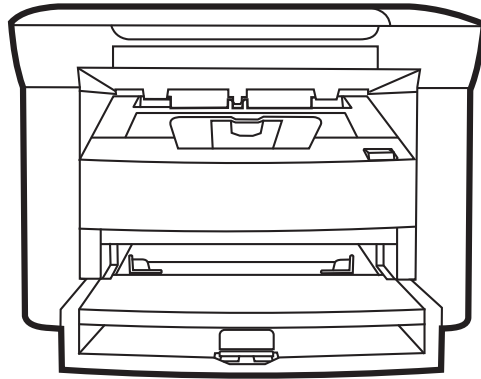




# LaserJet M1005 MFP

## User Guide



M1005



[www.hp.com/support/ljm1005](http://www.hp.com/support/ljm1005)





# HP LaserJet M1005 MFP

User Guide

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# 1 Device basics

- [Device features](#)
- [Device parts](#)

# Device features

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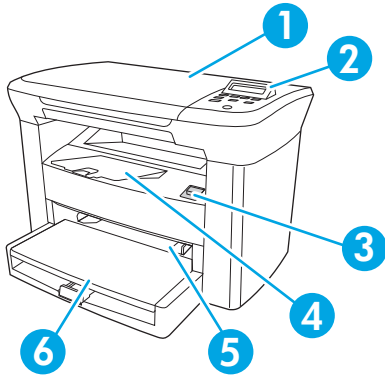
<b>Print</b>	<ul style="list-style-type: none"><li>• Prints letter-size pages at speeds up to 15 pages per minute (ppm) and A4-size pages at speeds up to 14 ppm</li><li>• Prints at 600 dots per inch (dpi) and FastRes 1200 dpi</li><li>• Includes adjustable settings to optimize print quality</li><li>• Average yield for the standard black print cartridge is 2000 pages in accordance with ISO/IEC 19752. Actual yield depends on specific use.</li></ul>
<b>Copy</b>	<ul style="list-style-type: none"><li>• Copies at 300 dots per inch (dpi)</li></ul> <p>For more information, see <a href="#">Copy on page 41</a>.</p>
<b>Memory</b>	<ul style="list-style-type: none"><li>• Includes 32-megabyte (MB) random-access memory (RAM)</li></ul>
<b>Paper handling</b>	<ul style="list-style-type: none"><li>• Priority input tray holds up to 10 pages</li><li>• Tray 1 holds up to 150 sheets of print media or 10 envelopes</li><li>• Output bin holds up to 100 sheets of print media</li></ul>
<b>Scan</b>	<ul style="list-style-type: none"><li>• Provides 1200 pixels per inch (ppi) full-color scanning</li></ul> <p>For more information, see <a href="#">Scan on page 55</a>.</p>
<b>Printer driver features</b>	<ul style="list-style-type: none"><li>• FastRes 1200 produces 1200-dots-per-inch (dpi) print quality for fast, high-quality printing of business text and graphics</li></ul>
<b>Interface connections</b>	<ul style="list-style-type: none"><li>• Includes a Hi-Speed USB 2.0 port</li></ul>
<b>Environmental features</b>	<ul style="list-style-type: none"><li>• ENERGY STAR®-qualified</li></ul>
<b>Economical printing</b>	<ul style="list-style-type: none"><li>• Provides N-up printing (printing more than one page on a sheet). See <a href="#">Printing multiple pages on one sheet of paper on page 32</a> or <a href="#">Printing multiple pages on one sheet of paper (Macintosh) on page 36</a>.</li><li>• Provides an EconoMode setting, which uses less toner</li></ul>
<b>Accessibility</b>	<ul style="list-style-type: none"><li>• Online user guide is compatible with text screen-readers.</li><li>• Print cartridges can be installed and removed by using one hand.</li><li>• All doors and covers can be opened by using one hand.</li></ul>

---

## Device parts

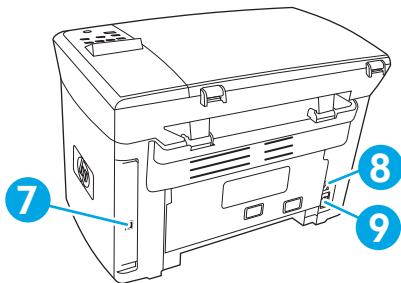
Before using the HP LaserJet M1005, familiarize yourself with the parts of the device.

### Front view



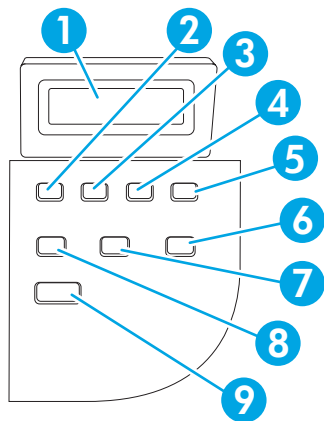
- 
- |   |                        |
|---|------------------------|
| 1 | Flatbed scanner cover  |
| 2 | Control panel          |
| 3 | Cartridge-door release |
| 4 | Output bin             |
| 5 | Priority input tray    |
| 6 | Tray 1                 |
- 

### Back view



- 
- |   |                       |
|---|-----------------------|
| 7 | Hi-Speed USB 2.0 port |
| 8 | Power switch          |
| 9 | Power receptacle      |
-

## Control panel



1	Control-panel display	<ul style="list-style-type: none"> <li>Shows status information, menus, and error messages</li> </ul>
2	Left arrow button	<ul style="list-style-type: none"> <li>Navigates to the previous item in the list, or decreases the value of numeric items. With some numeric items, pressing the button once decreases the value by 1, while pressing and holding the button decreases the value by 10.</li> </ul>
3	Menu/Enter/OK button	<ul style="list-style-type: none"> <li>Activates the control-panel menus</li> <li>Clears an error condition when the condition is clearable</li> <li>Saves the selected value for an item</li> <li>Performs the action that is associated with the item that is highlighted on the control-panel display</li> </ul>
4	Right arrow button	<ul style="list-style-type: none"> <li>Navigates to the next item in the list, or increases the value of numeric items. With some numeric items, pressing the button once increases the value by 1, while pressing and holding the button increases the value by 10.</li> </ul>
5	Cancel button	<ul style="list-style-type: none"> <li>Cancels the current print, copy, or scan job in process and expels all of the active pages from the paper path. The time that it takes to cancel the job depends on the size of the print job. (Press the button only once.) Also clears continuable errors that are associated with the canceled job.</li> <li>Exits the control-panel menus</li> </ul>
6	More Copy Settings button	<ul style="list-style-type: none"> <li>Provides access to copy settings for the current copy job</li> </ul>
7	Lighter/Darker button	<ul style="list-style-type: none"> <li>Provides access to copy contrast settings for the current copy job</li> </ul>
8	# Copies button	<ul style="list-style-type: none"> <li>Provides a way to change the number of copies printed for a the current copy job</li> </ul>
9	Start Copy button	<ul style="list-style-type: none"> <li>Starts a copy job</li> </ul>

---

## 2 Software

- [Minimum system requirements](#)
- [Supported operating systems](#)
- [Software installation](#)
- [Printer driver](#)
- [Software for Windows](#)
- [Software for Macintosh](#)

## Minimum system requirements

In order to install and use the device software, your computer must meet the following minimum requirements:

### Windows requirements

- Pentium II (233 MHz) processor
- 64 MB of RAM
- 35 MB of disk space
- SVGA 800x600 16-bit color monitor

### Macintosh requirements

- G3, G4, or G5 PowerPC processor
- 128 MB of RAM
- 30 to 50 MB of disk space

## Supported operating systems

The device comes with software for the following operating systems:

- Windows XP
- Windows 2000
- Windows Server 2003 (printer driver only)
- Mac OS X V10.3 and later

## Software installation

If the computer meets the recommended minimum requirements, the installation process includes the following software.

- HP LaserJet Scan software program and driver
- Readiris OCR (not installed with other software; separate installation is required)
- Printer drivers (Windows and Mac)
- TWAIN driver (Mac)

# Printer driver

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



**NOTE:** The most recent drivers are available at [www.hp.com](http://www.hp.com). Depending on the configuration of Windows-based computers, the installation program for the product software automatically checks the computer for Internet access in order to obtain the latest drivers.

## Printer-driver Help

Printer-driver Help is separate from program Help. The printer-driver help provides explanations for the buttons, check boxes, and drop-down lists that are in the printer driver. It also includes instructions for performing common printing tasks, such as printing on both sides, printing multiple pages on one sheet, and printing the first page or covers on different paper.

Activate the printer-driver Help screens in one of the following ways:

Windows	Macintosh
<ul style="list-style-type: none"><li>In the printer driver <b>Properties</b> dialog box, click the <b>Help</b> button.</li><li>Press the <b>F1</b> key on the computer keyboard.</li><li>Click the question-mark symbol in the upper-right corner of the printer driver.</li><li>Right-click on any item in the driver, and then click <b>What's This?</b>.</li></ul>	<ul style="list-style-type: none"><li>In the <b>Print</b> dialog box, click the <b>?</b> button.</li></ul>

## Changing printer-driver settings

Use one of the following methods to open the printer drivers from the computer in order to change settings:

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, select a specific media type or size by default)	To change the configuration settings (for example, enable or disable manual duplexing)
Windows 2000, XP, and Server 2003	<ol style="list-style-type: none"> <li>1. On the <b>File</b> menu in the software program, click <b>Print</b>.</li> <li>2. Select the name of the printer, and then click <b>Properties</b> or <b>Preferences</b>.</li> </ol> <p>The steps can vary; this procedure is most common.</p>	<ol style="list-style-type: none"> <li>1. Click <b>Start</b>, click <b>Settings</b>, and then click <b>Printers</b> or <b>Printers and Faxes</b>.</li> <li>2. Right-click the printer icon, and then select <b>Printing Preferences</b>.</li> </ol>	<ol style="list-style-type: none"> <li>1. Click <b>Start</b>, click <b>Settings</b>, and then click <b>Printers</b> or <b>Printers and Faxes</b>.</li> <li>2. Right-click the printer icon, and then select <b>Properties</b>.</li> <li>3. Click the <b>Device Settings</b> tab.</li> </ol>
Mac OS X V10.3 and Mac OS X V10.4	<ol style="list-style-type: none"> <li>1. On the <b>File</b> menu, click <b>Print</b>.</li> <li>2. Change the settings that you want on the various pop-up menus.</li> </ol>	<ol style="list-style-type: none"> <li>1. On the <b>File</b> menu, click <b>Print</b>.</li> <li>2. Change the settings that you want on the various pop-up menus.</li> <li>3. On the <b>Presets</b> pop-up menu, click <b>Save as</b> and type a name for the preset.</li> </ol> <p>These settings are saved in the <b>Presets</b> menu. To use the new settings, you must select the saved preset option every time you open a program and print.</p>	<ol style="list-style-type: none"> <li>1. Open <b>Printer Setup Utility</b> by selecting the hard drive, clicking <b>Applications</b>, clicking <b>Utilities</b>, then double-clicking <b>Printer Setup Utility</b>.</li> <li>2. Click on the print queue.</li> <li>3. On the <b>Printers</b> menu, click <b>Show Info</b>.</li> <li>4. Click the <b>Installable Options</b> menu.</li> </ol>

## Software for Windows

See the getting started guide for installation instructions, and see the Readme file for the latest software information.

### HP LaserJet Scan software

The software CD includes the HP LaserJet Scan software. See the Readme file that is provided on the CD for additional included software and for supported languages.

### Installing Windows device software

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, click **Run**, type `Z:\setup` (where Z is your CD drive letter), and click **OK**.

---

### Uninstalling Windows device software

1. Click **Start**, and then click **All Programs**.
2. Click **HP**, and then click **HP LaserJet M1005 MFP**.
3. Click **Uninstall HP LaserJet M1005 MFP**, and then follow the onscreen instructions to remove the software.

## Software for Macintosh

This section describes how to install Macintosh printing system software.

### Installing Macintosh device software

1. Connect a USB cable between the USB port on the printer and the USB port on the computer. Use a standard 2-meter (6.56-foot) USB cable.
2. Insert the printer CD into the CD-ROM drive and run the installer.  
The Printer Setup Utility should automatically launch. If it does not launch, continue to the next step.
3. Double-click the hard drive icon on the desktop.
4. Open the **Applications** folder, and then open the **Utilities** folder.
5. Double-click **Printer Setup Utility**, and then follow the onscreen instructions to install the software.

### Uninstalling Macintosh device software

1. Double-click the hard drive icon on the desktop.
2. Open the **Applications** folder, and then open the **Utilities** folder.
3. Double-click **Printer Setup Utility**.
4. In the Printer Setup Utility, select the device, and then click **Delete** on the toolbar.



---

## 3 Media specifications


- [General guidelines](#)
- [Choosing paper and other media](#)
- [Guidelines for using media](#)
- [Supported media weights and sizes](#)
- [Printing and storage environment](#)

## General guidelines

Some media might meet all of the guidelines in this manual and still not produce satisfactory results. This problem might be the result of improper handling, unacceptable temperature and humidity levels, or other variables over which HP has no control.

Before purchasing large quantities of print media, always test a sample and make sure that the print media meets the requirements specified in this user guide and in the *HP LaserJet Printer Family Print Media Guide*, which you can view on the Web at [www.hp.com/support/ljpaperguide](http://www.hp.com/support/ljpaperguide). For ordering information, see [Accessories and ordering information on page 101](#).

---

 **CAUTION:** Using media that does not meet HP specifications can cause problems for the device, requiring repair. This repair is not covered by the HP warranty or service agreements.

---


The device accepts a variety of media, such as cut-sheet paper (including up to 100% recycled-fiber-content paper), envelopes, labels, transparencies, LaserJet glossy paper, HP LaserJet Tough paper, and custom-size paper. Properties such as weight, composition, grain, and moisture content are important factors that affect performance and output quality. Media that does not meet the guidelines outlined in this manual can cause the following problems:

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

## Choosing paper and other media

Properties such as weight, grain, and moisture content are important factors that affect performance and quality. To achieve the best possible print quality, only use high-quality media that is designed for laser printers. See [Guidelines for using media on page 16](#) for detailed paper and media specifications.

---

 **NOTE:** Always test a sample of the media before you purchase large quantities. Your media supplier should understand the requirements specified in the *HP LaserJet Printer Family Print Media Guide* (HP part number 5963-7863). See [Guidelines for using media on page 16](#) for more information.

---

## HP media

HP recommends that you use HP LaserJet media in the device.

## Media to avoid

The device can handle many types of media. Using media that is outside the specifications degrades print quality and increases the chance of jams occurring.

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

## Media that can damage the device

In rare circumstances media can damage the device. Avoid the following types of media to prevent possible damage:

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

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

## Guidelines for using media

The following sections provide guidelines and instructions for printing on transparencies, envelopes, and other special media. Guidelines and specifications are included to help you select media that optimizes print quality and avoid media that can cause jams or damage the device.

### Paper

For best results, use conventional 80-g/m<sup>2</sup> or 20-lb paper. Make sure that the paper is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, and curled or bent edges.

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

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

Symptom	Problem with paper	Solution
Poor print quality or toner adhesion Problems with feeding	Too moist, too rough, too smooth, or embossed	Try another kind of paper that has a smoothness rating of 100-250 Sheffield and has 4-6 % moisture content.  Check the device and make sure that the appropriate media type has been selected.
Dropouts, jamming, or curl	Stored improperly	Store paper flat in its moisture-proof wrapping.
Increased gray background shading	Might be too heavy	Use lighter paper.
Excessive curl Problems with feeding	Too moist, wrong grain direction, or short-grain construction	Use long-grain paper.  Check the device and make sure that the appropriate media type has been selected.
Jamming or damage to device	Cutouts or perforations	Do not use paper with cutouts or perforations.
Problems with feeding	Ragged edges	Use good quality paper.



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

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

Do not use raised letterhead.

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


## Colored paper

- Colored paper should be of the same high quality as white xerographic paper.
- Pigments used must be able to withstand the fuser temperature of 200°C (392°F) for 0.1 second without deterioration.
- Do not use paper with a colored coating that was added after the paper was produced.

## Custom-size media

Use the main input tray for multiple sheets. See [Supported media weights and sizes on page 21](#) for the supported media sizes.

---


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

---

## Labels

HP recommends that you print labels from the priority input tray. See [Loading media on page 24](#) for more information.

---

 **CAUTION:** Do not feed a sheet of labels through the device more than once. The adhesive degrades and might damage the device.

---

## Label construction


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

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

## Transparencies

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

---

 **CAUTION:** You can print transparencies from the 150-sheet tray (tray 1). However, do not load more than 75 transparencies at one time into the tray.

---

## Envelopes

HP recommends that you print envelopes from the priority input tray. See [Loading media on page 24](#) for more information.

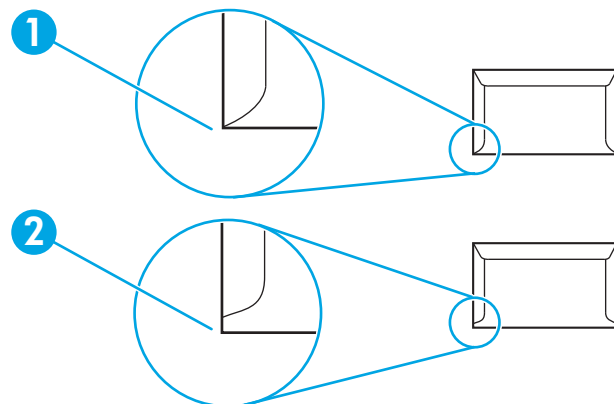
### Envelope construction

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

- **Weight:** The weight of the envelope paper should not exceed 90 g/m<sup>2</sup> (24 lb), or jamming might result.
- **Construction:** Before printing, envelopes should lie flat with less than 6 mm (0.25 inch) of curl, and should not contain air. Envelopes that trap air can cause problems. Do not use envelopes that contain clasps, snaps, tie strings, transparent windows, holes, perforations, cutouts, synthetic materials, stamping, or embossing. Do not use envelopes with adhesives that require pressure to seal them.
- **Condition:** Make sure that the envelopes are not wrinkled, nicked, or otherwise damaged. Make sure that the envelopes do not have any exposed adhesive.

### Envelopes with double-side seams

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



1	Acceptable envelope construction
2	Unacceptable envelope construction

## Envelopes with adhesive strips or flaps

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

## Envelope storage

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

## Card stock and heavy media

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

For optimum performance, do not use paper heavier than 157 g/m<sup>2</sup> (42 lb). Paper that is too heavy might cause misfeeds, stacking problems, jams, poor toner fusing, poor print quality, or excessive mechanical wear.



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

In either the software program or the printer driver, select **Heavy** (106 g/m<sup>2</sup> to 163 g/m<sup>2</sup>; 28- to 43-lb bond) or **Cardstock** (135 g/m<sup>2</sup> to 216 g/m<sup>2</sup>; 50- to 80-lb cover) as the media type, or print from a tray that is configured for heavy paper. Because this setting affects all print jobs, it is important to return the device back to its original settings after the job has printed.

## Card stock construction

- **Smoothness:** 135-157 g/m<sup>2</sup> (36-42 lb) card stock should have a smoothness rating of 100-180 Sheffield. 60-135 g/m<sup>2</sup> (16-36 lb) card stock should have a smoothness rating of 100-250 Sheffield.
- **Construction:** Card stock should lie flat with less than 5 mm (0.2 inch) of curl.
- **Condition:** Make sure that the card stock is not wrinkled, nicked, or otherwise damaged.

## Card stock guidelines

- Set margins at least 2 mm (0.08 inch) away from the edges.
- Use tray 1 for card stock (135 g/m<sup>2</sup> to 216 g/m<sup>2</sup>; 50- to 80-lb cover).

## Letterhead and preprinted forms

Letterhead is premium paper that often has a watermark, sometimes uses cotton fiber, and is available in a wide range of colors and finishes with matching envelopes. Preprinted forms can be made of a broad spectrum of paper types ranging from recycled to premium.

Many manufacturers now design these grades of paper with properties optimized for laser printing and advertise the paper as laser compatible or laser guaranteed. Some of the rougher surface finishes, such as cockle, laid, or linen, might require the special fuser modes that are available on some printer models to achieve adequate toner adhesion.



---

**NOTE:** Some page-to-page variation is normal when printing with laser printers. This variation cannot be observed when printing on plain paper. However, this variation is obvious when printing on preprinted forms because the lines and boxes are already placed on the page.

---

To avoid problems when using preprinted forms, embossed paper, and letterhead, observe the following guidelines:

- Avoid using low-temperature inks (the kind used with some types of thermography).
- Use preprinted forms and letterhead paper that have been printed by offset lithography or engraving.
- Use forms that have been created with heat-resistant inks that will not melt, vaporize, or release emissions when heated to 200°C (392°F) for 0.1 second. Typically, oxidation-set or oil-based inks meet this requirement.
- When the form is preprinted, be careful not to change the moisture content of the paper, and do not use materials that change the paper's electrical or handling properties. Seal the forms in moisture-proof wrap to prevent moisture changes during storage.
- Avoid processing preprinted forms that have a finish or coating.
- Avoid using heavily embossed or raised-letterhead papers.
- Avoid papers that have heavily textured surfaces.
- Avoid using offset powders or other materials that prevent printed forms from sticking together.



---

**NOTE:** To print a single-page cover letter on letterhead, followed by a multiple-page document, feed the letterhead face up in the priority input tray, and load the standard paper in the main input tray (tray 1). The device automatically prints from the priority input tray first.

---

## Supported media weights and sizes

For optimum results, use conventional 80 to 90 g/m<sup>2</sup> (20 to 24 lb) photocopy paper. Verify that the paper is of good quality and is free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, curls, and bent edges.



**NOTE:** The device supports a wide range of standard and custom sizes of print media. The capacity of trays and bins can vary depending on media weight and thickness and on environmental conditions. Use only transparencies that are designed for use with HP LaserJet printers. Inkjet and monochrome transparencies are not supported for the device.

**Table 3-1 Priority input tray specifications**

Media	Dimensions <sup>1</sup>	Weight	Capacity <sup>2</sup>
Paper	Minimum: 89 x 44 mm (3.5 x 1.75 inches) Maximum: 216 x 356 mm (8.5 x 14 inches)	42 to 260 g/m <sup>2</sup> (11 to 69 lb)	Up to 10 sheets of 80 g/m <sup>2</sup> or 20 lb paper
HP Cover paper <sup>3</sup>	Same as the preceding listed minimum and maximum sizes	203 g/m <sup>2</sup> (75 lb cover)	1 sheet
Transparencies and opaque film		Thickness: 0.10 to 0.13 mm (3.9 to 5.1 mils)	1 transparency
Labels <sup>4</sup>		Thickness: up to 0.23 mm (up to 9 mils)	1 sheet of labels
Envelopes		Up to 90 g/m <sup>2</sup> (16 to 24 lb)	Up to 10

<sup>1</sup> The device supports a wide range of standard and custom sizes of print media. Check the printer driver for supported sizes.

<sup>2</sup> Capacity can vary depending on media weight and thickness, and environmental conditions.

<sup>3</sup> HP does not guarantee results when printing with other types of heavy paper.

<sup>4</sup> Smoothness: 100 to 250 (Sheffield).

**Table 3-2 Tray 1 specifications**

Media	Dimensions <sup>1</sup>	Weight	Capacity <sup>2</sup>
Minimum size	76 x 127 mm (3 x 5 inches)	60 to 163 g/m <sup>2</sup> (16 to 43 lb)	150 sheets of 80 g/m <sup>2</sup> (20 lb) paper
Maximum size	216 x 356 mm (8.5 x 14 inches)		
Letter	216 x 279 mm (8.5 x 11 inches)		
A4	210 x 297 mm (8.3 x 11.7 inches)		
Legal	216 x 356 mm (8.5 x 14 inches)		
A5	148 x 210 mm (5.8 x 8.3 inches)		
B5 (ISO)	176 x 250 mm (6.9 x 9.9 inches)		
B5 (JIS)	182 x 257 mm (7.2 x 10 inches)		
Executive	191 x 267 mm (7.3 x 10.5 inches)		
8.5 x 13 inches	216 x 330 mm (8.5 x 13 inches)		

<sup>1</sup> The device supports a wide range of standard sizes of print media. Check the printer driver for supported sizes.

<sup>2</sup> Capacity can vary depending on the media weight and thickness, and environmental conditions.

## Printing and storage environment

Ideally, the printing and media-storage environment should be at or near room temperature, and not too dry or too humid. Remember that paper absorbs and loses moisture rapidly.

Heat works with humidity to damage paper. Heat causes the moisture in paper to evaporate, while cold causes it to condense on the sheets. Heating systems and air conditioners remove most of the humidity from a room. As paper is opened and used, it loses moisture, causing streaks and smudging. Humid weather or water coolers can cause the humidity to increase in a room. As paper is opened and used it absorbs any excess moisture, causing light print and dropouts. Also, as paper loses and gains moisture it can distort. This issue can cause jams.

As a result, paper storage and handling are as important as the paper-making process itself. Paper storage environmental conditions directly affect the feed operation and print quality.

Care should be taken not to purchase more paper than can be easily used in a short time (about three months). Paper stored for long periods can experience heat and moisture extremes, which can cause damage. Planning is important to prevent damage to a large supply of paper.

Unopened paper in sealed reams can remain stable for several months before use. Opened packages of paper have more potential for environmental damage, especially if they are not wrapped with a moisture-proof barrier.

The media-storage environment should be maintained to ensure optimum performance. The required condition is 20° to 24°C (68° to 75°F), with a relative humidity of 45% to 55%. The following guidelines are helpful when evaluating the storage environment:

- Print media should be stored at or near room temperature.
- The air should not be too dry or too humid.
- The best way to store an opened ream of paper is to rewrap it tightly in its moisture-proof wrapping. If the device environment is subject to extremes, unwrap only the amount of paper to be used during the day's operation to prevent unwanted moisture changes.
- Avoid storing paper and print media near heating and air conditioning vents or near windows and doors that are frequently open.

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## 4 Using the device

- [Loading media](#)
- [Controlling print jobs](#)
- [Using the device control panel](#)

## Loading media

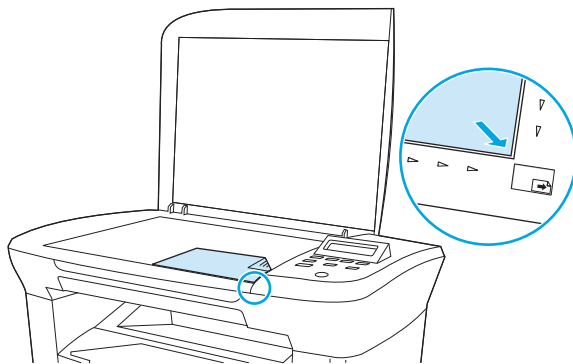
The following sections describe how to load media into the different input trays.

**⚠ CAUTION:** Printing on wrinkled, folded, or damaged media can cause jams. See [Guidelines for using media on page 16](#) for more information.

### Loading documents to copy or scan

Use these instructions to load originals into the device for scanning.

1. Lift the flatbed scanner cover.
2. Place the original document face-down on the flatbed scanner with the upper-left corner of the document at the lower-right corner of the glass.

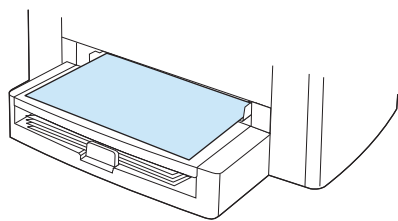


3. Gently close the lid.

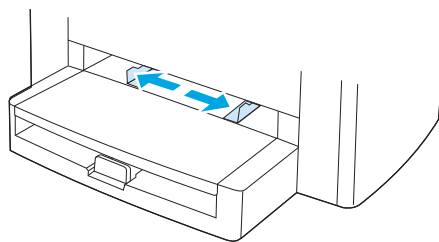
The document is ready to be copied or scanned.

### Loading input trays

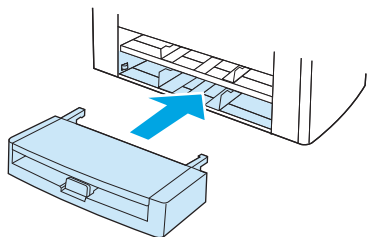
#### Priority input tray



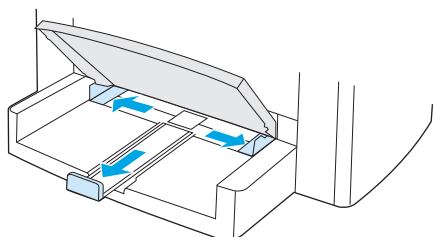
The priority input tray on the HP LaserJet M1005 MFP holds up to 10 sheets of media up to 80 g/m<sup>2</sup> (20 lb) in weight or one envelope, transparency, or card. Load media with the top forward and the side to be printed facing up. To prevent jams and skewing, always adjust the side media guides before feeding the media.




## Main input tray (tray 1)



The main input tray holds up to 150 pages of 80 g/m<sup>2</sup> or 20 lb paper or fewer pages of heavier media (15 mm (0.6 in) or less stack height). Load media with the top forward and the side to be printed facing down. To prevent jams and skewing, always adjust the side and rear media guides.



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 **NOTE:** When you add new media, make sure that you remove all of the media from the input tray and straighten the stack of new media. This helps to prevent multiple sheets of media from feeding into the device, which can cause jams.

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## Controlling print jobs

This section provides basic printing instructions. When making changes to printing settings, follow the hierarchy of how changes are prioritized.



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

### Print-settings priorities

When making changes to printing settings, follow the hierarchy of how changes are prioritized. (Note that the names of commands and dialog boxes might vary depending on your software program.)

- **Page Setup dialog box:** This dialog box opens when you click **Page Setup** or a similar command on the **File** menu in your software program. This dialog box is part of the program in which you are working. **Settings that are changed here override settings that are changed anywhere else.**
- **Print dialog box:** This dialog box opens when you click **Print**, **Print Setup**, or a similar command on the **File** menu in your software program. It is also part of the program, but it has a lower priority than the **Page Setup** dialog box. Settings that are changed in the **Print** dialog box *do not* override settings that are changed in the **Page Setup** dialog box. Settings that are changed here *do* override settings that are changed in the printer driver.
- **Printer driver:** The printer driver opens when you click **Properties** in the **Print** dialog box. Settings that are changed here *do not* override settings that are changed anywhere else. (For Macintosh, the printer driver settings are integrated into the **Print** dialog box.)

### Selecting a source

You can print by source (tray) or by type or size. To print by source, follow these steps. For Macintosh operating systems, types and sizes are grouped together under the **Paper Source** pop-up menu.

- **Windows:** In the **Print** dialog box in your software program, select the Source (tray), if possible. Otherwise, select a tray from the **Source is** field from the **Paper** tab in your printer driver.
- **Mac OS X V10.3 and later:** From the **Print** dialog box, select the tray or type of media on the **Paper** pop-up menu.

### Selecting a type or size

You can print by source (tray) or by type or size. If you are printing on special print media, such as heavy paper, it is important to print by type to achieve good results. To print by type or size, follow these steps. For Macintosh operating systems, types and sizes are all grouped together under the **Paper Source** pop-up menu.

- **Windows:** In the printer driver, select a type in the **Type is** field of the **Paper** tab. Or, select a size from the **Size is** field. For some paper, such as letterhead, you select both a type and size.
- **Mac OS X V10.3 and later:** In the **Print** dialog box, select the tray or type of media on the **Paper** pop-up menu.

# Using the device control panel

You can configure settings at the control panel.

## Changing the control-panel display language

Use this procedure to print reports or to show messages on the device control-panel display in a language other than the default for your country/region.

1. Press **Menu/Enter**.
2. Use the < or the > button to select **System setup**, and then press **Menu/Enter**.
3. Use the < or the > button to select **Language**, and then press **Menu/Enter**.
4. Use the < or the > button to select the language that you want.
5. Press **Menu/Enter** to save the selection.

## Changing the default media size and type

Set the size and type of media that you usually load in the input tray. The device uses these settings for copying and printing.

### To change the default media size

1. Press **Menu/Enter**.
2. Use the < or the > button to select **System setup**, and then press **Menu/Enter**.
3. Use the < or the > button to select **Paper setup**, and then press **Menu/Enter**.
4. Use the < or the > button to select **Def. paper size**, and then press **Menu/Enter**.
5. Use the < or the > button to select the size.
6. Press **Menu/Enter** to save the selection.

## To change the default media type

1. Press **Menu/Enter**.
2. Use the **<** or the **>** button to select **System setup**, and then press **Menu/Enter**.
3. Use the **<** or the **>** button to select **Paper setup**, and then press **Menu/Enter**.
4. Use the **<** or the **>** button to select **Def. paper type**, and then press **Menu/Enter**.
5. Use the **<** or the **>** button to select the type.
6. Press **Menu/Enter** to save the selection.

---

# 5 Printing

This section provides information about common printing tasks.

- [Using features in the Windows printer driver](#)
- [Using features in the Macintosh printer driver](#)
- [Printing on special media](#)
- [Using archive print](#)
- [Canceling a print job](#)

## Using features in the Windows printer driver

When you print from a software program, many of the product features are available from the printer driver. For complete information about the features that are available in the printer driver, see the printer-driver Help. The following features are described in this section:

- [Creating and using quick sets](#)
- [Creating and using watermarks](#)
- [Resizing documents](#)
- [Setting a custom paper size from the printer driver](#)
- [Using different paper and printing covers](#)
- [Printing a blank first page or last page](#)
- [Printing multiple pages on one sheet of paper](#)
- [Printing on both sides](#)



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**NOTE:** Settings in the printer driver and software program generally override control-panel settings. Software-program settings generally override printer-driver settings.

---

### Creating and using quick sets

Use quick sets to save the current driver settings for reuse. For example, you can save the page-orientation, print-on-both-sides, and paper-source settings in a quick set. Quick sets are available on most printer-driver tabs. You can save up to 10 Print Task Quick Sets.



---

**NOTE:** The printer driver might report that 10 Print Task Quick Sets have been defined when fewer than 10 are visible. Some predefined Print Task Quick Sets, which do not apply to your product, might be included and are counted in the total number.

---

#### To create a quick set

1. Open the printer driver (see [Changing printer-driver settings on page 9](#)).
2. Select the print settings that you want to use.
3. In the **Quick Sets** box, type a name for the selected settings (for example "Quarterly Report" or "My Project Status").
4. Click **Save**.

#### To use quick sets

1. Open the printer driver (see [Changing printer-driver settings on page 9](#)).
2. Select the quick set that you want to use from the **Quick Sets** drop-down list.
3. Click **OK**. The product is now set to print according to the saved settings in the quick set.



---

**NOTE:** To restore printer-driver default settings, select **Default Print Settings** from the **Quick Sets** drop-down list.

---

## Creating and using watermarks

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

### To use an existing watermark

1. Open the printer driver (see [Changing printer-driver settings on page 9](#)).
2. From the **Effects** tab, click the **Watermarks** drop-down list.
3. Click the watermark that you want to use.
4. If you want the watermark to appear only on the first page of the document, click **First Page Only**.
5. Click **OK**. The product is now set to print the watermark that you have selected.

To remove the watermark, click **(none)** in the **Watermarks** drop-down list.

## Resizing documents

Use the document resizing options to scale a document to a percentage of its normal size. You can also choose to print a document on a different size paper, with or without scaling.

### To reduce or enlarge a document

1. Open the printer driver (see [Changing printer-driver settings on page 9](#)).
2. On the **Effects** tab, next to **% of normal size**, type the percentage by which you want to reduce or enlarge your document.

You can also use the scroll bar to adjust the reduce or enlarge percentage.

3. Click **OK**. The product is now set to scale the document to the reduce or enlarge percentage that you selected.

### To print a document onto a different paper size

1. Open the printer driver (see [Changing printer-driver settings on page 9](#)).
2. On the **Effects** tab, click **Print Document On**.
3. Select the target paper size to print on.
4. To print the document on the target paper size without scaling it to fit, make sure that the **Scale to Fit** option is *not* selected.
5. Click **OK**. The product is now set to print the document as you specified.

## Setting a custom paper size from the printer driver

### To set a custom paper size

1. Open the printer driver (see [Changing printer-driver settings on page 9](#)).
2. On the **Paper/Quality** tab, click **Custom**.
3. On the **Custom Paper Size** window, type the name of the custom paper size.
4. Type the paper-size length and width. If you type a size that is too small or too large, the driver automatically adjusts the size to the minimum or maximum size that is allowed.
5. If necessary, click the button to change the unit of measure between millimeters and inches.
6. Click **Save**.
7. Click **Close**. The product is now set to print the document on the custom-size paper that you selected. The name that you saved appears in the paper-size list for future use.

## Using different paper and printing covers

Follow these instructions for printing a first page that is different from other pages in the print job.

1. Open the printer driver (see [Changing printer-driver settings on page 9](#)).
2. On the **Paper/Quality** tab, select the appropriate paper for the first page of the print job.
3. Click **Use different paper**.
4. In the list box, click the pages or covers that you want to print on different paper.
5. To print front or back covers, you must also select **Add Blank or Preprinted Cover**.

**-or-**

Select the appropriate paper type or source for the other pages of the print job. The product is now set to print the document on the paper that you selected.



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**NOTE:** The paper size must be the same for all pages of the print job.

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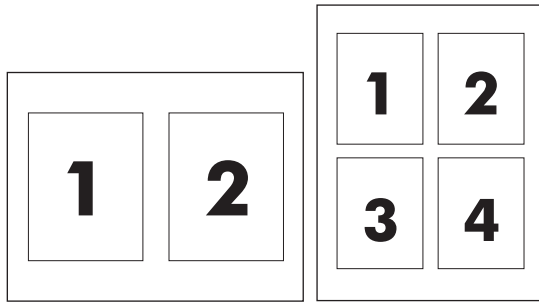
## Printing a blank first page or last page

1. Open the printer driver (see [Changing printer-driver settings on page 9](#)).
2. On the **Paper/Quality** tab, click **Use different paper**.
3. In the list box, click **Front Cover** or **Back Cover**.
4. Click **Add Blank or Preprinted Cover**.

## Printing multiple pages on one sheet of paper

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

To print more than one page on a sheet of paper, look for a layout or pages-per-sheet option in the driver. (This is sometimes called 2-up, 4-up, or n-up printing.)




1. Open the printer driver (see [Changing printer-driver settings on page 9](#)).
2. Click the **Finishing** tab.
3. In the section for **Document Options**, select the number of pages that you want to print on each sheet (1, 2, 4, 6, 9, or 16).
4. If the number of pages is greater than 1, select the correct options for **Print Page Borders** and **Page Order**.
  - Click **Print Page Borders** if you want to print a border around each page on the sheet.
  - Click **Page Order** to select the order and placement of the pages on the sheet.
5. Click **OK**. The product is now set to print the number of pages per sheet that you have selected.

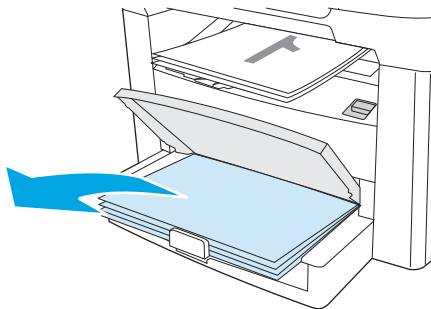
## Printing on both sides

 **NOTE:** The printer driver also contains instructions and graphics for manually duplexing.

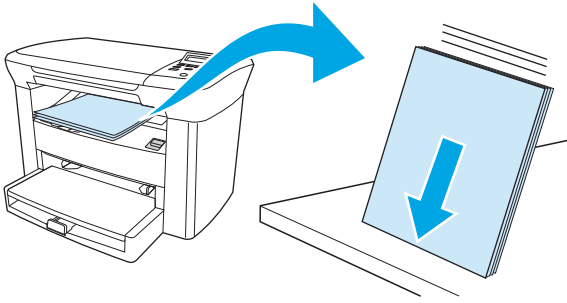
1. In the software program, open the device properties (printer driver).
2. On the **Finishing** tab, select **Print on Both Sides (Manually)**.

 **NOTE:** If the **Print on Both Sides** option is dimmed or unavailable, open the device properties (printer driver). On the **Device Settings** tab or the **Configure** tab, select **Allow Manual Duplexing**, and then click **OK**. Repeat steps 1 and 2.

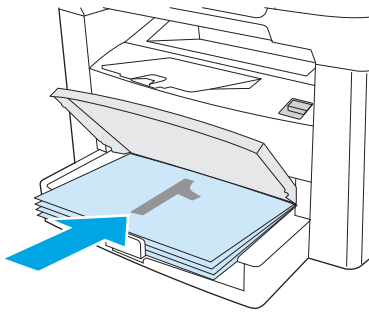
3. Print the document.
4. After one side has been printed, remove the remaining media from the input tray, and set it aside until after you finish your manual duplexing job.



5. Without changing the orientation, remove the printed stack from the output bin, and then straighten the stack.



6. Maintaining the same orientation, place the stack of media in the input tray again. The printed side should be facing down with the top edge feeding into the device first.



7. On the device control panel, click **OK** and wait for the second side to print.

## Using features in the Macintosh printer driver

When you print from a software program, many of the features are available from the printer driver. For complete information about the features that are available in the printer driver, see the printer-driver Help. The following features are described in this section:

- [Creating and using presets](#)
- [Printing a cover page \(Macintosh\)](#)
- [Printing multiple pages on one sheet of paper \(Macintosh\)](#)
- [Printing on both sides \(Macintosh\)](#)



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**NOTE:** Settings in the printer driver and software program generally override control-panel settings. Software-program settings generally override printer-driver settings.

---

### Creating and using presets

Use presets to save the current driver settings for reuse. For example, you can save the page orientation, print-on-both-sides feature, and paper-type settings in a preset.

#### To create a preset

1. Open the printer driver (see [Changing printer-driver settings on page 9](#)).
2. Select the print settings that you want to use.
3. In the **Presets** box, click **Save As...**, and type a name for the preset (for example "Quarterly Report" or "My Project Status").
4. Click **OK**.

#### To use presets

1. Open the printer driver (see [Changing printer-driver settings on page 9](#)).
2. In the **Presets** menu, select the preset that you want to use.



---

**NOTE:** To restore printer-driver default settings, select **Standard** from the **Presets** pop-up menu.

---

## Printing a cover page (Macintosh)

If you want to, you can print a separate cover page for your document that includes a message (such as “Confidential”).

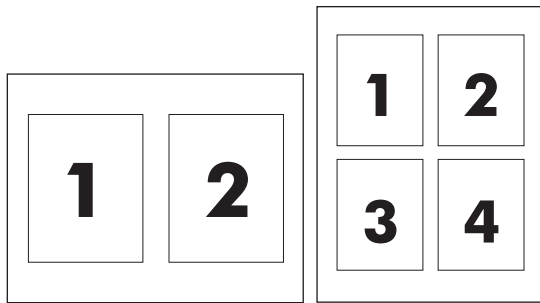
1. Open the printer driver (see [Changing printer-driver settings on page 9](#)).
2. On the **Cover Page** pop-up menu, select whether to print the cover page **Before Document** or **After Document**.
3. If you are using Mac OS X V10.3 or Mac OS X V10.4, in the **Cover Page Type** pop-up menu, select the message that you want to print on the cover page.



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

## Printing multiple pages on one sheet of paper (Macintosh)

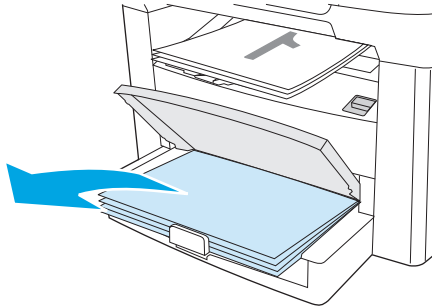
You can print more than one page on a single sheet of paper. This feature provides a cost-effective way to print draft pages.



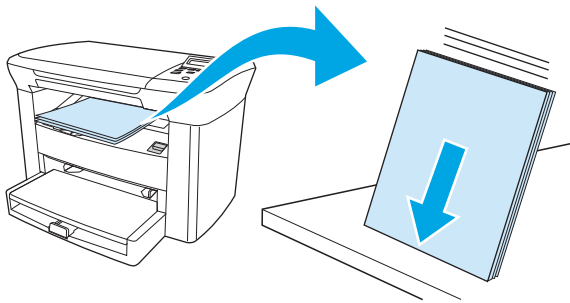
1. Open the printer driver (see [Changing printer-driver settings on page 9](#)).
2. Click the **Layout** pop-up menu.
3. Next to **Pages per Sheet**, select the number of pages that you want to print on each sheet (1, 2, 4, 6, 9, or 16).
4. If the number of pages is greater than 1, next to **Layout Direction**, select the order and placement of the pages on the sheet.
5. Next to **Borders**, select the type of border to print around each page on the sheet.

## Printing on both sides (Macintosh)

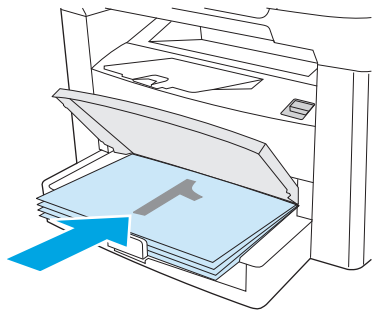
1. On the **Print** dialog, select **Manual Duplex**.
2. In the **Manual Duplex** area, select **Print on Both Sides (Manually)**.
3. Print the document.
4. After one side has been printed, remove the remaining media from the input tray, and set it aside until after you finish your manual duplexing job.



5. Without changing the orientation, remove the printed stack from the output bin, and then straighten the stack.



6. Maintaining the same orientation, place the stack of media in the input tray again. The printed side should be facing down with the top edge feeding into the device first.

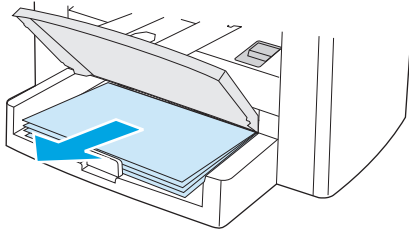


7. On the device control-panel, click **OK** and wait for the second side to print.

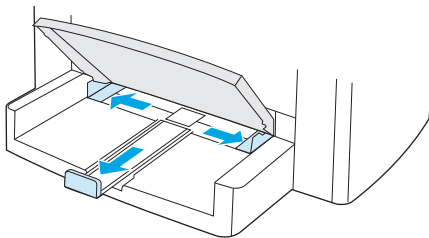
## Printing on special media

Make sure that the paper or print media that you are using meets HP specifications. See [Media specifications on page 13](#). Generally, smoother paper provides better results.

1. Open the media input tray and remove any media.



2. Load the media. Make sure that the top of the media is forward and the side to be printed on is facing up.
3. Adjust the media guides to the length and width of the media.



4. For Windows printer drivers, on the **Paper** tab or the **Paper/Quality** tab, select your media type from the **Type is:** drop-down list.

For Macintosh printer drivers, on the **Paper/Quality** tab or the **Paper** tab (the **Paper Type/Quality** tab for some Macintosh drivers), select your media type.

---

**CAUTION:** Be sure to set the correct media type in the device settings. The device adjusts the fuser temperature according to the media type setting. When printing on special media such as transparencies or labels, this adjustment prevents the fuser from damaging the media as it passes through the device.

---

5. Print the document.

## Using archive print

Archive print produces output that reduces toner smearing and dusting. Use archive print to create documents that you want to preserve.

1. On the device control panel, press **Menu/Enter**.
2. Use the **<** or the **>** button to select **Service**, and then press **Menu/Enter**.
3. Use the **<** or the **>** button to select **Archive print**, select **On** or **Off**, and then press **Menu/Enter**.

## Canceling a print job

If a print job is currently printing, you can cancel it by pressing **Cancel** on the device control panel.

---

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

---

You can also cancel a print job from a software program or a print queue.

To stop the print job immediately, remove the remaining print media from the device. After printing stops, use one of the following options:

- **Device control panel:** To cancel the print job, press and release **Cancel** on the control panel.
- **Software program:** Typically, a dialog box appears briefly on the computer screen, allowing you to cancel the print job.
- **Windows print queue:** If a print job is waiting in a print queue (computer memory) or print spooler, delete the job there.
  - **Windows 2000:** Go to the **Printer** dialog box. Click **Start**, click **Settings**, and then click **Printers**. Double-click the device icon to open the window, select your print job, and then click **Delete**.
  - **Windows XP:** Click **Start**, and then click **Printers and Faxes**. Double-click the icon for the device to open the window, right-click the print job that you want to cancel, and then click **Cancel**.
- **Macintosh print queue:** Open the print queue by double-clicking the device icon in the dock. Then highlight the print job and click **Delete**.



---

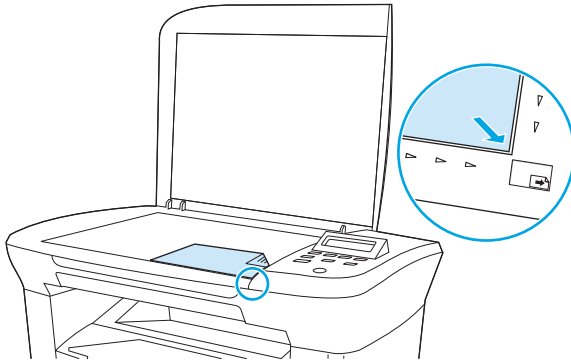
# 6 Copy

- [Starting a copy job](#)
- [Canceling a copy job](#)
- [Adjusting the copy quality](#)
- [Adjusting the lighter/darker \(contrast\) setting](#)
- [Reducing or enlarging copies](#)
- [Changing the number of copies](#)
- [Copying onto media of different types and sizes](#)
- [Copying two-sided documents](#)
- [Copying photos and books](#)
- [Viewing copy settings](#)

## Starting a copy job

To make copies with the device, use the following instructions.

1. Lift the scanner lid, and then load your document face-down (one page at a time) with the upper-left corner of the document located in the lower-right corner of the scanner glass.



2. Press **Start Copy** on the device control panel to start copying.
3. Repeat the process for each copy.

For more detailed instructions about loading documents to copy, see [Loading documents to copy or scan on page 24](#).

## Canceling a copy job

To cancel a copy job, press **Cancel** on the device control panel. If more than one process is running, pressing **Cancel** clears the process that currently appears on the control-panel display.



---

**NOTE:** If you cancel a copy job, remove the document from the flatbed scanner.

---

## Adjusting the copy quality

Five copy-quality settings are available: **Draft**, **Text**, **Mixed**, **Film photo**, and **Picture**.

- **Text:** This setting is the best for items that contain mostly text. This is the default setting.
- **Film photo:** This setting is the best for photographs.
- **Picture:** This setting is the best for graphics.
- **Mixed:** This setting is the best for documents that include both text and graphics.
- **Draft:** This setting is the best for conserving toner.

### To adjust the copy quality for the current job

1. On the device control panel, press **More Copy Settings** twice to see the current quality setting for the copy.
2. Use the < or the > button to scroll through the quality setting options.
3. Select a setting, and then press **Start Copy** to save the selection and immediately start the copy job, or press **Menu/Enter** to save the selection without starting the job.



---

**NOTE:** The change in the setting remains active for about two minutes after the copy job has been completed. During this time, **Settings=Custom** appears on the device control-panel display.

---

### To adjust the default copy quality

1. On the device control panel, press **Menu/Enter**.
2. Use the < or the > button to select **Copy setup**, and then press **Menu/Enter**.
3. Press **Menu/Enter** to select **Default Quality**.
4. Use the < or the > button to scroll through the choices.
5. Press **Menu/Enter** to save the selection.

## Adjusting the lighter/darker (contrast) setting

The lighter/darker setting affects the lightness or darkness (contrast) of the copy. Use the following procedure to change the contrast for the current copy job only.

### To adjust the lighter/darker setting for the current job

1. On the device control panel, press **Lighter/Darker** to see the current contrast setting.
2. Use the < or the > button to adjust the setting. Move the slider to the left to make the copy lighter than the original, or move the slider to the right to make the copy darker than the original.
3. Press **Start Copy** to save the selection and immediately start the copy job, or press **Menu/Enter** to save the selection without starting the job.



---

**NOTE:** The change in the setting remains active for about two minutes after the copy job has been completed. During this time, **Settings=Custom** appears on the device control-panel display.

---

### To adjust the default lighter/darker setting



---

**NOTE:** The default lighter/darker setting affects all copy jobs.

---

1. On the device control panel, press **Menu/Enter**.
2. Use the < or the > button to select **Copy setup**, and then press **Menu/Enter**.
3. Use the < or the > button to select **Def. Light/dark**, and then press **Menu/Enter**.
4. Use the < or the > button to adjust the setting. Move the slider to the left to make all of the copies lighter than the original, or move the slider to the right to make all of the copies darker than the original.
5. Press **Menu/Enter** to save the selection.

# Reducing or enlarging copies

The device can reduce copies to as little as 25% of the original size or enlarge copies to as much as 400% of the original size.

## Reduction/enlargement settings

- **Original=100%**
- **A4 > Ltr=94%**
- **Ltr > A4=97%**
- **Full page=91%**
- **2 pages/sheet**
- **4 pages/sheet**
- **Custom: 25-400%**



**NOTE:** For information about using the **2 pages/sheet** or **4 pages/sheet** setting, see [Copying multiple pages on one sheet of paper on page 46](#).

## Adjusting the copy size

### To reduce or enlarge copies for the current job

1. On the device control panel, press [More Copy Settings](#).
2. Use the < or the > button to select **Reduce/Enlarge**, and then press [Menu/Enter](#).
3. Use the < or the > button to select the size to which you would like to reduce or enlarge the copies in this job.



**NOTE:** If you select **Custom: 25-400%**, use the < or the > button to adjust the percentage.

4. Press [Start Copy](#) to save the selection and immediately start the copy job, or press [Menu/Enter](#) to save the selection without starting the job.



**NOTE:** The change in the setting remains active for about two minutes after the copy job has been completed. During this time, **Settings=Custom** appears on the device control-panel display.

You must change the default media size in the media input tray to match the output size, or part of your copy might be cut off.


### To adjust the default copy size



**NOTE:** The default copy size is the size to which copies are normally reduced or enlarged. If you keep the factory default size setting of **Original=100%**, all copies will be the same size as the original document.

1. On the device control panel, press [Menu/Enter](#).
2. Use the < or the > button to select **Copy setup**, and then press [Menu/Enter](#).
3. Use the < or the > button to select **Def. Reduce/Enlrg**, and then press [Menu/Enter](#).
4. Use the < or the > button to select the option for how you normally want to reduce or enlarge copies.

---

 **NOTE:** If you select **Custom: 25-400%**, type in the percentage of the original size that you normally want for copies.

If you select **2 pages/sheet** or **4 pages/sheet**, select the orientation (portrait or landscape).


---

5. Press **Menu/Enter** to save the selection.

## Copying multiple pages on one sheet of paper

1. On the device control panel, press **More Copy Settings**.
2. Use the **<** or the **>** button to select **Reduce/Enlarge**, and then press **Menu/Enter**.
3. Use the **<** or the **>** button to select **2 pages/sheet** or **4 pages/sheet**, and then press **Menu/Enter**.
4. Use the **<** or the **>** button to select **Portrait** or **Landscape**, and then press **Start Copy**.
5. Wait for the scanner to stop scanning. The **Next Page [OK] to Continue** message appears.
6. Remove the original from the flatbed scanner, put the next original onto the scanner, and then close the lid.
7. Press **OK**.
  - If you selected **2 pages/sheet**, the device prints the copy with two original pages on one page.
  - If you selected **4 pages/sheet**, repeat steps 6 and 7 two more times. The device prints the copy with four original pages on one page.

---

 **NOTE:** The change in the setting remains active for about two minutes after the copy job has been completed. During this time, **Settings=Custom** appears on the device control-panel display.

You must change the default media size in the media input tray to match the output size, or part of your copy might be cut off.

---

# Changing the number of copies

You can choose to have the default number of copies be any number from 1 to 99.

## To change the number of copies for the current job

1. On the device control panel, press **# Copies**.
2. Use the **<** or the **>** button to adjust the number of copies, and then press **Menu/Enter**.
3. Press **Start Copy**.



---

**NOTE:** The change in the setting remains active for about two minutes after the copy job has been completed. During this time, **Settings=Custom** appears on the device control-panel display.

---

## To change the default number of copies

1. On the device control panel, press **Menu/Enter**.
2. Use the **<** or the **>** button to select **Copy setup**, and then press **Menu/Enter**.
3. Use the **<** or the **>** button to select **Def. # of copies**, and then press **Menu/Enter**.
4. Use the **<** or the **>** button to adjust the number of copies (between 1 and 99) that you want as the default.
5. Press **Menu/Enter** to save the selection.



---

**NOTE:** The factory-set default for the number of copies is **1**.

---

# Copying onto media of different types and sizes

The device is set to copy on either letter- or A4-size paper, depending on the country/region in which it was purchased. You can change the size and type of media that you copy to for the current copy job or for all copy jobs.

## Media-size settings

- Letter
- Legal
- A4

## Media-type settings

- Plain
- Preprinted
- Letterhead
- Transparency
- Prepunched
- Labels
- Bond
- Recycled
- Color
- Light
- Heavy
- Cardstock
- Envelope
- Rough Paper

## To change the default media-size setting

1. On the device control panel, press [Menu](#).
2. Use the < or the > button to select **System setup**, and then press [Menu/Enter](#).
3. Use the < or the > button to select **Paper setup**, and then press [Menu/Enter](#).
4. Use the < or the > button to select **Def. paper size**, and then press [Menu/Enter](#).
5. Use the < or the > button to select a media size, and then press [Menu/Enter](#).
6. Press [Menu/Enter](#) to save the selection.

### To change the default media-type setting type

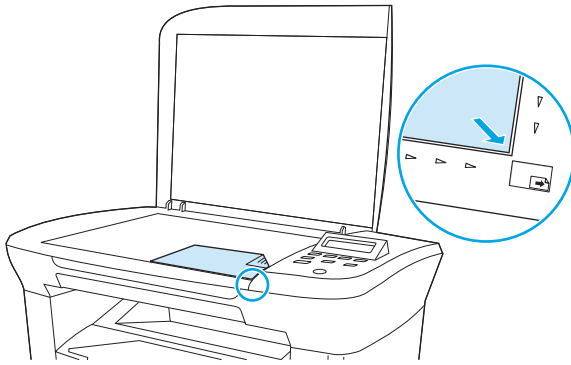
1. On the device control panel, press [Menu](#).
2. Use the < or the > button to select **System setup**, and then press [Menu/Enter](#).
3. Use the < or the > button to select **Paper setup**, and then press [Menu/Enter](#).
4. Use the < or the > button to select **Def. paper type**, and then press [Menu/Enter](#).
5. Use the < or the > button to select a media type, and then press [Menu/Enter](#).
6. Press [Menu/Enter](#) to save the selection.

# Copying two-sided documents

## Copying a two-sided original to a one-sided document

Copies resulting from these procedures are printed on one side, and need to be hand-collated.

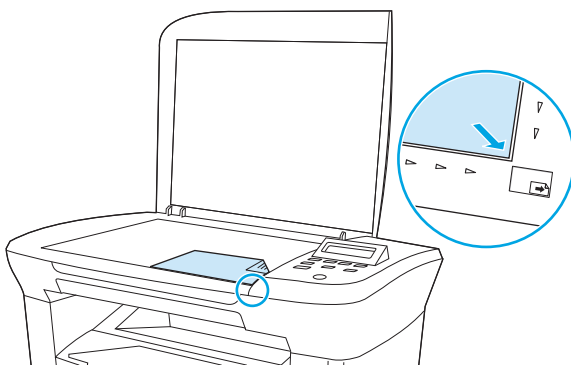
1. Load the first page of the document to be copied face-down onto the flatbed scanner, and then close the scanner lid.



2. Press **Start Copy**.
3. Flip the page on the scanner to the second side, and then close the scanner lid.
4. Press **Start Copy**.
5. Repeat steps 1 through 4 for each page until all of the original document pages have been copied.

## Copying a two-sided original to a two-sided document

1. Load the first page of the document to be copied face-down onto the flatbed scanner, and then close the scanner lid.



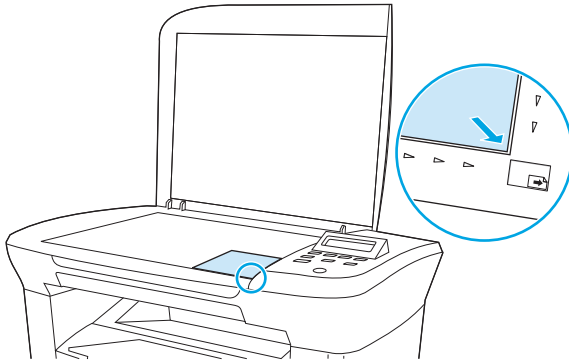
2. Press **Start Copy**.
3. Flip the page on the scanner to the second side, and then close the scanner lid.
4. Remove the copied page from the output bin and place it face down into the priority input tray with the top edge feeding into the device first.
5. Press **Start Copy**.

6. Remove the copied page from the output bin, and then set it aside for manual collating.
7. Repeat steps 1 through 6, following the original document page order, until all pages of the original are copied.

# Copying photos and books

## To copy a photo

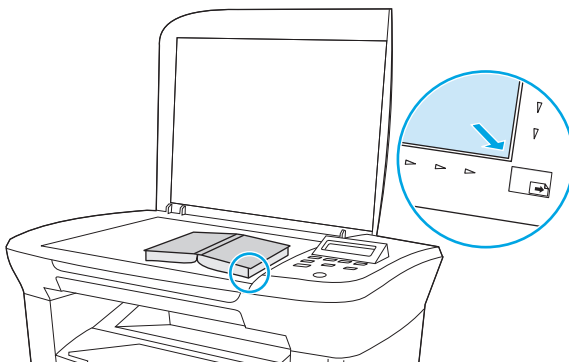
1. Lift the lid and place the photo on the flatbed scanner with the picture-side down and the upper-left corner of the photo in the lower-right corner of the glass.



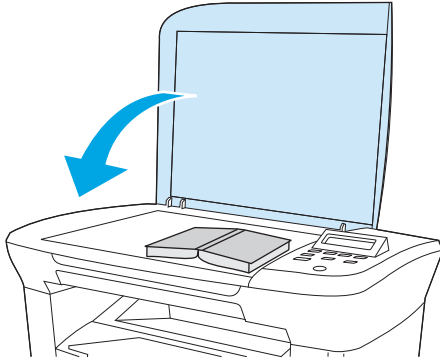
2. Gently close the lid.
3. Adjust the copy quality setting to **Film photo**. See [Adjusting the copy quality on page 42](#).
4. Press **Start Copy**.

## To copy a book

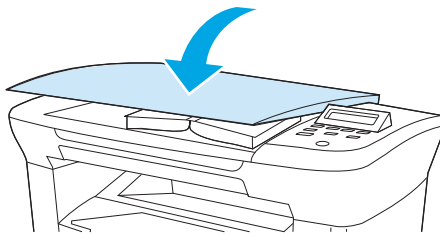
1. Lift the lid and place the book on the flatbed scanner with the page that you want to copy at the lower-right corner of the glass.



2. Gently close the lid.



3. Gently press down on the lid to press the book to the flatbed scanner surface.



4. Press **Start Copy**.

## Viewing copy settings

Use the **More Copy Settings** button to see the copy settings for the current copy job.

1. Press **More Copy Settings** to see the current setting for copy contrast.
2. Continue to press **More Copy Settings** to scroll through the copy settings for the current copy job. Settings should appear in the following order: copy contrast, copy quality, media size, media type, reduction/enlargement, and number of copies.

Use the **<** or the **>** button to change the settings, and then press **Menu/Enter**.



---

# 7 Scan

- [Understanding scanning methods](#)
- [Scanning by using HP LaserJet Scan \(Windows\)](#)
- [Canceling a scan job](#)
- [Scanning by using other software](#)
- [Scanning a photo or a book](#)
- [Scanning by using optical character recognition \(OCR\) software](#)
- [Scanner resolution and color](#)

For information about a cleaning the flatbed scanner, see [To clean the scanner glass on page 67](#).

## Understanding scanning methods

You can scan an item in the following ways.

- **Scan from the computer by using HP LaserJet Scan (Windows):** In the device program group, select **Scan To** to start HP LaserJet Scan. See [Scanning by using HP LaserJet Scan \(Windows\) on page 57](#).
- **Scan from TWAIN-compliant software:** The device is TWAIN-compliant and works with Windows-based and Macintosh-based programs that support TWAIN-compliant scanning. For more information, see [Scanning by using other software on page 58](#).
- **Scan from Windows Imaging Application (WIA)-compliant software:** The device is WIA-compliant and works with Windows-based programs that support WIA-compliant scanning. For more information, see [Scanning by using other software on page 58](#).



---

**NOTE:** To learn about and use text-recognition software, install the Readiris program from the software CD-ROM. Text-recognition software is also known as optical character recognition (OCR) software.

---

## Scanning by using HP LaserJet Scan (Windows)

For more information about tasks and settings described in this section, see the HP LaserJet Scan online Help.

For more detailed instructions about loading original documents onto the flatbed scanner, see [Loading documents to copy or scan on page 24](#).

1. Click **Start**, click **All Programs**, click **HP**, and then click **HP LaserJet M1005 MFP**.
2. Select **Scan To** to start HP LaserJet Scan.
3. Select a scanning destination.
4. Click **Scan**.

## Canceling a scan job

To cancel a scan job, use one of the following procedures.

- On the device control panel, press **Cancel**.
- Click the **Cancel** button in the onscreen dialog box.

If you cancel a scan job, remove the original from the flatbed scanner.



**NOTE:** These procedures vary with Macintosh operating systems.

---

## Scanning by using other software

The device is TWAIN-compliant and Windows Imaging Application (WIA)-compliant. The device works with Windows-based programs that support TWAIN-compliant or WIA-compliant scanning devices and with Macintosh-based programs that support TWAIN-compliant scanning devices.

### Using TWAIN-compliant and WIA-compliant software

From a TWAIN-enabled or WIA-enabled program, you can open the scanning feature and scan an image directly into the open program. For more information, see the Help file or the documentation that came with your TWAIN-compliant or WIA-compliant software program.

#### Scanning from a TWAIN-enabled program

Generally, a software program is TWAIN-enabled if it has a command such as **Acquire**, **File Acquire**, **Scan**, **Import New Object**, **Insert from**, or **Scanner**. If you are unsure whether the program is compliant or you do not know what the command is called, see the software program Help or documentation.

When scanning from a TWAIN-enabled program, the HP LaserJet Scan software program might start automatically. If the HP LaserJet Scan program starts, you can make changes while you are previewing the image. If the program does not start automatically, the image goes to the TWAIN-enabled program immediately.

#### To scan from a TWAIN-enabled program

Start the scan from within the TWAIN-enabled program. See the software program Help or documentation for information about the commands and steps to use.

#### Scanning from a WIA-enabled program (Windows XP or Windows Server 2003)

WIA is another way to scan an image directly into a software program, such as Microsoft Word. WIA uses Microsoft software to scan, instead of the HP LaserJet Scan software.

Generally, a software program is WIA-enabled if it has a command such as **Picture/From Scanner or Camera** in the **Insert** or **File** menu. If you are unsure whether the program is WIA-enabled, see the software program Help or documentation.

#### To scan from a WIA-enabled program

Start the scan from within the WIA-enabled program. See the software program Help or documentation for information about the commands and steps to use.

**-Or-**

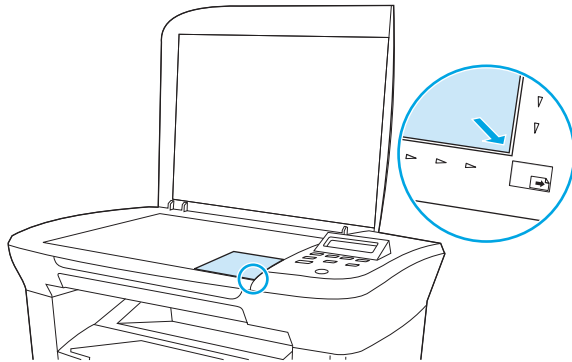
In the Cameras and Scanner folder, double-click the device icon. This opens the standard Microsoft WIA Wizard, which enables you to scan to a file.

# Scanning a photo or a book

Use the following procedures to scan a photo or a book.

## To scan a photo

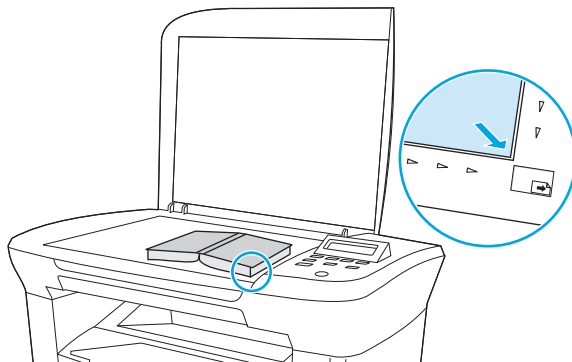
1. Place the photo on the flatbed scanner with the picture-side down and the upper-left corner of the photo in the lower-right corner of the glass.



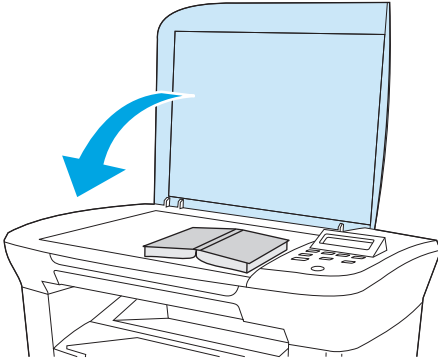
2. Gently close the lid.
3. You are now ready to scan the photo by using one of the scanning methods. See [Understanding scanning methods on page 56](#) for more information.

## To scan a book

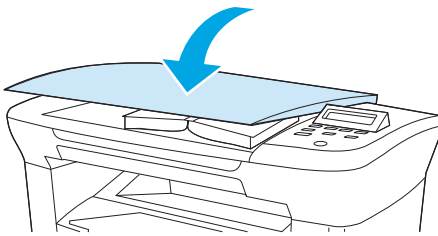
1. Lift the lid and place the book on the flatbed scanner with the page that you want to copy at the lower-right corner of the glass.



2. Gently close the lid.



3. Gently press down on the lid to press the book to the flatbed scanner surface.



4. You are now ready to scan the book by using one of the scanning methods. See [Understanding scanning methods on page 56](#) for more information.

## Scanning by using optical character recognition (OCR) software

You can use third-party OCR software to import scanned text into your preferred word-processing program for editing.

### Readiris

The device software CD-ROMs include the Readiris OCR program. If you want to use the Readiris program, install it from the appropriate software CD-ROM, and then follow the instructions in the online Help.

## Scanner resolution and color

If you are printing a scanned image, and the quality is not what you expected, you might have selected a resolution or color setting in the scanner software that does not match your needs. Resolution and color affect the following features of scanned images:

- Image clarity
- Texture of gradations (smooth or rough)
- Scan time
- File size

Scanning resolution is measured in pixels per inch (ppi).



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**NOTE:** Scanning ppi levels are not interchangeable with printing dpi (dots per inch) levels.

---

Color, grayscale, and black and white define the number of colors possible. You can adjust the scanner hardware resolution to up to 1200 ppi. The software can perform an enhanced resolution up to 19,200 ppi. You can set color and grayscale at 1 bit (black and white), or at 8 bit (256 levels of gray or color) to 24 bit (true color).

The resolution and color guidelines table lists simple tips that you can follow to meet your scanning needs.



---

**NOTE:** Setting the resolution and color to a high value can create large files that take up a large amount of disk space and slow the scanning process. Before setting the resolution and color, determine how you are going to use the scanned image.

---

## Resolution and color guidelines

The following tables describe the recommended resolution and color settings for different types of scan jobs.

### Resolution

Intended use	Recommended resolution	Recommended color settings
E-mail	150 ppi	<ul style="list-style-type: none"><li>• Black and White, if the image does not require smooth gradation</li><li>• Grayscale, if the image requires smooth gradation</li><li>• Color, if the image is in color</li></ul>
Edit text	300 ppi	<ul style="list-style-type: none"><li>• Black and White</li></ul>
Print (graphics or text)	600 ppi for complex graphics, or if you want to significantly enlarge the document 300 ppi for normal graphics and text 150 ppi for photos	<ul style="list-style-type: none"><li>• Black and White for text and line art</li><li>• Grayscale for shaded or colored graphics and photos</li><li>• Color, if the image is in color</li></ul>
Display on screen	75 ppi	<ul style="list-style-type: none"><li>• Black and White for text</li><li>• Grayscale for graphics and photos</li><li>• Color, if the image is in color</li></ul>

### Color

Setting	Recommended use
Color	Use this setting for high-quality color photos or documents in which the color is important.
Black and White	Use this setting for text documents.
Grayscale	Use this setting when file size is an issue or when you want a document or photograph to be scanned quickly.

---

## 8 Managing and maintaining the device

- [Information pages](#)
- [Managing supplies](#)
- [Cleaning the device](#)
- [Changing the print cartridge](#)

## Information pages

Information pages reside within the device memory. These pages help to diagnose and solve problems with the device.

Page name	Description	Instructions
Demo page	The Demo page prints a sample page that allows you to inspect the device print quality.	<ol style="list-style-type: none"><li>1. On the device control panel, press <a href="#">Menu/Enter</a>.</li><li>2. Use the &lt; or the &gt; button to select <b>Reports</b>, and then press <a href="#">Menu/Enter</a>.</li><li>3. Press <a href="#">Menu/Enter</a> to select <b>Demo page</b>.</li></ol>
Menu structure	The Menu structure is a “map” of the control-panel menu commands.	<ol style="list-style-type: none"><li>1. On the device control panel, press <a href="#">Menu/Enter</a>.</li><li>2. Use the &lt; or the &gt; button to select <b>Reports</b>, and then press <a href="#">Menu/Enter</a>.</li><li>3. Use the &lt; or the &gt; button to select <b>Menu structure</b>, and then press <a href="#">Menu/Enter</a>.</li></ol>
Configuration report	<p>The Configuration report lists the current settings and properties of the device.</p> <ol style="list-style-type: none"><li>1. <b>Product Information.</b> This section contains basic information about the device, such as the product name, the serial number, and memory information.</li><li>2. <b>Product Settings.</b> This section lists information that is gathered during software installation.</li><li>3. <b>Paper Settings.</b> This section lists information about the media type for each tray and about the type settings for all the media that the device supports.</li><li>4. <b>Copy Settings.</b> This section lists the device default copy settings.</li><li>5. <b>Counters.</b> This section shows the number of print, copy, and scan jobs performed by the device.</li><li>6. <b>Status Log.</b> This section contains information about device errors.</li></ol>	<ol style="list-style-type: none"><li>1. On the device control panel, press <a href="#">Menu/Enter</a>.</li><li>2. Use the &lt; or the &gt; button to select <b>Reports</b>, and then press <a href="#">Menu/Enter</a>.</li><li>3. Use the &lt; or the &gt; button to select <b>Config report</b>, and then press <a href="#">Menu/Enter</a>.</li></ol>

# Managing supplies

## Checking supplies status

If the supplies levels are low, you can order supplies through your local HP dealer, by telephone, or online. See [Accessories and ordering information on page 101](#) for part numbers. See [www.hp.com/go/ljsupplies](http://www.hp.com/go/ljsupplies) to order online.

## Storing supplies

Follow these guidelines for storing print cartridges:

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

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

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- See [Environmental specifications on page 128](#) for operating and storage temperature ranges.
- Store the supply in a horizontal position.
- Store the supply in a dark, dry location away from heat and magnetic sources.

## Replacing and recycling supplies

To install a new HP print cartridge, follow the instructions that are included in the box that contains the new supply, or see the getting started guide.

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

## Redistribute toner

If faded or light areas appear on the printed page, you might be able to temporarily improve print quality by redistributing the toner.

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

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 **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 or unacceptable, install a new print cartridge.

## HP policy on non-HP supplies

HP Company cannot recommend the use of non-HP supplies, either new or remanufactured. Because they are not HP products, HP cannot influence their design or control their quality. Service or repairs required as a result of using a non-HP supply will *not* be covered under the warranty.

## HP fraud hotline

Call the HP fraud hotline if the device indicates that the print cartridge is not an HP print cartridge and you think that it is genuine. HP will help determine if the product is genuine and take steps to resolve the problem.

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

- You are experiencing a large number of problems with the print cartridge.
- The print cartridge does not look like it usually does (for example, the pull tab or the box is different).

*In the United States*, call toll-free: 1-877-219-3183.

*Outside the United States*, you can call collect. Dial the operator and ask to place a collect call to this telephone number: 1-770-263-4745. If you do not speak English, a representative at the HP fraud hotline who speaks your language will assist you. Or, if someone who speaks your language is not available, a language line interpreter will connect approximately one minute after the beginning of the call. The language line interpreter is a service that will translate between you and the representative for the HP fraud hotline.

# Cleaning the device

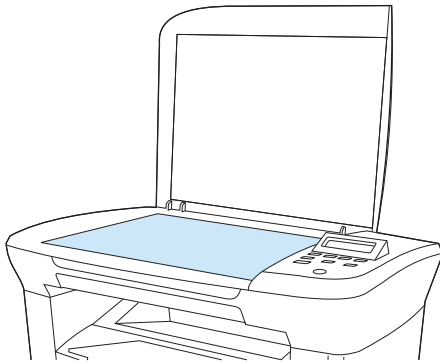
## To clean the exterior

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

## To clean the scanner glass

Dirty glass, from fingerprints, smudges, hair, and so on, slows down performance and affects the accuracy of special features such as fit-to-page and copy.

1. Turn off the device, unplug the power cord from the electrical socket, and raise the lid.
2. Clean the glass by using a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.



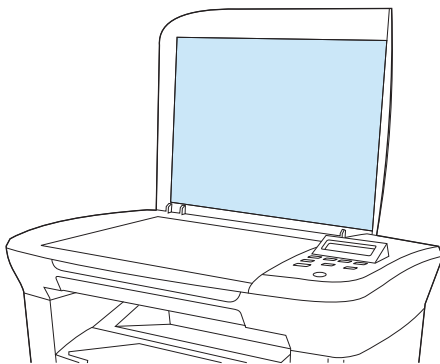
**⚠ CAUTION:** Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the device; these can damage the device. Do not place liquids directly on the glass. They might seep under it and damage the device.

3. To prevent spotting, dry the glass by using a chamois or cellulose sponge.

## To clean the lid backing

Minor debris can accumulate on the white document lid backing that is located underneath the scanner lid.

1. Turn off the device, unplug the power cord from the electrical socket, and raise the lid.
2. Clean the white document lid backing by using a soft cloth or sponge that has been moistened with a mild soap and warm water.



3. Wash the backing gently to loosen debris; do not scrub the backing.

4. Dry the backing by using a chamois or soft cloth.

---

 **CAUTION:** Do not use paper-based wipes because they might scratch the backing.

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5. If this does not clean the backing well enough, repeat the previous steps and use isopropyl alcohol to dampen the cloth or sponge, and then wipe the backing thoroughly with a damp cloth to remove any residual alcohol.

## To clean the paper path

The device features a special cleaning mode to clean the paper path.

1. On the device control panel, press **Menu/Enter**.
2. Use the < or the > button to select **Service**, and then press **Menu/Enter**.
3. Use the < or the > button to select **Cleaning Mode**, and then press **Menu/Enter**.

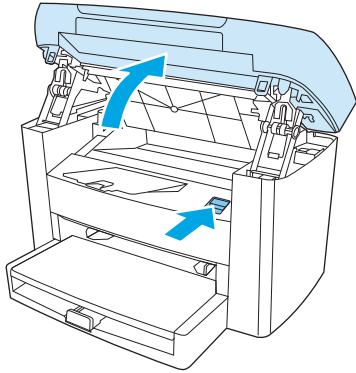
A page feeds through the device slowly. Discard the page when the process is completed.

4. Load plain letter or A4 paper when you are prompted.
5. Press **Menu/Enter** again to confirm and begin the cleaning process.

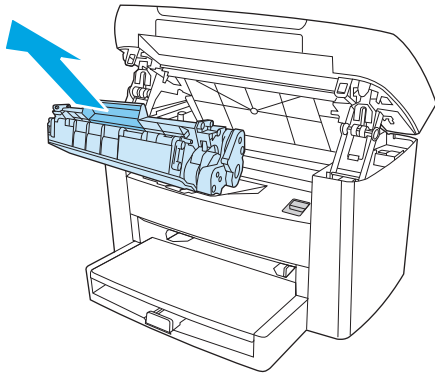
A page feeds through the device slowly. Discard the page when the process is completed.

# Changing the print cartridge

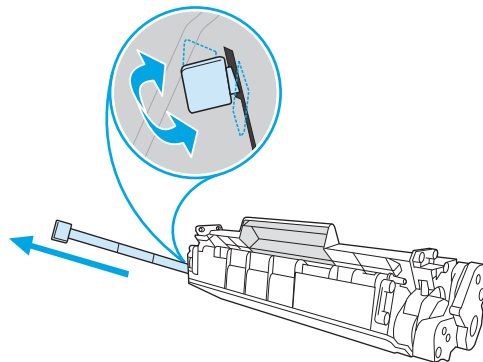
1. Open the print-cartridge door.



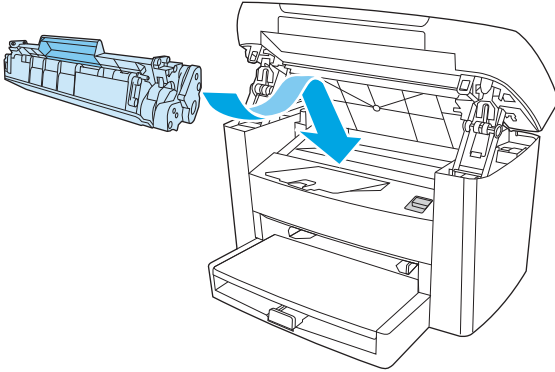
2. Grasp the handle on the print cartridge and then pull the cartridge straight out to remove it. See the recycling information inside the print cartridge box.



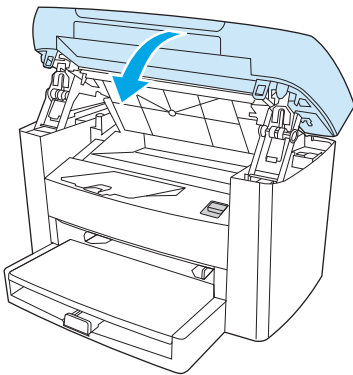
3. Remove the new print cartridge from its packaging, remove the cover from the print cartridge, and then pull the tab straight out to remove the sealing tape.



4. Insert the cartridge into the device until it is *firmly* in place.



5. Close the print-cartridge door.



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**⚠ 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.*

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# 9 Problem solving

- [Problem-solving checklist](#)
- [Clearing jams](#)
- [Control-panel messages](#)
- [Print problems](#)
- [Copy problems](#)
- [Scan problems](#)
- [Control-panel display problems](#)
- [Solving common Macintosh problems](#)
- [Problem-solving tools](#)

# Problem-solving checklist

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

Step number	Verification step	Possible problems	Solutions
1	<p><b>Is the power on?</b></p> <p>When the device is connected to a grounded power source and is turned on, the control panel shows <b>Initializing...</b>, and the main motor rotates for approximately 10 seconds.</p>	No power due to failed power source, cable, switch, or fuse.	<ol style="list-style-type: none"> <li>1. Verify that the device is plugged in.</li> <li>2. Verify that the power cable is functional and that the power switch is on.</li> <li>3. Check the power source by plugging the device directly into the wall or into a different outlet.</li> </ol>
		Motor does not rotate.	<ol style="list-style-type: none"> <li>1. Verify that the print cartridge is installed correctly. See <a href="#">Changing the print cartridge on page 69</a>.</li> <li>2. Verify that the top cover is closed.</li> </ol>
2	<p><b>Does Ready appear in the device control panel?</b></p> <p>The control panel should function without error messages.</p>	Control panel shows an error.	<p>See <a href="#">Control-panel messages on page 80</a> for a list of common messages that will help you correct the error.</p> <p>If the error persists, contact HP Customer Care. See the support flyer that came in the device box.</p>
3	<p><b>Do information pages print?</b></p> <p>Print a Configuration report. See <a href="#">Information pages on page 64</a>.</p>	An error message appears on the control-panel display.	See <a href="#">Control-panel messages on page 80</a> for a list of common messages that will help you correct the error.
		Media does not move smoothly through the device paper path.	<p>Make sure that media that meets HP specifications. See <a href="#">Media specifications on page 13</a></p> <p>Clean the paper path. See <a href="#">To clean the paper path on page 68</a>.</p>
		Poor print quality.	<p>See <a href="#">Print quality problems on page 83</a>.</p> <p>If the error persists, contact HP Customer Care. See the support flyer that came in the device box.</p>
4	<p><b>Does the device copy?</b></p> <p>Place the Configuration report on the flatbed scanner and make a copy.</p>	Poor copy quality from the flatbed.	<ol style="list-style-type: none"> <li>1. Clean the flatbed glass. See <a href="#">To clean the scanner glass on page 67</a>.</li> <li>2. If, after performing the maintenance, the problem persists, see <a href="#">Copy problems on page 91</a>.</li> </ol> <p>If the error persists, contact HP Customer Care. See the support flyer that came in the device box.</p>
5	<p><b>Does the device print from the computer?</b></p> <p>Connect the USB cable to the device and the computer. Use a word-processing program to send a print job to the device.</p>	Software is not installed correctly or an error occurred during software installation.	Uninstall and then reinstall the device software. Verify that you are using the correct installation procedure and the correct port setting.
		The cable is not connected correctly.	Reconnect the cable.
		An incorrect driver is selected.	Select the proper driver.

Step number	Verification step	Possible problems	Solutions
		Other devices are connected to the USB port.	Disconnect the other devices and try again to print.
		There is a port driver problem in Microsoft Windows.	Uninstall and then reinstall the device software. Verify that you are using the correct installation procedure and the correct port setting.
		If the error persists, contact HP Customer Care. See the support flyer that came in the device box.	
<b>6</b>	<b>Does the device scan to the computer?</b>  Initiate a scan from the basic desktop software at your computer.	The cable is not connected correctly.	Reconnect the cable.
		Software is not installed correctly or an error occurred during software installation.	Uninstall and then reinstall the device software. Verify that you are using the correct installation procedure and the correct port setting.
		If the error persists, turn off the device and then turn on the device.	
		If the error still persists, contact HP Customer Care. See the support flyer that came in the device box.	

# Clearing jams

This section contains instructions for clearing jams from the device.

## Causes of jams

Occasionally, paper or other print media can become jammed during a print job. Some causes include the following events:

- The input trays are loaded improperly or overfilled, or the media guides are not set properly.
- Media is added to or removed from an input tray during a print job or an input tray is removed from the device during a print job.
- The cartridge door is opened during a print job.
- Too many sheets have accumulated in the output area, or sheets are blocking the output area.
- The print media that is being used does not meet HP specifications. See [Media specifications on page 13](#).
- The media is damaged or has foreign objects attached to it, such as staples or paper clips.
- The environment in which the print media was stored is too humid or too dry. See [Printing and storage environment on page 22](#).

## Tips to avoid jams

- Verify that the input tray is not overfilled. The input tray capacity varies depending on the type of print media that you are using.
- Verify that the media guides are properly adjusted.
- Check that the input tray is securely in place.
- Do not add print media into the input tray while the device is printing.
- Use only HP-recommended media types and sizes. See [Media specifications on page 13](#) for more information about print media types.
- Do not let print media stack up in the output bin. The print media type and the amount of toner used affect the output bin capacity.
- Check the power connection. Make sure that the power cord is firmly connected to both the device and the power supply box. Plug the power cord into a grounded power outlet.

## Where to look for jams

Jams can occur in these locations:

- Input trays
- Output area
- Print-cartridge area

Find and remove the jam by using the instructions on the following pages. If the location of the jam is not obvious, first look inside the device.

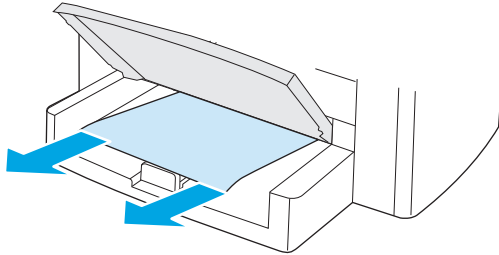
Loose toner might remain in the device after a jam. This problem typically resolves itself after a few sheets have been printed.

## Input trays

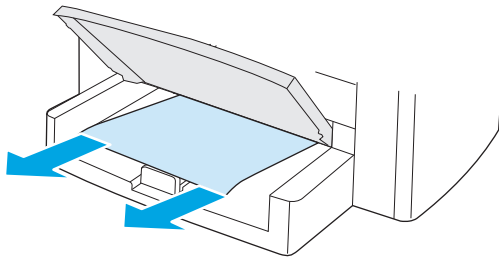
**⚠ CAUTION:** Do not use sharp objects, such as tweezers or needle-nose pliers, to remove jams. Damage caused by sharp objects will not be covered by the warranty.

When removing jammed media, pull the jammed media straight away from the device. Pulling jammed media out of the device at an angle can damage the device.

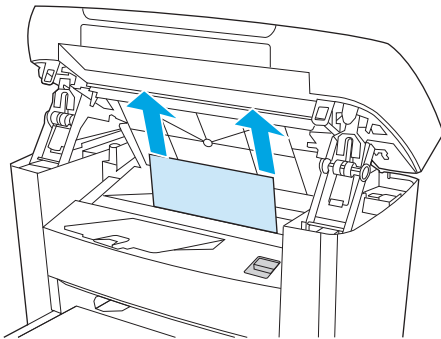
1. Pull any visible jammed media out of the priority input tray.



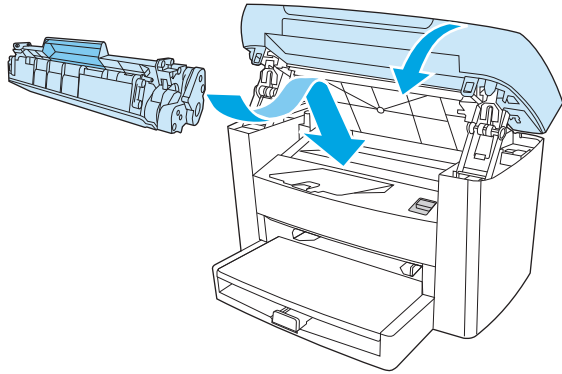
2. Open tray 1 and pull any visible jammed media out of the device.



3. If no media is visible, open the print-cartridge door, remove the print cartridge, and then carefully pull the media up and out of the device.



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



5. Close tray 1.

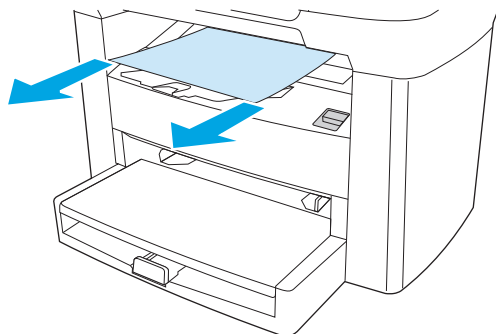
## Output bin

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

---

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



## Print-cartridge area

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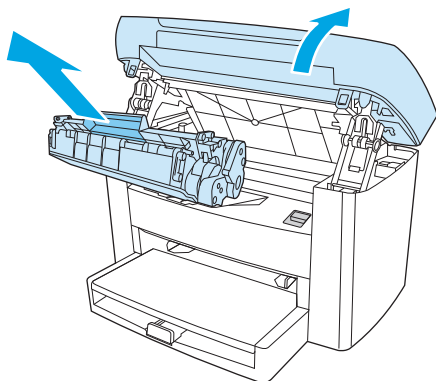
**⚠ CAUTION:** Do not use sharp objects, such as tweezers or needle-nose pliers, to remove jams. Damage caused by sharp objects will not be covered by the warranty.

---

When removing jammed media, pull the jammed media straight away from the device. Pulling jammed media out of the device at an angle can damage the device.

---

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

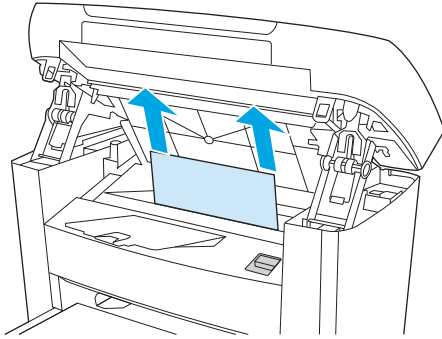


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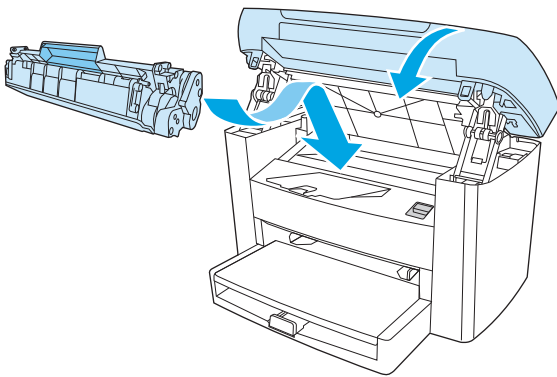
**⚠ CAUTION:** To prevent damage to the print cartridge, minimize its exposure to direct light.

---

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



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



## Control-panel messages

The majority of the control-panel messages are intended to guide the user through typical operation. The control-panel messages indicate the status of the current operation, and include a page count on the second line of the display, if appropriate. When the device is receiving print data or scanning commands, control-panel messages indicate this status. In addition, alert messages, warning messages, and critical error messages indicate situations that might require some action.

### Alert and warning messages

Alert and warning messages appear temporarily and might require the user to acknowledge the message by pressing **Menu/Enter** to resume or by pressing **Cancel** to cancel the job. With certain warnings, the job might not complete or the print quality might be affected. If the alert or warning message is related to printing and the auto-continue feature is on, the device will attempt to resume the printing job after the warning has appeared for 10 seconds without acknowledgement.

### Alert and warning message tables

Control panel message	Description	Recommended action
<b>Device error Press [OK]</b>	The device experienced an internal communication error.	This is a warning message only. Job output might be affected.
<b>Jam in print paper path</b> alternates with <b>Open door and clear jam</b>	The device has detected a jam in the paper path.	Clear the jam from the area indicated on the device control panel, and then follow the control panel instructions. See <a href="#">Clearing jams on page 74</a> .
<b>Page too complex Press [OK]</b>	The device could not print the current page because of its complexity.	Press <b>Menu/Enter</b> to clear the message.  Allow the device to finish the job, or press <b>Cancel</b> to cancel the job.
<b>Printer jam clear paper path</b>	The device has detected a jam in the input trays.	Clear the jam from the area indicated on the device control panel, and then follow the control panel instructions. See <a href="#">Clearing jams on page 74</a> .
<b>Settings cleared</b>	The device has cleared job settings.	Re-enter any appropriate job settings.

## Critical error messages

Critical error messages can indicate some kind of failure. Restarting the device might fix the problem. If a critical error persists, the device might require service.

### Critical error message tables

Control panel message	Description	Recommended action
<b>50.1 Fuser Error Turn off then on</b>	The device has experienced an internal hardware error.	<ol style="list-style-type: none"><li>1. Turn off the power by using the power switch, and then wait at least 30 seconds.</li><li>2. If a surge protector is being used, remove it. Plug the device directly into the wall socket.</li><li>3. Turn on the power and wait for the device to initialize.</li></ol> <p>If the error persists, contact HP Customer Care. See the support flyer that came in the device box.</p>
<b>50.2 Fuser Error Turn off then on</b>	The device has experienced an internal hardware error.	<p>Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the device to initialize.</p> <p>If a surge protector is being used, remove it. Plug the device directly into the wall socket. Use the power switch to turn the device on.</p> <p>If the error persists, contact HP Customer Care. See the support flyer that came in the device box.</p>
<b>50.3 Fuser Error Turn off then on</b>	The device has experienced an internal hardware error.	<p>Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the device to initialize.</p> <p>If a surge protector is being used, remove it. Plug the device directly into the wall socket. Use the power switch to turn the device on.</p> <p>If the error persists, contact HP Customer Care. See the support flyer that came in the device box.</p>
<b>50.8 Fuser Error Turn off then on</b>	The device has experienced an internal hardware error.	<p>Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the device to initialize.</p> <p>If a surge protector is being used, remove it. Plug the device directly into the wall socket. Use the power switch to turn the device on.</p> <p>If the error persists, contact HP Customer Care. See the support flyer that came in the device box.</p>


Control panel message	Description	Recommended action
<b>50.9 Fuser Error Turn off then on</b>	The device has experienced an internal hardware error.	<p>Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the device to initialize.</p> <p>If a surge protector is being used, remove it. Plug the device directly into the wall socket. Use the power switch to turn the device on.</p> <p>If the error persists, contact HP Customer Care. See the support flyer that came in the device box.</p>
<b>52 Scanner Error Turn off then on</b>	The device has experienced a scanner error.	<p>Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the device to initialize.</p> <p>If a surge protector is being used, remove it. Plug the device directly into the wall socket. Use the power switch to turn the device on.</p> <p>If the error persists, contact HP Customer Care. See the support flyer that came in the device box.</p>
<b>54.1C Error Turn off then on</b>	The device has experienced an internal hardware error.	<p>Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the device to initialize.</p> <p>If a surge protector is being used, remove it. Plug the device directly into the wall socket. Use the power switch to turn the device on.</p> <p>If the error persists, contact HP Customer Care. See the support flyer that came in the device box.</p>
<b>Engine comm. Error</b>	The device has experienced an internal hardware error.	<ol style="list-style-type: none"> <li>1. Turn off the power by using the power switch, and then wait at least 30 seconds.</li> <li>2. If a surge protector is being used, remove it. Plug the device directly into the wall socket.</li> <li>3. Turn on the power and wait for the device to initialize.</li> </ol> <p>If the error persists, contact HP Customer Care. See the support flyer that came in the device box.</p>

# Print problems

## Print quality problems

Occasionally, you might encounter problems with print quality. The information in the following sections helps you identify and resolve these issues.

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 **NOTE:** If you are having copy problems, see [Copy problems on page 91](#).

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## Improving print quality

Use the print-quality settings to prevent print-quality problems.


### Understanding print-quality settings

Print-quality settings affect how light or dark the print is on the page and the style in which the graphics are printed. You can also use the print-quality settings to optimize the print quality for a specific media type.

You can change the settings in the device properties to accommodate the types of jobs that you are printing. The following settings are available, depending on the printer driver that you are using:

- **600 dpi**
- **FastRes 1200:** This setting produces the same resolution as the default setting, but you can change the scale patterns.

---

 **NOTE:** Changing the resolution can change the formatting of your text.

---

### To temporarily change print-quality settings

To change the print-quality settings only for the current software program, open the properties through the **Print Setup** menu in the program that you are using to print.

### To change print-quality settings for all future jobs

---

 **NOTE:** For Macintosh instructions, see [Changing printer-driver settings on page 9](#) for more information.

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For Windows 2000:

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

For Windows XP:

1. In the Windows system tray, click **Start**, and then click **Printers and Faxes**.
2. Right-click the device icon.
3. Click **Properties**, or click **Printing Preferences**.
4. Change the settings, and click **OK**.

## Identifying and correcting print defects

Use the checklist and print-quality issues charts in this section to solve print-quality problems.

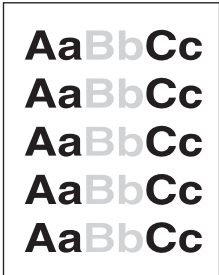
### Print-quality checklist

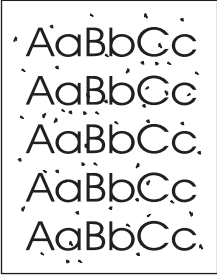

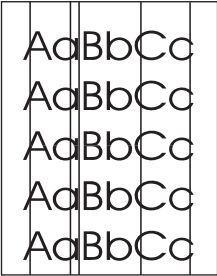

General print-quality problems can be solved by using the following checklist:

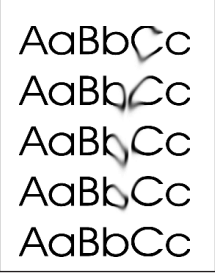

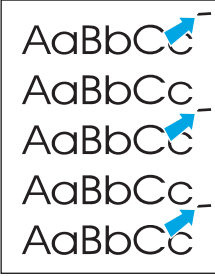
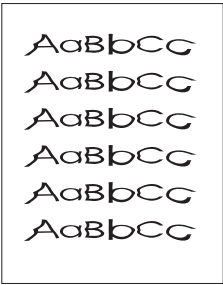
1. Make sure that the paper or print media that you are using meets HP specifications. See [Media specifications on page 13](#). Generally, smoother paper provides better results.
2. If you are using a special print media such as labels, transparencies, glossy, or letterhead, ensure that you have printed by type. See [Controlling print jobs on page 26](#).
3. Print a Configuration report at the device control panel. See [Information pages on page 64](#).
  - If the page did not print correctly, the problem is with the hardware. Contact HP Customer Care. See the flyer that came in the device box.
4. Print a Demo page from the device control panel. If the page prints, the problem is with the printer driver.
  - Use the Add Printer Wizard in the **Printers** (or **Printers and Faxes** in Windows XP) dialog box to install the correct driver.
5. Try printing from a different program. If the page prints correctly, the problem is with the program from which you were printing.
6. Restart the computer and the device and try printing again. If the problem is not resolved, see [General print-quality issues on page 84](#).

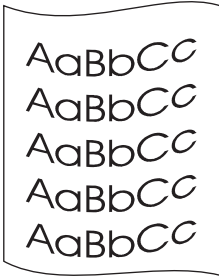
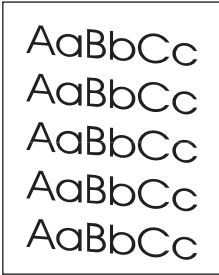
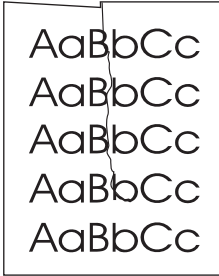
### General print-quality issues

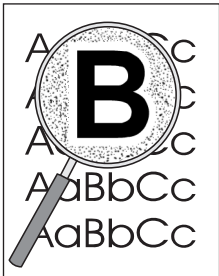

The following examples depict letter-size paper that has passed through the device short-edge-first. These examples illustrate problems that would affect all of the pages that you print. The topics that follow list the typical cause and solution for each of these examples.

Problem	Cause	Solution
	The media might not meet HP specifications.	Use media that meets HP specifications. See <a href="#">Media specifications on page 13</a> .
	The print cartridge might be low.	Replace the print cartridge. See <a href="#">Changing the print cartridge on page 69</a> .  If the print cartridge is not low or empty, inspect the toner roller to see if the roller is damaged. If it is, replace the print cartridge.
	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 device Properties.

Problem	Cause	Solution
<p>Toner specks appear.</p> 	<p>The media might not meet HP specifications.</p> <p>The paper path might need cleaning.</p>	<p>Use media that meets HP specifications. See <a href="#">Media specifications on page 13</a>.</p> <p>Clean the paper path. See <a href="#">To clean the paper path on page 68</a>.</p>
<p>Dropouts appear.</p> 	<p>A single sheet of print media might be defective.</p> <p>The moisture content of the paper is uneven or the paper has moist spots on its surface.</p> <p>The paper lot is flawed. The manufacturing processes can cause some areas to reject toner.</p> <p>The print cartridge might be defective.</p>	<p>Try reprinting the job.</p> <p>Try different paper, such as high-quality paper that is intended for laser printers. See <a href="#">Media specifications on page 13</a>.</p> <p>Try different paper, such as high-quality paper that is intended for laser printers. See <a href="#">Media specifications on page 13</a>.</p> <p>Replace the print cartridge. See <a href="#">Changing the print cartridge on page 69</a>.</p> <p>If the error persists, contact HP Customer Care. See the support flyer that came in the device box.</p>
<p>Vertical streaks or bands appear on the page.</p> 	<p>The print cartridge might be low or defective.</p>	<p>Replace the print cartridge. See <a href="#">Changing the print cartridge on page 69</a>.</p>
<p>The amount of background toner shading becomes unacceptable.</p> 	<p>The media might not meet HP specifications.</p> <p>The priority input tray might be installed incorrectly.</p> <p>Very dry (low humidity) conditions can increase the amount of background shading.</p> <p>The print cartridge might be low.</p>	<p>Use a different paper with a lighter basis weight. See <a href="#">Media specifications on page 13</a>.</p> <p>Make sure that the priority input tray is in place.</p> <p>Check the device environment.</p> <p>Replace the print cartridge. See <a href="#">Changing the print cartridge on page 69</a>.</p>

Problem	Cause	Solution
<p>Toner smears appear on the media.</p> 	<p>The media might not meet HP specifications.</p> <p>If toner smears appear on the leading edge of the paper, the media guides are dirty, or debris has accumulated in the print path.</p> <p>The print cartridge might be low.</p> <p>The fuser temperature might be too low.</p>	<p>Use media that meets HP specifications. See <a href="#">Media specifications on page 13</a>.</p> <p>Clean the media guides and the paper path. See <a href="#">To clean the paper path on page 68</a>.</p> <p>Replace the print cartridge. See <a href="#">Changing the print cartridge on page 69</a>.</p> <p>In the printer driver, make sure the appropriate media type is selected.</p>
<p>The toner smears easily when touched.</p> 	<p>The device is not set to print on the type of media on which you want to print.</p> <p>The media might not meet HP specifications.</p> <p>The paper path might need cleaning.</p> <p>The power source might be defective.</p> <p>The print cartridge might be low.</p>	<p>In the printer driver, select the <b>Paper</b> tab and set <b>Type is</b> to match the type of media on which you are printing. Print speed might be slower if you are using heavy paper.</p> <p>Use media that meets HP specifications. See <a href="#">Media specifications on page 13</a>.</p> <p>Clean the device. See <a href="#">Cleaning the device on page 67</a>.</p> <p>Plug the device directly into an AC outlet instead of into a power strip.</p> <p>Replace the print cartridge. See <a href="#">Changing the print cartridge on page 69</a>.</p>
<p>Marks repeatedly appear at even intervals on the page.</p> 	<p>The device is not set to print on the type of media on which you want to print.</p> <p>Internal parts might have toner on them.</p> <p>The paper path might need cleaning.</p> <p>The print cartridge might be damaged.</p>	<p>In the printer driver, make sure that the appropriate media type is selected. Print speed might be slower if you are using heavy paper.</p> <p>The problem typically corrects itself after a few more pages.</p> <p>Clean the device. See <a href="#">Cleaning the device on page 67</a>.</p> <p>If a repetitive mark occurs at the same spot on the page, install a new HP print cartridge. See <a href="#">Changing the print cartridge on page 69</a>.</p>
<p>The printed page contains misformed characters.</p> 	<p>The media might not meet HP specifications.</p> <p>If characters are incorrectly formed so that they produce a wavy effect, the laser scanner might need service.</p>	<p>Use a different paper, such as high-quality paper that is intended for laser printers. See <a href="#">Media specifications on page 13</a>.</p> <p>Verify that the problem also occurs on the Configuration report. If so, contact HP Customer Care. See the support flyer that came in the device box.</p>

Problem	Cause	Solution
<p>The printed page is curled or wavy.</p> 	The device is not set to print on the type of media on which you want to print.	In the 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.
	The media might have been in the input tray too long.	Turn over the stack of media in the tray. Also, try rotating the media 180° in the input tray.
	The paper path is curling the media.	Use the <b>Less paper curl</b> setting. See <a href="#">Reducing paper curl on page 100</a> .
	The media might not meet HP specifications.	Use a different paper, such as high-quality paper that is intended for laser printers. See <a href="#">Media specifications on page 13</a> .
	Both high temperature and humidity can cause paper curl.	Check the device environment.
<p>Text or graphics are skewed on the printed page.</p> 	The media might be loaded incorrectly or the input tray might be too full.	Verify that the media is loaded correctly and that the media guides are not too tight or too loose against the stack. See <a href="#">Loading media on page 24</a> .
	The media might not meet HP specifications.	Use a different paper, such as high-quality paper that is intended for laser printers. See <a href="#">Media specifications on page 13</a> .
<p>The printed page contains wrinkles or creases.</p> 	The media might be loaded incorrectly or the input tray might be too full.	Turn over the stack of paper in the input tray, or try rotating the paper 180° in the input tray.  Verify that the media is loaded correctly and that the media guides are not too tight or too loose against the stack. See <a href="#">Loading media on page 24</a> .
	The media might not meet HP specifications.	Use a different paper, such as high-quality paper that is intended for laser printers. See <a href="#">Media specifications on page 13</a> .
	The paper path is curling the media.	Use the <b>Less paper curl</b> setting. See <a href="#">Reducing paper curl on page 100</a> .
	Air pockets inside envelopes can cause them to wrinkle.	Remove the envelope, flatten it, and try printing again.

Problem	Cause	Solution
<p>Toner appears around the printed characters.</p> 	<p>The media might be loaded incorrectly.</p> <p>If large amounts of toner have scattered around the characters, the paper might have high resistivity.</p>	<p>Turn over the stack of paper in the tray.</p> <p>Use a different paper, such as high-quality paper that is intended for laser printers. See <a href="#">Media specifications on page 13</a>.</p>
<p>An image that appears at the top of the page (in solid black) repeats farther down the page (in a gray field).</p> 	<p>Software settings might affect image printing.</p> <p>The order of images printed might affect printing.</p> <p>A power surge might have affected the device.</p>	<p>In your software program, change the tone (darkness) of the field in which the repeated image appears.</p> <p>In your software program, rotate the whole page 180° to print the lighter image first.</p> <p>Change the order in which the images are printed. For example, have the lighter image at the top of the page, and the darker image farther down the page.</p> <p>If the defect occurs later in a print job, turn the device off for 10 minutes, and then turn on the device to restart the print job.</p>

## Media-handling problems

Use the information in this section when the device experiences media-handling problems.

### Print-media guidelines

- For best results, make sure that the paper is of good quality, and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges.
- For best-quality printing, use a smooth type of paper. Generally, smoother media produces better results. For more information, see [Media specifications on page 13](#).
- If you are unsure what type of paper you are loading (such as bond or recycled), check the label on the package of paper.
- Do not use media that is designed for Inkjet printers only. Use media that is designed for LaserJet printers.
- Do not use letterhead paper that is printed with low-temperature inks, such as those used in some types of thermography.
- Do not use raised or embossed letterhead.
- The device uses heat and pressure to fuse toner to the paper. Make sure that any colored paper or preprinted forms use inks that are compatible with this fusing temperature (200°C or 392°F for 0.1 second).

 **CAUTION:** Failure to follow these guidelines could cause jams or damage to the device.

## Solving print-media problems

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

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	Use long-grain paper, or use the <b>Less paper curl</b> setting. See <a href="#">Reducing paper curl on page 100</a> .
	The paper varies from side-to-side.	Turn the paper over.
Jamming, damage to device	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, 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 <a href="#">Loading media on page 24</a> .
	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 device does not pull media from the media input tray.	The device might be in manual feed mode.	<ul style="list-style-type: none"><li>• If <b>Manual feed</b> appears on the device control-panel display, press <b>Menu/Enter</b> to print the job.</li><li>• Verify that the device is not in manual feed mode and print your job again.</li></ul>
	The pickup roller might be dirty or damaged.	Contact HP Customer Care. See the support flyer that came in the device box.
	The paper-length adjustment control in tray 1 is set at a length that is greater than the media size.	Adjust the paper-length adjustment control to the correct length.

## Performance problems

Try the tips in this section if pages exit the device, but have nothing printed on them, or when the device does not print any pages.

Problem	Cause	Solution
Pages print but are totally blank.	The sealing tape might still be in the print cartridge.	Verify that the sealing tape has been completely removed from the print cartridge.
	The document might contain blank pages.	Check the document that you are printing to see if content appears on all of the pages.
	The device might be malfunctioning.	To check the device, print a Configuration report. See <a href="#">Information pages on page 64</a> .
Pages print slowly.	Certain media types can slow the print job.	Print on a different type of media.
Pages did not print.	The device might not be pulling media correctly.	See <a href="#">Media-handling problems on page 88</a> .
	The media is jamming in the device.	Clear the jam. See <a href="#">Clearing jams on page 74</a> .
	The USB cable might be defective or incorrectly connected.	<ul style="list-style-type: none"><li>• Disconnect the USB cable at both ends and reconnect it.</li><li>• Try printing a job that has printed in the past.</li><li>• Try using a different USB cable.</li></ul>
	Other devices are running on your computer.	The device might not share a USB port. If you have an external hard drive or network switchbox that is connected to the same port as the device, the other device might be interfering. To connect and use the device, you must disconnect the other device or you must use two USB ports on the computer.

# Copy problems

## Preventing problems

The following are a few simple steps you can take to improve copy quality:

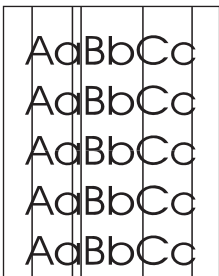
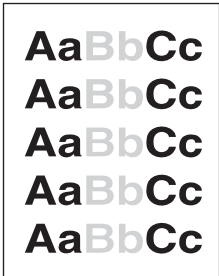
- Use quality originals.
- Load the media correctly. If the media is loaded incorrectly, it might skew, causing unclear images and problems with the OCR program. See [Loading documents to copy or scan on page 24](#) for instructions.



**NOTE:** Verify that the media meets HP specifications. If the media meets HP specifications, recurring feed problems indicate the pickup roller or separation pad is worn. Contact HP Customer Care. See the flyer that came in the device box.

## Image problems

Problem	Cause	Solution
Images are missing or faded.	The print-cartridge toner-level might be low.	Replace the print cartridge. See <a href="#">Changing the print cartridge on page 69</a> .
	The original might be of poor quality.	If your original is too light or damaged, the copy might not be able to compensate, even if you adjust the contrast. If possible, find an original document in better condition.
	The original might have a colored background.	Colored backgrounds might cause images in the foreground to blend into the background, or the background might appear in a different shade. If possible, use an original document without a colored background.
Vertical white or faded stripes appear on the copy.	The media might not meet HP specifications.	Use media that meets HP specifications. See <a href="#">Media specifications on page 13</a> .
	The print-cartridge toner-level might be low.	Replace the print cartridge. See <a href="#">Changing the print cartridge on page 69</a> .
Unwanted lines appear on the copy.	The photosensitive drum inside the print cartridge might have been scratched.	Install a new HP print cartridge. See <a href="#">Changing the print cartridge on page 69</a> .



Problem	Cause	Solution
Black dots or streaks appear on the copy.	Ink, glue, correction fluid, or an unwanted substance might be on the flatbed scanner.	Clean the device. See <a href="#">Cleaning the device on page 67</a> .
Copies are too light or dark.	The printer driver or device settings may be incorrect.	Verify that the quality settings are correct. See <a href="#">Adjusting the copy quality on page 42</a> .
Text is unclear.	The printer driver or device settings may be incorrect.	Verify that the quality settings are correct. See <a href="#">Adjusting the copy quality on page 42</a> .

## Media-handling problems

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, 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.	Use long-grain paper, or use the <b>Less paper curl</b> setting. See <a href="#">Reducing paper curl on page 100</a> .
	The paper varies from side-to-side.	Turn the paper over.
Jamming, damage to device	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, 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 <a href="#">Loading media on page 24</a> .
	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 device does not pull media from the media input tray.	The device might be in manual feed mode.	<ul style="list-style-type: none"> <li>• If <b>Manual feed</b> appears on the device control-panel display, press <b>Menu/Enter</b> to print the job.</li> <li>• Verify that the device is not in manual feed mode and print your job again.</li> </ul>

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<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
	The pickup roller might be dirty or damaged.	Contact HP Customer Care. See the support flyer that came in the device box.
	The paper-length adjustment control in tray 1 is set at a length that is greater than the media size.	Adjust the paper-length adjustment control to the correct length.

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## Performance problems

Problem	Cause	Solution
No copy came out.	The input tray might be empty.	Load media in the device. See <a href="#">Loading media on page 24</a> for more information.
	The original might have been loaded incorrectly.	On the flatbed scanner, place the original document face-down with the upper-left corner of the document at the lower-right corner of the glass.
Copies are blank.	The sealing tape might not have been removed from the print cartridge.	Remove the print cartridge from the device, pull out the sealing tape, and reinstall the print cartridge.
	The original might have been loaded incorrectly.	On the flatbed scanner, make sure that the original document is placed face-down with the upper-left corner of the document at the lower-right corner of the glass.
	The media might not meet HP specifications.	Use media that meets HP specifications. See <a href="#">Media specifications on page 13</a> .
	The print-cartridge toner-level might be low.	Replace the print cartridge. See <a href="#">Changing the print cartridge on page 69</a> .
Copies are reduced in size.	The device settings might be set to reduce the scanned image.	Verify that the reduction/enlargement settings are correct at the device control panel.

# Scan problems

## Solving scanned-image problems

Problem	Cause	Solution
The scanned image is of poor quality.	The original might be a second-generation photo or picture.	<ul style="list-style-type: none"><li>To eliminate the patterns, try reducing the size of the image after scanning.</li><li>Print the scanned image to see if the quality is better.</li><li>Verify that your resolution and color settings are correct for the type of scan job that you are performing. See <a href="#">Scanner resolution and color on page 61</a>.</li></ul>
	The image that appears on the screen might not be an accurate representation of the quality of the scan.	<ul style="list-style-type: none"><li>Try adjusting your computer monitor settings to use more colors (or levels of gray). Typically, you make this adjustment by opening <b>Display</b> in Windows Control Panel.</li><li>Try adjusting the resolution and color settings in the scanner software. See <a href="#">Scanner resolution and color on page 61</a>.</li></ul>
	The original might have been loaded incorrectly.	Make sure that you have loaded the original correctly on the flatbed scanner. See <a href="#">Loading documents to copy or scan on page 24</a> .
	The scanner might be dirty.	Clean the scanner. See <a href="#">To clean the scanner glass on page 67</a> .
	The graphics settings might not be suitable for the type of scan job that you are performing.	Try changing the graphics settings. See <a href="#">Scanner resolution and color on page 61</a> .
Part of the image did not scan.	The original might have been loaded incorrectly.	Make sure that the original is placed correctly on the flatbed scanner.
	A colored background might be causing images in the foreground to blend into the background.	Try adjusting the settings before you scan the original or enhancing the image after you scan the original. See <a href="#">Scanner resolution and color on page 61</a> .
	The original is too small.	The minimum size that the flatbed scanner supports is 25 x 25 mm (1 x 1 inch).
	The media size is incorrect.	In <b>Scan</b> settings, make sure that the input media size is large enough for the document that you are scanning. See <a href="#">Scanner resolution and color on page 61</a> .
The scan takes too long	The resolution or color level is set too high.	Change the resolution and color level settings to the correct settings for your job. See <a href="#">Scanner resolution and color on page 61</a> .
	The software is set to scan in color.	The system default is color, which takes longer to scan even when scanning a monochrome original. If you acquire an image through TWAIN or WIA, you can change the settings so that the original scans in grayscale or black-and-white. See the device software Help for details.
	A print job or copy job was sent before you tried to scan.	If someone sent a print job or copy job before you tried to scan, the scan will start if the scanner is not busy. However, because the device and scanner share memory, the scan might be slower.

## Scan-quality problems

### Preventing problems


The following are a few simple steps you can take to improve scan quality.

- Use high-quality originals.
- Load the media correctly. If the media is loaded incorrectly, it might skew, which causes unclear images. See [Loading media on page 24](#) for instructions.
- Adjust the software settings according to how you plan to use the scanned page. See [Scanner resolution and color on page 61](#) for more information.

### Solving scan-quality problems

Problem	Cause	Solution
Blank pages	The original might have been loaded upside down.	On the flatbed scanner, place the original document face-down with the upper-left corner of the document at the lower-right corner of the glass.
Too light or dark	The resolution and color levels may be set incorrectly.	Verify that you have the correct resolution and color settings. See <a href="#">Scanner resolution and color on page 61</a> .
Unwanted lines	Ink, glue, correction fluid, or an unwanted substance might be on the glass.	Clean the flatbed scanner surface. See <a href="#">To clean the scanner glass on page 67</a> .
Black dots or streaks	Ink, glue, correction fluid, or an unwanted substance might be on the glass.	Clean the flatbed scanner surface. See <a href="#">To clean the scanner glass on page 67</a> .
Unclear text	The resolution and color levels may be set incorrectly.	Verify that you have the correct resolution and color settings. See <a href="#">Scanner resolution and color on page 61</a> .

# Control-panel display problems

 **CAUTION:** Static electricity can cause unexpected black lines, dots, or characters to appear on the device control-panel display. Do not touch the device control-panel display if there is a chance that you have collected a static electric charge (for example, by walking on carpet in a low-humidity environment).

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Unexpected lines, dots, or characters might appear on the device control-panel display, or the display might become blank if the device is exposed to an electric or magnetic field. To resolve this problem, perform the following procedure:

1. Turn the device off.
2. Remove the device from the electric or magnetic field.
3. Turn the device on again.

# Solving common Macintosh problems

## Problems with Mac OS X V10.3 and Mac OS X V10.4

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

Cause	Solution
The device software might not have been installed or was installed incorrectly.	Reinstall the software. See the getting started guide for instructions.

### The device name does not appear in the printer list box in the print center.

Cause	Solution
The device might not be ready.	Make sure that the cables are connected correctly, the device is on, and the ready light is on. If you are connecting through a USB hub, try connecting directly to the computer or use a different port.
The wrong device name is being used.	Print a Configuration report. See <a href="#">Information pages on page 64</a> . Verify that the name on the Configuration report matches the device name in the Print Center.
The interface cable might be defective or of poor quality.	Replace the interface cable. Make sure to use a high-quality cable.

### 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 <b>print monitor</b> and select <b>Start Jobs</b> .

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

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

### 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.

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**The device does not appear in the Macintosh Print Center after the driver is selected.**

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**Cause**

This problem is caused by either a software or a hardware component.

**Solution****Software problem solving**

- Check that your Macintosh supports USB.
- Verify that your Macintosh operating system is Mac OS X V10.3 or Mac OS X V10.4.
- Ensure that your Macintosh has the appropriate USB software from Apple.

**Hardware problem solving**

- Check that the device is turned on.
- Verify that the USB cable is connected correctly.
- Check that you are using the appropriate high-speed USB cable.
- 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.

**NOTE:** The iMac keyboard is a nonpowered USB hub.

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## Problem-solving tools

The section describes the tools that can help you solve problems with your device.

### Restoring the factory-set defaults

Restoring the factory-set defaults returns all of the settings to the factory defaults.

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 **CAUTION:** This procedure deletes any pages that are stored in the memory. The procedure then automatically restarts the device.

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1. On the device control panel, press **Menu/Enter**.
2. Use the **<** or the **>** button to select **Service**, and then press **Menu/Enter**.
3. Use the **<** or the **>** button to select **Restore defaults**, and then press **Menu/Enter**.

The device automatically restarts.

### Reducing paper curl

Use the **Less paper curl** setting to reduce curl in printed media.

1. On the device control panel, press **Menu/Enter**.
2. Use the **<** or the **>** button to select **Service**, and then press **Menu/Enter**.
3. Use the **<** or the **>** button to select **Less paper curl**, and then press **Menu/Enter**.
4. Use the **<** or the **>** button to select **On**, and then press **Menu/Enter**.

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# A Accessories and ordering information

- [Supplies](#)
- [Cable and interface accessories](#)
- [User-replaceable parts](#)
- [Paper and other print media](#)

The following list of accessories was current at the time of printing. Ordering information and availability of the accessories might change during the life of the device. For the most current ordering information, visit the most appropriate of the following Web sites:

- North America: [www.hp.com/go/ordersupplies-na](http://www.hp.com/go/ordersupplies-na)
- Europe and Middle East: [www.hp.com/go/ordersupplies-emea](http://www.hp.com/go/ordersupplies-emea)
- Asia Pacific countries/regions: [www.hp.com/go/ordersupplies-ap](http://www.hp.com/go/ordersupplies-ap)
- Latin America: [www.hp.com/go/ordersupplies-la](http://www.hp.com/go/ordersupplies-la)

## Supplies

Product name	Description	Part number
Black print cartridge	Average yield for the standard print cartridge is approximately 2,000 pages. Actual yield depends on use.	Q2612A

## Cable and interface accessories

Product name	Description	Part number
USB cable	2-meter standard USB-compatible device connector	C6518A

## User-replaceable parts

Product name	Description	Part number
Separation pad and pickup rollers	Replace when the device is picking up multiple sheets or no sheets. Trying different paper did not resolve the problem.	Contact HP Customer Care to order parts.

## Paper and other print media



**NOTE:** Inkjet paper is not recommended for the device.

Product name	Description	Part number
HP LaserJet paper	Premium HP-brand paper for use with HP LaserJet printers.	HPJ1124 (letter)
HP Premium Choice LaserJet paper	HP bond paper with a weight of 120 g/m <sup>2</sup> (32 lb).	HPU1132 (letter)
HP Cover paper	HP-brand paper with a weight of 200 g/m <sup>2</sup> (75-lb cover). Use for printing postcards and document covers.	Q2413A (letter) 100 sheets
HP Printing paper	HP-brand paper for use with HP LaserJet printers.	HPP1122 (letter)
HP Multipurpose paper	HP-brand paper for a variety of uses.	HPM1120 (letter)
HP LaserJet Tough paper	Robust paper with a satin finish. Paper will not tear and will withstand the weather. For documents requiring durability and longevity.	Q1298A (letter)
HP High Gloss laser paper	High-gloss finish coating on both sides. Use for brochures, catalogs, photographs, and whenever a high-gloss finish is desired.	Q2419A (letter) 200 sheets
HP Soft Gloss laser paper	Satin finish coating on both sides, 105 g/m <sup>2</sup> (28 lb).	Q2415A (letter) 500 sheets

<b>Product name</b>	<b>Description</b>	<b>Part number</b>
HP Brochure Laser Paper, Matte	High opacity for two-sided printing with no show-through, 44 lb.	Q6543A (letter) 150 sheets
HP Photo and Imaging Laser Paper, Glossy	High-contrast glossy finish, 32 lb.	Q6545A (letter) 200 sheets
HP Photo and Imaging Laser Paper, Matte	High-contrast matte finish, 52 lb.	Q6549A (letter) 100 sheets
HP Presentation Laser Paper, Soft Gloss	Bright white for high contrast, 32 lb.	Q6541A (letter) 200 sheets
HP Recycled Content Paper	Matte finish on both sides, contains 30 percent post-consumer content (satisfies US Executive Order 13101), 75 g/m <sup>2</sup> (20-lb bond).	HPE1120 (letter) 500 sheets



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## B Service and support

- [HP limited warranty statement](#)
- [HP's Premium Protection Warranty: LaserJet toner cartridge limited warranty statement](#)
- [HP policy on non-HP supplies](#)
- [HP anticounterfeit Web site](#)
- [Data stored on the toner cartridge](#)
- [End User License Agreement](#)
- [Customer self-repair warranty service](#)
- [Customer support](#)

## HP limited warranty statement

HP PRODUCT	DURATION OF LIMITED WARRANTY
HP LaserJet M1005 MFP	One-year limited warranty

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

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

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

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

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

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

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

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

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

## UK, Ireland, and Malta

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

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

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

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

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

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

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

## Austria, Belgium, Germany, and Luxembourg

Die beschränkte HP Herstellergarantie ist eine von HP auf freiwilliger Basis angebotene kommerzielle Garantie. Der Name und die Adresse der HP Gesellschaft, die in Ihrem Land für die Gewährung der beschränkten HP Herstellergarantie verantwortlich ist, sind wie folgt:

**Deutschland:** HP Deutschland GmbH, Schickardstr. 32, D-71034 Böblingen

**Österreich:** HP PPS Austria GmbH., Wienerbergstrasse 41, A-1120 Wien

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

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

Die Rechte aus der beschränkten HP Herstellergarantie gelten zusätzlich zu den gesetzlichen Ansprüchen wegen Sachmängeln auf eine zweijährige Gewährleistung ab dem Lieferdatum. Ob Sie Anspruch auf diese

Rechte haben, hängt von zahlreichen Faktoren ab. Die Rechte des Kunden sind in keiner Weise durch die beschränkte HP Herstellergarantie eingeschränkt bzw. betroffen. Weitere Hinweise finden Sie auf der folgenden Website: Gewährleistungsansprüche für Verbraucher ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)) oder Sie können die Website des Europäischen Verbraucherzentrums ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)) besuchen. Verbraucher haben das Recht zu wählen, ob sie eine Leistung von HP gemäß der beschränkten HP Herstellergarantie in Anspruch nehmen oder ob sie sich gemäß der gesetzlichen zweijährigen Haftung für Sachmängel (Gewährleistung) sich an den jeweiligen Verkäufer wenden.

## Belgium, France, and Luxembourg

La garantie limitée HP est une garantie commerciale fournie volontairement par HP. Voici les coordonnées de l'entité HP responsable de l'exécution de la garantie limitée HP dans votre pays:

**France:** HP France SAS, société par actions simplifiée identifiée sous le numéro 448 694 133 RCS Evry, 1 Avenue du Canada, 91947, Les Ulis

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

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

**France:** Les avantages de la garantie limitée HP s'appliquent en complément des droits dont vous disposez au titre des garanties légales applicables dont le bénéfice est soumis à des conditions spécifiques. Vos droits en tant que consommateur au titre de la garantie légale de conformité mentionnée aux articles L. 211-4 à L. 211-13 du Code de la Consommation et de celle relatives aux défauts de la chose vendue, dans les conditions prévues aux articles 1641 à 1648 et 2232 du Code de Commerce ne sont en aucune façon limités ou affectés par la garantie limitée HP. Pour de plus amples informations, veuillez consulter le lien suivant : Garanties légales accordées au consommateur ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)). Vous pouvez également consulter le site Web des Centres européens des consommateurs ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Les consommateurs ont le droit de choisir d'exercer leurs droits au titre de la garantie limitée HP, ou auprès du vendeur au titre des garanties légales applicables mentionnées ci-dessus.

### POUR RAPPEL:

Garantie Légale de Conformité:

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

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

Article L211-5 du Code de la Consommation:

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

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

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

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

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

Article L211-12 du Code de la Consommation:

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

Garantie des vices cachés

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

Article 1648 alinéa 1 du Code Civil:

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

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

## Italy

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

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

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

## Spain

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

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

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

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

## Denmark

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

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

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

## Norway

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

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

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

## Sweden

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

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

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

## Portugal

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

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

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

## Greece and Cyprus

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

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

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

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

## Hungary

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

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

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

jótállás alapján vagy a kétéves, jogszabályban foglalt eladói szavatosság, illetve, ha alkalmazandó, a jogszabályban foglalt kötelező eladói jótállás alapján érvényesítik.

## Czech Republic

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

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

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

## Slovakia

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

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

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

## Poland

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

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

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

## Bulgaria

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

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

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

## Romania

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

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

Beneficiile Garanției limitate HP se aplică suplimentar față de orice drepturi privind garanția de doi ani oferită de vânzător pentru neconformitatea bunurilor cu contractul de vânzare; cu toate acestea, diverși factori pot avea impact asupra eligibilității dvs. de a beneficia de aceste drepturi. Drepturile legale ale consumatorului nu sunt limitate sau afectate în vreun fel de Garanția limitată HP. Pentru informații suplimentare consultați următorul link: гаранцията acordată потребителите по закон ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)) или можете да посетите сайта на Европейския център за решаване на спорове на потребителите ([http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/ecc-net/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Потребителите имат правото да изберат дали да претендират за извършване на услуга в рамките на Ограничената гаранция на HP или да потърсят такава от търговеца в рамките на двугодишната правна гаранция.

## Belgium and the Netherlands

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

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

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

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

het recht om te kiezen tussen enerzijds de Beperkte Garantie van HP of anderzijds het aanspreken van de verkoper in toepassing van de wettelijke garantie.

## Finland

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

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

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

## Slovenia

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

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

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

## Croatia

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

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

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

## Latvia

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

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

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

## Lithuania

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

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

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

## Estonia

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

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

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## Russia

### Срок службы принтера для России

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

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

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

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

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

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## HP policy on non-HP supplies

HP cannot recommend the use of non-HP toner cartridges, either new or remanufactured.

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

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## HP anticounterfeit Web site

Go to [www.hp.com/go/anticounterfeit](http://www.hp.com/go/anticounterfeit) when you install an HP toner cartridge and the control-panel message indicates the cartridge is non-HP. HP will help determine if the cartridge is genuine and take steps to resolve the problem.

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

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

## Data stored on the toner cartridge

The HP toner cartridges used with this product contain a memory chip that assists in the operation of the product.

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

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

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

Any third party possessing the toner cartridge might have access to the anonymous information on the memory chip.

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First Edition: August 2015

## Customer self-repair warranty service

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

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

## Customer support

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Get telephone support for your country/region	Country/region phone numbers are on the flyer that was in the box with your product or at <a href="http://www.hp.com/support/">www.hp.com/support/</a> .
Have the product name, serial number, date of purchase, and problem description ready.	
Get 24-hour Internet support, and download software utilities and drivers	<a href="http://www.hp.com/support/ljm1005">www.hp.com/support/ljm1005</a>
Order additional HP service or maintenance agreements	<a href="http://www.hp.com/go/carepack">www.hp.com/go/carepack</a>
Register your product	<a href="http://www.register.hp.com">www.register.hp.com</a>

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# C Device specifications

This section contains the following information about the device:

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

## Physical specifications

**Table C-1 Physical specifications**

Height	Depth	Width	Weight <sup>1</sup>
308 mm (12.13 inches)	363 mm (14.3 inches)	437 mm (17.2 inches)	8.3 kg (18.4 lb)

<sup>1</sup> Weight does not include print cartridge, which weighs 0.7 kg (1.5 lb).

## Electrical specifications

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

**Table C-2 Electrical specifications**

Item	110-volt models	220-volt models
Power requirements	110 to 127 V (+/- 10%)	220 to 240 V (+/- 10%)
	XX / XX Hz (+/- 2 Hz)	XX / XX Hz (+/- 2 Hz)
Rated current	X.X A	X.X A

## Power consumption

**Table C-3 Power consumption (average, in watts)<sup>1, 2</sup>**

Printing	Copying	Ready/Sleep <sup>3</sup>	Off
XXX W	XXX W	X W	0 W

<sup>1</sup> Values are based on preliminary data. See [www.hp.com/support/ljm1005](http://www.hp.com/support/ljm1005) for current information.

<sup>2</sup> Power reported is highest values measured for monochrome printing/copying using all standard voltages.

<sup>3</sup> The default time from Ready mode to Sleep mode and the recovery time from Sleep mode to start of printing is less than 10 seconds because of instant-on fusing.

<sup>4</sup> Maximum heat dissipation for all models in Ready mode = 51.2 BTU/hour.

<sup>5</sup> Print speed is 15 ppm letter-size and 14 ppm A4-size.

## Environmental specifications

**Table C-4 Environmental specifications**

	Recommended <sup>1</sup>	Operating <sup>1</sup>	Storage <sup>1</sup>
(Device and print cartridge)	XX° to XX°C	XX° to XX.X°C	X° to XX°C
Temperature	(XX° to XX°F)	(XX° to XX.X°F)	(XX° to XXX°F)
Relative humidity	XX% to XX%	XX% to XX%	X% or less

<sup>1</sup> Values are subject to change. See the support Web site for current information.

# Acoustic emissions

**Table C-5 Acoustic emissions** <sup>1,2</sup>

<b>Sound Power Level</b>	<b>Declared per ISO 9296</b>
Printing (15 ppm) <sup>3</sup>	$L_{WA} = X.X$ Bels (A) [XX dB (A)]
Ready	Essentially Inaudible
<b>Sound Pressure Level - Bystander Position</b>	<b>Declared per ISO 9296</b>
Printing (15 ppm) <sup>3</sup>	$L_{pA} = XX$ dB (A)
Ready	Essentially Inaudible

<sup>1</sup> Values are based on preliminary data. See [www.hp.com/support/ljm1005](http://www.hp.com/support/ljm1005) for current information.

<sup>2</sup> Configuration tested: HP LaserJet M1005 MFP, letter.

<sup>3</sup> Print speed is 15 ppm letter-size and 14 ppm A4-size.



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# D Environmental product stewardship program

- [Protecting the environment](#)
- [Ozone production](#)
- [Power consumption](#)
- [Toner consumption](#)
- [Paper use](#)
- [Plastics](#)
- [HP LaserJet print supplies](#)
- [Paper](#)
- [Material restrictions](#)
- [Disposal of waste equipment by users \(EU and India\)](#)
- [Electronic hardware recycling](#)
- [Brazil hardware recycling information](#)
- [Chemical substances](#)
- [Product Power Data per European Union Commission Regulation 1275/2008](#)
- [Restriction on Hazardous Substances statement \(India\)](#)
- [Restriction on Hazardous Substances statement \(Turkey\)](#)
- [Restriction on Hazardous Substances statement \(Ukraine\)](#)
- [Substances Table \(China\)](#)
- [SEPA Ecolabel User Information \(China\)](#)
- [The regulation of the implementation on China energy label for printer, fax, and copier](#)
- [Material Safety Data Sheet \(MSDS\)](#)
- [EPEAT](#)
- [For more information](#)

## Protecting the environment

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

### Ozone production

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

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

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

### Power consumption

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



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

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

### Toner consumption

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

## Paper use

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

## Plastics

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

## HP LaserJet print supplies

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

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

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

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

## Paper

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

## Material restrictions

This HP product does not contain added mercury.

This HP product does not contain a battery.

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



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

## Electronic hardware recycling

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

## Brazil hardware recycling information



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

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

## Chemical substances

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

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

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

## Restriction on Hazardous Substances statement (India)

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

## Restriction on Hazardous Substances statement (Turkey)

Türkiye Cumhuriyeti: EEE Yönetmeliğine Uygundur

## Restriction on Hazardous Substances statement (Ukraine)

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

## Substances Table (China)

### 产品中有害物质或元素的名称及含量

根据中国《电器电子产品有害物质限制使用管理办法》



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

0614-17

本表格依据 SJ/T 11364 的规定编制。

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

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

此表中所有名称中含“X”的部件均符合欧盟 RoHS 立法。

注：环保使用期限的参考标识取决于产品正常工作的温度和湿度等条件

## SEPA Ecolabel User Information (China)

中国环境标识认证产品用户说明

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

如需长时间使用本产品或打印大量文件，请确保在通风良好的房间内使用。

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

您可以使用再生纸，以减少资源耗费。

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

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

## 1. 能效等级

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

## 2. 能效信息

### 2.1 LaserJet 打印机和高性能喷墨打印机

- 典型能耗

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

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

有关规格的详细信息，请参阅 GB21521 标准的当前版本。

## Material Safety Data Sheet (MSDS)

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

## EPEAT

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

## For more information

To obtain information about these environmental topics:

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

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

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

# 限用物質含有情況標示聲明書

Declaration of the Presence Condition of the Restricted Substances Marking

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

To access the latest user guides or manuals for your product. Go to

<http://www.support.hp.com>. Select **Find your product**, and then follow the on-screen instructions.

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

## E Regulatory information

This section contains the following regulatory information:

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

# Declaration of conformity

## Declaration of Conformity

according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name: HP Company

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

declares, that the product

Product Names: HP LaserJet M1005 MFP series

Regulatory Model Number<sup>3)</sup> BOISB-0207-01

Print Cartridge Q2612A

Product Options: ALL

conforms to the following Product Specifications:

Safety: IEC 60950-1:2001 / EN60950-1: 2001 +A11  
IEC 60825-1:1993 +A1 +A2  
EN 60825-1:1994 +A1 +A2 (Class 1 Laser/LED Product)  
GB4943-2001

EMC: CISPR22:2003 +A1 / EN55022:2005 - Class B<sup>1)</sup>  
EN 61000-3-2:2000  
EN 61000-3-3:1995 +A1  
EN 55024:1998 +A1 +A2  
FCC Title 47 CFR, Part 15 Class B<sup>2)</sup> / ICES-003, Issue 4  
GB9254-1998, GB17625.1-2003

Supplementary Information:

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

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

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

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

Boise, Idaho 83713, USA

January 1, 2006

For regulatory topics only:

Australia Contact: Product Regulations Manager, HP Australia Ltd., 31-41 Joseph Street, Blackburn, Victoria 3130, Australia

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**Declaration of Conformity**

**according to ISO/IEC Guide 22 and EN 45014**

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

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


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## Regulatory statements

### FCC regulations

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

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

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

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

### Canada - Industry Canada ICES-003 Compliance Statement

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


### EMC statement (Korea)

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

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


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

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

### Laser safety

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

confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

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

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## Laser statement for Finland

### **Luokan 1 laserlaite**

Klass 1 Laser Apparat

HP LaserJet M1005 MFP, laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalisissa käytössä kirjoittimen suojakotelointi estää lasersäteen pääsyn laitteen ulkopuolelle. Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (2007) mukaisesti.

### **VAROITUS !**

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

### **VARNING !**

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

### **HUOLTO**

HP LaserJet M1005 MFP - kirjoittimen sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyökaluja.

### **VARO !**

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

### **VARNING !**

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

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

## GS statement (Germany)

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

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

## Eurasian Conformity (Belarus, Kazakhstan, Russia)



**Производитель:** Hewlett-Packard Company, 3000 Hanover Street, Palo Alto, California 94304, США.

**НР Россия:** ЗАО «Хьюлетт-Паккард А.О.», 125171, Россия, г. Москва, Ленинградское шоссе, 16А, стр.3, тел./факс: +7 (495) 797 35 00, +7 (495) 287 89 05

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# Glossary

**browser**

Short for Web browser, a software program that is used to locate and open Web pages.

**contrast**

The difference between the dark and light areas of an image. The lower the number value, the more closely the shades resemble each other. The higher the number, the more the shades appear separate from each other.

**dots per inch (dpi)**

A measurement of resolution that is used for printing. Generally, more dots per inch result in a higher resolution, more visible detail in the image, and a larger file size.

**e-mail (electronic mail)**

An abbreviation for electronic mail. Software that can be used to electronically transmit items over a communications network.

**file format**

The way the contents of a file are structured by a program or group of programs.

**grayscale**

Shades of gray that represent light and dark portions of an image when color images are converted to grayscale; colors are represented by various shades of gray.

**halftone**

An image type that simulates grayscale by varying the number of dots. Highly colored areas consist of a large number of dots, while lighter areas consist of a smaller number of dots.

**link**

A connection to a program or device that can be used to send information from the device software to other programs, such as e-mail or OCR links.

**optical character recognition (OCR) software**

OCR software converts an electronic image of text, such as a scanned document, into a form that word processor, spreadsheet, and database programs can use.

**pixels per inch (ppi)**

A measurement of resolution that is used for scanning. Generally, more pixels per inch result in a higher resolution, more visible detail in the image, and a larger file size.

**printer driver**

A printer driver is a program that software programs use to gain access to device features. A printer driver translates software program formatting commands (such as page breaks and font selection) into a printer language, and then sends the print file to the device.

**Readiris**

An optical character recognition (OCR) program that was developed by I.R.I.S. and that is included with the device software.

**resolution**

The sharpness of an image, measured in dots per inch (dpi). The higher the dpi, the greater the resolution.

**surge protector**

A device that protects a power supply and communications lines from electrical surges.

**TWAIN**

An industry standard for scanners and software. By using a TWAIN-compliant scanner with a TWAIN-compliant program, a scan can be initiated from within the program.

**URL**

Uniform resource locator, the global address of documents and resources on the Internet. The first part of the address indicates what protocol to use, the second part specifies the IP address or the domain name where the resource is located.

**USB**

Universal serial bus (USB) is a standard that was developed by the USB Implementers Forum, Inc., to connect computers and peripherals. USB is designed to concurrently connect a single computer USB port to multiple peripherals.

**watermarks**

A watermark adds background text to a document that is being printed. For example, "Confidential" can be printed in the background text of a document to indicate that the document is confidential. A selection can be made from a set of predefined watermarks, and the font, size, angle, and style can be changed. The printer can place the watermark on the first page only or all pages.

**WIA**

Windows Imaging Architecture (WIA) is an imaging architecture that is available in Windows Me and Windows XP. A scan can be initiated from within these operating systems by using a WIA-compliant scanner.

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