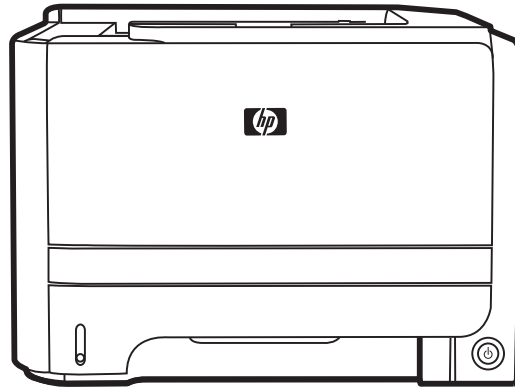




# LaserJet P2030 Series Printer

## User Guide



P2030



<http://www.hp.com/support/ljp2030series>





# HP LaserJet P2030 Series Printer

User Guide

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# 1 Product basics

- [Product comparison](#)
- [Product features](#)
- [Product walkaround](#)

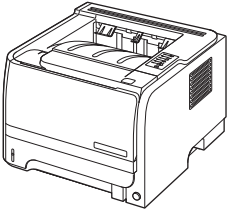
# Product comparison

## HP LaserJet P2030 Series models

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### HP LaserJet P2035 printer

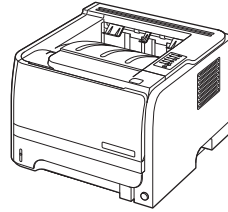
**CE461A**



- Prints up to 30 pages per minute (ppm) on Letter-size paper and 30 ppm on A4-size paper
- Contains 16 megabytes (MB) of random access memory (RAM).
- HP print cartridge, rated for up to 1,000 pages
- Tray 1 holds up to 50 sheets
- Tray 2 holds up to 250 sheets
- 125-sheet face-down output bin
- Straight-through output path
- Hi-speed USB 2.0 port
- Parallel port

### HP LaserJet P2035n printer

**CE462A**



Has the same features as the HP LaserJet P2035 model, with the following differences:

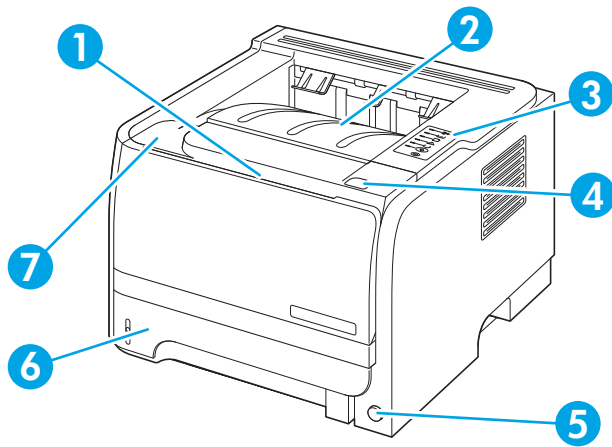
- On-board networking
- No parallel port

# Product features

Feature	Description
<b>Performance</b>	<ul style="list-style-type: none"><li>• 266 MHz processor</li></ul>
<b>User interface</b>	<ul style="list-style-type: none"><li>• 2-button, 6 LED control panel</li><li>• Windows® and Macintosh printer drivers</li><li>• Embedded Web server to access support and order supplies (for network-connected models only)</li></ul>
<b>Printer drivers</b>	<ul style="list-style-type: none"><li>• Host-based printer drivers for Windows and Macintosh, included on the product CD</li><li>• HP UPD PCL 5 printer driver, available for download from the Web</li><li>• XML Paper Specification (XPS) printer driver, available for download from the Web</li></ul>
<b>Resolution</b>	<ul style="list-style-type: none"><li>• FastRes 1200—produces 1200-dots-per-inch (dpi) print quality for fast, high-quality printing of business text and graphics</li><li>• 600 dpi—provides the fastest printing</li></ul>
<b>Fonts</b>	<ul style="list-style-type: none"><li>• 45 internal scalable fonts</li><li>• 80 device-matching screen fonts in TrueType format available with the software solution</li></ul>
<b>Connectivity</b>	<ul style="list-style-type: none"><li>• Hi-Speed USB 2.0 connection</li><li>• Parallel connection (HP LaserJet P2035 printer only)</li><li>• RJ.45 network connection (HP LaserJet P2035n printer only)</li></ul>
<b>Supplies</b>	<ul style="list-style-type: none"><li>• The supplies status page contains information about toner level, page count, and approximate pages remaining.</li><li>• The product checks for an authentic HP print cartridge at installation.</li><li>• Integration with HP Sure Supply Web site for easy replacement-cartridge reordering</li></ul>
<b>Accessories</b>	<ul style="list-style-type: none"><li>• HP Jetdirect external print server</li></ul>
<b>Supported operating systems</b>	<ul style="list-style-type: none"><li>• Microsoft® Windows® 2000, Windows® Server 2003, Windows® XP, and Windows Vista™</li><li>• Macintosh OS X V10.3, V10.4, V10.5, and later</li><li>• Unix®</li><li>• Linux</li></ul>
<b>Accessibility</b>	<ul style="list-style-type: none"><li>• The online user guide is compatible with text screen-readers.</li><li>• The print cartridge can be installed and removed by using one hand.</li><li>• All doors can be opened by using one hand.</li><li>• Paper can be loaded in Tray 1 by using one hand.</li></ul>

# Product walkaround

## Front view



---

1 Tray 1 (pull to open)

---

2 Top output bin

---

3 Control panel

---

4 Print-cartridge-door release button

---

5 On/off switch

---

6 Tray 2

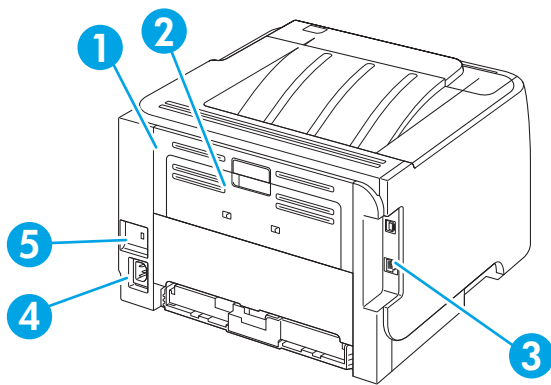
---

7 Print-cartridge door

---



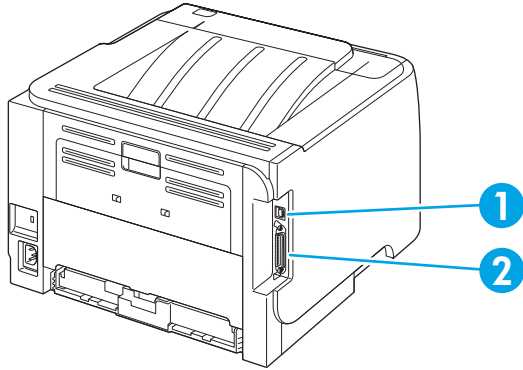
## Rear view



- 
- 1 Jam-release door (pull the green handle to open)
  - 2 Straight-through paper path (pull to open)
  - 3 Interface ports
  - 4 Power connection
  - 5 Slot for a cable-type security lock
-

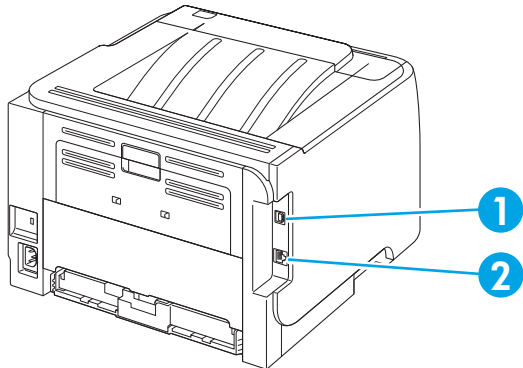
## Interface ports

**Figure 1-1** HP LaserJet P2035 printer



- 
- 1 Hi-speed USB 2.0 port
  - 2 Parallel port
- 

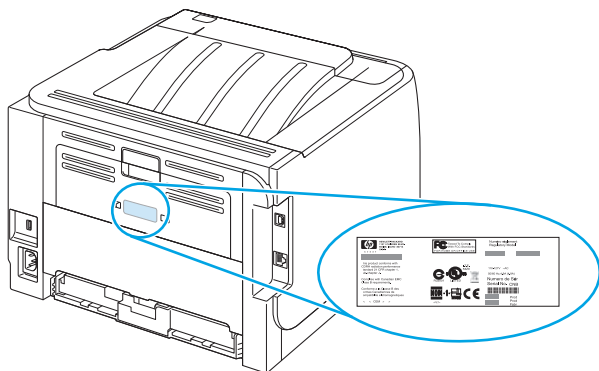
**Figure 1-2** HP LaserJet P2035n printer



- 
- 1 Hi-speed USB 2.0 port
  - 2 RJ.45 network port
-

## Model and serial-number label location

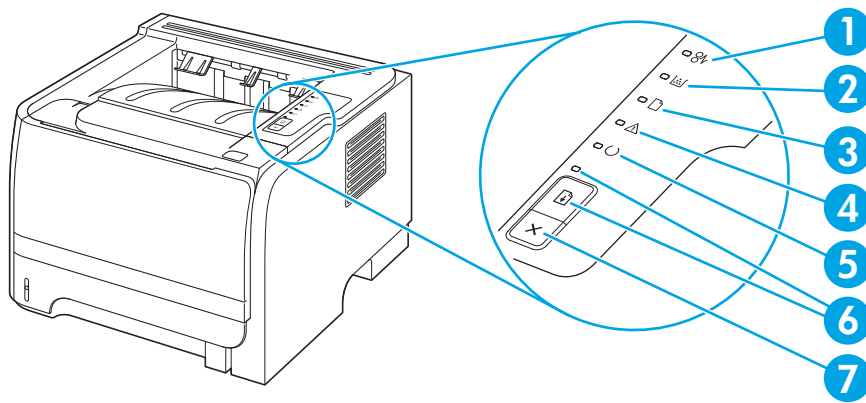
The label that contains the model and serial numbers is on the rear of the product.





## 2 Control panel

The printer control panel is comprised of six lights and two buttons. The lights produce patterns that identify the printer status.



1	<b>Jam light:</b> Indicates a jam in the printer
2	<b>Toner light:</b> When the print cartridge is low, the Toner light illuminates. When the print cartridge is out of the printer, the Toner light blinks.
3	<b>Paper out light:</b> Indicates the printer is out of paper
4	<b>Attention light:</b> Indicates the print cartridge door is open or other errors exist
5	<b>Ready light:</b> Indicates the printer is ready to print
6	<b>Go button and light</b>
7	<b>Cancel button:</b> To cancel the print job currently printing, press the <b>Cancel</b> button.

 **NOTE:** See [Status-light patterns on page 76](#) for a description of the light patterns.



---

## 3 Software for Windows

- [Supported operating systems for Windows](#)
- [Supported printer drivers for Windows](#)
- [Priority for print settings](#)
- [Change printer-driver settings for Windows](#)
- [Remove software for Windows](#)
- [Supported utilities for Windows](#)
- [Supported network utilities for Windows](#)
- [Software for other operating systems](#)

## Supported operating systems for Windows

The product supports the following Windows operating systems:

- Windows XP (32-bit and 64-bit)
- Windows Server 2003 (32-bit and 64-bit)
- Windows 2000
- Windows Vista (32-bit and 64-bit)

## Supported printer drivers for Windows

The product features a host-based printer driver.

The printer driver includes online Help that has instructions for common printing tasks and also describes the buttons, check boxes, and drop-down lists that are in the printer driver.



## Priority for print settings

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



---

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

---

- **Page Setup dialog box:** Click **Page Setup** or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed here override settings changed anywhere else.
- **Print dialog box:** Click **Print**, **Print Setup**, or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed in the **Print** dialog box have a lower priority and do *not* override changes made in the **Page Setup** dialog box.
- **Printer Properties dialog box (printer driver):** Click **Properties** in the **Print** dialog box to open the printer driver. Settings changed in the **Printer Properties** dialog box do not override settings anywhere else in the printing software.
- **Default printer driver settings:** The default printer driver settings determine the settings used in all print jobs, *unless* settings are changed in the **Page Setup**, **Print**, or **Printer Properties** dialog boxes.

## Change printer-driver settings for Windows

Change the settings for all print jobs until the software program is closed	Change the default settings for all print jobs	Change the product configuration settings
<ol style="list-style-type: none"><li>1. On the <b>File</b> menu in the software program, click <b>Print</b>.</li><li>2. Select the driver, and then click <b>Properties</b> or <b>Preferences</b>.</li></ol> <p>The steps can vary; this procedure is most common.</p>	<ol style="list-style-type: none"><li>1. <b>Windows XP and Windows Server 2003 (using the default Start menu view):</b> Click <b>Start</b>, and then click <b>Printers and Faxes</b>.</li></ol> <p>-or-</p> <p><b>Windows 2000, Windows XP, and Windows Server 2003 (using the Classic Start menu view):</b> Click <b>Start</b>, click <b>Settings</b>, and then click <b>Printers</b>.</p> <p>-or-</p> <p><b>Windows Vista:</b> Click <b>Start</b>, click <b>Control Panel</b>, and then in the category for <b>Hardware and Sound</b> click <b>Printer</b>.</p> <ol style="list-style-type: none"><li>2. Right-click the driver icon, and then select <b>Printing Preferences</b>.</li></ol>	<ol style="list-style-type: none"><li>1. <b>Windows XP and Windows Server 2003 (using the default Start menu view):</b> Click <b>Start</b>, and then click <b>Printers and Faxes</b>.</li></ol> <p>-or-</p> <p><b>Windows 2000, Windows XP, and Windows Server 2003 (using the Classic Start menu view):</b> Click <b>Start</b>, click <b>Settings</b>, and then click <b>Printers</b>.</p> <p>-or-</p> <p><b>Windows Vista:</b> Click <b>Start</b>, click <b>Control Panel</b>, and then in the category for <b>Hardware and Sound</b> click <b>Printer</b>.</p> <ol style="list-style-type: none"><li>2. Right-click the driver icon, and then select <b>Properties</b>.</li><li>3. Click the <b>Device Settings</b> tab.</li></ol>

## Remove software for Windows

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

# Supported utilities for Windows

## Status Alerts software

The Status Alerts software provides information about the current status of the product.

The software also provides pop-up alerts when certain events occur, such as an empty tray or a problem with the product. The alert includes information about solving the problem.

## Supported network utilities for Windows

### Embedded Web server

The device is equipped with an embedded Web server, which provides access to information about device and network activities. This information appears in a Web browser, such as Microsoft Internet Explorer, Netscape Navigator, Apple Safari, or Firefox.

The embedded Web server resides on the device. It is not loaded on a network server.

The embedded Web server provides an interface to the device that anyone who has a network-connected computer and a standard Web browser can use. No special software is installed or configured, but you must have a supported Web browser on your computer. To gain access to the embedded Web server, type the IP address for the device in the address line of the browser. (To find the IP address, print a configuration page. For more information about printing a configuration page, see [Print the information pages on page 56.](#))

## Software for other operating systems

OS	Software
UNIX	<p>To download the HP UNIX modelscripts, follow these steps.</p> <ol style="list-style-type: none"><li>1. Go to <a href="http://www.hp.com">www.hp.com</a>, and click <b>Software &amp; Driver Download</b>.</li><li>2. Type the name of the product in the product name box.</li><li>3. In the list of operating systems, click <b>UNIX</b>.</li><li>4. Download the appropriate file or files.</li></ol>
Linux	<p>For information, go to <a href="http://www.hp.com/go/linuxprinting">www.hp.com/go/linuxprinting</a>.</p>



---

## 4 Use the product with Macintosh

- [Software for Macintosh](#)
- [Use features in the Macintosh printer driver](#)

# Software for Macintosh

## Supported operating systems for Macintosh

The product supports the following Macintosh operating systems:

- Mac OS X V10.3, V10.4, V10.5, and later



**NOTE:** For Mac OS X V10.4 and later, PPC and Intel® Core™ Processor Macs are supported.

## Change printer-driver settings for Macintosh

Change the settings for all print jobs until the software program is closed	Change the default settings for all print jobs	Change the product configuration settings
<ol style="list-style-type: none"><li>1. On the <b>File</b> menu, click <b>Print</b>.</li><li>2. Change the settings that you want on the various menus.</li></ol>	<ol style="list-style-type: none"><li>1. On the <b>File</b> menu, click <b>Print</b>.</li><li>2. Change the settings that you want on the various menus.</li><li>3. On the <b>Presets</b> menu, click <b>Save as</b> and type a name for the preset.</li></ol> <p>These settings are saved in the <b>Presets</b> menu. To use the new settings, you must select the saved preset option every time you open a program and print.</p>	<p><b>Mac OS X V10.3 or Mac OS X V10.4</b></p> <ol style="list-style-type: none"><li>1. From the Apple menu, click <b>System Preferences</b> and then <b>Print &amp; Fax</b>.</li><li>2. Click <b>Printer Setup</b>.</li><li>3. Click the <b>Installable Options</b> menu.</li></ol> <p><b>Mac OS X V10.5</b></p> <ol style="list-style-type: none"><li>1. From the Apple menu, click <b>System Preferences</b> and then <b>Print &amp; Fax</b>.</li><li>2. Click <b>Options &amp; Supplies</b>.</li><li>3. Click the <b>Driver</b> menu.</li><li>4. Select the driver from the list, and configure the installed options.</li></ol>

## Software for Macintosh computers

### HP Printer Utility

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

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

#### Open the HP Printer Utility

---

Mac OS X V10.3 or Mac OS X V10.4	<ol style="list-style-type: none"><li>1. Open the Finder, click <b>Applications</b>, click <b>Utilities</b>, and then double-click <b>Printer Setup Utility</b>.</li><li>2. Select the product that you want to configure, and then click <b>Utility</b>.</li></ol>
Mac OS X V10.5	<p>▲ From the <b>Printer</b> menu, click <b>Printer Utility</b>.</p> <p><b>-or-</b></p> <p>From the <b>Print Queue</b>, click the <b>Utility</b> icon.</p>

---

## Supported utilities for Macintosh

### Embedded Web server

The device is equipped with an embedded Web server, which provides access to information about device and network activities. This information appears in a Web browser, such as Microsoft Internet Explorer, Netscape Navigator, Apple Safari, or Firefox.

The embedded Web server resides on the device. It is not loaded on a network server.

The embedded Web server provides an interface to the device that anyone who has a network-connected computer and a standard Web browser can use. No special software is installed or configured, but you must have a supported Web browser on your computer. To gain access to the embedded Web server, type the IP address for the device in the address line of the browser. (To find the IP address, print a configuration page. For more information about printing a configuration page, see [Print the information pages on page 56.](#))

# Use features in the Macintosh printer driver

## Print

### Create and use printing presets in Macintosh

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

#### Create a printing preset

1. On the **File** menu, click **Print**.
2. Select the driver.
3. Select the print settings.
4. In the **Presets** box, click **Save As...**, and type a name for the preset.
5. Click **OK**.

#### Use printing presets

1. On the **File** menu, click **Print**.
2. Select the driver.
3. In the **Presets** box, select the printing preset that you want to use.



---

**NOTE:** To use printer-driver default settings, select **Standard**.

---

### Resize documents or print on a custom paper size

You can scale a document to fit on a different size of paper.

1. On the **File** menu, click **Print**.
2. Open the **Paper Handling** menu.
3. In the area for **Destination Paper Size**, select **Scale to fit paper size**, and then select the size from the drop-down list.
4. If you want to use only paper that is smaller than the document, select **Scale down only**.

### Print a cover page

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

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



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

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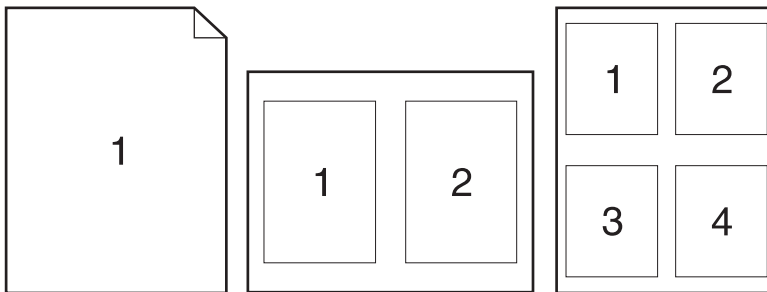
## Use watermarks

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

1. On the **File** menu, click **Print**.
2. Open the **Watermarks** menu.
3. Next to **Mode**, select the type of watermark to use. Select **Watermark** to print a semi-transparent message. Select **Overlay** to print a message that is not transparent.
4. Next to **Pages**, select whether to print the watermark on all pages or on the first page only.
5. Next to **Text**, select one of the standard messages, or select **Custom** and type a new message in the box.
6. Select options for the remaining settings.

## Print multiple pages on one sheet of paper in Macintosh

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



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

## Print on both sides of the page (duplex printing)

### Print on both sides manually

1. Insert enough paper into one of the trays to accommodate the print job. If you are loading special paper such as letterhead, load it in one of the following ways:

- For Tray 1, load the letterhead paper face-up with the top edge feeding into the product first.
  - For all other trays, load the letterhead paper face-down with the top edge at the front of the tray.
2. On the **File** menu, click **Print**.
  3. On the **Finishing** menu, select **Manually Print on 2nd Side**.
  4. Click **Print**. Follow the instructions in the pop-up window that appears on the computer screen before placing the output stack in Tray 1 for printing the second half.
  5. Go to the product, and remove any blank paper that is in Tray 1.
  6. Insert the printed stack face-up into Tray 1 with the top edge feeding into the product first. You *must* print the second side from Tray 1.
  7. If prompted, press the appropriate control-panel button to continue.

## Use the Services menu

If the product is connected to a network, use the **Services** menu to obtain product and supply-status information.

1. On the **File** menu, click **Print**.
2. Open the **Services** menu.
3. To open the embedded Web server and perform a maintenance task, do the following:
  - a. Select **Device Maintenance**.
  - b. Select a task from the drop-down list.
  - c. Click **Launch**.
4. To go to various support Web sites for this device, do the following:
  - a. Select **Services on the Web**.
  - b. Select **Internet Services**, and select an option from the drop-down list.
  - c. Click **Go!**.


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# 5 Connectivity

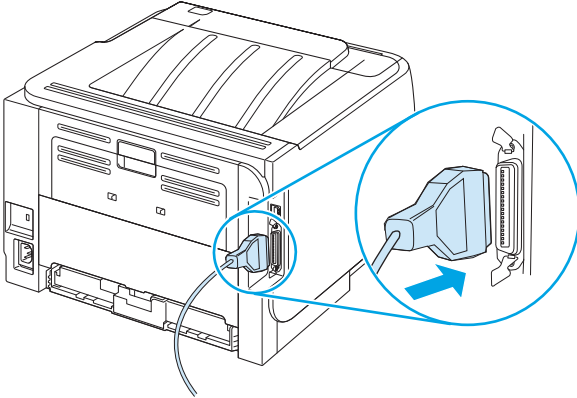
- [USB and parallel connections](#)
- [Network configuration](#)

## USB and parallel connections

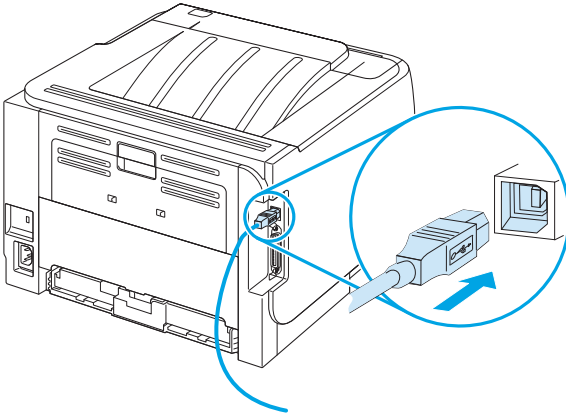
1. Insert the software installation CD into the computer CD-ROM drive.
2. If the installation program does not start automatically, browse the CD contents and run the SETUP.EXE file.
3. Follow the on-screen instructions.

 **NOTE:** During the installation, there is a prompt to plug in the parallel or USB cable.

**Figure 5-1** Parallel connection



**Figure 5-2** USB connection



# Network configuration

You might need to configure certain network parameters on the product. You can configure these parameters from the embedded Web server.

## Supported network protocols

The product supports the TCP/IP network protocol. It is the most widely used and accepted networking protocol. Many networking services utilize this protocol. This product also supports IPv4 and IPv6. The following tables list the networking services/protocols that are supported on the product.

**Table 5-1 Printing**

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

**Table 5-2 Network product discovery**

Service name	Description
SLP (Service Location Protocol)	Device Discovery Protocol, used to help find and configure network devices. Used primarily by Microsoft-based software programs.
mDNS (multicast Domain Name Service - also known as "Rendezvous" or "Bonjour")	Device Discovery Protocol, used to help find and configure network devices. Used primarily by Apple Macintosh-based software programs.

**Table 5-3 Messaging and management**

Service name	Description
HTTP (hypertext transfer protocol)	Allows Web browsers to communicate with embedded Web server.
EWS (embedded Web server)	Allows a user to manage the product through a Web browser.
SNMP (simple network management protocol)	Used by network programs for product management. SNMP V1, V2, and standard MIB-II (Management Information Base) objects are supported.

**Table 5-4 IP addressing**

Service name	Description
DHCP (dynamic host configuration protocol)	For Automatic IP address assignment. DHCP server provides the product with an IP address. Generally requires no user intervention for product to obtain IP address from a DHCP server.

**Table 5-4 IP addressing (continued)**

Service name	Description
BOOTP (bootstrap protocol)	For Automatic IP address assignment. BOOTP server provides the product with an IP address. Requires administrator to input the product MAC hardware address on BOOTP server in order for product to obtain an IP address from that server.
Auto IP	For Automatic IP address assignment. If neither a DHCP server nor a BOOTP server is present, this service allows the product to generate a unique IP address.

## Install the product on a network

In this configuration, the product is connected directly to the network and can be configured to allow all computers on the network to print directly to the product.



**NOTE:** This mode is the recommended network configuration for the product.

1. Before turning on the product, connect the product directly to the network by inserting a network cable into the product network port.
2. Turn on the product, wait 2 minutes, and then use the control panel to print a configuration page.



**NOTE:** Make sure that an IP address is listed on the configuration page before proceeding to the next step. If an IP address is not present, reprint the configuration page.

3. Insert the product CD into the computer. If the software installer does not start, navigate to the setup.exe file on the CD and double-click the file.
4. Follow the installer instructions.



**NOTE:** When the installer prompts for a network address, provide the IP address listed on the configuration page that you printed before starting the installer program, or search for the product on the network.

5. Allow the installation process to complete.

## Configure the network product

### View or change network settings

You can use the embedded Web server to view or change IP configuration settings.

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

xxxx : :xxx :xxxx :xxxx :xxxx

2. Type the IP address into the address line of a Web browser to open the embedded Web server.
3. Click the **Networking** tab to obtain network information. You can change settings as needed.

## Set or change the network password

Use the embedded Web server to set a network password or change an existing password.

1. Open the embedded Web server and click the **Networking** tab.
2. In the left-side pane, click the **Password** button.



**NOTE:** If a password has previously been set, you are prompted to type the password. Type the password, and then click the **Apply** button.

3. In the **Device Password** area, type the new password in the **Password** box and in the **Confirm Password** box.
4. At the bottom of the window, click the **Apply** button to save the password.

## IP address

The product IP address can be set manually, or it can be configured automatically via DHCP, BootP, or AutoIP.

To change the IP address manually, use the **Networking** tab in the embedded Web server.

## Link speed setting

Use the **Networking** tab in the embedded Web server to set the link speed if necessary.

Incorrect changes to the link speed setting might prevent the product from communicating with other network devices. For most situations, the product should be left in automatic mode. Changes can cause the product to power cycle. Changes should be made only while the product is idle.





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# 6 Paper and print media

- [Understand paper and print media use](#)
- [Supported paper and print media sizes](#)
- [Custom paper sizes](#)
- [Supported paper and print media types](#)
- [Tray and bin capacity](#)
- [Special paper or print media guidelines](#)
- [Load trays](#)
- [Configure trays](#)
- [Use paper output options](#)

## Understand paper and print media use


This product supports a variety of paper and other print media in accordance with the guidelines in this user guide. Paper or print media that does not meet these guidelines might cause the following problems:

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

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

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

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

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# Supported paper and print media sizes

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



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

**Table 6-1 Supported paper and print media sizes**

Size and dimensions	Tray 1	Tray 2
Letter 216 x 279 mm (8.5 x 11 inches)	✓	✓
Legal 216 x 356 mm (8.5 x 14 inches)	✓	✓
A4 210 x 297 mm (8.27 x 11.69 inches)	✓	✓
A5 148 x 210 mm (5.83 x 8.27 inches)	✓	✓
A6 105 x 148 mm (4.1 x 5.8 inches)	✓	✓
B5 (JIS) 182 x 257 mm (7.17 x 10.12 inches)	✓	✓
Executive 184 x 267 mm (7.24 x 10.51 inches)	✓	✓
Postcard (JIS) 100 x 148 mm (3.9 x 5.8 inches)	✓	
Double Postcard (JIS) 148 x 200 mm (5.8 x 7.9 inches)	✓	
16K 184 x 260 mm (7.2 x 10.2 inches)	✓	
16K 195 x 270 mm (7.7 x 10.6 inches)	✓	
16K 197 x 273 mm (7.8 x 10.8 inches)	✓	
8.5 x 13 216 x 330 mm (8.5 x 13 inches)	✓	✓
Envelope Commercial #10 105 x 241 mm (4.13 x 9.49 inches)	✓	

**Table 6-1 Supported paper and print media sizes (continued)**

Size and dimensions	Tray 1	Tray 2
Envelope B5 ISO 176 x 250 mm (6.7 x 9.8 inches)	✓	
Envelope C5 ISO 162 x 229 mm (6.93 x 9.84 inches)	✓	
Envelope DL ISO 110 x 220 mm (4.33 x 8.66 inches)	✓	
Envelope Monarch 98 x 191 mm (3.9 x 7.5 inches)	✓	
Custom 76 x 127 mm to 216 x 356 mm (3.0 x 5.0 inches to 8.5 x 14 inches)	✓	

## Custom paper sizes

This product supports a variety of custom paper sizes. Supported custom sizes are sizes that are within the minimum- and maximum-size guidelines for the product but are not listed in the supported paper sizes table. When using a supported custom size, specify the custom size in the print driver, and load the paper in a tray that supports custom sizes.

## Supported paper and print media types

For a complete list of specific HP-brand paper that this product supports, go to [www.hp.com/support/ljp2030series](http://www.hp.com/support/ljp2030series).

Paper type (printer driver)	Tray 1	Tray 2
Plain Paper	✓	✓
Light 60–74 g/m <sup>2</sup>	✓	✓
Midweight (96–110 g/m <sup>2</sup> )	✓	✓
Heavy (111–130 g/m <sup>2</sup> )	✓	✓
Extra Heavy (131–175 g/m <sup>2</sup> )	✓	
Transparency	✓	✓
Labels	✓	
Letterhead	✓	✓
Preprinted	✓	✓
Prepunched	✓	✓
Color	✓	✓
Rough	✓	✓
Bond	✓	✓
Recycled	✓	✓
Envelope	✓	
HP Multipurpose Paper	✓	✓
HP Office Paper	✓	✓
HP LaserJet Paper	✓	✓
HP Premium Choice Paper	✓	✓

## Tray and bin capacity

Tray or bin	Paper type	Specifications	Quantity
Tray 1	Paper	Range: 60 g/m <sup>2</sup> (16 lb) bond to 200 g/m <sup>2</sup> (54 lb) bond	Maximum stack height: 5 mm (0.3 inch) Equivalent to 50 sheets of 75 g/m <sup>2</sup> (20 lb) bond
	Envelopes	Less than 60 g/m <sup>2</sup> (16 lb) bond to 90 g/m <sup>2</sup> (24 lb) bond	Up to 10 envelopes
	Labels	Maximum 0.23 mm (0.009 inch) thick	Maximum stack height: 5 mm (0.3 inch)
	Transparencies	Minimum 0.13 mm (0.005 inch) thick	Maximum stack height: 5 mm (0.3 inch)
Tray 2	Paper	Range: 60 g/m <sup>2</sup> (16 lb) bond to 135 g/m <sup>2</sup> (36 lb) bond	Equivalent to 250 sheets of 75 g/m <sup>2</sup> (20 lb) bond Maximum stack height for A6 paper: 15 mm (0.59 inch)
	Transparencies	Minimum 0.13 mm (0.005 inch) thick	Maximum stack height: 26 mm (1.0 inch)
Standard top bin	Paper		Up to 125 sheets of 75 g/m <sup>2</sup> (20 lb) bond

## Special paper or print media guidelines

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

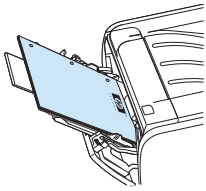
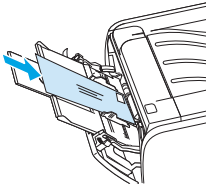
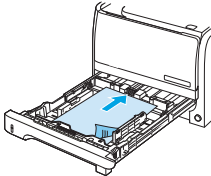
**⚠ CAUTION:** HP LaserJet printers use fusers to bond dry toner particles to the paper in very precise dots. HP laser paper is designed to withstand this extreme heat. Using inkjet paper not designed for this technology could damage your printer.

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

# Load trays

## Paper orientation for loading trays

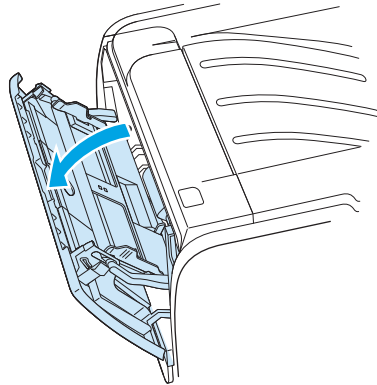
If you are using paper that requires a specific orientation, load it according to the information in the following table.

Tray	Single-sided printing	Envelope printing
Tray 1	Face-up Top edge leading into the product 	Front of envelope face-up Short edge with postage leading into the product 
Tray 2	Face-down Top edge at the front of the tray 	Use only Tray 1 for printing envelopes.

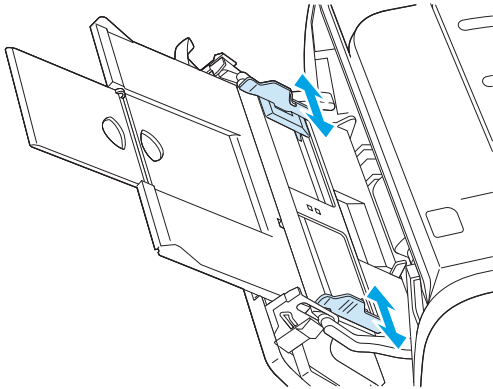


## Tray 1

Tray 1 is accessed from the front of the printer.

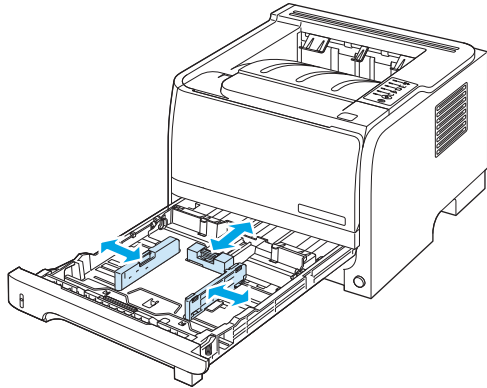


Media guides ensure that the media is correctly fed into the printer and that the print is not skewed (crooked on the media). When loading media, adjust the media guides to match the width of the media that you are using.



## Tray 2

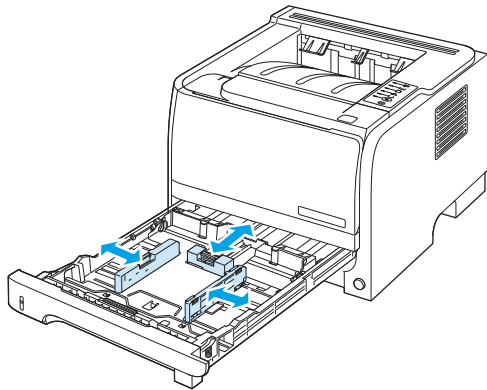
Media guides ensure that the media feeds correctly into the printer and that the print is not skewed. Tray 2 has side and rear media guides. When loading media, adjust the media guides to match the length and width of the media that you are using.



**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 reduces jams by preventing multiple sheets of media from feeding through the printer at one time.

## Load A6-size paper

When loading A6-size paper, adjust the length by sliding forward only the center panel of the rear media guide.



## Manual feed

You can use manual feed when printing mixed media. For example, you can use manual feed to print an envelope, then a letter, then an envelope, and so on. Load envelopes in Tray 1 and load letterhead into Tray 2.

To print using manual feed, open the printer Properties or Printer Setup, and then select **Manual Feed (tray 1)** from the **Source Tray** drop-down list. After you have enabled manual feed, press the **Go** button to print.

## Configure trays

Use either the printer driver or the embedded Web server to configure the trays for a particular paper type and size.

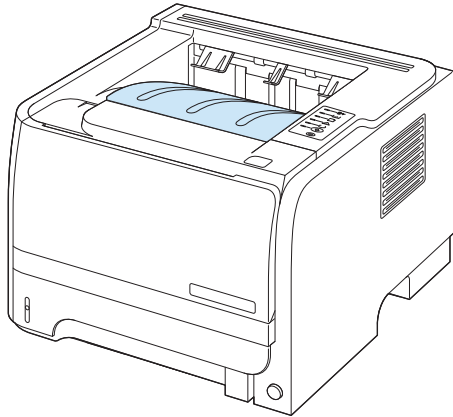
Printer driver	Click the <b>Paper/Quality</b> tab and select the type and size in the <b>Paper Options</b> area.
Embedded Web server	Click the <b>Settings</b> tab, and then click the <b>Paper Handling</b> option from the left-side pane.

## Use paper output options

The product has two output locations: the top (standard) output bin and the straight-through paper path (rear output).

### Print to the top (standard) output bin

The top output bin collects paper face-down, and in the correct order. The top output bin should be used for most print jobs, including transparencies. To use the top output bin, be sure that the straight-through paper path is closed. To avoid jams, do not open or close the straight-through paper path while the product is printing.



## Print to the straight-through paper path (rear output)

The product always uses the straight-through paper path if it is open. Paper exits face-up, with the last page on top (reverse order).

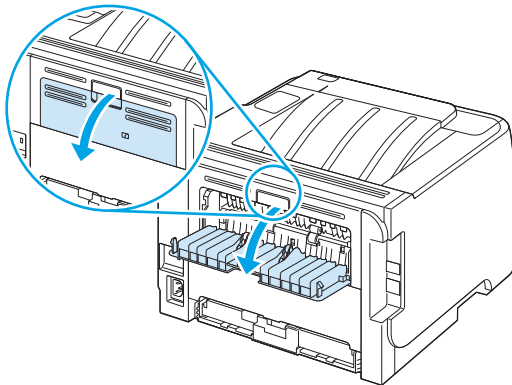
Printing from Tray 1 to the rear output provides the straightest path. Opening the straight-through paper path might improve performance with the following paper types:

- Envelopes
- Labels
- Small custom-size paper
- Postcards
- Paper heavier than 120 g/m<sup>2</sup> (32 lb)

To open the straight-through paper path, grasp the handle at the top of the rear door, and pull the door down.



**NOTE:** Be sure to open the straight-through paper path, not the jam-release door.





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## 7 Use product features

- [EconoMode](#)
- [Quiet mode](#)

## EconoMode

This product has an EconoMode option for printing drafts of documents. Using EconoMode can use less toner and decrease the cost per page. However, using EconoMode can also reduce print quality.

HP does not recommend full-time use of EconoMode. If EconoMode is used full-time, the toner supply might outlast the mechanical parts in the print cartridge. If print quality begins to degrade under these circumstances, you will need to install a new print cartridge, even if there is toner supply remaining in the cartridge.

Enable or disable EconoMode in any of these ways:

- In the embedded Web server (network model only), open the **Settings** tab and select the **PCL Settings** option.
- In the Windows printer driver, open the **Paper/Quality** tab and select the **EconoMode** option.
- In the Macintosh printer driver, open the **Print Quality** drop-down menu.



## Quiet mode

This product has a quiet mode that reduces noise during printing. When quiet mode is turned on, the product prints at a slower speed.

Follow these steps to enable quiet mode.

---

Windows	<ol style="list-style-type: none"><li>1. Open the printer-driver <b>Properties</b> screen, and then click the <b>Device Settings</b> tab.</li><li>2. In the <b>Quiet Mode</b> area, select <b>Enable</b>.</li></ol>
Macintosh	<ol style="list-style-type: none"><li>1. Open the HP Printer Utility.</li><li>2. Select <b>Set Quiet Mode</b>, and then select <b>On</b>.</li><li>3. Click the <b>OK</b> button.</li></ol>

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## 8 Print tasks

- [Cancel a print job](#)
- [Use features in the Windows printer driver](#)

## Cancel a print job

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



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

### Stop the current print job from the control panel

- ▲ Press the Cancel button (⊗) on the control panel.

### Stop the current print job from the software program

When you send the print job, a dialog box appears briefly on the screen, giving you the option to cancel the print job.

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

If a print job is waiting in a print queue or print spooler, delete the print job there.

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

-or-

**Windows 2000, Windows XP, and Windows Server 2003 (using the Classic Start menu view):** Click **Start**, click **Settings**, and then click **Printers**.

-or-

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

2. In the list of printers, double-click the name of this product to open the print queue or spooler.
3. Select the print job that you want to cancel, and then press **Delete**.

# Use features in the Windows printer driver

## Open the printer driver

How do I	Steps to perform
Open the printer driver	On the <b>File</b> menu in the software program, click <b>Print</b> . Select the printer, and then click <b>Properties</b> or <b>Preferences</b> .
Get help for any printing option	Click the <b>?</b> symbol in the upper-right corner of the printer driver, and then click any item in the printer driver. A pop-up message displays that provides information about the item. Or, click <b>Help</b> to open the online Help.

## Use Quick Sets

Quick Sets are available from every tab in the printer driver.

How do I	Steps to perform
Use a Quick Set	Select one of the Quick Sets, and then click <b>OK</b> to print the job with the predefined settings.
Create a custom Quick Set	a) Select the print options for the new Quick Set. b) Type a name for the Quick Set, and then click <b>Save</b> .

## Set paper and quality options

To perform the following tasks, open the printer driver and click the **Paper/Quality** tab.

How do I	Steps to perform
Select a page size	Select a size from the <b>Size is</b> drop-down list.
Select a custom page size	a) Click <b>Custom</b> . The <b>Custom Paper Size</b> dialog box opens. b) Type a name for the custom size, specify the dimensions, and click <b>OK</b> .
Select a paper source	Select a tray from the <b>Source is</b> drop-down list.
Select a paper type	Select a type from the <b>Type is</b> drop-down list.
Print covers on different paper Print the first or last page on different paper	a) In the <b>Paper Options</b> area, click <b>Use Different Paper/Covers</b> . b) Select an option to print a blank or preprinted front cover, back cover, or both. Or, select an option to print the first or last page on different paper. c) Select options from the <b>Source is</b> and <b>Type is</b> drop-down lists. d) Click <b>OK</b> .
Adjust the resolution of printed images	In the <b>Print Quality</b> area, select an option from the drop-down list. See the printer-driver online Help for information about each of the available options.
Select draft-quality printing	In the <b>Print Quality</b> area, click <b>EconoMode</b> .

## Set document effects

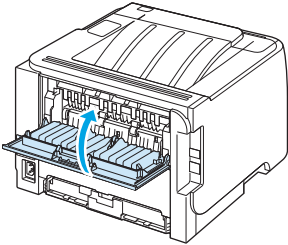
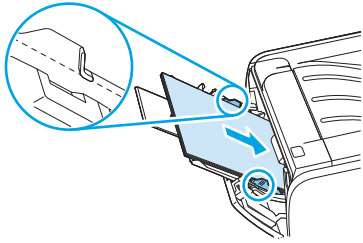
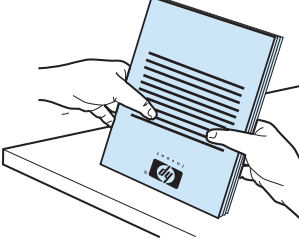
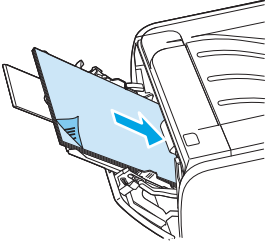
To perform the following tasks, open the printer driver and click the **Effects** tab.

How do I	Steps to perform
Scale a page to fit on a selected paper size	Click <b>Print document on</b> , and then select a size from the drop-down list.
Scale a page to be a percent of the actual size	Click <b>% of Normal Size</b> , and then type the percent or adjust the slider bar.
Print a watermark	a) Select a watermark from the <b>Watermarks</b> drop-down list. b) To print the watermark on the first page only, click <b>First page only</b> . Otherwise, the watermark is printed on each page.
Add or edit watermarks	a) In the <b>Watermarks</b> area, click <b>Edit</b> . The <b>Watermark Details</b> dialog box opens. b) Specify the settings for the watermark, and then click <b>OK</b> .

**NOTE:** The printer driver must be stored on your computer for this to work.

## Set document finishing options

To perform the following tasks, open the printer driver and click the **Finishing** tab.

How do I	Steps to perform
Print on both sides (Duplex) using the top output bin	<ol style="list-style-type: none"><li>1. Click <b>Print On Both Sides (Manually)</b>. If you will bind the document along the top edge, click <b>Flip Pages Up</b>.</li><li>2. Close the straight-through output door.</li></ol>
	
	<ol style="list-style-type: none"><li>3. Print side one of the document using Tray 1.</li></ol>
	
	<ol style="list-style-type: none"><li>4. After side one has printed, remove the remaining paper from Tray 1 and set it aside until after you finish the manual two-sided print job.</li><li>5. Gather the printed pages and straighten the stack.</li></ol>
	
	<ol style="list-style-type: none"><li>6. Return the stack to Tray 1 with the printed side down and the top edge toward the product.</li></ol>
	
	<ol style="list-style-type: none"><li>7. Press the <b>Go</b> button to print side two.</li></ol>

How do I	Steps to perform
Print a booklet	a) Click <b>Print on both sides</b> . b) In the <b>Booklet Printing</b> drop-down list, click <b>Left Edge Binding</b> or <b>Right Edge Binding</b> . The <b>Pages per Sheet</b> option automatically changes to <b>2 Pages per Sheet</b> .
Print multiple pages per sheet	a) Select the number of pages per sheet from the <b>Pages per Sheet</b> drop-down list. b) Select the correct options for <b>Print Page Borders</b> , <b>Page Order</b> , and <b>Orientation</b> .
Select page orientation	a) In the <b>Orientation</b> area, click <b>Portrait</b> or <b>Landscape</b> . b) To print the page image upside down, click <b>Rotate by 180 degrees</b> .

## Obtain support and product-status information

To perform the following tasks, open the printer driver and click the **Services** tab.

How do I	Steps to perform
Obtain support information for the product and order supplies online	In the <b>Internet Services</b> drop-down list, select a support option, and click <b>Go!</b>
Print information pages	In the <b>Print Information Pages</b> area, select one of the pages from the drop-down list, and then click the <b>Print</b> button.
Obtain information about product status lights	In the <b>Device Services</b> area, click the icon to open a control-panel light simulator. You can select a pattern of lights to find information about the product status.



## Set advanced printing options

To perform the following tasks, open the printer driver and click the **Advanced** tab.

How do I	Steps to perform
<p>Change the number of copies that are printed</p> <p><b>NOTE:</b> If the software program that you are using does not provide a way to print a particular number of copies, you can change the number of copies in the driver.</p> <p>Changing this setting affects the number of copies for all print jobs. After your job has printed, restore this setting to the original value.</p>	<p>In the <b>Copies</b> area, select the number of copies to print. If you select two or more copies, you can select the option to collate the pages.</p>
<p>Print colored text as black rather than as shades of gray</p>	<p>In the <b>Printer Features</b> area, select the <b>Print All Text as Black</b> option.</p>
<p>Use HP Resolution Enhancement technology (REt) for all print jobs</p>	<p>In the <b>Printer Features</b> area, select the <b>REt</b> option.</p>



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## 9 Manage and maintain the product

- [Print the information pages](#)
- [Manage a network product](#)
- [Lock the product](#)
- [Manage supplies](#)
- [Replace supplies and parts](#)
- [Clean the product](#)

## Print the information pages

You can print the following information pages.

### Demo page

The Demo page contains examples of text and graphics. To print a Demo page, do one of the following:

- Press the **Go** button when the printer Ready light is on and no other jobs are printing.
- Select it from the **Print Information Pages** drop-down list on the **Services** tab in **Printer Preferences**.

### Configuration page

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

- Press and hold the **Go** button for 5 seconds when the printer Ready light is on and no other jobs are printing.
- Select it from the **Print Information Pages** drop-down list on the **Services** tab in **Printer Preferences**.

### Supplies Status page

You can print the Supplies Status page by selecting it from the **Print Information Pages** drop-down list on the **Services** tab in **Printer Preferences**. The Supplies Status page provides the following information:

- The estimated number of pages remaining on the print cartridge
- The number of pages and print jobs that have been processed
- Ordering and recycling information

# Manage a network product

## Embedded Web server

The embedded Web server allows you to view product and network status and to manage printing functions from your computer. Use the embedded Web server for the following tasks:

- View product status information
- Determine the remaining life on all supplies and order new ones
- View and change the size and type of paper loaded in each tray
- View and change the product default configuration settings
- View and change network configuration

You do not need to install any software on the computer. Use one of these supported Web browsers:

- Internet Explorer 6.0 (and later)
- Netscape Navigator 7.0 (and later)
- Firefox 1.0 (and later)
- Mozilla 1.6 (and later)
- Opera 7.0 (and later)
- Safari 1.2 (and later)
- Konqueror 3.2 (and later)

The embedded Web server works when the product is connected to a TCP/IP-based network. The embedded Web server does not support IPX-based connections or direct USB connections.



**NOTE:** You do not have to have Internet access to open and use the embedded Web server. However, if you click a link on any of the pages, you must have Internet access in order to go to the site associated with the link.

## Open the embedded Web server

To open the embedded Web server, type the IP address or hostname of the product in the address field of a supported Web browser.



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

The embedded Web server has three tabs that contain settings and information about the product: the **Information** tab, the **Settings** tab, and the **Networking** tab.

## Information tab

This tab provides information about product and supplies status, product and network configuration, and supplies reordering.

## Settings tab

This tab allows you to configure the product from your computer. If this product is networked, consult with the network administrator before changing settings on this tab.

## Networking tab

This tab allows the network administrator to control network-related settings for the product when it is connected to an IP-based network.

## Links

Links are located in the upper-right part of the Status pages. 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 embedded Web server, you must connect before you can visit these Web sites. Connecting might require that you close the embedded Web server and reopen it.

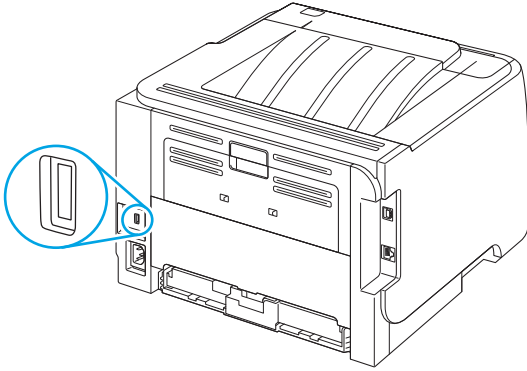
- **Order Supplies.** Click this link to connect to the Sure Supply Web site and order genuine HP supplies from HP or a reseller of your choice.
- **Product Support.** Click this link to connect to the support site for the product. You can search for help regarding general topics.

## Secure the embedded Web server

You can configure the embedded Web server so that access to some tabs requires a password.

## Lock the product

The product has a slot that you can use to attach a cable-type security lock.



# Manage supplies

Using, storing, and monitoring the print cartridge can help ensure high-quality output.

## Supplies life

For information regarding specific product yield, see [www.hp.com/go/learnaboutsupplies.com](http://www.hp.com/go/learnaboutsupplies.com).

To order supplies, see [Supplies and accessories on page 105](#).

## Manage the print cartridge

### Print-cartridge storage

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

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**⚠ CAUTION:** To prevent damage to the print cartridge, do not expose it to light for more than a few minutes.

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### Use genuine HP print cartridges

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

- Percentage of supplies remaining
- Estimated number of pages remaining
- Number of pages printed

### HP policy on non-HP print cartridges

HP cannot recommend the use of non-HP supplies, either new or remanufactured. Because they are not HP products, HP cannot influence their design or control their quality. If you are using a refilled or remanufactured toner cartridge and are not satisfied with the print quality, replace the toner cartridge with a genuine HP toner cartridge.

### Print-cartridge authentication

The device automatically authenticates the print cartridge when it is inserted into the device. During authentication, the device notifies you whether a cartridge is a genuine HP print cartridge.

### HP fraud hotline and Web site

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

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

- You are experiencing a high number of problems with the print cartridge.
- The cartridge does not look like it usually does (for example, the orange pull tab is missing, or the packaging differs from HP packaging).



# Replace supplies and parts

## Supply replacement guidelines

Keep the following guidelines in mind when setting up the product.

- Sufficient space is required above and in the front of the product for removing supplies.
- The product should be located on a flat, sturdy surface.

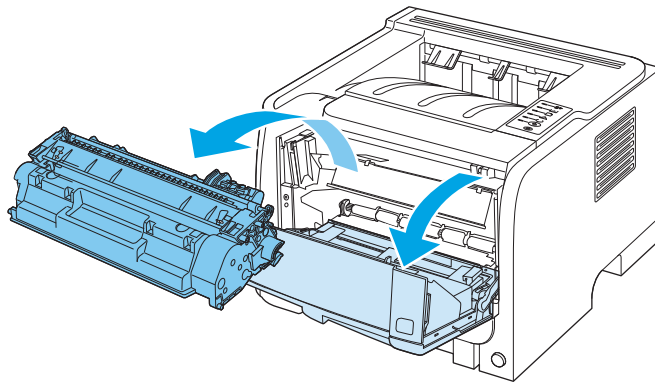


**NOTE:** HP recommends the use of HP supplies in this product. Use of non-HP supplies can cause problems requiring service that is not covered by the HP warranty or service agreements.

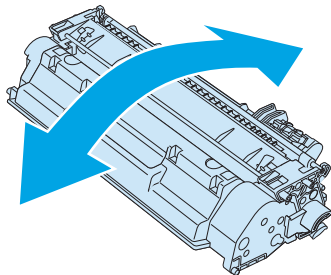
## Redistribute toner

When toner is low, faded or light areas appear on the printed page. You might be able to temporarily improve print quality by redistributing the toner.

1. Push the button to open the print-cartridge door, and then remove the print cartridge.

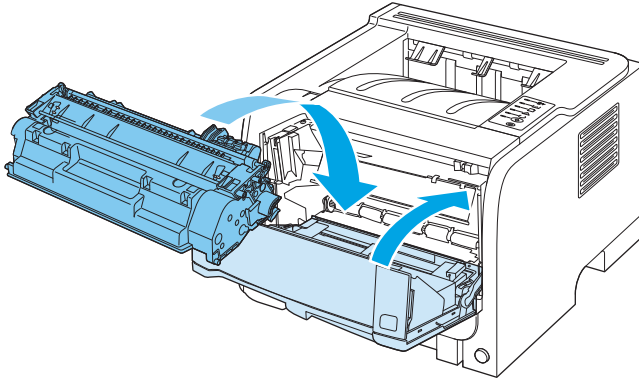


2. To redistribute the toner, gently rock the print cartridge from front to back.



**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.*

3. Reinsert the print cartridge into the product, and then close the print-cartridge door.

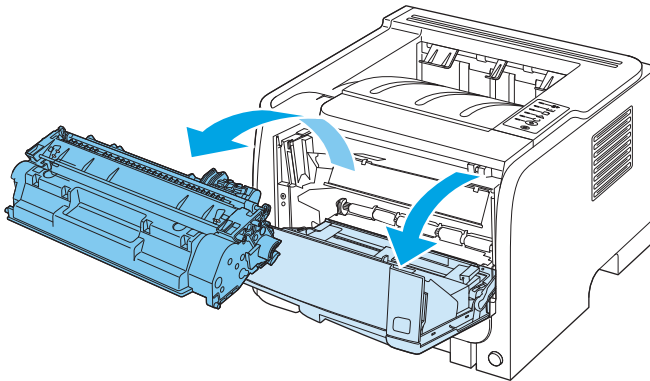


If the print is still light, install a new print cartridge.

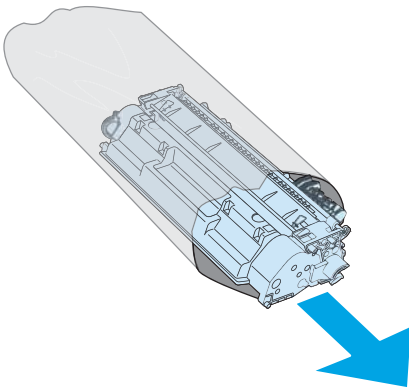
## Change the print cartridge

When a print cartridge approaches the end of useful life, you are prompted to order a replacement. You can continue printing with the current cartridge until redistributing the toner no longer yields acceptable print quality.

1. Push the button to open the print-cartridge door, and then remove the print cartridge.

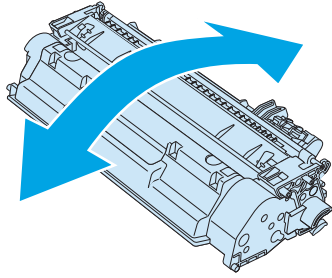


2. Remove the new print cartridge from the bag. Place the used print cartridge in the bag for recycling.

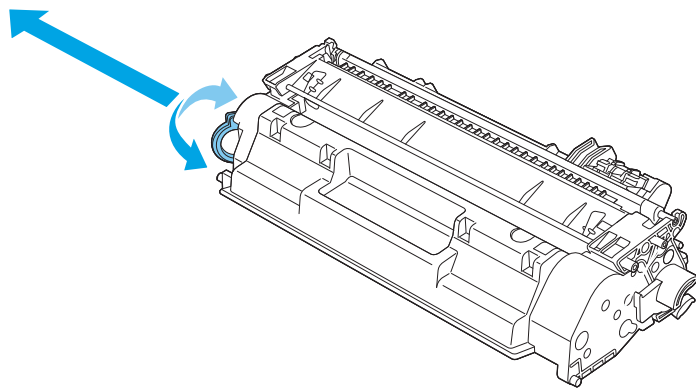


3. Grasp both sides of the print cartridge and distribute the toner by gently rocking the print cartridge.

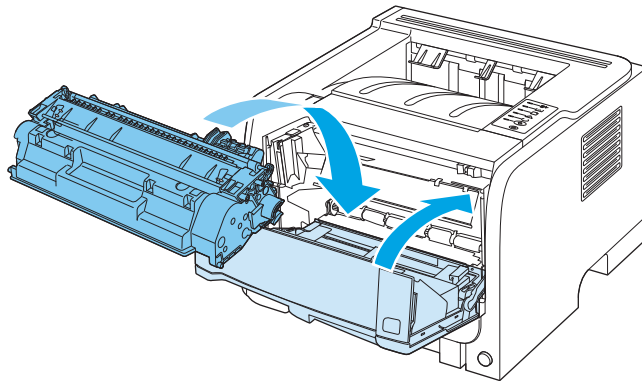
**⚠ CAUTION:** Do not touch the shutter or the surface of the roller.



4. Bend the tab on the left side of the cartridge until the tab breaks loose. Pull the tab until all the tape is removed from the cartridge. Place the tab and tape in the print-cartridge box to return for recycling.



5. Align the print cartridge with the tracks inside the product, insert the print cartridge until it is firmly seated, and then close the print-cartridge door.



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

For additional help, go to [www.hp.com/support/ljp2030series](http://www.hp.com/support/ljp2030series).

## Clean the product

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.

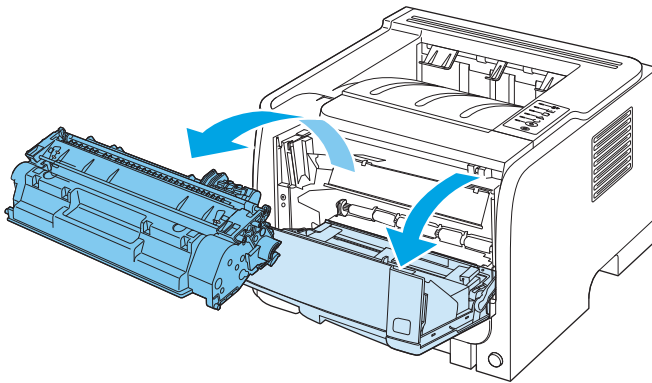
During the printing process, paper, toner, and dust particles can accumulate inside the printer. Over time, this buildup can cause print quality problems, such as toner specks or smearing, and paper jams. To correct and prevent these types of problems, you can clean the print cartridge area and the printer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

### Clean 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.

**WARNING!** To avoid injury, turn the product off, disconnect the power cord, and wait for the product to cool before cleaning it.

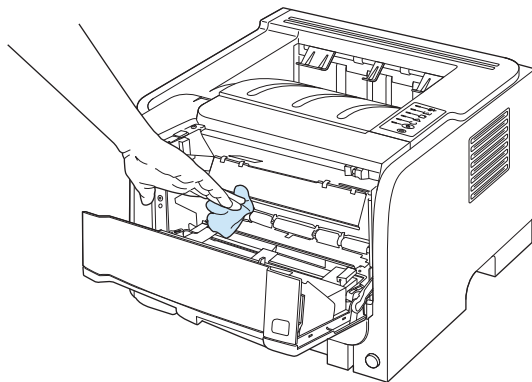
1. Open the print-cartridge door, and then remove the print cartridge.



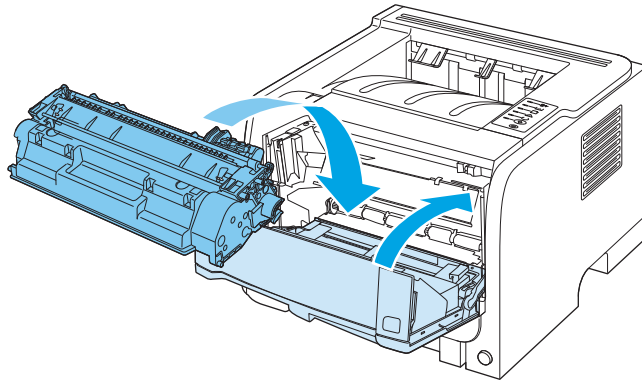
**CAUTION:** Do not touch the black sponge-transfer roller inside the product. Doing so can damage the product.

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

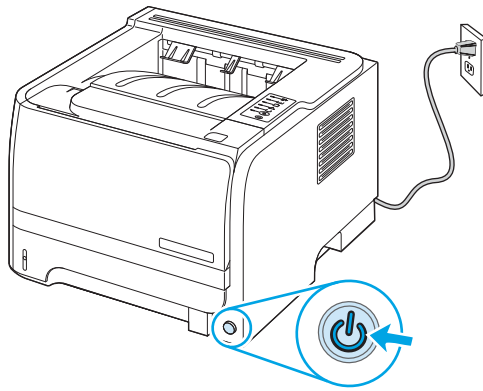
2. With a dry, lint-free cloth, wipe any residue from the media-path area and the print-cartridge cavity.



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

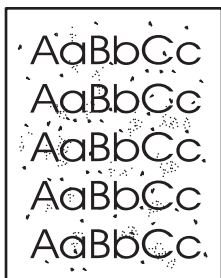



4. Reconnect the power cord, and turn the product on.



## Clean the paper path


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



 **NOTE:** For best results use a sheet of transparency. If you do not have any transparencies, you can use copier grade media (70 to 90 g/m<sup>2</sup> (18 to 24 lb)) with a smooth surface.

1. Make sure that the product is idle and the Ready light is on.
2. Load the transparency in Tray 1.
3. Print a cleaning page.

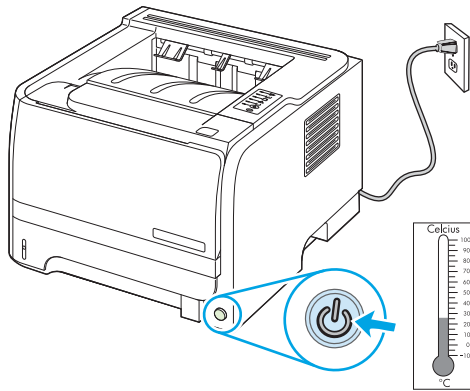
Windows	<ol style="list-style-type: none"><li>1. Open the printer-driver <b>Properties</b> screen, and then click the <b>Device Settings</b> tab.</li><li>2. In the <b>Cleaning Page</b> area, click <b>Start</b>.</li></ol>
Macintosh	<ol style="list-style-type: none"><li>1. Open the HP Printer Utility.</li><li>2. Select the <b>Cleaning Page</b> option, and click the <b>OK</b> button.</li></ol>

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

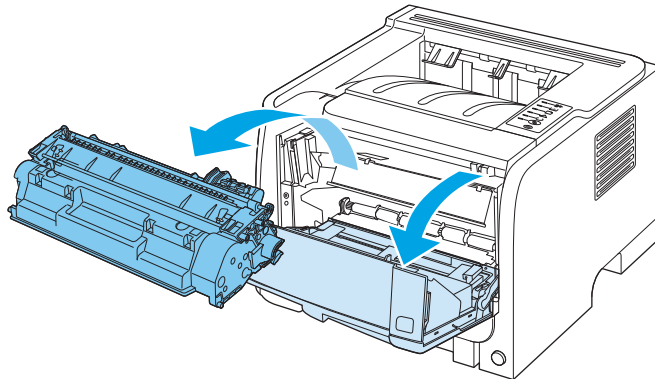
## Clean the Tray 1 pickup roller

If the product is having trouble picking up paper from Tray 1, follow these instructions.

1. Turn the product off, disconnect the power cord, and wait for the product to cool.



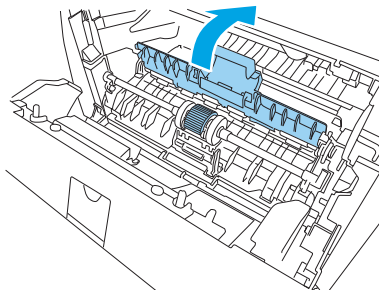
2. Push the button to open the print-cartridge door, and then remove the print cartridge.



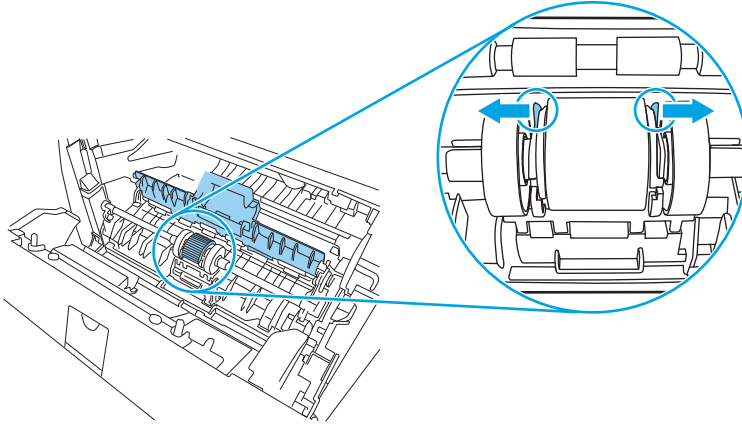
**⚠ CAUTION:** Do not touch the black sponge-transfer roller inside the product. Doing so can damage the product.

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

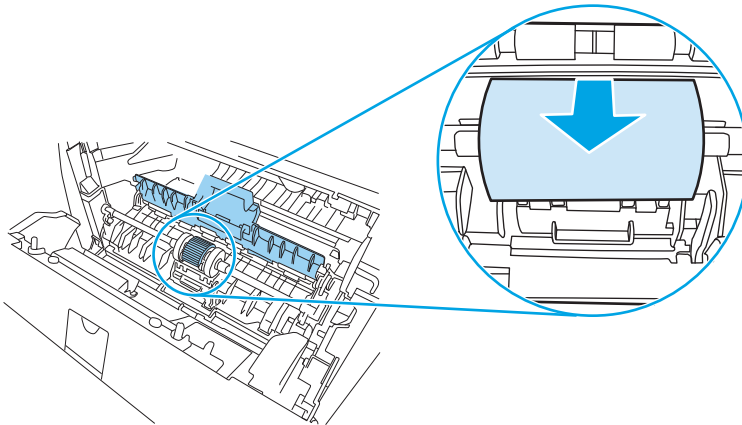
3. Lift the pickup roller cover.



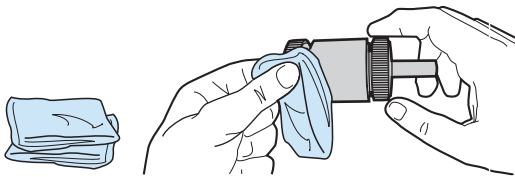
4. Press the two black retaining tabs outward until the pickup roller is released from its seat.




5. Remove the pickup roller from the product.



6. Dab a lint-free cloth in water, and scrub the roller.

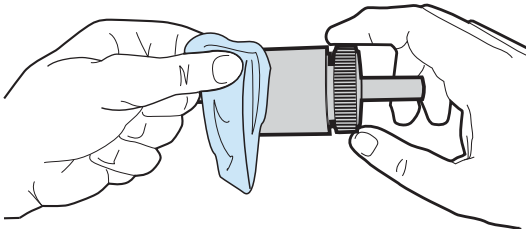


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 **NOTE:** Do not touch the surface of the roller with bare fingers.

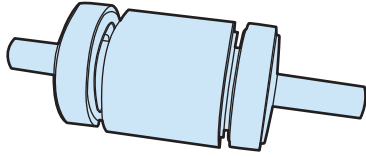
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7. Using a dry, lint-free cloth, wipe the pickup roller to remove loosened dirt.

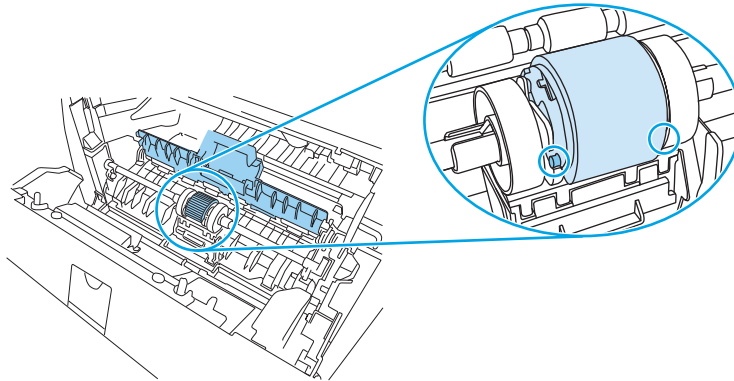




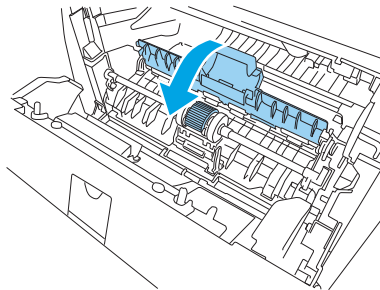
- 8.** Allow the pickup roller to dry completely.



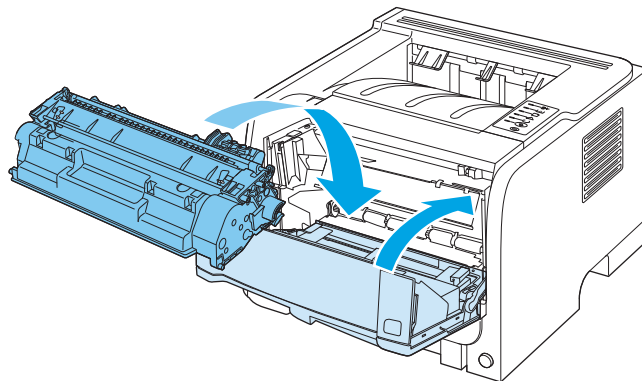
- 9.** Line up the black retaining tabs in the product with the grooves in the pickup roller, and then press the pickup roller into the pickup roller seat until the retaining tabs click.



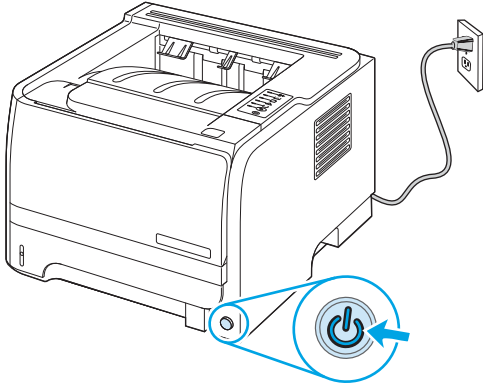
- 10.** Close the pickup roller cover.



- 11.** Reinstall the print cartridge, and close the print-cartridge door.



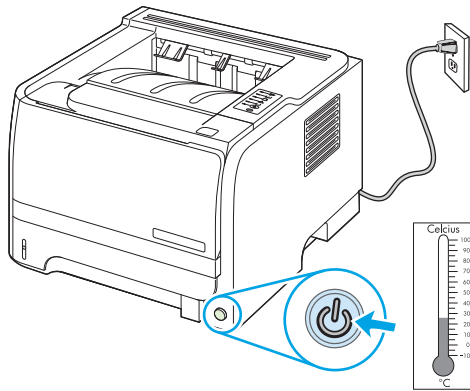
**12.** Reconnect the power cord, and turn the product on.



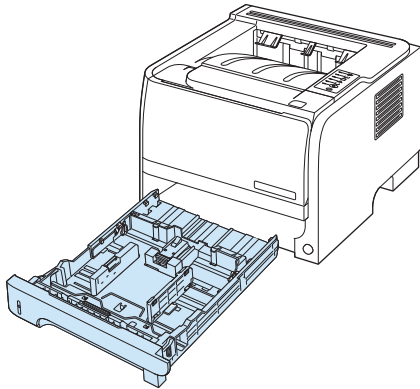
## Clean the Tray 2 pickup roller

If the product is having trouble picking up paper from Tray 2, follow these instructions.

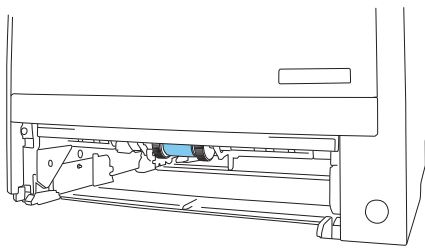
1. Turn the product off, disconnect the power cord and wait for the product to cool.



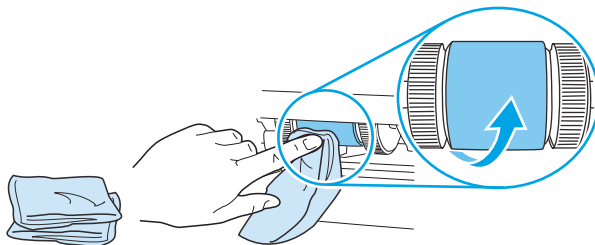
2. Remove Tray 2.



3. Inside the empty tray slot, locate the pickup roller on the top side, near the front of the product.

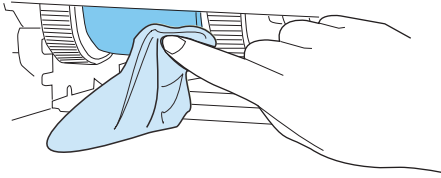


4. Dab a lint-free cloth in water, and then scrub the roller as you rotate it toward the back of the product.

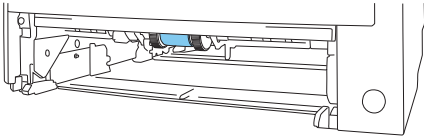


 **NOTE:** Do not touch the surface of the roller with bare fingers.

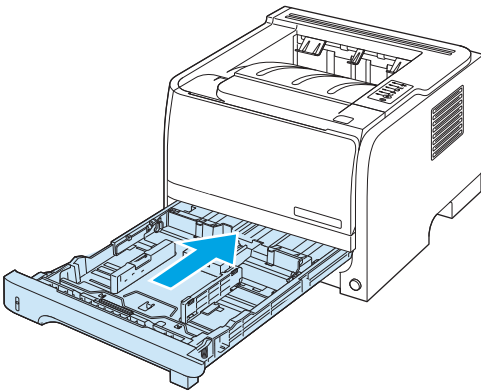
5. Using a dry, lint-free cloth, wipe the pickup roller to remove loosened dirt.



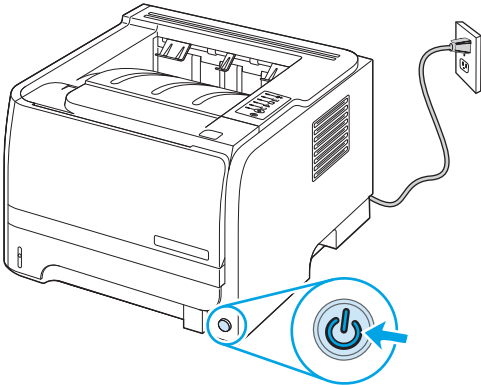
6. Allow the pickup roller to dry completely.



7. Replace Tray 2.



8. Reconnect the power cord, and turn the product on.



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# 10 Solve problems

- [Solve general problems](#)
- [Restore factory settings](#)
- [Status-light patterns](#)
- [Status-alert messages](#)
- [Jams](#)
- [Solve print-quality problems](#)
- [Solve performance problems](#)
- [Solve connectivity problems](#)
- [Solve common Windows problems](#)
- [Solve common Macintosh problems](#)
- [Solve Linux problems](#)

## Solve general problems

If the product is not responding correctly, complete the steps in the following checklist, in order. If the product does not pass a step, follow the corresponding troubleshooting suggestions. If a step resolves the problem, you can stop without performing the other steps on the checklist.

### Troubleshooting checklist

1. Make sure the product Ready light is on. If no lights are on, complete these steps:
  - a. Check the power-cable connections.
  - b. Check that the power switch is on.
  - c. Make sure that the line voltage is correct for the product power configuration. (See the label that is on the back of the product for voltage requirements.) If you are using a power strip and its voltage is not within specifications, plug the product directly into the wall. If it is already plugged into the wall, try a different outlet.
  - d. If none of these measures restores power, contact HP Customer Care.
2. Check the cabling.
  - a. Check the cable connection between the product and the computer or network port. Make sure that the connection is secure.
  - b. Make sure that the cable itself is not faulty by using a different cable, if possible.
  - c. Check the network connection.
3. Check to see any control-panel lights are lit. See [Status-light patterns on page 76](#).
4. Ensure that the paper that you are using meets specifications.
5. Print a configuration page. See [Print the information pages on page 56](#).
  - a. If the page does not print, check that at least one tray contains paper.
  - b. If the page jams in the product, see [Clear jams on page 85](#).
6. If the configuration page prints, check the following items.
  - a. If the page does not print correctly, the problem is with the product hardware. Contact HP Customer Care.
  - b. If the page prints correctly, then the product hardware is working. The problem is with the computer you are using, with the printer driver, or with the program.
7. Select one of the following options:

**Windows:** Click **Start**, click **Settings**, and then click **Printers**, or **Printers and Faxes**. Double-click the name of the product.

**-or-**

**Mac OS X:** Open **Print Center** or **Printer Setup Utility**, and double-click the line for the product.

8. Verify that you have installed the printer driver for this product. Check the program to make sure that you are using the printer driver for this product.
9. Print a short document from a different program that has worked in the past. If this solution works, then the problem is with the program you are using. If this solution does not work (the document does not print) complete these steps:
  - a. Try printing the job from another computer that has the product software installed.
  - b. If you connected the product to the network, connect the product directly to a computer with a USB cable. Redirect the product to the correct port, or reinstall the software, selecting the new connection type that you are using.

## Factors that affect product performance

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

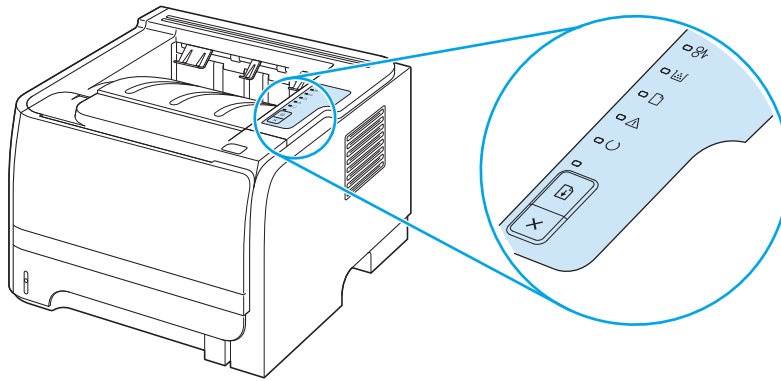
- Maximum product speed, measured in pages per minute (ppm)
- The use of special paper (such as transparencies, heavy paper, and custom-size paper)
- Product processing and download time
- The complexity and size of graphics
- The speed of the computer you are using
- The USB connection
- The printer I/O configuration
- The network operating system and configuration (if applicable)

## Restore factory settings

To restore the product to the factory-default settings, follow these steps.

1. Turn the product off.
2. Turn the product on, and while it is initializing press and hold both control-panel buttons at the same time until all the lights blink in unison.

# Status-light patterns



**Table 10-1 Status-light legend**

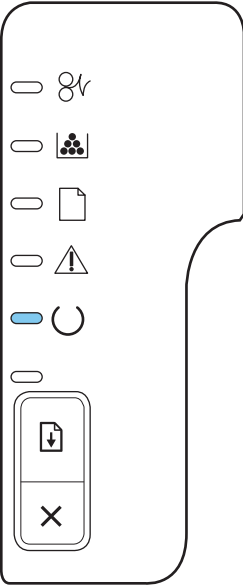
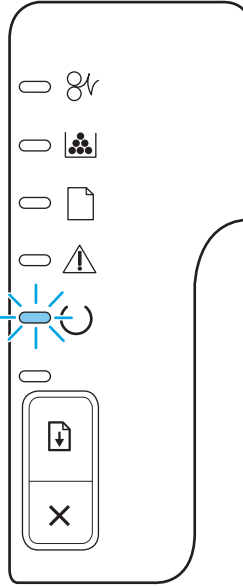
	Symbol for "light off"
	Symbol for "light on"
	Symbol for "light blinking"

**Table 10-2 Control-panel light messages**

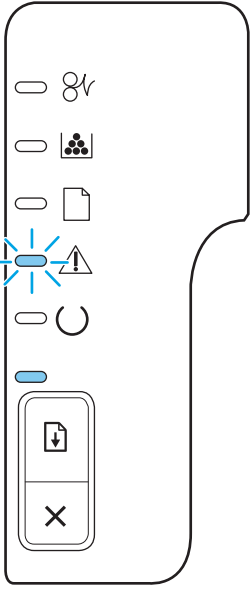
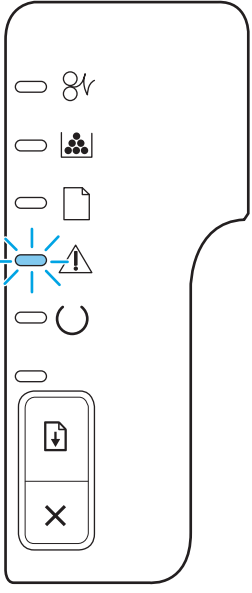
Light status	State of the printer	Action
	<p><b>Initialization/Startup</b></p> <p>While in the Startup state, the Go, Ready, and Attention lights cycle (at the rate of 500 ms) one after another.</p>	<p>During the Initialization, Reconfiguration, and Job Cancel processes, pressing buttons has no effect.</p>
	<p><b>Reconfiguration Initialization</b></p> <p>During the printer start up, you can request special initialization sequences that reconfigure the printer. When one of the sequences is requested, such as cold reset, the lights cycle as in the Initialization/Startup state.</p>	
	<p><b>Job Cancel</b></p> <p>After the cancellation process has been completed, the printer returns to the Ready state.</p>	



**Table 10-2 Control-panel light messages (continued)**

Light status	State of the printer	Action
	<p>Ready</p> <p>The printer is ready with no job activity.</p>	<p>To print a Configuration page, press and hold the <b>Go</b> button for 5 seconds while the device Ready light is on and no other jobs are printing.</p>
	<p><b>Processing Data</b></p> <p>The printer is processing or receiving data.</p>	<p>To cancel the current job, press the <b>Cancel</b> button.</p>

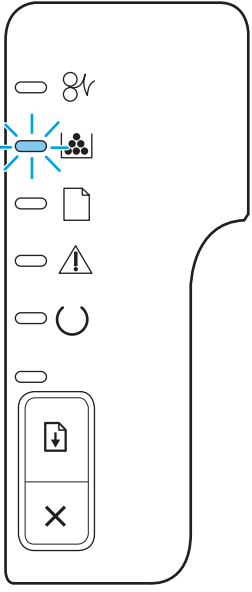
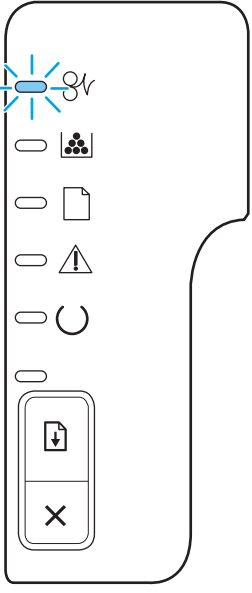
**Table 10-2 Control-panel light messages (continued)**

Light status	State of the printer	Action
 <p>The diagram shows a vertical control panel with several icons: a paper roll, a cluster of dots, a document, a warning triangle with an exclamation mark (highlighted with a blue light bar), a circular arrow, a horizontal bar, a download icon, and an 'X' icon.</p>	<p><b>Manual Feed or Continuable Error</b></p> <p>This state can be reached in the following circumstances:</p> <ul style="list-style-type: none"> <li>• Manual feed</li> <li>• General continuable error</li> <li>• Memory configuration error</li> <li>• Personality/Job related error</li> </ul>	<p>To recover from the error and print whatever data is possible, press the <b>Go</b> button.</p> <p>If the recovery is successful, the printer goes to the Processing Data state and completes the job.</p> <p>If the recovery is unsuccessful, the printer returns to the Continuable Error state.</p>
 <p>The diagram shows a vertical control panel with several icons: a paper roll, a cluster of dots, a document, a warning triangle with an exclamation mark (highlighted with a blue light bar), a circular arrow, a horizontal bar, a download icon, and an 'X' icon.</p>	<p><b>Attention</b></p> <p>The print-cartridge door is open.</p>	<p>Close the print-cartridge door.</p>

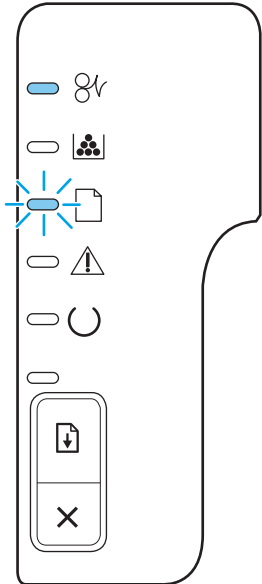
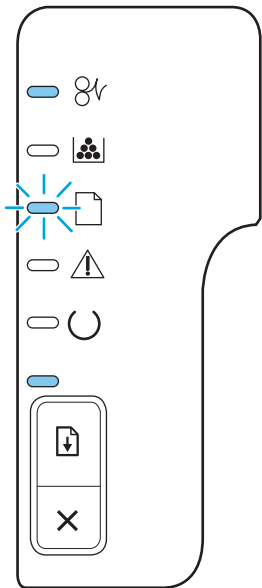
**Table 10-2 Control-panel light messages (continued)**

Light status	State of the printer	Action
	<p><b>Fatal Error</b></p>	<ul style="list-style-type: none"> <li>• Turn off the printer, wait 10 seconds, and turn on the printer.</li> <li>• If you are unable to resolve the problem, contact HP.</li> </ul>
	<p><b>Toner Low</b></p> <p>The Go, Ready, and Attention lights act independently of the Toner Low state.</p>	<p>Order a new print cartridge and have it ready. See <a href="#">Supplies and accessories on page 105</a>.</p>

**Table 10-2 Control-panel light messages (continued)**

Light status	State of the printer	Action
 <p>The diagram shows a vertical control panel with several icons. From top to bottom: a power icon, a toner cartridge icon (highlighted with a blue light), a paper icon, a warning triangle icon, a refresh icon, and a small button. Below these is a larger rectangular area containing a download icon and an 'X' icon.</p>	<p><b>Toner Missing</b></p> <p>The print cartridge has been removed from the printer.</p>	<p>Reinsert the print cartridge in the printer.</p>
 <p>The diagram shows the same control panel as above. In this instance, the power icon at the top is highlighted with a blue light.</p>	<p><b>Jam</b></p>	<p>Clear the jam. See <a href="#">Clear jams on page 85</a>.</p>

**Table 10-2 Control-panel light messages (continued)**

Light status	State of the printer	Action
	<p><b>Paper Out</b></p>	<p>Load paper or other media.</p>
	<p><b>Paper Mount</b></p> <p>The loaded paper or other media is not supported.</p>	<p>Load acceptable paper or other media. See <a href="#">Paper and print media on page 29</a>.</p> <p>Press the <b>Go</b> button to override the condition.</p>

## Status-alert messages

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

Alert message	Description	Recommended action
<b>10.XXXX Supply memory error</b>	The e-label for the print cartridge cannot be read or is missing.	<ul style="list-style-type: none"> <li>• Reinstall the print cartridge.</li> <li>• Turn the product off and then on.</li> <li>• If the problem is not solved, replace the cartridge.</li> </ul>
<b>50.X Fuser error</b>	The product has experienced an error with the fuser.	<p>Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.</p> <p>If the error continues, turn off the product, wait at least 25 minutes, and then turn on the product.</p> <p>If you are using a surge protector, remove it. Plug the product directly into the wall socket. Use the power switch to turn on the product.</p> <p>If the message persists, contact HP support.</p>
<b>52.0 Scanner Error</b>	An internal error has occurred.	<p>Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.</p> <p>If you are using a surge protector, remove it. Plug the product directly into the wall socket. Use the power switch to turn on the product.</p> <p>If the message persists, contact HP support.</p>
<b>Door Open</b>	The door is open.	Close the door.
<b>Engine communication error</b>	The product experienced an internal communication error.	<p>Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.</p> <p>If you are using a surge protector, remove it. Plug the product directly into the wall socket. Use the power switch to turn on the product.</p> <p>If the message persists, contact HP support.</p>
<b>Install black cartridge</b>	The cartridge is either not installed or not correctly installed in the product.	Install the print cartridge.
<b>Jam in &lt;location&gt;</b>  (<location> indicates the area where the jam has occurred)	The product has detected a jam.	<p>Clear the jam from the area indicated in the message. The job should continue to print. If it does not, try reprinting the job. See <a href="#">Jams on page 84</a>.</p> <p>If the message persists, contact HP support.</p>
<b>Load paper</b>	The tray is empty.	Load print media into the tray.
<b>Manual feed</b>	The product is set for manual feed mode.	Load the correct paper into the tray, and then press the <b>Go</b> button to clear the message.

Alert message	Description	Recommended action
<b>Non-HP black cartridge</b>	A new, non-HP supply has been installed. This message appears until an HP supply is installed or you press the <b>Go</b> button.	<p>If you believe you purchased an HP supply, go to <a href="http://www.hp.com/go/anticounterfeit">www.hp.com/go/anticounterfeit</a>.</p> <p>Service or repairs that are required as a result of using non-HP supplies are not covered under HP warranty.</p> <p>To continue printing, press the <b>Go</b> button.</p>
<b>Not Connected</b>	The product software cannot communicate with the product.	<ol style="list-style-type: none"> <li>1. Make sure the product is turned on.</li> <li>2. Make sure the USB cable is connected securely to the product and the computer.</li> </ol>
<b>Order black cartridge</b>	The identified print cartridge is nearing the end of its useful life.	Order a new print cartridge. You can continue printing with the current print cartridge until redistributing the toner no longer yields acceptable print quality.
<b>Page too complex</b>	The product cannot process the page.	Press the <b>Go</b> button to continue printing the job, but output might be affected.
<b>Printer mispick</b>	The print engine has failed to pick up a piece of paper.	<p>Reload the paper in the input tray and press the <b>Go</b> button to continue the job.</p> <p>If the message persists, contact HP support.</p>
<b>Printing</b>	The product is printing a document.	Wait for printing to finish.

# Jams

## Common causes of jams

Many jams are caused by using paper that does not meet HP specifications. For complete paper specifications for all HP LaserJet products, see the *HP LaserJet Printer Family Print Media Guide*. This guide is available at [www.hp.com/support/ljpaperguide](http://www.hp.com/support/ljpaperguide).

### The product is jammed.<sup>1</sup>

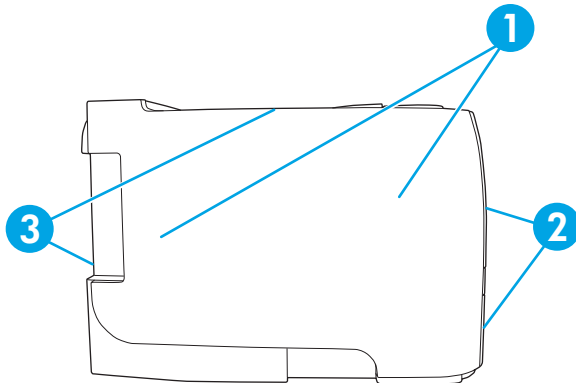
Cause	Solution
The paper does not meet specifications.	Use only paper that meets HP specifications. See <a href="#">Paper and print media on page 29</a> .
A component is installed incorrectly.	Verify that the print cartridge is correctly installed.
You are using paper that has already passed through a product or copier.	Do not use paper that has been previously printed on or copied.
A tray is loaded incorrectly.	Remove any excess paper from the tray. Make sure that the stack is below the maximum stack height mark in the tray.
The paper is skewed.	The tray guides are not adjusted correctly. Adjust them so they hold the stack firmly in place without bending it.
The paper is binding or sticking together.	Remove the paper, flex it, rotate it 180°, or flip it over. Reload the paper into the tray.  <b>NOTE:</b> Do not fan paper. Fanning can create static electricity, which can cause paper to stick together.
The paper is removed before it settles into the output bin.	Reset the product. Wait until the page completely settles in the output bin before removing it.
During two-sided printing, you removed the paper before the second side of the document was printed.	Reset the product and print the document again. Wait until the page completely settles in the output bin before removing it.
The paper is in poor condition.	Replace the paper.
The internal rollers from the tray are not picking up the paper.	Remove the top sheet of paper. If the paper is too heavy, it might not be picked from the tray.
The paper has rough or jagged edges.	Replace the paper.
The paper is perforated or embossed.	Perforated or embossed paper does not separate easily. Feed single sheets from Tray 1.
Product supply items have reached the end of their useful life.	Check the product control panel for messages prompting you to replace supplies, or print a supplies status page to verify the remaining life of the supplies. See <a href="#">Print the information pages on page 56</a> .
Paper was not stored correctly.	Replace the paper in the trays. Paper should be stored in the original packaging in a controlled environment.

<sup>1</sup> If the product continues to jam, contact HP Customer Support or your authorized HP service provider.



## Jam locations

Jams can occur at the following locations in the product.



1	Internal areas
2	Input trays
3	Output bins

## Clear jams

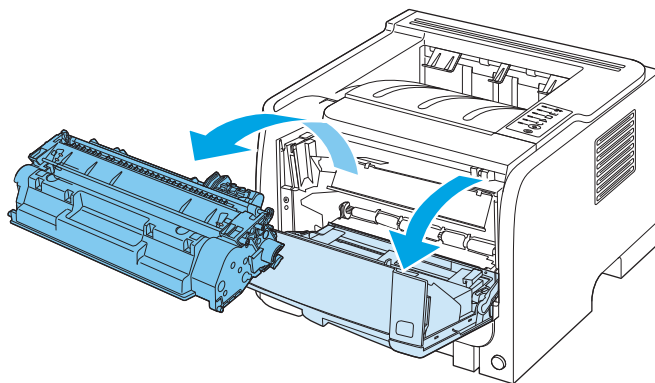
When clearing jams, be careful not to tear jammed paper. If a small piece of paper remains in the product, it could cause additional jams.

**⚠ CAUTION:** Before clearing jams, turn the product off and disconnect the power cord.

### Internal areas

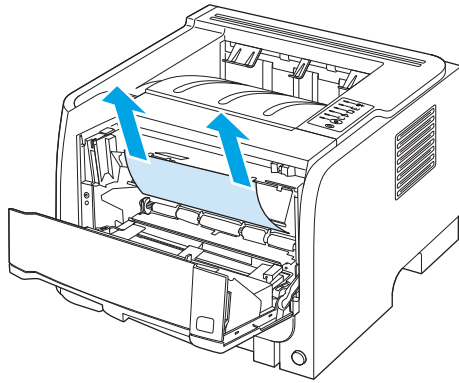
#### Print-cartridge area and paper path

1. Push the button to open the print-cartridge door, and then remove the print cartridge.

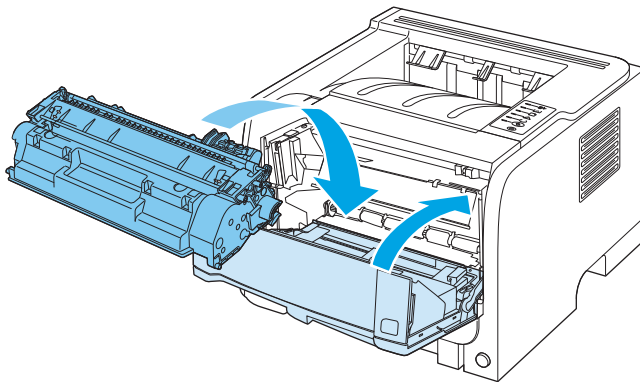


**⚠ CAUTION:** To prevent damage, do not expose the print cartridge to light. Cover it with a piece of paper.

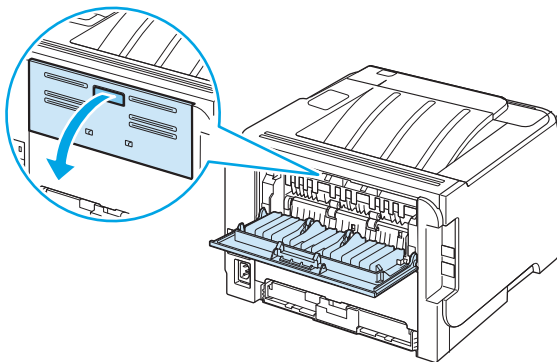
2. If jammed paper is visible, grasp it with both hands and slowly pull it out of the product.



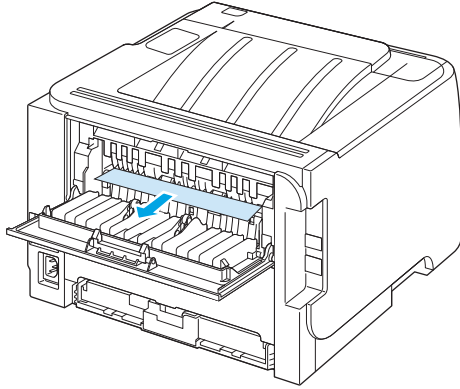
3. Replace the print-cartridge, and close the print-cartridge door.



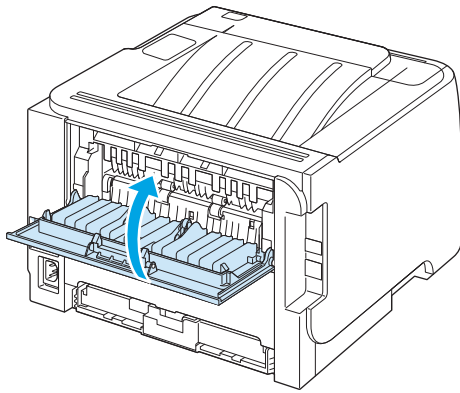
4. If no paper was jammed inside the print-cartridge door, open the jam-release door at the back of the product.



5. If jammed paper is visible, grasp it with both hands and slowly pull it out of the product.



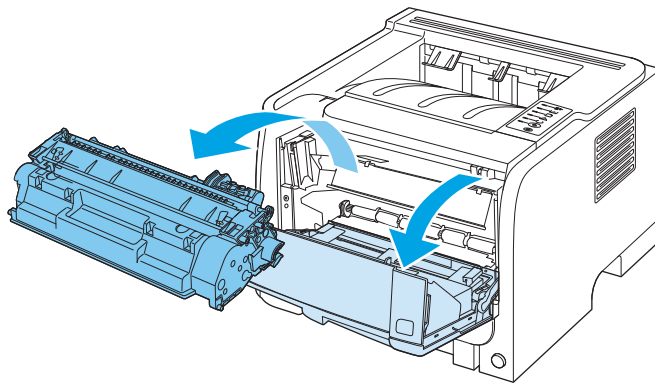
6. Close the jam-release door.



## Input trays

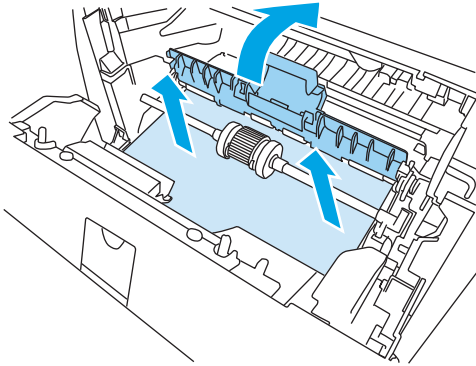
### Tray 1

1. Push the button to open the print-cartridge door, and then remove the print cartridge.

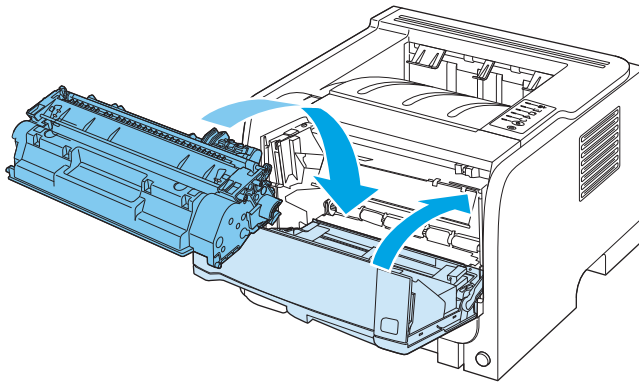


**CAUTION:** To prevent damage, do not expose the print cartridge to light. Cover it with a piece of paper.

2. Lift the Tray 1 roller cover, grasp the jammed paper, and slowly pull it out of the product.

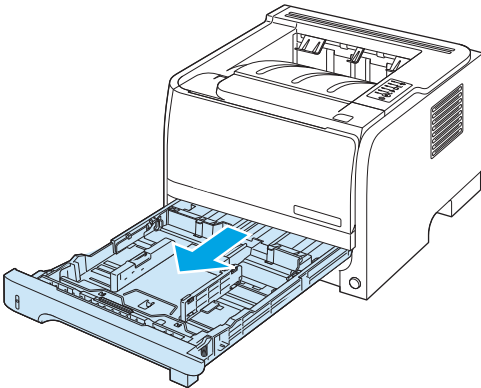


3. Replace the print-cartridge, and close the print-cartridge door.

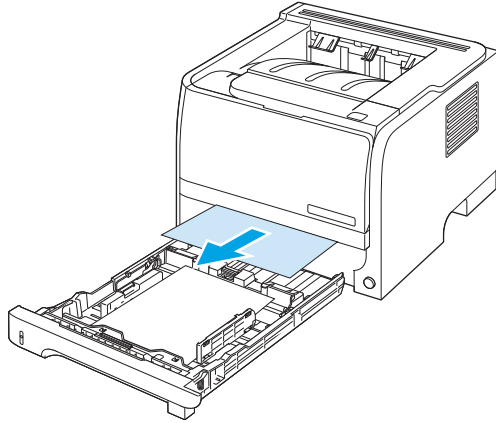


## Tray 2

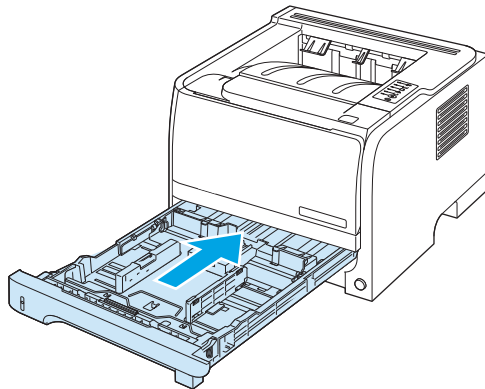
1. Open the tray.



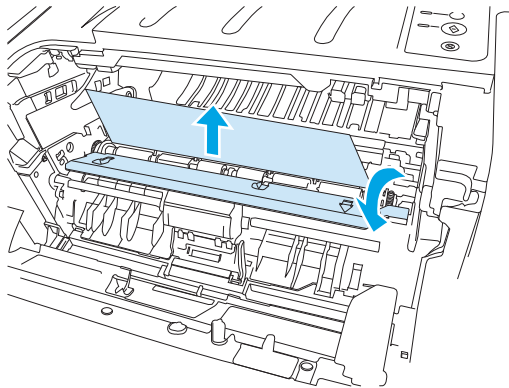
2. With both hands, grasp the jammed paper and slowly pull it out of the product.



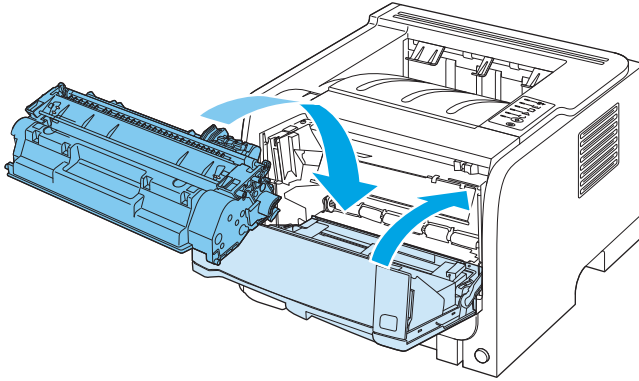
3. Close the tray.



4. If no jammed paper is visible in the tray area, open the print-cartridge door, remove the print cartridge, and pull down the upper media guide. With both hands, grasp the jammed paper and slowly pull it out of the product.



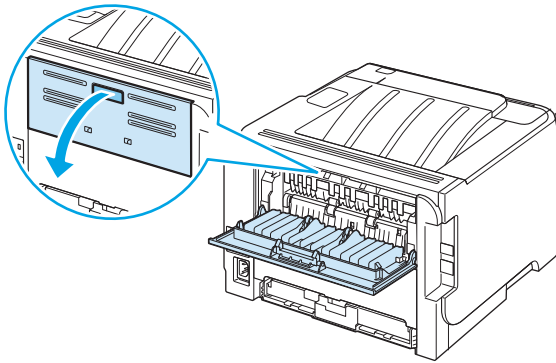
5. Replace the print-cartridge, and close the print-cartridge door.



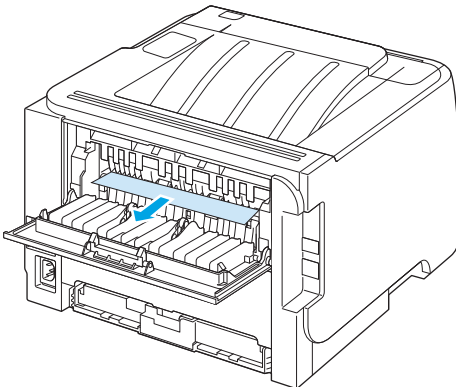
## Output bins

**⚠ CAUTION:** To avoid damaging the product, do not attempt to clear a jam in the top output bin by pulling the paper straight out.

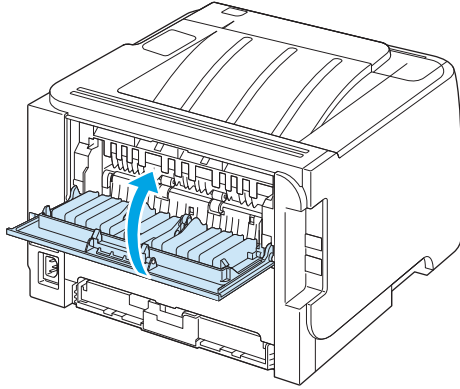
1. At the back of the product, open the jam-release door.



2. With both hands, grasp the jammed paper and slowly pull it out of the product.



3. Close the jam-release door.



## Solve print-quality problems

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

- Configure the trays for the correct paper-type setting. See [Configure trays on page 39](#).
- Use paper that meets HP specifications. See [Paper and print media on page 29](#).
- Clean the product as necessary. See [Clean the paper path on page 66](#).

### Print-quality problems associated with paper

Some print-quality problems arise from using paper that does not meet HP specifications.

- The surface of the paper is too smooth.
- The moisture content of the paper is uneven, too high, or too low. Use paper from a different source or from an unopened ream.
- Some areas of the paper reject toner. Use paper from a different source or from an unopened ream.
- The letterhead you are using is printed on rough paper. Use a smoother, xerographic paper. If this solves your problem, ask the supplier of your letterhead to use paper that meets HP specifications.
- The paper is excessively rough. Use a smoother, xerographic paper.
- The paper is too heavy for the paper-type setting that you selected, so the toner is not fusing to the paper.

For complete paper specifications for all HP LaserJet products, see the *HP LaserJet Printer Family Print Media Guide*. This guide is available at [www.hp.com/support/ljpaperguide](http://www.hp.com/support/ljpaperguide).

### Print-quality problems associated with the environment

If the product is operating in excessively humid or dry conditions, verify that the printing environment is within specifications. See [Operating environment on page 134](#).

### Print-quality problems associated with jams

Make sure that all sheets are cleared from the paper path.

- If the product recently jammed, print two to three pages to clean the paper path.
- If the sheets do not pass through the fuser and cause image defects on subsequent documents, print two to three pages to clean the paper path. If the problem persists, print and process a cleaning page. See [Clean the paper path on page 66](#).



## Adjust print density

You can resolve some print-quality problems by adjusting the print density to make the overall printing lighter or darker.

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Windows	<ol style="list-style-type: none"><li>1. Open the printer-driver <b>Properties</b> screen, and then click the <b>Device Settings</b> tab.</li><li>2. In the <b>Print Density</b> area, adjust the slider bar to change the print density.</li><li>3. Click the <b>OK</b> button.</li></ol>
Macintosh	<ol style="list-style-type: none"><li>1. On the <b>File</b> menu, click <b>Print</b>.</li><li>2. Open the <b>Print Options</b> menu.</li><li>3. In the <b>Print Density</b> area, adjust the slider bar to change the print density.</li></ol>

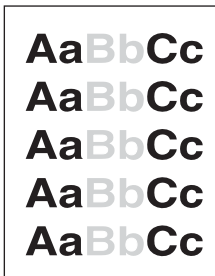
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## Image defect examples

This section provides information about identifying and correcting print defects.

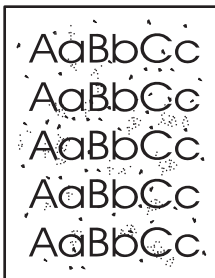
 **NOTE:** If these steps do not correct the problem, contact an HP-authorized dealer or service representative.

### Light print or faded



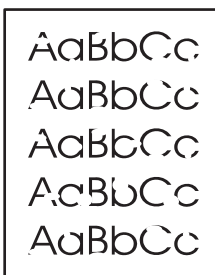
- The print cartridge is nearing end of life.
- Redistribute the toner to extend the life.
- The media might not meet HP's media specifications (for example, the media is too moist or too rough).
- If the whole page is light, the print density adjustment is too light or EconoMode might be turned on. Adjust the print density, and disable EconoMode in the printer Properties.

### Toner specks



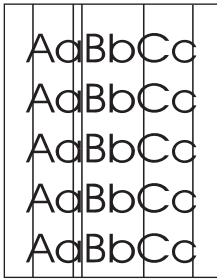
- The media might not meet HP's media specifications (for example, the media is too moist or too rough).
- The printer might need to be cleaned.
- The print cartridge might be defective.

### Dropouts



- A single sheet of media might be defective. Try reprinting the job.
- The media moisture content is uneven or the media has moist spots on its surface. Try printing with new media.
- 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.

## Vertical lines



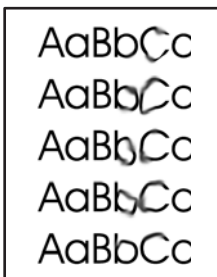
The photosensitive drum inside the print cartridge has probably been scratched. Install a new HP print cartridge.

## Gray background



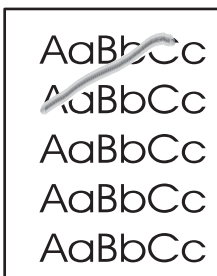
- Change the media to a lighter basis weight.
- Check the printer's environment. Very dry (low humidity) conditions can increase the amount of background shading.
- The density setting might be too high. Adjust the density setting.
- Install a new HP print cartridge.

## 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.
- Check the media type and quality.
- The fuser temperature might be too low. In your printer driver, make sure the appropriate media type is selected.
- Try installing a new HP print cartridge.

## Loose toner



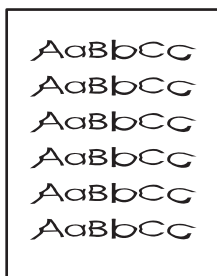
- The fuser temperature might be too low. In your printer driver, make sure the appropriate media type is selected.
- Clean the inside of the printer.
- Check the media type and quality.
- In your printer driver, make sure the appropriate media type is selected.
- Plug the printer directly into an AC outlet instead of into a power strip.

## Vertical repetitive defects



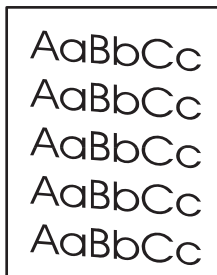
- The print cartridge might be damaged. If a repetitive mark occurs at the same spot on the page, install a new HP print cartridge.
- The internal parts might have toner on them. If the defects occur on the back of the page, the problem will probably correct itself after a few more printed pages.
- In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

## Misformed characters



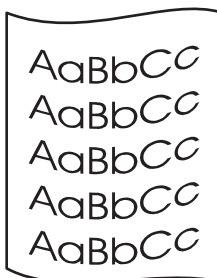
- If characters are improperly formed, producing hollow images, the media stock might be too slick. Try a different media.
- If characters are improperly formed, producing a wavy effect, the printer might need service. Print a configuration page. If the characters are improperly formed, contact an HP-authorized dealer or service representative.

## Page skew



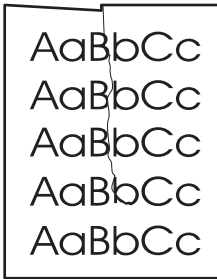
- Make sure that the media is loaded correctly and the media guides are not too tight or too loose against the media stack.
- The input bin might be too full.
- Check the media type and quality.

## Curl or wave



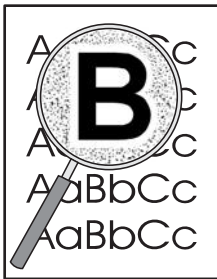
- Check the media type and quality. Both high temperature and high humidity cause media to curl.
- The media might have been in the input tray too long. Turn over the stack of media in the tray. Also, try rotating the media 180° in the input tray.
- Open the straight-through output door and try printing straight through.
- 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.
- Check the media type and quality.
- Open the straight-through output door and try printing straight through.
- Turn over the stack of media in the tray. Also, try rotating the media 180° in the input tray.
- For envelopes, this can be caused by air pockets inside the envelope. Remove the envelope, flatten the envelope, and try printing again.

## 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.
- Turn over the stack of media in the tray.
- Use media that is designed for laser printers.

## Solve performance problems

Problem	Cause	Solution
Pages print but are totally blank.	The sealing tape might still be in the print cartridges.	Verify that the sealing tape has been completely removed from the print cartridges.
	The document might contain blank pages.	Check the document that you are printing to see if content appears on all of the pages.
	The product might be malfunctioning.	To check the product, print a Configuration page.
Pages print very slowly.	Heavier paper types can slow the print job.	Print on a different type of paper.
	Complex pages can print slowly.	Proper fusing may require a slower print speed to ensure the best print quality.
Pages did not print.	The product might not be pulling paper correctly.	Make sure paper is loaded in the tray correctly.
	The paper is jamming in the product.	Clear the jam. See <a href="#">Jams on page 84</a> .
	The USB cable might be defective or incorrectly connected.	<ul style="list-style-type: none"><li>• Disconnect the USB cable at both ends and reconnect it.</li><li>• Try printing a job that has printed in the past.</li><li>• Try using a different USB cable.</li></ul>
	Other devices are running on your computer.	The product might not share a USB port. If you have an external hard drive or network switchbox that is connected to the same port as the product, the other device might be interfering. To connect and use the product, you must disconnect the other device or you must use two USB ports on the computer.

# Solve connectivity problems

## Solve direct-connect problems

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

- Verify that the cable is connected to the computer and to the product.
- Verify that the cable is not longer than 2 meters (6 feet). Replace the cable if necessary.
- Verify that the cable is working correctly by connecting it to another product. Replace the cable if necessary.

## Solve network problems

Check the following items to verify that the product is communicating with the network. Before beginning, print a configuration page. See [Print the information pages on page 56](#).

1. Are there any physical connection problems between the workstation or file server and the product?

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

2. Are your network cables connected properly?

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

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

HP recommends leaving this setting in automatic mode (the default setting). See [Link speed setting on page 27](#).

4. Can you "ping" the product?

Use the command prompt to ping the product from your computer. For example:

```
ping 192.168.45.39
```

Ensure that the ping displays round-trip times.

If you are able to ping the product, verify that the IP address configuration for the product is correct on the computer. If it is correct, delete and then add the product again.

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

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

Make sure they are compatible and that they are installed correctly with the correct printer drivers.

6. Are other users able to print?

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

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

Check your system for proper network operating system setup.

**8.** Is your protocol enabled?

Check the status of your protocol on the Configuration page. You can also use the embedded Web server to check the status of other protocols.

**9.** Does the product appear in HP Web Jetadmin or other management application?

- Verify network settings on the Network configuration page.
- Confirm the network settings for the product using the product control panel (for products with control panels).



# Solve common Windows problems

**Error message:**

**"General Protection FaultException OE"**

**"Spool32"**

**"Illegal Operation"**

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Cause	Solution
	Close all software programs, restart Windows, and try again.
	Select a different printer driver. You can usually do this from a software program.
	Delete all temp files from the Temp subdirectory. You can determine the name of the directory by editing the AUTOEXEC.BAT file and looking for the statement "Set Temp =". The name after this statement is the temp directory. It is usually C:\TEMP by default, but can be redefined.
	See the Microsoft Windows documentation that came with your computer for more information about Windows error messages.

---

# Solve common Macintosh problems



**NOTE:** Setup for USB and IP printing is performed through the Desktop Printer Utility. The product will *not* appear in the Chooser.

## The printer driver is not listed in Print Center.

Cause	Solution
The product software might not have been installed or was installed incorrectly.	Make sure that the PPD file is in the following hard drive folder: <code>Library/Printers/PPDs/Contents/Resources/&lt;lang&gt;.lproj</code> , where “<lang>” represents the two-letter language code for the language that you are using. If necessary, reinstall the software. See the getting started guide for instructions.

## The product name, IP address, or Rendezvous host name does not appear in the printer list box in the print center.

Cause	Solution
The product might not be ready.	Make sure that the cables are connected correctly, the product is on, and the ready light is on. If you are connecting through a USB or Ethernet hub, try connecting directly to the computer or use a different port.
The wrong connection type might be selected.	Make sure that USB, IP Printing, or Rendezvous is selected, depending on the type of connection that exists between the product and the computer.
The wrong product name, IP address, or Rendezvous host name is being used.	Check the product name, IP address, or Rendezvous host name by printing a configuration page. See <a href="#">Print the information pages on page 56</a> . Verify that the name, IP address, or Rendezvous host name on the configuration page matches the product name, IP address, or Rendezvous host name in the Print Center.
The interface cable might be defective or of poor quality.	Replace the interface cable. Make sure to use a high-quality cable.

## The printer driver does not automatically set up your selected product in Print Center.

Cause	Solution
The product might not be ready.	Make sure that the cables are connected correctly, the product is on, and the ready light is on. If you are connecting through a USB or Ethernet hub, try connecting directly to the computer or use a different port.
The product software might not have been installed or was installed incorrectly.	Make sure that the PPD file is in the following hard drive folder: <code>Library/Printers/PPDs/Contents/Resources/&lt;lang&gt;.lproj</code> , where “<lang>” represents the two-letter language code for the language that you are using. If necessary, reinstall the software. See the getting started guide for instructions.
The product might not be ready.	Make sure that the cables are connected correctly, the product is on, and the ready light is on. If you are connecting through a USB or Ethernet hub, try connecting directly to the computer or use a different port.
The interface cable might be defective or of poor quality.	Replace the interface cable. Make sure to use a high-quality cable.

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

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<b>Cause</b>	<b>Solution</b>
The print queue might be stopped.	Restart the print queue. Open <b>print monitor</b> and select <b>Start Jobs</b> .
The wrong product name or IP address is being used. Another product with the same or similar name, IP address, or Rendezvous host name might have received your print job.	Check the product name, IP address, or Rendezvous host name by printing a configuration page. See <a href="#">Print the information pages on page 56</a> . Verify that the name, IP address, or Rendezvous host name on the configuration page matches the product name, IP address, or Rendezvous host name in the Print Center.

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**An encapsulated PostScript (EPS) file does not print with the correct fonts.**

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<b>Cause</b>	<b>Solution</b>
This problem occurs with some programs.	<ul style="list-style-type: none"><li>• Try downloading the fonts that are contained in the EPS file to the product before printing.</li><li>• Send the file in ASCII format instead of binary encoding.</li></ul>

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

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

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**When connected with a USB cable, the product does not appear in the Macintosh Print Center after the driver is selected.**

<b>Cause</b>	<b>Solution</b>
This problem is caused by either a software or a hardware component.	<p><b>Software problem-solving</b></p> <ul style="list-style-type: none"><li>• Check that your Macintosh supports USB.</li><li>• Verify that you are using a Macintosh operating system that this product supports.</li><li>• Ensure that your Macintosh has the appropriate USB software from Apple.</li></ul> <p><b>Hardware problem-solving</b></p> <ul style="list-style-type: none"><li>• Check that the product is turned on.</li><li>• Verify that the USB cable is connected correctly.</li><li>• Check that you are using the appropriate high-speed USB cable.</li><li>• Ensure that you do not have too many USB devices drawing power from the chain. Disconnect all of the devices from the chain, and connect the cable directly to the USB port on the host computer.</li><li>• Check to see if more than two nonpowered USB hubs are connected in a row on the chain. Disconnect all of the devices from the chain and connect the cable directly to the USB port on the host computer.</li></ul> <p><b>NOTE:</b> The iMac keyboard is a nonpowered USB hub.</p>

## Solve Linux problems

For information about Linux problem solving, go to the HP Linux support Web site: [www.hp.com/go/linuxprinting](http://www.hp.com/go/linuxprinting).

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# A Supplies and accessories

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

## Order parts, accessories, and supplies

Several methods are available for ordering parts, supplies, and accessories.

### Order directly from HP

You can obtain the following items directly from HP:

- **Replacement parts:** To order replacement parts in the U.S., go to [www.hp.com/go/hpparts](http://www.hp.com/go/hpparts). Outside the United States, order parts by contacting your local authorized HP service center.
- **Supplies and accessories:** To order supplies in the U.S., go to [www.hp.com/go/ljsupplies](http://www.hp.com/go/ljsupplies). To order supplies worldwide, go to [www.hp.com/ghp/buyonline.html](http://www.hp.com/ghp/buyonline.html). To order accessories, go to [www.hp.com/support/ljp2030series](http://www.hp.com/support/ljp2030series).

### Order through service or support providers

To order a part or accessory, contact an HP-authorized service or support provider.

## Part numbers

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

### Print cartridges

Item	Description	Part number
HP LaserJet print cartridge	Standard-capacity cartridge	CE505A

### Cables and interfaces

Item	Description	Part number
HP Jetdirect external print server accessories	HP Jetdirect en1700	J7942G
	HP Jetdirect en3700	J7942G
	HP Jetdirect ew2400 USB wireless print server	J7951G
	HP Jetdirect 175x	J6035G
	HP USB network print adapter	Q6275A (worldwide)
	HP wireless printing upgrade kit	Q6236A (North America) Q6259A (Europe, Middle East, Africa, and Asia-Pacific countries/regions)
USB cable	2-meter A to B cable	C6518A
Parallel cables	2-meter IEEE 1284-B cable	C2950A
	3-meter IEEE 1284-B cable	C2951A





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## B Service and support

- [HP limited warranty statement](#)
- [HP's Premium Protection Warranty: LaserJet toner cartridge limited warranty statement](#)
- [End User License Agreement](#)
- [Customer self-repair warranty service](#)
- [Customer support](#)

## HP limited warranty statement

HP PRODUCT	DURATION OF LIMITED WARRANTY
HP LaserJet P2035, P2035n	One year from date of purchase

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

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

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

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

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

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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.

## UK, Ireland, and Malta

The HP Limited Warranty is a commercial guarantee voluntarily provided by HP. The name and address of the HP entity responsible for the performance of the HP Limited Warranty in your country/region is as follows:

**UK:** HP Inc UK Limited, Cain Road, Amen Corner, Bracknell, Berkshire, RG12 1HN

**Ireland:** Hewlett-Packard Ireland Limited, Liffey Park Technology Campus, Barnhall Road, Leixlip, Co.Kildare

**Malta:** Hewlett-Packard Europe B.V., Amsterdam, Meyrin Branch, Route du Nant-d'Avril 150, 1217 Meyrin, Switzerland

**United Kingdom:** The HP Limited Warranty benefits apply in addition to any legal rights to a guarantee from seller of nonconformity of goods with the contract of sale. These rights expire six years from delivery of goods for products purchased in England or Wales and five years from delivery of goods for products purchased in Scotland. However various factors may impact your eligibility to receive these rights. For further information, please consult the following link: Consumer Legal Guarantee ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)) or you may visit the European Consumer Centers website ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Consumers have the right to choose whether to claim service under the HP Limited Warranty or against the seller under the legal guarantee.

**Ireland:** The HP Limited Warranty benefits apply in addition to any statutory rights from seller in relation to nonconformity of goods with the contract of sale. However various factors may impact your eligibility to receive these rights. Consumer statutory rights are not limited or affected in any manner by HP Care Pack. For further information, please consult the following link: Consumer Legal Guarantee ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)) or you may visit the European Consumer Centers website ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Consumers have the right to choose whether to claim service under the HP Limited Warranty or against the seller under the legal guarantee.

**Malta:** The HP Limited Warranty benefits apply in addition to any legal rights to a two-year guarantee from seller of nonconformity of goods with the contract of sale; however various factors may impact your eligibility to receive these rights. Consumer statutory rights are not limited or affected in any manner by the HP Limited Warranty. For further information, please consult the following link: Consumer Legal Guarantee ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)) or you may visit the European Consumer Centers website ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Consumers have the right to choose whether to claim service under the HP Limited Warranty or against the seller under two-year legal guarantee.

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**Luxemburg:** Hewlett-Packard Luxembourg S.C.A., 75, Parc d'Activités Capellen, Rue Pafebruc, L-8308 Capellen

**Belgien:** HP Belgium BVBA, Hermeslaan 1A, B-1831 Diegem

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**G.D. Luxembourg:** Hewlett-Packard Luxembourg S.C.A., 75, Parc d'Activités Capellen, Rue Pafebruc, L-8308 Capellen

**Belgique:** HP Belgium BVBA, Hermeslaan 1A, B-1831 Diegem

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### POUR RAPPEL:

Garantie Légale de Conformité:

*« Le vendeur est tenu de livrer un bien conforme au contrat et répond des défauts de conformité existant lors de la délivrance.*

*Il répond également des défauts de conformité résultant de l'emballage, des instructions de montage ou de l'installation lorsque celle-ci a été mise à sa charge par le contrat ou a été réalisée sous sa responsabilité ».*

Article L211-5 du Code de la Consommation:

*« Pour être conforme au contrat, le bien doit:*

*1° Etre propre à l'usage habituellement attendu d'un bien semblable et, le cas échéant:*

*- correspondre à la description donnée par le vendeur et posséder les qualités que celui-ci a présentées à l'acheteur sous forme d'échantillon ou de modèle;*

*- présenter les qualités qu'un acheteur peut légitimement attendre eu égard aux déclarations publiques faites par le vendeur, par le producteur ou par son représentant, notamment dans la publicité ou l'étiquetage;*

*2° Ou présenter les caractéristiques définies d'un commun accord par les parties ou être propre à tout usage spécial recherché par l'acheteur, porté à la connaissance du vendeur et que ce dernier a accepté ».*

Article L211-12 du Code de la Consommation:

« L'action résultant du défaut de conformité se prescrit par deux ans à compter de la délivrance du bien ».

Garantie des vices cachés

Article 1641 du Code Civil : « Le vendeur est tenu de la garantie à raison des défauts cachés de la chose vendue qui la rendent impropre à l'usage auquel on la destine, ou qui diminuent tellement cet usage que l'acheteur ne l'aurait pas acquise, ou n'en aurait donné qu'un moindre prix, s'il les avait connus. »

Article 1648 alinéa 1 du Code Civil:

« L'action résultant des vices rédhibitoires doit être intentée par l'acquéreur dans un délai de deux ans à compter de la découverte du vice. »

**G.D. Luxembourg et Belgique:** Les avantages de la garantie limitée HP s'appliquent en complément des droits dont vous disposez au titre de la garantie de non-conformité des biens avec le contrat de vente. Cependant, de nombreux facteurs peuvent avoir un impact sur le bénéfice de ces droits. Vos droits en tant que consommateur au titre de ces garanties ne sont en aucune façon limités ou affectés par la garantie limitée HP. Pour de plus amples informations, veuillez consulter le lien suivant : Garanties légales accordées au consommateur ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)) ou vous pouvez également consulter le site Web des Centres européens des consommateurs ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Les consommateurs ont le droit de choisir de réclamer un service sous la garantie limitée HP ou auprès du vendeur au cours d'une garantie légale de deux ans.

## Italy

La Garanzia limitata HP è una garanzia commerciale fornita volontariamente da HP. Di seguito sono indicati nome e indirizzo della società HP responsabile della fornitura dei servizi coperti dalla Garanzia limitata HP nel vostro Paese:

**Italia:** HP Italy S.r.l., Via G. Di Vittorio 9, 20063 Cernusco S/Naviglio

I vantaggi della Garanzia limitata HP vengono concessi ai consumatori in aggiunta ai diritti derivanti dalla garanzia di due anni fornita dal venditore in caso di non conformità dei beni rispetto al contratto di vendita. Tuttavia, diversi fattori possono avere un impatto sulla possibilità di beneficiare di tali diritti. I diritti spettanti ai consumatori in forza della garanzia legale non sono in alcun modo limitati, né modificati dalla Garanzia limitata HP. Per ulteriori informazioni, si prega di consultare il seguente link: Garanzia legale per i clienti ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)), oppure visitare il sito Web dei Centri europei per i consumatori ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). I consumatori hanno il diritto di scegliere se richiedere un servizio usufruendo della Garanzia limitata HP oppure rivolgendosi al venditore per far valere la garanzia legale di due anni.

## Spain

Su Garantía limitada de HP es una garantía comercial voluntariamente proporcionada por HP. El nombre y dirección de las entidades HP que proporcionan la Garantía limitada de HP (garantía comercial adicional del fabricante) en su país es:

**España:** Hewlett-Packard Española S.L. Calle Vicente Aleixandre, 1 Parque Empresarial Madrid - Las Rozas, E-28232 Madrid

Los beneficios de la Garantía limitada de HP son adicionales a la garantía legal de 2 años a la que los consumidores tienen derecho a recibir del vendedor en virtud del contrato de compraventa; sin embargo, varios factores pueden afectar su derecho a recibir los beneficios bajo dicha garantía legal. A este respecto, la Garantía limitada de HP no limita o afecta en modo alguno los derechos legales del consumidor ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)). Para más información, consulte el siguiente enlace: Garantía legal del consumidor

o puede visitar el sitio web de los Centros europeos de los consumidores ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Los clientes tienen derecho a elegir si reclaman un servicio acogiéndose a la Garantía limitada de HP o al vendedor de conformidad con la garantía legal de dos años.

## Denmark

Den begrænsede HP-garanti er en garanti, der ydes frivilligt af HP. Navn og adresse på det HP-selskab, der er ansvarligt for HP's begrænsede garanti i dit land, er som følger:

**Danmark:** HP Inc Danmark ApS, Engholm Parkvej 8, 3450, Allerød

Den begrænsede HP-garanti gælder i tillæg til eventuelle juridiske rettigheder, for en toårig garanti fra sælgeren af varer, der ikke er i overensstemmelse med salgsaftalen, men forskellige faktorer kan dog påvirke din ret til at opnå disse rettigheder. Forbrugerens lovbestemte rettigheder begrænses eller påvirkes ikke på nogen måde af den begrænsede HP-garanti. Se nedenstående link for at få yderligere oplysninger: Forbrugerens juridiske garanti ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)) eller du kan besøge De Europæiske Forbrugercentres websted ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Forbrugere har ret til at vælge, om de vil gøre krav på service i henhold til HP's begrænsede garanti eller hos sælger i henhold til en toårig juridisk garanti.

## Norway

HPs garanti er en begrenset og kommersiell garanti som HP selv har valgt å tilby. Følgende lokale selskap inntår for garantien:

**Norge:** HP Norge AS, Rolfbuktveien 4b, 1364 Fornebu

HPs garanti kommer i tillegg til det mangelsansvar HP har i henhold til norsk forbrukerkjøpslovgivning, hvor reklamasjonsperioden kan være to eller fem år, avhengig av hvor lenge salgsgjenstanden var ment å vare. Ulike faktorer kan imidlertid ha betydning for om du kvalifiserer til å kreve avhjelp iht slikt mangelsansvar. Forbrukerens lovmessige rettigheter begrenses ikke av HPs garanti. Hvis du vil ha mer informasjon, kan du klikke på følgende kobling: Juridisk garanti for forbruker ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)) eller du kan besøke nettstedet til de europeiske forbrukersentrene ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Forbrukere har retten til å velge å kreve service under HPs garanti eller iht selgerens lovpålagte mangelsansvar.

## Sweden

HP:s begränsade garanti är en kommersiell garanti som tillhandahålls frivilligt av HP. Namn och adress till det HP-företag som ansvarar för HP:s begränsade garanti i ditt land är som följer:

**Sverige:** HP PPS Sverige AB, SE-169 73 Stockholm

Fördelarna som ingår i HP:s begränsade garanti gäller utöver de lagstadgade rättigheterna till tre års garanti från säljaren angående varans bristande överensstämmelse gentemot köpeavtalet, men olika faktorer kan påverka din rätt att utnyttja dessa rättigheter. Konsumentens lagstadgade rättigheter varken begränsas eller påverkas på något sätt av HP:s begränsade garanti. Mer information får du om du följer denna länk: Lagstadgad garanti för konsumenter ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)) eller så kan du gå till European Consumer Centers webbplats ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Konsumenter har rätt att välja om de vill ställa krav enligt HP:s begränsade garanti eller på säljaren enligt den lagstadgade treåriga garantin.

## Portugal

A Garantia Limitada HP é uma garantia comercial fornecida voluntariamente pela HP. O nome e a morada da entidade HP responsável pela prestação da Garantia Limitada HP no seu país são os seguintes:

**Portugal:** HPCP – Computing and Printing Portugal, Unipessoal, Lda., Edifício D. Sancho I, Quinta da Fonte, Porto Salvo, Lisboa, Oeiras, 2740 244

As vantagens da Garantia Limitada HP aplicam-se cumulativamente com quaisquer direitos decorrentes da legislação aplicável à garantia de dois anos do vendedor, relativa a defeitos do produto e constante do contrato de venda. Existem, contudo, vários fatores que poderão afetar a sua elegibilidade para beneficiar de tais direitos. Os direitos legalmente atribuídos aos consumidores não são limitados ou afetados de forma alguma pela Garantia Limitada HP. Para mais informações, consulte a ligação seguinte: Garantia legal do consumidor ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)) ou visite o Web site da Rede dos Centros Europeus do Consumidor ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Os consumidores têm o direito de escolher se pretendem reclamar assistência ao abrigo da Garantia Limitada HP ou contra o vendedor ao abrigo de uma garantia jurídica de dois anos.

## Greece and Cyprus

Η Περιορισμένη εγγύηση HP είναι μια εμπορική εγγύηση η οποία παρέχεται εθελοντικά από την HP. Η επωνυμία και η διεύθυνση του νομικού προσώπου HP που παρέχει την Περιορισμένη εγγύηση HP στη χώρα σας είναι η εξής:

**Ελλάδα /Κύπρος:** HP Printing and Personal Systems Hellas EPE, Tzavella 1-3, 15232 Chalandri, Attiki

**Ελλάδα /Κύπρος:** HP Συστήματα Εκτύπωσης και Προσωπικών Υπολογιστών Ελλάς Εταιρεία Περιορισμένης Ευθύνης, Tzavella 1-3, 15232 Chalandri, Attiki

Τα προνόμια της Περιορισμένης εγγύησης HP ισχύουν επιπλέον των νόμιμων δικαιωμάτων για διετή εγγύηση έναντι του Πωλητή για τη μη συμμόρφωση των προϊόντων με τις συνομολογημένες συμβατικά ιδιότητες, ωστόσο η άσκηση των δικαιωμάτων σας αυτών μπορεί να εξαρτάται από διάφορους παράγοντες. Τα νόμιμα δικαιώματα των καταναλωτών δεν περιορίζονται ούτε επηρεάζονται καθ' οιονδήποτε τρόπο από την Περιορισμένη εγγύηση HP. Για περισσότερες πληροφορίες, συμβουλευτείτε την ακόλουθη τοποθεσία web: Νόμιμη εγγύηση καταναλωτή ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)) ή μπορείτε να επισκεφτείτε την τοποθεσία web των Ευρωπαϊκών Κέντρων Καταναλωτή ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Οι καταναλωτές έχουν το δικαίωμα να επιλέξουν αν θα αξιώσουν την υπηρεσία στα πλαίσια της Περιορισμένης εγγύησης HP ή από τον πωλητή στα πλαίσια της νόμιμης εγγύησης δύο ετών.

## Hungary

A HP korlátozott jótállás egy olyan kereskedelmi jótállás, amelyet a HP a saját elhatározásából biztosít. Az egyes országokban a HP mint gyártó által vállalt korlátozott jótállást biztosító HP vállalatok neve és címe:

**Magyarország:** HP Inc Magyarország Kft., H-1117 Budapest, Alíz utca 1.

A HP korlátozott jótállásban biztosított jogok azokon a jogokon felül illetik meg Önt, amelyek a termékeknek az adásvételi szerződés szerinti minőségére vonatkozó kétéves, jogszabályban foglalt eladói szavatosságból, továbbá ha az Ön által vásárolt termékre alkalmazandó, a jogszabályban foglalt kötelező eladói jótállásból erednek, azonban számos körülmény hatással lehet arra, hogy ezek a jogok Önt megilletik-e. További információért kérjük, keresse fel a következő webhelyet: Jogi Tájékoztató Fogyasztóknak ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)) vagy látogassa meg az Európai Fogyasztói Központok webhelyét ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). A fogyasztóknak jogában áll, hogy megválasszák, hogy a jótállással kapcsolatos igényüket a HP korlátozott jótállás alapján vagy a kétéves, jogszabályban foglalt eladói szavatosság, illetve, ha alkalmazandó, a jogszabályban foglalt kötelező eladói jótállás alapján érvényesítik.

## Czech Republic

Omezená záruka HP je obchodní zárukou dobrovolně poskytovanou společností HP. Názvy a adresy společností skupiny HP, které odpovídají za plnění omezené záruky HP ve vaší zemi, jsou následující:

**Česká republika:** HP Inc Czech Republic s. r. o., Za Brumlovkou 5/1559, 140 00 Praha 4

Výhody, poskytované omezenou zárukou HP, se uplatňují jako doplněk k jakýmkoli právním nárokům na dvouletou záruku poskytnutou prodejcem v případě nesouladu zboží s kupní smlouvou. Váš nárok na uznání těchto práv však může záviset na mnohých faktorech. Omezená záruka HP žádným způsobem neomezuje ani neovlivňuje zákonná práva zákazníka. Další informace získáte kliknutím na následující odkaz: Zákonná záruka spotřebitele ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)) případně můžete navštívit webové stránky Evropského spotřebitelského centra ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Spotřebitelé mají právo se rozhodnout, zda chtějí službu reklamovat v rámci omezené záruky HP nebo v rámci zákonem stanovené dvouleté záruky u prodejce.

## Slovakia

Obmedzená záruka HP je obchodná záruka, ktorú spoločnosť HP poskytuje dobrovoľne. Meno a adresa subjektu HP, ktorý zabezpečuje plnenie vyplývajúce z Obmedzenej záruky HP vo vašej krajine:

**Slovenská republika:** HP Inc Slovakia, s.r.o., Galvaniho 7, 821 04 Bratislava

Výhody Obmedzenej záruky HP sa uplatnia vedľa prípadných zákazníkových zákonných nárokov voči predávajúcemu z väd, ktoré spočívajú v nesúlade vlastností tovaru s jeho popisom podľa predmetnej zmluvy. Možnosť uplatnenia takých prípadných nárokov však môže závisieť od rôznych faktorov. Služby Obmedzenej záruky HP žiadnym spôsobom neobmedzujú ani neovplyvňujú zákonné práva zákazníka, ktorý je spotrebiteľom. Ďalšie informácie nájdete na nasledujúcom prepojení: Zákonná záruka spotrebiteľa ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)), prípadne môžete navštíviť webovú lokalitu európskych zákazníckych stredísk ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Spotrebiteľia majú právo zvoliť si, či chcú uplatniť servis v rámci Obmedzenej záruky HP alebo počas zákonnej dvojročnej záručnej lehoty u predajcu.

## Poland

Ograniczona gwarancja HP to komercyjna gwarancja udzielona dobrowolnie przez HP. Nazwa i adres podmiotu HP odpowiedzialnego za realizację Ograniczonej gwarancji HP w Polsce:

**Polska:** HP Inc Polska sp. z o.o., Szturmowa 2a, 02-678 Warszawa, wpisana do rejestru przedsiębiorców prowadzonego przez Sąd Rejonowy dla m.st. Warszawy w Warszawie, XIII Wydział Gospodarczy Krajowego Rejestru Sądowego, pod numerem KRS 0000546115, NIP 5213690563, REGON 360916326, GIOŚ E0020757WZBW, kapitał zakładowy 480.000 PLN.

Świadczenia wynikające z Ograniczonej gwarancji HP stanowią dodatek do praw przysługujących nabywcy w związku z dwuletnią odpowiedzialnością sprzedawcy z tytułu niezgodności towaru z umową (rękojmia). Niemniej, na możliwość korzystania z tych praw mają wpływ różne czynniki. Ograniczona gwarancja HP w żaden sposób nie ogranicza praw konsumenta ani na nie nie wpływa. Więcej informacji można znaleźć pod następującym łączem: Gwarancja prawna konsumenta ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)), można także odwiedzić stronę internetową Europejskiego Centrum Konsumentckiego ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Konsumentci mają prawo wyboru co do możliwości skorzystania albo z usług gwarancyjnych przysługujących w ramach Ograniczonej gwarancji HP albo z uprawnień wynikających z dwuletniej rękojmi w stosunku do sprzedawcy.



## Bulgaria

Ограничената гаранция на HP представлява търговска гаранция, доброволно предоставяна от HP. Името и адресът на дружеството на HP за вашата страна, отговорно за предоставянето на гаранционната поддръжка в рамките на Ограничената гаранция на HP, са както следва:

**HP Inc Bulgaria EOOD** (Ейч Пи Инк България ЕООД), гр. София 1766, район р-н Младост, бул. Околовръстен Път No 258, Бизнес Център Камбаните

Предимствата на Ограничената гаранция на HP се прилагат в допълнение към всички законови права за двугодишна гаранция от продавача при несъответствие на стоката с договора за продажба. Въпреки това, различни фактори могат да окажат влияние върху условията за получаване на тези права. Законните права на потребителите не са ограничени или засегнати по никакъв начин от Ограничената гаранция на HP. За допълнителна информация, моля вижте Правната гаранция на потребителя ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)) или посетете уебсайта на Европейския потребителски център ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Потребителите имат правото да избират дали да претендират за извършване на услуга в рамките на Ограничената гаранция на HP или да потърсят такава от търговеца в рамките на двугодишната правна гаранция.

## Romania

Garanția limitată HP este o garanție comercială furnizată în mod voluntar de către HP. Numele și adresa entității HP răspunzătoare de punerea în aplicare a Garanției limitate HP în țara dumneavoastră sunt următoarele:

**România:** HP Inc Romania SRL, 6 Dimitrie Pompeiu Boulevard, Building E, 2nd floor, 2nd District, București

Beneficiile Garanției limitate HP se aplică suplimentar față de orice drepturi privind гаранцията de doi ani oferită de vânzător pentru neconformitatea bunurilor cu contractul de vânzare; cu toate acestea, diversi фактори pot avea impact asupra eligibilității dvs. de a beneficia de aceste drepturi. Drepturile legale ale consumatorului nu sunt limitate sau afectate în vreun fel de Гаранția limitată HP. Pentru informații suplimentare consultați următorul link: гаранцията acordată consumatorului prin lege ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)) sau puteți accesa site-ul Centrul European al Consumatorilor ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Consumatorii au dreptul să aleagă dacă să pretendă despăгубири în cadrul Гаранției limitate HP sau de la vânзător, în cadrul гаранției legale de doi ani.

## Belgium and the Netherlands

De Beperkte Garantie van HP is een commerciële garantie vrijwillig verstrekt door HP. De naam en het adres van de HP-entiteit die verantwoordelijk is voor het uitvoeren van de Beperkte Garantie van HP in uw land is als volgt:

**Nederland:** HP Nederland B.V., Startbaan 16, 1187 XR Amstelveen

**België:** HP Belgium BVBA, Hermeslaan 1A, B-1831 Diegem

De voordelen van de Beperkte Garantie van HP vormen een aanvulling op de wettelijke garantie voor consumenten gedurende twee jaren na de levering te verlenen door de verkoper bij een gebrek aan conformiteit van de goederen met de relevante verkoopovereenkomst. Niettemin kunnen diverse factoren een impact hebben op uw eventuele aanspraak op deze wettelijke rechten. De wettelijke rechten van de consument worden op geen enkele wijze beperkt of beïnvloed door de Beperkte Garantie van HP. Raadpleeg voor meer informatie de volgende webpagina: Wettelijke garantie van de consument ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)) of u kan de website van het Europees Consumenten Centrum bezoeken ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Consumenten hebben het recht om te kiezen tussen enerzijds de Beperkte Garantie van HP of anderzijds het aanspreken van de verkoper in toepassing van de wettelijke garantie.

## Finland

HP:n rajoitettu takuu on HP:n vapaaehtoisesti antama kaupallinen takuu. HP:n myöntämästä takuusta maassanne vastaavan HP:n edustajan yhteystiedot ovat:

**Suomi:** HP Finland Oy, Piispankalliontie, FIN - 02200 Espoo

HP:n takuun edut ovat voimassa mahdollisten kuluttajansuojalakiin perustuvien oikeuksien lisäksi sen varalta, että tuote ei vastaa myyntisopimusta. Saat lisätietoja seuraavasta linkistä: Kuluttajansuoja ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)) tai voit käydä Euroopan kuluttajakeskuksen sivustolla ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Kuluttajilla on oikeus vaatia virheen korjausta HP:n takuun ja kuluttajansuojan perusteella HP:lta tai myyjältä.

## Slovenia

Omejena garancija HP je prostovoljna trgovska garancija, ki jo zagotavlja podjetje HP. Ime in naslov poslovne enote HP, ki je odgovorna za omejeno garancijo HP v vaši državi, sta naslednja:

**Slovenija:** Hewlett-Packard Europe B.V., Amsterdam, Meyrin Branch, Route du Nant-d'Avril 150, 1217 Meyrin, Switzerland

Ugodnosti omejene garancije HP veljajo poleg zakonskih pravic, ki ob sklenitvi kupoprodajne pogodbe izhajajo iz dveletne garancije prodajalca v primeru neskladnosti blaga, vendar lahko na izpolnjevanje pogojev za uveljavitev pravic vplivajo različni dejavniki. Omejena garancija HP nikakor ne omejuje strankinih z zakonom predpisanih pravic in ne vpliva nanje. Za dodatne informacije glejte naslednjo povezavo: Strankino pravno jamstvo ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)); ali pa obiščite spletno mesto evropskih središč za potrošnike ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Potrošniki imajo pravico izbrati, ali bodo uveljavljali pravice do storitev v skladu z omejeno garancijo HP ali proti prodajalcu v skladu z dvoletno zakonsko garancijo.

## Croatia

HP ograničeno jamstvo komercijalno je dobrovoljno jamstvo koje pruža HP. Ime i adresa HP subjekta odgovornog za HP ograničeno jamstvo u vašoj državi:

**Hrvatska:** HP Computing and Printing d.o.o. za računalne i srodne aktivnosti, Radnička cesta 41, 10000 Zagreb

Pogodnosti HP ograničenog jamstva vrijede zajedno uz sva zakonska prava na dvogodišnje jamstvo kod bilo kojeg prodavača s obzirom na nepodudaranje robe s ugovorom o kupnji. Međutim, razni faktori mogu utjecati na vašu mogućnost ostvarivanja tih prava. HP ograničeno jamstvo ni na koji način ne utječe niti ne ograničava zakonska prava potrošača. Dodatne informacije potražite na ovoj adresi: Zakonsko jamstvo za potrošače ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)) ili možete posjetiti web-mjesto Evropskih potrošačkih centara ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Potrošači imaju pravo odabrati žele li ostvariti svoja potraživanja u sklopu HP ograničenog jamstva ili pravnog jamstva prodavača u trajanju ispod dvije godine.

## Latvia

HP ierobežotā garantija ir komercgarantija, kuru brīvprātīgi nodrošina HP. HP uzņēmums, kas sniedz HP ierobežotās garantijas servisa nodrošinājumu jūsu valstī:

**Latvija:** HP Finland Oy, PO Box 515, 02201 Espoo, Finland

HP ierobežotās garantijas priekšrocības tiek piedāvātas papildus jebkurām likumīgajām tiesībām uz pārdevēja un/vai ražotāju nodrošinātu divu gadu garantiju gadījumā, ja preces neatbilst pirkuma līgumam,

tomēr šo tiesību saņemšanu var ietekmēt vairāki faktori. HP ierobežotā garantija nekādā veidā neierobežo un neietekmē patērētāju likumīgās tiesības. Lai iegūtu plašāku informāciju, izmantojiet šo saiti: Patērētāju likumīgā garantija ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)) vai arī Eiropas Patērētāju tiesību aizsardzības centra tīmekļa vietni ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Patērētājiem ir tiesības izvēlēties, vai pieprasīt servisa nodrošinājumu saskaņā ar HP ierobežoto garantiju, vai arī pārdevēja sniegto divu gadu garantiju.

## Lithuania

HP ribotoji garantija yra HP savanoriškai teikiama komercinė garantija. Toliau pateikiami HP bendrovių, teikiančių HP garantiją (gamintojo garantiją) jūsų šalyje, pavadinimai ir adresai:

**Lietuva:** HP Finland Oy, PO Box 515, 02201 Espoo, Finland

HP ribotoji garantija papildomai taikoma kartu su bet kokiomis kitomis įstatymais nustatytais teisėmis į pardavėjo suteikiamą dviejų metų laikotarpio garantiją dėl prekių atitikties pardavimo sutarčiai, tačiau tai, ar jums ši teisė bus suteikiama, gali priklausyti nuo įvairių aplinkybių. HP ribotoji garantija niekaip neapriboja ir neįtakoja įstatymais nustatytų vartotojo teisių. Daugiau informacijos rasite paspaudę šią nuorodą: Teisinė vartotojo garantija ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)) arba apsilankę Europos vartotojų centro internetinėje svetainėje ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Vartotojai turi teisę prašyti atlikti techninį aptarnavimą pagal HP ribotąją garantiją arba pardavėjo teikiamą dviejų metų įstatymais nustatytą garantiją.

## Estonia

HP piiratud garantii on HP poolt vabatahtlikult pakutav kaubanduslik garantii. HP piiratud garantii eest vastutab HP üksus aadressil:

**Eesti:** HP Finland Oy, PO Box 515, 02201 Espoo, Finland

HP piiratud garantii rakendub lisaks seaduses ettenähtud müüjapoolsele kaheaastasele garantiile, juhul kui toode ei vasta müügilepingu tingimustele. Siiski võib esineda asjaolusid, mille puhul teie jaoks need õigused ei pruugi kehtida. HP piiratud garantii ei piira ega mõjuta mingil moel tarbija seadusjärgseid õigusi. Lisateavet leiate järgmiselt lingilt: tarbija õiguslik garantii ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)) või võite külastada Euroopa tarbijakeskuste veebisaiti ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Tarbijal on õigus valida, kas ta soovib kasutada HP piiratud garantiid või seadusega ette nähtud müüjapoolset kaheaastast garantiid.

## Russia

**Срок службы принтера для России**

Срок службы данного принтера HP составляет пять лет в нормальных условиях эксплуатации. Срок службы отсчитывается с момента ввода принтера в эксплуатацию. В конце срока службы HP рекомендует посетить веб-сайт нашей службы поддержки по адресу <http://www.hp.com/support> и/или связаться с авторизованным поставщиком услуг HP для получения рекомендаций в отношении дальнейшего безопасного использования принтера.

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

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

This warranty does not apply to products that (a) have been refilled, refurbished, remanufactured or tampered with in any way, (b) experience problems resulting from misuse, improper storage, or operation

outside of the published environmental specifications for the printer product or (c) exhibit wear from ordinary use.

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

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## Customer self-repair warranty service

HP products are designed with many Customer Self Repair (CSR) parts to minimize repair time and allow for greater flexibility in performing defective parts replacement. If during the diagnosis period, HP identifies that the repair can be accomplished by the use of a CSR part, HP will ship that part directly to you for replacement. There are two categories of CSR parts: 1) Parts for which customer self repair is mandatory. If you request HP to replace these parts, you will be charged for the travel and labor costs of this service. 2) Parts for which customer self repair is optional. These parts are also designed for Customer Self Repair. If, however, you require that HP replace them for you, this may be done at no additional charge under the type of warranty service designated for your product.

Based on availability and where geography permits, CSR parts will be shipped for next business day delivery. Same-day or four-hour delivery may be offered at an additional charge where geography permits. If assistance is required, you can call the HP Technical Support Center and a technician will help you over the phone. HP specifies in the materials shipped with a replacement CSR part whether a defective part must be returned to HP. In cases where it is required to return the defective part to HP, you must ship the defective part back to HP within a defined period of time, normally five (5) business days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective part may result in HP billing you for the replacement. With a customer self repair, HP will pay all shipping and part return costs and determine the courier/carrier to be used.

## Customer support

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Get telephone support for your country/region	Country/region phone numbers are on the flyer that was in the box with your product or at <a href="http://www.hp.com/support/">www.hp.com/support/</a> .
Have the product name, serial number, date of purchase, and problem description ready.	
Get 24-hour Internet support, and download software utilities and drivers	<a href="http://www.hp.com/support/ljp2030series">www.hp.com/support/ljp2030series</a>
Order additional HP service or maintenance agreements	<a href="http://www.hp.com/go/carepack">www.hp.com/go/carepack</a>
Register your product	<a href="http://www.register.hp.com">www.register.hp.com</a>

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# C Environmental product stewardship program

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- [Substances Table \(China\)](#)
- [SEPA Ecolabel User Information \(China\)](#)
- [The regulation of the implementation on China energy label for printer, fax, and copier](#)
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- [EPEAT](#)
- [For more information](#)

## Protecting the environment

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

### Ozone production

The airborne emissions of ozone for this product has been measured according to a generally recognized method\* and when these emissions data are applied to a “generic office model exposure scenario”\*\*, HP is able to determine there is no appreciable amount of ozone generated during printing that exceeds any current indoor air quality standards or guidelines.

\* Test method for the determination of emissions from hardcopy devices with respect to awarding the environmental label for office devices with printing function; RAL-UZ 171 – BAM July, 2012

\*\* Based on ozone concentration when printing 2 hours per day in a 32 cubic meter room with a ventilation rate of 0.72 air changes per hour with HP printing supplies

### Power consumption

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



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

[www.hp.com/go/energystar](http://www.hp.com/go/energystar)

### Toner consumption

EconoMode uses less toner, which might extend the life of the print cartridge. HP does not recommend the full-time use of EconoMode. If EconoMode is used full-time, the toner supply might outlast the mechanical parts in the print cartridge. If print quality begins to degrade and is no longer acceptable, consider replacing the print cartridge.

## Paper use

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

## Plastics

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

## HP LaserJet print supplies

Original HP Supplies were designed with the environment in mind. HP makes it easy to conserve resources and paper when printing. And when you are done, we make it easy and free to recycle.<sup>1</sup>

All HP cartridges returned to HP Planet Partners go through a multiphase recycling process where materials are separated and refined for use as raw material in new Original HP cartridges and everyday products. No Original HP cartridges returned through HP Planet Partners are ever sent to a landfill, and HP never refills or resells Original HP cartridges.

**To participate in HP Planet Partners return and recycling program, visit [www.hp.com/recycle](http://www.hp.com/recycle). Select your country/region for information on how to return HP printing supplies. Multi-lingual program information and instructions are also included in every new HP LaserJet print cartridge package.**

<sup>1</sup> Program availability varies. For more information, visit [www.hp.com/recycle](http://www.hp.com/recycle).

## Paper

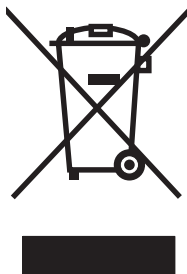
This product is capable of using recycled paper and lightweight paper (EcoFFICIENT™) when the paper meets the guidelines outlined in the *HP LaserJet Printer Family Print Media Guide*. This product is suitable for the use of recycled paper and lightweight paper (EcoFFICIENT™) according to EN12281:2002.

## Material restrictions

This HP product does not contain added mercury.

This HP product does not contain a battery.

## Disposal of waste equipment by users (EU and India)



This symbol means do not dispose of your product with your other household waste. Instead, you should protect human health and the environment by handing over your waste equipment to a designated collection point for the recycling of waste electrical and electronic equipment. For more information, please contact your household waste disposal service, or go to: [www.hp.com/recycle](http://www.hp.com/recycle).

## Electronic hardware recycling

HP encourages customers to recycle used electronic hardware. For more information about recycling programs go to: [www.hp.com/recycle](http://www.hp.com/recycle).

## Brazil hardware recycling information



**Não descarte o produto eletrônico em lixo comum**

Este produto eletrônico e seus componentes não devem ser descartados no lixo comum, pois embora estejam em conformidade com padrões mundiais de restrição a substâncias nocivas, podem conter, ainda que em quantidades mínimas, substâncias impactantes ao meio ambiente. Ao final da vida útil deste produto, o usuário deverá entregá-lo à HP. A não observância dessa orientação sujeitará o infrator às sanções previstas em lei.

Após o uso, as pilhas e/ou baterias dos produtos HP deverão ser entregues ao estabelecimento comercial ou rede de assistência técnica autorizada pela HP.

Para maiores informações, inclusive sobre os pontos de recebimento, acesse:

[www.hp.com.br/reciclar](http://www.hp.com.br/reciclar)

## Chemical substances

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

## Product Power Data per European Union Commission Regulation 1275/2008

For product power data, including the power consumption of the product in networked standby if all wired network ports are connected and all wireless network ports are activated, please refer to section P14 'Additional Information' of the product IT ECO Declaration at [www.hp.com/hpinfo/globalcitizenship/environment/productdata/itecodesktop-pc.html](http://www.hp.com/hpinfo/globalcitizenship/environment/productdata/itecodesktop-pc.html).

## Restriction on Hazardous Substances statement (India)

This product, as well as its related consumables and spares, complies with the reduction in hazardous substances provisions of the "India E-waste Rule 2016." It does not contain lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1 weight % and 0.01 weight % for cadmium, except where allowed pursuant to the exemptions set in Schedule 2 of the Rule.

## Restriction on Hazardous Substances statement (Turkey)

Türkiye Cumhuriyeti: EEE Yönetmeliğine Uygundur

## Restriction on Hazardous Substances statement (Ukraine)

Обладнання відповідає вимогам Технічного регламенту щодо обмеження використання деяких небезпечних речовин в електричному та електронному обладнанні, затвердженого постановою Кабінету Міністрів України від 3 грудня 2008 № 1057

## Substances Table (China)

### 产品中有害物质或元素的名称及含量

根据中国《电器电子产品有害物质限制使用管理办法》



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

0609-17

本表格依据 SJ/T 11364 的规定编制。

0: 表示该有害物质在该部件所有均质材料中的含量均在 GB/T 26572 规定的限量要求以下。

X: 表示该有害物质至少在该部件的某一均质材料中的含量超出 GB/T 26572 规定的限量要求。

此表中所有名称中含 “X” 的部件均符合欧盟 RoHS 立法。

注: 环保使用期限的参考标识取决于产品正常工作的温度和湿度等条件

## SEPA Ecolabel User Information (China)

中国环境标识认证产品用户说明

噪声大于 63.0 dB(A)的办公设备不宜放置于办公室内，请在独立的隔离区域使用。

如需长时间使用本产品或打印大量文件，请确保在通风良好的房间内使用。

如您需要确认本产品处于零能耗状态，请按下电源关闭按钮，并将插头从电源插座断开。

您可以使用再生纸，以减少资源耗费。

# The regulation of the implementation on China energy label for printer, fax, and copier

依据“复印机、打印机和传真机能源效率标识实施规则”，本打印机具有中国能效标签。根据“复印机、打印机和传真机能效限定值及能效等级”（“GB21521”）决定并计算出该标签上所示的能效等级和 TEC（典型能耗）值。

## 1. 能效等级

能效等级分为三个等级，等级 1 级能效最高。根据产品类型和打印速度标准决定能效限定值。

## 2. 能效信息

### 2.1 LaserJet 打印机和高性能喷墨打印机

- 典型能耗

典型能耗是正常运行 GB21521 测试方法中指定的时间后的耗电量。此数据表示为每周千瓦时 (kWh)。

标签上所示的能效数字按涵盖根据“复印机、打印机和传真机能源效率标识实施规则”选择的登记装置中所有配置的代表性配置测定而得。因此，本特定产品型号的实际能耗可能与标签上所示的数据不同。

有关规格的详细信息，请参阅 GB21521 标准的当前版本。

## Material Safety Data Sheet (MSDS)

Material Safety Data Sheets (MSDS) for supplies containing chemical substances (for example, toner) can be obtained by accessing the HP Web site at [www.hp.com/go/msds](http://www.hp.com/go/msds).

## EPEAT

Many HP products are designed to meet EPEAT. EPEAT is a comprehensive environmental rating that helps identify greener electronics equipment. For more information on EPEAT go to [www.epeat.net](http://www.epeat.net). For information on HP's EPEAT registered products go to [www.hp.com/hpinfo/globalcitizenship/environment/pdf/epeat\\_printers.pdf](http://www.hp.com/hpinfo/globalcitizenship/environment/pdf/epeat_printers.pdf).

## For more information

To obtain information about these environmental topics:

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

Visit [www.hp.com/go/environment](http://www.hp.com/go/environment).

Also, visit [www.hp.com/recycle](http://www.hp.com/recycle).



# 限用物質含有情況標示聲明書

Declaration of the Presence Condition of the Restricted Substances Marking

若要存取產品的最新使用指南或手冊，請前往 <http://www.hp.com/support>。選取**搜尋您的產品**，然後依照畫面上的指示繼續執行。

To access the latest user guides or manuals for your product. Go to <http://www.support.hp.com>. Select **Find your product**, and then follow the on-screen instructions.

單元 Unit	限用物質及其化學符號 Restricted substances and its chemical symbols					
	鉛Lead (Pb)	汞Mercury (Hg)	鎘 Cadmium (Cd)	六價鉻 Hexavalent chromium (Cr <sup>+6</sup> )	多溴聯苯 Polybrominated biphenyls (PBB)	多溴二苯醚 Polybrominated diphenyl ethers (PBDE)
列印引擎 Print engine	—	○	○	○	○	○
控制面板 Control panel	—	○	○	○	○	○
塑膠外殼 Plastic housing parts	○	○	○	○	○	○
格式化組件 Formatter	—	○	○	○	○	○
<p>備考1. “超出0.1 wt %”及“超出0.01 wt %”係指限用物質之百分比含量超出百分比含量基準值。 Note 1: “Exceeding 0.1 wt %” and “exceeding 0.01 wt %” indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.</p> <p>備考2. “○”係指該項限用物質之百分比含量未超出百分比含量基準值。 Note 2: “○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.</p> <p>備考3. “—”係指該項限用物質為排除項目。 Note 3: The “—” indicates that the restricted substance corresponds to the exemption.</p>						

## D Specifications

- [Physical specifications](#)
- [Power consumption and acoustic emissions](#)
- [Operating environment](#)

# Physical specifications

**Table D-1 Product dimensions and weights**

Product model	Height	Depth	Width	Weight
HP LaserJet P2030 Series printer	256 mm (10.1 in)	368 mm (14.5 in)	360 mm (14.2 in)	9.9 kg (21.8 lb)

**Table D-2 Product dimensions with all doors and trays fully opened**

Product model	Height	Depth	Width
HP LaserJet P2030 Series printer	256 mm (10.1 in)	455 mm (17.9 in)	360 mm (14.2 in)

# Power consumption and acoustic emissions

See [www.hp.com/go/ljp2030/regulatory](http://www.hp.com/go/ljp2030/regulatory) for current information.

# Operating environment

**Table D-3 Necessary conditions**

Environmental condition	Printing	Storage/standby
Temperature (product and print cartridge)	7.5° to 32.5°C (45.5° to 90.5°F)	0° to 35°C (32° to 95°F)
Relative humidity	10% to 80%	10% to 90%

---

## E Regulatory information

- [Declaration of conformity](#)
- [Regulatory statements](#)

# Declaration of conformity

## Declaration of conformity

### Declaration of Conformity

according to ISO/IEC 17050-1 and EN 17050-1, DoC#: BOISB-0801-00-rel.13.0

Manufacturer's Name: HP Inc.  
Manufacturer's Address: 11311 Chinden Boulevard  
Boise, Idaho 83714-1021, USA

declares, that the product

Product Name: HP LaserJet P2035 series and P2055 series

Regulatory Model Number<sup>2)</sup>: BOISB-0801-00

Product Options: ALL  
Print Cartridges: CE505A\CE505X


conforms to the following Product Specifications:

Safety: IEC 60950-1:2005 / EN60950-1: 2006 +A11:2009+A1:2010+A12:2011  
IEC 60825-1:2007 / EN 60825-1:2007 (Class 1 Laser/LED Product)  
IEC 62479:2010 / EN 62479:2010  
GB4943.1-2011

EMC: CISPR 22:2008 / EN 55022:2010—Class A<sup>1)3)</sup>  
EN 61000-3-2:2006 +A1:2009 +A2:2009  
EN 61000-3-3:2008  
EN 55024:2010  
FCC Title 47 CFR, Part 15 Class A / ICES-003, Issue 4  
GB9254-2008, GB17625.1-2003

RoHS: EN 50581:2012

Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 2004/108/EC and the Low Voltage Directive 2006/95/EC, the RoHS Directive 2011/65/EU and carries the CE-Marking  accordingly.

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

1) The product was tested in a typical configuration with HP Personal Computer Systems.

2) For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the marketing name or the product number(s).

3) The product meets the requirements of EN55022 & CNS13438 Class A in which case the following applies: "Warning – This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures".

Shanghai, China

**Declaration of Conformity**

**according to ISO/IEC 17050-1 and EN 17050-1, DoC#: 80ISB-0801-00-rel.13.0**

November 1, 2015

For regulatory topics only:

European Contact: HP Deutschland GmbH, HP HQ-TRE, 71025 Boeblingen, Germany. <http://www.hp.eu/certificates>


USA Contact: HP Inc., 1501 Page Mill Road, Palo Alto 94304, U.S.A. 650-857-1501

# Regulatory statements

## FCC regulations

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

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

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

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

## Canada - Industry Canada ICES-003 Compliance Statement

CAN ICES-3(B)/NMB-3(B)

## VCCI statement (Japan)

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


## EMC statement (Korea)

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

## Power cord instructions

Make sure your power source is adequate for the product voltage rating. The voltage rating is on the product label. The product uses either 100-127 Vac or 220-240 Vac and 50/60 Hz.

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


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

## Power cord statement (Japan)

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

## Laser safety

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

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

## Laser statement for Finland

### Luokan 1 laserlaite

Klass 1 Laser Apparat

HP LaserJet P2035, P2035n, laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalisissa käytössä kirjoittimen suojakoteloitinta estää lasersäteiden pääsyn laitteen ulkopuolelle. Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (2007) mukaisesti.

### VAROITUS !

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

### WARNING !

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

### HUOLTO

HP LaserJet P2035, P2035n - kirjoittimen sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyökaluja.

### VARO !

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

### WARNING !

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

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



## **GS statement (Germany)**

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

Das Gerät ist kein Bildschirmarbeitsplatz gemäß BildscharbV. Bei ungünstigen Lichtverhältnissen (z. B. direkte Sonneneinstrahlung) kann es zu Reflexionen auf dem Display und damit zu Einschränkungen der Lesbarkeit der dargestellten Zeichen kommen.

## **Eurasian Conformity (Belarus, Kazakhstan, Russia)**





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