



# LASERJET PRO CP1020

COLOR PRINTER SERIES

## User Guide







# HP LaserJet Pro CP1020 Color Printer Series

User Guide

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## Conventions used in this guide

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 **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.

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# 1 Product basics

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

## Product comparison

<b>HP LaserJet Pro CP1025</b> <b>CE913A</b>	<b>HP LaserJet Pro CP1025nw</b> <b>CE914A</b>
	
<ul style="list-style-type: none"> <li>• <b>Speed:</b> Prints up to 16 A4-size pages per minute (ppm) or 17 letter-size ppm monochrome and 4 ppm color</li> <li>• <b>Tray:</b> 150 sheets of 75 g/m<sup>2</sup> (20 lb)</li> <li>• <b>Output bin:</b> 50 sheets of 75 g/m<sup>2</sup> (20 lb)</li> <li>• <b>Connectivity:</b> Hi-Speed USB 2.0 port</li> <li>• <b>Two-sided printing (duplexing):</b> Manual duplexing (using the printer driver)</li> <li>• <b>Introductory print cartridge:</b> Supplied with product</li> </ul>	<p>HP LaserJet Pro CP1025 plus:</p> <ul style="list-style-type: none"> <li>• <b>Connectivity:</b> 802.11b/g/n wireless networking, built-in networking to connect to 10Base-T/100Base-TX networks</li> <li>• <b>Internal networking:</b> HP internal networking port</li> </ul>

## Environmental features

<b>Recycling</b>	Reduce waste by using recycled paper.  Recycle print cartridges by using the HP return process.
<b>Energy savings</b>	Save energy with HP Auto-On/Auto-Off Technology.
<b>Manual duplex printing</b>	Save paper by using the manual duplex printing setting.
<b>Print multiple pages per sheet</b>	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.

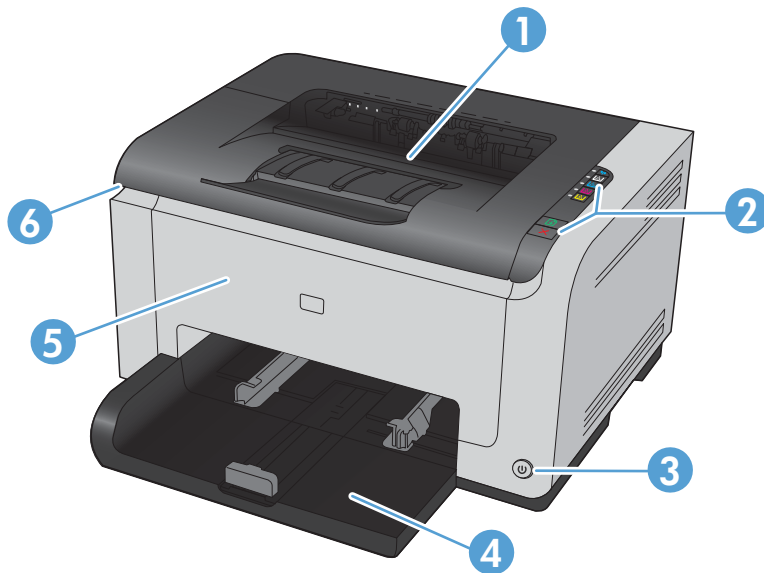
## Accessibility features

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

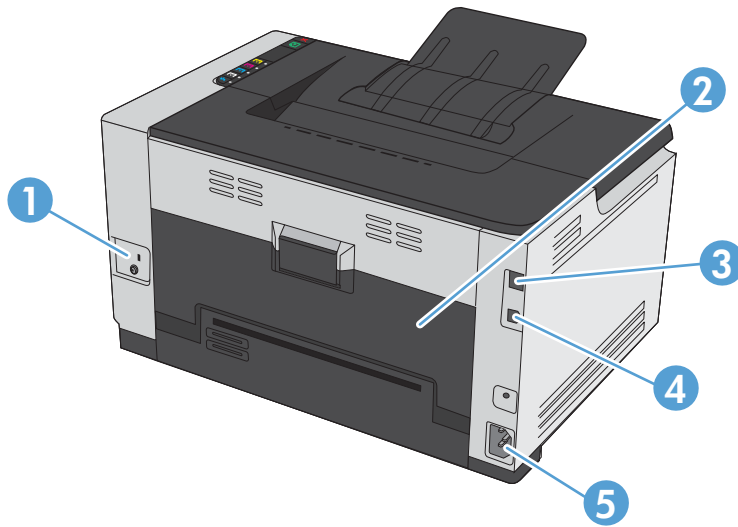
## Product front view



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)



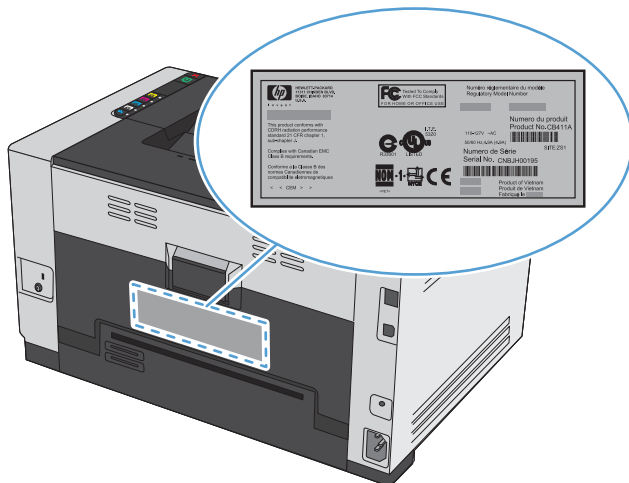
## Product back view



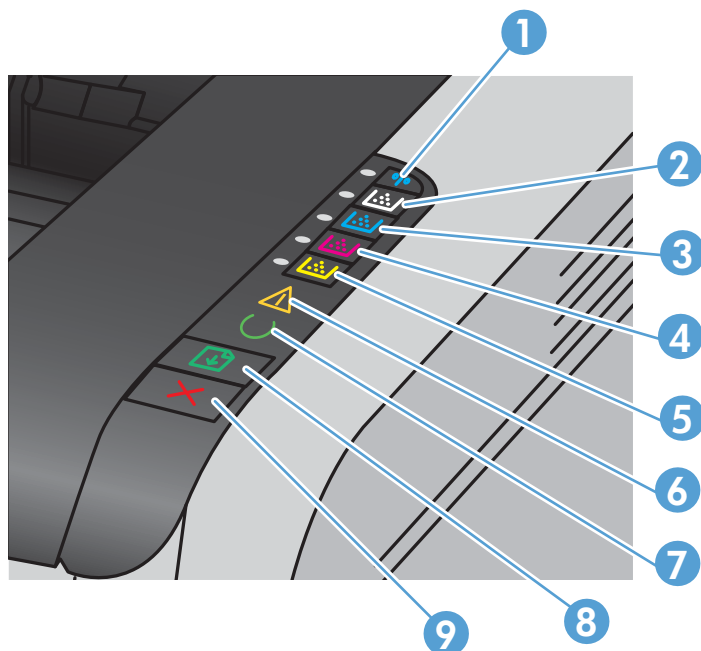
1	Kensington lock
2	Rear jam-access door
3	HP internal network port (network models only)
4	USB port
5	Power receptacle







## 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.

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## 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.

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 **NOTE:** The most recent drivers are available at [www.hp.com/support/ljcp1020series](http://www.hp.com/support/ljcp1020series).

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# 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"><li>1. On the <b>File</b> menu in the software program, click <b>Print</b>.</li><li>2. Select the product, and then click <b>Properties</b> or <b>Preferences</b>.</li><li>3. Change the settings on any of the tabs.</li></ol>	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"><li>1. Open the list of printers on your computer, and select this product. <b>NOTE:</b> This step varies for each operating system.</li><li>2. Click <b>Printer</b>, and then click <b>Printing Preferences</b>.</li><li>3. Change the settings on any of the tabs.</li></ol>	<p>These settings remain in effect until you change them again.</p> <p><b>NOTE:</b> 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.)



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## 3 Use the product with Mac


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

# Software for Mac

## Supported operating systems for Mac

The product supports the following Mac operating systems:

- Mac OS X 10.5, 10.6, and later

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

## Supported printer drivers for Mac

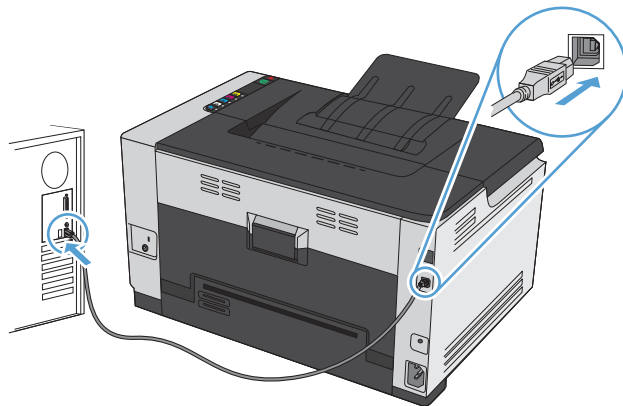
The HP LaserJet software installer provides PostScript® Printer Description (PPD) files, and Printer Dialog Extensions (PDEs) for use with Mac OS X computers. The HP printer PPD and PDE files, in combination with the product printer driver, provide full printing functionality and access to specific HP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

## Install software for Mac operating systems

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

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

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

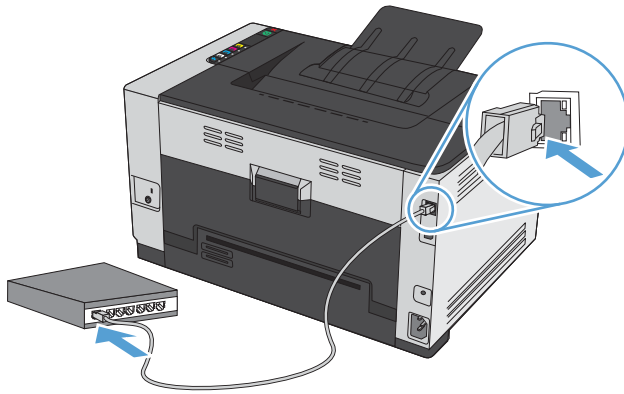



2. Install the software from the CD.
3. Click HP Installer icon, and follow the onscreen instructions.
4. On the Congratulations screen, click the **OK** button.
5. Print a page from any program to make sure that the printing software is correctly installed.

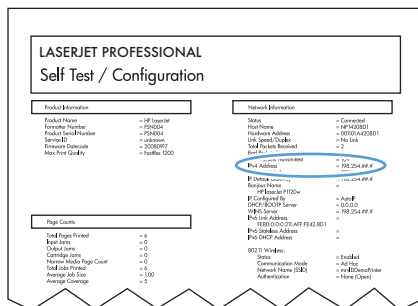
## Install software for Mac computers on a wired network

### Configure the IP address

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



2. Wait for 60 seconds before continuing. During this time, the network recognizes the product and assigns an IP address or host name for the product.
3. Press and hold the Resume  button for two to three seconds to print a configuration page and a supplies status page.
4. Find the IP address on the configuration report.



### Install the software

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

## Install software for Mac computers on a wireless network


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

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

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

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

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

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

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


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### 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.

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 **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"> <li>1. On the <b>File</b> menu, click the <b>Print</b> button.</li> <li>2. Change the settings that you want on the various menus.</li> </ol>	<ol style="list-style-type: none"> <li>1. On the <b>File</b> menu, click the <b>Print</b> button.</li> <li>2. Change the settings that you want on the various menus.</li> <li>3. On the <b>Presets</b> menu, click the <b>Save As...</b> option and type a name for the preset.</li> </ol> <p>These settings are saved in the <b>Presets</b> menu. To use the new settings, you must select the saved preset option every time you open a program and print.</p>	<p><b>Mac OS X 10.5 and 10.6</b></p> <ol style="list-style-type: none"> <li>1. From the Apple menu , click the <b>System Preferences</b> menu and then click the <b>Print &amp; Fax</b> icon.</li> <li>2. Select the product in the left side of the window.</li> <li>3. Click the <b>Options &amp; Supplies</b> button.</li> <li>4. Click the <b>Driver</b> tab.</li> <li>5. Configure the installed options.</li> </ol>

## 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 **X** button on the product control panel.

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

---

<b>Mac OS X 10.5 and 10.6</b>	<ol style="list-style-type: none"><li>1. On the <b>File</b> menu, click the <b>Print</b> option.</li></ol>
Use one of these methods.	<ol style="list-style-type: none"><li>2. Click the <b>Page Setup</b> button.</li><li>3. Select the product, and then select the correct settings for the <b>Paper Size</b> and <b>Orientation</b> options.</li></ol>
	<hr/>
	<ol style="list-style-type: none"><li>1. On the <b>File</b> menu, click the <b>Print</b> option.</li><li>2. Open the <b>Paper Handling</b> menu.</li><li>3. In the <b>Destination Paper Size</b> area, click the <b>Scale to fit paper size</b> box, and then select the size from the drop-down list.</li></ol>

---

## Create and use printing presets with Mac

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

## Create a printing preset

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

## Use printing presets

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

---


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

---

## Print a cover page with Mac

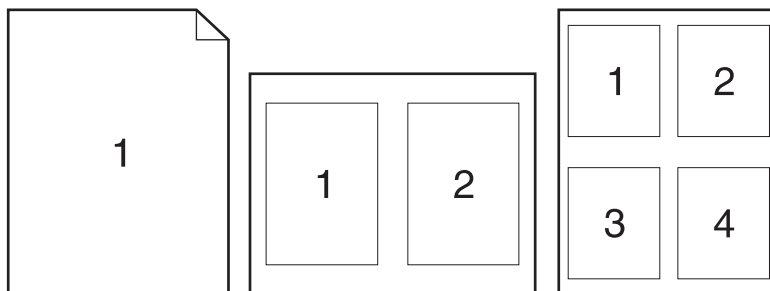
1. On the **File** menu, click the **Print** option.
2. Select the driver.
3. Open the **Cover Page** menu, and then select where to print the cover page. Click either the **Before Document** button or the **After Document** button.
4. In the **Cover Page Type** menu, select the message that you want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

---

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

---

## Print multiple pages on one sheet of paper with Mac




1. On the **File** menu, click the **Print** option.
2. Select the driver.
3. Open the **Layout** menu.



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

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

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

## Set the color options with Mac

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

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



---

## 4 Connect the product

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

## Supported network operating systems (network models only)

The product supports the following operating systems for wireless printing:

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

### Printer sharing disclaimer

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

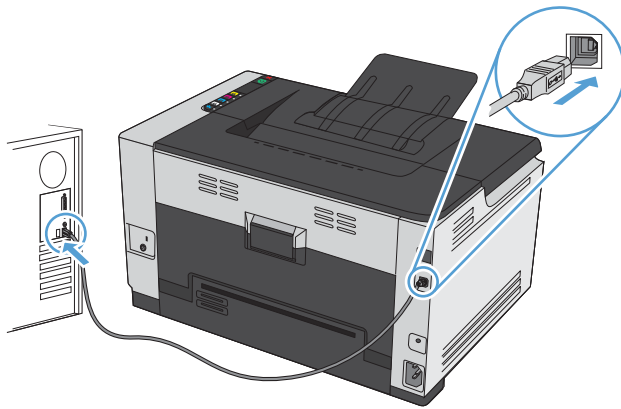
## Connect with USB

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

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

### CD installation


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



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

## Connect to a network (network models only)

The product can connect to wired or wireless networks.

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

---

### Supported network protocols

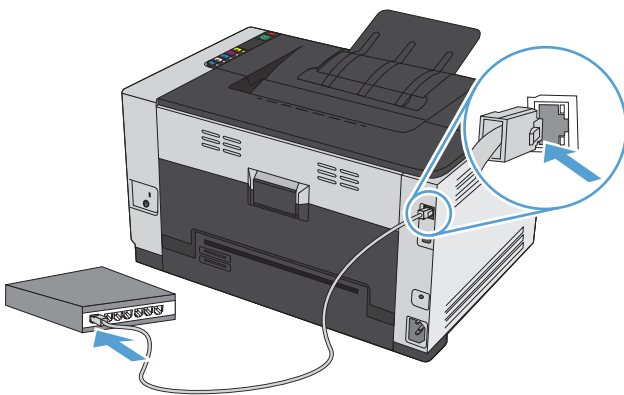
To connect a networking-equipped product to a network, you need a network that uses one of the following protocols.

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


### Install the product on a wired network

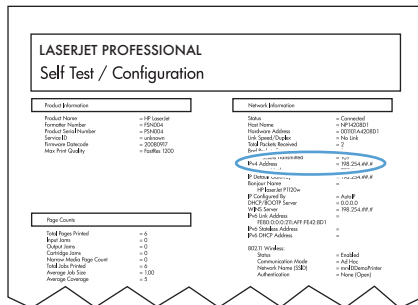
#### Configure the IP address

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



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

3. Press and hold the Resume  button for two to three seconds to print a configuration page and a supplies status page.
4. Find the IP address on the configuration report.



## Install the software

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

## Install the product on a wireless network


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

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


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

## Connect the product to a wireless network using WPS

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

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

---

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


---

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

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

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

---

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

---

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


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

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

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

## Disconnect from the wireless network

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

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



## Reduce interference on a wireless network

The following tips can reduce interference in a wireless network:

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

## Advanced wireless setup

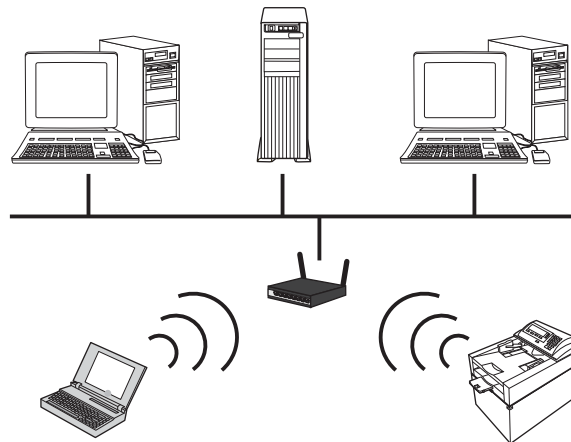
### Wireless communication modes

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

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Infrastructure wireless network (recommended)

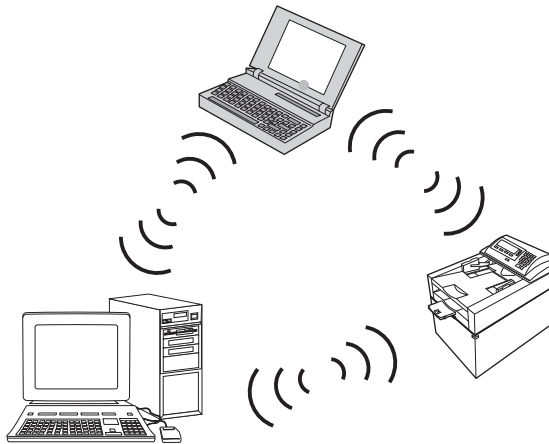
The product communicates with other devices on the network through a wireless router.



---

Ad-hoc wireless network

The product communicates directly with other wireless devices without using a wireless router.



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

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

---

## Wireless security


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


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

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

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

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

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

1. Connect the network cable to the product and to the network.
2. Wait for 60 seconds before continuing. During this time, the network recognizes the product and assigns an IP address or host name for the product.
3. Press and hold the Resume  button for two to three seconds to print a configuration page and a supplies status page.
4. Find the IP address on the configuration page.
5. Open a Web browser, and type the IP address into the address line. The HP Embedded Web Server opens.
6. Click the **Networking** tab, and select the **Wireless Configuration** link from the left pane.
7. Select the option to enable wireless networking, and then disconnect the network cable.
8. In the **Configuration Method** area, select the **Create a new Ad hoc wireless network (peer-to-peer)** option.
9. Provide a unique network name, select a channel, and select the type of security to use.
10. Click the **Apply** button.

## Configure network settings

### View or change network settings

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

1. Print a configuration page, and locate the IP address.
  - If you are using IPv4, the IP address contains only digits. It has this format:  
xxx . xxx . xxx . xxx
  - If you are using IPv6, the IP address is a hexadecimal combination of characters and digits. It has a format similar to this:

xxxx : : xxxx : xxxx : xxxx : xxxx

2. To open the HP Embedded Web Server, type the IP address (IPv4) into the address line of a Web browser. For IPv6, use the protocol established by the Web browser for entering IPv6 addresses.
3. Click the **Networking** tab to obtain network information. You can change settings as needed.

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## 5 Paper and print media

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

## Understand paper use

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

For best results, use only HP-brand paper and print media designed for laser printers or multiuse. Do not use paper or print media made for inkjet printers. 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"><li>• Store envelopes flat.</li><li>• Use envelopes where the seam extends all the way to the corner of the envelope.</li><li>• Use peel-off adhesive strips that are approved for use in laser printers.</li></ul>	<ul style="list-style-type: none"><li>• Do not use envelopes that are wrinkled, nicked, stuck together, or otherwise damaged.</li><li>• Do not use envelopes that have clasps, snaps, windows, or coated linings.</li><li>• Do not use self-stick adhesives or other synthetic materials.</li></ul>
Labels	<ul style="list-style-type: none"><li>• Use only labels that have no exposed backing between them.</li><li>• Use labels that lie flat.</li><li>• Use only full sheets of labels.</li></ul>	<ul style="list-style-type: none"><li>• Do not use labels that have wrinkles or bubbles, or are damaged.</li><li>• Do not print partial sheets of labels.</li></ul>
Transparencies	<ul style="list-style-type: none"><li>• Use only transparencies that are approved for use in color laser printers.</li><li>• Place transparencies on a flat surface after removing them from the product.</li></ul>	<ul style="list-style-type: none"><li>• Do not use transparent print media not approved for laser printers.</li></ul>
Letterhead or preprinted forms	<ul style="list-style-type: none"><li>• Use only letterhead or forms approved for use in laser printers.</li></ul>	<ul style="list-style-type: none"><li>• Do not use raised or metallic letterhead.</li></ul>

<b>Media type</b>	<b>Do</b>	<b>Do not</b>
Heavy paper	<ul style="list-style-type: none"><li>• Use only heavy paper that is approved for use in laser printers and meets the weight specifications for this product.</li></ul>	<ul style="list-style-type: none"><li>• 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.</li></ul>
Glossy or coated paper	<ul style="list-style-type: none"><li>• Use only glossy or coated paper that is approved for use in laser printers.</li></ul>	<ul style="list-style-type: none"><li>• Do not use glossy or coated paper designed for use in inkjet products.</li></ul>

## 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	<b>Minimum:</b> 76 x 127 mm (3 x 5 in) <b>Maximum:</b> 216 x 356 mm (8.5 x 14.0 in) <b>NOTE:</b> When defining custom sizes using the printer driver, always specify the short edge of the page as the width and the long edge as the length.

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

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

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

Size	Dimensions
Double Japan Postcard Rotated	148 x 200 mm (5.83 x 7.87 in)
Double Postcard (JIS)	
Custom	<b>Minimum:</b> 76 x 127 mm (3 x 5 in) <b>Maximum:</b> 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](http://www.hp.com/support/ljcp1020series).

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

- Colored
- Rough
- Heavy rough
- HP Tough paper

# Load paper trays

## Load the input tray

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

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

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



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



## Tray capacity

Tray or bin	Paper type	Specifications	Capacity
Input tray	Paper	60-220 g/m <sup>2</sup> (16-59 lb)  Print quality is assured for HP media.	150 sheets of 75 g/m <sup>2</sup> (20 lb)
	Envelopes	60-90 g/m <sup>2</sup> (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 <sup>2</sup> (36-47 lb)	
	Glossy	130-220 g/m <sup>2</sup> (35-59 lb)	

## 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"><li>• Face up</li><li>• Top edge leading into the product</li></ul>
Prepunched	<ul style="list-style-type: none"><li>• Face up</li><li>• Holes toward the left side of the product</li></ul>
Envelope	<ul style="list-style-type: none"><li>• Face up</li><li>• Right short edge leading into the product</li></ul>

---


## 6 Print tasks

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

## Cancel a print job with Windows

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

---

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

---

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

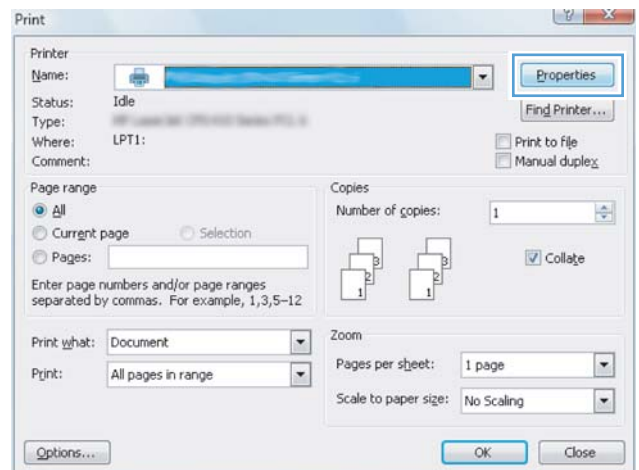
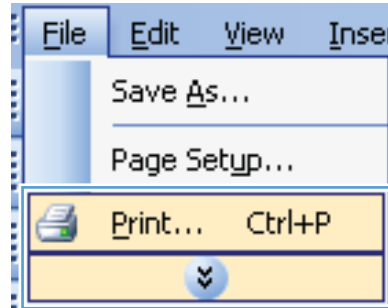


## Basic print tasks with Windows

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

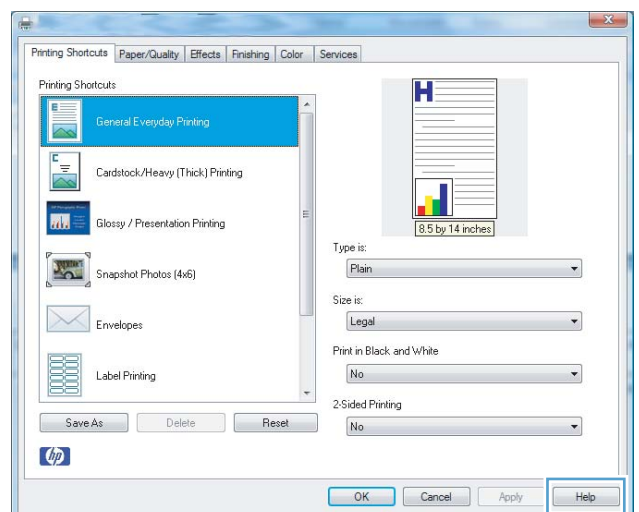
### Open the printer driver with Windows

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



### Get help for any printing option with Windows

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



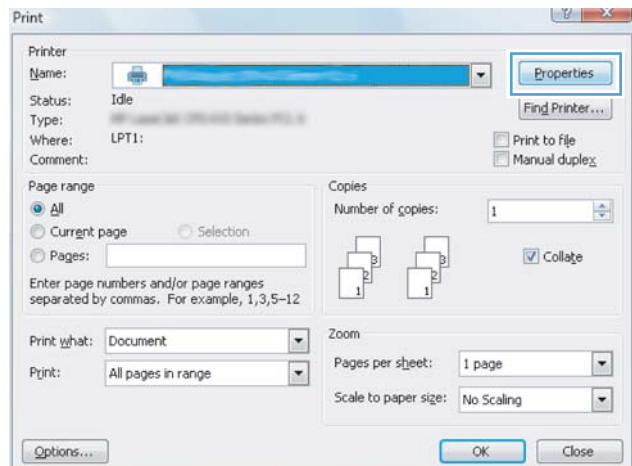
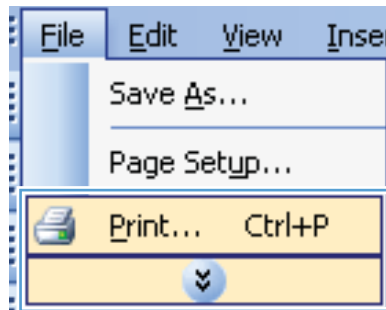
## Change the number of print copies with Windows

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

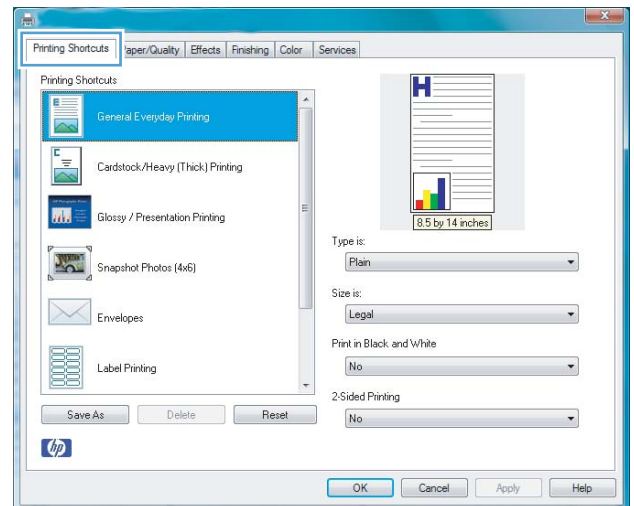
## Save custom print settings for reuse with Windows

### Use a printing shortcut with Windows

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

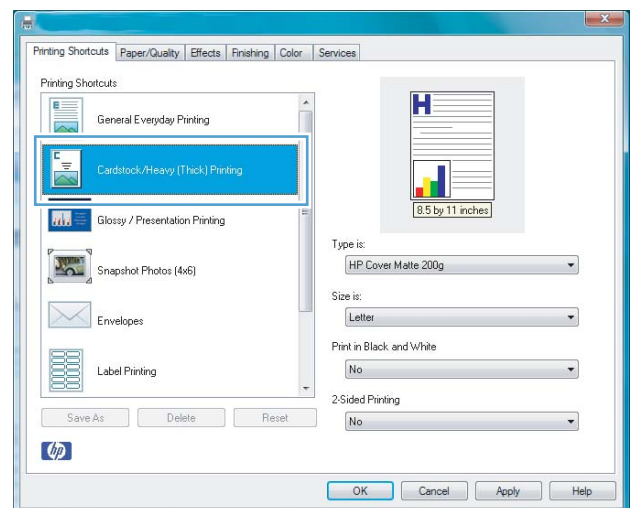


3. Click the **Printing Shortcuts** tab.



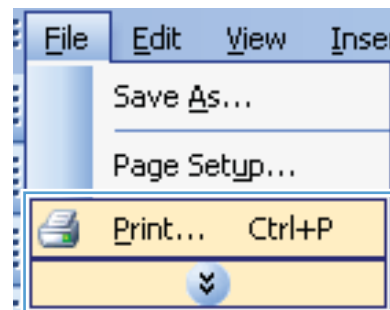
4. Select one of the shortcuts, and then click the **OK** button.

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

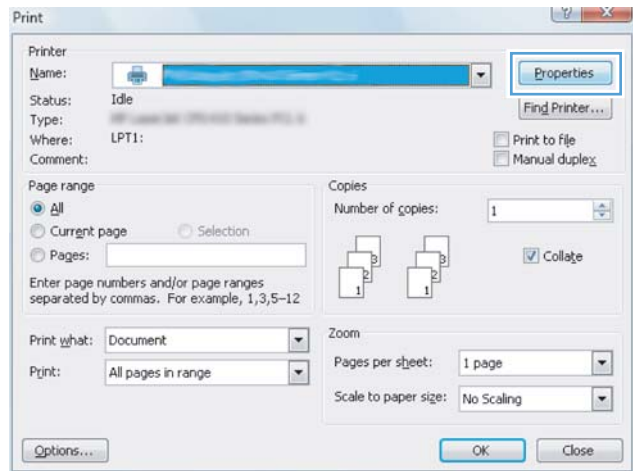


## Create printing shortcuts

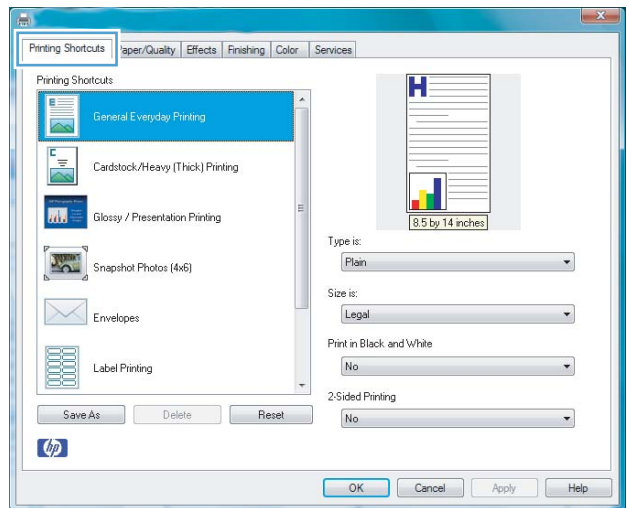
1. On the **File** menu in the software program, click **Print**.



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

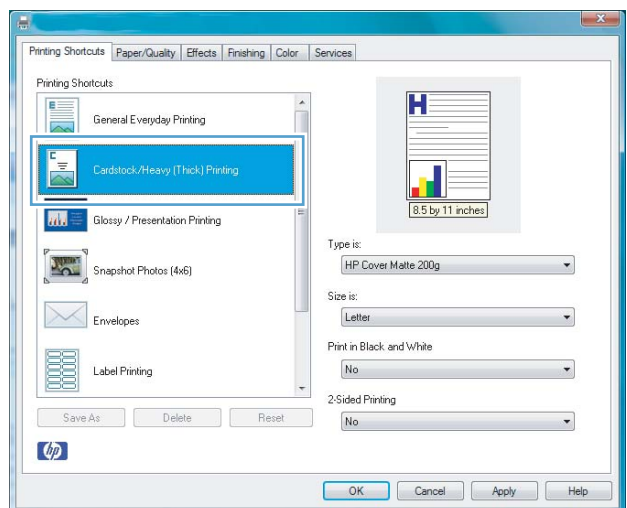


3. Click the **Printing Shortcuts** tab.



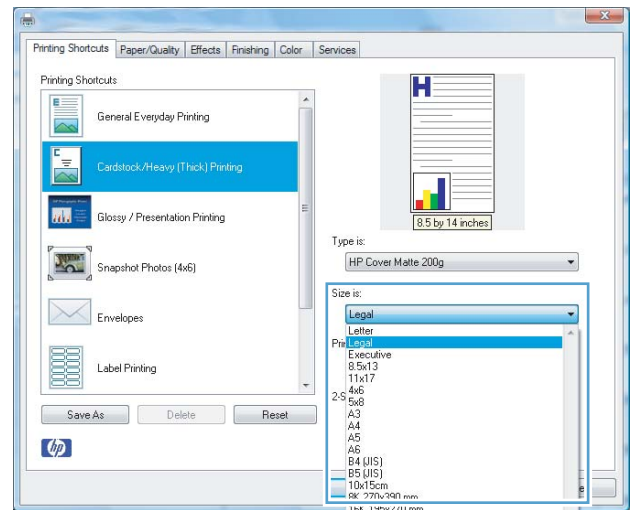
4. Select an existing shortcut as a base.

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

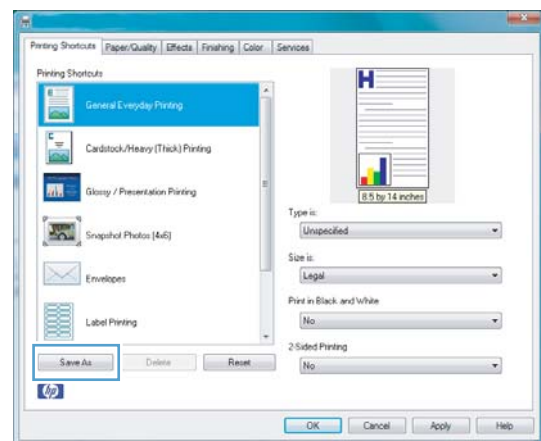


5. Select the print options for the new shortcut.

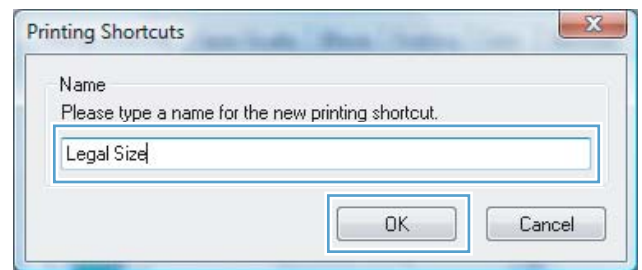
**NOTE:** You can select the print options on this tab or on any other tab in the printer driver. After selecting options on other tabs, return to the **Printing Shortcuts** tab before continuing with the next step.



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



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



## Improve print quality with Windows

### Select the page size with Windows

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

## Select a custom page size with Windows

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

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

---

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

## Select the paper type with Windows

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

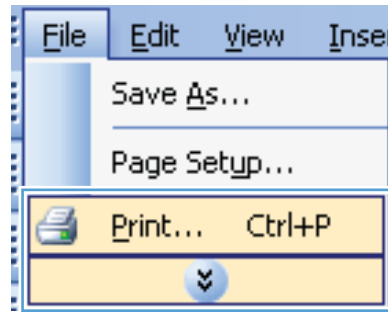
## Print on both sides (duplex) with Windows

### Print on both sides manually

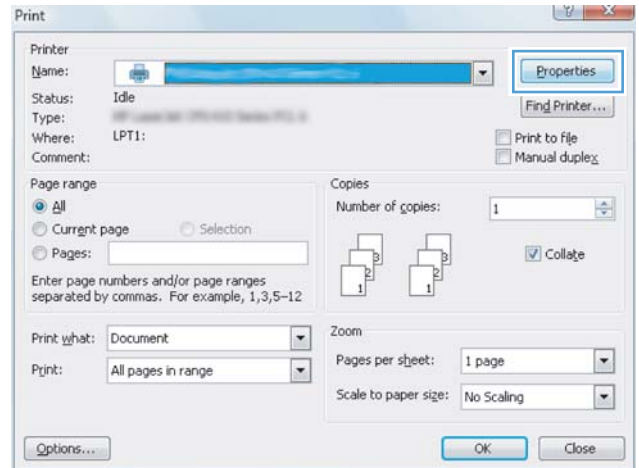
1. Load paper face-up in the input tray.



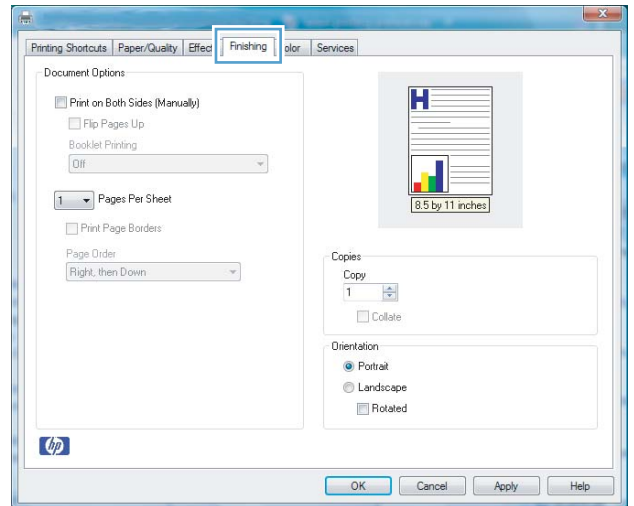
2. On the **File** menu in the software program, click **Print**.



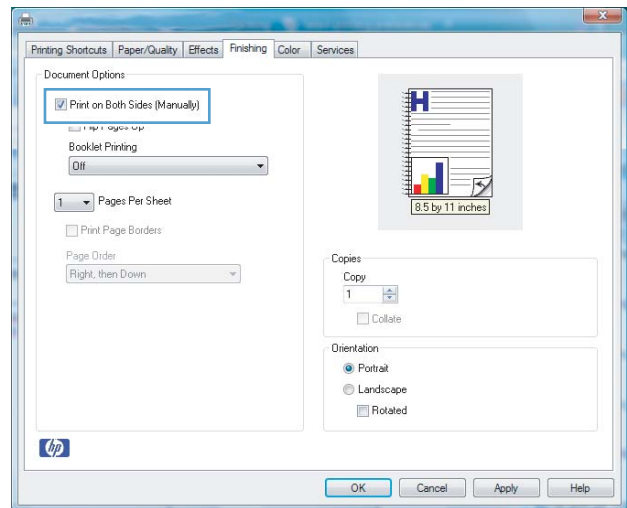
3. Select the product, and then click the **Properties** or **Preferences** button.



4. Click the **Finishing** tab.




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



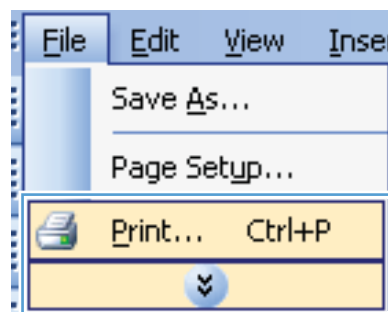
6. Retrieve the printed stack from the output bin, and, maintaining the paper orientation, place it with the printed-side facing down in the input tray.



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

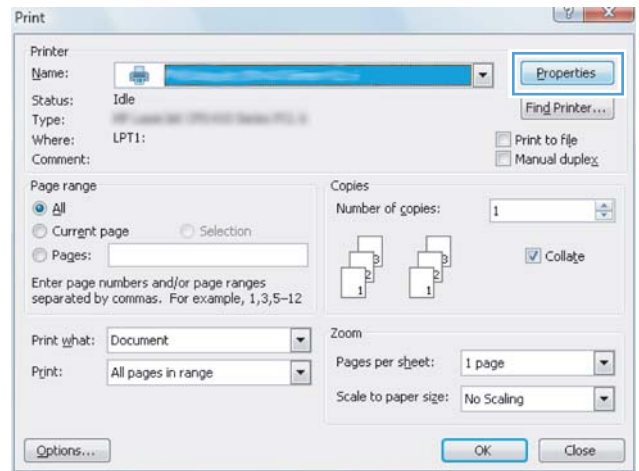
## Print multiple pages per sheet with Windows

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

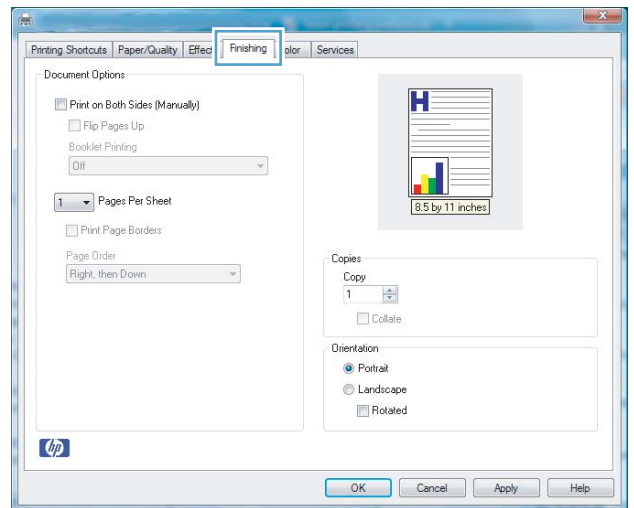




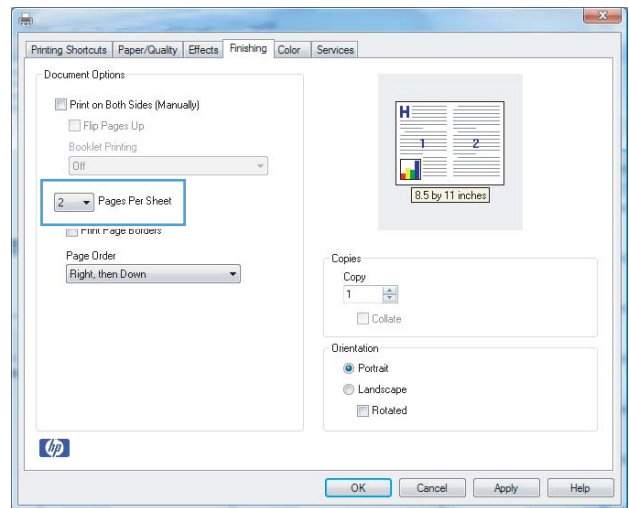
2. Select the product, and then click the **Properties** or **Preferences** button.



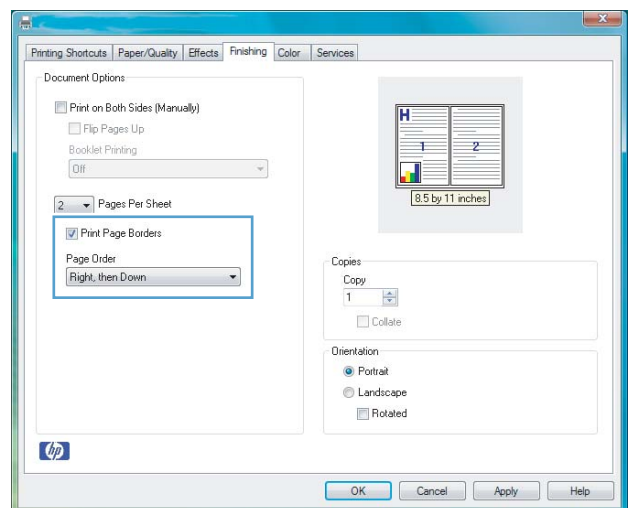
3. Click the **Finishing** tab.



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

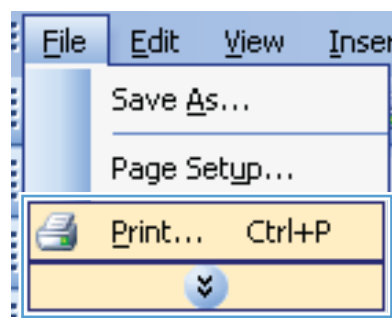


5. Select the correct **Print Page Borders**, **Page Order**, and **Orientation** options.

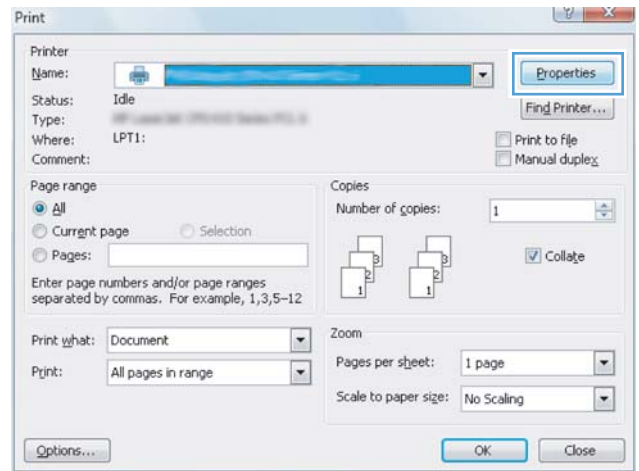


## Select page orientation with Windows

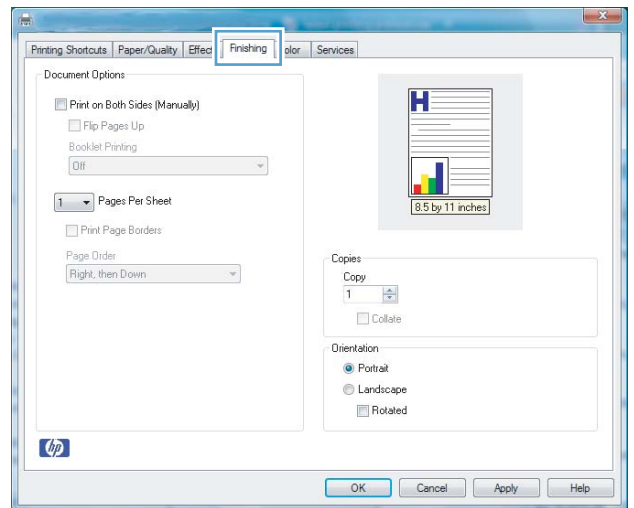
1. On the **File** menu in the software program, click **Print**.



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

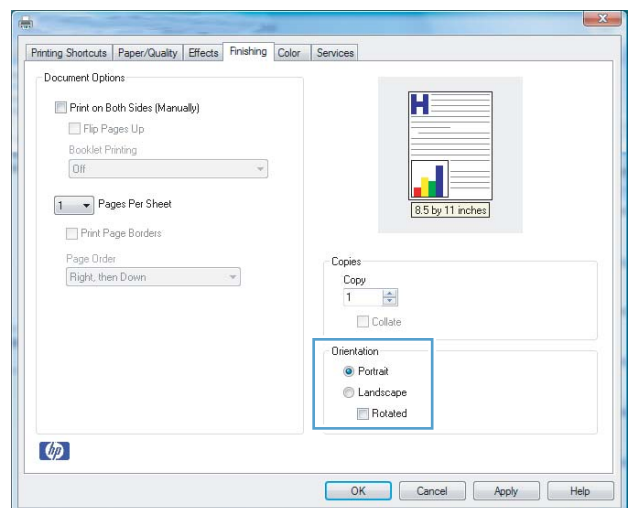


3. Click the **Finishing** tab.



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

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



## Set color options with Windows

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

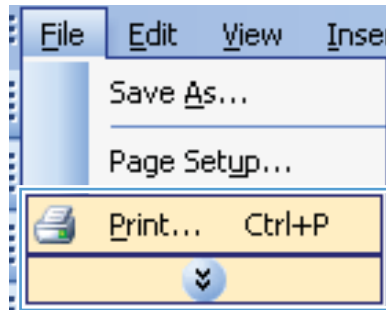
## Additional print tasks with Windows

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

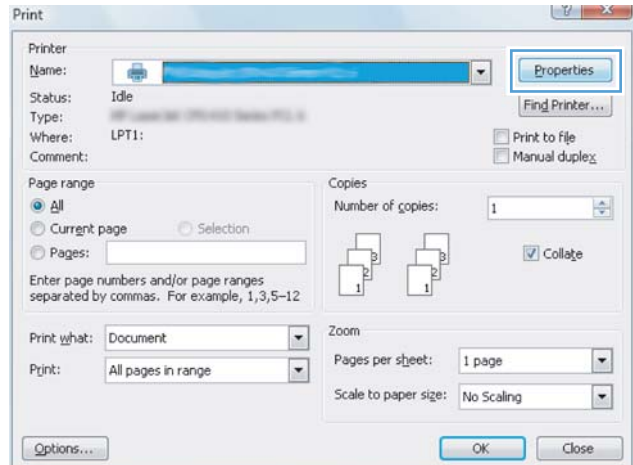
1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. Click the **Print all Text as Black** check box. Click the **OK** button.

## Print on preprinted letterhead or forms with Windows

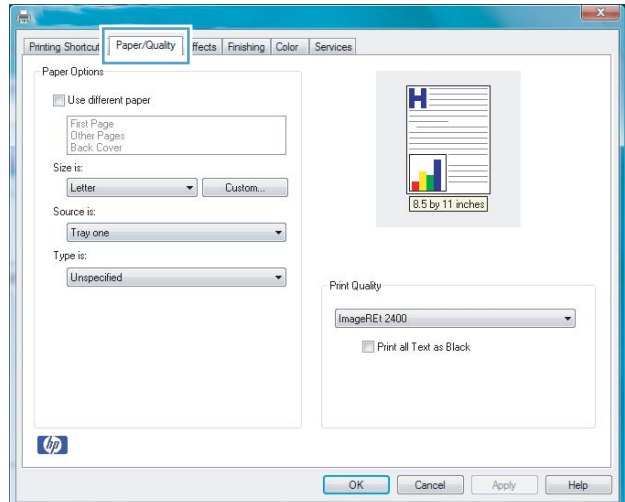
1. On the **File** menu in the software program, click **Print**.



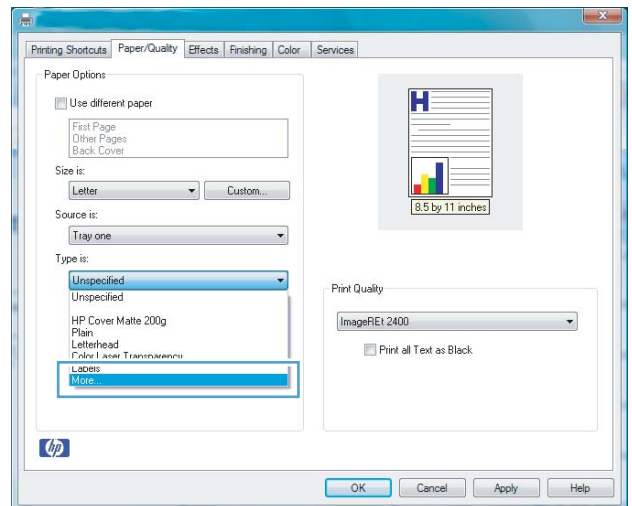
2. Select the product, and then click the **Properties** or **Preferences** button.



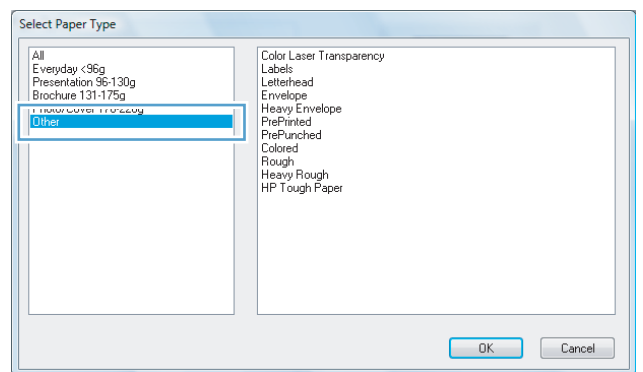
3. Click the **Paper/Quality** tab.



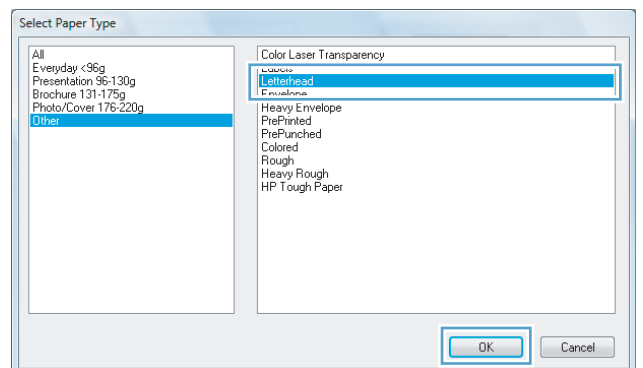
- From the **Type is** drop-down list, click the **More...** option.



- Select the **Other** option.

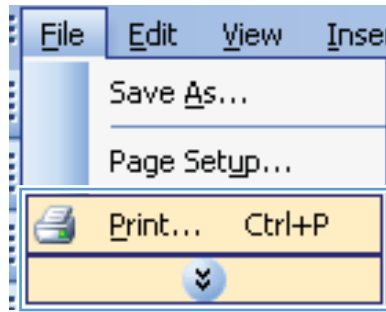


- Select the option for the type of paper you are using, and click the **OK** button.

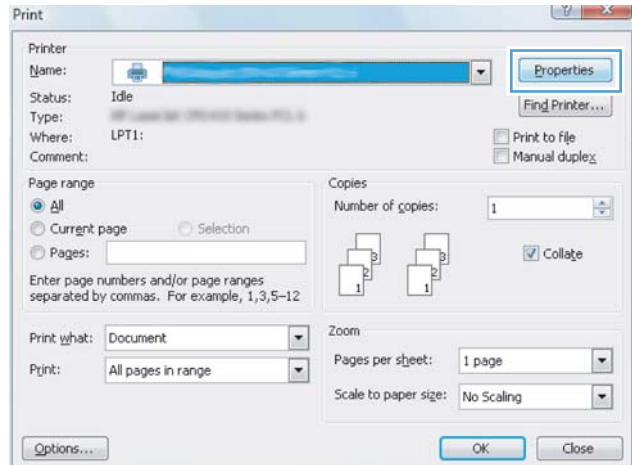


## Print on special paper, labels, or transparencies with Windows

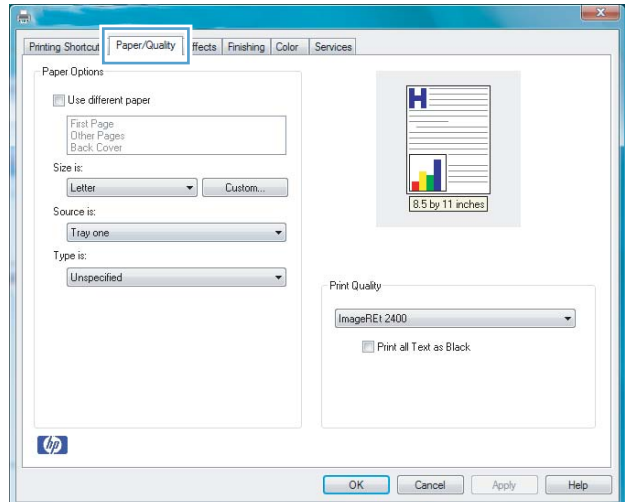
1. On the **File** menu in the software program, click **Print**.



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

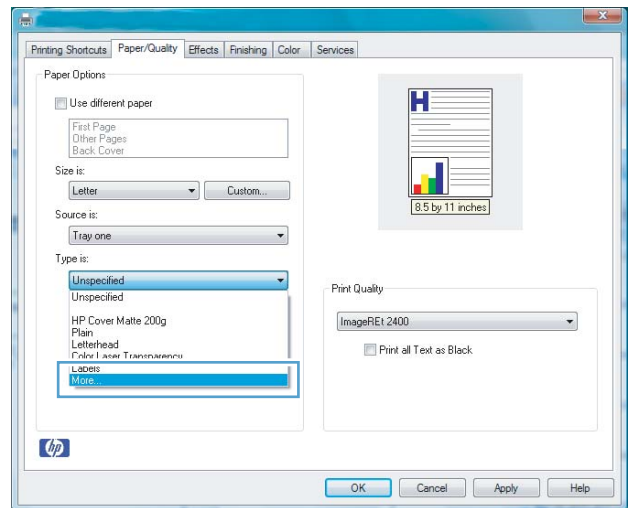


3. Click the **Paper/Quality** tab.

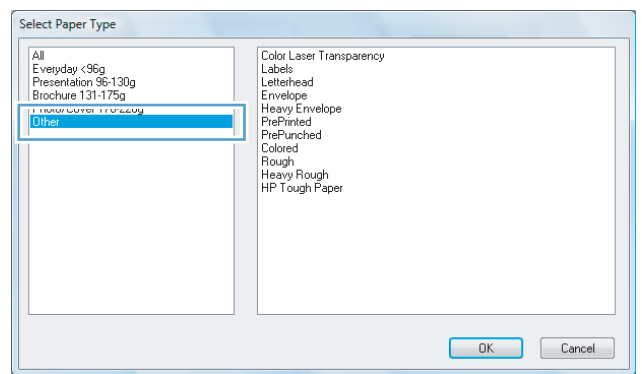




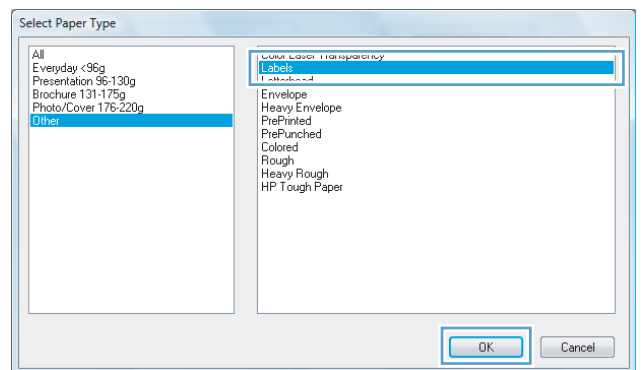
- From the **Type is** drop-down list, click the **More...** option.



- Select the category of paper types that best describes your paper.  
**NOTE:** Labels and transparencies are in the list of **Other** options.

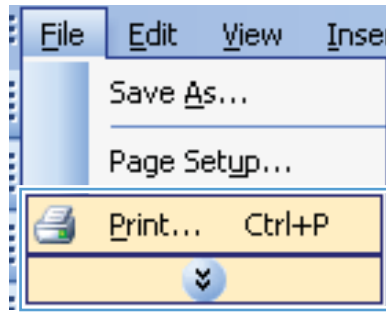


- Select the option for the type of paper you are using, and click the **OK** button.

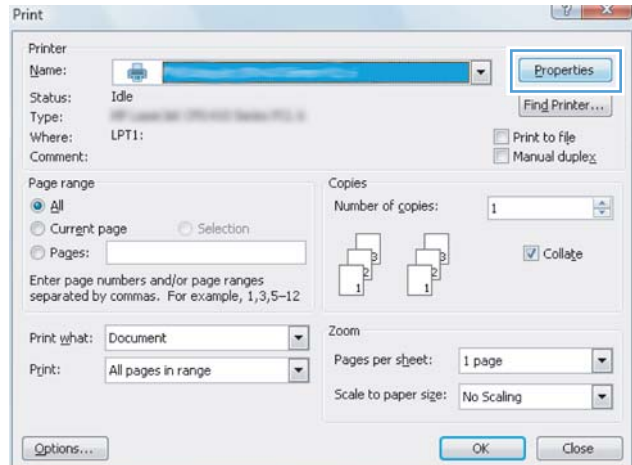


## Print the first or last page on different paper with Windows

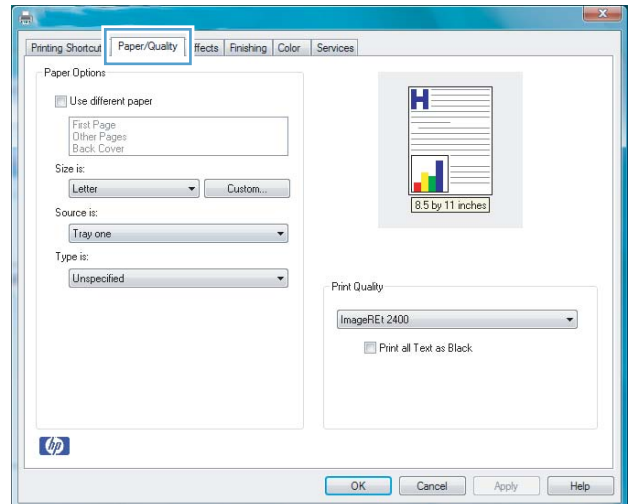
1. On the **File** menu in the software program, click **Print**.



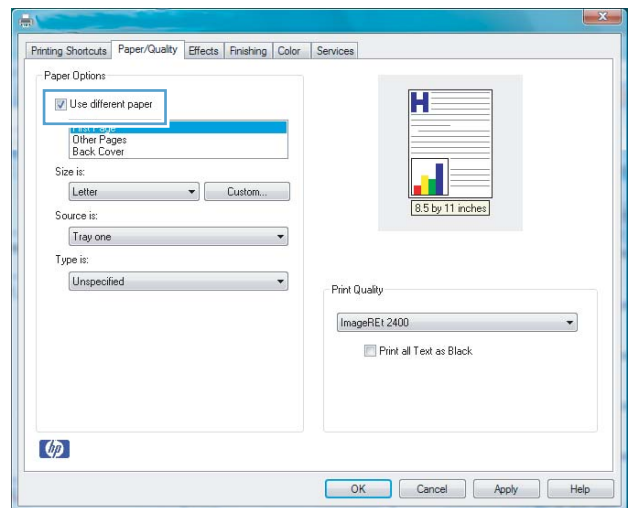
2. Select the product, and then click the **Properties** or **Preferences** button.



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

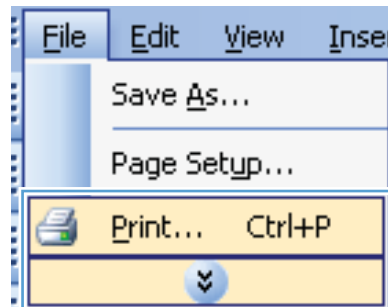


4. Click the **Use different paper** check box, and then select the necessary settings for the front cover, other pages, and back cover.

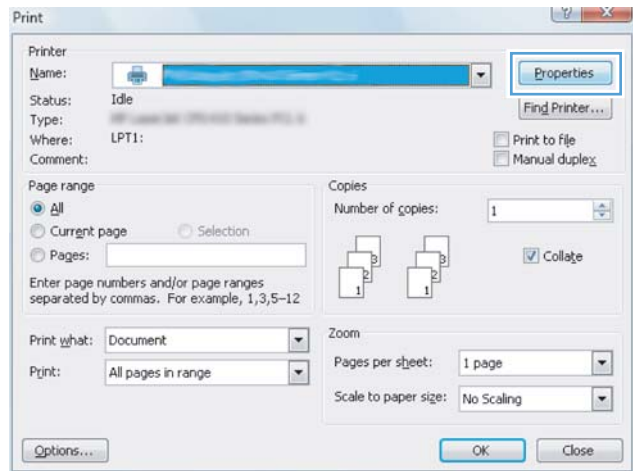


## Scale a document to fit page size with Windows

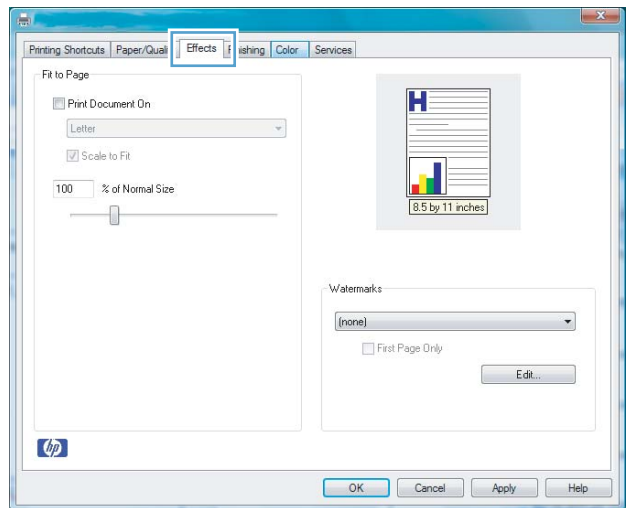
1. On the **File** menu in the software program, click **Print**.



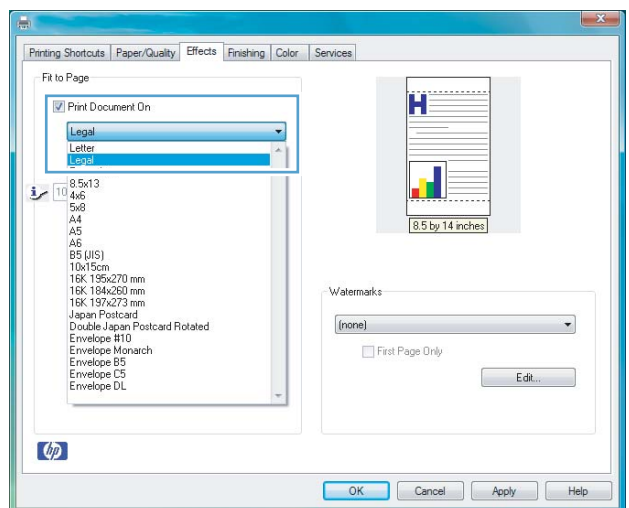
2. Select the product, and then click the **Properties** or **Preferences** button.



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

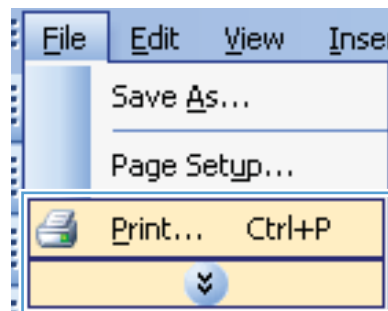
1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Effects** tab.
4. Select a watermark from the **Watermarks** drop-down list.

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.

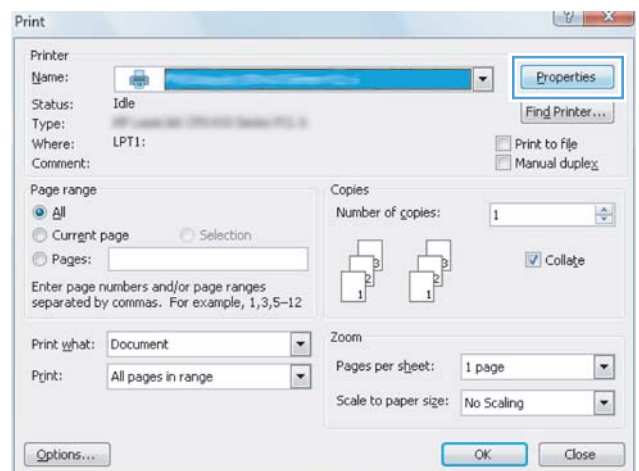
5. To print the watermark on the first page only, select the **First Page Only** check box. Otherwise, the watermark is printed on each page.

## Create a booklet with Windows

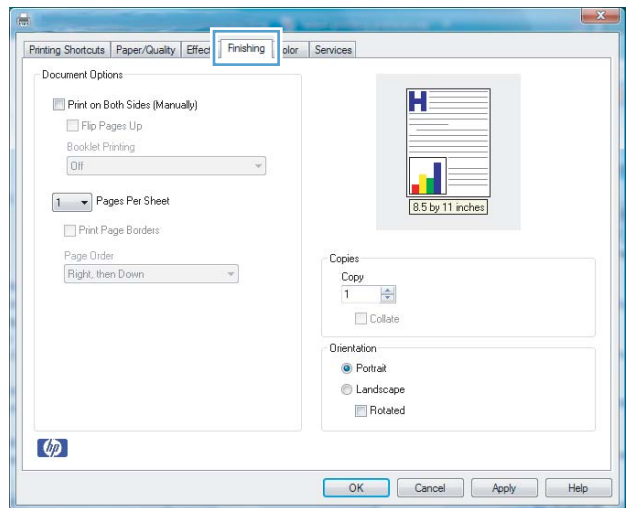
1. On the **File** menu in the software program, click **Print**.



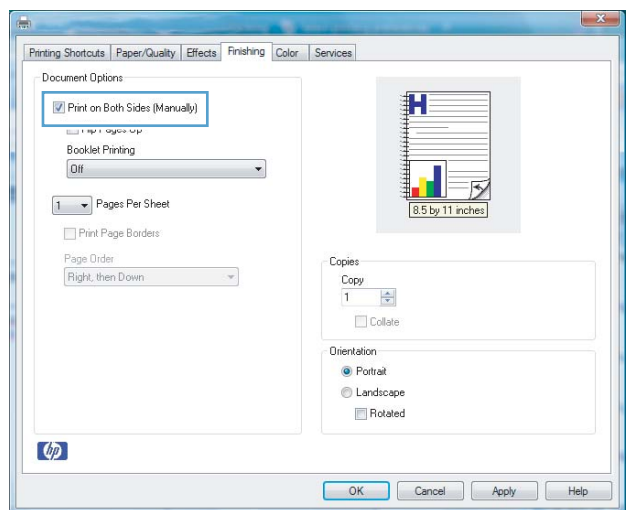
2. Select the product, and then click the **Properties** or **Preferences** button.



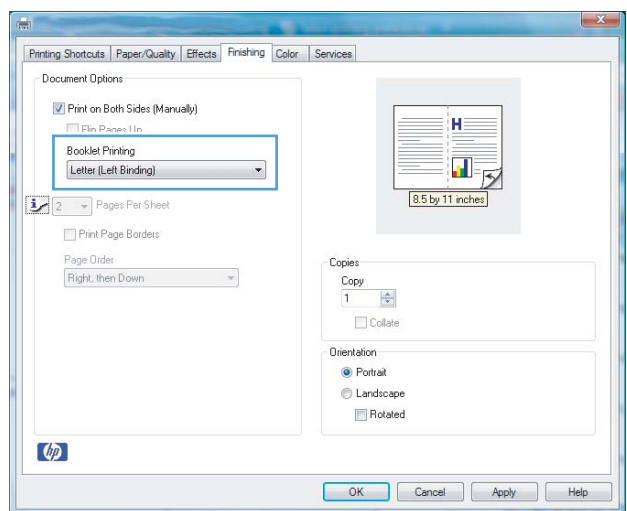
3. Click the **Finishing** tab.



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**.



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# 7 Color

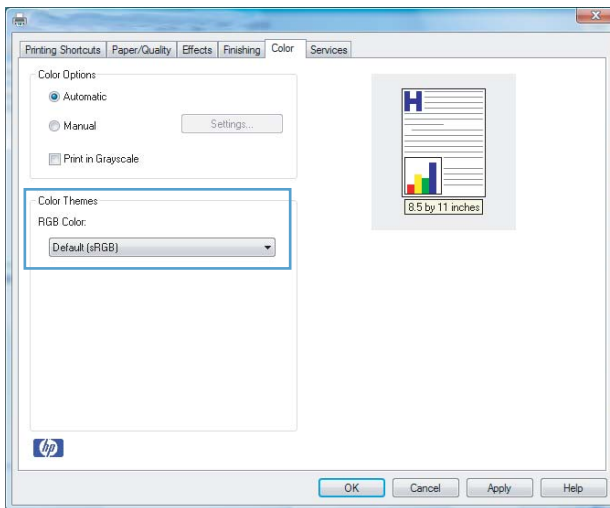
- [Adjust color](#)
- [Match colors](#)

# 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

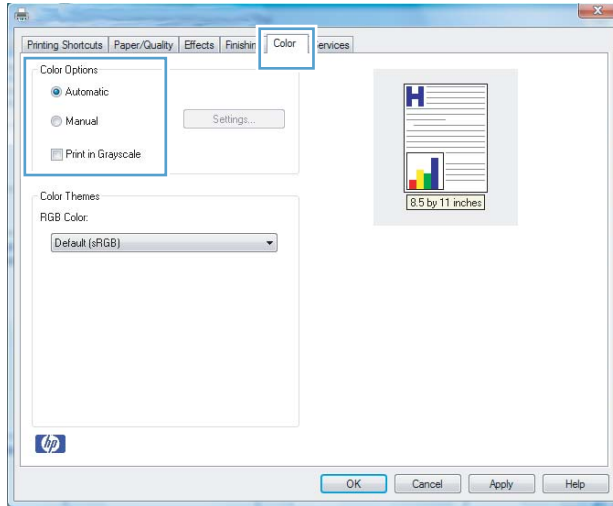
Change the color options settings for the current print job from the color tab of the printer driver.

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
<p><b>Edge Control</b></p> <p>The <b>Edge Control</b> 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.</p>	<ul style="list-style-type: none"> <li>• <b>Off</b> turns off both trapping and adaptive halftoning.</li> <li>• <b>Light</b> sets trapping at a minimal level. Adaptive halftoning is on.</li> <li>• <b>Normal</b> sets trapping at a medium level. Adaptive halftoning is on.</li> <li>• <b>Maximum</b> is the most aggressive trapping setting. Adaptive halftoning is on.</li> </ul>

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

Setting description	Setting options
<p><b>Halftone</b></p> <p><b>Halftone</b> options affect color output clarity and resolution.</p>	<ul style="list-style-type: none"><li>• <b>Smooth</b> 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.</li><li>• <b>Detail</b> 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.</li></ul>
<p><b>Neutral Grays</b></p> <p>The <b>Neutral Grays</b> setting determines the method for creating gray colors used in text, graphics, and photographs.</p>	<ul style="list-style-type: none"><li>• <b>Black Only</b> 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.</li><li>• <b>4-Color</b> 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.</li></ul>

## 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.



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


### 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.

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

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### 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.

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

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### HP Embedded Web Server features

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

Tab or section	Description
<p><b>Status tab</b></p> <p>Provides product, status, and configuration information.</p>	<ul style="list-style-type: none"> <li>• <b>Device Status:</b> Shows the product status and shows the life remaining of HP supplies, with 0% indicating that a supply is empty.</li> <li>• <b>Supplies Status:</b> 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, <b>Less Than 10%</b> displays. When a supply reaches its estimated end of life <b>–%</b> 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. <p>The imaging drum’s estimated remaining life and installation date displays when less than approximately 30% of its estimated life remains.</p> </li> <li>• <b>Device Configuration:</b> Shows the information found on the product Configuration page.</li> <li>• <b>Network Summary:</b> Shows the information found on the product Network Configuration page.</li> <li>• <b>Reports:</b> Allows you to print the configuration and supplies status pages that the product generates.</li> <li>• <b>Event Log:</b> Shows a list of all product events and errors.</li> <li>• <b>Support button:</b> Provides a link to the product support page. The <b>Support</b> button can be password-protected.</li> <li>• <b>Shop for Supplies button:</b> Provides a link to a page where you can order supplies for the product. The <b>Shop for Supplies</b> button can be password-protected.</li> </ul>
<p><b>System tab</b></p> <p>Provides the ability to configure the product from your computer.</p>	<ul style="list-style-type: none"> <li>• <b>Paper Setup:</b> Allows you to change the paper-handling defaults for the product.</li> <li>• <b>Print Quality:</b> Allows you to change the print quality defaults for the product, including calibration settings.</li> <li>• <b>Print Density:</b> Allows you to change the contrasts, highlights, midtones, and shadows values for each supply.</li> <li>• <b>Paper Types:</b> Allows you to configure print modes that correspond to the media types that the product accepts.</li> <li>• <b>System Setup:</b> Allows you to change the system defaults for the product.</li> <li>• <b>Service:</b> Allows you to start the cleaning procedure on the product.</li> <li>• <b>Product Security:</b> Allows you to set or change the Administrator password.</li> <li>• <b>Support button:</b> Provides a link to the product support page. The <b>Support</b> button can be password-protected.</li> <li>• <b>Shop for Supplies button:</b> Provides a link to a page where you can order supplies for the product. The <b>Shop for Supplies</b> button can be password-protected.</li> </ul> <p><b>NOTE:</b> The <b>System</b> 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>
<p><b>Networking tab</b></p> <p>Provides the ability to change network settings from your computer.</p>	<p>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.</p>



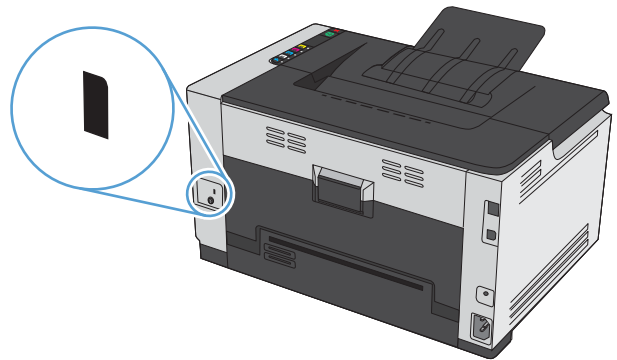
## Product security features

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](http://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.


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

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

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

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

# Manage supplies and accessories

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

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

### Supplies messages

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


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

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

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

### Enable or disable the At Very Low settings

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

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

## Manage print cartridges and imaging drums

### Print-cartridge and imaging drum storage

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

### HP policy on non-HP supplies

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

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 **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.

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### 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](http://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.

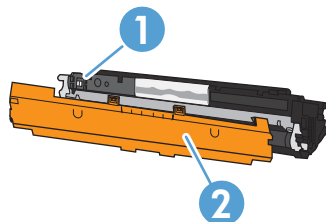
Your print cartridge might not be a genuine HP print cartridge if you notice the following:

- 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

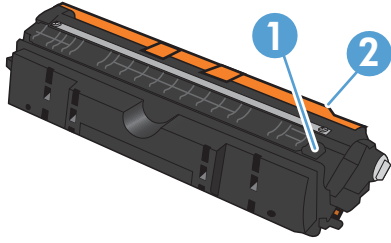


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1	Print cartridge E-label
2	Plastic shield

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## 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.

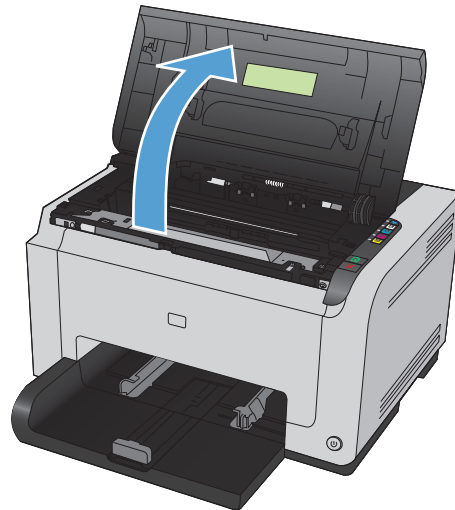
1. Press the Cartridge  button of the print cartridge that requires replacement to rotate the print cartridge carousel for removal.

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

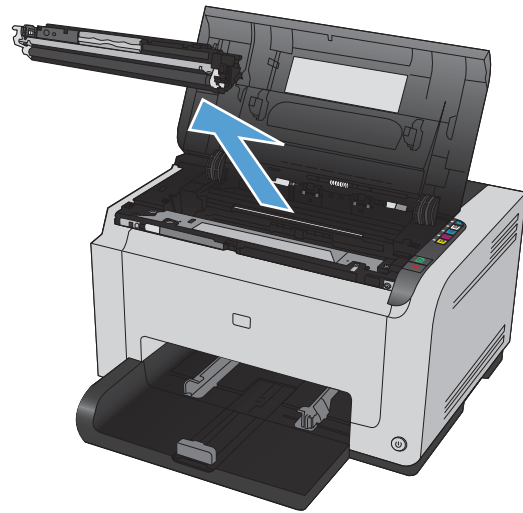
**NOTE:** Wait until the Cartridge  light is not flashing and the rotation sounds stops before opening the print cartridge door.



2. Open the print cartridge door.

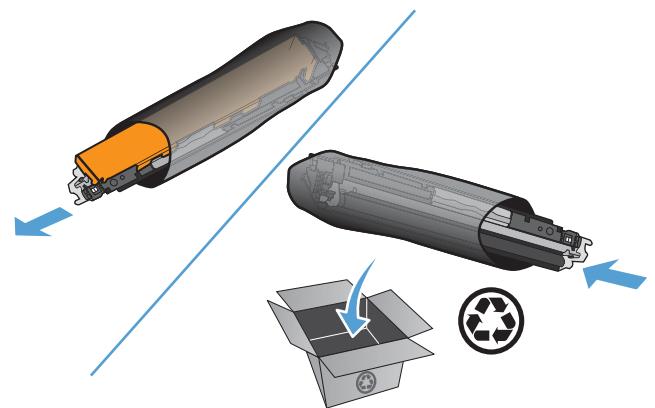


3. Grasp the old print cartridge by the center handle and remove.

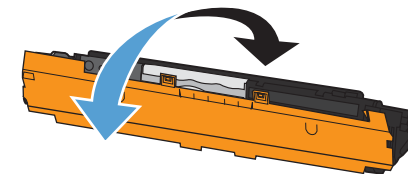


4. Remove the new print cartridge from the packaging. Place the used print cartridge in the bag and box for recycling.

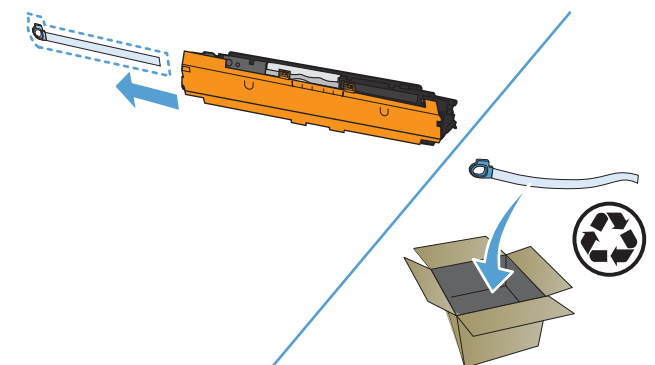
**CAUTION:** To prevent damage to the print cartridge, hold the print cartridge at each end. Do not touch the roller on the print cartridge.



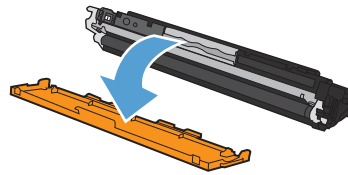
5. Grasp both sides of the print cartridge and gently rock the print cartridge to distribute the toner evenly inside the print cartridge.



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



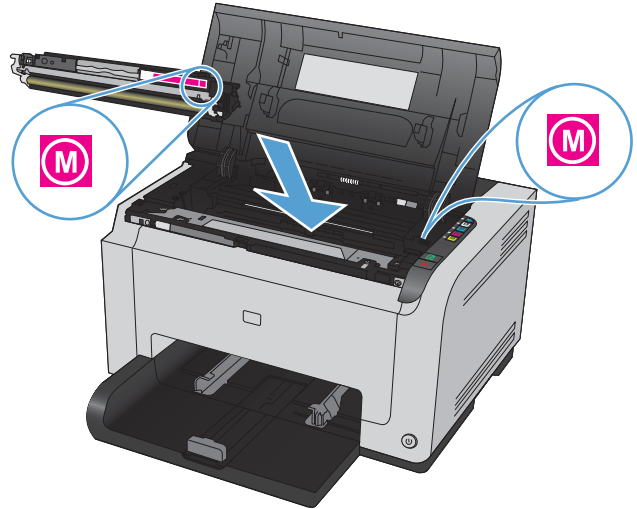
7. Remove the protective shielding from the new print cartridge.



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.

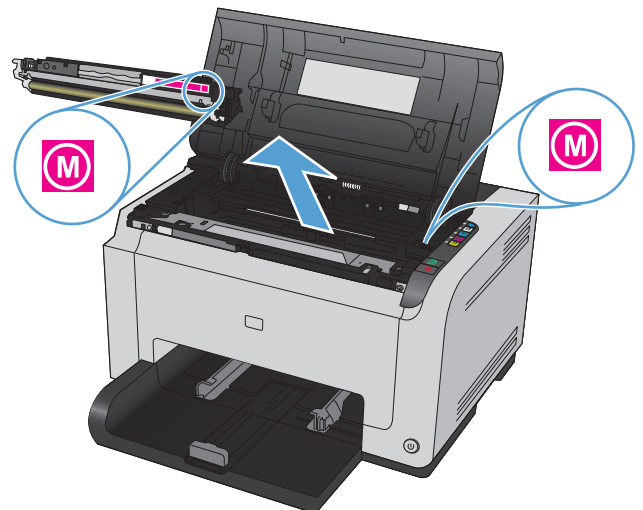
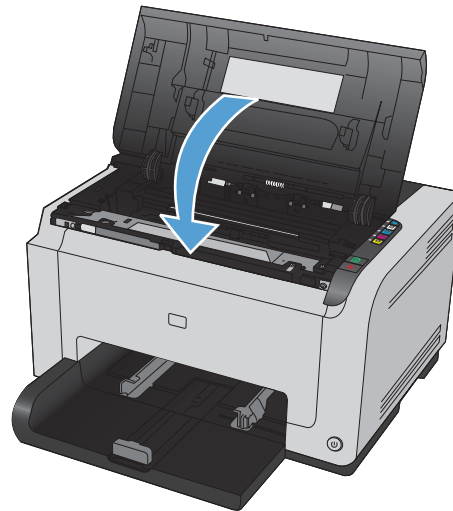
**NOTE:** After closing the print cartridge door, the Ready  light and Attention  light will flash. Allow up to three minutes for the product to calibrate.

**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.

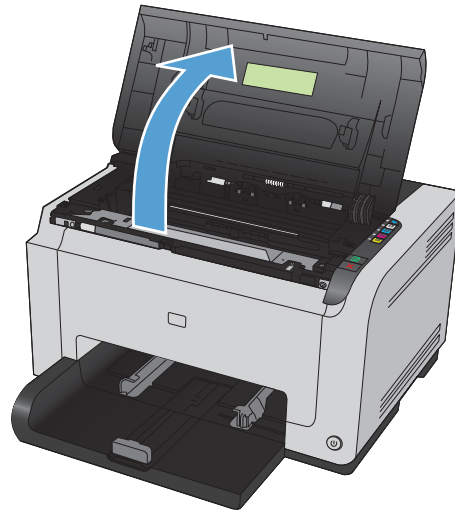
10. When printing, if you receive the status alert message **Wrong Cartridge in <Color> Slot**, remove the print cartridge from the specified slot and compare the color label on the print cartridge to the color label in the slot to determine the correct print cartridge for the slot.



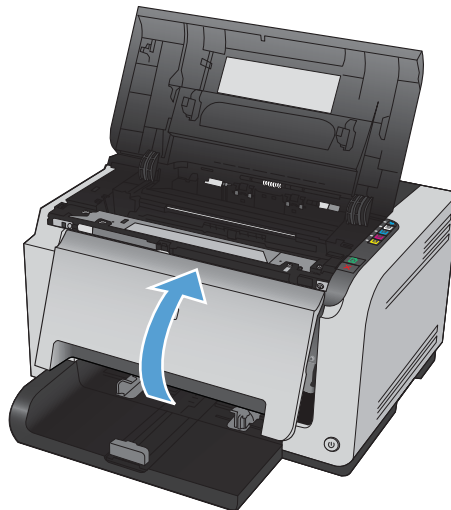
## Replace the imaging drum

 **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.

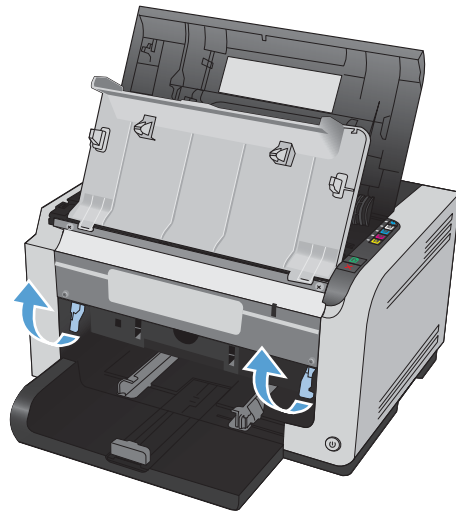
1. Open the print cartridge door.



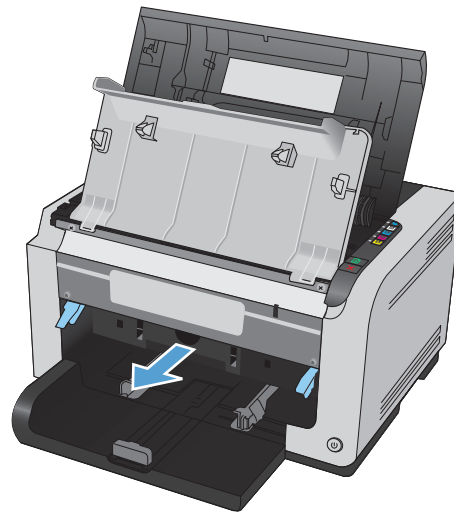
2. Open the front cover.



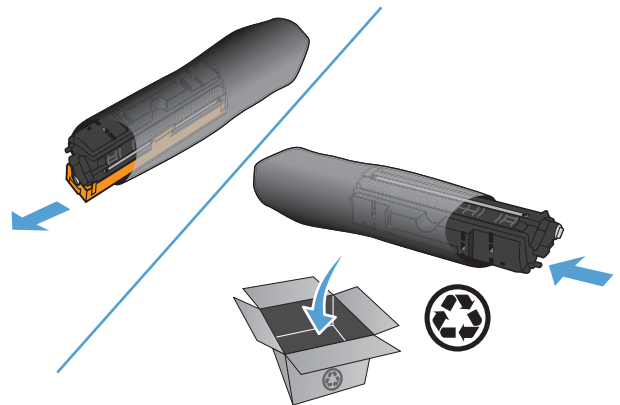
3. Lift the two levers that hold the imaging drum.



4. Remove the old imaging drum.



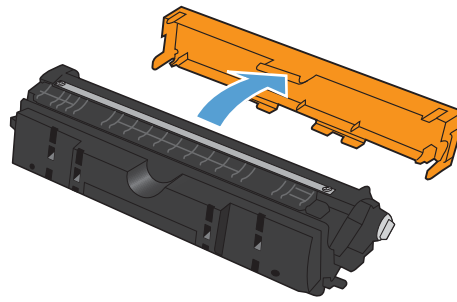
5. Remove the new imaging drum from the packaging. Place the used imaging drum in the bag and box for recycling.



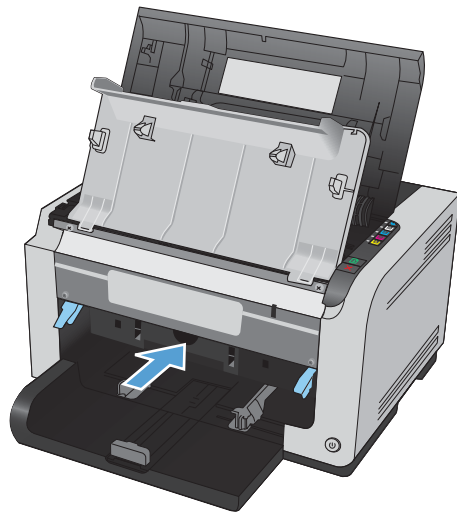
6. Remove the protective shielding from the new imaging drum.

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

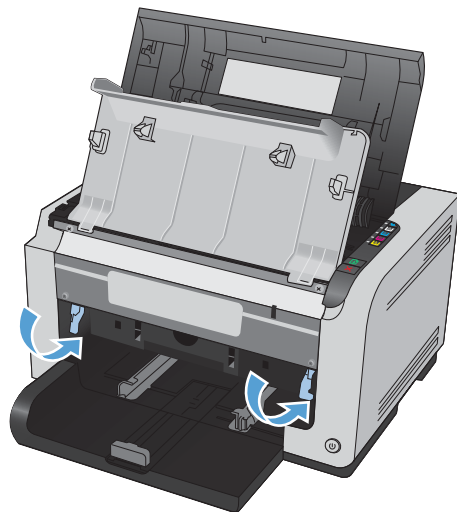
**CAUTION:** Do not touch the green roller. Fingerprints on the imaging drum can cause print-quality problems.



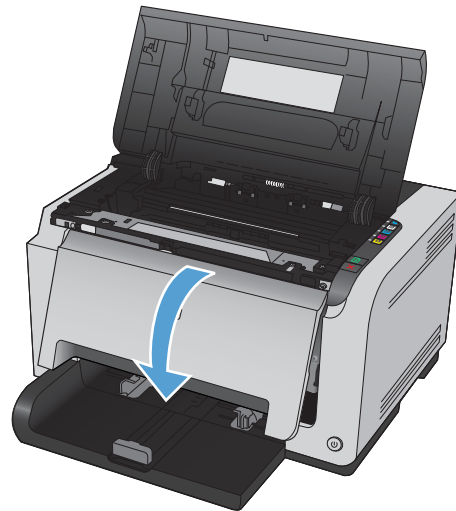
7. Insert the new imaging drum in the product.





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



9. Close the front cover.



10. Close the print cartridge door.

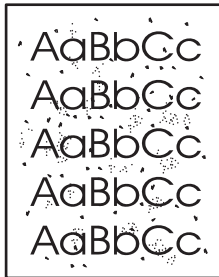
**NOTE:** After closing the print cartridge door, the Ready  light and Attention  light will flash. Allow up to three minutes for the product to calibrate.






# 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/m<sup>2</sup> (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](http://www.hp.com/support/ljcp1020series). Click **Downloads and drivers**, click the operating system, and then select the download for the product.

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# 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.

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### 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.

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### Quick Reference Topics

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

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

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

Light status	State of the product	Action
  	<p>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.</p>	<p>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.</p>
	<p>A non-HP print cartridge in use.</p>	<p>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.</p>
	<p>Print cartridge is rotating.</p>	<p>No action is required. Wait for the rotation period to end. The product should enter the previous state when the rotation period is finished.</p>
  	<p>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.</p>	<p>You do not need to replace the print cartridge at this time unless print quality is no longer acceptable.</p>
	<p>Non-HP print cartridge in use and is very low.</p>	<p>No action is required.</p>

**Table 9-3 Wireless light patterns**

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


## 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
<b>Black Cartridge Low</b>	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>
<b>Black Cartridge Very Low</b>	<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>
<b>Calibrating</b>	The product is performing the internal calibration process to ensure the best possible print quality.	Wait for the process to complete.
<b>Cartridge Memory Error on &lt;Color&gt;</b>	The e-label for one of the print cartridges cannot be read or is missing.	<ul style="list-style-type: none"> <li>• Reinstall the print cartridge.</li> <li>• 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.</li> <li>• If the problem is not solved, replace the cartridge.</li> </ul>
<b>Cool Down Mode</b>	After prolonged, continuous operation, or after printing on narrow paper, the product must pause to cool.	Printing will continue when the product has cooled.
<b>Cyan Cartridge Low</b>	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
<b>Cyan Cartridge Very Low</b>	<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>
<b>DC Controller Error</b>	<p>The product has experienced an internal error.</p>	<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>
<b>Engine Communication Error</b>	<p>The product experienced an internal communication error.</p>	<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>
<b>Front Access Door Open</b>	<p>The door is open.</p>	<p>Close the door.</p>
<b>Fuser Error</b>	<p>The product has experienced an error with the fuser.</p>	<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>

Alert message	Description	Recommended action
<b>Imaging Drum Very Low</b>	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>
<b>Install &lt;Color&gt; Cartridge</b>	The cartridge is either not installed or not correctly installed in the product.	Install the print cartridge.
<b>Jam in &lt;location&gt;</b>  (<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>
<b>Load Paper &lt;Type&gt;</b>	The tray is empty.	Load print media into the tray.
<b>Magenta Cartridge Low</b>	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>
<b>Magenta Cartridge Very Low</b>	<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>
<b>Manual feed</b>	The product is set for manual feed mode.	Load the correct media into the tray, and then press the Resume  button to print the job.

Alert message	Description	Recommended action
<b>Non-HP &lt;Color&gt; Cartridge</b>	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 <a href="http://www.hp.com/go/anticounterfeit">www.hp.com/go/anticounterfeit</a>. 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>
<b>Not Connected</b>	The product software cannot communicate with the product.	<ol style="list-style-type: none"> <li>1. Make sure the product is turned on.</li> <li>2. Make sure the USB cable is connected securely to the product and the computer.</li> </ol>
<b>Page Too Complex</b>	The product cannot process the page.	Press the Resume  button to continue printing the job, but output might be affected.
<b>Printer Mispick</b>	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>
<b>Printing</b>	The product is printing a document.	Wait for printing to finish.
<b>Rear Access Door Open</b>	The door is open.	Close the door.
<b>Replace &lt;Color&gt; cartridge</b>	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.
<b>Scanner Error</b>	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>

Alert message	Description	Recommended action
<b>Supplies Very Low</b>	<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>	<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.</p>
<b>Tray 1 Jam</b>	<p>The product has detected a jam in the tray.</p>	<p>Clear the jam.</p>
<b>Unexpected Paper Size</b>	<p>The paper in the tray is not the size specified by the print job.</p>	<p>Load the correct paper size in the input tray and then press the Resume  button to print the job.</p>
<b>Used &lt;Color&gt; cartridge</b>	<p>A used supply has been installed. This message appears until an HP supply is installed or you press the Resume  button.</p>	<p>If you believe you purchased an HP supply, go to <a href="http://www.hp.com/go/anticounterfeit">www.hp.com/go/anticounterfeit</a>. 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>
<b>Wrong Cartridge in &lt;Color&gt; Slot</b>	<p>A print cartridge is installed in the incorrect slot.</p>	<p>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.</p>
<b>Yellow Cartridge Low</b>	<p>The print cartridge is nearing the estimated end of its useful life.</p>	<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>
<b>Yellow Cartridge Very Low</b>	<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.

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

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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.

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

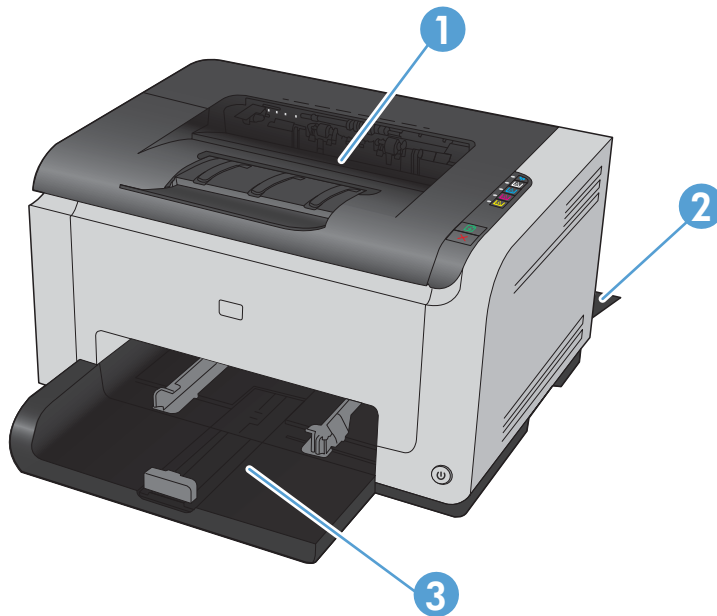
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6. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.

## 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.

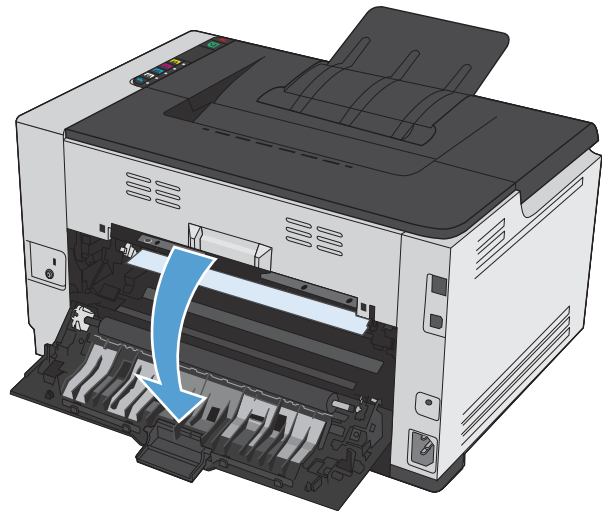
1. With both hands, grasp the paper, and carefully pull it free from the product.



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

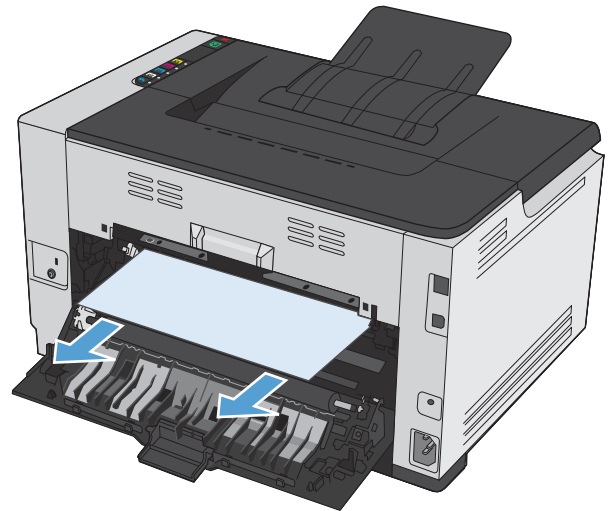
### Clear jams from the rear door

1. Open the rear door.

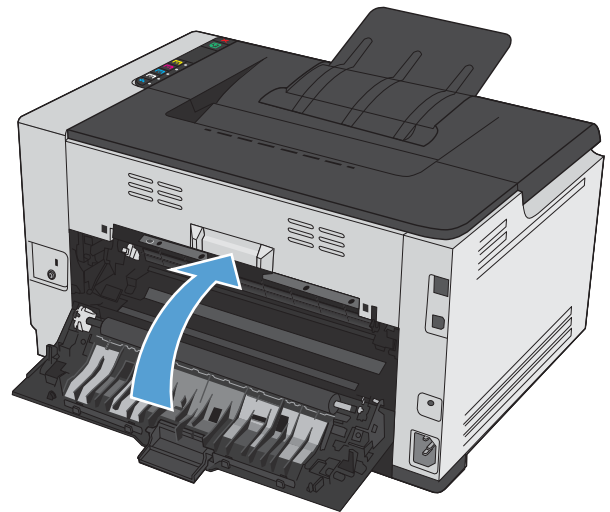




2. With both hands, grasp the paper, and carefully pull it free from the product.



3. Close the rear door.



### Clear jams from the input tray

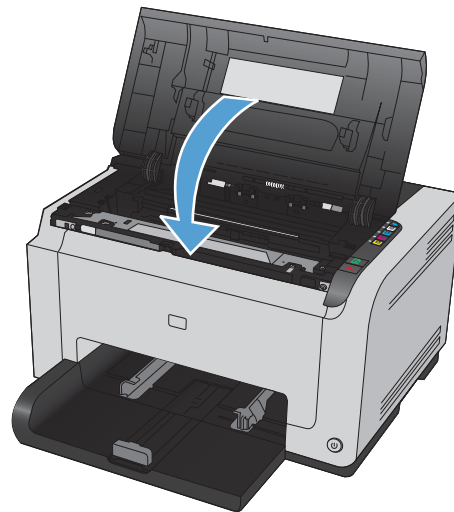
1. Remove the paper from the input tray.



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.

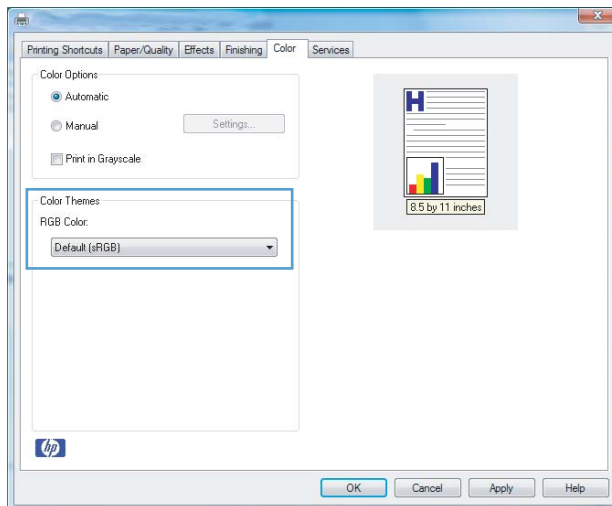
### Change the paper type setting for Mac

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**

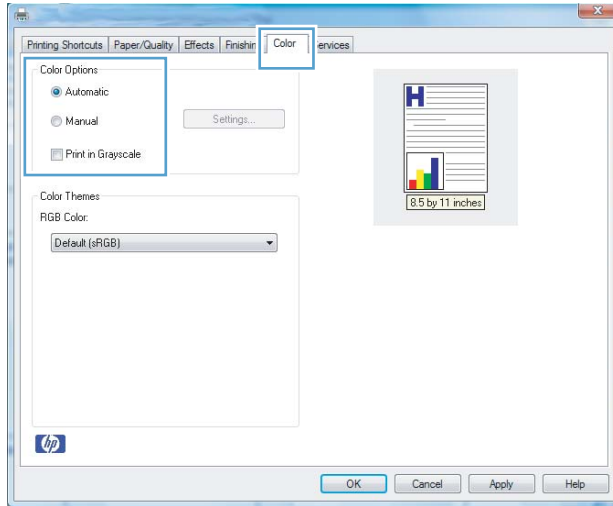
### Change the color options

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.



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 **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.

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## 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	<p>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.</p>
Genuine HP print cartridge	<ol style="list-style-type: none"> <li data-bbox="679 411 1449 646">1. The status alert message <b>&lt;Color&gt; cartridge Very Low</b> (or <b>Replace Color Cartridge</b>, 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.</li> <li data-bbox="679 674 1401 747">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.</li> <li data-bbox="679 774 1449 852">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.</li> </ol>

## 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.

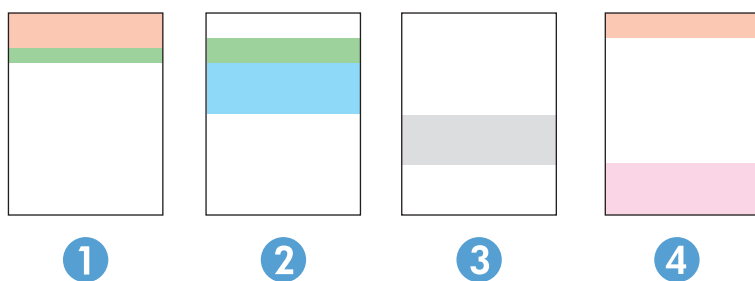
Page	Description
Configuration page	Prints a list of the product settings
Supplies Status page	<p>The supplies status page includes the following information:</p> <ul style="list-style-type: none"><li>• Approximate percentage of print cartridge life remaining</li><li>• Warranty for print cartridges and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



## 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.

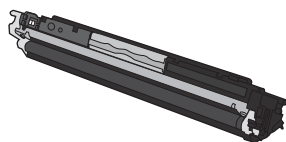


Section	Print-cartridge
1	Yellow
2	Cyan
3	Black
4	Magenta

- 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.

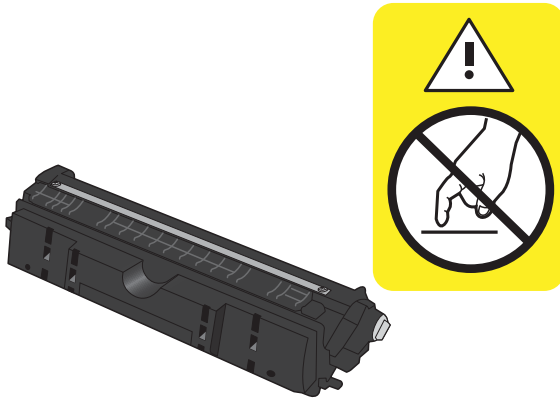


2. If the print cartridge does not appear to be damaged, rock the print cartridge gently several times and reinstall it. Print a few pages to see if the problem is resolved.

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.

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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](http://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 <b>Printer</b> folder	<ul style="list-style-type: none"><li>Restart the computer to restart the spooler process. If the spooler has crashed, no printer drivers will appear in the <b>Printers</b> folder.</li><li>Reinstall the product software. <b>NOTE:</b> Close any applications that are running. To close an application that has an icon in the system tray, right-click the icon, and select <b>Close</b> or <b>Disable</b>.</li><li>Try plugging the USB cable into a different USB port on the computer.</li></ul>
An error message was displayed during the software installation	<ul style="list-style-type: none"><li>Reinstall the product software. <b>NOTE:</b> Close any applications that are running. To close an application that has an icon in the task bar, right-click the icon, and select <b>Close</b> or <b>Disable</b>.</li><li>Check the amount of free space on the drive where you are installing the product software. If necessary, free up as much space as you can, and reinstall the product software.</li><li>If necessary, run the Disk Defragmenter, and reinstall the product software.</li></ul>
The product is in Ready mode, but nothing prints	<ul style="list-style-type: none"><li>Print a Configuration page, and verify the product functionality.</li><li>Verify that all of the cables are correctly seated and within specifications. This includes the USB and power cables. Try a new cable.</li><li>If trying to connect through a wireless connection, make sure the network cable is not connected.</li></ul>

## Solve common Mac problems

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

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

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

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

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

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

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

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

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

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

### Software troubleshooting

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

### Hardware troubleshooting

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

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

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## 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.



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# A Supplies and accessories

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

## Order parts, accessories, and supplies

HP original print cartridge, imaging drum, and paper	<a href="http://www.hp.com/go/suresupply">www.hp.com/go/suresupply</a>
Order genuine HP parts or accessories	<a href="http://www.hp.com/buy/parts">www.hp.com/buy/parts</a>
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

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## 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 CP1025, CP1025nw	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.

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

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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.

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## 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.

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## 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](http://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.

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Rev. 11/06

# OpenSSL

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

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This product includes cryptographic software written by Eric Young ([ey@cryptsoft.com](mailto:ey@cryptsoft.com)). This product includes software written by Tim Hudson ([tjh@cryptsoft.com](mailto: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 <a href="http://www.hp.com/support/">www.hp.com/support/</a> .
Have the product name, serial number, date of purchase, and problem description ready.	
Get 24-hour Internet support	<a href="http://www.hp.com/support/ljcp1020series">www.hp.com/support/ljcp1020series</a>
Get support for products used with a Macintosh computer	<a href="http://www.hp.com/go/macosex">www.hp.com/go/macosex</a>
Download software utilities, drivers, and electronic information	<a href="http://www.hp.com/support/ljcp1020series">www.hp.com/support/ljcp1020series</a>
Order additional HP service or maintenance agreements	<a href="http://www.hp.com/go/carepack">www.hp.com/go/carepack</a>
Register your product	<a href="http://www.register.hp.com">www.register.hp.com</a>

## 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.

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

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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.

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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.



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# C Specifications

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

## Physical specifications

**Table C-1 Physical specifications<sup>1</sup>**

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)

<sup>1</sup> Values are based on preliminary data. See [www.hp.com/support/ljcp1020series](http://www.hp.com/support/ljcp1020series).

## Power consumption, electrical specifications, and acoustic emissions

See [www.hp.com/support/ljcp1020series](http://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 <sup>1</sup>	Storage <sup>1</sup>
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%

<sup>1</sup> Values are based on preliminary data. See [www.hp.com/support/ljcp1020series](http://www.hp.com/support/ljcp1020series).

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## 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 (O<sub>3</sub>).

## 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](http://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](http://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](http://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](http://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](http://www.hp.com/recycle). Select your country/region for information on how to return your HP LaserJet printing supplies.

## Paper

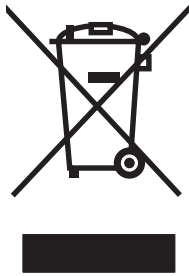
This product is capable of using recycled papers when the paper meets the guidelines outlined in the *HP LaserJet Printer Family Print Media Guide*. This product is suitable for the use of recycled paper according to EN12281:2002.

## 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](http://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](http://www.hp.com/go/msds) or [www.hp.com/hpinfo/community/environment/productinfo/safety](http://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](http://www.hp.com/go/environment) or [www.hp.com/hpinfo/globalcitizenship/environment](http://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 Company DoC#: BOISB-1001-00-rel.1.0

**Manufacturer's Address:** 11311 Chinden Boulevard  
Boise, Idaho 83714-1021, USA

**declares, that the product**

**Product Name:** HP LaserJet Professional CP1025

**Regulatory Model Number<sup>2)</sup>** 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  
IEC 60825-1:2006 / 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 B<sup>1)</sup>  
EN 61000-3-2:2006  
EN 61000-3-3:1995 +A1 +A2  
EN 55024:1998 +A1 +A2  
FCC Title 47 CFR, Part 15 Class B<sup>1)</sup> / ICES-003, Issue 4  
GB9254-2008, GB17625.1-2003

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

**Supplementary Information:**

The product herewith complies with the requirements of the EMC Directive 2004/108/EC and the Low Voltage Directive 2006/95/EC, the 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).

**Boise, Idaho USA**

**September 2010**

**For regulatory topics only:**



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.com/go/certificates](http://www.hp.com/go/certificates)

USA Contact:

Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, Idaho 83707-0015 (Phone: 208-396-6000)

# Declaration of conformity (wireless models)

## Declaration of Conformity

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

**Manufacturer's Name:** Hewlett-Packard Company DoC#: BOISB-1001.01-rel.1.0

**Manufacturer's Address:** 11311 Chinden Boulevard  
Boise, Idaho 83714-1021, USA

**declares, that the product**

**Product Name:** HP LaserJet Professional CP1025nw

**Regulatory Model Number<sup>2)</sup>** BOISB-1001-01  
SDGOB – 0892 – (Radio Module)

**Product Options:** ALL

**Print Cartridges:** CE310A, CE311A, CE312A, CE313A

**conforms to the following Product Specifications:**


**SAFETY:** IEC 60950-1:2005 / EN60950-1: 2006  
IEC 60825-1:2006 / 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 B<sup>1)</sup>  
EN 61000-3-2:2006  
EN 61000-3-3:1995 +A1 +A2  
EN 55024:1998 +A1 +A2  
FCC Title 47 CFR, Part 15 Class B<sup>1)</sup> / ICES-003, Issue 4  
GB9254-2008, GB17625.1-2003

**Radio<sup>5)</sup>** EN 301 489-1:V1.8.1 / EN 301 489-17:V1.3.2  
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

**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.

**Boise, Idaho USA**

**September 2010**

**For regulatory topics only:**

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.com/go/certificates](http://www.hp.com/go/certificates)

USA Contact: Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, Idaho 83707-0015 (Phone: 208-396-6000)

## Safety statements

### Laser safety

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. The 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。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.
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## Laser statement for Finland

### Luokan 1 laserlaite

Klass 1 Laser Apparat

HP LaserJet Professional CP1025, CP1025nw, laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalisessa käytössä kirjoittimen suojakotelo estää lasersäteiden 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.

### WARNING !

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

### HUOLTO

HP LaserJet Professional CP1025, CP1025nw - kirjoittimen sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyökaluja.

### VARO !

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

### WARNING !

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 mW 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](http://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](http://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。



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