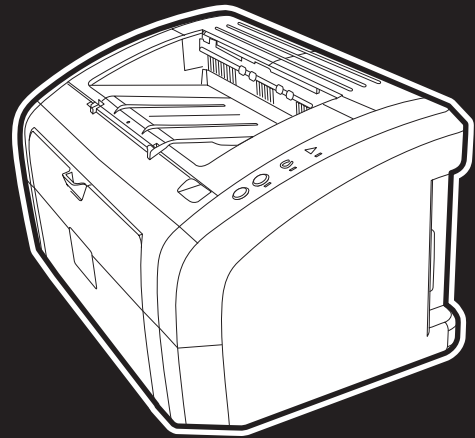




i n v e n t



hp LaserJet
1010•1012•1015
series printer



use

hp LaserJet 1010
hp LaserJet 1012
hp LaserJet 1015
series printer

user guide

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Part number: Q2460-90909
Edition 3, 4/2009

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Index

1 Printer basics

This chapter provides information on the following topics:

- [Quick access to more information](#)
- [Printer configurations](#)
- [Printer features](#)
- [Walk around](#)
- [Printer control panel](#)
- [Media paths](#)
- [Print cartridge access](#)
- [Printer software](#)
- [Printer connections](#)

Quick access to more information

WWW links for drivers, software, and support

If you need to contact HP for service or support, use one of the following links:

- In the United States, see <http://www.hp.com/support/lj1010>
- In other countries/regions, see <http://www.hp.com>

User guide links

- [Walk around](#) (location of printer components)
- [Changing the print cartridge](#)
- [Problemsolving](#)
- [Ordering supplies](#)
- [Index](#)

Where to look for more information

- **CD user guide:** Detailed information on using and troubleshooting the printer. Available on the CD-ROM that came with the printer.
- **Online Help:** Information on printer options that are available from within printer drivers. To view a Help file, access the online Help through the printer driver.
- **HTML (online) user guide:** Detailed information on using and troubleshooting the printer. Available at <http://www.hp.com/support/lj1010>. Once connected, select **Manuals**.

Printer configurations

Below are the standard configurations of the HP LaserJet 1010 series printer.

hp LaserJet 1010

- 12 pages per minute (ppm) for A4
- 8 seconds to first page out
- 600 x 600 dpi with HP Resolution Enhancement technology (REt)
- 150 sheet paper capacity
- horizontal paper path
- priority feed slot
- 8 MB RAM
- USB (compatible with the USB 2.0 specification)
- host-based driver

hp LaserJet 1012

- 14 ppm for A4
- 8 seconds to first page out
- 1200 dpi effective output quality [600 x 600 x 2 dpi with HP Resolution Enhancement technology (REt)]
- 150 sheet paper capacity
- horizontal paper path
- priority feed slot
- 8 MB RAM
- USB (compatible with the USB 2.0 specification)
- host-based driver

hp LaserJet 1015

- 14 ppm for A4
- 8 seconds to first page out
- 1200 dpi effective output quality [600 x 600 x 2 dpi with HP Resolution Enhancement technology (REt)]
- 150 sheet paper capacity
- horizontal paper path
- priority feed slot
- 16 MB RAM
- USB and parallel (compatible with the USB 2.0 specification)
- PCL 5e
- host-based driver

Printer features

Congratulations on the purchase of your new product. The HP LaserJet 1010 series provides the following benefits.

Print with excellent quality

- Print 600 to 1200 dots per inch.
- PCL 5e already installed on the printer (HP LaserJet 1015 only).
- The printer automatically determines and switches to the appropriate language for the print job.

Save time

- Fast printing at 12 pages per minute (HP LaserJet 1010) or 15 ppm for letter-size paper (HP LaserJet 1012 and HP LaserJet 1015) and 14 ppm for A4-size paper.
- No waiting. The first page is out in less than 8 seconds.

Save money

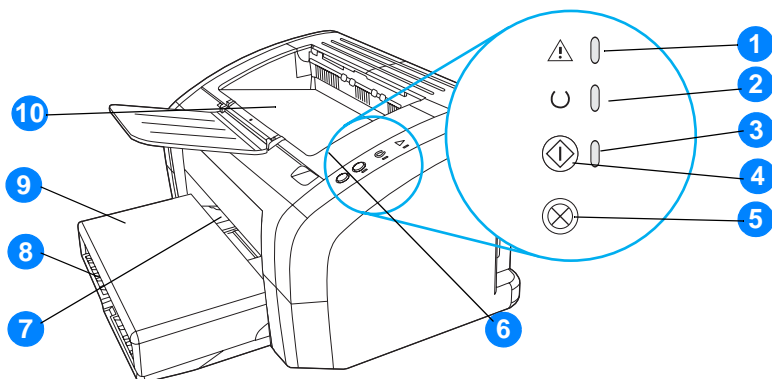
- Use EconoMode to save toner.
- Print multiple pages on a single sheet of paper (N-up printing).

Create professional documents

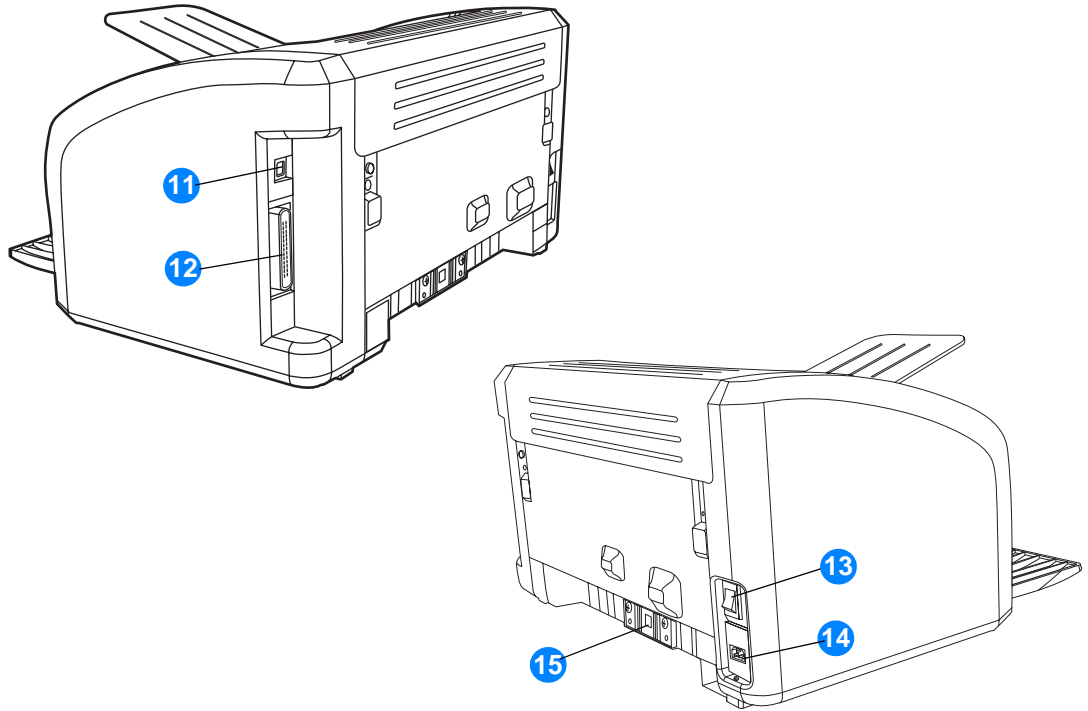
- Use watermarks, such as *Confidential*, to protect your documents.
- Print booklets. You can use this feature to easily print the pages in the order required to create cards or books. Once printed, all you have to do is fold and staple the pages.
- Print the first page on different media than the rest of the pages.

Walk around

hp LaserJet 1010 series printer



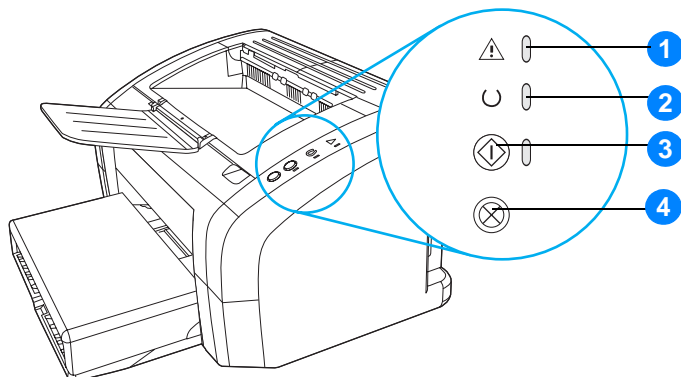
- 1 Attention light
- 2 Ready light
- 3 Go light
- 4 Go Button
- 5 Cancel job button
- 6 Print cartridge door
- 7 Priority feed slot
- 8 Main input tray
- 9 Tray cover (only with HP LaserJet 1012 printer and HP LaserJet 1015 printer in some countries/regions)
- 10 Output bin



- 11 USB port
- 12 Parallel port (HP LaserJet 1015 printer only)
- 13 On/off switch
- 14 Power receptacle
- 15 Separation pad

Printer control panel

The printer control panel has three lights and two buttons. These lights produce patterns that identify your printer's status.



- 1 Attention light:** Indicates printer media input tray is empty, print cartridge door is open, print cartridge is missing, or other errors.
- 2 Ready light:** Indicates that the printer is ready to print.
- 3 Go button and light:** To print a demo page or to continue printing while in manual feed mode, press and release the **Go** button. To print a configuration page, press and hold the **Go** button for 5 seconds.
- 4 Cancel Job button:** When the printer is processing data, press the **Cancel Job** button to cancel the print job.

Note

See [Status light patterns](#) for a description of the light patterns.

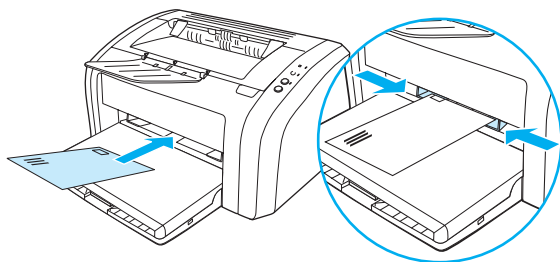
Media paths

Main input tray

The enclosed main input tray, located in front of the printer, holds up to 150 sheets of 20 lb paper, multiple envelopes, or other media.

Priority input tray

You should use the priority input tray when feeding up to 10 sheets of 20 lb paper or when printing single envelopes, postcards, labels, or transparencies. You can also use the priority input tray to print the first page on different media than the rest of the document.



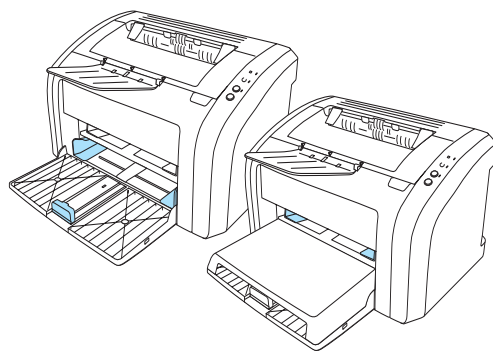
Note

The printer automatically prints from the priority input tray before printing from the main input tray.

See [Loading media](#) for more information about media types.

Printer media guides

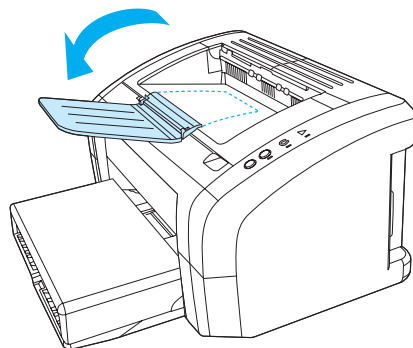
Both input trays have side media guides. The main input tray also has a rear media guide. Media guides ensure that the media is correctly fed into the printer and that the print is not skewed (crooked on the media). When loading media, adjust the media guides to match the width and length of the media that you are using.



Output bin

The output bin is located on the top of the printer.

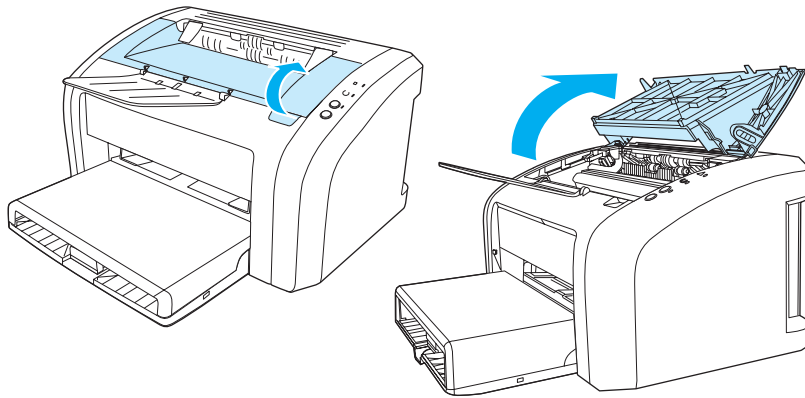
Fold open the tray extension to support the media as it exits the printer.



Print cartridge access

Print cartridge door

The print cartridge door is located on the top of the printer. You must open the print cartridge door to access the print cartridge, clear jams, and clean the printer. To open the print cartridge door, insert your finger in the indentation at the right side of the print cartridge door, and pull the print cartridge door up.



Supported operating systems

For easy printer setup and access to the full range of printer features, HP strongly recommends that you install the software provided. Not all software is available in all languages. Install the software before setting up the printer. See the Readme for the latest software information.

The most recent drivers, additional drivers, and other software are available from the Internet and other sources.

The printer comes with software for the following operating systems:

- Windows 95 and Windows NT 4.0 (driver only, parallel connections only)
- Windows 98
- Windows Me
- Windows 2000
- Windows XP (32-bit and 64-bit)
- Mac OS 9, v9.1 and higher
- Mac OS X, v10.1 and v10.2

Installing printer software

To install the print driver for Windows 95

To install the printer software for Windows 95, you must use the Add Printer Wizard.

- 1 Click **Start**, and then point to **Settings**.
- 2 Click **Printers**.
- 3 Double-click **Add Printer**, and click **Next** as necessary.
- 4 Select **local printer**, and click **Next**.
- 5 Click **Have Disk**.
- 6 Click **Browse**, and select the appropriate letter for the CD-ROM drive.
- 7 Double-click the correct folder for your language.
- 8 Double-click the **Drivers** folder.
- 9 Double-click the **Win9X_ME** folder.
- 10 Double-click the **PCL 5e** driver folder.
- 11 Click the **hp1300w5.inf** file to highlight it.
- 12 Click **OK** to complete the driver installation. Follow the instructions on the screen.

To install the print driver for Windows NT 4.0

To install the printer software for Windows NT 4.0, you must use the Add Printer Wizard.

- 1 Click **Start**, and then point to **Settings**.
- 2 Click **Printers**.
- 3 Double-click **Add Printer**, and click **Next** as necessary.
- 4 Select **My Computer**, and click **Next**.
- 5 Select the appropriate port, and click **Next**.

Note

For a local connection, the port is LPT1.

- 6 Click **Have Disk**.
- 7 Click **Browse**, and select the appropriate letter for the CD-ROM drive. If the letter for the CD-ROM drive does not appear in the drop-down list, type the correct letter followed by a colon and a forward slash. For example, type E: /
- 8 Double-click the correct folder for your language.
- 9 Double-click the **Drivers** folder.
- 10 Double-click the **WinNT** folder.
- 11 Double-click the **PCL 5e** driver folder.
- 12 The **hp1300m5.inf** file should be highlighted. If not, click it to highlight it.
- 13 Click **Open**.
- 14 In the Install from Disk dialog box, click **OK**.
- 15 Click **Next**.
- 16 Choose the printer name (this is optional), and the default printer options. Click **Next**.
- 17 Select whether the printer will be shared, and click **Next**.
- 18 Select **Yes, print a test page**, and click **Finish** to complete the driver installation.

To install printer software for all other operating systems

Insert the software CD that came with the printer into the computer CD-ROM drive. Follow the on-screen installation instructions.

Printer properties (driver)

Printer properties control the printer. You can change the default settings, such as media size and type, printing multiple pages on a single sheet of media (N-up printing), resolution, and watermarks. You can access the printer properties in the following ways:

- Through the software application that you are using to print. This only changes the settings for the current software application.
- Through the Windows® operating system. This changes the default settings for all future print jobs.

Note

Because many software applications use a different method of accessing the printer properties, the following section describes the most common methods used in Windows 98, 2000, Millennium, and Windows XP.

To only change the settings for the current software application

Note

Although the steps can vary between software applications, this is the most common method.

- 1 From the **File** menu in the software application, click **Print**.
- 2 On the **Print** dialog, click **Properties**.
- 3 Change the settings, and click **OK**.

To change the default settings for all future print jobs in Windows 98, 2000, and Millennium

- 1 In the Windows system tray, click **Start**, select **Settings**, and click **Printers**.
- 2 Right-click the HP LaserJet 1010 series printer icon.
- 3 Click **Properties**, (in Windows 2000, you can also click **Printing Preferences**).
- 4 Change the settings, and click **OK**.

Note

In Windows 2000, many of these features are available from the **Printing Preferences** menu.

To change the default settings for all future print jobs in Windows XP

- 1 In the Windows system tray, click **Start**, and click **Control Panel**.
- 2 Double-click **Printers and Other Hardware**.
- 3 Click **Printers and Faxes**.
- 4 Right-click the HP LaserJet 1010 series printer icon.
- 5 Click **Properties**, or click **Printing Preferences**.
- 6 Change the settings, and click **OK**.

Print setting priorities

There are three ways to change print settings for this printer: in the software application, in the printer driver, and in the HP toolbox. Changes made to print settings are prioritized according to where the changes are made, as follows:

- Changes made in the software application override settings changed anywhere else. Within a software application, changes made in the Page Setup dialog box override changes made in the Print dialog box.
- Changes made in the printer driver (Printer Properties dialog box) override settings made through the HP toolbox. Changes made in the printer driver do not override settings in the software application.
- Changes made in the HP toolbox have the lowest priority.

If a particular print setting can be changed in more than one of the ways listed above, use the method that has the highest priority.

Printer properties online help

The printer properties (driver) online help includes specific information about the functions in the printer properties. This online help guides you through the process of changing your printer's default settings.

To access the printer properties online help

- 1 From the software application, click **File**, and then click **Print**.
- 2 Click **Properties**, and then click **Help**.

Software for Macintosh computers

Accessing the print driver (Mac OS 9.x)

- 1 From the **Apple** menu, select the **Chooser**.
- 2 Click the **hp LaserJet vx.x** icon in the top left side of the Chooser dialog box.
- 3 Do one of the following, depending on how the computer and printer are connected.
 - **USB**: Go to step 4.
 - **AppleTalk**: Select the correct AppleTalk Zone for your printer in the lower left side of the Chooser dialog box
- 4 Click the **hp LaserJet 1010 series printer** name in the right side of the Chooser dialog box.
- 5 Close the Chooser.

Accessing the print driver (Mac OS X v10.x)

- 1 Click the hard drive icon on the desktop.
- 2 Click **Applications**, and then click **Utilities**.
- 3 Click **Print Center**.
- 4 Click **Add Printer**. The Add Printer List dialog box appears.
- 5 Select **USB** or **AppleTalk** from the top menu.

Note

If you are using AppleTalk, you might also need to select the correct Zone from the second menu list.

- 6 Select the printer name from the printer list.
- 7 Click **Add**.

Printer connections

Note

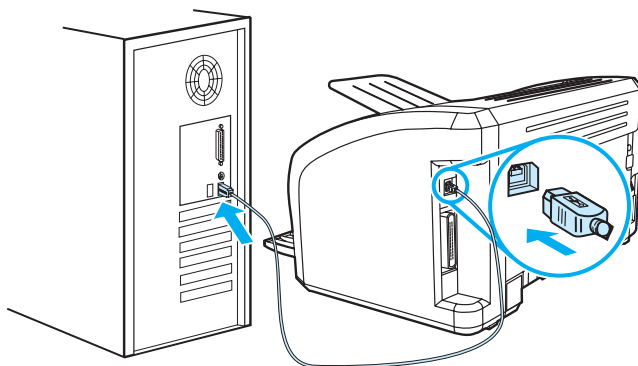
Install the software before setting up the printer.

USB connections

All HP LaserJet 1010 series printers support USB connections. The USB port is on the back of the printer.

Connecting the USB cable

Plug the USB cable into the printer. Plug the USB cable into the computer.

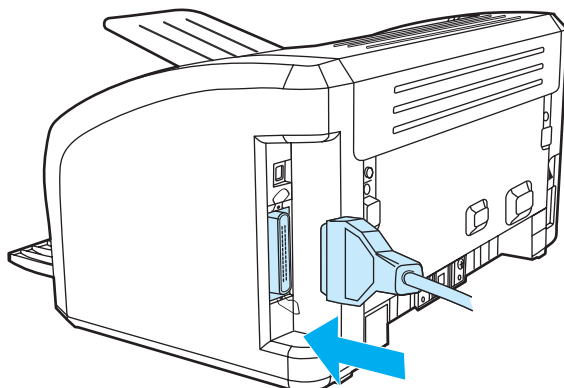


Parallel connections

In addition to USB, the HP LaserJet 1015 model also supports parallel connections. The parallel port is on the back of the printer. Use an IEEE 1284-compliant parallel cable.

Connecting the parallel cable

Connect the parallel cable to the printer. Connect the other end of the parallel cable to the computer.



2 Media

This chapter provides information on the following topics:

- [Choosing paper and other media](#)
- [Loading media](#)
- [Printing on transparencies or labels](#)
- [Printing on envelopes](#)
- [Printing on letterhead and preprinted forms](#)
- [Printing on custom-sized media and cardstock](#)

Choosing paper and other media

HP LaserJet printers produce excellent print quality documents. You can print on a variety of media, such as paper (including up to 100% recycled fiber content paper), envelopes, labels, transparencies, and custom-sized media. The following are the supported media sizes:

- Minimum: 76 by 127 mm (3 by 5 in.)
- Maximum: 216 by 356 mm (8.5 by 14 in)

Properties such as weight, grain, and moisture content are important factors that affect printer performance and quality. To achieve the best possible print quality, only use high-quality media designed for laser printers. See [Printer media specifications](#) for detailed paper and media specifications.

Note

Always test a sample of the media before you purchase large quantities. Your media supplier should understand the requirements specified in the *HP LaserJet printer family print media guide* (HP part number 5963-7863). See [Printer media specifications](#) for more information.

Media to avoid

The HP LaserJet 1010 series printer can handle many types of media. Use of media outside the printer's specifications will cause a loss of print quality and increase the chance of paper jams occurring.

- Do not use paper that is too rough.
- Do not use paper with cutouts or perforations other than standard 3-hole punched paper.
- Do not use multipart forms.
- Do not use paper with a watermark if you are printing solid patterns.

Media that may damage the printer

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

- Do not use media with staples attached.
- Do not use transparencies designed for inkjet printers or other low temperature printers. Use only transparencies that are specified for use with HP LaserJet printers.
- Do not use photo paper intended for inkjet printers.
- Do not use paper that is embossed or coated and is not designed for the temperatures of the printer's image fuser. Select media that can tolerate temperatures of 200° C (392° F) for 0.1 second. HP produces a selection of media that is designed for the HP LaserJet 1010 series printer.
- Do not use letterhead paper with low temperature dyes or thermography. Preprinted forms or letterhead must use inks that can tolerate temperatures of 200° C (392° F) for 0.1 second.
- Do not use any media that produces hazardous emissions, or that melts, offsets, or discolors when exposed to 200° C (392° F) for 0.1 second.

To order HP LaserJet printing supplies, go to <http://www.hp.com/go/ljsupplies> in the U.S. or to <http://www.hp.com/ghp/buyonline.html> worldwide.

Optimizing print quality for media types

Media type settings control the temperature of your printer's fuser. You can change the settings for the media that you are using to optimize the print quality.

You can access the optimizing feature from the **Paper** tab in your printer driver or from HP toolbox.

Printing speeds are automatically reduced when printing special-sized media.

Loading media

Main input tray

The main input tray holds up to 150 pages of 20 lb paper or fewer pages of heavier media (25 mm or less stack). Load media with the top forward and the side to be printed facing up. To prevent jams and skewing, always adjust the media guides.

Priority input tray

The priority input tray holds up to 10 pages of 20 lb paper or one envelope, transparency, or card. Load media with the top forward and the side to be printed facing up. To prevent jams and skewing, always adjust the side media guides.

CAUTION

If you try to print on media that is wrinkled, folded, or damaged in any way, a jam might occur. See [Printer media specifications](#) for more information.

Note

When you add new media, make sure that you remove all of the media from the input tray and straighten the stack of new media. This helps prevent multiple sheets of media from feeding through the printer at one time, reducing media jams.

Specific types of media

- **Transparencies and labels:** Load transparencies and labels with the top forward and the side to be printed facing up. See [Printing on transparencies or labels](#) for more information.
- **Envelopes:** Load envelopes with the narrow, stamp side forward and the side to be printed facing up. See [Printing on envelopes](#) for more information.
- **Letterhead or preprinted forms:** Load with the top forward and the side to be printed facing up. See [Printing on letterhead and preprinted forms](#) for more information.
- **Cards and custom-sized media:** Load with the narrow side forward and the side to be printed facing up. See [Printing on custom-sized media and cardstock](#) for more information.

Printing on transparencies or labels

Only use transparencies and labels that are recommended for use in laser printers, such as HP transparency film and HP LaserJet labels. See [Printer media specifications](#) for more information.

CAUTION

Inspect the media to make sure that it is not wrinkled or curled and that it does not have any torn edges or missing labels.

To print transparencies or labels

- 1 Load a single page in the priority input tray or load multiple pages in the main input tray. Make sure that the top of the media is forward and the side to be printed (rough side) is facing up.
- 2 Adjust the media guides.
- 3 Access the printer properties (or printing preferences in Windows 2000 and XP). See [Printer properties \(driver\)](#) for instructions. On the **Paper/Quality** tab or the **Paper** tab (the **Paper Type/Quality** tab for some Mac drivers), choose the correct media type.

Note

Not all printer features are available from all drivers or operating systems. See the printer properties (driver) online Help for information about availability of features for that driver.

- 4 Print the document. Remove the media from the printer as it prints to prevent it from sticking together, and place the printed pages on a flat surface.

Printing on envelopes

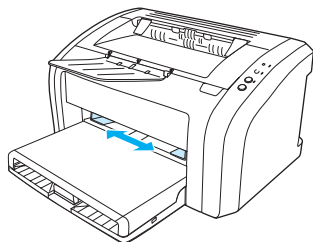
Printing one envelope

Only use envelopes that are recommended for laser printers. See [Printer media specifications](#) for more information.

Note

Use the priority input tray for printing one envelope. Use the main input tray for printing multiple envelopes.

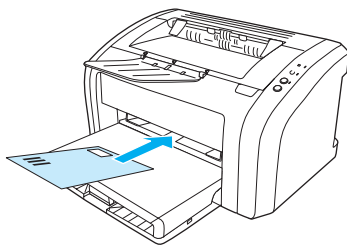
- 1 Before loading the envelopes, slide the media guides outward to slightly wider than the envelopes.



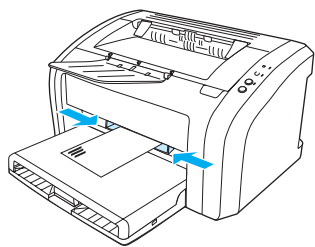
Note

If the envelope has a flap on the short edge, feed that edge into the printer first.

- 2 Place the envelope with the side to be printed facing up and the top edge along the left media guide.



- 3 Adjust the media guides to the length and width of the envelope.



- 4 Access the printer properties (or printing preferences in Windows 2000 and XP). See [Printer properties \(driver\)](#) for instructions. On the **Paper/Quality** tab or the **Paper** tab (the **Paper Type/Quality** tab for some Mac drivers), select **Envelope** as the media type.

Note

Not all printer features are available from all drivers or operating systems. See the printer properties (driver) online Help for information about availability of features for that driver.

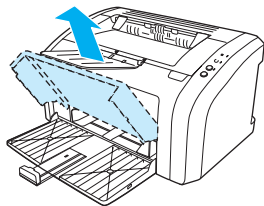
Printing multiple envelopes

Only use envelopes that are recommended for laser printers. See [Printer media specifications](#) for more information.

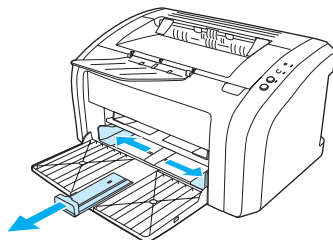
Note

Use the priority input tray for printing one envelope. Use the main input tray for printing multiple envelopes.

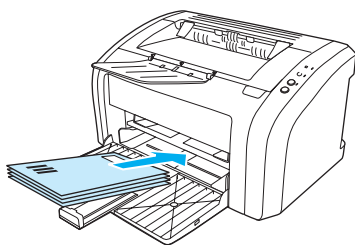
- 1 Open the input tray cover.



- 2 Before loading the envelopes, slide the media guides outward to slightly wider than the envelopes.



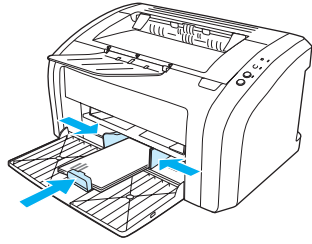
- 3 Place the envelopes with the side to be printed facing up and the top edge along the left media guide. Stack up to 15 envelopes.



Note

If the envelopes have a flap on the short edge, feed that edge into the printer first.

- 4 Adjust the media guides to the length and width of the envelopes.

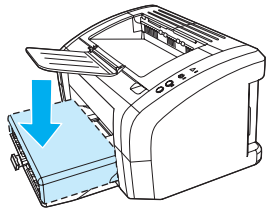


- 5 Access the printer properties (or printing preferences in Windows 2000 and XP). See [Printer properties \(driver\)](#) for instructions. On the **Paper/Quality** tab or the **Paper** tab (the **Paper Type/Quality** tab for some Mac drivers), select **Envelope** as the media type.

Note

Not all printer features are available from all drivers or operating systems. See the printer properties (driver) online Help for information about availability of features for that driver.

- 6 Close the input tray cover.



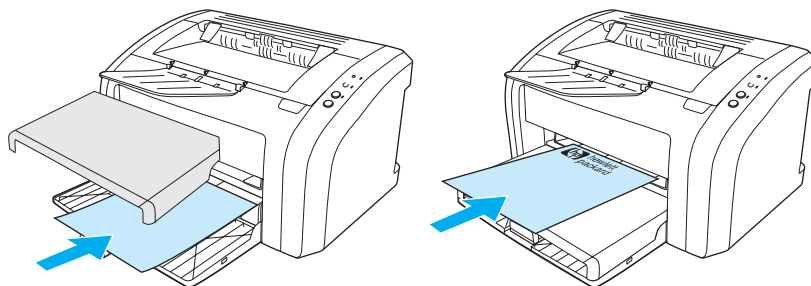
Printing on letterhead and preprinted forms

To print letterhead or preprinted forms

- 1 Load the paper with the top forward and the side to be printed facing up. Adjust the media guides to fit the width of the paper.
- 2 Print the document.

Note

To print a single-page cover letter on letterhead, followed by a multiple-page document, load the letterhead in the priority input tray and load the standard paper in the main input tray. The printer automatically prints from the priority input tray first.



Printing on custom-sized media and cardstock

The HP LaserJet 1010 series printer can print on custom-sized media or cardstock between 76 by 127 mm (3 by 5 in.) and 216 by 356 mm (8.5 by 14 in.). Depending on the media, you can print up to 10 sheets from the priority input tray. Use the main input tray for multiple sheets.

CAUTION

Make sure that the sheets are not stuck together before you load them.

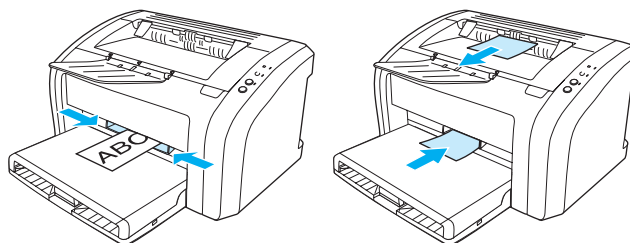
To print on custom-sized media or cardstock

- 1 Load the media with the narrow side forward and the side to be printed facing up. Adjust the side and rear media guides to fit the media.
- 2 Access the printer properties (or printing preferences in Windows 2000 and XP). See [Printer properties \(driver\)](#) for instructions.
- 3 On the **Paper/Quality** tab or the **Paper** tab (the **Paper Type/Quality** tab for some Mac drivers), select the custom size option. Specify the dimensions of the custom-sized media.

Note

Not all printer features are available from all drivers or operating systems. See the printer properties (driver) online Help for information about availability of features for that driver.

- 4 Print the document.



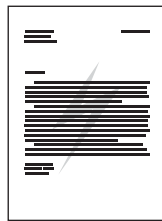
3 Printing tasks

This chapter provides information on the following topics:

- [Printing watermarks](#)
- [Printing multiple pages on a single sheet of paper \(N-up printing\)](#)
- [Printing on both sides of the paper \(manual duplexing\)](#)
- [Printing booklets](#)
- [Canceling a print job](#)
- [Understanding print quality settings](#)
- [Using EconoMode \(Saves toner\)](#)

Printing watermarks

You can use the watermark option to print text "underneath" (in the background) of an existing document. For example, you might want to have large gray letters reading *Draft* or *Confidential* printed diagonally across the first page or all of the pages of a document.



Accessing the watermark feature

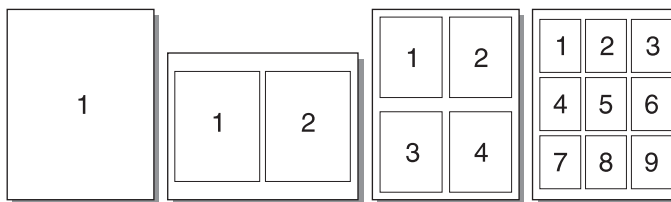
- 1 From your software application, access the printer properties (or printing preferences in Windows 2000 and XP). See [Printer properties \(driver\)](#) for instructions.
- 2 On the **Effects** tab (the **Watermark/Overlay** tab for some Mac drivers), select the watermark you want to use.

Note

Not all printer features are available from all drivers or operating systems. See the printer properties (driver) online Help for information about availability of features for that driver.

Printing multiple pages on a single sheet of paper (N-up printing)

You can select the number of pages that you want to print on a single sheet of paper. If you choose to print more than one page per sheet, the pages appear smaller and are arranged on the sheet in the order that they would otherwise be printed.



Accessing the multiple pages per sheet feature

- 1 From your software application, access the printer properties (or printing preferences in Windows 2000 and XP). See [Printer properties \(driver\)](#) for instructions.
- 2 On the **Finishing** tab (the **Layout** tab for some Mac drivers), select the correct number of pages per sheet.

Note

Not all printer features are available from all drivers or operating systems. See the printer properties (driver) online Help for information about availability of features for that driver.

- 3 There is also a check box for page borders and a pull-down menu to specify the order of pages printed on the sheet.

Printing on both sides of the paper (manual duplexing)

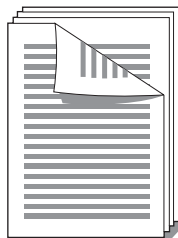
To print on both sides of the paper (manual duplexing), you must run the paper through the printer twice.

Note

Manual duplexing is only supported in Windows.

Note

Manual duplexing can cause the printer to become dirty, reducing print quality. See [Cleaning the printer](#) for instructions if the printer becomes dirty.

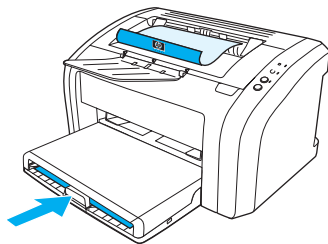


To manually duplex

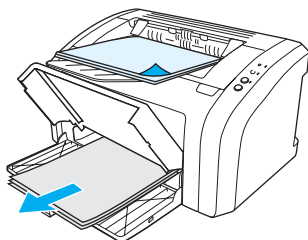
- 1 Access the printer properties (or printing preferences in Windows 2000 and XP). See [Printer properties \(driver\)](#) for instructions.
- 2 On the **Finishing** tab (the **Paper Type/Quality** tab for some Mac drivers), select the option to **Print on Both Sides**. Select the appropriate binding option, and click **OK**. Print the document.

Note

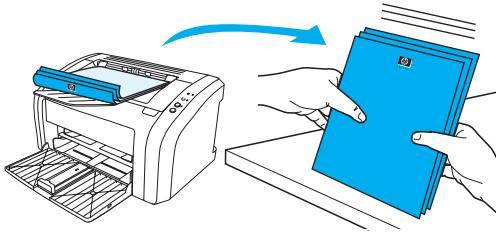
Not all printer features are available from all drivers or operating systems. See the printer properties (driver) online Help for information about availability of features for that driver.



- 3 After side one has printed, remove the remaining paper from the input tray, and set it aside until after you finish your manual duplexing job.

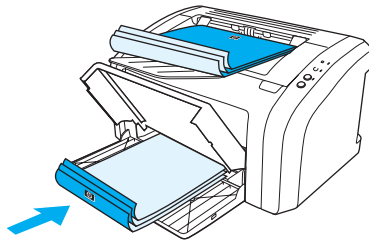


- 4 Gather the printed pages, turn the printed side down, and straighten the stack.



- 5 Place the stack back in the input tray. Side one should be facing down with the bottom edge feeding into the printer first. Replace the priority input tray.

Press the **Go** button, and wait for side two to print.



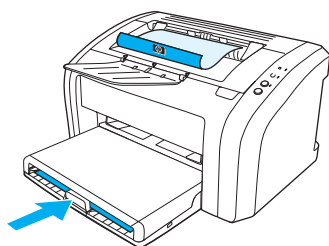
Printing booklets

You can print booklets on letter, legal, executive, or A4 paper.

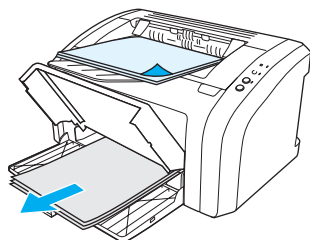
- 1 Load the paper in the main input tray.
- 2 Access the printer properties (or printing preferences in Windows 2000 and XP). See [Printer properties \(driver\)](#) for instructions.
- 3 On the **Finishing** tab (the **Paper Type/Quality** tab for some Mac drivers), select the option to **Print on Both Sides**. Select the appropriate binding option, and click **OK**. Print the document.

Note

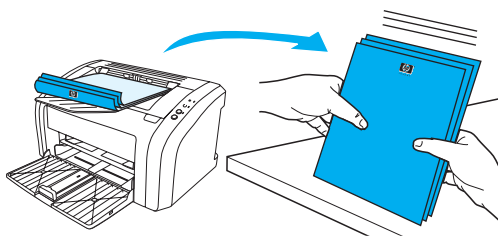
Not all printer features are available from all drivers or operating systems. See the printer properties (driver) online Help for information about availability of features for that driver.



- 4 After side one has been printed, remove the remaining paper from the input tray, and set it aside until your booklet job is complete.

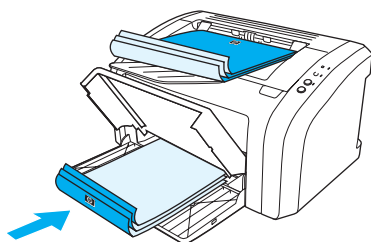


- 5 Gather the printed pages, turn the printed side down, and straighten the stack of paper.

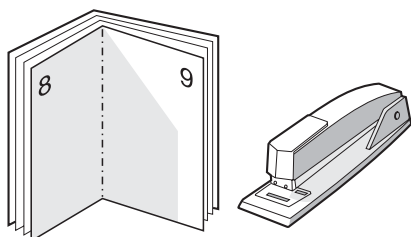


- 6 Place the pages from side one back in the input tray. Side one should be facing down with the bottom edge feeding into the printer first.

Press the **Go** button, and wait for side two to print.



- 7 Fold and staple the pages.



Canceling a print job

To cancel the print job, press and release the **Cancel Job** button on the printer control panel.

If the status lights on the control panel continue to blink after you cancel a print job, the computer is still sending the job to the printer. Either delete the job from the print queue or wait until the computer finishes sending data. The printer will return to the Ready state.

Understanding print quality settings

Print quality settings affect how light or dark the print is on the page and the style that the graphics are printed. You can also use the print quality settings to optimize the print quality for a specific media type. See [Optimizing print quality for media types](#) for more information.

You can change the settings in the printer properties to accommodate the types of jobs you are printing. The following are the settings:

- **600 dpi:** This is the default setting.
 - **FastRes 1200:** This setting is available for the HP LaserJet 1012 and 1015 models. It provides better print quality, but jobs take longer to print.
 - **EconoMode (Saves toner):** Text is printed using less toner. This setting is useful when you are printing drafts. You can turn on this option independently of other print quality settings.
- 1 Access the printer properties (or printing preferences in Windows 2000 and XP). See [Printer properties \(driver\)](#) for instructions.
 - 2 On the **Paper/Quality** tab or the **Finishing** tab (the **Paper Type/Quality** tab for some Mac drivers), select the print quality setting you want to use.

Note

Not all printer features are available from all drivers or operating systems. See the printer properties (driver) online Help for information about availability of features for that driver.

Note

To change the print quality settings for all future print jobs, access the properties through the **Start** menu in the Windows system tray. To change the print quality settings only for the current software application's use, access the properties through the **Print Setup** menu in the application you are using to print. See [Printer properties \(driver\)](#) for more information.

Using EconoMode (Saves toner)

An excellent way to extend the life of your print cartridge is by using EconoMode. EconoMode uses substantially less toner than normal printing. The printed image is much lighter, but it is adequate for printing drafts or proofs.

- 1 To enable EconoMode, access the printer properties (or printing preferences in Windows 2000 and XP). See [Printer properties \(driver\)](#) for instructions.
- 2 On the **Paper/Quality** tab or the **Finishing** tab (the **Paper Type/Quality** tab for some Mac drivers), select the **EconoMode** checkbox.

Note

Not all printer features are available from all drivers or operating systems. See the printer properties (driver) online Help for information about availability of features for that driver.

Note

See [Printer properties \(driver\)](#) for instructions on enabling EconoMode for all future jobs.

4 Maintenance

This chapter provides information on the following topics:

- [Using HP print cartridges](#)
- [Storing print cartridges](#)
- [Print cartridge life expectancy](#)
- [Saving toner](#)
- [Changing the print cartridge](#)
- [Cleaning the printer](#)

Using HP print cartridges

HP policy on non-HP print cartridges

Hewlett-Packard Company cannot recommend the use of non-HP print cartridges, either new, refilled, or remanufactured. Since they are not HP products, Hewlett-Packard cannot influence their design or control their quality. Service or repair that is required as a result of using non-HP print cartridges will not be covered under the printer warranty. For more information, see [Hewlett-Packard limited warranty statement](#).

Storing print cartridges

Do not remove the print cartridge from its package until you are ready to use it. The shelf life of a print cartridge in an unopened package is approximately 2.5 years. The shelf life of a print cartridge in an opened package is approximately 6 months.

CAUTION

To prevent damage to the print cartridge, minimize its exposure to direct light.

Print cartridge life expectancy

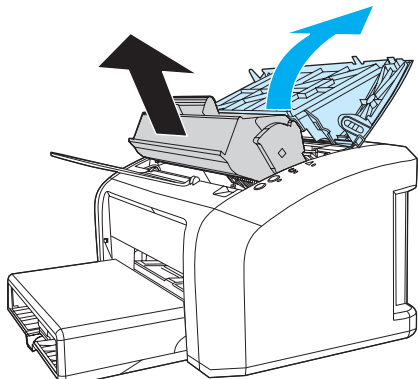
The life of the print cartridge depends on the amount of toner that your print jobs require. When printing text on letter/A4-size paper at 5 percent coverage, the print cartridge lasts an average of 2,000 pages. This assumes that you set the print density to 3 and disable EconoMode. (These are the default settings.) See [Ordering supplies](#) for information on ordering replacement print cartridges.

Saving toner

While in EconoMode, the printer uses less toner on each page. Selecting this option will extend the life of the print cartridge and reduce your cost per page, but it will reduce print quality. See [Using EconoMode \(Saves toner\)](#) for more information.

Changing the print cartridge

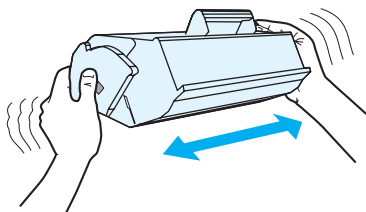
- 1 Open the print cartridge door, and remove the old print cartridge. See the recycling information inside the print cartridge box.



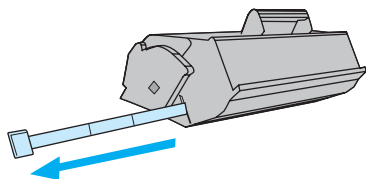
CAUTION

To prevent damage, do not expose the print cartridge to light. Cover it with a piece of paper.

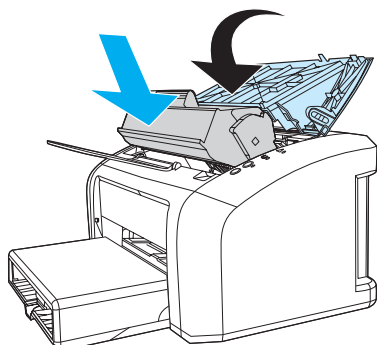
- 2 Remove the new print cartridge from the packaging, and gently shake it from side to side to distribute the toner evenly inside the cartridge.



- 3 Pull the tab until all the tape is removed from the print cartridge. Put the tab in the print cartridge box to return for recycling.



- 4 Insert the print cartridge in the printer, making sure that the print cartridge is in position. Close the print cartridge door.



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.*

Cleaning the printer

Clean the outside of the printer with a clean, damp cloth when necessary.

CAUTION

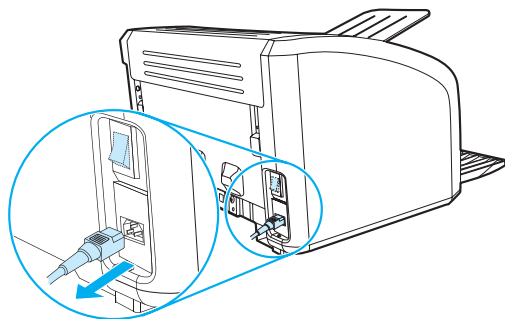
Do not use ammonia-based cleaners on or around the printer.

During the printing process, media, toner, and dust particles can accumulate inside the printer. Over time, this buildup can cause print quality problems, such as toner specks or smearing. To correct and prevent these types of problems, you can clean the print cartridge area and the printer media path.

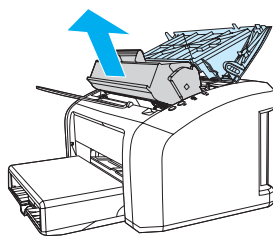
Cleaning the print cartridge area

You do not need to clean the print cartridge area often. However, cleaning this area can improve the quality of your printed sheets.

- 1 Unplug the power cord, and wait for the printer to cool.



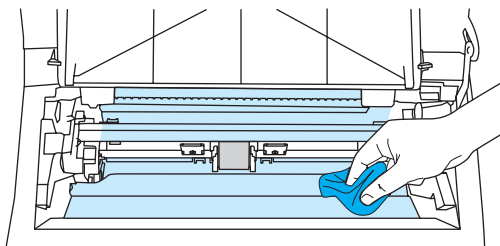
- 2 Open the print cartridge door, and remove the print cartridge.



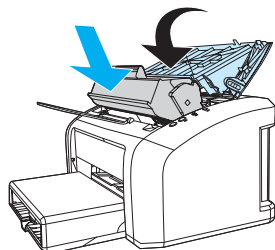
CAUTION

To prevent damage, do not expose the print cartridge to light. Cover the print cartridge if necessary. Also, do not touch the black sponge transfer roller inside the printer. By doing so, you can damage the printer.

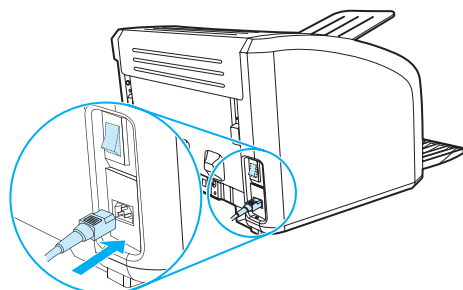
- 3 With a dry, lint-free cloth, wipe any residue from the media path area and the print cartridge cavity.



- 4 Replace the print cartridge, and close the print cartridge door.

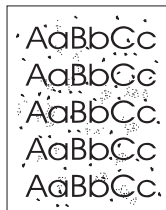


- 5 Plug the power cord back into the printer.



Cleaning the printer media path

If you are experiencing toner specks or dots on the printouts, you can use the HP LaserJet cleaning utility to remove excess media and toner particles that can accumulate on the fuser assembly and rollers. Cleaning the media path might extend the life of the printer.



Note

For best results use a sheet of transparency. If you do not have any transparencies, you can use copier grade media (18 to 24 lb. or 70 to 90 g/m²) with a smooth surface.

- 1 Make sure that the printer is idle and the Ready light is on.
- 2 Load the media in the input tray.
- 3 Access the HP toolbox. See [Using the hp toolbox](#) for instructions. Click the **Troubleshooting** tab, and click **Print Quality Tools**. Select the cleaning page.

Note

The cleaning process takes approximately 2 minutes. The cleaning page will stop periodically during the cleaning process. Do not turn the printer off until the cleaning process has finished. You might need to repeat the cleaning process several times to thoroughly clean the printer.

5 Managing the printer

This chapter provides information on the following topics:

- [Printer information pages](#)
- [Using the hp toolbox](#)

Printer information pages

Special pages reside within the memory of the printer. These pages help you to diagnose and solve problems with the printer.

Demo page

To print the Demo page, press **Go** when the printer is ready (Ready light on) and not printing.

Configuration report

The Configuration report lists current settings and properties of the printer. It also contains a status log report. You can print a Configuration report from the printer or the HP toolbox.

To print the Configuration page from the printer, press **Go** for 5 seconds when the printer is in the ready state. When the Go light turns on, release the Go button.

Using the hp toolbox

The HP toolbox is a Web application that you can use for the following tasks:

- Check the printer status.
- Configure the printer settings.
- View troubleshooting information.
- View online documentation.

You must have performed a complete software installation to use the HP toolbox.

Note

You do not have to have Internet access to open and use the HP toolbox. However, if you click a link in the **Other Links** area, you must have Internet access in order to go to the site associated with the link. See [Other links](#) for more information.

Supported operating systems

HP toolbox is supported for the following operating systems:

- Windows 98, 2000, Me, and XP
- Mac OSX, v.10.1 and v10.2

Note

HP toolbox does not provide support for Windows 95 or Windows NT 4.0.

Supported browsers

To use the HP toolbox, you must have one of the following browsers:

- Microsoft Internet Explorer 5 or later
- Netscape Navigator 6 or later.

All pages can be printed from the browser.

To view hp toolbox

- 1 On the **Start** menu, point to **Programs**, point to **HP LaserJet 1010**, and choose the **HP toolbox**.
- 2 The HP toolbox opens in a Web browser.

Note

Once you open the URL, you can bookmark it so that you can return to it quickly in the future.

hp toolbox sections

The HP toolbox software contains these sections:

- [Status tab](#)
- [Troubleshooting tab](#)
- [Alerts tab](#)
- [Documentation tab](#)
- [Advanced printer settings window](#)

Other links

Each page in the HP toolbox contains links to the HP website for product registration, product support, and for ordering supplies. You must have Internet access in order to use any of these links. If you use a dial-up connection and did not connect when you first opened the HP toolbox, you must connect before you can visit these websites.

Status tab

The Status tab has links to these main pages:

- **Device Status.** View printer status information. This page will indicate printer conditions such as a paper jam or an empty tray. After you correct a problem with the printer, click the **Refresh** button to update the device status.
- **Print Info pages.** Print the configuration page and various other information pages that are available for the printer.

Troubleshooting tab

The Troubleshooting tab provides links to various printer troubleshooting information. For example, these pages provide information on how to clear a jam, how to resolve print quality problems, how to interpret the control panel lights, and how to resolve other problems with the printer.

Alerts tab

The Alerts tab allows you to configure the printer to automatically notify you of printer alerts.

Set up status alerts

On the Set up status alerts page you can choose to turn alerts on or off, specify when the printer should send an alert, and choose from two different types of alerts:

- a pop-up message
- a task bar icon

Click **Apply** to activate the settings.

Documentation tab

The Documentation tab contains links to these information sources:

- **User Guide.** Contains the information about the printer usage, warranty, specifications, and support that you are currently reading. The user guide is available in both .html and .pdf format.
- **Read Me.** Contains information discovered after other documentation such as the user guide was developed.
- **Late Breaking News.** Contains late-breaking information about the printer. In English only.

Advanced printer settings window

When you click the **Advanced Printer Settings** link, a new window opens. The Advanced Printer Settings window has two tabs:

- Information tab
- Settings tab

Information tab

The Information tab provides quick links to the following information:

- Device status
- Configuration
- Event log
- Print Info pages

Settings tab

The Settings tab has links to several pages that allow you to view and change the printer's configuration.

Note

Software settings can override settings made in the HP toolbox.

- **Device Information.** View basic information about the printer.
- **Paper Handling.** View and change the settings for the printer's input tray.
- **Printing.** View and change the default printer job settings.
- **PCL.** (HP LaserJet 1015 printer only) View and change the PCL font information.
- **Print Quality.** View and change the print quality settings.
- **Print Modes.** View and change the print modes for various media types.
- **System Setup.** View and change system information.
- **I/O.** View and change the I/O timeout setting.
- **Resets.** Change all the printer settings back to the factory default settings.

6 Problemsolving

This chapter provides information on the following topics:

- [Finding the solution](#)
- [Status light patterns](#)
- [Media handling problems](#)
- [Printed page is different than what appeared on screen](#)
- [Printer software problems](#)
- [Improving print quality](#)
- [Clearing jams](#)
- [Changing the pickup roller](#)
- [Cleaning the pickup roller](#)
- [Changing the printer separation pad](#)

Finding the solution

You can use this section to find the solution to common printer problems.

Step 1: Is the printer set up correctly?

- Is the printer plugged into a power outlet that is known to work?
- Is the on/off switch in the on position?
- Is the print cartridge properly installed? See [Changing the print cartridge](#).
- Is paper properly loaded in the input tray? See [Loading media](#).

Yes: If you answered yes to the questions above, go to [Step 2: Is the Ready light on?](#)

No: If the printer will not turn on, [Contact HP support](#).

Step 2: Is the Ready light on?

Do the control panel lights look like this picture?



Yes: Go to [Step 3: Can you print a demo page?](#)

No: If the control panel lights do not look like the picture above, see [Status light patterns](#).
If you are unable to resolve the problem, [Contact HP support](#).

Step 3: Can you print a demo page?

Press the **Go** button to print a demo page.

Yes: If the demo page printed, go to [Step 4: Is the print quality acceptable?](#)

No: If no paper came out, see [Media handling problems](#).

If you are unable to resolve the problem, [Contact HP support](#).

Step 4: Is the print quality acceptable?

Yes: If the print quality is acceptable, go to [Step 5: Is the printer communicating with the computer?](#)

No: If the print quality is poor, see [Improving print quality](#).

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

See the Media chapter for information on adjusting the settings for various types of media.

If you are unable to resolve the problem, [Contact HP support](#).

Step 5: Is the printer communicating with the computer?

Try printing a document from a software application.

Yes: If the document prints, go to [Step 6: Does the printed page look like you expected?](#)

No: If the document does not print, see [Printer software problems](#).

If you are unable to resolve the problem, [Contact HP support](#).

Step 6: Does the printed page look like you expected?

Yes: The problem should be resolved. If it is not resolved, [Contact HP support](#).

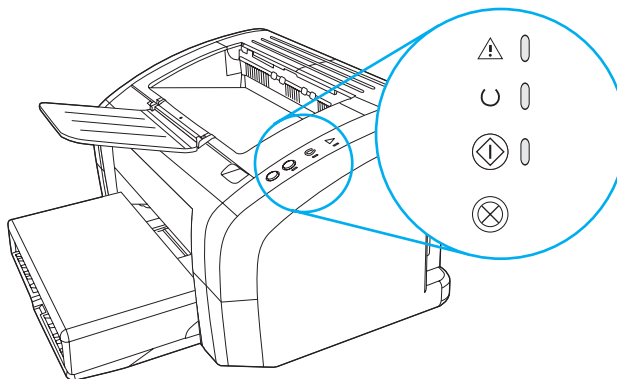
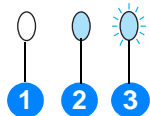
No: See [Printed page is different than what appeared on screen](#).

If you are unable to resolve the problem, [Contact HP support](#).

Contact HP support

- In the United States, see <http://www.hp.com/support/lj1010>
- In other countries/regions, see <http://www.hp.com>

Status light patterns








- 1 symbol for light off
- 2 symbol for light on
- 3 symbol for light blinking

Status light patterns

Status lights	Condition of the printer	Action
	Ready The printer is ready to print.	No action is necessary.
	Processing The printer is receiving or processing data.	Wait for the job to print.
	Cleaning Mode/Engine test A cleaning page or engine test page is printing.	Wait until the cleaning page is finished printing and the printer is in Ready mode. This could take up to 2 minutes. Wait until the engine test page is finished printing and the printer is in Ready mode.

Status light patterns (continued)

Status lights	Condition of the printer	Action
	Out of memory The printer is out of memory.	The page you are printing might be too complex for the printer's memory capacity. Try lowering the resolution. See Understanding print quality settings for more information.
	Door open, media out, no print cartridge, or media jam. The printer is in an error state that requires operator intervention or help.	Check the following: <ul style="list-style-type: none">● The print cartridge door is completely closed.● Media is loaded. See Loading media for instructions.● The print cartridge is correctly installed in the printer. See Changing the print cartridge for instructions.● There is no media jam. See Clearing jams for instructions.
	Printer initialization A printer initialization is taking place.	No action is necessary.
	Fatal error All lights are on.	<ul style="list-style-type: none">● Unplug the printer for 30 minutes, and then plug it back in.● If the printer still has an error, contact HP Support. See Contact HP support.
	All lights are off.	<ul style="list-style-type: none">● Make sure that there is power.● Unplug both ends of the power cord, and plug them back in.

Return to [Finding the solution](#).

Media handling problems

Choose the item that best describes the problem:

- [Media jam](#)
- [Print is skewed \(crooked\)](#)
- [More than one sheet of media feeds through the printer at one time](#)
- [Printer does not pull media from the input tray](#)
- [Printer curled the media](#)
- [Print job is extremely slow](#)

Media handling problems

Problem	Solution
Media jam	<ul style="list-style-type: none">● See Clearing jams for more information.● Make sure that you are printing with media that meets specifications. See Printer media specifications for more information.● Make sure that you are printing with media that is not wrinkled, folded, or damaged.● Make sure that the printer is clean. See Cleaning the printer for more information.
Print is skewed (crooked)	<ul style="list-style-type: none">● See Page skew for more information.● Adjust the media guides to the width and length of the media that you are using and try reprinting. See Loading media for more information.
More than one sheet of media feeds through the printer at one time	<ul style="list-style-type: none">● The input tray might be too full. See Loading media for more information.● Make sure that the media is not wrinkled, folded, or damaged.● The printer separation pad might be worn. See Changing the printer separation pad for more information.
Printer does not pull media from the input tray	The pickup roller might be dirty or damaged. See Cleaning the pickup roller or Changing the pickup roller for instructions.
Printer curled the media	See Curl or wave for more information.
Print job is extremely slow	The maximum speed of the printer is 12 to 14 pages per minute. Your print job might be very complex. Try the following: <ul style="list-style-type: none">● Reduce the complexity of your document (for example, reduce the number of multiple graphics).● Access the printer properties in the printer driver. See Printer properties (driver) for instructions. Set the media type to plain paper. Note: This may cause toner to fuse improperly if you are using heavy media.● Narrow media or heavy media will slow printing. Use normal media.● Print speed is based on PC processor speed, the amount of memory, and the amount of hard disk space available on your PC. Try increasing these components.

Return to [Finding the solution](#).

Printed page is different than what appeared on screen

Choose the item that best describes the problem:

- [Garbled, incorrect, or incomplete text](#)
- [Missing graphics or text, or blank pages](#)
- [Page format is different than on another printer](#)
- [Graphics quality](#)

Printed page problems

Problem	Solution
Garbled, incorrect, or incomplete text	<p>The USB or parallel cable might be loose or defective. Try the following:</p> <ul style="list-style-type: none">● Try printing a job that you know works.● If possible, attach the USB or parallel cable and printer to another computer, and try printing a job that you know works.● Unplug the power cord, disconnect the USB or parallel cable at both ends, reconnect the USB or parallel cable at both ends, and plug the power cord back in. <p>CAUTION Before you connect the cable to the printer, always unplug the printer. Otherwise, the printer might be damaged.</p> <p>The wrong printer driver might have been selected when the software was installed. Make sure that the correct driver is selected in the printer properties.</p> <p>There might be a problem with your software application. Try printing from another software application.</p>
Missing graphics or text, or blank pages	<ul style="list-style-type: none">● Make sure that your file does not contain blank pages.● The sealing tape might still be in the print cartridge. Remove the print cartridge, and pull out the sealing tape. Reinstall the print cartridge. See Changing the print cartridge for instructions.● The graphic settings in the printer properties might not be correct for the type of job that you are printing. Try a different graphic setting in the printer properties. See Printer properties (driver) for more information.
Page format is different than on another printer	<p>If you used an older or different printer driver (printer software) to create the document or the printer properties settings in the software are different, the page format might change when you try to print using your new printer driver or settings. To help eliminate this problem, change the resolution, media size, font settings, and other settings. See Printer properties (driver) for more information.</p>
Graphics quality	<p>The graphic settings might be unsuitable for your print job. Check the graphic settings, such as resolution, in the printer properties and adjust them as necessary. See Printer properties (driver) for more information.</p>

Return to [Finding the solution](#).

Printer software problems

Printer software problems

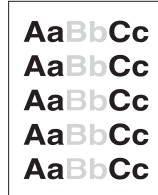
Problem	Solution
A printer driver for the HP LaserJet 1010 series printer is not visible in the Printer folder.	<ul style="list-style-type: none">● Reinstall the printer software. In the Windows system tray, click Start, select Programs, and select HP LaserJet 1010, and click Uninstall. Unplug the power cord from the printer. Install the printer software from the CD-ROM. Plug the power cord back into the printer. Note Close any applications that are running. To close an application that has an icon in the system tray, right-click the icon and select Close or Disable.● Try plugging the USB cable into a different USB port on the PC.● If you are trying to print to a shared printer, in the Windows system tray, click Start, select Settings, and select Printers. Double-click the Add Printer icon. Follow the instructions in the Add Printer Wizard.
An error message was displayed during the software installation	<ul style="list-style-type: none">● Reinstall the printer software. In the Windows system tray, click Start, select Programs, and select HP LaserJet 1010, and click Uninstall. Unplug the power cord from the printer. Install the printer software from the CD-ROM. Plug the power cord back into the printer. Note Close any applications that are running. To close an application that has an icon in the system tray, right-click the icon and select Close or Disable.● Check the amount of free space on the drive where you are installing the printer software. If necessary, free up as much space as you can, and reinstall the printer software.● If necessary, run the Disk Defragmenter, and reinstall the printer software.
The printer is in Ready mode, but nothing prints	<ul style="list-style-type: none">● Reinstall the printer software. In the Windows system tray, click Start, select Programs, and select HP LaserJet 1010, and click Uninstall. Unplug the power cord from the printer. Install the printer software from the CD-ROM. Plug the power cord back into the printer. Note Close any applications that are running. To close an application that has an icon in the system tray, right-click the icon and select Close or Disable.

Return to [Finding the solution](#).

Improving print quality

This section provides information about identifying and correcting print defects.

Light print or faded



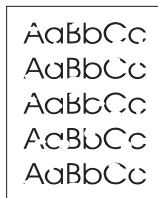
- The toner supply is low. See [Changing the print cartridge](#) for more information.
- The media might not meet Hewlett-Packard's media specifications (for example, the media is too moist or too rough). See [Printer media specifications](#) for more information.
- If the whole page is light, the print density adjustment is too light or EconoMode might be turned on. Adjust the print density and disable EconoMode in the printer properties. See [Saving toner](#) for more information.

Toner specks



- The media might not meet Hewlett-Packard's media specifications (for example, the media is too moist or too rough). See [Printer media specifications](#) for more information.
- The printer might need to be cleaned. See [Cleaning the printer](#) or [Cleaning the printer media path](#) for instructions.

Dropouts

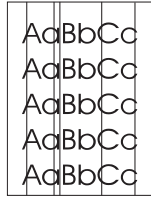


- A single sheet of media might be defective. Try reprinting the job.
- The media's moisture content is uneven or the media has moist spots on its surface. Try printing with new media. See [Printer media specifications](#) for more information.
- The media lot is bad. The manufacturing processes can cause some areas to reject toner. Try a different type or brand of media.
- The print cartridge might be defective. See [Changing the print cartridge](#) for more information.

Note

If these steps do not correct the problem, contact an HP-authorized dealer or service representative.

Vertical lines



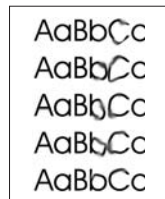
- Make sure that the priority input tray is in place.
- The photosensitive drum inside the print cartridge has probably been scratched. Install a new HP print cartridge. See [Changing the print cartridge](#) for instructions.

Gray background



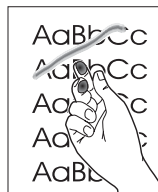
- Make sure that the priority input tray is in place.
- Decrease the print density setting through HP toolbox. This decreases the amount of background shading. See [Printer media specifications](#).
- Change the media to a lighter basis weight. See [Printer media specifications](#) for more information.
- Check the printer's environment. Very dry (low humidity) conditions can increase the amount of background shading.
- Install a new HP print cartridge. See [Changing the print cartridge](#) for instructions.

Toner smear



- If toner smears appear on the leading edge of the media, the media guides might be dirty. Wipe the media guides with a dry, lint-free cloth. See [Cleaning the printer](#) for more information.
- Check the media type and quality.
- Try installing a new HP print cartridge. See [Changing the print cartridge](#) for instructions.
- The fuser temperature might be too low. In your printer driver, make sure the appropriate media type is selected.

Loose toner



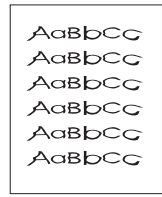
- Clean the inside of the printer. See [Cleaning the printer](#) for instructions.
- Check the media type and quality. See [Printer media specifications](#) for more information.
- Try installing a new HP print cartridge. See [Changing the print cartridge](#) for instructions.
- In your printer driver, make sure the appropriate media type is selected.
- Plug the printer directly into an AC outlet instead of into a power strip.

Vertical repetitive defects



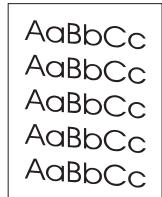
- The print cartridge might be damaged. If a repetitive mark occurs at the same spot on the page, install a new HP print cartridge. See [Changing the print cartridge](#) for instructions.
- The internal parts might have toner on them. See [Cleaning the printer](#) for more information. If the defects occur on the back of the page, the problem will probably correct itself after a few more printed pages.
- In your printer driver, make sure the appropriate media type is selected.

Misformed characters



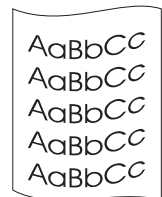
- If characters are improperly formed, producing hollow images, the media stock might be too slick. Try a different media. See [Printer media specifications](#) for more information.
- If characters are improperly formed, producing a wavy effect, the printer might need service. Print a configuration page. If the characters are improperly formed, contact an HP-authorized dealer or service representative. See [How to contact HP](#) for more information.

Page skew



- Make sure that the media is loaded correctly and the media guides are not too tight or too loose against the media stack. See [Loading media](#) for more information.
- The input bin might be too full. See [Loading media](#) for more information.
- Check the media type and quality. See [Printer media specifications](#) for more information.

Curl or wave



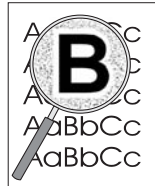
- Check the media type and quality. Both high temperature and humidity cause media to curl. See [Printer media specifications](#) for more information.
- The media might have been in the input tray too long. Turn over the stack of media in the tray. Also, try rotating the media 180° in the input tray.
- The fuser temperature might be too high. In your printer driver, make sure the appropriate media type is selected. If the problem persists, select a media type that uses a lower fuser temperature, such as transparencies or light media.

Wrinkles or creases



- Make sure that media is loaded properly. See [Loading media](#) for more information.
- Check the media type and quality. See [Printer media specifications](#) for more information.
- Turn over the stack of media in the tray. Also, try rotating the media 180° in the input tray.

Toner scatter outline



- If large amounts of toner have scattered around the characters, the media might be resisting the toner. (A small amount of toner scatter is normal for laser printing.) Try a different media type. See [Printer media specifications](#) for more information.
- Turn over the stack of media in the tray.
- Use media designed for laser printers. See [Printer media specifications](#) for more information.

Return to [Finding the solution](#).

Clearing jams

Occasionally, media becomes jammed during a print job. Some of the causes include the following:

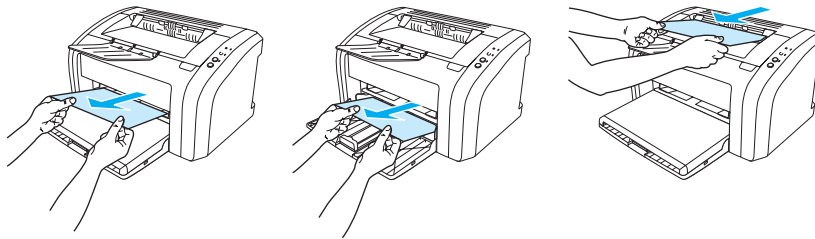
- The input trays are loaded improperly or too full. See [Loading media](#) for more information.
- The media does not meet HP specifications. See [Printer media specifications](#) for more information.

Note

When you add new media, always remove all of the media from the input tray and straighten the stack of new media. This helps prevent multiple sheets of media from feeding through the printer at one time, reducing media jams.

You are notified of a media jam by an error in the software and the printer control panel lights. See [Status light patterns](#) for more information.

Typical media jam locations



- **Print cartridge area:** See [Removing a jammed page](#) for instructions.
- **Input tray areas:** If the page is still sticking out of the input tray, gently try to remove it from the input tray without tearing the page. If you feel resistance, see [Removing a jammed page](#) for instructions.
- **Output path:** If the page is sticking out of the output bin, gently try to remove it without tearing the page. If you feel resistance, see [Removing a jammed page](#) for instructions.

Note

There might be loose toner in the printer after a media jam. This toner clears up after a few sheets print.

Removing a jammed page

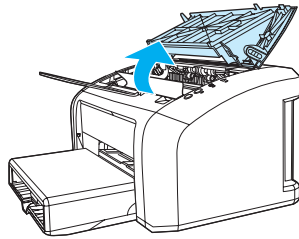
CAUTION

Media jams might result in loose toner on the page. If you get any toner on your clothes, wash them in cold water. *Hot water will permanently set the toner into the fabric.*

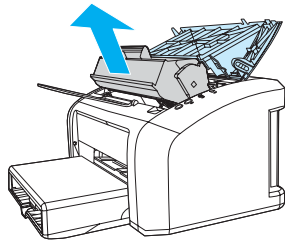
Note

When clearing jams, including jams in the output bin, always open the print cartridge door and remove the print cartridge. Keep the door open and the cartridge out until the jam has been cleared. Opening the print cartridge door and removing the print cartridge relieves tension on the printer rollers, making removing jammed pages easier.

- 1 Open the print cartridge door.



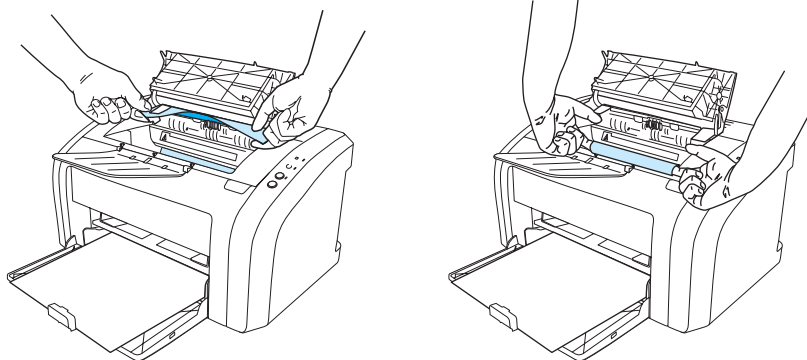
- 2 Remove the print cartridge, and place it aside.



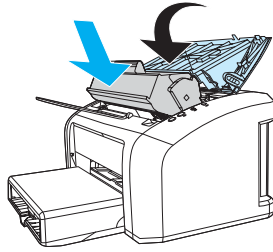
CAUTION

To prevent damage to the print cartridge, minimize its exposure to direct light.

- 3 With both hands, grasp the side of the media that is most visible (this includes the middle), and carefully pull it free from the printer.



- 4 When you have removed the jammed media, replace the print cartridge, and close the print cartridge door.



After clearing a media jam, you might need to turn the printer off and turn it back on.

Note

When you add new media, remove all of the media from the input tray and straighten the stack of new media.

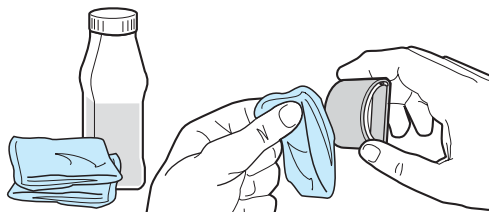
Return to [Finding the solution](#).

Cleaning the pickup roller

If you want to clean the pickup roller rather than replace it, follow the instructions below:

Remove the pickup roller as described in steps 1 through 5 of [Changing the pickup roller](#).

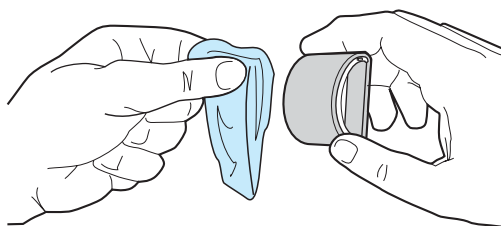
- 1 Dab a lint-free cloth in isopropyl alcohol, and scrub the roller.



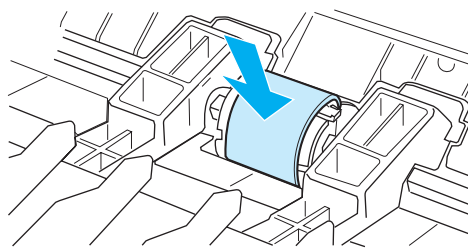
WARNING!

Alcohol is flammable. Keep the alcohol and cloth away from an open flame. Before you close the printer and plug in the power cord, allow the alcohol to dry completely.

- 2 Using a dry, lint-free cloth, wipe the pickup roller to remove loosened dirt.



- 3 Allow the pickup roller to dry completely before you reinstall it in the printer (see steps 6 through 9 of [Changing the pickup roller](#)).



Note

In certain areas of California, air pollution control regulations restrict the use of liquid Isopropyl Alcohol (IPA) as a cleaning agent. In those areas of California, please disregard the previous recommendations and use a dry, lint-free cloth. The cloth may be moistened with water if desired.

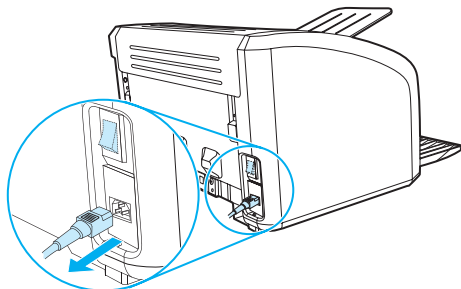
Changing the pickup roller

If the printer regularly mispicks (no media feeds through or more than one sheet feeds through), you might need to change or clean the pickup roller. See [Ordering supplies](#) to order a new pickup roller.

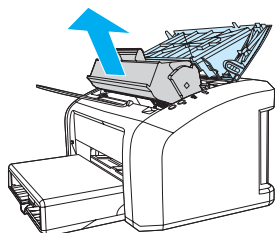
CAUTION

Failure to complete this procedure might damage the printer.

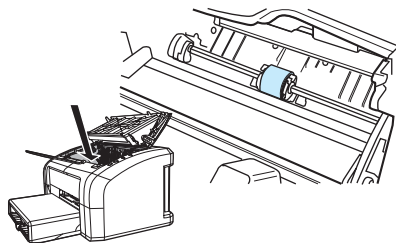
- 1 Unplug the power cord from the printer, and allow the printer to cool.



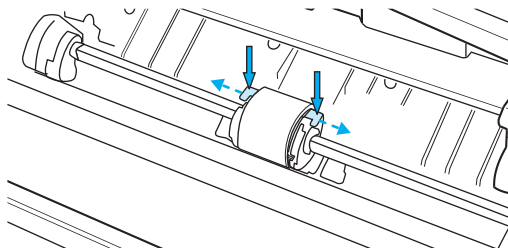
- 2 Open the print cartridge door, and remove the print cartridge.



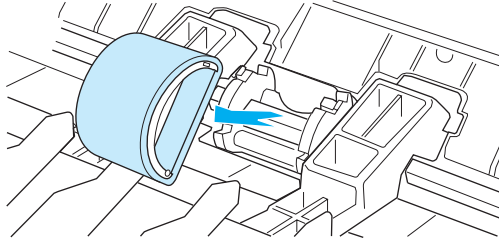
- 3 Find the pickup roller.



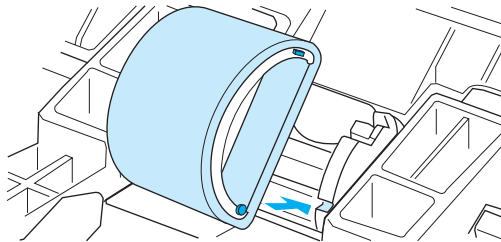
- 4 Release the small, white tabs on either side of the pickup roller, and rotate the pickup roller toward the front.



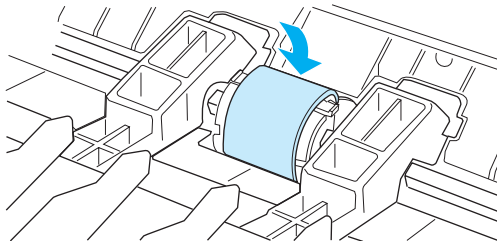
- 5 Gently pull the pickup roller up and out.



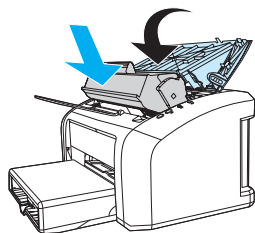
- 6 Position the new or cleaned part in the slot of the previous pickup roller. See [Cleaning the pickup roller](#) for instructions. Circular and rectangular pegs on each side prevent you from incorrectly positioning the pickup roller.



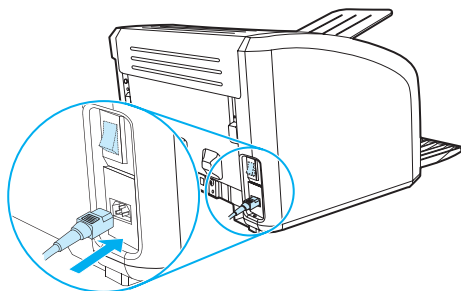
- 7 Rotate the top of the new pickup roller away from you until both sides snap into place.



8 Reinstall the print cartridge, and close the print cartridge door.



9 Plug the printer in to turn it back on.



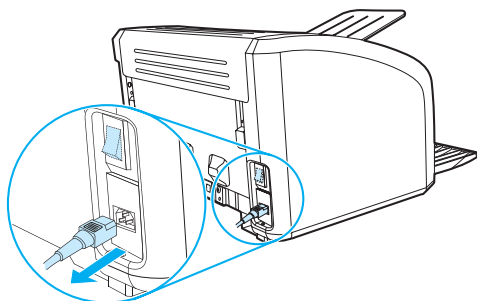
Changing the printer separation pad

Note

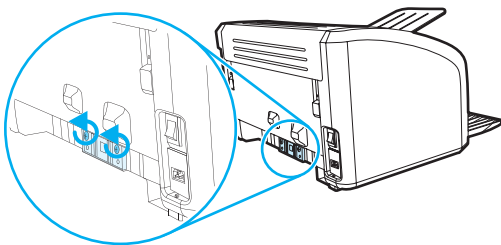
Before you change the separation pad, clean the pickup roller. See [Cleaning the pickup roller](#) for instructions.

If your input tray feeds more than one page at a time, you might need to change the printer separation pad. Recurring feed problems indicate that the printer separation pad is worn. See [Ordering supplies](#) to order a new printer separation pad.

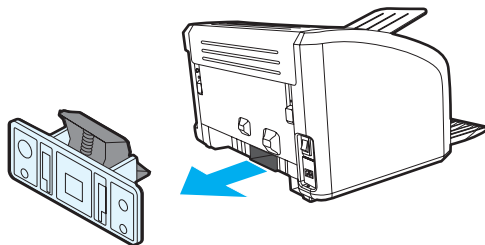
- 1 Unplug the power cord from the printer, and allow the printer to cool.



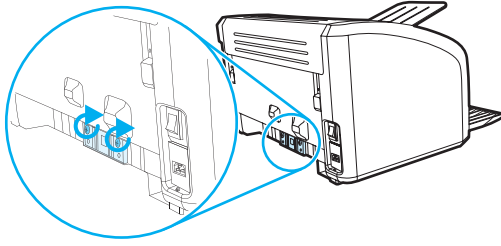
- 2 At the back of the printer, unscrew the two screws holding the separation pad in place.



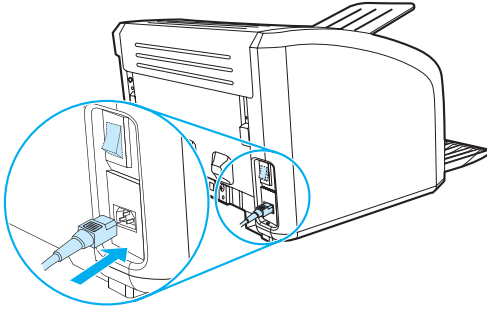
- 3 Remove the separation pad.



- 4 Insert the new separation pad, and screw it in place.



- 5 Plug the printer in, and turn it back on.



A Printer specifications

This appendix provides information on the following topics:

- [Specifications](#)
- [FCC compliance](#)
- [Environmental product stewardship program](#)
- [Material safety data sheet](#)
- [Regulatory statements](#)

Specifications

Printer specifications

Environmental specifications

Operating environment	Install in a well-ventilated, dust-free area. Printer plugged into an AC outlet: <ul style="list-style-type: none">● Temperature: 10° C to 32.5° C (50° F to 90.5° F)● Humidity: 20%–80% (no condensation)
-----------------------	--

Storage environment	Printer unplugged from an AC outlet: <ul style="list-style-type: none">● Temperature: 0° C to 40° C (32° F to 104° F)● Humidity: 10 to 80 percent (no condensation)
---------------------	--

Acoustic emissions¹

Declared per ISO 9296

HP LaserJet 1010

Sound power level	Printing (12 ppm): $L_{WA,d} = < 6.2$ Bels (A) [< 62 dB (A)] PowerSave: essentially inaudible
-------------------	---

Sound power level bystander position	Printing (12 ppm): $L_{WA,d} = < 6.2$ Bels (A) [< 62 dB (A)] PowerSave: essentially inaudible
---	---

HP LaserJet 1012

Sound power level	Printing (14 ppm): $L_{WA,d} = < 6.2$ Bels (A) [< 62 dB (A)] PowerSave: essentially inaudible
-------------------	---

Sound power level bystander position	Printing (14 ppm): $L_{WA,d} = < 6.2$ Bels (A) [< 62 dB (A)] PowerSave: essentially inaudible
---	---

HP LaserJet 1015

Sound power level	Printing (14 ppm): $L_{WA,d} = < 6.2$ Bels (A) [< 62 dB (A)] PowerSave: essentially inaudible
-------------------	---

Sound power level bystander position	Printing (14 ppm): $L_{WA,d} = < 6.2$ Bels (A) [< 62 dB (A)] PowerSave: essentially inaudible
---	---

Printer specifications (continued)

Electrical specifications¹

Warning! Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. Doing so might damage the printer and void the product warranty.

HP LaserJet 1010

- Power requirements
- 110-127v (+/-10%), 50/60 Hz (+/-2)
- or**
- 220v-240v (+/-10%), 50/60 Hz (+/-2 Hz)
-

- Power consumption
- During printing (12 ppm): 250 watts (average)
 - During standby and PowerSave*: 2 Watts
* Instant on fuser technology
 - Off: 0 watts
-

- Minimum recommended circuit capacity for typical product
- 3.5 amps at 115 volts
 - 2.0 amps at 230 volts
-

HP LaserJet 1012

- Power requirements
- 110-127v (+/-10%), 50/60 Hz (+/-2)
- or**
- 220v-240v (+/-10%), 50/60 Hz (+/-2 Hz)
-

- Power consumption
- During printing (14 ppm): 250 watts (average)
 - During standby and PowerSave*: 2 Watts
* Instant on fuser technology
 - Off: 0 watts
-

- Minimum recommended circuit capacity for typical product
- 3.5 amps at 115 volts
 - 2.0 amps at 230 volts
-

HP LaserJet 1015

- Power requirements
- 110-127v (+/-10%), 50/60 Hz (+/-2)
- or**
- 220v-240v (+/-10%), 50/60 Hz (+/-2 Hz)
-

- Power consumption
- During printing (14 ppm): 250 watts (average)
 - During standby and PowerSave*: 2 Watts
* Instant on fuser technology
 - Off: 0 watts
-

- Minimum recommended circuit capacity for typical product
- 3.5 amps at 115 volts
 - 2.0 amps at 230 volts
-

Printer specifications (continued)

Physical specifications

Dimensions	<ul style="list-style-type: none">● Width: 370 mm (14.6 inches)● Depth: 230 mm (9.1 inches)● Height: 208 mm (8.2 inches)
------------	--

Weight (cartridge installed)	5.9 kg (13.0 lb)
------------------------------	------------------

Printer capacities and ratings

Print speed	<ul style="list-style-type: none">● 12 ppm for A4 size paper (HP LaserJet 1010 model)● 14 ppm for A4 size paper (HP LaserJet 1012 and 1015 models)● First page out in less than 8 seconds
-------------	---

Main input tray capacity	150 sheets of regular weight 20 lb (75 g/m ²) paper or up to 15 envelopes
--------------------------	---

Priority feed slot capacity	10 sheets of regular weight 20 lb (75 g/m ²) paper or 1 envelope
-----------------------------	--

Output bin capacity	125 sheets of regular weight 20 lb (75 g/m ²) paper
---------------------	---

Minimum paper size	76 by 127 mm (3 by 5 inches)
--------------------	------------------------------

Maximum paper size	216 by 356 mm (8.5 by 14 inches)
--------------------	----------------------------------

Media weight	up to 163 g/m ² (90 lb index or 43 lb bond)
--------------	--

Base memory	8 MB of RAM
-------------	-------------

Print resolution

HP LaserJet 1010	<ul style="list-style-type: none">● 600 x 600 dpi with HP Resolution Enhancement technology (REt)
------------------	---

HP LaserJet 1012 and 1015	<ul style="list-style-type: none">● 1200 dpi effective output quality [600 x 600 x 2 dpi with HP Resolution Enhancement technology (REt)]
---------------------------	---

Duty cycle	7,000 single-sided pages per month (maximum)
------------	--

PCL	Level 5e (HP LaserJet 1015 printer)
-----	-------------------------------------

Port availability

USB	Compatible with the USB 2.0 specification
-----	---

Parallel (HP LaserJet 1015 printer)	<ul style="list-style-type: none">● IEEE 1284 level 2 device with an IEEE 1284-B receptacle● Set host computer to ECP
--	--

FCC compliance

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 it 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 Hewlett-Packard 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 the impact on our environment.

Ozone production

This product generates no appreciable ozone gas (O₃).

Energy consumption

Energy usage drops significantly while in PowerSave mode, which saves money without affecting the high performance of this product. This product qualifies for ENERGY STAR, which is a voluntary program to encourage the development of energy-efficient office products.



ENERGY STAR is a U.S. registered service mark of the U.S. EPA. As an ENERGY STAR partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR guidelines for energy efficiency. For more information, see <http://www.energystar.gov>.

Toner consumption

EconoMode uses significantly less toner, which might extend the life of the print cartridge.

Paper use

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

Plastics

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

HP LaserJet printing supplies

In many countries/regions, this product's printing supplies (such as print cartridge, drum, and fuser) can be returned to Hewlett-Packard through the HP printing supplies returns and recycling program. This easy-to-use, free takeback program is available in over 48 countries/regions. Multilingual program information and instructions are included in every new HP print cartridge and consumables package.

HP printing supplies returns and recycling program information

Since 1990, the HP printing supplies returns and recycling program has collected millions of used print cartridges that otherwise might have been discarded in the world's landfills. The HP LaserJet print cartridges and consumables are collected and bulk-shipped to our resource and recovery partners who disassemble the print cartridge. After a thorough quality inspection, selected parts are reclaimed for use in new print cartridges. Remaining materials are separated and converted into raw materials for use by other industries to make a variety of useful products.

U.S. recycling returns

For a more environmentally responsible return of used print cartridges and consumables, Hewlett-Packard encourages you to use bulk returns. Simply bundle two or more print cartridges together and use the single, prepaid, pre-addressed label that is supplied in the package. For more information in the U.S., call (800) 340-2445 or visit the HP LaserJet supplies Web site at <http://www.hp.com/recycle>.

Non-U.S. recycling returns

Non-U.S. customers should call the local HP sales and service office or visit the <http://www.hp.com/recycle> website more information regarding availability of the HP printing supplies returns and recycle program.

Paper

This printer is suited for the use of recycled papers when the paper meets the guidelines in the *HP LaserJet printer family print media guide*. See [Ordering supplies](#) for ordering information. This product is suitable for the use of recycled paper according to DIN 19309.

Material restrictions

This product does not contain added mercury (except lamps containing less than 10 mg).

This product does not contain added lead.

This product does not contain batteries.

Spare parts and supplies availability

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

For more information

For more information on the following HP environmental programs, see <http://www.hp.com/go/environment>.

- 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

Material safety data sheet

Material safety data sheets (MSDS) can be obtained by contacting the HP LaserJet supplies website at <http://www.hp.com/go/msds>.

Declaration of Conformity

according to ISO/IEC Guide 22 and EN45014

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

declares that the product

Product Name: HP LaserJet 1010 Series
Product Number: Q2460A, Q2461A, Q2462A
Regulatory Model Number³ BOISB-0207-00
Product Options: ALL

conforms to the following Product Specifications:

Safety: IEC 60950:1999 / EN 60950:2000
IEC 60825-1:1993 +A1/ EN 60825-1:1994+A11 (Class 1 Laser/LED Product)
GB4943:1995
EMC: CISPR 22:1997/ EN 55022:1998 Class B¹
EN 61000-3-2:1995/A14
EN 61000-3-3:1995
EN 55024:1998
FCC Title 47 CFR, Part 15 Class B²) / ICES-003, Issue 3
AS / NZS 3548:1995 +A1 +A2 / GB9254:1998

Supplementary Information:

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

- 1) The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.
- 2) This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
- 3) For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the marketing name (HP LaserJet 1010) or the product numbers (Q2460A, Q2461A, Q2462A).

**Boise, Idaho USA
April 1, 2003**

For Regulatory Topics ONLY, contact:

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

Laser safety statement

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. The printer is certified as a "Class 1" laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968.

Since radiation emitted inside the printer is completely confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

WARNING!

Using controls, making adjustments, or performing procedures other than those specified in this user guide could 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».»

Korean EMI statement

사용자 안내문 (B급 기기)

이 기기는 비업무용으로 전자파장애검정을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

VCCI statement (Japan)

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取り扱い説明書に従って正しい取り扱いをして下さい。

Laser statement for Finland

LASERTURVALLISUUS

LUOKAN 1 LASERLAITE

KLASS 1 LASER APPARAT

HP LaserJet 1010 -laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalisissa käytössä kirjoittimen suojakotelointi estää lasersäteen pääsyn laitteen ulkopuolelle.

Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (1993) mukaisesti.

VAROITUS!

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

VARNING!

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

HUOLTO

HP LaserJet 1010 -kirjoittimen sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyökaluja.

VARO!

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

VARNING!

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

Tiedot laitteessa käytettävän laserdiodin säteilyominaisuuksista:

Aallonpituus 770-795 nm

Teho 5 mW

Luokan 3B laser

B Media specifications

This appendix provides information on the following topics:

- [Printer media specifications](#)
- [Supported media sizes](#)
- [Guidelines for using media](#)

Printer media specifications

HP LaserJet printers produce excellent print quality. The printer accepts a variety of media, such as cut-sheet paper (including recycled paper), envelopes, labels, transparencies, vellum, and custom-sized paper. Properties such as weight, grain, and moisture content are important factors affecting printer performance and output quality.

The printer can use a variety of paper and other print media in accordance with the guidelines in this user guide. Media that does not meet these guidelines might cause the following problems:

- Poor print quality
- Increased media jams
- Premature wear on the printer, requiring repair

For best results, use only HP brand paper and print media. Hewlett-Packard Company cannot recommend the use of other brands. Because they are not HP products, HP cannot influence or control their quality.

It is possible for media 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 humidity levels, or other variables over which Hewlett-Packard has no control.

Before you purchase a large quantity of media, make sure that it meets the requirements specified in this user guide and in *Guidelines for Paper and Other Print Media*. (See [Ordering supplies](#) for more information about ordering the guidelines.) Always test media before you purchase a large quantity.

CAUTION

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

Supported media sizes

The following are the supported media sizes:

- **Minimum:** 76 x 127 mm (3 x 5 in.)
- **Maximum:** 216 x 356 mm (8.5 x 14 in.)

Guidelines for using media

Paper

For best results, use conventional 20 lb (75 g/m²) paper. Make sure that the paper is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, and curled or bent edges.

If you are unsure about what type of paper you are loading (such as bond or recycled), check the label on the package of paper.

Some paper causes print quality problems, jamming, or damage to the printer.

Paper usage

Symptom	Problem with paper	Solution
Poor print quality or toner adhesion. Problems with feeding.	Too moist, too rough, too smooth, or embossed. Faulty paper lot.	Try another kind of paper: between 100-250 Sheffield and 4-6 percent moisture content.
Dropouts, jamming, or curl.	Stored improperly.	Store paper flat in its moisture-proof wrapping.
Increased gray background shading.	Might be too heavy.	Use lighter paper.
Excessive curl. Problems with feeding.	Too moist, wrong grain direction, or short-grain construction.	Use long-grain paper. Print using the straight-through output path.
Jamming or damage to printer.	Cutouts or perforations.	Do not use paper with cutouts or perforations.
Problems with feeding.	Ragged edges.	Use good quality paper.

Note

The printer uses heat and pressure to fuse toner to the paper. Make sure that any colored paper or preprinted forms use inks that are compatible with the printer temperature (200° C or 392° F for 0.1 second).

Do not use letterhead that is printed with low-temperature inks, such as those used in some types of thermography.

Do not use raised letterhead.

Do not use transparencies designed for inkjet printers or other low temperature printers. Use only transparencies that are specified for use with HP LaserJet printers.

Labels

Label construction

When selecting labels, consider the quality of the following components:

- **Adhesives:** The adhesive material should be stable at 200° C (392° F), the printer's maximum temperature.
- **Arrangement:** Only use labels with no exposed backing between them. Labels can peel off sheets that have spaces between the labels, causing serious jams.
- **Curl:** Prior to printing, labels must lie flat with no more than 13 mm (0.5 in.) of curl in any direction.
- **Condition:** Do not use labels with wrinkles, bubbles, or other indications of separation.

Transparencies

Transparencies must be able to withstand 200° C (392° F), the printer's maximum temperature.

Envelopes

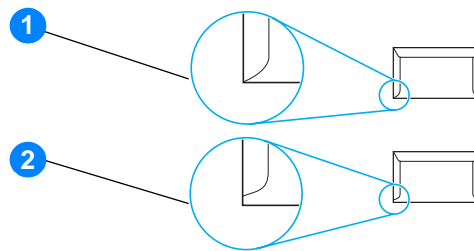
Envelope construction

Envelope construction is critical. Envelope fold lines can vary considerably, not only between manufacturers, but also within a box from the same manufacturer. Successful printing on envelopes depends upon the quality of the envelopes. When selecting envelopes, consider the following components:

- **Weight:** The weight of the envelope paper should not exceed 28 lb (105 g/m²), or jamming might result.
- **Construction:** Prior to printing, envelopes should lie flat with less than 6 mm (0.25 in.) curl and should not contain air. Envelopes that trap air may cause problems.
- **Condition:** Make sure that the envelopes are not wrinkled, nicked, or otherwise damaged.
- **Sizes:** From 90 x 160 mm (3.5 x 6.3 in.) to 178 x 254 mm (7 x 10 in.).

Envelopes with double-side seams

An envelope with double-side-seam construction has vertical seams at both ends of the envelope rather than diagonal seams. This style might be more likely to wrinkle. Make sure that the seam extends all the way to the corner of the envelope as shown in the following illustration:



- 1 acceptable envelope construction
- 2 unacceptable envelope construction

Envelopes with adhesive strips or flaps

Envelopes with a peel-off adhesive strip or with more than one flap that folds over to seal must use adhesives compatible with the heat and pressure in the printer: 200° C (392° F). The extra flaps and strips might cause wrinkling, creasing, or jams.

Envelope storage

Proper storage of envelopes contributes to good print quality. You should store envelopes flat. If air is trapped in an envelope, creating an air bubble, the envelope might wrinkle during printing.

Card stock and heavy media

You can print many types of card stock from the paper input tray, including index cards and postcards. Some card stock performs better than others because its construction is better suited for feeding through a laser printer.

For optimum printer performance, do not use paper heavier than 42 lb (157 g/m²). Paper that is too heavy might cause misfeeds, stacking problems, paper jams, poor toner fusing, poor print quality, or excessive mechanical wear.

Note

You might be able to print on heavier paper if you do not fill the input tray to capacity and if you use paper with a smoothness rating of 100-180 Sheffield.

Card stock construction

- **Smoothness:** 36-42 lb (135-157 g/m²) card stock should have a smoothness rating of 100-180 Sheffield. 16-36 lb (60-135 g/m²) card stock should have a smoothness rating of 100-250 Sheffield.
- **Construction:** Card stock should lie flat with less than 5 mm (0.2 in.) of curl.
- **Condition:** Make sure that the card stock is not wrinkled, nicked, or otherwise damaged.
- **Sizes:** Only use card stock within the following size ranges:
 - **Minimum:** 76 x 127 mm (3 x 5 in.)
 - **Maximum:** 216 x 356 mm (8.5 x 14.0 in.)

Card stock guidelines

Set margins at least 2 mm (0.08 in.) away from the edges.

C Warranty and licensing

This appendix provides information on the following topics:

- [Hewlett-Packard software license agreement](#)
- [Hewlett-Packard limited warranty statement](#)
- [Limited warranty for print cartridge life](#)
- [Hardware service](#)
- [Extended warranty](#)
- [Guidelines for repacking the printer](#)
- [How to contact HP](#)

Hewlett-Packard software license agreement

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No Disassembly or Decryption. You may not disassemble or decompile the Software unless HP’s prior written consent is obtained. In some jurisdictions, HP’s consent may not be required for limited disassembly or decompilation. Upon request, you will provide HP with reasonably detailed information regarding any disassembly or decompilation. You may not decrypt the Software unless decryption is a necessary part of the operation of the Software.

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Termination. HP may terminate your license upon notice for failure to comply with any of these License Terms. Upon termination, you must immediately destroy the Software, together with all copies, adaptations, and merged portions in any form.

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Hewlett-Packard limited warranty statement

DURATION OF WARRANTY:

One year from date of purchase.

1. HP warrants to you, the end-user customer, that HP hardware, accessories, and supplies, 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 like-new.
2. 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 media which does not execute its programming instructions due to such defects.
3. 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.
4. HP products may contain remanufactured parts equivalent to a new in performance or may have been subject to incidental use.
5. Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (d) improper site preparation or maintenance.
6. **HP MAKES NO OTHER EXPRESS WARRANTY OR CONDITION WHETHER WRITTEN OR ORAL. TO THE EXTENT ALLOWED BY LOCAL LAW, ANY IMPLIED WARRANTY OR CONDITION OR MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY SET FORTH ABOVE.** Some countries/regions, states, or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights and you might also have other rights that vary from country/region to country/region, state to state, or province to province.
7. **TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.** Some countries/regions, states, or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

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

Limited warranty for print cartridge life

Note

The following warranty applies to the print cartridge that came with this printer.

HP print cartridges are warranted to be free from defects in materials and workmanship until the HP toner is depleted. The warranty covers any defects or malfunctions in a new HP print cartridge.

Frequently asked questions

How long does the coverage last?

The coverage lasts until the HP toner is depleted, at which time the warranty expires.

How do I know when the HP toner is running out?

The HP toner is depleted and the print cartridge has reached the end of its useful life when faded or light type appears on the printed page or when a cartridge life-low message appears on the computer screen.

What will Hewlett-Packard do?

Hewlett-Packard will, at its option, either replace products that prove to be defective or refund the purchase price. If possible, please attach a printout sample illustrating what the defective print cartridge is printing.

What does this warranty not cover?

The warranty does not cover print cartridges that have been refilled or are emptied, abused, misused, or tampered with in any way.

How do I return the faulty print cartridge?

In the event that the print cartridge proves to be defective, complete the Service Information Form and attach a print sample illustrating the defect. Return the form and print cartridge to the place of purchase, where the print cartridge will be replaced.

How does State, Province, or Country/Region Law apply?

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state, province to province, or country/region to country/region. This limited warranty is the sole warranty on the HP print cartridge and supersedes any other warranty relating to this product.

IN NO EVENT SHALL HEWLETT-PACKARD COMPANY BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, INDIRECT, PUNITIVE, OR EXEMPLARY DAMAGES OR LOST PROFITS FROM ANY BREACH OF THIS WARRANTY OR OTHERWISE.

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

Hardware service

The warranty for the HP LaserJet 1010 series printer varies depending on the date and country/region of purchase.

For products that require service under the warranty, customers should call the customer support center in their country/region. See [How to contact HP](#) for more information. Hewlett-Packard will choose one of the following methods to fulfill the warranty:

- Repair the product.
- Provide customer-replaceable parts for the customer to repair the unit.
- Replace the product with a remanufactured unit.
- Replace the product with a new or remanufactured product of equal or greater functionality.
- Refund the purchase price.
- Require that the customer return the unit to an authorized service provider.

Extended warranty

HP SupportPack provides coverage for the HP product and all HP-supplied internal components. The HP SupportPack can provide Express Exchange or onsite service. Specific support pack options will vary by country/region. The customer must purchase HP SupportPack within 180 days of the HP product purchase. For more support information, go to the following HP Web site:

http://www.hp.com/peripherals2/care_netlj/index.html

or contact the customer care service and support group; see [How to contact HP](#).

Guidelines for repacking the printer

Use the following guidelines when repacking the printer:

- If possible, include print samples and 5 to 10 sheets of paper or other media that did not print correctly.
- Remove and keep any cables, trays, and optional accessories installed in the printer.
- Remove and keep the print cartridge.

CAUTION

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

- If possible, use the original shipping container and packing material. *Shipping damage as a result of inadequate packing is your responsibility.* If you have already disposed of the printer's packing material, contact a local mailing service for information on repacking the printer.
- Include a completed copy of the service information form.
- Hewlett-Packard recommends that you insure the equipment for shipment.

How to contact HP

If you need to contact HP for service or support, use one of the following links:

- In the United States, see <http://www.hp.com/support/lj1010>
- In other countries/regions, see <http://www.hp.com>

D Ordering supplies

Ordering supplies

Use accessories and supplies specifically designed for the HP LaserJet 1010 series printer to ensure optimum performance.

Ordering information

	Item	Description or use	Order number
Printing supplies	HP Multipurpose paper	HP brand paper for a variety of uses (1 box of 10 reams, 500 sheets each). To order a sample, in the U.S., call 1-800-471-4701.	HPM1120
	HP LaserJet paper	Premium HP brand paper for use with HP LaserJet printers (1 box of 10 reams, 500 sheets each). To order a sample, in the U.S., call 1-800-471-4701.	HPJ1124
	HP LaserJet transparency film	HP brand transparency film for use with HP LaserJet monochrome printers.	92296T (letter) 92296U (A4)
	Print cartridges	Replacement print cartridges for the HP LaserJet 1010 series printer. 2,000 page cartridge See Print cartridge life expectancy for more information.	Q2612A
Supplementary documentation	<i>HP LaserJet family print media guide</i>	A guide to using paper and other print media with HP LaserJet printers.	5963-7863

Ordering information (continued)

	Item	Description or use	Order number
Replacement parts	Media pickup roller	Used to pick the media from the input tray and advance it through the printer.	RL1-0266
	Input tray cover	Used to cover the media in the input tray. Also contains the priority input tray media guides.	
		U.S. Europe	
	Separation pad for the printer	Used to keep multiple sheets from feeding through the printer path.	RL1-0269

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Q2460-90909