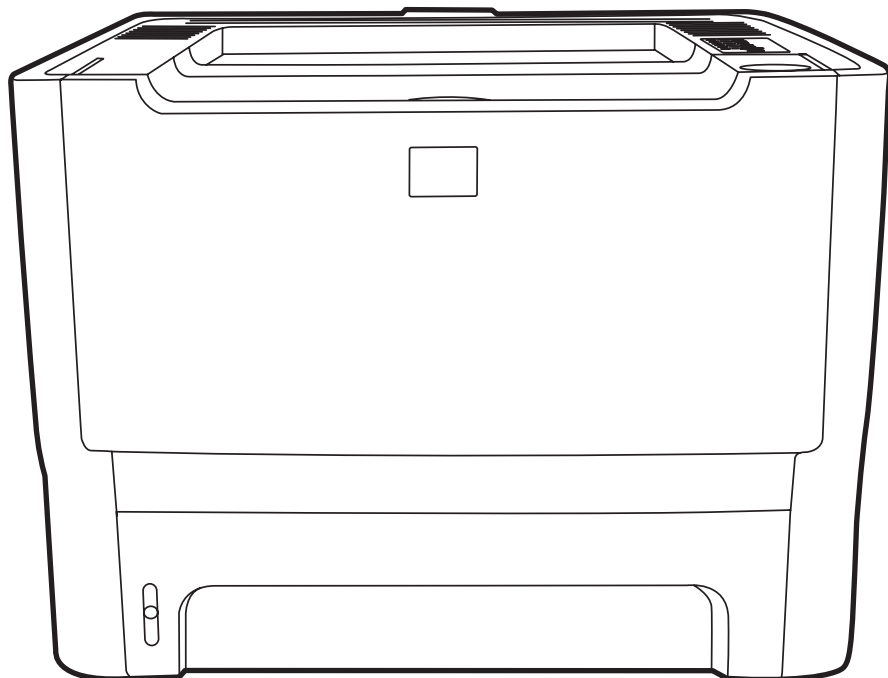


HP LaserJet P2010 Series User Guide



HP LaserJet P2010 Series

User Guide



Copyright information

© 2007 Copyright Hewlett-Packard
Development Company, L.P.

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

The information contained herein is subject
to change without notice.

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

Part number: CB450-90906

Edition 2, 03/2007

Trademark credits

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

PostScript® is a registered trademark of
Adobe Systems Incorporated.

Table of contents

1 Product basics

Product features	2
Standard features	2
Network model features	2
Identify product parts	3

2 Control panel

3 Connectivity

Printer connections	8
USB and parallel connections	8
Network connections	8
Connect the printer to the network	9
Install the printer software for the network printer	9

4 Software for Windows

Supported operating systems	12
Windows printer drivers	13
Windows driver types	13
Install Windows software	13
To install printer software for Windows NT 4.0, Server 2003 (64-bit), Windows 98SE, Me, and XP (64-bit)	13
To install printer software for Windows 2000, XP (32-bit), Server 2003 (32-bit), and Vista (32-bit)	13
Configure the Windows printer driver	13
Embedded Web server (network model only)	14

5 Software for Macintosh

Macintosh printer drivers	16
Install the Macintosh printer driver	16
Configure the Macintosh printer driver	16
PostScript Printer Description files (PPDs)	18

6 Print Media

Understand paper and print media use	20
Supported paper and print media sizes	21
Custom paper sizes	22
Special paper or print media guidelines	23

Load media	24
Tray 1	24
Tray 2 and optional tray 3	24
Straight-through output path	25
Manual feed	25

7 Print tasks

Media type and tray loading	28
Print-quality settings	31
Manual two-sided printing	32
Manual two-sided printing using the top output bin	32
Manual two-sided printing using the straight-through output door	34
Print multiple pages on a single sheet of paper (N-up printing)	37
Print booklets	38
Print watermarks	39
Cancel a print job	40

8 Managing and maintenance

Printer information pages	42
Demo page	42
Configuration page	42
Supplies Status page	42
Embedded Web server (network model only)	43
Open the embedded Web server	43
Information tab	44
Settings tab	44
Networking tab	44
Links	44
Replace the print cartridge	45
Redistribute toner	47
Clean the printer	48
Clean the print-cartridge area	48
Clean the printer media path	49
Clean the pickup roller (tray 1)	51
Clean the pickup roller (tray 2)	55
EconoMode	62

9 Problem solving

Finding the solution	64
Step 1: Is the printer set up correctly?	64
Step 2: Is the Ready light on?	64
Step 3: Can you print a demo page?	65
Step 4: Is the print quality acceptable?	65
Step 5: Is the printer communicating with the computer?	65
Step 6: Does the printed page look like you expected?	65
Contact HP support	66
Status-light patterns	67
Common Macintosh problems	74
Media problem solving	77

Printed page is different than what appeared on screen	79
Garbled, incorrect, or incomplete text	79
Missing graphics or text, or blank pages	79
Page format is different than on another HP LaserJet printer	80
Graphics quality	80
Printer software problems	81
Improve print quality	82
Light print or faded	82
Toner specks	82
Dropouts	82
Vertical lines	83
Gray background	83
Toner smear	83
Loose toner	83
Vertical repetitive defects	84
Misformed characters	84
Page skew	84
Curl or wave	84
Wrinkles or creases	85
Toner scatter outline	85
Clear jams	86
Print-cartridge area	86
Input trays	88
Output bin	91
Straight-through output path	92
Network-setup problem-solving	94

Appendix A Accessory/Consumable addendum

Order parts, accessories, and supplies	96
Order directly from HP	96
Order through service or support providers	96
Order directly through the embedded Web server	96
Supplies and accessories table	97
10/100 networking print servers	98
HP print cartridges	99
HP policy on non-HP print cartridges	99
Storing print cartridges	99
Print cartridge life expectancy	99
Saving toner	99

Appendix B Service and support

Hewlett-Packard limited warranty statement	102
Limited warranty for print cartridges and image drums	103
Hewlett-Packard software license agreement	104
HP Customer Care	105
Availability of support and service	107
HP Care Pack™ Services and Service Agreements	107
Guidelines for repacking the printer	108

Appendix C Printer specifications

Physical specifications	110
Electrical specifications	111
Acoustic emissions	112
Environmental specifications	112

Appendix D Regulatory information

FCC compliance	114
Environmental product stewardship program	115
Protecting the environment	115
Ozone production	115
Power consumption	115
Toner consumption	115
Paper use	115
Plastics	115
HP LaserJet print supplies	115
Return and recycling instructions	116
United States and Puerto Rico	116
Multiple returns (two to eight cartridges)	116
Single returns	116
Shipping	116
Non-US returns	116
Paper	116
Material restrictions	116
Disposal of waste equipment by users in private households in the European Union	117
Material Safety Data Sheet (MSDS)	117
For more information	117
Declaration of Conformity statements	118
Regulatory statements	119
Laser safety statement	119
Canadian DOC regulations	119
Korean EMI statement	119
Laser statement for Finland	120

Index	121
--------------------	------------

1 Product basics

This chapter provides information on the following topics:

- [Product features](#)
- [Identify product parts](#)

Product features

The following are the standard features for this product.

Standard features

- 24 ppm (Letter-size), 23 ppm (A4-size)
- First page out in as few as 8.5 seconds
- 600 dpi (provides 600 x 600 dpi output with Resolution Enhancement Technology (REt) for improved text)
- FastRes 1200 (provides 1200 dpi effective output quality)
- ProRes 1200 (provides fine line detail at 1200 x 1200 dpi)
- 50-sheet multipurpose tray (tray 1)
- EconoMode
- Print watermarks, booklets, multiple pages per sheet (N-up), and first page on different media than the rest of the document
- 32 MB RAM
- 3,000-page or 7,000-page print cartridge
- Host-based, PCL 5e
- Compatible with USB 2.0 specifications
- Supported by Windows® 98 SE (PCL 5e printer driver only), Millenium Edition (Me) (PCL 5e printer driver only), NT® 4.0 (PCL 5e printer driver only) (Parallel connection only), 2000, Server 2003 (printer drivers only), XP® 32-bit, XP 64-bit (PCL 5e printer driver only), and Vista 32-bit
- Supported by Macintosh OS X v10.2.8, v10.3, v10.4 and later
- On/off switch
- Embedded Web server (EWS) with internal pages
- 26 PCL 5e fonts

Network model features

Products with the network feature include all of the standard features, except that it has an HP internal IPv6-compatible network port instead of a parallel port.

Identify product parts

The following figures identify the components of the product.

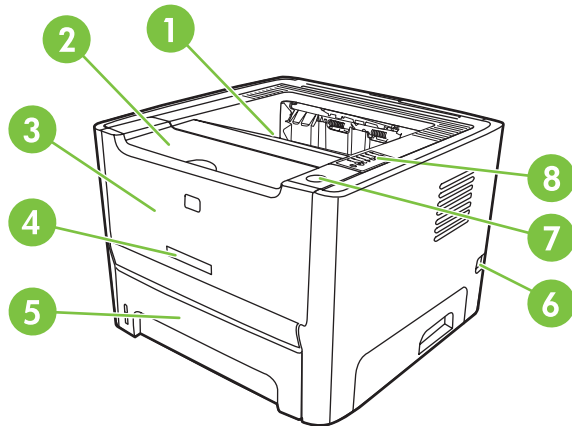


Figure 1-1 Network model, front view

1	Output bin
2	Print-cartridge door
3	Tray 1 (50-sheet multipurpose tray)
4	Model number
5	Tray 2 (250-sheet enclosed input tray)
6	On/off switch
7	Print-cartridge-door button
8	Control panel

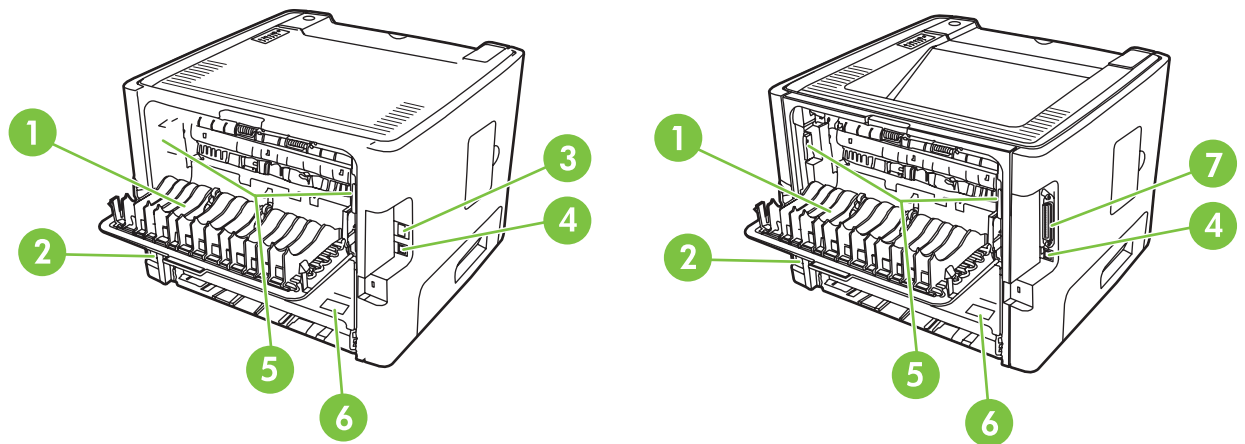


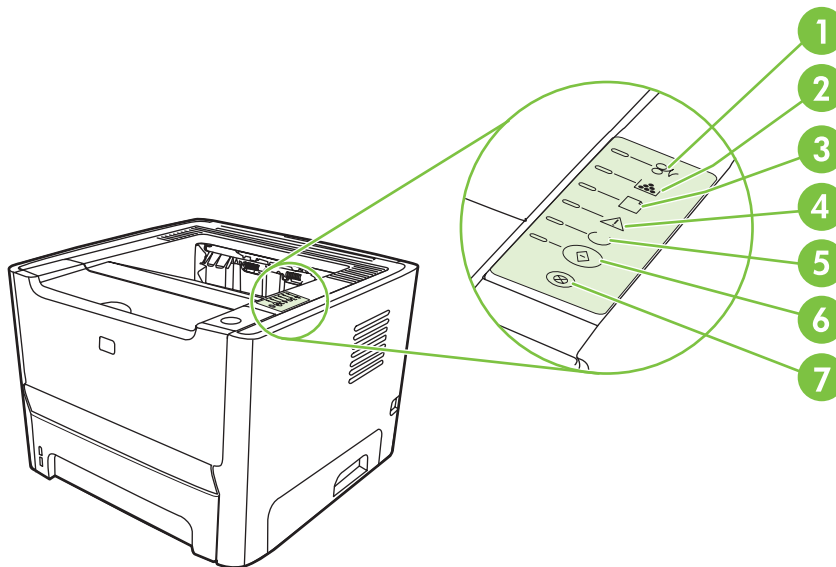
Figure 1-2 Network and base models, back view

1	Straight-through output door
2	Power receptacle
3	HP internal network port (network-ready models only)

4	USB port
5	Jam-clearing levers
6	Serial number
7	Parallel port (base model only)

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



NOTE: See [Status-light patterns on page 67](#) for a description of the light patterns.

3 Connectivity

Printer connections

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. Refer to the figures below.

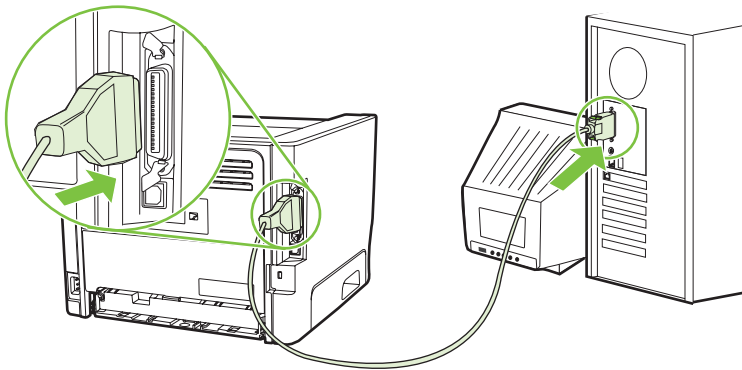


Figure 3-1 Parallel connection

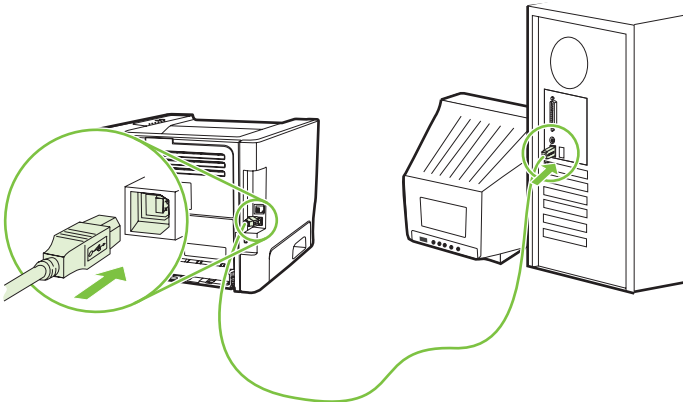


Figure 3-2 USB connection

Network connections

The Network model can connect to a network through the HP internal networking port. External network print servers are available for the non-network product model. The following list identifies what is required to add networking to any non-network product model.

10/100Base-TX Networking options

- HP Jetdirect en3700
- HP Jetdirect 175x
- HP Jetdirect ew2400

To order the print server, see [10/100 networking print servers on page 98](#).

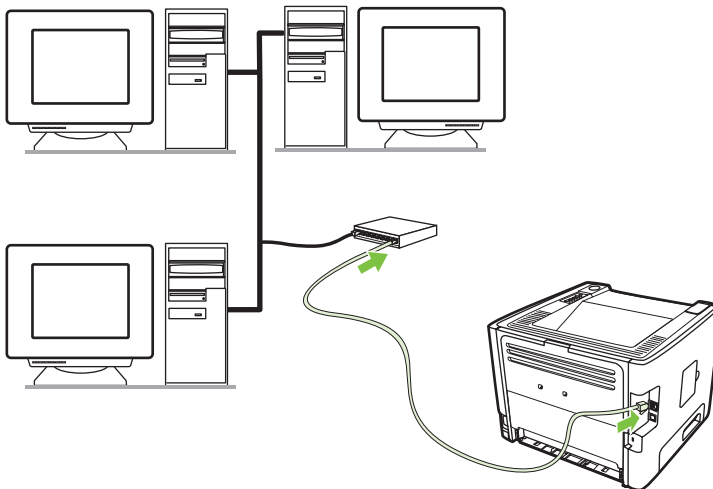
Connect the printer to the network

To connect a networking-equipped product, you need the following items:

- Functional wired network
- CAT-5 Ethernet cable

To connect the printer to your network, perform the following steps:

1. Connect the CAT-5 Ethernet cable to an available port on the Ethernet hub or router.
2. Connect the Ethernet cable to the Ethernet port on the back of the printer.



3. Verify that one of the network lights (10 or 100) is illuminated on the network port located on the back of the printer.
4. Confirm that the product has been assigned an IP address by printing a Configuration page: When the printer is in the Ready state, press and hold the **Go** button for 5 seconds.



NOTE: To resolve network connection problems, see [Network-setup problem-solving on page 94](#).

Install the printer software for the network printer

To use the printer on the network, install the printer software on a computer that is connected to the network.

4 Software for Windows

Supported operating systems

The product comes with software for the following operating systems:

- Windows® 98 SE (PCL 5e printer driver only)
- Windows Me (PCL 5e printer driver only)
- Windows NT 4.0 (PCL 5e printer driver only)
- Windows 2000
- Windows Server 2003 (32-bit)
- Windows Server 2003 (64-bit) (PCL 5e printer driver only)

For more information about upgrading from Windows 2000 Server to Windows Server 2003, using Windows Server 2003 Point and Print, or using Windows Server 2003 Terminal Services and Printing, go to <http://www.microsoft.com/>.

- Windows XP (32-bit)
- Windows XP (64-bit) (PCL 5e printer driver only)
- Windows Vista (32-bit)

Windows printer drivers

A printer driver is the software that provides access to printer features and provides the means for the computer to print to the printer.

Windows driver types

This product features a host-based driver and a PCL 5e printer driver.

Install Windows software

To install printer software for Windows NT 4.0, Server 2003 (64-bit), Windows 98SE, Me, and XP (64-bit)

See the operating system documentation for instructions on installing a printer driver.

To install printer software for Windows 2000, XP (32-bit), Server 2003 (32-bit), and Vista (32-bit)

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



NOTE: If the Welcome screen does not open, click **Start** on the Windows task bar and then click **Run**. Type `Z:\setup` (where Z is your CD drive letter), and click **OK**.

Configure the Windows printer driver

Use one of the following methods to open the Windows printer driver from your computer:

Operating system	To change the settings for all print jobs until the software program is closed	To change the print job default settings (for example, turn on Print on Both Sides by default)	To change the configuration settings (for example, add a tray or enable/disable Manual Duplexing)
Windows 98 SE, Me, 2000, XP (32-bit and 64-bit), and Server 2003	<ol style="list-style-type: none">1. On the File menu in the software program, click Print.2. Select the name of the printer, and then click Properties or Preferences. <p>The steps can vary; this procedure is most common.</p>	<ol style="list-style-type: none">1. Click Start, click Settings, and then click Printers or Printers and Faxes.2. Right-click the printer icon, and then select Printing Preferences.	<ol style="list-style-type: none">1. Click Start, click Settings, and then click Printers or Printers and Faxes.2. Right-click the printer icon, and then select Properties.3. Click the Device Settings tab.

Embedded Web server (network model only)

You can use the embedded Web server to configure the printer, view status information, and obtain problem-solving information.

5 Software for Macintosh

Macintosh printer drivers

A printer driver is the software component that provides access to printer features and provides the means for the computer to communicate with the printer.

Install the Macintosh printer driver

This section explains how to install the printing system software for Macintosh OS X v10.2.8, v10.3, v10.4 and later.



NOTE: USB queues are created automatically when the printer is attached to the computer. However, the queue will use a generic PPD if the installer has not been run before the USB cable is connected. To change the queue PPD, open the Print Center or Printer Setup Utility, select the correct printer queue, and then click **Show Info** to open the **Printer Info** dialog box. In the pop-up menu, select **Printer Model**, and then, in the pop-up menu in which **Generic** is selected, select the correct PPD for the printer.

Use the following procedure to install the Macintosh printer driver:

1. Insert the printer CD into the CD-ROM drive and run the installer.
2. Double-click the CD icon on the desktop
3. Double-click the **Installer** icon.
4. Follow the instructions on the computer screen.
5. Print a test page or a page from any software program to make sure that the printer software is correctly installed.

If installation fails, reinstall the software. If this fails, see the Late-Breaking Information section of the Install Notes. The Install Notes are located on the printer CD or at the support Web site. (See [HP Customer Care on page 105](#) for the Web address.)

Configure the Macintosh printer driver

Use one of the following methods to open the Macintosh printer driver from your computer:

Operating System	To change the settings for all print jobs until the software program is closed	To change the print job default settings (for example, turn on Print on Both Sides by default)	To change the configuration settings (for example, add a tray or enable/disable Manual Duplexing)
Macintosh OS X v10.2.8, v10.3, v10.4 and later	<ol style="list-style-type: none">1. On the File menu, click Print.2. Change the settings that you want on the various pop-up menus.	<ol style="list-style-type: none">1. On the File menu, click Print.2. Change the settings that you want on the various pop-up menus.3. On the Presets pop-up menu, click Save as and type a name for the preset. <p>These settings are saved in the Presets menu. To use the new settings, you must select the</p>	<ol style="list-style-type: none">1. Open Printer Setup Utility by selecting the hard drive, clicking Applications, clicking Utilities, then double-clicking Printer Setup Utility.2. Click the print queue.3. On the Printers menu, click Show Info.4. Click the Installable Options menu.

Operating System	To change the settings for all print jobs until the software program is closed	To change the print job default settings (for example, turn on Print on Both Sides by default)	To change the configuration settings (for example, add a tray or enable/disable Manual Duplexing)
-------------------------	---	---	--

saved preset option every time you open a program and print.

PostScript Printer Description files (PPDs)

PPDs, in combination with the HP postscript level 3 emulation driver, provide access to the printer features and allow the computer to communicate with the printer. An installation program for the PPDs is provided on the printer CD.

6 Print Media

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

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

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

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

Before you purchase a large quantity of media, test the media and make sure that it meets the requirements specified in this user guide and in *HP LaserJet Printer Family Media Guide*. The guidelines can be downloaded from <http://www.hp.com/support/ljpaperguide/>, or see [Supplies and accessories table on page 97](#) for more information about ordering the guidelines.



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

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 laserjets or multiuse. Do not use paper or print media made for inkjet printers. Hewlett-Packard Company cannot recommend the use of other brands of media because HP cannot control their quality.

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



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

Supported paper and print media sizes

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



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

Table 6-1 Supported paper and print media sizes

Size	Dimensions	Tray 1	Tray 2	Optional tray 3
Letter	216 x 279 mm (8.5 x 11 inches)	✓	✓	✓
Legal	216 x 356 mm (8.5 x 14 inches)	✓	✓	✓
A4	210 x 297 mm (8.27 x 11.69 inches)	✓	✓	✓
Executive	184 x 267 mm (7.24 x 10.51 inches)	✓	✓	✓
A3	297 x 420 mm (11.69 x 16.54 inches)	✓		
A5	148 x 210 mm (5.83 x 8.27 inches)	✓	✓	✓
A6	105 x 148 mm (4.13 x 5.83 inches)	✓		
B5 (JIS)	182 x 257 mm (7.17 x 10.12 inches)	✓	✓	✓
B5 (ISO)	176 x 250 mm (6.93 x 9.84 inches)	✓	✓	✓
B6 (ISO)	125 x 176 mm (4.92 x 6.93 inches)	✓		
16k	197 x 273 mm (7.75 x 10.75 inches)	✓		
16k	184 x 260 mm (7.24 x 10.23 inches)	✓		
16k	195 x 270 mm (7.68 x 10.63 inches)	✓		
8.5 x 13 (custom)	216 x 330 mm (8.5 x 13 inches)	✓	✓	✓
Custom	(76 - 216) x (127 - 356) mm ((3 - 8.5) x (5 - 14) inches)	✓		

Table 6-2 Supported envelopes and postcards

Size	Dimensions	Tray 1	Tray 2	Optional tray 3
Envelope #10	105 x 241 mm (4.13 x 9.49 inches)	✓		
Envelope DL	110 x 220 mm (4.33 x 8.66 inches)	✓		
Envelope C5	162 x 229 mm (6.93 x 9.84 inches)	✓		
Envelope B5	176 x 250 mm (6.7 x 9.8 inches)	✓		
Envelope Monarch	98 x 191 mm (3.9 x 7.5 inches)	✓		
Postcard	100 x 148 mm (3.94 x 5.83 inches)	✓		
Double postcard	148 x 200 mm (5.83 x 7.87 inches)	✓		

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.

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

Load media

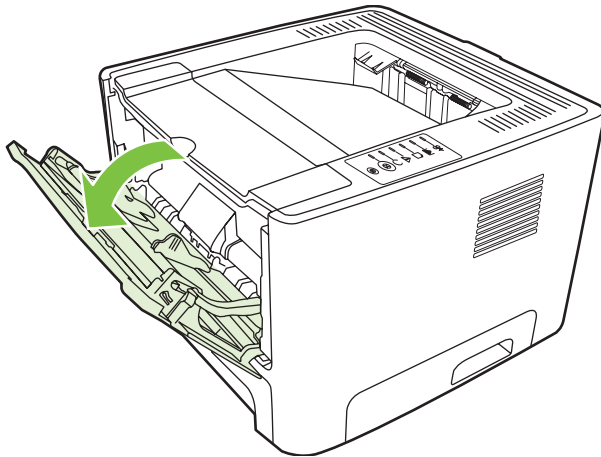
The following sections describe how to load media into the different input trays.



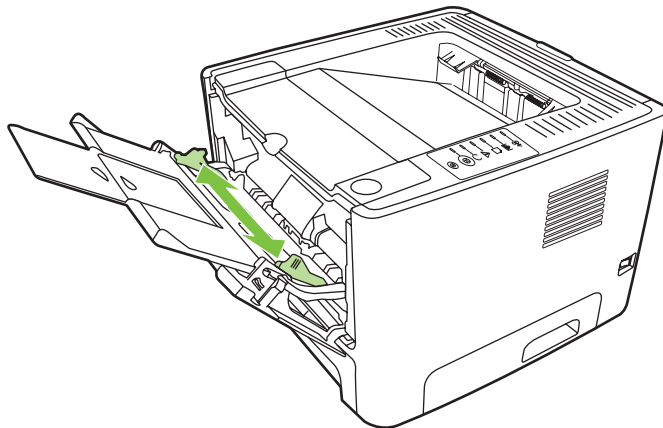
CAUTION: If you try to print on media that is wrinkled, folded, or damaged in any way, a jam might occur. See [Clear jams on page 86](#) for more information.

Tray 1

Tray 1 is accessed from the front of the printer. The printer prints from tray 1 before attempting to print from other trays.

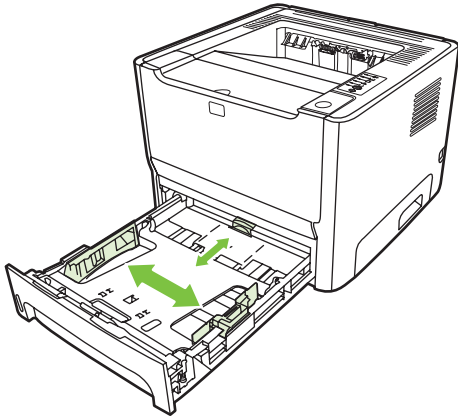


Media guides ensure that the media is correctly fed into the printer and that the print is not skewed (crooked on the media). When loading media, adjust the media guides to match the width of the media that you are using.



Tray 2 and optional tray 3

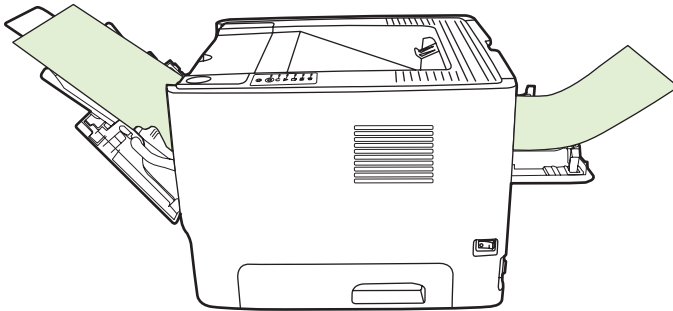
Media guides ensure that the media feeds correctly into the printer and that the print is not skewed. Tray 2 has side and rear media guides. When loading media, adjust the media guides to match the length and width of the media that you are using.



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.

Straight-through output path

Use the straight-through output path when printing envelopes, transparencies, heavy media, or any media that tends to curl when printed. If you open the straight-through output door before printing media from tray 1, tray 2, or optional tray 3, the media exits the printer through the straight-through output path.



NOTE: Printed media does not stack when you use the straight-through output path. The media drops to the surface below unless you remove each sheet as it exits the printer.

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. See [Configure the Windows printer driver on page 13](#) or [Configure the Macintosh printer driver on page 16](#) for instructions. After you have enabled manual feed, press the **Go** button to print.

7 Print tasks

This chapter provides information on the following topics:

- [Media type and tray loading](#)
- [Print-quality settings](#)
- [Manual two-sided printing](#)
- [Print multiple pages on a single sheet of paper \(N-up printing\)](#)
- [Print booklets](#)
- [Print watermarks](#)
- [Cancel a print job](#)

Media type and tray loading

This product has the following tray priority for feeding print media:

1. Tray 1 (if open)
2. Tray 2
3. Optional Tray 3 (if attached)

Minimum media dimensions are 76 x 127 mm (3 x 5 inches).

Maximum media dimensions are 216 x 356 mm (8.5 x 14 inches).

To obtain the best print results, change the paper size and paper type settings in the printer driver before printing.

Table 7-1 Tray 1 media information

Type is	Media specifications	Media quantity	Driver settings	Paper orientation	Output
Plain Color Preprinted Prepunched Recycled	75 g/m ² (20 lb) to 104 g/m ² (27 lb)	Up to 50 sheets	Plain or unspecified	N/A	Straight-through output door
Light	60 g/m ² (16 lb) to 75 g/m ² (20 lb)	Up to 50 sheets	Light	N/A	Straight-through output door
Envelopes	Less than 90 g/m ² (24 lb)	Up to 10 envelopes	Envelope	Short edge leading, flap on right side facing up	Straight-through output door
Labels	Standard	Up to 10 sheets	Labels	Side to be printed on facing up	Straight-through output door
Bond	75 g/m ² (20 lb) to 104 g/m ² (27 lb)	Up to 10 sheets	Bond	Side to be printed on facing up	Straight-through output door
Rough	75 g/m ² (20 lb) to 104 g/m ² (27 lb)	Up to 10 sheets	Rough	Side to be printed on facing up	Straight-through output door
Transparencies	4 mm (0.1 inches) Monochrome Overhead	Up to 10 sheets	Transparency	Side to be printed on facing up	Straight-through output door
Heavy	90 g/m ² (24 lb) to 105 g/m ² (28 lb)	Up to 10 sheets	Heavy	Side to be printed on facing up	Straight-through output door
Letterhead	75 g/m ² (20 lb) to 104 g/m ² (27 lb)	Up to 10 sheets	Letterhead	Side to be printed on facing up, top of page in first	Output bin
Cardstock	Up to 10	Up to 10	Cardstock	Side to be printed on facing up	Straight-through output door
Shipping labels	Up to 10	Up to 10	Cardstock	Side to be printed on facing up	Straight-through output door

Table 7-2 Tray 2 media information

Type is	Media specifications	Media quantity	Driver settings	Paper orientation	Output
Plain Color Preprinted Prepunched Recycled	75 g/m ² (20 lb) to 104 g/m ² (27 lb)	Up to 250 sheets	Plain or unspecified	N/A	Output bin
Light	60 g/m ² (16 lb) to 75 g/m ² (20 lb)	Up to 250 sheets	Light	N/A	Output bin
Labels	Standard	Less than 250 sheets	Labels	Side to be printed on facing up	Straight-through output door
Bond	75 g/m ² (20 lb) to 104 g/m ² (27 lb)	Up to 250 sheets	Bond	Side to be printed on facing up	Output bin
Rough	75 g/m ² (20 lb) to 104 g/m ² (27 lb)	Up to 250 sheets	Rough	Side to be printed on facing up	Output bin
Heavy	90 g/m ² (24 lb) to 105 g/m ² (28 lb)	Less than 250 sheets	Heavy	N/A	Output bin
Transparencies	4 mm (0.1 inch) Monochrome Overhead	Less than 250 sheets	Transparency	Side to be printed on facing down	Straight-through output door
Letterhead	75 g/m ² (20 lb) to 104 g/m ² (27 lb)	Less than 250 sheets	Letterhead	Side to be printed on facing down	Normal: output bin Heavy: straight through output door

Table 7-3 Optional Tray 3 media information

Media type	Media specifications	Media quantity	Driver settings	Paper orientation	Output
Plain Color Preprinted Prepunched Recycled	75 g/m ² (20 lb) to 104 g/m ² (27 lb)	Up to 250 sheets	Plain or unspecified	N/A	Output bin
Light	60 g/m ² (16 lb) to 75 g/m ² (20 lb)	Up to 250 sheets	Light	N/A	Output bin
Bond	75 g/m ² (20 lb) to 104 g/m ² (27 lb)	Up to 250 sheets	Bond	Side to be printed on facing up	Output bin
Rough	75 g/m ² (20 lb) to 104 g/m ² (27 lb)	Up to 250 sheets	Rough	Side to be printed on facing up	Output bin

Table 7-3 Optional Tray 3 media information (continued)

Media type	Media specifications	Media quantity	Driver settings	Paper orientation	Output
Heavy	90 g/m ² (24 lb) to 105 g/m ² (28 lb)	Less than 250 sheets	Heavy	N/A	Straight-through output door
Letterhead	75 g/m ² (20 lb) to 104 g/m ² (27 lb)	Less than 250 sheets	Letterhead	Side to be printed on facing down	Normal: output bin Heavy: straight through output door

Print-quality settings

Print-quality settings affect print resolution and toner usage.

Use the following procedure to change print-quality settings:

1. Open the printer Properties (or Printing Preferences in Windows 2000 and XP). See [Configure the Windows printer driver on page 13](#) or [Configure the Macintosh printer driver on page 16](#) for instructions.
2. On the **Paper/Quality** tab or the **Finishing** tab (the **Paper Type/Quality** tab for some Mac drivers), select the print quality setting you want to use. The following options are available:
 - **ProRes 1200**: This setting provides fine-line detail at 1200 x 1200 dpi.
 - **FastRes 1200**: This setting provides 1200 dpi effective output quality.
 - **600 dpi**: This setting provides 600 x 600 dpi output with Resolution Enhancement technology (REt) for improved text.
 - **EconoMode**: Text is printed with less toner. This setting is useful when you are printing drafts. You can turn on this option independently of other print-quality settings. See [EconoMode on page 62](#) for more information.



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

Manual two-sided printing

To manually print on both sides of the paper, you must run the paper through the printer twice. You can print using either of these options:

- Top output bin
- Straight-through output door (for heavy media or media that curls)



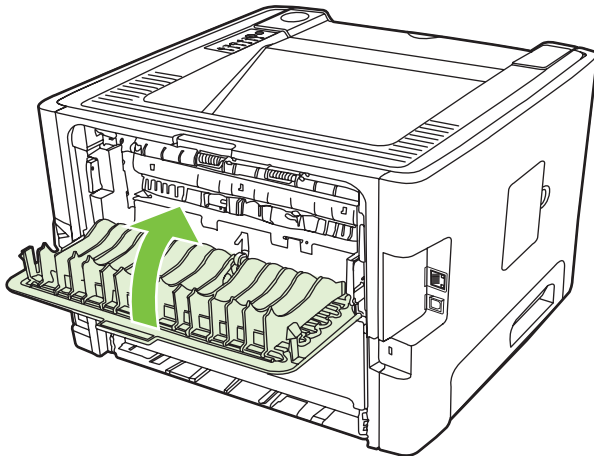
NOTE: Manual two-sided printing can cause the printer to become dirty, reducing print quality. See [Clean the printer on page 48](#) for instructions if the printer becomes dirty.

Manual two-sided printing using the top output bin

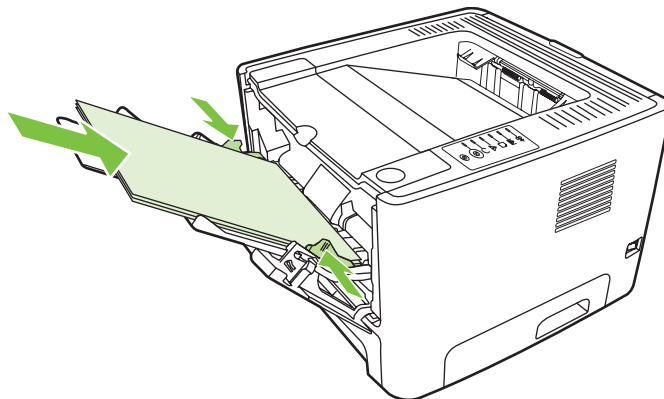
The following sections provide instructions for the different operating systems.

Microsoft Windows

1. Close the straight-through output door.

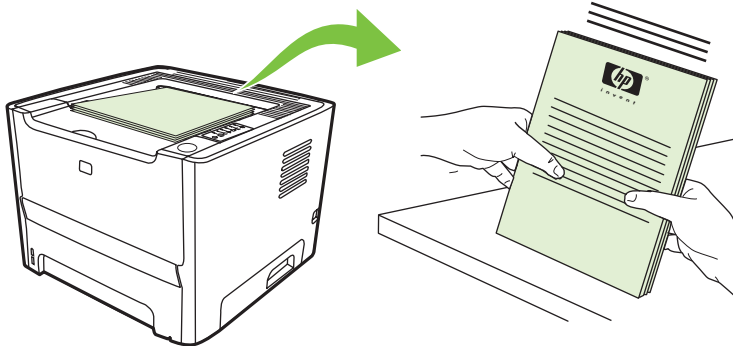


2. Print side one of the document using tray 1.

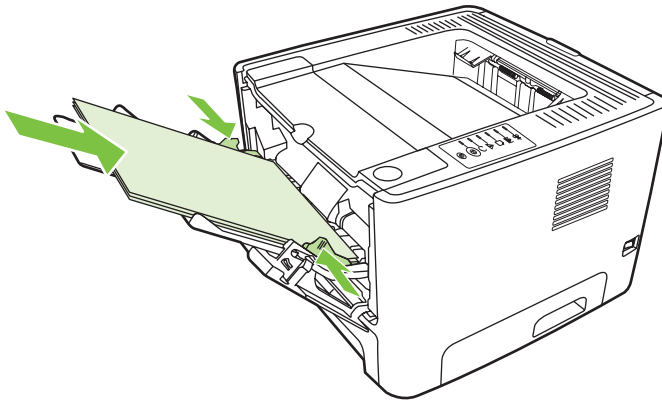


3. After side one has printed, remove the remaining paper from tray 1 and set it aside until after you finish the manual two-sided print job.

4. Gather the printed pages, and straighten the stack.



5. Return the stack to tray 1 with the printed side down and the top edge toward the printer.



6. Press the **Go** button to print side two.

Mac OS X

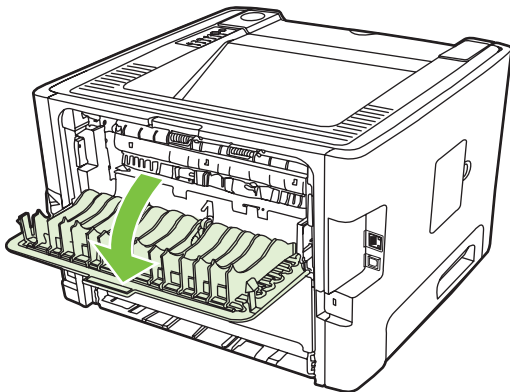
1. Close the straight-through output door.
2. If **Manual Duplex** does not appear as a printer option, perform the following steps:
 - a. Verify that **HP Manual Duplex & Booklet (Classic)** was selected when the software driver was installed with the **Custom Install** option.
 - b. Do a **File-Print**, select **Plug-In Preferences**, and click the right-facing arrow. The right-facing arrow changes to a down-facing arrow, and the HP Manual Duplex & Booklet feature displays.
 - c. Select **Print Time Filters**, select **HP Manual Duplex & Booklet**, and click **Save Settings**.
 - d. Select **Manual Duplex**, and select **Print on Both Sides**.
3. Print the document.
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.
5. Gather the printed pages, and straighten the stack.
6. Return the stack to tray 1 with the printed side down and the top edge toward the printer.
7. Press the **Go** button on the control panel to print side two.

Manual two-sided printing using the straight-through output door

The following provides instructions for the different operating systems.

Microsoft Windows

1. Open the straight-through output door.



2. Open the printer Properties (or Printing Preferences in Windows 2000 and XP). See [Configure the Windows printer driver on page 13](#) for instructions.
3. On the **Finishing** tab, select the **Correct Order for Straight Paper Path** check box.



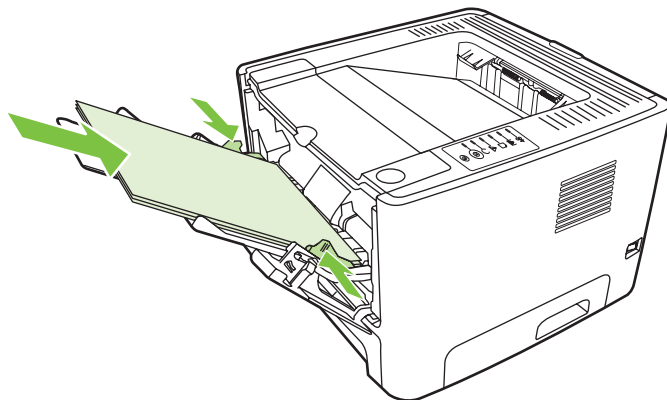
NOTE: Not all printer features are available in all drivers or operating systems. See the printer Properties (driver) online Help for information about availability of features for that driver.

4. On the **Finishing** tab, select the **Print On Both Sides (Manually)** check box.

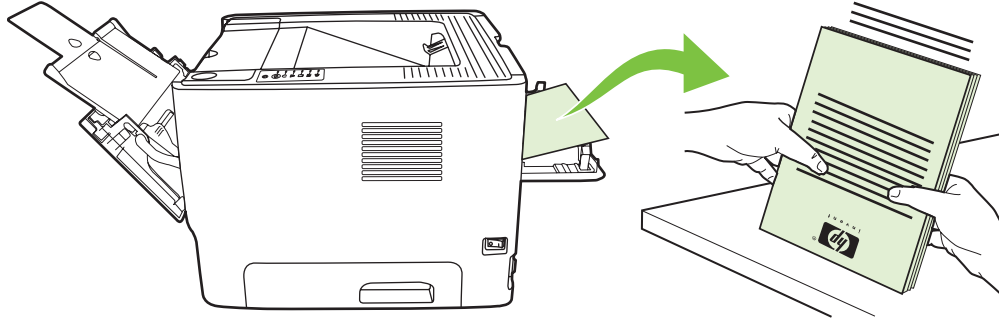


NOTE: If the **Print On Both Sides (Manually)** option does not appear, the option may be disabled. Go to the printer Properties, select the **Device Settings** tab, and select **Enable** from the **Allow Manual Duplex** drop-down list to enable the option.

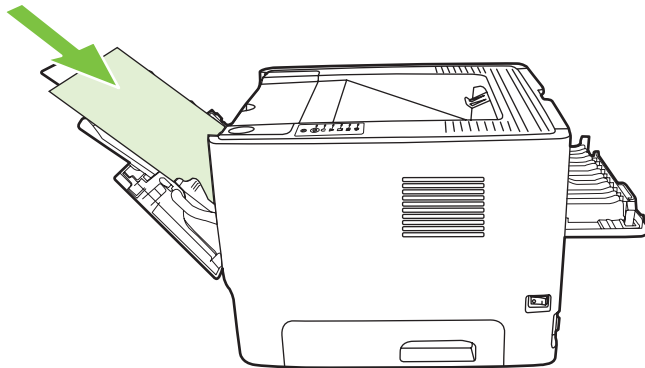
5. Click **OK**.
6. Print side one of the document from tray 1.



7. Gather the printed pages, and straighten the stack.



8. Return the stack to tray 1 with the printed side facing down and the top edge toward the printer.

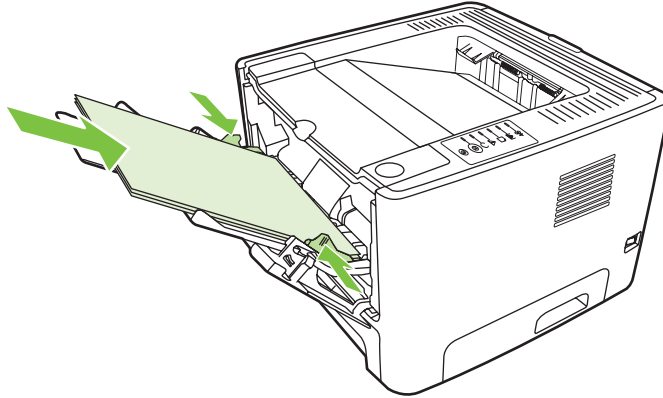


9. Press the **Go** button to print side two.

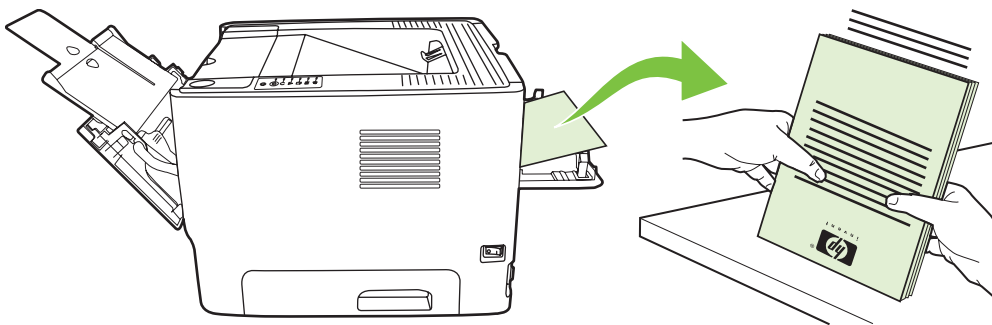
Mac OS X

1. Open the straight-through output door.
2. If **Manual Duplex** does not appear as a printer option, perform the following steps:
 - a. Verify that **HP Manual Duplex & Booklet (Classic)** was selected when the software driver was installed with the **Custom Install** option.
 - b. Do a **File-Print**, select **Plug-In Preferences**, and click the right-facing arrow. The right-facing arrow changes to a down-facing arrow, and the HP Manual Duplex & Booklet feature displays.
 - c. Select **Print Time Filters**, select **HP Manual Duplex & Booklet**, and click **Save Settings**.
 - d. Select **Manual Duplex**, and select **Print on Both Sides**.
 - e. Select **Alternate output bin is open (straight through paper path)**.

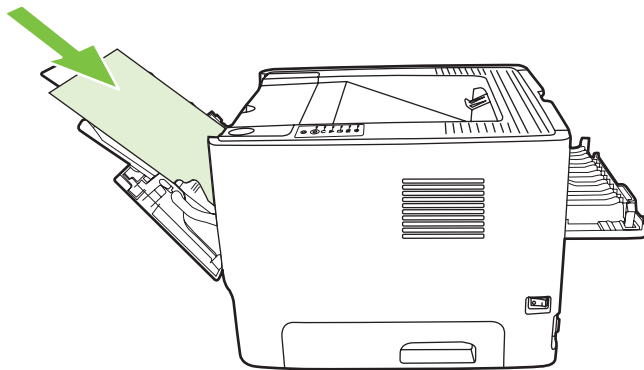
3. Print side one of the document from tray 1.



4. Gather the printed pages, and straighten the stack.



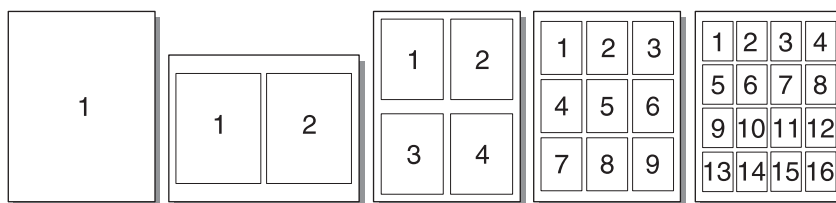
5. Return the stack to tray 2 with the printed side down and the top edge toward the printer.



6. Press the Go button to print side two.

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

Use N-Up printing to place multiple document pages on a single printed page.



1. Open the printer Properties (or Printing Preferences in Windows 2000 and XP). See [Configure the Windows printer driver on page 13](#) or [Configure the Macintosh printer driver on page 16](#) for instructions.
2. On the **Finishing** tab (the **Layout** tab for some Mac drivers), select the desired number of pages per sheet.



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

3. If desired, use the check box for page borders and the pull-down menu to specify the order of pages printed on the sheet.

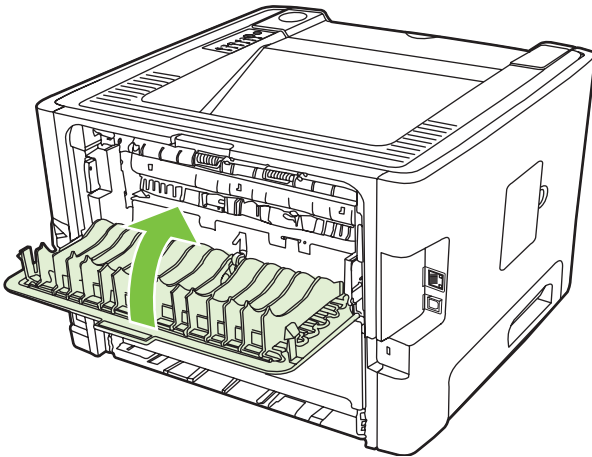
Print booklets

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

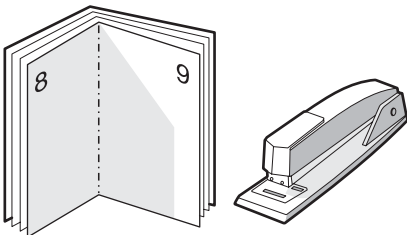


NOTE: This feature is not available for all Macintosh OS X versions.

1. Load paper in tray 1.
2. Close the straight-through output door.

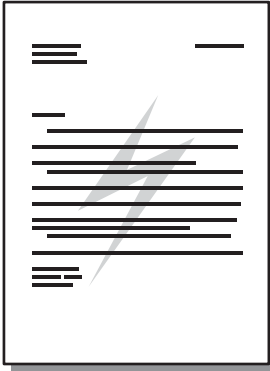


3. Open the printer Properties (or Printing Preferences in Windows 2000 and XP). See [Configure the Windows printer driver on page 13](#) for instructions.
4. On the **Finishing** tab (the **Paper Type/Quality** tab for some Mac drivers), click to clear the **Correct Order for Straight Paper Path** check box.
5. Select the **Print On Both Sides** check box.
6. Select **Left Edge Binding** or **Right Edge Binding** from the **Booklet Layout** drop-down list.
7. Set the number of pages per sheet to **2**.
8. Click **OK**.
9. Print the document.
10. Fold and staple the pages.



Print watermarks

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



1. Open the printer Properties (or Printing Preferences in Windows 2000 and XP). See [Configure the Windows printer driver on page 13](#) or [Configure the Macintosh printer driver on page 16](#) for instructions.
2. On the **Effects** tab (the **Watermark/Overlay** tab for some Mac drivers), select the watermark you want to use.



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

Cancel a print job

You can cancel a print job from the following locations:

- **Printer control panel:** To cancel the print job, press and release the **Cancel** button on the printer control panel.
- **Software application:** Typically, a dialog box appears briefly on your screen, allowing you to cancel the print job.
- **Windows print queue:** If a print job is waiting in a print queue (computer memory) or print spooler, delete the job there. To go to the **Printer** screen in Windows 98 SE, Me, 2000, or XP, click **Start**, click **Settings**, and then click **Printers**; or click **Start** and then click **Printers and Faxes**. Double-click the printer icon to open the window. Select your print job and click **Delete**.
- **Desktop print queue (Mac OS):** For Mac OS X, open **Print Center** (or **Printer Setup Utility** in V10.3.9), double-click the printer name, select the print job, and click **Delete**.
- **Embedded Web server:** Open the printer's embedded Web server page, and click **Cancel Job**. See [Embedded Web server \(network model only\) on page 43](#) for more information.

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

8 Managing and maintenance

This chapter provides information on the following topics:

- [Printer information pages](#)
- [Embedded Web server \(network model only\)](#)
- [Replace the print cartridge](#)
- [Redistribute toner](#)
- [Clean the printer](#)
- [Clean the pickup roller \(tray 1\)](#)
- [Clean the pickup roller \(tray 2\)](#)
- [EconoMode](#)

Printer 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

Embedded Web server (network model only)

The embedded Web server allows you to view printer and network status and to manage printing functions from your computer instead of from the printer control panel. Below are examples of what you can do using the embedded Web server:

- View device status information
- Determine the remaining life on all supplies and order new ones
- Set the size and type of media loaded in each tray
- View and change tray configurations
- View and change the printer default configuration settings
- View and change network configuration
- You do not need to install any software on the computer. You only need to 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 printer is connected to an 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 printer in the address field of a supported Web browser. To find the IP address, print a Configuration page at the printer by pressing and holding the **Go** button for 5 seconds when the Ready light is on and no other jobs are printing.



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 printer: the **Information** tab, the **Settings** tab, and the **Networking** tab.

Information tab

The Status pages group consists of the following pages.

- **Device Status.** This page displays the status of the printer and HP supplies.
- **Device Configuration.** This page shows the information found on the printer Configuration page.
- **Supplies Status.** This page shows the status of HP supplies and provides supplies part numbers. To order new supplies, click **Order Supplies** in the upper-right part of the window.
- **Network Summary.** This page shows the information found on the printer Network Summary page.

Settings tab

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

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

- **Paper Handling.** View and change the settings for the printer's input tray.
- **Printing.** View and change the default printer job settings.

Networking tab

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

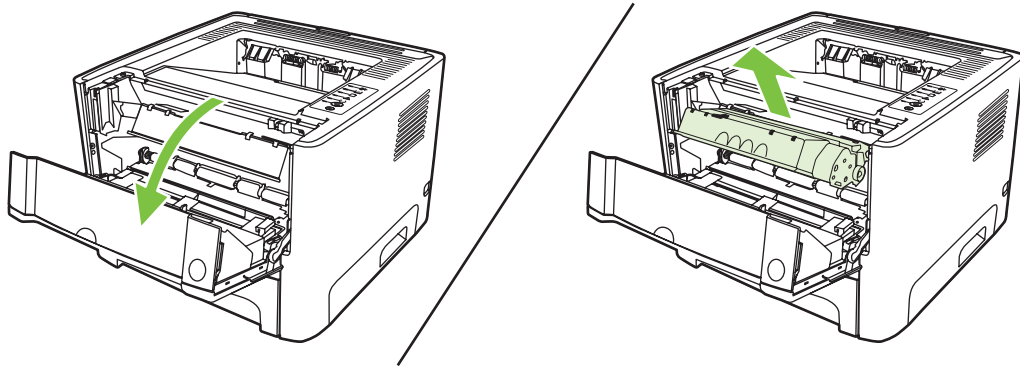
Links

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.

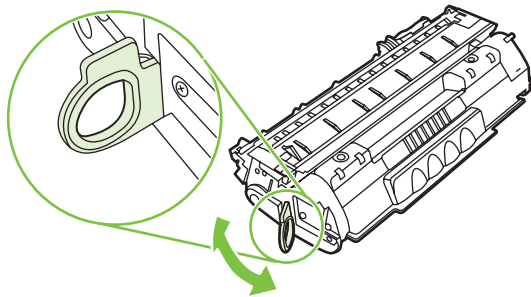
- **Order Supplies.** Click this link to connect to the Sure Supply Web site and order genuine HP supplies from HP or a reseller of your choice.
- **Product Support.** Connects to the support site for the HP LaserJet P2010 Series printer. You can search for help regarding general topics.

Replace the print cartridge

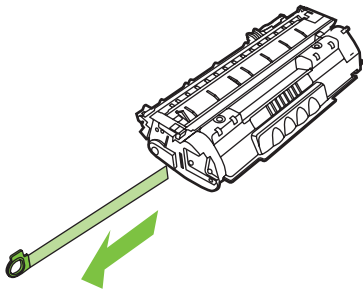
1. Press the print-cartridge-door button, and then remove the print cartridge from the printer. For recycling information, see the inside of the print-cartridge box.



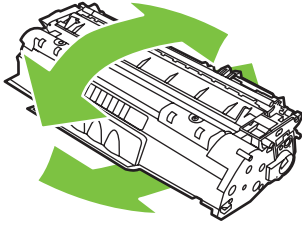
2. Remove the new print cartridge from the packaging.
3. Bend the tab on the left side of the cartridge to break it loose.



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

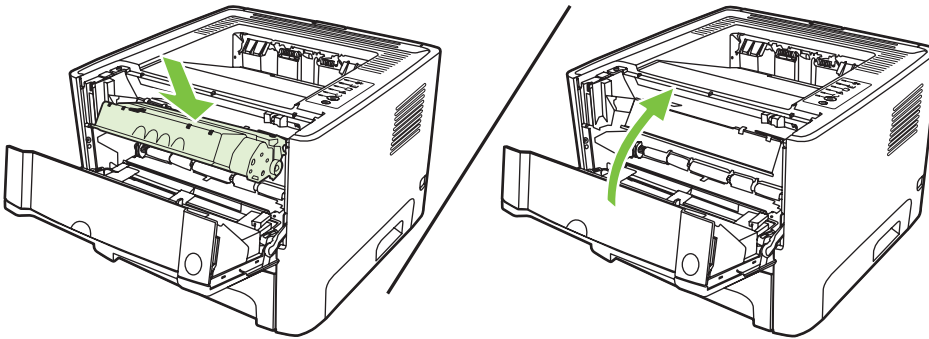


5. Gently rock the print cartridge from front to back to distribute the toner evenly inside the cartridge.



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.*

6. Insert the print cartridge in the printer and close the print-cartridge door.

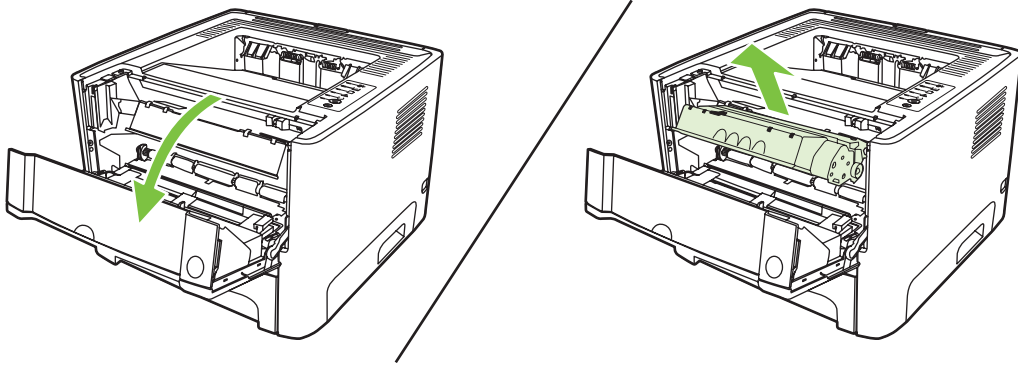


CAUTION: If toner gets on your clothing, wipe it off with a dry cloth and wash the clothing in cold water. *Hot water sets toner into the fabric.*

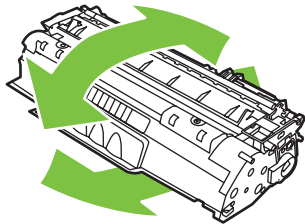
Redistribute toner

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. Press the print-cartridge-door button, and then remove the print cartridge from the printer.

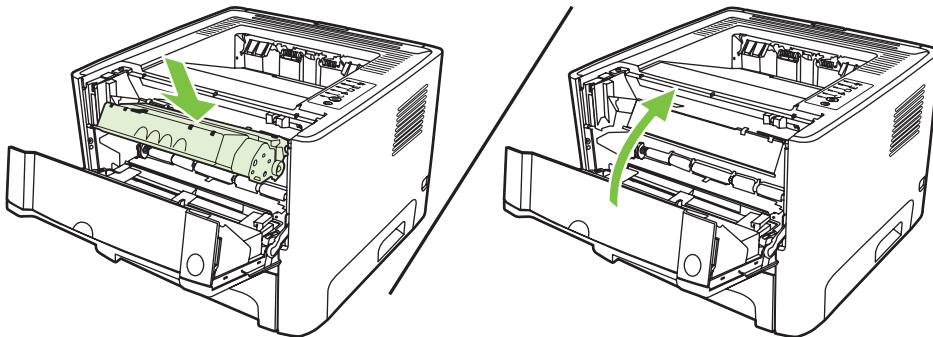


2. To redistribute the toner, gently rock the print cartridge from front to back.



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 printer, and close the print cartridge door.



If the print is still light, install a new print cartridge. See [Replace the print cartridge on page 45](#) for instructions.

Clean the printer

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

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

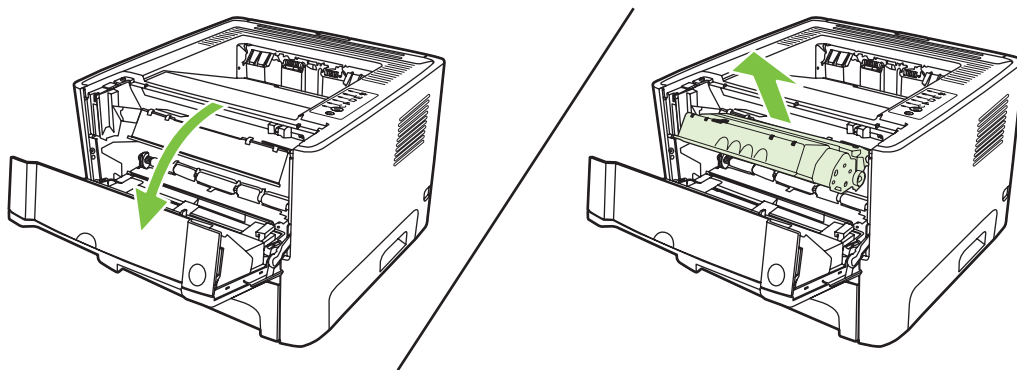
During the printing process, paper, toner, and dust particles can accumulate inside the printer. Over time, this buildup can cause print quality problems, such as toner specks or smearing, and paper jams. To correct and prevent these types of problems, you can clean the print cartridge area and the printer 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! Before cleaning the printer, turn the printer off by unplugging the power cord, and wait for the printer to cool.

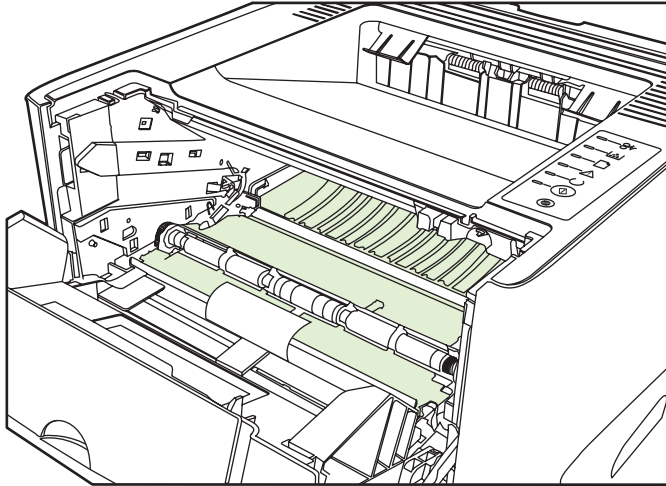
1. Press the print-cartridge-door button, and then remove the print cartridge from the printer.



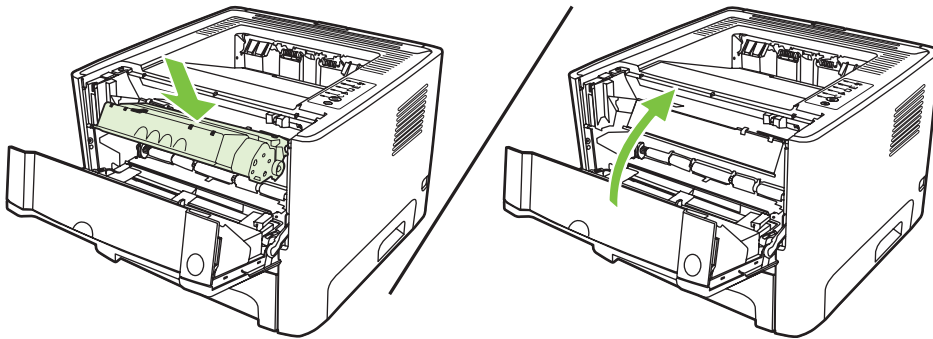
CAUTION: Do not touch the black sponge-transfer roller inside the printer. Doing so can damage the printer.

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

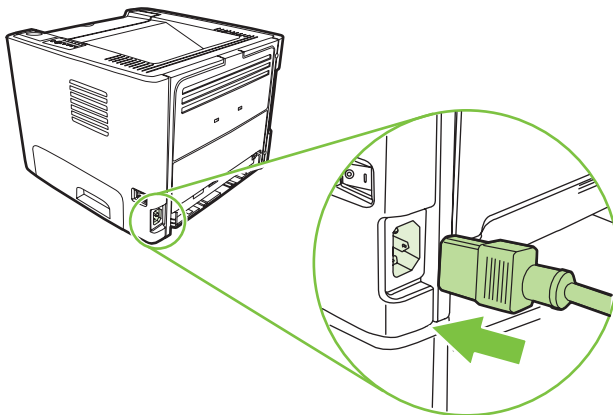
2. With a dry, lint-free cloth, wipe any residue from the media-path area and the print-cartridge cavity.



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



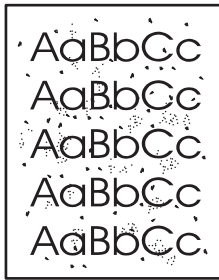
4. Plug the printer in to turn it back on.



5. Verify printer functionality by printing a demo page. To print a demo page, press the Go button when the Ready light is on and no other jobs are printing.

Clean the printer media 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/m² (18 to 24 lb.)) with a smooth surface.

1. Make sure that the printer is idle and the Ready light is on.
2. Load the transparency in tray 1.
3. Print a cleaning page. Open the printer **Properties** screen (or **Printing Preferences** screen in Windows 2000 and XP) and select the cleaning page.

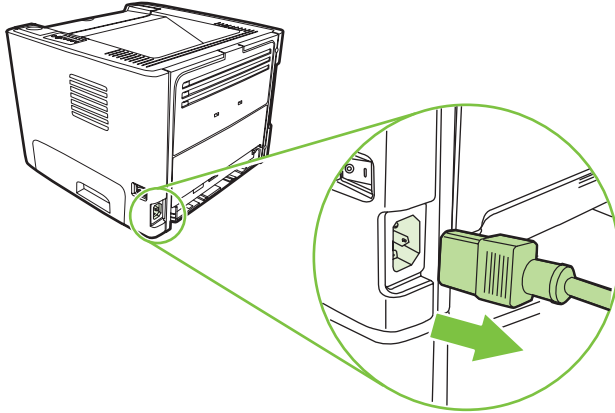


NOTE: The cleaning process takes approximately 2 minutes. The cleaning page will stop periodically during the cleaning process. Do not turn the printer off until the cleaning process has finished. You might need to repeat the cleaning process several times to thoroughly clean the printer.

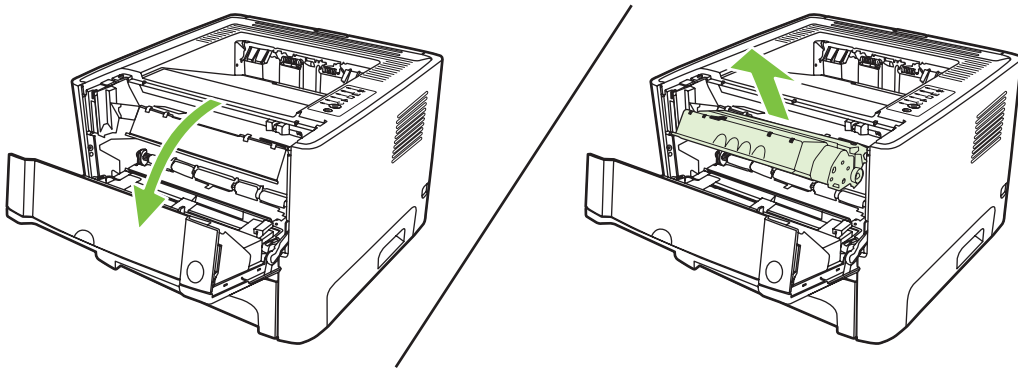
Clean the pickup roller (tray 1)

If you want to clean the pickup roller for tray 1, follow these instructions:

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



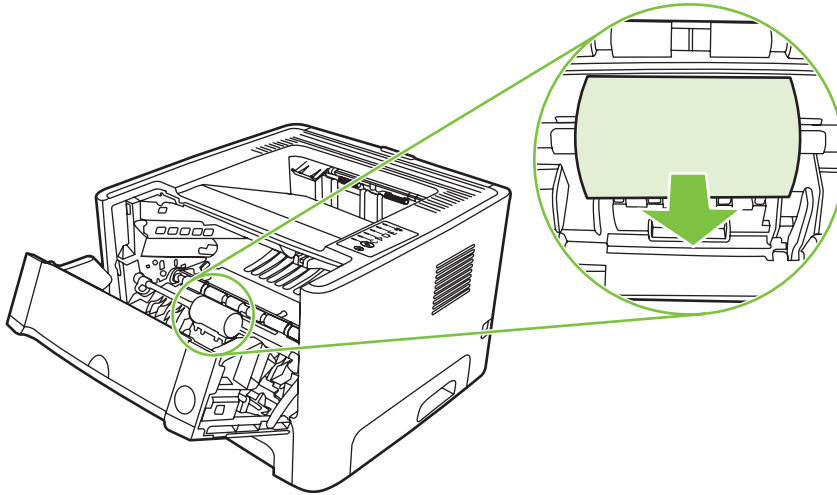
2. Press the print-cartridge-door button, and then remove the print cartridge from the printer.



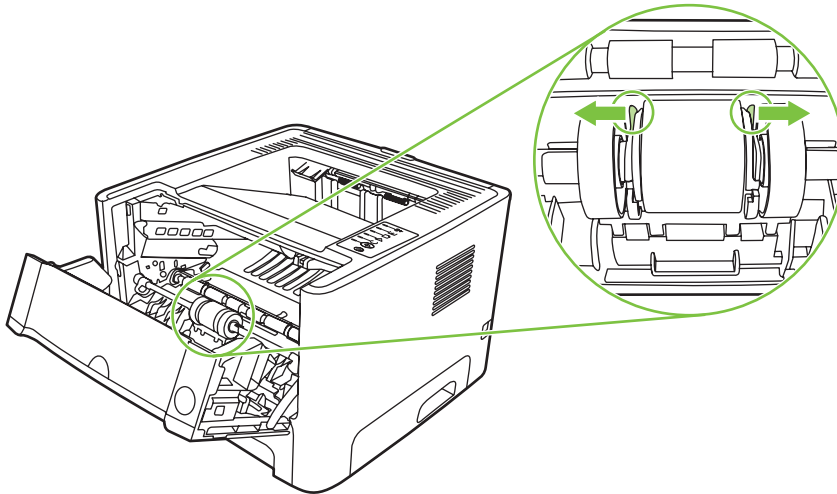
CAUTION: Do not touch the black sponge-transfer roller inside the printer. Doing so can damage the printer.

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

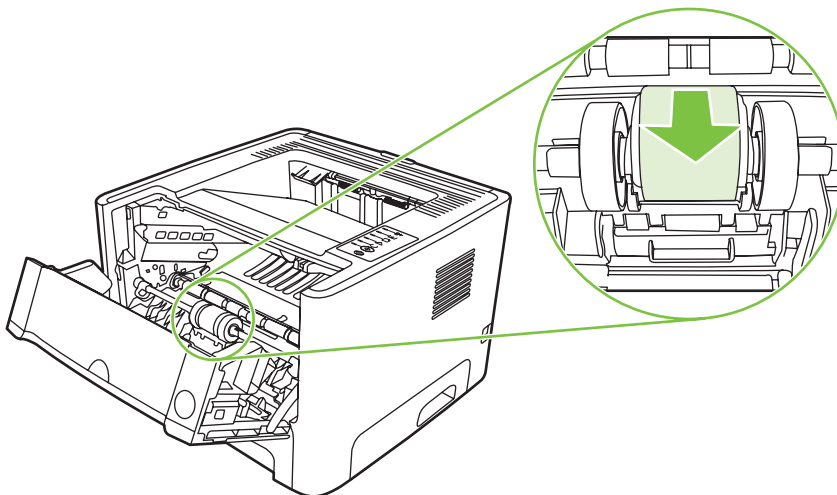
3. Remove the pickup roller cover.



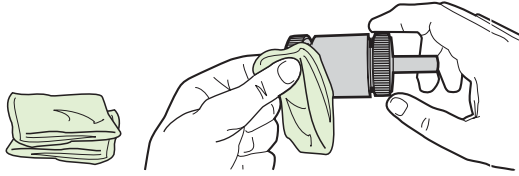
4. Press the two black retaining tabs outward until the pickup roller is released from its seat.



5. Remove the pickup roller from the printer.

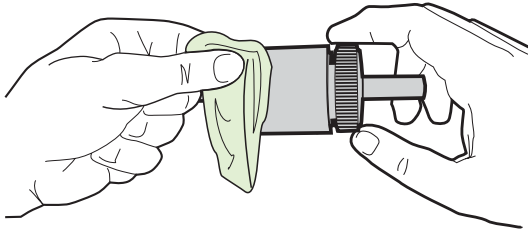


6. Dab a lint-free cloth in water, and scrub the roller.

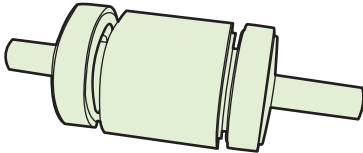


NOTE: Do not touch the surface of the roller with bare fingers.

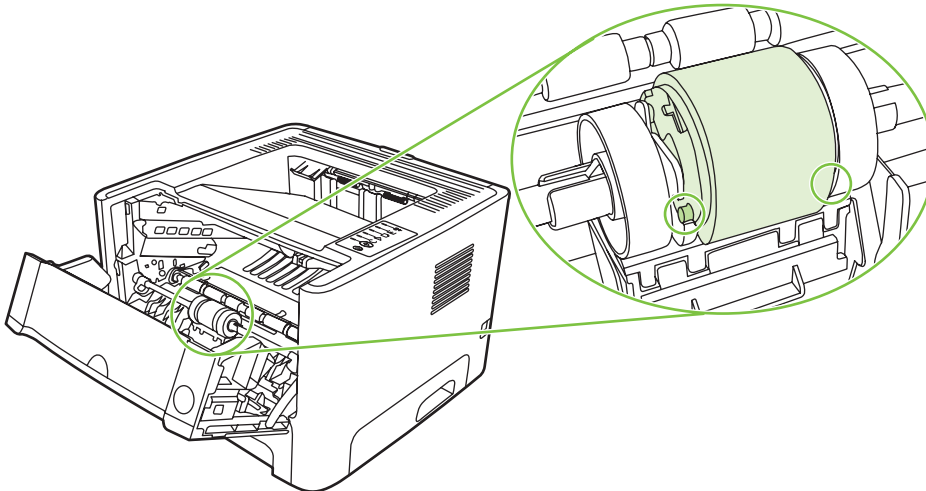
7. Using a dry, lint-free cloth, wipe the pickup roller to remove loosened dirt.



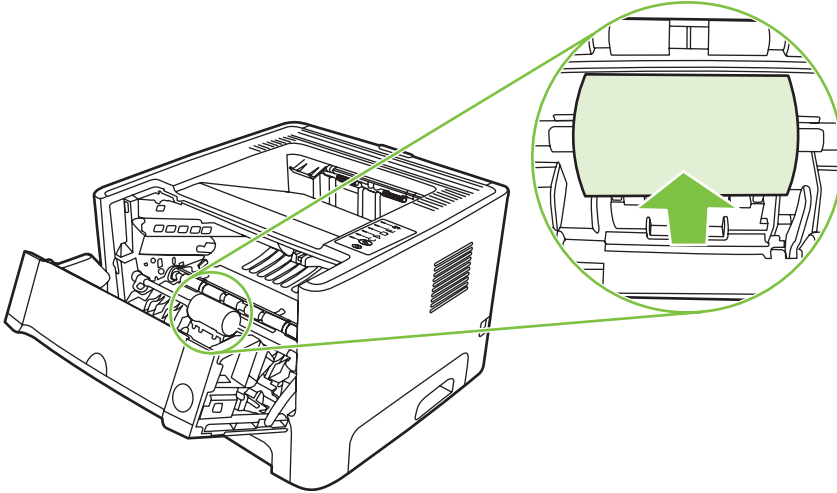
8. Allow the pickup roller to dry completely.



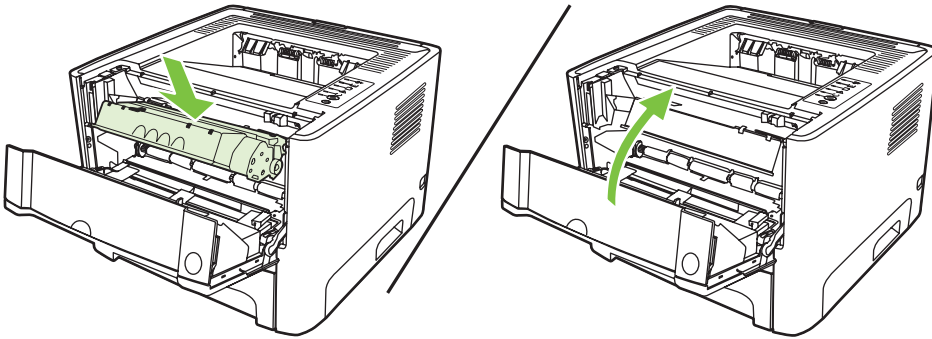
9. Line up the black retaining tabs in the printer with the grooves in the pickup roller, and then press the pickup roller into the pickup roller seat until the retaining tabs click.



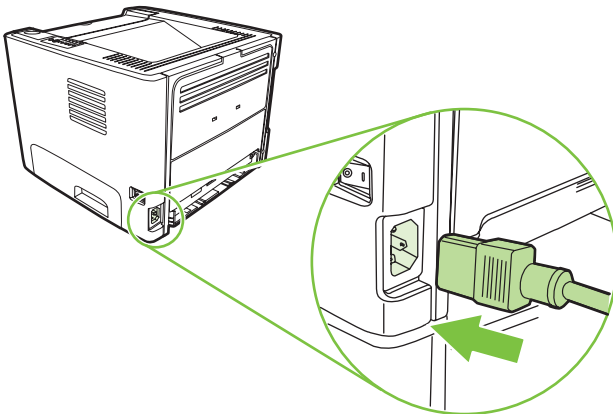
10. Replace the pickup roller cover.



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



12. Plug the printer in to turn it back on.

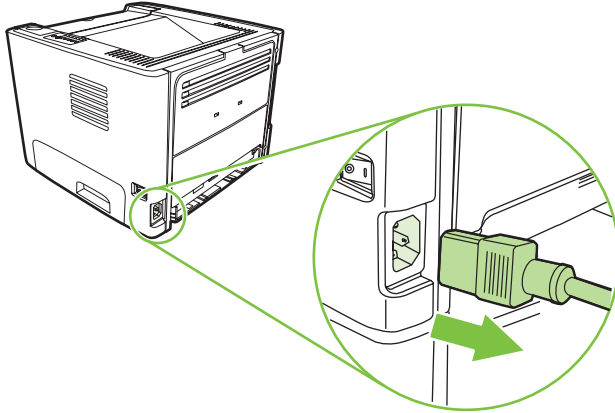


13. Verify printer functionality by printing a demo page. To print a demo page, press the **Go** button when the Ready light is on and no other jobs are printing.

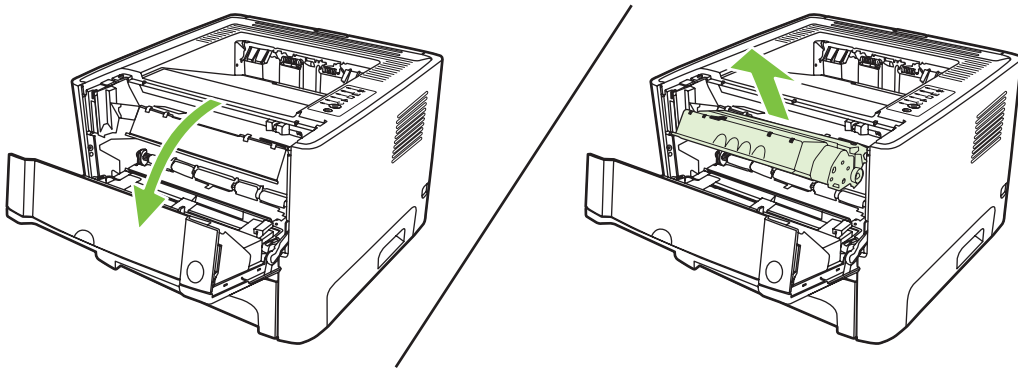
Clean the pickup roller (tray 2)

If you want to clean the pickup roller for tray 2, follow these instructions:

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



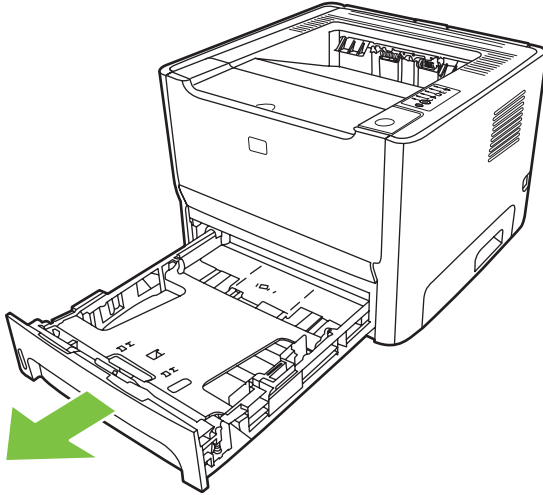
2. Press the print-cartridge-door button, and then remove the print cartridge from the printer.



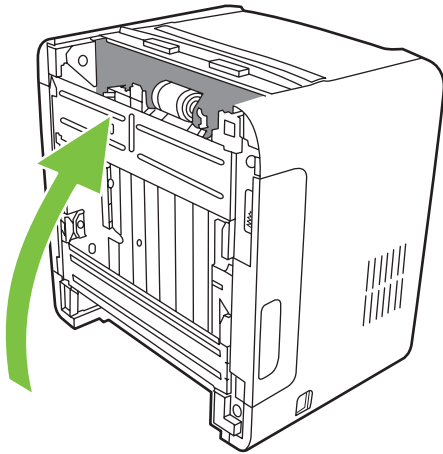
CAUTION: Do not touch the black sponge-transfer roller inside the printer. Doing so can damage the printer.

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

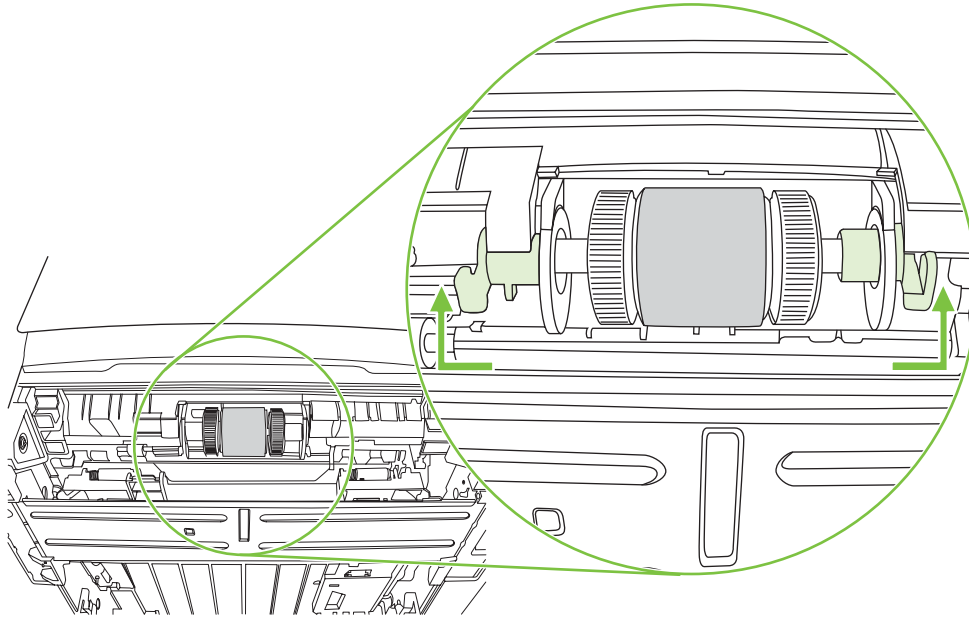
3. Remove tray 2.



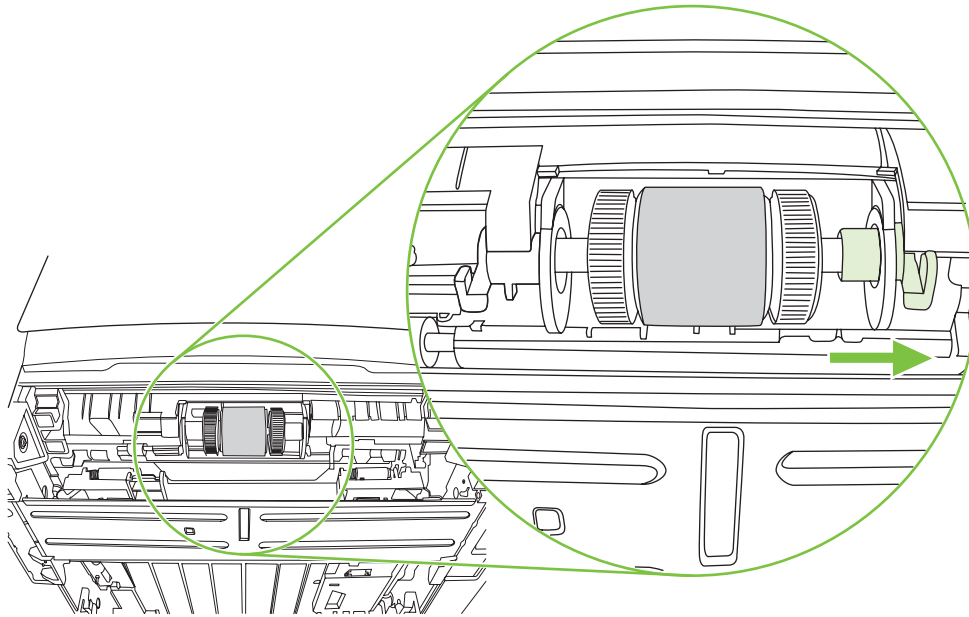
4. Place the printer on the work surface with the front of the printer facing up.



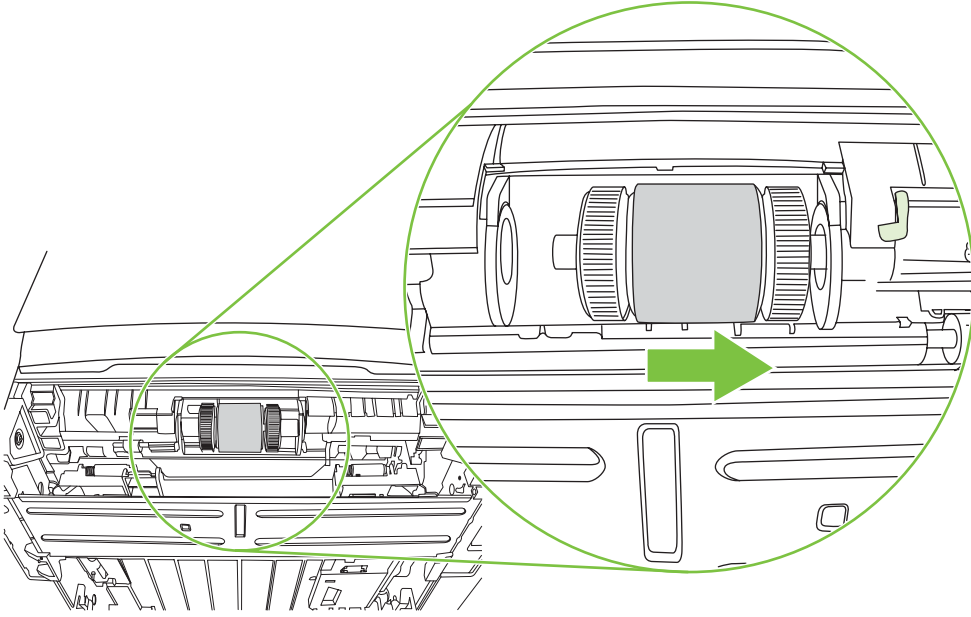
5. Pull the white tabs outward, and rotate the tabs up.



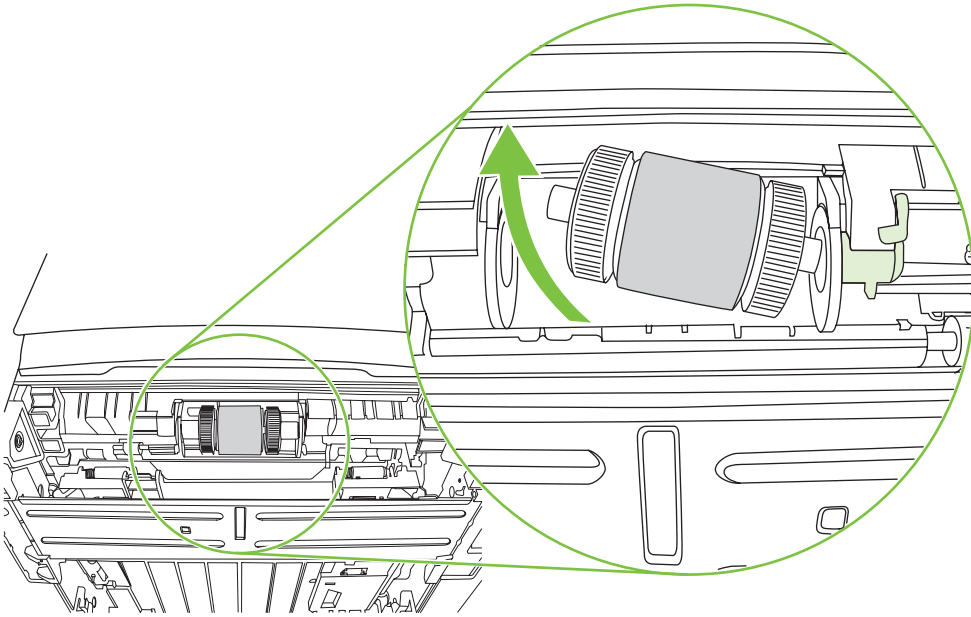
6. Slide the right tab to the right, and leave the tab in this position throughout the procedure.



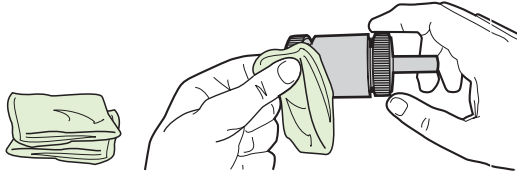
7. Slide the pickup roller assembly to the right, and remove the left end cap.



8. Remove the pickup roller.

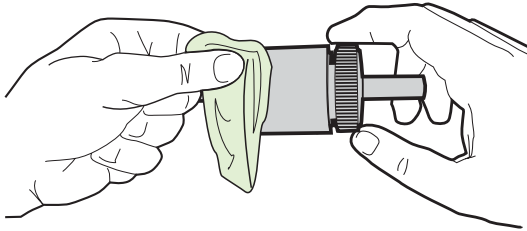


9. Dab a lint-free cloth in water, and scrub the roller.

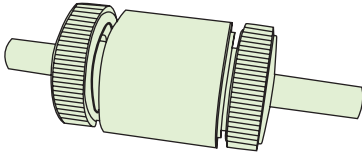


NOTE: Do not touch the surface of the roller with bare fingers.

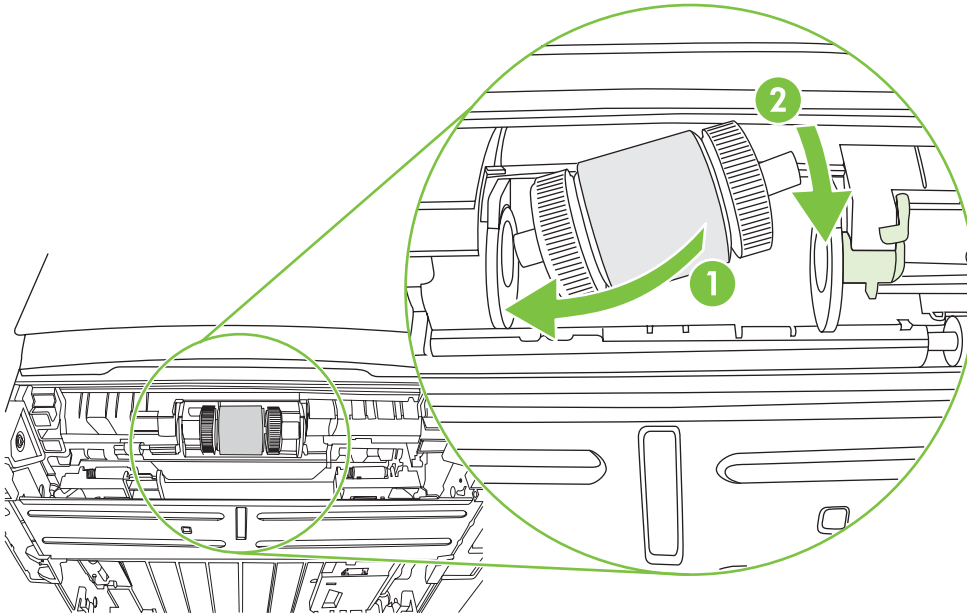
10. Using a dry, lint-free cloth, wipe the pickup roller to remove loosened dirt.



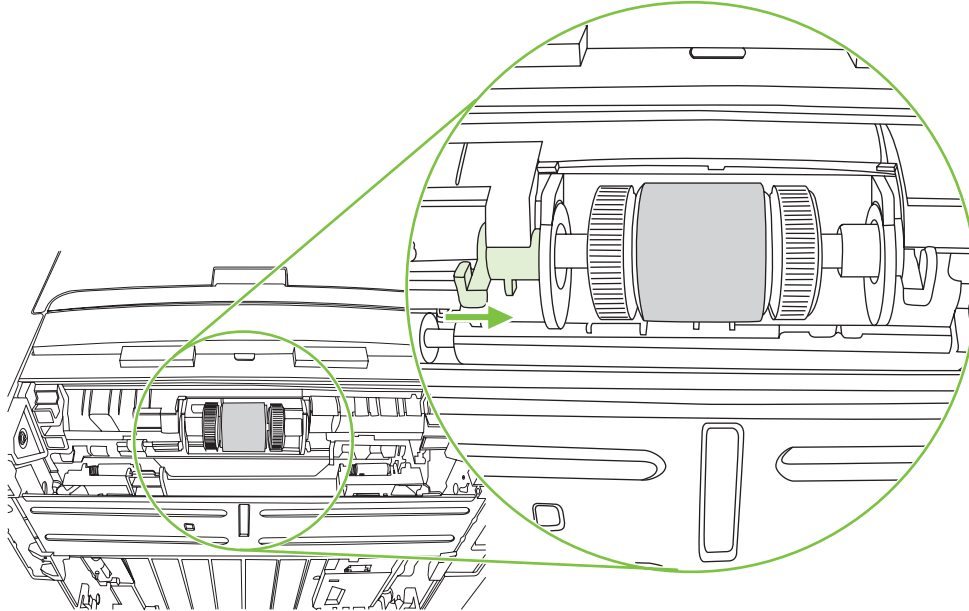
11. Allow the pickup roller to dry completely.



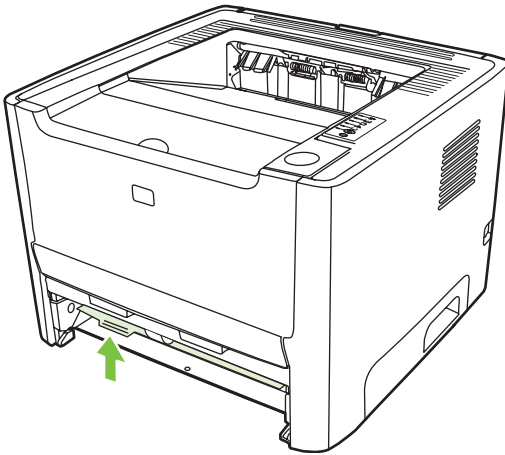
12. Insert the left side of the pickup roller into the left slot (1), and insert the right side (the side that has the notches in the shaft) into the right slot (2).



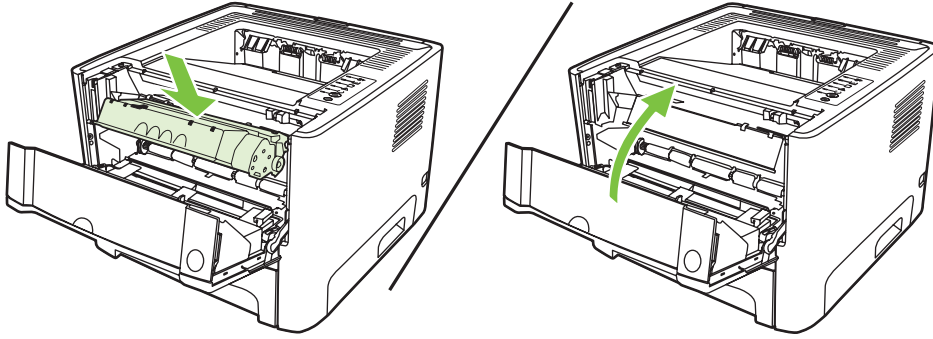
13. Place the end cap over the shaft on the left side, push the end cap to the right, and rotate the tab downward into position.



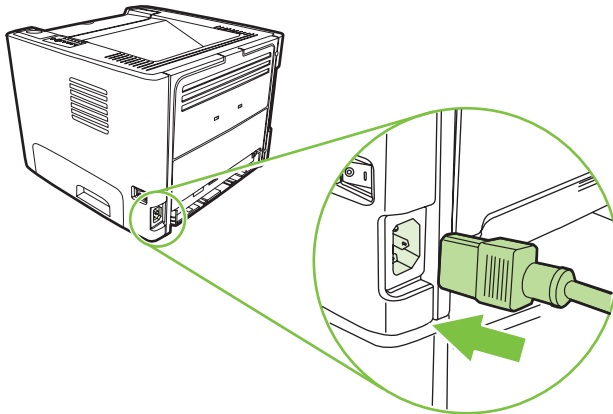
14. Rotate the shaft until the notches engage and the shaft clicks into place.
15. Push the right tab to the left, and rotate the tab downward into position.
16. Place the printer on the work surface with the top of the printer facing up.
17. Close the automatic two-sided path door.



18. Reinstall the print cartridge, and close the print-cartridge door.



19. Plug the printer in to turn it back on.



20. Verify printer functionality by printing a demo page. To print a demo page, press the Go button when the Ready light is on and no other jobs are printing.

EconoMode

EconoMode is a feature that allows the printer to use less toner per page. Selecting this option may extend the life of the print cartridge and reduce your cost per page. However, it will also reduce print quality. The printed image is lighter, but it is adequate for printing drafts or proofs.

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

1. To use EconoMode, open the printer Properties (or Printing Preferences in Windows 2000 and XP). See [Configure the Windows printer driver on page 13](#) or [Configure the Macintosh printer driver on page 16](#) for instructions.
2. On the **Paper/Quality** tab or the **Finishing** tab (the **Paper Type/Quality** tab for some Mac drivers), select the **EconoMode** checkbox.



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

9 Problem solving

This chapter provides information on the following topics:

- [Finding the solution](#)
- [Status-light patterns](#)
- [Common Macintosh problems](#)
- [Media problem solving](#)
- [Printed page is different than what appeared on screen](#)
- [Printer software problems](#)
- [Improve print quality](#)
- [Clear jams](#)
- [Network-setup problem-solving](#)

Finding the solution

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

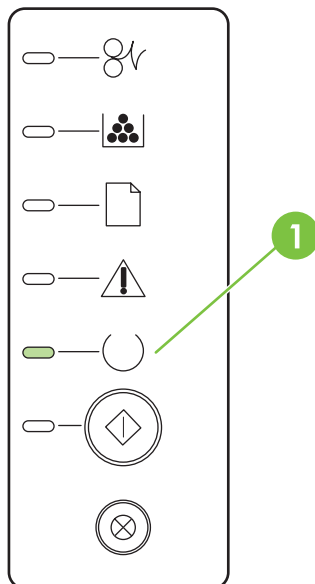
Step 1: Is the printer set up correctly?

- Is the printer plugged into a power outlet that is known to work?
- Is the on/off switch in the on position?
- Is the print cartridge properly installed? See [Replace the print cartridge on page 45](#).
- Is paper properly loaded in the input tray? See [Load media on page 24](#).

Yes	If you answered yes to the questions above, go to Step 2: Is the Ready light on? on page 64 .
No	If the printer will not turn on, Contact HP support on page 66 .

Step 2: Is the Ready light on?

Verify that the Ready light (1) is illuminated on the control panel.



Yes	Go to Step 3: Can you print a demo page? on page 65 .
No	If the control panel lights do not look like the picture above, see Status-light patterns on page 67 . If you are unable to resolve the problem, Contact HP support on page 66 .

Step 3: Can you print a demo page?

Press the **Go** button when the device Ready light is on and no other jobs are printing to print a demo page.

Yes	If the demo page printed, go to Step 4: Is the print quality acceptable? on page 65 .
No	If no paper came out, see Media problem solving on page 77 . If you are unable to resolve the problem, Contact HP support on page 66 .

Step 4: Is the print quality acceptable?

Yes	If the print quality is acceptable, go to Step 5: Is the printer communicating with the computer? on page 65 .
No	If the print quality is poor, see Improve print quality on page 82 . Verify that the print settings are correct for the media you are using. See Media type and tray loading on page 28 for information about adjusting the settings for various types of media. If you are unable to resolve the problem, Contact HP support on page 66 .

Step 5: Is the printer communicating with the computer?

Try printing a document from a software application.

Yes	If the document prints, go to Step 6: Does the printed page look like you expected? on page 65 .
No	If the document does not print, see Printer software problems on page 81 . If you are using a Macintosh computer, see Common Macintosh problems on page 74 . If you are unable to resolve the problem, Contact HP support on page 66 .

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

Yes	The problem should be resolved. If it is not resolved, Contact HP support on page 66 .
No	See Printed page is different than what appeared on screen on page 79 . If you are unable to resolve the problem, Contact HP support on page 66 .

Contact HP support

- In the United States, see <http://www.hp.com/go/support/ljP2010series> for support.
- In other locations, see <http://www.hp.com/>.

Status-light patterns

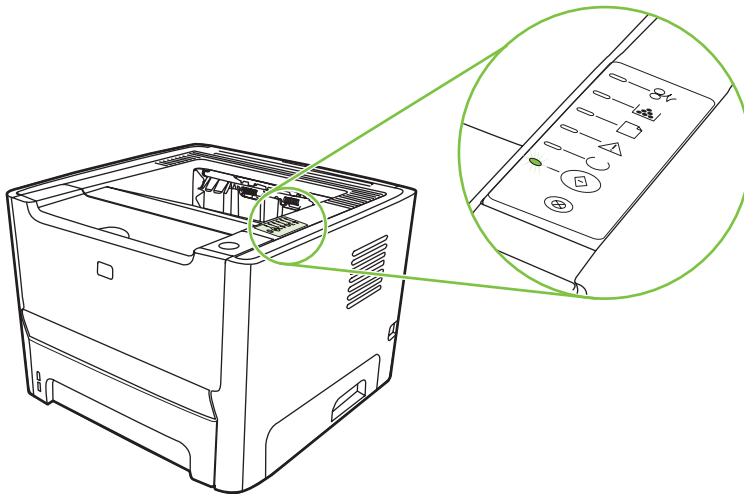


Table 9-1 Status-light legend

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

Table 9-2 Control-panel light messages

Light status	State of the printer	Action
	Initialization/Startup	During the Initialization, Reconfiguration, and Job Cancel processes, pressing buttons has no effect.
	While in the Startup state, the Go, Ready, and Attention lights cycle (at the rate of 500 ms) one after another.	
	Reconfiguration Initialization	
	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.	
	Job Cancel	
	After the cancellation process has been completed, the printer returns to the Ready state.	

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

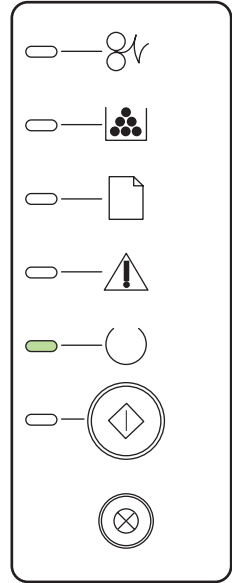
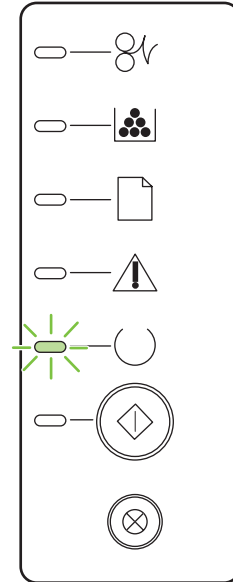
Light status	State of the printer	Action
	<p>Ready</p> <p>The printer is ready with no job activity.</p>	<p>To print a Configuration page, press and hold the Go button for 5 seconds while the device Ready light is on and no other jobs are printing.</p>
	<p>Processing Data</p> <p>The printer is processing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

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

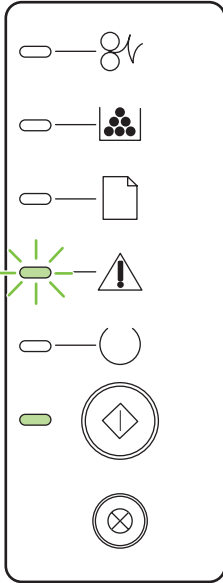
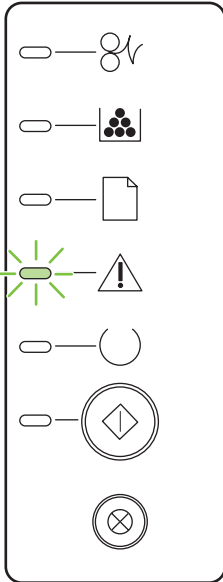
Light status	State of the printer	Action
	<p>Manual Feed or Continuable Error</p> <p>This state can be reached in the following circumstances:</p> <ul style="list-style-type: none"> • Manual feed • General continuable error • Memory configuration error • Personality/Job related error 	<p>To recover from the error and print whatever data is possible, press the Go 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>Attention</p> <p>The print-cartridge door is open.</p>	<p>Close the print-cartridge door.</p>

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

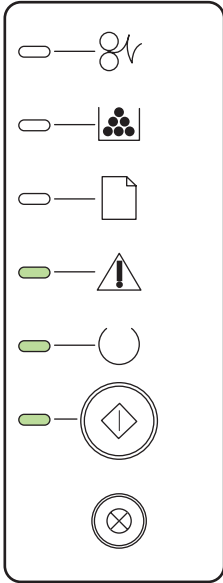
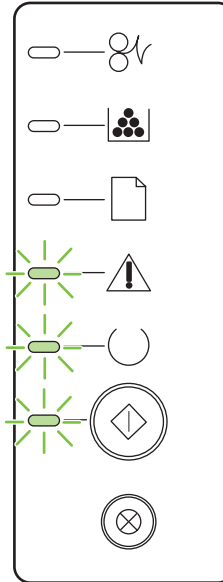
Light status	State of the printer	Action
	<p>Fatal Error</p>	<ul style="list-style-type: none"> • Turn off the printer, wait 10 seconds, and turn on the printer. • If you are unable to resolve the problem, Contact HP support on page 66.
	<p>Accessory Error</p>	<p>To display additional error information, press the Go button. The light pattern changes. For more information about the light pattern now displayed, see Table 9-3 Accessory error indicators on page 73. When you release the Go button, the printer returns to the initial Accessory Error state.</p>

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

Light status	State of the printer	Action
	<p>Toner Low</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 Supplies and accessories table on page 97.</p>
	<p>Toner Missing</p> <p>The print cartridge has been removed from the printer.</p>	<p>Reinsert the print cartridge in the printer.</p>

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

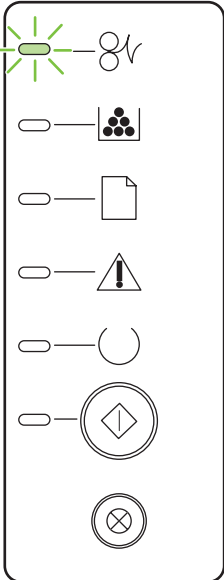
Light status	State of the printer	Action
	Jam	Clear the jam. See Clear jams on page 86 .

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

Light status	State of the printer	Action
	<p>Paper Out</p>	<p>Load paper or other media.</p>
	<p>Paper Mount</p> <p>The loaded paper or other media is not supported.</p>	<p>Load acceptable paper or other media. See Print Media on page 19.</p> <p>Press the Go button to override the condition.</p>

Table 9-3 Accessory error indicators

Accessory error	Attention light	Ready light	Go light
DIMM slot incompatible error	Off	Off	On

Common Macintosh problems

This section lists problems that can occur when using Mac OS X.

Table 9-4 Problems with Mac OS X

The printer driver is not listed in the Print Center or Printer Setup Utility.

Cause	Solution
The printer software might not have been installed or was installed incorrectly.	Make sure that the printer PPD is in the following hard-drive folder: <code>Library/Printers/PPDs/Contents/Resources/<lang>.lproj</code> , where <code><lang></code> is the two-letter language code for the language that you are using. If necessary, reinstall the software. See the <i>Getting Started Guide</i> for instructions.
The PostScript Printer Description (PPD) file is corrupt.	Delete the PPD file from the following hard-drive folder: <code>Library/Printers/PPDs/Contents/Resources/<lang>.lproj</code> , where <code><lang></code> is the two-letter language code for the language that you are using. Reinstall the software. See the <i>Getting Started Guide</i> for instructions.

The printer name, IP address, or Rendezvous or Bonjour host name does not appear in the printer list in the Print Center or Printer Setup Utility.

Cause	Solution
The printer might not be ready.	Make sure that the cables are connected correctly, the printer 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 or Bonjour is selected, depending on the type of connection that exists between the printer and the computer.
The wrong printer name, IP address, or Rendezvous or Bonjour host name is being used.	Print a configuration page to check the printer name, IP address, or Rendezvous or Bonjour host name. Verify that the name, IP address, or Rendezvous or Bonjour host name on the configuration page matches the printer name, IP address, or Rendezvous or Bonjour host name in the Print Center or Printer Setup Utility.
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 printer in the Print Center or Printer Setup Utility.

Cause	Solution
The printer might not be ready.	Make sure that the cables are connected correctly, the printer 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 printer software might not have been installed or was installed incorrectly.	Make sure that the printer PPD is in the following hard-drive folder: <code>Library/Printers/PPDs/Contents/Resources/<lang>.lproj</code> , where <code><lang></code> is the two-letter language code for the language that you are using. If necessary, reinstall the software. See the <i>Getting Started Guide</i> for instructions.

Table 9-4 Problems with Mac OS X (continued)

The printer driver does not automatically set up your selected printer in the Print Center or Printer Setup Utility.

Cause	Solution
The PostScript Printer Description (PPD) file is corrupt.	Delete the PPD file from the following hard-drive folder: <code>Library/Printers/PPDs/Contents/Resources/<lang>.lproj</code> , where <lang> is the two-letter language code for the language that you are using. Reinstall the software. See the <i>Getting Started Guide</i> for instructions.
The printer might not be ready.	Make sure that the cables are connected correctly, the printer 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.

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

Cause	Solution
The print queue might be stopped.	Restart the print queue. Open print monitor and select Start Jobs .
The wrong printer name or IP address is being used. Another printer with the same or similar name, IP address, or Rendezvous or Bonjour host name might have received your print job.	Print a configuration page to check the printer name, IP address, or Rendezvous or Bonjour host name. Verify that the name, IP address, or Rendezvous or Bonjour host name on the configuration page matches the printer name, IP address, or Rendezvous or Bonjour host name in the Print Center or Printer Setup Utility.

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


Cause	Solution
This error occurs when the software for USB printers 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.

When connected with a USB cable, the printer does not appear in the Print Center or Printer Setup Utility after the driver is selected.

Cause	Solution
This problem is caused by either a software or a hardware component.	<p>Software troubleshooting</p> <ul style="list-style-type: none">● Check that your Macintosh supports USB.● Verify that your Macintosh operating system is Mac OS X v10.2 or later.● Ensure that your Macintosh has the appropriate USB software from Apple. <p>Hardware troubleshooting</p> <ul style="list-style-type: none">● Check that the printer is turned on.● Verify that the USB cable is connected correctly.● Check that you are using the appropriate high-speed USB cable.

Table 9-4 Problems with Mac OS X (continued)

When connected with a USB cable, the printer does not appear in the Print Center or Printer Setup Utility after the driver is selected.

Cause	Solution
	<ul style="list-style-type: none">• 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.• 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.
	
	<p>NOTE: The iMac keyboard is a nonpowered USB hub.</p>

Media problem solving

The following problems with media cause print-quality deviations, jamming, or damage to the printer.

Problem	Cause	Solution
Poor print quality or toner adhesion	The paper is too moist, too rough, too heavy or too smooth, or it is embossed or from a faulty paper lot.	Try another kind of paper, between 100 and 250 Sheffield, with 4 to 6% moisture content.
Dropouts, jamming, or curl	The paper has been stored incorrectly.	Store paper flat in its moisture-proof wrapping.
	The paper has variability from one side to the other.	Turn the paper over.
Excessive curl	The paper is too moist, has the wrong grain direction, or is of short-grain construction	Open the rear output bin, or use long-grain paper.
	The paper varies from side-to-side.	Turn the paper over.
Jamming, damage to printer	The paper has cutouts or perforations.	Use paper that is free of cutouts or perforations.
Problems with feeding	The paper has ragged edges.	Use high-quality paper that is made for laser printers.
	The paper varies from side-to-side.	Turn the paper over.
	The paper is too moist, too rough, too heavy or too smooth, has the wrong grain direction, or is of short-grain construction or it is embossed or from a faulty paper lot.	Try another kind of paper, between 100 and 250 Sheffield, 4 to 6% moisture content. Open the rear output bin, or use long-grain paper.
Print is skewed (crooked).	The media guides might be incorrectly adjusted.	Remove all media from the input tray, straighten the stack, and then load the media in the input tray again. Adjust the media guides to the width and length of the media that you are using and try printing again.
More than one sheet feeds at one time.	The media tray might be overloaded.	Remove some of the media from the tray. See Load media on page 24 .
	The media might be wrinkled, folded, or damaged.	Verify that the media is not wrinkled, folded, or damaged. Try printing on media from a new or different package.
The printer does not pull media from the media input tray.	The printer might be in manual-feed mode.	Verify that the printer is not in manual feed mode and print your job again.
	The pickup roller might be dirty or damaged.	Contact HP Customer Care. See HP Customer Care on page 105 or the support flyer that came in the box.
	The paper-length adjustment control in tray 2 or optional tray 3 is set at a length that is greater than the media size.	Adjust the paper-length adjustment control to the correct length.
The printer does not pull media from media input tray when using the automatic two-sided printing feature.	The automatic two-sided printing media-size selector is not set to the correct page size.	Push in the media selector for letter/legal-size media. Pull out the media-size selector for A4-size media. See Identify product parts on page 3 for the location

Problem	Cause	Solution
		of the automatic two-sided printing media-size selector.

Printed page is different than what appeared on screen

Choose the item that best describes the problem:

- [Garbled, incorrect, or incomplete text on page 79](#)
- [Missing graphics or text, or blank pages on page 79](#)
- [Page format is different than on another HP LaserJet printer on page 80](#)
- [Graphics quality on page 80](#)

Garbled, incorrect, or incomplete text

- The wrong printer driver might have been selected when the software was installed. Make sure that the correct print driver is selected in the printer Properties.
- If a specific file prints garbled text, there might be a problem with that specific file. If a specific application prints garbled text, there might be a problem with that application. Make sure that the appropriate printer driver is selected.
- There might be a problem with your software application. Try printing from another software application.
- The USB cable might be loose or defective. Try the following:
 - Disconnect the cable and reconnect it at both ends.
 - Try printing a job that you know works.
 - If possible, attach the cable and printer to another computer, and try printing a job that you know works.
 - Try using a new USB 2.0 cable that is 3 m (10 ft) or less. See [Supplies and accessories table on page 97](#).
 - Turn off the printer and the computer. Remove the USB cable, and inspect both ends of the cable for damage. Reconnect the cable, making sure that the connections are tight. Make sure that the printer is directly connected to the computer. Remove any switchboxes, tape backup drives, security keys, or any other devices that are attached between the USB port on the computer and the printer. These devices can sometimes interfere with communication between the computer and the printer. Restart the printer and the computer.

Missing graphics or text, or blank pages

- Make sure that your file does not contain blank pages.
- The sealing tape might still be in the print cartridge. Remove the print cartridge, and pull the tab on the end of the cartridge until the entire length of the tape is removed. Reinstall the print cartridge. See [Replace the print cartridge on page 45](#) for instructions. To check the printer, print a demo page by pressing the **Go** button when the Ready light is on and no other jobs are printing.
- The graphic settings in the printer Properties might not be correct for the type of job that you are printing. Try a different graphic setting in the printer Properties. See [Configure the Windows printer driver on page 13](#) or [Configure the Macintosh printer driver on page 16](#) for more information.
- Clean the printer, particularly the contacts between the print cartridge and the power supply.

Page format is different than on another HP LaserJet printer

If you used an older or different HP LaserJet printer driver (printer software) to create the document, or if the printer Properties settings in the software are different, the page format might change when you try to print using your new printer driver or settings. To help eliminate this problem, try the following:

- Create documents and print them using the same printer driver (printer software) and printer Properties settings regardless of which HP LaserJet printer you use to print them.
- Change the resolution, paper size, font settings, and other settings. See [Configure the Windows printer driver on page 13](#) or [Configure the Macintosh printer driver on page 16](#) for more information.

Graphics quality



The graphics settings might be unsuitable for your print job. Check the graphic settings, such as resolution, in the printer Properties and adjust them as necessary. See [Configure the Windows printer driver on page 13](#) or [Configure the Macintosh printer driver on page 16](#) for more information.



NOTE: Some resolution may be lost when converting from one graphics format to another.

Printer software problems

Table 9-5 Printer software problems

Problem	Solution
The printer icon is not visible in the Printer folder	<ul style="list-style-type: none">● Reinstall the printer software. In the Windows task bar, click Start, click Programs, click HP, click your printer, and then click Uninstall. Install the printer software from the CD-ROM. <hr/>  NOTE: Close any applications that are running. To close an application that has an icon in the system tray, right-click the icon, and select Close or Disable . <hr/> <ul style="list-style-type: none">● Try plugging the USB cable into a different USB port on the PC.
An error message was displayed during the software installation	<ul style="list-style-type: none">● Reinstall the printer software. In the Windows task bar, click Start, click Programs, click HP, click your printer, and then click Uninstall. Install the printer software from the CD-ROM. <hr/>  NOTE: Close any applications that are running. To close an application that has an icon in the task bar, right-click the icon, and select Close or Disable . <hr/> <ul style="list-style-type: none">● Check the amount of free space on the drive where you are installing the printer software. If necessary, free up as much space as you can, and reinstall the printer software.● If necessary, run the Disk Defragmenter, and reinstall the printer software.
The printer is in Ready mode, but nothing prints	<ul style="list-style-type: none">● Print a Configuration page from the control panel of the printer, and verify the printer functionality.● Verify that all of the cables are properly seated and within specifications. This includes the USB, network, and power cables. Try a new cable.

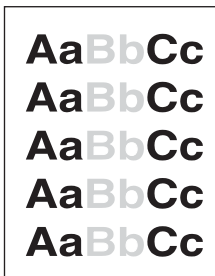
Improve print quality

This section provides information about identifying and correcting print defects.



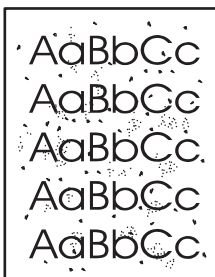
NOTE: If these steps do not correct the problem, contact an HP-authorized dealer or service representative.

Light print or faded



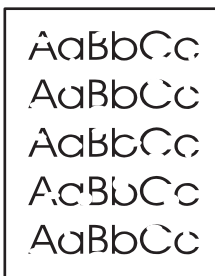
- The print cartridge is nearing end of life.
- The media might not meet Hewlett-Packard's media specifications (for example, the media is too moist or too rough).
- If the whole page is light, the print density adjustment is too light or EconoMode might be turned on. Adjust the print density, and disable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

Toner specks



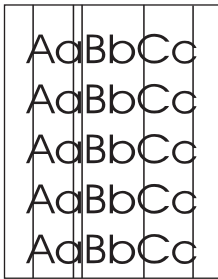
- The media might not meet Hewlett-Packard's media specifications (for example, the media is too moist or too rough).
- The printer might need to be cleaned.

Dropouts



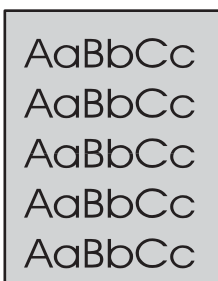
- A single sheet of media might be defective. Try reprinting the job.
- The media moisture content is uneven or the media has moist spots on its surface. Try printing with new media.
- The media lot is bad. The manufacturing processes can cause some areas to reject toner. Try a different type or brand 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



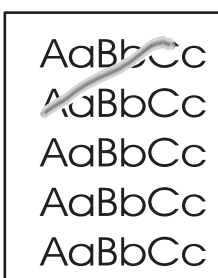
- Make sure that tray 1 is in place.
 - Change the media to a lighter basis weight.
 - Check the printer's environment. Very dry (low humidity) conditions can increase the amount of background shading.
 - Install a new HP print cartridge.
-

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

Loose toner



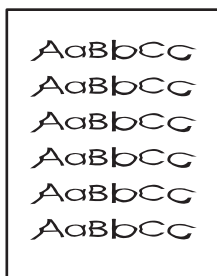
- Clean the inside of the printer.
 - Check the media type and quality.
 - Try installing a new HP print cartridge.
 - In your printer driver, make sure the appropriate media type is selected.
 - Plug the printer directly into an AC outlet instead of into a power strip.
-

Vertical repetitive defects



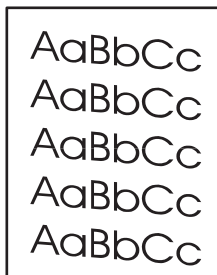
- The print cartridge might be damaged. If a repetitive mark occurs at the same spot on the page, install a new HP print cartridge.
- The internal parts might have toner on them. If the defects occur on the back of the page, the problem will probably correct itself after a few more printed pages.
- In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

Misformed characters



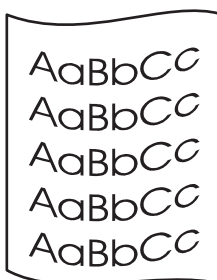
- If characters are improperly formed, producing hollow images, the media stock might be too slick. Try a different media.
- If characters are improperly formed, producing a wavy effect, the printer might need service. Print a configuration page. If the characters are improperly formed, contact an HP-authorized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

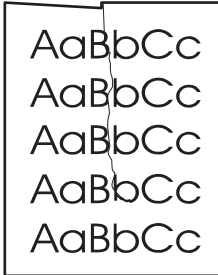
Curl or wave



- 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

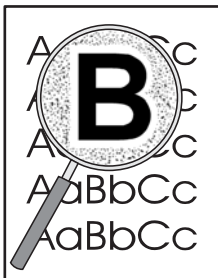
lower fuser temperature, such as transparencies or light media.

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.
-

Clear jams

Occasionally, media becomes jammed during a print job. You are notified of a media jam by an error in the software and the printer control panel lights. See [Status-light patterns on page 67](#) for more information.

The following are some of the causes of media jams:

- The input trays are loaded improperly or too full. See [Load media on page 24](#) for more information.



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

- The media does not meet HP specifications. See [Supported paper and print media sizes on page 21](#) for more information.
- The printer might need to be cleaned to remove paper dust and other particles from the paper path. See [Clean the printer on page 48](#) for instructions.

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



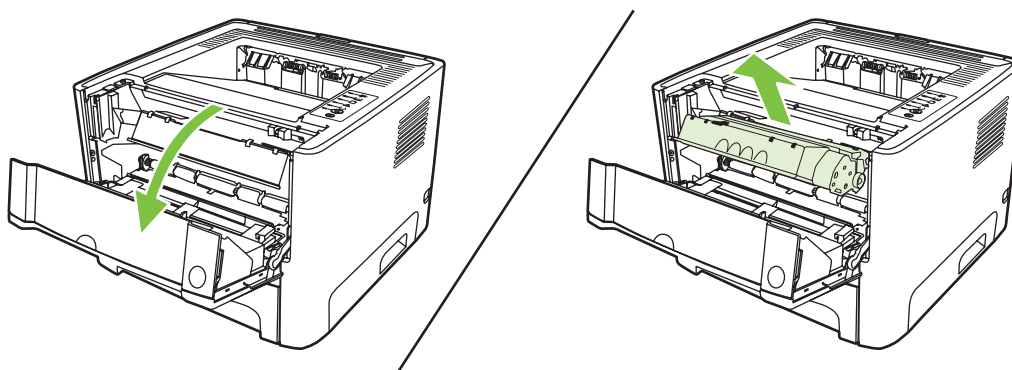
CAUTION: Media jams might result in loose toner on the page. If you get any toner on your clothes, wash them in cold water. *Hot water will permanently set the toner into the fabric.*

CAUTION: Do not use sharp objects, such as tweezers or needlenose pliers, to remove jams. Damage caused by sharp objects is not covered by the warranty.

Print-cartridge area

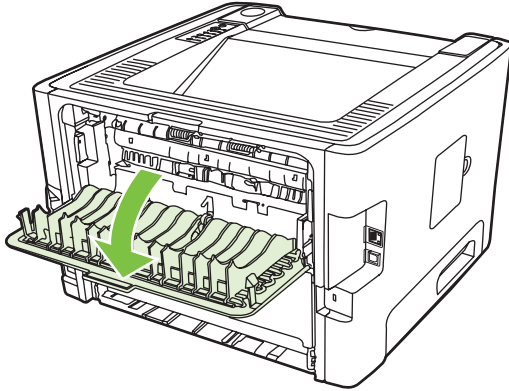
To clear a jam in the print-cartridge area, perform the following steps:

1. Press the print-cartridge-door button, and then remove the print cartridge from the printer.

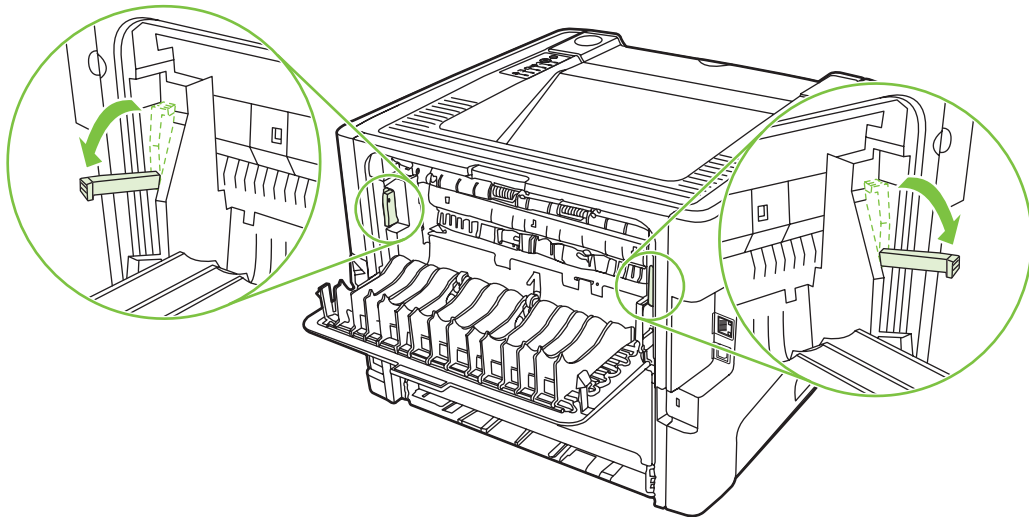


CAUTION: To prevent damage to the print cartridge, minimize its exposure to direct light.

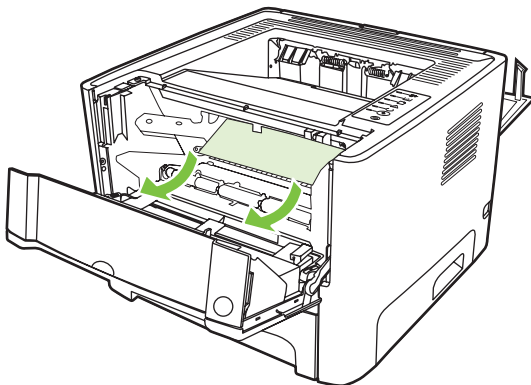
2. Open the straight-through output door.



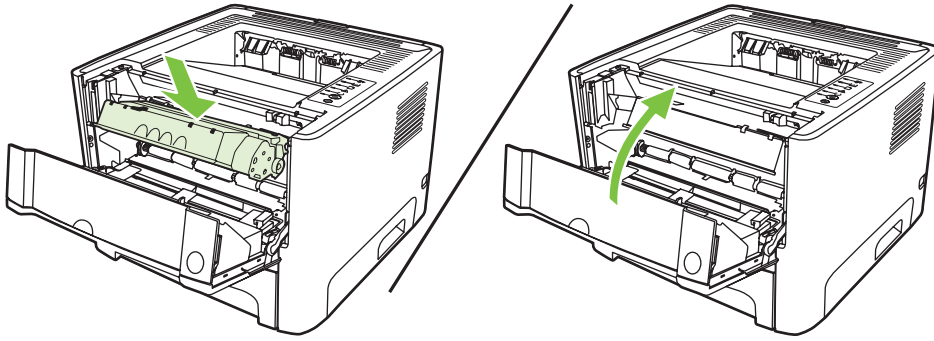
3. Pull down the green pressure-release levers.



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



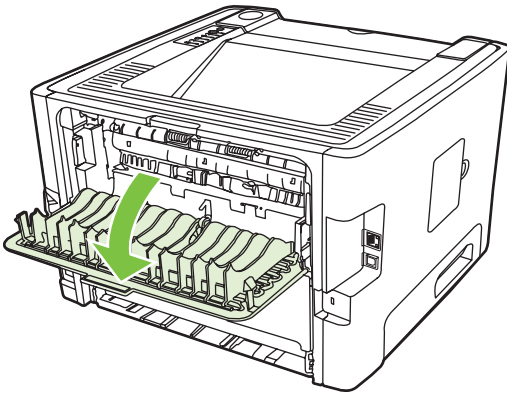
5. Replace the print cartridge, and close the print-cartridge door.



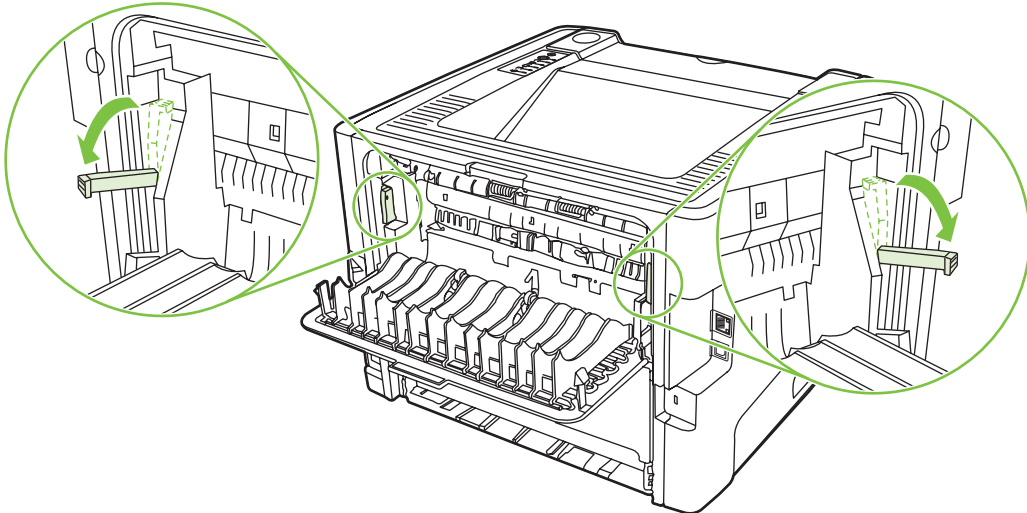
Input trays

To clear a jam in the input trays, perform the following steps:

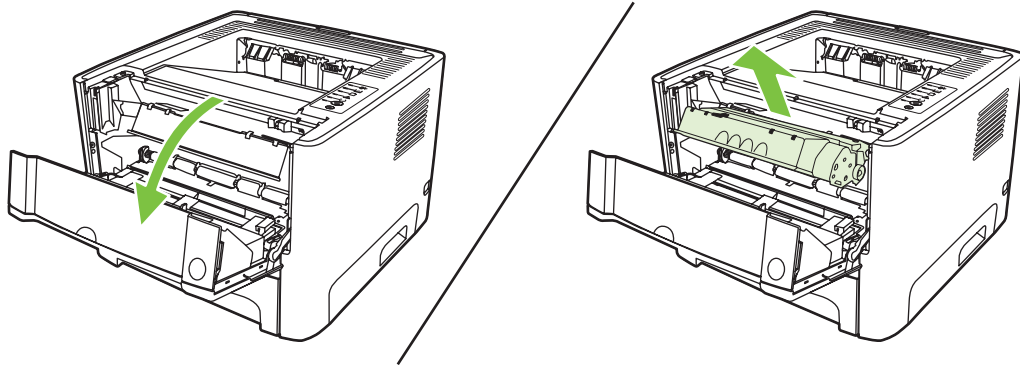
1. Open the straight-through output door.



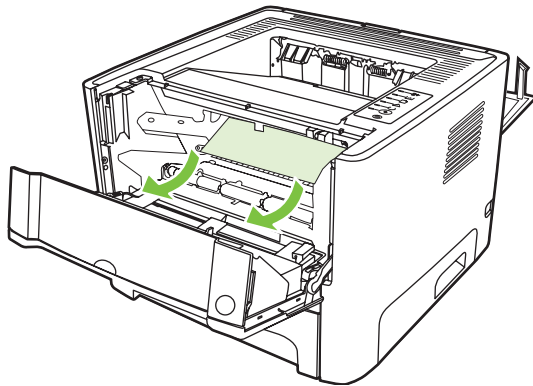
2. Pull down the green pressure-release levers.



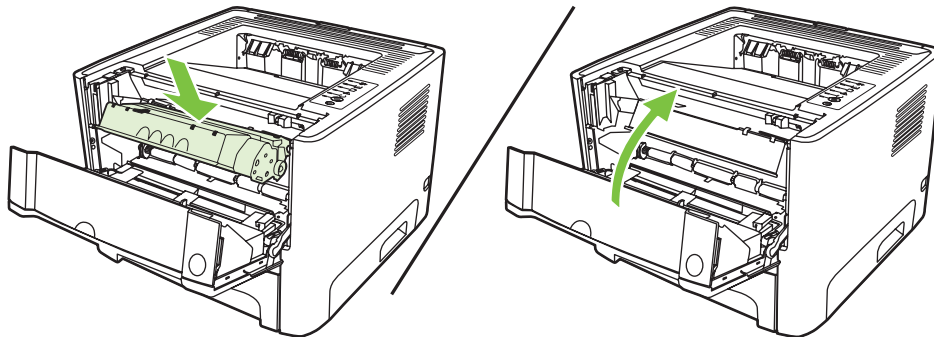
3. Press the print-cartridge-door button, and then remove the print cartridge from the printer.



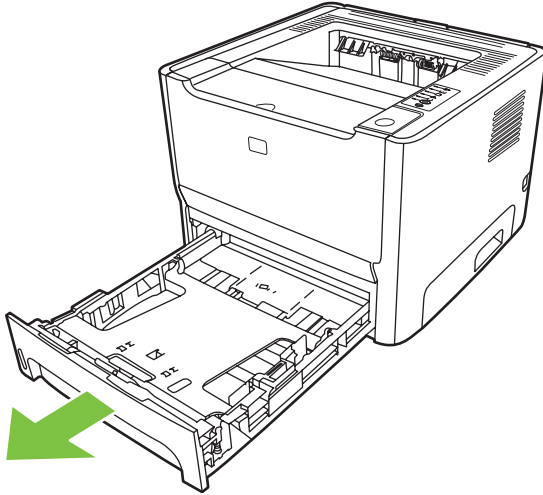
4. With both hands, grasp the side of the media that is most visible (this includes the middle), and carefully pull it free from the printer.



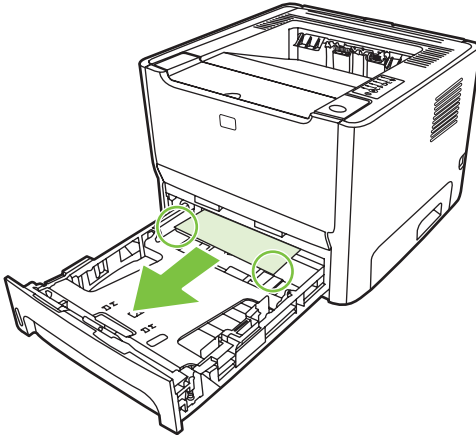
5. Insert the print cartridge in the printer and close the print-cartridge door.



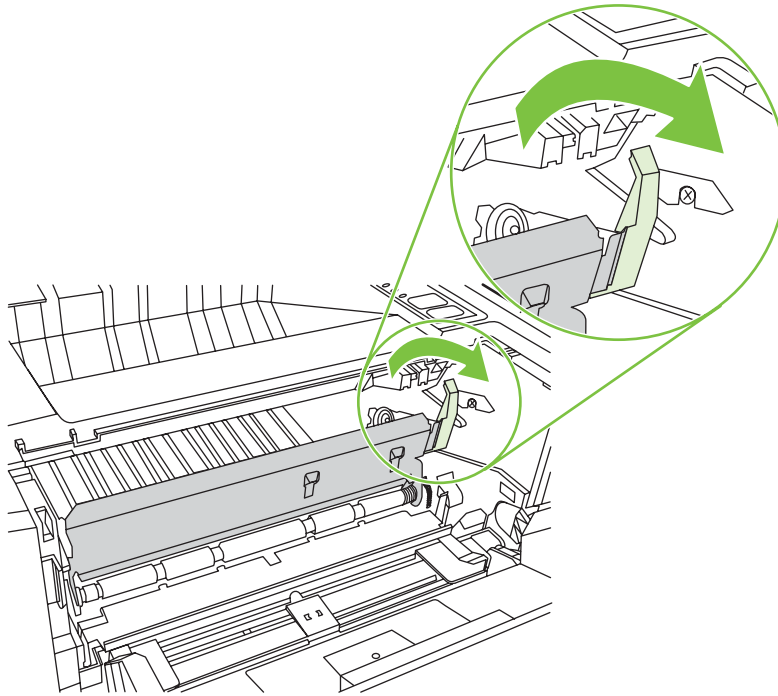
6. Open tray 2.



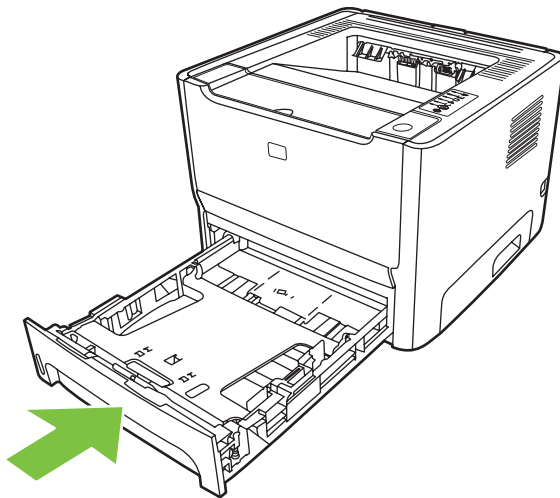
7. With both hands, grasp the side of the media that is most visible (this includes the middle), and carefully pull it free from the printer.



8. If no media is visible, open the print-cartridge door, remove the print cartridge, and pull down the upper media guide. Carefully pull the media up and out of the printer.

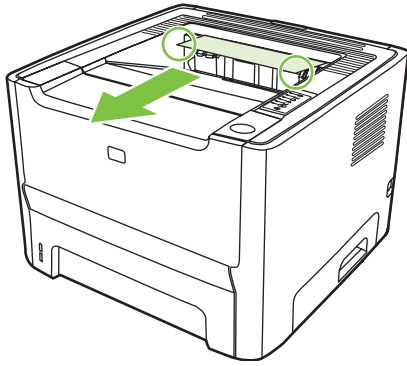


9. Close tray 2.



Output bin

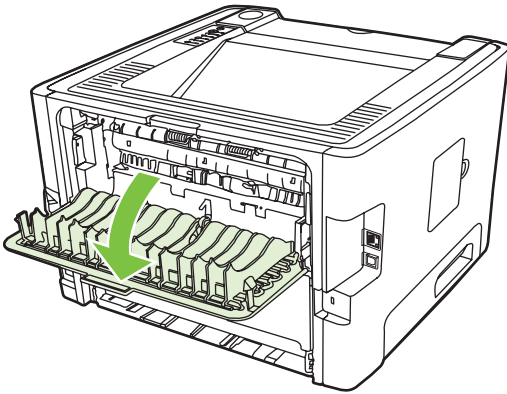
With both hands, grasp the side of the media that is most visible (this includes the middle), and carefully pull it free from the printer.



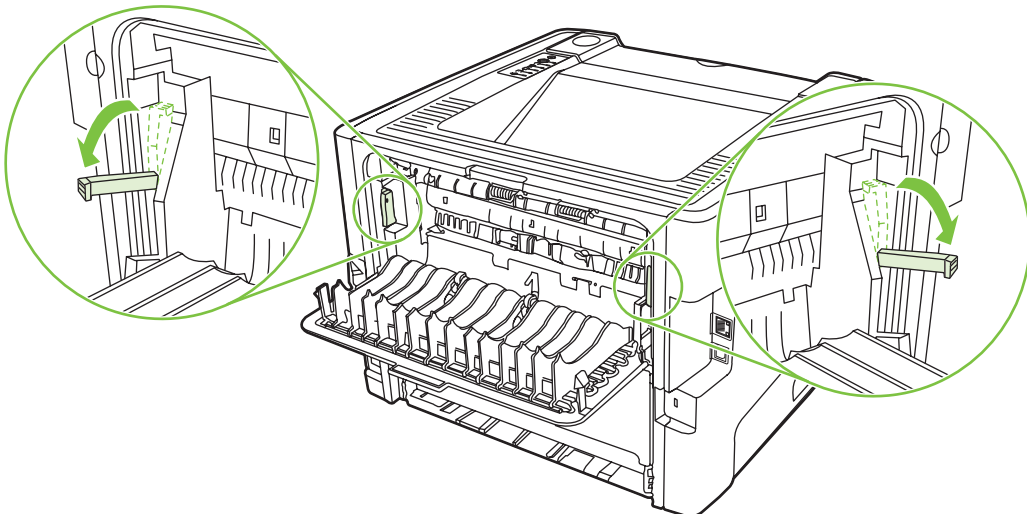
Straight-through output path

To clear a jam in the straight-through output path, perform the following steps:

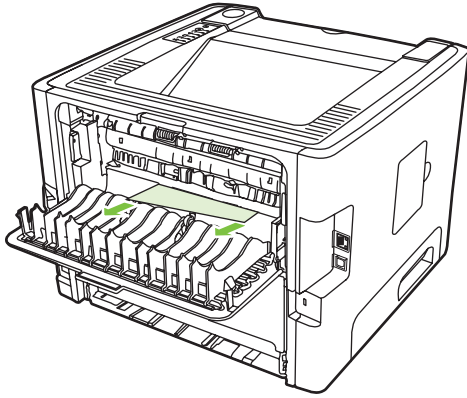
1. Open the straight-through output door.



2. Pull down the green pressure-release levers.

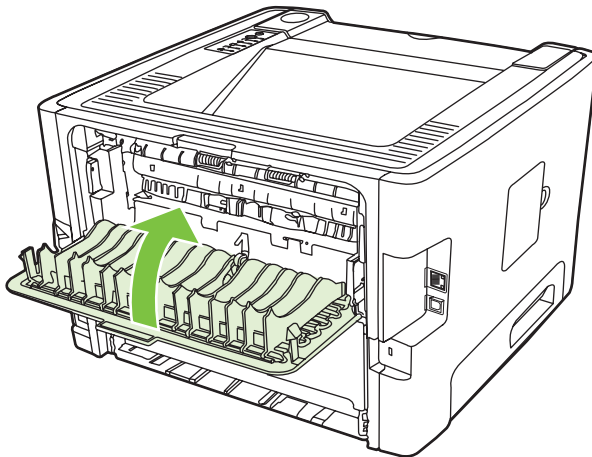


3. With both hands, grasp the side of the media that is most visible (this includes the middle), and carefully pull it free from the printer.



NOTE: If you cannot grasp the media with your hands, perform the procedure in [Print-cartridge area on page 86](#).

4. Close the straight-through output door.



Network-setup problem-solving

If the computer cannot discover the networked device, perform the following steps:

1. Check the cables to ensure that they are properly connected. Check all of the following connections:
 - Power cables
 - Cables between the device and the hub or switch
 - Cables between the hub or switch and the computer
 - Cables to and from the modem or Internet connection, if applicable
2. Verify that the computer's network connections are working properly (Windows only):
 - On the Windows desktop, double-click **My Network Places** or **Network Neighborhood**.
 - Click the **Entire Network** link.
 - Click the **Entire Contents** link.
 - Double-click one of the network icons, and make sure that some devices are listed.
3. Verify that the network connection is active:
 - Check the network light on the network (RJ-45) connector on the back of the device.
 - If one of the lights is on solid, the device is connected to the network.
 - If both network lights are off, check the cable connections from the device to the gateway, switch, or hub to ensure that the connections are secure.
 - If the connections are secure, turn off the power to the device for at least 10 seconds, and then turn on the power to the device.
4. Print a Configuration page. See [Configuration page on page 42](#).
 - On the Configuration page, see if a non-zero IP address is assigned to the device.
 - If the Configuration page does not have a valid, non-zero IP address, reset the HP internal network port to the factory defaults by turning the printer off and then pressing and holding the **Go** and **Cancel** buttons at the same time for ten seconds while powering the printer back on.

After the Attention, Ready, and Go lights finish cycling, the device returns to a Ready state and the reset is complete.
 - Two minutes after the device reaches the Ready state, print another Configuration page, and check to see if a valid IP address is assigned to the device.
 - If the IP address is still zeros, contact HP support. See [HP Customer Care on page 105](#).

A Accessory/Consumable addendum

This appendix provides information on the following topics:

- [Order parts, accessories, and supplies](#)
- [Supplies and accessories table](#)
- [10/100 networking print servers](#)
- [HP print cartridges](#)

Order parts, accessories, and supplies

- [Order directly from HP](#)
- [Order through service or support providers](#)
- [Order directly through the embedded Web server](#)

Order directly from HP

You can obtain the following directly from HP:

- **Replacement parts.** To order replacement parts in the U.S. see <http://www.hp.com/buy/parts>. Outside the United States, order parts by contacting your local authorized HP service center.
- **Supplies and accessories.** To order supplies in the U.S., see <http://www.hp.com/go/ljsupplies>. To order supplies worldwide, see <http://www.hp.com/ghp/buyonline.html>. To order accessories, see <http://www.hp.com/go/support/ljP2010series>.

Order through service or support providers

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


Order directly through the embedded Web server

1. In the Web browser on the computer, type the IP address for the MFP. The MFP status window appears.
2. In the **Other links** area, double-click **Order Supplies**. This provides a URL from which to purchase consumables. Supplies information with part numbers and MFP information is provided.
3. Select the part numbers that you want to order and follow the instructions on the screen.

Supplies and accessories table

You can increase the printer's capabilities with optional accessories and supplies. Use accessories and supplies specifically designed for the product to ensure optimum performance.

Table A-1 Ordering information

	Item	Description or use	Order number
Print cartridges for the product	Smart print cartridges	Replacement print cartridges for the product.	Q7553A (3,000-page cartridge) Q7553X (7,000-page cartridge)
Supplementary documentation	<i>HP LaserJet family print media guide</i>	A guide to using paper and other print media with HP LaserJet printers.	5963-7863  NOTE: This document can be downloaded from http://www.hp.com/support/ljpaperguide/ .
Replacement parts	Media pickup roller (for tray 1)	Picks media from tray 1 and advances it through the printer.	CB366-67901
	Media pickup roller (for tray 2)	Picks media from tray 2 and advances it through the printer.	CB366-67902
Accessories	250-sheet paper tray (tray 3)	Provides an additional 250-sheet input tray.	Q5931A

10/100 networking print servers

Table A-2 HP LaserJet P2010 Series printer

Item and description	Order number
HP Jetdirect en3700 fast Ethernet print server	J7942A
HP Jetdirect en2400 802.11g wireless external print server (full featured, USB port)	J7951A
HP Jetdirect 175x fast-Ethernet external print server (value line, USB port)	J6035C

Must be Version C or later.

HP print cartridges

HP policy on non-HP print cartridges

Hewlett-Packard Company cannot recommend the use of non-HP print cartridges, either new, refilled, or remanufactured. Service or repair that is required as a result of using non-HP print cartridges will not be covered under the printer warranty.



NOTE: The warranty does not apply to defects resulting from software, interfacing, or parts not supplied by Hewlett-Packard.

Storing print cartridges

Do not remove the print cartridge from its package until you are ready to use it, and minimize exposure to light.

Print cartridge life expectancy

The average cartridge yield is 3000 pages in accordance with ISO/IEC 19752. Actual cartridge yield depends on specific use.

Saving toner

EconoMode is a feature that allows the printer to use less toner per page. Selecting this option may extend the life of the print cartridge and reduce your cost per page. However, it will also reduce print quality. The printed image is lighter, but it is adequate for printing drafts or proofs.

HP does not recommend the full-time use of EconoMode. If EconoMode is used full-time, it is possible that the toner supply will outlast the mechanical parts in the print cartridge. If print quality begins to degrade under these circumstances, you must install a new print cartridge, even if there is toner supply remaining in the cartridge. See [EconoMode on page 62](#) for more information.

B Service and support

Hewlett-Packard limited warranty statement

HP PRODUCT

HP LaserJet P2010 Series printers

DURATION OF LIMITED WARRANTY

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.

HP's limited warranty is valid in any country/region or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter form, fit or function of the product to make it operate in a country/region for which it was never intended to function for legal or regulatory reasons. TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE. Some countries/regions, states or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights and you might also have other rights that vary from country/region to country/region, state to state, or province to province.

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

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

Limited warranty for print cartridges and image drums

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

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

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

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

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

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

Hewlett-Packard software license agreement

ATTENTION: USE OF THE SOFTWARE IS SUBJECT TO THE HP SOFTWARE LICENSE TERMS SET FORTH BELOW. USING THE SOFTWARE INDICATES YOUR ACCEPTANCE OF THESE LICENSE TERMS.

HP SOFTWARE LICENSE TERMS

The following License Terms govern your use of the accompanying Software unless you have a separate signed agreement with Hewlett-Packard.

License Grant. Hewlett-Packard grants you a license to use one copy of the Software. "Use" means storing, loading, installing, executing, or displaying the Software. You may not modify the Software or disable any licensing or control features of the Software. If the Software is licensed for "concurrent use," you may not allow more than the maximum number of authorized users to Use the Software concurrently.

Ownership. The Software is owned and copyrighted by Hewlett-Packard or its third-party suppliers. Your license confers no title to, or ownership in, the Software and is not a sale of any rights in the Software. Hewlett-Packard's third-party suppliers may protect their rights in the event of any violation of these License Terms.

Copies and Adaptations. You may only make copies or adaptations of the Software for archival purposes or when copying or adaptation is an essential step in the authorized Use of the Software. You must reproduce all copyright notices in the original Software on all copies or adaptations. You may not copy the Software onto any public network.

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

Transfer. Your license will automatically terminate upon any transfer of the Software. Upon transfer, you must deliver the Software, including any copies and related documentation, to the transferee. The transferee must accept these License Terms as a condition to the transfer.

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

Export Requirements. You may not export or re-export the Software or any copy or adaptation in violation of any applicable laws or regulations.

U.S. Government Restricted Rights. The Software and any accompanying documentation have been developed entirely at private expense. They are delivered and licensed as "commercial computer software" as defined in DFARS 252.227-7013 (Oct 1988), DFARS 252.211-7015 (May 1991), or DFARS 252.227-7014 (Jun 1995), as a "commercial item" as defined in FAR 2.101(a) (Jun 1987), or as "Restricted computer software" as defined in FAR 52.227-19 (Jun 1987) (or any equivalent agency regulation or contract clause), whichever is applicable. You have only those rights provided for such Software and any accompanying documentation by the applicable DFARS or FAR clause or the HP standard software agreement for the product involved.

HP Customer Care

Online services

For 24-hour access to information by using a modem or Internet connection

World Wide Web: Updated HP product software, product and support information, and printer drivers in several languages can be obtained from <http://www.hp.com/go/support/ljP2010series> (The site is in English.)

Online troubleshooting tools

HP Instant Support Professional Edition (ISPE) is a suite of Web-based problem solving tools for desktop computing and printing products. ISPE helps you quickly identify, diagnose, and resolve computing and printing problems. The ISPE tools can be accessed from <http://instantsupport.hp.com>.

Telephone support

Hewlett-Packard provides free telephone support during the warranty period. When you call, you will be connected to a responsive team that is waiting to help you. For the telephone number for your country/region, see the flyer that came in the box with the product, or visit <http://www.hp.com> then click **Contact HP**. Before calling HP, have the following information ready: product name and serial number, date of purchase, and description of the problem.

You can also find support on the Internet at <http://www.hp.com/go/support/ljP2010series>. Click the **support & drivers** block.

Software utilities, drivers, and electronic information

Go to <http://www.hp.com/go/support/ljP2010series>. (The site is in English, but printer drivers can be downloaded in several languages.)

You can obtain additional information over the telephone. For telephone numbers, see the flyer that came in the box with the device.

HP direct ordering for accessories or supplies

Order supplies from the following Web sites:

North America: <https://www.hp.com/post-embed/ordersupplies-na>

Latin America: <https://www.hp.com/post-embed/ordersupplies-la>

Europe and Middle East: <https://www.hp.com/post-embed/ordersupplies-emea>

Asia Pacific countries/regions: <https://www.hp.com/post-embed/ordersupplies-ap>

Order accessories from <http://www.hp.com> and click **Supplies & Accessories**. For more information, see [Supplies and accessories table on page 97](#).

To order supplies or accessories over the telephone, call the following numbers:

United States: 1-800-538-8787

Canada: 1-800-387-3154

To find the telephone numbers for other countries/regions, see the flyer that came in the box with the device.

HP service information

To locate HP-Authorized Dealers in the United States or Canada, call 1-800-243-9816 (United States) or 1-800-387-3867 (Canada). Or, go to <http://www.hp.com/go/cposupportguide>.

For service for your HP product in other countries/regions, call the HP Customer Support telephone number for your country/region. See the flyer that came in the box with the device.

HP service agreements

Call: 1-800-HPINVENT [1-800-474-6836 (U.S.)] or 1-800-268-1221 (Canada).

Out-of-Warranty Service: 1-800-633-3600.

Availability of support and service

Around the world, HP provides a variety of service and support options for purchase. Availability of these programs will vary depending upon your location.

HP Care Pack™ Services and Service Agreements

HP has various service and support options that meet a wide range of needs. These options are not part of the standard warranty. Support services vary by location. For most products HP offers both in-warranty and post-warranty HP Care Pack Services and Service Agreements.

To identify service and support options for this device go to <http://www.hpexpress-services.com/10467a> and type the device model number. In North America, Service Agreement information can be obtained through HP Customer Care. Call 1-800-HPINVENT 1-800-474-6836 (U.S.) or 1-800-268-1221 (Canada). In other countries/regions please contact your country/region specific HP Customer Care Center. See the inbox flyer or go to <http://www.hp.com> for the HP Customer Care telephone number in your country/region.

Extended Service: Call 1-800-HPINVENT 1-800-474-6836 (U.S.) or 1-800-268-1221 (Canada). Or, go to the HP Supportpack and Carepaq™ Services Web site at <http://www.hpexpress-services.com/10467a>.

Guidelines for repacking the printer

Use the following guidelines when repacking the printer:

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



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

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

C Printer specifications

This appendix provides information on the following topics:

- [Physical specifications](#)
- [Electrical specifications](#)
- [Acoustic emissions](#)
- [Environmental specifications](#)

Physical specifications

Dimensions

- Width: 350 mm (16.8 inches)
 - Depth: 361 mm (14.2 inches)
 - Height: 256 mm (10.0 inches)
-

Weight (3,000-page cartridge installed)

HP LaserJet P2010 series: 10.7 kg (23.6 lb)

Electrical specifications



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

Table C-1 HP LaserJet P2010 Series printers

Power requirements (110)	110-127v (+/-10%), 50/60 Hz (+/-2)
Power requirements (230)	220v-240v (+/-10%), 50/60 Hz (+/-2 Hz)
Power consumption	<ul style="list-style-type: none">• During printing (24 ppm): 410 watts (average)• During Ready (Standby)/Sleep*: 7 Watts <p>* Instant-on fuser technology</p> <ul style="list-style-type: none">• Off: 0 watts
Rated current	<ul style="list-style-type: none">• 4.9 amps at 115 volts• 2.9 amps at 230 volts



NOTE: Values are based on preliminary data. See www.hp.com for current information.

NOTE: The power reported is the highest value measured for monochrome printing using all standard voltages.

NOTE: The recovery time from Ready/Sleep mode to the start of printing is less than 10 seconds because of the instant-on fusing.

NOTE: The heat dissipation in Ready mode is 25 BTU/hour.

Acoustic emissions

Declared per ISO 9296

Table C-2 HP LaserJet P2010 Series printers

Sound power level	Printing (23 ppm): $L_{WA,d} = 6.24$ Bels A and 62.4 dB (A) Ready (Sleep): Inaudible
Sound pressure level bystander position	Printing (23 ppm): $L_{pAm} = 50$ dB (A) Ready (Sleep): Inaudible



NOTE: Values are based on preliminary data. See <http://www.hp.com/go/support/ljP2010series> for current information.

NOTE: Configuration tested: HP LaserJet P2014 base unit, 23 ppm, standard tray, A4 paper, and simplex continuous print.

Environmental specifications

Operating environment	Printer plugged into an AC outlet: <ul style="list-style-type: none">• Temperature: 10° C to 32.5° C (50° F to 90.5° F)• Humidity: 20 to 80 percent (no condensation)
Storage environment	Printer unplugged from an AC outlet: <ul style="list-style-type: none">• Temperature: 0° C to 40° C (32° F to 104° F)• Humidity: 10 to 80 percent (no condensation)



NOTE: Values are based on preliminary data. See www.hp.com for current information.

D Regulatory information

FCC compliance

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

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



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

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

Environmental product stewardship program

Protecting the environment

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

Ozone production

This product generates no appreciable ozone gas (O₃).

Power consumption

Power usage drops significantly while in Ready/Sleep mode, which saves natural resources and saves money without affecting the high performance of this product. To determine the ENERGY STAR® qualification status for this product see the Product Data Sheet or Specifications Sheet. Qualified products are also listed at:

<http://www.hp.com/hpinfo/globalcitizenship/environment/productdesign/ecolabels.html>

Toner consumption

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

Paper use

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

Plastics

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

HP LaserJet print supplies

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

HP is committed to providing inventive, high-quality products and services that are environmentally sound, from product design and manufacturing to distribution, customer use and recycling. When you participate in the HP Planet Partners program, we ensure your HP LaserJet print cartridges are recycled properly, processing them to recover plastics and metals for new products and diverting millions of tons of waste from landfills. Since this cartridge is being recycled and used in new materials, it will not be returned to you. Thank you for being environmentally responsible!



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

Return and recycling instructions

United States and Puerto Rico

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

Multiple returns (two to eight cartridges)

1. Package each HP LaserJet print cartridge in its original box and bag.
2. Tape up to eight single boxes together using strapping or packaging tape (up to 70 lbs).
3. Use a single pre-paid shipping label.

OR

1. Use your own suitable box, or request a free bulk collection box from the <http://www.hp.com/recycle> or 1-800-340-2445 (holds up to eight HP LaserJet print cartridges).
2. Use a single pre-paid shipping label.

Single returns

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

Shipping

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

Non-US returns

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

Paper

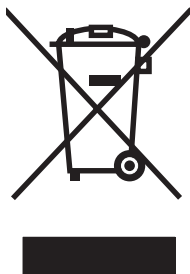
This product is capable of using recycled papers when the paper meets the guidelines outlined in the *HP LaserJet Printer Family Print Media Guide*. This product is suitable for the use of recycled paper according to EN12281:2002.

Material restrictions

This HP product does not contain added mercury.

This HP product does not contain a battery.

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



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

Material Safety Data Sheet (MSDS)

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

For more information

To obtain information about these environmental topics:

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

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

Declaration of Conformity statements

Declaration of Conformity

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

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

declares that the product

Product Name: HP LaserJet P2011/P2012/P2013/P2014 Series
Regulatory Model ³⁾: BOISB-0602-00

Product Options: Including: Q5931A — Optional 250–Sheet Input Tray
ALL

Toner Cartridges: Q7553A / Q7553X

conforms to the following Product Specifications:

Safety: IEC 60950-1:2001 / EN 60950-1:2001 +A11
IEC 60825-1:1993 +A1 +A2/EN 60825-1:1994 +A1 +A2 (Class 1 Laser/LED Product)
GB4943-2001

EMC: CISPR22:1997 / EN55022:1998 Class B¹⁾
EN 61000-3-2:2000
EN 61000-3-3:1995 / A1
EN 55024:1998 +A1 +A2
FCC Title 47 CFR, Part 15 Class B²⁾ / ICES-003, Issue 4
GB9254-1998, GB17625.1-2003

Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 2004/108/EC and the Low Voltage Directive 73/23/EEC, and carries the CE-Marking accordingly.

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

Boise, Idaho 83714, USA

July 2007

For Regulatory Topics ONLY, contact:

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

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

Regulatory statements

Laser safety statement

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

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



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

Canadian DOC regulations

Complies with Canadian EMC Class B requirements.

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

Korean EMI statement

B급 기기 (가정용 정보통신기기)

이 기기는 가정용으로 전자파적합등록을 한 기기로서
주거지역에서는 물론 모든지역에서 사용할 수 있습니다.

Laser statement for Finland

LASERTURVALLISUUS

LUOKAN 1 LASERLAITE

KLASS 1 LASER APPARAT

HP LaserJet P2011-, HP LaserJet P2012-, HP LaserJet P2013- ja HP LaserJet P2014 -sarjan laserkirjoittimet ovat käyttäjän kannalta turvallisia luokan 1 laserlaitteita. Normaalisissa käytössä kirjoittimen suojakotelo estää lasersäteiden pääsyn laitteen ulkopuolelle.

Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (1994) mukaisesti.

VAROITUS!

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

VARNING!

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

HUOLTO

HP LaserJet P2011-, HP LaserJet P2012-, HP LaserJet P2013- ja HP LaserJet P2014 -sarjan kirjoittimien sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyökaluja.

VARO!

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

VARNING!

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

Tiedot laitteessa käytettävän laserdiodin säteilyominaisuuksista:

Aallonpituus 785-800 nm

Teho 5 mW

Luokan 3B laser

Index

Symbols/Numerics

10/100 networking and wireless
print servers 98

A

accessories
 ordering 96
accessories, ordering 97
acoustics 112
agreements, maintenance 107

B

batteries included 116
blank pages 79
booklets 38
button, print-cartridge-door 3

C

cancel a print job 40
cartridges
 recycling 115
 replace 45
cartridges, print
 warranty 103
cleaning
 media path 49
 pickup roller (tray 1) 51
 pickup roller (tray 2) 55
 printer 48
clearing jams 86
Configuration page 42
connecting to the network 8
connectivity 7
conserving toner 99
contracts, maintenance 107
control panel
 description 5
 status-light patterns 67
crooked pages 77
custom paper sizes 22

Customer Care 105
customer support
 maintenance agreements 107

D

Demo page 42
disposal, end-of-life 116
door
 print cartridge 3
 straight-through output 3
driver
 Macintosh, accessing 16
 Macintosh, installing 16
 Macintosh, problem
 solving 74
 Windows, accessing 13
 Windows, installing 13
duplex (two-sided) printing
 manual 32

E

EconoMode 62
electrical specifications 111
Embedded Web Server (EWS)
 Configuration page 44
 device status 44
 Information tab 44
 Networking tab 44
 order supplies 44
 overview 14
 product support 44
 Settings tab 44
 supplies status 44
 using 43
end-of-life disposal 116
Environmental Product
 Stewardship Program 115
environmental specifications 112
errors
 software 81

European Union, waste
 disposal 117
EWS. See embedded Web server
extended warranty 107

F

FCC compliance 114
features
 network model 2
 standard 2
feeding problems, solving 77

G

garbled text 79
graphics
 missing 79
 poor quality 80

H

HP Customer Care 105
HP internal network port 3
HP SupportPack 107

I

improve print quality 82
information pages
 Configuration page 42
 Demo page 42
 Supplies Status page 42
Information tab (embedded Web
server) 44
input tray
 loading media 24
 tray 1 3
 tray 2 3
install
 Macintosh software 16
 Windows software 13
IP address 74

- J**
- jams, clearing 86
- L**
- license, software 104
- life expectancy, print cartridge 99
- light patterns 67
- loading media
 - optional tray 3 24
 - tray 1 24
 - tray 2 24
- M**
- Macintosh
 - driver, accessing 16
 - driver, installing 16
 - driver, problem solving 74
 - PPDs 18
 - problems, solving 74
 - software 15
 - USB card, troubleshooting 75
- maintenance
 - agreements 107
- manual two-sided printing 32
- manual-feed printing 25
- material restrictions 116
- Material Safety Data Sheet (MSDS) 117
- media
 - clearing jams 86
 - load 24
 - printing manually 25
 - problem solving 77
 - supported sizes 21
 - supported types 28
- media path, cleaning 49
- mercury-free product 116
- missing
 - graphics 79
 - text 79
- model number 3
- multiple pages, printing on a single sheet of paper 37
- N**
- N-up printing 37
- network connections 8
- network port, HP internal 3
- network-setup problem-solving 94
- Networking tab (embedded Web server) 44
- O**
- on/off switch 3
- online customer support 105
- operating systems, supported 12
- order supplies and accessories 97
- ordering
 - supplies and accessories 96
- output bin
 - location 3
 - manual two-sided printing 32
 - removing jams in 91
- output path, straight-through 25
- overview, product 3
- P**
- pages, skewed 77
- paper
 - custom sizes 22
 - supported sizes 21
- paper input trays
 - feeding problems, solving 77
- parallel connection 8
- parallel port 4
- phone numbers
 - support 105
- physical specifications 110
- pickup roller (tray 1) 51
- pickup roller (tray 2) 55
- port, USB location 4
- ports, troubleshooting
 - Macintosh 75
- power receptacle 3
- power switch 3
- PPDs 18
- print cartridge
 - door 3
 - HP policy on 99
 - life expectancy 99
 - ordering 97
 - redistributing toner 47
 - storing 99
 - using HP cartridges 99
- print cartridges
 - recycling 115
- replace 45
- warranty 103
- print media
 - load 24
 - supported 21
 - tray load 28
- print quality
 - creases 85
 - curl 84
 - dropouts 82
 - EconoMode 62
 - gray background 83
 - improve 82
 - light or faded print 82
 - loose toner 83
 - misformed characters 84
 - page skew 84
 - settings 31
 - toner scatter outline 85
 - toner smear 83
 - toner specks 82
 - vertical lines 83
 - vertical repetitive defects 84
 - wave 84
 - wrinkles 85
- print servers 98
- print tasks 27
- print-cartridge-door button 3
- printer
 - cleaning 48
 - connections 8
 - control panel 5
 - features 2
 - repacking 108
 - software problems 81
 - specifications 109
- printer driver
 - Macintosh 16
 - Windows 13
- printer information pages
 - Configuration page 42
 - Demo page 42
 - Supplies Status page 42
- printing
 - booklets 38
 - cancel 40
 - Configuration page 42
 - Demo page 42
 - manual feed 25

- multiple pages on a single sheet
 - of paper 37
- N-up 37
- on both sides of the paper
 - (manual) 32
- Supplies Status page 42
- watermarks 39
- problem solving
 - contacting HP support 66
 - demo page 65
 - finding the solution 64
 - print quality 65
 - printed page and expectations 65
 - printer setup 64
 - printer-computer communication 65
 - Ready light 64
 - status-light patterns 67
- product
 - features 2
 - overview 3
- R**
- recycling
 - HP printing supplies returns and environmental program 116
 - print cartridges 45
- redistributing toner 47
- regulatory statements
 - Canadian DOC regulations 119
 - declaration of conformity statements 118
 - environmental product stewardship program 115
 - FCC compliance 114
 - Korean EMI statement 119
 - laser statement for Finland 120
- removing a jammed page 86
- repacking the printer 108
- replace print cartridge 45
- replacement parts 97
- S**
- saving toner 99
- serial number 4
- service
 - agreements 107
- settings
 - print quality 31
- Settings tab (embedded Web server) 44
- skewed pages 77
- software
 - accessing Windows driver 13
 - Macintosh 15
 - printer drivers, Windows 13
 - problems 81
 - software license agreement 104
 - supported operating systems 12
 - Windows 11
- solving
 - blank pages 79
 - creases 85
 - curl 84
 - dropouts 82
 - feeding problems 77
 - garbled text 79
 - gray background 83
 - incomplete text 79
 - light or faded print 82
 - loose toner 83
 - Macintosh problems 74
 - misformed characters 84
 - missing graphics or text 79
 - page skew 84
 - poor graphics quality 80
 - printed page differs from onscreen page 79
 - printer software problems 81
 - skewed pages 77
 - toner scatter outline 85
 - toner smear 83
 - toner specks 82
 - vertical lines 83
 - vertical repetitive defects 84
 - wave 84
 - wrinkles 85
- special media
 - guidelines 23
- special paper
 - guidelines 23
- specifications
 - acoustics 112
 - electrical 111
 - environmental 112
 - media 19
 - physical 110
- status-light patterns 67
- straight-through output door 3
- straight-through output path 25, 34
- supplies
 - ordering 96
 - recycling 115
- Supplies Status page 42
- supplies, ordering 97
- support
 - Customer Care 105
 - maintenance agreements 107
- supported media 21
- supported operating systems 12
- SupportPack, HP 107
- switch, power 3
- T**
- technical support
 - maintenance agreements 107
- telephone numbers
 - support 105
- text
 - garbled 79
 - missing 79
- toner
 - cartridge. See print cartridge
 - conserving 99
 - loose toner 83
 - low 82
 - print cartridge door 3
 - redistributing 47
 - scatter outline 85
 - smear 83
 - specks 82
 - storing print cartridges 99
- tray 1
 - loading 24
 - location 3
- tray 2
 - loading 24
 - location 3
- tray 3 24
- troubleshooting. See problem solving
- two-sided printing
 - manual 32

U

USB connection 8

USB port

location 4

troubleshooting Macintosh 75

W

warranty

extended 107

license 104

print cartridge 103

product 102

watermarks, printing 39

Web server, embedded 43

Web sites

customer support 105

Material Safety Data Sheet
(MSDS) 117

ordering supplies 96

Windows

driver, accessing 13

driver, installing 13

© 2007 Hewlett-Packard Development Company, L.P.

www.hp.com



CB450-90906