



LASERJET PRO CP1020

COLOR PRINTER SERIES

Software Technical Reference





HP LaserJet Pro CP1020 Color Printer Series

Software Technical Reference

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1 Document and product basics

- [Purpose and scope](#)
- [Product description](#)
- [Documentation availability and localization](#)
- [Software availability and localization](#)

Purpose and scope

This software technical reference (STR) provides information about and troubleshooting tips for the printing-system software for the product.

This STR is prepared in an electronic format to serve as a quick-reference tool for Customer Care Center (CCC) agents, support engineers, system administrators, management information systems (MIS) personnel, and end users, as appropriate.

 **NOTE:** This STR describes drivers that are available from the product firmware and shipped on the printing-system software CD that comes with the product. This STR does *not* describe drivers that will become available on the Web.

The following information is included in this STR:



- Descriptions of drivers, operating systems, and system environments
- Descriptions of installing and uninstalling the printing-system software components

For information about the location of information within chapters, see the table of contents. An index is also provided in this STR.


Additional detailed information about the printing-system software is published in an addendum to this STR. The following information is available in the addendum:

- Lists of installed files
- System-modification information, such as files added or modified

Product description

HP LaserJet Pro CP1025 CE913A	HP LaserJet Pro CP1025nw CE914A
	
<ul style="list-style-type: none">• Speed: Prints up to 16 A4-size pages per minute (ppm) or 17 letter-size ppm monochrome and 4 ppm color• Tray: 150 sheets of 75 g/m² (20 lb)• Output bin: 50 sheets of 75 g/m² (20 lb)• Connectivity: Hi-Speed USB 2.0 port• Two-sided printing (duplexing): Manual duplexing (using the printer driver)• Introductory print cartridge: Supplied with product	<p>HP LaserJet Pro CP1025 plus:</p> <ul style="list-style-type: none">• Connectivity: 802.11b/g/n wireless networking, built-in networking to connect to 10Base-T/100Base-TX networks• Internal networking: HP internal networking port

Documentation availability and localization

 **NOTE:** For information about language support for the product, see [CD versions and language support on page 8](#).

The following table lists the availability of printing-system documentation by operating system.

Table 1-1 Documentation availability

Document	Windows XP/Server 2003/Server 2008/Vista/7	Mac
<i>HP LaserJet Pro CP1020 Color Printer Series User Guide (.PDF file)</i>	x	x
<i>HP LaserJet Pro CP1020 Color Printer Series Install Notes</i>	x	

Access to HP LaserJet documents depends on the type of document and its location:

- Some documents can be opened from the CD browser.
- Some documents are available on the Web through links in the CD browser or CD folders.

Documents are available in the following file formats:

- **Portable Document Format (.PDF).** The HP LaserJet Pro CP1020 Color Printer Series printing-system software CD includes Adobe® Acrobat® Reader for viewing online documentation.
- **Compiled HTML (.CHM).** When you click a documentation link to a .CHM document, a Microsoft HTML viewer opens the file on the computer screen.
- **Hypertext Markup (.HTM).** When you click a documentation link to an .HTM document, a Web browser opens the file on the computer screen.

Product documentation is divided into the following categories:

- [User documentation](#)
- [Administrator documentation](#)

User documentation

The following figure shows the **Documentation** screen, which appears when you click **More Options** then **Documentation** on the main screen of the HP LaserJet Pro CP1020 Color Printer Series printing-system software CD.

Figure 1-1 Installation software CD – User Documentation screen (CDDocumentation_CP1020.eps)



HP LaserJet Pro CP1020 Color Printer Series User Guide

The *HP LaserJet Pro CP1020 Color Printer Series User Guide* describes the basic product features.

To view this guide from the CD browser in .CHM format, follow these steps:

1. In the main screen of the CD browser, click the **More Options** button and then click the **Documentation** button.
2. Click the **User Guide (CD)** button. The user guide opens.

To view this guide from the CD browser in .PDF format, follow these steps:

1. In the main screen of the CD browser, click the **More Options** button, and then click the **Documentation** button.
2. Click the **User Guide (Web) (Online)** button. The user guide opens.
3. When you have the file open, you can click **File** and then click **Save As** to save a copy of the file to another location.

HP LaserJet Pro CP1020 Color Printer Series Install Notes


The *HP LaserJet Pro CP1020 Color Printer Series Install Notes* (in .HTM format) contain important information about product features, instructions for installing the printing-system software, and technical assistance.

To view this guide from the software CD, follow these steps:

1. In the main screen of the CD browser, click the **More Options** button and then click the **Documentation** button.
2. Click the **Readme** button. The guide opens.

Help and Learn Center

Click **Help and Learn Center** on the **Documentation** screen of the CD browser to open the HP LaserJet Help and Learn Center application. The HP LaserJet Help and Learn Center provides step-by-step instructions for performing specific tasks, including clearing jams and loading trays.

 **NOTE:** After installation, the HP HelpJet Help and Learn Center is available from a desktop icon and from the HP program group menu.

Administrator documentation

The following figure shows the **Admin Documentation** screen.

To navigate to this screen, click the **More Options** button on the main screen of the CD browser, and then click the **Admin Documentation** button.

Figure 1-2 Installation software CD – Administrator Documentation screen



HP Driver Configuration Utility User Guide

To view this guide from the software CD, follow these steps:

1. In the main screen of the CD browser, click the **More Options** button, and then click the **Admin Documentation** button.
2. Click the **HP Driver Configuration User Utility Guide (Online)** button.

When you have the file open, you can click **File** and then click **Save As** to save a copy of the file to another location.

HP Jetdirect Guide

The *HP Jetdirect Guide* is a network administrator's guide (in .PDF format) that contains information about connecting the product directly to a network.

To view this guide from the software CD, follow these steps:

1. In the main screen of the CD browser, click the **More Options** button, and then click the **Admin Documentation** button.
2. Click the **HP Jetdirect Guide (Online)** button.

When you have the file open, you can click **File** and then click **Save As** to save a copy of the file to another location.

Color Printing Access and Usage

Click the **Color Printing Access and Usage (Online)** button to go to the HP Color Access Control Web site and find information about managing your color printing processes.

Software availability and localization


This section provides information about the availability of the HP LaserJet Pro CP1020 Color Printer Series printing-system software and related software and firmware. Printing-system software on a CD is available from HP fulfillment centers. For more information, go to the following Web site:

www.hp.com/go/support

Printing-system software on the Web

All software that is contained on the installation CD is also available on the Web.

Web deployment is the preferred method for obtaining the latest software. The Web site offers an option for automatic e-mail notification about new software releases.

 **NOTE:** This STR describes drivers that are shipped with the printing-system software CD. This STR does *not* describe any drivers that might be released for use by support personnel.

To view the Product Support Web site from the CD, follow these steps:

1. In the main screen of the CD browser, click the **More Options** button, and then click the **Web Support** button.
2. Click the **Product Support (Online)** button to download software and firmware and to find information for troubleshooting problems with the product..
3. Click the **Use My Product (Online)** button to go to the product home page and find comprehensive information on using the product.

In-box printing-system software CD

The software CD for the product contains a variety of files for installing the printing-system software on the computer.

The printing-system software CD is divided into two partitions, one for Windows operating systems and one for Mac operating systems.

The files in each partition include documentation files and files that are required in order to install and uninstall the printing-system components.

CD versions and language support

The printing-system software CD is available with the following components and languages.

Table 1-2 Software CD supported languages

Language	Two-letter abbreviation	HP-preferred name	File designation
Arabic	AR	Arabic	ARWW
Bulgarian	BG	Bulgarian	BGWW
Catalan	CA	Catalan	CAWW
Croatian	HR	Hrvatski	HRWW

Table 1-2 Software CD supported languages (continued)

Language	Two-letter abbreviation	HP-preferred name	File designation
Czech	CS	Cestina	CSWW
Danish	DA	Dansk	DAWW
Dutch	NL	Nederlands	NLWW
English	EN	English	ENWW
Finnish	FI	Suomi	FIWW
French	FR	Francais	FRWW
German	DE	Deutsch	DEWW
Greek	EL	Greek	ELWW
Hebrew	HE	Hebrew	HEWW
Hungarian	HU	Magyar	HUWW
Indonesian	ID	Bahasa Indonesian	IDWW
Italian	IT	Italiano	ITWW
Kazakh	KK	Kazakh	KKWW
Korean	KO	Korean	KOWW
Norwegian	NO	Norsk	NOWW
Polish	PL	Polski	PLWW
Portuguese	PT	Portugues	PTWW
Romanian	RO	Romanian	ROWW
Russian	RU	Russian	RUWW
Serbian	SR	Srpski	SRWW
Simplified Chinese	ZHCN	Simplified Chinese	ZHCN
Slovak	SK	Slovak	SKWW
Slovenian	SL	Slovenian	SLWW
Spanish	ES	Espanol	ESWW
Swedish	SV	Svenska	SVWW
Thai	TH	Thai	THWW
Traditional Chinese	ZHTW	Traditional Chinese	ZHTW
Turkish	TU	Turkce	TUWW
Ukrainian	UK	Ukrainian	UKWW

Driver languages

The product provides driver support in the following languages.

Table 1-3 Supported printer driver languages

Component	Language list
HP LaserJet Pro CP1020 Color Printer Series host-based raster printer driver	<ul style="list-style-type: none">• Arabic• Bulgarian• Catalan• Czech• Danish• German• Greek• English• Spanish• Finnish• French• Hebrew• Croatian• Hungarian• Italian• Korean• Lithuanian• Latvian• Dutch• Norwegian• Polish• Portuguese• Romanian• Russian• Slovak• Slovenian• Serbian• Swedish• Thai• Turkish• Ukrainian• Simplified Chinese• Traditional Chinese

Installer languages

The product provides installer component support in the following languages.

Table 1-4 Installer component languages

Component	Language list
Administrator install	<ul style="list-style-type: none">• Arabic• Lithuanian
CD browser	<ul style="list-style-type: none">• Bulgarian• Latvian
Common Windows installer	<ul style="list-style-type: none">• Catalan• Dutch
Web registration (with the following exceptions)	<ul style="list-style-type: none">• Czech• Norwegian
<ul style="list-style-type: none">• Arabic and Hebrew support in English only	<ul style="list-style-type: none">• Danish• Polish
<ul style="list-style-type: none">• Catalan support in Spanish only	<ul style="list-style-type: none">• German• Portuguese
<ul style="list-style-type: none">• No support for Bulgarian, Estonian, Croatian, Lithuanian, Latvian, Romanian, Slovak, Slovenian, Serbian, Thai, Ukrainian	<ul style="list-style-type: none">• Greek• Romanian
	<ul style="list-style-type: none">• English• Russian
	<ul style="list-style-type: none">• Spanish• Slovak
	<ul style="list-style-type: none">• Finnish• Slovenian
	<ul style="list-style-type: none">• French• Serbian
	<ul style="list-style-type: none">• Hebrew• Swedish
	<ul style="list-style-type: none">• Croatian• Thai
	<ul style="list-style-type: none">• Hungarian• Turkish
	<ul style="list-style-type: none">• Italian• Ukrainian
	<ul style="list-style-type: none">• Korean• Simplified Chinese
	<ul style="list-style-type: none">• Traditional Chinese

Documentation languages

The HP LaserJet Pro CP1020 Color Printer Series product provides documentation in the following languages.

Table 1-5 Documentation languages

Component	Language list
<ul style="list-style-type: none"> • <i>HP LaserJet Pro CP1020 Color Printer Series User Guide (.PDF file)</i> 	<ul style="list-style-type: none"> • Arabic • Bulgarian
<ul style="list-style-type: none"> • <i>HP LaserJet Pro CP1020 Color Printer Series User Guide (.CHM file)</i> 	<ul style="list-style-type: none"> • Catalan • Czech
<ul style="list-style-type: none"> • <i>HP LaserJet Pro CP1020 Color Printer Series Driver Preconfiguration User Guide (Available in English only)</i> 	<ul style="list-style-type: none"> • Danish • German • Greek
<ul style="list-style-type: none"> • <i>HP JetDirect Administrator's Guide (.PDF file) (with the following exceptions)</i> <ul style="list-style-type: none"> ◦ Catalan documentation in Spanish only ◦ No documentation in Arabic, Bulgarian, Czech, Greek, Hebrew, Croatian, Estonian, Lithuanian, Latvian, Romanian, Slovak, Slovenian, Serbian, Turkish, Ukrainian 	<ul style="list-style-type: none"> • English • Spanish • Finnish • French • Hebrew • Croatian • Hungarian • Italian • Korean
<ul style="list-style-type: none"> • <i>HP LaserJet Pro CP1020 Color Printer Series Install Notes (.HTML file)</i> 	<ul style="list-style-type: none"> • Lithuanian • Latvian • Dutch • Norwegian • Polish • Portuguese • Romanian • Russian • Slovak • Slovenian • Serbian • Swedish • Thai • Turkish • Ukrainian • Simplified Chinese • Traditional Chinese

2 Windows software description

- [Windows printing-system software](#)
- [Driver configuration for Windows](#)
- [HP Driver Diagnostic Printer Check Tool](#)
- [Advanced color use](#)
- [HP Embedded Web Server](#)
- [HP Customer Participation Program](#)
- [Font support](#)

Windows printing-system software

Table 2-1 Software components for Windows

Component	Description
HP installer	Installs the printing-system software based on the hardware it detects from the host computer.
Uninstaller	Removes files and folders that were installed when the printing-system software was originally installed on the computer. NOTE: The scrubber utility runs as part of the uninstall process.
User documentation	The user documentation for this product is included on the installation CD as both .CHM (online help) files and Adobe® Acrobat® .PDF files. A Web browser must be installed on the computer to view the contents from any .CHM file. Adobe Acrobat Reader must be installed on the computer to view the contents from any .PDF file.
Help and Learn Center	Provides help for using the product software.
HP LaserJet Customer Participation Program	Allows user to provide HP with feedback on their product usage experience.
Color LaserJet 1020 Series Device Settings	Allows users to quickly view and set the product's configuration.

Driver configuration for Windows

The HP LaserJet Pro CP1020 Color Printer Series host-based driver features bidirectional communication technology which, in environments that support the driver, allows the product to respond to data inquiries from the computer and report information back, such as toner cartridge life. Bidirectional communication depends on the configuration of the Windows operating system as well as the type of connection that exists between the computer and the product.

HP Driver Diagnostic Printer Check Tool

Use the HP Driver Diagnostic Printer Check Tool, a Web-based diagnostic software program, to determine whether the correct and most current printer driver for the product is in use. Use the following steps to gain access to the HP Driver Diagnostic Printer Check Tool:

1. Open a Web browser.
2. Go to the following Web site:

www.hp.com/go/drivercheck

When the HP Driver Diagnostic Printer Check Tool runs, the products that are currently installed on the computer appear in a list. The tool gathers information about the products, drivers, and system setup in order to diagnose the software driver configuration and check the printer driver.

When the HP Driver Diagnostic Printer Check Tool is open, select the HP product that you want to check. The tool verifies whether the latest printer driver is being used, provides feedback if an incorrect printer driver is being used, and indicates whether an updated printer driver version is available. Click the latest printer driver version to download and install it.

The data that the HP Driver Diagnostic Printer Check Tool gathers is stored anonymously so that HP can analyze and continuously improve its diagnostic tools. No private data is gathered from the computer.

Advanced color use

The HP LaserJet Pro CP1020 Color Printer Series printer driver 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 HP LaserJet Pro CP1020 Color Printer Series also provides sophisticated tools for the experienced professional.

HP ImageREt 2400

ImageREt 2400 provides 2400 dots-per-inch (dpi) color laser-class quality through a multi-level printing process. This process precisely controls color by combining up to four colors within a single dot and by varying the amount of toner in a given area. ImageREt 2400 has been improved for the HP LaserJet Pro CP1020 Color Printer Series product to offer trapping technologies, greater control over dot placement, and more precise control of toner quality in a dot. These new technologies, coupled with HP's multi-level printing process, result in a 600 x 600 dpi product that provides 2400-dpi color laser-class quality with millions of smooth colors.

In contrast, the single-level printing process, called dithering, does not allow the colors to be mixed within a single dot and is the default mode for many color laser products. Dithering significantly hinders the ability to create a wide range of colors without reduced sharpness or visible dot structure.

Media selection

For the best color and image quality, select the appropriate media type from the software product menu or from the printer driver.


Color options

Color 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.

The latest versions of Adobe® Photoshop®, Microsoft Office, and many other programs use sRGB to communicate color. The sRGB standard improves your ability to match colors between the product, the computer monitor, and other input devices automatically, and eliminates the need to become a color expert.

HP Embedded Web Server

The HP Embedded Web Server (HP EWS) is a Web server in the product that allows users to control settings on the product through the Web browser. The HP EWS can only be accessed if the product is installed through a network rather than a USB connection.

To access the HP EWS, open a Web browser and type the product IP address in the address bar.

The product IP address is documented on a configuration page. To print a configuration page from the product control panel, press and hold the Resume button  for two to three seconds to print a configuration page and a supplies status page (English only).

The HP EWS can also be accessed by clicking the **Device and Supplies Status** icon on the **Services** tab in the product's printing preferences.

The following tabs are available in the HP EWS:

- [Status tab](#)
- [System tab](#)
- [Networking tab](#)

Status tab

Use the **Status** tab to access and print detailed information regarding product and supply status, product configuration, network configuration, and usage.

The **Status** tab contains the following pages:

- [Device Status](#)
- [Supplies Status](#)
- [Device Configuration page](#)
- [Network Summary page](#)
- [Reports](#)
- [Event Log page](#)

Device Status

The **Device Status** page shows device status messages from the device. The **Device Status** page also contains some pertinent product information and device settings.

Figure 2-1 HP EWS, Status tab – **Device Status** page

The screenshot shows the HP EWS interface with the 'Status' tab selected. The left sidebar contains a menu with 'Device Status' highlighted. The main content area is titled 'Device Status' and includes a 'Status: Ready' indicator with a green icon. Below this, the 'Supplies' section displays four cartridges with their respective levels and order numbers: Black Cartridge 100%* (Order CE310A), Cyan Cartridge 100%* (Order CE311A), Magenta Cartridge 100%* (Order CE313A), and Yellow Cartridge 100%* (Order CE312A). Each cartridge is represented by a colored bar. A 'Supplies Detail' button is located at the bottom right of the supplies section. At the top right of the main content area, there are 'Shop for Supplies' and 'Support' buttons.

Supplies Status

The **Supplies Status** page shows the status of all of the product supplies, including the black, cyan, magenta, and yellow print cartridges.

Figure 2-2 HP EWS, Status tab – **Supplies Status** page

The screenshot displays the 'Supplies Status' page in the HP EWS interface. The page is divided into a left sidebar with navigation options and a main content area. The main content area is titled 'Supplies Status' and includes buttons for 'Shop for Supplies' and 'Support'. It features an 'Ordering Information' section with a disclaimer and four cartridge entries, each with a progress bar and detailed specifications.

Supplies Status Shop for Supplies Support

Ordering Information
 Hewlett-Packard supplies can be ordered on the Internet, on-line through your printer software, or by calling an authorized reseller. Refer to your printer User Guide for instructions.

Black Cartridge 100%[†]
 Order: CE310A

Approximate Pages Remaining: >400 †
 Supply Level: OK
 Serial Number: 555352065
 Pages printed with this supply*: 66
 First Install Date: 20091019
 Last Used Date: 20100824

Cyan Cartridge 100%[†]
 Order: CE311A

Approximate Pages Remaining: >400 †
 Supply Level: OK
 Serial Number: 550240257
 Pages printed with this supply*: 57
 First Install Date: 20091019
 Last Used Date: 20100824

Magenta Cartridge 100%[†]
 Order: CE313A

Approximate Pages Remaining: >400 †
 Supply Level: OK
 Serial Number: 545128449
 Pages printed with this supply*: 59
 First Install Date: 20091019
 Last Used Date: 20100824

Yellow Cartridge 100%[†]
 Order: CE312A

Approximate Pages Remaining: >400 †
 Supply Level: OK
 Serial Number: 540016641
 Pages printed with this supply*: 59
 First Install Date: 20091019
 Last Used Date: 20100824

Return and Recycling
 Please return your genuine HP supplies for recycling to Hewlett-Packard. For more information, please visit us at <http://www.hp.com/go/recycle>
 * Approximate only; varies depending on types of documents printed and other factors.
 † HP uses the first 20% of cartridge use to estimate pages remaining.

Device Configuration page

The **Device Configuration** page shows the values of all of the settings that are available in the product. The contents of this page are consistent with the configuration page that the firmware generates.

Figure 2-3 HP EWS, Status tab – Device Configuration page (1 of 2)

Product Info	
Product Name:	HP LaserJet CP1025nw
Formatter Number:	SV0006H
Serial Number:	MTBPF12234
Service ID:	20234
Firmware Date:	20100510
Max Monochrome Print Quality:	600x2
Max Color Print Quality:	ImageREt 2400
Controller Number:	2
Language:	English
Product Security:	Off
Wired Hardware Address:	XX:XX:XX:XX:XX
Wireless Hardware Address:	XX:XX:XX:XX:XX
Host Name:	NP18907D7
IP Address:	192.168.0.10
IPv6 Address:	FE80:0:0:223:7DFF:FE89:7D7
Total Memory:	64 MBytes
Available Memory:	60 MBytes

Impressions	
Total Impressions:	16
Monochrome Impressions:	0
Color Impressions:	16
Mispick Events:	0
Jam Events:	0
OPC:	99
WTH:	99

Figure 2-4 HP EWS, Status tab – Device Configuration page (2 of 2)

Paper Settings	
Paper Out Action:	Wait Forever
Plain:	Normal
Bond:	Heavy
Recycled:	Normal
Letterhead:	Normal
Preprinted:	Normal
Prepunched:	Normal
Colored:	Normal
Rough:	Heavy
Heavy Rough:	Normal

Print	
IO Timeout:	120
Auto-off after:	15 Minutes

Print Density				
	C	M	Y	K
Contrasts:	0	0	0	0
Highlights:	0	0	0	0
Midtones:	0	0	0	0
Shadows:	0	0	0	0

Network Summary page

The **Network Summary** page contains information about the network and its enabled features.

Figure 2-5 HP EWS, Status tab – **Network Summary** page (1 of 2)

The screenshot shows the HP EWS interface with the 'Networking' tab selected. The 'Network Summary' page displays the following information:

TCP/IP (v4)	
Status:	Ready
IP Address:	192.168.0.10
IP Subnet Mask:	255.255.255.0
Default Gateway:	192.168.0.1
IP Configured By:	DHCP
DHCP/BOOTP Server:	10.10.48.15
DHCP Expiration Time:	02:08:08 (Days:Hours:Minutes)
WINS Server:	10.10.48.15

TCP/IP (v6)	
Status:	Ready
Link-Local:	FE80:0:0:0:223:7DFF:FE89:7D7
Stateless (from Router):	Not Configured
Stateful (from DHCPv6):	Not Configured

Network Identification	
Host Name:	NP18907D7
Domain Name:	sakson.corp
Bonjour Service Name:	HP LaserJet CP1025nw
Bonjour Domain Name:	NP18907D7.local

Figure 2-6 HP EWS, Status tab – **Network Summary** page (2 of 2)

The screenshot shows the HP EWS interface with the 'Networking' tab selected. The 'Network Summary' page displays the following information:

Network Hardware Configuration	
Network in Use:	Wired
Wired Hardware Address:	XXXXXXXXXXXX
Wireless Hardware Address:	XXXXXXXXXXXX
Firmware Date:	20100510
IO Timeout:	120 Seconds

802.11b/g/n Wireless	
Status:	Disabled
Communication Mode:	Ad Hoc
Network Name (SSID):	XXXXXXXXXXXX
Authentication:	None (Open)

SNMP	
Status:	Read-Write Access Enabled
SNMP Version:	v1/v2
Set Community Name:	Not Specified (Defaults to 'public')
Get Community Name:	Not Specified (Defaults to 'public')

Network Statistics	
Total Packets Received:	677265
Unicast Packets Received:	2399
Bad Packets Received:	0
Framing Errors Received:	0
Total Packets Transmitted:	16039
Unsendable Packets:	0
Transmit Collisions:	0
Transmit Late Collisions:	0

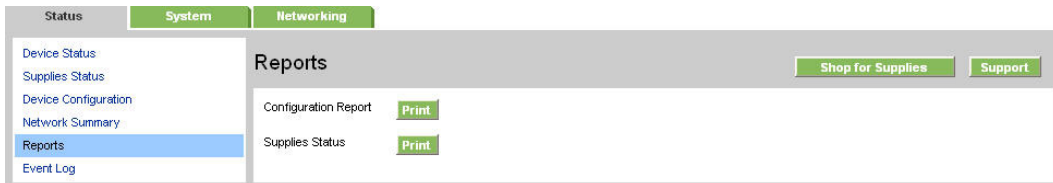
Enabled Features	
IPv4:	Enabled
IPv6:	Enabled
DHCPv6:	Enabled
LPD Printing:	Enabled
Bonjour:	Enabled
SLP:	Enabled
WS-Discovery:	Enabled
SNMP:	Enabled

Reports

Use the **Reports** page to print the internal special pages the device generates. The following information pages are available:

- **Config Report**
- **Supplies Status**

Figure 2-7 HP EWS, Status tab – **Reports** page



Event Log page

Use the **Event Log** page to track the events that occur on the product.

Figure 2-8 HP EWS, Status tab – **Event Log** page



System tab

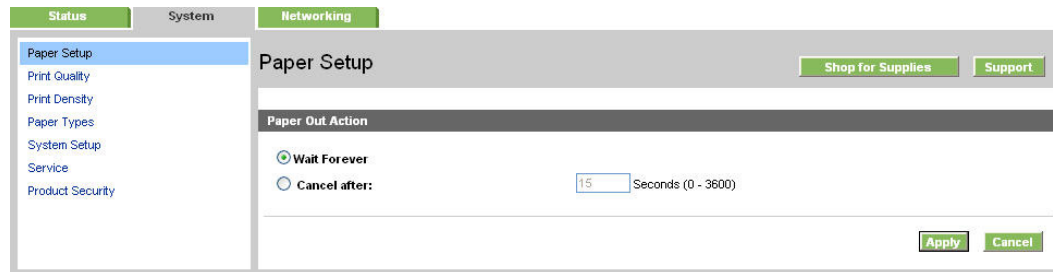
Use the **System** tab to view and change settings for the following features:

- [Paper Setup page](#)
- [Print Quality page](#)
- [Print Density page](#)
- [Paper Types page](#)
- [System Setup page](#)
- [Service page](#)
- [Product Security page](#)

Paper Setup page

Use this page to configure the paper-setup settings for the product. Change the default settings by clicking the blue arrow next to each option and highlighting the selection.

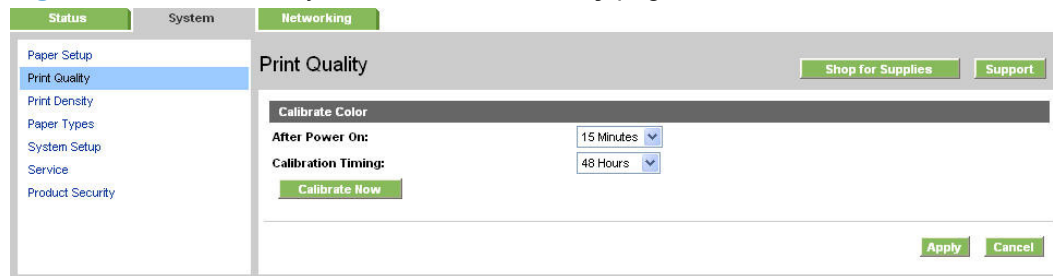
Figure 2-9 HP EWS, System tab – Paper Setup page



Print Quality page

Use the **Print Quality** page to change the print quality defaults for the product.

Figure 2-10 HP EWS, System tab – Print Quality page



Print Density page

Use the **Print Density** page to control the print density of each print cartridge on the product.

Figure 2-11 HP EWS, System tab – **Print Density** page

Print Density

Shop for Supplies Support

Contrasts

Cyan Density: 0

Magenta Density: 0

Yellow Density: 0

Black Density: 0

Highlights

Cyan Density: 0

Magenta Density: 0

Yellow Density: 0

Black Density: 0

Midtones

Cyan Density: 0

Magenta Density: 0

Yellow Density: 0

Black Density: 0

Shadows

Cyan Density: 0

Magenta Density: 0

Yellow Density: 0

Black Density: 0

Restore Defaults

Apply Cancel

Paper Types page

Use the **Paper Types** page to set the default paper type settings for the product.

Figure 2-12 HP EWS, System tab – **Paper Types** page

Paper Types

Shop for Supplies Support

Plain: Normal

Bond: Heavy

Recycled: Normal

Letterhead: Normal

Preprinted: Normal

Prepunched: Normal

Colored: Normal

Rough: Heavy

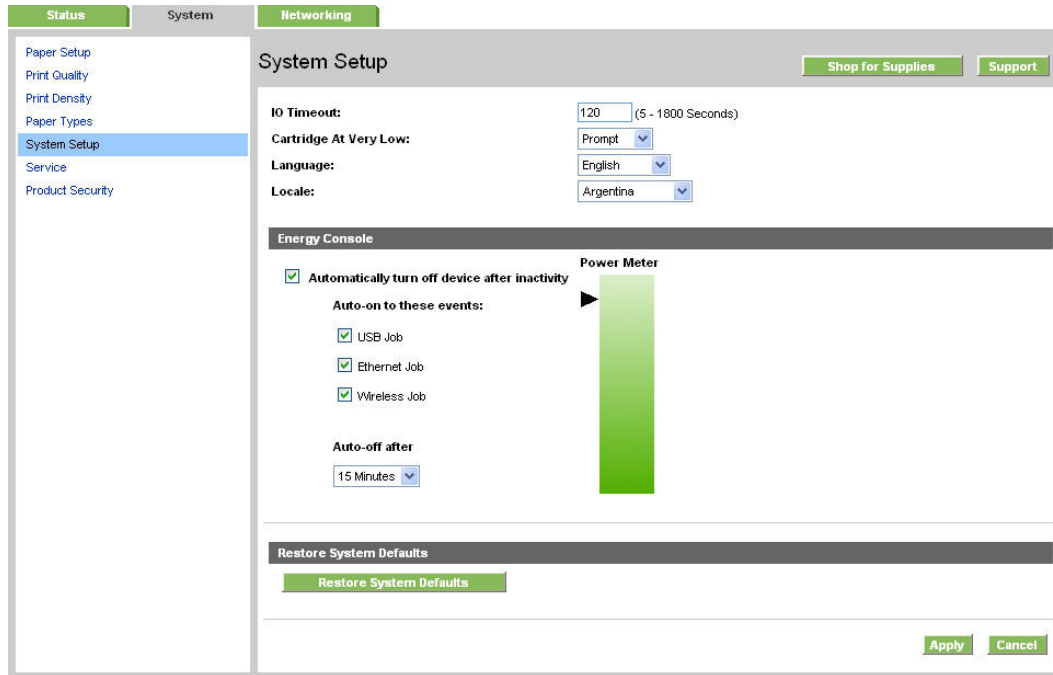
Heavy Rough: Normal

Apply Cancel

System Setup page

Use the **System Setup** page to change settings on the product such as Jam Recovery and Auto Continue.

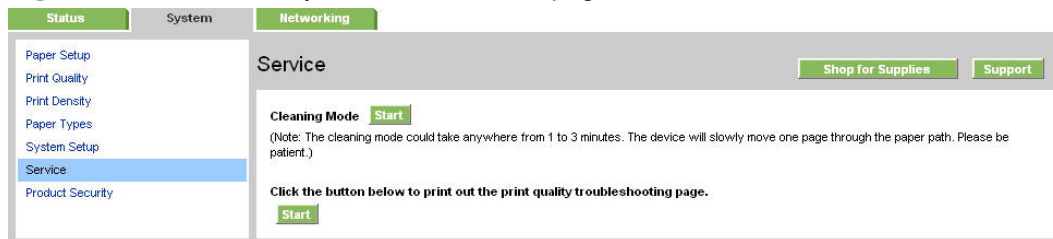
Figure 2-13 HP EWS, System tab – **System Setup** page



Service page

Use the **Service** page to start the cleaning mode procedure on the product.

Figure 2-14 HP EWS, System tab – **Service** page



Product Security page

Use this page to set or change the Administrator password.

Figure 2-15 HP EWS, System tab – **Product Security** page

The screenshot shows the HP EWS interface with the 'System' tab selected. The 'Product Security' page is active, displaying a sidebar with navigation options and a main configuration area. The main area contains a 'Product Security' header with 'Shop for Supplies' and 'Support' buttons. Below the header is a text box with instructions: 'Use these fields to set or change the Administrator Password. When set, the Administrator Password is required before you can access and change configuration parameters. To disable the Administrator Password, leave the entries blank.' There are three input fields: 'User Name' (pre-filled with 'Admin'), 'Password', and 'Confirm Password'. At the bottom right are 'Apply' and 'Cancel' buttons.

Networking tab

Use the **Networking** tab to view and change settings for the network connection and communication with the product. The following pages are available:

- [Network Summary](#)
- [IPv4 Configuration](#)
- [IPv6 Configuration](#)
- [Wireless Configuration](#)
- [Network Identification](#)
- [Advanced page](#)
- [SNMP page](#)

Network Summary

The **Network Summary** page contains all the information about the network and its enabled features.

Figure 2-16 HP EWS, Networking tab – **Network Summary** page (1 of 2)

The screenshot displays the HP EWS interface for the Networking tab. The left sidebar lists navigation options: Status, System, and Networking. Under Networking, the following options are listed: Network Summary (selected), IPv4 Configuration, IPv6 Configuration, Wireless Configuration, Network Identification, Advanced, and SNMP. The main content area is titled "Network Summary" and includes two buttons: "Shop for Supplies" and "Support".

Network Summary

TCP/IP(v4)

Status:	Ready
IP Address:	192.168.0.10
IP Subnet Mask:	255.255.255.0
Default Gateway:	192.168.0.1
IP Configured By:	DHCP
DHCP BOOTP Server:	XX.XX.XX.XX
DHCP Expiration Time:	02:07:58 (Days:Hours:Minutes)
WINS Server:	192.68.0.200

TCP/IP(v6)

Status:	Ready
Link-Local:	FE80:0:0:223:7DFF:FE89:7D7
Stateless (from Router):	Not Configured
Stateful (from DHCPv6):	Not Configured

Network Identification

Host Name:	XXXXXXXXXX
Domain Name:	XXXXXXXXXX
Bonjour Service Name:	HP LaserJet CP1025nw
Bonjour Domain Name:	XXXXXXXXXX

Figure 2-17 HP EWS, Networking tab – Network Summary page (2 of 2)

Network Hardware Configuration	
Network in Use:	Wired
Wired Hardware Address:	XX:XX:XX:XX:XX
Wireless Hardware Address:	XX:XX:XX:XX:XX
Firmware Date:	20100510
IO Timeout:	120 Seconds
802.11b/g/n Wireless	
Status:	Disabled
Communication Mode:	Ad Hoc
Network Name (SSID):	HPCP1025-3FEA21
Authentication:	None (Open)
SNMP	
Status:	Read-Write Access Enabled
SNMP Version:	v1/v2
Set Community Name:	Not Specified (Defaults to 'public')
Get Community Name:	Not Specified (Defaults to 'public')
Network Statistics	
Total Packets Received:	675605
Unicast Packets Received:	2043
Bad Packets Received:	0
Framing Errors Received:	0
Total Packets Transmitted:	15584
Unsendable Packets:	0
Transmit Collisions:	0
Transmit Late Collisions:	0
Enabled Features	
IPv4:	Enabled
IPv6:	Enabled
DHCPv6:	Enabled
LPD Printing:	Enabled
Bonjour:	Enabled
SLP:	Enabled
WS-Discovery:	Enabled
SNMP:	Enabled

IPv4 Configuration

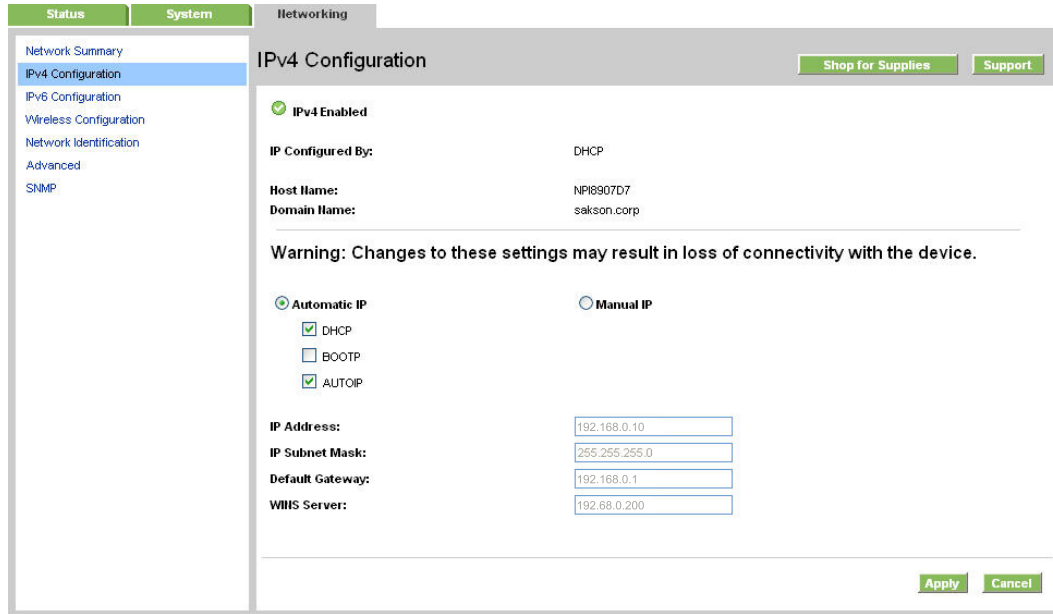
Use the **IPv4 Configuration** pane to modify settings for basic TCP/IPv4 Network configuration.

If **Automatic IP** is configured, the **Manual IP** address configuration settings are disabled, but the values for these settings are still displayed if they have been set.

If the configuration is switched from **Automatic IP** to **Manual IP**, the **IP Address** fields are cleared, and the desired IP address must be entered before continuing.

Click **Apply** to keep changes. When **Apply** is clicked, a confirmation dialog asks for confirmation. Click **Yes** to continue.

Figure 2-18 HP EWS, Networking tab – IPv4 Configuration page

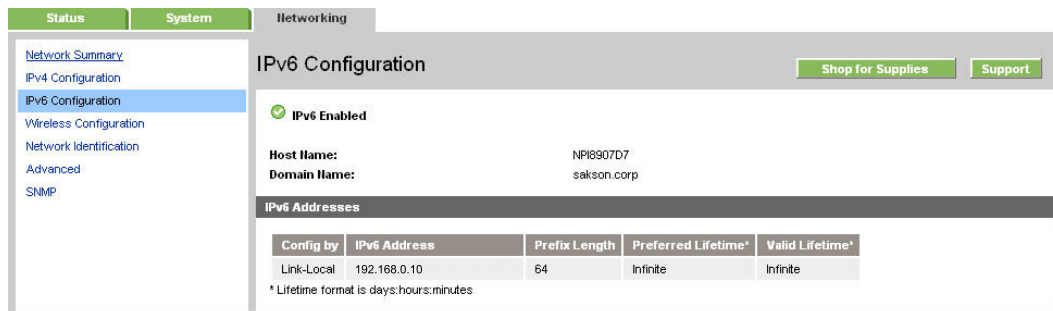


IPv6 Configuration

The **IPv6 Configuration** page shows the status of the IPv6 network configuration settings. This page is read-only and no settings can be modified here.

Up to seven IPv6 addresses can be shown on this page, depending upon the automatic configuration of the networking firmware. All available IPv6 addresses are shown.

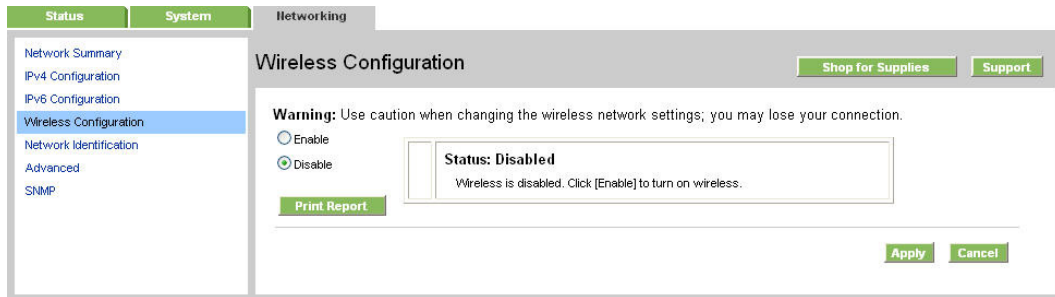
Figure 2-19 HP EWS, Networking tab – IPv6 Configuration page



Wireless Configuration

Use the **Wireless Configuration** page to turn off/on the wireless capabilities for the product.

Figure 2-20 HP EWS, Networking tab – **Wireless Configuration** page



Network Identification

Use the **Network Identification** pane to configure the Host name and Domain name(s) used to identify the device on the network.

The values for Host name and Domain names are retrieved from the firmware, and displayed on this pane. The Networking firmware determines what Host name and Domain name(s) to use.

The information under **Available Host name / Domain names** is for information only and cannot be modified.

The text entries are disabled under certain circumstances. The following table defines when the entities are disabled:

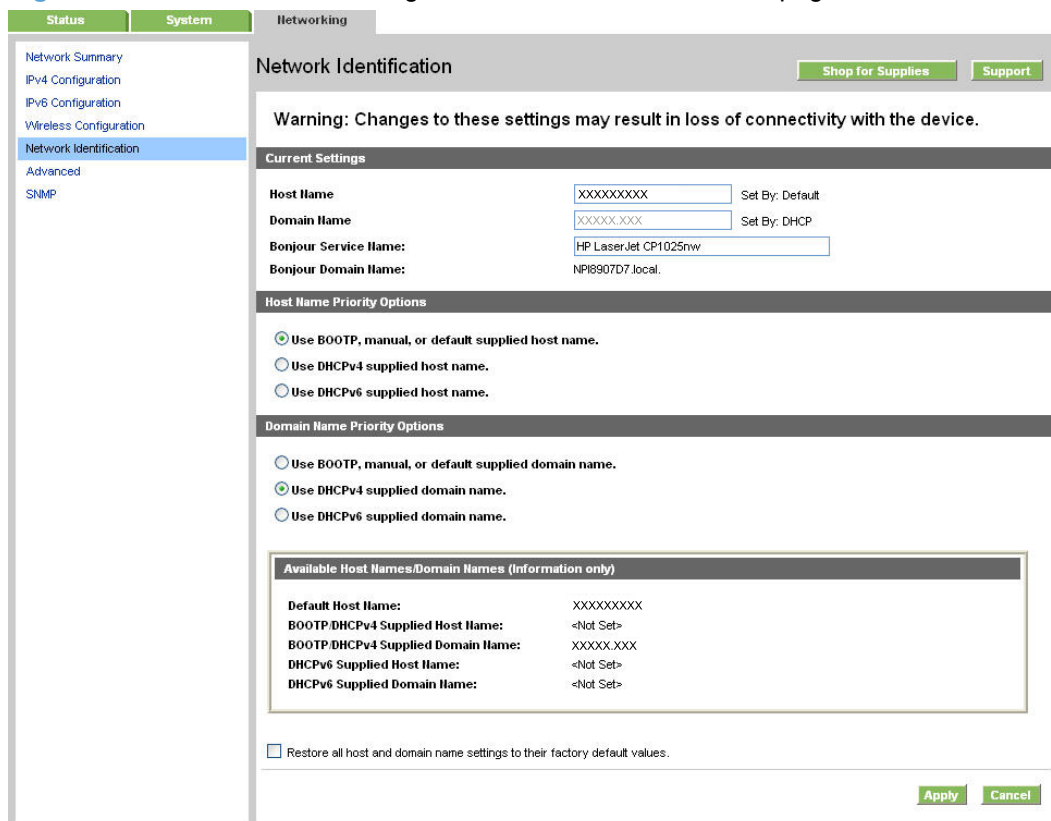
Table 2-2 Network Identification pane – Text Entities

Text Entity	Disabled status
Host name	Disabled if configured by BOOTP
Domain name (IPv4/IPv6)	Disabled if configured by BOOTP, DHCPv4, or DHCPv6

Table 2-2 Network Identification pane – Text Entities (continued)

Text Entity	Disabled status
Domain name (IPv6)	Disabled if configured by DHCPv6
Bonjour Service name	Disabled if Bonjour is disabled

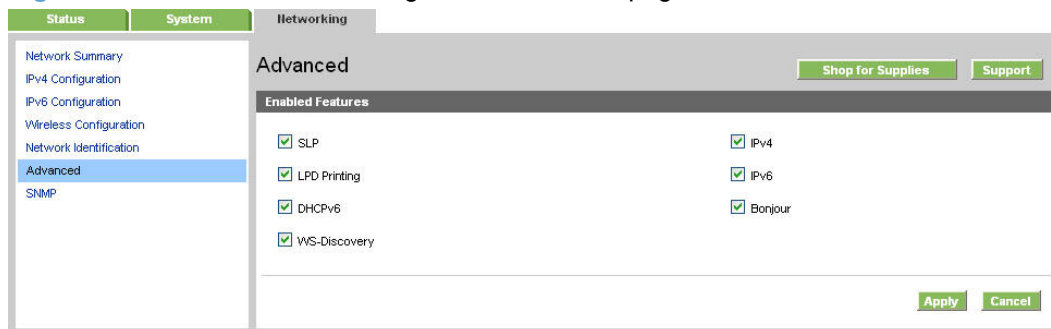
Figure 2-21 HP EWS, Networking tab – Network Identification page



Advanced page

Use the **Advanced** page to configure the enabled settings and other settings, such as link speed, for the product.

Figure 2-22 HP EWS, Networking tab – Advanced page



SNMP page

Use this page to configure the SNMP settings for the product.

Figure 2-23 HP EWS, Networking tab – **SNMP** page

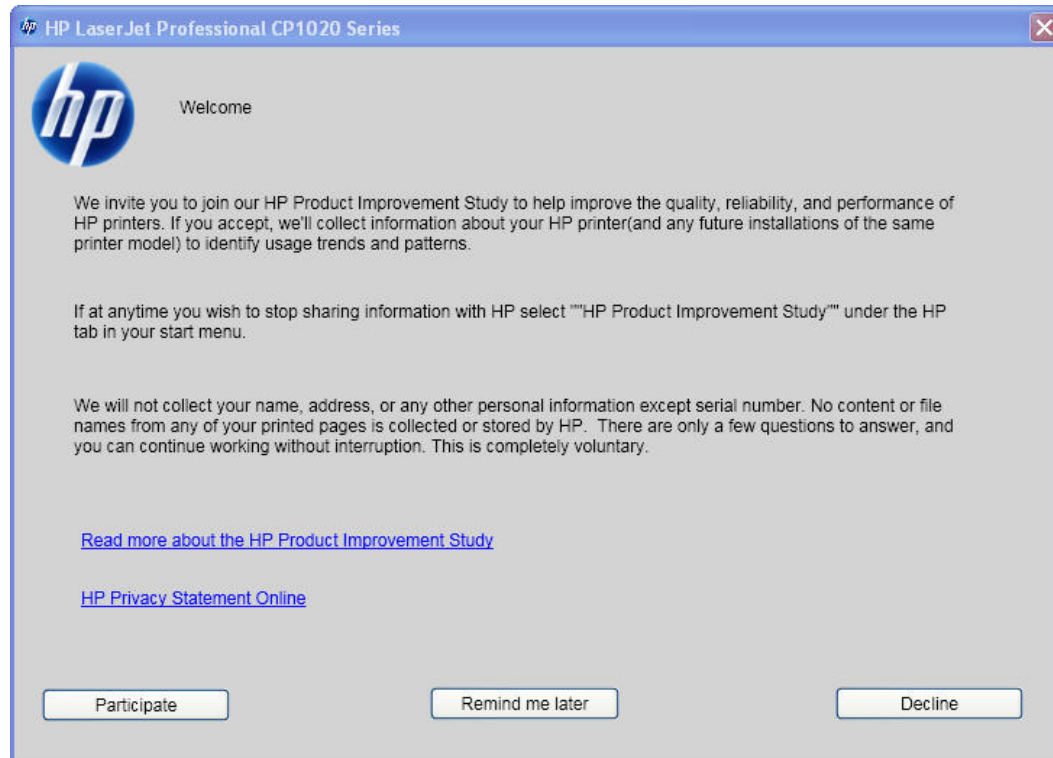
The screenshot displays the HP EWS interface for configuring SNMP settings. The top navigation bar includes 'Status', 'System', and 'Networking' tabs, with 'Networking' selected. A left-hand menu lists various configuration options, with 'SNMP' highlighted. The main content area is titled 'SNMP' and features a warning message: 'Warning: Changing these settings can potentially disrupt network functionality.' Below the warning are three radio button options: 'Enable SHIMP read-write access' (which is selected), 'Enable SHIMP read-only access (uses 'public' for the Get Community Name)', and 'Disable SHIMP'. Underneath these options are four text input fields: 'Set Community Name' (with a note 'Replaces 'public'' to its right), 'Confirm Set Community Name', 'Get Community Name', and 'Confirm Get Community Name'. A checkbox labeled 'Disable SNMP default Get Community Name of 'public'' is located below the input fields. At the bottom right of the configuration area are 'Apply' and 'Cancel' buttons. Additionally, 'Shop for Supplies' and 'Support' buttons are located at the top right of the main content area.

HP Customer Participation Program

After the product is installed, you have the option of participating in HP's voluntary program for communication between your system and HP. This feature, available through software that is included on the printing-system software installation CD, helps HP monitor toner usage.

At the time of the invitation, about two weeks after installation, full disclosure of the information to be communicated is provided. Participation is entirely voluntary, and the impact on processing and connection speeds is negligible. Personal information is never sent to HP unless permission is given.

Figure 2-24 Welcome to the HP Product Survey Program screen



If you decline the invitation, the dialog box does *not* appear again and no data will be gathered.

Font support

The basic fonts listed here are included with Microsoft Windows software. The additional PS fonts are available on the CD that came with the product.

Basic fonts

Microsoft Windows software includes these basic fonts, which can be used with any HP printing product:

- Arial
- Courier New Italic
- Times New Roman Italic
- Arial Italic
- Courier New Bold
- Times New Roman Bold
- Arial Bold
- Courier New Bold Italic
- Times New Roman Bold Italic
- Arial Bold Italic
- Symbol
- Wingdings
- Courier New
- Times New Roman

3 Install Windows software and utilities


The product comes with software and installers for Microsoft Windows and Apple Mac systems. Linux and UNIX systems support the HP LaserJet Pro CP1020 Color Printer Series, and software is available on the Web. This chapter provides procedures for installing and uninstalling the printing-system software for Windows operating systems.

- [Install overview](#)
- [General Windows installation instructions](#)

Install overview

The software for the product comes on a single CD. The software installer first checks the versions of Windows Installer and Microsoft .NET installed on the system, and then installs the printing-system software from the CD onto the hard disk and updates Windows files.

During the printing-system installation, the software installer also checks the firmware version on the product. If the firmware version on the product is older than the firmware version on the CD, the installer will update the firmware on the product. If the firmware version on the product is the same or newer than the CD, the software installer does not update the firmware on the product. Each time you turn the product on, a firmware file is added to the first print job.

 **NOTE:** If you try to use any print driver other than the HP LaserJet Pro CP1020 Color Printer Series printer driver — for example a different HP printer driver, a Microsoft printer driver, HP Universal Print Driver, or a custom printer driver — the product will not print.

Depending on the configuration of your computer as well as the installation method selected, the following components might be installed during the printing-system software installation:

- HP LaserJet Pro CP1020 Color Printer Series host-based printer driver
- HP Software Update
- Shop for Supplies
- Color LaserJet 1020 Series Device Settings
- HP LaserJet Customer Participation Program
- HP LaserJet Help and Learn Center
- *HP LaserJet Pro CP1020 Color Printer Series User Guide*
- Windows Installer 3.1
- Warranty reminder
- UnInstall utility

For all of the supported platforms, each install option presents a series of query dialog boxes that guide you through the installation process.

Software Installer system check

The software installer checks the computer system to ensure that the following Windows features are the correct version to support the printing-system components.

Microsoft Windows Installer 3.1

When the user starts the installation process, the HP LaserJet Pro CP1020 Color Printer Series software installer checks the computer system to determine the version number of the Windows Installer currently on the system. If the HP LaserJet Pro CP1020 Color Printer Series software installer detects that the Windows Installer version is prior to version 3.1, a dialog box appears alerting the user that the Windows Installer must be updated. The user must click the **OK** button to continue. The HP LaserJet Pro CP1020 Color Printer Series software installer then updates the

Windows Installer and continues the HP LaserJet Pro CP1020 Color Printer Series printing-system installation process.

To determine which version of Windows Installer is currently running on the computer, follow these instructions.

1. For Windows 7 and Windows Vista, click the **Start** button, click the **Control Panel** option, and then click the **Programs** option.

For Windows XP and Windows Server 2003, click the **Start** button, click the **Control Panel** option, and then double-click the **Add/Remove programs** option.

2. Scroll down until you find the entry for the **Windows Installer**.

Software installation types for Windows

The HP LaserJet Pro CP1020 Color Printer Series printing-system software can be installed in the following ways:

- HP LaserJet Pro CP1020 Color Printer Series printing-system installer (Recommended)
- Microsoft Found New Hardware Wizard (Plug and Play installation)

Installation options

The printing-system software can be used with the product in the following configurations:

- Install the printing-system software on a computer that is directly connected to the product through a USB port.
- Install the printing-system software on a computer that has access to a network, either wired or wireless, to which the product is connected.

General Windows installation instructions


- [General Windows installation for direct connections](#)
- [General Windows installation for network connections](#)
- [Printer sharing disclaimer](#)
- [Point-and-Print installation](#)
- [Modify a pre-existing installation](#)

General Windows installation for direct connections

- [Windows installation instructions for direct-connected \(USB\) products](#)
- [Printer driver only installation instructions \(Microsoft Add product Wizard\)](#)


Windows installation instructions for direct-connected (USB) products

Use the following instructions to install the printing-system software on a computer that is running Windows 7, Windows Server 2003, Windows XP, or Windows Vista, and is directly connected to the product.

 **NOTE:** Set up and turn on the product before installing the software. Do *not* connect the product to the computer until the software installation program prompts you.


You must have administrator privileges to install the software.

1. Quit all open programs.
2. Insert the printing-system software CD into the CD-ROM drive.

 **NOTE:** If the CD-ROM does not start automatically, click **Start**, click **Run**, and then browse to and double-click the SETUP.EXE file in the root directory of the printing-system software CD.

3. Click the **Install** button, and then follow the onscreen prompts.
4. When the installer software prompts you to select how the product will be connected, select **Directly to this computer using a USB cable.**, and then click **Next**. Follow the onscreen prompts.
5. If you are prompted to restart the computer, click **Yes**.
6. After installation of the printing-system software, dialog boxes appear that allow you to print a test page and register the product over the Web.

Printer driver only installation instructions (Microsoft Add product Wizard)

 **NOTE:** This product driver only software solution provides print-only functionality through a communications port that has already been created for this product (USB or network connected).

To use the product driver only software solution with a direct USB connection, a USB Print port must have already been created by a previous installation of the printing-system software. There are several direct USB printing-system software installation options that establish a USB Print port:

- Complete an installation using the in-box printing-system software CD.
- Download the "Recommended Solution", which provides installation options identical to the printing-system software CD.

Once a USB Print port is created by a previous direct USB installation, the product driver installation can be completed using that USB Print port.

Use the following instructions to install the product driver only:

1. Click **Start**, and then do one of the following:

For Windows 7: Click **Devices and products**.

-or-

For Windows Server 2003 and Windows XP Professional: Select **Settings**, and then click **products and Faxes**.

-or-

For Windows XP Home: Click **Control Panel**, and then double-click the **products and Other Hardware** icon.

-or-

For Windows Vista: Click **Computer**, click **Control Panel**, and then click **Hardware and Sound**.

2. Click **Add product**, and then click **Next**.
3. When asked if the product is a local or network product, select **Local product attached to this computer**, and then click **Next**.

 **NOTE:** Do not select the **Automatically detect and install my Plug and Play product** option.

4. On the **Select a product Port** screen, select the USB Print port that was created by a previous USB installation, and then click **Next**.
5. On the **Install product Software** screen, click **Have Disk...** The **Install from Disk** dialog box appears.
6. Insert the printing-system software CD into the CD-ROM drive.
7. Click **Browse...**, and then select the product driver for the product.
8. Click **Open**.
9. On the **Install from Disk** dialog box, click **OK**.
10. Click **Next**. Complete the installation. When prompted, print a test page to ensure that the product driver is installed correctly.

General Windows installation for network connections


- [Network setup](#)
- [Windows installation instructions for network-connected products](#)
- [Print driver only installation instructions \(Microsoft Add printer Wizard\)](#)


Network setup

 **NOTE:** Set up, turn on, and connect the product to the network before installing the software.

To connect a product to a network, use the following instructions:

1. Connect the product to the network.
2. Turn on the product.

 **NOTE:** You must complete the power-up sequence in this order or the installer discovery utility fails to recognize the product. It might take a few minutes for the product to obtain a TCP/IP address.

3. To print a configuration page from the product control panel, press and hold the Resume button  for two to three seconds to print a configuration page and a supplies status page (English only).
4. Install the printing-system software. Use the information from the test pages to specify the network variables during installation.


Windows installation instructions for network-connected products

 **NOTE:** Complete the network setup before completing this procedure.

Use the following instructions to install the printing-system software on a computer that is running Windows 7, Windows XP, or Windows Vista, and is connected to the product through a network.

 **NOTE:** You must have administrator privileges to install the software.

1. Quit all open programs.
2. Insert the printing-system software CD into the CD-ROM drive.


 **NOTE:** If the CD-ROM does not start automatically, click **Start**, click **Run**, and then browse to and double-click the SETUP.EXE file in the root directory of the CD.

3. Click the **Install** button, and then follow the onscreen prompts.
4. When the installer software prompts you to select how the product will be connected, select **Connect through a wired network.** or **Connect through a wireless network.** Follow the onscreen prompts.

The HP ePrint window opens as the installation completes. HP ePrint provides simplified printing for internet connected products. HP ePrint might require a firmware upgrade.

5. If you are prompted to restart the computer, click **Yes**.
6. After installation of the printing-system software, print a test page to ensure that the product driver is installed correctly.

Print driver only installation instructions (Microsoft Add printer Wizard)

 **NOTE:** This product driver only software solution provides print-only functionality through a communications port that has already been created for this product (USB or network connected).

Use the following instructions to install the product driver only:

1. Click **Start**, and then do one of the following:

For Windows 7: Click **Devices and products**.

-or-

For Windows Server 2003 and Windows XP Professional: Select **Settings**, and then click **products and Faxes**.


-or-

For Windows XP Home: Click **Control Panel**, and then double-click the **products and Other Hardware** icon.

-or-

For Windows Vista: Click **Computer**, click **Control Panel**, and then click **Hardware and Sound**.

2. Click **Add product**, and then click **Next**.
3. When asked if the product is a local or network product, select **A network product, or a product attached to another computer**, and then click **Next**.

 **NOTE:** Use of a local port is recommended, if it is available. If no local port is available, create a new TCP/IP port.

4. On the **Install product Software** screen, click the **Have Disk...** button. The **Install from Disk** dialog box appears.
5. Insert the printing-system software CD into the CD-ROM drive.
6. Click **Browse...**, and then select the product driver for the product.
7. Click **Open**.
8. On the **Install from Disk** dialog box, click **OK**.
9. Click **Next**. Complete the installation. When prompted, print a test page to ensure that the product driver is installed correctly.

Printer sharing disclaimer

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

Point-and-Print installation

Use the following information to install a printer driver by using the Microsoft Point-and-Print feature when you do not connect directly to the product on the network.

Point-and-Print is a Microsoft term that describes a two-step printer driver installation process. The first step is to install a shared printer driver on a network print server. The second step is to "point" to the print server from a network client so that the client can use the printer driver.

HP provides printer drivers that are compatible with the Point-and-Print feature, but this is a function of the Windows operating systems, *not* of HP printer drivers.

Administrator privileges are necessary to install the printer driver.

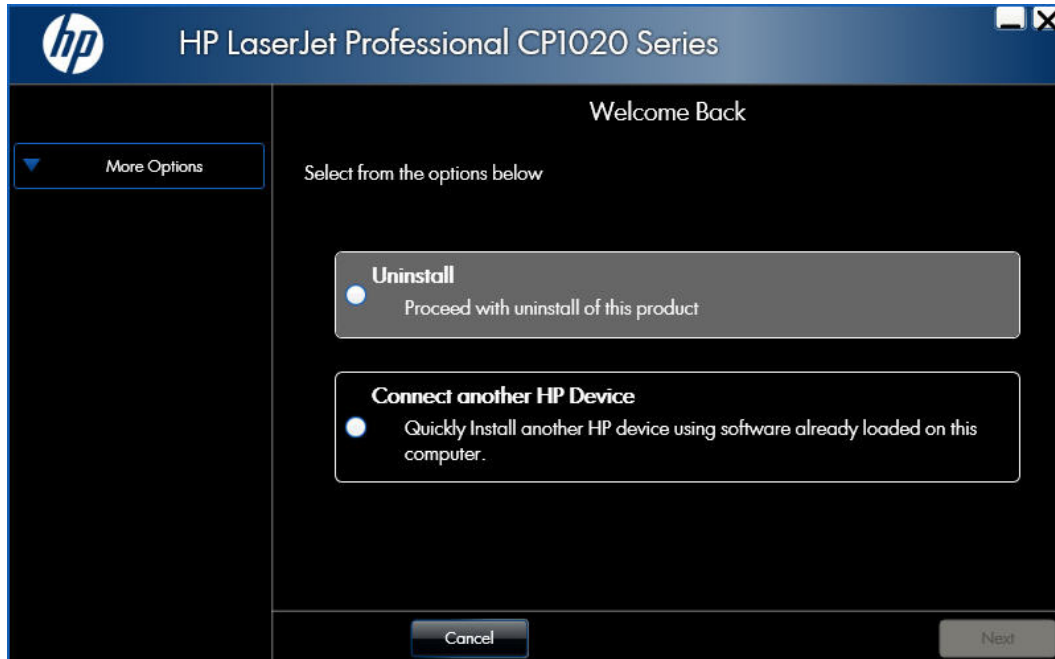
In a homogenous operating system environment (one in which all of the clients and servers are running in the same operating system), the same printer driver version that is vended from the server to the clients in a Point-and-Print environment also runs and controls the print queue configuration on the server. However, in a mixed operating system environment (one in which servers and clients might run on different operating systems), conflicts can occur when client computers run a version of the printer driver that is different from the one on the print server.

In an effort to increase operating system stability, Microsoft determined that, starting with Windows 2000 and continuing with all future operating systems, printer drivers would run as *user-mode* processes. User-mode drivers run in a protected part of the operating system, as do all of the normal end-user processes and software programs. A user-mode printer driver that functions incorrectly can terminate (or "crash") only the process in which it is running—not the whole operating system. Because access to critical system resources is restricted, overall operating system stability is increased.

Modify a pre-existing installation


If an HP LaserJet Pro CP1020 Color Printer Series MFP Series has been installed, the initial CD browser screen on the printing-system installation CD changes to the **Welcome Back** screen. A pre-existing installation also changes the sequence of installation screens.

Figure 3-1 CD browser screen — **Welcome Back**



The **Welcome Back** screen contains the following options:

- **Uninstall.** Click this option to uninstall the printing-system software.
- **Connect another HP Device.** Click this option to quickly install another HP product using software that is already loaded on the computer.
- **More Options.** Click this option to gain access to the product documentation on the CD (including the User Guide), Admin Documentation and Software, access specialized drivers and product support on the Web.

 **NOTE:** Some of the features and drivers listed in the **More Options** menu of the installer may not be compatible with your product.

- **Cancel.** Click this option to close the CD browser.

4 HP LaserJet Pro CP1020 Color Printer Series printer driver (Host-based raster driver)

- [Change the printer driver settings for Windows](#)
- [Help system](#)
- [Printing Shortcuts tab features](#)
- [Paper/Quality tab features](#)
- [Effects tab features](#)
- [Finishing tab features](#)
- [Color tab features](#)
- [Services tab features](#)

Change the printer driver settings for Windows

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 device configuration settings
Windows 7, XP, Server 2003, and Vista	<ol style="list-style-type: none">1. On the File menu in the software program, click Print.2. Select the driver, and then click Properties or Preferences. <p>The steps can vary; this procedure is most common.</p>	<ol style="list-style-type: none">1. Click Start, click Settings, and then click Devices and Printers (Windows 7) or Printers and Faxes (Windows XP Professional and Server 2003) or Printers and Other Hardware Devices (Windows XP Home). For Windows Vista, click Start, click Control Panel, and then click Printer.2. Right-click the driver icon, and then select Printing Preferences.	<ol style="list-style-type: none">1. Click Start, click Settings, and then click Devices and Printers (Windows 7) or Printers and Faxes (Windows XP Professional and Server 2003) or Printers and Other Hardware Devices (Windows XP Home). For Windows Vista, click Start, click Control Panel, and then click Printer.2. Right-click the driver icon, and then select Properties.3. Click the Configure tab.

To gain access to driver settings from within most software programs, click **File**, click **Print**, and then click **Properties**. The appearance and names of the driver tabs that appear can vary, depending on the operating system. These settings apply only while the software program is open.

You can also control the driver directly from the **Printers** folder. These settings change the default settings for all software programs.

- In Windows 7, click **Start**, select **Devices and Printers**, right-click the product name, and then click **Printing Preferences** to gain access to the same set of driver tabs that the software program controls.
- In Windows XP, click **Start**, select **Settings**, select **Printers and Faxes** (Windows XP Professional) or **Printers and Other Hardware Devices** (Windows XP Home), right-click the product name, and then click **Printing Preferences** to gain access to the same set of driver tabs that the software program controls.

Click **Properties** after right-clicking the product name to gain access to the **Properties** tab set, which controls the driver behavior and driver connections.

Properties tab set

The **Properties** tab set contains information about and options for configuring the product.


 **NOTE:** Windows also has tabs in the **Properties** tab set. For information about those tabs, see the documentation that came with the computer.

Printing Preferences tab set

The **Printing Preferences** tabs contain options for formatting documents for the product. Gain access to the **Printing Preferences** tabs either through the software program or through the Windows **Printers** folder.

The following tabs are included in **Printing Preferences** tab set:

- Printing Shortcuts
- Paper/Quality
- Effects
- Finishing
- Color
- Services

 **NOTE:** If the paper type is set as **Unspecified** on the **Paper/Quality** tab, and another **Printing Preferences** tab is selected, a pop up message will display warning that an unspecified paper type has been set and printing quality may be affected.

Document preview image

The document preview image is a line-drawn image of a page that represents graphics and text. The document preview image is always oriented so that the contents of the page are right-side-up. The document preview image appears in the upper-right corner of all **Printing Preferences** tabs except the **Services** tab.

Switching between tabs does not change the location or appearance of the document preview image. Move the mouse over the document preview image, and the mouse cursor changes from an arrow to a gloved hand. Toggle between portrait and landscape page orientation by clicking on the image.

Help system

The printer driver include a full-featured Help system to provide assistance with printing and configuration options. The following Help options are available:

- [What's this? Help](#)
- [Context-sensitive Help](#)
- [Warning icons](#)

What's this? Help

"What's this?" Help is supported in Windows 7, Windows XP, and Windows Vista. Gain access to "What's this?" Help messages in any of the following ways:

- Right-click a control and click **What's this?**, and a pop-up Help window appears.
- Click the **?** button at the upper-right corner of the frame, next to the **X**, to change the cursor to an arrow with a question mark. Use this special cursor to select a control, and the pop-up Help window for that feature appears.
- Press the **F1** key, and the Help window for the currently selected control appears.

Context-sensitive Help

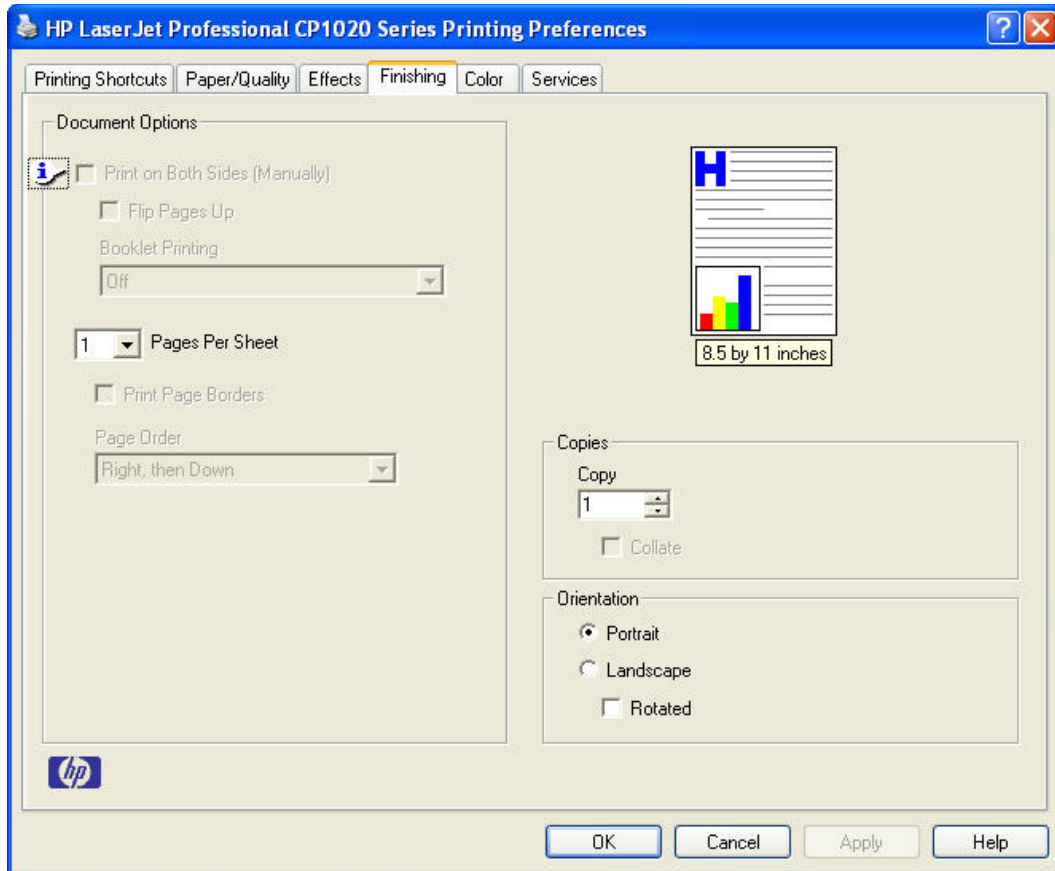
Press the **Help** button on a product driver tab or in a dialog box, and context-sensitive Help appears.

Warning icons

Warning icons appear in response to specific product driver settings. These icons alert you to selections that are illogical or impossible given the capabilities of the product or the current settings of other controls. For example, if **Allow Manual Duplexing** is not selected on the **Configure** tab in Printer Properties, a warning icon appears next to **Print on Both Sides (Manually)** on the **Finishing**

tab. Click on the warning icon to display a pop up window that contains instructions for enabling the specific feature.

Figure 4-1 Paper/Quality tab with warning icons

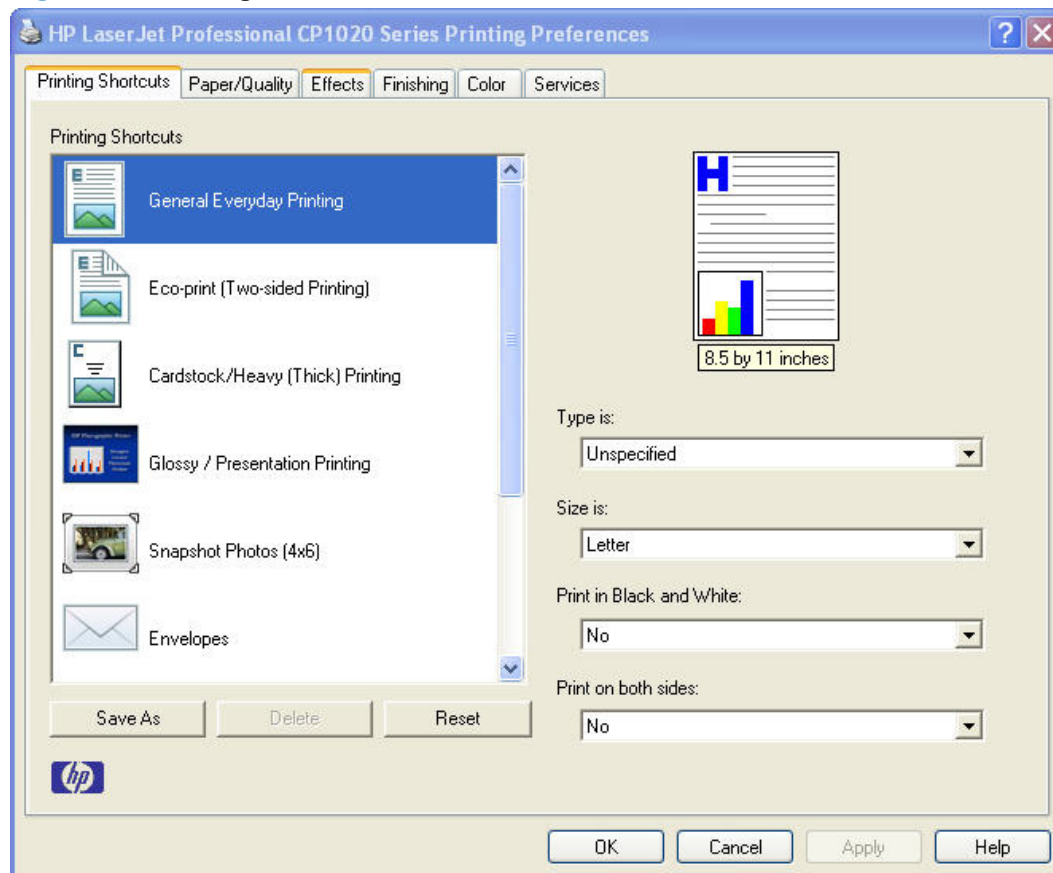


Printing Shortcuts tab features

- [Use defined printing shortcuts](#)
- [Create a custom printing shortcut](#)

Use the **Printing Shortcuts** tab to print jobs with specific printer driver settings. The available settings depend on the product configuration. Select one of the defined shortcuts or create custom printing shortcuts.

Figure 4-2 Printing Shortcuts tab



Select one of the defined shortcuts or custom printing shortcuts, and then click **OK** to print the job with the specific printer driver settings.

You can store a maximum of 25 custom printing shortcuts on a particular system.


Select any defined shortcut or custom printing shortcut and then click **Delete** to delete it.

Click **Reset** to set the default options for all features of the selected shortcut.

Use defined printing shortcuts

The following defined printing shortcuts are available:

- **General Everyday Printing.** Select this option to print using typical settings.
- **Eco-print (Two-sided Printing).** Select this option to print using typical settings for manual duplex printing.
- **Cardstock /Heavy (Thick) Printing.** Select this option to print using typical settings for booklet printing.
- **Glossy/Presentation Printing.** Select this option to print using typical settings for printing on envelopes.
- **Snapshot Photos (4x6).** Select this option to print with the default printer driver settings.
- **Envelopes**
- **Label Printing**
- **Transparency Printing**
- **Factory Defaults**

 **NOTE:** If you change any of the settings for a defined printing shortcut, the **Save As...** and **Reset** buttons become active. Click **Save As...** to save the new settings as a custom printing shortcut. Click **Reset** to set the default options for all features of the selected shortcut.

Create a custom printing shortcut

Create a custom printing shortcut by following these steps:

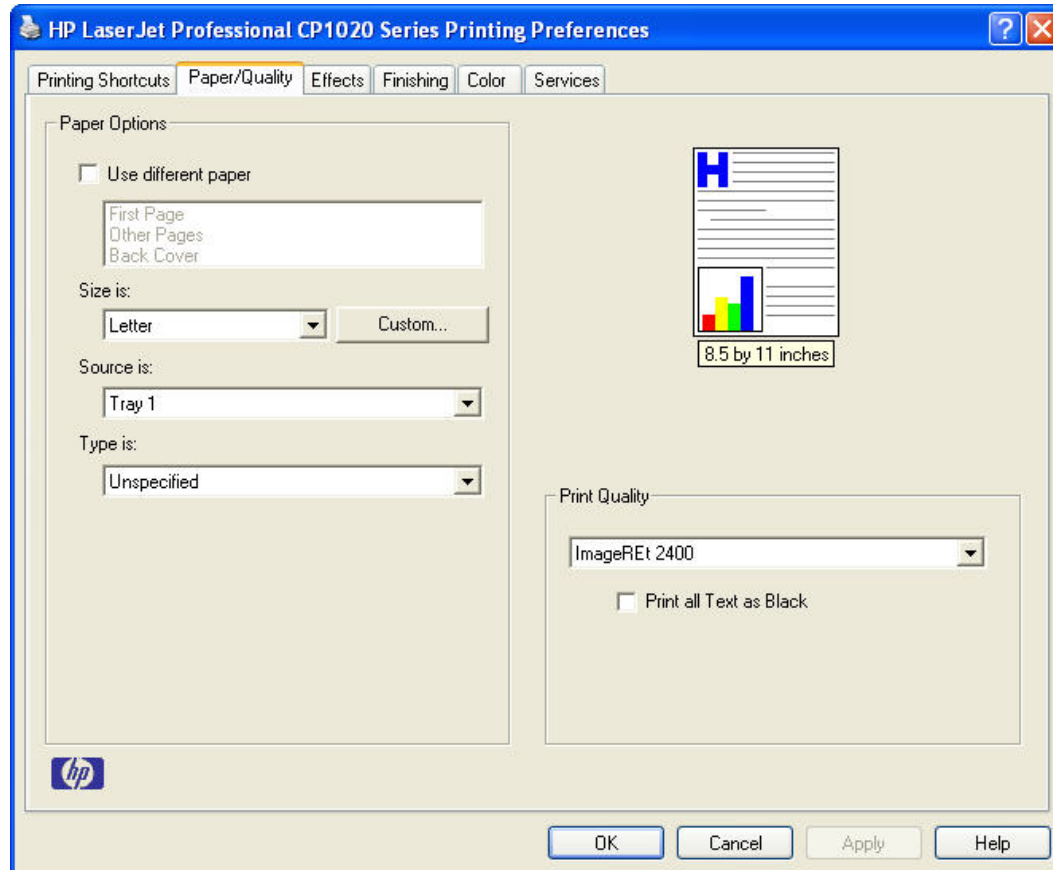
1. Select one of the defined shortcuts as a base.
2. Select the appropriate print settings on the **Printing Shortcuts** tab, or by using the settings on any of the **Printing Preferences** tabs.
3. On the **Printing Shortcuts** tab, click **Save As...** The **Printing shortcuts** box appears.
4. Type a name for the custom printing shortcut, and then click the **OK** button. The custom printing shortcut appears in the printing shortcuts list.

Paper/Quality tab features

- [Paper Options](#)
- [Document preview image](#)
- [Print Quality](#)

Use the **Paper/Quality** tab to specify the size, type, and source of the paper. Also use this tab to specify the location of different paper types within the print job.

Figure 4-3 Paper/Quality tab



Paper Options

- [Use different paper](#)
- [Paper sizes](#)
- [Custom Paper Size](#)
- [Paper source](#)
- [Paper type](#)

The settings specified in the **Paper Options** group box on the **Paper/Quality** tab apply to all of the pages of the print job.


Use different paper

Select **Use different paper** to use a different paper type, or paper source, for the first page, back cover, and other pages in a print job.

Paper sizes

The **Size is** setting is a drop-down menu that lists all of the supported paper sizes.


Because paper-size settings in most software programs override printer driver settings, it is generally best to use the printer driver to set paper size only when printing from software programs that do not include a paper-size setting, such as NotePad, or when printing a book or a booklet that does not require different paper sizes.

 **NOTE:** Certain software programs can override the size command and specify different paper sizes within a single document.

When you change the print-driver setting to a paper size that is not currently loaded in the product, a control-panel message appears that prompts you to load the paper size or select another tray.

Custom Paper Size

The **Custom Paper Size** dialog box appears when you click **Custom...** on the **Paper/Quality** tab.

 **NOTE:** The **Custom Paper Size** dialog box for the product does not reflect the maximum paper size that the product supports.

Name

Use the **Name** text box to type a new name for a custom paper size.

The name that appears in the **Name** text box depends on the following conditions:

- If a saved custom paper size has been selected from the drop-down menu on the **Paper/Quality** tab, then the **Name** text box shows the name of the selected custom paper size.
- If a standard paper size has been selected on the **Paper/Quality** tab, then the **Name** text box shows the default name of "Custom."
- If a new name has been typed into the **Name** text box for the purpose of saving a new size or renaming an existing size, then that new name will remain in the text box until the new size is saved or the dialog box is closed.

If you type a new name into the **Name** text box, but do not click **Save**, you can change the width and height values without losing the name. However, if you close the dialog box without clicking **Save**, any unsaved name or size values are lost without warning.

Custom paper sizes

Change the width and height values by typing numeric strings into the **Width** and **Height** fields in the **Custom Paper Size** dialog box.

Any entry that is greater than the maximum limits of the width and height controls is rounded down to the maximum valid entry, while any entry that is smaller than the minimum limits of the width and height control is rounded up to the minimum valid entry.

If units are in millimeters, the custom paper-size range minimum is the limit rounded up to the nearest whole millimeter. The custom paper-size range maximum is the limit rounded down to the nearest whole millimeter. Any non-numerical entry reverts to the last valid entry. Width and height entries are validated when the focus has changed.

The resolution of each control is 1 millimeter or 1/10 of an inch, depending on the current measurement units.

Units

To change measurement units, click the **Use Millimeters** button, if the measurements are currently in inches, or **Use Inches** button if the measurements are currently in millimeters.

Custom width and height control limits

The minimum paper size for the product is 76.2 x 127 mm (3 x 5 in) and the maximum size is 215.9 x 355.6 mm (8.5 x 14 in).

Paper source


The **Paper source** setting specifies the source tray for printing a document.


The **Source is** drop-down menu can contain the following options, depending on what has been installed on the product:

- **Tray 1 (default)**
- **Manual Feed**

Paper type

The **Type** is drop-down menu shows all of the supported paper types. When you use the default setting, **Unspecified**, the product uses the default paper type, which is usually **Plain**.

 **NOTE:** Selecting a paper type instructs the product to use a group of predefined settings to create the best possible print quality for that type of paper.

 **CAUTION:** Selecting a paper type that does not match the type of paper that is loaded in the tray can damage the product.

The following standard types appear in the list:

- **Everyday < 96**
 - **Unspecified**
 - **Plain**
 - HP LaserJet 90g
 - **Light 60-74g**
- **Presentation 96–130g**
 - **HP Color Laser Matte 105g**
 - **HP Premium Choice Matte 120g**
 - **HP Presentation Glossy 130g**
 - **HP Professional Laser Glossy 130g**
 - **Mid-Weight 96-110g**
 - **Heavy 111–130g**
 - **Heavy Glossy 111-130g**
- **Brochure 131–175g**
 - **HP Color Laser Brochure Matte 160g**
 - **HP Superior Laser Matte 160g**
 - **HP Color Laser Brochure Glossy 160g**
 - **HP Superior Laser Glossy 160g**
 - **HP Tri-Fold Color Laser Brochure 160g**
 - **Extra-Heavy 131-175g**
 - **Extra-Heavy Glossy 131–175g**

- **Photo/Cover 176–220g**
 - **HP Cover Matte 200g**
 - **HP Matte Photo 200g**
 - **HP Color Laser Photo Glossy 200g**
 - **Card Glossy 176–220g**
- **Other**
 - **Color Laser Transparency**
 - **Labels**
 - **Letterhead**
 - **Envelope**
 - **Heavy Envelope**
 - **Preprinted**
 - **Prepunched**
 - **Colored**
 - **Rough**
 - **Heavy Rough**
 - **HP Tough Paper**

The default setting is **Unspecified**, and the program selects the paper type. Before selecting a different setting, make sure that the correct paper type is loaded in the input tray.

If the print-driver setting is changed to a paper type that is not currently loaded in the product, a control-panel message appears that prompts you to load the selected paper type or select another tray.

Document preview image

The document preview image is a line-drawn image of a page that represents graphics and text. The document preview image is always oriented so that the contents of the page are right-side-up. The document preview image appears in the upper-right corner of all **Printing Preferences** tabs except the **Services** tab.

Switching between tabs does not change the location or appearance of the document preview image. Move the mouse over the document preview image, and the mouse cursor changes from an arrow to a gloved hand. Toggle between portrait and landscape page orientation by clicking on the image.

Print Quality

The **Print Quality** group box contains the **Print Quality** drop-down menu.

The default setting for **Print Quality** is **ImageREt 2400**.

This setting controls resolution, which refers to the number of dots per inch (dpi) or lines per inch (lpi) used to print the page. As resolution is increased, the quality (clarity and visual appeal) of print on the page is improved. However, higher resolution might also result in longer printing times. The following **Print Quality** options are available in the drop-down menu:

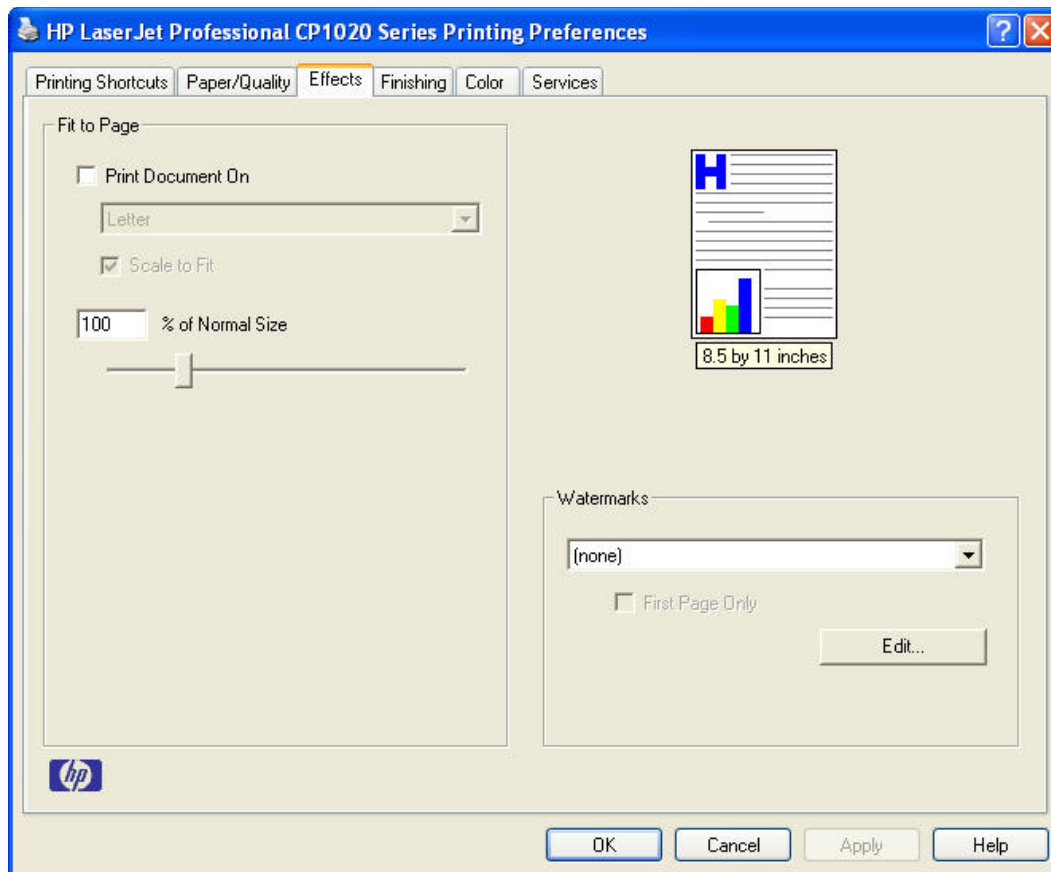
- **ImageREt 2400**
- **600x600x1**

Effects tab features

- [Fit to page](#)
- [Document preview image](#)
- [Watermarks](#)

Use the **Effects** tab to create unique paper effects, such as scaling and watermarks.

Figure 4-4 Effects tab



Fit to page

The **Fit to page** group box contains the following options:

- **Print document on** setting
- **Scale to fit** option
- **% of normal size** setting

Print document on

Select the **Print document on** option to format the document for one paper size and then print the document on a different paper size, with or without scaling the image to fit the new paper size.

The **Print document on** option is disabled by either of the following conditions:

- The **% of actual size** value is not 100.
- The **Pages per sheet** value on the **Finishing** tab is not 1.

When **Print document on** is selected, the drop-down menu shows the paper sizes on which you can print. The list contains all of the standard paper sizes that the selected paper source supports and any custom sizes that have been created. When **Print document on** is selected, **Scale to fit** is automatically selected. Clear this check box if you do not want the document reduced or enlarged to fit on the selected paper.

Scale to fit

The **Scale to fit** option specifies whether each formatted document page image is scaled to fit the target paper size. By default, **Scale to fit** is selected when **Print document on** is selected. If the setting is turned off, then the document page images will not be scaled, and are instead centered at full size on the paper. If the document size is larger than the paper size, then the document image is clipped. If it is smaller, then it is centered within the paper.

When the size for which the document is formatted (that is, the logical size) differs from the target size, the preview image uses a dashed gray line to show the boundaries of the logical page in relation to the target page size.

% of normal size

The **% of normal size** option provides a slider bar to use for scaling the percentage setting. The default setting in the entry box is 100% of normal size. Normal size is defined as the paper size that is selected within the printer driver or what the printer driver receives from the software program, if the software program does not negotiate the paper size with the printer driver. The printer driver scales the page by the appropriate factor and sends it to the product.

The limits of the range are from 25% to 400%, and any values outside the range are adjusted to those limits as soon as the focus is removed from the control (that is, when the **Tab** key is pressed or another control is selected).

Any change to the scale also changes the document preview image, which increases or decreases from the upper-left corner of the preview.

The slider bar controls the scale directly. The value in the edit box changes as the slider-bar indicator is dragged, and the document preview image is updated to the new image scale. Each click on the arrows increases or decreases the scale by 1%. Each click on the slider bar affects the scale by 10%.

Dragging the slider-bar indicator does not yield an exact value. Instead, either use the slider-bar indicator to approximate the value and then use the arrows to refine the value, or type the value into the entry box.

The following settings disable **% of normal size**:

- **Print document on** on the **Effects** tab is selected
- **Pages per sheet** on the **Finishing** tab is not 1

Document preview image

The document preview image is a line-drawn image of a page that represents graphics and text. The document preview image is always oriented so that the contents of the page are right-side-up. The document preview image appears in the upper-right corner of all **Printing Preferences** tabs except the **Services** tab.

Switching between tabs does not change the location or appearance of the document preview image. Move the mouse over the document preview image, and the mouse cursor changes from an arrow to a gloved hand. Toggle between portrait and landscape page orientation by clicking on the image.

Watermarks

Use the **Watermarks** options to select a watermark, create a custom watermark (text only), or edit an existing watermark. The following watermarks are preset in the printer driver:

- **(none)**
- **Confidential**
- **Copy**
- **Draft**
- **SAMPLE**

The drop-down menu shows alphabetically sorted watermarks that are currently available on the system plus the string "(none)", which indicates that no watermark is selected. This is the default setting. Any watermark that is selected from this list appears in the preview image.

When the **First page only** check box is selected, the watermark is printed only on the first page of the document. The **First page only** check box is disabled when the current watermark selection is "(none)".

Watermarks are applied to logical pages. For example, when **Pages per sheet** is set to "4" and **First page only** is turned off, four watermarks appear on the physical page (one on each logical page).

Click **Edit** in the **Watermarks** group box, and the **Watermark Details** dialog box appears.

The **Watermark Details** dialog box shows a preview image and provides options for creating a new watermark and controlling the message angle and font attributes.

Click **OK** to accept all of the changes that are made in the **Watermark Details** dialog box. However, clicking **Cancel** does not cancel all of the changes. If you make changes to a watermark and then select a different watermark or click **New**, all of the changes are saved, and only the current, unsaved changes can be canceled.

Current Watermarks


The **Current Watermarks** group box contains a list of available watermarks, both the predefined watermarks that are available in the driver and any new watermarks that have been created.

To create a new watermark, click **New**. The new watermark appears in the **Current Watermarks** list and in the **Watermark Message** edit box as "**Untitled**" until you name it. The name typed in the

Watermark Message field appears in the **Current Watermarks** group box in the **Watermark Details** dialog box and in the **Watermarks** group box on the **Effects** tab.

To name the new watermark, type the selected watermark text in the **Watermark Message** edit box.

To delete a watermark, select the watermark in the **Current Watermarks** list and click **Delete**. A warning appears asking whether you are sure you want to delete the selected item. Click **Cancel** to keep the watermark. Click **OK** to delete the selected watermark.

 **NOTE:** No more than 30 watermarks can exist in the **Current Watermarks** list at one time. When the limit of 30 watermarks is reached, the **New** button is disabled.

To edit an existing watermark, select the watermark in the **Current Watermarks** list. If you change the **Watermark Message** for that watermark, in effect creates a new watermark.

Watermark Message

The **Watermark Message** is also the name that identifies the watermark in the **Current Watermarks** list, except when more than one watermark has the same message. For example, you might want several different watermarks can contain the message DRAFT, each with a different typeface or font size. When this occurs, the string is appended with a space, a pound sign, and a number (for example, **Draft #2**). When a number is added, the number two is used first, but if the resulting name is also in the list, then the number increases until the name is unique (**Draft #3**, **Draft #4**, and so on).

Message Angle

Use the options in the **Message Angle** group box to print the watermark in different orientations on the page. All settings center the watermark string within the page; the selection of a particular setting affects only the angle of the string placement. The following settings are available:

- **Diagonal.** This is the default setting. Select this setting to place the text along a line that spans the lower-left to upper-right corners of the page.
- **Horizontal.** Select this setting to place the text along a line that spans the mid-left and mid-right edges of the page.
- **Angle.** Select this setting to place the text at the specified angle across the page. Use the numeric spin box to select the angle.

Font Attributes

Use the controls in the **Font Attributes** group box to change the font and the shading, size, and style of the font.

The **Font Attributes** group box contains the following controls:

- **Name.** The **Name** drop-down menu lists fonts that are currently installed on the system. The default is language-dependent.
- **Color.** The **Color** drop-down menu contains the following options:
 - **Gray**
 - **Red**

- **Yellow**
- **Green**
- **Cyan**
- **Blue**
- **Magenta**
- **Shading.** The default **Shading** setting for new and preset watermarks is **Very Light**. The following range of shades is available from the **Shading** drop-down menu:
 - **Lightest**
 - **Very Light** (default)
 - **Light**
 - **Medium Light**
 - **Medium**
 - **Medium Dark**
 - **Dark**
 - **Very Dark**
 - **Darkest**

These values represent the intensity of the gray that is used. Select **Light** to produce a lightly saturated gray watermark. Select **Lightest** to produce the lightest shade of watermark. Select **Darkest** to produce a black watermark.

- **Size.** Font sizes from 1 to 999 points are available from the **Size** menu. The default point size is language-dependent.
- **Style.** The following settings are available:
 - **Regular**
 - **Bold**
 - **Italic**
 - **Bold Italic**

The default **Style** setting for new and preset watermarks is **Regular**.

Default watermark settings

The following table shows **Font Attribute** settings for new and preset watermarks.

Table 4-1 Font Attribute settings for new and preset watermarks

Setting	New watermark	Preset watermark
Name	Arial	Varies by language
Color	Gray	Gray
Shading	Very Light	Very Light
Size	127	Varies by language
Style	Regular	Regular

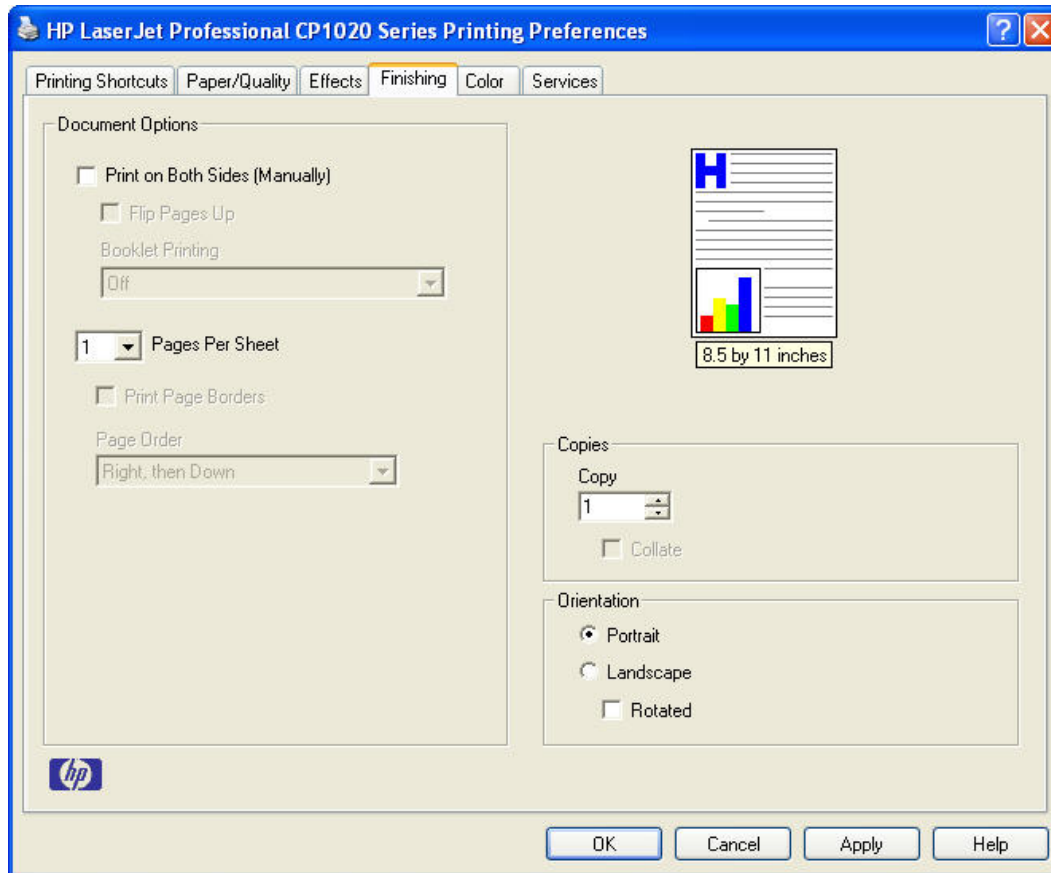
Click **OK** to accept all of the changes that have been made in the **Watermark Details** dialog box. Clicking **Cancel** does not cancel all of the changes. If you make changes to a watermark and then select a different watermark or click **New**, all of the changes are saved, and only the current, unsaved changes can be canceled.

Finishing tab features

- [Document options](#)
- [Document preview image](#)
- [Copies](#)
- [Orientation](#)

Use the **Finishing** tab to print booklets and control the paper output.

Figure 4-5 Finishing tab



Document options

- [Print on Both Sides \(Manually\)](#)
- [Flip pages up](#)
- [Booklet Printing](#)
- [Pages per sheet](#)
- [Print page borders](#)
- [Page order](#)

Print on Both Sides (Manually)

This product supports manual duplexing with the **Print on Both Side (Manually)** setting available on the **Finishing** tab. The default setting for the **Print on both Sides (Manually)** option is off (disabled). **Print on Both Sides (Manually)** is available when the following conditions exist:

- **Paper type:** on the **Paper/Quality** tab is set to any paper type *except for* the following:
 - **Labels**
 - **Color Laser Transparency**
- **Page size:** is set to any paper size *except for* the following:
 - **Envelope #10**
 - Envelope Monarch
 - Envelope B5
 - Envelope C5
 - Envelope DL
 - Envelope

Flip pages up

Use the **Flip pages up** check box to specify the duplex-binding option. By default, the **Flip pages up** check box is available only when **Print on Both Sides (Manually)** is selected.

The following table shows the results of selecting this check box, depending on the paper orientation selected on the **Finishing** tab.

Table 4-2 Page orientation

Orientation (Finishing tab)	Flip pages up selected	Flip pages up not selected
Portrait	Short-edge binding	Long-edge binding
Landscape	Long-edge binding	Short-edge binding

When **Print on Both Sides (Manually)** is selected, the document preview image changes to show a spiral binding along either the left edge or the top edge of the page. In addition, a folded-over corner appears in the lower-right portion of the preview image, indicating that printing occurs on the back side. An arrow on the folded-over corner points in the direction that the pages would be flipped if they were bound together.

Short-side binding is for print jobs with pages that read by flipping over like the pages of a calendar. Long-side binding is for print jobs with pages that read by turning like the pages of a book.

Booklet Printing

The **Booklet Printing** drop-down menu, visible when **Print on Both Sides (Manually)** is selected, offers choices that are based on the current paper size. The default setting for the **Booklet Printing**

drop-down menu is **Off**. The other settings have the following format, where **[paper size]** depends on the paper size that is set on the **Paper/Quality** tab:

- **Letter (Left Binding)**
- **Letter (Right Binding)**

Selecting **Letter (Left Binding)** or **Letter (Right Binding)** changes the document preview image to show the location of the binding. If the **Pages per sheet** setting is on the default setting of 1, it automatically changes to **2 pages per sheet**. Changing the **Pages per sheet** setting manually to 4, 6, 9, or 16 pages per sheet disables the booklet setting.

Book and booklet printing

The product supports both book and booklet printing.

A book is a print job that consists of at least two pages. It can have a different paper type for the front cover, first page, other pages, last page, or back cover. Use the **Use different paper** settings on the **Paper/Quality** tab to specify settings for blank or preprinted pages to be inserted in the print job.

- **First Page**
- **Other Pages**
- **Back Cover**

A booklet is a print job that places two pages on each side of a sheet that can then be folded into a booklet that is half the size of the paper. Use the **Booklet Printing** drop-down menu on the **Finishing** tab to control booklet settings.

Print a booklet

Complete the following steps to print a booklet in most software programs:

1. Click **File**.
2. Click **Print**.
3. Click **Properties**.
4. Click the **Finishing** tab.
5. Select the **Print on Both Sides (Manually)** check box.
6. In the **Booklet Printing** drop-down menu, select the type of booklet printing that you want (for example, **Letter (Right Binding)**).
7. Click **OK** in the printer driver.
8. Click **OK** in the print dialog box to print.

Pages per sheet

Use the **Pages per sheet** option to select the number of pages to print on a single sheet of paper.

When printing with more than one page per sheet, the pages appear smaller and are arranged on the sheet in a defined order. The **Pages per sheet** drop-down menu contains the following settings:

- **1 page per sheet** (default)
- **2 pages per sheet**
- **4 pages per sheet**
- **6 pages per sheet**
- **9 pages per sheet**
- **16 pages per sheet**

 **NOTE:** Selecting an option other than **1 page per sheet** makes booklet printing unavailable.

Print page borders

Related controls indented beneath the **Pages per sheet** edit box are **Print page borders** and **Page order**, which become active when **Pages per sheet** is greater than 1.

Print page borders sets a line around each page image on a printed sheet to help visually define the borders of each logical page.

Page order

The **Page order** drop-down menu contains the following options:

- **Right, then Down**
- **Down, then Right**
- **Left, then Down**
- **Down, then Left**

The preview document image changes to reflect changes in these settings.

- **2 pages per sheet**
- **4 pages per sheet**
- **6 pages per sheet**
- **9 pages per sheet**
- **16 pages per sheet**

Document preview image

The document preview image is a line-drawn image of a page that represents graphics and text. The document preview image is always oriented so that the contents of the page are right-side-up. The document preview image appears in the upper-right corner of all **Printing Preferences** tabs except the **Services** tab.


Switching between tabs does not change the location or appearance of the document preview image. Move the mouse over the document preview image, and the mouse cursor changes from an arrow to a gloved hand. Toggle between portrait and landscape page orientation by clicking on the image.

Copies

The copies setting sets the number of copies for a print a job. Select **Collate** to collate the print job.

Orientation

Orientation refers to the layout of the image on the page, and does not affect the way that paper feeds into the product.


 **NOTE:** Nearly all software programs establish the orientation for the printed page, so the page orientation in the printer driver is useful only for the few software programs that do not set an orientation.

The **Orientation** group box contains the following options:

- **Portrait.** The top edge of the document is the shorter edge of the paper. This is the default orientation.
- **Landscape.** The top edge of the document is the longer edge of the paper.
- **Rotated.** This creates a landscape or portrait orientation in which the image is rotated 180°. This setting is useful for printing prepunched paper.

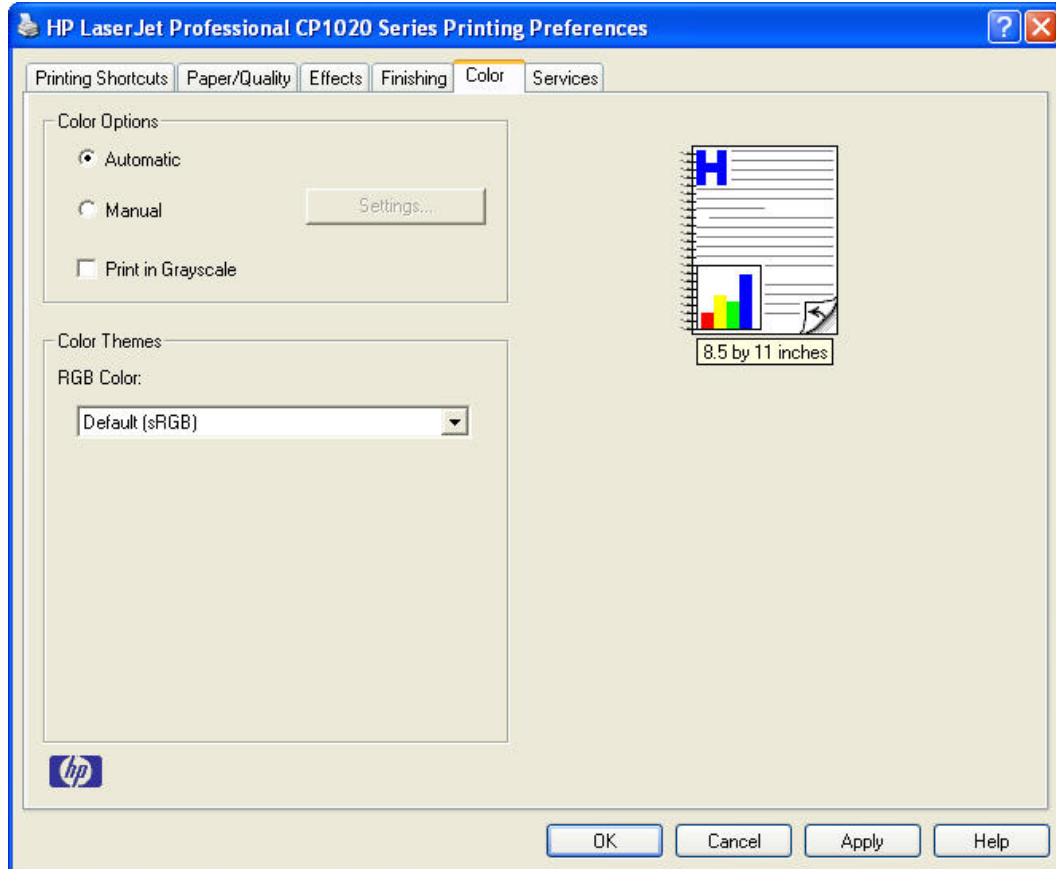
Toggle the orientation between portrait and landscape by clicking the document preview image. Selecting the **Rotated** check box does not change the document preview image.

Color tab features

 **NOTE:** The **Color** tab is located on the **Printing Preferences** tab set.

Use the **Color** tab to specify predefined color-option settings or to fine-tune the color treatments and halftoning. Color output can also be converted to grayscale. The **Color** tab is shown in the following figure.

Figure 4-6 Color tab



The **Color** tab contains the following sets of controls:

- [Color Options](#)
- [Color Themes](#)
- [Document preview image](#)

Color Options

Use the **Color Options** group box to adjust the independent color controls. The settings affect the print job color rendering and print quality. The **Color Options** group box contains the following controls:

- **Automatic** option (default)
- **Manual** option
- **Print in Grayscale** check box

Automatic

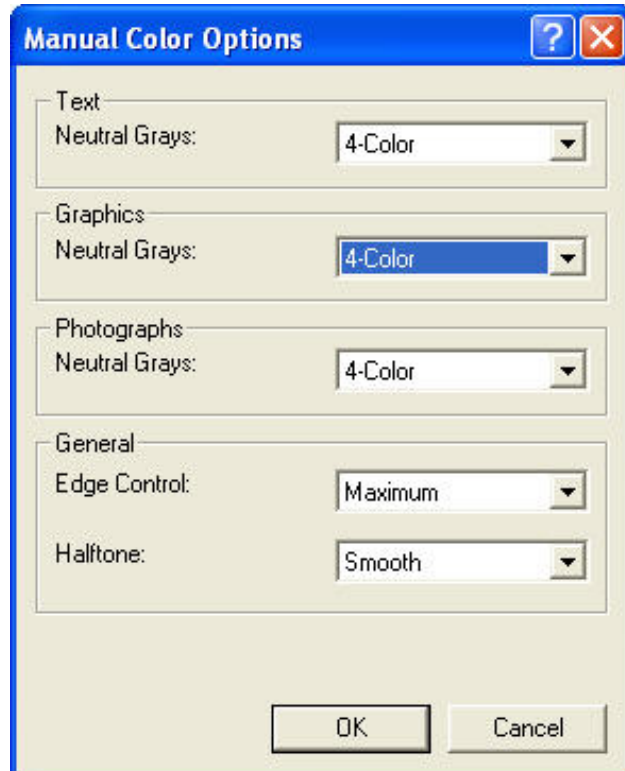
Use the **Automatic** option for color settings that automatically fine-tune the printed output. The **Automatic** color settings provide high-quality output while maintaining product performance for most color printing needs.

Manual

To change the color settings, select the **Manual** option, and then click **Settings**. The **Manual Color Options** dialog box appears.

To change the settings, make your selections by using the drop-down menus in the **Manual Color Options** dialog box, and then click **OK**. The following figure shows the **Manual Color Options** dialog box with "Custom" settings.

Figure 4-7 Color Settings dialog box



The **Manual Color Options** dialog box contains the following controls:

- **Text**
 - **Neutral Grays**
- **Graphics**
 - **Neutral Grays**
- **Photographs**
 - **Neutral Grays**
- **General**
 - **Edge Control**
 - **Halftone**

Neutral Grays

The **Neutral Grays** drop-down menu controls the selection of a device-dependent color table that is embedded in the product firmware. You can adjust the **Neutral Grays** setting independently for text, graphics, or photographs. The following options are available:

- **Black Only.** This option generates neutral colors (grays and black) by using only black toner. This option guarantees that neutral colors do not have a color cast. **Black Only** is the default setting for the **Text** and **Graphics** components.
- **4-Color.** This option generates neutral colors by combining all four colors of toner, which produces smoother gradients and transitions to non-neutral colors. It also produces the darkest possible black. **4-Color** is the default setting for **Photographs**.

General

Use the **General** setting group to control **Edge Control** and **Halftone** settings for all color printing.

Edge Control

Edge Control determines how edges are rendered. **Edge Control** consists of three components:

- Adaptive Halftoning, which increases edge sharpness
- Trapping, which reduces the effect of color plane misregistration by slightly overlapping the edges of adjacent objects
- Color Resolution Enhancement Technology (C-REt), which increases the apparent resolution by placing each dot for the smoothest edges

The **Edge Control** option offers three settings:

- **Off.** The **Off** setting turns Trapping, Adaptive Halftoning, and C-REt to **Off**.
- **Normal.** The **Normal** setting provides the default trapping settings. Adaptive Halftoning is set to **On**, and C-REt is set to **On**.
- **Maximum.** The **Maximum** setting provides the most trapping. Adaptive Halftoning is set to **On**, and C-REt is set to **On**.

Halftone

The **Halftone** setting controls the selection of a product-dependent halftone algorithm that is embedded in the product firmware. Halftoning is a method by which the product mixes the four primary colors (cyan, magenta, yellow, and black) in varying proportions to create the appearance of many colors. The **Halftone** options affect the resolution and clarity of the color on the printed page.

The following **Halftone** options are available:

- **Smooth.** This option provides better results for large, solid-filled print areas. It also enhances photographs by smoothing out fine color gradations. Select this option for uniform and smooth area fills.
- **Detail.** This is the default option; it is useful for text and graphics that require sharp distinctions among lines or colors, or for images that contain a pattern or a high level of detail. Select this option for sharp edges and detail.

Color Themes

The **Color Themes** group box contains the following **RGB color** options, which determine how colors are rendered:

- [Default \(sRGB\)](#)
- [Vivid](#)
- [Photo](#)
- [Photo \(Adobe RGB 1998\)](#)
- [None](#)

Default (sRGB)

Select **Default (sRGB)** for most printing needs. This setting instructs the product to interpret RGB color as sRGB, which is the accepted standard of Microsoft and the World Wide Web Consortium (W3C). Colors are matched to optimize the RGB colors on the screen and to provide vivid images and graphics.

Vivid

The **Vivid** feature instructs the product to increase the color saturation in the midtones. Less colorful objects are rendered more colorfully. This value is recommended for printing business graphics.

Photo

Select **Photo** to enhance documents in which the content is mainly bitmap images, such as .GIF or .EPS files. This setting instructs the product to use the best color matching for rendering bitmap images. This setting affects only raster data; it has no effect on text or vector-based graphics. Using glossy paper in combination with this setting provides the maximum enhancement.

Photo (Adobe RGB 1998)

Select **Photo (AdobeRGB 1998)** for documents that use the AdobeRGB color space rather than sRGB. For example, some digital cameras capture images in Adobe RGB, and documents that are produced with Adobe Photoshop use the Adobe RGB color space. When printing from a professional software program that uses Adobe RGB, it is important that you turn off the color management in the software program and allow the product software to manage the color space.

None

Select **None** to instruct the product to print RGB data in raw device mode. To render documents properly when this option is selected, you must manage color in the program in which you are working or in the operating system.

△ **CAUTION:** Use this option only if you are familiar with the procedures for managing color in the software program or in the operating system.

Document preview image

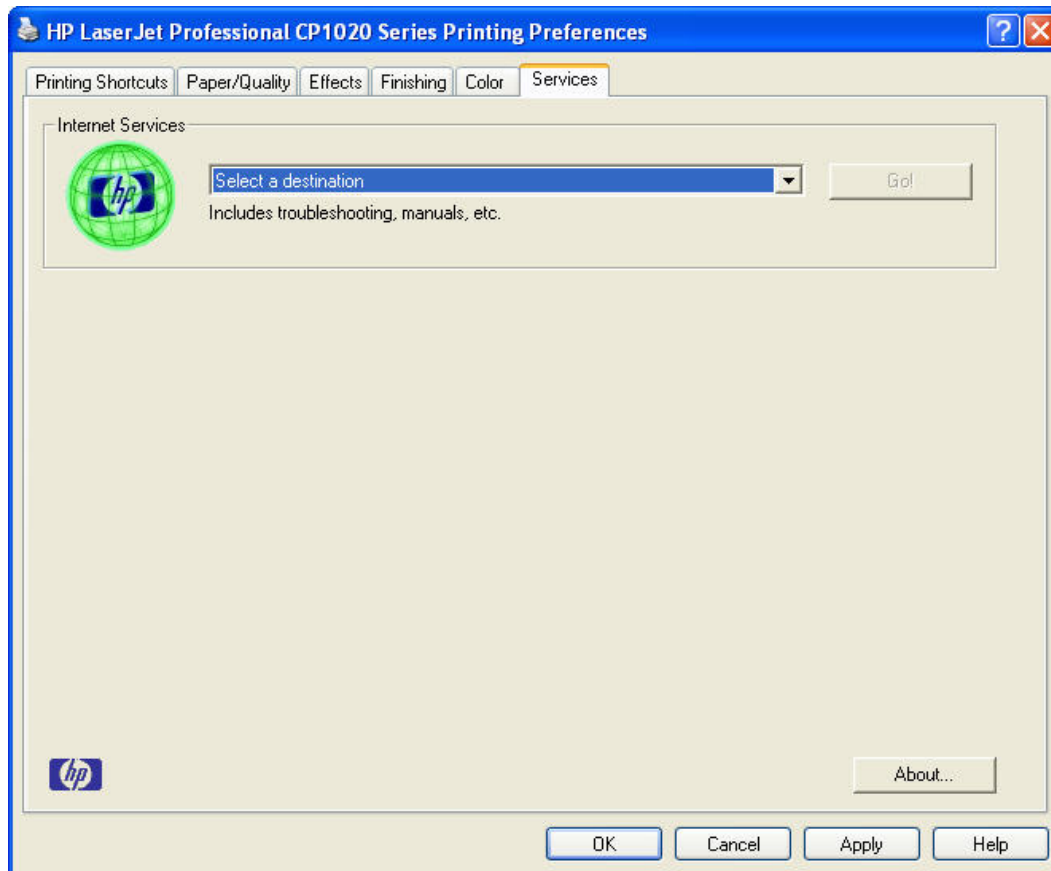
The document preview image is a line-drawn image of a page that represents graphics and text. The document preview image is always oriented so that the contents of the page are right-side-up. The document preview image appears in the upper-right corner of the following **Printing Preferences** driver tabs:

- **Printing Shortcuts**
- **Paper/Quality**
- **Effects**
- **Finishing**
- **Color**

Switching between tabs does not change the location or appearance of the document preview image. When you move the mouse over the document preview image, the mouse cursor changes from an arrow to a gloved hand. You can toggle between portrait and landscape page orientation by clicking the image.

Services tab features

Figure 4-8 Services tab



The **Select a destination** drop-down menu contains the following options:

- **Support and troubleshooting**
- **Product manuals**
- **Check for driver updates**
- **Print configuration page**
- **Print supplies status page**

If you have Internet access, select any of these options and then click **Go!** to open the corresponding HP Web page.

5 Mac software and utilities

- [Supported operating systems for Mac](#)
- [Mac printing-system software](#)
- [Mac installation instructions](#)
- [Remove the printing-system software from Mac operating systems](#)
- [Supported utilities for Mac](#)

Supported operating systems for Mac

- Mac OS X v10.5 and later are supported.
- Mac OS 9 and Mac OS X classic are not supported.

Mac system requirements

Hardware requirements

- PowerPC G3, G4, G5 or Intel Core processor
- 256 MB RAM
- 32 MB of available hard-disk space
- CD-ROM drive or Internet connection
- Hi-Speed USB 2.0 port

Supported print drivers for Mac

The HP installer provides PostScript® Print Description (PPD) files, Printer Dialog Extensions (PDEs).

The PPDs, in combination with the Apple PostScript print drivers, provide access to product features.

Change print-driver settings for Mac

Follow these steps to change the print-driver settings for Mac.

Table 5-1 Change print-driver settings for Mac

Change the settings for all print jobs until the software program is closed	Change the default settings for all print jobs	Change the product configuration settings
<ol style="list-style-type: none">1. On the File menu, click Print.2. Change the settings that you want on the various menus.	<ol style="list-style-type: none">1. On the File menu, click Print.2. Change the settings that you want on the various menus.3. On the Presets menu, click Save As and type a name for the preset. <p>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.</p>	<p>Mac OS X V10.5 and later</p> <ol style="list-style-type: none">1. From the Apple menu, click System Preferences, and then click Print & Fax.2. Click Options & Supplies.3. Click the Driver menu.4. Select the driver from the list, and configure the installed options.

Mac printing-system software

The printing-system software for Mac is composed of an HP-created postscript (PS) printer definition file (PPD) and a Printer Dialog Extension (PDE) file that work together with the Mac OS printing system. These files are used by the Mac OS printing system to determine default printer driver settings and to allow the user to select between the various print options and settings. An HP-supplied Mac printer configuration utility is provided, which allows the user to access the HP Embedded Web Server (HP EWS) for additional configuration and product status monitoring. The following are provided on the printing-system CD:

- The HP LaserJet Installer for Mac

The following components are installed by the HP LaserJet Installer for Mac:

- HP LaserJet Pro CP1020 Color Printer Series PPD
- HP LaserJet Pro CP1020 Color Printer Series PDE
- HP Utility

HP LaserJet Pro CP1020 Color Printer Series PPD

A postscript printer description (PPD) file is a text file that contains keywords and other information to specify product features, options, and settings. PPD files are created by product vendors for a specific postscript printer or printer family. PPD files are created by product vendors to describe the set of product features available for their postscript printers. On the Mac, PPD files provide all the information necessary to describe a postscript printer's features, including options and default settings. They also contain the postscript code used to invoke those features.

HP LaserJet Pro CP1020 Color Printer Series PDE

A Print Dialog extension file can specify one or more PDEs to load in the Print dialog box to provide HP printer specific features. A printing dialog extension (PDE) is a way to extend the Print dialog box in Mac OS X with custom product features.

A PPD file and printing dialog extension (PDE) for a product are bound to a product queue when the queue is created.

HP Utility

Use the HP Utility to configure, administer, and set up product features that are not available from the printer driver.

Supported printer drivers for Mac

The HP installer provides Postscript Printer Description (PPD) files, Printer Dialog Extensions (PDEs), and the HP Utility for use with Mac computers.

The PPDs, in combination with the Apple postscript printer drivers, provide access to product features. Use the Apple postscript printer driver that comes with the computer.

Software for Mac

HP Utility

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

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

Open the HP Utility

1. In **System Preferences**, click the **Printer & Fax** icon.
2. Select the product and then click the **Open Print Queue...** button..
3. Click the **Utility** icon.

Embedded Web Server

The product is equipped with the HP Embedded Web Server (HP EWS), which provides access to information about product and network activities. For a complete explanation of the features and functionality of the HP EWS, see the product user guide, which is available on the printing-system software CD.

Availability


This STR provides information about the availability of the printing-system software and related software and firmware. Printing-system software on a CD is available from HP fulfillment centers.

- [Printing-system software on the Web](#)
- [In-box printing-system software CD](#)

Printing-system software on the Web

All software that is contained on the installation CDs is also available on the Web.

Web deployment is the preferred method for obtaining the latest software. The HP Web site offers an option for automatic e-mail notification about new software releases.

 **NOTE:** This STR describes drivers that are shipped on the printing-system software CD that comes with the product. This STR does *not* describe drivers that will become available on the Web.

The printing-system software is available for download at the following Web site:

www.hp.com/support/ljcp1020series

In-box printing-system software CD

One CD is included in-box with the product. The printing-system software CD contains the following components:

- Software installer
- User guides
- Support information

The CD is divided into two partitions, one for each of the following operating systems:

- Windows
- Mac

The files in each partition of the printing-system software CD include documentation files and files that are required to install and uninstall the printing-system software components. Use the printing-system software CD to install the printing-system software.

Mac partition

The HP Mac printing-system software files reside in the Mac partition. The HP LaserJet Installer for Mac is at the root of the Mac CD partition. The user manuals (.PDF) are grouped by language and are in the Documentation directory on the Mac partition of the software CDs.

Mac installation instructions

The product comes with software and installers for MS Windows and Apple Computer, Inc., Mac systems. This document provides procedures for installing and removing the HP LaserJet Pro CP1020 Color Printer Series printing-system software for Mac operating systems.

Topics:

- [Mac component descriptions](#)
- [Install the Mac printing system](#)

Mac component descriptions

The HP LaserJet Pro CP1020 Color Printer Series printing-system software CD includes the following software for Mac computers:

- [HP LaserJet PPDs](#)
- [PDEs](#)
- [Install notes \(Readme file\)](#)

HP LaserJet PPDs

The PPDs are installed in **Library/Printers/PPDs/Contents/Resources:<lang>.lproj**, where **<lang>** is the appropriate localized folder.

The PPDs, in combination with the driver, provide access to the product configuration settings and installable options. These settings are usually configured during the installation process by using Apple Mac OS X tools such as Printer Setup Utility and Print & Fax.

PDEs

Printer Dialog Extensions (PDEs) are code plug-ins (for Mac OS X V10.3 or later only) that provide access to product features, such as number of copies, duplexing, and quality settings.

Install notes (Readme file)

This .HTML file contains information about basic product installation and OS support.


Install the Mac printing system

On a Mac computer, the installation procedures are basically the same for a network administrator, a network client, and a single user. Install the software on any computer that has access rights to the product. The computer user must also have administrative rights on the computer in order to install the software.

Topics:

- [Install the software for Mac operating systems](#)

Install the software for Mac operating systems

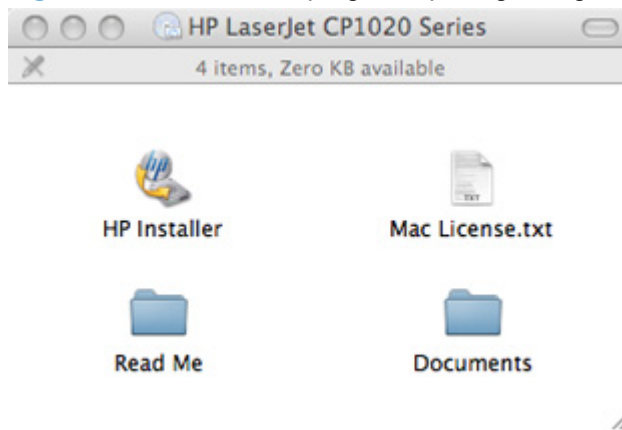
 **NOTE:** If you are connecting the product to a network, connect the network cable to the product network port. If you are connecting the product to a computer using a USB cable, connect the USB cable *before* installing the software.

1. Close all programs, and then insert the Mac printing-system software CD into the CD-ROM drive. The installer program should open automatically.

If the installer program dialog does not open automatically, follow these steps:

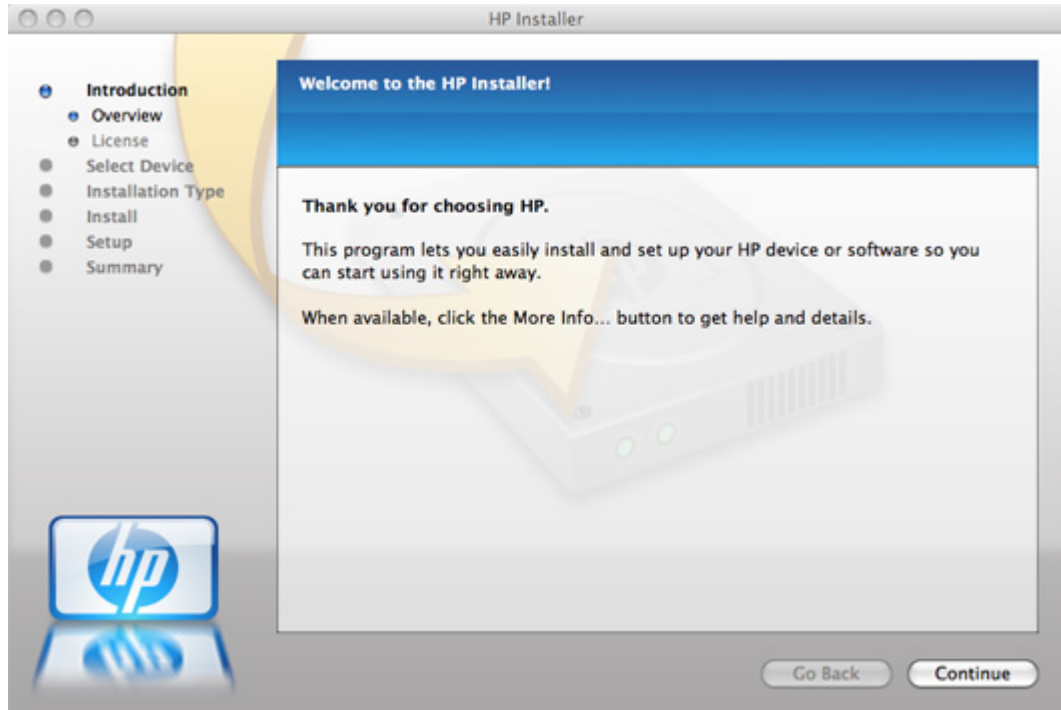
- a. Double-click the product CD-ROM icon on the desktop to open the CD-ROM window
- b. Double-click the **HP Installer** icon.

Figure 5-1 Mac installer program opening dialog



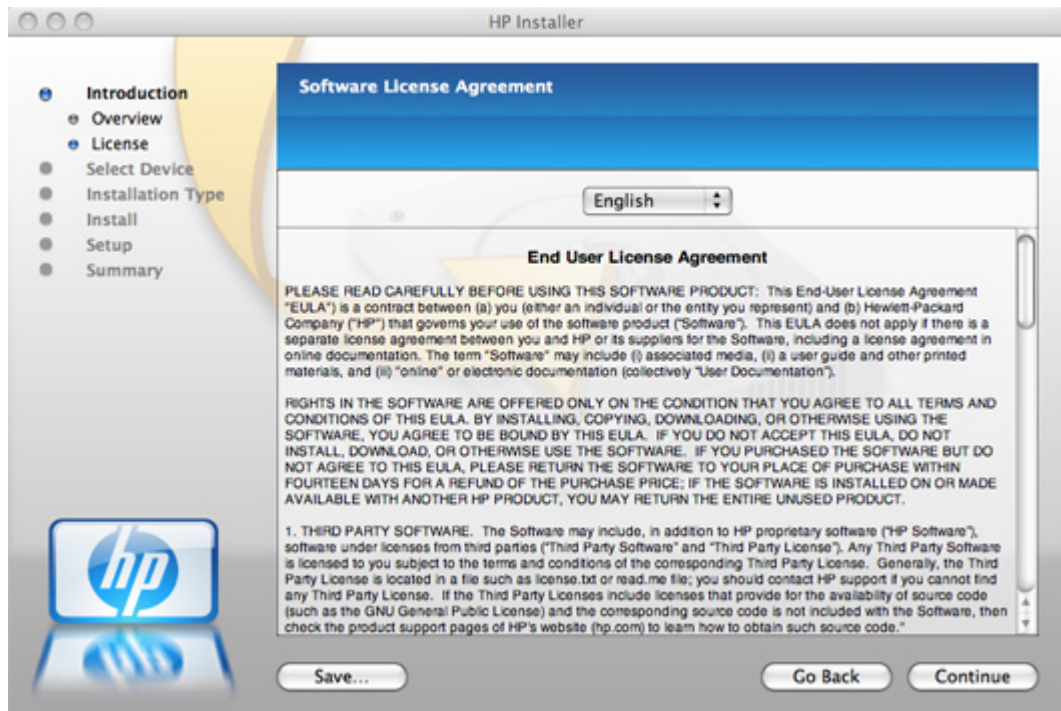
2. The Introduction dialog opens.


Figure 5-2 Mac installer program Introduction dialog



3. Click the **Continue** button. The License dialog opens.

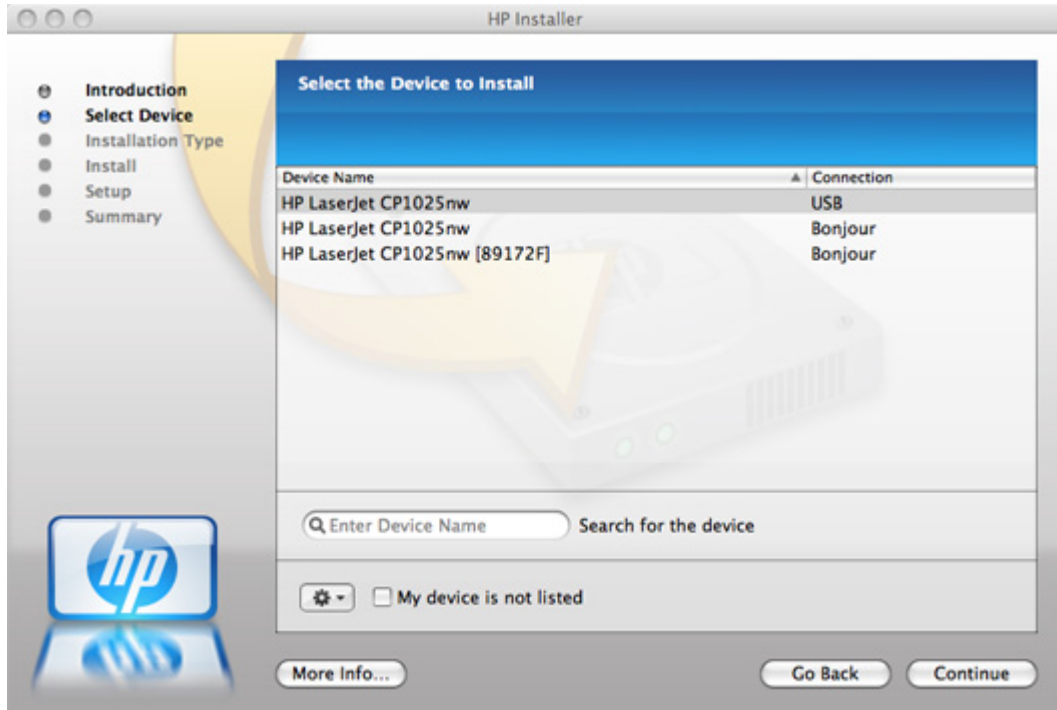
Figure 5-3 Mac installer program Software License Agreement screen



 **NOTE:** To change the language of the license agreement text, select the appropriate language from the menu.

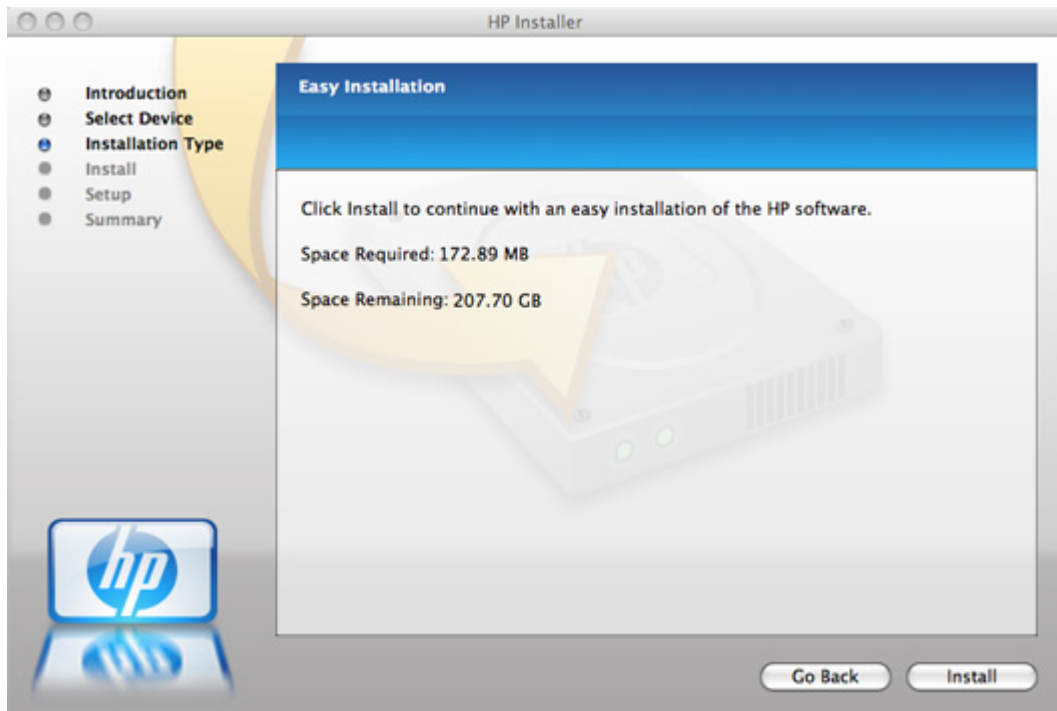
4. Click the **Continue** button, and then click the **Agree** button. The Select Device dialog opens.

Figure 5-4 Mac installer program Installation Type dialog



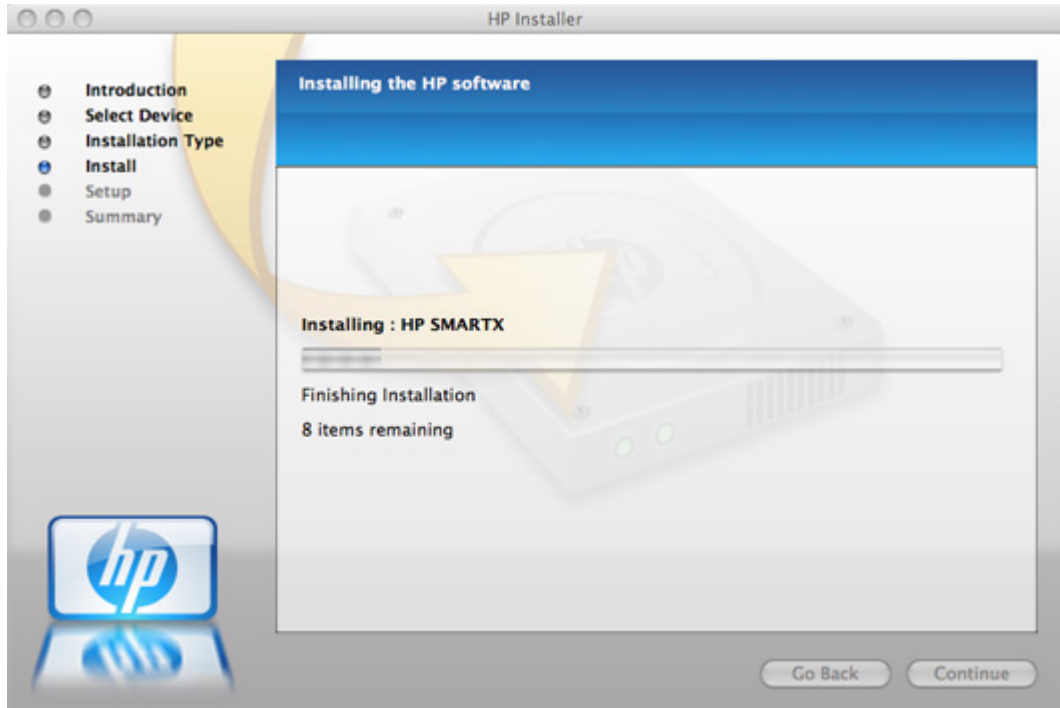
5. Click the **Continue** button. The **Installation Type** window opens.

Figure 5-5 Mac installer program Installation Type window



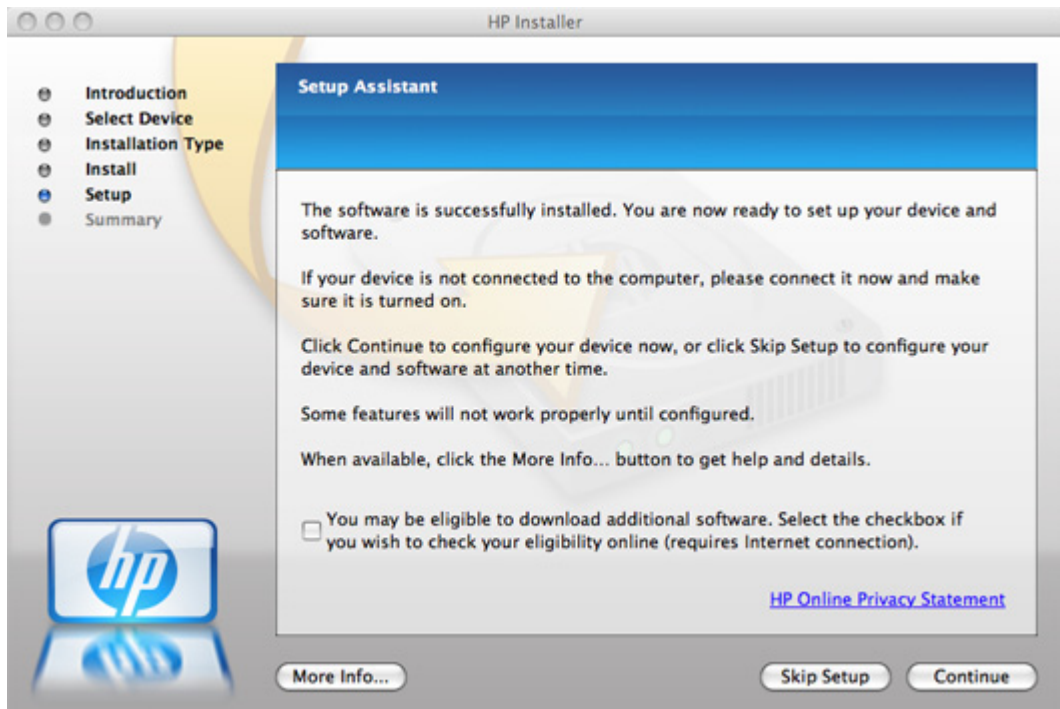
6. Click the **Install** button. A progress bar appears, indicating the progress of the installation.

Figure 5-6 Mac installer program installation progress



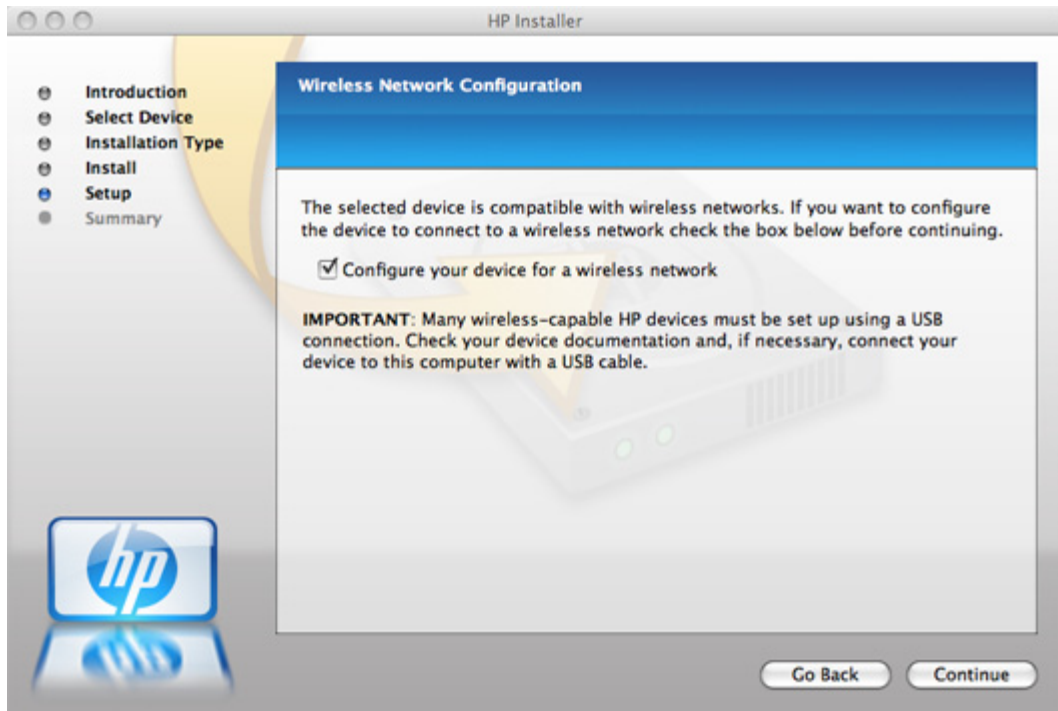
7. The Setup screen displays after the installation completes. Click the **Continue** button.

Figure 5-7 Mac installer program Setup Assistant dialog



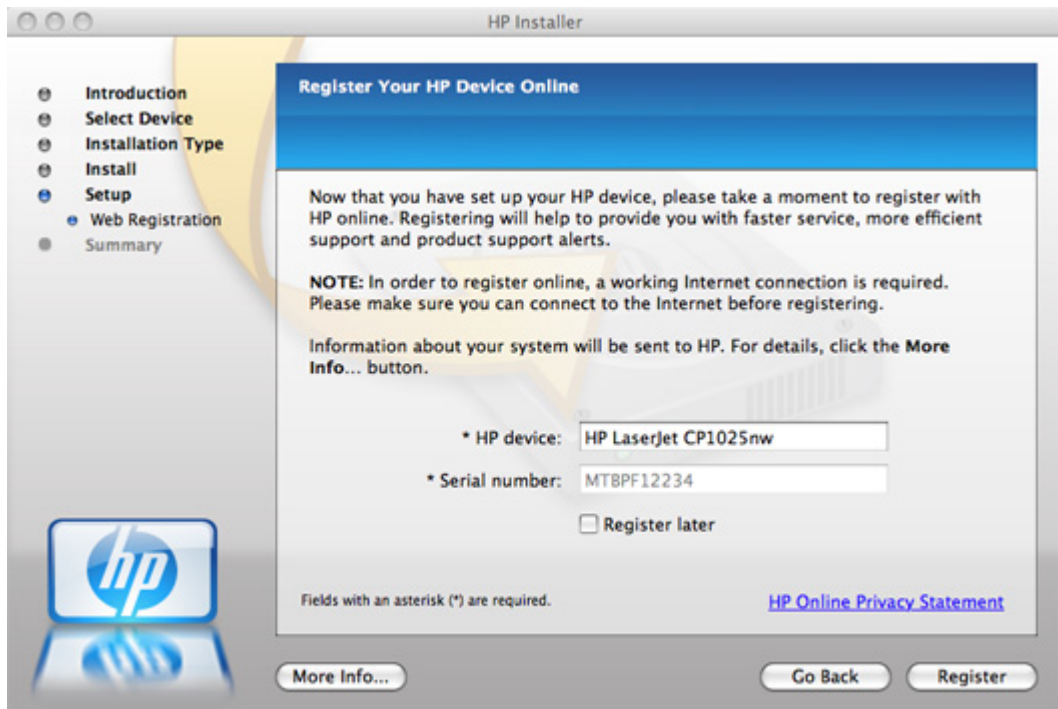
- To configure your product for wireless printing, select the **Configure your device for a wireless network** check box, click the **Continue** button, and then follow the on-screen prompts.

Figure 5-8 Mac installer program Wireless Network Configuration



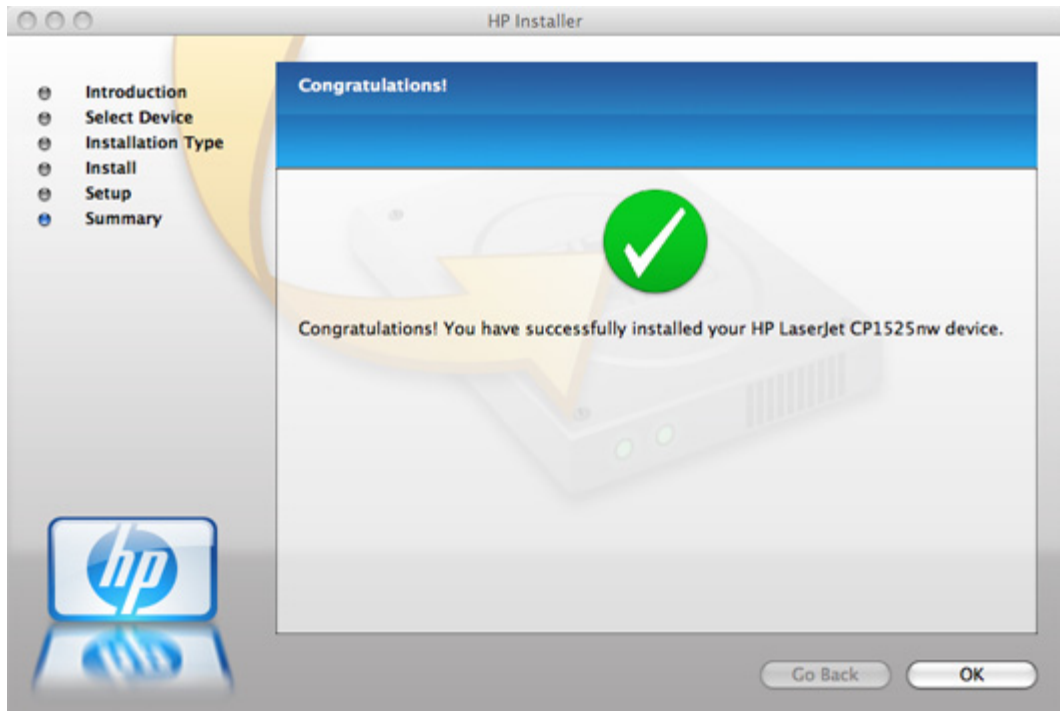
- The **Web Registration** screen appears once the setup is complete. Click the **Register** button to register your product.

Figure 5-9 Mac installer program Web Registration screen.



10. The **Congratulations** screen displays when all installation and setup steps are complete. Click the **OK** button to close the Mac installer.

Figure 5-10 Mac installer program Summary screen



Remove the printing-system software from Mac operating systems

1. Disconnect the product from your computer.
2. In **Finder**, open the **Applications: Hewlett-Packard** folder.
3. Double-click **HP Uninstaller**. Follow the onscreen instructions.

Supported utilities for Mac

HP Embedded Web Server

The HP EWS is a Web server utility that allows users to control settings on the product through the Web browser.

HP Printer Utility for Macintosh

The HP Printer Utility is a software program that gives you access to the product in Mac OS X.

The HP Printer Utility does not work when it is installed by using the AppleTalk protocol. Use IP, Bonjour or Rendezvous to enable the HP Printer Utility.

The following topics are discussed:

- [Access the HP Printer Utility](#)
- [Supplies Status](#)
- [Device Information](#)
- [Network Settings](#)
- [Additional Settings](#)
- [Message Center](#)

Access the HP Printer Utility

Follow these steps to gain access to the HP Printer Utility:

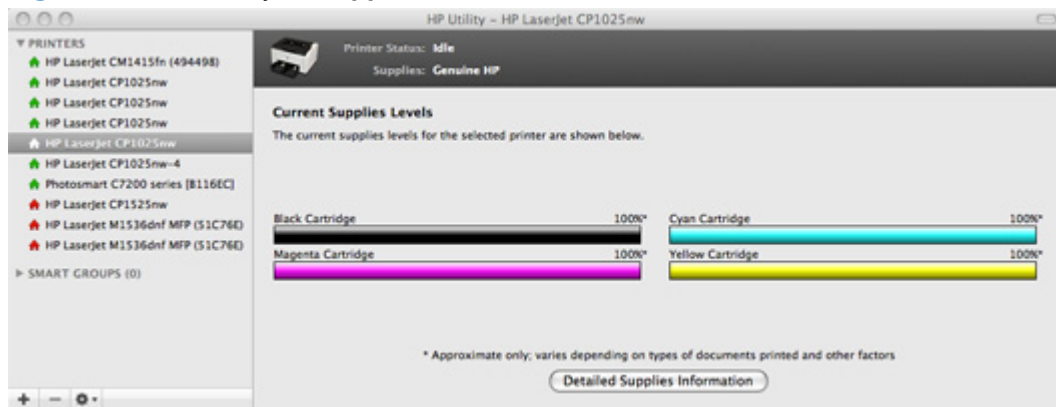
1. In the **Finder**, click **Applications** and then click **Utilities**.
2. Click to select the **HP Printer Utility**. Click to select the product, and then click **Select**.

The following sections describe the screens and features that are available in the HP Printer Utility.

Supplies Status

The HP Printer Utility opens to the **Supplies Status** screen.

Figure 5-11 HP Utility — **Supplies Status** screen



Click **Detailed Supplies Information...** to open the **Supplies Information** screen.

Use the scroll button to see information about the color print cartridges.

Device Information

Click **Device Information** in the menu on the left to find the product service ID (if assigned), model number, firmware version, and the serial number.

Figure 5-12 HP Utility — **Device Information** screen

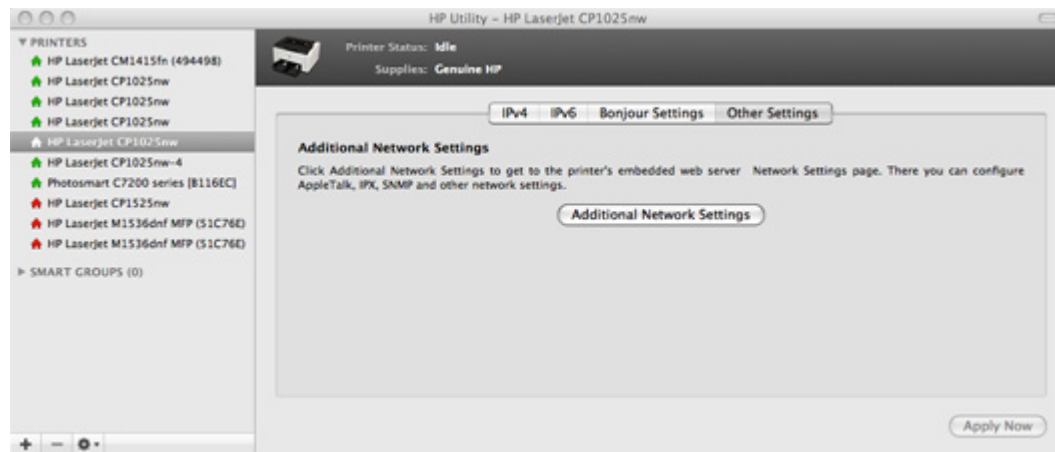


The product configuration page shows other settings; click **Print Configuration Page**.

Network Settings

Use the **Network Settings** screen to view and configure network settings for the product.

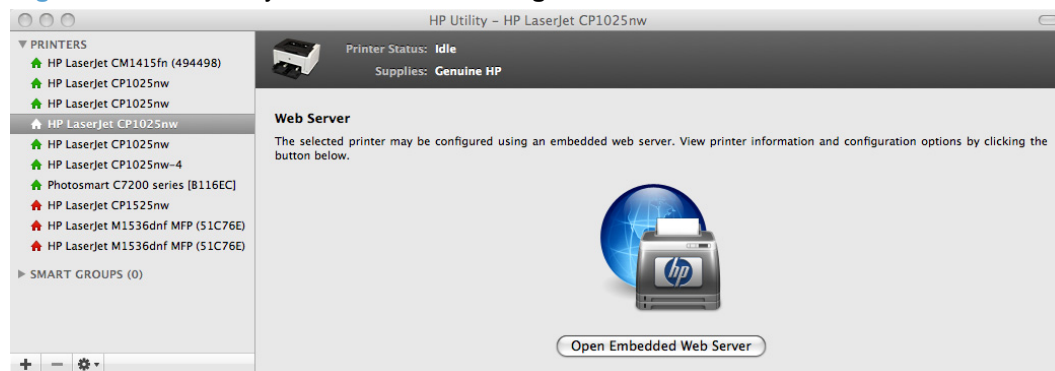
Figure 5-13 HP Utility — Network Settings



Additional Settings

Use the **Additional Settings** page to access the EWS for the product.

Figure 5-14 HP Utility — Additional Settings



Message Center

Use the **Message Center** screen to view status events that have occurred on the product.

6 Engineering details

- [File to E-mail utility](#)
- [Supported paper and print media tables](#)
- [Special paper and print media guidelines table](#)
- [Sizes \(min & max\) and supported paper by tray](#)
- [Windows Install Notes/Readme](#)
- [Troubleshooting](#)

File to E-mail utility

The File to E-mail utility collects the data specified in an .INI file and then attaches the data files to an e-mail that can be sent to HP Customer Support to assist troubleshooting. The utility runs on the computer, but does not interact with the product.

The tool is included on the installer CD, but is *not* copied to the computer during the software installation. HP Customer Support can also send the utility by e-mail or by posting it to an HP Web site.

The tool is compatible with Windows 7, Windows XP, and Windows Vista.

The File to E-mail utility runs with any MAPI-compliant e-mail applications. It does not run with Web-based e-mail services such as Yahoo, Hotmail, or AOL.

Depending on the speed of the computer, it might take a few minutes for the utility to gather the log files and attach them to an e-mail message.

The File to E-mail utility consists of two files that are located in the util folder on the product printing-system software CD:

- <CD-ROM drive>Utilities\FiletoEmail\FileToEmail.exe
- <CD-ROM drive>Utilities\FiletoEmail\FileToEmail.ini

To use the File to E-mail utility, copy these files to the desktop, navigate to them in Explorer, and double-click **FileToEmail.exe** to open the utility. The utility generates files, opens an e-mail message, and attaches the files so that you can send them to the system administrator.

If the File to E-mail utility is not successful for any reason (for instance, if you cancel the new message or you are using Web-based e-mail software), all the files are copied to a folder on the desktop that is named HpCCC, possibly with strings of zeros attached to the end. You can zip these files and e-mail them separately.

Supported paper and print media tables

The tables in this section provide information about media features, media attributes, and paper-handling constraints for the HP LaserJet Pro CP1020 Color Printer Series product.

Media sizes

The product supports a number of paper sizes, and it adapts to various media.


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

Table 6-1 Supported paper and print media sizes

Size	Dimensions	Tray 1
Letter	216 x 279 mm (8.5 x 11 inches)	✓
Legal	216 x 356 mm (8.5 x 14 inches)	✓
A4	210 x 297 mm (8.27 x 11.69 inches)	✓
Executive	184 x 267 mm (7.24 x 10.51 inches)	✓
A3	297 x 420 mm (11.69 x 16.54 inches)	
A5	148 x 210 mm (5.83 x 8.27 inches)	✓
A6	105 x 148 mm (4.13 x 5.83 inches)	✓
B4 (JIS)	257 x 364 mm (10.12 x 14.33 inches)	✓
B5 (JIS)	182 x 257 mm (7.17 x 10.12 inches)	✓
B5 (ISO)	176 x 250 mm (6.93 x 9.84 inches)	
B6 (ISO)	125 x 176 mm (4.92 x 6.93 inches)	
16k	197 x 273 mm (7.75 x 10.75 inches)	✓
8.5 x 13	216 x 330 mm (8.5 x 13 inches)	✓
4 x 6	107 x 152 mm (4 x 6 inches)	✓
5 x 8	127 x 203 mm (5 x 8 inches)	✓
10 x 15 cm	100 x 150 mm (3.9 x 5.9 inches)	✓
Custom	(76 - 216) x (127 - 356) mm ((3 - 8.5) x (5 - 14) inches)	✓

Table 6-2 Supported envelopes and postcards

Size	Dimensions	Tray 1
Envelope #10	105 x 241 mm (4.13 x 9.49 inches)	✓
Envelope DL	110 x 220 mm (4.33 x 8.66 inches)	✓
Envelope C5	162 x 229 mm (6.38 x 9.01 inches)	✓
Envelope B5	176 x 250 mm (6.93 x 9.84 inches)	✓

Table 6-2 Supported envelopes and postcards (continued)

Size	Dimensions	Tray 1
Envelope Monarch	98 x 191 mm (3.9 x 7.5 inches)	✓
Postcard	100 x 148 mm (3.94 x 5.83 inches)	✓
Double postcard	148 x 200 mm (5.83 x 7.87 inches)	✓

Special paper and print media guidelines table

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

△ **CAUTION:** HP LaserJet products use fusers to bond dry toner particles to the paper in very precise dots. HP laser paper is designed to withstand this extreme heat. Using inkjet paper not designed for this technology could damage your product.

Media type	Do	Do not
Envelopes	<ul style="list-style-type: none"> • Store envelopes flat. • Use envelopes that have a seam extending all the way to the corner of the envelope. • Use peel-off adhesive strips that are approved for use in laser printers. 	<ul style="list-style-type: none"> • Do not use envelopes that are wrinkled, nicked, stuck together, or otherwise damaged. • Do not use envelopes that have clasps, snaps, windows, or coated linings. • Do not use self-stick adhesives or other synthetic materials.
Labels	<ul style="list-style-type: none"> • Use only labels that have no exposed backing between them. • Use labels that lie flat. • Use only full sheets of labels. 	<ul style="list-style-type: none"> • Do not use labels that have wrinkles or bubbles, or are damaged. • Do not print partial sheets of labels.
Transparencies	<ul style="list-style-type: none"> • Use only transparencies that are approved for use in laser printers. • Place transparencies on a flat surface after removing them from the product. 	<ul style="list-style-type: none"> • Do not use transparent print media not approved for laser printers.
Letterhead or preprinted forms	<ul style="list-style-type: none"> • Use only letterhead or forms approved for use in laser printers. 	<ul style="list-style-type: none"> • Do not use raised or metallic letterhead.
Heavy paper	<ul style="list-style-type: none"> • Use only heavy paper that is approved for use in laser printers and meets the weight specifications for this product. 	<ul style="list-style-type: none"> • Do not use paper that is heavier than the recommended media specification for this product unless it is HP paper that has been approved for use in this product.
Glossy or coated paper	<ul style="list-style-type: none"> • Use only glossy or coated paper that is approved for use in laser printers. 	<ul style="list-style-type: none"> • Do not use glossy or coated paper designed for use in inkjet printers.

Sizes (min & max) and supported paper by tray

Media type	Dimensions ¹	Weight	Capacity ²	Paper orientation
Paper, including the following types: <ul style="list-style-type: none"> • Plain • Letterhead • Color • Preprinted • Prepunched • Recycled 	Minimum: 76 x 127 mm (3 x 5 inches) Maximum: 216 x 356 mm (8.5 x 14 inches)	60 to 90 g/m ² (16 to 24 lb)	Up to 150 sheets 75 g/m ² (20 lb bond)	Side to be printed on face-up, with the top edge at the back of the tray
Thick paper	Same as for paper	Up to 200 g/m ² (53 lb)	Up to 15 mm (0.6 inches) stack height	Side to be printed on face-up, with the top edge at the back of the tray
Cover paper	Same as for paper	Up to 200 g/m ² (53 lb)	Up to 15 mm (0.6 inches) stack height	Side to be printed on face-up, with the top edge at the back of the tray
Glossy paper	Same as for paper	Up to 220 g/m ² (59 lb)	Up to 15 mm (0.6 inches) stack height	Side to be printed on face-up, with the top edge at the back of the tray
Transparencies	A4 or Letter	Thickness: 0.12 to 0.13 mm (4.7 to 5.1 mils)	Up to 50 sheets	Side to be printed on face-up, with the top edge at the back of the tray
Labels ³	A4 or Letter	Thickness: up to 0.23 mm (9 mils)	Up to 50 sheets	Side to be printed on face-up, with the top edge at the back of the tray
Envelopes	<ul style="list-style-type: none"> • COM 10 • Monarch • DL • C5 • B5 	Up to 90 g/m ² (24 lb)	Up to 10 envelopes	Side to be printed on face-up, with the stamp-end at the back of the tray

Media type	Dimensions ¹	Weight	Capacity ²	Paper orientation
Postcards or index cards	100 x 148 mm (3.9 x 5.8 inches)		Up to 50 sheets	Side to be printed on face-up, with the top edge at the back of the tray

- ¹ The HP LaserJet Pro CP1020 Color Printer Series product 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 Smoothness: 100 to 250 (Sheffield)

Windows Install Notes/Readme

HP LaserJet Pro CP1020 Color Printer Series install notes

Edition 1, 9/2010

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I. INTRODUCTION

PURPOSE OF THIS DOCUMENT

This file provides specific installation, compatibility, and troubleshooting information. For additional information about product and driver features, see the product user guide and the online help that is included with each software component.

SUPPORTED OPERATING SYSTEMS

The CD that ships with your product includes software for the following operating systems:

- Windows® XP 32-bit (Service Pack 2 and higher)
- Windows XP 64-bit
- Windows Vista® 32-bit and 64-bit (Vista Starter is not supported)
- Windows 7 32-bit and 64-bit
- Windows Server 2003 32-bit (Service Pack 3)
- Windows Server 2003 64-bit
- Windows Server 2008 32-bit and 64-bit

The following operating systems support the recommended software components:

- Windows XP 32-bit (Service Pack 2 and higher)
- Windows Vista 32-bit and 64-bit
- Windows 7 32-bit and 64-bit

The recommended software includes the following components:

- HP LaserJet Help and Learn Center
- Status and Device Settings Application
- HP Color LaserJet CP1020 print driver
- HP Web Registration



NOTE: The minimum software may be installed instead of the recommended by choosing “Click here for more install options” on the Software to Install screen.

The following operating systems support only the minimum software components:

- Windows Server 2003 32-bit (Service Pack 3)
- Windows Server 2008 32-bit and 64-bit

The minimum software includes the following components:

- HP Color LaserJet CP1020 print driver
- Status Application

The following operating systems support only the Add Printer installation:

- Windows XP 64-bit
- Windows Server 2003 64-bit

For information and printer drivers for Linux, go to the following Web site:

<http://www.hp.com/go/linux>

OVERVIEW OF THE PRINTING-SYSTEM COMPONENTS

The Windows CD-ROM has software for IBM-compatible computer systems. For more information about a particular driver or software component, see its associated online Help.

Drivers

A driver is software that allows software applications to access product features. Typically, you should install drivers for each product. The printing-system software CD-ROM that came with your product includes the following Windows drivers:

- CP1020 Series print driver for the supported operating systems listed above

Software Applications

- Status and Device Settings Application
- HP LaserJet Help and Learn Center (provides access to the product user guide and troubleshooting information)
- Uninstaller

Additional drivers might be available from your Hewlett-Packard distributor or from online sources. See the "Technical Assistance" section of this document or the product user guide for more information about obtaining drivers and other HP software.

Status and Devices Settings Application

The printing system software includes Status and Device Settings application. This software provides product status information such as toner and paper levels as well as pop-up alert messages when the product requires attention. You can also use the Device Settings to configure the product settings.

HP Help and Learn Center

The HP Help and Learn Center is installed with the recommended software set and provides access to product documentation and help. To view the product documentation without installing the recommended software, insert the CD-ROM into the CD-ROM drive. When the installer screen appears, click the documentation button on the left side of the screen


Uninstaller

The Uninstaller allows you to remove Windows HP printing system components. See the "Uninstaller" section for instructions.

II. INSTALLATION INSTRUCTIONS

The CD-ROM setup or installation software detects the version and language of the operating system that you are running.

INSTALLING SOFTWARE

 **NOTE:** Administrator privileges are required to install the printing system.

NOTE: For USB installations DO NOT plug the USB cable into the computer and product until instructed to do so by the software.

1. Quit all programs.
2. Insert the CD-ROM.
3. If the HP printing system installer program has not started after 30 seconds, complete steps 4 through 6.
4. Click **Start** and then select **Computer** or **My Computer** from the right hand **Start** menu.
5. Browse to the root directory on the CD-ROM drive.
6. Double click the AUTORUN.EXE file.
7. Click the **Install** button to start the software installation.
8. Follow the onscreen instructions to complete the software installation.

WINDOWS XP 64-BIT AND WINDOWS SERVER 2003 INSTALL INSTRUCTIONS

 **NOTE:** Administrator privileges are required to install the printing system.

For USB connected products, use the following instructions to install the printer driver for Windows XP 64-bit and Windows Server 2003


1. Connect the USB cable to the computer and then the product.
2. Choose **No, not at this time** when the **Found New Hardware Wizard** prompts to check Windows Update for a driver. Click the **Next** button to continue.
3. Choose **Install the software automatically** and insert the HP Color LaserJet CP1020 CD into the CD-ROM drive or if the CD ROM is already in the drive click the **Next** button. The wizard should automatically begin installing the LEDM driver.
4. Click the **Finish** button complete the LEDM driver installation.
5. The wizard next prompts to install the printer driver; repeat steps 2 and 3 above to complete the installation of the printer driver.
6. Click the **Finish** button to complete the installation of the printer driver.
7. Installation is complete.

For network connected products, use the following instructions to install the printer driver for Windows XP 64-bit and Windows Server 2003 64-bit (network models only)

1. Connect the network cable to the product.
2. From the **Start** menu, click **Settings**, and then click **Printers**.

 **NOTE:** For Windows XP, click **Start**, and then click **Printers and Faxes**.

3. Double-click **Add Printer**, and then click **Next**.
4. When asked if the product is a local or a network product, click **Local Printer...** and click the **Next** button.
5. Select **Create a new Port**. In the **Type of port** selection, choose **Standard TCP/IP port** and then click the **Next** button.
6. Click **Next** in the **Welcome to the Add Standard TCP/IP Printer Port Wizard**.
7. Type the products IP address into the box provided and click the **Next** button.

 **NOTE:** To find the products IP address print the configuration page by holding down the Resume button (button on the product that looks like a sheet of paper with an arrow on it) for two seconds and releasing it. The IP address is printed under the Network Information heading.

8. Click the **Finish** button in the **Completing the Add Standard TCP/IP Printer Port Wizard** to complete the port creation.
9. Click the **Have Disk** button in the **Add Printer Wizard**.
10. Insert the HP Color LaserJet CP1020 CD into the CD-ROM drive if it is not already in the drive.
11. Click the browse button to Navigate to the root of the CD ROM drive and then click **Open**.
12. Click the **Ok** button to continue.
13. The printer driver name will appear in the **Printers** box, click the **Next** button to continue.
14. To keep the default product name click **Next** or type a new name and then click the **Next** button.
15. Choose whether or not to share the product and click the **Next** button.
16. Choose **Yes** to print a test page and then click the **Next** button.
17. Click the **Finish** button to complete the installation of the printer driver.

UNINSTALLER

The uninstall utility is available if the recommended or minimum software has been installed. The Uninstaller removes the HP printing system software components.

1. From the **Start** menu, select **All Programs**, and then click **HP**. If you have more than one HP product, choose the specific product and then click **Uninstall** from the program group.
2. Follow the onscreen instructions to complete the software uninstall.

III. LATE-BREAKING INFORMATION

KNOWN ISSUES AND WORKAROUNDS

General

- Firewall software can interfere with the HP software installer. Disable the firewall before starting a network installation or the product might not be detected.
- Certain Hi-Speed USB 2.0 cards ship with unsigned host controller drivers. If you have purchased a USB 2.0 add-in card and have an unsigned driver, you might experience driver installation problems or communication problems between the product and HP software. It is recommended that you always use a Microsoft WHQL Certified host controller driver with your USB hardware.
- Functionality is limited on systems that only meet minimum system requirements. Many images and videos require a system that meets the recommended system requirements for acceptable performance and reliability.
- If the product is not detected during software installation, check the following:
 - Verify that your cable is USB 2.0 Hi-Speed compliant.
 - Ensure that your cable is connected correctly. Remove the USB cable, look at the end of the cable, and then match it to the pattern on the USB port. Make sure that it is not upside down. Insert one end of the USB cable completely into the USB port on the HP product, and insert the other end into the back of the computer.
 - Verify that the product is turned on. The product cannot be recognized if the power is off.
 - Ensure that the USB cable is no more than 5 meters (~ 16.4 feet) in length.
 - Verify that the USB port is enabled. Some computers ship with disabled USB ports.
 - For network installations print a configuration page to verify the product has an IP address. Configuration pages can be printed from the control panel by pressing the resume button for two seconds and then releasing.
 - Verify the network cable is connected securely to the back of the product.
- On a non-English system, some components might display English text.

Windows Sharing

The printer drivers for this product are supported only in Windows 2000, 2003 Server, XP and Windows Vista. The product cannot be shared with Windows clients running Windows 98, Me, NT 4.0 or earlier versions of the Windows operating system.

Shared Windows clients that are not directly connected to the product will not receive software-alert messages at the computer. Only the computer directly connected to the product will receive software-alert messages.

IV. TECHNICAL ASSISTANCE

For customer support information, see the product user guide or the in-box support flyer. Or, call your local authorized HP dealer.

You can also browse to the following URL(s) for online technical support:

www.hp.com/support/ljcp1020series

V. LEGAL STATEMENTS

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WARRANTY AND COPYRIGHT

Warranty

See the product user guide for complete warranty and support information.

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Troubleshooting

Problem	Solution
A printer driver for the product is not visible in the Printer folder.	<ul style="list-style-type: none">• Reinstall the printer software. NOTE: Close any applications that are running. To close an application that has an icon in the system tray, right-click the icon, and select Close or Disable.• Try plugging the USB cable into a different USB port on the computer.
An error message was displayed during the software installation.	<ul style="list-style-type: none">• Reinstall the printer software. NOTE: Close any applications that are running. To close an application that has an icon in the task bar, right-click the icon, and select Close or Disable.• Check the amount of free space on the drive where you are installing the product software. If necessary, free up as much space as you can, and reinstall the product software.• If necessary, run the Disk Defragmenter, and reinstall the product software.
The product is in Ready state, but nothing prints.	<ul style="list-style-type: none">• Print a Configuration page, and verify the product functionality.• If the Configuration page does not print, verify that all of the cables are correctly seated and within specifications. This includes the USB and power cables. Try a new cable.• From the Start menu, click Run, type net stop spooler and click OK.• From the Start menu, click Run, type spool and click OK. The C:\WINDOWS\SYSTEM32\SPOOL folder will appear.• Double-click the PRINTERS folder and delete all files contained in this folder. Close the PRINTERS folder.• From the Start menu, click Run, type net start spooler and click OK.• Print a driver test page to verify product functionality.

