts

Carefully follow the guidelines in this section when replacing printer supplies.

Supply replacement guidelines

To facilitate the replacement of supplies, keep the following guidelines in mind when setting up the printer.

● Sufficient space is required above and in the front of the printer for removing supplies.

● The printer should be located on a flat, sturdy surface.

For instructions on installing supplies, see the installation guides provided with each supply item or go to www.hp.com/support/clj2700.

⚠ **CAUTION**   Hewlett-Packard recommends the use of HP products in this printer. Use of non-HP products may cause problems requiring service that is not covered by the HP warranty or service agreements.

Changing print cartridges

When a print cartridge approaches the end of useful life, the control panel displays a message recommending that you order a replacement. The printer can continue to print using the current print cartridge until the control panel displays a message instructing you to replace the cartridge.

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

Replace a print cartridge when **Replace <color> cartridge** appears on the control panel.

To change the print cartridge

1. Open the front door.
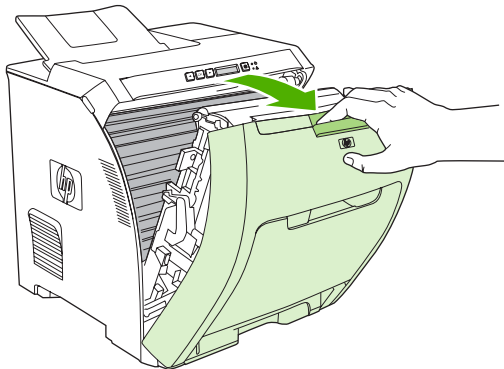
⚠ **CAUTION**   Do not place anything on the transfer unit and do not touch the transfer unit, which is located on the inside of the front door.

2. Remove the used print cartridge from the printer.
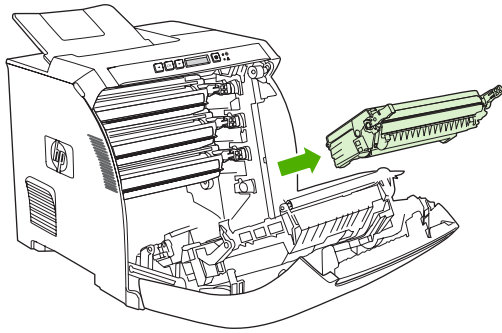
3. Remove the new print cartridge from the bag. Place the used print cartridge in the bag for recycling.
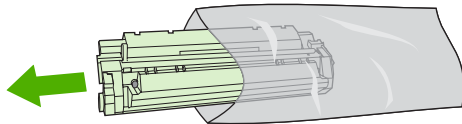
4. Grasp both sides of the print cartridge and distribute the toner by gently rocking the print cartridge from front to back.

⚠ **CAUTION**   Do not touch the shutter or the surface of the roller.
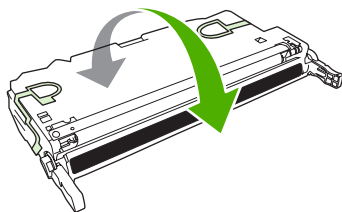
5. Remove the orange shipping locks and the shipping tape attached to the left shipping lock from the new print cartridge. Discard the shipping tape and shipping locks according to local regulations.
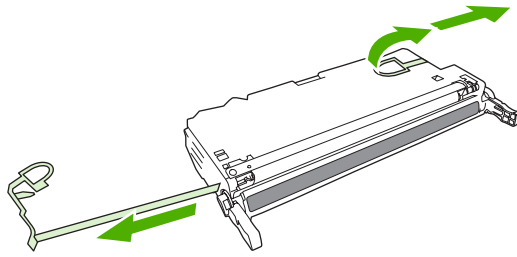
6. Align the print cartridge with the tracks inside the printer, and using the handles, insert the print cartridge until it is firmly seated.
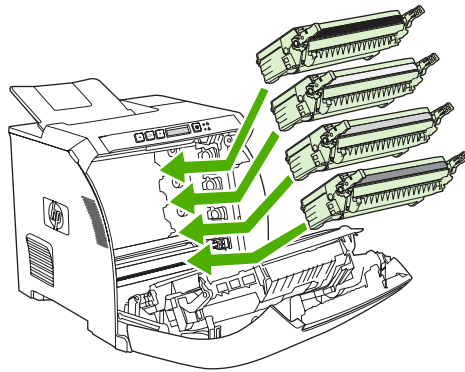
7. Firmly close the front door.
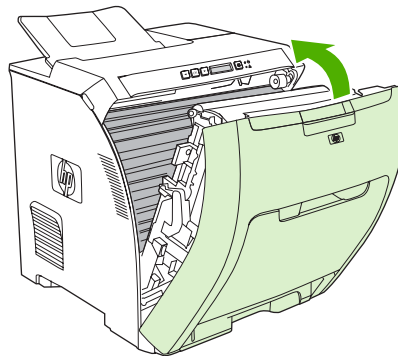
   After a short time, **Ready** should appear on the control panel.

8. Installation is complete. Place the used print cartridge in the box in which the new cartridge arrived. See the enclosed recycling guide for recycling instructions.

9. If you are using a non-HP print cartridge, check the printer control panel for further instructions.

For additional help, see the Web sites listed in Supply replacement guidelines.

Cleaning the printer

During the printing process, paper, toner, and dust particles can accumulate inside the printer. Over time, this buildup can cause print-quality problems, such as toner specks or smearing. This printer has a cleaning mode that can correct and prevent these types of problems.
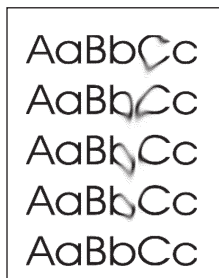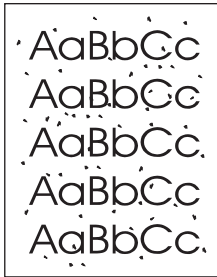
To clean the printer using the printer control panel

1. Press OK.

2. Press > to highlight **Service**, and then press OK.

3. Press > to highlight **Cleaning mode**, and then press OK.

4. Load tray 1 with plain paper, and then press OK to start the cleaning process.

To clean the printer using the HP ToolboxFX

1. Open the HP ToolboxFX.

2. In the **Devices** pane, double-click the printer icon.

3. Double-click the **HP** folder, and click **Troubleshooting**.

4. Under **Cleaning Page**, click **Print Page**. A patterned page prints.

5. At the printer, load the patterned page face-up in tray 1.

6. At the computer, click **Clean**.

8 Problem solving

This chapter describes what to do if problems arise with your printer.

-
-
-
-
-
-
-
-
-
-
-
-

Basic troubleshooting checklist

If you are experiencing problems with the printer, use the following checklist to identify the cause of the problem:

- Is the printer connected to power?

- Is the printer on?

- Is the printer in the **Ready** state?

- Are all necessary cables connected?

- Do any messages appear on the control panel?

- Are genuine HP supplies installed?

- Were recently replaced print cartridges installed correctly, and was the pull tab on the cartridge removed?

For additional information about installation and setup, see the printer getting started guide.

If you cannot find solutions to printer problems in this guide, go to www.hp.com/support/clj2700.

Factors that affect printer performance

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

- Maximum printer speed, measured in pages per minute (ppm)

- The use of special paper (such as transparencies, heavy paper, and custom-size paper)

- Printer processing and download time

- The complexity and size of graphics

- The speed of the computer you are using

- The USB connection

- The printer I/O configuration

- The amount of printer memory installed

- The network operating system and configuration (if applicable)

- Printer personality (PCL or PS)

> **NOTE** Although additional printer memory can resolve memory problems, improve how the printer handles complex graphics, and improve download times, it will not increase maximum printer speed (ppm).

Control-panel messages

The control-panel messages indicate the current printer status. In addition, alert, warning, and critical error messages indicate situations that might require action.

Alert and warning messages appear temporarily and might require that you acknowledge the message by pressing OK to resume printing or by pressing X to cancel the job. With certain warnings, the job might not finish printing or the print quality might be affected. If the alert or warning message is related to printing and the auto-continue feature is on, the printer will attempt to resume printing the job after the warning has appeared for 10 seconds without acknowledgement.

Critical error messages can indicate some kind of failure. Restarting the printer might fix the problem. If a critical error persists, the printer might require service.

| Control-panel message	Description	Recommended action
10.XXXX Supply Error	The e-label for one of the print cartridges cannot be read or is missing. ● 10.0000 = black e-label error ● 10.0001 = cyan e-label error ● 10.0002 = magenta e-label error ● 10.0003 = yellow e-label error ● 10.1000 = black e-label is missing ● 10.1001 = cyan e-label is missing ● 10.1002 = magenta e-label is missing ● 10.1003 = yellow e-label is missing	1. Reinstall the print cartridge. 2. Turn the printer off and then on. 3. If the problem is not solved, replace the cartridge.
49 Error **Turn off then on**	The printer experienced an internal error.	Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the printer to initialize. If you are using a surge protector, remove it. Plug the printer directly into the wall socket. Use the power switch to turn on the printer. If the message persists, contact HP support. See Service and support.
50.X Fuser Error **Turn off then on**	The printer has experienced an error with the fuser.	Turn off the printer, wait at least 25 minutes, and then turn on the printer. If you are using a surge protector, remove it. Plug the printer directly into the wall socket. Use the power switch to turn on the printer. If the message persists, contact HP support. See Service and support.
51.XX Error **Turn off then on**	The printer has experienced an internal hardware error.	Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the printer to initialize. If you are using a surge protector, remove it. Plug the printer directly into the wall socket. Use the power switch to turn on the printer.

Control-panel message	Description	Recommended action
		If the message persists, contact HP support. See Service and support.
54.XX Error **Turn off then on**	The printer has experienced an error with one of the internal sensors.	Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the printer to initialize. If you are using a surge protector, remove it. Plug the printer directly into the wall socket. Use the power switch to turn on the printer. If the message persists, contact HP support. See Service and support.
55.X Error **Turn off then on**	The printer has experienced an internal error.	Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the printer to initialize. If you are using a surge protector, remove it. Plug the printer directly into the wall socket. Use the power switch to turn on the printer. If the message persists, contact HP support. See Service and support.
57 Fan Error **Turn off then on**	The printer has experienced a problem with its internal fan.	Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the printer to initialize. If you are using a surge protector, remove it. Plug the printer directly into the wall socket. Use the power switch to turn on the printer. If the message persists, contact HP support. See Service and support.
59.X Error **Turn off then on**	The printer has experienced a problem with one of the motors.	Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the printer to initialize. If you are using a surge protector, remove it. Plug the printer directly into the wall socket. Use the power switch to turn on the printer. If the message persists, contact HP support. See Service and support.
79 Error **Turn off then on**	The printer has experienced an internal firmware error.	Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the printer to initialize. If you are using a surge protector, remove it. Plug the printer directly into the wall socket. Use the power switch to turn on the printer. If the message persists, contact HP support. See Service and support.

Control-panel message	Description	Recommended action
79 Service Error **Turn off then on**	An incompatible DIMM is installed.	1. Turn the printer off by using the power switch. 2. Install a DIMM that the printer supports. See Service and support for a list of supported DIMMs. See Working with memory for DIMM installation instructions. 3. Turn the printer on. If the message persists, contact HP support. See Service and support.
Color disabled. Using black only	The printer has been set to disable color printing. Jobs will only print in black and white.	The printer is behaving correctly with the current settings. If you need to print in color, contact your administrator. See Restricting color printing.
Device error **Press** OK	An internal error occurred.	Press OK to resume the job.
Door open	The printer door is open.	Close the door.
Engine comm. error	The printer experienced an internal communication error.	Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the printer to initialize. If you are using a surge protector, remove it. Plug the printer directly into the wall socket. Use the power switch to turn on the printer. If the message persists, contact HP support. See Service and support.
Incorrect <color>	A print cartridge is installed in the incorrect slot.	Be sure that each print cartridge is in the correct slot. From top to bottom, the print cartridges are installed in this order: black, yellow, cyan, magenta.
Incorrect supplies	More than one print cartridge is installed in the incorrect slot.	Be sure that each print cartridge is in the correct slot. From top to bottom, the print cartridges are installed in this order: black, yellow, cyan, magenta.
Install <color> cartridge	The cartridge is either not installed or not correctly installed in the printer.	Install the print cartridge. See Changing print cartridges.
Install supplies	More than one cartridge is either not installed or not correctly installed in the printer.	Install the print cartridges. See Changing print cartridges.
Invalid driver	You are using an incorrect printer driver.	Select the correct printer driver.
Jam in <location> (<location> indicates the area where the jam has occurred)	The printer has detected a jam.	Clear the jam from the area indicated on the control panel. The job should continue to print. If it does not, try reprinting the job. If the message persists, contact HP support. See Service and support.
Load paper	All trays are empty.	Load print media into the trays.

Control-panel message	Description	Recommended action
Load tray # **Press** OK	The printer is processing a manual-duplex job, and has printed the first sides. The printer waits for you to load the pages into the tray to print the second sides.	Load the printed pages into the tray to print the second sides. See <u>Using 2-sided (duplex) printing</u> for more information.
Load tray # <TYPE> <SIZE>	A tray is configured for the media type and size that the print job is requesting, but that tray is empty.	Load the correct media into the tray, or press OK to use media in a different tray.
Load tray 1 <TYPE> <SIZE>	No trays are configured for the media type and size that the print job is requesting.	Load the correct media into tray 1, or press OK to use media in a different tray.
Manual feed **Press** OK	The printer is set for manual feed mode.	Press OK to clear the message and then load the correct media into tray 1.
Memory is low **Press** OK	The printer memory is almost full.	Press OK to finish the job, or press X to cancel the job. Break the job into smaller jobs that contain fewer pages. For information about increasing the printer memory, see <u>Working with memory</u>.
Misprint **Press** OK	Print media has been delayed as it moves through the printer.	Press OK to clear the message.
No paper pickup **Press** OK	The print engine has failed to pick up a piece of media.	In tray 1, verify that the media was inserted far enough into the tray. In tray 2 or optional tray 3, verify that the paper-length guide is in the correct position for the media size that you are using. Reload the media in the input tray and press OK to continue the job. If the message persists, contact HP support. See <u>Service and support</u>.
Non HP <color> installed	A new, non-HP supply has been installed. This message appears until an HP supply is installed or you press OK.	If you believe you purchased an HP supply, go to <u>www.hp.com/go/anticounterfeit</u>. Service or repairs that are required as a result of using non-HP supplies are not covered under HP warranty. To continue printing, press OK.
Non HP supply in use	A non-HP supply is installed, and you pressed OK to override the error message.	If you believe you purchased an HP supply, go to <u>www.hp.com/go/anticounterfeit</u>. Service or repairs that are required as a result of using non-HP supplies are not covered under HP warranty.
Order <color> cartridge	The identified print cartridge is nearing the end of its useful life.	Order the identified print cartridge. Printing will continue until **Replace <color> cartridge** appears. See <u>Supplies and accessories</u> for more information.

Control-panel message	Description	Recommended action
Order supplies	More than one supply item is low.	Check the supply-level gauges on the control panel, or print a supplies status page to determine which cartridges are low. See Using printer information pages

Order the identified print cartridges. Printing will continue until **Replace <color> cartridge** appears.

See Supplies and accessories for more information. |
| **Page too complex**

Press OK | The printer cannot process the page. | Press OK to continue printing the job, but output might be affected. |
| **Replace <color> cartridge** | The print cartridge is empty. | Replace the print cartridge. See Changing print cartridges. |
| **Replace supplies** | More than one print cartridge is empty. | Check the supply-level gauges on the control panel, or print a supplies status page to determine which cartridges are empty. See Using printer information pages.

Replace the cartridges. See Changing print cartridges. |
| **Sensor Error**

Turn off then on | The printer has experienced an error with the top-of-page sensor. | Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the printer to initialize.

If you are using a surge protector, remove it. Plug the printer directly into the wall socket. Use the power switch to turn on the printer.

If the message persists, contact HP support. See Service and support. |
| **Unauthorized <color>** | A new, non-HP supply has been installed. This message appears until an HP supply is installed or you press OK. | If you believe you purchased an HP supply, go to www.hp.com/go/anticounterfeit.

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

To continue printing, press OK. |
| **Unauthorized supply in use** | A non-HP supply is installed, and you pressed OK to override the error message. | If you believe you purchased an HP supply, go to www.hp.com/go/anticounterfeit.

Service or repairs that are required as a result of using non-HP supplies are not covered under HP warranty. |
| **Unexpected size in tray #** | The printer has detected print media in the tray that does not match the configuration for the tray. | Load the correct media into the tray, or configure the tray for the size that you have loaded. See Configuring trays. |

Jams

Use this illustration to troubleshoot jams in the printer. For instructions to clear jams, see Clearing jams.
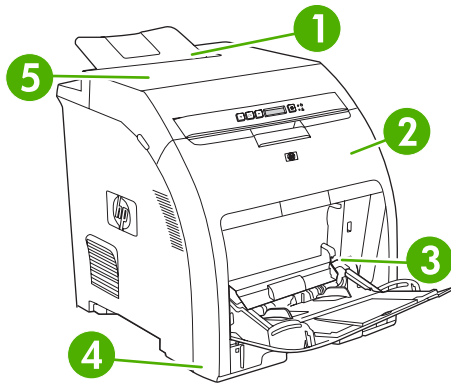
Figure 8-1 Jam locations (printer shown without optional tray 3)

1	Output bin
2	Paper path
3	Tray 1
4	Trays 2 or 3
5	Fuser

Common causes of jams

Common causes of jams[1]

Cause	Solution
The media does not meet specifications.	Use only media that meets HP specifications. See Print-media specifications.
A component is installed incorrectly.	Verify that all print cartridges, trays, and the fuser are correctly installed.
You are using media that has already passed through a printer or copier.	Do not use media that has been previously printed on or copied.
An input tray is loaded incorrectly.	Remove any excess media from the input tray. Make sure that the stack is below the maximum stack height mark in the tray. See Configuring trays.
The media is skewed.	The input-tray guides are not adjusted correctly. Adjust them so they hold the stack firmly in place without bending it.
The media is binding or sticking together.	Remove the media, flex it, rotate it 180 degrees, or flip it over. Reload the media into the input tray. **NOTE** Do not fan paper. Fanning can create static electricity, which can cause paper to stick together.

Common causes of jams[1]

Cause	Solution
The media is removed before it settles into the output bin.	Reset the printer. Wait until the page completely settles in the output bin before removing it.
The media is in poor condition.	Replace the media.
The internal rollers from tray 2 or optional tray 3 are not picking up the media.	Remove the top sheet of media. If the media is heavier than 163 g/m^2 (43 lb), it might not be picked from the tray.
The media has rough or jagged edges.	Replace the media.
The media is perforated or embossed.	Perforated or embossed media does not separate easily. Feed single sheets from tray 1.
Printer supply items have reached the end of their useful life.	Check the printer control panel for messages prompting you to replace supplies, or print a supplies status page to verify the remaining life of the supplies. See Replacing supplies and parts.
Paper was not stored correctly.	Replace the paper in the trays. Paper should be stored in the original packaging in a controlled environment.

[1] If the printer still continues to jam, contact HP Customer Support or your authorized HP service provider.

Clearing jams

Procedures in the following sections correspond with a jam message that might appear on the control panel.

Jam in tray 1

1. Remove the media from tray 1.
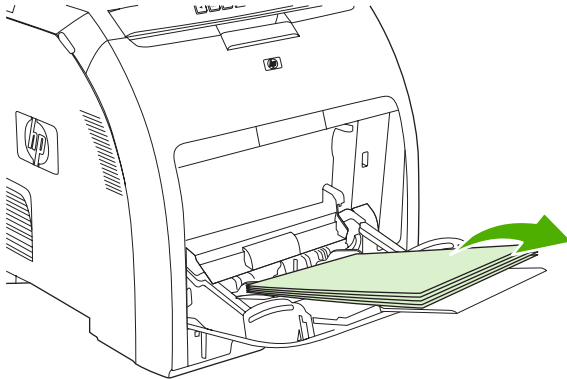
2. Grasp the jammed sheet by both corners and pull.
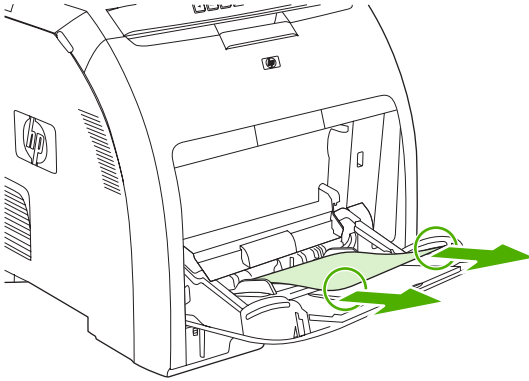
3. Place the media stack in tray 1.
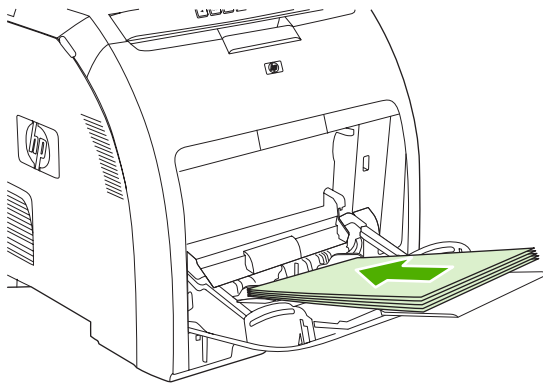
4. Confirm that the media guides are against the media without bending it.
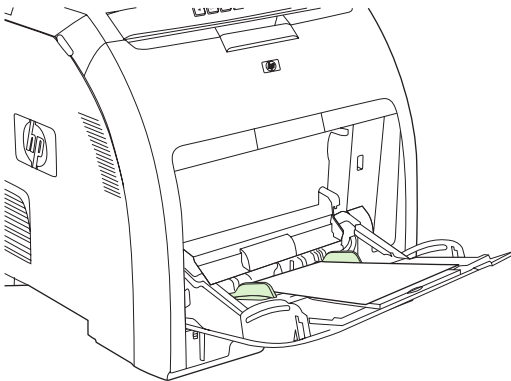
5. Press OK to resume printing.

Jam in tray 2 or optional tray 3

1. If the optional tray 3 is installed, pull it out and place it on a flat surface. If the jammed sheet is visible, remove it.
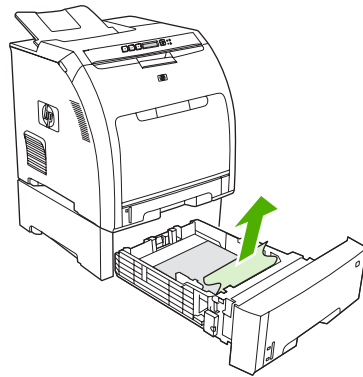
2. If the sheet is not visible, check inside the printer at the top of the tray opening. Remove any jammed media.

3. Pull out tray 2 and place it on a flat surface.
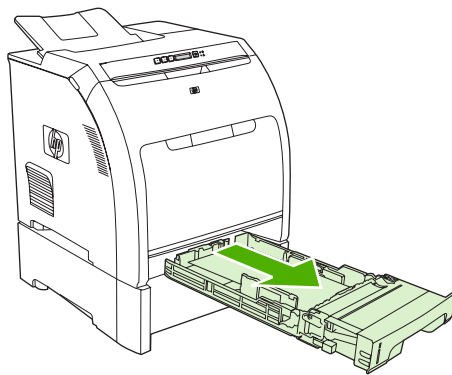
4. If the jammed sheet is visible, remove it.
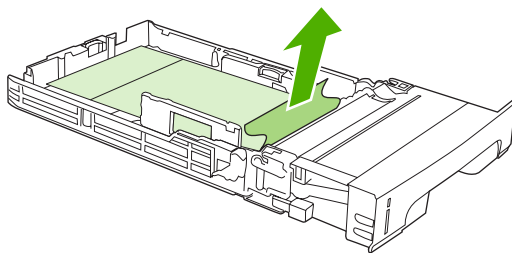
5. If the sheet is not visible, check inside the printer at the top of the tray opening. Remove any jammed media.

6. Replace tray 2 and optional tray 3.
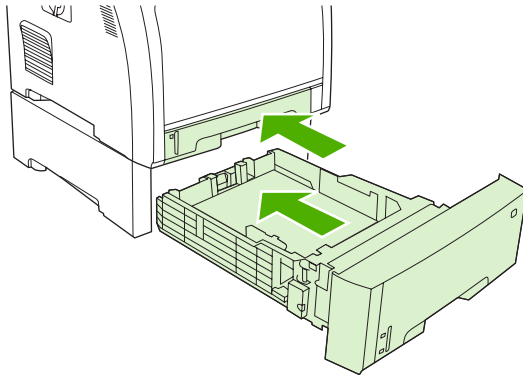
7. Press OK to resume printing.

Jam in print paper path

For this control-panel messages, look in two areas for jams. First, check the front door area for a jam. Next, starting with step 6, check the top cover area.

1. Open the front door.
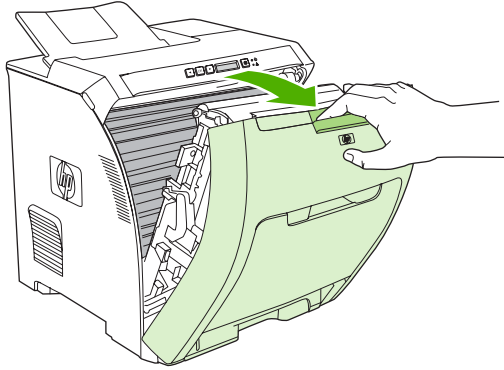
> ⚠ **CAUTION** Do not place anything on the transfer unit. Do not touch the top of the transfer unit or the contacts on the left side of it.

> 📝 **NOTE** If the sheet tears, make sure that all fragments are removed before resuming printing.

2. Remove any visible media.
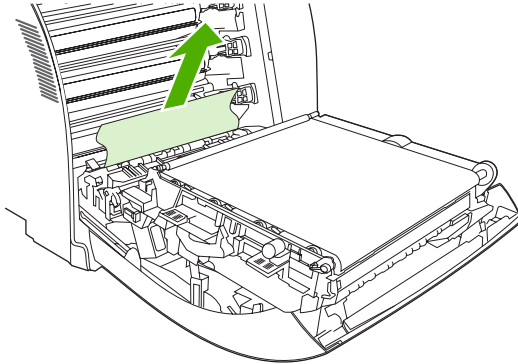
3. Locate the green registration-plate tabs that are below the bottom print cartridge.
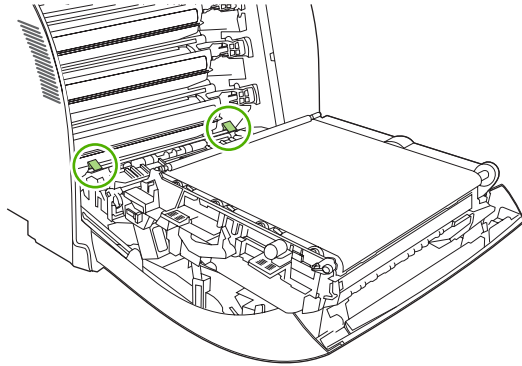
4. Press the tabs, and then lift the registration plate. Remove any jammed media, and then return the registration plate to its closed position.
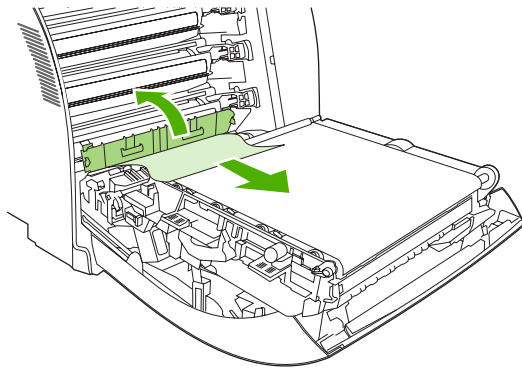
> **NOTE** If the sheet tears, make sure that all fragments are removed before resuming printing.

5. Close the front door.
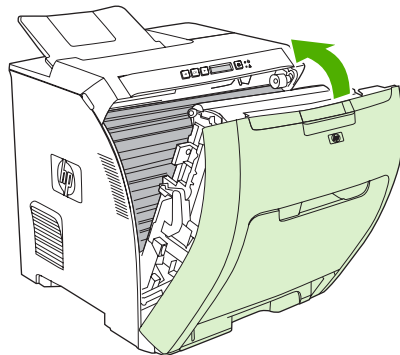
6. Open the top cover.
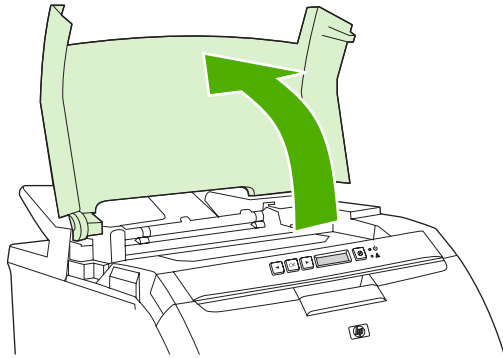
7. If the jammed sheet is visible, remove it and then close the top cover.
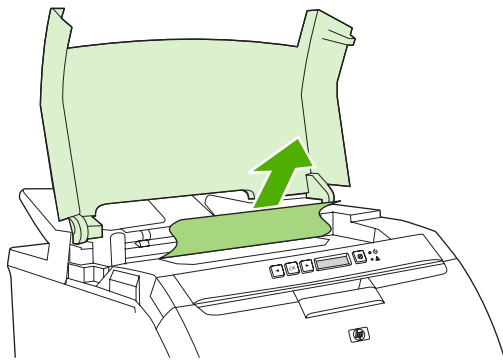
8. If the sheet is not visible, use the power switch to turn off the printer.
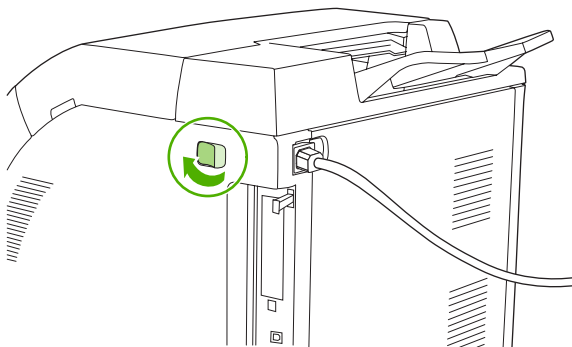
⚠ **WARNING!** The fuser will be hot. Wait 10 minutes before proceeding.

9. Place your thumbs on the fuser latches, squeeze the latches, and pull up on the fuser to remove it.
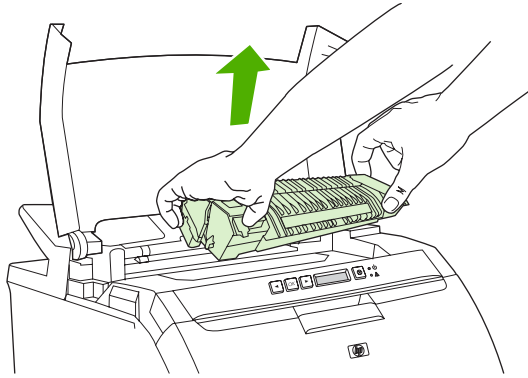
10. On the fuser, lift the shutter door.

⚠️ **CAUTION** Do not open the shutter door while the fuser is in the printer.
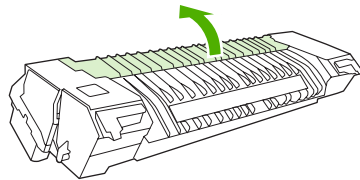
11. Remove any jammed sheets.

📝 **NOTE** If the sheet tears, make sure that all fragments are removed before you resume printing.
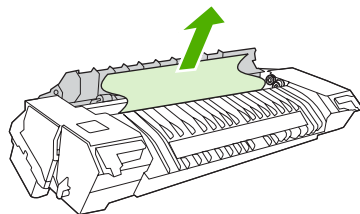
12. Hold the fuser with your thumbs on the latches, and then push both sides of the fuser into the printer. Press the fuser down until it clicks into place.
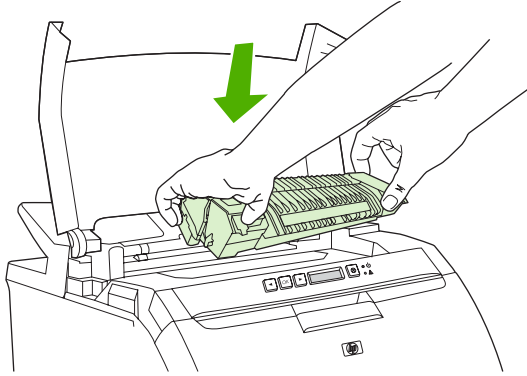
13. Close the top cover and then turn on the printer.
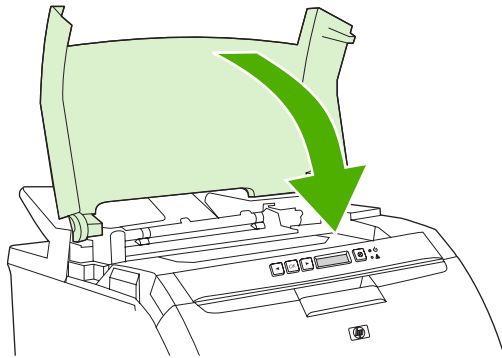
Jam in output bin

For this control-panel message, look in two places for jams. First, check the output bin area for a jam. Next, starting with step 3, check the top cover area.

1. Look for jammed paper in the output bin area.

2. Remove any visible media.

> **NOTE** If the sheet tears, make sure that all fragments are removed before resuming printing.
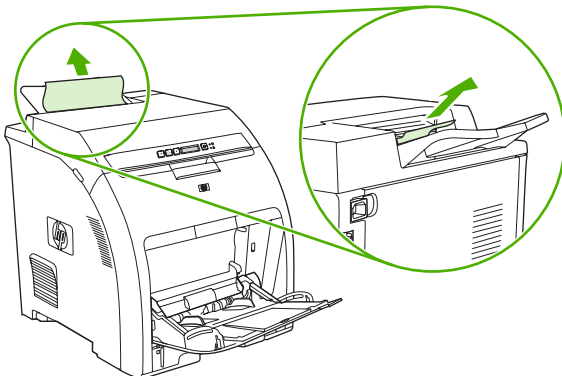
3. Open the top cover.
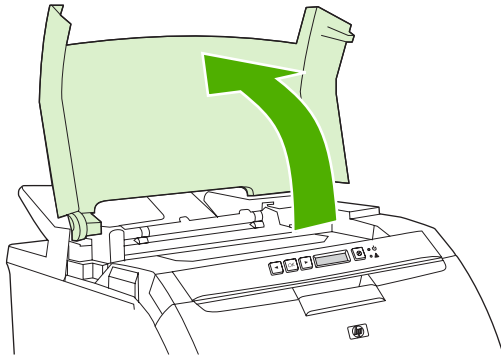
4. If the jammed sheet is visible, remove it and then close the top cover.
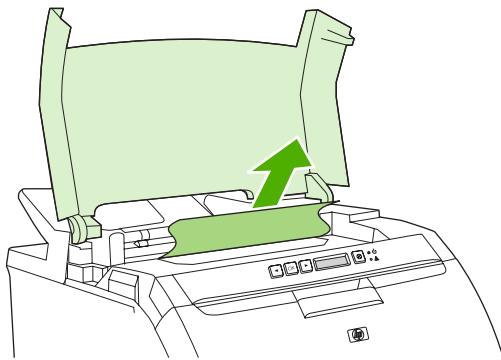
5. If the sheet is not visible, use the power switch to turn off the printer.
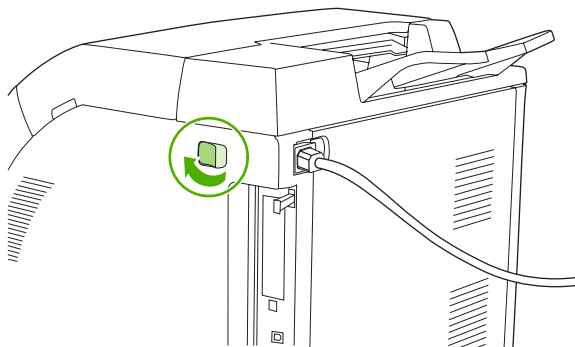
⚠ **WARNING!** The fuser will be hot. Wait 10 minutes before proceeding.

6. Place your thumbs on the fuser latches, squeeze the latches, and pull up on the fuser to remove it.
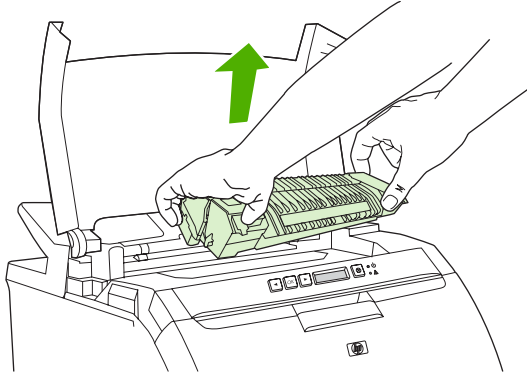
7. On the fuser, lift the shutter door.

> ⚠ **CAUTION** Do not open the shutter door while the fuser is in the printer.
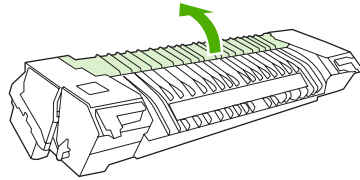
8. Remove any jammed sheets.

> 📝 **NOTE** If the sheet tears, make sure that all fragments are removed before you resume printing.
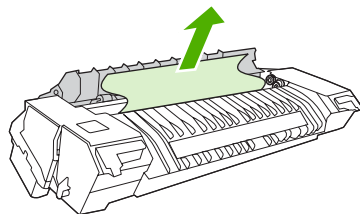
9. Hold the fuser with your thumbs on the latches, and then push both sides of the fuser into the printer. Press the fuser down until it clicks into place.
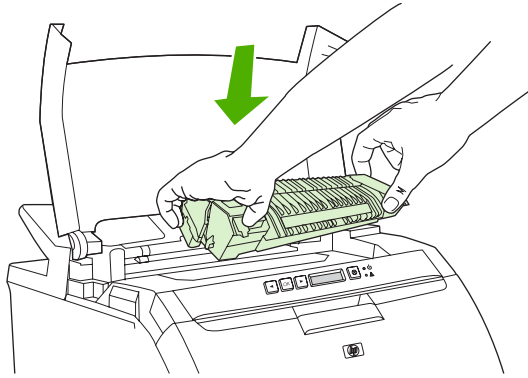
10. Close the top cover and then turn on the printer.
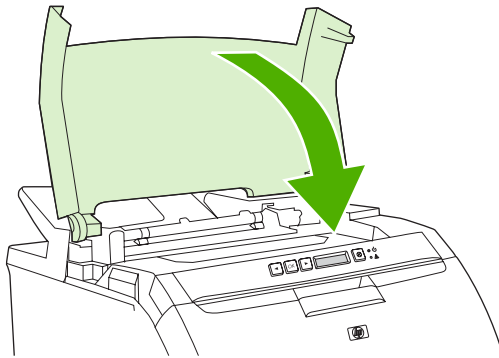
Paper-handling problems

Use only media that meets the specifications outlined in the *HP LaserJet Printer Family Print Media Specification Guide*. For ordering information, see Supplies and accessories.

For media specifications for this printer, see Print-media specifications.

Printer feeds multiple sheets

Cause	Solution
The paper exceeds the maximum stack-height indicator mark in the tray (trays 2 or 3).	Open the tray and verify that the media stack is below the maximum stack-height mark.
The paper is sticking together.	Remove the media, flex it, rotate it 180 degrees, or flip it over, and then reload it into the tray. **NOTE** Do not fan paper. Fanning can create static electricity, which can cause paper to stick together.
The media does not meet the specifications for this printer.	Use only media that meets HP specifications for this printer. See Print-media specifications.
Paper is being used in a high-humidity environment.	Use another type of paper.

Printer feeds incorrect page size

Cause	Solution
The correct size of media is not loaded in the tray.	Load the correct size of media in the tray.
The correct size of media is not selected in the software program or printer driver.	Confirm that the settings in the program and printer driver are appropriate, because the program settings override the printer-driver and control-panel settings, and the printer-driver settings override the control-panel settings.
The correct size or media for tray 1 is not selected on the printer control panel.	At the control panel, select the correct size for tray 1.
The media size is not configured correctly for the tray.	Print a configuration page or use the control panel to determine the size for which the tray is configured.

Printer pulls from an incorrect tray

Cause	Solution
You are using a driver for a different printer.	Use a driver for this printer.
The specified tray is empty.	Load media in the specified tray.
The media size is not configured correctly for the tray.	Print a configuration page or use the control panel to determine the size for which the tray is configured.

Media does not feed automatically

Cause	Solution
Manual feed is selected in the software program.	Load a sheet of media into tray 1 and press OK.
The tray is empty.	Load media into the tray.
Media from a previous jam has not been completely removed.	Open the printer and remove any media that is in the paper path. Closely inspect the fuser area for jams. See Jams.
The media size is not configured correctly for the tray.	Print a configuration page or use the control panel to determine the size for which the tray is configured.
The guides in the tray are not against the media.	Verify that the guides are touching the media.

Media does not feed from trays 2 and 3

Cause	Solution
Manual feed or tray 1 is selected in the software program.	Load a sheet of media into tray 1 and press OK.
The tray is empty.	Load the tray.
The correct media type for the tray is not selected on the printer control panel.	At the printer control panel, select the correct type for the tray.
Media from a previous jam has not been completely removed.	Open the printer and remove any media that is in the paper path. Closely inspect the fuser area for jams. See Jams.
Tray 3 (500-sheet input tray) does not appear as a tray option.	Tray 3 appears as an option only if it is installed. Verify that tray 3 is correctly attached and that the printer driver has been configured to recognize tray 3. See Opening the printer drivers.
Tray 3 is incorrectly installed.	Print a configuration page to confirm that tray 3 is installed. If not, verify that the optional 500-sheet feeder assembly is correctly attached to the printer.
The media size is not configured correctly for the tray.	Print a configuration page or use the control panel to determine the size for which the tray is configured.
The guides in the tray are not against the media stack.	Verify that the guides are touching the stack.

Transparencies or glossy paper will not feed

Cause	Solution
Transparencies that do not meet HP specifications might have been loaded.	Use transparencies designed for HP Color LaserJet printers.
The correct media type is not specified in the software or printer driver.	Verify that the correct type is selected in the software or printer driver.
The tray is overfilled.	Remove excess media from the tray. Make sure the stack is below the maximum stack height mark in tray 2 or 3. Place only one sheet of media in tray 1.

Transparencies or glossy paper will not feed

Cause	Solution
Media in another tray is the same size as the transparencies or glossy paper, and the printer is defaulting to the other tray.	Make sure that the tray that contains the transparencies or glossy paper is selected in the software program or printer driver. Use the printer control panel to configure the tray to the type that is loaded. See Configuring trays.
The tray that contains the transparencies or glossy paper is not configured correctly for type.	Make sure that the tray that contains the transparencies or glossy paper is selected in the software program or printer driver. Use the printer control panel to configure the tray to the type that is loaded. See Configuring trays.

Envelopes printing issues

Cause	Solution
Envelopes are loaded in an unsupported tray.	Load envelopes into tray 1.
Envelopes are curled or damaged.	Try using different envelopes. Store envelopes in a controlled environment. See Envelopes for more information.
Envelopes are sealing because the moisture content is too high.	Try using different envelopes. Store envelopes in a controlled environment.
The envelope orientation is incorrect.	Verify that the envelope is loaded correctly. See Configuring trays.
This printer does not support the envelopes.	See Print-media specifications or the *HP LaserJet Printer Family Print Media Specification Guide*.
The tray is configured for a size other than envelopes.	Configure the tray size for envelopes.

Output is curled or wrinkled

Cause	Solution
The media does not meet the specifications for this printer.	Use only media that meets the HP specifications for this printer. See Print-media specifications.
The media is damaged or in poor condition.	Remove the media from the tray and load media that is in good condition.
The printer is operating in an excessively humid environment.	Verify that the printing environment is within humidity specifications.
You are printing large, solid-filled areas.	Large, solid-filled areas can cause excessive curl. Try using a different pattern.
The media was not stored correctly and may have absorbed moisture.	Remove the media and replace it with media from a fresh, unopened package.
The media has poorly cut edges.	Remove the media, flex it, rotate it 180 degrees, or turn it over, and then reload it into the tray. Do not fan paper. If the problem persists, replace the paper.
The specific media type was not configured for the tray or selected in the software.	Configure the software for the media (see the software documentation). Configure the tray for the media. See Configuring trays.

Output is curled or wrinkled

Cause	Solution
The media was used previously.	Do not reuse media.
Output is consistently curled.	Use the control-panel **Service** menu to turn on the **Less paper curl** option. See Service menu.

Printer will not perform manual duplexing (2-sided printing) or duplexes incorrectly

Cause	Solution
The printer driver is not set up for 2-sided printing.	Configure the printer driver for 2-sided printing. See Opening the printer drivers.
The first page is printing on the back of preprinted forms or letterhead.	For tray 1, load the letterhead paper first-side-down, bottom first. For tray 2 or tray 3, load the letterhead paper first-side-up, top edge toward the back of the tray. See Using 2-sided (duplex) printing for more information.
The printer configuration is not set for duplexing.	Configure the printer for manual duplexing: 1. On the Windows taskbar, click **Start**, click **Settings**, and then click **Printers**. • For Windows 2000 and Windows XP, click **Start**, and then click **Printers**. 2. Select the printer. 3. In the **File** menu, click **Properties**. 4. Click the **Device Settings** tab or the **Configure** tab. 5. Select **Allow manual duplexing**.

Printing is only on one side even when manual 2-sided (duplex) is selected

Cause	Solution
Manual 2-sided printing is not enabled.	Configure the printer driver to enable manual 2-sided printing. See Opening the printer drivers.
The paper size that is selected does not support 2-sided (duplex) printing.	Load and select a size and type of paper that supports 2-sided printing.

Printer response problems

The control-panel display is blank

Cause	Solution
The printer power switch is in the off position.	Verify that the printer is on. Fans might run while the printer is in standby mode (off).
The printer memory DIMMs are defective or installed incorrectly.	Verify that the printer memory DIMMs are correctly installed and are not defective.
The power cord is not firmly plugged into both the printer and the power receptacle.	Turn off the printer and then disconnect and reconnect the power cord. Turn the printer on.
The line voltage is incorrect.	Connect the printer to a correct voltage source, as specified on the power rating label on the back of the printer.
The power cord is damaged or worn.	Replace the power cord.
The power source receptacle is not working correctly.	Connect the printer to a different power receptacle.

The control-panel display is difficult to read

Cause	Solution
The contrast is too high or too low for the office environment.	Adjust the contrast on the control-panel display. See System Setup menu.

The printer is on, but nothing prints

Cause	Solution
The printer Ready indicator light is not lit.	Press X to return the printer to the **Ready** state.
The top cover is not closed.	Close the top cover firmly.
Replace <color> cartridge appears on the control-panel display.	Replace the specified print cartridge.
A printer message other than **Ready** appears on the printer control panel.	See Control-panel messages.
The correct driver is not selected in the software program or printer driver.	Select the PS driver in the software program or printer driver.
The computer port is not configured or is not working correctly.	Connect another peripheral to this port to verify that the port is working.

The printer is on but is not receiving data

Cause	Solution
The printer Ready indicator light is not lit.	Press X to return the printer to the **Ready** state.
The front door is not closed.	Close the front door firmly.
A printer message other than **Ready** appears on the printer control panel.	See Control-panel messages.

The printer is on but is not receiving data

Cause	Solution
The interface cable is not correct for this configuration.	Select the correct interface cable for your configuration. See USB configuration.
The interface cable is not securely connected to both the printer and the computer.	Disconnect and reconnect the interface cable.
The interface configurations shown on the printer configuration page do not match those on the host computer.	Configure the printer to match the computer configuration.
The computer is not working correctly.	Try using a program that you know works correctly to check the computer.
The computer port that the printer is connected to is not configured or is not working correctly.	Connect another peripheral to this port to verify that the port is working.

Cannot select the printer from the computer

Cause	Solution
If you are using a switch box, the printer might not be selected for the computer.	Select the correct printer through the switch box.
The printer Ready indicator light is not lit.	Press X to return the printer to the **Ready** state.
A printer message other than **Ready** appears on the printer control panel.	See Control-panel messages.
The correct printer driver is not installed in the computer.	Install the correct printer driver.
The correct printer and port are not selected on the computer.	Select the correct printer and port.
The network is not configured correctly for this printer.	Use the network software to verify the printer network configuration, or consult with the network administrator.
The power receptacle is not working correctly.	Connect the printer to a different power receptacle.

A message appears that 2-sided printing is not available for the type and size selected

Cause	Solution
The selected paper is not supported for 2-sided printing.	Make sure manual 2-sided printing is enabled. See Opening the printer drivers.

Printer control-panel problems

The following table lists common printer control-panel problems and suggested solutions for resolving them.

Control-panel settings do not work correctly

Cause	Solution
The printer control-panel display is blank, even when the fan is running.	Fans might run while the printer is in standby mode (off). Press the printer power switch to turn on the printer.
Printer settings in the software program or printer driver differ from the printer control-panel settings.	Confirm that the settings in the program and printer driver are appropriate. The program settings override the printer-driver and control-panel settings, and the printer-driver settings override the control-panel settings.
Control-panel settings were not correctly saved.	Select the control-panel settings again, and then press OK. An asterisk (*) should appear to the right of the setting.
If the printer is on a network, another user might have changed printer control-panel settings.	Consult the network administrator to coordinate changes to printer control-panel settings.

Unable to select tray 3 (optional 500-sheet input tray)

Cause	Solution
Tray 3 does not appear as an input tray option on the configuration page or on the control panel.	Tray 3 appears as an option only if it is installed. Verify that tray 3 is installed correctly.
Tray 3 does not appear as an option in the printer driver.	Verify that the printer driver configuration recognizes tray 3. See the printer driver Help to set up and configure additional trays. See Opening the printer drivers.

Color-printing problems

Printing black instead of color

Cause	Solution
Grayscale is selected in the software program or printer driver.	In the software program or printer driver, select **Color** mode instead of **Grayscale** or **Monochrome** mode.
You might be using a driver for monochrome (black and white) printing.	Install the PCL 6 or PS drivers, which enable color printing.
The correct printer driver is not selected in your software program.	Select the correct printer driver.
The **Restrict color** option is set to **Disable color**.	Contact your system administrator to set the option to **Enable color**.
No color appears on the configuration page.	Contact HP support.

Incorrect hues print

Cause	Solution
The media does not meet the specifications for this printer.	See the *HP LaserJet Printer Family Print Media Specification Guide*. Go to www.hp.com/support/clj2700 for *HP LaserJet Printer Family Print Media Specification Guide* ordering information. When you connect, select **Manuals**.
The printer operates in excessively humid or dry conditions.	Verify that the printer environment is within humidity specifications. Store the print media in the same environment as the printer. Calibrate the printer. See Calibrating the printer. **NOTE** For more information about color-quality problems see Print-quality troubleshooting.

A color is missing

Cause	Solution
The HP print cartridge is defective.	Replace the cartridge.

Inconsistent colors print after installing a print cartridge

Cause	Solution
New print cartridges sometimes require printing several pages before they deliver consistent print quality.	Try printing approximately 50 pages with the new cartridge, and then try the print job again.
Another print cartridge might be low.	Check the supplies gauge on the control panel or print a supplies status page. See Using printer information pages.

Inconsistent colors print after installing a print cartridge

Cause	Solution
The printer might need calibration.	Calibrate the printer. See Calibrating the printer.
The print cartridge might be a refilled cartridge.	Use a genuine HP print cartridge. See Supplies and accessories.

Printed colors do not match screen colors

Cause	Solution
Extremely light screen colors are not being printed.	The software program might interpret extremely light colors as white. If so, avoid using extremely light colors.
Extremely dark screen colors print in black.	The software program might interpret extremely dark colors as black. If so, avoid using extremely dark colors.
The printer might need calibration.	Calibrate the printer. See Calibrating the printer.
The colors on the computer screen differ from the printer output.	1. On the printer driver **Color** tab, in the **Color Options** section, select **Manual**. 2. Click **Settings**. 3. In **Manual Color Options**, in the **Color Options** section, select **Default (sRGB)** for each object. 4. Click **OK** to finish. **NOTE** Several factors can influence your ability to match printed colors to those on your screen: paper, overhead lighting, software programs, operating system palettes, monitors, and video cards and drivers. See Color.

Incorrect printer output

Printer output problems

Incorrect fonts print

Cause	Solution
The font has not been correctly selected in the software program.	Reselect the font in the software program.
The font is not available to the printer.	Download the font to the printer or use another font. (In Windows, the driver does this automatically.)
The correct printer driver is not selected.	Select the correct printer driver.
The font might be correct, but the characters appear blurry because the colors are not aligned correctly.	Perform a full printer calibration. See Calibrating the printer.

Cannot print all characters in a symbol set

Cause	Solution
The correct font is not selected.	Select the correct font.
The correct symbol set is not selected.	Select the correct symbol set.
The software program does not support the selected character or symbol set.	Use a font that supports the character or symbol.

Text drifts between pages

Cause	Solution
The software program is not resetting the printer to the top of the page.	See the software documentation or the *PCL/PJL Technical Reference Package* for specific information.

Characters are erratic or missing, or the printout is interrupted

Cause	Solution
The interface cable is of poor quality.	Try using a different, higher quality, IEEE-compliant interface cable.
The interface cable is loose.	Disconnect and reconnect the interface cable.
The interface cable is damaged or bad.	Try using a different interface cable.
The power cable is loose.	Disconnect and reconnect the power cable.
You are attempting to print a PCL job, but the printer is configured for PS.	From the printer control panel, select the correct printer personality and then resend the print job.
You are attempting to print a PS job, but the printer is configured for PCL.	From the printer control panel, select the correct printer personality and then resend the print job.

Partial printout

Cause	Solution
A memory-error message appears on the printer control panel.	1. Increase printer memory by deleting unneeded downloaded fonts, style sheets, and macros from the printer memory. or 2. Add more memory to the printer.
The file that you are printing contains errors.	Check the software program to verify that the file does not contain errors. 1. From within the same program, print another file that you know is error-free. or 2. Print the file from another program.

Smears, vertical lines, toner specks, or repetitive marks appear on printouts

Cause	Solution
The printer needs to be cleaned.	Clean the printer. See Cleaning the printer. If the problem persists, see Print-quality troubleshooting.

Guidelines for printing with different fonts

- The 80 internal fonts are available in PostScript emulation (PS) and PCL mode.

- To conserve printer memory, download only those fonts that are needed.

- If you require several downloaded fonts, consider installing additional printer memory.

Some software programs automatically download fonts at the beginning of each print job. It might be possible to configure those programs to download only soft fonts that are not already resident in the printer.

Macintosh problems

Solving problems with Mac OS X

The printer driver is not listed in the Print Center or Printer Setup Utility.

Cause	Solution
The printer software might not have been installed or was installed incorrectly.	Make sure that the printer PPD file is in the following hard-drive folder: `Library/Printers/PPDs/Contents/Resources/<lang>.lproj`, where <lang> is the two-letter language code for the language that you are using. If necessary, reinstall the software. See the getting started guide for instructions.
The PPD file is corrupt.	Delete the PPD file from the following hard-drive folder: `Library/Printers/PPDs/Contents/Resources/<lang>.lproj`, where <lang> is the two-letter language code for the language that you are using. Reinstall the software. See the getting started guide for instructions.

The printer name, IP address, or Rendezvous host name does not appear in the printer list in the Print Center or Printer Setup Utility.

Cause	Solution
The printer might not be ready.	Make sure that the cables are connected correctly, the printer is on, and the ready light is on. If you are connecting through a USB or Ethernet hub, try connecting directly to the computer or use a different port.
The wrong connection type might be selected.	Make sure that USB, IP Printing, or Rendezvous is selected, depending on the type of connection.
The wrong printer name, IP address, or Rendezvous host name is being used.	Print a configuration page. Verify that the printer name, IP address, or Rendezvous host name on the configuration page matches the printer name, IP address, or Rendezvous host name in the Print Center or Printer Setup Utility.
The interface cable might be defective or of poor quality.	Replace the interface cable with a high-quality cable.

The printer driver does not automatically set up your selected printer in the Print Center or Printer Setup Utility.

Cause	Solution
The printer might not be ready.	Make sure that the cables are connected correctly, the printer is on, and the ready light is on. If you are connecting through a USB or Ethernet hub, try connecting directly to the computer or use a different port.
The printer software might not have been installed or was installed incorrectly.	Make sure that the printer PPD file is in the following hard-drive folder: `Library/Printers/PPDs/Contents/Resources/<lang>.lproj`, where <lang> is the two-letter language code for the language that you are using. If necessary, reinstall the software. See the getting started guide for instructions.
The PPD file is corrupt.	Delete the PPD file from the following hard-drive folder: `Library/Printers/PPDs/Contents/Resources/<lang>.lproj`, where <lang> is the two-letter language code for the language that

The printer driver does not automatically set up your selected printer in the Print Center or Printer Setup Utility.

Cause	Solution
	you are using. Reinstall the software. See the getting started guide for instructions.
The interface cable might be defective or of poor quality.	Replace the interface cable with a high-quality cable.

A print job was not sent to the printer that you wanted.

Cause	Solution
The print queue might be stopped.	Restart the print queue. Open **print monitor** and select **Start Jobs**.
The wrong printer name, IP address, or Rendezvous host name is being used.	Print a configuration page. Verify that the printer name, IP address, or Rendezvous host name on the configuration page matches the printer name, IP address, or Rendezvous host name in the Print Center or Printer Setup Utility.

An EPS file prints with incorrect fonts.

Cause	Solution
This problem occurs with some programs.	- Try downloading the fonts that are contained in the EPS file to the printer before printing. - Send the file in ASCII format instead of binary encoding.

You are unable to print from a third-party USB card.

Cause	Solution
This error occurs when the software for USB printers is not installed.	When adding a third-party USB card, you might need the Apple USB Adapter Card Support software. The most current version of this software is available from the Apple Web site.

When connected with a USB cable, the printer does not appear in the Print Center or Printer Setup Utility after the driver is selected.

Cause	Solution
This problem is caused by either a software or a hardware component.	**Software troubleshooting** - Check that your Macintosh supports USB and has the appropriate USB software from Apple. - Verify that your Macintosh operating system is Mac OS X V10.1 or later. **Hardware troubleshooting** - Check that the printer is turned on. - Verify that the USB cable is connected correctly. - Check that you are using the appropriate high-speed USB cable.

When connected with a USB cable, the printer does not appear in the Print Center or Printer Setup Utility after the driver is selected.

Cause	Solution
	● Ensure 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 host computer.
	● Check to see if more than two nonpowered USB hubs are connected in a row on the chain. Disconnect all of the devices from the chain and connect the cable directly to the USB port on the host computer.
	NOTE The iMac keyboard is a nonpowered USB hub.

Software program problems

Cannot change system selections

Cause	Solution
The software program does not support system changes.	See the software program documentation.
The correct printer driver is not loaded.	Load the correct printer driver.
The correct program driver is not loaded.	Load the correct program driver.

Cannot select a font from the software

Cause	Solution
The font is not available to the software program.	See the software program documentation.

Cannot select colors

Cause	Solution
The software program does not support color.	See the software documentation.
Color mode is not selected in the software program or printer driver.	Select **Color** mode instead of **Grayscale** or **Monochrome** mode.
The correct printer driver is not loaded.	Load the correct printer driver.

Printer driver does not recognize tray 3

Cause	Solution
The printer driver has not been configured to recognize tray 3.	See the printer driver online Help for instructions to configure the driver to recognize printer accessories. See Opening the printer drivers.
The accessory might not be installed.	Verify that the accessory is installed correctly.

Print-quality troubleshooting

If you are experiencing problems with print quality, the following sections might help you identify the cause of the problem.

Print-quality problems associated with media

Some print-quality problems arise from the use of inappropriate media.

- The driver setting is incorrect. To change the media type setting, see Type and Size.

- Use media that meets HP specifications. See Print-media specifications.

- The surface of the media is too smooth. Use paper that meets HP specifications. See Print-media specifications.

- The moisture content is uneven, too high, or too low. Use media from a different source or from an unopened ream.

- Some areas of the media reject toner. Use media from a different source or from an unopened ream.

- The letterhead you are using is printed on rough paper. Use a smoother, xerographic paper. If this solves your problem, ask the supplier of your letterhead to use paper that meets the specifications for this printer. See Print-media specifications.

- The paper is excessively rough. Use a smoother, xerographic paper.

- The media that you are using is too heavy for the media type setting that you selected, and the toner is not fusing to the media.

Overhead transparency defects

Overhead transparencies can display the same image-quality problems as other types of media and also defects that are specific to printing on transparencies. Also, because transparencies are pliable in the print path, the paper-handling components can mark their surface.

📝 **NOTE** Allow transparencies to cool for at least 30 seconds before handling them.

- In the printer driver **Paper** tab, select **Transparency** as the paper type. Also, make sure that the tray is correctly configured for transparencies.

- Make sure that the transparencies meet the specifications for this printer. See Print-media specifications.

- The transparencies are not designed for correct toner adhesion. Use only transparencies that are designed for HP Color LaserJet printers.

- Handle transparencies by the edges. Oil from fingers can cause spots and smudges.

- Small, random, dark areas on the trailing edge of solid-fill pages might result when transparencies stick together in the output bin. Try printing the job in smaller batches.

- If printed colors look wrong when printed, select different colors in the software program or printer driver.

- If you are using a reflective overhead projector with the printed transparencies, use a standard overhead projector instead.

Print-quality problems associated with the environment

If the printer is operating in excessively humid or dry conditions, verify that the printing environment is within specifications. See the printer getting started guide for operating-environment specifications.

Print quality problems associated with jams

Make sure that all sheets are cleared from the paper path, and then print two to three pages to clean the printer.

Print-quality problems associated with toner buildup inside the printer

Over time, toner and other particles can collect inside the printer. This buildup can cause the following print-quality problems:

- Marks at even intervals on the printed side of the page

- Toner that smears easily

- Toner specks on the page

- Vertical streaks or bands on the page

To correct these types of problems, clean the printer. See Cleaning the printer.

NOTE To help reduce toner buildup, always configure the media type in the tray to match the media type that you are using. Printing on media that is a different type than the configuration setting can cause excess toner buildup.

Using the HP ToolboxFX to troubleshoot print-quality problems

From the HP ToolboxFX software you can print a page that helps identify which print cartridge is causing the problem. The print-quality troubleshooting page prints five bands of color, which are divided into four overlapping sections. By examining each section, you can isolate the problem to a particular cartridge.
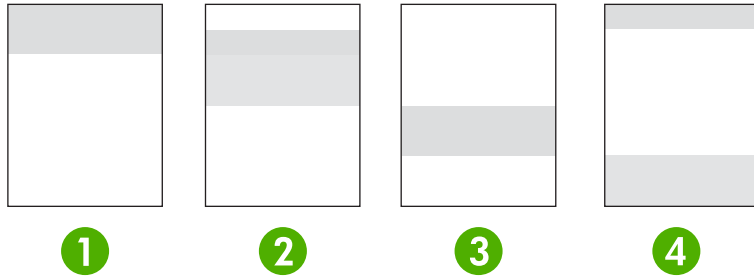
Section	Print-cartridge
1	Yellow
2	Cyan
3	Black
4	Magenta

- If a mark or spot appears in only one section, replace the print cartridge that corresponds to that section.

- If a mark or line appears in more than one section, replace the print cartridge that matches the color of the mark or line.

- If a *repeating* pattern of dots, marks, or lines appears on the page, clean the printer. See Cleaning the printer. After cleaning the printer, print another print-quality troubleshooting page to see if the defect is gone.

To print the print-quality troubleshooting page

1. Open the HP ToolboxFX. See To view the HP ToolboxFX.

2. Click the **Help** folder, and then click the **Troubleshooting** page.

3. Click the **Print** button, and then follow the directions on the printed pages.

Calibrating the printer

Calibration is a printer function that optimizes print quality. If you experience any print-quality problems, calibrate the printer.

1. Press OK.

2. Press > to highlight **System Setup**, and then press OK.

3. Press > to highlight **Print quality**, and then press OK.

4. Press > to highlight **Calibrate color**, and then press OK.

5. Press > to highlight **Calibrate now**, and then press OK.

6. Press OK.

Network problems (HP Color LaserJet 2700n only)

Check the following items to verify that the printer is communicating with the network. Before you begin this troubleshooting procedure, print a configuration page. See Using printer information pages.

1. Are any physical connection problems evident between the workstation or file server and the printer?

    Verify that the network cabling, connections, and router configurations are correct. Verify that the network cable lengths meet network specifications.

2. Are the network cables connected correctly?

    Make sure that the printer is attached to the network through the appropriate port and cable. Check each cable connection to make sure that it is secure and in the right place. If the problem continues, try a different cable or connect to different ports on the hub or transceiver. The amber activity light and the green link status light next to the port connection on the back of the printer should be lit.

3. Are the link speed and duplex settings set correctly?

    Hewlett-Packard recommends leaving this setting in automatic mode (the default setting). See Link speed and link duplex settings.

4. Can you "ping" the printer? (Windows)

    a. Click **Start**, click **Run**, type cmd, and click **OK** to open an MS-DOS command prompt.

    b. Type ping followed by the printer IP address. For example, type: ping 192.168.45.39

        If the ping command is successful, a list of replies from the printer appears in the window.

    c. If you can ping the printer, verify that the IP address configuration for the printer is correct on the computer. If it is correct, delete the printer and then add it again.

        -or-

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

5. Have any software programs been added to the network?

    Make sure new programs are compatible and that they are installed correctly and use the correct printer drivers.

6. Can other users print?

    The problem might be workstation-specific. Check the workstation network drivers, printer drivers, and redirection (capture in Novell NetWare).

7. If other users can print, are they using the same network operating system?

    Check your system for the correct network operating system setup.

8. Is your protocol enabled?

Check the status of your protocol on the Configuration report. You can also use the embedded Web server, the HP ToolboxFX, or Macintosh Configure Device to check the status of other protocols. See Managing the printer.

9. Does the printer appear in HP Web Jetadmin or other management programs?

    ●   Verify the network settings on the Network configuration page.

    ●   Confirm the network settings for the printer by using the control panel.

A Supplies and accessories

- To order supplies in the U.S., go to www.hp.com/sbso/product/supplies.

- To order supplies worldwide, go to www.hp.com/ghp/buyonline.html.

- To order supplies in Canada, go to www.hp.ca/catalog/supplies.

- To order supplies in Europe, go to www.hp.com/go/supplies.

- To order supplies in Asia-Pacific, go to www.hp.com/paper/.

- To order accessories, go to www.hp.com/go/accessories.

Parts and supplies

Spare parts and supplies for this printer will be available for at least five years after production has stopped.

Part	Part number	Type/size
Memory upgrades (DIMMs)	Q1887A	Synchronous 64 MB DDR SDRAM DIMM
	Q7721A	Synchronous 128 MB DDR SDRAM DIMM
	Q7722A	Synchronous 256 MB DDR SDRAM DIMM
Accessories	Q5985A	Optional 500-sheet paper feeder (tray 3)
	J6035D	HP Jetdirect 175x print server (fast Ethernet, 10/100base-TX, USB 1.1)
	J6072A	HP bt1300 Bluetooth[1] wireless printer adapter (USB 1.1 interface)
	J7942A	HP Jetdirect en3700 print server (fast Ethernet, full feature set, 10/100base-TX, USB 2.0)
	J7951A	HP Jetdirect ew2400 wired/wireless print server (fast Ethernet, value feature set, USB 2.0)
Printer supplies	Q7560A	Black print cartridge
	Q7561A	Cyan print cartridge
	Q7562A	Yellow print cartridge
	Q7563A	Magenta print cartridge
Cables	C6518A	USB 2.0 printer cable (2-meter [6.5-foot] standard)

Part	Part number	Type/size
Media	C2934A	50 sheets HP Color LaserJet Transparencies (letter)
	C2936A	50 sheets HP Color Laser Transparencies (A4)
	Q1298A	HP LaserJet Tough paper (letter)
	Q1298B	HP LaserJet Tough paper (A4)
	HPU1132	500 sheets HP Premium Choice LaserJet paper (letter)
	CHP410	500 sheets HP Premium Choice LaserJet paper (A4)
	HPJ1124	500 sheets HP LaserJet paper (letter)
	CHP310	500 sheets HP LaserJet paper (A4)
	Q6608A	100 sheets HP Color Laser Photo Paper, glossy
	Q6611A	150 sheets HP Color Laser Brochure Paper, glossy (letter)
	Q6541A	200 sheets HP Presentation Laser Paper, soft gloss (letter)
	Q6543A	150 sheets HP Brochure Laser Paper, matte (letter)
	Q2546A	300 sheets HP Presentation laser paper, glossy
	Q6549A	100 sheets HP Photo Paper, matte (letter)
	HPL285R	500 sheets HP Color Laser Paper (letter)
Reference materials	5851-1468	*HP LaserJet Printer Family Print Media Specification Guide*
	5021-0337	*PCL/PJL Technical Reference Package* For downloadable versions, go to www.hp.com/support/clj2700. When connected, select **Manuals**.

[1] Bluetooth is a trademark owned by its proprietor and used by Hewlett-Packard Company under license.

Ordering by using the embedded Web server

To order printing supplies directly through the embedded Web server, click the **Shop for Supplies** button in the top-right corner of any page, and then follow the directions on the Web browser page. See Using the embedded Web server.

Ordering by using the HP ToolboxFX

Use the following steps to order printing supplies directly through the HP ToolboxFX.

1. Open the HP ToolboxFX.

2. Click the **Shop for Supplies** button.

3. Follow the instructions on the Web browser page.

B Service and support

Hewlett-Packard limited warranty statement

HP PRODUCT	DURATION OF LIMITED WARRANTY
HP Color LaserJet 2700 and 2700n printers	One-year limited warranty

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.

Print cartridge, transfer unit, and fuser 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 Customer Care

Online Services

For 24-hour access to updated HP printer-specific software, product information, and support information using an Internet connection, go to www.hp.com/support/clj2700.

Go to www.hp.com/support/net_printing for information about the built-in networking.

HP Instant Support Professional Edition (ISPE) is a suite of Web-based troubleshooting tools for desktop computing and printing products. Go to instantsupport.hp.com.

Telephone support

HP provides free telephone support during the warranty period. For the telephone number for your country/region, see the flyer that shipped with the printer, or visit www.hp.com/support/callcenters. Before calling HP, have the following information ready: the product name and serial number, the date of purchase, and a description of the problem.

Software utilities, drivers, and electronic information

● www.hp.com/go/clj2700_software

The Web page for the drivers is in English, but you can download the drivers themselves in several languages.

HP direct ordering for accessories or supplies

● United States: www.hp.com/sbso/product/supplies.

● Canada: www.hp.ca/catalog/supplies

● Europe: www.hp.com/supplies

● Asia-Pacific: www.hp.com/paper/

To order genuine HP parts or accessories, go to the HP Parts Store at www.hp.com/buy/parts (U.S. and Canada only), or call 1-800-538-8787 (U.S.) or 1-800-387-3154 (Canada).

HP service information

To locate HP-Authorized Dealers, call 1-800-243-9816 (U.S.) or 1-800-387-3867 (Canada).

Outside the United States and Canada, call the customer support number for your country/region. See the flyer that shipped in the box with the printer.

HP service agreements

Call 1-800-835-4747 (U.S.) or 1-800-268-1221 (Canada).

For extended service, call 1-800-446-0522.

The HP ToolboxFX

To check the printer status and settings and view troubleshooting information and online documentation, use the HP ToolboxFX. You must have performed a complete software installation in order to use the HP ToolboxFX. See Using the HP ToolboxFX.

HP support and information for Macintosh computers

Go to www.hp.com/go/macosx for Macintosh OS X support information and HP subscription service for driver updates.

Go to www.hp.com/go/mac-connect for products that are designed specifically for the Macintosh user.

HP maintenance agreements

HP has several types of maintenance agreements that meet a wide range of support needs. Maintenance agreements are not part of the standard warranty. Support services may vary by area. Check with your local HP dealer to determine the services available to you.

On-site service agreements

To provide you with the level of support best suited to your needs, HP has on-site service agreements with a selection of response times.

Next-day on-site service

This agreement provides support by the next working day following a service request. Extended coverage hours and extended travel beyond HP's designated service zones are available on most on-site agreements (for additional charges).

Weekly (volume) on-site service

This agreement provides scheduled weekly on-site visits for organizations with many HP products. This agreement is designated for sites using 25 or more workstation products, including printers, plotters, computers, and disk drives.

Extended warranty

HP SupportPack provides coverage for the HP hardware product and all HP-supplied internal components. The hardware maintenance covers a 1 to 3 year period from date of the HP product purchase. The customer must purchase HP SupportPack within the stated factory warranty. For more information, contact the HP Customer Care Service and Support group.

Repacking the printer

If your printer needs to be moved or shipped to another location, perform the following procedure to repack the printer.

⚠️ **CAUTION** Shipping damage as a result of inadequate packing is the customer's responsibility. The printer must remain upright during shipment.

To repack the printer

⚠️ **CAUTION** It is *extremely important* to remove the print cartridges before shipping the printer. Print cartridges left in the printer during shipping will leak and entirely cover the printer engine and other parts with toner.

To prevent damage to the print cartridge, avoid touching the roller, and store the print cartridge in its original packing material or so that it is not exposed to light.

1. Remove all four print cartridges and ship separately.

2. Remove optional tray 3 and ship the tray separately.

3. Use the original shipping container and packing material, if possible. If you have already disposed of the printer packing material, contact a local mailing service for information about repacking the printer. HP recommends insuring the equipment for shipment.

C Printer specifications

The printer specifications provide information about the size and weight, amount of power needed and used, and noise output of the printer. The specifications also describe how the different operating modes affect power consumption, heat output, and noise output.

Physical specifications

Product	Height	Depth	Width	Weight[1]
Base model	400 mm (15.7 inches)	450 mm (17.7 inches)	400 mm (15.7 inches)	20.3 kg (44.8 lb)
Base model plus optional tray 3	540 mm (21.3 inches)	450 mm (17.7 inches)	400 mm (15.7 inches)	25.4 kg (56.0 lb)

[1] The printer weight does not include print cartridges.

Electrical specifications

WARNING! Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This may damage the printer and void the product warranty.

Item	110-volt models	220-volt models
Power requirements	100 to 127 V (+/-10%)	220 to 240 V (+/-10%)
	50 to 60 Hz (+/-2 Hz)	50 to 60 Hz (+/-2 Hz)
Minimum recommended circuit capacity	6.5 A	3.5 A

Power-consumption specifications

Table C-1 Power consumption (average, in watts)[1]

Product Model	Printing[2]	Ready[3]	Sleep[4]	Off	Heat output-Ready (BTU/hour)[5]
HP Color LaserJet 2700	385	45	40	0.5	100
HP Color LaserJet 2700n	385	45	40	0.5	100

[1] The power consumption reflects the highest values measured for color and monochrome printing when using standard voltages.

[2] The printing speed is 15 ppm for letter-size media and 20 ppm for A4-size media.

[3] The default activation time from ready mode to sleep mode is 30 minutes.

[4] The recovery time from sleep mode to the start of printing is 6 seconds.

[5] Maximum heat dissipation for all models in ready mode is 171 BTU per hour.

NOTE These values are subject to change.

Acoustic emissions

Sound power level	Declared per ISO 9296
Printing (15 ppm)[1]	L_{WAd} = 6.9 Bels (A) [69 dB (A)]
Ready	L_{WAd} = 5.3 Bels (A) [53 dB (A)]
Sound pressure level: bystander position	**Declared per ISO 9296**
Printing (15 ppm)[1]	L_{pAm} = 55 dB (A)
Ready	L_{pAm} = 39 dB (A)

[1] The color printing speed is 15 ppm for letter-size media and A4-size media. The monochrome printing speed is 20 ppm for letter-size media and 20 ppm for A4-size media.

NOTE These values are subject to change.

Operating-environment specifications

Environment	Recommended	Allowed
Temperature	17° to 25°C (62.6° to 77°F)	10° to 27°C (50° to 81 F)
Humidity	20% to 60% relative humidity (RH)	10% to 70% RH
Altitude	Not applicable	0 to 2600 m (0 to 8530 ft)

📝 **NOTE** These values are subject to change.

D Regulatory information

This section contains the following regulatory information:

- [FCC regulations](#)
- [Environmental product stewardship program](#)
- [Declaration of conformity](#)
- [Safety statements](#)
- [Laser statement for Finland](#)

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.

Environmental product stewardship program

Protecting the environment

Hewlett-Packard Company 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

This product generates no appreciable ozone gas (O_3).

Power consumption

Power usage drops significantly while in Sleep mode, which saves natural resources and saves money without affecting the high performance of this product.

Paper use

This product's manual duplex feature 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 printing supplies

It's easy to return and recycle your empty HP LaserJet print cartridges—free of charge—with HP Planet Partners. HP is committed to providing inventive, high-quality products and services that are environmentally sound, from product design and manufacturing to distribution, operation and recycling processes. We ensure your returned HP LaserJet print cartridges are recycled properly, processing them to recover valuable plastics and metals for new products and diverting millions of tons of waste from landfills. Since this cartridge is being recycled and used in new materials, it will not be returned to you. Your empty HP LaserJet print cartridges are recycled responsibly when you participate in the HP Planet Partners program. Thank you for being environmentally responsible!

In many countries/regions, this product's printing supplies (for example, print cartridges) can be returned to HP through the HP Printing Supplies Returns and Recycling Program. An easy-to-use and free take back program is available in more than 35 countries/regions. Multilingual program information and instructions are included in every new HP LaserJet print cartridge and supplies package.

HP printing supplies returns and recycling program information

Since 1992, HP has offered HP LaserJet supplies return and recycling free of charge. In 2004, HP Planet Partners for LaserJet Supplies was available in 85% of the world market where HP LaserJet supplies are sold. Postage-paid and pre-addressed labels are included within the instruction guide in most HP LaserJet print cartridge boxes. Labels and bulk boxes are also available through the Web site: www.hp.com/recycle.

Use the label to return empty, original HP LaserJet print cartridges only. Please do not use this label for non-HP cartridges, refilled or remanufactured cartridges, or warranty returns. Printing supplies or other objects inadvertently sent to the HP Planet Partners program cannot be returned.

More than 10 million HP LaserJet print cartridges were recycled globally in 2004 through the HP Planet Partners supplies recycling program. This record number represents 26 million pounds of print cartridge materials diverted from landfills. Worldwide, in 2004, HP recycled an average of 59% of the print cartridge by weight consisting primarily of plastic and metals. Plastics and metals are used to make new products such as HP products, plastic trays, and spools. The remaining materials are disposed of in an environmentally responsible manner.

- **U.S. returns.** For a more environmentally responsible return of used cartridges and supplies, HP encourages the use of bulk returns. Simply bundle two or more cartridges together and use the single, pre-paid, pre-addressed UPS label that is supplied in the package. For more information in the U.S., call 1-800-340-2445 or visit the HP Web site at www.hp.com/recycle.

- **Non-U.S. returns.** Non-U.S. customers should visit the www.hp.com/recycle Web site for further information regarding availability of the HP Supplies Returns and Recycling Program.

Paper

This product is capable of using recycled papers when the paper meets the guidelines outlined in the *HP LaserJet Printer Family Print Media Specification Guide*. This product is suitable for the use of recycled paper according to EN12281:2002.

Material restrictions

This HP product does not contain added mercury.

For recycling information, you can go to www.hp.com/recycle, or contact your local authorities or the Electronics Industries Alliance: www.eiae.org.

Disposal of waste equipment by users in private households in the European Union
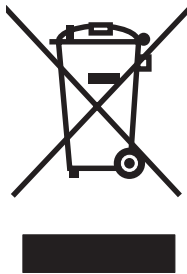
This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

Material Safety Data Sheet (MSDS)

Material Safety Data Sheets (MSDS) for supplies containing chemical substances (for example, toner) can be obtained by contacting the HP Web site at www.hp.com/go/msds or www.hp.com/hpinfo/community/environment/productinfo/safety.

Extended warranty

HP SupportPack provides coverage for the HP hardware product and all HP supplied internal components. The hardware maintenance covers a three-year period from date of the HP product purchase. The customer must purchase HP SupportPack within the stated factory warranty. For more information, contact the HP Customer Care Service and HP Customer Support group. See Hewlett-Packard limited warranty statement.

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 or www.hp.com/hpinfo/community/environment/productinfo/safety.

Declaration of conformity

Declaration of Conformity

according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name:	Hewlett-Packard Company
Manufacturer's Address:	11311 Chinden Boulevard,
	Boise, Idaho 83714-1021, USA

declares, that the product

Product Name:	HP Color LaserJet 2700 Series
Regulatory Model:[3]	BOISB-0504-01
Product Options:	All
Toner Cartridges:	Q7560A, Q7561A, Q7562A, Q7563A

conforms to the following Product Specifications:

SAFETY:	IEC 60950-1:2001 / EN60950-1: 2001 +A11
	IEC 60825-1:1993 +A1+A2 / EN 60825-1:1994 +A1 +A2 (Class 1 Laser/LED Product) GB4943-2001
EMC:	CISPR22:1993 +A1 +A2 / EN55022:1994 +A1 +A2 - Class B[1]
	EN 61000-3-2:2000
	EN 61000-3-3:1995 +A1
	EN 55024:1998 +A1 +A2
	FCC Title 47 CFR, Part 15 Class B[2] / ICES-003, Issue 4 GB9254-1998, GB17625.1-2003

Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 89/336/EEC and the Low Voltage Directive 73/23/EEC, and carries the CE-Marking accordingly.

1) The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.

2) 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.

3) 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).

Boise, Idaho 83713, USA

June, 2006

For Regulatory Topics Only:

Australia Contact	Product Regulations Manager, Hewlett-Packard Australia Ltd., 31-41 Joseph Street,, Blackburn, Victoria 3130, Australia
European Contact	Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard Gmbh, Department HQ-TRE / Standards Europe, Herrenberger Strasse 140, Böblingen, D-71034, Germany, (FAX+49-7031-14-3143)
USA Contact	Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, ID 83707-0015, USA, (Phone: 208-396-6000)

Safety statements

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 printer 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 printer 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.

Canadian DOC regulations

Complies with Canadian EMC Class B requirements.

« Conforme à la classe B des normes canadiennes de compatibilité électromagnétiques. « CEM ». »

EMI statement (Korea)

B급 기기 (가정용 정보통신기기)

이 기기는 가정용으로 전자파적합등록을 한 기기로서
주거지역에서는 물론 모든지역에서 사용할 수 있습니다.

VCCI statement (Japan)

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準
に基づくクラスＢ情報技術装置です。この装置は、家庭環境で使用すること
を目的としていますが、この装置がラジオやテレビジョン受信機に近接して
使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。

Power cord statement (Japan)

製品には、同梱された電源コードをお使い下さい。
同梱された電源コードは、他の製品では使用出来ません。

Laser statement for Finland

Luokan 1 laserlaite

Klass 1 Laser Apparat

HP Color LaserJet 2700, 2700n, 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 (1994) 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 Color LaserJet 2700, 2700n -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.

E Working with memory

Printer memory

The printer has one dual inline memory module (DIMM) slot. Use the DIMM slot to upgrade the printer with the following items:

- More printer memory (DIMMs are available in 64, 128, and 256 MB).

- Other DIMM-based printer languages and printer options

> **NOTE** Single in-line memory modules (SIMMs) used on previous HP LaserJet printers are not compatible with the printer.
>
> **NOTE** To order DIMMs, see Supplies and accessories.

You might want to add more memory to the printer if you often print complex graphics or PostScript documents, or if you use many downloaded fonts. Additional memory also allows the printer to print multiple collated copies at the maximum speed.

Before ordering additional memory, see how much memory is currently installed by printing a configuration page. See Using printer information pages.

Installing memory DIMMs

You can install more memory for the printer, and you can also install a font DIMM to allow the printer to print characters for languages such as Chinese or the Cyrillic alphabet.

⚠ **CAUTION** Static electricity can damage DIMMs. When handling DIMMs, either wear an antistatic wrist strap, or frequently touch the surface of the DIMM antistatic package and then touch bare metal on the printer.

To install memory and font DIMMs

1. Turn the printer off, and then disconnect all power and interface cables.
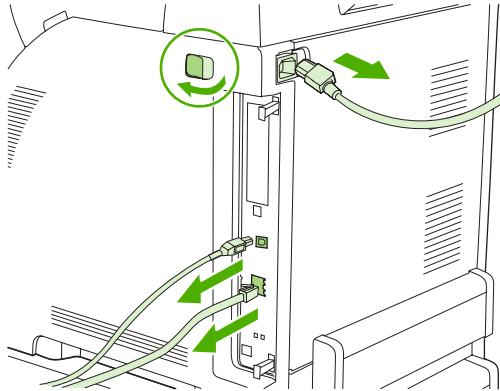
2. On the right side of the printer, gently pull the black tabs together, and then pull the formatter assembly from the printer.
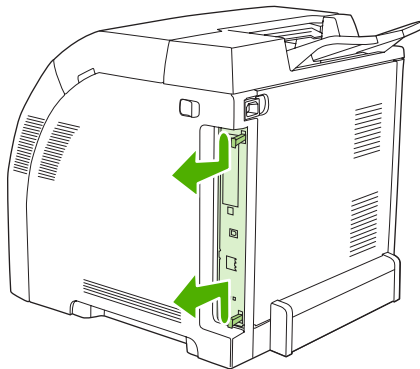
3. Place the formatter board on a clean, flat, grounded surface.

To replace a DIMM that is currently installed, spread the latches apart on each side of the DIMM slot, lift the DIMM up at an angle, and pull it out.
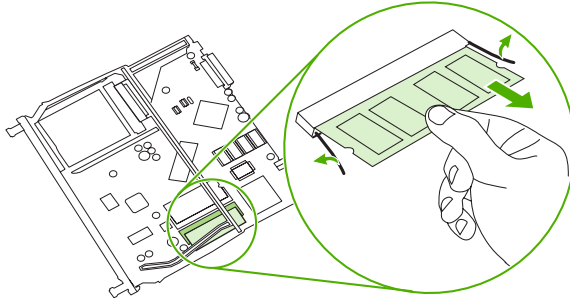
4. Remove the new DIMM from the antistatic package, and then locate the alignment notch on the bottom edge of the DIMM.
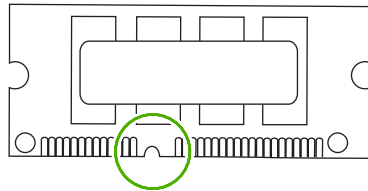
5. Holding the DIMM by the edges, align the notch on the DIMM with the bar in the DIMM slot at an angle and firmly press the DIMM into the slot until it is fully seated. When installed correctly, the metal contacts are not visible.
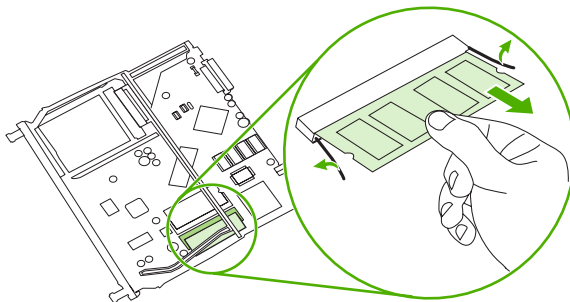
6. Push down on the DIMM until both latches engage the DIMM.
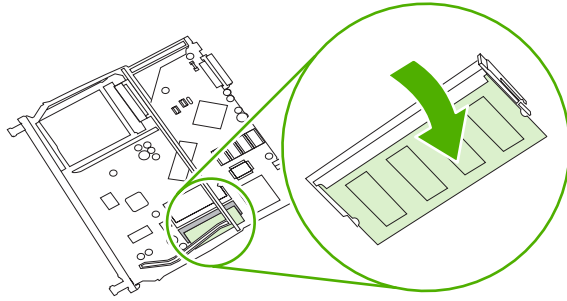
📝 **NOTE** If you have difficulty inserting the DIMM, make sure that the notch on the bottom of the DIMM is aligned with the bar in the slot. If the DIMM still does not go in, make sure that you are using the correct DIMM type.

7. Align the edge of the formatter board in the tracks at the top and bottom of the slot, and then slide the board back into the printer. Push the formatter firmly until you hear the formatter latches click into place.
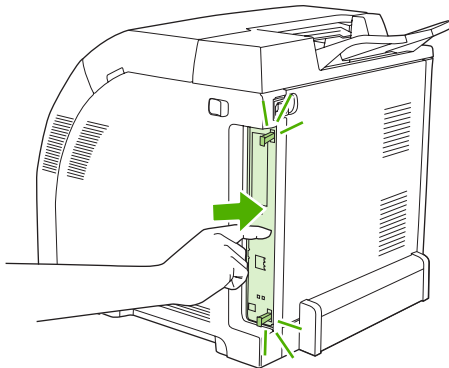
8. Reconnect the power cable and USB or network cable, and then turn on the printer.

9. After installing a memory DIMM, see Enabling memory.

Enabling memory

If you installed a memory DIMM, set the printer driver to recognize the newly added memory.

To enable memory for Windows

1. On the **Start** menu, point to **Settings**, and click **Printers** or **Printers and Faxes**.

2. Select this printer and select **Properties**.

3. On the **Configure** tab, click **More**.

4. In the **Total Memory** field, type or select the total amount of memory that is now installed.

5. Click **OK**.

6. Go to Checking DIMM installation.

Checking DIMM installation

Check that the DIMMs are installed correctly and working.

To check DIMM installation

1. Turn the printer on. Check that the printer is in the **Ready** state after it has gone through the startup sequence. If an error message appears, a DIMM might have been incorrectly installed.

2. Print a configuration page. See Using printer information pages.

3. Check the Installed Personalities and Options section on the configuration page and compare it with the configuration page that you printed before the DIMM installation.

4. The DIMM might not be installed correctly. Repeat the installation procedure.

    -or-

    The DIMM may be defective. Try a new DIMM.

Glossary

bidirectional communication   Two-way data transmission.

bin   A receptacle for holding printed pages.

BOOTP   Abbreviation for "Bootstrap Protocol," an Internet protocol that a computer uses to find its IP address.

calibration   The process in which the printer makes internal adjustments to produce the best print quality.

control panel   The area on the printer that contains buttons and a display screen. Use the control panel to set printer settings and to get information about the printer status.

default   The normal or standard setting for hardware or software.

DHCP   Abbreviation for "dynamic host configuration protocol." Individual computers or peripherals that are connected to a network use DHCP to find their own configuration information, including the IP address.

DIMM   Abbreviation for "dual inline memory module." A small circuit board that holds memory chips.

duplex   A feature that accommodates printing on both sides of a sheet of paper. Also called "2-sided printing."

e-label   A memory chip on a print cartridge. An e-label tracks the print-cartridge use and identifies the cartridge as a genuine HP print cartridge.

EIO   Abbreviation for "enhanced input/output." A hardware interface that is used to add a print server, network adaptor, hard disk, or other plug-in item for HP printers.

Emulated PostScript   Software that emulates Adobe PostScript, a programming language that describes the appearance of the printed page. This printer language appears as "PS" in many menus.

EPS   Abbreviation for "encapsulated PostScript," a type of graphics file.

firmware   Programming instructions that are stored in a read-only memory unit inside the printer.

font   A complete set of letters, numerals, and symbols in a typeface.

fuser   The assembly that uses heat to fuse the toner onto the print media.

grayscale   Various shades of gray.

halftone pattern   A halftone pattern uses differing sizes of ink dots to produce a continuous-tone image such as a photograph.

HP Web Jetadmin   An HP-trademarked Web-based printer control software that you can use on a computer to manage any peripheral that has built-in networking.

I/O   Abbreviation for "input/output," refers to computer-port settings.

IP address   The unique number assigned to a computer device that is connected to a network.

IPX/SPX   Abbreviation for "internetwork packet exchange/sequenced packet exchange."

macro   A single keystroke or command that results in a series of actions or instructions.

media   The paper, labels, transparencies, or other material on which the printer prints the image.

memory tag   A memory partition that has a specific address.

monochrome   Black and white. Devoid of color.

network   A system of computers interconnected by telephone wires or other means in order to share information.

network administrator   A person who manages a network.

page buffer   Temporary printer memory used to hold page data while the printer creates an image of the page.

PCL   Abbreviation for "Printer Control Language."

peripheral   An auxiliary device, such as a printer, modem, or storage system, that works in conjunction with a computer.

personality   Distinctive features or characteristics of a printer or printer language.

pixel   Abbreviation for "picture element," the smallest unit of area in an image displayed on a screen.

PJL   Abbreviation for "printer job language."

PostScript   A trademarked page-description language.

PPD   Abbreviation for "PostScript printer description."

printer driver   A software program that a computer uses to gain access to printer features.

RAM   Abbreviation for "random access memory," a type of computer memory that stores data that can change.

raster image   An image composed of dots.

render   The process of producing text or graphics.

ROM   Abbreviation for "read-only memory," a type of computer memory that stores data that should not change.

supplies   Materials that the printer uses and that must be replaced. Supply items for this printer are the four print cartridges.

TCP/IP   An internet protocol that has become the global standard for communications.

toner   The fine black or colored powder that forms the image on the printed media.

transfer unit   The black plastic belt that transports media inside the printer and transfers toner from the print cartridges onto the media.

tray   The receptacle that holds blank paper.

Index

Q7824-90932