



LASERJET PROFESSIONAL CP1020

COLOR PRINTER SERIES

User Guide





HP LaserJet Pro CP1020 Color Printer Series

User Guide

Copyright and License

© 2011 Copyright Hewlett-Packard Development Company, L.P.

Reproduction, adaptation, or translation without prior written permission is prohibited, except as allowed under the copyright laws.

The information contained herein is subject to change without notice.

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Edition 1, 3/2011

Part number: CE913-90979

Trademark Credits

Adobe®, Acrobat®, and PostScript® are trademarks of Adobe Systems Incorporated.

Intel® Core™ is a trademark of Intel Corporation in the U.S. and other countries.


Java™ is a US trademark of Sun Microsystems, Inc.

Microsoft®, Windows®, Windows® XP, and Windows Vista® are U.S. registered trademarks of Microsoft Corporation.


UNIX® is a registered trademark of The Open Group.

ENERGY STAR and the ENERGY STAR mark are registered U.S. marks.

Conventions used in this guide

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

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

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


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

Table of contents

1 Product basics	1
Product comparison	2
Environmental features	2
Accessibility features	3
Product views	4
Product front view	4
Product back view	5
Serial number and model number location	5
Control panel layout	6
2 Software for Windows	7
Supported operating systems for Windows	8
Supported printer drivers for Windows	8
Change print job settings for Windows	9
Change printer-driver settings for Windows	10
Change the settings for all print jobs until the software program is closed	10
Change the default settings for all print jobs	10
Change the product configuration settings	10
Remove software for Windows	11
Supported utilities for Windows (network models only)	12
3 Use the product with Mac	13
Software for Mac	14
Supported operating systems for Mac	14
Supported printer drivers for Mac	14
Install software for Mac operating systems	14
Remove software from Mac operating systems	16
Change printer-driver settings for Mac	17
Software for Mac computers	18
Print with Mac	19
Cancel a print job with Mac	19

Change the paper size and type with Mac	19
Resize documents or print on a custom paper size with Mac	19
Create and use printing presets with Mac	19
Print a cover page with Mac	20
Print multiple pages on one sheet of paper with Mac	21
Print on both sides of the page (duplex) with Mac	21
Set the color options with Mac	22

4 Connect the product 23

Supported network operating systems (network models only)	24
Printer sharing disclaimer	24
Connect with USB	25
CD installation	25
HP Smart Install	25
Connect to a network (network models only)	27
Supported network protocols	27
Install the product on a wired network	27
Install the product on a wireless network	29
Configure network settings	33

5 Paper and print media 35

Understand paper use	36
Special paper guidelines	36
Change the printer driver to match the paper type and size	38
Supported paper sizes	39
Supported paper types	41
Load paper tray	43
Load the input tray	43
Tray capacity	44
Paper orientation for loading trays	44

6 Print tasks 45

Cancel a print job with Windows	46
Basic print tasks with Windows	47
Open the printer driver with Windows	47
Get help for any printing option with Windows	48
Change the number of print copies with Windows	49
Save custom print settings for reuse with Windows	49
Improve print quality with Windows	52
Print on both sides (duplex) with Windows	53

Print multiple pages per sheet with Windows	55
Select page orientation with Windows	57
Set color options with Windows	59
Additional print tasks with Windows	60
Print colored text as black (grayscale) with Windows	60
Print on preprinted letterhead or forms with Windows	61
Print on special paper, labels, or transparencies with Windows	63
Print the first or last page on different paper with Windows	65
Scale a document to fit page size with Windows	66
Add a watermark to a document with Windows	68
Create a booklet with Windows	68
Use HP ePrint	70
Use HP Cloud Print	70
Use HP Direct Print (wireless models only)	71
Use AirPrint	72

7 Color 73

Adjust color	74
Change the color theme for a print job	74
Change the color options	75
Manual color options	75
Match colors	77

8 Manage and maintain the product 79

Print information pages	80
Print the configuration page	80
Print the supplies status page	80
Use the HP Embedded Web Server (network models only)	81
Open the HP Embedded Web Server	81
HP Embedded Web Server features	81
Product security features	84
Lock the product	84
Assign a system password	84
Economy settings	85
Set Auto-On/Auto-Off mode	85
Manage supplies and accessories	86
Print when a print cartridge or imaging drum is at estimated end of life	86
Manage print cartridges and imaging drums	87
Replacement instructions	89
Clean the product	97
Clean the paper path	97

Clean the exterior	97
Product updates	97

9 Solve problems 99

Self help	100
Solve problems checklist	101
Step 1: Make sure that the product is set up correctly	101
Step 2: Check the cabling or wireless connection (network models only)	101
Step 3: Check to see if any control-panel lights are lit	101
Step 4: Check the paper	102
Step 5: Check the software	102
Step 6: Test print functionality	102
Step 7: Check the supplies	102
Step 8: Try sending a print job from a computer	102
Factors that affect product performance	103
Restore factory settings	104
Interpret control panel light patterns	105
Status alert messages	108
Paper feeds incorrectly or becomes jammed	114
The product does not pick up paper	114
The product picks up multiple sheets of paper	114
Prevent paper jams	114
Clear jams	115
Improve print quality	119
Use the correct paper type setting in the printer driver	119
Adjust color settings in the printer driver	120
Use paper that meets HP specifications	121
Print a cleaning page	122
Calibrate the product to align colors	122
Check the print cartridges	123
The product does not print or it prints slowly	127
The product does not print	127
The product prints slowly	127
Solve connectivity problems	128
Solve direct-connect problems	128
Solve network problems	128
Solve wireless network problems	130
Wireless connectivity checklist	130
The product does not print after the wireless configuration completes	130
The product does not print, and the computer has a third-party firewall installed	131
The wireless connection does not work after moving the wireless router or product	131

Cannot connect more computers to the wireless product	131
The wireless product loses communication when connected to a VPN	131
The network does not appear in the wireless networks list	131
The wireless network is not functioning	132
Solve product software problems	133
Solve common Mac problems	134
The printer driver is not listed in the Print & Fax list	134
The product name does not appear in the product list in the Print & Fax list	134
The printer driver does not automatically set up the selected product in the Print & Fax list	134
A print job was not sent to the product that you wanted	135
When connected with a USB cable, the product does not appear in the Print & Fax list after the driver is selected.	135
You are using a generic printer driver when using a USB connection	135

Appendix A Supplies and accessories 137

Order parts, accessories, and supplies	138
Part numbers	138
Print cartridges	138
Imaging drums	138
Cables and interfaces	138

Appendix B Service and support 139

Hewlett-Packard limited warranty statement	140
HP's Premium Protection Warranty: LaserJet print cartridge limited warranty statement	142
HP's LaserJet imaging drum limited warranty statement for replacement imaging drums	143
Data stored on the print cartridge and imaging drum	144
End User License Agreement	145
OpenSSL	147
Customer support	147
Repack the product	148

Appendix C Specifications 149

Physical specifications	150
Power consumption, electrical specifications, and acoustic emissions	150
Environmental specifications	150

Appendix D Regulatory information 151

FCC regulations	152
Environmental product stewardship program	153



Protecting the environment	153
Ozone production	153
Power consumption	153
Paper use	153
Plastics	153
HP LaserJet print supplies	153
Return and recycling instructions	154
Paper	155
Material restrictions	155
Disposal of waste equipment by users in private households in the European Union	155
Chemical substances	155
Material Safety Data Sheet (MSDS)	155
For more information	156
Declaration of conformity (base models)	157
Declaration of conformity (wireless models)	159
Safety statements	161
Laser safety	161
Canadian DOC regulations	161
VCCI statement (Japan)	161
Power cord instructions	161
Power cord statement (Japan)	161
EMC statement (Korea)	162
Laser statement for Finland	163
GS statement (Germany)	163
Substances Table (China)	164
Restriction on Hazardous Substances statement (Turkey)	164
Additional statements for wireless products	165
FCC compliance statement—United States	165
Australia statement	165
Brazil ANATEL statement	165
Canadian statements	165
European Union regulatory notice	165
Notice for use in France	166
Notice for use in Russia	166
Korean statement	166
Taiwan statement	166
Vietnam Telecom wired marking for ICTQC Type approved products	167

Index	169
--------------------	------------

1 Product basics

- [Product comparison](#)
- [Environmental features](#)
- [Accessibility features](#)
- [Product views](#)

Product comparison

HP LaserJet Pro CP1020 Color Printer Series	HP LaserJet Pro CP1020nw Color Printer Series
	
<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

Environmental features

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

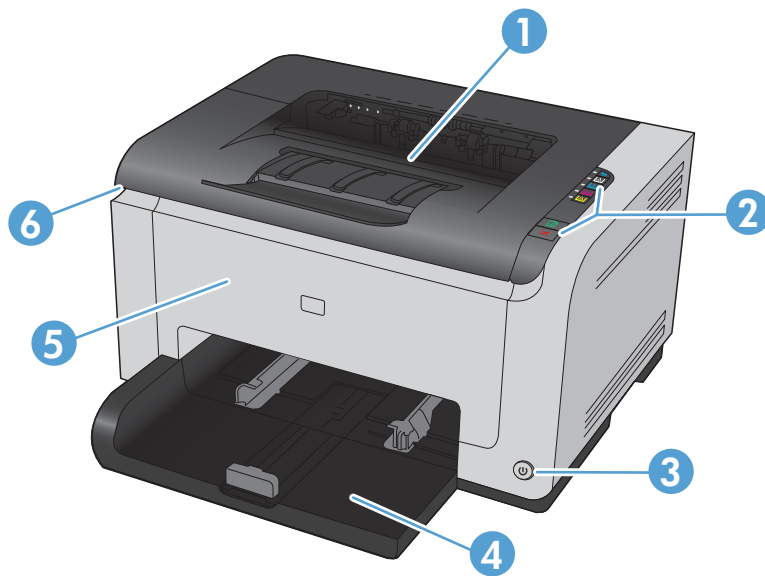
Accessibility features

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

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

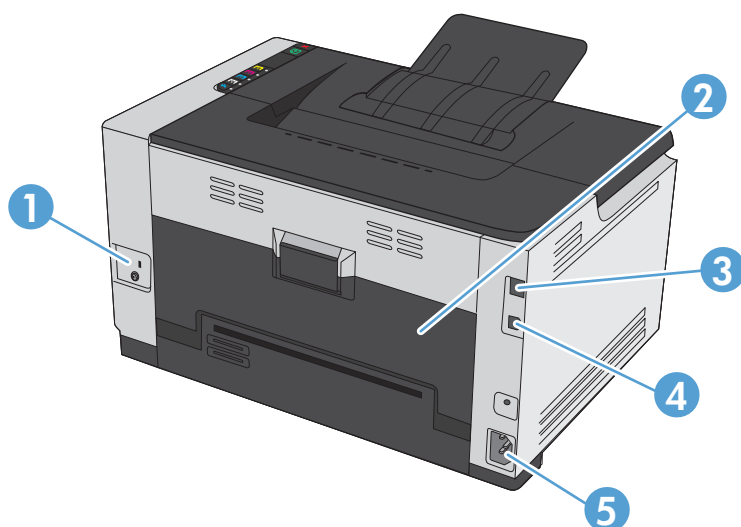
Product views

Product front view



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

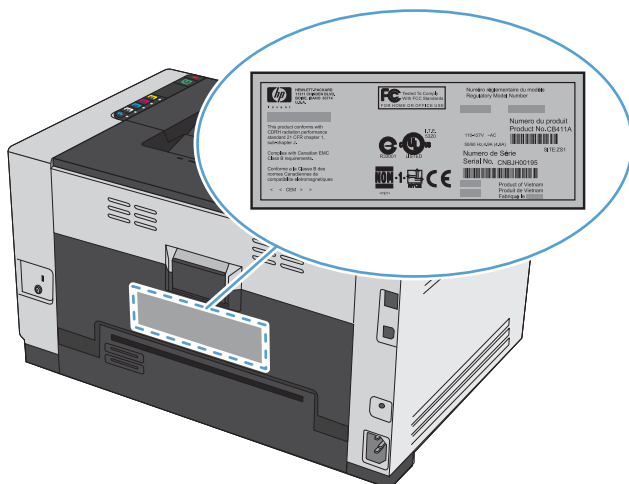
Product back view



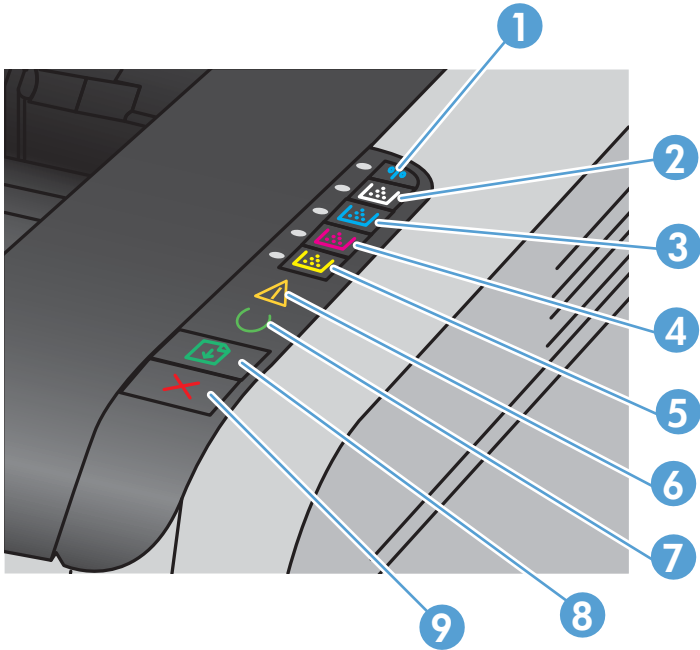
1	Kensington lock
2	Rear jam-access door
3	HP internal network port (network models only)
4	USB port
5	Power receptacle







Serial number and model number location

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



Control panel layout



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

2 Software for Windows

- [Supported operating systems for Windows](#)
- [Supported printer drivers for Windows](#)
- [Change print job settings for Windows](#)
- [Change printer-driver settings for Windows](#)
- [Remove software for Windows](#)
- [Supported utilities for Windows \(network models only\)](#)

Supported operating systems for Windows

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

- Windows 7 (32-bit and 64-bit)
- Windows Vista (32-bit and 64-bit)
- Windows XP (32-bit, Service Pack 2)
- Windows Server 2003 (32-bit, Service Pack 3)
- Windows Server 2008 (32-bit and 64-bit)

Supported printer drivers for Windows

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



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

Change print job settings for Windows

Tool for changing the settings	Method for changing the settings	Duration of changes	Hierarchy of changes
Software program settings	On the File menu in the software program, click Page Setup or a similar command.	These settings are in effect for the current print job only.	Settings changed here override settings changed anywhere else.
Printer Properties in the software program	<p>The steps vary for each software program. This procedure is most common.</p> <ol style="list-style-type: none">1. On the File menu in the software program, click Print.2. Select the product, and then click Properties or Preferences.3. Change the settings on any of the tabs.	These settings are in effect for the current session of the software program.	Settings changed here override default printer driver settings and default product settings.
Default printer driver settings	<ol style="list-style-type: none">1. Open the list of printers on your computer, and select this product. NOTE: This step varies for each operating system.2. Click Printer, and then click Printing Preferences.3. Change the settings on any of the tabs.	<p>These settings remain in effect until you change them again.</p> <p>NOTE: This method changes the default settings for the printer driver for all software programs.</p>	You can override these settings by changing settings in the software program.

Change printer-driver settings for Windows

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

1. On the **File** menu in the software program, click **Print**.
2. Select the driver, and then click **Properties** or **Preferences**.

The steps can vary; this procedure is most common.

Change the default settings for all print jobs

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

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

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

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

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

Change the product configuration settings

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

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

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

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

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

Remove software for Windows

Windows XP

1. Click **Start**, and then click **Programs**.
2. Click **HP**, and then click the product name.
3. Click **Uninstall**, and then follow the onscreen instructions to remove the software.

Windows Vista and Windows 7

1. Click **Start**, and then click **All Programs**.
2. Click **HP**, and then click the product name.
3. Click **Uninstall**, and then follow the onscreen instructions to remove the software.

Supported utilities for Windows (network models only)

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

3 Use the product with Mac


- [Software for Mac](#)
- [Print with Mac](#)

Software for Mac

Supported operating systems for Mac

The product supports the following Mac operating systems:

- Mac OS X 10.5, 10.6, and later

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

Supported printer drivers for Mac

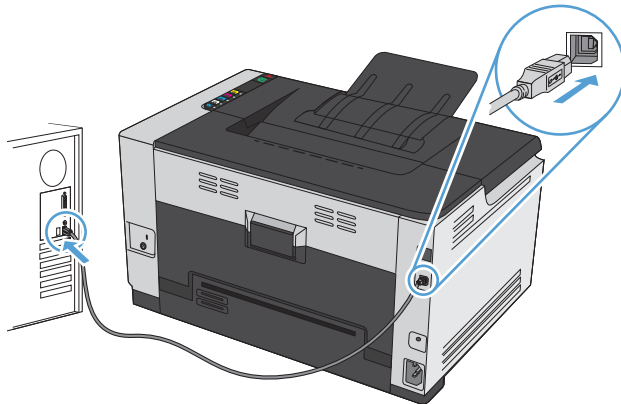
The HP LaserJet software installer provides PostScript® Printer Description (PPD) files, and Printer Dialog Extensions (PDEs) for use with Mac OS X computers. The HP printer PPD and PDE files, in combination with the product printer driver, provide full printing functionality and access to specific HP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

Install software for Mac operating systems

Install software for Mac computers connected directly to the product

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

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



2. Install the software from the CD.
3. Click HP Installer icon, and follow the onscreen instructions.
4. On the Congratulations screen, click the **OK** button.
5. Print a page from any program to make sure that the printing software is correctly installed.

Install software for Mac computers on a wireless network


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

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

- Obtain the wireless network name or service set identifier (SSID).
- Determine the security password or encryption key for the wireless network.

Connect the product to a wireless network using WPS

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

1. Press the WPS button on your wireless router.
2. Press and hold the Wireless  button on the product control panel for two seconds. Release the button when the wireless light starts blinking.
3. Wait up to two minutes while the product establishes a network connection with the wireless router.



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

Connect the product to a wireless network using a USB cable

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

1. Insert the software CD into the computer CD tray.
2. Follow the on-screen instructions. When prompted, select the **Connect through a wireless network** option. Connect the USB cable to the product when prompted.



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

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


Remove software from Mac operating systems

You must have administrator rights to remove the software.

1. Disconnect the product from the computer.
2. Open **Applications**.

3. Select **Hewlett Packard**.
4. Select **HP Uninstaller**.
5. Select the product from the list of devices, and then click the **Uninstall** button.
6. After the software is uninstalled, restart the computer and empty the Trash.

Change printer-driver settings for Mac

Change the settings for all print jobs until the software program is closed	Change the default settings for all print jobs	Change the product configuration settings
<ol style="list-style-type: none"> 1. On the File menu, click the Print button. 2. Change the settings that you want on the various menus. 	<ol style="list-style-type: none"> 1. On the File menu, click the Print button. 2. Change the settings that you want on the various menus. 3. On the Presets menu, click the Save As... option 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 10.5 and 10.6</p> <ol style="list-style-type: none"> 1. From the Apple menu , click the System Preferences menu and then click the Print & Fax icon. 2. Select the product in the left side of the window. 3. Click the Options & Supplies button. 4. Click the Driver tab. 5. Configure the installed options.

Software for Mac computers

Supported utilities for Mac (network models only)

HP Utility for Mac

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

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

Open the HP Utility

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

-or-

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

HP Utility features

Use the HP Utility software to perform the following tasks:

- Obtain information about supplies status.
- Obtain information about the product, such as the firmware version and the serial number.
- Print a configuration page.
- For products connected to an IP-based network, obtain network information and open the HP Embedded Web Server.
- Configure the paper type and size for the tray.
- Transfer files and fonts from the computer to the product.
- Update the product firmware.
- Display the color usage page.


Supported utilities for Mac




HP Embedded Web Server

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

Print with Mac

Cancel a print job with Mac

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

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

2. You can also cancel a print job from a software program or a print queue.
 - **Software program:** Typically, a dialog box appears briefly on the computer screen, allowing you to cancel the print job.
 - **Mac print queue:** Open the print queue by double-clicking the product icon in the dock. Highlight the print job, and then click **Delete**.

Change the paper size and type with Mac

1. On the **File** menu in the software program, click the **Print** option.
2. In the **Copies & Pages** menu, click the **Page Setup** button.
3. Select a size from the **Paper Size** drop-down list, and then click the **OK** button.
4. Open the **Finishing** menu.
5. Select a type from the **Media-type** drop-down list.
6. Click the **Print** button.

Resize documents or print on a custom paper size with Mac

Mac OS X 10.5 and 10.6

Use one of these methods.

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

Create and use printing presets with Mac

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

Create a printing preset

1. On the **File** menu, click the **Print** option.
2. Select the driver.
3. Select the print settings that you want to save for reuse.
4. In the **Presets** menu, click the **Save As...** option, and type a name for the preset.
5. Click the **OK** button.

Use printing presets

1. On the **File** menu, click the **Print** option.
2. Select the driver.
3. In the **Presets** menu, select the printing preset.



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

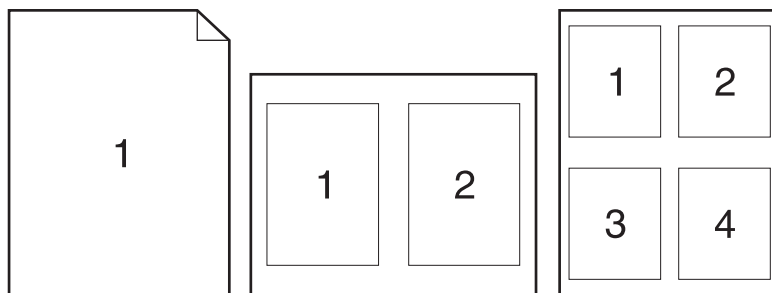
Print a cover page with Mac

1. On the **File** menu, click the **Print** option.
2. Select the driver.
3. Open the **Cover Page** menu, and then select where to print the cover page. Click either the **Before Document** button or the **After Document** button.
4. In the **Cover Page Type** menu, select the message that you want to print on the cover page.




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

Print multiple pages on one sheet of paper with Mac



1. On the **File** menu, click the **Print** option.
2. Select the driver.
3. Open the **Layout** menu.
4. From the **Pages per Sheet** menu, select the number of pages that you want to print on each sheet (1, 2, 4, 6, 9, or 16).
5. In the **Layout Direction** area, select the order and placement of the pages on the sheet.
6. From the **Borders** menu, select the type of border to print around each page on the sheet.

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

1. Insert enough paper into the tray to accommodate the print job.
2. On the **File** menu, click the **Print** option.
3. Open the **Layout** menu, and click the **Manual Duplex** tab or open the **Manual Duplex** menu.
4. Click the **Manual Duplex** box, and select a binding option.
5. Click the **Print** button. Follow the instructions in the pop-up window that appears on the computer screen before replacing the output stack in Tray 1 for printing the second half.
6. Go to the product, and remove any blank paper that is in Tray 1.
7. Retrieve the printed stack from the output bin, and, maintaining the paper orientation, place it with the printed-side facing down in the input tray.
8. At the computer, click the **Continue** button to print the second side of the job. If at the product, press the Resume  button.

Set the color options with Mac

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

1. On the **File** menu, click the **Print** option.
2. Select the driver.
3. Open the **Color Options** menu or the **Color/Quality Options** menu.
4. Open the **Advanced** menu, or select the appropriate tab.
5. Adjust the individual settings for text, graphics, and photographs.

4 Connect the product

- [Supported network operating systems \(network models only\)](#)
- [Connect with USB](#)
- [Connect to a network \(network models only\)](#)

Supported network operating systems (network models only)

The product supports the following operating systems for wireless printing:

- Windows 7 (32-bit and 64-bit)
- Windows Vista (32-bit and 64-bit)
- Windows XP (32-bit, Service Pack 2)
- Windows Server 2003 (32-bit, Service Pack 3)
- Windows Server 2008 (32-bit and 64-bit)
- Mac OS X v10.5 and v10.6

Printer sharing disclaimer

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

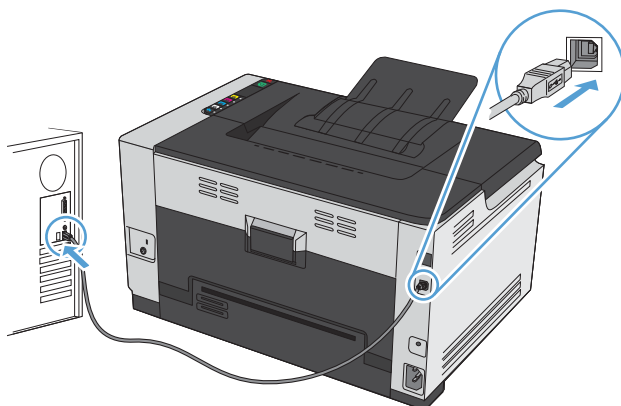
Connect with USB

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

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

CD installation

1. Quit all open programs on the computer.
2. Install the software from the CD, and follow the onscreen instructions.
3. When prompted, select the **Directly connect to this computer using a USB cable** option, and then click the **Next** button.
4. When the software prompts you, connect the USB cable to the product and the computer.



5. At the end of the installation, click the **Finish** button.
6. On the **More Options** screen, you can install more software, or click the **Finish** button.
7. Print a page from any program to make sure that the printing software is correctly installed.

HP Smart Install

NOTE: This installation type is supported for Windows only.

The HP LaserJet Pro CP1025 model and the HP LaserJet Pro CP1025nw model do not support HP Smart Install.

The product includes the HP Smart Install installation software for Windows operating systems. The software uses the USB cable to install USB, network, or wireless connections.



NOTE: The installation CD is not required during an HP Smart Install. Do not insert the software installation CD into the computer CD drive.

1. Turn the product on.
2. Connect the USB cable that came with the product to a computer and the product.



NOTE: If the installation program does not start automatically, the AutoPlay feature might be disabled on the computer. Browse My Computer and double-click the HP Smart Install CD drive. Double-click the SISetup.exe file to run the program to install the product. If you cannot find the HP Smart Install CD drive, disconnect the USB cable and use the software CD to run the installation program.

3. Follow the onscreen instructions. Remove the USB cable only if instructed. The HP Smart Install program might take a few minutes to start.



NOTE: If the program prompts you to select a connection type, select the **Configure to print using USB** option.

Connect to a network (network models only)

The product can connect to wired or wireless networks.



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

Supported network protocols

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

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

Install the product on a wired network

You can install the product on a network by using the HP Smart Install or from the product CD.

5. Click the **Download** button.
6. Follow the onscreen instructions to complete the product installation.

Install the software with the software CD

1. Quit all programs on the computer.
2. Install the software from the CD.
3. Follow the onscreen instructions.
4. When prompted, select the **Connect through a wired network** option, and then click the **Next** button.
5. From the list of available printers, select the printer that has the correct IP address.
6. Click the **Finish** button.
7. On the **More Options** screen, you can install more software, or click the **Finish** button.
8. Print a page from any program to make sure that the printing software is correctly installed.

Install the product on a wireless network

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

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

- Obtain the wireless network name or service set identifier (SSID).
- Determine the security password or encryption key for the wireless network.

Install the product on a wireless network with HP Smart Install





NOTE: This installation type is supported for Windows only.

The HP Smart Install allows you to install the product driver and software by connecting the product to a computer through a USB cable. If the product previously has been installed on a network, reset the wireless defaults.




NOTE: The installation CD is not required during a HP Smart Install. Do not insert the software installation CD into the computer CD drive.

1. Turn on the product, and then connect the USB cable to the product and the computer. The installation program should start automatically.
 - If the HP Smart Install program does not start automatically, AutoPlay might be disabled on the computer. Browse the computer and double-click the HP Smart Install drive to run the program. If you cannot find the HP Smart Install drive, use the product installation CD to install the software.
 - If the program prompts you to select a connection type, select the connection type you will use to print to the product after installation.
2. Follow the onscreen instructions to complete the product installation.
3. When the installation is complete, if you want to verify that the product has a network IP address, print a configuration page. Press and hold the product cancel  button until the ready  light blinks, and then release the button to print the configuration page.

Connect the product to a wireless network using WPS

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

1. Press the WPS button on your wireless router.
2. Press and hold the Wireless  button on the product control panel for two seconds. Release the button when the wireless light starts blinking.
3. Wait up to two minutes while the product establishes a network connection with the wireless router.



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

Connect the product to a wireless network using a USB cable

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

1. Insert the software CD into the computer CD tray.
2. Follow the on-screen instructions. When prompted, select the **Connect through a wireless network** option. Connect the USB cable to the product when prompted.



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

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


Install the software for a wireless product currently on the network

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

1. From the product control panel, print a configuration page to obtain the product IP address.
2. Install the software from the CD.
3. Follow the on-screen instructions.
4. When prompted, select the **Connect through a wireless network** option, and then click the **Next** button.
5. From the list of available printers, select the printer that has the correct IP address.

Disconnect from the wireless network

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

1. At the product control panel, press and release the Wireless  button.
2. To confirm that the wireless unit is turned off, print a configuration page and then verify that the status is specified as disabled on the configuration page.

Reduce interference on a wireless network

The following tips can reduce interference in a wireless network:

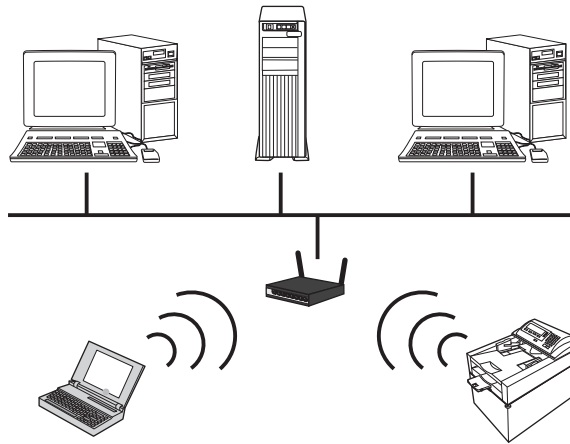
- Keep the wireless devices away from large metal objects, such as filing cabinets, and other electromagnetic devices, such as microwaves and cordless telephones. These objects can disrupt radio signals.
- Keep the wireless devices away from large masonry structures and other building structures. These objects can absorb radio waves and lower signal strength.
- Position the wireless router in a central location in line of sight with the wireless products on the network.

Advanced wireless setup

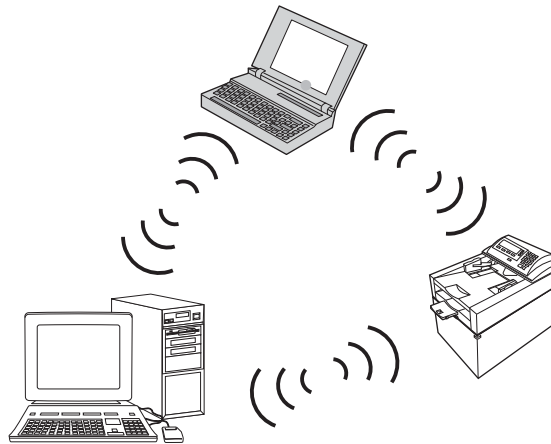
Wireless communication modes

The product uses the infrastructure wireless communication mode.

Infrastructure wireless network The product communicates with other devices on the network through a wireless router.



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



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

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

Wireless security

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

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

- **Wired Equivalent Privacy (WEP):** WEP is the original native security mechanism in the 802.11 standard. You create a unique key containing hexadecimal or alphanumeric characters, which other users must provide before they can access your network.
- **Wi-Fi Protected Access (WPA):** WPA uses the temporal key integrity protocol (TKIP) for encryption and employs 802.1X authentication. It addresses all known weaknesses of WEP. You create a unique passphrase containing a combination of letters and numbers, which other users must provide before they can access your network.
- **WPA2** provides the advanced encryption standard (AES), and is an improvement over WPA.

Configure network settings

View or change network settings

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

1. Print a configuration page, and locate the IP address.
 - If you are using IPv4, the IP address contains only digits. It has this format:
`xxx.xxx.xxx.xxx`
 - If you are using IPv6, the IP address is a hexadecimal combination of characters and digits. It has a format similar to this:
`xxxx::xxxx:xxxx:xxxx:xxxx`
2. To open the HP Embedded Web Server, type the IP address (IPv4) into the address line of a Web browser. For IPv6, use the protocol established by the Web browser for entering IPv6 addresses.
3. Click the **Networking** tab to obtain network information. You can change settings as needed.

5 Paper and print media

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

Understand paper use

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

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

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

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

Special paper guidelines

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

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

Media type	Do	Do not
Envelopes	<ul style="list-style-type: none">• Store envelopes flat.• Use envelopes where the seam extends 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 color 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.

Media type	Do	Do not
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 products.

Change the printer driver to match the paper type and size



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

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. Select a size from the **Size is** drop-down list.
5. Select a paper type from the **Type is** drop-down list.
6. Click the **OK** button.

Supported paper sizes

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



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

Table 5-1 Supported paper and print media sizes

Size	Dimensions
Letter	216 x 279 mm (8.5 x 11 in)
Legal	216 x 356 mm (8.5 x 14 in)
A4	210 x 297 mm (8.27 x 11.69 in)
Executive	184 x 267 mm (7.25 x 10.5 in)
8.5 x 13	216 x 330 mm (8.5 x 13 in)
4 x 6	101.6 x 152.4 mm (4 x 6 in)
10 x 15 cm	101.6 x 152.4 mm (4 x 6 in)
5 x 8	127 x 203 mm (5 x 8 in)
RA4	215 x 305 mm (8.46 x 12.01 in)
A5	148 x 210 mm (5.83 x 8.27 in)
A6	105 x 148 mm (4.13 x 5.83 in)
B5 (JIS)	182 x 257 mm (7.17 x 10.12 in)
16k	184 x 260 mm (7.24 x 10.23 in)
	195 x 270 mm (7.68 x 10.62 in)
	197 x 273 mm (7.75 x 10.75 in)
Custom	Minimum: 76 x 127 mm (3 x 5 in)
	Maximum: 216 x 356 mm (8.5 x 14.0 in)

NOTE: When defining custom sizes using the printer driver, always specify the short edge of the page as the width and the long edge as the length.

Table 5-2 Supported envelopes and postcards

Size	Dimensions
Envelope #10	105 x 241 mm (4.13 x 9.49 in)
Envelope DL	110 x 220 mm (4.33 x 8.66 in)
Envelope C5	162 x 229 mm (6.93 x 9.84 in)
Envelope B5	176 x 250 mm (6.7 x 9.8 in)
Envelope Monarch	98 x 191 mm (3.9 x 7.5 in)

Table 5-2 Supported envelopes and postcards (continued)

Size	Dimensions
Japanese Postcard	100 x 148 mm (3.93 x 5.82 in)
Postcard (JIS)	
Double Japan Postcard Rotated	148 x 200 mm (5.83 x 7.87 in)
Double Postcard (JIS)	
Custom	Minimum: 76 x 127 mm (3 x 5 in) Maximum: 216 x 356 mm (8.5 x 14.0 in) NOTE: When defining custom sizes using the printer driver, always specify the short edge of the page as the width and the long edge as the length.

Supported paper types


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

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

- Preprinted
- Prepunched
- Colored
- Rough
- Heavy rough
- HP Tough paper

Load paper tray

Load the input tray

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

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

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



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



Tray capacity

Tray or bin	Paper type	Specifications	Capacity
Input tray	Paper	60-220 g/m ² (16-59 lb) Print quality is assured for HP media.	150 sheets of 75 g/m ² (20 lb)
	Envelopes	60-90 g/m ² (16-24 lb)	Up to 10 envelopes
	Transparencies	0.12-0.13 mm (0.0047-.0051 in)	Up to 50 transparencies
	Postcards	135-176 g/m ² (36-47 lb)	
	Glossy	130-220 g/m ² ()	

Paper orientation for loading trays


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

Paper type	How to load paper
Preprinted or letterhead	<ul style="list-style-type: none">• Face up• Top edge leading into the product
Prepunched	<ul style="list-style-type: none">• Face up• Holes toward the left side of the product
Envelope	<ul style="list-style-type: none">• Face up• Right short edge leading into the product



6 Print tasks

- [Cancel a print job with Windows](#)
- [Basic print tasks with Windows](#)
- [Additional print tasks with Windows](#)
- [Use HP ePrint](#)

Cancel a print job with Windows

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



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

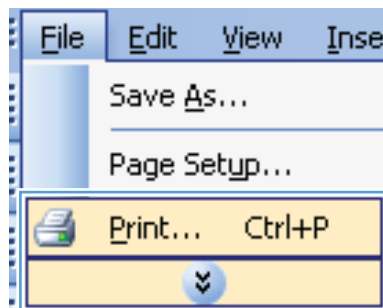
2. You can also cancel a print job from a software program or a print queue.
 - **Software program:** Typically, a dialog box appears briefly on the computer screen, allowing you to cancel the print job.
 - **Windows print queue:** If a print job is waiting in a print queue (computer memory) or print spooler, delete the job there.
 - **Windows XP, Server 2003, or Server 2008:** Click **Start**, click **Settings**, and then click **Printers and Faxes**. Double-click the product icon to open the window, right-click the print job that you want to cancel, and then click **Cancel**.
 - **Windows Vista:** Click **Start**, click **Control Panel**, and then, under **Hardware and Sound**, click **Printer**. Double-click the product icon to open the window, right-click the print job that you want to cancel, and then click **Cancel**.
 - **Windows 7:** Click **Start**, and then click **Devices and Printers**. Double-click the product icon to open the window, right-click the print job that you want to cancel, and then click **Cancel**.

Basic print tasks with Windows

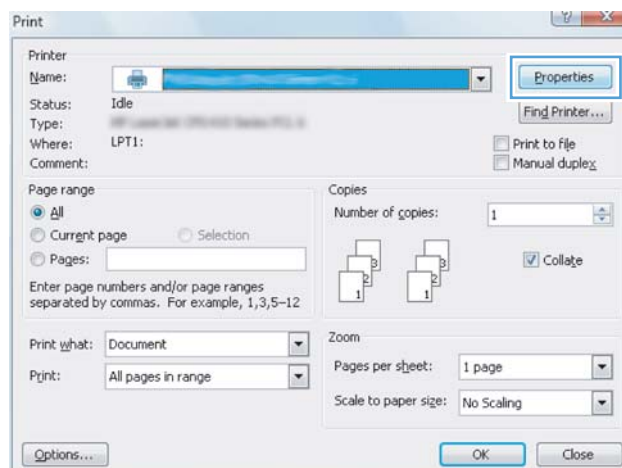
The methods to open the print dialog from software programs can vary. The procedures that follow include a typical method. Some software programs do not have a **File** menu. See the documentation for your software program to learn how to open the print dialog.

Open the printer driver with Windows

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

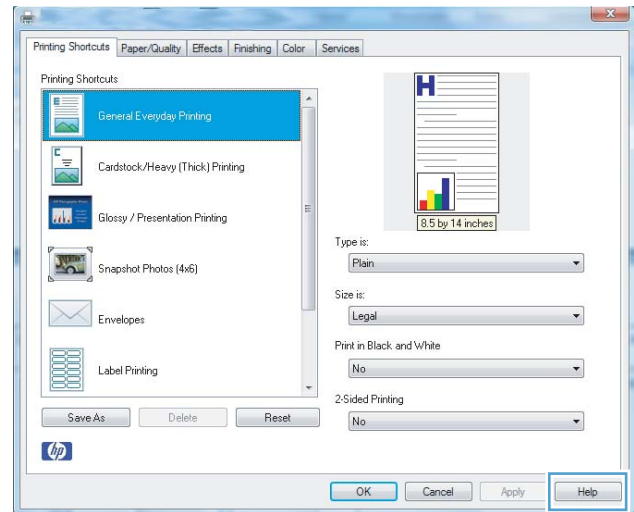


2. Select the product, and then click the **Properties** or **Preferences** button.



Get help for any printing option with Windows

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



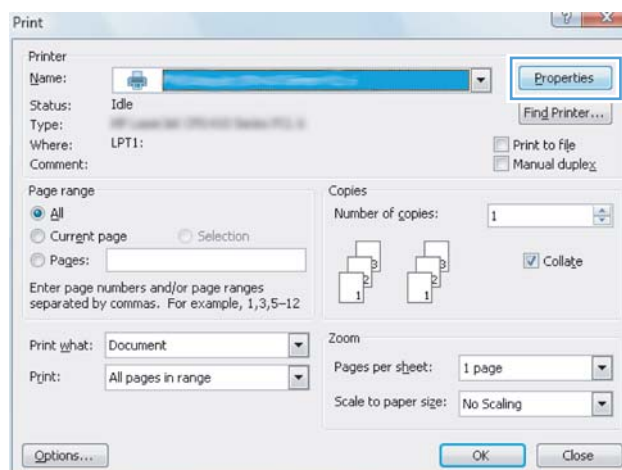
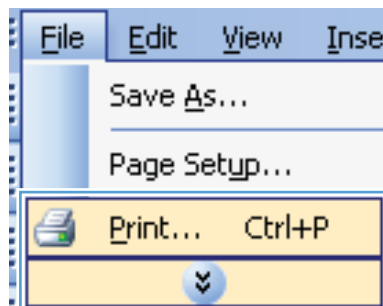
Change the number of print copies with Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then select the number of copies.

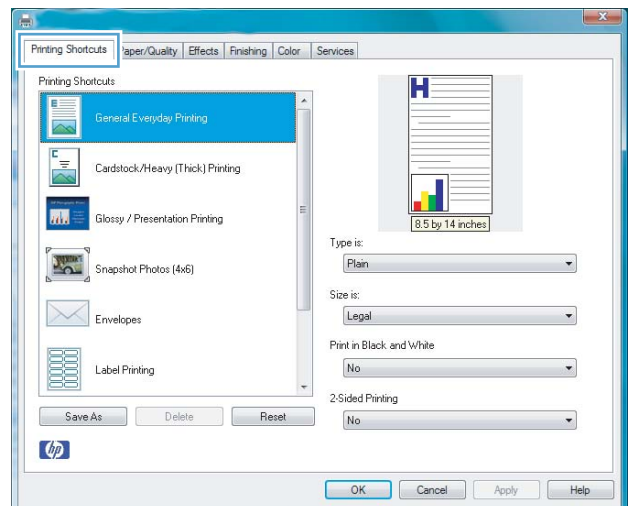
Save custom print settings for reuse with Windows

Use a printing shortcut with Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.

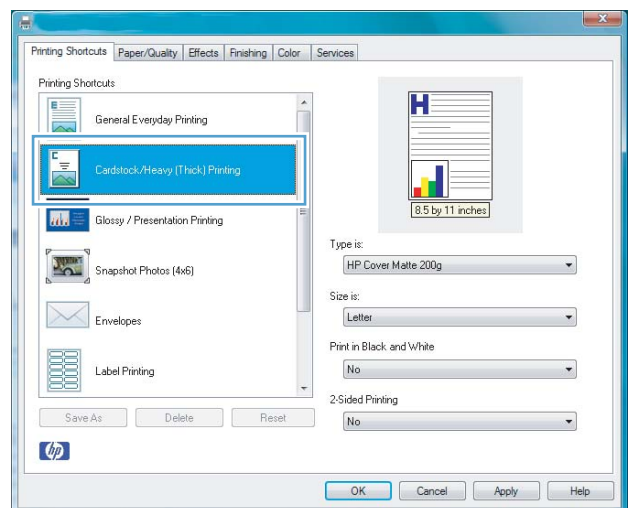


3. Click the **Printing Shortcuts** tab.



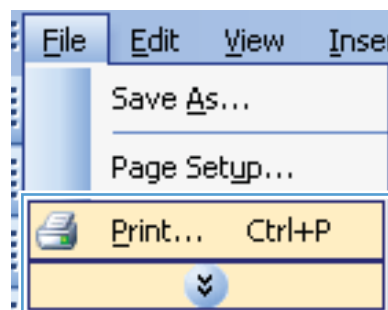
4. Select one of the shortcuts, and then click the **OK** button.

NOTE: When you select a shortcut, the corresponding settings change on the other tabs in the printer driver.

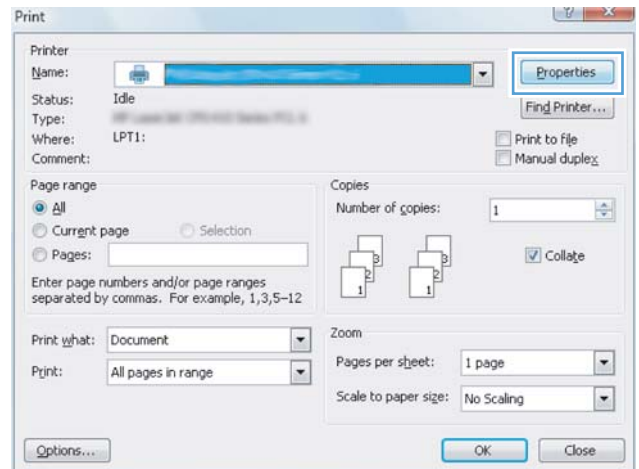


Create printing shortcuts

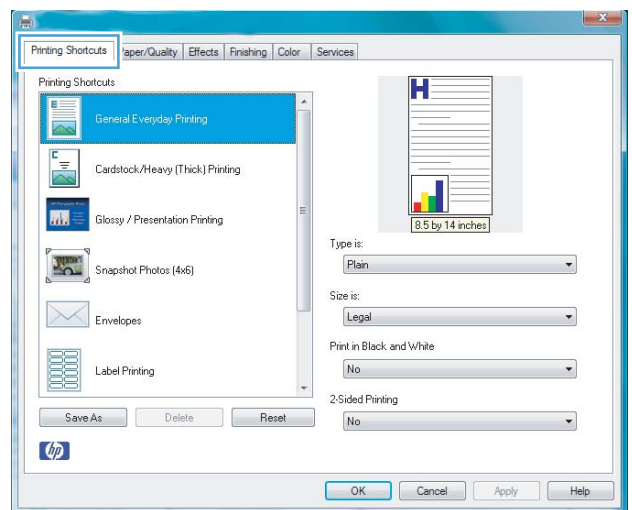
1. On the **File** menu in the software program, click **Print**.



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

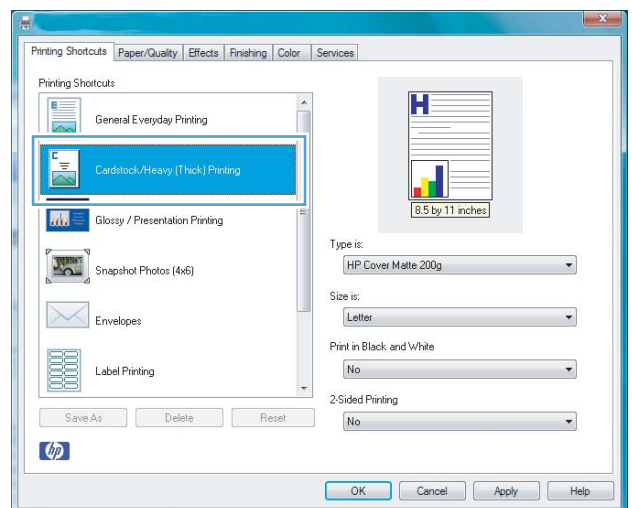


3. Click the **Printing Shortcuts** tab.



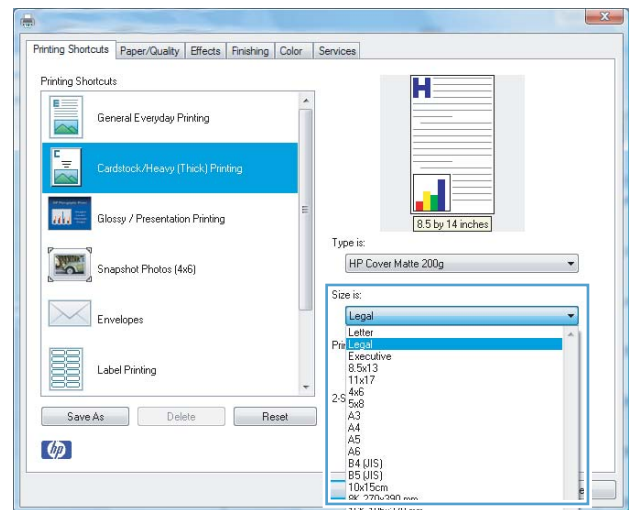
4. Select an existing shortcut as a base.

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

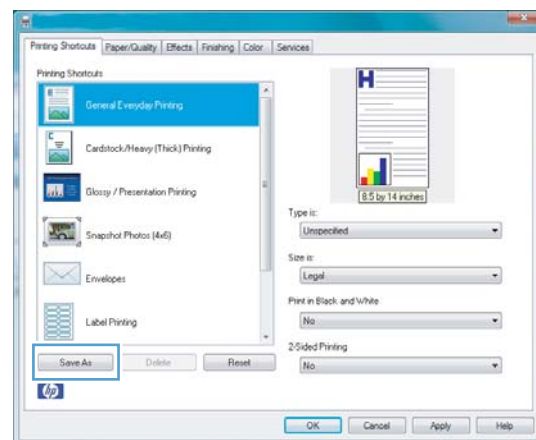


5. Select the print options for the new shortcut.

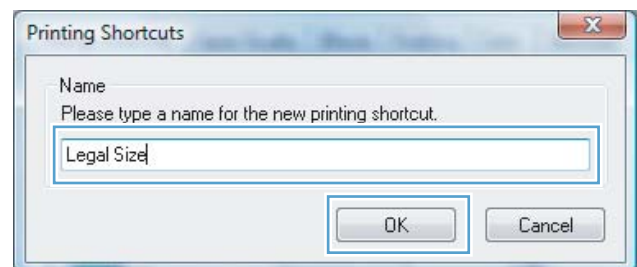
NOTE: You can select the print options on this tab or on any other tab in the printer driver. After selecting options on other tabs, return to the **Printing Shortcuts** tab before continuing with the next step.



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



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



Improve print quality with Windows

Select the page size with Windows

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

Select a custom page size with Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. Click the **Custom** button.
5. Type a name for the custom size and specify the dimensions.
 - The width is the short edge of the paper.
 - The length is the long edge of the paper.

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

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

Select the paper type with Windows

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

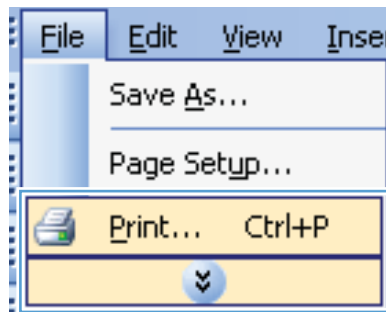
Print on both sides (duplex) with Windows

Print on both sides manually

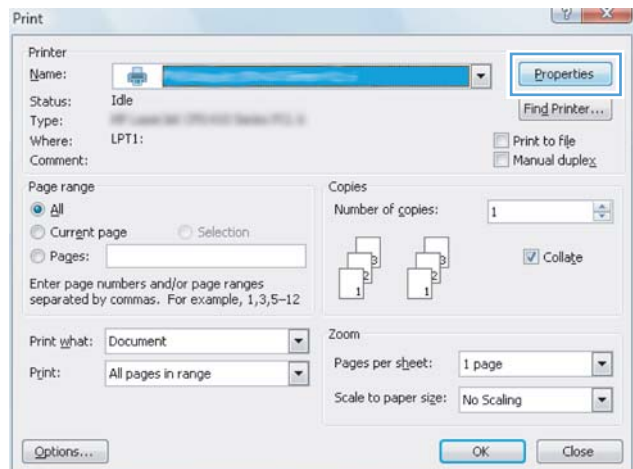
1. Load paper face-up in the input tray.



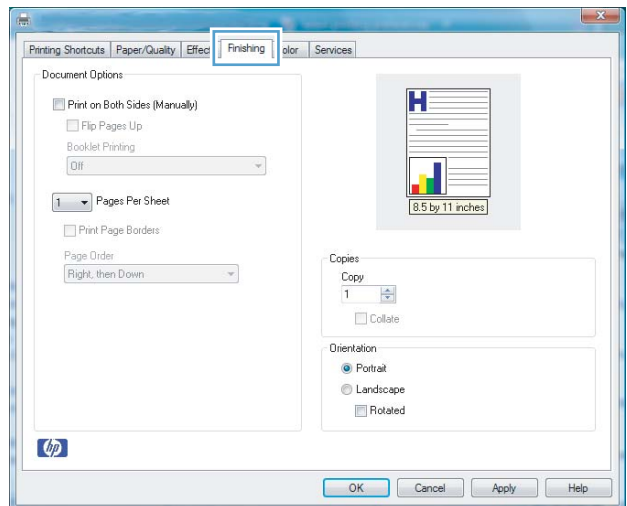
2. On the **File** menu in the software program, click **Print**.



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




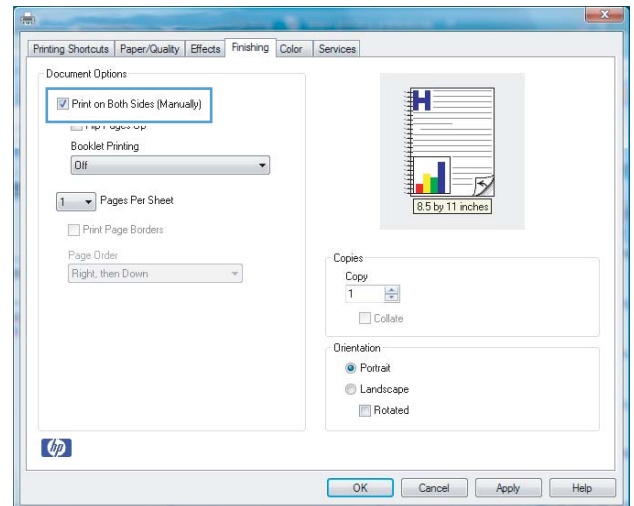
4. Click the **Finishing** tab.



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


NOTE: A pop-up window appears after you send the print job. Perform one of the following actions to clear the window and resume printing:

- Click the **Resume** button to close the pop-up window and continue printing.
- Click **OK** to close the pop-up window, and then click the Resume  button at the product control panel.



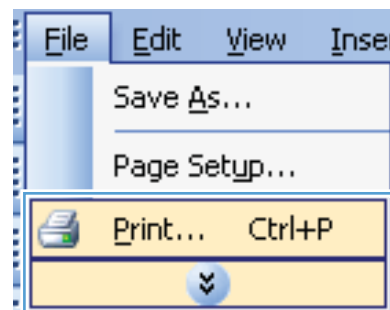
6. Retrieve the printed stack from the output bin, and, maintaining the paper orientation, place it with the printed-side facing down in the input tray.



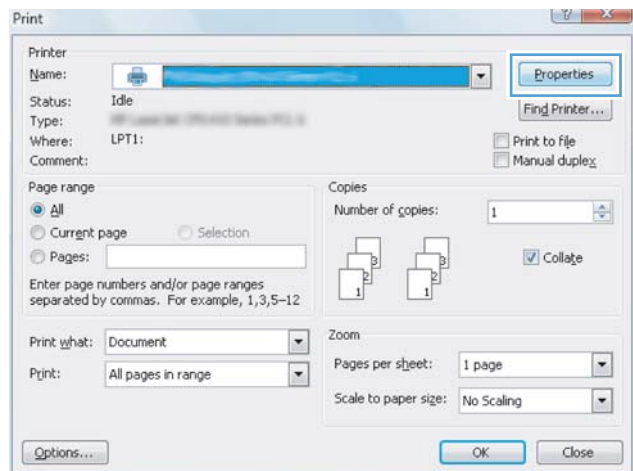
7. At the computer, click the **Continue** button to print the second side of the job. If at the product, press the Resume  button.

Print multiple pages per sheet with Windows

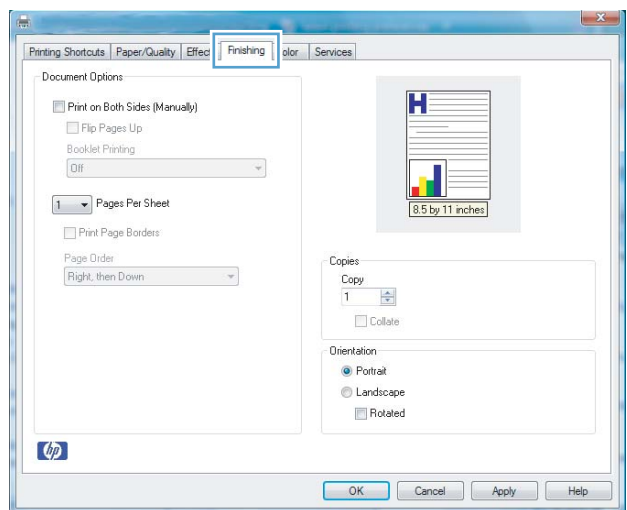
1. On the **File** menu in the software program, click **Print**.



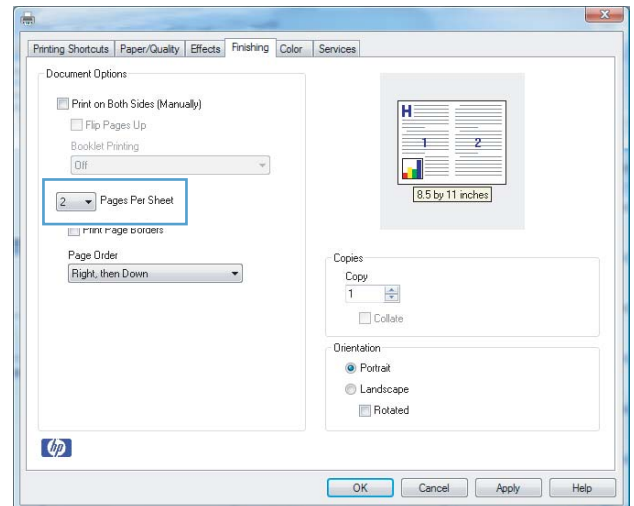
2. Select the product, and then click the **Properties** or **Preferences** button.



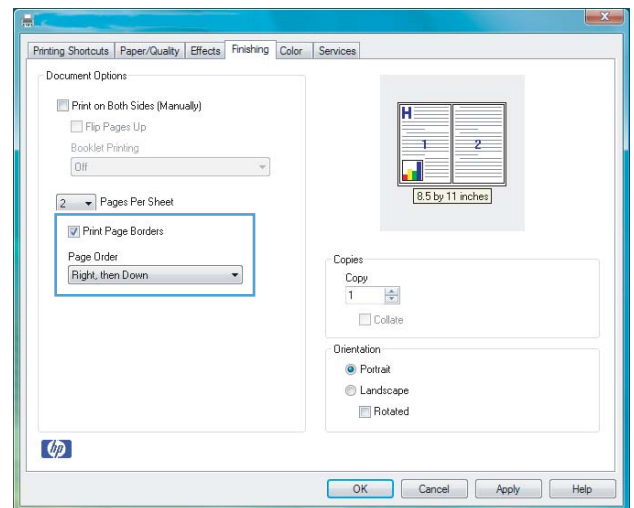
3. Click the **Finishing** tab.



4. Select the number of pages per sheet from the **Pages Per Sheet** drop-down list.

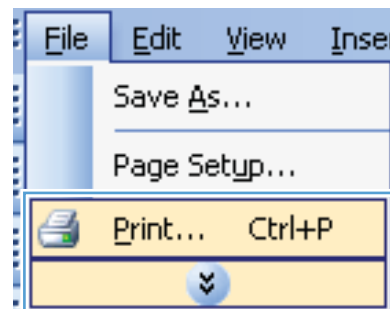


5. Select the correct **Print Page Borders**, **Page Order**, and **Orientation** options.

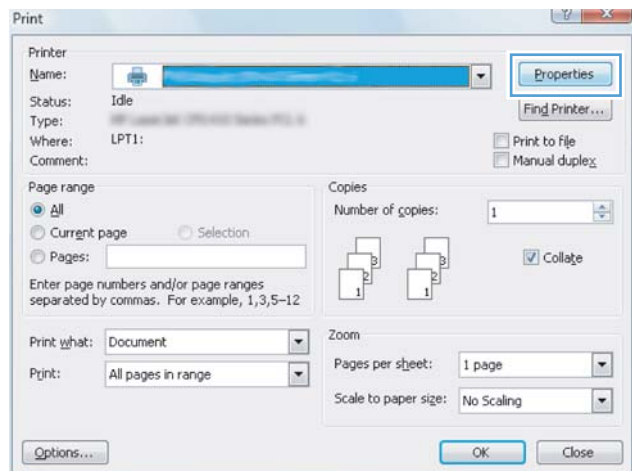


Select page orientation with Windows

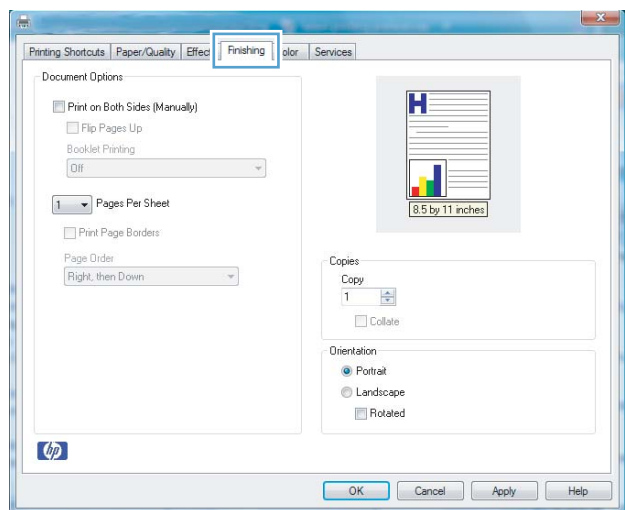
1. On the **File** menu in the software program, click **Print**.



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

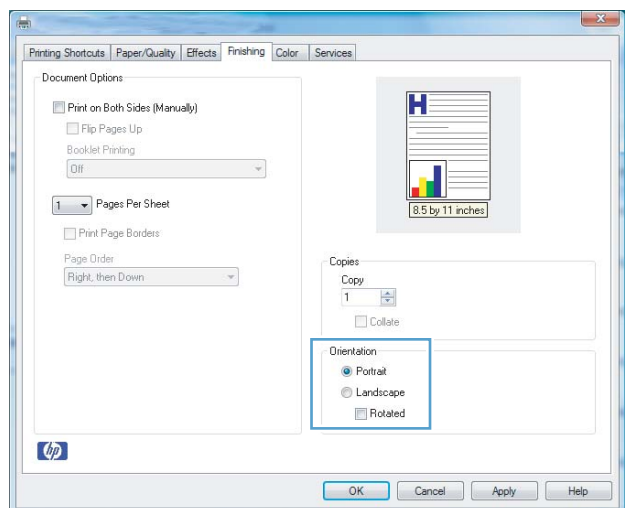


3. Click the **Finishing** tab.



4. In the **Orientation** area, select the **Portrait** or **Landscape** option.

To print the page image upside down, select the **Rotated** option.



Set color options with Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Color** tab.
4. In the **Color Options** area, click the **Manual** option, and then click the **Settings** button.
5. Adjust the general settings for Edge Control, and settings for text, graphics, and photographs.

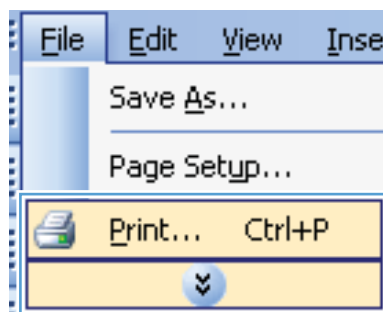
Additional print tasks with Windows

Print colored text as black (grayscale) with Windows

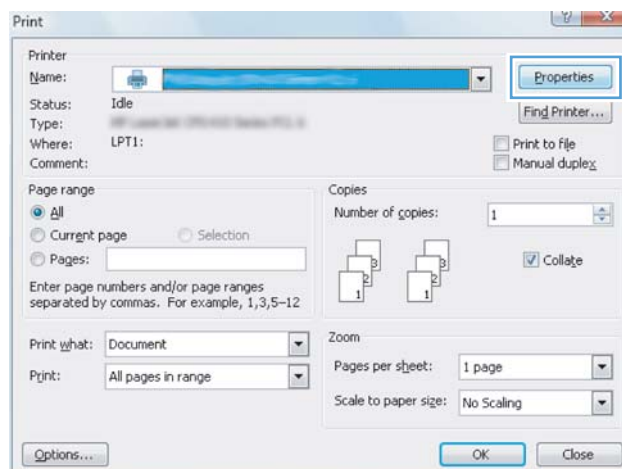
1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. Click the **Print all Text as Black** check box. Click the **OK** button.

Print on preprinted letterhead or forms with Windows

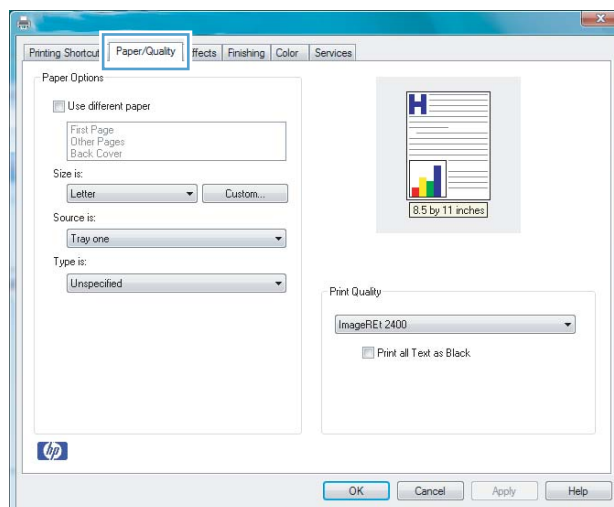
1. On the **File** menu in the software program, click **Print**.



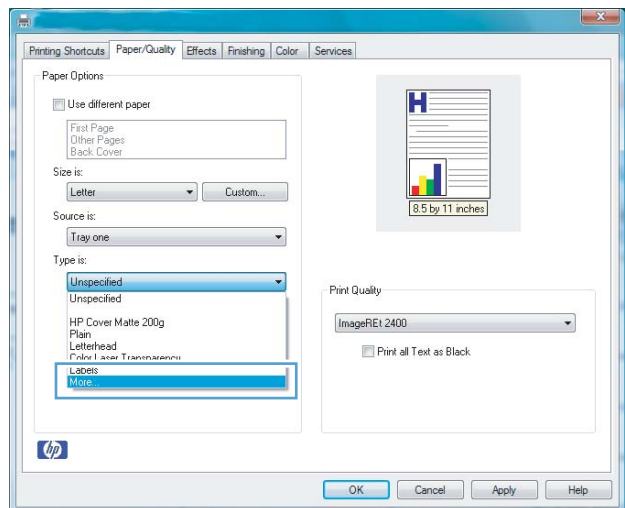
2. Select the product, and then click the **Properties** or **Preferences** button.



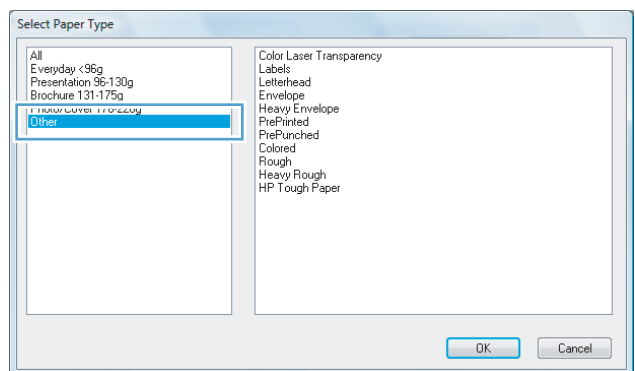
3. Click the **Paper/Quality** tab.



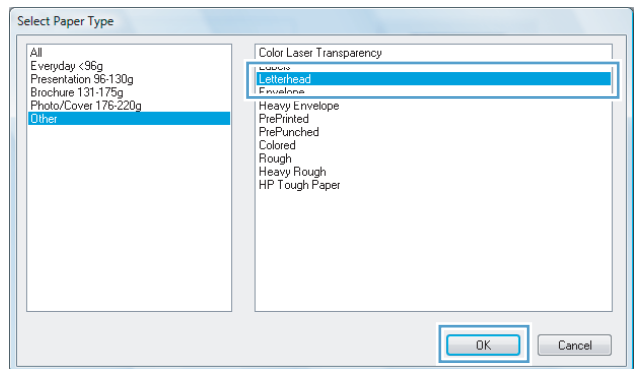
- From the **Type is** drop-down list, click the **More...** option.



- Select the **Other** option.

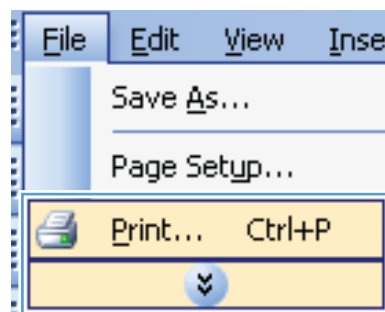


- Select the option for the type of paper you are using, and click the **OK** button.

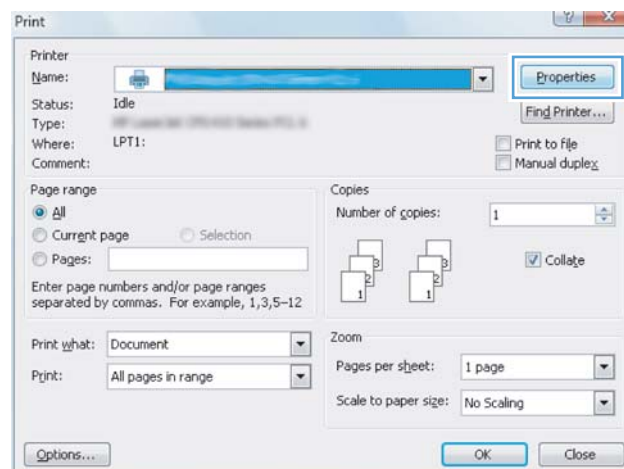


Print on special paper, labels, or transparencies with Windows

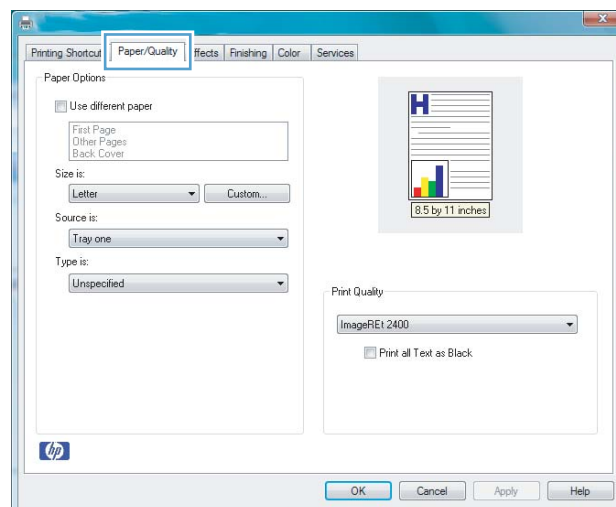
1. On the **File** menu in the software program, click **Print**.



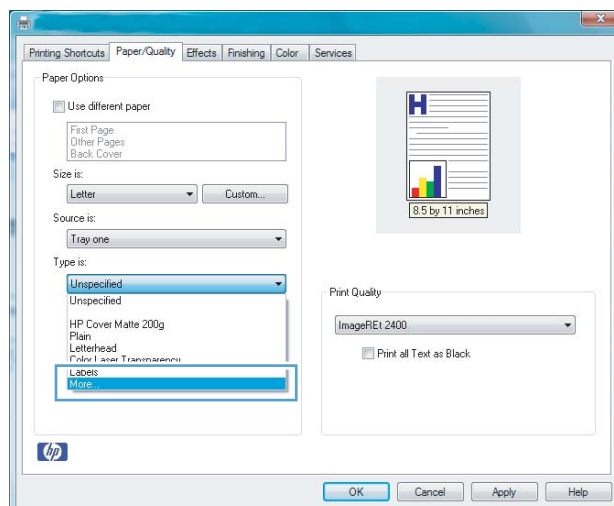
2. Select the product, and then click the **Properties** or **Preferences** button.



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

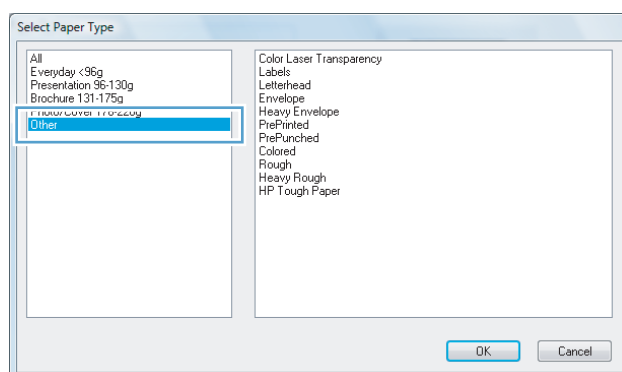


- From the **Type is** drop-down list, click the **More...** option.

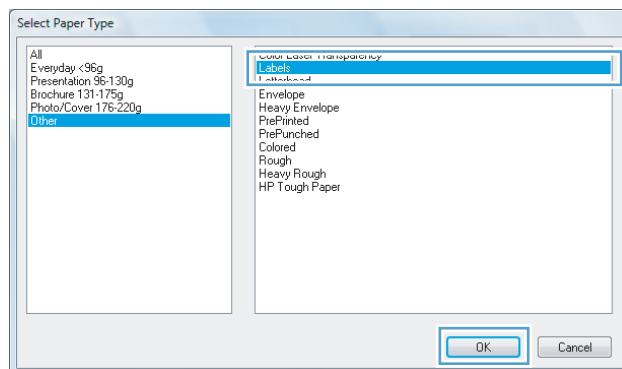


- Select the category of paper types that best describes your paper.

NOTE: Labels and transparencies are in the list of **Other** options.

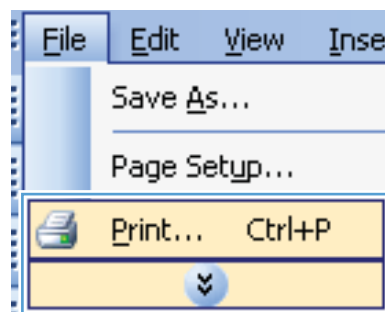


- Select the option for the type of paper you are using, and click the **OK** button.

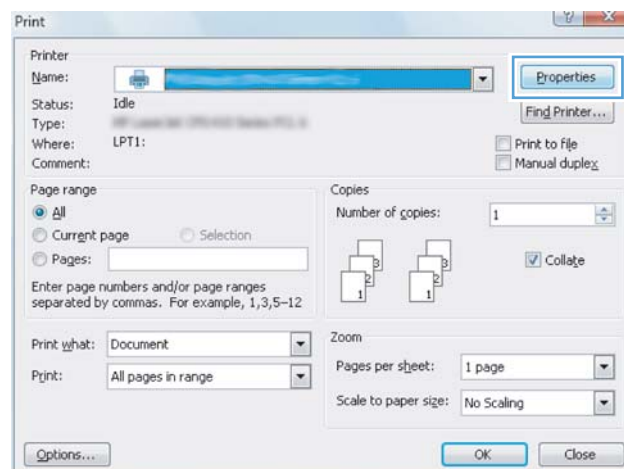


Print the first or last page on different paper with Windows

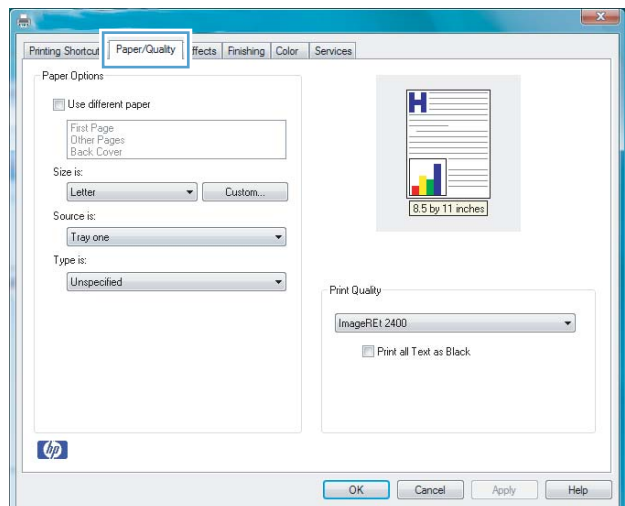
1. On the **File** menu in the software program, click **Print**.



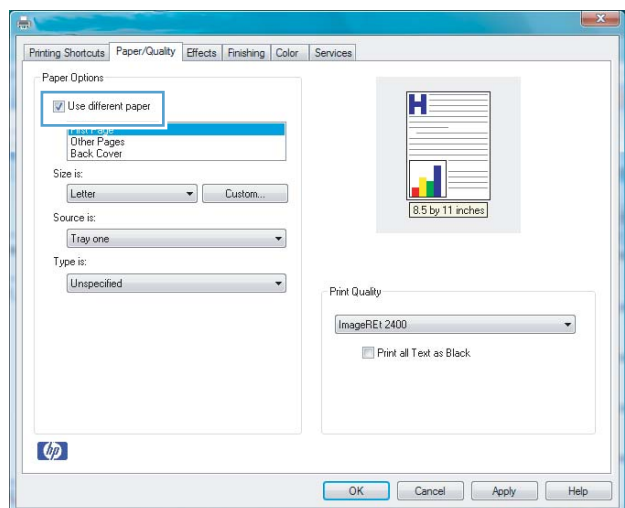
2. Select the product, and then click the **Properties** or **Preferences** button.



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

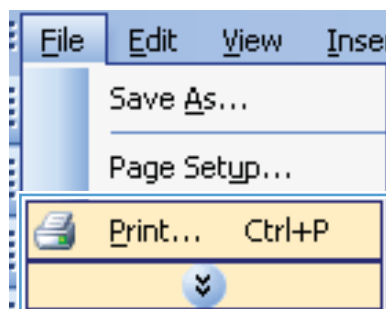


4. Click the **Use different paper** check box, and then select the necessary settings for the front cover, other pages, and back cover.

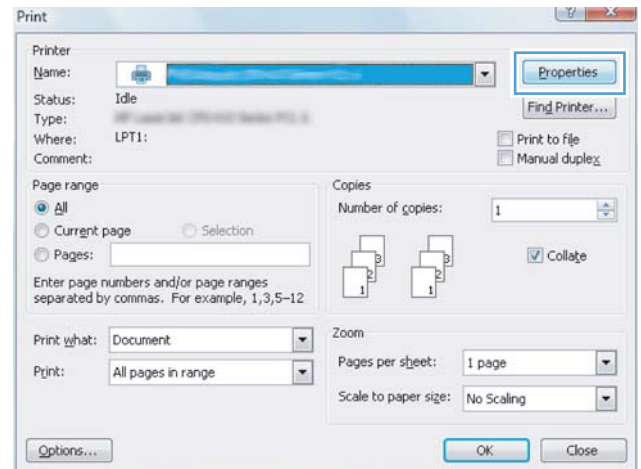


Scale a document to fit page size with Windows

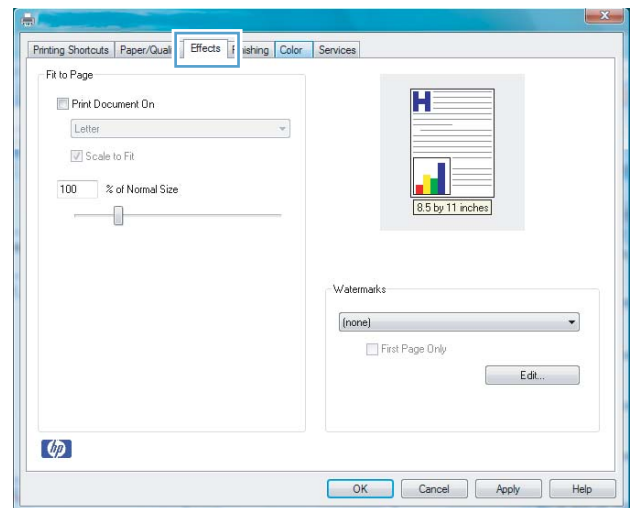
1. On the **File** menu in the software program, click **Print**.



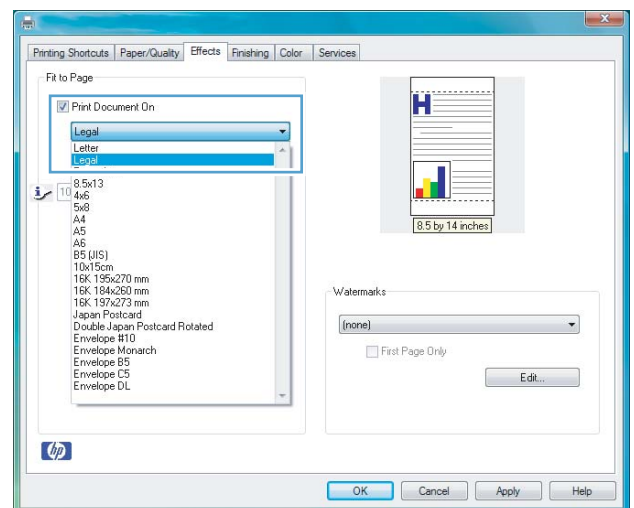
2. Select the product, and then click the **Properties** or **Preferences** button.



3. Click the **Effects** tab.



4. Select the **Print Document On** option, and then select a size from the drop-down list.



Add a watermark to a document with Windows

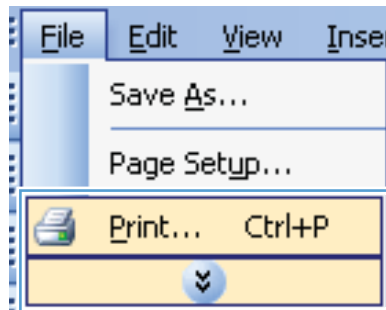
1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Effects** tab.
4. Select a watermark from the **Watermarks** drop-down list.

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

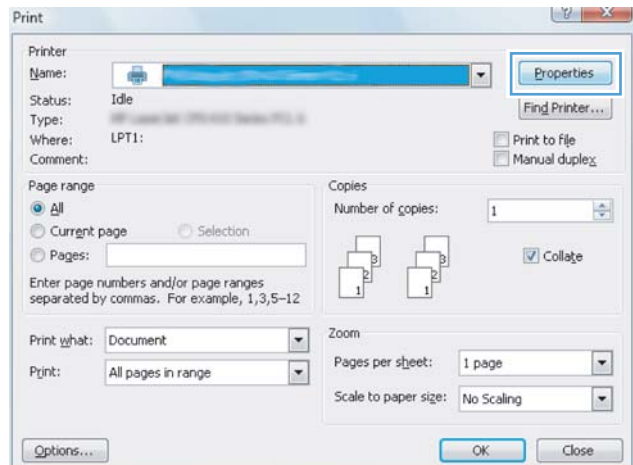
5. To print the watermark on the first page only, select the **First Page Only** check box. Otherwise, the watermark is printed on each page.

Create a booklet with Windows

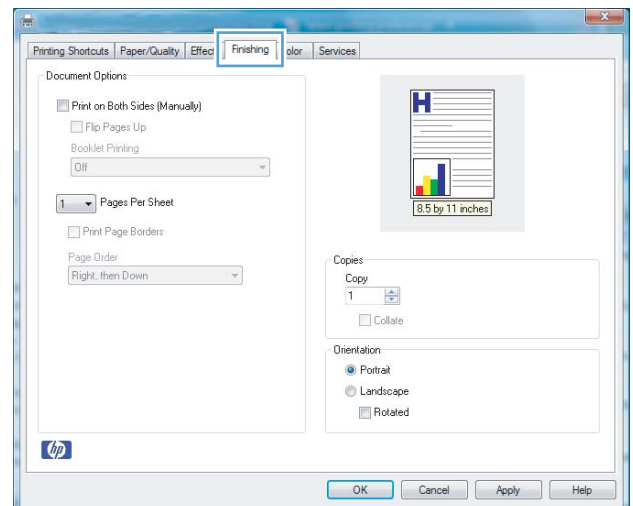
1. On the **File** menu in the software program, click **Print**.



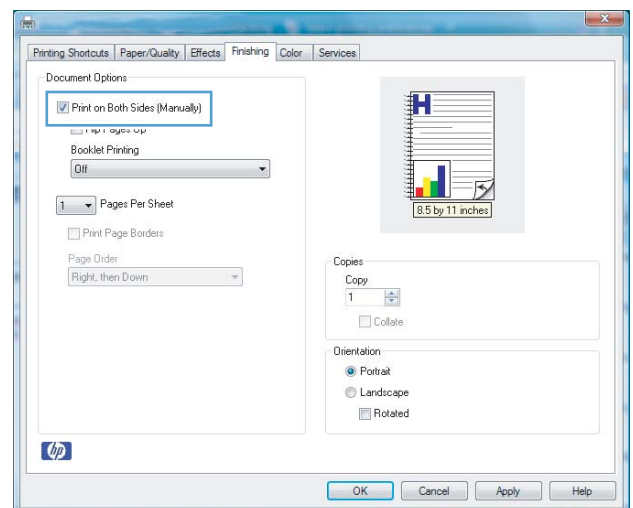
2. Select the product, and then click the **Properties** or **Preferences** button.



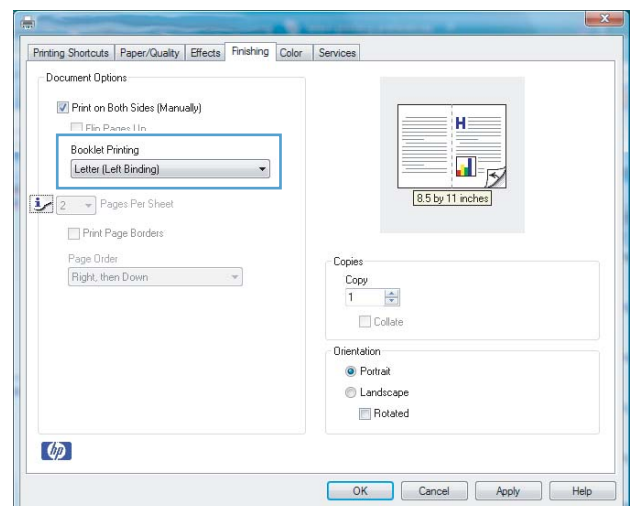
3. Click the **Finishing** tab.



4. Click the **Print on Both Sides (Manually)** check box.



5. In the **Booklet Printing** drop-down list, select a binding option. The **Pages Per Sheet** option automatically changes to **2 Pages Per Sheet**.



Use HP ePrint

HP ePrint is a suite of Web-based printing services that enable a supported HP product to print documents of the following types:

- E-mail messages and attachments sent directly to the HP product's e-mail address
- Documents from select mobile device print applications

Use HP Cloud Print

Use HP Cloud Print to print e-mail messages and attachments by sending them to the product's e-mail address from any e-mail enabled device.



NOTE: The product must be connected to a wired or wireless network. To use HP Cloud Print, you must first have access to the Internet and enable HP Web Services.

1. Enable HP Web Services in the HP Embedded Web Server (EWS) by following these steps:
 - a. After the product is connected to the network, print a configuration page and identify the product IP address.
 - b. At your computer, open a Web browser and enter the product IP address into the address line. The HP EWS appears.
 - c. Click the **HP Web Services** tab. If your network does not use a proxy server to access the Internet, proceed to the next step. If your network uses a proxy server to access the Internet, follow these instructions before proceeding to the next step:
 - i. Select the **Proxy Settings** tab.
 - ii. Select the **Check this box if your network uses a proxy server to access the Internet** check box.
 - iii. In the **Proxy Server** field, enter the proxy server address and port number, and then click the **Apply** button.
 - d. Select the HP Web Services tab and click the **Enable** button. The product configures the connection to the Internet, and then a message appears informing you that an information sheet will be printed.
 - e. Click the **OK** button. An ePrint page prints out. On the ePrint page, look for the e-mail address that is automatically assigned to the product.
2. To print a document, attach it to an e-mail message, and then send the message to the product's e-mail address. Go to www.hpprintcenter.com for a list of supported document types
3. Optionally, use the HP ePrintCenter Web site to define security settings and to configure default print settings for all HP ePrint jobs sent to this product:
 - a. Open a Web browser and go to www.hpprintcenter.com.
 - b. Click **Sign In**, and enter your HP ePrintCenter credentials or sign up for a new account.

- c. Select your product from the list, or click the **+ Add printer** button to add it. To add the product, you need the product code, which is the segment of the product e-mail address that is before the @ symbol.



NOTE: This code is valid for only 24 hours from the time you enable HP Web Services. If it expires, follow the instructions to enable HP Web Services again, and obtain a new code.

- d. Click the **Setup** button. The **HP ePrint Settings** dialog box appears. Three tabs are available:
 - **Allowed Senders.** To prevent your product from printing unexpected documents, click the **Allowed Senders** tab. Click **Allowed Senders Only**, and then add the e-mail addresses from which you want to allow ePrint jobs.
 - **Print Options.** To set up default settings for all ePrint jobs sent to this product, click the **Print Options** tab, and then select the settings that you want to use.
 - **Advanced.** To change the product's e-mail address, click the **Advanced** tab.

Use HP Direct Print (wireless models only)

Use HP Direct Print to print directly to the product from any mobile device (such as a smart phone, net book, or laptop computer).



NOTE: No setup is necessary, but HP Direct Print must be enabled. Your mobile device must have an HP print application installed.

1. To enable HP Direct Print, follow these steps:
 - a. After the product is connected to the network, print a configuration page and identify the product IP address.
 - b. At your computer, open a Web browser and enter the product IP address into the address line. The HP EWS screen appears.
 - c. Click the **Networking** tab.
 - d. On the **Networking** page, click **Wireless Direct Setup**. Select the check box, enter the network name (SSID) in the **Wireless Direct Printing Name (SSID)** field, and then click the **Apply** button. The IP address of the mobile device appears in the **Networking** page.



NOTE: To find the network name (SSID), click the **Wireless Configuration** menu in the **Networking** page.

2. To print a document from an application, select **File**, and then select **Print**.



NOTE: If only one product that supports HP Direct Print is connected to the wireless network, the document prints. If more than one product that supports HP Direct Print is connected, a list of products appears; you must select your product before proceeding to the next step. If no product is discovered, follow the instructions in step 1 to connect the product.

Use AirPrint

Direct printing using Apple's AirPrint is supported for iOS 4.2 or later. Use AirPrint to print directly to the product from an iPad (iOS 4.2), iPhone (3GS or later), or iPod touch (third generation or later) in the following applications:

- Mail
- Photos
- Safari
- Select third-party applications



NOTE: The product must be connected to a wired or wireless network.

To print, follow these steps:

1. Tap the **action**  item.

2. Tap **Print**.



NOTE: If you are printing for the first time, or if your previously selected product is not available, you must select a product before proceeding to the next step.

3. Configure the print options and then tap **Print**.

7 Color

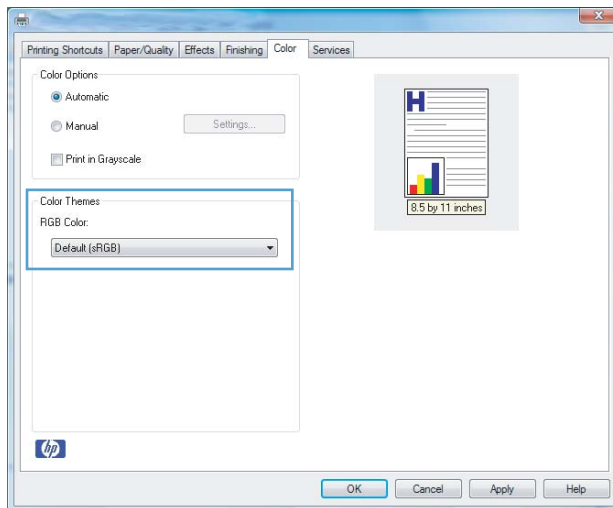
- [Adjust color](#)
- [Match colors](#)

Adjust color

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

Change the color theme for a print job

1. On the **File** menu in the software program, click **Print**.
2. Click **Properties** or **Preferences**.
3. Click the **Color** tab.
4. Select a color theme from the **Color Themes** drop-down list.




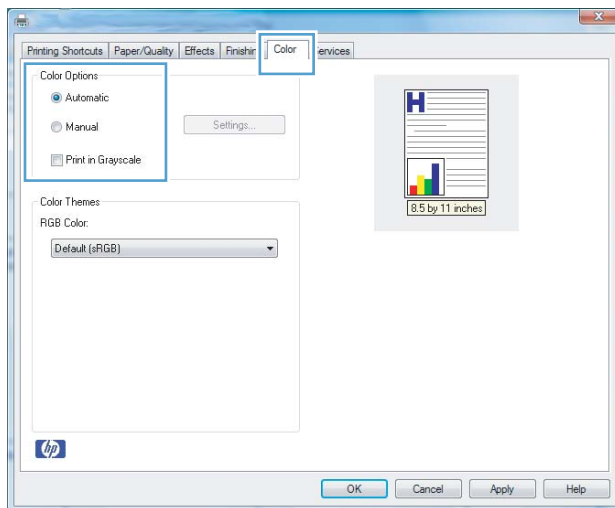
- **Default (sRGB):** This theme sets the product to print RGB data in raw device mode. When using this theme, manage color in the software program or in the operating system for correct rendering.
- **Vivid:** The product increases the color saturation in the midtones. Use this theme when printing business graphics.
- **Photo:** The product interprets RGB color as if it were printed as a photograph using a digital mini lab. The product renders deeper, more saturated colors differently than with the Default (sRGB) theme. Use this theme when printing photos.
- **Photo (Adobe RGB 1998):** Use this theme with printing digital photos that use the AdobeRGB color space rather than sRGB. Turn off color management in the software program when using this theme.
- **None:** No color theme is used.

Change the color options

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

1. On the **File** menu in the software program, click **Print**.
2. Click **Properties** or **Preferences**.
3. Click the **Color** tab.
4. Click the **Automatic** or **Manual** setting.
 - **Automatic** setting: Select this setting for most color print jobs
 - **Manual** setting: Select this setting to adjust the color settings independent from other settings.

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



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

Manual color options

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

Table 7-1 Manual color options

Setting description	Setting options
Edge Control The Edge Control setting determines the rendering of edges. Edge control has two components: adaptive halftoning and trapping. Adaptive halftoning increases edge sharpness. Trapping reduces the effect of color-plane misregistration by overlapping the edges of adjacent objects slightly.	<ul style="list-style-type: none">• Off turns off both trapping and adaptive halftoning.• Light sets trapping at a minimal level. Adaptive halftoning is on.• Normal sets trapping at a medium level. Adaptive halftoning is on.• Maximum is the most aggressive trapping setting. Adaptive halftoning is on.
Halftone Halftone options affect color output clarity and resolution.	<ul style="list-style-type: none">• Smooth provides better results for large, solid-filled print areas and enhances photographs by smoothing color gradations. Select this option when uniform and smooth area fills are important.• Detail is useful for text and graphics that require sharp distinctions among lines or colors, or images that contain a pattern or a high level of detail. Select this option when sharp edges and small details are important.
Neutral Grays The Neutral Grays setting determines the method for creating gray colors used in text, graphics, and photographs.	<ul style="list-style-type: none">• Black Only generates neutral colors (grays and black) by using only black toner. This guarantees neutral colors without a color cast. This setting is best for documents and grayscale viewgraphs.• 4-Color generates neutral colors (grays and black) by combining all four toner colors. This method produces smoother gradients and transitions to other colors, and it produces the darkest black.

Match colors

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

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

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

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

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

8 Manage and maintain the product

- [Print information pages](#)
- [Use the HP Embedded Web Server \(network models only\)](#)
- [Product security features](#)
- [Economy settings](#)
- [Manage supplies and accessories](#)
- [Clean the product](#)
- [Product updates](#)


Print information pages

You can print the following information pages.

Page	Description
Configuration page	Prints a list of the product settings
Supplies Status page	<p>The supplies status page includes the following information:</p> <ul style="list-style-type: none">• Approximate percentage of print cartridge life remaining• Warranty status of print cartridges and imaging drum• Part numbers for HP print cartridges• Number of pages printed• Information about ordering new HP print cartridges and recycling used HP print cartridges• The imaging drum's estimated life remaining and installation date display if less than 30% of its estimated life remains.


Print the configuration page

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

- Select **Print configuration page** on the **Services** tab in the Printer Preferences.
- Press and hold the Resume  button for two to three seconds to print a configuration page and a supplies status page (English only).

Print the supplies status page

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


- Select **Print supplies status page** on the **Services** tab in the Printer Preferences.
- Press and hold the Resume  button for two to three seconds to print a configuration page and a supplies status page (English only).

Use the HP Embedded Web Server (network models only)

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


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

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

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

Open the HP Embedded Web Server

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

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

HP Embedded Web Server features

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

Tab or section	Description
Status tab Provides product, status, and configuration information.	<ul style="list-style-type: none"> • Device Status: Shows the product status and shows the life remaining of HP supplies, with 0% indicating that a supply is empty. • Supplies Status: Shows the approximate percent life remaining of HP supplies. When the estimated life remaining is less than 10% but has not reached the estimated end of life, Less Than 10% displays. When a supply reaches its estimated end of life -% displays. Actual supply life remaining can vary. Consider having a replacement supply available to install when print quality is no longer acceptable. The supply does not need to be replaced unless the print quality is no longer acceptable. When an HP supply has reached "Very Low", HP's Premium Protection Warranty on that supply ends. The imaging drum's estimated remaining life and installation date displays when less than approximately 30% of its estimated life remains. • Device Configuration: Shows the information found on the product Configuration page. • Network Summary: Shows the information found on the product Network Configuration page. • Reports: Allows you to print the configuration and supplies status pages that the product generates. • Event Log: Shows a list of all product events and errors. • Support button: Provides a link to the product support page. The Support button can be password-protected. • Shop for Supplies button: Provides a link to a page where you can order supplies for the product. The Shop for Supplies button can be password-protected.

Tab or section	Description
System tab Provides the ability to configure the product from your computer.	<ul style="list-style-type: none"> • Paper Setup: Allows you to change the paper-handling defaults for the product. • Print Quality: Allows you to change the print quality defaults for the product, including calibration settings. • Print Density: Allows you to change the contrasts, highlights, midtones, and shadows values for each supply. • Paper Types: Allows you to configure print modes that correspond to the media types that the product accepts. • System Setup: Allows you to change the system defaults for the product. • Service: Allows you to start the cleaning procedure on the product. • Product Security: Allows you to set or change the Administrator password. • Support button: Provides a link to the product support page. The Support button can be password-protected. • Shop for Supplies button: Provides a link to a page where you can order supplies for the product. The Shop for Supplies button can be password-protected. <p>NOTE: The System tab can be password-protected. If this product is on a network, always consult with the printer administrator before changing settings on this tab.</p>
Networking tab Provides the ability to change network settings from your computer.	Network administrators can use this tab to control network-related settings for the product when it is connected to an IP-based network. This tab does not appear if the product is directly connected to a computer.

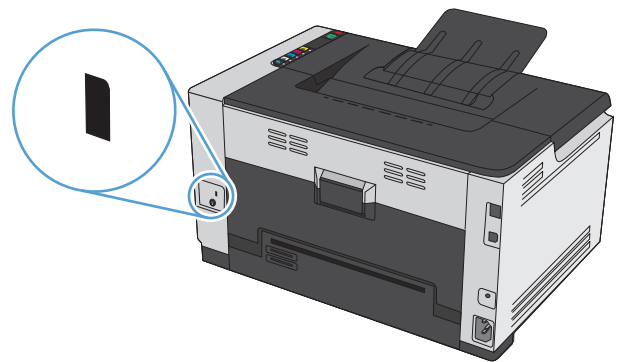
Product security features

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

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

Lock the product

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



Assign a system password


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

1. Open the HP Embedded Web Server by entering the product IP address into the address line of a Web browser.
2. Click the **System** tab.
3. On the left side of the window, click the **Product Security** menu.
4. Type the password in the **Password** box, and type it again in the **Confirm Password** box.
5. Click the **Apply** button. Make note of the password and store it in a safe place.

Economy settings

Set Auto-On/Auto-Off mode


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

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

Change the Auto-On\Auto-Off setting

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

 **NOTE:** The default Auto-Off delay setting is 15 minutes.

1. In the Windows system tray, right-click the Device Settings  icon and then click the product name.
2. Click the **Device Settings** button.
3. Click the **AutoOFF after delay** button, and then select the Auto-Off delay from the drop-down list.
4. Under **AutoON to these events** click the desired events (optional).

Manage supplies and accessories

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

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

Supplies messages

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

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


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

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

Enable or disable the At Very Low settings

You can change the default settings at any time and do not need to re-enable the settings when a new print cartridge is installed. The **<Supply> Very Low** alert message displays when a print cartridge is

set to **Continue At Very Low**. Once an HP print cartridge has reached “Very Low”, HP’s Premium Protection Warranty on that cartridge has ended.

1. In the Windows system tray, right-click the Device Settings  icon and then click the product name.
2. Click the **System Setup** tab.
3. From the **At Very Low** drop-down list, select one of the following options:
 - Select the **Continue** option set the product to alert you that the print cartridge is very low, but to continue printing.
 - Select the **Stop** option to set the product to alert you and stop printing until you replace the print cartridge.
 - Select the **Prompt** (the default) option to set the product to stop printing and prompt you to replace the print cartridge. You can acknowledge the prompt and continue printing.

Manage print cartridges and imaging drums

Print-cartridge and imaging drum storage

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

HP policy on non-HP supplies

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



NOTE: Non-HP Laser Print Cartridge Use

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

HP fraud hotline and Web site

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

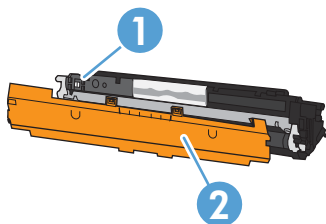
Your print cartridge might not be a genuine HP print cartridge if you notice the following:

- The supplies status page indicates that a non-HP supply is installed.
- You are experiencing a high number of problems with the print cartridge.
- The cartridge does not look like it usually does (for example, the packaging differs from HP packaging).

Recycle supplies

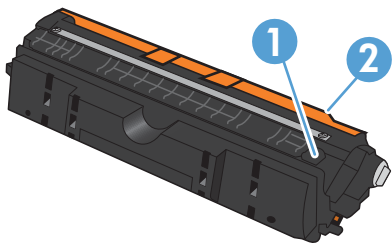
To recycle a genuine HP print cartridge or imaging drum, place the used supply in the box in which the supply arrived. Use the enclosed return label to send the used supply to HP for recycling. For complete information, see the recycling guide that is included with each new HP supply item.

Print cartridge layout



1	Print cartridge E-label
2	Plastic shield

Imaging drum layout




1	Imaging drum E-label
2	Plastic shield

Replacement instructions


Replace the print cartridges


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

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

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

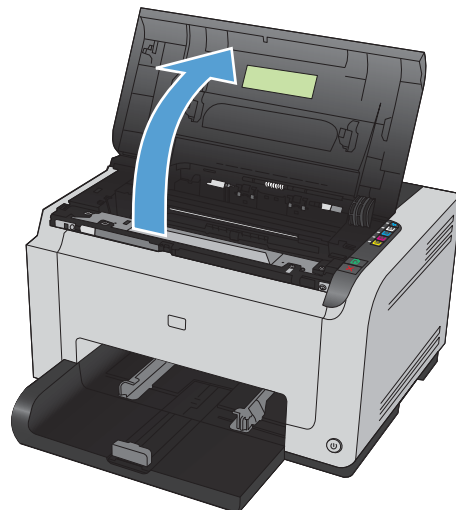
1. Press the Cartridge  button of the print cartridge that requires replacement to rotate the print cartridge carousel for removal.

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

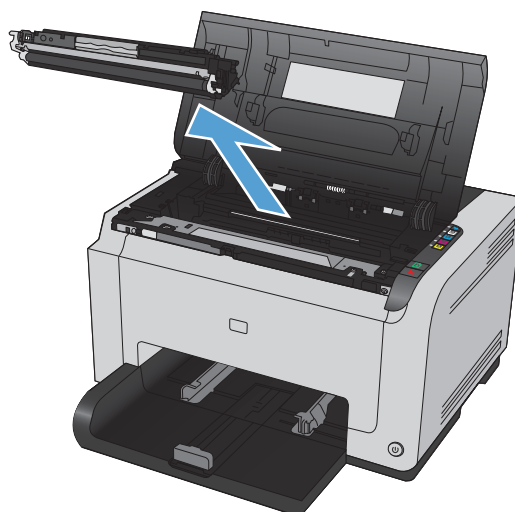
NOTE: Wait until the Cartridge  light is not flashing and the rotation sounds stops before opening the print cartridge door.



2. Open the print cartridge door.

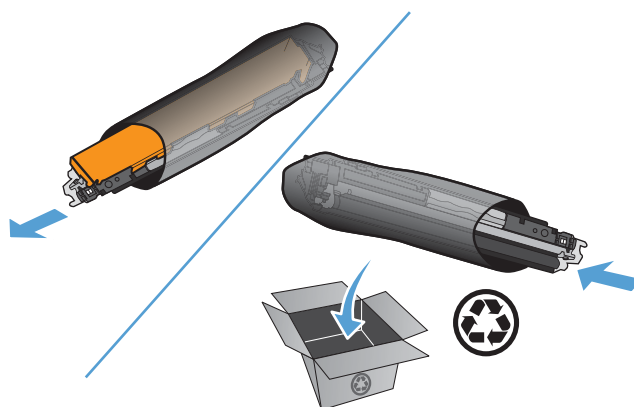


3. Grasp the old print cartridge by the center handle and remove.

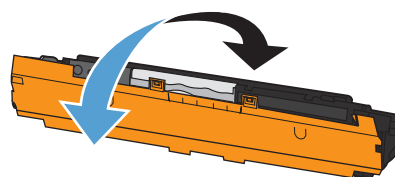


4. Remove the new print cartridge from the packaging. Place the used print cartridge in the bag and box for recycling.

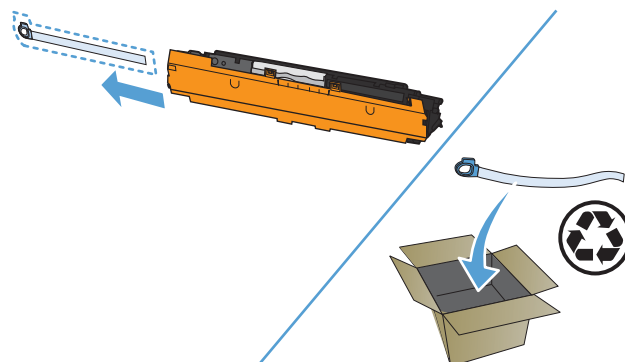
CAUTION: To prevent damage to the print cartridge, hold the print cartridge at each end. Do not touch the roller on the print cartridge.



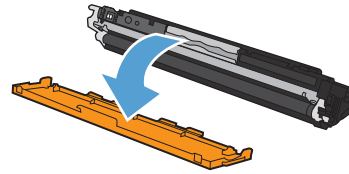
5. Grasp both sides of the print cartridge and gently rock the print cartridge to distribute the toner evenly inside the print cartridge.



6. Remove the tape from the print cartridge. Place the tape in the print-cartridge box to return for recycling.



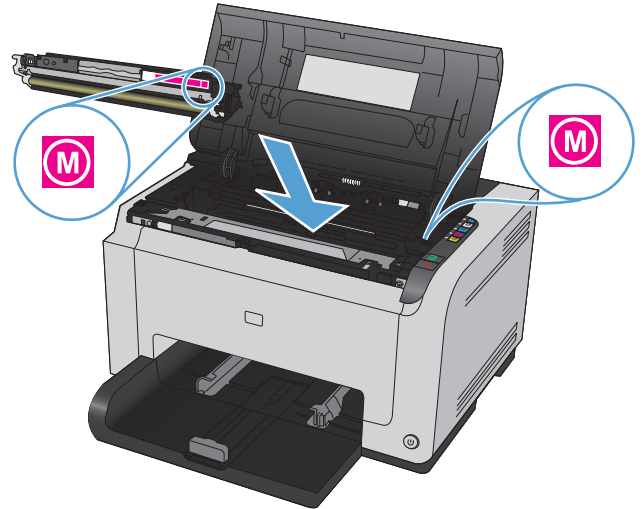
7. Remove the protective shielding from the new print cartridge.





8. Grasp the print cartridge by the center handle and insert into the product.


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


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



9. Close the print cartridge door.

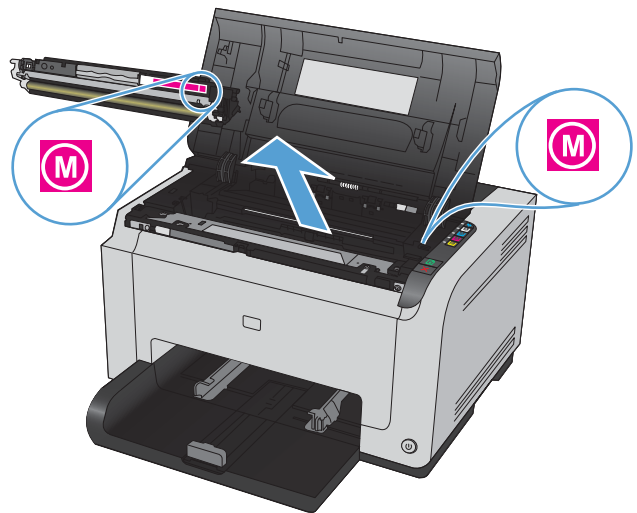
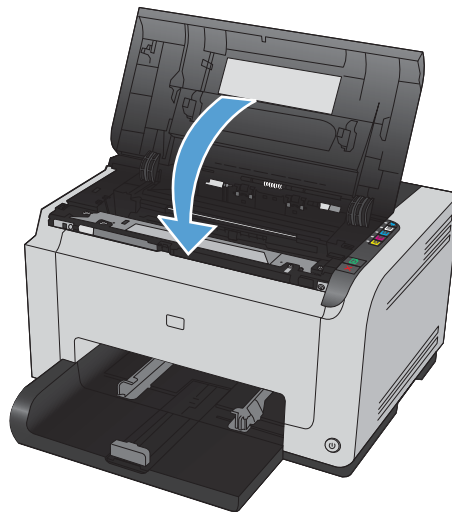
NOTE: After closing the print cartridge door, the Ready  light and Attention  light will flash. Allow up to three minutes for the product to calibrate.

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


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

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

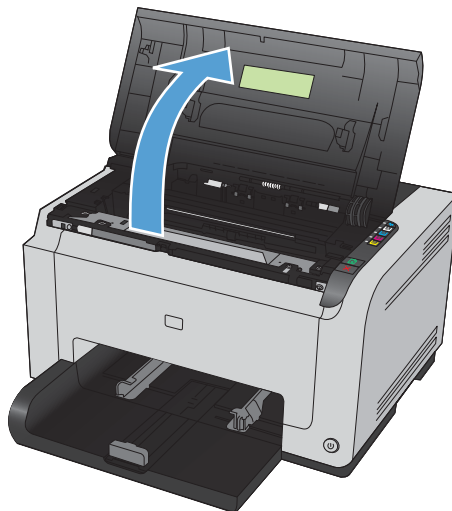
10. When printing, if you receive the status alert message **Wrong Cartridge in <Color> Slot**, remove the print cartridge from the specified slot and compare the color label on the print cartridge to the color label in the slot to determine the correct print cartridge for the slot.



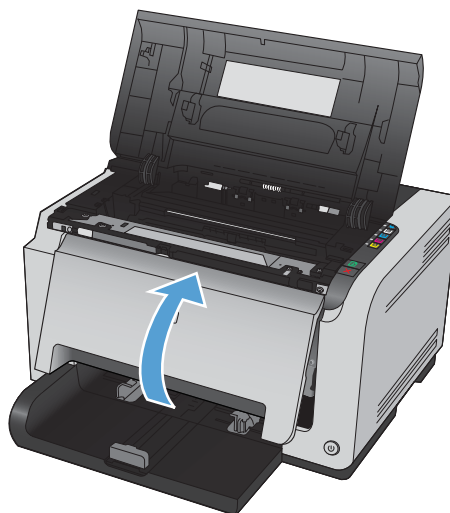
Replace the imaging drum

 **NOTE:** The imaging drum installed in this product is covered by the product warranty. Replacement imaging drums have a one-year limited warranty from the date of installation. The imaging drum installation date displays on both the configuration page and on the supplies status page when the imaging drum reaches approximately 30% of its estimated remaining life. HP's Premium Protection Warranty applies only to the print cartridges for the product.

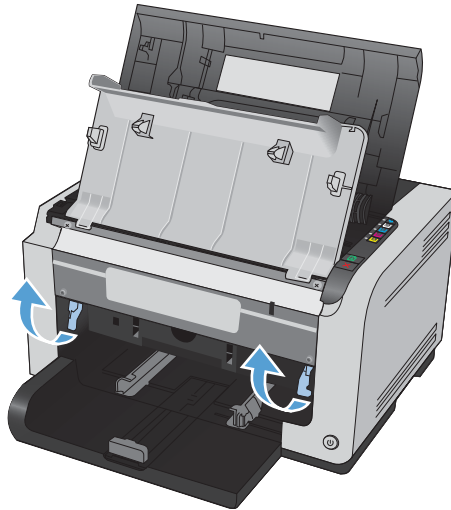
1. Open the print cartridge door.



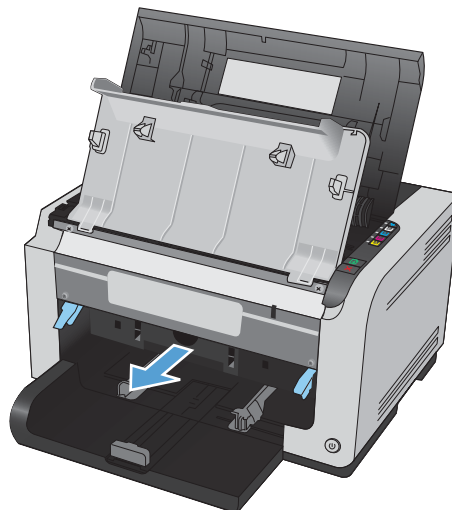
2. Open the front cover.



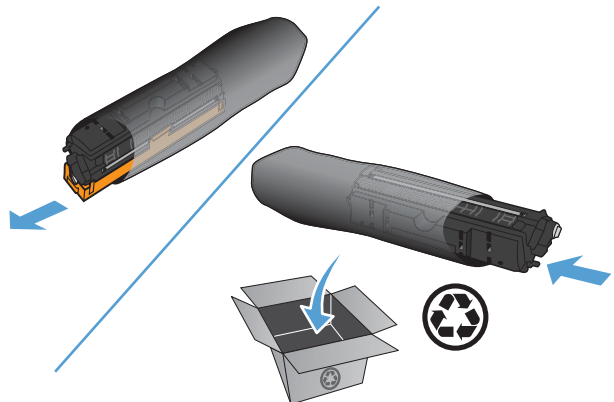
3. Lift the two levers that hold the imaging drum.



4. Remove the old imaging drum.



5. Remove the new imaging drum from the packaging. Place the used imaging drum in the bag and box for recycling.

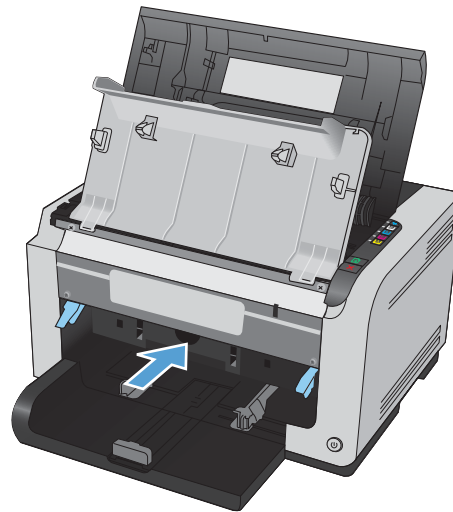
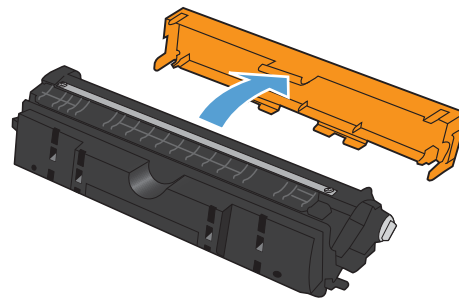


6. Remove the protective shielding from the new imaging drum.

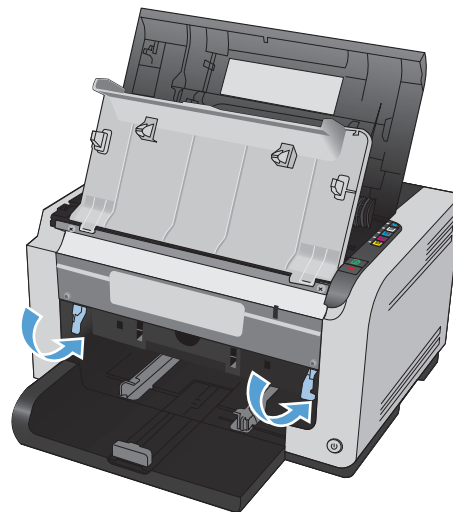
CAUTION: To prevent damage, do not expose the imaging drum to light. Cover it with a piece of paper.

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

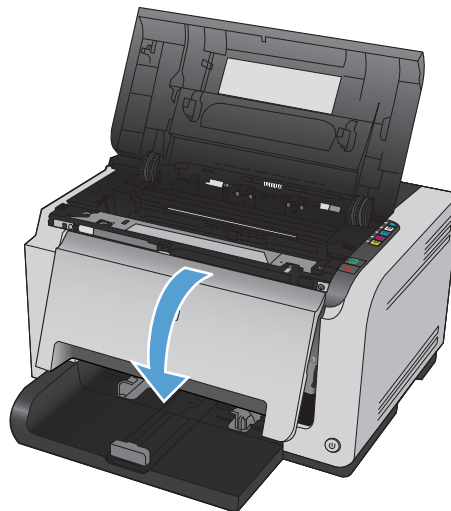
7. Insert the new imaging drum in the product.





8. Lower the two levers that hold the imaging drum.



9. Close the front cover.



10. Close the print cartridge door.

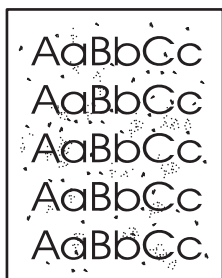
NOTE: After closing the print cartridge door, the Ready  light and Attention  light will flash. Allow up to three minutes for the product to calibrate.






Clean the product


Clean the paper path

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



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

1. Make sure that the product is idle and the Ready  light is on.
2. Load paper in the input tray.
3. In the Windows system tray, right-click the Device Settings  icon and then click the product name.
4. Click the **Device Settings** tab.
5. Click the **Print Cleaning Page** button.

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

Clean the exterior

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

Product updates

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

9 Solve problems

- [Self help](#)
- [Solve problems checklist](#)
- [Factors that affect product performance](#)
- [Restore factory settings](#)
- [Interpret control panel light patterns](#)
- [Status alert messages](#)
- [Paper feeds incorrectly or becomes jammed](#)
- [Improve print quality](#)
- [The product does not print or it prints slowly](#)
- [Solve connectivity problems](#)
- [Solve wireless network problems](#)
- [Solve product software problems](#)
- [Solve common Mac problems](#)

Self help

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

HP Help and Learn Center

The HP Help and Learn Center and other documentation are on the CD that came with the product or in the HP Program folder on your computer. The HP Help and Learn Center is a product help tool that provides easy access to product information, HP product Web support, troubleshooting, and regulatory and safety information.

Quick Reference Topics

Several Quick Reference Topics for this product are available at this Web site: www.hp.com/support/ljcp1020series

You can print these topics and keep them near the product. They are a handy reference for procedures that you perform frequently.

Solve problems checklist

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

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

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

Make sure that the product is set up correctly.

1. Press the power button to turn on the product or to deactivate the Auto-On\Auto-Off mode.
2. Check the power-cable connections.
3. Make sure that the line voltage is correct for the product power configuration. (See the label that is on the back of the product for voltage requirements.) If you are using a power strip and its voltage is not within specifications, plug the product directly into the wall. If it is already plugged into the wall, try a different outlet.
4. Make sure that the print cartridge is installed correctly.
5. If none of these measures restores power, contact HP Customer Care.

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

1. Check the cable connection between the product and the computer. Make sure that the connection is secure.
2. Make sure that the cable itself is not faulty by using a different cable, if possible.

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

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

Step 4: Check the paper

1. Make sure that the paper that you are using meets specifications.
2. Make sure that the paper is loaded correctly in the input tray.

Step 5: Check the software

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

Step 6: Test print functionality

1. Print a configuration page. Select **Print configuration page** on the **Services** tab in the Printer Preferences.
2. If the page does not print, verify that the input tray contains paper.
3. If the page jams in the product, clear the jam.

Step 7: Check the supplies

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

Step 8: Try sending a print job from a computer

1. Try printing the job from another computer that has the product software installed.
2. Check the USB cable connection. Direct the product to the correct port, or reinstall the software, selecting the connection type that you are using.
3. If the print quality is unacceptable, complete the following steps:
 - Verify that the print settings are correct for the media that you are using.






Factors that affect product performance

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

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

Restore factory settings

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

1. Turn the product off. Disconnect the power cable from the product for 30 seconds and then reconnect.
2. Turn the product on while you press and hold the Resume  button for 10-20 seconds. The Attention  light turns on.
3. Release the Resume  button. The Attention  and Ready  lights cycle while the product restores factory defaults.

Interpret control panel light patterns

Table 9-1 Status light legend




	Symbol for "light off"
	Symbol for "light on"
	Symbol for "light blinking"

Table 9-2 Control-panel light patterns

















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

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






Light status	State of the product	Action
Attention light blinks. Ready light is on.	The product is in manual-feed mode.	Load the correct paper type and size into the input tray.
	The product is waiting to print the second side of a manual duplex print job.	Load the input tray with the paper from the output bin.
Attention light blinks.	The input tray is empty.	Load the tray.
	Paper is jammed in the product.	Clear the jam.
Attention and ready lights are on.	The product has experienced a fatal error from which it cannot recover.	<ol style="list-style-type: none"> 1. Turn off the product and disconnect the power cable from the product. 2. Wait 30 seconds and then reconnect the power cord and turn on the product. 3. Wait for the product to initialize. <p>If the error persists, contact HP customer support.</p>
	Paper is jammed in the product.	Clear the jam.
Attention and ready lights blink.	Paper is jammed in the product.	Clear the jam.
	The print cartridge has rotated and is now accessible.	Access the print cartridge.
	The print cartridge is missing or is not installed correctly.	Install the print cartridge.
	The print cartridge is low.	Replace the print cartridge.

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









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

Table 9-3 Wireless light patterns

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






Status alert messages




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

Alert message	Description	Recommended action
Black Cartridge Low	The print cartridge is nearing the estimated end of its useful life.	<p>The product indicates when a print cartridge level is low. Actual cartridge life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The print cartridge does not need to be replaced now.</p> <p>This alert displays only if the product is customer configured to stop when the print cartridge reaches the “very low” threshold.</p>
Black Cartridge Very Low	<p>The print cartridge is at the estimated end of its useful life.</p> <p>Print quality may decrease. Choose a reminder option or replace print cartridge when quality becomes unacceptable.</p>	<p>To ensure optimal print quality, HP recommends replacing the print cartridge at this point. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. Actual print cartridge life may vary.</p> <p>Once an HP print cartridge has reached “very low”, HP's Premium Protection Warranty on that print cartridge has ended. All print defects or cartridge failures incurred when an HP supply is used in continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Print Cartridge Warranty Statement.</p>
Calibrating	The product is performing the internal calibration process to ensure the best possible print quality.	Wait for the process to complete.
Cartridge Memory Error on <Color>	The e-label for one of the print cartridges cannot be read or is missing.	<ul style="list-style-type: none">• Reinstall the print cartridge.• Turn off the product and disconnect the power cable from the product. Wait 30 seconds and then reconnect the power cord and turn on the product.• If the problem is not solved, replace the cartridge.
Cool Down Mode	After prolonged, continuous operation, or after printing on narrow paper, the product must pause to cool.	Printing will continue when the product has cooled.

Alert message	Description	Recommended action
Cyan Cartridge Low	The print cartridge is nearing the estimated end of its useful life.	<p>The product indicates when a print cartridge level is low. Actual cartridge life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The print cartridge does not need to be replaced now.</p> <p>This alert displays only if the product is customer configured to stop when the print cartridge reaches the “very low” threshold.</p>
Cyan Cartridge Very Low	<p>The print cartridge is at the estimated end of its useful life.</p> <p>Print quality may decrease. Choose a reminder option or replace print cartridge when quality becomes unacceptable.</p>	<p>To ensure optimal print quality, HP recommends replacing the print cartridge at this point. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. Actual print cartridge life may vary.</p> <p>Once an HP print cartridge has reached “very low”, HP's Premium Protection Warranty on that print cartridge has ended. All print defects or cartridge failures incurred when an HP supply is used in continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Print Cartridge Warranty Statement.</p>
DC Controller Error	The product has experienced an internal error.	<p>Turn off the product and disconnect the power cable from the product. Wait 30 seconds and then reconnect the power cord and turn on the product. Wait for the product to initialize.</p> <p>If you are using a surge protector, remove it. Plug the product directly into the wall socket. Use the power switch to turn on the product.</p> <p>If the message persists, contact HP support.</p>
Engine Communication Error	The product experienced an internal communication error.	<p>Turn off the product and disconnect the power cable from the product. Wait 30 seconds and then reconnect the power cord and turn on the product. Wait for the product to initialize.</p> <p>If you are using a surge protector, remove it. Plug the product directly into the wall socket. Use the power switch to turn on the product.</p> <p>If the message persists, contact HP support.</p>
Front Access Door Open	The door is open.	Close the door.

Alert message	Description	Recommended action
Fuser Error	The product has experienced an error with the fuser.	<p>Turn off the product and disconnect the power cable from the product. Wait 30 seconds and then reconnect the power cord and turn on the product. Wait for the product to initialize.</p> <p>If the error continues, turn off the product, disconnect the power cable, wait at least 25 minutes, and then reconnect the power cable and turn on the product.</p> <p>If you are using a surge protector, remove it. Plug the product directly into the wall socket. Use the power switch to turn on the product.</p> <p>If the message persists, contact HP support.</p>
Imaging Drum Very Low	The imaging drum is at the end of its useful life.	<p>To ensure optimal print quality, HP recommends replacing the imaging drum at this point. You do not need to replace the imaging drum at this time unless print quality is no longer acceptable. Actual imaging drum life may vary.</p> <p>The imaging drum installed in this product is covered by the product warranty. Replacement imaging drums have a one-year limited warranty from the date of installation. HP's Premium Protection Warranty applies only to the print cartridge for this product. The imaging drum installation date displays on both the configuration page and on the supplies status page when the imaging drum reaches approximately 30% of its estimated remaining life.</p>
Install <Color> Cartridge	The cartridge is either not installed or not correctly installed in the product.	Install the print cartridge.
Jam in <location> (<location> indicates the area where the jam has occurred)	The product has detected a jam.	<p>Clear the jam from the area indicated in the message. The job should continue to print. If it does not, try reprinting the job.</p> <p>If the message persists, contact HP support.</p>
Load Paper <Type>	The tray is empty.	Load print media into the tray.
Magenta Cartridge Low	The print cartridge is nearing the estimated end of its useful life.	<p>The product indicates when a print cartridge level is low. Actual cartridge life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The print cartridge does not need to be replaced now.</p> <p>This alert displays only if the product is customer configured to stop when the print cartridge reaches the "very low" threshold.</p>

Alert message	Description	Recommended action
Magenta Cartridge Very Low	<p>The print cartridge is at the estimated end of its useful life.</p> <p>Print quality may decrease. Choose a reminder option or replace print cartridge when quality becomes unacceptable.</p>	<p>To ensure optimal print quality, HP recommends replacing the print cartridge at this point. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. Actual print cartridge life may vary.</p> <p>Once an HP print cartridge has reached "very low", HP's Premium Protection Warranty on that print cartridge has ended. All print defects or cartridge failures incurred when an HP supply is used in continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Print Cartridge Warranty Statement.</p>
Manual feed	The product is set for manual feed mode.	Load the correct media into the tray, and then press the Resume  button to print the job.
Non-HP <Color> Cartridge	A non-HP supply has been installed. This message appears until an HP supply is installed or you press the Resume  button.	<p>If you believe you purchased an HP supply, go to www.hp.com/go/anticounterfeit. Any product repair required as a result of using used supplies is not covered under warranty. Supply status and features depending on supply status will not be available</p> <p>Service or repairs that are required as a result of using non-HP supplies are not covered under HP warranty.</p> <p>To continue printing, press the Resume  button.</p>
Not Connected	The product software cannot communicate with the product.	<ol style="list-style-type: none"> 1. Make sure the product is turned on. 2. Make sure the USB cable is connected securely to the product and the computer.
Page Too Complex	The product cannot process the page.	Press the Resume  button to continue printing the job, but output might be affected.
Printer Mispick	The print engine has failed to pick up a piece of media.	<p>Reload the media in the input tray and press the Resume  button to continue the job.</p> <p>If the message persists, contact HP support.</p>
Printing	The product is printing a document.	Wait for printing to finish.
Rear Access Door Open	The door is open.	Close the door.

Alert message	Description	Recommended action
Replace <Color> cartridge	The product has been customer configured to stop when the supply level is very low.	The product indicates when a supply level is very low. Actual cartridge life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The supply does not need to be replaced now unless the print quality is no longer acceptable. Once an HP supply has reached "Very Low", HP's warranty on that supply has ended.
Scanner Error	An internal error has occurred.	<p>Turn off the product and disconnect the power cable from the product. Wait 30 seconds and then reconnect the power cord and turn on the product. Wait for the product to initialize.</p> <p>If you are using a surge protector, remove it. Plug the product directly into the wall socket. Use the power switch to turn on the product.</p> <p>If the message persists, contact HP support.</p>
Supplies Very Low	<p>More than one print cartridge is at the end of its useful life.</p> <p>The corresponding cartridge lights on the control panel remain on.</p>	The product indicates when a supply level is very low. Actual cartridge life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The supply does not need to be replaced now unless the print quality is no longer acceptable. Once an HP supply has reached "Very Low", HP's warranty on that supply has ended.
Tray 1 Jam	The product has detected a jam in the tray.	Clear the jam.
Unexpected Paper Size	The paper in the tray is not the size specified by the print job.	Load the correct paper size in the input tray and then press the Resume  button to print the job.
Used <Color> cartridge	A used supply has been installed. This message appears until an HP supply is installed or you press the Resume  button.	<p>If you believe you purchased an HP supply, go to www.hp.com/go/anticounterfeit. Any product repair required as a result of using used supplies is not covered under warranty. Supply status and features depending on supply status will not be available</p> <p>Service or repairs that are required as a result of using non-HP supplies are not covered under HP warranty.</p> <p>To continue printing, press the Resume  button.</p>
Wrong Cartridge in <Color> Slot	A print cartridge is installed in the incorrect slot.	Be sure that each print cartridge is in the correct slot. Compare the color label on the print cartridge with the color label in the slot.

Alert message	Description	Recommended action
Yellow Cartridge Low	The print cartridge is nearing the estimated end of its useful life.	<p>The product indicates when a print cartridge level is low. Actual cartridge life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The print cartridge does not need to be replaced now.</p> <p>This alert displays only if the product is customer configured to stop when the print cartridge reaches the "very low" threshold.</p>
Yellow Cartridge Very Low	<p>The print cartridge is at the estimated end of its useful life.</p> <p>Print quality may decrease. Choose a reminder option or replace print cartridge when quality becomes unacceptable.</p>	<p>To ensure optimal print quality, HP recommends replacing the print cartridge at this point. You do not need to replace the print cartridge at this time unless print quality is no longer acceptable. Actual print cartridge life may vary.</p> <p>Once an HP print cartridge has reached "very low", HP's Premium Protection Warranty on that print cartridge has ended. All print defects or cartridge failures incurred when an HP supply is used in continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Print Cartridge Warranty Statement.</p>

Paper feeds incorrectly or becomes jammed

The product does not pick up paper

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

1. Open the product and remove any jammed sheets of paper.
2. Load the tray with the correct size of paper for your job.



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

3. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.
4. Check the product control panel to see if the product is waiting for you to acknowledge a prompt to feed the paper manually. Load paper, and continue.

The product picks up multiple sheets of paper

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

1. Remove the stack of paper from the tray and flex it, rotate it 180 degrees, and flip it over. *Do not fan the paper.* Return the stack of paper to the tray.
2. Use only paper that meets HP specifications for this product.
3. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.

Prevent paper jams

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

1. Use only paper that meets HP specifications for this product.
2. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
3. Use paper that has not previously been printed or copied on.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.



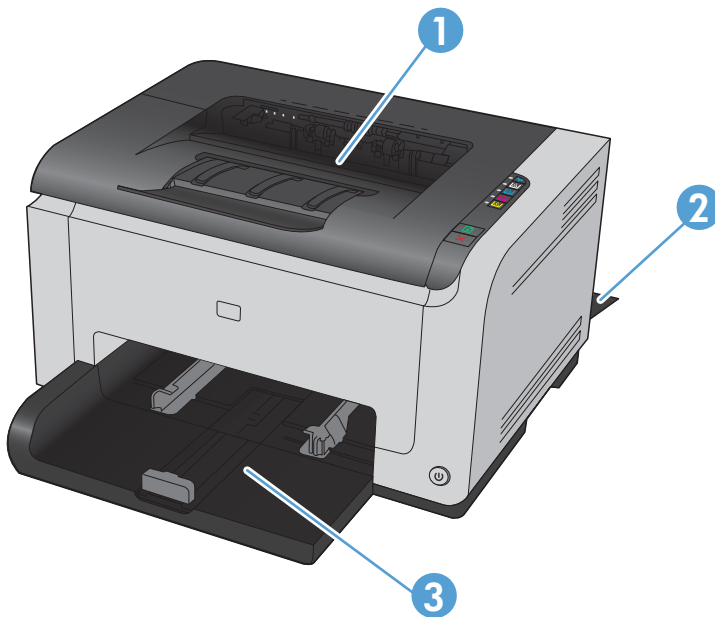
NOTE: Always load paper so the short edge (width) enters the product first.

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

Clear jams

Jam locations

Jams can occur in these locations:



1	Output bin
2	Rear door
3	Input tray

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

Clear jams from the output bin



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

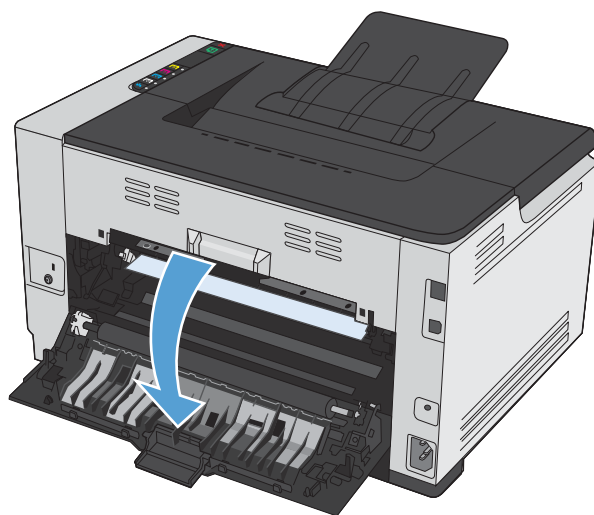
1. With both hands, grasp the paper, and carefully pull it free from the product.



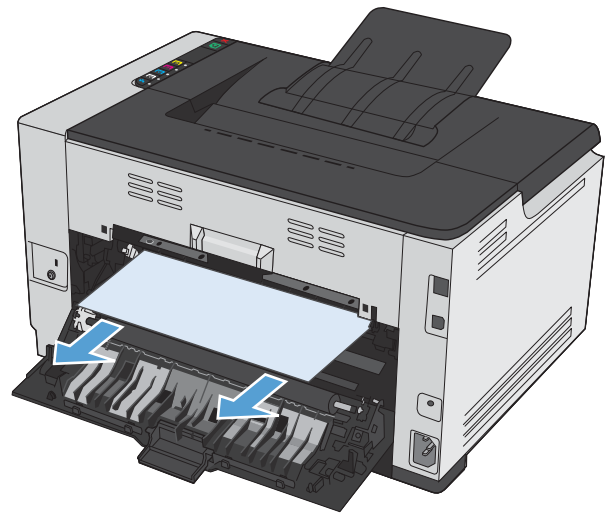
2. Open and close the print cartridge door to reset the product.

Clear jams from the rear door

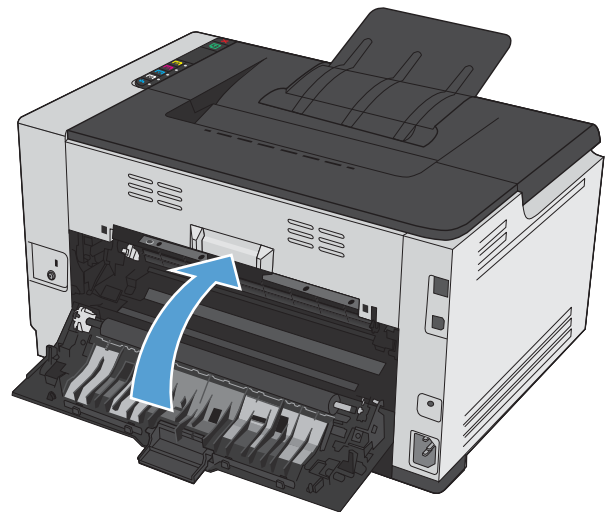
1. Open the rear door.



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



3. Close the rear door.



Clear jams from the input tray

1. Remove the paper from the input tray.



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



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



Improve print quality

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

- [Use the correct paper type setting in the printer driver](#)
- [Adjust color settings in the printer driver](#)
- [Use paper that meets HP specifications](#)
- [Print a cleaning page](#)
- [Calibrate the product to align colors](#)
- [Check the print cartridges](#)

Use the correct paper type setting in the printer driver

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

- Toner is smearing on the printed pages.
- Repeated marks occur on the printed pages.
- Printed pages are curled.
- Toner flakes off the printed pages.
- Printed pages have small unprinted areas.

Change the paper type setting for Windows

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. From the **Type is** drop-down list, select the type of paper you are using, and click the **OK** button.

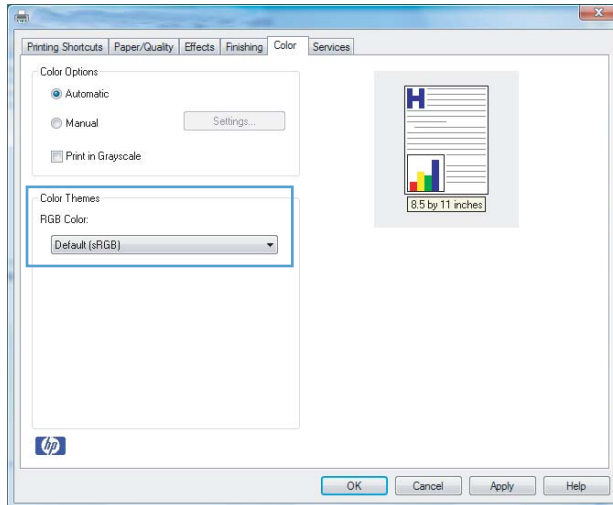
Change the paper type setting for Mac

1. On the **File** menu in the software program, click the **Print** option.
2. In the **Copies & Pages** menu, click the **Page Setup** button.
3. Select a size from the **Paper Size** drop-down list, and then click the **OK** button.
4. Open the **Finishing** menu.
5. Select a type from the **Media-type** drop-down list.
6. Click the **Print** button.

Adjust color settings in the printer driver

Change the color theme for a print job

1. On the **File** menu in the software program, click **Print**.
2. Click **Properties** or **Preferences**.
3. Click the **Color** tab.
4. Select a color theme from the **Color Themes** drop-down list.



- **Default (sRGB):** This theme sets the product to print RGB data in raw device mode. When using this theme, manage color in the software program or in the operating system for correct rendering.
- **Vivid:** The product increases the color saturation in the midtones. Use this theme when printing business graphics.
- **Photo:** The product interprets RGB color as if it were printed as a photograph using a digital mini lab. The product renders deeper, more saturated colors differently than with the Default (sRGB) theme. Use this theme when printing photos.
- **Photo (Adobe RGB 1998):** Use this theme with printing digital photos that use the AdobeRGB color space rather than sRGB. Turn off color management in the software program when using this theme.
- **None**

Change the color options

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

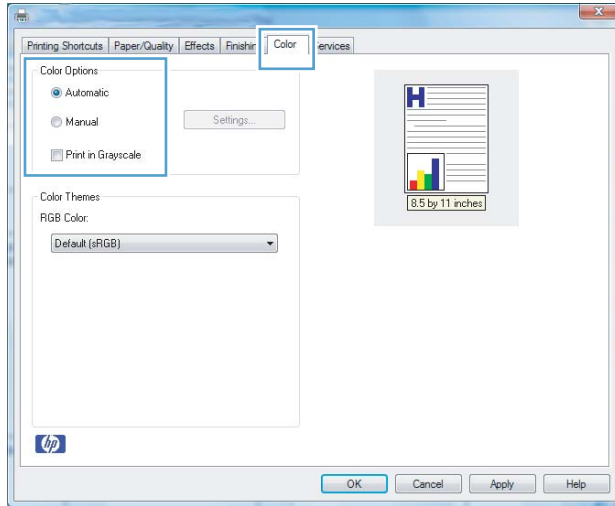
1. On the **File** menu in the software program, click **Print**.
2. Click **Properties** or **Preferences**.
3. Click the **Color** tab.

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

- **Automatic** setting: Select this setting for most color print jobs
- **Manual** setting: Select this setting to adjust the color settings independent from other settings.



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



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

6. Click the **OK** button.

Use paper that meets HP specifications

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

- The printing is too light or seems faded in areas.
- Specks of toner are on the printed pages.
- Toner is smearing on the printed pages.
- Printed characters seem misformed.
- Printed pages are curled.

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

- Use paper that is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges.
- Use paper that has not been previously printed on.



- Use paper that is designed for use in laser printers. Do not use paper that is designed only for use in Inkjet printers.
- Use paper that is not too rough. Using smoother paper generally results in better print quality.


Print a cleaning page

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

- Specks of toner are on the printed pages.
- Toner is smearing on the printed pages.
- Repeated marks occur on the printed pages.



Use the following procedure to print a cleaning page.

1. Make sure that the product is idle and the Ready  light is on.
2. Load paper in the input tray.
3. In the Windows system tray, right-click the Device Settings  icon and then click the product name.
4. Click the **Device Settings** button.
5. Click the **Print Cleaning Page** button.

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

Calibrate the product to align colors

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

1. Make sure that the product is idle and the Ready  light is on.
2. Load paper in the input tray.
3. In the Windows system tray, right-click the Device Settings  icon and then click the product name.
4. Click the **Device Settings** button.
5. Click the **Calibrate Now** button.

Check the print cartridges

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

- The printing is too light or seems faded in areas.
- Printed pages have small unprinted areas.
- Printed pages have streaks or bands.

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

Type of print cartridge	Steps to resolve the problem
Refilled or remanufactured print cartridge	Hewlett Packard Company cannot recommend the use of non-HP supplies, either new or remanufactured. Because they are not HP products, HP cannot influence their design or control their quality. If you are using a refilled or remanufactured print cartridge and are not satisfied with the print quality, replace the cartridge with a genuine HP cartridge that has the words "HP" or "Hewlett-Packard" on it, or has the HP logo on it.
Genuine HP print cartridge	<ol style="list-style-type: none">1. The status alert message <Color> cartridge Very Low (or Replace Color Cartridge, if the printer has been customer configured to stop at Very Low) appears on the computer screen when the cartridge has reached the end of its designated life. The product indicates when a supply level is very low. Actual cartridge life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The supply does not need to be replaced now unless the print quality is no longer acceptable. Once an HP supply has reached "Very Low", HP's warranty on that supply has ended.2. Visually inspect the print cartridges and imaging drum for debris and damage. See the instructions that follow. Replace the print cartridge or imaging drum if necessary.3. If printed pages have marks that repeat several times at the same distance apart, print a cleaning page. If this does not solve the problem, use the repetitive defects ruler in this document to identify the cause of the problem.



Print the Supplies Status page

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

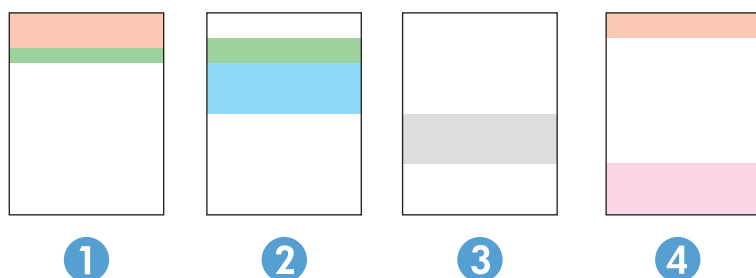
- ▲ Print a supplies status page. Select **Print supplies status page** on the **Services** tab in the Printer Preferences.

Page	Description
Configuration page	Prints a list of the product settings
Supplies Status page	<p>The supplies status page includes the following information:</p> <ul style="list-style-type: none">• Approximate percentage of print cartridge life remaining• Warranty for print cartridges and imaging drum• Part numbers for HP print cartridges• Number of pages printed• Information about ordering new HP print cartridges and recycling used HP print cartridges• The imaging drum's estimated life remaining and installation date display if less than 30% of its estimated life remains.

Interpret the Print Quality Page

1. Make sure that the product is idle and the Ready  light is on.
2. Load paper in the input tray.
3. In the Windows system tray, right-click the Device Settings  icon and then click the product name.
4. Click the **Device Settings** button.
5. Click the **Print PQ Troubleshooting Page** button.

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

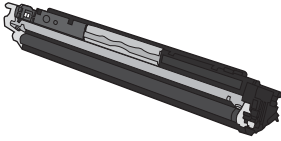


Section	Print-cartridge
1	Yellow
2	Cyan
3	Black
4	Magenta

- If dots or streaks appear in only one of the groups, replace the print cartridge that correlates with that group.
- If dots appear in more than one group, print a cleaning page. If this does not solve the problem, determine if the dots are always the same color; for example, if magenta dots appear in all five color bands. If the dots are all the same color, replace that print cartridge.
- If streaks appear in multiple color bands, print a supplies status page to determine if the imaging drum has reached its estimated end of life. If imaging drum has not reached its estimated end of life, inspect the imaging drum for damage. If the imaging drum is not damaged, contact HP.

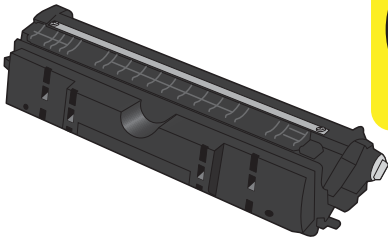
Inspect the print cartridge and imaging drum for damage

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



2. If the print cartridge does not appear to be damaged, rock the print cartridge gently several times and reinstall it. Print a few pages to see if the problem is resolved.
3. If the problem is not resolved, remove the imaging drum from the product, and examine the surface.

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



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

Repeating defects


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

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

The product does not print or it prints slowly

The product does not print

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

1. Make sure the product is turned on and that the control panel indicates it is ready.
 - If the control panel does not indicate the product is ready, turn off the product and disconnect the power cable from the product. Wait 30 seconds and then reconnect the power cord and turn on the product. Wait for the product to initialize.
 - If the control panel indicates the product is ready, press and hold the Resume  button for two to three seconds to print a configuration page. If successful, try sending the job again.
2. If the control panel indicates the product has an error, resolve the error and then try sending the job again.
3. Make sure the cables are all connected correctly. If the product is connected to a network, check the following items:
 - Check the light next to the network connection on the product. If the network is active, the light is green.
 - Make sure that you are using a network cable and not a phone cord to connect to the network.
 - Make sure the network router, hub, or switch is turned on and that it is working correctly.
4. Install the HP software from the CD that came with the product. Using generic printer drivers can cause delays clearing jobs from the print queue.
5. If you are using a personal firewall system on the computer, it might be blocking communication with the product. Try temporarily disabling the firewall to see if it is the source of the problem.
6. If your computer or the product is connected to a wireless network, low signal quality or interference might be delaying print jobs.

The product prints slowly

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

1. Make sure the computer meets the minimum specifications for this product. For a list of specifications, go to this Web site: www.hp.com/support/ljcp1020series.
2. When you configure the product to print on some paper types, such as heavy paper, the product prints more slowly so it can correctly fuse the toner to the paper. If the paper type setting is not correct for the type of paper you are using, change the setting to the correct paper type.
3. If your computer or the product is connected to a wireless network, low signal quality or interference might be delaying print jobs.
4. The product might be in cool down mode.

Solve connectivity problems

Solve direct-connect problems

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

- Verify that the cable is connected to the computer and to the product.
- Verify that the cable is not longer than 5 m (16.4 ft). Try using a shorter cable.
- Verify that the cable is working correctly by connecting it to another product. Replace the cable if necessary.

Solve network problems

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

- [Poor physical connection](#)
- [The computer is using the incorrect IP address for the product](#)
- [The computer is unable to communicate with the product](#)
- [The product is using incorrect link and duplex settings for the network](#)
- [New software programs might be causing compatibility problems](#)
- [The computer or workstation might be set up incorrectly](#)
- [The product is disabled, or other network settings are incorrect](#)

Poor physical connection

1. Verify that the product is attached to the correct network port using a cable of the correct length.
2. Verify that cable connections are secure.
3. Look at the network port connection on the back of the product, and verify that the amber activity light and the green link-status light are lit.
4. If the problem continues, try a different cable or port on the hub.

The computer is using the incorrect IP address for the product

1. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the product is selected. The product IP address is listed on the product configuration page.
2. If you installed the product using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes.**

3. If you installed the product using a Microsoft standard TCP/IP port, use the hostname instead of the IP address.
4. If the IP address is correct, delete the product and then add it again.

The computer is unable to communicate with the product

1. Test network communication by pinging the network.
 - a. Open a command-line prompt on your computer. For Windows, click **Start**, click **Run**, and then type cmd.
 - b. Type ping followed by the IP address for your product.
 - c. If the window displays round-trip times, the network is working.
2. If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the product, and the computer are all configured for the same network.

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

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

New software programs might be causing compatibility problems

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

The computer or workstation might be set up incorrectly

1. Check the network drivers, printer drivers, and the network redirection.
2. Verify that the operating system is configured correctly.

The product is disabled, or other network settings are incorrect

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

Solve wireless network problems

Wireless connectivity checklist

- Make sure the network cable is not connected.
- The product and the wireless router are turned on and have power. Also make sure the wireless radio in the product is turned on.
- The service set identifier (SSID) is correct. Print a configuration page to determine the SSID. If you are not sure the SSID is correct, run the wireless setup again.
- With secured networks, make sure the security information is correct. If the security information is incorrect, run the wireless setup again.
- If the wireless network is working correctly, try accessing other computers on the wireless network. If the network has Internet access, try connecting to the Internet over a wireless connection.
- The encryption method (AES or TKIP) is the same for the product as it is for the wireless access point (on networks using WPA security).
- The product is within the range of the wireless network. For most networks, the product must be within 30 m (100 ft) of the wireless access point (wireless router).
- Obstacles do not block the wireless signal. Remove any large metal objects between the access point and the product. Make sure poles, walls, or support columns containing metal or concrete do not separate the product and wireless access point.
- The product is located away from electronic devices that might interfere with the wireless signal. Many devices can interfere with the wireless signal including motors, cordless phones, security system cameras, other wireless networks, and some Bluetooth devices.
- The printer driver is installed on the computer.
- You have selected the correct printer port.
- The computer and product connect to the same wireless network.

The product does not print after the wireless configuration completes

1. Make sure the product is turned on and in the ready state.
2. Turn off any third-party firewalls on your computer.
3. Make sure that the wireless network is working correctly.
4. Make sure that your computer is working correctly. If necessary, restart your computer.

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

1. Update the firewall with the most recent update available from the manufacturer.
2. If programs request firewall access when you install the product or try to print, make sure you allow the programs to run.
3. Temporarily turn off the firewall, and then install the wireless product on the computer. Enable the firewall when you have completed the wireless installation.

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

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

1. Print a configuration page.
2. Compare the service set identifier (SSID) on the configuration page to the SSID in the printer configuration for your computer.
3. If the numbers are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for your product.

Cannot connect more computers to the wireless product

1. Make sure that the other computers are within the wireless range and that no obstacles block the signal. For most networks, the wireless range is within 30 m (100 ft) of the wireless access point.
2. Make sure the product is turned on and in the ready state.
3. Turn off any third-party firewalls on your computer.
4. Make sure that the wireless network is working correctly.
5. Make sure that your computer is working correctly. If necessary, restart your computer.

The wireless product loses communication when connected to a VPN

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

The network does not appear in the wireless networks list

- Make sure the wireless router is turned on and has power.
- The network might be hidden. However, you can still connect to a hidden network.

The wireless network is not functioning

1. Make sure the network cable is not connected.
2. To verify if the network has lost communication, try connecting other devices to the network.
3. Test network communication by pinging the network.
 - a. Open a command-line prompt on your computer. For Windows, click **Start**, click **Run**, and then type `cmd`.
 - b. Type `ping` followed by the service set identifier (SSID) for your network.
 - c. If the window displays round-trip times, the network is working.
4. Make sure that the router or product connects to the same network that your computer connects to.
 - a. Print a configuration page.
 - b. Compare the service set identifier (SSID) on the configuration report to the SSID in the printer configuration for your computer.
 - c. If the numbers are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for your product.

Solve product software problems

Problem	Solution
A printer driver for the product is not visible in the Printer folder	<ul style="list-style-type: none">Restart the computer to restart the spooler process. If the spooler has crashed, no printer drivers will appear in the Printers folder.Reinstall the product 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 product 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 mode, but nothing prints	<ul style="list-style-type: none">Print a Configuration page, and verify the product functionality.Verify that all of the cables are correctly seated and within specifications. This includes the USB and power cables. Try a new cable.If trying to connect through a wireless connection, make sure the network cable is not connected.

Solve common Mac problems

- [The printer driver is not listed in the Print & Fax list](#)
- [The product name does not appear in the product list in the Print & Fax list](#)
- [The printer driver does not automatically set up the selected product in the Print & Fax list](#)
- [A print job was not sent to the product that you wanted](#)
- [When connected with a USB cable, the product does not appear in the Print & Fax list after the driver is selected.](#)
- [You are using a generic printer driver when using a USB connection](#)

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

1. Make sure that the product .GZ file is in the following hard-drive folder: Library/Printers/PPDs/Contents/Resources. If necessary, reinstall the software.
2. If the GZ file is in the folder, the PPD file might be corrupt. Delete the file and then reinstall the software.

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

1. Make sure that the cables are connected correctly and the product is on.
2. Print a configuration page to check the product name. Verify that the name on the configuration page matches the product name in the Print & Fax list.
3. Replace the USB or network cable with a high-quality cable.

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

1. Make sure that the cables are connected correctly and the product is on.
2. Make sure that the product .GZ file is in the following hard-drive folder: Library/Printers/PPDs/Contents/Resources. If necessary, reinstall the software.
3. If the GZ file is in the folder, the PPD file might be corrupt. Delete the file and then reinstall the software.
4. Replace the USB or network cable with a high-quality cable.

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

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

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

Software troubleshooting

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

Hardware troubleshooting

1. Make sure that the product is turned on.
2. Make sure that the USB cable is connected correctly.
3. Make sure that you are using the appropriate high-speed USB cable.
4. Make sure that you do not have too many USB devices drawing power from the chain. Disconnect all of the devices from the chain, and connect the cable directly to the USB port on the computer.
5. Check to see if more than two non-powered USB hubs are connected in a row on the chain. Disconnect all of the devices from the chain, and then connect the cable directly to the USB port on the computer.

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

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

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

1. Delete the generic printer driver.
2. Reinstall the software from the product CD. Do not connect the USB cable until the software installation program prompts you.
3. If multiple printers are installed, make sure that you have selected the correct printer in the **Format For** drop-down menu in the **Print** dialog box.

A Supplies and accessories

- [Order parts, accessories, and supplies](#)
- [Part numbers](#)

Order parts, accessories, and supplies

HP original print cartridge, imaging drum, and paper	www.hp.com/go/suresupply
Order genuine HP parts or accessories	www.hp.com/buy/parts
Order through service or support providers	Contact an HP-authorized service or support provider.

Part numbers


The following list of accessories was current at the time of printing. Ordering information and availability of the accessories might change during the life of the product.

Print cartridges

Item	Cartridge number	Color	Part number
HP LaserJet print cartridge	126A	Black	CE310A
		Cyan	CE311A
		Yellow	CE312A
		Magenta	CE313A

Imaging drums

Item	Description	Part number
Imaging drum	Imaging drum	CE314A

 **NOTE:** The imaging drum installed in this product is covered by the product warranty. Replacement imaging drums have a one-year limited warranty from the date of installation. The imaging drum installation date displays on both the configuration page and on the supplies status page when the imaging drum reaches approximately 30% of its estimated remaining life. HP's Premium Protection Warranty applies only to the print cartridges for the product.

Cables and interfaces

Item	Description	Part number
USB 2.0 printer cable	(2-meter standard) A-to-B cable	C6518A

B Service and support

- [Hewlett-Packard limited warranty statement](#)
- [HP's Premium Protection Warranty: LaserJet print cartridge limited warranty statement](#)
- [HP's LaserJet imaging drum limited warranty statement for replacement imaging drums](#)
- [Data stored on the print cartridge and imaging drum](#)
- [End User License Agreement](#)
- [OpenSSL](#)
- [Customer support](#)
- [Repack the product](#)

Hewlett-Packard limited warranty statement

HP PRODUCT	DURATION OF LIMITED WARRANTY
HP LaserJet Professional CP1020 Color Printer Series	One-year product exchange
Imaging drum, CE314A, ships with product	One-year product exchange

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

HP's LaserJet imaging drum limited warranty statement for replacement imaging drums

This HP Product is warranted to be free from defects in materials and workmanship for one-year from installation. This warranty does not apply to imaging drums that (a) have been refurbished, remanufactured or tampered with in any way, (b) experience problems resulting from misuse, improper storage, or operation outside of the published environmental specifications for the printer product or (c) exhibit wear from ordinary use.

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

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

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

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

Data stored on the print cartridge and imaging drum

The HP print cartridges and imaging drum used with this product contain a memory chip that assists in the operation of the product.

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

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

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

Any third party possessing the print cartridge and imaging drum might have access to the anonymous information on the memory chip. If you prefer to not allow access to this information, you can render the chip inoperable. However, after you render the memory chip inoperable, the memory chip cannot be used in an HP product.

End User License Agreement

PLEASE READ CAREFULLY BEFORE USING THIS SOFTWARE PRODUCT: This End-User License Agreement ("EULA") is a contract between (a) you (either an individual or the entity you represent) and (b) Hewlett-Packard Company ("HP") that governs your use of the software product ("Software"). This EULA does not apply if there is a separate license agreement between you and HP or its suppliers for the Software, including a license agreement in online documentation. The term "Software" may include (i) associated media, (ii) a user guide and other printed materials, and (iii) "online" or electronic documentation (collectively "User Documentation").

RIGHTS IN THE SOFTWARE ARE OFFERED ONLY ON THE CONDITION THAT YOU AGREE TO ALL TERMS AND CONDITIONS OF THIS EULA. BY INSTALLING, COPYING, DOWNLOADING, OR OTHERWISE USING THE SOFTWARE, YOU AGREE TO BE BOUND BY THIS EULA. IF YOU DO NOT ACCEPT THIS EULA, DO NOT INSTALL, DOWNLOAD, OR OTHERWISE USE THE SOFTWARE. IF YOU PURCHASED THE SOFTWARE BUT DO NOT AGREE TO THIS EULA, PLEASE RETURN THE SOFTWARE TO YOUR PLACE OF PURCHASE WITHIN FOURTEEN DAYS FOR A REFUND OF THE PURCHASE PRICE; IF THE SOFTWARE IS INSTALLED ON OR MADE AVAILABLE WITH ANOTHER HP PRODUCT, YOU MAY RETURN THE ENTIRE UNUSED PRODUCT.

1. **THIRD PARTY SOFTWARE.** The Software may include, in addition to HP proprietary software ("HP Software"), software under licenses from third parties ("Third Party Software" and "Third Party License"). Any Third Party Software is licensed to you subject to the terms and conditions of the corresponding Third Party License. Generally, the Third Party License is located in a file such as license.txt; you should contact HP support if you cannot find any Third Party License. If the Third Party Licenses include licenses that provide for the availability of source code (such as the GNU General Public License) and the corresponding source code is not included with the Software, then check the product support pages of HP's website (hp.com) to learn how to obtain such source code.

2. **LICENSE RIGHTS.** You will have the following rights provided you comply with all terms and conditions of this EULA:

a. **Use.** HP grants you a license to Use one copy of the HP Software. "Use" means installing, copying, storing, loading, executing, displaying, or otherwise using the HP Software. You may not modify the HP Software or disable any licensing or control feature of the HP Software. If this Software is provided by HP for Use with an imaging or printing product (for example, if the Software is a printer driver, firmware, or add-on), the HP Software may only be used with such product ("HP Product"). Additional restrictions on Use may appear in the User Documentation. You may not separate component parts of the HP Software for Use. You do not have the right to distribute the HP Software.

b. **Copying.** Your right to copy means you may make archival or back-up copies of the HP Software, provided each copy contains all the original HP Software's proprietary notices and is used only for back-up purposes.

3. **UPGRADES.** To Use HP Software provided by HP as an upgrade, update, or supplement (collectively "Upgrade"), you must first be licensed for the original HP Software identified by HP as eligible for the Upgrade. To the extent the Upgrade supersedes the original HP Software, you may no longer use such HP Software. This EULA applies to each Upgrade unless HP provides other terms with the Upgrade. In case of a conflict between this EULA and such other terms, the other terms will prevail.

4. **TRANSFER.**

a. **Third Party Transfer.** The initial end user of the HP Software may make a one-time transfer of the HP Software to another end user. Any transfer will include all component parts, media, User Documentation, this EULA, and if applicable, the Certificate of Authenticity. The transfer may not be an indirect transfer, such as a consignment. Prior to the transfer, the end user receiving the transferred

Software will agree to this EULA. Upon transfer of the HP Software, your license is automatically terminated.

b. Restrictions. You may not rent, lease or lend the HP Software or Use the HP Software for commercial timesharing or bureau use. You may not sublicense, assign or otherwise transfer the HP Software except as expressly provided in this EULA.

5. PROPRIETARY RIGHTS. All intellectual property rights in the Software and User Documentation are owned by HP or its suppliers and are protected by law, including applicable copyright, trade secret, patent, and trademark laws. You will not remove any product identification, copyright notice, or proprietary restriction from the Software.

6. LIMITATION ON REVERSE ENGINEERING. You may not reverse engineer, decompile, or disassemble the HP Software, except and only to the extent that the right to do so is allowed under applicable law.

7. CONSENT TO USE OF DATA. HP and its affiliates may collect and use technical information you provide in relation to (i) your Use of the Software or the HP Product, or (ii) the provision of support services related to the Software or the HP Product. All such information will be subject to HP's privacy policy. HP will not use such information in a form that personally identifies you except to the extent necessary to enhance your Use or provide support services.

8. LIMITATION OF LIABILITY. Notwithstanding any damages that you might incur, the entire liability of HP and its suppliers under this EULA and your exclusive remedy under this EULA will be limited to the greater of the amount actually paid by you for the Product or U.S. \$5.00. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES (INCLUDING DAMAGES FOR LOST PROFITS, LOST DATA, BUSINESS INTERRUPTION, PERSONAL INJURY, OR LOSS OF PRIVACY) RELATED IN ANY WAY TO THE USE OF OR INABILITY TO USE THE SOFTWARE, EVEN IF HP OR ANY SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND EVEN IF THE ABOVE REMEDY FAILS OF ITS ESSENTIAL PURPOSE. Some states or other jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

9. U.S. GOVERNMENT CUSTOMERS. If you are a U.S. Government entity, then consistent with FAR 12.211 and FAR 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed under the applicable HP commercial license agreement.

10. COMPLIANCE WITH EXPORT LAWS. You will comply with all laws, rules, and regulations (i) applicable to the export or import of the Software, or (ii) restricting the Use of the Software, including any restrictions on nuclear, chemical, or biological weapons proliferation.

11. RESERVATION OF RIGHTS. HP and its suppliers reserve all rights not expressly granted to you in this EULA.

(c) 2007 Hewlett-Packard Development Company, L.P.

Rev. 11/06

OpenSSL

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>)

THIS SOFTWARE IS PROVIDED BY THE OpenSSL PROJECT ``AS IS'' AND ANY EXPRESSED OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE OpenSSL PROJECT OR ITS CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES;

LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.


This product includes cryptographic software written by Eric Young (eay@cryptsoft.com). This product includes software written by Tim Hudson (tjh@cryptsoft.com).

Customer support


Get telephone support for your country/region	Country/region phone numbers are on the flyer that was in the box with your product or at www.hp.com/support/ .
Have the product name, serial number, date of purchase, and problem description ready.	
Get 24-hour Internet support	www.hp.com/support/ljcp1020series
Get support for products used with a Macintosh computer	www.hp.com/go/macosx
Download software utilities, drivers, and electronic information	www.hp.com/support/ljcp1020series
Order additional HP service or maintenance agreements	www.hp.com/go/carepack
Register your product	www.register.hp.com

Repack the product

If HP Customer Care determines that your product needs to be returned to HP for repair, follow these steps to repack the product before shipping it.

 **CAUTION:** Shipping damage as a result of inadequate packing is the customer's responsibility.

1. Remove and retain the print cartridges.

 **CAUTION:** It is *extremely important* to remove the print cartridges before shipping the product. A print cartridge that remains in the product during shipping can leak and cover the product engine and other parts with toner.

To prevent damage to the print cartridges, avoid touching the rollers on them, and store the print cartridges so that they are not exposed to light.

2. Remove and retain the power cable, interface cable, and any optional accessories.
3. If possible, include print samples and 50 to 100 sheets of paper that did not print correctly.
4. In the U.S., call HP Customer Care to request new packing material. In other areas, use the original packing material, if possible.

C Specifications

- [Physical specifications](#)
- [Power consumption, electrical specifications, and acoustic emissions](#)
- [Environmental specifications](#)

Physical specifications


Table C-1 Physical specifications¹

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

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

Power consumption, electrical specifications, and acoustic emissions

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

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

Environmental specifications

Table C-2 Environmental specifications

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

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

D Regulatory information

- [FCC regulations](#)
- [Environmental product stewardship program](#)
- [Declaration of conformity \(base models\)](#)
- [Declaration of conformity \(wireless models\)](#)
- [Safety statements](#)
- [Additional statements for wireless products](#)

FCC regulations

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy. If this equipment is not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase separation between equipment and receiver.
- Connect equipment to an outlet on a circuit different from that to which the receiver is located.
- Consult your dealer or an experienced radio/TV technician.



NOTE: Any changes or modifications to the printer that are not expressly approved by HP could void the user's authority to operate this equipment.

Use of a shielded interface cable is required to comply with the Class B limits of Part 15 of FCC rules.

Environmental product stewardship program

Protecting the environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment.

Ozone production

This product generates no appreciable ozone gas (O₃).

Power consumption

Power usage drops significantly while in Ready or Sleep mode, which saves natural resources and saves money without affecting the high performance of this product. Hewlett-Packard printing and imaging equipment marked with the ENERGY STAR® logo is qualified to the U.S. Environmental Protection Agency's ENERGY STAR specifications for imaging equipment. The following mark will appear on ENERGY STAR qualified imaging products:



Additional ENERGY STAR qualified imaging product model information is listed at:

www.hp.com/go/energystar

Paper use

This product's manual duplex feature (two-sided printing) and N-up printing (multiple pages printed on one page) capability can reduce paper usage and the resulting demands on natural resources.

Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product's life.

HP LaserJet print supplies

It's easy to return and recycle your HP LaserJet print cartridges after use—free of charge—with HP Planet Partners. Multilingual program information and instructions are included in every new HP LaserJet print cartridge and supplies package. You help reduce the toll on the environment further when you return multiple cartridges together rather than separately.

HP is committed to providing inventive, high-quality products and services that are environmentally sound, from product design and manufacturing to distribution, customer use and recycling. When you participate in the HP Planet Partners program, we ensure your HP LaserJet print cartridges are recycled properly, processing them to recover plastics and metals for new products and diverting millions of tons

of waste from landfills. Since this cartridge is being recycled and used in new materials, it will not be returned to you. Thank you for being environmentally responsible!



NOTE: Use the return label to return original HP LaserJet print cartridges only. Please do not use this label for HP inkjet cartridges, non-HP cartridges, refilled or remanufactured cartridges or warranty returns. For information about recycling your HP inkjet cartridges please go to <http://www.hp.com/recycle>.

Return and recycling instructions

United States and Puerto Rico

The enclosed label in the HP LaserJet toner cartridge box is for the return and recycling of one or more HP LaserJet print cartridges after use. Please follow the applicable instructions below.

Multiple returns (more than one cartridge)

1. Package each HP LaserJet print cartridge in its original box and bag.
2. Tape the boxes together using strapping or packaging tape. The package can weigh up to 31 kg (70 lb).
3. Use a single pre-paid shipping label.

OR

1. Use your own suitable box, or request a free bulk collection box from www.hp.com/recycle or 1-800-340-2445 (holds up to 31 kg (70 lb) of HP LaserJet print cartridges).
2. Use a single pre-paid shipping label.

Single returns

1. Package the HP LaserJet print cartridge in its original bag and box.
2. Place the shipping label on the front of the box.

Shipping

For all HP LaserJet print cartridge recycling returns, give the package to UPS during your next delivery or pickup, or take it to an authorized UPS drop-off center. For the location of your local UPS drop-off center, call 1-800-PICKUPS or visit www.ups.com. If you are returning via USPS label, give the package to a U.S. Postal Service carrier or drop off at a U.S. Postal Service Office. For more information, or to order additional labels or boxes for bulk returns, visit www.hp.com/recycle or call 1-800-340-2445. Requested UPS pickup will be charged normal pickup rates. Information subject to change without notice.

Residents of Alaska and Hawaii

Do not use the UPS label. Call 1-800-340-2445 for information and instructions. The U.S. Postal Service provides no-cost cartridge return transportation services under an arrangement with HP for Alaska and Hawaii.

Non-U.S. returns

To participate in HP Planet Partners return and recycling program, just follow the simple directions in the recycling guide (found inside the packaging of your new product supply item) or visit www.hp.com/recycle. Select your country/region for information on how to return your HP LaserJet printing supplies.

Paper

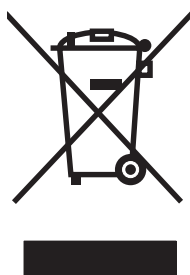
This product is capable of using recycled papers when the paper meets the guidelines outlined in the *HP LaserJet Printer Family Print Media Guide*. This product is suitable for the use of recycled paper according to EN12281:2002.

Material restrictions

This HP product does not contain added mercury.

This HP product does not contain a battery.

Disposal of waste equipment by users in private households in the European Union



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

Chemical substances

HP is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at: www.hp.com/go/reach.

Material Safety Data Sheet (MSDS)

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

For more information

To obtain information about these environmental topics:

- Product environmental profile sheet for this and many related HP products
- HP's commitment to the environment
- HP's environmental management system
- HP's end-of-life product return and recycling program
- Material Safety Data Sheets

Visit www.hp.com/go/environment or www.hp.com/hpinfo/globalcitizenship/environment.

Declaration of conformity (base models)

Declaration of Conformity

according to ISO/IEC 17050-1 and EN 17050-1

Manufacturer's Name: Hewlett-Packard Information Technology R&D DoC#: BOISB-1001-00-rel.4.0
(Shanghai) Co., Ltd.

Manufacturer's Address: Building 6, No. 690 BiBo Road, Zhangjiang, Shanghai, China

declares, that the product

Product Name: HP LaserJet Pro CP1025 Color
HP LaserJet Pro CP1026 Color

Regulatory Model Number²⁾ BOISB-1001-00

Product Options: ALL

Print Cartridges: CE310A, CE311A, CE312A, CE313A

conforms to the following Product Specifications:


SAFETY: IEC 60950-1:2005 / EN60950-1: 2006 +A11
IEC 60825-1:2007 / EN 60825-1:2007 (Class 1 Laser/LED Product)
IEC 62311:2007 / EN 62311:2008
GB4943-2001

EMC: CISPR22:2005 +A1 / EN55022:2006 +A1 - Class B¹⁾
EN 61000-3-2:2006
EN 61000-3-3:2008
EN 55024:1998 +A1 +A2
FCC Title 47 CFR, Part 15 Class B¹⁾ / ICES-003, Issue 4
GB9254-2008, GB17625.1-2003

ENERGY USE: Regulation (EC) No. 1275/2008

ENERGY STAR® Qualified Imaging Equipment Typical Electricity Consumption (TEC) Test Procedure

Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 2004/108/EC, the Low Voltage Directive 2006/95/EC and the EuP Directive 2005/32/EC, and carries the CE-Marking  accordingly.

This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

1. The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.
2. For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).

Shanghai, China

December 2010

For regulatory topics only, contact:

European Contact: Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Straße 140, D-71034 Böblingen (FAX: +49-7031-14-3143)
www.hp.eu/certificates

USA Contact: Product Regulations Manager, Hewlett-Packard, 3000 Hanover St., Palo Alto 94304, U.S.A.
1-650-857-1501

Declaration of conformity (wireless models)

Declaration of Conformity

according to ISO/IEC 17050-1 and EN 17050-1

Manufacturer's Name: Hewlett-Packard Information Technology R&D (Shanghai) Co., Ltd. DoC#: BOISB-1001.01-rel.4.0

Manufacturer's Address: Building 6, No. 690 BiBo Road, Zhangjiang, Shanghai, China

declares, that the product

Product Name: HP LaserJet Pro CP1025nw Color

HP LaserJet Pro CP1026nw Color

Regulatory Model Number²⁾ BOISB-1001-01

Product Options: ALL

Radio Module³⁾ SDGOB-0892

Print Cartridges: CE310A, CE311A, CE312A, CE313A

conforms to the following Product Specifications:

SAFETY: IEC 60950-1:2005 / EN60950-1: 2006 +A11

IEC 60825-1:2007 / EN 60825-1:2007 (Class 1 Laser/LED Product)

IEC 62311:2007 / EN 62311:2008

GB4943-2001

EMC: CISPR22:2005 +A1 / EN55022:2006 +A1 - Class B¹⁾

EN 61000-3-2:2006

EN 61000-3-3:2008

EN 55024:1998 +A1 +A2

FCC Title 47 CFR, Part 15 Class B / ICES-003, Issue 4

GB9254-2008, GB17625.1-2003

Radio³⁾ EN 301 489-1:V1.8.1 / EN 301 489-17:V2.1.1


EN 300 328: V1.7.1

FCC Title 47 CFR, Part 15 Subpart C (Section 15.247) / IC: RSS-210

ENERGY USE: Regulation (EC) No. 1275/2008

ENERGY STAR® Qualified Imaging Equipment Typical Electricity Consumption (TEC) Test Procedure

Supplementary Information:

The product herewith complies with the requirements of the R&TTE Directive 1999/5/EC Annex IV, EMC Directive 2004/108/EC and the Low Voltage Directive 2006/95/EC, the EuP Directive 2005/32/EC and carries the CE-Marking  accordingly.

This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

1. The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.
2. For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).
3. This product uses a radio module device which Regulatory Model number is SDGOB-0892 as needed to meet technical regulatory requirements for the countries/regions this product will be sold.

Shanghai, China

December 2010

For regulatory topics only, contact:

European Contact: Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Straße 140, D-71034 Böblingen (FAX: +49-7031-14-3143)
www.hp.eu/certificates

USA Contact: Product Regulations Manager, Hewlett-Packard, 3000 Hanover St., Palo Alto 94304, U.S.A.,
1-650-857-1501

Safety statements

Laser safety

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. The device is certified as a "Class 1" laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. Since radiation emitted inside the device is completely confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

⚠ WARNING! Using controls, making adjustments, or performing procedures other than those specified in this user guide may result in exposure to hazardous radiation.

Canadian DOC regulations

Complies with Canadian EMC Class B requirements.

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

VCCI statement (Japan)

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

Power cord instructions

Make sure your power source is adequate for the product voltage rating. The voltage rating is on the product label. The product uses either 110-127 Vac or 220-240 Vac and 50/60 Hz.

Connect the power cord between the product and a grounded AC outlet.

⚠ CAUTION: To prevent damage to the product, use only the power cord that is provided with the product.

Power cord statement (Japan)

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

EMC statement (Korea)

B급 기기 (가정용 방송통신기기)	이 기기는 가정용(B급)으로 전자파적합등록을 한 기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다.
-----------------------	--

Laser statement for Finland

Luokan 1 laserlaite

Klass 1 Laser Apparat

HP Professional LaserJet CP1020, CP1020nw, laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalisissa käytössä kirjoittimen suojakoteloointi estää lasersäteen pääsyn laitteen ulkopuolelle. Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (2007) mukaisesti.

VAROITUS !

Laitteen käyttäminen muulla kuin käyttöohjeessa mainitulla tavalla saattaa altistaa käyttäjän turvallisuusluokan 1 ylittävälle näkymättömälle lasersäteilylle.

VARNING !

Om apparaten används på annat sätt än i bruksanvisning specificerats, kan användaren utsättas för osynlig laserstrålning, som överskrider gränsen för laserklass 1.

HUOLTO

HP Professional LaserJet CP1020, CP1020nw - kirjoittimen sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyökaluja.

VARO !

Mikäli kirjoittimen suojakotelo avataan, olet alttiina näkymättömälle lasersäteilylle laitteen ollessa toiminnassa. Älä katso säteeseen.

VARNING !

Om laserprinterns skyddshölje öppnas då apparaten är i funktion, utsättas användaren för osynlig laserstrålning. Betrakta ej strålen.

Tiedot laitteessa käytettävän laserdiodin säteilyominaisuuksista: Aallonpituus 775-795 nm Teho 5 m W Luokan 3B laser.

GS statement (Germany)

Das Gerät ist nicht für die Benutzung im unmittelbaren Gesichtsfeld am Bildschirmarbeitsplatz vorgesehen. Um störende Reflexionen am Bildschirmarbeitsplatz zu vermeiden, darf dieses Produkt nicht im unmittelbaren Gesichtsfeld platziert werden.

Substances Table (China)

有毒有害物质表

根据中国电子信息产品污染控制管理办法的要求而出台

部件名称	有毒有害物质和元素					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr(VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
打印引擎	X	0	X	0	0	0
控制面板	0	0	0	0	0	0
塑料外壳	0	0	0	0	0	0
格式化板组件	X	0	0	0	0	0
碳粉盒	X	0	0	0	0	0

3685

0：表示在此部件所用的所有同类材料中，所含的此有毒或有害物质均低于 SJ/T11363-2006 的限制要求。

X：表示在此部件所用的所有同类材料中，至少一种所含的此有毒或有害物质高于 SJ/T11363-2006 的限制要求。

注：引用的“环保使用期限”是根据在正常温度和湿度条件下操作使用产品而确定的。


Restriction on Hazardous Substances statement (Turkey)

Türkiye Cumhuriyeti: EEE Yönetmeliğine Uygundur

Additional statements for wireless products


FCC compliance statement—United States

Exposure to radio frequency radiation

 **CAUTION:** The radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized.

In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20 cm (8 in)) during normal operation.

This device complies with Part 15 of FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

 **CAUTION:** Based on Section 15.21 of the FCC rules, changes of modifications to the operation of this product without the express approval by Hewlett-Packard Company may invalidate its authorized use.

Australia statement

This device incorporates a radio-transmitting (wireless) device. For protection against radio transmission exposure, it is recommended that this device be operated no less than 20 cm from the head, neck, or body.

Brazil ANATEL statement

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.

Canadian statements

For Indoor Use. This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of the Canadian Department of Communications. The internal wireless radio complies with RSS 210 of Industry Canada.

Pour l'usage d'intérieur. Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par le Ministère des Communications du Canada. Le composant RF interne est conforme à la norme CNR-210 d'Industrie Canada.

European Union regulatory notice

The telecommunications functionality of this product may be used in the following EU and EFTA countries/regions:

Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta,

Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and United Kingdom.

Notice for use in France

For 2.4 GHz Wireless LAN operation of this product certain restrictions apply: This equipment may be used indoor for the entire 2400-2483.5 MHz frequency band (channels 1-13). For outdoor use, only 2400-2454 MHz frequency band (channels 1-9) may be used. For the latest requirements, see www.arcep.fr.

L'utilisation de cet équipement (2.4 GHz Wireless LAN) est soumise à certaines restrictions : Cet équipement peut être utilisé à l'intérieur d'un bâtiment en utilisant toutes les fréquences de 2400-2483.5 MHz (Chaîne 1-13). Pour une utilisation en environnement extérieur, vous devez utiliser les fréquences comprises entre 2400-2454 MHz (Chaîne 1-9). Pour les dernières restrictions, voir, www.arcep.fr.

Notice for use in Russia

Существуют определенные ограничения по использованию беспроводных сетей (стандарта 802.11 b/g) с рабочей частотой 2,4 ГГц: Данное оборудование может использоваться внутри помещений с использованием диапазона частот 2400-2483,5 МГц (каналы 1-13). При использовании внутри помещений максимальная эффективная изотропно-излучаемая мощность (ЭИИМ) должна составлять не более 100мВт.

Korean statement

당해 무선설비는 운용 중 전파혼선 가능성이 있음

Taiwan statement

低功率電波輻射性電機管理辦法

第十二條 經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

第十四條 低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。
前項合法通信，指依電信法規定作業之無線電通信。
低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

Vietnam Telecom wired marking for ICTQC Type approved products



Index

Symbols/Numerics

2-sided printing
Windows 53

A

accessories
 ordering 137, 138
 part numbers 138
acoustic specifications 150
ad-hoc wireless network
 description 32
altitude specifications 150
anticounterfeit supplies 87

B

batteries included 155
bins, output
 jams, clearing 115
booklets
 printing (Windows) 68

C

calibrating color 122
Canadian DOC regulations 161
canceling
 print job 19
canceling a print request
 (Windows) 46
cartridges
 non-HP 87, 111
 part numbers 138
 recycling 88, 153
 storage 87
 warranty 142
cautions iii
cleaning
 exterior 97
 paper path 97, 122
 printer 97

color

 adjusting 74
 calibrating 122
 Edge Control 76
 halftone options 76
 manage 73
 matching 77
 Neutral Grays 76
 printed vs. monitor 77
 using 73
color options
 setting (Windows) 59
color settings
 adjusting 120
Color tab settings 22
configuration page 80
connecting to a wireless network 29
connecting to the network 27
connectivity
 solving problems 128
 USB 25
control panel
 status light patterns 105
conventions, document iii
copies
 changing number of
 (Windows) 49
counterfeit supplies 87
cover pages
 printing (Mac) 20
custom print settings (Windows) 49
custom-size paper settings
 Macintosh 19
customer support
 online 147
 repacking product 148

D

declaration of conformity 157, 159
default settings, restore 104
defects, repeating 126
disposal, end-of-life 155
document conventions iii
double-sided printing
 paper loading orientation 44
drivers
 changing paper types and sizes 38
 changing settings (Mac) 17
 changing settings (Windows) 10
 presets (Mac) 19
 settings (Mac) 19
 settings (Windows) 47
drum
 warranty 143
duplex printing
 paper loading orientation 44
 Windows 53

E

Edge Control 76
electrical specifications 150
embedded Web server
 Networking tab 83
 Status tab 82
 System tab 83
 using 81
Embedded Web Server (EWS)
 assigning passwords 84
end-of-life disposal 155
engine communication error
 message 109
envelopes
 loading orientation 44

- environment specifications 150
- environmental features 2
- environmental stewardship program 153
- ePrint
 - AirPrint 72
 - HP Cloud Print 70
 - HP Direct Print 71
- errors
 - software 133
- European Union, waste disposal 155
- EWS. *See* embedded Web server

F

- Finnish laser safety statement 163
- firewall 29
- first page
 - use different paper 20
- forms
 - printing (Windows) 61
- fraud hotline 87
- fuser
 - errors 110

G

- grayscale printing, Windows 60

H

- help
 - printing options (Windows) 48
- AirPrint 72
- HP Cloud Print 70
- HP Customer Care 147
- HP Direct Print 71
- HP fraud hotline 87
- HP Smart Install
 - using 25
 - wireless install 29
- HP Utility 18
- HP Utility, Mac 18
- humidity specifications 150

I

- imaging drum
 - checking for damage 126
 - memory chips 144
 - storage 87
 - warranty 143
- imaging drum, part number 138

- incorrect supplies error message 112
- information pages
 - configuration page 80
 - supplies status page 80
- infrastructure wireless network description 32
- input tray
 - capacity 44
 - loading 43
- install supplies message 110
- installing
 - software, USB connections 25
 - software, wired networks 15, 29
- IP address
 - manual configuration 15, 28

J

- jams
 - causes of 114
 - error messages 110
 - locating 115
 - output bin, clearing 115
 - rear door, clearing 116
 - trays, clearing 117
- Japanese VCCI statement 161

K

- Korean EMC statement 162

L

- labels
 - printing (Windows) 63
- landscape orientation
 - changing (Windows) 57
- laser safety statements 161, 163
- letterhead
 - printing (Windows) 61
- license, software 145
- light patterns 105
- loading media
 - input tray 43
- lock
 - product 84

M

- Mac
 - changing paper types and sizes 19
 - driver settings 17, 19

- HP Utility 18
- installing software 14
- problems, troubleshooting 134
- removing software 16
- supported operating systems 14

Macintosh

- resize documents 19
- support 147
- Macintosh driver settings
 - custom-size paper 19
- managing network 33
- matching colors 77
- material restrictions 155
- Material Safety Data Sheet (MSDS) 155
- media
 - custom-size, Macintosh settings 19
 - first page 20
 - pages per sheet 21
 - supported sizes 39
- memory chip, imaging drum
 - description 144
- memory chip, print cartridge
 - description 144
- mercury-free product 155
- misprint error message 111
- model number 5
- multiple pages per sheet
 - printing (Windows) 55

N

- n-up printing
 - selecting (Windows) 55
- network
 - disabling wireless 31
 - IP address configuration 15, 28
 - operating systems supported 24
 - settings, changing 33
 - settings, viewing 33
- network connections 27
- Networking tab, embedded Web server 83
- Neutral Grays 76
- non-HP supplies 87, 111
- notes iii



- online support 147
- opening printer drivers (Windows) 47
- operating environment specifications 150
- operating systems supported 14
- operating systems Windows, supported 8
- operating systems, networks 24
- ordering
 - part numbers for 138
 - supplies and accessories 138
- ordering supplies
 - Web sites 137
- orientation
 - changing (Windows) 57
 - paper, while loading 44

P

- packaging product 148
- page orientation
 - changing (Windows) 57
- page sizes
 - scaling documents to fit (Windows) 66
- page too complex error message 111
- pages per sheet
 - selecting (Windows) 55
- paper
 - custom-size, Macintosh settings 19
 - first page 20
 - jams 114
 - loading orientation 44
 - pages per sheet 21
 - printing on preprinted letterhead or forms (Windows) 61
 - selecting 121
 - supported sizes 39
- paper path, cleaning 97
- paper pickup problems
 - solving 114
- paper size
 - changing 38
- paper sizes
 - selecting 52
 - selecting custom 53

- paper type
 - changing 119
- paper types
 - changing 38
 - selecting 53
- paper, covers
 - printing (Windows) 65
- paper, ordering 138
- paper, special
 - printing (Windows) 63
- part numbers
 - print cartridges 138
- physical specifications 150
- portrait orientation
 - changing (Windows) 57
- power
 - consumption 150
- preprinted paper
 - printing (Windows) 61
- presets (Mac) 19
- print cartridges
 - memory chips 144
 - non-HP 87, 111
 - part numbers 138
 - recycling 88, 153
 - storage 87
 - warranty 142
- print job
 - canceling 19
 - changing settings 9
- print media
 - supported 39
- print quality
 - improving 119
 - improving (Windows) 52
- print quality page
 - interpreting 125
 - printing 125
- print tasks 45
- printer
 - cleaning 97
- printer driver
 - configuring wireless network 31
- printer drivers (Mac)
 - changing settings 17
 - settings 19
- printer drivers (Windows)
 - changing settings 9, 10
 - settings 47

- printing
 - configuration page 80
 - Macintosh 19
 - settings (Mac) 19
 - settings (Windows) 47
 - supplies status page 80
- problem solving
 - status light patterns 105
- problem-solving
 - no response 127
 - slow response 127
- product
 - software for Windows 7
 - view 4

Q

- quality
 - print settings (Macintosh) 19

R

- rear door
 - jams 116
- recycling
 - HP printing supplies returns and environmental program 154
- recycling supplies 88
- removing Mac software 16
- repacking product 148
- repeating defects,
 - troubleshooting 126
- repetitive defects,
 - troubleshooting 126
- resize documents
 - Macintosh 19
 - Windows 66

S

- safety statements 161, 163
- scale documents
 - Macintosh 19
 - Windows 66
- serial number 5
- service
 - repacking product 148
- settings
 - driver presets (Mac) 19
 - drivers 10
 - drivers (Mac) 17
- shipping product 148

- shortcuts (Windows)
 - creating 50
 - using 49
 - size specifications, product 150
 - software
 - HP Utility 18
 - installing, USB connections 25
 - installing, wired networks 15, 29
 - problems 133
 - software license agreement 145
 - supported operating systems 14
 - supported Windows operating systems 8
 - uninstalling for Windows 11
 - uninstalling Mac 16
 - solving
 - direct-connect problems 128
 - network problems 128
 - special media
 - guidelines 36
 - special paper
 - guidelines 36
 - printing (Windows) 63
 - special paper for covers
 - printing (Windows) 65
 - specifications
 - electrical and acoustic 150
 - environment 150
 - physical 150
 - status
 - HP Utility, Mac 18
 - Status tab, embedded Web server 82
 - status-light patterns 105
 - stopping a print request (Windows) 46
 - storing
 - print cartridges 87
 - product 150
 - supplies
 - counterfeit 87
 - incorrect error message 112
 - non-HP 87, 111
 - ordering 137, 138
 - part numbers 138
 - recycling 88, 153
 - status, viewing with HP Utility 18
 - supplies status page
 - printing 124
 - support
 - online 147
 - repacking product 148
 - supported media 39
 - System tab, embedded Web server 83
- T**
- TCP/IP
 - operating systems supported 24
 - technical support
 - online 147
 - repacking product 148
 - temperature specifications 150
 - tips iii
 - toner cartridges. *See* print cartridges
 - transparencies
 - printing (Windows) 63
 - trapping 76
 - trays
 - capacity 44
 - jams, clearing 117
 - paper orientation 44
 - troubleshooting
 - calibration 122
 - checklist 101
 - direct-connect problems 128
 - jams 114
 - Mac problems 134
 - network problems 128
 - paper feed problems 114
 - repeating defects 126
 - two-sided printing
 - Windows 53
- U**
- uninstalling Mac software 16
 - uninstalling Windows software 11
 - USB
 - configuring wireless network 16, 30
 - USB cable, part number 138
 - USB configuration 25
- V**
- view, product 4
- W**
- warnings iii
 - warranty
 - imaging drum 143
 - license 145
 - print cartridges 142
 - product 140
 - watermarks
 - adding (Windows) 68
 - Web sites
 - customer support 147
 - fraud reports 87
 - Macintosh customer support 147
 - Material Safety Data Sheet (MSDS) 155
 - ordering supplies 137
 - Windows
 - driver settings 10
 - wireless
 - disabling 31
 - wireless network
 - ad-hoc 31
 - communication modes 31
 - configuring with USB 16, 30
 - configuring with WPS 16, 30
 - infrastructure 31
 - installing the driver 31
 - security 32
 - wireless network connection 29
 - wireless network interference 31
 - WPS
 - configuring wireless network 16, 30



CE913-90979

